



Loss Prevention - Organisation Design Benchmark

Wednesday, April 22, 2026



58 Retailers Responses

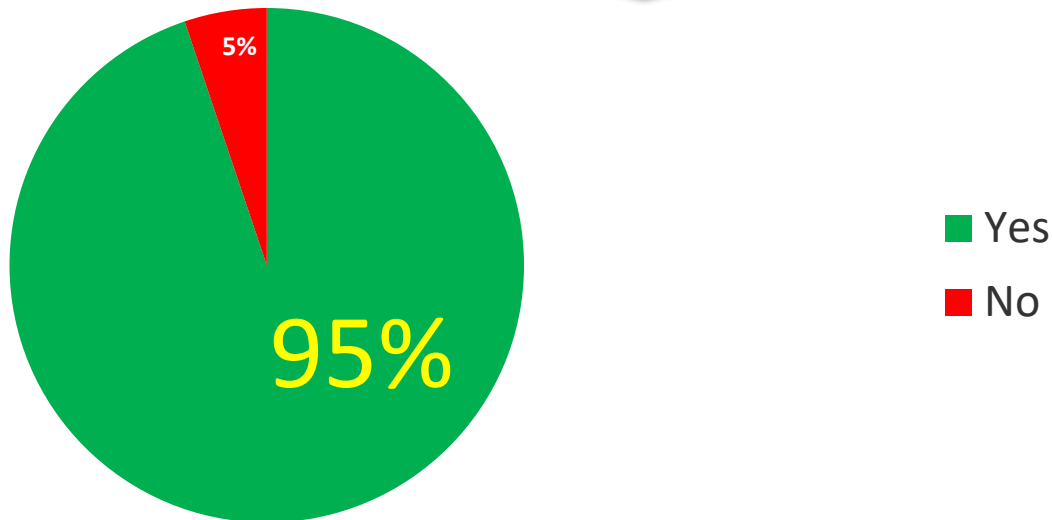
- 14 Countries (35% UK, 25% USA)
- Total Sales >€1.5 trillion
- 73,000 + Stores
- 55% of respondents responsible for multiple markets, 45% had just one market / country.



Q: Does your business have a department / function that is dedicated to managing loss?

