

Business Security Research 2023

presented by Netwatch and Amárach

The survey includes responses from over 20 industry sectors including: health/social care, professional/advisory services consulting, retail, hospitality, financial services, agriculture, not-for-profit, government, construction and technology.



Background & Research Methodology

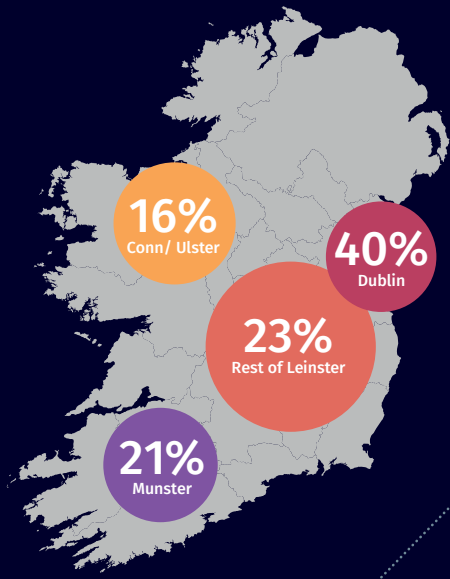
- Netwatch and Walsh PR commissioned Amárach Research to undertake a 2023 national research study on business security, risk and cost implications.
- This was a follow up to research carried out in 2021, with comparison data highlighted where appropriate.
- In total 255 completed interviews were achieved with decision makers across a wide range of organisations country-wide.
- Fieldwork was carried out from the 24th May to 21st June 2023.

(2021 FIELDWORK: 25TH OF JUNE TO THE 13TH OF AUGUST)

