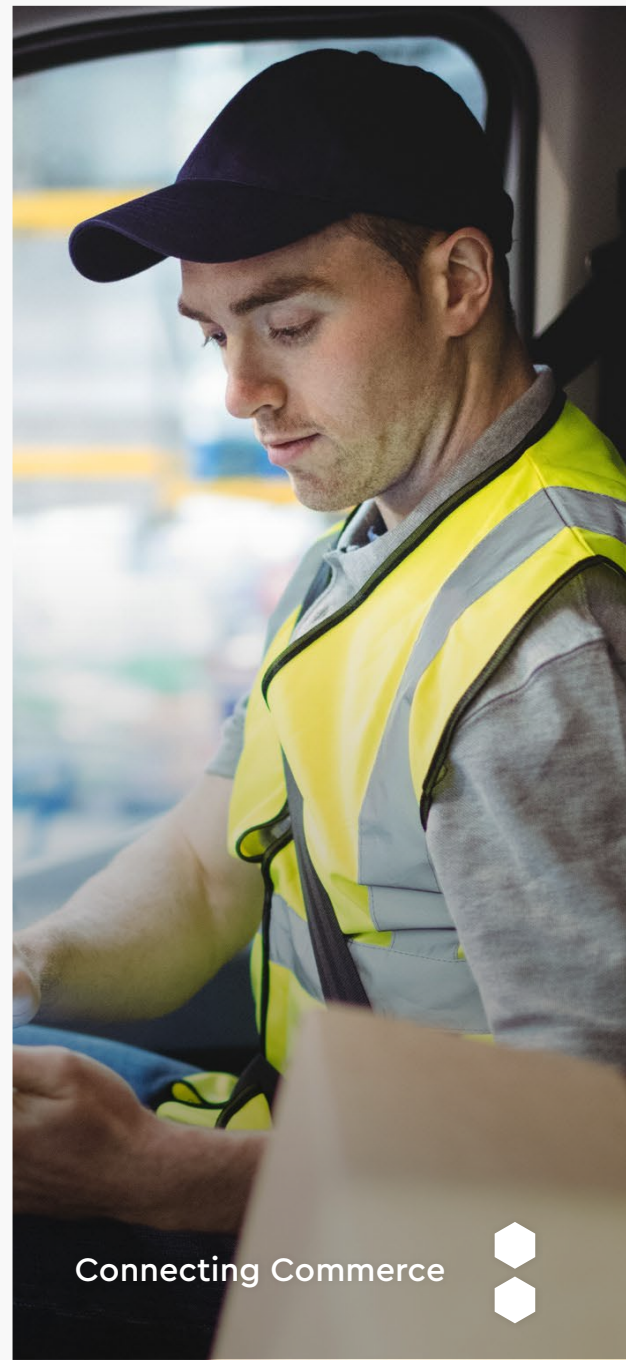




UK PARCEL THEFT REPORT 2022

IN PARTNERSHIP WITH **penn**ELCOM®

This report is based on research by YouGov. Conducted in May 2022, it surveyed a sample of 2,000 random UK consumers. The report addresses the growing issue of parcel theft, and how to prevent it using a variety of doorstep safety measures. Developed in conjunction with Scurri, it also suggests that enhanced control of delivery management plays a vital role in creating safer, more predictable shipping outcomes for customers.



"A surge in online shopping accelerated by Covid, along with seasonal rushes, means couriers are under intense pressure to deliver parcels quickly. Professional thieves are known to follow delivery vans, stealing packages minutes after they are dropped off, while opportunists take advantage of parcels left on doorsteps.

Parcel theft is on the rise, up 2% at 155 million package problems around the world. The UK saw the largest increase, with a 5% rise compared to the previous 12 months. Within the UK, Wales was the worst-hit area with 16% of people reporting a parcel issue, a 12% increase year-on-year, topping London with 14% reporting a parcel theft or loss.

