



Employment Screening,
Drug Testing, and
Security Solutions

Information Packet

Our Company

HR ProFile's philosophy is that "Insight is Better than Hindsight!" Toward that end, we offer the full range of employment screening services from Criminal Background Checks to Drug Screening to Personnel Assessment. HRP partners with its clients to help them achieve ultimate success by assisting in the development of a customized and appropriate employment screening services program. HR ProFile makes it easier for you to do your job — whether it is customizing our software to meet your requirements, offering multiple options to receive drug screening results, or help with various legal compliance issues such as the Fair Credit Reporting Act (FCRA). HR ProFile is known for its success in finding those hidden truths that other companies cannot. Our unique criminal background check combined with our in-depth Quality Assurance Program give you the confidence that you are getting the most thorough background check and employment screening available.

HR ProFile client companies range from businesses with fewer than 50 employees to those included on Fortune's 500 listing (our largest client employs in excess of 60,000 people in 600 locations throughout the United States). HR ProFile clients operate in all facets of business, including banking, hospitality and foodservice, health care, manufacturing, and retail. Although our clients' businesses are different, they all share a trust and confidence in HR ProFile to consistently deliver the most dependable background check information. HRP performs criminal searches for felonies and misdemeanors in every courthouse in the United States, in any publicly available statewide repository, and/or perform any search for information in the public domain.

We have developed an easy-to-read *ProFile* report that allows HRP clients to view and comprehend our search results quickly, minimizing the time spent on each subject report. What sets us apart is HR ProFile's long-standing work ethic, commitment to customer service and success, and consideration toward our products and clients. We conduct our business based on the following beliefs:

- Good quality, value, and turnaround time should be expectations, not value-added services;
- Employment Screening services should be appropriate and cost-effective – one size does *not* fit all;
- Every step of the difficult process of employment screening should be made simple for our clients;
- The truth should be revealed by the background check process and not dependent on the information provided by the applicant;
- Through communication and sensitivity, our screening efforts should enhance the success of our clients and clients' contacts.
- Dedication and adherence to great customer service practices does not happen by accident.
- The ordering of requests and delivery of results should be simple and conform to the needs of the clients, be it new or old technologies, or no technologies at all.

Human Resource ProFile, Inc.

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Our Company – continued

Although several of the tasks provided by HRP can be performed within the client's own operations, HRP offers not just greater efficiencies in performing these tasks, which leads to reduced cost to the client, but also provides value-added services:

- HRP offers to its clients, free of charge, the handling of disputed reports as relates to criminal records, SSN verifications, credit histories, etc. HRP is experienced at handling disputes and takes great care to communicate with the appropriate client contact and the person disputing the information. It is HRP's philosophy to treat the potential employee as we would treat our clients. Therefore, instead of having our client deal with potentially irate applicants, the client can have the applicant call HRP on our 800 number, and we will walk the applicant through the necessary steps to resolve any disputes. A follow up report is issued to the client contact at each step of the dispute process. If an FCRA adverse action letter is required, HRP has a letter prepared for our client's immediate use. HRP will defend any legal challenge to its procedures and handling of confidential information.
- HRP offers to its clients, free of charge, the use of our in-house programming staff to consult and develop integration tools and other automated efficiencies appropriate to our partnership with our clients. Our client will have our programming staff at their disposal for addressing any technical issues and concerns that may arise. Depending on the needs of the client, HRP offers several options for electronic transfer of subject information. There is no charge for the installation, training and maintenance of our software programs.
- HRP offers to its clients, free of charge, the benefit of our legal research network, to provide background information as relates to legal issues in our industry, to offer potential solutions for a vast array of legal situations, and to perform the time-consuming legwork of communicating with state and federal agencies to resolve developing issues, just to name a few. Additionally, HRP's staff constantly monitors changes and reviews any legal cases or pending legislation involving the FCRA, EEOC, and ADA. This means our clients will be kept up to date on all the FCRA, EEOC, and ADA changes, as well as Federal and State laws and guidelines.

