

penn  **ELCOM**[®]

GLOBAL PARCEL THEFT REPORT 2022

In partnership with

 **Scurri**





GLOBAL PARCEL THEFT REPORT 2022

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EXECUTIVE SUMMARY

Welcome to the first global study on parcel theft.

Parcel theft is on the rise, up 2% at 155 million package problems around the world. From May 2021 to April 2022 this reached an all-time high as theft skyrocketed with a staggering 1.009 billion packages either stolen or lost globally.

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 opportunistic thieves take advantage of parcels left on doorsteps.

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

The purpose of this whitepaper is to understand better the geographical breakdown of parcel theft and the worst affected areas. More advanced approaches to parcel theft prevention must be taken in order to secure customers' parcels.

The first of its kind, the Penn Elcom Global Parcel Theft Report 2022 is drafted to provide a holistic view of parcel theft, capturing key geographical findings, sentiment, and behaviourism across the world. For instance, the survey found that one in ten people are now reluctant to shop online because of fear of theft of their parcels — a statement that impacts businesses far beyond postal logistics.

Based on a survey of thousands of sample sizes in each major market, the whitepaper has revealed that a staggering 33% of people surveyed around the world have had a package lost or stolen in their lifetime, which amounts to an estimated 23.5 billion parcels, with this expected to rise unless preventive measures are put in place.

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 (16% of people reporting a parcel issue, a 12% increase from May 2020 to April 2021) – surprisingly topping London (14% reporting a parcel theft or loss). This was followed by Australia with a 3% rise in parcel theft, Canada with a 2% rise, followed by a 1% rise in the US, and a 1% rise in the UAE.



"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.

"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 in this day - even if the matter is beyond your control."

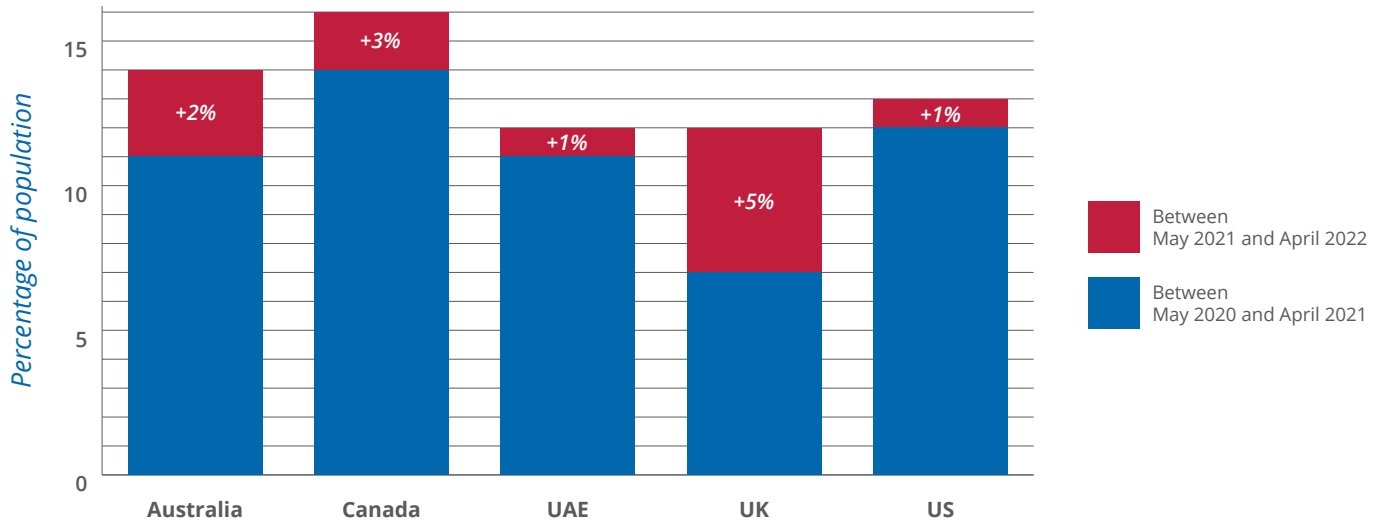
"To best prevent incidents of stolen parcels, tools must be in place to ensure a customer is not left disheartened. Ecommerce is on the rise, and we should continue to innovate in supporting the full customer experience, including safety of purchase and delivery."

Rory O'Connor, Scurri CEO

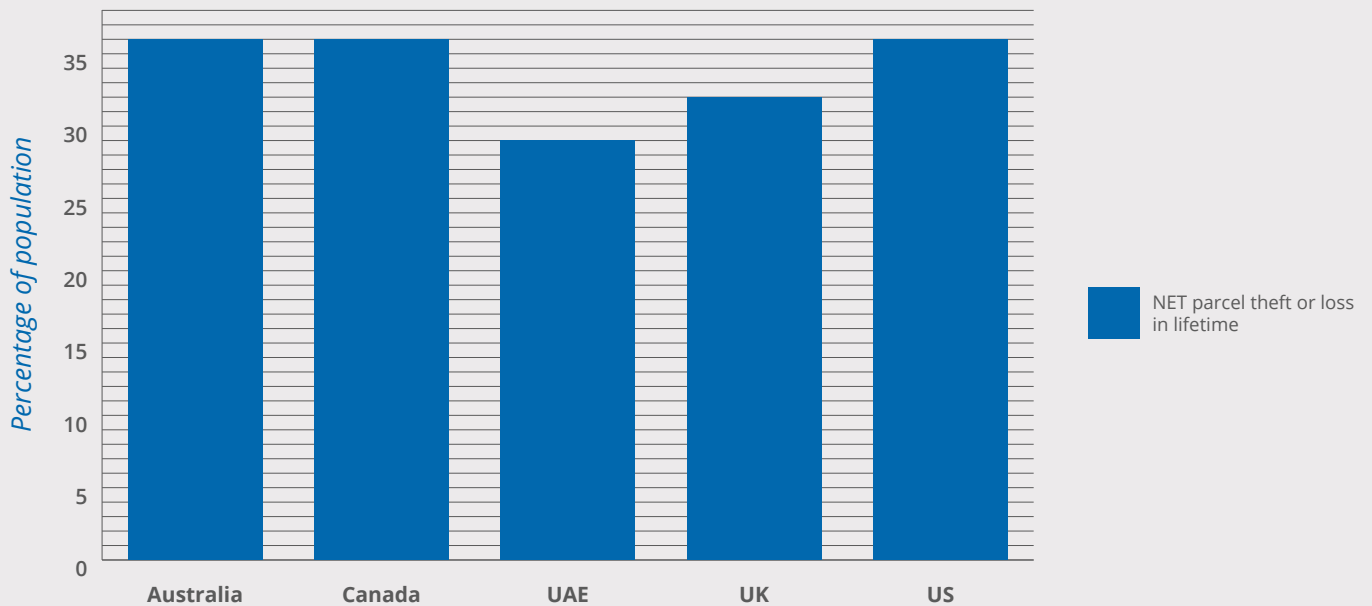


Scurri is a leading software provider that connects and optimises the eCommerce ordering, shipping and delivery process for online retailers, powering over 100 million parcel deliveries via more than 700 carrier services. Scurri's platform allows retailers to create accurate labels, track shipments from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

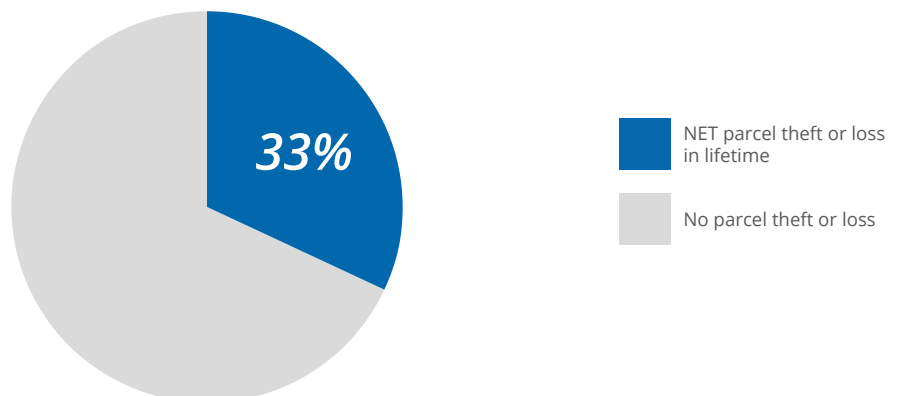
GLOBAL RATE OF PARCEL THEFT OR LOSS



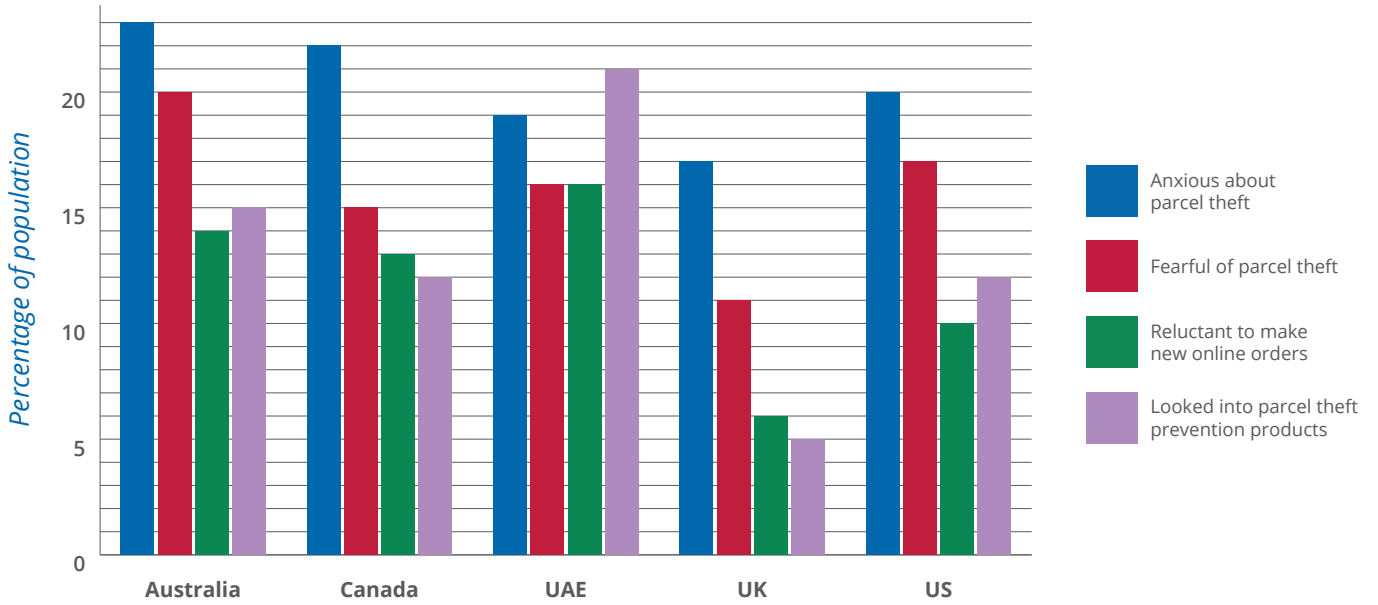
GLOBAL TOTAL PARCEL THEFT OR LOSS IN LIFETIME



GLOBAL AVERAGE PARCEL THEFT OR LOSS IN LIFETIME



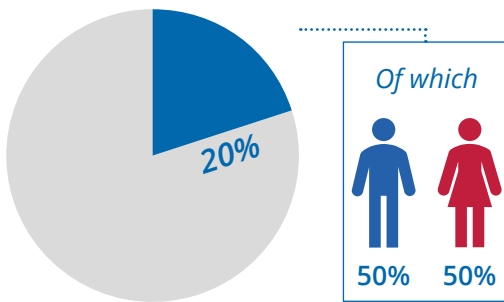
GLOBAL STATEMENTS ON IMPACT OF PARCEL THEFT ON BEHAVIOUR



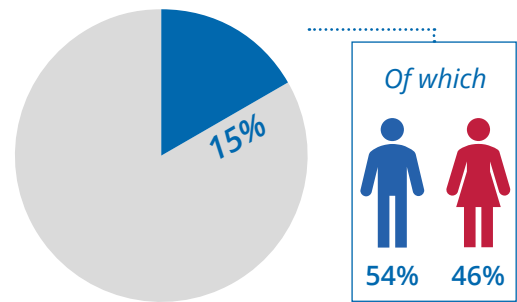
PROPORTION OF GLOBAL POPULATION WHOSE BEHAVIOUR IS IMPACTED BY PARCEL THEFT

% Global respondents agreeing with each statement

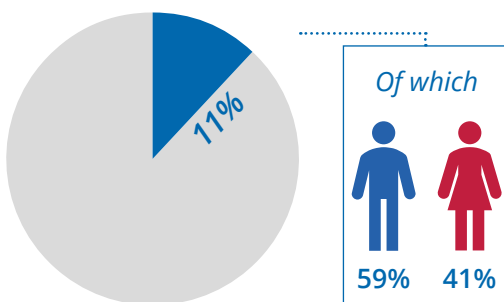
"I'M ANXIOUS ABOUT PARCEL THEFT"



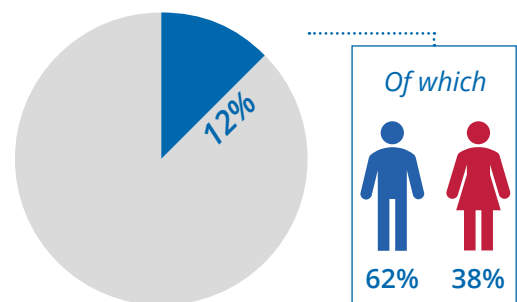
"I FEAR MY PARCELS WILL BE STOLEN"



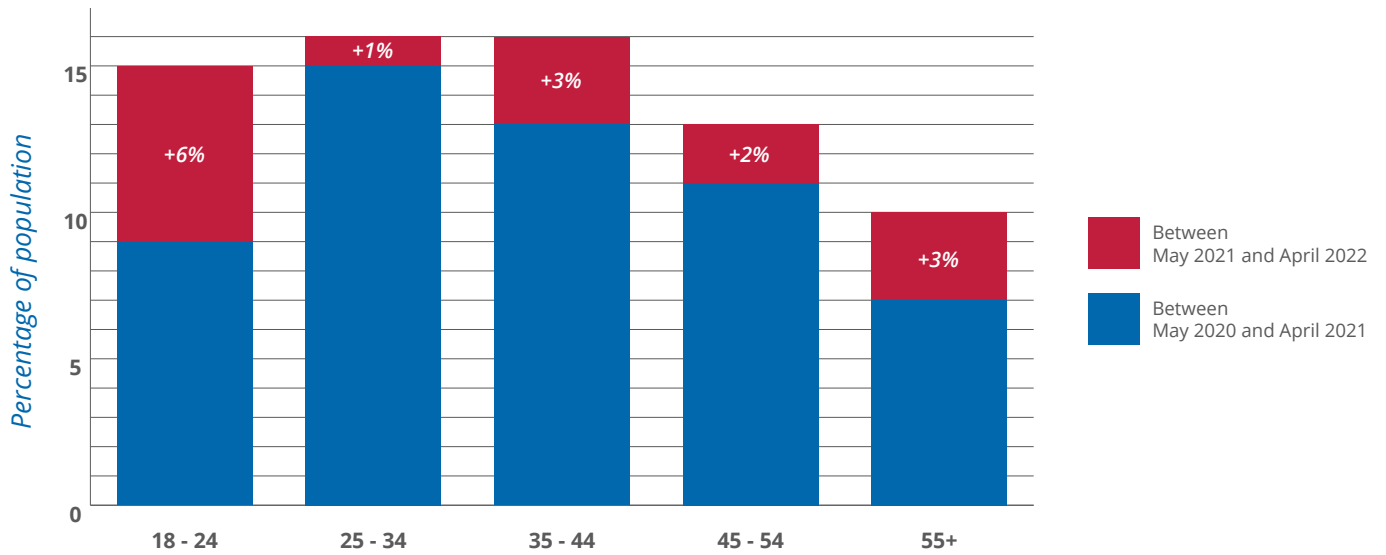
"I'M RELUCTANT TO MAKE NEW ONLINE ORDERS BECAUSE OF PARCEL THEFT"