Answered: 58 Skipped: 0

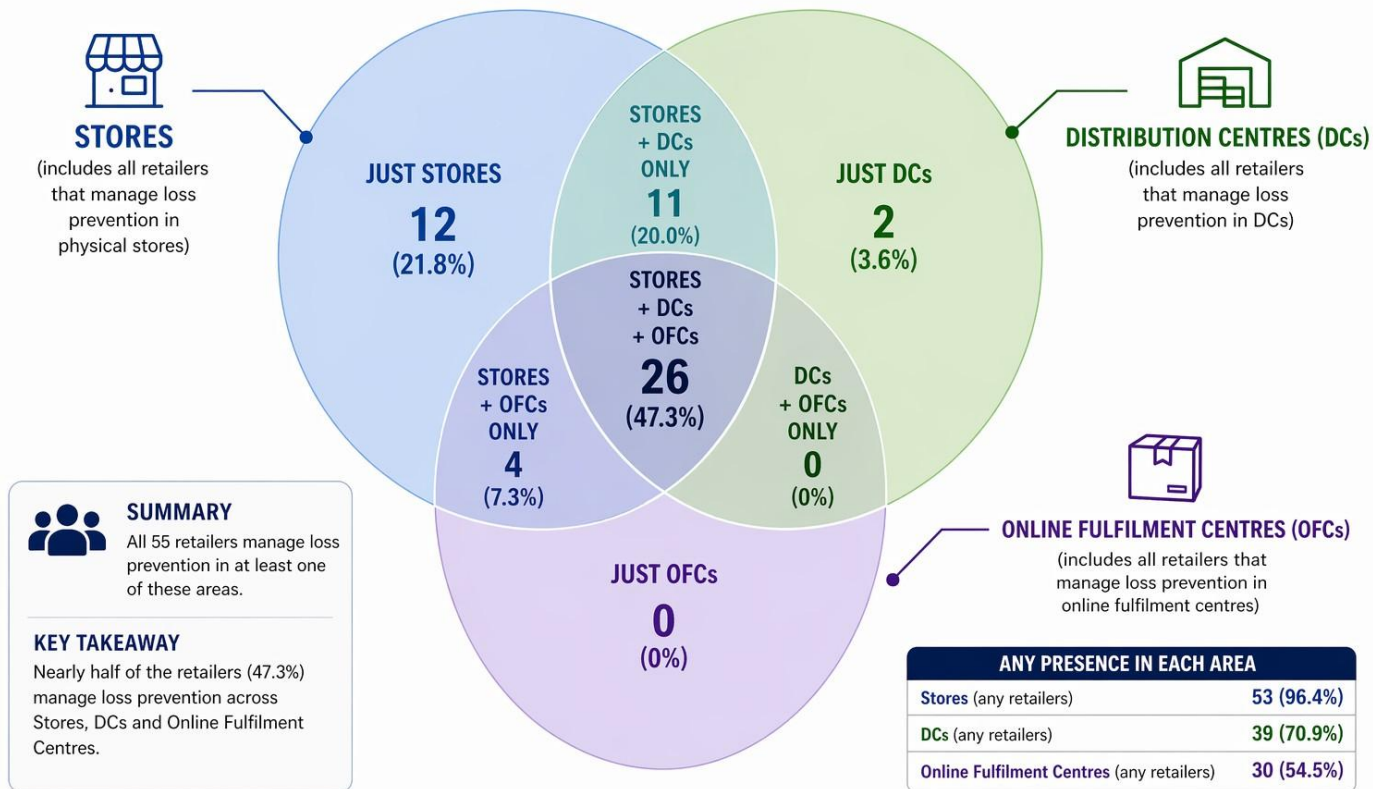
For this sample of retailers, 95% had a dedicated team for loss



Q: What is the operational scope of this team in your business? (tick all that apply)

WHERE RETAILERS FOCUS THEIR LOSS PREVENTION EFFORTS

Number of retailers in the sample (n = 55)