HRP offers to its clients a single point of contact to handle its questions and concerns promptly and efficiently. Therefore, your company will have an HRP account representative at its disposal at any time for any issue that may arise, making sure your internal processes are not affected by any of these issues.

Our Products

MULTI-COUNTY CRIMINAL CONVICTION HISTORY:

Includes a Name, Address, Social Security Number verification, and a national search for prior residences to discover any addresses not mentioned in the application. Up to *three* counties in which the applicant has resided are searched. Our Multi-County Criminal Conviction History is a seven-year search and includes Felony and Misdemeanor convictions. The most thorough, up-to-date criminal conviction information available is housed at the county court level. Our Multi-County Criminal Conviction History is not limited to a specific state; we are positioned to check upper and lower courts in any county seat in the United States.

STATEWIDE CRIMINAL RECORD SEARCH:

Where available, we search the state repository for Felony and Misdemeanor conviction histories.

FEDERAL DISTRICT COURT SEARCH:

Includes a search of federal court records to reveal either civil or criminal offenses against the government, or crimes committed on government property.

F.B.I. CRIMINAL RECORDS SEARCH:

Includes a search of the national F.B.I. database. This search is limited to industries that are authorized to receive F.B.I. searches.

DRUG TESTING:

Nationwide, full service, fully compliant and defensible range of drug testing products and services available. Testing is completely SAMHSA approved and DOT certified, and includes GC/MS confirmation, diluted and tainted specimen testing, and MRO review for all results.

CIVIL RECORDS:

Specific civil court records available in all states. Report details plaintiff, defendant, case number, case title, file and disposition dates, tort or ordinance contested, verifiers and findings.

MOVING VIOLATION REPORT:

Statewide search of the Department of Motor Vehicles records. The Moving Violation Report includes convictions for traffic related infractions, including traffic tickets, DUI, etc. Moving Violation Reports can also include Felony and Misdemeanor convictions for more serious crimes where a vehicle was involved.

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Our Products - continued

EMPLOYMENT HISTORY:

Includes a verification of employment history with previous employers. We apply pre-designed questions with particular focus on violent behavior, threats, substance abuse, theft, work ethics, attendance and attitude toward superiors and co-workers. Available overseas for an additional charge.

SUMMARIZED CREDIT HISTORY REPORT:

Our Employment Credit History report is reformatted into an easy-to-read summary style, showing open accounts, positive and negative accounts, charge off accounts, and total owed.

VIOLENT SEX OFFENDER SEARCH:

A statewide search of the Violent Sex Offender Registry (where available) to determine if the applicant is required to register their current address due to a conviction for a sex related crime.

EDUCATION VERIFICATION:

Consists of a verification of the highest degree earned or education completed.

WORKERS' COMPENSATION HISTORY:

Post-offer use only, a report of "allowed" claim history.

PROFESSIONAL LICENSURE CHECK:

Verification of valid professional license (i.e. CPA, RN, PE, etc.).

FEDERAL EXCLUSION:

A search of the Office of Inspector General (OIG) and the General Services Administration (GSA) database of individuals and corporate entities in Federal violation or barred from government contracts. Also available is a search of the U.S. Treasury's List of Specially Designated Nationals and Blocked Persons (the "Terrorist List").

PERSONNEL & SKILLS ASSESSMENT TESTING:

An in-depth behavioral assessment and predictor for hourly or managerial personnel.

PHYSICALS:

National coverage for DOT and non-DOT physicals and drug testing as well as post accident and workers' comp injury care. We provide uniform pricing throughout the U.S.

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Drug Testing

HR ProFile is known for providing the most in-depth, extensive employment background checks in the business. We bring this same level of excellence to our drug testing services. HR ProFile offers drug testing through a major national laboratory network that performs more than two million diagnostic procedures each day. These laboratories are Substance and Mental Health Services Administration (SAMHSA) approved, DOT-certified, compliant with federal and state mandated regulations, and accredited by the College of American Pathologists (CAP).

