CASE STUDY
Grocery Chain

Analyzing Risk Exposure:

Determining Security Allocations & Guiding Budgetary Decisions

Defining the Risks

A grocery chain that operates in the Southern United States locates its stores in upscale neighborhoods, but is constantly thinking about the safety and security of their customers. It turns to CAP Index for support in ensuring that their customers' shopping experience is as secure as possible.

The company consulted CAP Index when making determinations regarding whether or not to employ a full-time Loss Prevention specialist at the store. They also used CAP data to conclude the exact number of cameras that should be placed in the store, as well as the necessity of TV monitors and parking lot cameras.

Application & Results

According to the organization's Vice President of Asset Protection, data from CAP Index plays a significant role in determining the security measures taken at each individual location. When the Vice President first joined the company, almost half of their stores were open 24 hours a day, and there was an off-duty police officer assigned to each store overnight.

However, after reviewing the CAP Index data, the retailer made a deliberate decision to cut the overnight security force by 70 percent. With the data revealing that there was no crime in most of the neighborhoods, it was not necessary to continue spending the money on additional security personnel. Although there was initially some concern among management that releasing the overnight guards might compromise security, the data from CAP Index was able to demonstrate that security and safety would not be sacrificed.

The grocery chain has also used CAP Index data to guide budgetary decisions, including increases or decreases in headcount at a particular store. Ultimately, the data allowed the company to save money, while continuing to maintain its strong focus on customer safety and security. They are also reassured to know that CAP Index data could back up its decisions, even in court, if necessary.

WEB capindex.com PHONE 800-227-7475 ADDRESS 150 John Robert Thomas Drive, Exton, PA 19341

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