

Choosing and working with an Employment Background Screening Company

How to choose one and what to expect

FINDING THE RIGHT SIZED COMPANY

Large Companies: Often have rigid processes and cannot react to individual client needs.

Medium Companies: Good knowledge level, professional and ethical, able to offer customized packaging and react quickly to the customer's unique needs. Usually competitively priced.

Small Companies: May lack knowledge and professionalism. Limited staff results in slower turn-around. Many are lacking international connections.



Are you hiring?

He convinced you his credentials
were upstanding...

...now check him out
from another angle

Take a Closer Look

C-TPAT compliance

- Criminal Checks
- Financial Checks
- Driver Record Checks
- Employment and education validation.

Specializing in
pre-screening programs
for potential new hires.

www.isbc.ca

CHOOSING

Take the time up front to do your research, and choose a company that can demonstrate their commitment to you.

Rapport

- Are they trustworthy and comfortable to speak with
- Are they listening to you and understanding your needs
- Are they offering suggestions that meet your needs
- Are you able to exchange ideas freely with them
- Are they knowledgeable experts in this field
- Are they a Canadian company, aware of Canadian labour laws and human rights codes
- Are they prepared to be flexible in their solutions in order to be customizable to meet your unique needs

Professionalism

- Ask to see examples of their reports
- Review customized forms they have created
- List companies presently doing business with them
- Ask for references... and follow up with them
- Ask if they offer training to your staff
- Review their website for professional presentation

Talent

- Ask for their turn-around time and confirm it with their references
- Confirm that they have direct legal access to sources for criminal records, CPIC, driver and other information
- Ask if and how they will be able to service your national and international needs
- Ask who your specific contact will be in the company on an ongoing basis and ask to speak to that contact

WHAT TO EXPECT

Be sure that you understand what your chosen employment background screening company will deliver and get it in writing.

Proposed Services

- If you are unaware of what services you require, spend some time getting advice from a professional screening company
- Employment screening "products" can usually be grouped in packages or purchased individually
- Price is usually determined by the volume of searches you require, as discounts for volume may exist
- Always share your "wish list" of what you want and allow the supplier a chance to help decide what can and can't be accomplished
- After understanding your needs, the employment background company should go away and prepare a proposal for you within 1 business day

Proposal

- Should always be in writing
- Can be a formal document or a more casual email depending on your needs
- Should include both packages and individual items priced accordingly
- International rates should be identified for overseas references
- When a proposal includes driver information, it should also clearly include any extra steps that need to be taken to obtain permission to access the information
- Should indicate turn-around time for orders



8160 Parkhill Drive, Milton, Ontario L9T 5V7
1-800-609-6552 www.isbc.ca

A Professional Employment Background Screening Company

What Makes ISB Corporate Services Different?

- ISB is a medium-sized Canadian professional employment and background screening company
- ISB guarantees 24 hour turn-around on most reports
- ISB is one of the few source document providers operating under an MTO Reseller Agreement
- ISB works with you at no cost to help acquire an ARIS account for Ontario Driver Information
- ISB helps you to be compliant with privacy legislation and legal information sourcing across Canada and internationally
- ISB assigns you a designated "Research Analyst" so we can better know you and respond specifically to your needs
- ISB can customize forms to reflect your corporate brand

At ISB, we deliver on our promises!



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Our Products and Services

- Canadian and US Criminal Record Checks
- Credit checks
- Driver Abstracts/CVORs
- Terrorism Checks
- ISB Driver Insurance Claim History
- Past Employment References
- Personal References
- Education Verification
- Professional Licence Verification
- SIN and Address Verification
- Corporate Credit Checks
- Exit Interviews
- Independent Staff Surveys

Through Our Partners

- Drug and Alcohol Testing
- Personality Profiles and Assessments On-line
- WHIMIS Training
- On-line Safety Training
- Post-Offer Physical Testing
- Finger Printing for Criminal Record

It is time to give us a call and see what we can do for you. We will discuss your needs and make some recommendations. We will then prepare a written proposal for your review and acceptance. Many of our clients begin using ISB the same day, letting them move on to the next challenge on their list.

ISB Corporate Services is a proud member of NAPBS, (the National Association of Professional Background Screening Companies), since 2005.

Defend against →



- Employee product theft
- Inside financial fraud
- Inside data theft
- Workplace violence
- Negligent hiring liability
- Denial of fleet insurance claims
- Workplace health and safety
- Fraudulent employee credentials

Over 10% of Canadians have a criminal record

42.7% of resumes include significant inaccuracies

Theft by employees in Canada will cost Canadian retailers 1.6 billion dollars in 2007

26.6% of retail thieves in North America were fraudulent employees

31.8% of losses can be attributed to stock room theft, warehouse theft and office theft

**sources are varied and available upon request*