DETECTING EMPLOYEE THEFT & MALFEASANCE

Data Quest's Survey Services Division is comprised of two diverse, yet critically important, focuses: *Integrity Spotting* (Employee Honesty Verification) and *Mystery Shopping* (Customer Service Performance).

WHAT IS INTEGRITY SPOTTING?

Integrity Spotting is an effective and proven service, which can be used in a wide range of industries, including retail, food & beverage, hospitality, entertainment and parking, to discreetly collect sensitive information pertaining to employee honesty and integrity. It is necessary for companies to take preventative measures to minimize internal dishonesty because such malfeasance greatly impacts bottom line profits.

> **Employee theft costs businesses an estimated $50 billion per year, growing 15% annually.**

TRAINED & EXPERIENCED SPOTTERS

Data Quest's experienced "spotters" pose as anonymous customers and perform strategic cash transactions designed to detect instances of employee theft and dishonesty at the point of sale. They are trained to carefully, yet discreetly, follow the path of a sales transaction to detect policy and procedural violations. Spotters gather information in an unbiased

and constructive manner and their insightful reports help management recognize weaknesses in systems and procedures which may encourage employee dishonesty. They also uncover critical loss prevention issues, such as:

- Cash mishandling
- Internal theft of money and/or merchandise
- Under-ringing sales
- Voiding recorded sales
- Recording "No Sales"
- Unrecorded (a.k.a. freebies) and/or unauthorized discounts
- Reissuing (a.k.a. swinging) checks and/or receipts

If cash mishandling or other serious procedural violations are detected, Data Quest will recommend actions the client may choose to pursue, including

> **According to the U.S. Chamber of Commerce, 1 out of every 3 business failures are the direct result of employee theft.**

interviews and statement-taking, which the agency can conduct. At the client's request, Data Quest can assist with prosecution and restitution procedures. Data Quest investigators are available for testimony to support their investigative findings and the agency is experienced and successful in criminal and civil proceedings and union arbitrations.

DETAILED REPORTS & PROMPT TURNAROUND

Clients are contacted no later than the following business day with a verbal update about any violations or derogatory findings and the complete narrative report is provided within 24 hours. The turnaround time for submission of non-violation reports varies between same day to 3 business days, depending upon the scope of the program and the choice of transmittal methods: website download, e-mail, fax or mail.

> **75% of all employees steal at least once– half of these, at least twice.**
> *The Wall Street Journal*

CUSTOMIZED SERVICE

Data Quest customizes its Integrity Spotting service to establishments of any size, from single family-run operations to national chains and ensures that individual client requirements are met. While no contractual obligations are required and the service can be provided on an on-call, as-needed basis, maximum results are obtained when a program of regular inspections is maintained.

ASSIGNMENT SCHEDULING

Data Quest directly employs investigators of all ages and backgrounds throughout the United States. Through its diverse cadre of trained and experienced operatives, Data Quest's scheduling staff can typically schedule an inspection with just 1-2 days notice.

FULL-SERVICE INVESTIGATIVE AGENCY

A full-service agency, Data Quest has the ability to complement an Integrity Spotting program with a wide range of investigative services, including but not limited to Mystery Shopping (Customer Service-focused) audits, Undercover Operatives, Pre- and Post-Employment Screenings, Hot Line Programs and Surveillance.