



Uganda Wildlife Authority / Rhino Fund Uganda



OBJECTIVE:

Vet rangers and recruits for knowledge of or participation in illegal wildlife poaching

REGION:

Uganda, which contains 50% of world’s Mountain gorillas; 50% of Africa’s bird species; 40% of Africa’s mammal species; and 19% of the continent’s amphibian species.

SOLUTION:

Clearspeed Verbal™

Problem

According to a report by TRAFFIC, a leading non-governmental organization working globally to combat trade in wild animals and plants, Uganda is home to an extraordinarily diverse array of wildlife. The country houses more than half of the world’s remaining mountain gorillas, 50 percent of Africa’s bird species, almost 40 percent of Africa’s mammal species, and 19 percent of the continent’s amphibian species. Poaching in Uganda supplies the bushmeat, traditional medicine, and pet industries. In addition, the country serves as a transit and logistics hub for wildlife trafficking.

Uganda Wildlife Authority (UWA) and Rhino Fund Uganda (RFU) support wildlife conservation and anti-poaching efforts in Uganda. UWA and RFU needed to screen more than 600 wildlife rangers and ranger recruits in two different field locations in Uganda. They wanted to know if any of their personnel were involved in the illegal hunting, killing, trading, or selling of protected wildlife.

To screen their personnel, they needed to process hundreds of people in multiple, remote locations with limited time and resources.

In supporting wildlife conservation, the Uganda Wildlife Authority and Rhino Fund Uganda 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 personnel assisting poachers and participating in the illegal trading of wildlife products

600+ Rangers and ranger recruits screened

2 Remote field locations

3 Days to screen all rangers and recruits

72 Hours to deliver final results



Solution

UWA and RFU selected the Clearspeed Verbal™ solution to screen their rangers and ranger recruits.

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.

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,

“Do you personally know anyone involved in the illegal hunting or killing of protected wildlife?”

Questionnaire responses were analyzed and a low-to-high risk level was assigned. The results were used as an additional data source to the two groups' 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 have required additional follow up based on the question and the risk profile of the UWA and the role of its rangers. This allowed UWA to focus their scarce investigative resources on the areas of highest risk.

Implementation

Clearspeed staff deployed inside Uganda for a total of eight days. In that time, they vetted 120 rangers at one remote location and 490 ranger recruits at another location.

Rangers and recruits first attended a preliminary briefing, which included a detailed explanation about the upcoming automated questionnaire. Clearspeed personnel explained the format and structure of the questionnaire and even read aloud the questions that would be asked. The preliminary briefing provided information to the rangers and recruits to ensure they understood what was required of them, resulting in far fewer failed or incomplete questionnaires.

Questionnaires with the 120 rangers were completed in one day, using three phones. For the ranger recruits, questionnaires were completed in two days, with four phones plus a fifth station using Skype on a 3G mobile phone.

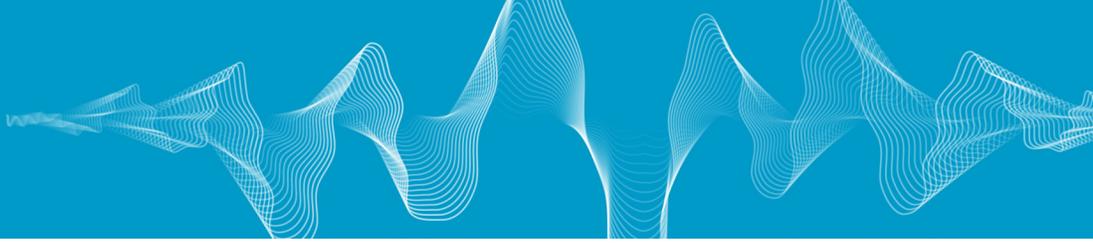
Field conditions were challenging. The process had to work despite noise pollution from adjacent interview rooms and waiting areas, plus the noise of a nearby vehicle engine acting as a power source. At the end of each day, Clearspeed briefed representatives from UWA and RFU, and data was uploaded to Clearspeed data centers for AI-powered analysis.

Results

The full results of all questionnaires were completed and shared with the clients within 72 hours. Officials were presented with a complete profile for each ranger and ranger recruit including a risk rating for each question and an overall risk rating for each individual based on the Clearspeed analysis.

Clearspeed staff provided the clients with training on how to access the summary data and interpret the results.

All results were ranked by individual risk level and sorted into risk tiers. This provided a rich data set for UWA and RFU officials regarding their personnel, highlighting the most serious areas of risk and supporting meaningful follow-up interviews.



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
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Clearspeed was formerly AC Global Risk

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