





17 Kildare Street, D02 P766

Tel: 01-6622755

Email: [sheema@isme.ie](mailto:sheema@isme.ie)

Website: [www.isme.ie](http://www.isme.ie)

# ISME's NATIONAL BUSINESS CRIME SURVEY 2020

**May 2021**

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## INTRODUCTION

ISME, the Irish SME Association, has relaunched our annual 'Business Crime' report. The 17<sup>th</sup> edition of this report details the results of the 2020 survey, which was sent by email, on the 17<sup>th</sup> of May to businesses, with a total of 230 respondents. The respondents were asked to detail their experiences during the 12 months of 2020.

This publication will inform Government, businesses and law enforcement agencies of the scale and scope of business crime in terms of type, cost and rate, making it a pertinent document for relevant stakeholders. The report provides a geographical breakdown of where crime against business is most pervasive, the extent of crime against SMEs, type of criminal activity inflicted on businesses, the cost of crime, crime prevention methods used, businesses reporting of crime, sources of advice, measures to reduce crime, a critique of the judicial system and E-crime against business.

This survey offers a unique and purposeful resource in highlighting the impact of crime on the Small and Medium Enterprise sector. Given the fact that business crime is not monitored or measured separately by An Garda Síochána or the CSO, this survey aims to fill the gap in our knowledge regarding the magnitude, character and impact of offences perpetrated within and against the business community.

We also highlight the significant and largely unquantifiable economic and emotional weight borne by the business community as a result of crime. Smaller enterprises are particularly vulnerable, since they lack scale, expertise and resources. As a result they experience greater difficulty in absorbing the direct and indirect costs of crime and victimisation.

As the SME sector is the driver of the local and domestic economy, it is important that crime against businesses is dealt with robustly and vigorously. ISME, with its strong independent national network, is willing to work with Government and law enforcement agencies to develop a plan to combat the issue of business crime.

In the midst of the other difficulties facing the law enforcement sector, we hope this report will help maintain Government focus on crime against business and employers.

## EXECUTIVE SUMMARY

- **36% of companies have been the target of criminal activity during 2020.**
- **27% of enterprises stated the direct cost of criminal activity was less than €1,000, 14% of business stated that direct cost was €1,000-€5,000, while 8% stated that the direct cost was more than €10,000.**
- **Crime prevention costs for business are as follows, 37% spend less than €1,000, 30% of businesses spend on average €1000-€5000, and 13% of businesses spend €5,000-€10,000, while 5% spend more than €10,000.**
- **77% of SME business owners see the judicial system as ineffective in the fight against crime.**
- **On a regional basis the highest incidence of crime were reported in Munster and Dublin (39%), followed by Leinster at 32%. Businesses in Connacht and Ulster had the least number of incidences, reporting 22%.**
- **The retail sector was the area of the business community most affected by crime 56%. It was followed by the wholesale and food & drink production industries, both at 50%.**
- **The most common crime reported by respondents was 'anti-social behaviour' at 26%, closely followed by 'cyber/internet crime' and 'vandalism' at 25% and 23%, respectively.**
- **The number of businesses experiencing more than two instances of crime was 38%, while 18% of businesses experienced 5 or more instances of crime.**
- **The number of respondents being victims of theft by members of staff remains at 16% during 2020.**
- **21% of respondents said they believe that crime in their locality is 'getting worse', remaining the same from 2017.**
- **The survey results confirm that only 13% of SME owner/managers are confident that if they were the victim of a crime that the criminal would be apprehended.**
- **After the direct cost of crime, 'increased security costs' and 'alteration to buildings layout to enhance security' are the biggest impact of crime on business, both at 26%. This is followed by 'high insurance costs' as reported by 18% of respondents.**
- **The indirect costs of are significant. Of SMEs who suffered from criminal activity, 9% indicated 'poor staff morale' and 7% identified 'loss of customers' as being a particular problem.**

- **'Alarms' and 'CCTV' are the primary crime prevention methods used by businesses at 70% and 75%, respectively. This is followed by the use of 'monitored alarm response' at 50%.**
- **The number of businesses that have reported crime to the Gardaí is at 30%, with 21% that did not report. This is a decrease from 24% that did not report in 2017.**
- **75% of those who reported a criminal incident to the Gardaí were satisfied with the response it received. This is up from 72% in 2017.**
- **Of those who did not report the criminal incidents, 24% stated that it was because they believed the crime was 'too trivial', while 29% stated they had 'no faith that the criminal would be charged'.**
- **49% of companies have never requested crime reduction advice. Of those who did, 21% received their advice from a security company and 22% received it from the Gardaí.**
- **Of the 64% of respondents who were aware of the Crime Prevention Office, only 28% had used the service. Only 35% of Dublin businesses have used this service.**
- **SME owner-managers rate an increase in Garda numbers as the most effective deterrent against crime at 85%. Tougher sentencing follows behind on 73%, while 68% would like to see more CCTV in town centres.**
- **66% of respondents favoured the concept of sharing CCTV data among businesses to combat crime.**
- **77% of respondents stated they were the victim of an e-crime attack.**
- **25% of businesses don't change their password.**

## RECOMMENDATIONS

ISME has eleven recommendations for reducing the level of crimes committed against businesses:

- 1. Introduction of a single, national definition for business crime in Ireland to enable these offences to be properly 'tagged', measured, analysed and ultimately solved by the Garda. (Similar to the system introduced in the UK in 2015). Business crime must be measured and recorded so that the extent, nature and scope of the issue can be properly assessed.**
- 2. The Annual Report of the Garda Commissioner should contain a specific section concerning business crime, backed by figures on the number of business crimes reported and detected, in the same way as other crime statistics and specific recommendations.**
- 3. Set ambitious targets for Key Performance Indicators in this area to gauge the effectiveness of the efforts being made to reduce business crime.**
- 4. Although we have a 'National Strategic Retail Theft forum,' we believe a National Forum on Crime should be created to analyse the problem and propose solutions. The Forum should include representatives from law enforcement agencies and the business community, to build closer partnership work between business, government, law enforcement and others to fully utilise the sector's data, knowledge and expertise.**
- 5. Provide training to Community Police Officers to improve their understanding of how local businesses operate, and the impact and extent of business crime.**
- 6. Reassess the sentences handed out by the judiciary when dealing with business crime to ensure they are an adequate deterrent.**
- 7. Increase levels of CCTV surveillance, particularly in town centres, and increase the number of Gardaí on patrol by outsourcing administrative duties to the private sector.**
- 8. Allow for sharing of CCTV data among business under Data Protection legislation.**
- 9. Conduct an awareness campaign to educate businesses about the existence of the Crime Prevention Office and its benefits.**
- 10. Develop and implement business watch initiatives and ensure that they are advertised effectively to businesses.**
- 11. Launch, finance and promote a 'Mind your Business' website which outlines best practice methods and tools for business crime prevention.**

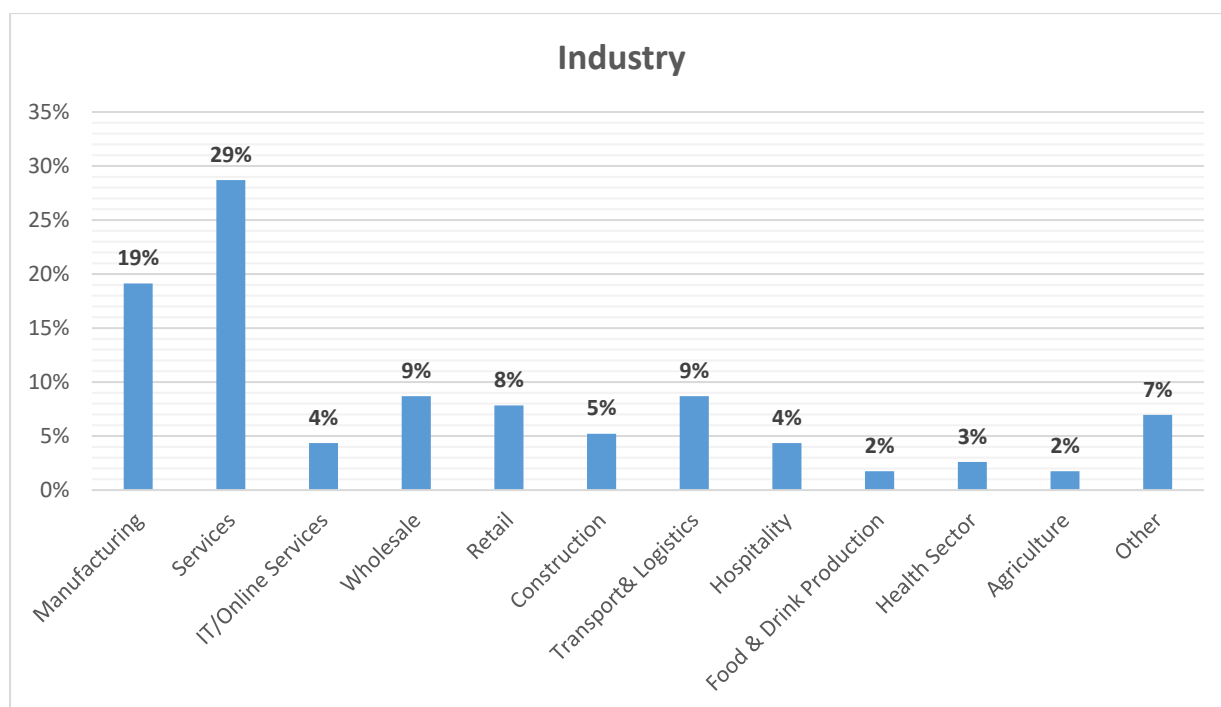
## METHODOLOGIES AND PROFILE OF SURVEY RESPONDENTS

This report details the results of the 2020 'Business Crime Survey' which was published on the 17<sup>th</sup> of May, with a total of 230 companies responded by the deadline of the 28<sup>th</sup> of May. The respondents were specifically asked to details their experiences from January to December 2020.

The data for the report was gathered using a single questionnaire of 42 questions which was sent to members. The questions were divided into a range of topics covering the various areas of business crime.

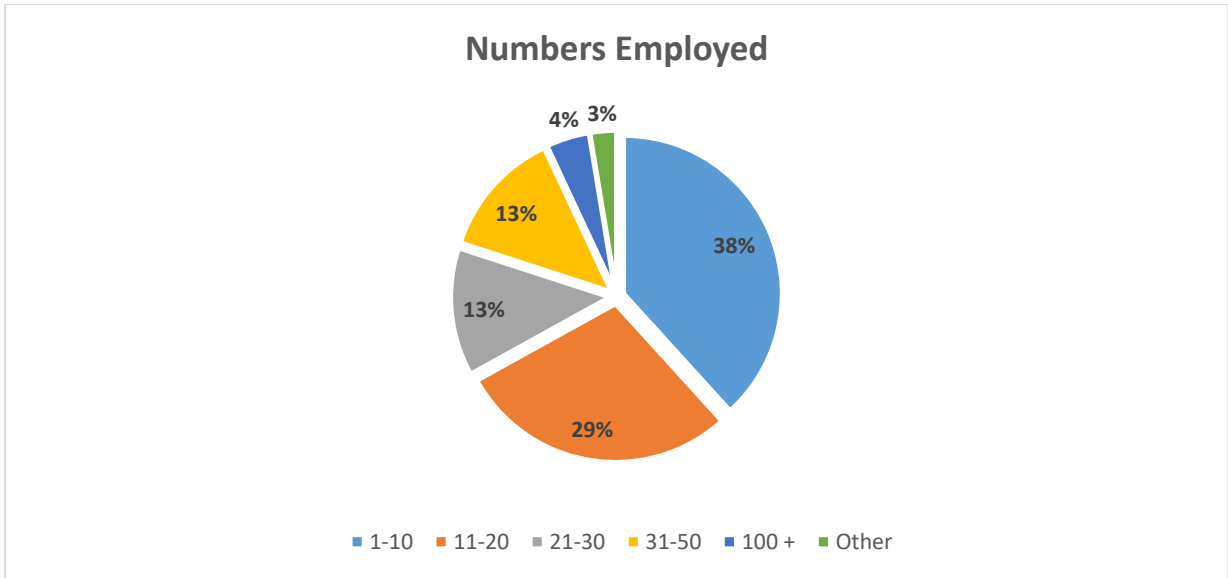
The results were then analysed against a number of criteria, such as size by employment, location, region and sector.