Firmographics

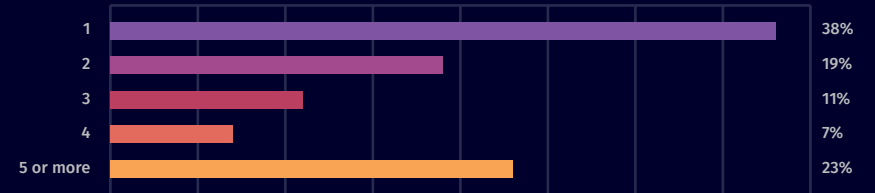
01

Region



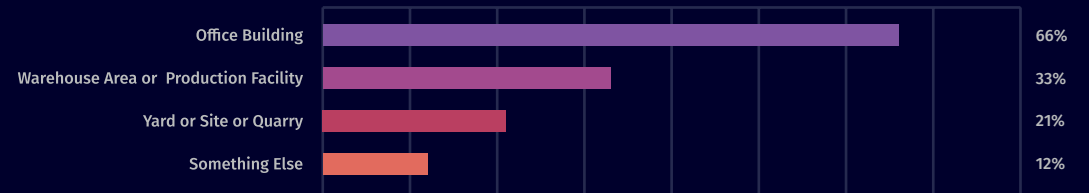
03

No. of sites in Ireland



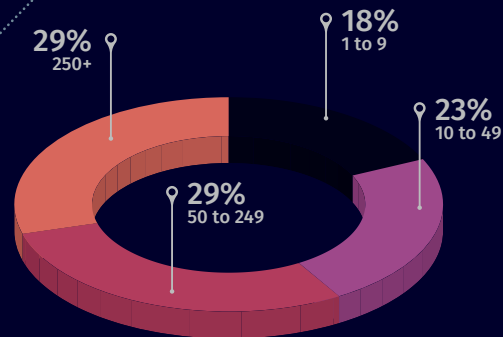
04

Types of sites



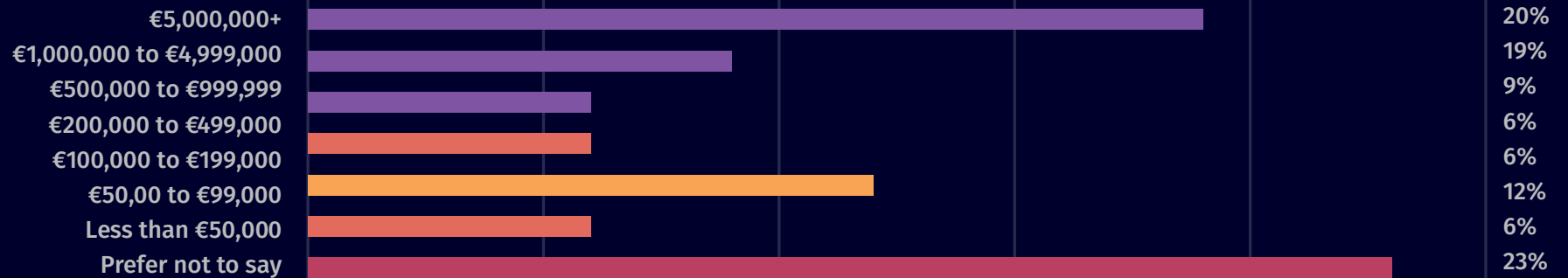
02

No. Employees



05

Annual Revenue





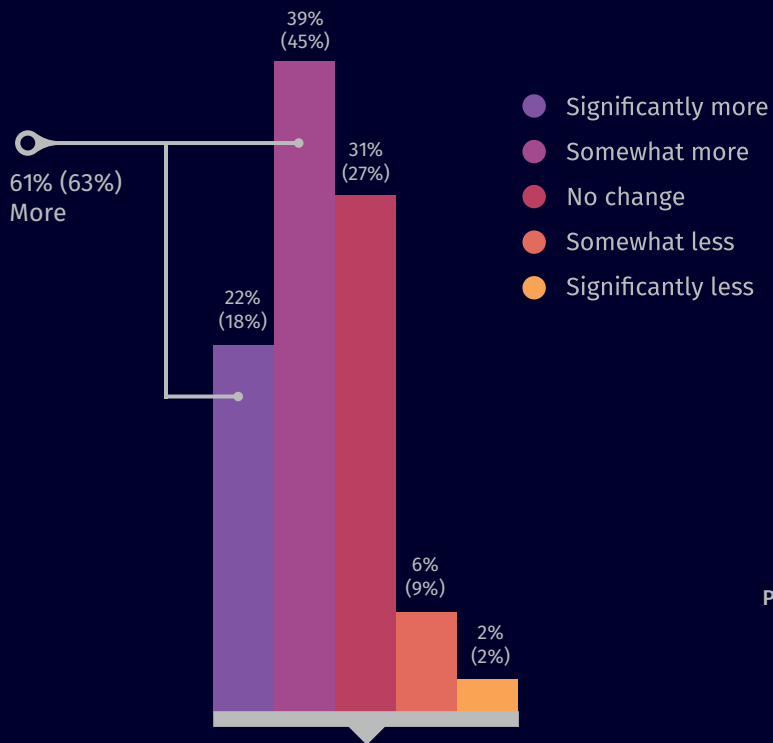
About your Business

Security

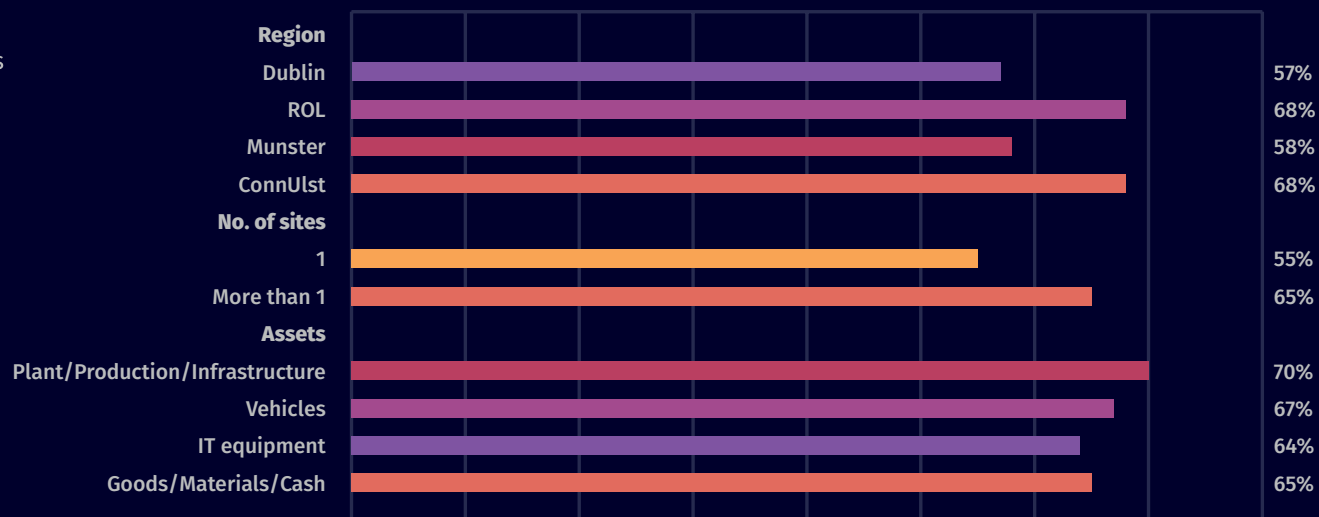
6 in 10 (61%) believe security has become more of a key business consideration since January 2022, this view is highest among larger organisations, those based outside of Dublin/Leinster, and with assets of plant/production/infrastructure and vehicles.



06



Firmographics for significantly more

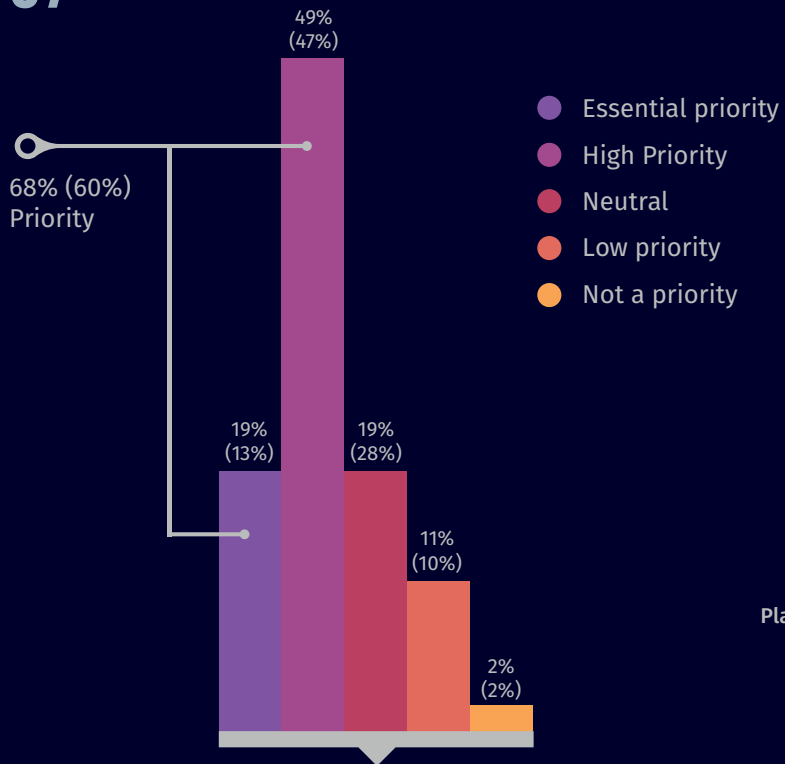


Security Management

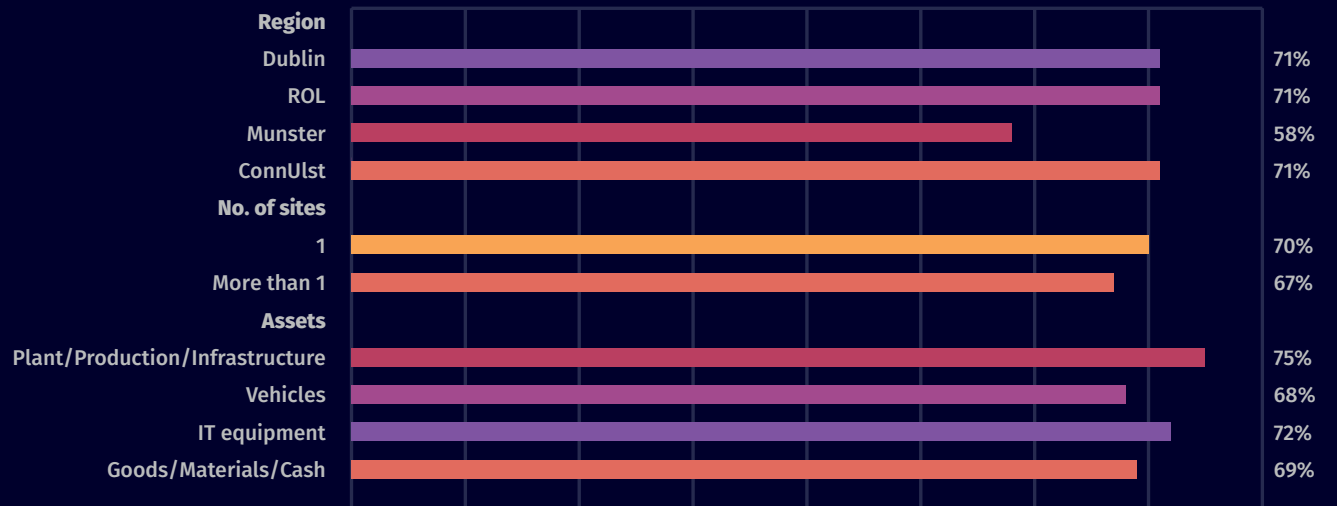
Almost 7 in 10 think that security management is a high or essential priority within their organisation, an increase of 8 points on 2021. Larger organisations and with assets of plant/production/ infrastructure are among the most likely to hold this view.