Now more than ever, the post-purchase service of retailers is critical to retaining customers. Leaving a customer disappointed at the last hurdle is simply not an option. Even if you believe the matter is beyond your control, you can still take action.

To best prevent incidents of stolen parcels, tools must be in place to ensure a customer is not left disheartened. eCommerce is on the rise, and we should continue to innovate in supporting the full customer experience, including safety of purchase and delivery."

Rory O'Connor, Scurri CEO



Scurri is a leading software provider that connects and optimises the eCommerce ordering, shipping and delivery process for online retailers, powering over 100 million parcel deliveries via more than 700 carrier services. Scurri's platform allows retailers to create accurate labels, track shipments from dispatch to delivery and provide analytics anywhere in the world through its network of carrier integrations.



"We expect parcel piracy to continue to rise as global parcel deliveries increase if measures are not taken on a global scale.

We are doing our best to help delivery companies and drivers, who are under extreme pressure, and to save online shoppers the headache of waiting in for parcel deliveries, rearranging missed deliveries and traipsing to parcel depots – as well as the heartache of lost and stolen parcels."

Roger Willems, Penn Elcom Chairman



Penn Elcom is a UK manufacturing success story and globally recognised British steel manufacturer, with 50% of sales being overseas. Established in 1974, the company is a world leader in flight case and speaker cabinet hardware as well as 19-inch racking solutions. Penn Elcom launched the Penn Parcel Box in 2020 in response to growing requests from customers for a secure solution for the growing number of parcel deliveries.



United Kingdom results

The UK has suffered the greatest increase in parcel problems worldwide. The survey found that more than eight million packages were lost or stolen in the UK in a 12-month period to April 2022. This is up more than 5% compared to the previous 12 months.

Many analysts believed parcel theft would start to fall as we come out of the pandemic. However, this has not been the case as online shopping continues to surge; UK residents reported a blanket increase in parcel problems across the nation, with 12% of people reporting a parcel lost or stolen.

The survey breaks the results down for each region to discover the worst-affected areas. Surprisingly, Wales witnessed the largest rise in parcel theft compared to the previous 12 months; the sharp rise of 12% was higher than any other area, surpassing London.

32% Of people surveyed in the UK have had a package lost or stolen in their lifetime, which amounts to 21.5 million parcels.

The report also revealed that a staggering 32% of people surveyed in the UK have had a package lost or stolen in their lifetime, which amounts to 21.5 million parcels, with this expected to rise unless preventive measures are put in place. Full-time workers were noted to be the most at-risk group for incidents.

