

## Employees that Handle Cash Must Be Trustworthy

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### BACKGROUND

[Terpel](#) is a Colombian company founded in 1968 with annual revenue of \$5 billion. The company stock is traded on the Caracas Stock Exchange and is included in the COLCAP index, which includes the 20 publically traded Colombian companies with highest trading volume. Terpel has hundreds of gas stations in Panama and South America.



### THE PROBLEM

The company employs 600 people in Panama; of those, 400 handle cash payments. Many of the employees that handle cash have been caught stealing. Terpel previously used polygraph to screen all job applicants. In the beginning, most applicants failed their polygraph examination. After complaining to the provider, the majority of applicants passed the polygraph exam. At that point, Terpel stopped using polygraph because of the inconsistency. Then, for almost a year, they used simple basic screening tools — including integrity tests. This screening process resulting in the hiring of numerous problem employees.

### EYEDTECT IMPLEMENTED

In the summer of 2015, Terpel started using EyeDetect and conducted over 400 employee screening tests. To ascertain that EyeDetect worked, they did a parallel study. Terpel tested all EyeDetect-recommended applicants with other screening tools. They found that only 5 percent of the EyeDetect-recommended applicants did not meet or pass additional screening tests. The 5 percent discrepancy rate was acceptable.

### RETURN ON INVESTMENT

In the first four months of use, more than 25% of the 400 employees hired in positions where they handle cash were based on passing an EyeDetect test. All employees screened by EyeDetect have remained trustworthy and never accused of stealing cash. (NOTE: Terpel has since contracted EyeScan S.A., an authorized EyeDetect Service Provider, to provide EyeDetect services in Panama.)

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