07



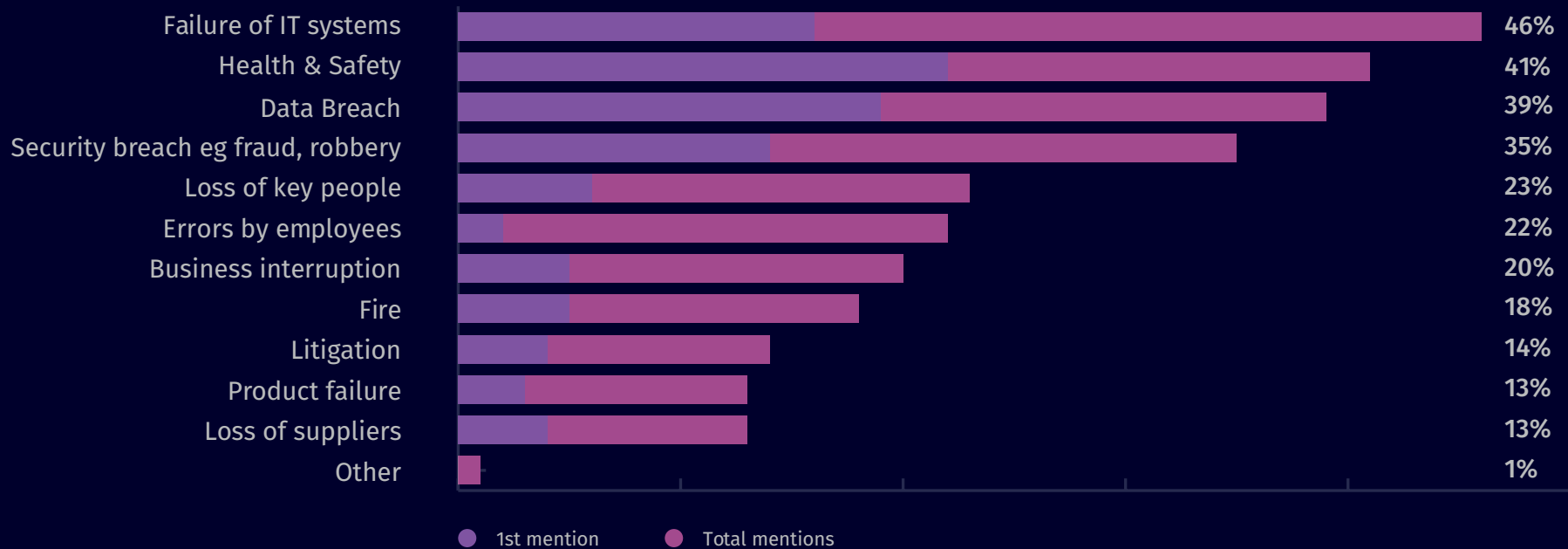
Firmographics for priority



Operational Risk Register

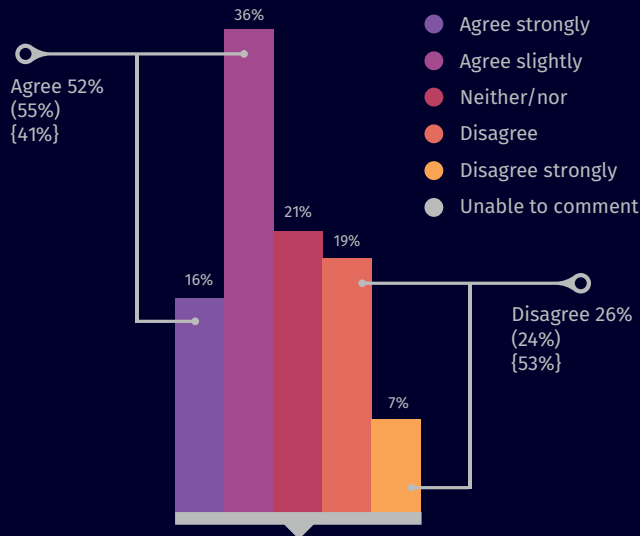
IT system failure, Health & Safety, and data breach are the top ranked concerns for organisations

Looking at the example of an operational risk register below, please rank in terms of your level of concern of the risk to your organisation.

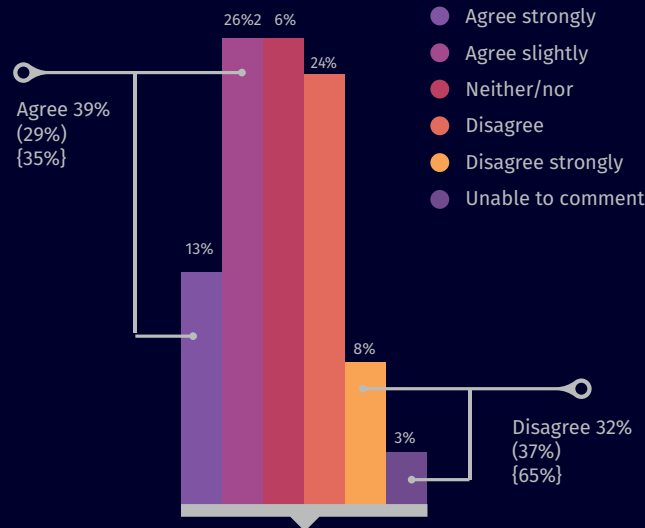


Anticipated criminal activity for the upcoming 12 months has shown a noteworthy rise, increasing from 29% in 2021 to 39% in 2023. Confidence in current security measures remains constant at 78% from the 2021 levels, and the level of concern experienced while away from premises is also comparable, standing at 55% in 2023 compared to 52% in 2021.