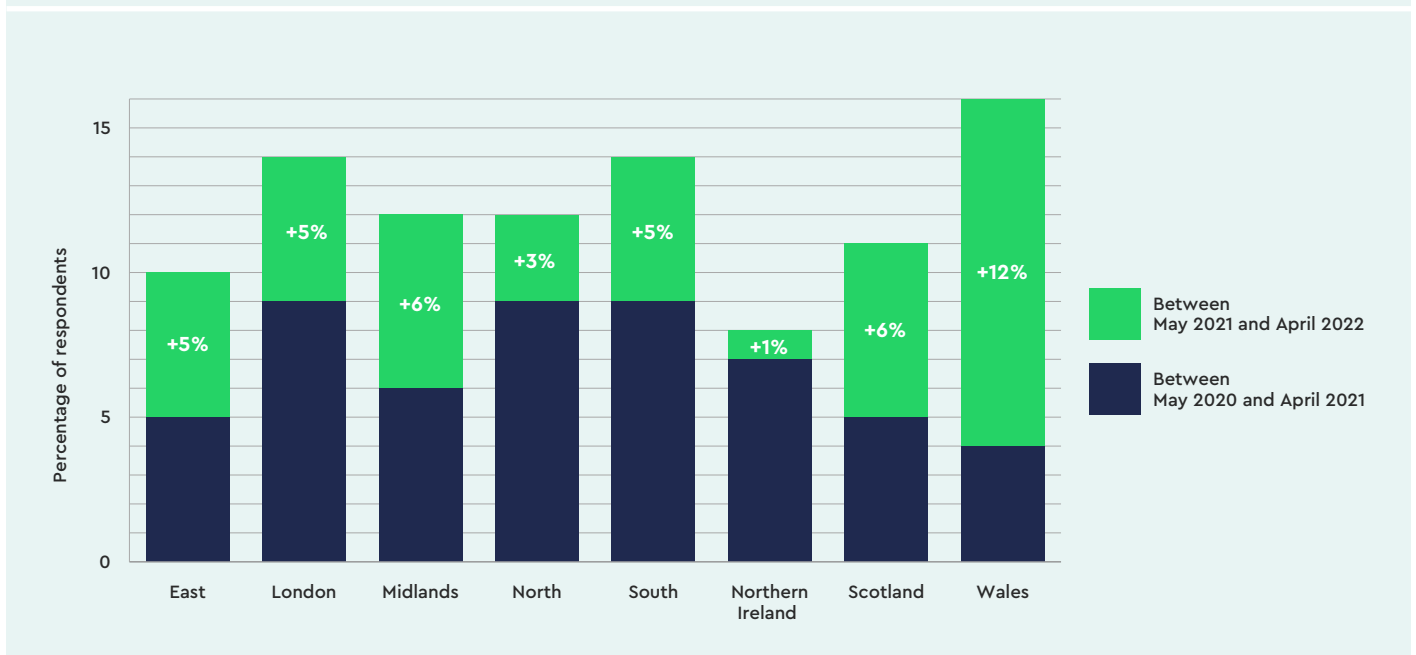
When it comes to how UK residents feel and respond to increasing parcel problems, deeper trends are appearing. Of the 17% of Brits who are anxious about parcel theft, 60% are women. However, when it came to researching parcel-theft prevention products, 60% of respondents were men.

7.4 million People in the UK have fears that the parcels they send and receive are at risk of being stolen.



Overall, 7.4 million people in the UK have fears that the parcels they send and receive are at risk of being stolen. A stark 4 million UK shoppers say this concern is enough to make them reluctant to shop online.