The sectors, numbers employed and locations as represented in the survey are shown in the following tables:

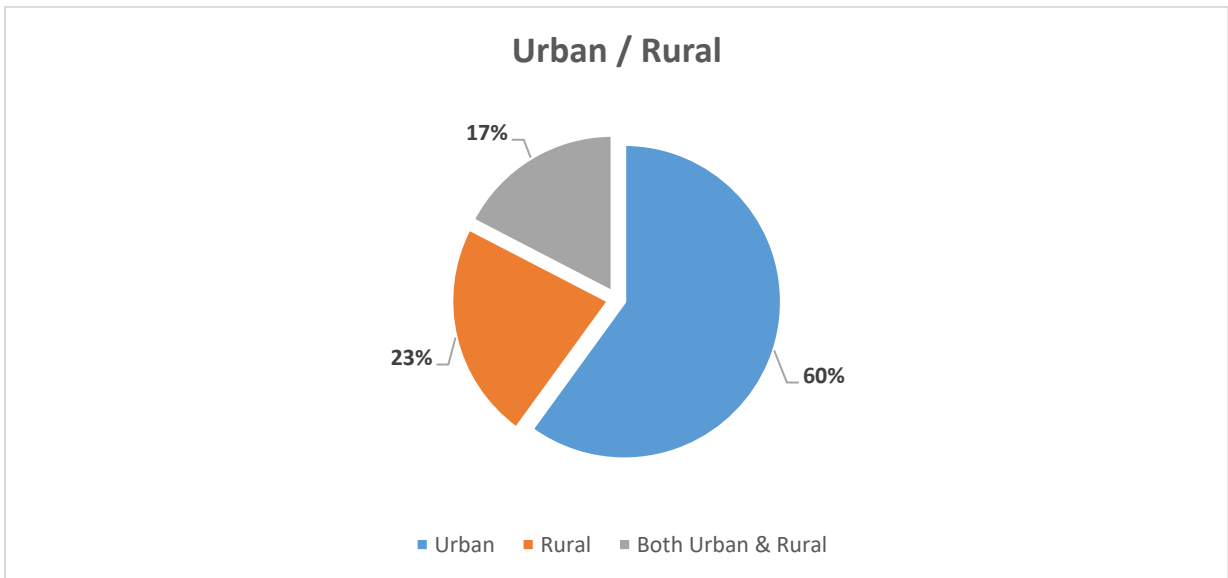


The above table shows a sectoral breakdown of the industries represented. 19% were based in the manufacturing sector, 29% in services and 4% in the IT/online services sector. 9% are from wholesale and 8% are from retail. 5% are from the construction sector, 9% of businesses are from the transport and logistics sector, 4% of respondents are from hospitality and 2% are from food & drinks production. 2% are from the agriculture sector and 3% are from the healthcare sector.





38% of respondents are micro sized enterprises employing 1-9 people. 55% of businesses are small sized enterprises employing 10-49 people and 4% are medium sized enterprises employing 100+ people.



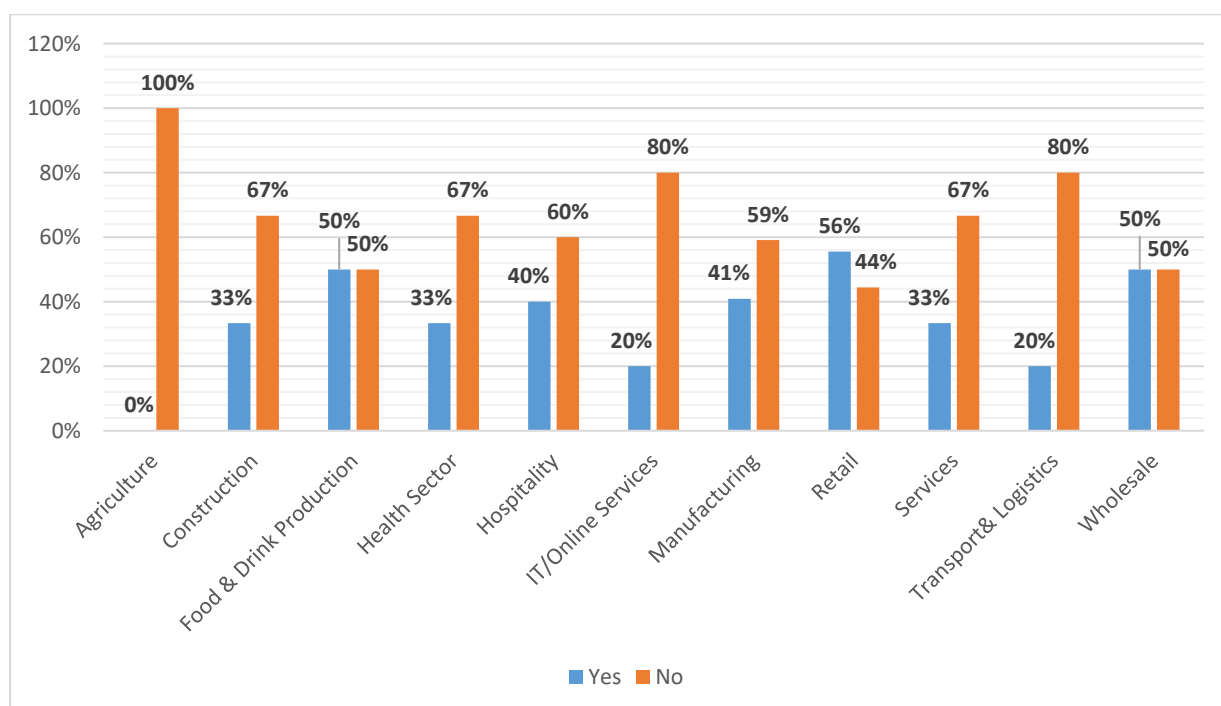
60% of enterprises are located in urban areas around the country, while 23% are based solely in rural parts. 17% of business have their enterprise based in both rural and urban parts of the county.

## EXTENT OF CRIME AGAINST SMEs

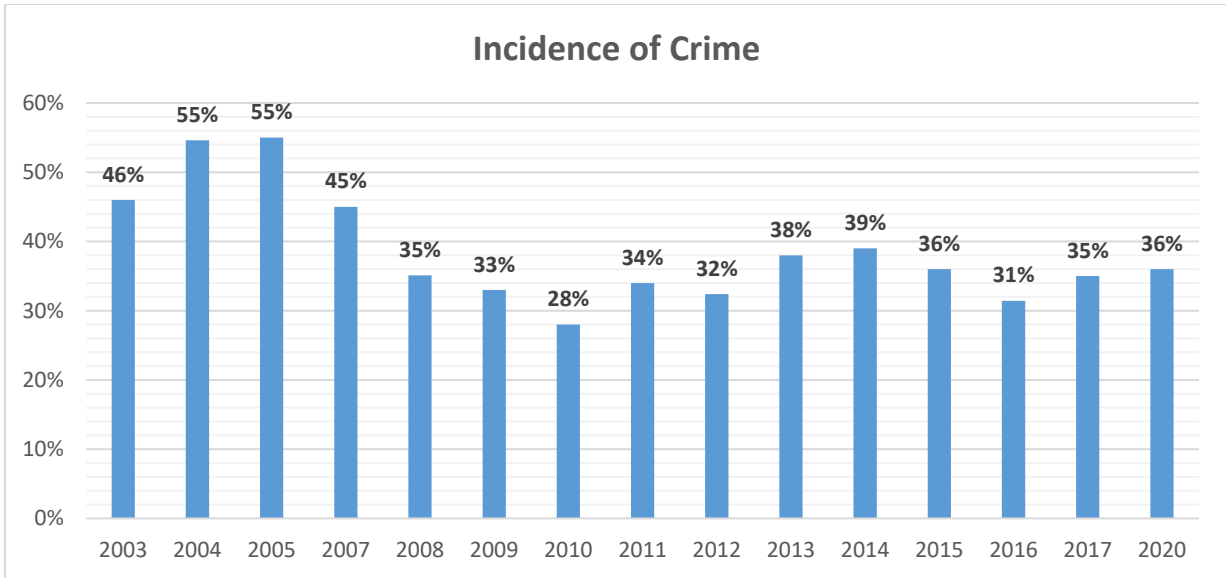
Q6. In the 12 months of 2020 has your business been affected by crime?						
	Dublin	Leinster	Munster	Connacht/Ulster	Total 2017	Total 2020
<b>YES</b>	39%	32%	39%	22%	35%	36%
<b>NO</b>	61%	68%	61%	78%	65%	64%

65% of SMEs have been affected by business crime during 2020. This is an increase of 1% in 2017.

Companies based in Munster (39%) and Dublin (39%) reported the highest instances of crime against business. Businesses in Leinster (excluding Dublin) reported a 32% incidence rate, down from 37% in 2017, while businesses in Connacht and Ulster recorded the lowest rate at 22%.

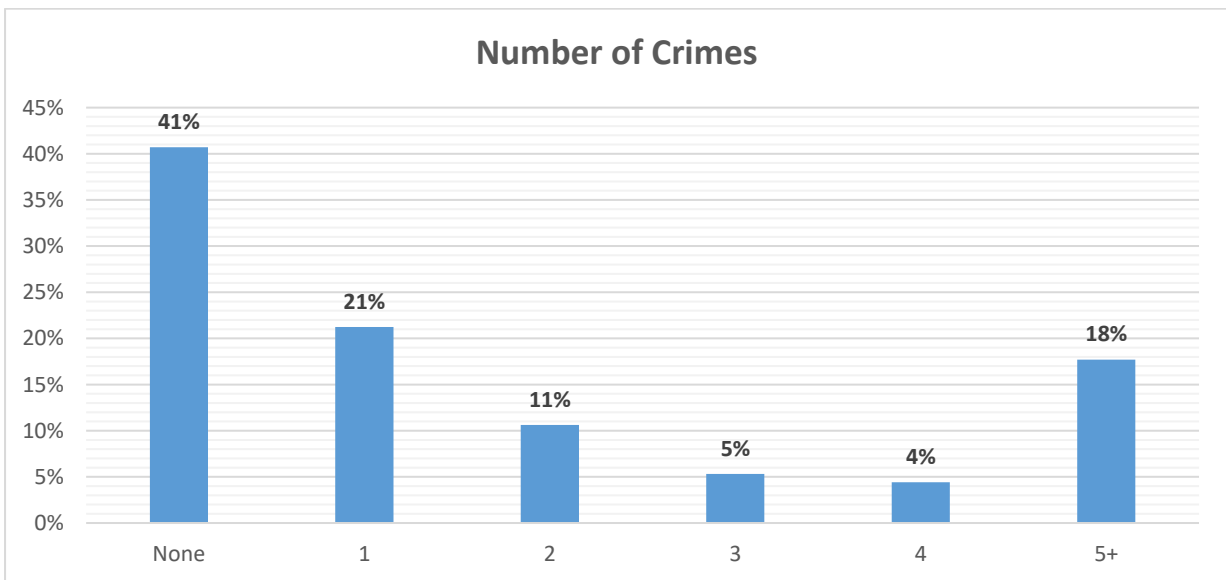


The retail sector reported the highest instances of crime against business at 56%, wholesale is also high at 50%. Agriculture had the lowest incidence of crimes against their businesses, reporting at 0%.



