

Talma Adopts VerifEye[®] and Transforms Its Operations

"VerifEye has been key to strengthening our internal controls; it is the early warning system we need to protect our operations 24x7 and ensure confidence in our people."

—Alfonso Sánchez Buitrago, National Chief of Security



BACKGROUND

[Talma](#), an airport services company, operates under safety, quality and compliance standards, providing services to airlines, passengers, and cargo services. In this highly regulated environment, human capital is an essential component in ensuring regulatory compliance and in protecting the company's assets, customers, and airports. With a 24x7 operation and teams distributed in multiple locations, it is essential to have technological tools that reinforce the trust, integrity and transparency of the team, beyond the initial hiring process.



CHALLENGE

One of Talma's main challenges was to maintain continuous monitoring of its operational personnel, especially in sensitive functions such as ramp, loading, warehouses, and special services. Despite having traditional control and supervision policies, possible misconduct, intentional omissions of protocols, or ties to unauthorized activities were identified. For this reason, a tool was required for ongoing employee evaluations, that is, post-employment, to be carried out in an objective, efficient and respectful manner, without compromising daily operations or affecting the relationship with employees.

GOALS

The use of VerifEye as an ongoing employee monitoring tool was aligned with these objectives:

- Strengthen internal controls through periodic evaluations in critical areas.
- Timely detection of possible deviations in conduct, omissions or operational risks.
- Reduction of losses, incidents, or legal liabilities resulting from employee activities.
- To create a culture of compliance and operational ethics at all levels.

PROCESS WITH VERIFEYE

VerifEye was introduced to Talma by [ProtMark](#) Colombia, its service provider, based in Bogota, Colombia. The implementation was carried out in the following way:

1. Identification of sensitive roles where continued reliability is critical.
2. Application of in-person VerifEye tests using cellular phones.
3. Tests are carried out randomly, periodically, or when allegations are made, in coordination with security, operations and HR.
4. VerifEye tests are customized for specific incidents or allegations.
5. The testing process is not invasive, but fast and objective, and provides data that could not previously be obtained through interviews, surveys or direct supervision.

RESULTS

Since its implementation, VerifEye testing has generated strong results:

- Early detection of inconsistencies in employee statements related to critical procedures.
- Identification of risky behaviors or lack of adherence to rules, which allows timely interventions.
- Reduction of internal incidents of loss, mishandling of materials, or unauthorized access.
- Improvement in the culture of compliance by knowing that control processes are active and supported by reliable technology.

BENEFITS

Using VerifEye has created a qualitative leap in talent management and operational control. Benefits include:

- **Flexibility and portability:** Testing is done directly in the work environment, without affecting operational continuity.
- **Profitability:** Reduction of costs associated with internal losses, theft or late disciplinary processes.
- **Adaptable protocols:** Test questions can be updated based on new risks or regulations.
- **Quality support:** The ProtMark team provides operational use and technical support.
- **Accuracy and efficiency:** The system is highly accurate.

CONCLUSION

The implementation of VerifEye as a periodic employee monitoring tool has significantly strengthened Talma's internal controls. Now, Talma has an early warning system to protect its operations, strengthen confidence in its team and position it as a company committed to safety, ethics and operational excellence.

Converus ("with truth") provides scientifically validated credibility assessment solutions backed by over two decades of R&D. [EyeDetect](#)® detects deception by measuring involuntary eye behavior. It is a fast, accurate, affordable, non-contact, scalable, and fully automated option to a polygraph. It is highly accurate and 100% reliable. [VerifEye](#)® is the world's first mobile app to accurately verify the truth about a person's background, identity, creditworthiness, or claims, in about 10 minutes. [EyeDetect+](#)® is the world's first automated polygraph. The testing process is impartial, accurate, and less intrusive than a traditional polygraph. It monitors and records ocular and physiological activities, like a conventional polygraph. Governments and corporations worldwide use these solutions for screening and investigations to protect countries, corporations, and communities from corruption, crime, and threats. Converus is headquartered in Lehi, Utah. Visit converus.com.