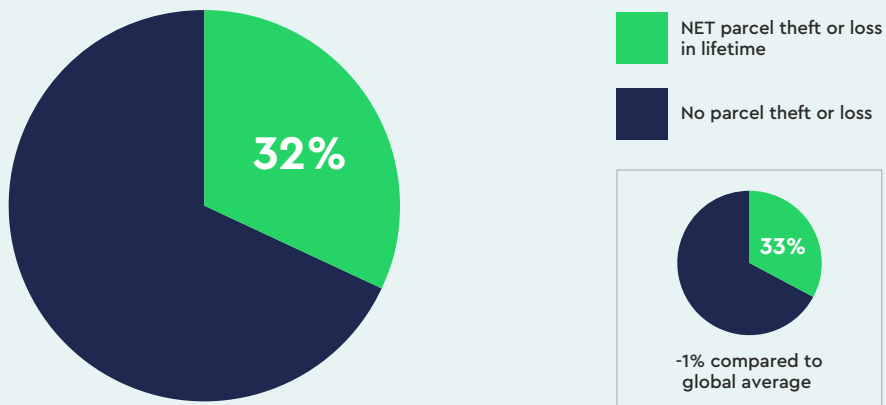
UK - RATE OF PARCEL THEFT OR LOSS



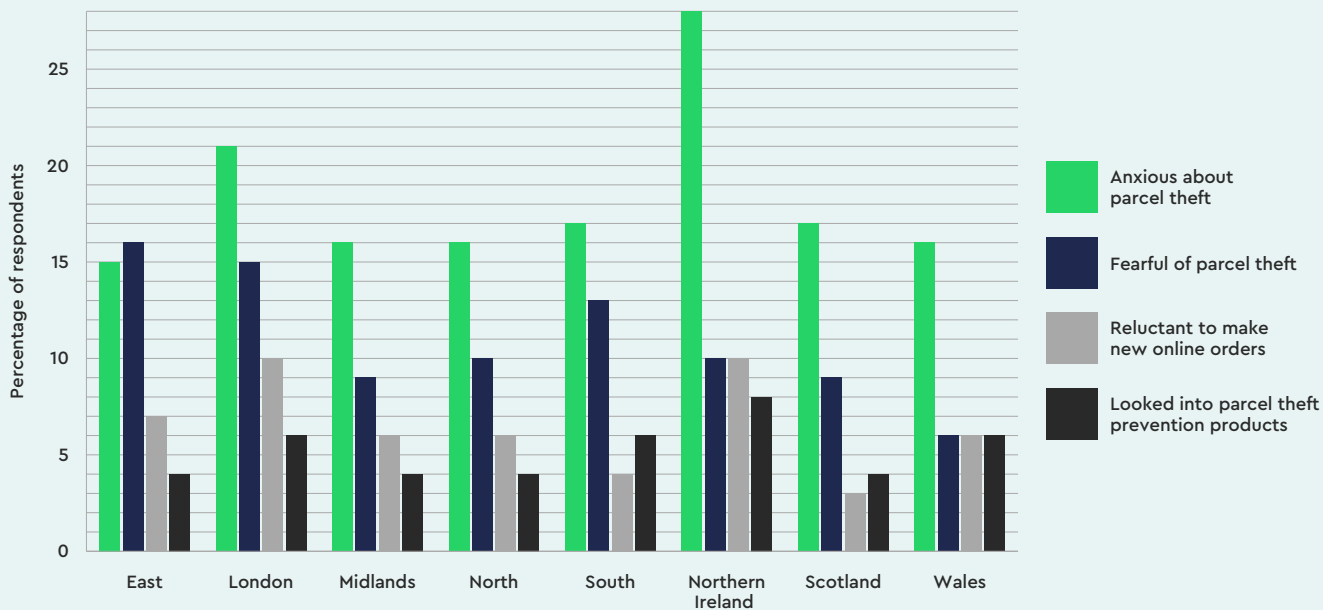
UK - TOTAL PARCEL THEFT OR LOSS IN LIFETIME



UK - AVERAGE PARCEL THEFT OR LOSS IN LIFETIME

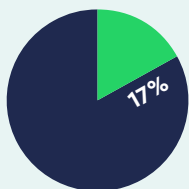


UK - STATEMENTS ON IMPACT OF PARCEL THEFT ON BEHAVIOUR

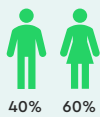


PROPORTION OF UK POPULATION WHOSE BEHAVIOUR IS IMPACED BY PARCEL THEFT

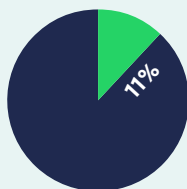
"I'm anxious about parcel theft"



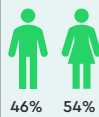
Of which



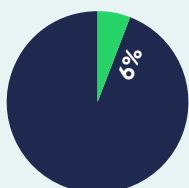
"I fear my parcels will be stolen"



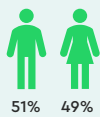
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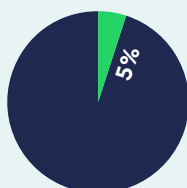
"I'm reluctant to make new online orders because of parcel theft"



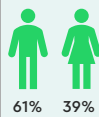
Of which



"I have looked into parcel theft prevention products"