With the exception of 2010, the general rate of crime against business has invariably been above 30%. The figures for 2020, show a slight increase from 35% in 2017 to 36% in 2020. This unwavering crime rate is disappointing and reinforces the need for greater resources and services for business who are the victims of crime.

## INSTANCES OF CRIME IN DURING 2020



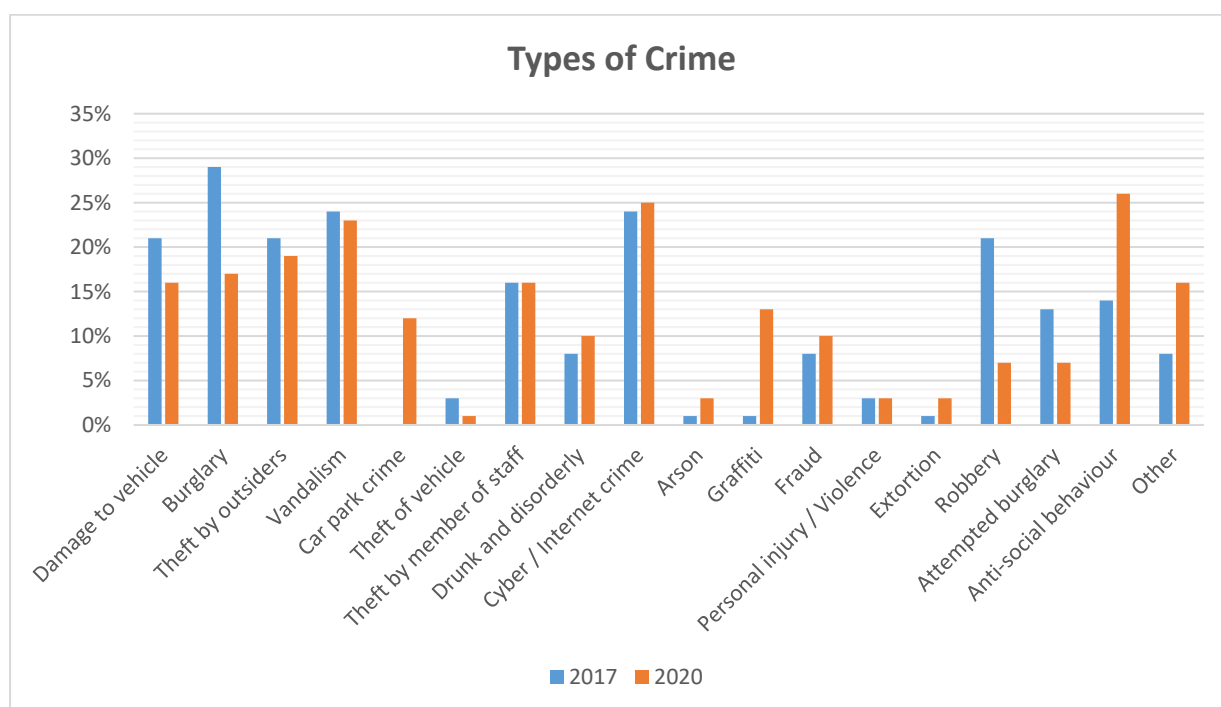
38% of businesses have experienced 2 or more incidences of any type of crime during 2020. These figures come with a caveat as it is important to note that 21% of incidents went unreported during 2020 (this figure highlights the situation is bleaker than that shown in the chart above).

## LOCAL CRIME

21% of businesses stated the problem of crime against businesses in their locality was 'getting worse', 77% said it was 'unchanged', while only 2% said it was 'improving'.

## TYPE OF CRIMINAL ACTIVITY INFLICTED ON BUSINESSES

We asked our members which of the following crimes affected their business during 2020. We have provided a breakdown of this data into national, regional and sectoral breakdowns giving a clear picture of the current state of affairs.



'Anti-social behaviour' at 26% was reported as the most common form of crime suffered by businesses nationally, followed 'cyber/internet crime' at 25%. 'Theft by staff members' remains at 16%. 'Drunk and disorderly' is up from 8% to 10%, 'robbery', 'theft of vehicle', 'burglary' and 'attempted burglary' are all down on 2017 figures.

## SECTORALLY

No one crime is the same, and each sector is impacted differently when it comes to business crime. The figures below are a sectoral breakdown of the impact crime has in each of the following industries.

Answer Options	Manufacturing	Retail	Wholesale	Services	Construction
Damage to vehicle	19%	29%	0%	10%	33%
Burglary	19%	14%	14%	25%	67%
Theft by outsiders	19%	100%	43%	5%	0%
Vandalism	6%	29%	14%	15%	100%
Theft of vehicle	6%	0%	0%	0%	0%
Theft by staff	0%	29%	43%	5%	33%
Drunk & Disorderly	6%	29%	0%	0%	0%
Cyber/Internet Crime	19%	0%	29%	25%	0%
Arson	0	0%	0%	0%	33%
Graffiti	13%	14%	0%	10%	0%
Fraud	13%	0%	0%	15%	33%
Personal Injury	13%	0%	0%	0%	0%
Extortion	6%	0%	0%	0%	0%
Robbery	13%	29%	0%	0%	0%
Attempted Burglary	0%	0%	14%	10%	0%
Antisocial behaviour	13%	57%	0%	30%	0%
Other	25%	0%	14%	10%	33%

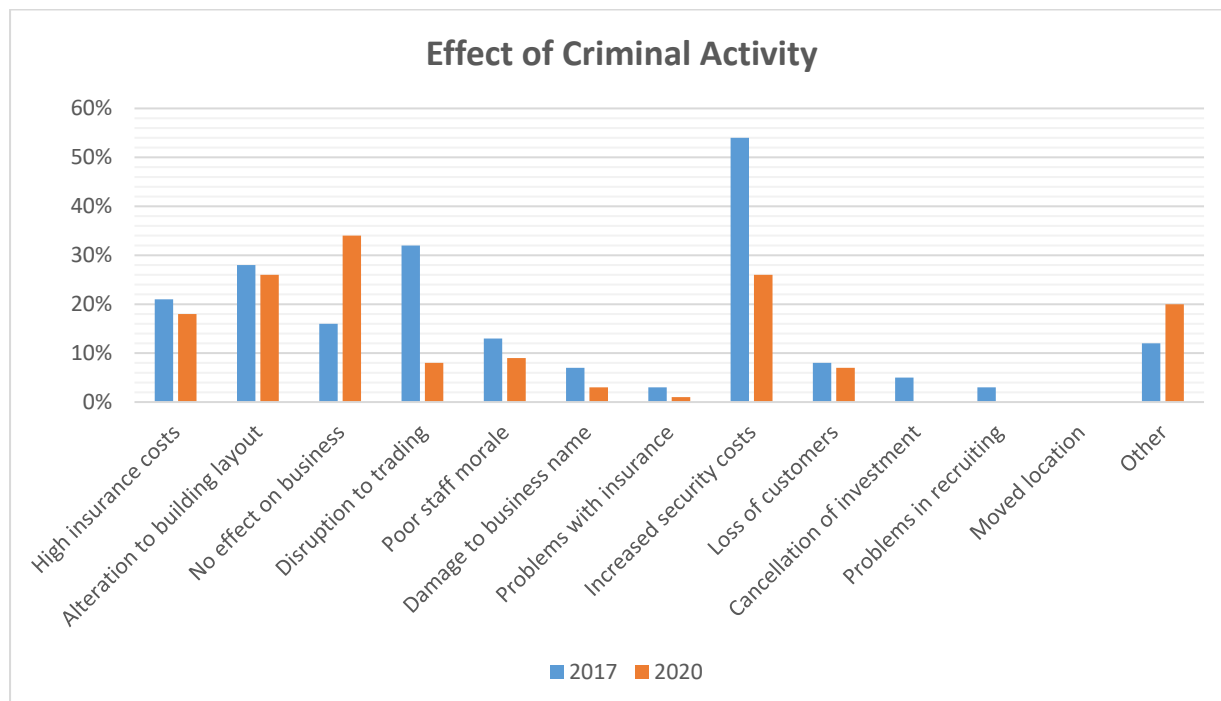
The retail sector, understandably, is most impacted by ‘theft by outsiders’ at 100%. The impact of these losses translates heavily for the business, with a loss of revenue, sales and confidence.

‘Theft by staff members’ is most common in the wholesale sector at 43%. Personal injury claims are highest in the manufacturing sector at 13%.

The retail sector is most heavily impacted by ‘anti-social behaviour’ at 57%, this is followed by the services sector at 30%.

## EFFECT & COST OF CRIME ON SMEs

This section examines the consequences and effect of criminal activity nationally, regionally and sectorally during 2020.



26% of business during 2020 have had to increase their security cost, this is down from 54% in 2017. 18% experienced higher insurance cost as a result of criminal activity, this is down from 21% in 2017.

34% stated that the crimes committed had no impact on their business, this is up from 16% in 2017. 8% stated that crimes against business was disrupting trading, down from 32% in 2017.

26% of those who were victims of crime had to make alterations to their building lay out, a decrease of 2% in 2017.

While there is always a direct cost of criminal activity, there are also hidden costs such as poor staff morale (9%), damages to company’s reputation (3%) and loss of customers (7%).

## SECTORALLY

The table below shows a sectoral breakdown of the consequences of criminal activity against a business during 2020.

Answer Options	Manufacturing	Retail	Services	Wholesale	Construction
Higher insurance costs	24%	0%	13%	14%	50%
Alteration to buildings layout to enhance security	24%	25%	30%	29%	0%
No effect on business	24%	50%	52%	14%	0%
Disruption to trading	0%	0%	9%	29%	0%
Poor Staff morale	18%	25%	4%	14%	0%
Damage to organisation's reputation	6%	0%	4%	14%	0%
Problems in obtaining insurance	0%	0%	0%	0%	50%
Increased Security Costs	18%	25%	22%	14%	50%
Loss of customers	0%	0%	13%	0%	0%
Other	18%	13%	17%	43%	0%

29% of businesses in the wholesale sector stated that crimes against their businesses resulted in 'disruption in trading'.

25% of retailers incurred an increase to their security cost, this is down from 45% in 2017, while 50% of those in the construction sector stated there was an increase to their security costs.