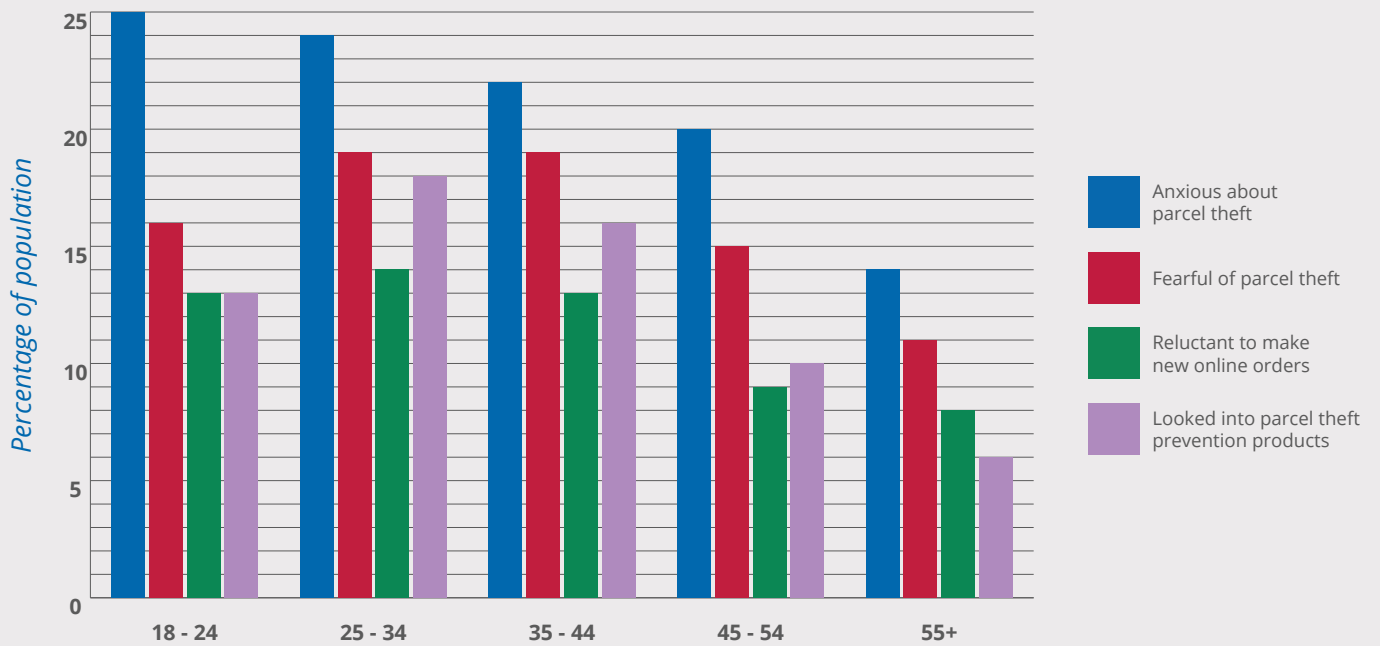
"I HAVE LOOKED INTO PARCEL THEFT PREVENTION PRODUCTS"



GLOBAL RATE OF PARCEL THEFT OR LOSS BY AGE GROUP



GLOBAL STATEMENTS ON IMPACT OF PARCEL THEFT ON BEHAVIOUR BY AGE GROUP

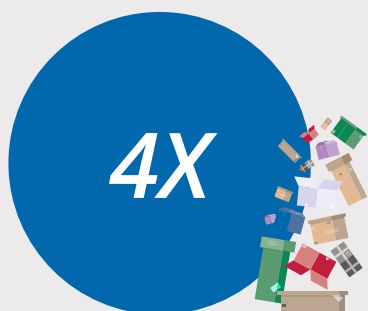


UNITED KINGDOM

The UK has suffered the greatest increase in parcel problems worldwide. The survey found that more than 8 million packages were lost or stolen in the UK in a 12-month period, from May 2021 to April 2022. This is up more than 5% compared to the previous 12 months.

Many analysts believed porch piracy 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 since the previous 12 months, with 12% of people reporting a parcel lost or stolen.

The survey broke the results down to each individual region to discover the worst-affected areas, both in terms of total parcel theft and loss and the biggest increase in missing parcels. 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.

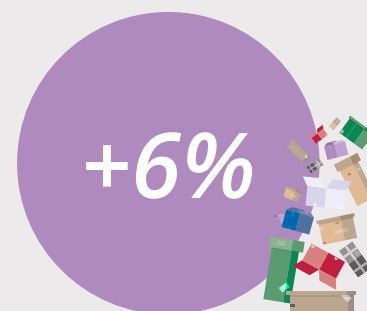


Four times more parcel thefts or loss in **Wales** across the two survey periods – up from 4% to 16% – making Wales the **worst-affected area in the UK**



Double the amount of parcel thefts or loss year on year in:

- **Scotland** (up 6% to 12%)
- **The Midlands** (up 6% to 12%)
- **The East** (up 5% to 10%)



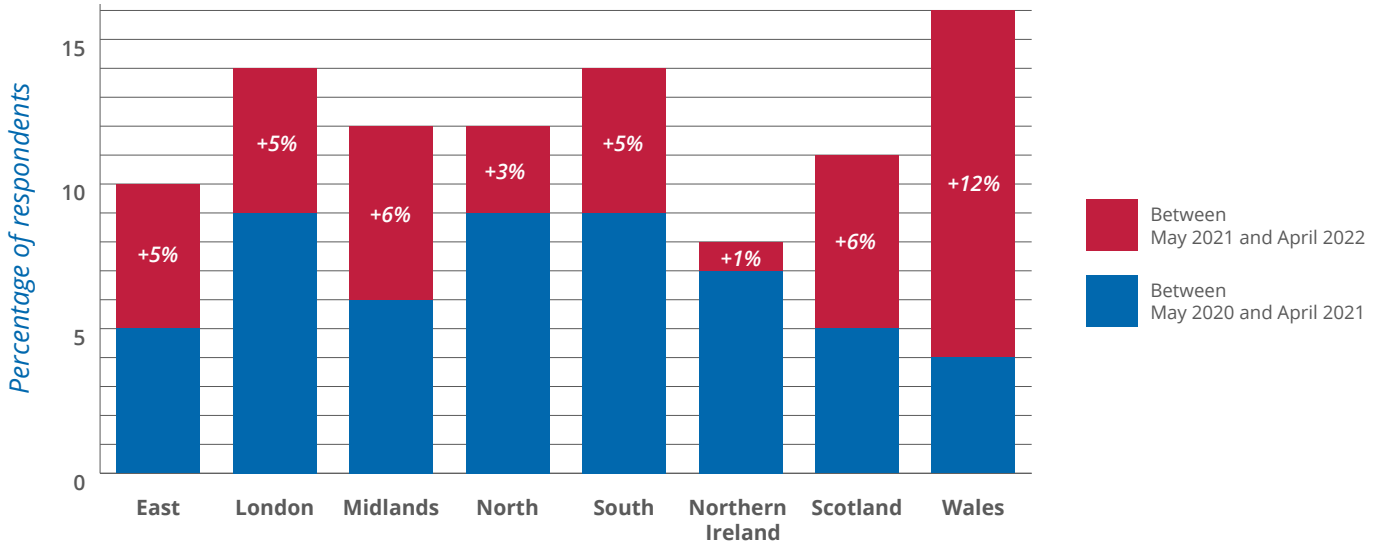
6% higher rate of overall parcel thefts or loss in the **South West** compared to the **national average** (38% had parcel issues across respondents' lifetimes)

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.

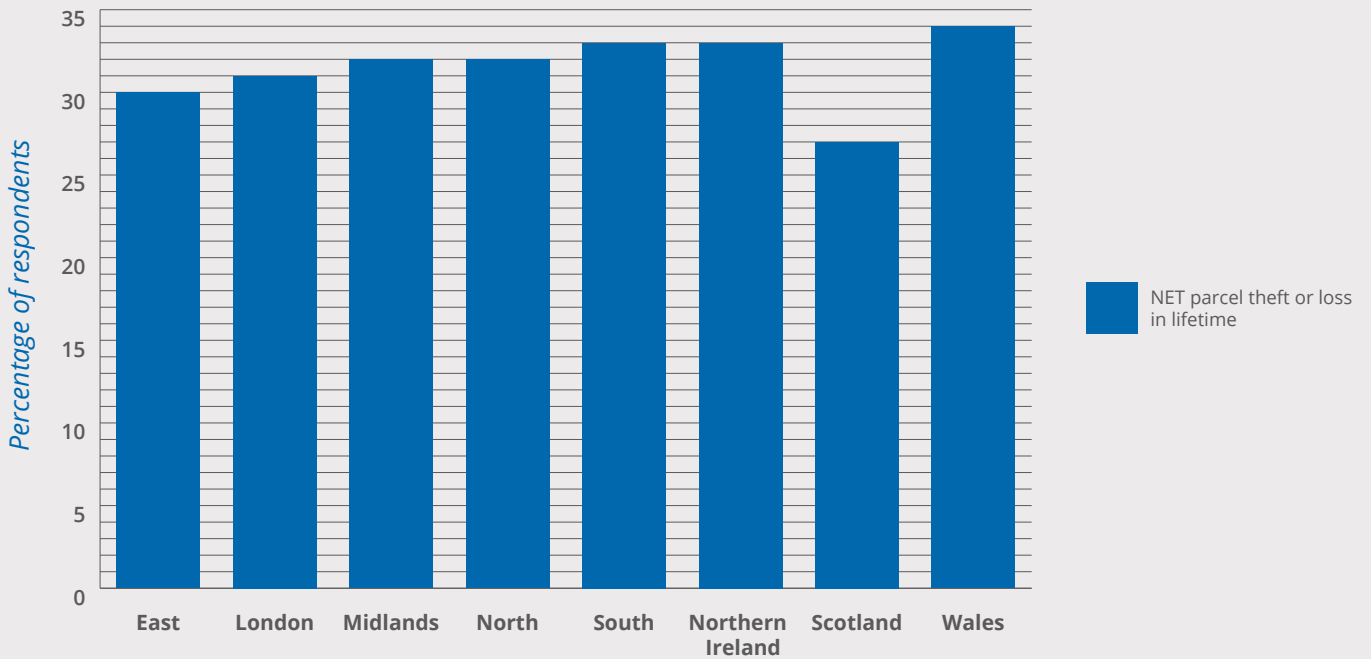
When it came to how UK residents feel and respond to increasing parcel problems, deeper trends are appearing. Of the 17% of Brits who are anxious about parcel theft, 60% are women. However, when it came to researching parcel-theft prevention products, 60% of respondents were men.

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.

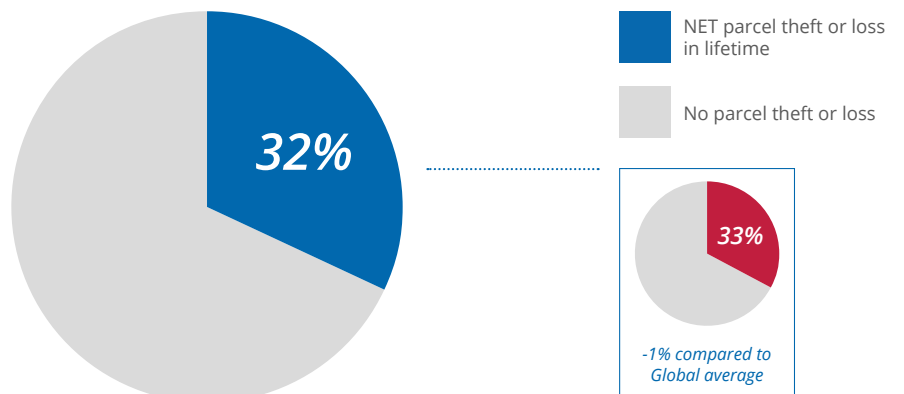
UK - RATE OF PARCEL THEFT OR LOSS



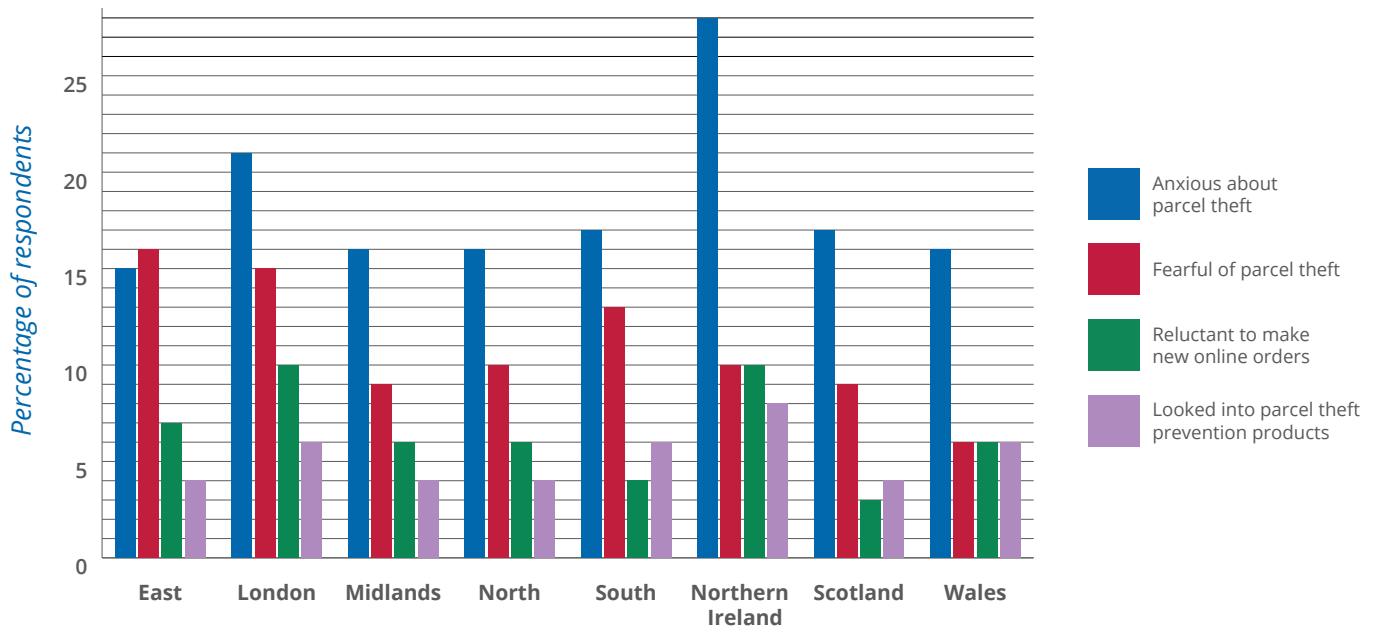
UK - TOTAL PARCEL THEFT OR LOSS IN LIFETIME