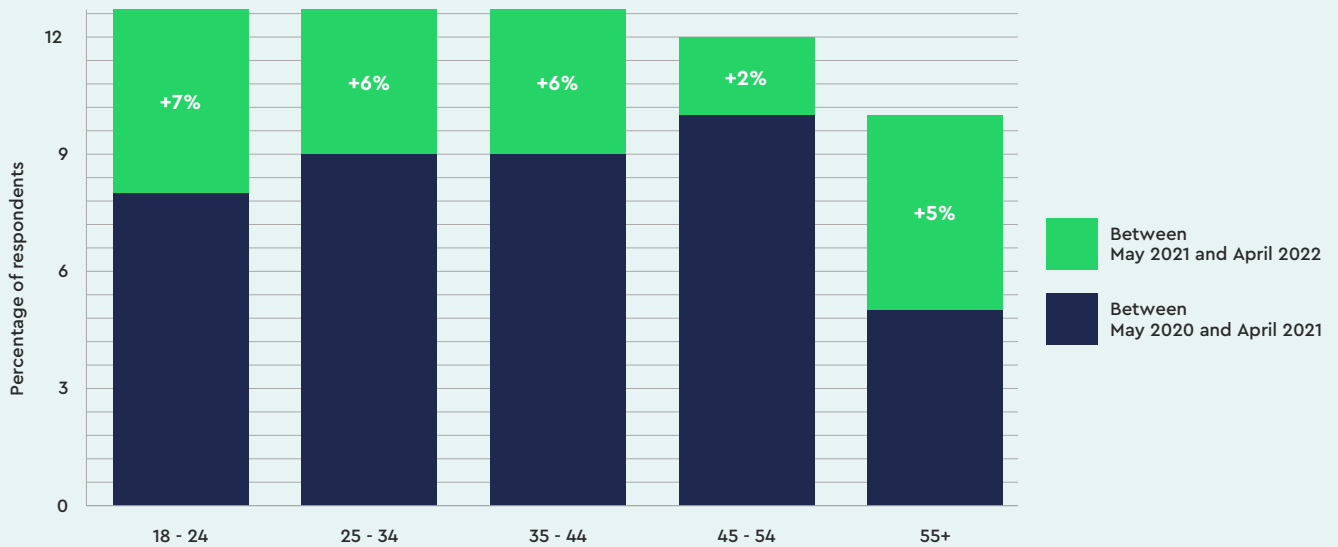
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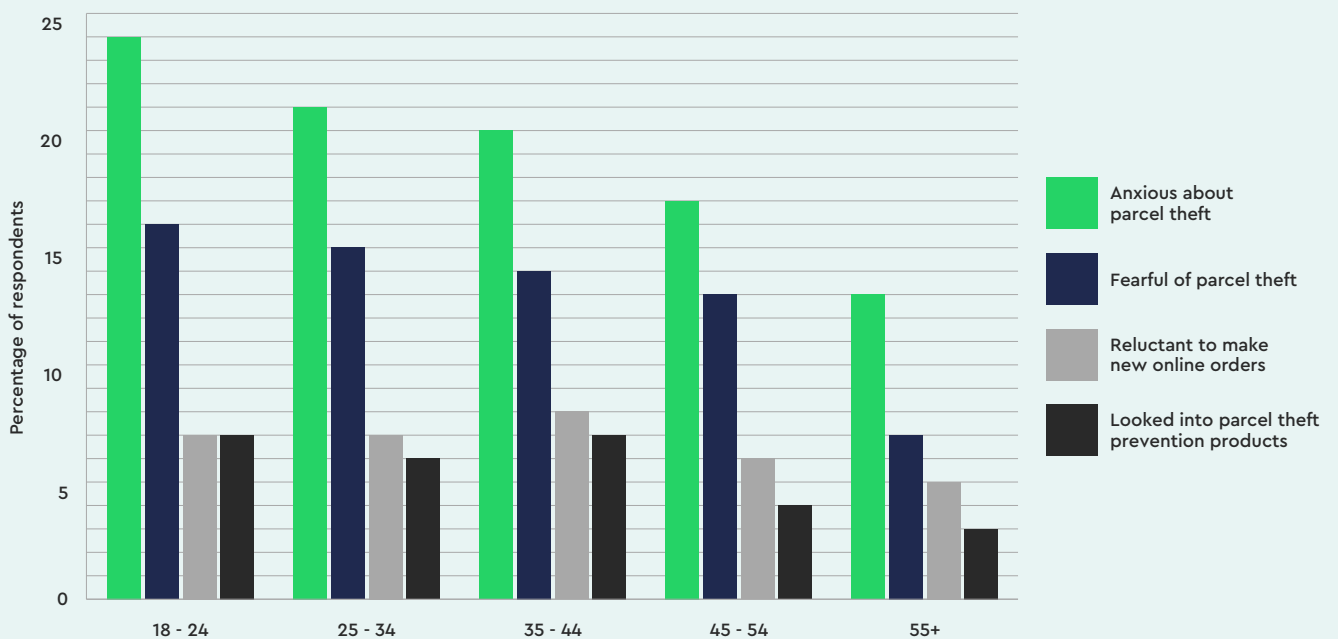
Anxious about parcel theft