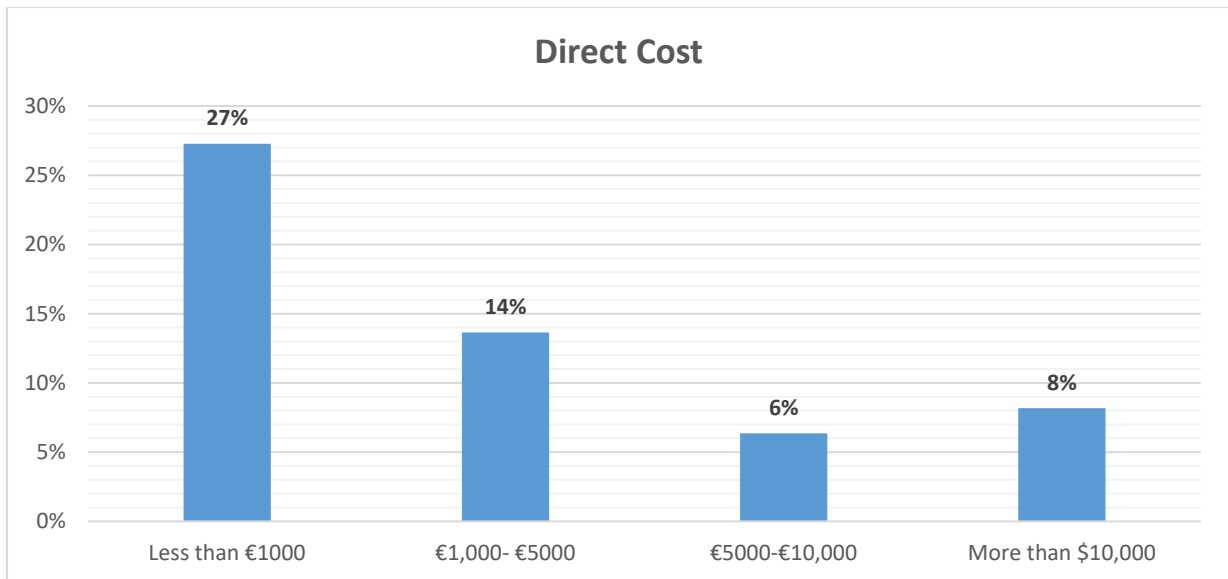
13% of those in the services sector stated that as a result of criminal activity their insurance cost increased, this is down from 25% in 2017.

29% of businesses in the wholesale sector stated that as a result of criminal activity, alterations were needed to enhance the security layout of their business premise.

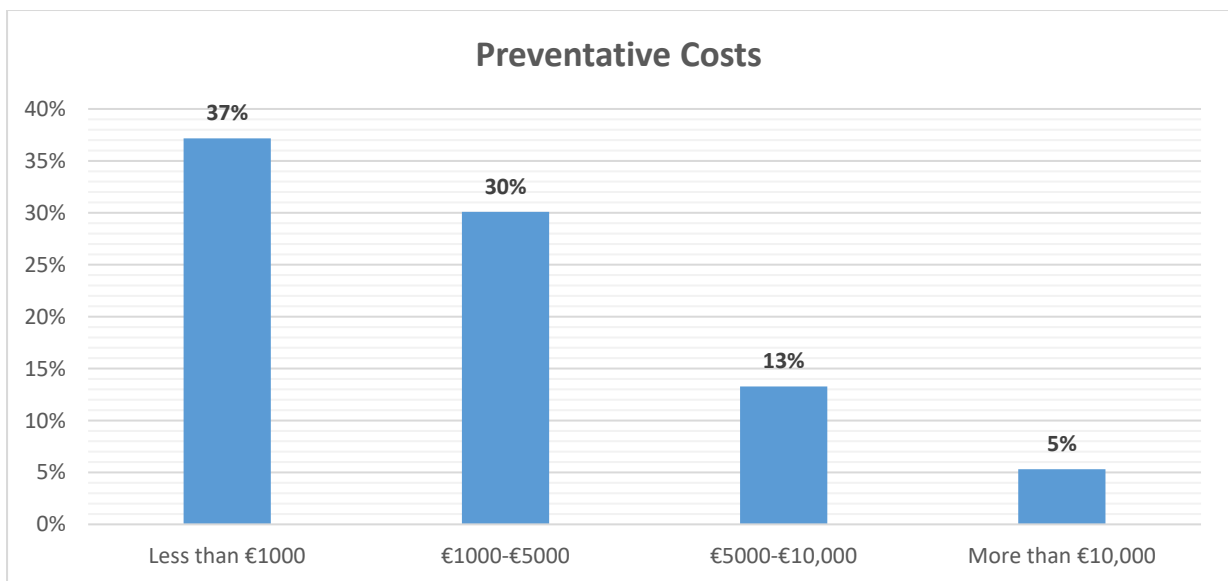
## COST OF CRIME

As crimes against businesses are not recorded separately in statistics compiled by An Garda Síochána and not all incidents of crime against businesses are even reported to law enforcement agencies, as evidenced from the 21% non-reporting in this survey, there is no official method of collating and registering the cost of crime on SMEs.

In this section we asked respondents what was the direct cost and the preventive cost measures taken in light of criminal activity on their business during 2020.



27% of businesses stated that the direct cost as a result of criminal activity was less than €1,000, 14% of business stated that as a consequence of criminal activity the cost incurred was €1,000-€5,000. 6% of business said the cost was €5,000-€10,000, while 8% stated the overall cost was more than €10,000 during 2020.



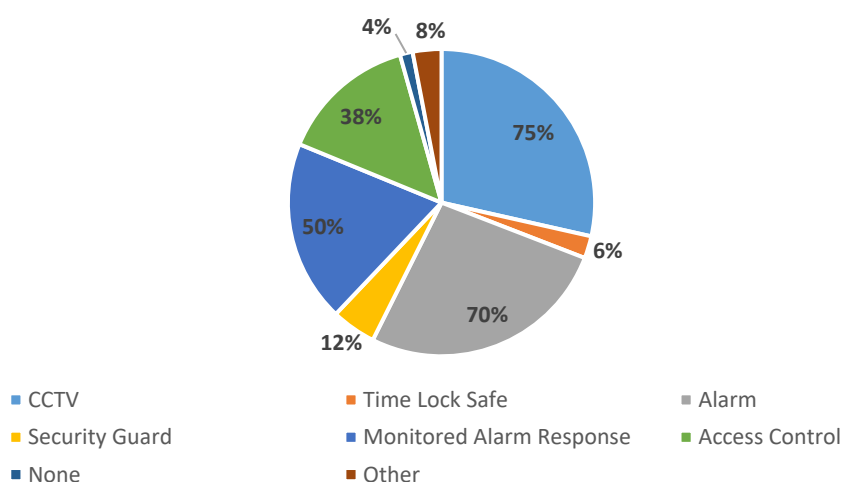
We asked our members how much they spend on crime prevention methods. 37% confirmed they spend less than €1,000 on crime prevention methods, 30% stated they spend €1,000-€5,000, 13% reported that they spend €5,000-€10,000, while 5% spend more than €10,000.

## CRIME PREVENTION METHODS USED

We asked our members what crime prevention methods they applied in deterring crime. These results are broken into national, regional and sectoral sectors.



### Prevention Methods Used



75% of businesses stated they use 'CCTV' as a preventative measure, this is up from 67% in 2017. The use of an 'alarm' is the next most popular preventative measure at 70%, up from 66% in 2017. 12% of businesses use a 'security guard' as a means of crime prevention, while 38% use 'access control'.

	Dublin	Leinster	Munster	Connacht/Ulster
<b>CCTV</b>	75%	71%	85%	67%
<b>Time Lock Safe</b>	8%	11%	0%	0%
<b>Alarm</b>	83%	71%	75%	58%
<b>Security Guard</b>	13%	11%	10%	17%
<b>Monitored Alarm Response</b>	47%	54%	60%	42%
<b>Access Control</b>	38%	36%	40%	42%
<b>None</b>	4%	4%	0%	8%
<b>Other</b>	8%	11%	10%	0%

	Manufacturing	Retail	Services	Wholesale	Construction
<b>CCTV</b>	73%	67%	76%	40%	100%
<b>Time Lock Safe</b>	0%	11%	6%	10%	17%
<b>Alarm</b>	68%	89%	73%	70%	100%
<b>Security Guard</b>	14%	11%	18%	0%	0%
<b>Monitored Alarm Response</b>	50%	44%	55%	30%	50%
<b>Access Control</b>	36%	44%	39%	30%	33%
<b>None</b>	5%	0%	6%	10%	0%
<b>Other</b>	14%	0%	9%	10%	0%

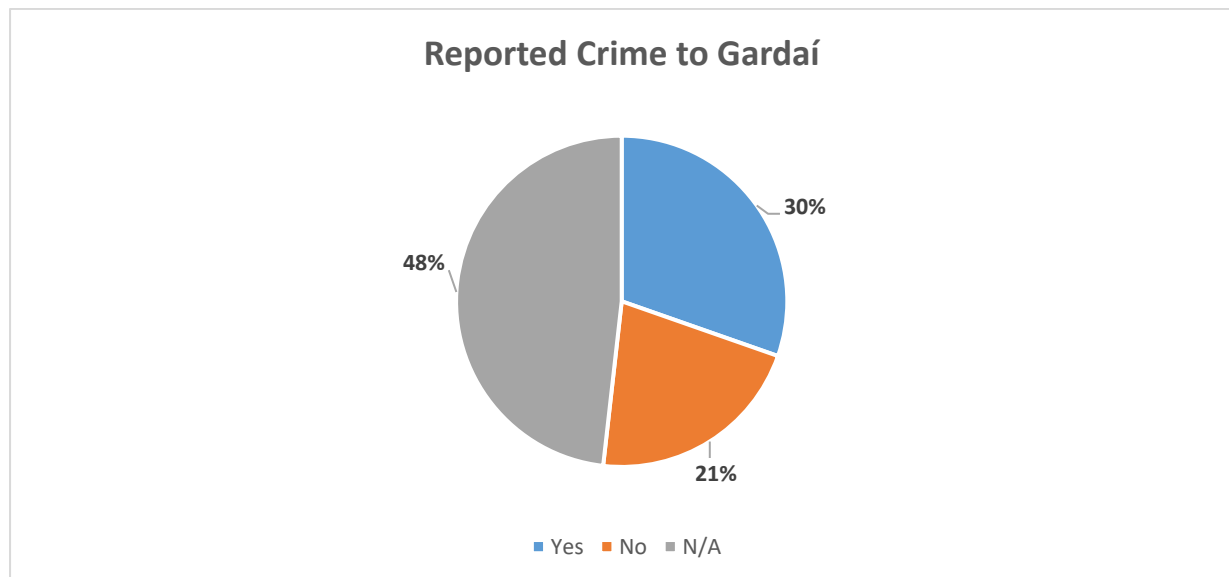
13% of Dublin business require the use of a 'security guard,' this is down from 18% in 2017. Businesses in Leinster (excluding Dublin) use 'CCTV' and 'alarm systems' evenly (71%) to prevent crime, while businesses in Munster mostly use 'CCTV'.

73% of manufacturers use 'CCTV' as a preventative measure, while 67% of those in the retail sector use this tool.