UK - AVERAGE PARCEL THEFT OR LOSS IN LIFETIME



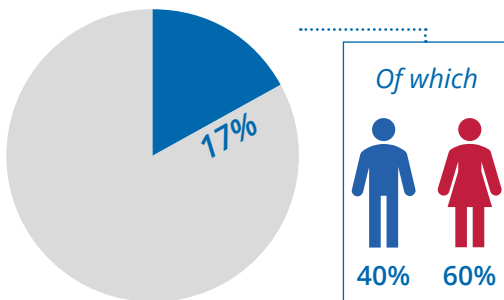
UK - STATEMENTS ON IMPACT OF PARCEL THEFT ON BEHAVIOUR



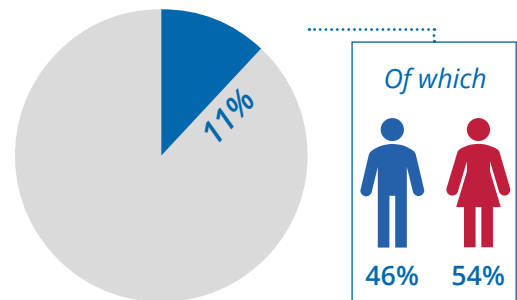
PROPORTION OF UK POPULATION WHOSE BEHAVIOUR IS IMPACTED BY PARCEL THEFT

% UK respondents agreeing with each statement

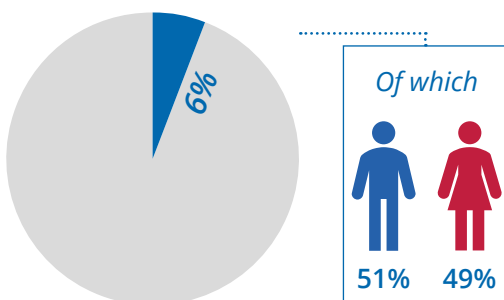
"I'M ANXIOUS ABOUT PARCEL THEFT"



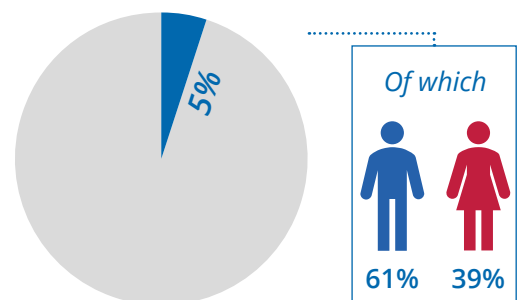
"I FEAR MY PARCELS WILL BE STOLEN"



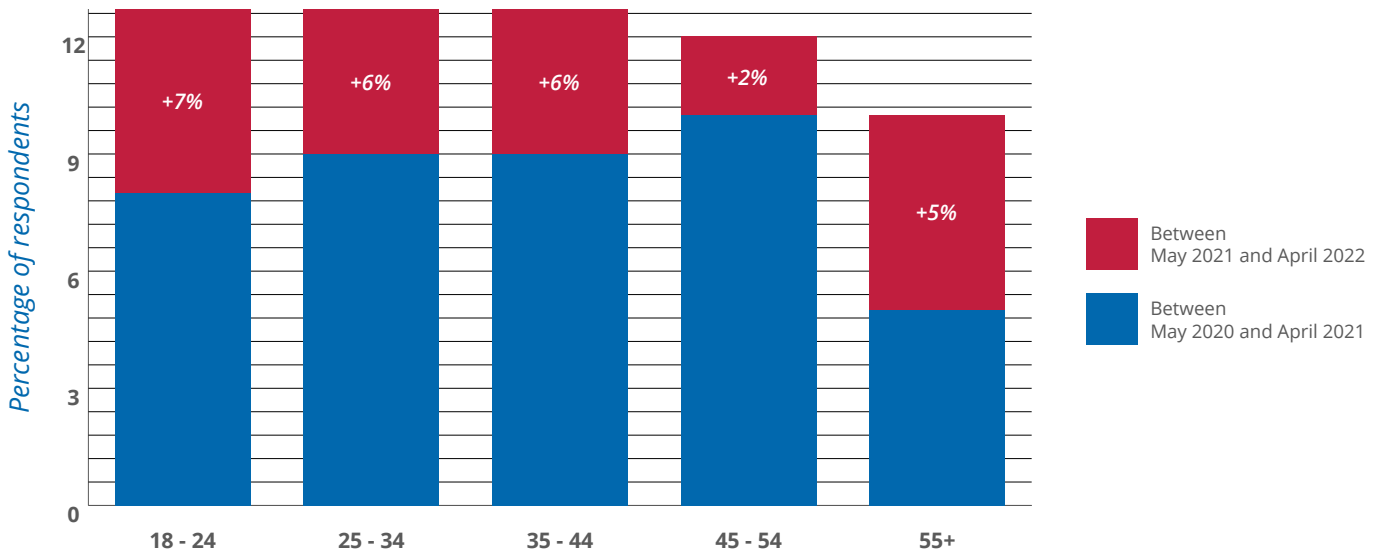
"I'M RELUCTANT TO MAKE NEW ONLINE ORDERS BECAUSE OF PARCEL THEFT"



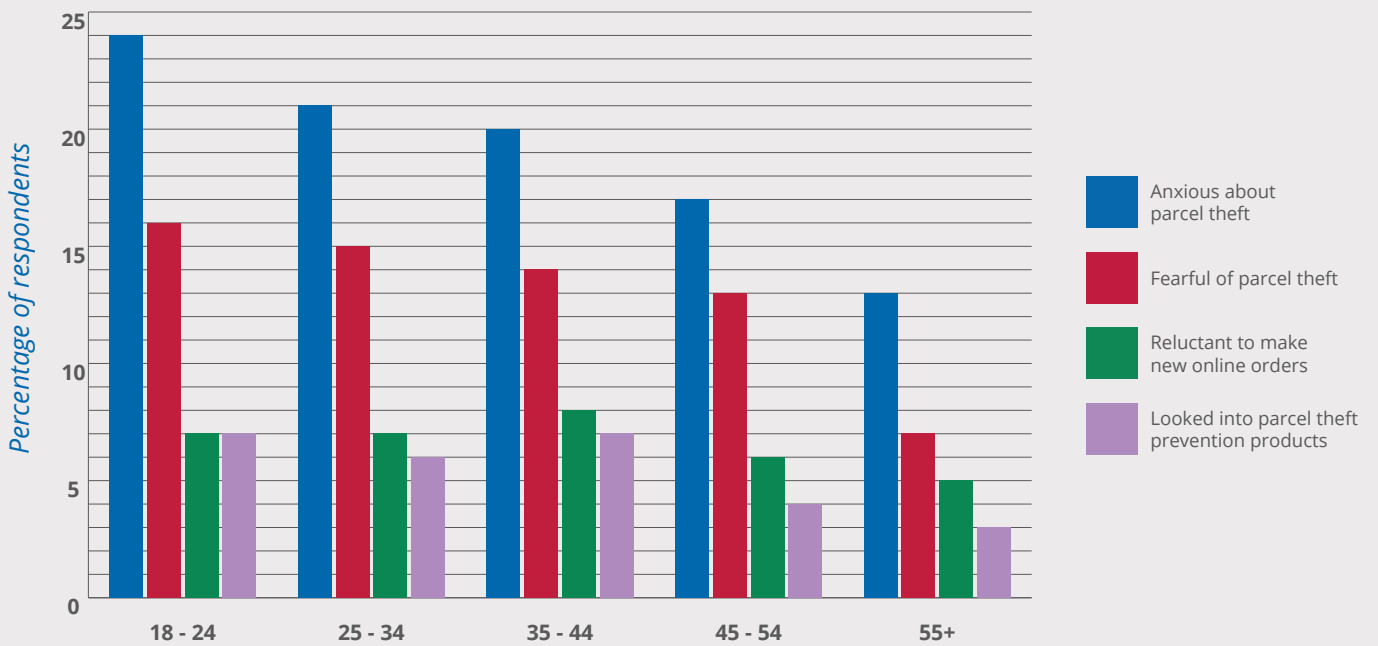
"I HAVE LOOKED INTO PARCEL THEFT PREVENTION PRODUCTS"



UK - RATE OF PARCEL THEFT OR LOSS BY AGE GROUP



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



AUSTRALIA

Australia has suffered the second greatest increase in parcel theft or loss after the UK, with a 3% rise. The total amount of packages lost or stolen for the period May 2021 to April 2022 stood at 3.6 million.

The country strongly believed that once Covid restrictions were lifted people would start to shop in the 'real world'. However, Australia has joined the likes of the UK and US, which are continuing to witness a boom in online shopping, despite coming out of the pandemic.

It is anticipated that there will still be far more online shopping in the future now that many people have experienced the convenience and relied upon it for day-to-day items. With this increase and with people going back to work, this leaves homes unattended during the day and rife for parcel theft.

The findings of the survey showed a blanket increase in parcel problems across Australia. The area that witnessed the sharpest rise was Greater Adelaide, up 15% to 28% - with nearly a third of residents having a parcel stolen or lost in the last 12 months. Interestingly, 45-54 year olds are the most impacted of any age group for parcel theft or loss, suffering a 9% rise within the latest 12-month period.

The report also revealed that an alarming 36% of people surveyed in Australia had a package lost or stolen in their lifetime, which amounts to over 9.2 million parcels, with this expected to rise unless preventive measures are put in place.

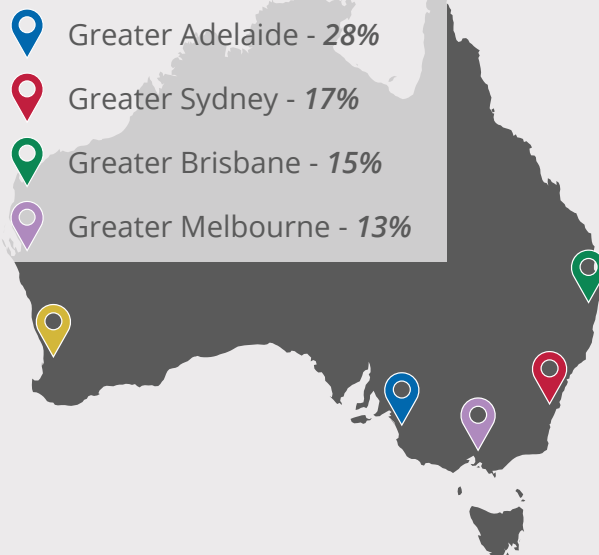
When it came to how Australian residents feel and respond to increasing parcel problems, deeper trends are appearing. The survey found that almost a quarter of Aussies (23%) felt anxious about parcel theft, with one in five (20%) also fearing that the parcels they send and receive are at risk of being stolen. These concerns are highest in Greater Perth, where a third of respondents said they are anxious about their posted goods (33%) - yet only a tenth

(9%) are proactively looking for parcel theft prevention products.

It was a similar story in Greater Adelaide, where only 15% of respondents have looked into parcel theft preventatives, despite the area having both the sharpest increase in the rate of missing parcels and the highest level of stolen and lost parcels - and despite 28% of respondents admitting they fear the parcels they send and receive may be stolen.

PARCEL PROBLEMS HOTSPOTS

The proportion of residents who had a parcel stolen or lost between May 2021 and April 2022:

