

2017 Cox Small Business Security Survey

A survey of nearly 700 American entrepreneurs explores their thoughts about the physical security of their businesses, and shares the steps they take to protect their locations from internal and external security issues.

Theft as an Inside Job

Slightly more than one in five (**22 percent**) of small businesses owners have been a victim of employee theft. When selecting from a list of security issues, **52 percent** had not experienced any type of security issue.



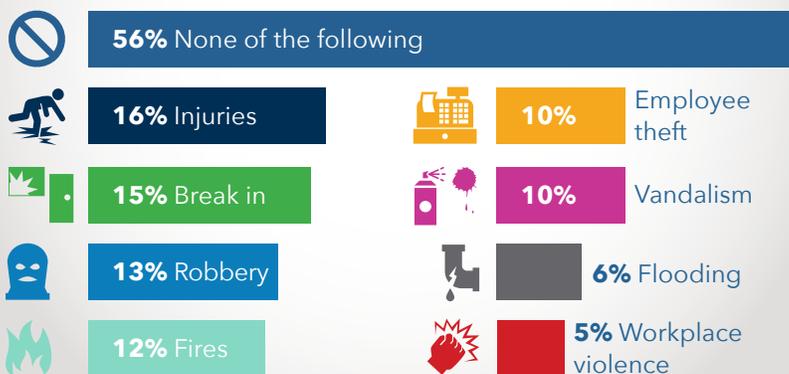
Checking Them Out

More than **a quarter** of small business owners never perform background checks when hiring employees, with nearly half performing background checks most of the time.



Don't Lose Any Sleep Over It

Although **22 percent** of respondents had been a victim of employee theft, only **10 percent** of respondents lose sleep over that specific security concern. Business owners responded accordingly to which business concerns they lose sleep over.



Eyes and Ears on the Ground

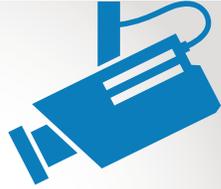
When they're away for more than 24 hours, small business owners rely on managers and staff to help monitor their businesses.

When selecting all the ways they monitor their businesses while away, respondents said:



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Cameras Aren't Rolling...Yet



Thirty-seven percent of small business owners have a video surveillance system and **22%** check it daily.

63% Do not have video surveillance



On-the-Go Security

While many business owners do not have a video surveillance system, they recognize the following as primary benefits for having one:

50% Remotely monitor business security

41% Record security threats

28% Employees feel safer

28% Reduce insurance rate

25% Monitor employee theft

17% Monitor employee productivity

What's the Emergency?



More than half of small business owners lack an emergency preparedness plan of how to address various security issues. Here's a complete breakdown:

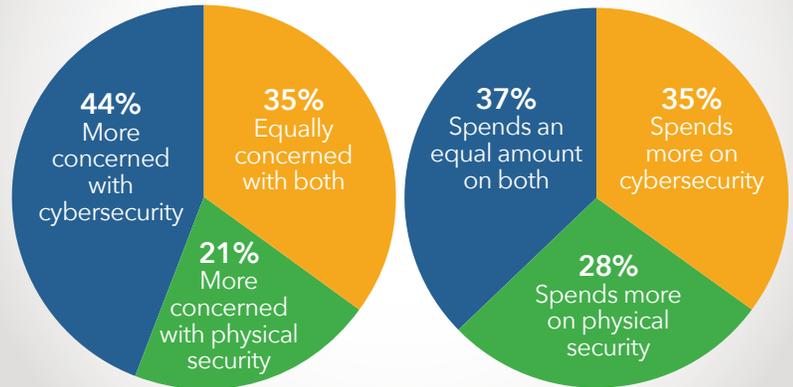
56% Do not have an emergency plan

27% Reviews emergency plan at least once per year

10% Does not review emergency plan **7%** Reviews every other year

Security Concerns in the Digital Age

Survey respondents are more concerned with cybersecurity than physical security, with **35 percent** spending more to tackle cybersecurity.



To Catch a Thief

Business owners who have video surveillance say it has helped them with the following:



13% Identify employee theft



13% Provide proof for insurance



12% Record acts of vandalism



10% Document on-premise injuries

About the 2017 Cox Small Business Security Survey

Cox Business commissioned a blind survey of small business owners in April 2017. Online survey respondents included a total of **662** small business owners. The margin of error for this survey is plus or minus **4 percent**.

About Cox Business

Cox Communications is a broadband communications and entertainment company, providing advanced digital video, Internet, telephone and home security and automation services over its own nationwide IP network. Cox Business is a facilities-based provider of voice, video and data solutions for commercial customers. Cox is known for its pioneering efforts in broadband, voice and commercial services, industry-leading customer care and its outstanding workplaces. For more information about Cox Communications, a wholly owned subsidiary of Cox Enterprises, is available at www.cox.com and www.coxmedia.com.