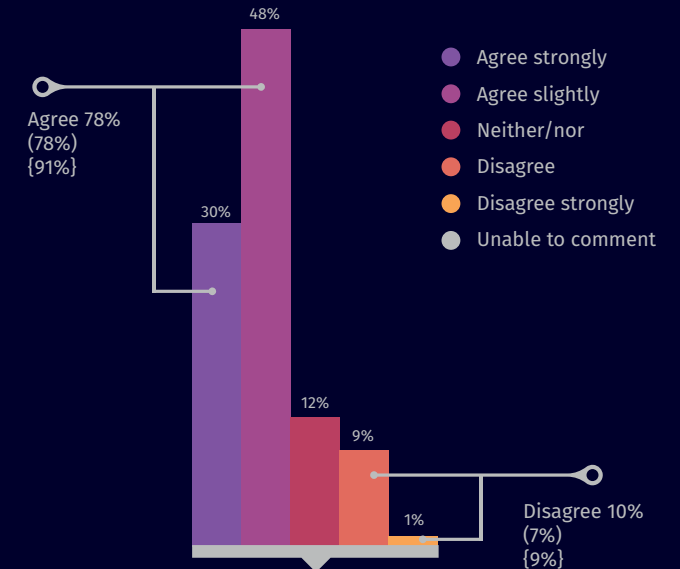
I/we worry about the security of our premises when we are away from them



It is likely our business premises will fall victim to crime in the next 12 months



The premises is well equipped in respect of security measures



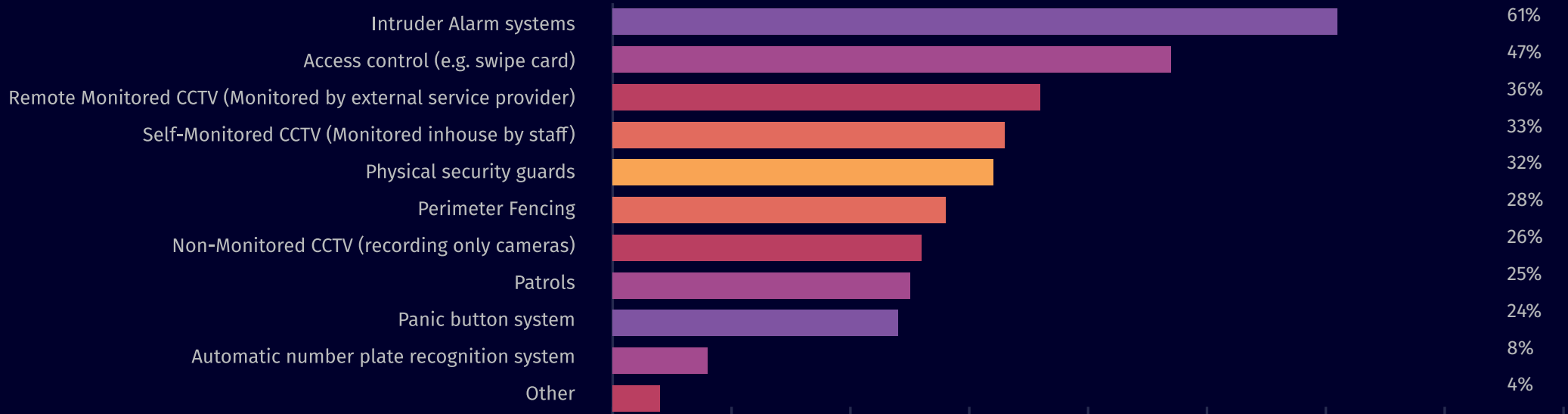


Market perception and experience of criminal activity

10

Intruder alarm systems, access control, and remote monitored CCTV rank top for security measures in place for businesses. There has been an increase in physical security guards compared to 2021.

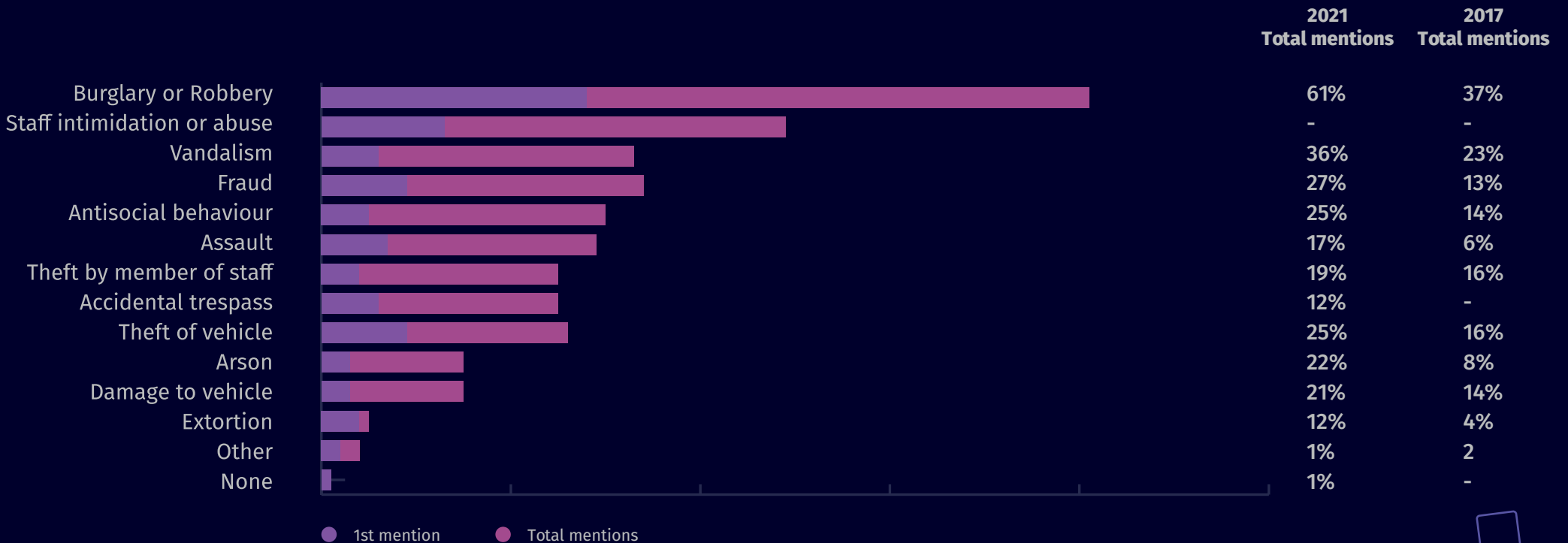
What type of security measures do you have in place for your business?



11

Burglary (-8pts.) and vandalism (-7pts.) remain the top the criminal activities of most concern, along with staff intimidation, a new addition for 2023

Which of the following types of criminal activity is of most concern for your business?



