

DATA QUEST

CORPORATE UNDERCOVER

KNOW YOUR COMPANY FROM THE INSIDE OUT

In this age of ever-advancing technology, intelligence gathering has become extraordinarily sophisticated with the use of camera systems, sensitive audio listening devices and a seemingly endless array of technical equipment. Nothing, however, can totally replace HUMINT, or human intelligence.

WHAT IS AN UNDERCOVER INVESTIGATOR?

An Undercover Investigator is a qualified operative who is hired by a company as a regular employee.

Undercover operations have proven to be a reliable and useful investigative method in identifying and documenting criminal misconduct or policy violations in the workplace.

The Investigator is selected to match a specific peer group, including ethnicity, gender and age. He or she maintains a presence in the company for a period of time, ingratiating himself/herself into the work-

place as a regular employee. The Investigator, through his/her unique vantage point, can identify and document any problems occurring within the company.

WHY USE AN UNDERCOVER INVESTIGATOR?

Today's employer requires more insight and knowledge about the labor staff than ever before. Employee integrity issues, sexual harassment laws, avoiding wrongful terminations and other realities of management demand clear, complete and insightful intelligence. A Corporate Undercover Investigation is an effective method of gathering "inside" company information. The Investigator uncovers extensive and

sensitive information, typically unattainable through any other means. Companies find the insider's unbiased viewpoint invaluable and routinely use the service to head off problems before they begin, or eliminate existing problems that can severely damage profits and operations.

DATA QUEST'S SERVICE IS EXPERIENCED AND PERSONALIZED.

The substantial growth and success of Data Quest's Corporate Undercover Division is largely attributed to the personalized service given to each one of its clients. Prior to beginning an assignment, Data Quest analyzes the corporate environment and provides each client with a case management plan. The plan establishes a thorough understanding of what type of information is important to the client and ensures that such information is gathered, analyzed and communicated in a timely and concise manner.

An Undercover Investigator can be placed into a variety of environments, including, but not limited to:

- Amusement
- Banking/Financial
- Distribution
- Food & Beverage
- Hospitality
- Retail
- Warehousing



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Data Quest Undercover Operatives are specially trained investigators who understand the purpose of every assignment. In addition to their investigative experience, operatives also possess the relevant job qualifications to satisfactorily meet their undercover job requirements (i.e., retail, waitstaff, bartending, warehouse, etc.)

Every Corporate Undercover assignment is carefully monitored and guided by a dedicated Case Manager to ensure a successful investigation and the highest possible return on investment for our clients. Verbal updates and comprehensive written reports are provided

to management on a weekly basis. At the culmination of an assignment, Data Quest has the expertise and experience to conduct interviews and interrogations to follow up on the information gathered during the internal investigation. The agency can assist in preparing a case for any type of civil or criminal litigation, and investigators are available for testimony.

Data Quest is a full-service, licensed, corporate private investigations agency; thus, when appropriate, the undercover portion of the investigation can be augmented by background investigations, covert surveillance, sting operations or assistance from law enforcement.

INFORMATION COMMONLY COLLECTED

EMPLOYEE DISHONESTY & MALFEASANCE

- Theft of merchandise or cash
- Price alteration
- Fraudulent exchanges or refunds of merchandise
- Unauthorized discounts
- Kickbacks
- Unreported shortages in merchandise from vendors
- Padded expenditures
- Sabotage
- Falsification of time and/or production records

SUBSTANCE ABUSE (NARCOTICS & ALCOHOL)

- Sale
- Ingestion

MANAGEMENT & SUPERVISION

- Lack of supervision
- Poor supervisory judgment
- Favoritism
- Employee respect for supervision
- Poor scheduling
- Unnecessary overtime
- Poor service
- Training procedures
- Production records poorly maintained
- Stocking, housekeeping and maintenance

WORK PERFORMANCE

- Sexual harassment
- Discrimination
- Unauthorized or overstaying relief

- Arguing or fighting
- Misuse of company materials
- Careless handling of merchandise
- Leaving early, tardiness, absenteeism
- Gambling, smoking, drinking, eating
- Profanity, obscenity
- Failure to cooperate

SAFETY & SECURITY

- Guard system
- Exit security
- Employee identification
- Key control
- Lock-up practices
- Alarms and time clocks
- Security at shipping and receiving docks
- Cashier's office security

- Cash register security
- Cash handling procedures
- Sealing or locking of trucks
- Pass system for removal of merchandise
- Persons in unauthorized areas
- Fire prevention
- Storage of materials
- Night security
- Sabotage to equipment or merchandise

MORALE

- Employee attitudes toward their jobs
- Labor turnover
- Promotions
- Overtime
- Effects of policy changes
- Rumors