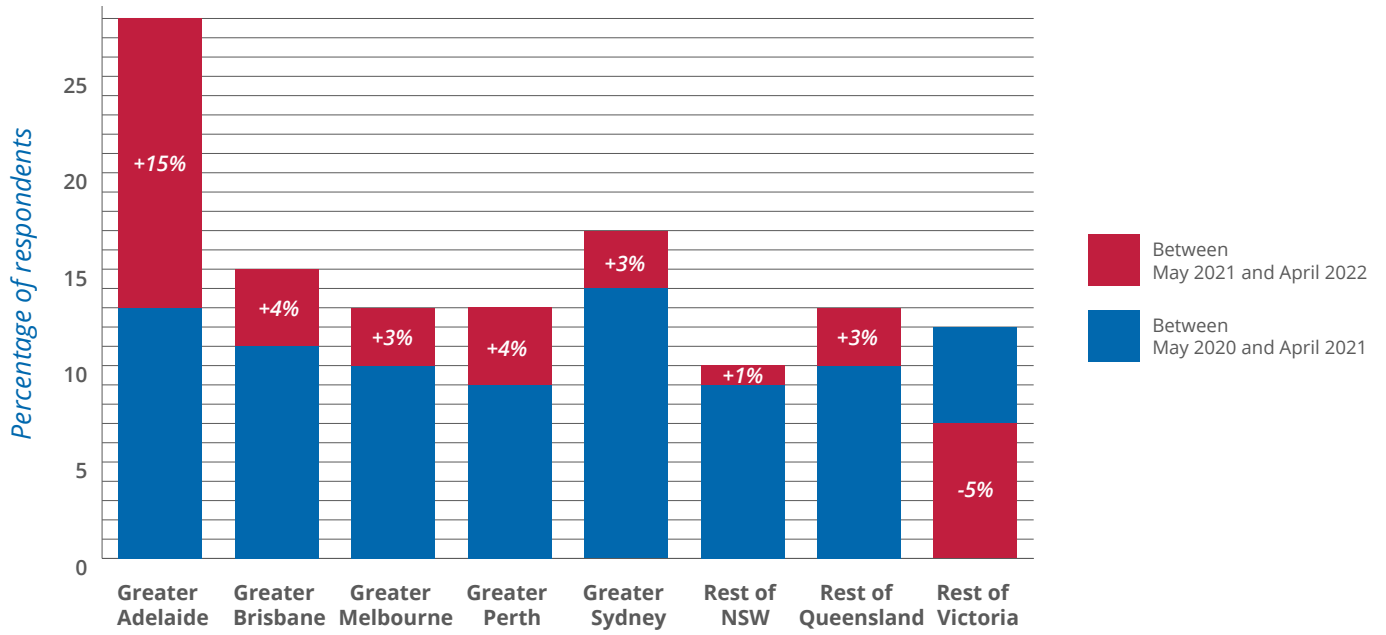


HIGHEST LEVEL OF ANXIETY AROUND PARCEL THEFT

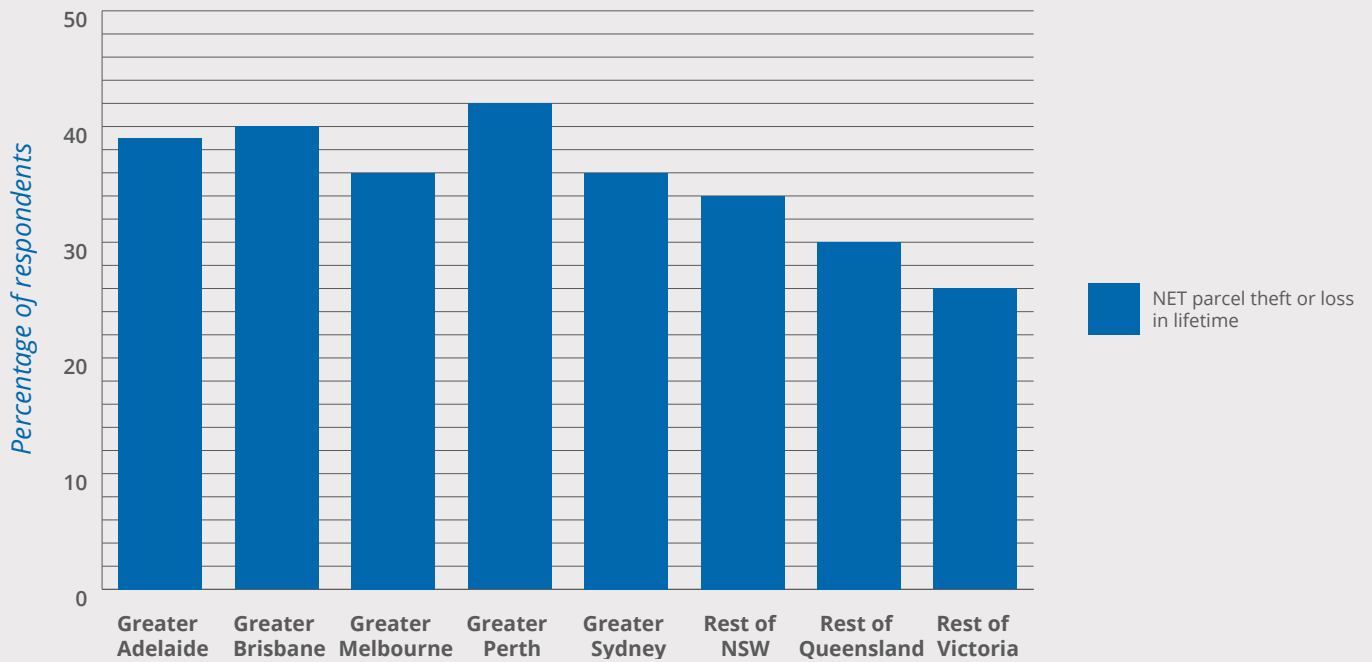
Greater Perth - 33%

For online shopping habits, Greater Sydney and Greater Melbourne topped the table for people reluctant about making new online orders due to theft (20% respectively). Interestingly, whilst more Australian women felt anxious about parcel loss or theft (55% women, to 45% men), this result was reversed when it came to actively investigating preventative measures, with 58% of those who had looked for parcel security products being men, compared to 42% women.

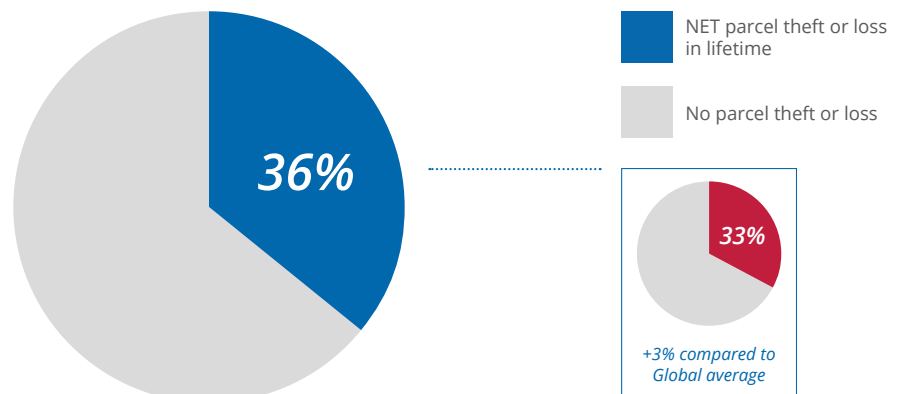
AUSTRALIA - RATE OF PARCEL THEFT OR LOSS



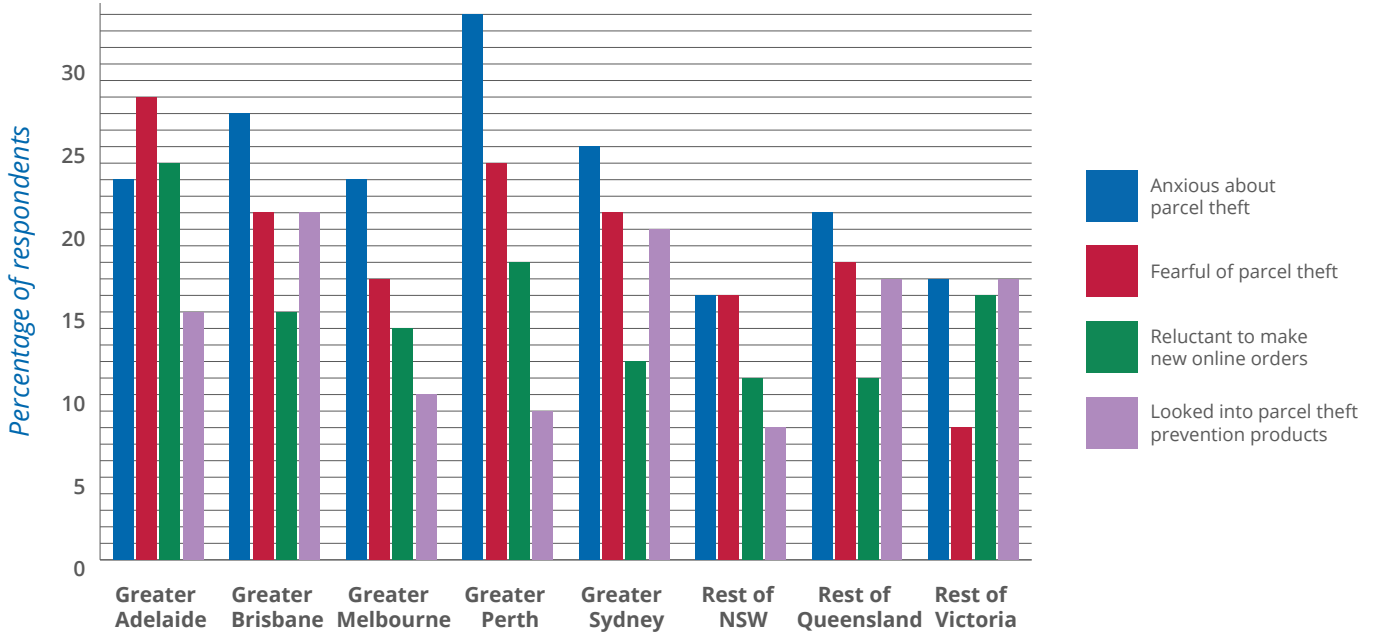
AUSTRALIA - TOTAL PARCEL THEFT OR LOSS IN LIFETIME



AUSTRALIA - AVERAGE PARCEL THEFT OR LOSS IN LIFETIME



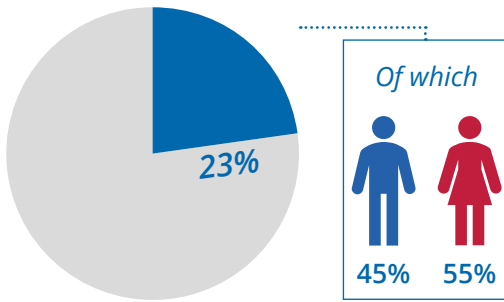
AUSTRALIA - STATEMENTS ON IMPACT OF PARCEL THEFT ON BEHAVIOUR



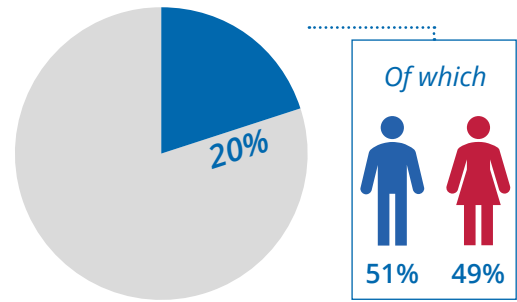
PROPORTION OF AUSTRALIAN POPULATION WHOSE BEHAVIOUR IS IMPACTED BY PARCEL THEFT

% Australian respondents agreeing with each statement

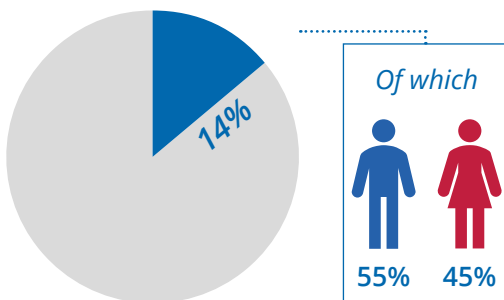
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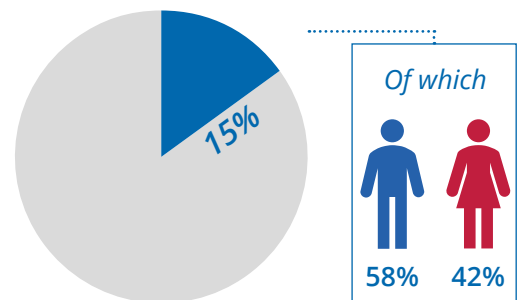
"I FEAR MY PARCELS WILL BE STOLEN"



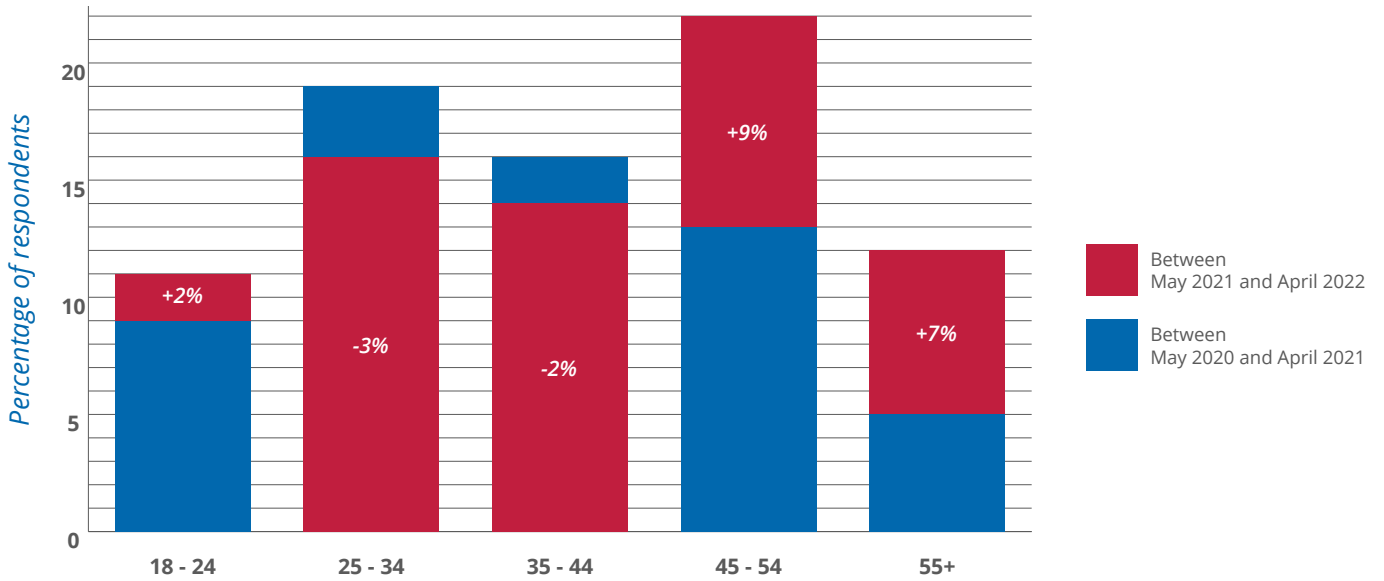
"I'M RELUCTANT TO MAKE NEW ONLINE ORDERS BECAUSE OF PARCEL THEFT"



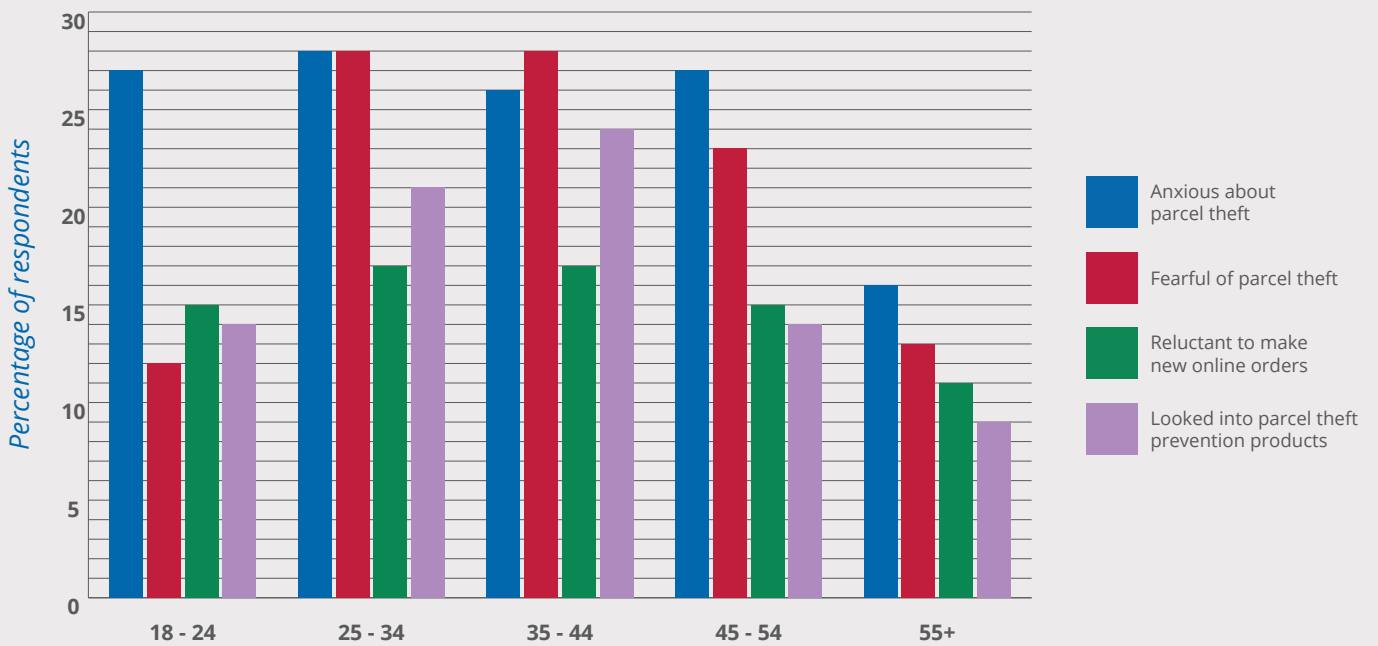
"I HAVE LOOKED INTO PARCEL THEFT PREVENTION PRODUCTS"



AUSTRALIA - RATE OF PARCEL THEFT OR LOSS BY AGE GROUP



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

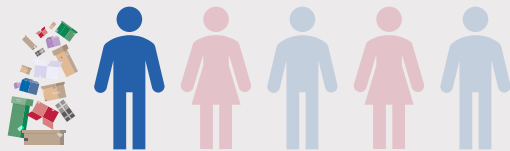


CANADA

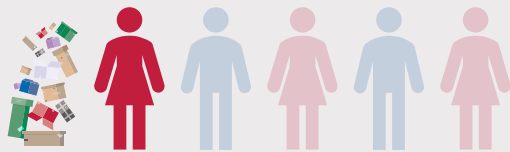
Canada witnessed a 2% increase in parcels stolen and lost during the period May 2021 to April 2022, compared to the 12 months prior. The survey revealed that more than 6 million packages were lost or stolen and that a third of Canadians were a victim of parcel theft or loss in their lifetime.