Business Operations

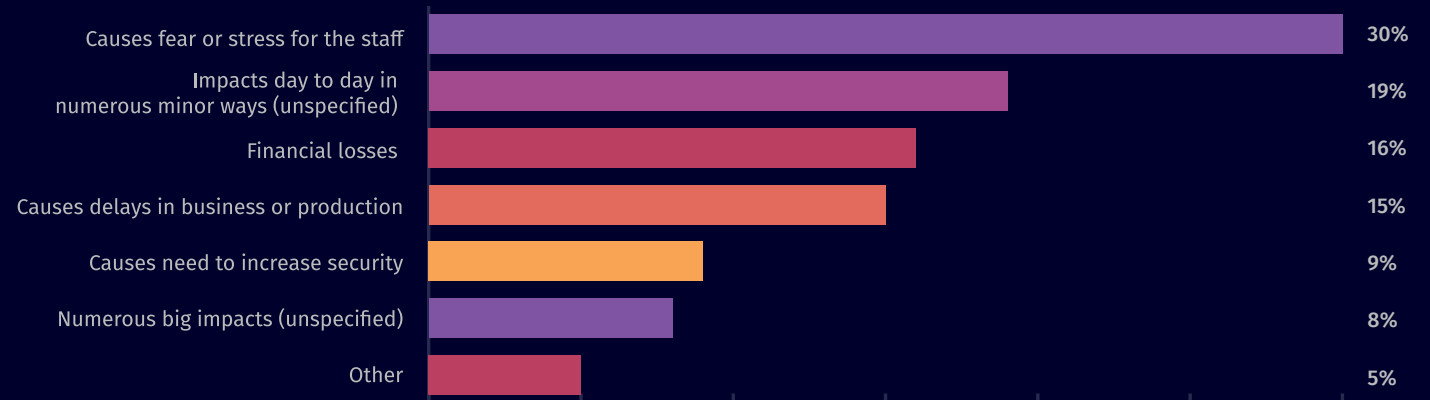
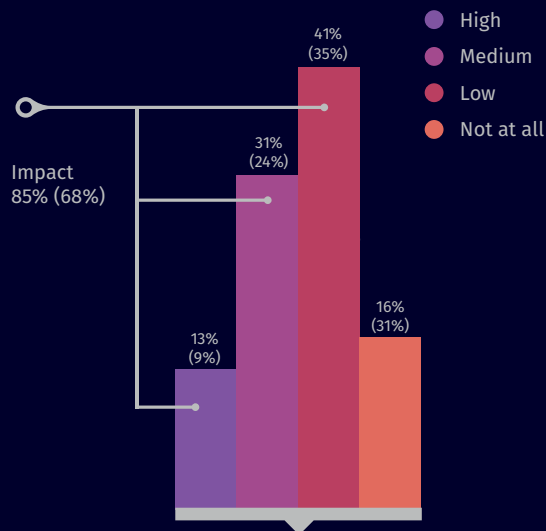
Over 8 in 10 (85%) state that criminal activity impacts on their business operations to some extent, an increase of 17 points on 2021, with fear, day to day issues, and financial costs being the most common concerns.

12

To what extent does criminal activity or the threat of criminal activity to your physical premises/staff impact on your business operations?

Impact – low/medium/high

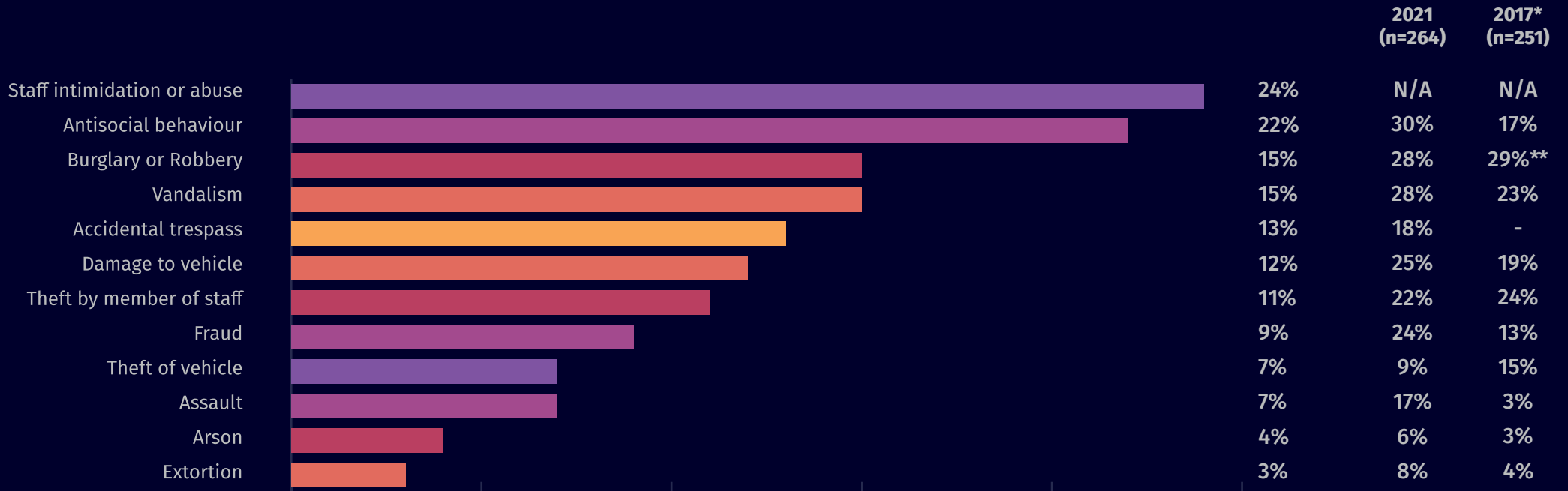
(n=193 – Unsure and NA excl.)



13

Compared to 2021, businesses are generally experiencing specific instances of criminal activity at reduced rates.

Have you been a victim of any of the following criminal activities since January 2022



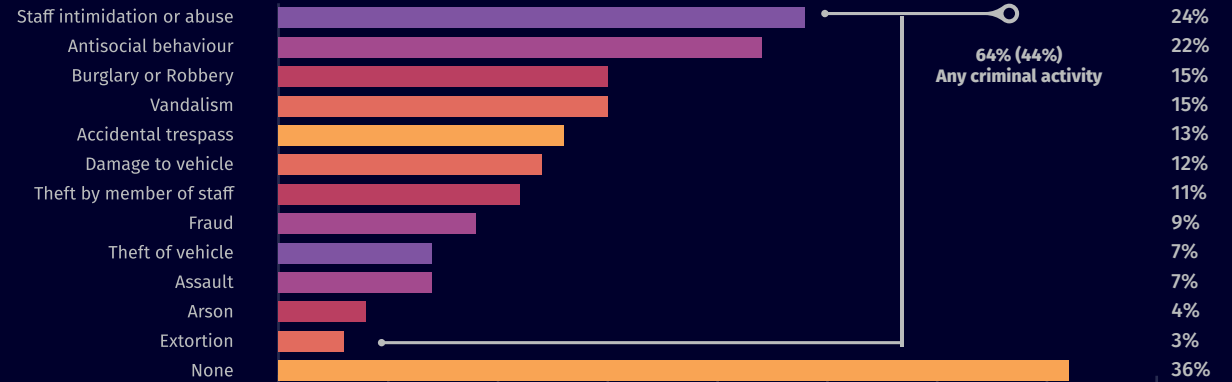
(Arrows indicate significant change on 2021 data +/-5%)

A significant increase in criminal activity

There has been a significant increase in the overall proportion of businesses that have experienced any form of criminal activity (+20pts).

