

# Standard Operational Procedure

Use of Layered Voice Analysis (LVA-i) for:

**Pre-Employment Testing**

**Periodic Integrity Testing**

**Investigations**

**Client / Contractor Screening & Vetting**

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### 1) Purpose:

African Verification Solutions (PTY) Ltd specializes in pre-employment and periodic integrity maintenance using layered voice analysis (LVA-i). This system tests the emotional content of the subject's voice and gives an indication as to the truthfulness of any response.

### 2) Goal:

Due to the system using the voice as the measurement tool it enables the subject to be tested over a telephone thus enabling us to reach subjects in any location where telecommunication is available. Our aim is to ensure the integrity of any potential employees and the on-going integrity of current employees.

### 3) Operation:

Our system is computer based and requires a telephonic connection between the AVS operator and the test subject.



- The telephonic line must be clear and the subject must be in a quiet location, free of external noises. We can conduct tests to cellular phones subject to line quality.
- The subject will be interviewed by our operator using a set of predetermined questionnaires. The questions are formulated under various headings example:

**See sample questionnaire below:****Topic: Theft from your place of employment**

*Honesty:* Theft of money, stock and company property is happening every day. What do you think about this phenomenon?

*Honesty, Loyalty:* What would you do if you saw a co-worker or a friend stealing something from the workplace?

*Loyalty:* During the past 5 years, under what circumstances have you taken money or equipment from work without permission?

*Loyalty:* When was the last time you took money or equipment from work without permission?

**Topic: Your credibility history**

*Credibility history:* Please tell me why you left your previous place of work

*Credibility history:* Please state any kind of police criminal record you have

*Credibility history:* In the past 5 years, under what circumstances have you broken the law?

*Credibility history:* Please state the two most serious offenses you have committed during the past two years.

*Credibility history:* In the past, under what circumstances were you a suspect of a criminal involvement?

**Topic: Bribery and Kickbacks**

*Honesty:* What do you think of the following statement: "Every individual has a price tag and can be bribed"?

*Loyalty, Honesty:* What would be your reaction if you observed a co-worker taking a bribe?

*Bribery and Kickbacks:* During the past 3 years, under what circumstances did you receive gifts from people or companies connected to your place of employment?

*Bribery and Kickbacks:* What would you say was the total value of gifts you have received to date?

**Topic: Fraud and Deceit**

*Honesty:* Lying and inaccurate reporting at the workplace are known phenomena. What is your opinion about this statement?

*Honesty, Loyalty:* A worker is caught cheating on a financial matter. He expresses remorse and corrects the damage. In your opinion, what should be done with this person?

*Honesty:* In your previous job, how many times did you submit inaccurate reports in order to deceive?

*Fraud and Deceit:* During the past year, on what important matters have you deceived your employer?

**Topic: Drug usage**

*Honesty:* Please tell us your opinion regarding illegal drug usage at work, and drug usage in general.

*Loyalty:* What would you do if you saw someone you work with taking drugs at work and they asked you not to report them?

*Honesty:* In what social circumstances have you used drugs during the past 2 years?

*Drug usage:* When was the last time you used drugs at work?

**Completion:** This concludes the test. Do you have any additional comments or statement you would like to add?

#### 4) Reporting:

On completion of the test the system produces a report highlighting any risks that may have been detected.



### Test Reports

Francinah, Bilankunu

ID Number: 8101240452084

Interviewed by: admin @ POST100

Test Date: 2013/07/16 01:37:48 PM

#### Summary report by: admin @ POST100

**• 16 July 2013 - admin:**

Action: Candidate struggled to understand the questions asked.  
Warning log  
Medium.

Disclaimer: The results provided herein are not guaranteed to be 100% accurate. Voice analysis, by its nature, is susceptible to environmental noises, extreme emotional states and circumstantial events. Use the results only as a first indication for follow up interview, and together with other findings.



## Applicant Risk Assessment Report - Summary

Av. Risk Value:44 (Mid.)

### Applicant Information

**Name:** Johanna, Mabasa (730406)  
 ID Number: 7304060708087  
 Phone:  
 Mobile:  
 E-mail:  
 Gender: Female  
 Years of experience in former position: 0  
 Address: \*

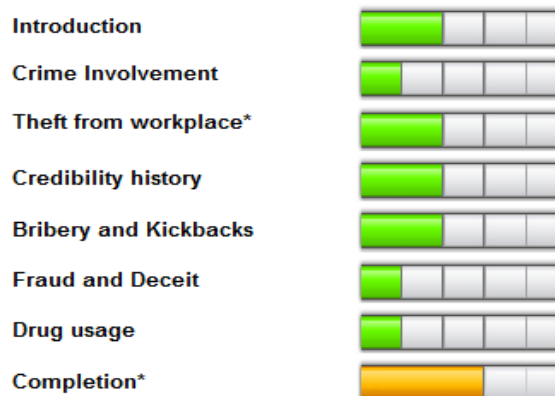
### Test Information

**Tested for:** Ross Security Toyando,  
 Security Officer  
 Test ID: Pre-employment screening + Crime  
 Test Date: 2013/07/16 02:37:26 PM  
 Interviewed by: admin @ POST100

### Warning Log

Warning Log

### Voice Risk Analysis



Disclaimer: The results provided herein are not guaranteed to be 100% accurate. Voice analysis, by its nature, is susceptible to environmental noises, extreme emotional states and circumstantial events. Use the results only as a first indication for follow up interview, and together with other findings.