Canadians are notorious for shopping online for the holiday seasons and are shopping online more than ever before. Increased online shopping means more packages piling up on porches – packages that can be easily snatched by thieves.

The survey indicates that 760,200 more Canadians encountered a parcel problem between May 2021 and April 2022 than in the 12 months prior, with regional variations including:



Nearly **one in five British Columbians** reporting a stolen or lost parcel since May 2021 to April 2022 (19%)



Nearly **one in five people in The Prairies** similarly reporting a stolen or lost parcel over the same period (18%)

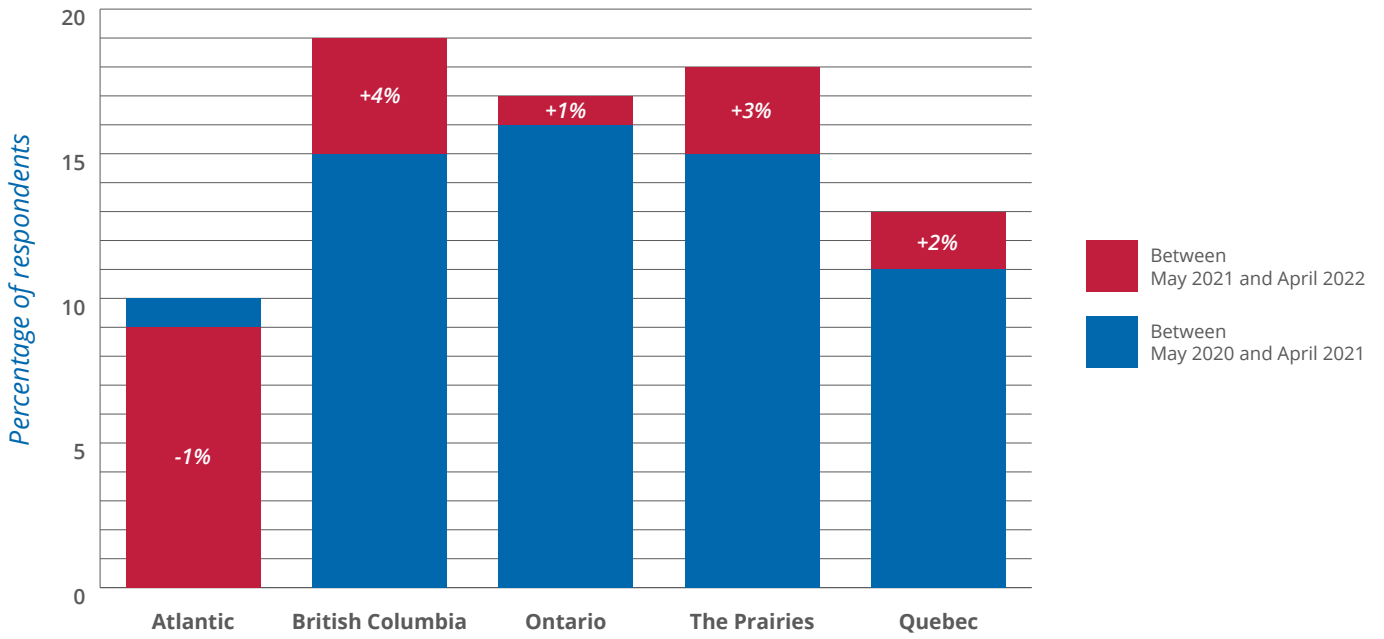


Two in five Ontarians and British Columbians suffering from parcel theft or loss in their lifetime (40% respectively)

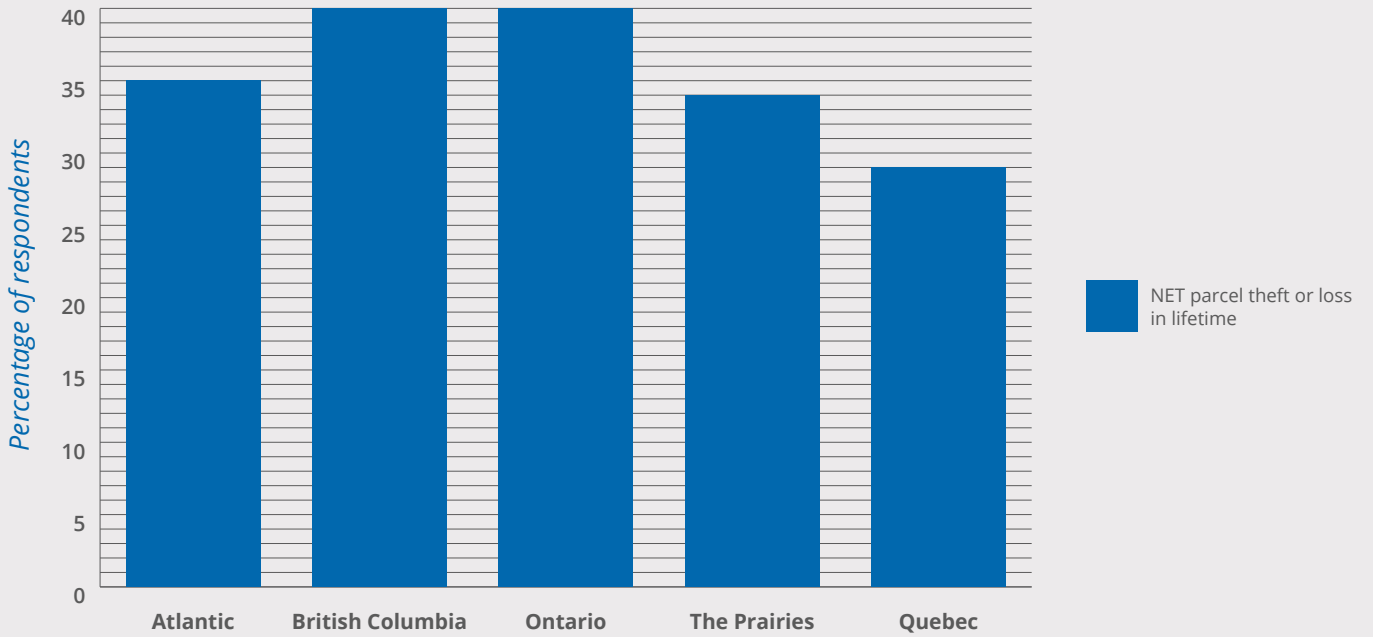
The report also revealed that 36% of people surveyed in Canada have had a package lost or stolen in their lifetime – 3% higher than the global average and equating to over 13.7 million parcels, with this expected to rise unless preventive measures are put in place.

When it came to how Canadian citizens feel about increasing parcel problems, deeper trends are appearing. The survey found that one in five people (22%) were anxious about parcel theft nationally – but despite British Columbia showing the biggest increase in parcel theft or loss, a higher proportion of respondents from the Prairies were fearful of porch piracy.

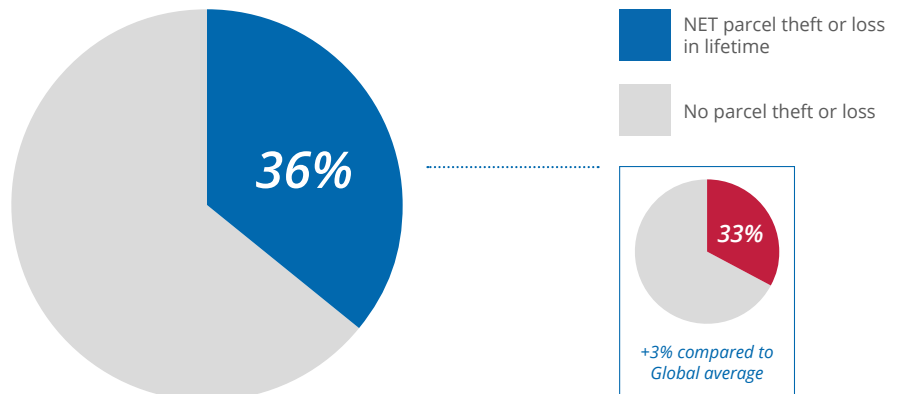
CANADA - RATE OF PARCEL THEFT OR LOSS



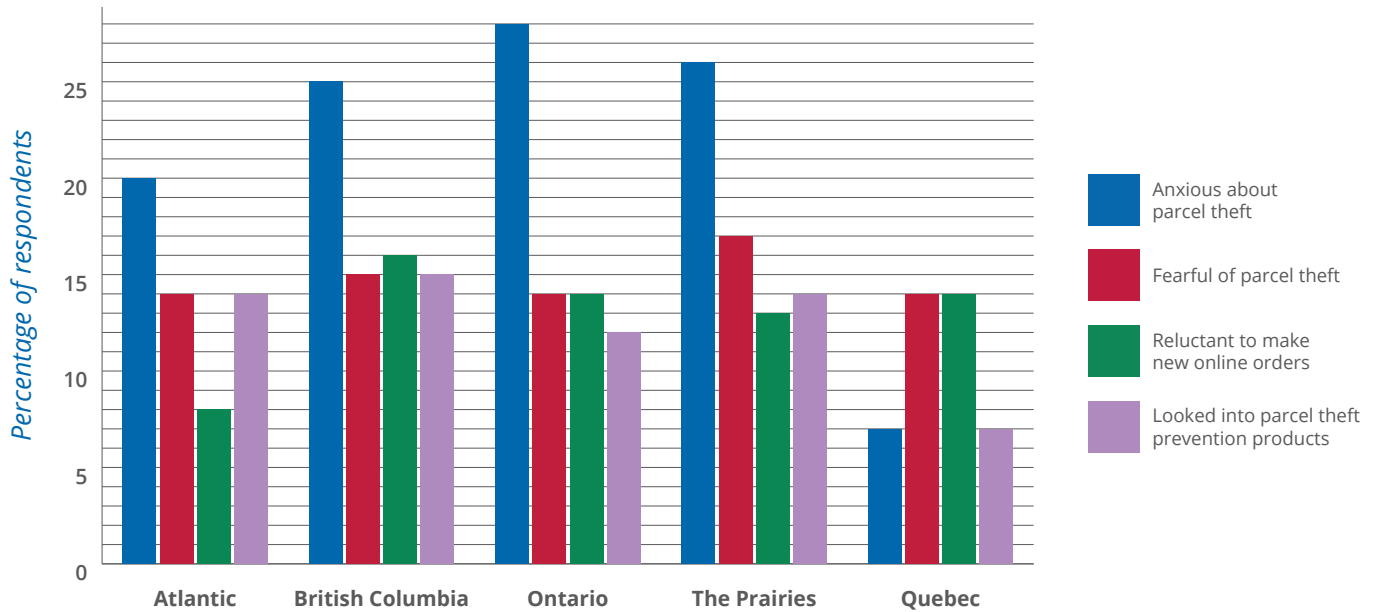
CANADA - TOTAL PARCEL THEFT OR LOSS IN LIFETIME