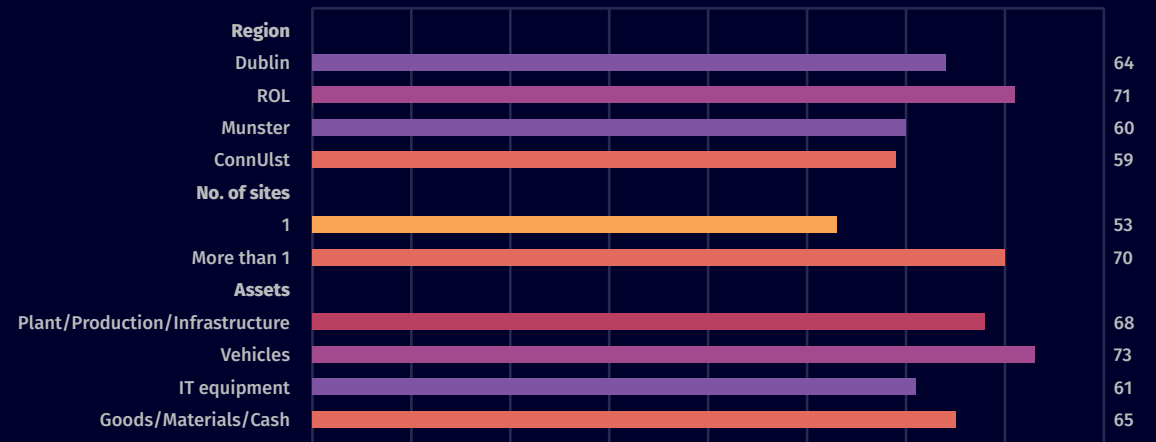


14



15

Firmographics that have fallen victim to criminal activity

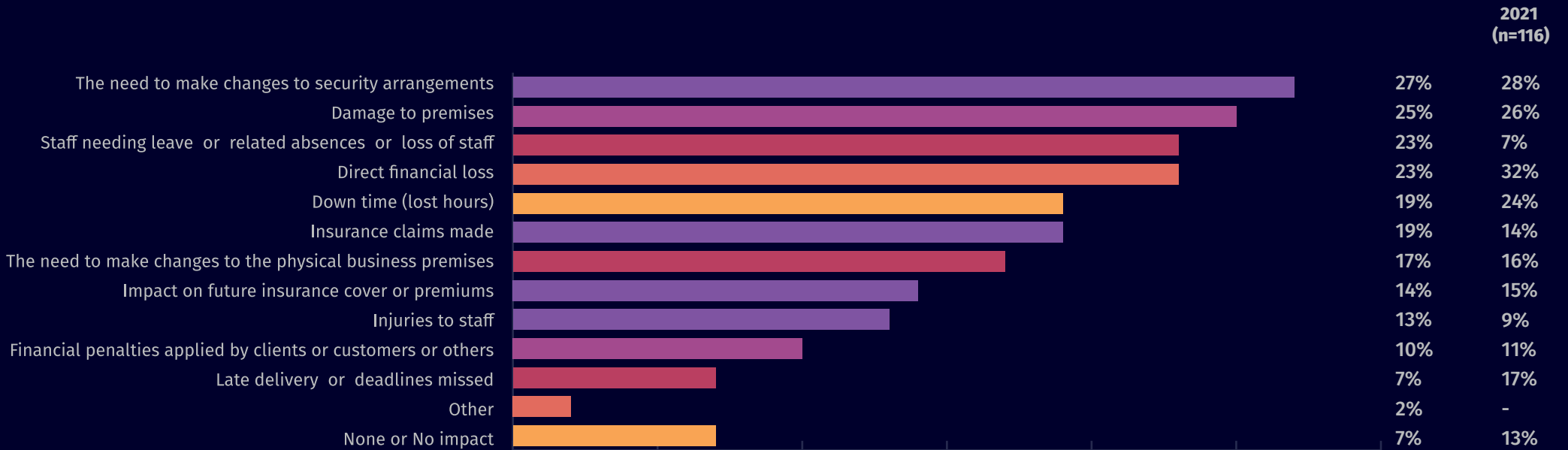


16

Compared to 2021, the standout change has been staff loss and related absences as a result of criminal activity, increasing 16 points

(BASE: All who have been a victim of criminal activity)

Which of the following have impacted your business?

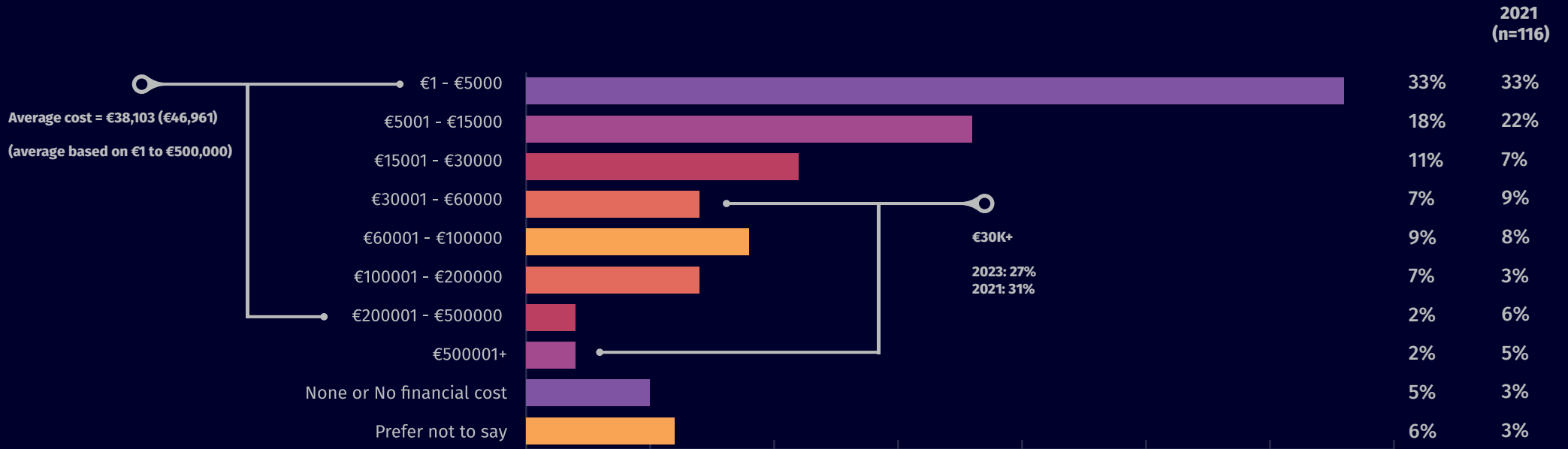


(Arrows indicate significant change on 2021 data +/-5%)

17

Of those who have been a victim of crime, 27% reported the associated cost being over €30K, a slight decrease on 2021 (31%). The total average cost is also down on 2021, from €47K to €38K.