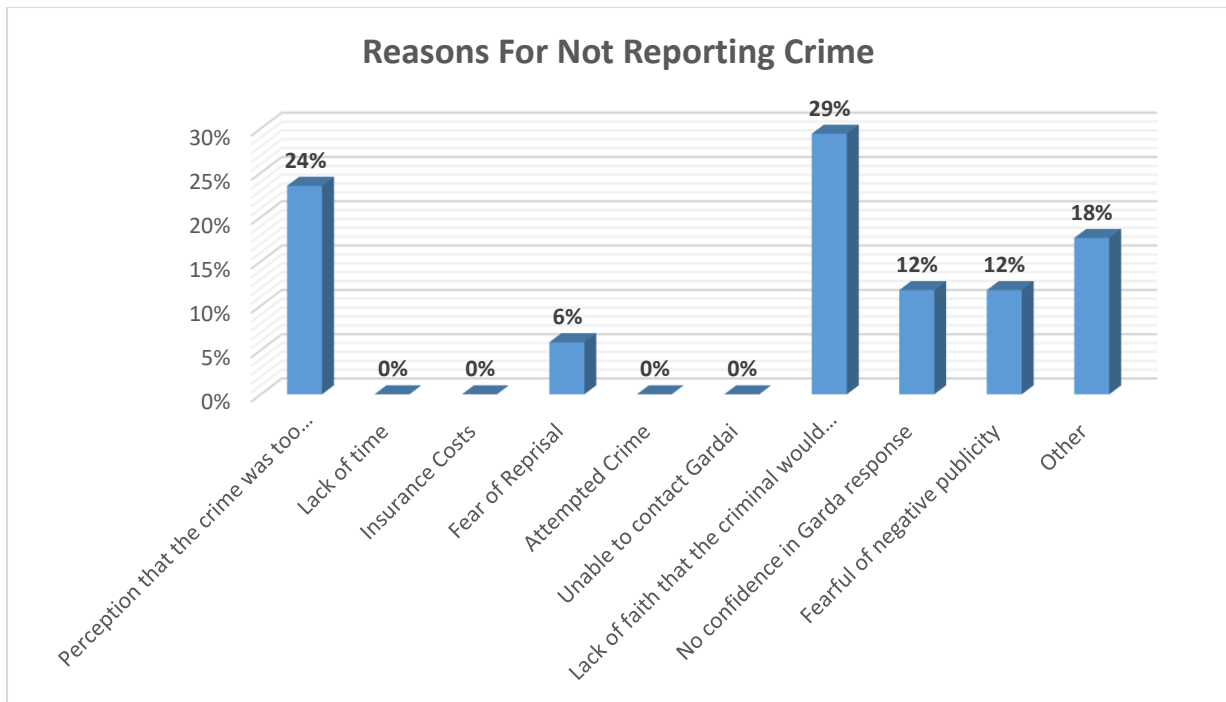
The most common tool used by those in the construction sector are 'CCTV' and 'alarms'.

## BUSINESS REPORTING OF CRIME

Reporting of crime is an important part of working with law enforcement agencies. We asked members who have been affected by crime during 2020 if they reported a business crime to the Gardaí.



21% of businesses affected by crime stated that they had not reported criminal activity against their business during 2020 to the Gardaí, down 3% from 2017.



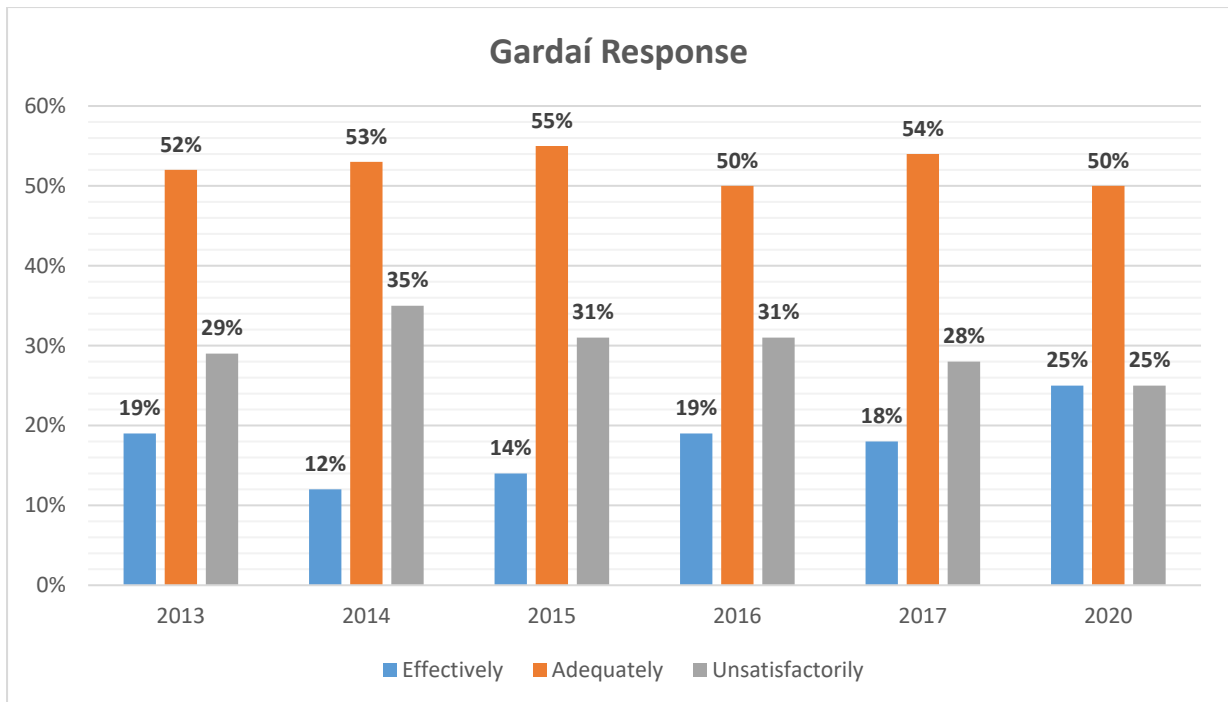
Many reasons were given by ISME members for this reluctance. However, the most frequently cited reason was that businesses had ‘lack of faith that the criminal would be charged’ (29%). 24% reported that the ‘perception that the crime was too trivial,’ this is down from 35% in 2017. 12% stated they had ‘no confidence in Garda response’ and were ‘fearful of negative publicity’.

	Dublin	Leinster	Munster	Connacht/Ulster
<b>YES</b>	40%	67%	0%	33%

Businesses in Connacht and Ulster are the most likely to report a crime to the Gardaí at 90%; businesses in Munster are least likely to report a crime to the Gardaí at 60%, while businesses in Leinster (excluding Dublin) reported a 76% reporting rate.

	Manufacturing	Retail	Services	Wholesale	Construction
<b>YES</b>	67%	40%	50%	-	-

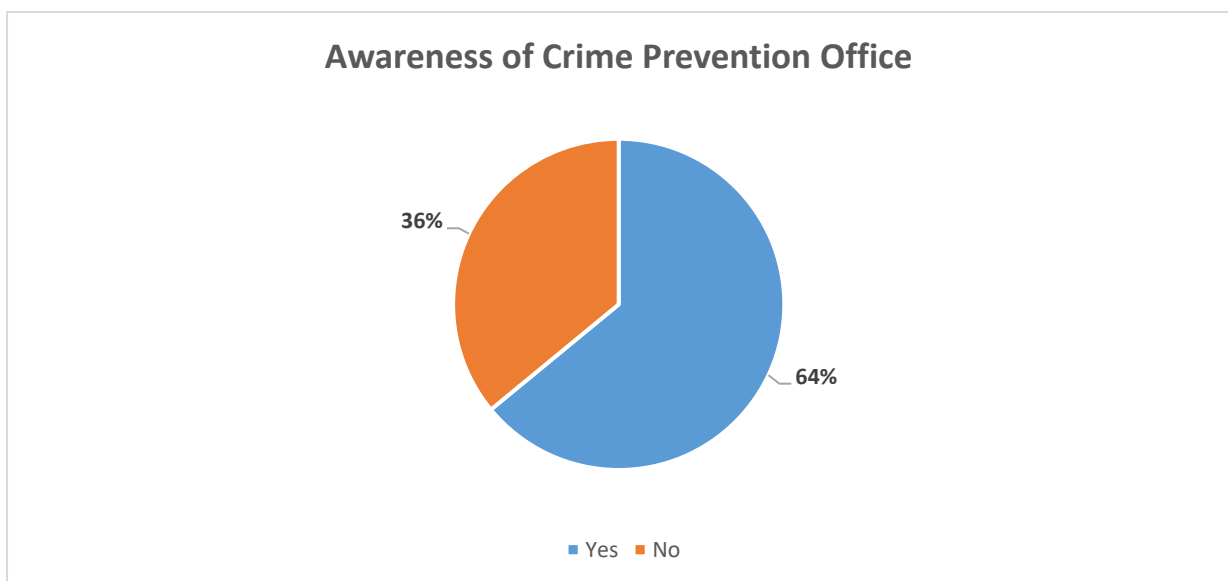
Those in the manufacturing sector had the highest reporting rate to the Gardaí at 67%. Retail reported the least number incidences of crime at 40%, while the reporting rate for services was at 50%.



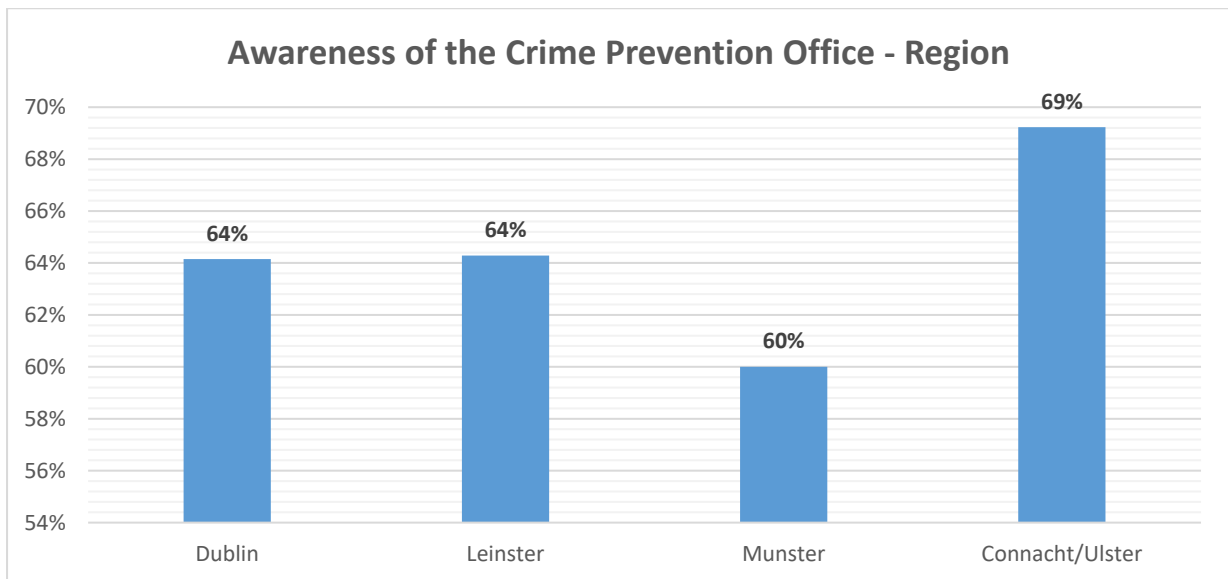
Satisfaction with how the Gardaí dealt with a reported crime improved from 72% in 2017 to 75% in 2020, while 25% of respondents were dissatisfied.