CANADA - AVERAGE PARCEL THEFT OR LOSS IN LIFETIME



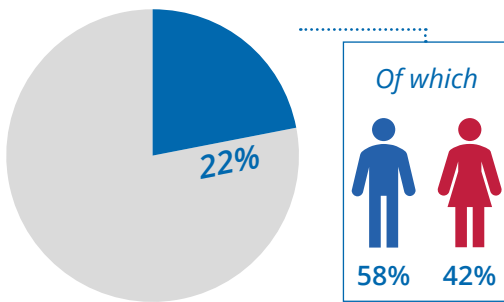
CANADA - STATEMENTS ON IMPACT OF PARCEL THEFT ON BEHAVIOUR



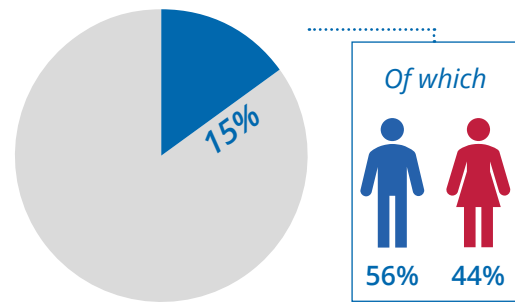
PROPORTION OF CANADIAN POPULATION WHOSE BEHAVIOUR IS IMPACTED BY PARCEL THEFT

% Canadian respondents agreeing with each statement

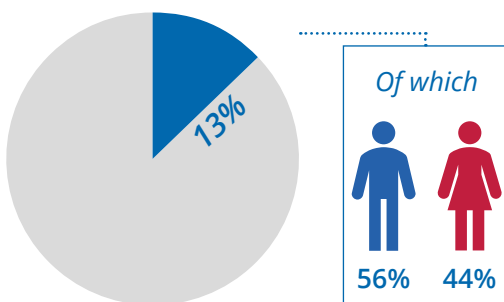
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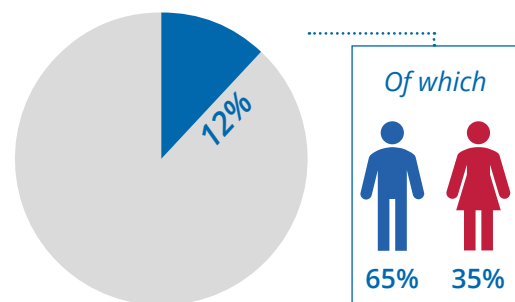
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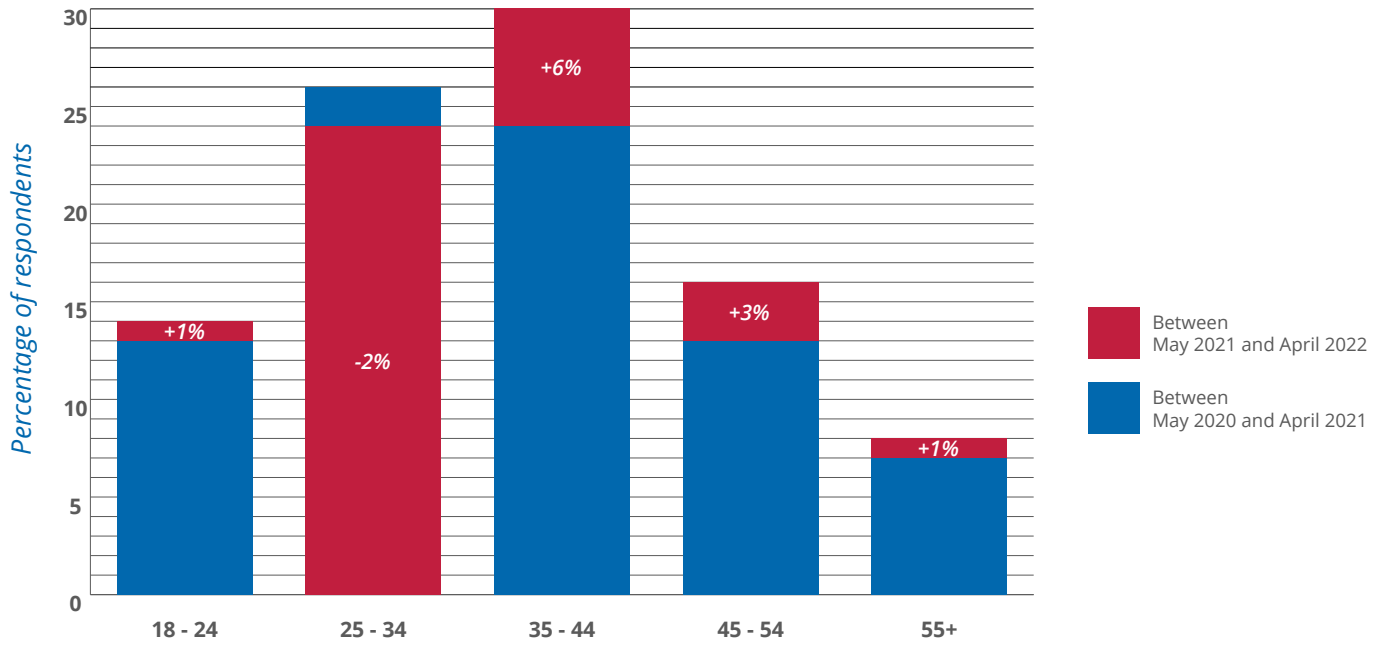
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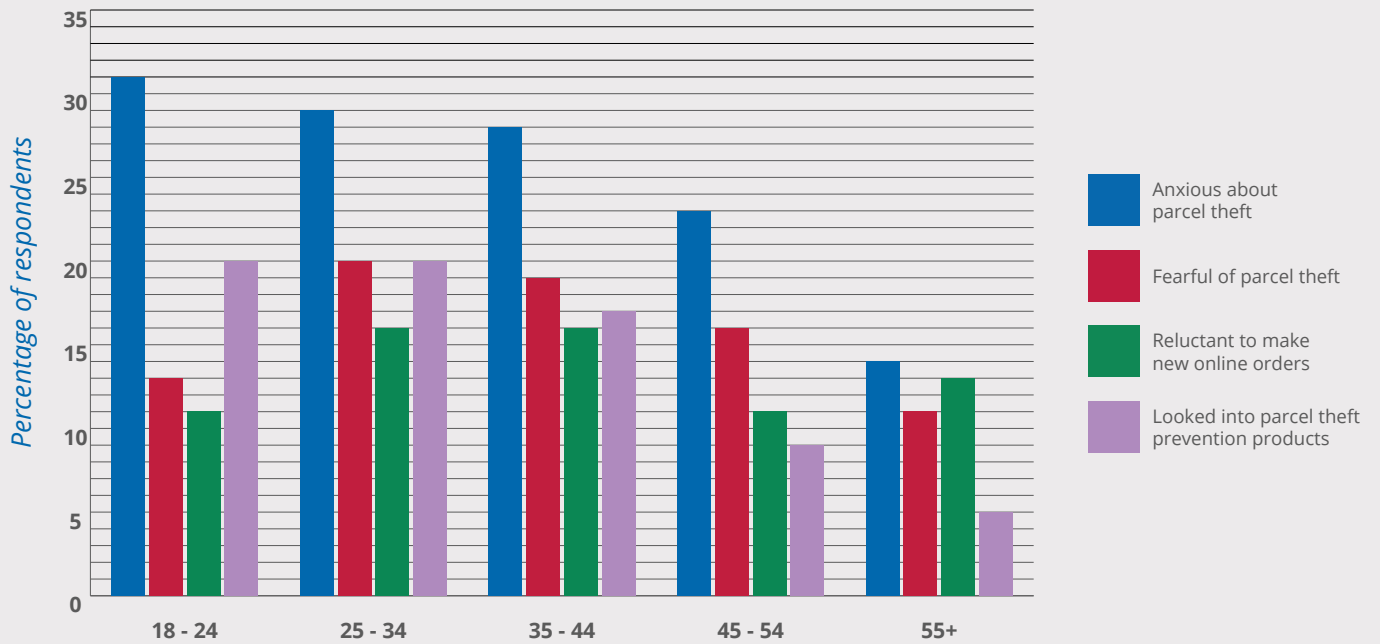
"I HAVE LOOKED INTO PARCEL THEFT PREVENTION PRODUCTS"



CANADA - RATE OF PARCEL THEFT OR LOSS BY AGE GROUP



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



UNITED STATES OF AMERICA

The US came fourth in countries surveyed for parcel theft increases, with the proportion of US respondents saying they had a parcel lost or stolen up to 13% between May 2021 and April 2022, from 12% in the previous 12 months. More than 42 million packages were lost or stolen, with one in ten people being affected in the US.

Package theft is on the rise, as Americans shop online for goods more than ever. Currently, retailers and delivery companies have yet to step up to solve porch piracy, so US consumers must be aware of it and prevent porch pirates from swiping their valuable deliveries.

“As package deliveries rise, so does package theft and the fear of having a package stolen. Most of the concern appears to be in large metro areas where online shopping and technology are a bit ahead of the curve, but the data also shows package theft is prevalent across the US.

“As the online shopping trend continues to rise over the coming years and packages start arriving daily to American homes, it will be increasingly important to find ways to secure these packages.”

Roger Willems, Penn Elcom chairman

Above-average regional increases in parcel theft and loss in the US from May 2021 to April 2022 include:



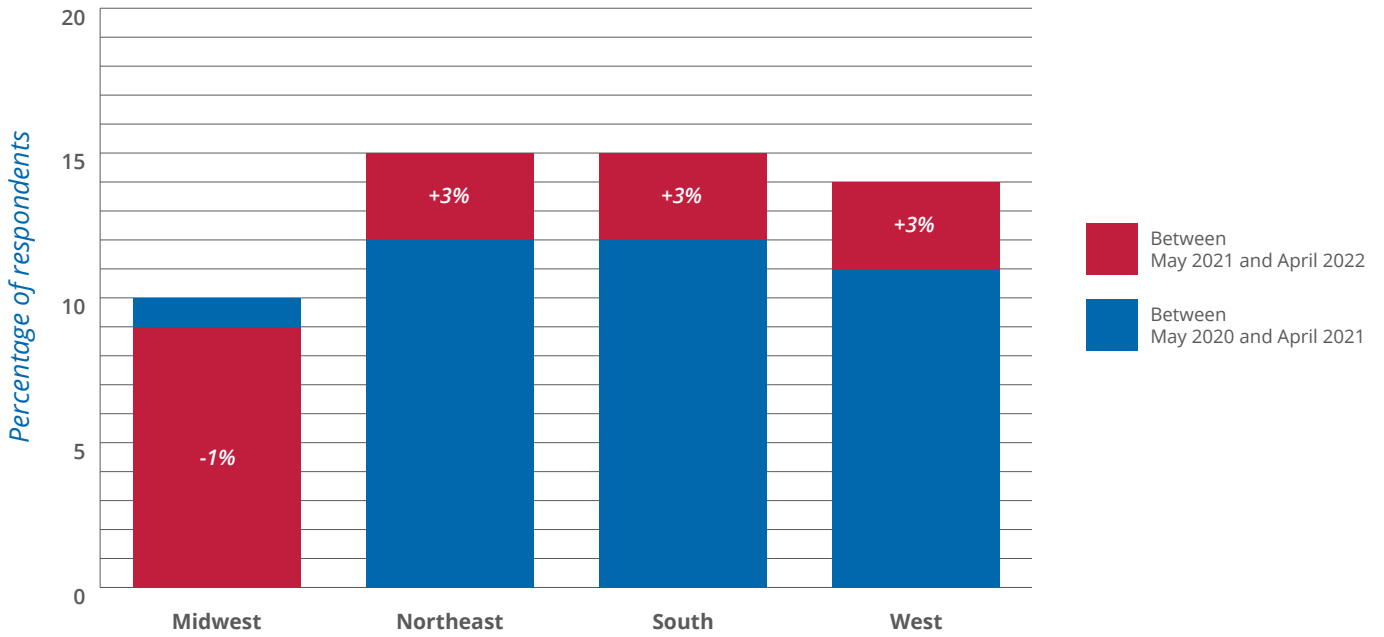
The Midwest was the only region to see a decrease in porch piracy, with a 1% reduction in parcel theft or loss on the previous 12 months.

When it came to how US citizens feel and respond to increasing parcel problems, deeper trends are appearing. The survey found that one in five people (20%) are anxious about parcel theft – a third of whom fear that the parcels they send and receive are also at risk of being stolen. Porch piracy anxiety means 33 million Americans are now reluctant to place online orders.

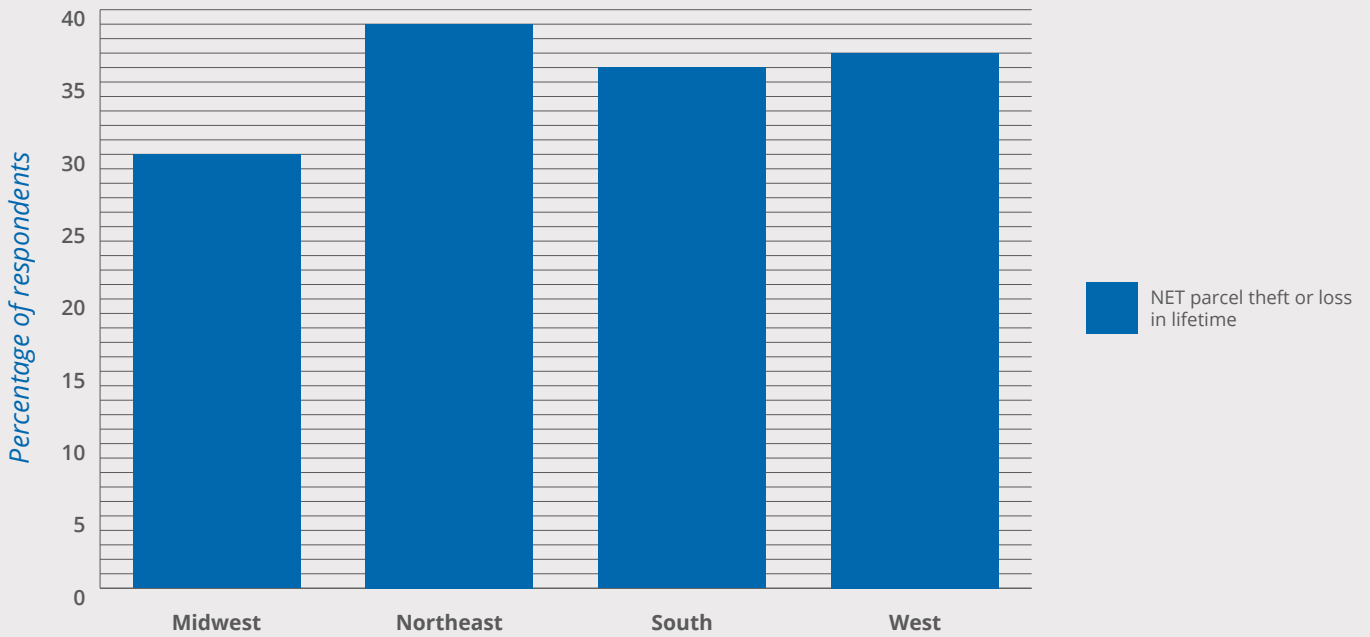
The report also revealed that 36% of Americans have had at least one package lost or stolen in their lifetime, which amounts to over 118.6 million parcels, with this expected to rise unless preventive measures are put in place.

Despite these figures, only 12% of US respondents have ever investigated theft-prevention products for their post.

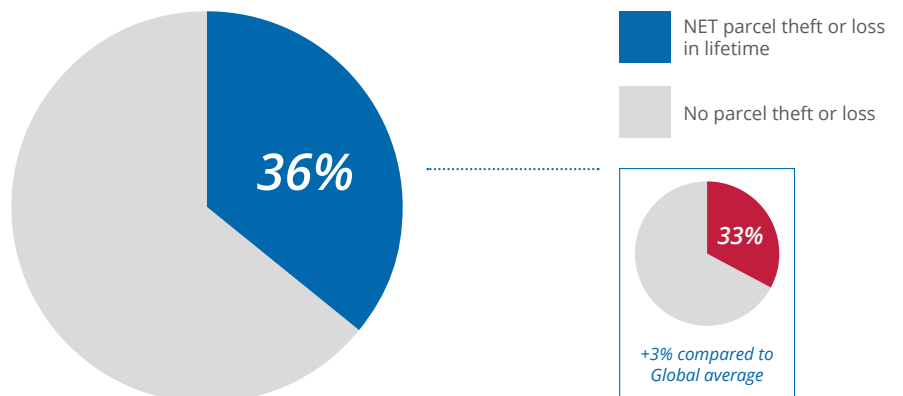
USA - RATE OF PARCEL THEFT OR LOSS



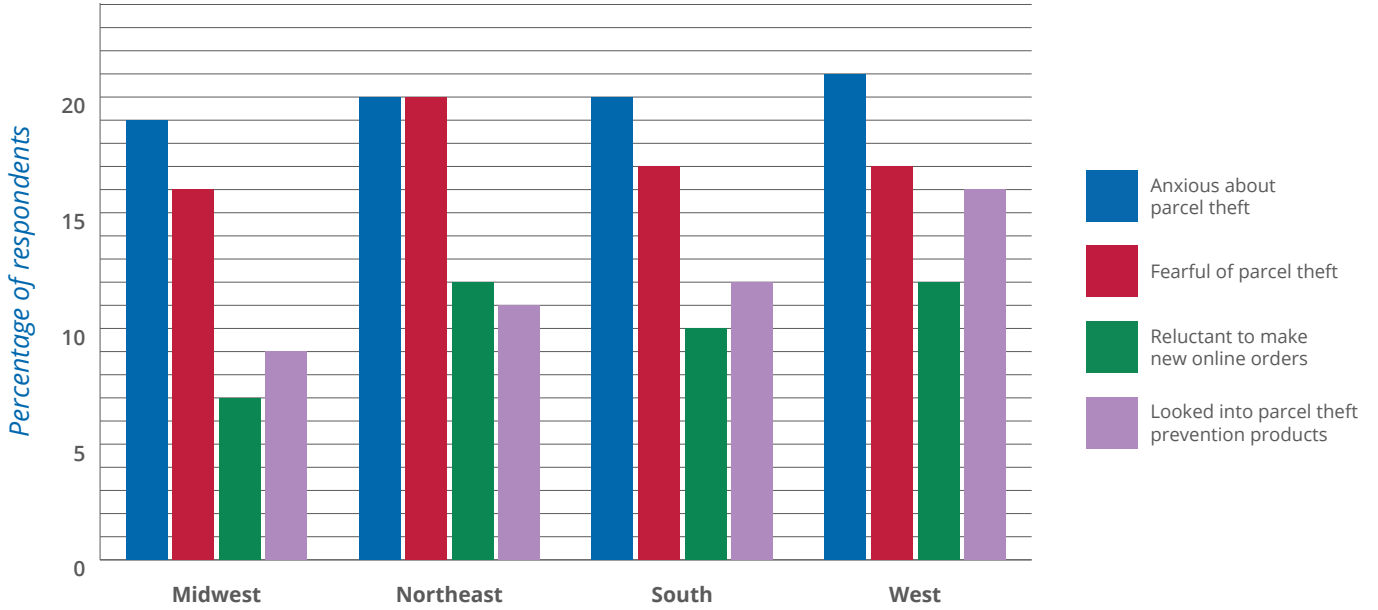
USA - TOTAL PARCEL THEFT OR LOSS IN LIFETIME