Level of financial cost to business associated with criminal activities since January 2020

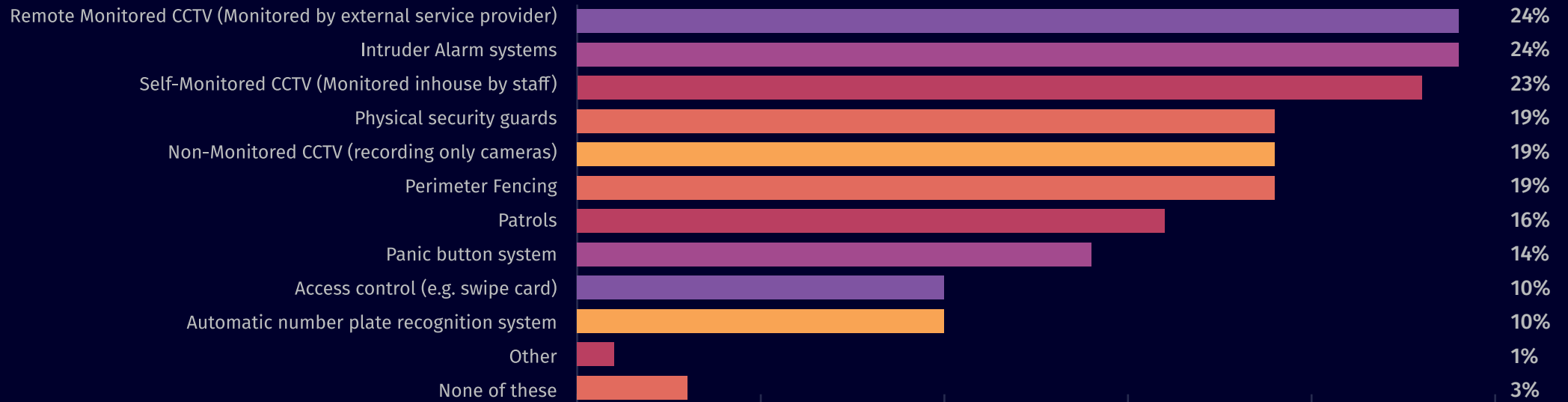


(BASE: All who have been a victim of criminal activity)

18

As in 2021, remote monitored CCTV, intruder alarm systems, and self-monitored CCTV are the most popular areas for investment

(BASE: All who expect investment in security over the next 12 months to increase)

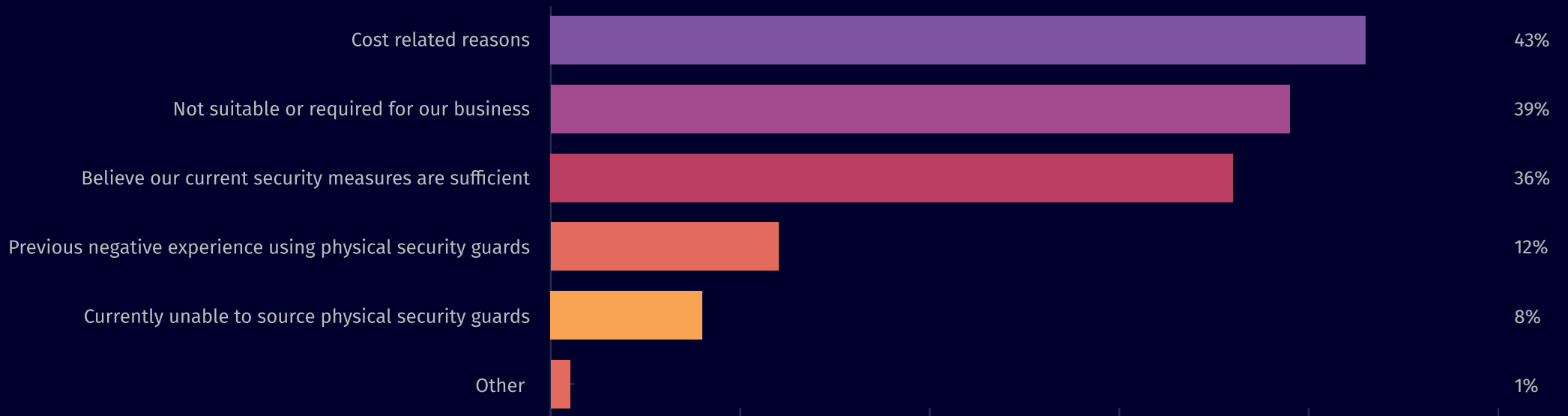




The role of security guards

19

The main reason stated for not currently having physical security guards is cost, followed by lack of suitability, and confidence in existing measures



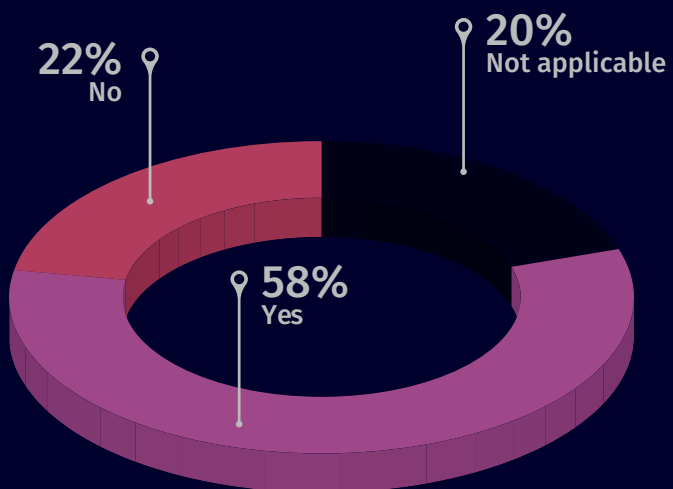
Increase in cost

Over half of those who do have physical security guards report an increase in costs since January 2022. On average, 27% of total security budgets are allocated to physical security guards.



