United Nations Assistance Mission in Somalia

OBJECTIVE:
Vetting security guards for United Nations Assistance Mission

REGION:
Garowe, Somalia

SOLUTION:
Clearspeed Verbal™

Problem

Reed Inc. won the contract to provide security guards for one of the compounds in Garowe, Somalia, housing personnel from the United Nations Assistance Mission in Somalia (UNSOM).

Garowe is the provincial capital of Somali Puntland, and as such has important strategic, economic and security status. The city also hosts a significant population of displaced citizens.

Reed won the contract from another company because of attacks against UNSOM personnel. To more easily detect and prevent insider threats, Reed searched for an insider vetting process that

- Operated reliably and affordably in the field
- Provided insights not available through other vetting methods
- Lowered the risk of hiring or retaining personnel involved in insider threat

Solution

The company selected the Clearspeed Verbal™ solution to screen guard candidates. Clearspeed Verbal uses voice analytics to identify risk at scale and reduce fraud. The solution identifies the level of an individual's vocal responses through our Remote Risk Assessment (RRA®) technology.

RRA is an AI-enabled technology that uses validated voice analytics, proprietary technical processing, and large volumes of unique, real-world data - none of which are available elsewhere in the market today.

110 Total questionnaires completed

7 Key questions

3 Days to screen guard candidates

72 Hours to process and post results

The solution is based on people answering a simple, brief, and automated phone questionnaire of yes-or-no questions. The verbal questionnaire can be conducted in any language. A sample question might be,

"Are you seeking this job to harm the Somali government or Somali forces in any way, to include providing information to anti-Somali persons or groups?"

Questionnaire responses are analyzed and a low-to-high risk level is assigned. The results are used as an additional data source to their initial and on-going insider threat vetting processes. People flagged as low or average risk could be cleared through the process much faster and at scale unless there were other indicators to the contrary.

Individuals with a high-risk level may require additional follow up based on the question, the specific role the employee would perform, and the overall risk profile of the company. This allowed the company to focus their scarce investigative resources on the areas of highest risk.

Implementation

The questionnaire along with supporting resources and an instructional video in Somali were finalized and ready for use 30 days prior to the mission. One staff member from Clearspeed joined several Reed personnel in Garowe to conduct the questionnaires.

The process involved creating a closed loop network of four phones running through a single switch to a laptop, with each supervisor administering the questionnaire using a tablet-based application.

A total of 110 interviews were conducted over three days:

• Day 1 - Equipment set up and 26 questionnaires completed
• Day 2 - 66 questionnaires completed
• Day 3 - 18 questionnaires completed, all data uploaded for analysis, all equipment inventoried and packed for shipping
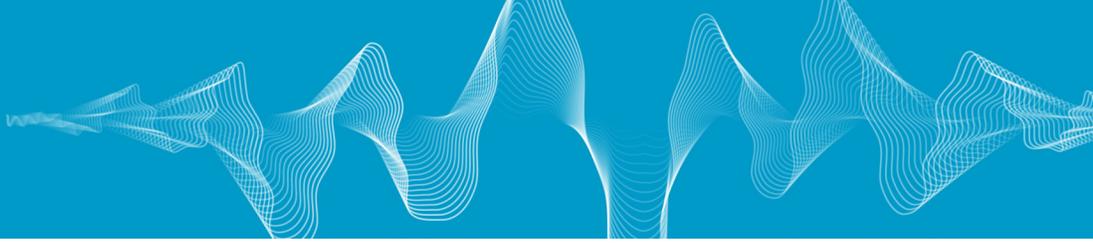
Results

All questionnaire data was uploaded to the Clearspeed server at the end of Day 3. Data was analyzed and final risk results were posted on the secure portal for Reed to access. After reviewing the results, Reed conducted follow on interviews for those flagged as high-risk. Overall the mission was a success with very useful lessons learned.

Next Steps

Once guard hiring was complete, Reed continued to use Clearspeed Verbal to conduct follow-up interviews designed to ascertain and mitigate ongoing risk in the guard corp.

> *"No other screening technology delivers like this - it's truly unique, wildly effective and a foundational asset for anyone worried about fraud, insider threat, or fast tracking people through processes."*
>
> **James Gordon, COO, Reed International**

About Clearspeed

Clearspeed™ voice analytics technology provides unique risk alerts based on an individual's vocal responses. It can be quickly and effectively applied for fraud, security, or safety risk screening to clear the low-risk majority while identifying potential high-risk responses that are often missed. Leading global corporations and government organizations use Clearspeed to build trust in their people and vetting processes in hiring, claims, applications, insider threats, compliance, and workplace safety. www.clearspeed.com

Learn more about protecting against insider threats and building a trusted workforce using Clearspeed Verbal™

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Clearspeed was formerly AC Global Risk