USA - AVERAGE PARCEL THEFT OR LOSS IN LIFETIME



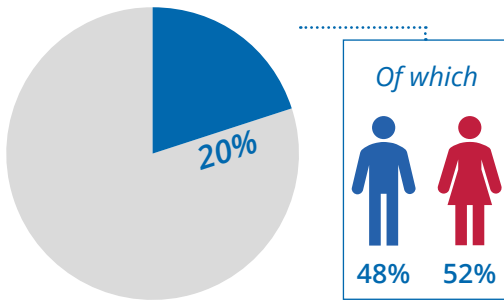
USA - STATEMENTS
ON IMPACT OF PARCEL THEFT ON BEHAVIOUR



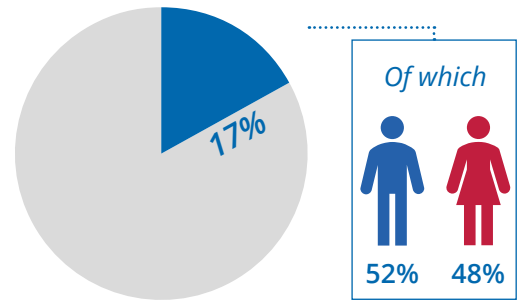
PROPORTION OF USA POPULATION
WHOSE BEHAVIOUR IS IMPACTED BY PARCEL THEFT

% American respondents agreeing with each statement

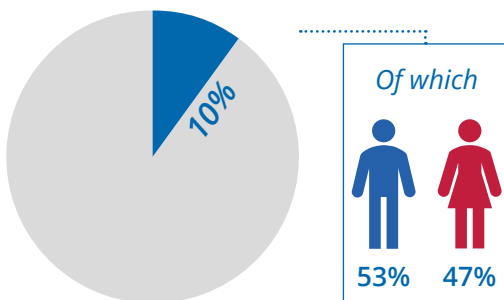
"I'M ANXIOUS ABOUT PARCEL THEFT"



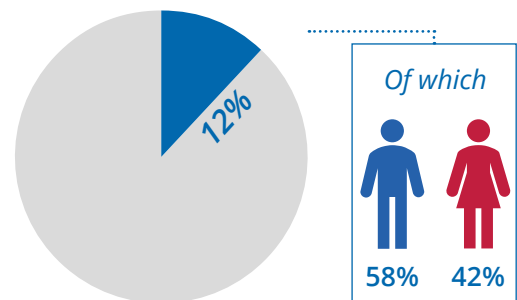
"I FEAR MY PARCELS WILL BE STOLEN"



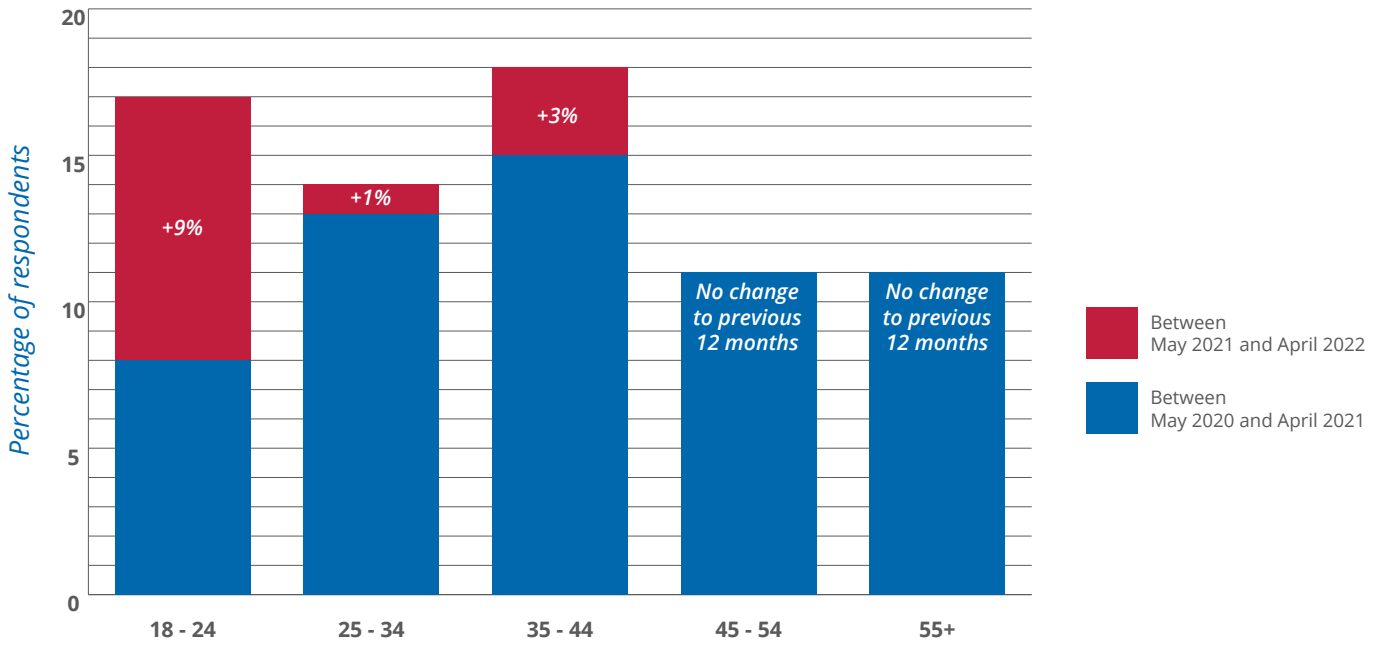
"I'M RELUCTANT TO MAKE NEW ONLINE ORDERS BECAUSE OF PARCEL THEFT"



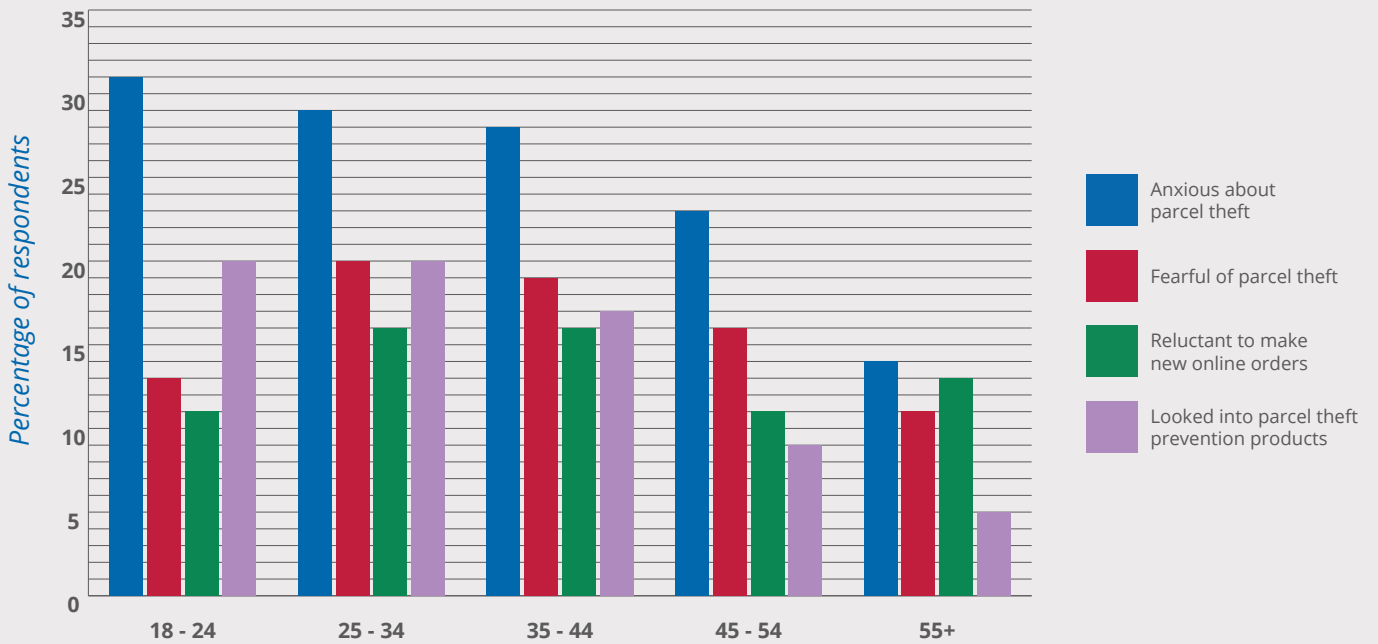
"I HAVE LOOKED INTO PARCEL THEFT PREVENTION PRODUCTS"



USA - RATE OF PARCEL THEFT OR LOSS BY AGE GROUP



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



UNITED ARAB EMIRATES

The United Arab Emirates had the lowest rate of increase in parcel theft and loss of the countries surveyed, but the number of people affected still rose from 1.09 million between May 2020 and April 2021 to a new high of 1.2 million the following 12 months (+1% increase).

Abu Dhabi was hit by the highest rates of parcel theft within the UAE and the highest rate of increase in parcel theft and loss in the 12-month period, May 2021 to April 2022. Despite being lower than the global average, UAE residents were twice as likely to investigate preventative measures than the rest of the world.

When it came to how UAE residents feel and respond to increasing parcel problems, deeper trends are appearing. Whilst one in five people (19%) were anxious about parcel theft, this concern was much more common among male respondents (71%, compared to 29% women). This split between the sexes is mirrored by respondents who fear that the parcels they send and receive might be stolen (72% men compared with 28% women). This concern is feeding into online shopping confidence; of the UAE residents who are reluctant to make new online purchases, 78% were men, compared to 22% women.

Despite a lower rise than the global average in parcel theft and loss, 21% of UAE residents have actively researched parcel prevention products – double that of respondents in other countries. But although men in the UAE have more concerns about parcel safety, they are less likely than women to have researched solutions, with one in four women actively investigating package-theft prevention products, as opposed to one in five men.

The report also revealed that 29% of people surveyed in the UAE have had a package lost or stolen in their lifetime, which amounts to over 2.9 million parcels, with this expected to rise unless preventive measures are put in place.

“A perception of poor service and of mail being lost may be contributing to a crisis of confidence among customers of the UAE’s postal service, with many people opting to use private courier firms instead.”

“There have been reported concerns over the reliability of Emirates Post, with many citing lost packages or delays as the reason for switching to companies such as FedEx or UPS.”

Roger Willems, Penn Elcom Chairman

Regionally, it was found that the number of people who suffered parcel theft or loss increased year on year by:



+58,500
in Abu Dhabi (up 4%)



+38,250
in Sharjah (up 3%)

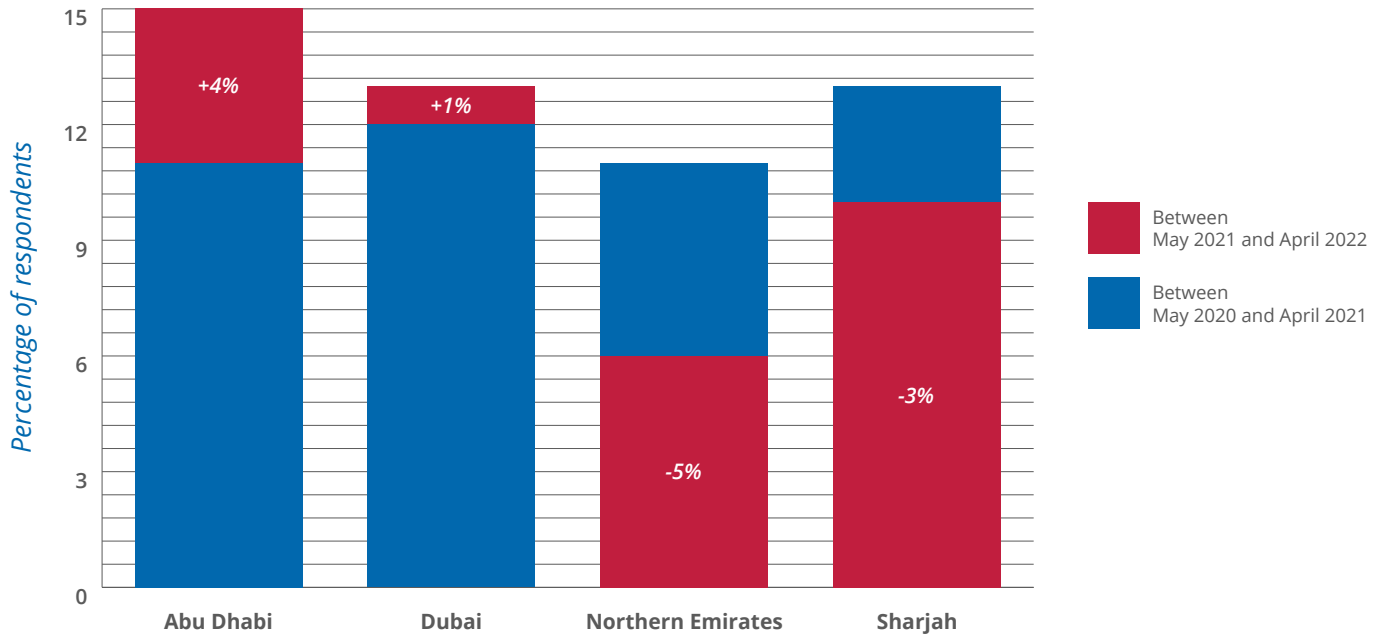


+34,000
in Dubai (up 1%)