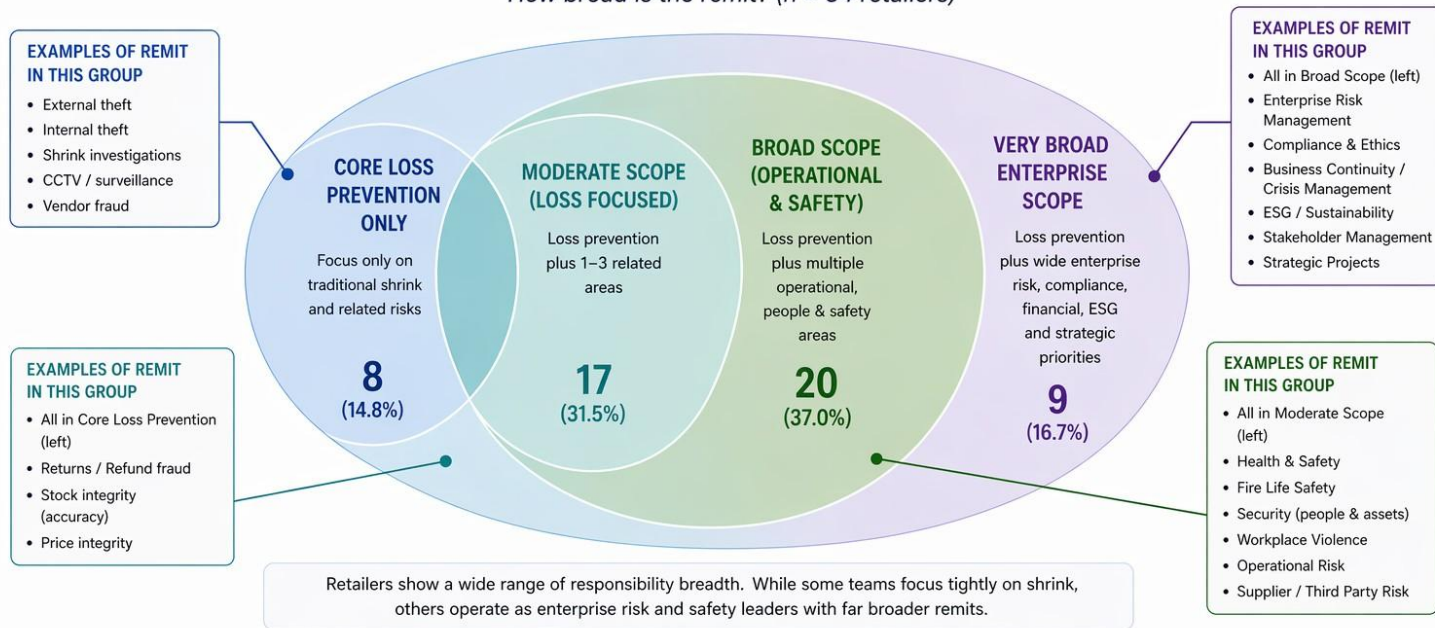


Retailers may appear in more than one category.

Q: What loss problems are in scope for this dedicated team? (Tick all that apply)

THE SCOPE OF LOSS PREVENTION TEAMS

How broad is the remit? (n = 54 retailers)



Percentages may not total 100% due to rounding.



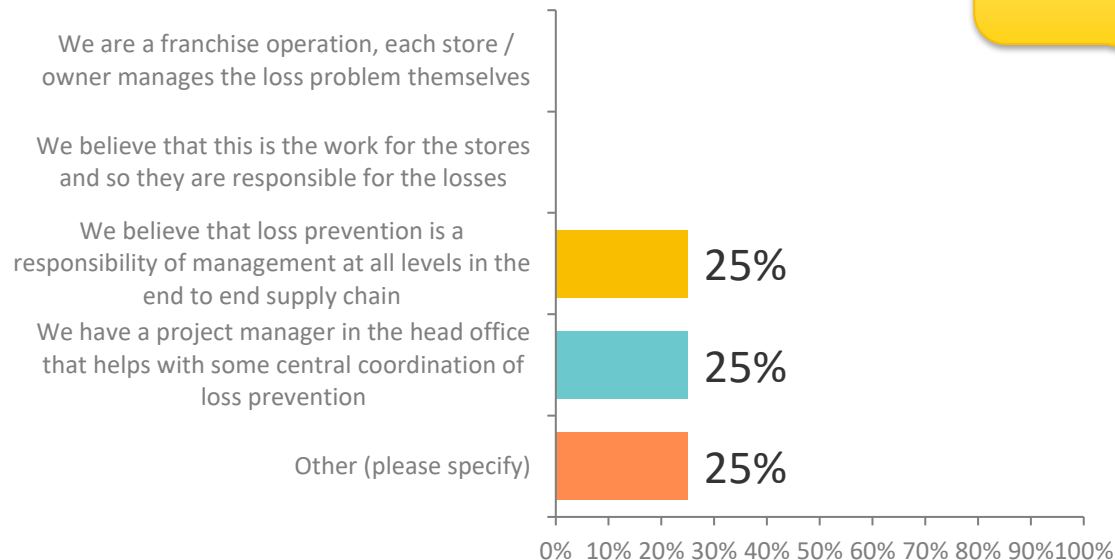
KEY TAKEAWAY

More than half of retailers (53.7%) have a broad or very broad remit, meaning loss prevention teams are expected to solve far more than just shrink. Scope varies dramatically across the industry.

Appendix

Q: If no, which of the following approaches best describes the approach your organisation has adopted

Answered: 3 Skipped: 55



Three retailers do not have a dedicated loss team, they are not from USA or UK. The three operate in the European discounter / specialty / grocery channel

We have a security department what helps in preventing criminal loss. They assist but loss is broader than shoplifting and employer fraud