## GARDA CRIME PREVENTION OFFICE

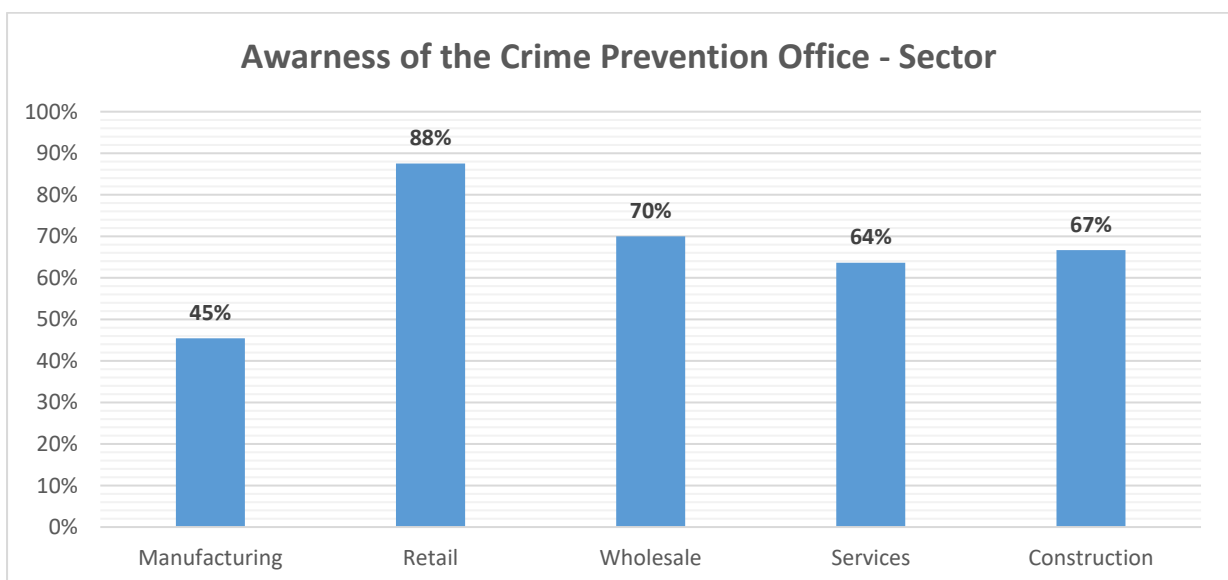
Within each Garda division there are specialist Crime Prevention Officers (CPOs). These CPOs are trained to encourage, promote and advise on crime prevention in both the private and business community.



We asked our members if they were aware of the existence of CPOs. 64% of business are aware of the existence of CPO's- this is up slightly from the 2017 figure of 63%.

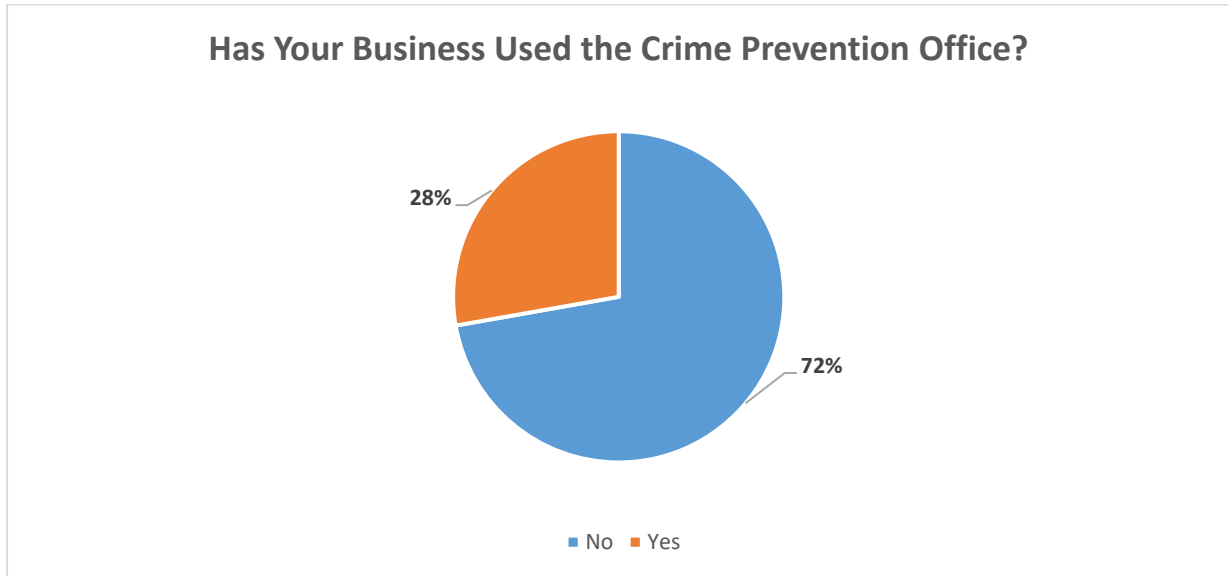


Businesses in Connacht/Ulster are most aware of CPOs. Dublin businesses awareness remains on par with 2017 figures at 64%. Businesses in Munster are the least aware at 60%. Businesses in Leinster (excluding Dublin) have recorded an increase in awareness of CPOs, up from 60% in 2017 to 64% in 2020.

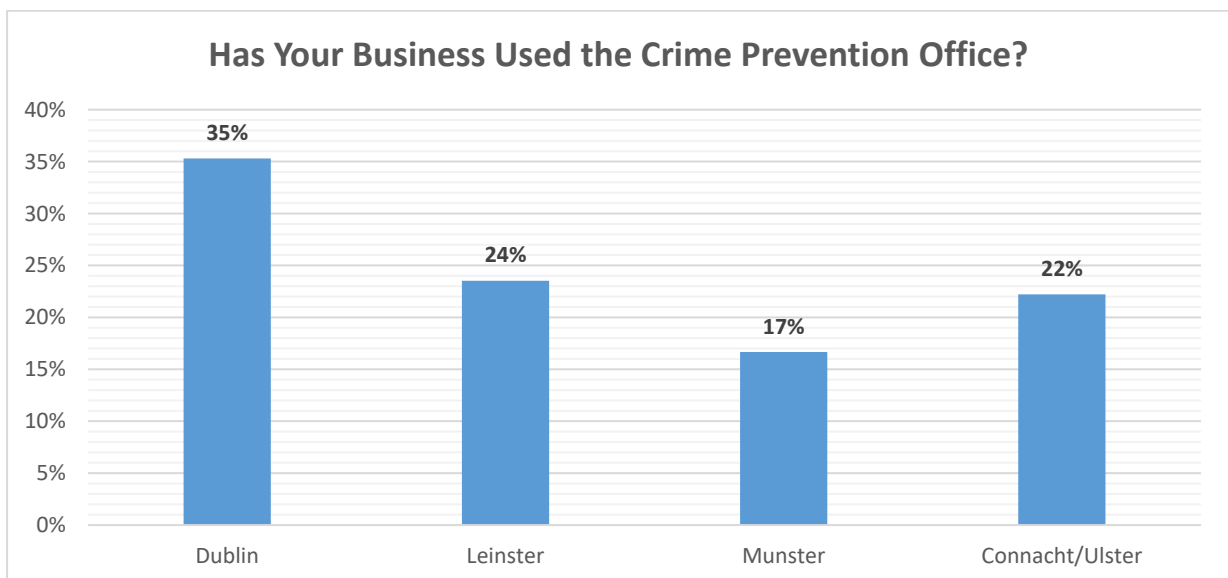


The retail sector is most aware of the existence of CPOs- this is on par with previous years. Manufacturing experienced a decrease in awareness of CPOs, down from 61% to 45% in 2020.

As part of our CPO analyses, we asked respondents that if they were aware of CPOs, had they availed of their services. The responses were as follows; 28% stated they had used this, an increase from 19% in 2017. 72% of members who had reported crime, did not use this service.



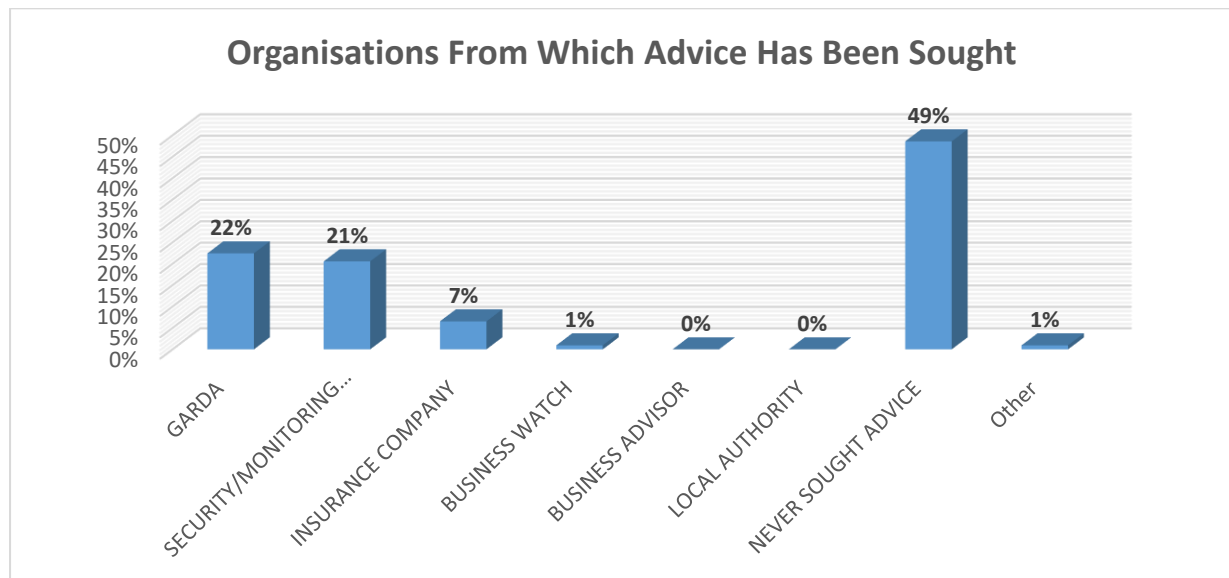
CPOs play an important role in abetting business in their pursuit in deterring crime. The lack of use by businesses is a cause of concern, greater awareness of this resource is needed both from Government and law enforcement agencies.



35% of Dublin businesses have used CPOs, this is up significantly from the 2017 figure of 15%. 24% of businesses in Leinster (excluding Dublin) have used this service, this is up from 21% in 2017.

There has been a decrease in the number of businesses in Munster using this service, down from 30% in 2017 to 17% in 2017, while businesses in Ulster/Connacht recorded an increase in use at 22%, up from 15% in 2017.

