

# The Most Underestimated Risk in Business



## FAST FOOD RESTAURANT

### Raw Food & Cash



Risk Management procedures by hardworking, loyal executive team

- Food preparation controls
- Stock control process
- Financial & operational procedures
- Insurance risk warranties
- Fire prevention procedures
- Burglar alarm & armed response
- Cash handling protocols
- Equipment handling procedures, etc



### Fire at Midnight

Insurance claim inspection

- Fire originated from oil fryers
- Admission on non-adherence of closing procedures

## BUT

What if there is more to...

*"I forgot to follow procedures"?*

## XTND LAYERED VOICE ANALYTICS TO SECURE:

- Ethical behaviour
- Honesty
- Integrity
- Truthfulness

## Significant deception relevant to cause of fire

### INTERVIEWED BY FRAUD EXAMINER



*"Trusted Management"*

- Allowed non-compliance of closing procedures
- Participated in money laundering by sharing proceeds from cloned credit cards with staff

MANAGEMENT



Continues fraud behaviour.  
Win win relationship.

STAFF



Relaxation on standards.

## What did XTND do?



DETECT



ANALYSE



PREVENT



Lack of management controls



Intimidation of staff



Fraudulent behaviour



Disciplinary procedures



Knowledge to implement new procedures



Sustain business ethics

## Staff Integrity!

*We face the greatest threats to survival in human history, while new technologies will give us the greatest opportunity ever known to create a better world.*

- PATRICK DIXON