While HRP makes available the full range of alternative tests, most clients are performing either the standard **5-Panel or 9-Panel Urine/Lab Based GC/MS Drug Test**.

Both tests include:

- Nationwide substance abuse in-network collections and testing (over 1,200 in-network and 4,000 third-party locations and growing)
- Completely SAMHSA approved and DOT certified
- GC/MS confirmation for positive specimen analysis
- Thorough testing for Diluted & Tainted Specimens (for Creatinine, Specific Gravity, and pH)
- MRO (Medical Review Officer) review of ALL results – negatives *and* positives
- Results returned as fast as 2 hours via e-mail, web site, auto-faxing, or electronic data interchange
- Drug Free Workplace, random testing, DOT compliance, post accident management, and policy support (available at no extra charge)

OTHER SERVICES OFFERED:

Physicals, Litigation support, and Employee and Supervisor education and certification.

DRUG TESTING REPORT DELIVERY OPTIONS:

HR ProFile makes the process of delivering drug screening results for clients as easy and quick as possible:

- Clients choose how they wish to receive drug testing report results.
- One or multiple locations can receive report results.
- Individual supervisors within your organization can choose which reporting option they prefer.
- Customized management reports are developed based on clients' needs.
- Statistical summary reports are provided for all DOT tests as required by the Substance and Mental Health Services Administration (SAMHSA).

Drug Testing - continued

Convenient Reporting Options: You Choose

- Electronic data interchange (automatic result downloading)
- Automatic faxing
- Secure web site for on-line specimen status inquiry
- E-mail

GETTING STARTED - DRUG TESTING SERVICES:

HR ProFile clients are provided with a dedicated drug screening specialist who is responsible for tailoring your drug screening program. He or she will discuss with you in great detail your needs, specific objectives, and any special requirements. This drug testing specialist will handle the initial set-up of your program as well as its daily administration. If you have a policy in place, we can have your drug testing program implemented in as little as 48 hours.

SOFTWARE SOLUTIONS

OPTIONS FOR COMMUNICATING WITH HR PROFILE

HR ProFile offers several options for sending and receiving profile information. Our proprietary software systems allow the user to quickly and efficiently enter, send and receive ProFile information from the privacy and convenience of their desk computer. All of our software products utilize a modem or Internet connection for data transmission. We utilize the highest level of data encryption to insure confidentiality in the transmission of private information. All HR ProFile software systems are available for our clients use at no additional charge.

ON-LINE SOLUTIONS:

The *E-PRISM* system utilizes the Internet to link you electronically to HR ProFile. *E-PRISM* was designed to meet the needs of a wide range of customers, from small single location users, to large corporations with hundreds of locations. *E-PRISM* is easy to learn and use, and offers our clients access to the full range of HR ProFile services. We are confident that you will find that the *E-PRISM* system will require less operator time than any other system available, because you never have to wait for the system to process information! *E-PRISM* allows ProFile results to be stored in the system or on the Website indefinitely available for future reference.

SuperCATS was designed to minimize the amount of data entry per applicant, allowing the operator to process large quantities of applicants in a short time. Only a *single* piece of information is needed to initiate an order! *SuperCATS* provides **instant** feedback as to the validity of the information provided by the applicant. As like *E-PRISM*, *SuperCATS* is available through the Internet and results are stored in the system or on the Website indefinitely for future reference.

HR ProFile's own in-house IT staff will assist in the installation and training of our software products. Several HRP clients use our software to download search results directly into their applicant tracking or HRIS software system. Our IT department will customize our software programs to meet your specific requirements.

Fax Service: Many clients prefer to send and receive applicant information via facsimile. Simply fax applicant ProFiles to HRP at 513-388-4320. In the event the receiving fax machine is *not* in a secure location, our staff will gladly call ahead to schedule a convenient time to receive the transmission.