## SOURCES OF ADVICE



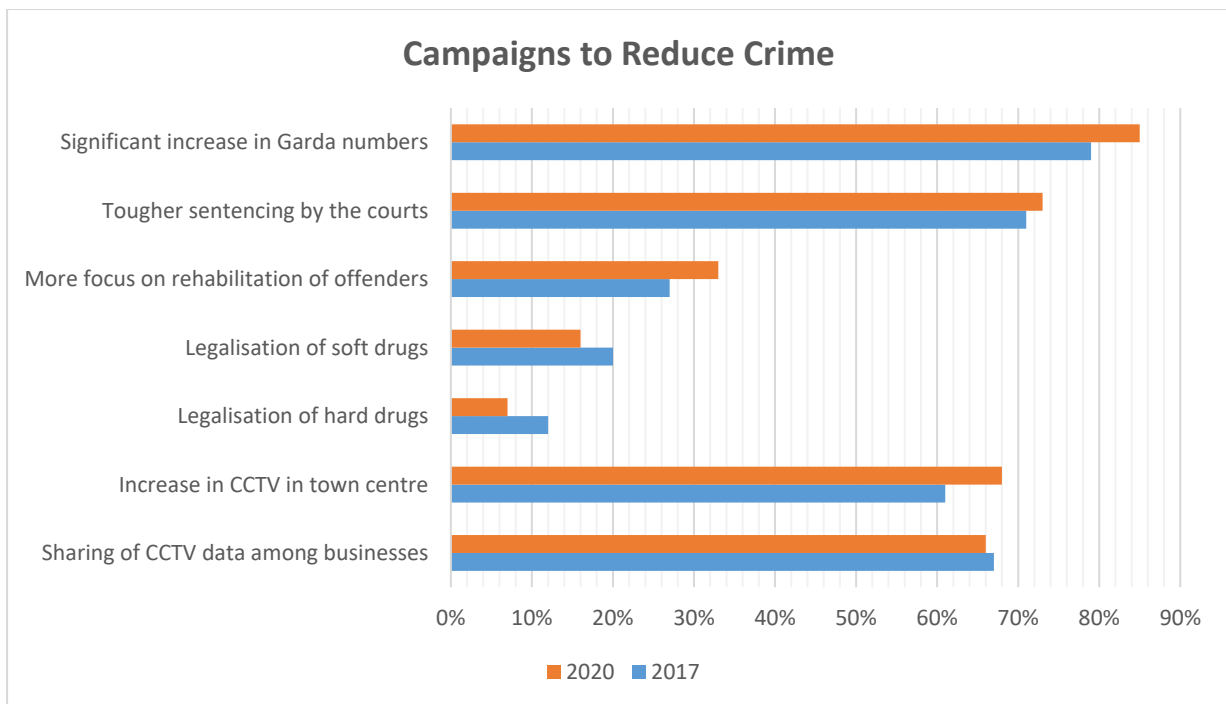
49% of companies have never requested crime reduction advice, up from 35% in 2017. Of those who did, 21% received their advice from a security company and 22% received it from the Gardaí, this is up 4% on 2017 figures at 18%.

There was a 3% decrease in the number of businesses seeking advice from 'insurance companies', down from 10% to 7% in 2020. 1% of companies received advice from 'business watch', while 0% received information from a 'business advisor'. 0% received information from 'local authorities'.

## MEASURES TO REDUCE CRIME

Crime has a negative impact on businesses. Whether it be physical crime (i.e. theft, vandalism burglary) or virtual crime (cybercrime, or online scams), there is a substantial cost burden on businesses.

The SME sector is vitally important to the success of the Irish economy. Given its important role in sustaining and creating local jobs, it is important that crime is reduced in order to ensure that businesses have the opportunity to grow. As part of our understanding to help reduce crime against business, we asked our members, if they supported the measures outlined below as part of a campaign to reduce crime, their responses are as follows:



85% of businesses would like to see an ‘increase in Garda numbers,’ this is up 6% from 2017 figures. 66% of businesses would like to see the ‘sharing of CCTV data among businesses’, down from 67% in 2017. There has also been an increase in the support for the ‘increase of CCTV in town centers’, at 68% up from 61% in 2017. There has been a decline in support for the ‘legalisation of soft drugs,’ now at 16%, down from 20% in 2017.

Answer Options	DUBLIN	LEINSTER	MUNSTER	CONNACHT/ULSTER
Significant increase in Garda numbers	89%	88%	90%	85%
Tougher sentencing by the courts	74%	71%	85%	69%
More focus on rehabilitation of criminals	40%	25%	20%	46%
Legalisation of so-called soft drugs (e.g. cannabis)	19%	17%	10%	15%
Legalisation of so-called hard drugs (e.g. heroin)	8%	4%	5%	15%
Increase in CCTV in town centre	68%	83%	55%	69%
Sharing of CCTV data among businesses	60%	88%	75%	46%

Businesses in Dublin would mostly like to see an ‘increase in Garda numbers’. 89% of Dublin businesses would like to see tougher sentencing by our courts, this is up from 74% in 2016.



Similar to Dublin businesses, 88% of business in Leinster would like to see a significant number of Gardaí on our streets, this is up from 79% in 2017.

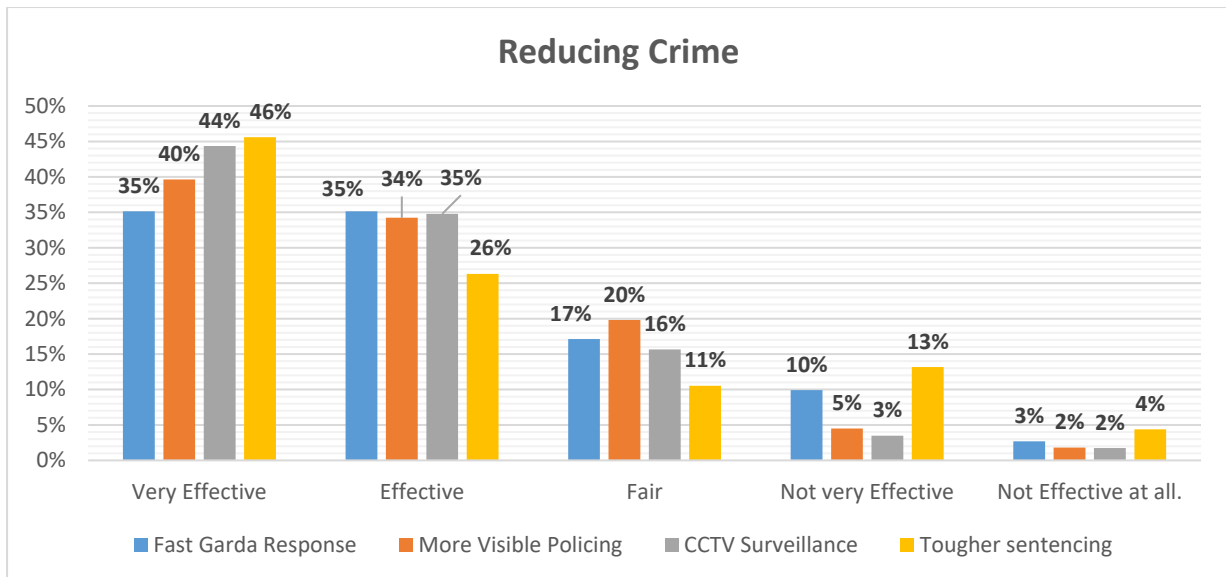
55% of businesses in Munster would like to see an ‘increase of CCTV in town Centres,’ this is down from 62% in 2017. 69% of businesses in Connacht and Ulster would like to see tougher sentencing by the courts, this is down from 73% in 2017.

<b>Answer Options</b>	<b>Manufacturing</b>	<b>Retail</b>	<b>Services</b>	<b>Wholesale</b>	<b>Construction</b>
Significant increase in Garda numbers	86%	89%	81%	70%	83%
Tougher sentencing by the courts	82%	67%	78%	70%	50%
More focus on rehabilitation of criminals	32%	11%	31%	30%	33%
Legalisation of so-called soft drugs (e.g. cannabis)	9%	11%	16%	10%	33%
Legalisation of so-called hard drugs (e.g. heroin)	9%	0%	3%	0%	0%
Increase in CCTV in town centre	68%	44%	63%	70%	50%
Sharing of CCTV data among businesses	68%	33%	59%	70%	67%

89% of businesses in retail and 86% of businesses in manufacturing would like to see a ‘significant increase in Garda numbers’. 78% of businesses in the services sector would like to see ‘tougher sentencing by the courts’.

70% of businesses in the wholesale sector would like to see the ‘sharing of CCTV data among businesses,’ this is down from 72% in 2017.

33% of businesses in the construction sector would like to see ‘more focus on the rehabilitation of criminals’.



79% of respondents rate ‘CCTV surveillance’ as the best means in deterring crime, 72% of respondents stated that ‘tougher sentencing’ as an effective deterrent, while 70% state ‘fast Garda response’ as an effective means of reducing crime. 74% stated ‘more visible policing’ as an effective way in preventing crime.

## THE JUDICIAL SYSTEM

Once again in this annual survey, when asked about the judicial system’s efficacy in dealing with recidivism, 77% of SME owner-managers stated that the judicial system was ineffective in deterring repeat criminal activity.

It is frustrating for owner-managers to see criminals escape with light or suspended sentences while they struggle to recover the losses they have incurred as a result of the crime in question.

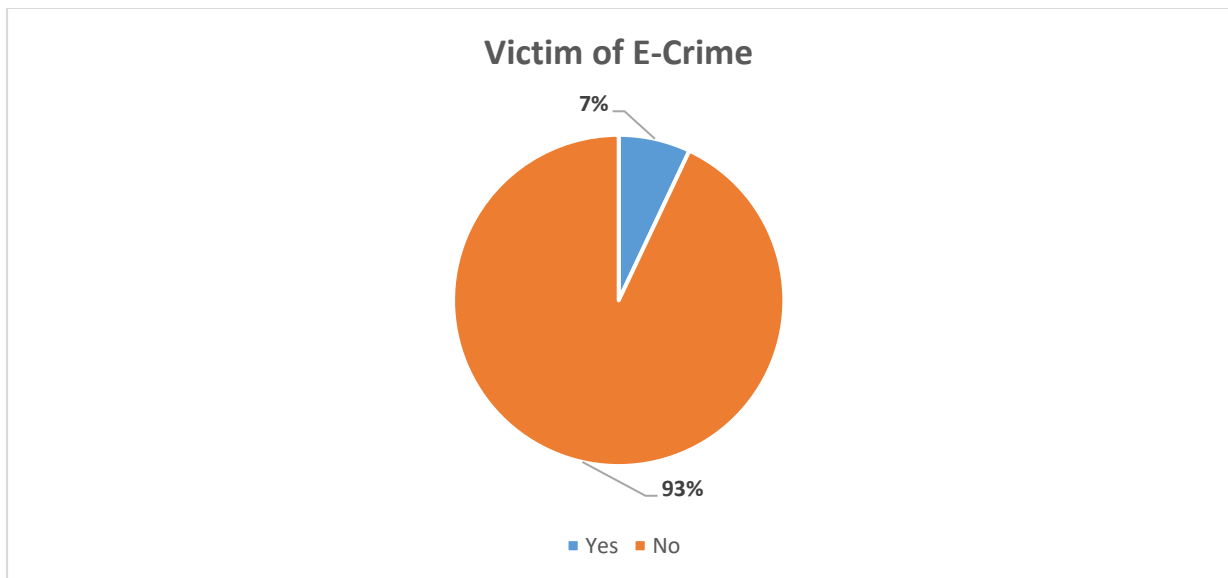
It is also clear that the current judicial and sentencing system does not adequately deter criminals. Punishments must be commensurate with the crime committed and repeat offenders must be dealt with more severely.

Business owners will not put in the time and money in reporting a crime unless they are confident of adequate action being taken against the perpetrators of crime against their businesses.