UK - RATE OF PARCEL THEFT OR LOSS BY AGE GROUP



UK - STATEMENTS ON IMPACT OF PARCEL THEFT ON BEHAVIOUR BY AGE GROUP



Conclusion

The study has surveyed the most relevant territories and found that not only is parcel theft on the rise but that the populations in each market have had a similar share of parcels stolen in their lifetime. This indicates that package problems and security are universally shared problems. We hope this information can be used by the parcel industry to look at how we can prevent parcel theft from continuing to surge.

"Although current economic challenges are impacting total retail sales – both physical and online – the underlying trends confirm that e-commerce and parcel volumes will continue to go up, especially as more of the world goes online. With more parcels being delivered and more people now out of the house more regularly, parcel theft is likely to continue to rise unless we take proactive measures to improve parcel security."

Roger Willems, Penn Elcom Chairman

ECOMMERCE OPPORTUNITY COSTS

Increased Parcel Theft = Reduced Profitability

Increased Online Shopping Reluctance = Lost Revenue Opportunity

Poor Customer Experience = Lost Repeat Orders & Negative Brand Equity

So what can be done?

For online retailers: Working with a best-in-class Delivery Management software provider to CONTROL and optimise last mile delivery for your operations. Technology plays a vital role in controlling costs, operations, offer, issues, growth and experience for online retailers.

For consumers: The UK has suffered the greatest increase in parcel problems. Some people can specify a hiding spot for their deliveries. Though this is a step forward it can also create a further problem: thieves can still pop into your backyard and the neighbours could presume it is a regular pickup or delivery from a private courier or postman. Plus, however clever we think we are, there are not many hiding spots that a thief hasn't already thought of.

If you know your neighbour, it may be appropriate to have the shopping delivered to them if they are going to be home. However, this can also cause problems, as the neighbour may have to leave the property and the responsibility lies on them to safeguard your valuable purchases.

Motion sensor security lights may deter some thieves by putting them in the spotlight. Alternatively, people may want to consider a video system that records any activity to the cloud; if theft occurs, you can at least provide footage to the police. It is important to note here that many thieves hide their identity, so many culprits will inevitably go uncaught — and your items unreturned — especially for lower value thefts that the police may not have the resources to investigate.

This makes one of the best ways to prevent parcel theft being to remove the opportunity completely. Install a secure parcel box at your front door or at the start of your driveway. That way your packages can be delivered directly to a secure box that would take considerable effort and time to break into, with an increased risk of the offender being disturbed or caught if the parcel box is in a visible location, for example if it can be seen from the road.

Scurri delivery management software: Built for control, scaled for growth.

With so many elements out of your control, it's more important than ever to control what you can. Taking control of delivery management gives you the power to develop a more cohesive customer experience. With Scurri, your delivery approach can be configured by you, exactly the way you want it. You might want to offer same day or next day services, timed delivery, sustainable options, or PUDOS, for example. By giving you a far more comprehensive choice of delivery options, Scurri gives the control to create a more predictable, safer outcome for each parcel.

Using our delivery management platform you can offer a better service to customers through an enhanced range of capabilities. Our sophisticated and fully configurable rules engine automates carrier selection, choosing the optimal service for each delivery. The capacity to monitor and track each order through a single platform gives you complete visibility if challenges do arise.

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