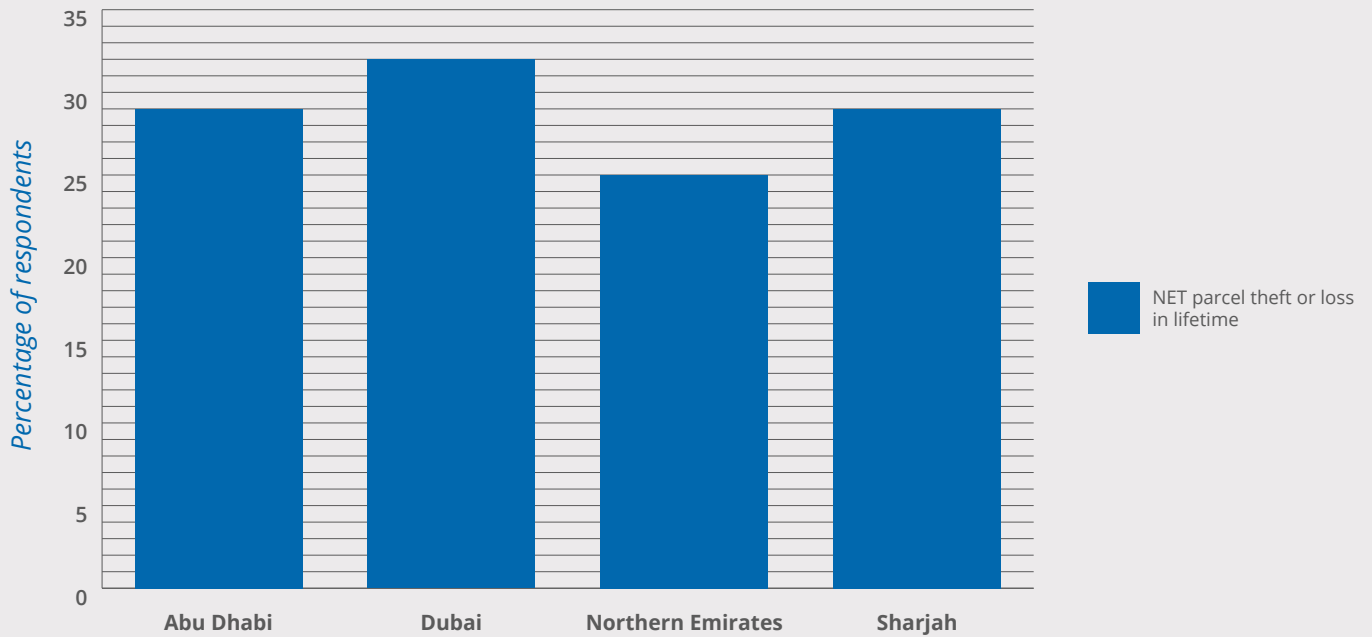


18 to 24-year-olds were the highest hit age group for parcel thefts and loss in the past 12 months (16%)

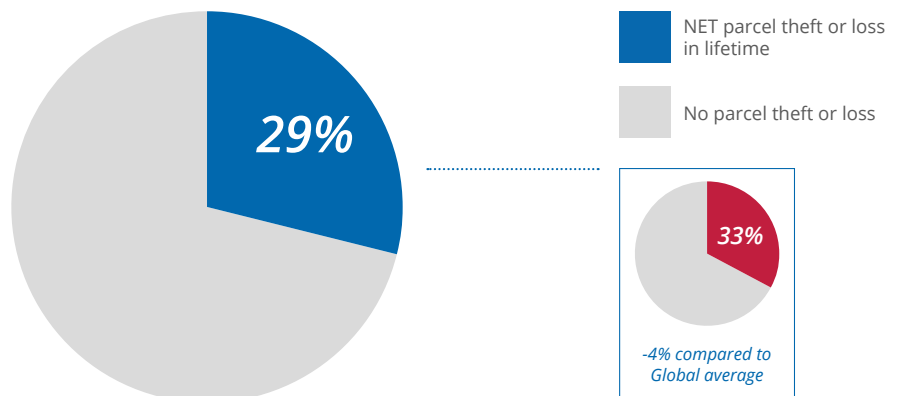
UAE - RATE OF PARCEL THEFT OR LOSS



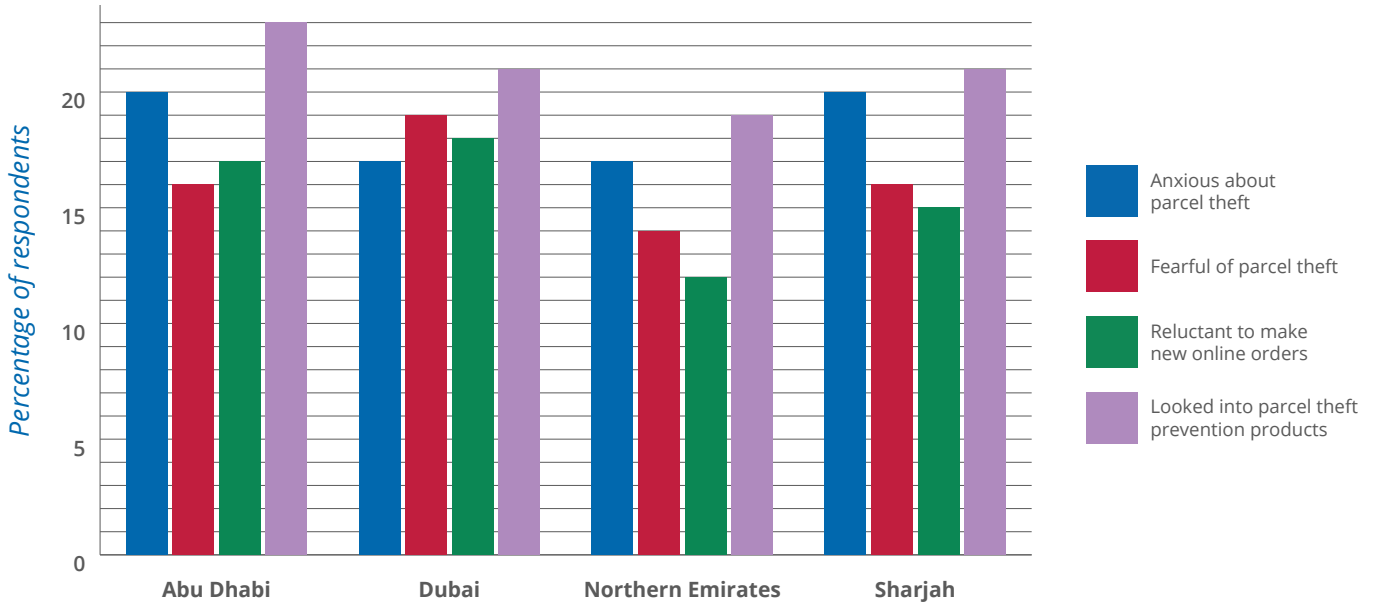
UAE - TOTAL PARCEL THEFT OR LOSS IN LIFETIME



UAE - AVERAGE PARCEL THEFT OR LOSS IN LIFETIME



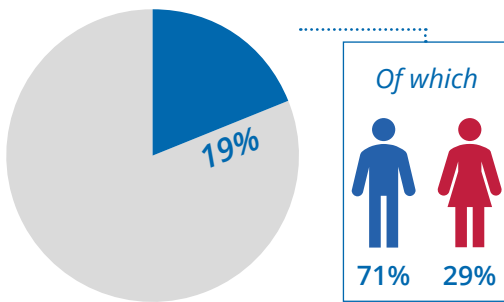
UAE - STATEMENTS
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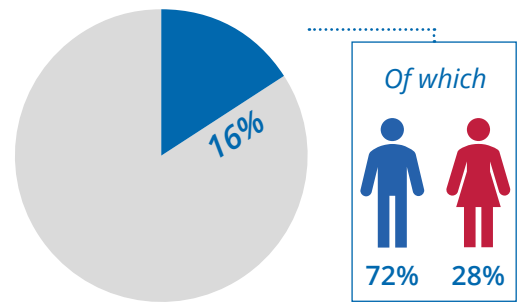
PROPORTION OF UAE POPULATION
WHOSE BEHAVIOUR IS IMPACTED BY PARCEL THEFT

% UAE respondents agreeing with each statement

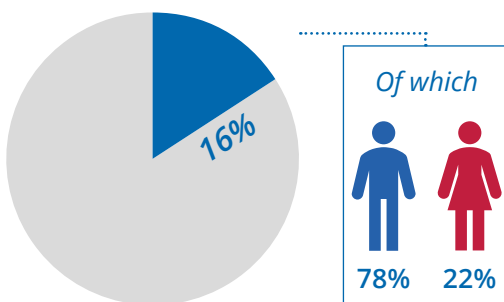
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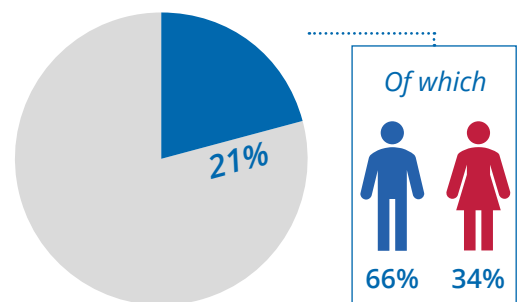
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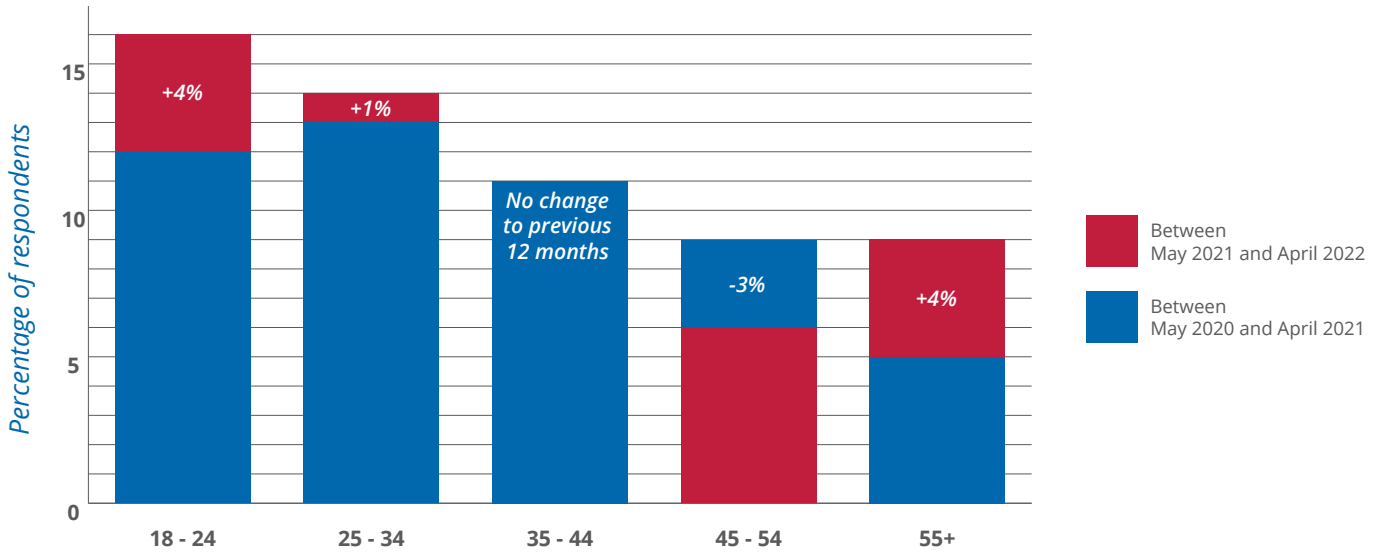
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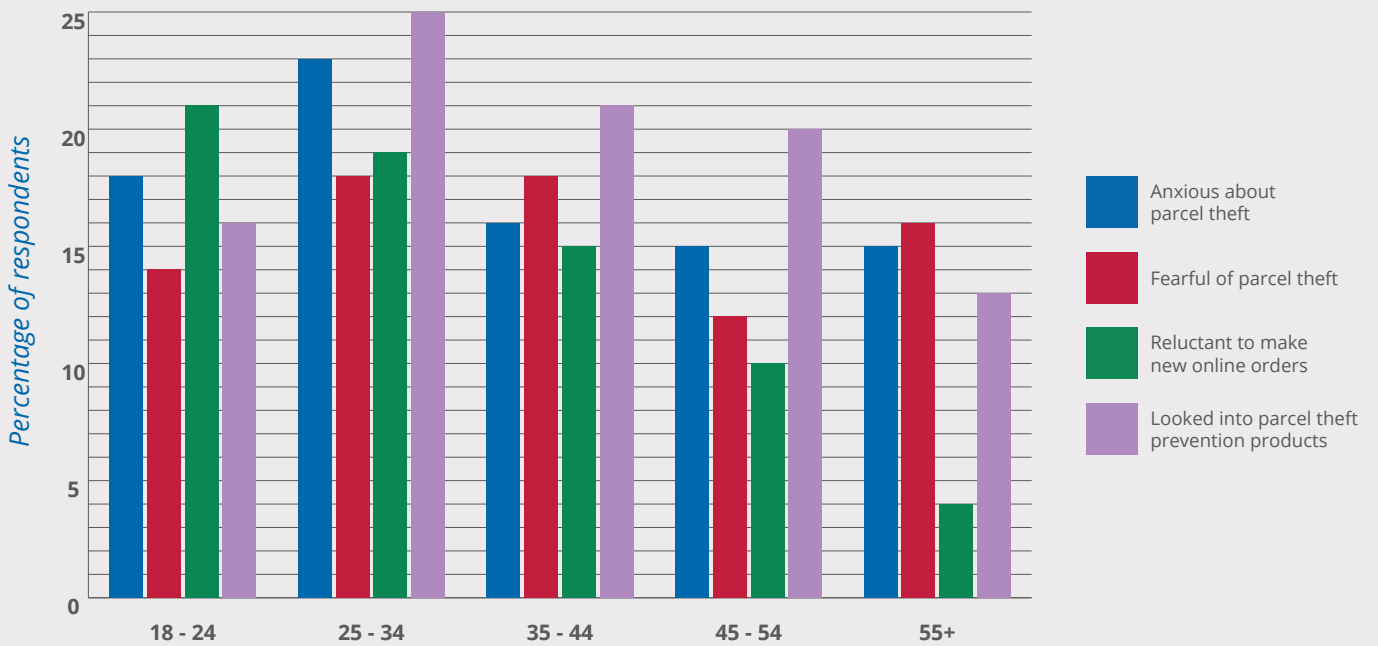
"I HAVE LOOKED INTO PARCEL THEFT PREVENTION PRODUCTS"



UAE - RATE OF PARCEL THEFT OR LOSS BY AGE GROUP



UAE - 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.

“Most crime is opportunistic. A thief sees a chance and takes it. And the changes to our lifestyles accelerated by the COVID 19 pandemic have created new opportunities for thieves around the globe.

“As we continue to move our regular shopping habits online, we have in turn increased the risk of our property being stolen – before we even have a chance to unwrap the parcel.

“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

So, what can be done?

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.

The survey

YouGov, the highly regarded and leading British research group, surveyed samples of 2,000 random consumers in each market of the UK, US, the UAE, Canada and Australia. Representative of the demographics of each country, 50% were male and 50% female, ranging in age from 18-55 and above. The survey was conducted in May 2022.

Notes

Figures given for the number of parcels stolen or lost and total number of people impacted have been calculated by extrapolating the results of the survey for the global and national populations.

THE PENN PARCEL BOX

The Penn Parcel Box - from Penn Elcom is the secure and convenient answer to retail, consumer and environmental post and parcel challenges. It provides a convenient solution for both domestic and commercial users to receive multiple deliveries - day or night, even if they're out or can't get to the door.

Crafted in Britain by internationally renowned steel component manufacturers Penn Elcom, the research and engineering expertise that created this high-quality product ensure confidence as the premier choice for post and parcel safety.

Never miss a delivery again.

The Penn Parcel Box is the perfect solution for:

- Retailers
- Couriers
- Online shoppers
- eCommerce sellers
- Property developers
- Domestic homeowners
- Marinas and holiday parks
- PUDOs locations



-  Secure, convenient and weatherproof
-  Provides a guaranteed safe place for deliveries
-  Improves last-mile efficiency - and hence your bottom line
-  British made with precision engineering
-  Available in 2 standard sizes and 4 colours.

Visit pennparcelbox.com for more information.
info@pennparcelbox.com | 01424 429 641