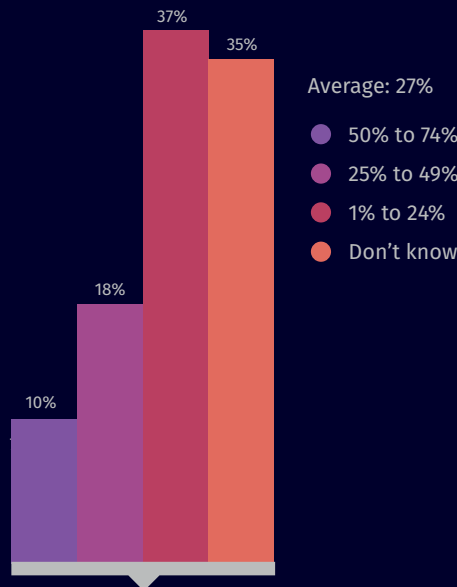
20

Have seen an increase in the cost of physical security guards since January 2022



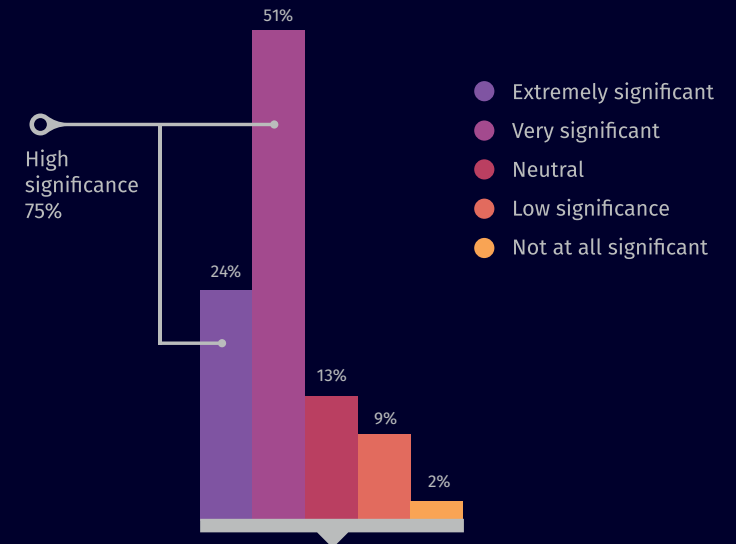
21

Percentage of total security budget is allocated to physical security guards



22

Despite the increased costs involved, physical security guards are viewed as highly significant among those who employ them



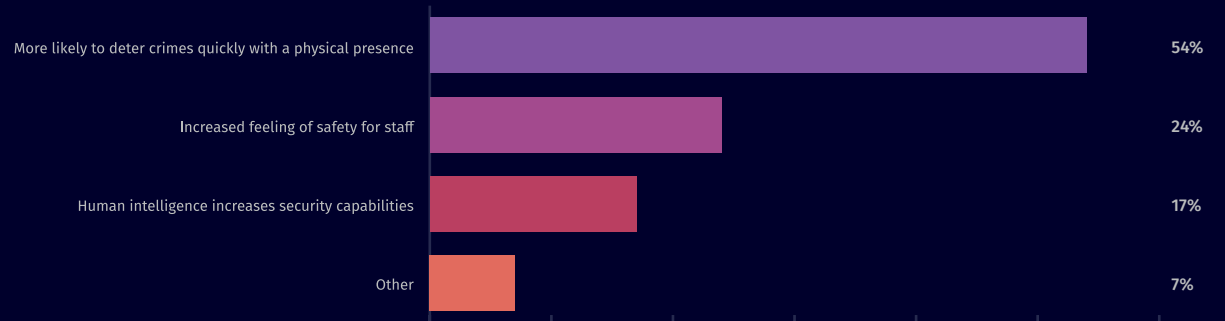
Physical security

A majority view the main benefit of using physical security guards as being the greater likelihood of deterring crime, while the main downside is the cost.



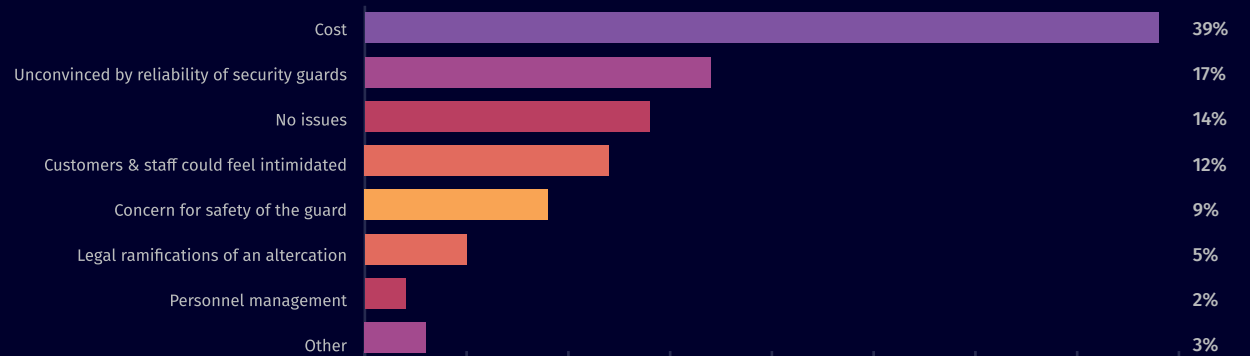
23

benefits of using physical security guards



24

downsides of using physical security guards



Research findings overview

61% believe security has become more of a key business consideration since January 2022, similar to 2021 results (63%) for which a similar time period was asked.


68% view security management as a priority within their organisation, an increase on 2021 (60%). Almost half (46%) rank failure of IT systems as the risk of greatest concern to their organisation, a significant increase on 2021 (35%).

While 8 in 10 believe their premises are well equipped in respect of security measures, over half still worry about the security of their premises when away from them, similar to 2021 results. However, there has been a significant increase in expectations of falling victim to criminal activity over the next 12 months, rising from 29% in 2021 to 39% in this survey.

As in 2021, intruder alarm systems rank as the top security measure respondents have in place for their business; access control and remote monitored CCTV make up the top 3.

Mirroring 2021 selections, remote monitored CCTV is the most popular measure for future investment, followed by intruder alarm systems, self-monitored CCTV and perimeter fencing.





Burglary/robbery is the main concern for organisations, with 53% selecting this as their top mention, a decrease from 63% in 2021. Respondents also view staff intimidation, vandalism, fraud, and antisocial behaviour as criminal activities of most concern for their organisation.

85% report that criminal activity or the threat of criminal activity impacts their business, an increase on 2021 levels (68%), with the greatest impact being staff intimidation/fear.

64% have experienced some form of criminal activity since 2022, and increase on 2021 levels that asked about a similar time period (44%). Of those, 27% needed to change their security arrangements as a result, while 25% reported their premises were damaged, 23% had staff related absences, and 23% suffered direct financial loss.

Of those who have experienced criminal activity since January 2022, 27% reported the financial cost to be over €30,000, similar to 2021 (31%), the average reported cost is €38,000, a decrease on 2021 levels (€47,000) (average excludes costs over €500,000).



OUR LOCATIONS

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