

## Casino Reduces Employee Theft from 20% to 5%

“We see the EyeDetect solution as very positive.”

Head of Security,  
Mexico Casino

### BACKGROUND

This Mexican casino has more than 900 electronic gambling terminals, which makes it one of the country’s largest collections.



### EYEDETECT IMPLEMENTED

The company employs hundreds; many of whom have direct access to cash, chips or credit cards. In the past, there have been instances where employees have been caught stealing. The type of theft varied depending on the job description. For example:

- Dealers can steal chips directly or collude with others to steal.
- Slot machine attendants can reward or steal credits.
- Bingo attendants can steal chips or work with others to steal chips while playing.
- Cashiers can steal chips or cash directly from customers.
- Food and beverage employees can steal cash from customers or sell their own liquor and pocket the profit.

### RESULTS

The casino implemented EyeDetect as a step in the hiring process. They also began periodic testing of employees. Unique tests for theft were created for each job description and implemented.

Job applicants that fail the pre-employment screening process were not hired. Employees that fail routine testing were not notified but are monitored more stringently for inappropriate behavior and fired if/when they commit a crime.

### RETURN ON INVESTMENT

After implementing EyeDetect testing, employee theft has been reduced from approximately 20% to about 5% over a period of 18 months.

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