**The operator** will then question the subject on any risk areas that the system has raised. The operator has access to the subject's responses to each individual question thus enabling a detailed evaluation of the subject's risk areas.

**5) Report to client:**

A report will then be formulated highlighting the risks raised by the LVA-I system. The report will state the following.

Unknown Securities  
Pretoria  
Att: D Surridge

Date 16/07/12  
Report 07130133

**Executive Summary: Various Candidates Toyando**

**Mandate: SVT was mandated to interview candidates for Pre-employment/Honesty Maintenance.**

	Int	Surname	ID Number	Cell	Region	AREA Manager	Date Tested	RESULT
133	O	Mabasa	8509260573086	0792969817	Toyandao	Given Ngobeni	2013/07/16	No Risk
133	J	Mabasa	7304060708087	0736393734	Toyandao	Given Ngobeni	2013/07/16	No Risk
133	E	Makhubele	8712255879084	0729239523	Toyandao	Given Ngobeni	2013/07/16	No Risk

**Test Methodology: Candidates were tested using Layered Voice Analysis (LVA-I) technology supported by Nemesysco PTY (Ltd). All interviews were conducted telephonically.**

**Test Result Scoring:**

**Low Risk- (Green)** no deception was detected.

**Medium Risk – (Orange)** there is a possibility of deception and thus questioning or verification required.

**High Risk – (Red)** the system indicates a definite deception

ACS will make recommendations in the **action column**.

**NB: It remains the employer’s responsibility to utilise the action recommended and the AVS report must be seen as an additional tool to the normal employment and honesty maintenance processes.**

**Disclaimer:** The results provided herein are not guaranteed to be 100% accurate. Voice analysis, by its nature, is susceptible to environmental noises, extreme emotional states and circumstantial events. Use the results only as a first indication for follow up interview, and together with other findings.

## 6) The Risk Analysis Results

Based on the automatic test or conversation script, LVA-i will generate a risk report divided to the different topics and questions. The risk level summary is presented using coloured bars. Each bar corresponds to one of the topics covered in the script, and sums up all the risk indications collected from the different questions in that topic. The size and colour of the bar reflects the detected risk level for that topic. The longer the colour part bar is, the higher the risk. Each bar will appear in one of three colours:

🟢 **Green** - indicates Low Risk (0%-40%)

🟡 **Yellow** - indicates Medium Risk (41%-60%)

🔴 **Red** - indicates High Risk (61%-95%)

**High S.O.S** indication (indication about elevated hesitation and possible undisclosed portions of the story) will be represented with an asterisk (\*) symbol in the text line next to the colour bar. (To learn more about S.O.S, please see the following section).

### Low Risk

A Low Risk score indicates that the information provided for the topic can be trusted, and if the actual data provided is acceptable logically and textually, it requires no further investigation.

### Medium Risk

Medium Risk score is indicative of some elevated emotions and/or unexpected reaction. It is recommended to further investigate the topic in a follow-up interview, asking more specific and focused questions that will assist clarifying the reason for the elevated risk.

A Medium Risk score may also be the result of withholding relevant information, extreme stress in a topic, or the effect of negative information from the past.

### High Risk

When a High-Risk score is presented, the applicant was reacting in extreme manner to the questions in the specific topic, and the information provided must be revisited and further investigated. Topics receiving high risk score are definite warning signs and should be carefully explored. Review these sections in the Segment Map display to ensure these are not the result of noises and/or other voices, and to capture the exact words used to answer.

**High Risk** – the system indicates a definite deception

**Medium Risk** – there is a possibility of deception and thus questioning or verification required.

AVS will make recommendations in the **action column**

**NB: It remains the employer's responsibility to utilise the action recommended and the AVS report must be an additional tool to the normal employment and honesty maintenance processes.**

**The system records all conversations** with the subject and these files will be stored for future use in possible labour disputes or further interviewing of the subject.



## 7) Due Process

All reports will be dealt with confidentially and will only be communicated to **designated employees within each company. We are POPI compliant.**

## 8) Screen Sharing

We can give clients access to the test system using TeamViewer (Free download) or Skype. This enables you to utilize the test recordings during hearings or when interviewing the subject that was tested without the examiner being present thus saving time and costs.

**9) Booking process**, we need at least **24-hour notice** if a test needs to be conducted. We want to request that all tests be forwarded to us via **email** by completing the document depicted below. We will also require a copy of the candidate's **ID or passport document**. This enables us to obtain all the relevant information and confirm dates and times with you.



African Verification Solutions (PTY) Ltd

Reg. :2017/375160/07

Company Name:		Requested By:	
Contact Details		Portfolio / Position:	
Region:		Department / Division:	

Indicate which type of interview required - X

Pre-employment <input type="checkbox"/>	Periodic <input type="checkbox"/>	Incidental <input type="checkbox"/>
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	Name	Surname	ID	Cell No	Address	Date to be Interviewed	Time to be Interviewed
1							
2							
3							
4							
5							
6							
7							
8							

**We will then accept your request and notify you with a date and time when your tests can be conducted.**

### 10) Contact and Support

You can contact our office at 021 851 6301 during office hours and for bookings Dave SurrIDGE @ 079 087 6167 or any queries.

Visit our website [www.avsafrica.com](http://www.avsafrica.com) or send an email to [admin@avsafrica.com](mailto:admin@avsafrica.com)