

Thanks to “employing futuristic technology to beat thieves” Hermes has seen a big drop in incidences of attempted theft across its business...

“Would I recommend Thruvision? Yes. One hundred percent. And I already have done so.”

John Ferguson, Head of Loss Prevention, Hermes Parcelnet

Preventing the theft of non-metallic items?

Hermes processes parcels from a number of clients. Some of the packages contain high value items, such as sportswear. Other parcels contain small items of high value such as jewelry, expensive make-up or scents (aftershaves and perfumes).

Some employees could be tempted to try to steal such items by hiding them on their person when leaving work. So, the business was looking for a non-invasive search solution that would allow them to search 100% of their workforce quickly and with the minimum of inconvenience to shift staff.

Not all high value items are metal, so simple metal detection would not cut the mustard. In addition to a theft deterrent, in the interests of staff safety it was important to also make sure that items and substances could not be covertly brought *into* the workplace.

The Thruvision system allows full body scans of 100% of the workforce

Thruvision was brought to John’s attention by one of his Regional Managers who had actually been looking online for a “scanning” solution. Hermes’ two main hubs are located at Rugby and Warrington, with 28 other depots across the country.

John immediately organized a Thruvision trial in Rugby, which is one of the biggest hubs of its kind in Europe and was then a new facility for the business. The system went on test mid 2017.

The product worked “straight out of the box.” The benefits were obvious...

The Board bought into the idea very quickly and six months later Warrington followed with its permanent installation. About 12 months later, five mobile units were commissioned to cover the 28 depots.

Thefts of non-metal items detected in a quick, non-invasive search procedure

The Thruvision system allows us the company to undertake full body scans of 100% of the workforce. It detects thefts of non-metal items in a quick, non-invasive search procedure.

Initially there were concerns about the visibility of genitalia. Also, there were worries about the camera using X-Rays with people being concerned about how repeated exposure would affect their health. The system does not show genitalia and it is not an X-ray machine, so staff concerns were dealt with.

It is now possible to police what is taken *into* the hubs and depots effectively too...

Once the systems had been installed, news travelled fast that opportunistic theft was not going to succeed. The business had removed temptation from people, to ensure they do not make a bad decision.

Since installing Thruvision the number of recorded incidences of theft has declined. It is also now possible to police what is taken into the hubs and depots effectively too, which is important from a Health & Safety point of view.

Hermes always involve the Police in prosecuting an attempted theft. Employees are told that if they try to steal they will be caught, and the Police will be called. And the system records the evidence too, which makes things simple.

We operate a number of mobile units that turn up unexpectedly

There are not yet all permanent Thruvision installations at the depots. Instead a number of mobile units, that turn up unexpectedly, are operated.

People might want to chance their luck at stealing in the hope that the Thruvision system will not be waiting for them when they leave work carrying stolen goods. However, there has been a big drop in incidences of attempted theft across the business, so from a loss prevention point of view it is obviously working.

From a broader risk management perspective, clients love the Thruvision technology. Many have been to see the kit for themselves. They like that Hermes is employing “futuristic technology to beat thieves.”

Of course, from a customer point of view, it is essential that all deliveries are made to clients’ customers on time and securely. That Hermes is employing technology to help guarantee that in this way is a big thing – clients want to use a carrier that is as secure as possible, and that is what Hermes strives to demonstrate and achieve.

What was the ROI?

It is very hard to put a value on what has been saved. In terms of the Rugby hub, that had just opened and Thruvision has been there pretty much from the start. So, there was no “before and after” there anyway.

At Warrington thieves have been caught and sometimes with items that the business knows it would not have detected without the Thruvision systems in place. The incidences of attempted theft have decreased leading the business to feel that the number of attempts has also declined.

Would you recommend Thruvision?

The vision is to expand the current system to have a permanent Thruvision installation at not only both the hubs, but also to all the depots.

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**John Ferguson, Head of Loss Prevention,
Hermes Parcelnet**