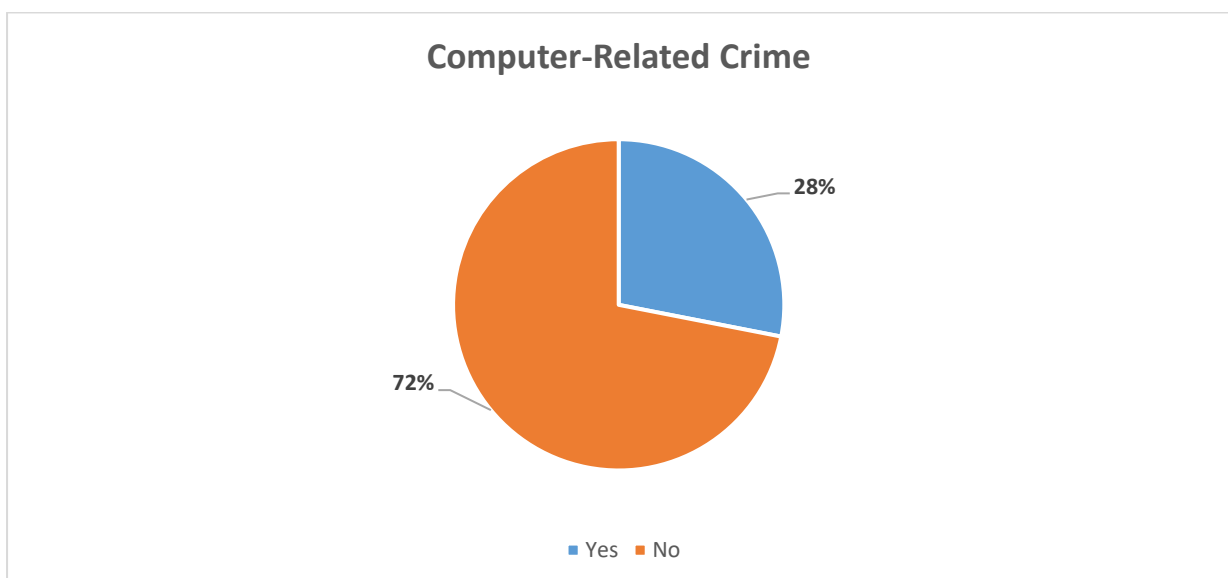
Government must increase spending on prisons and community service programs in order to ensure that there is adequate capacity in the system for offenders to be punished and rehabilitated.

## E-CRIME

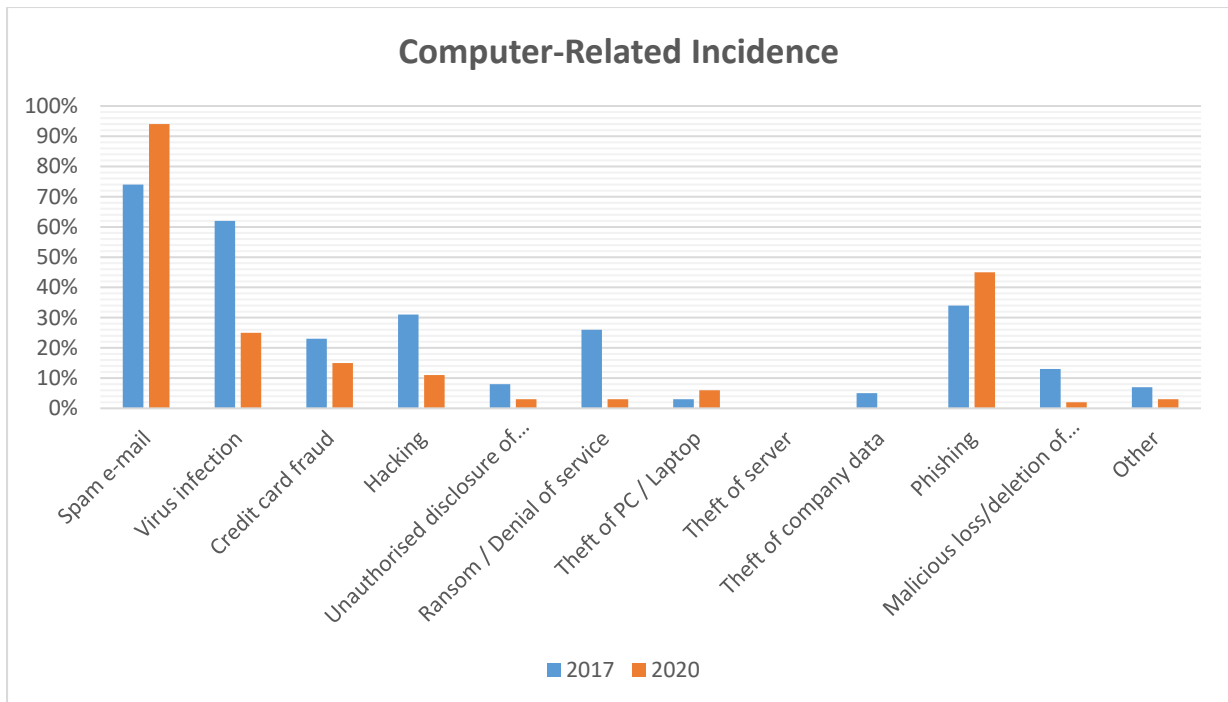
The final section of this report looks at e-crime against businesses. The issue of cyber-attacks and online computer related incidences is one that has increased substantially over the last decade. It is vital that SMEs remain vigilant to these attacks. In this section of the report we asked our members whether they have experienced a cyber-related incident and if so what type of cybercrime occurred.



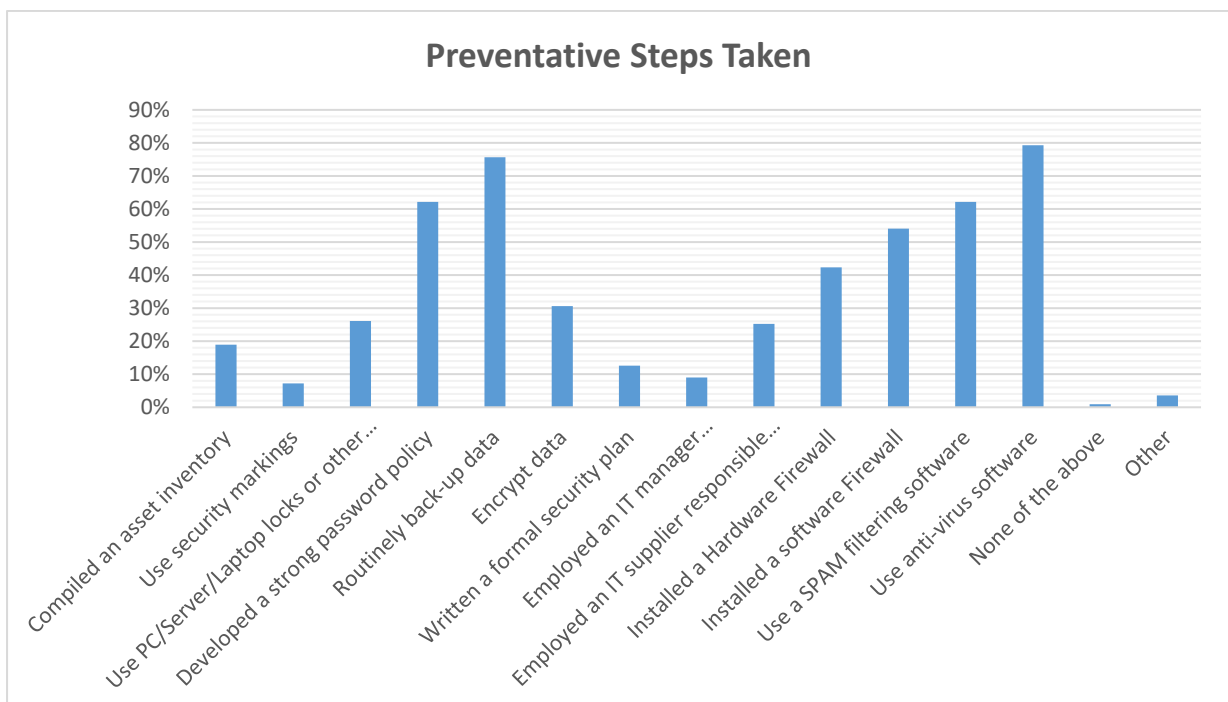
7% of respondents stated they were the victim of an E-crime attack in 2020.



28% of businesses have experienced computer related crime in 2020. (This excludes 'spam' and 'phishing emails'.)

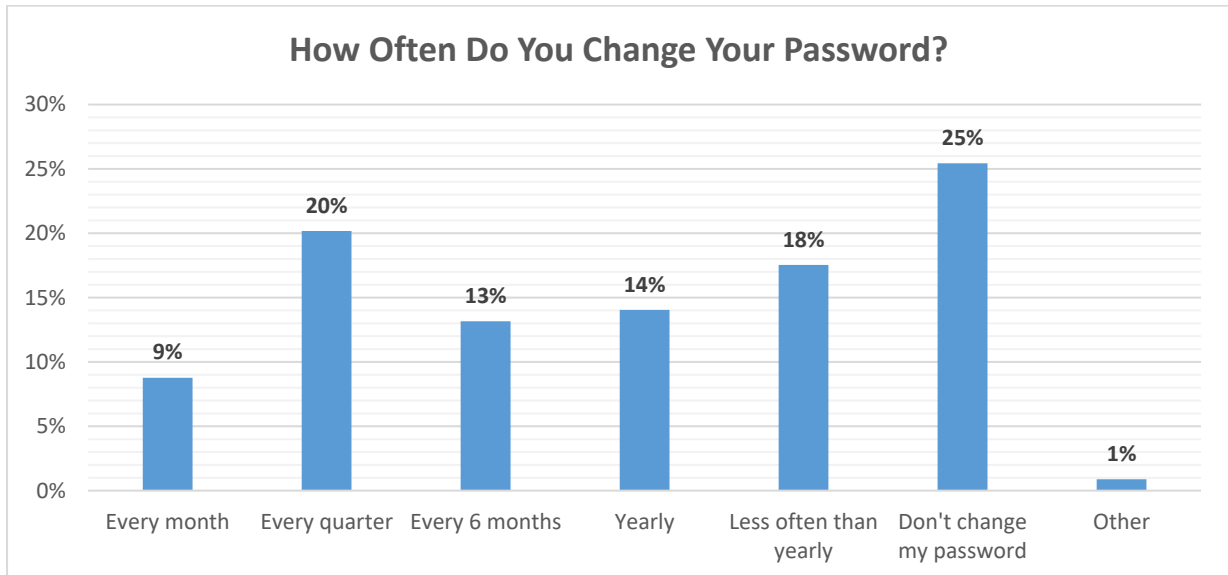


Off those who experienced a computer related incident, 'spam' is the highest at 94%, an increase from 74% in 2017. 25% of business have fell victim to a 'virus infection', this is down from 62% in 2017. There has been an increase in the number of 'thefts of PC/laptops', up from 3% in 2017 to 6% in 2020. 'Credit card fraud' has dropped from 23% in 2017 to 15% in 2020, while 'ransom/denial of service' decreased from 27% to 3% in 2017. 'Theft of company data' is down from 5% in 2017 to 0% in 2020.



As a preventive measure to reduce the risk of crimes against computers, 76% of businesses 'routinely back-up data', 79% 'use anti-virus software', 54% 'installed a software firewall', while 62% 'developed a strong password policy'.

9% of businesses 'employed IT manager responsible for security', while 25% 'employed an IT supplier responsible for security'.



25% of businesses do not change their password security details. 18% change 'less often than yearly', 20% change it 'every quarter', while 9% change it 'every month'. Unlike 'traditional crimes' mentioned earlier, e-crime is a little bit more elusive, especially for business that do not have the resources needed to detect, counter and prevent it.

**ENDS**

For further information, please contact:

Sheema Lughmani  
Press, Policy and Research Officer  
T: 01 662 2755  
E: sheema@isme.ie