

Drivers Were Repeatedly Robbed of All Product and Cash... So They Claimed

“We’re actually being robbed by our own drivers.”

Company Representative

BACKGROUND

This large food products company, based in Mexico, has hundreds of drivers distributing its refrigerated and frozen food countrywide to supermarkets and small stores. Drivers deliver products and collect cash payments. A company representative said, “We need [the EyeDetect technology] desperately. Some of our drivers are ‘robbed’ with more frequency than others. We believe that in some cases, we’re actually being robbed by our own drivers.”



THE PROBLEM

A group of delivery drivers repeatedly claimed to have been robbed of cash and products during an extended period of time. They were held up at a much higher frequency than all other company drivers. In fact, some were robbed as many as 20 times. These “robberies” consisted of the theft of cash payments and food products. Coincidentally, the food products later turned up on the black market, at a much lower price. Upon investigating this special group of drivers, the company discovered that many had been corroborating with family members for a share of the proceeds — stolen cash and food. Some of the drivers claimed to have been assaulted and would sometimes return to the warehouse with minor injuries.

EYEDETECT IMPLEMENTED

The company identified nine drivers highly suspected of stealing. The standard procedure in a company investigation is to polygraph the employee. If an employee fails a polygraph, termination is likely to follow. One additional driver that was involved in only one robbery in the past 12 months was added to the investigation as a control. Witnesses confirm the 10th driver’s story and he was presumed innocent. The company opted to use Converus’ EyeDetect technology in the internal investigation to test these 10 drivers.

RETURN ON INVESTMENT

After learning about the scheduled EyeDetect evaluation, one driver quit the day before the test. Another driver, scheduled to be tested at 2 p.m., resigned before lunchtime. He claimed that he was “robbed” that same day and was tired of being robbed. The remaining 8 drivers were evaluated and 7 failed miserably — the average Converus Credibility Score was less than 19 (on a scale of 1 to 99). Four drivers received a score of “1.” These 7 drivers were fired. The control person was the only driver who passed and he was presumed innocent before the evaluation occurred.

Converus (“with truth”) provides scientifically validated credibility assessment technologies that help protect countries, corporations and communities from corruption, crime and threats. Converus is headquartered in Lehi, Utah, USA. Visit: converus.com