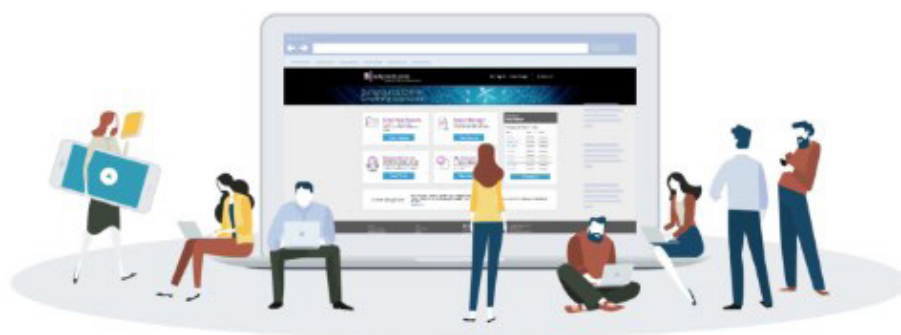




The Expectations of Background Checks



- This driver has been background checked, hasn't he?
- I assume this contractor has been background checked this year.
- I wonder if this company has an ongoing screening policy?

As consumers, we have these thoughts and questions about service providers who interact with us and get access to our personal information.



Your Expectations

We all rely on businesses that provide personalized services. Whether you need a lift from a rideshare driver, someone to bring you food or a specialist to visit your home, we deal with workers outside of the brick and mortar setting all the time.

When we use these services, we have certain expectations. We expect that the people who provide them have been thoroughly background checked. We trust that the people we interact with do not have convictions for:



When we deal with businesses that provides these services, we assume they have a thorough and ongoing background screening process

- **Violent crimes**
- **Sexual offenses**
- **Theft**
- **Fraud**
- **Other serious charges**



Your Customer's Expectations

Your customers have the same expectations of your company.

You may have on-demand employees who represent you and your company. They could hold a variety of positions, including:

- **Caregivers**
- **Contractors**
- **Real Estate Agents**
- **Volunteers**
- **Drivers**
- **Service Providers**

You may also have full-time employees with access to sensitive data. Your staff could be authorized to see:

- **Medical records**
- **Insurance information**
- **Credit Card data**
- **Personally Identifiable Information**

Are you meeting your customer's expectations by doing everything possible to verify that the people who work for you are safe and trustworthy?



Your Customer's Expectations

Most companies start by running a backgrounds check, but many fall short by not implementing ongoing screening policies. What if someone who represents your company incurs a new criminal record later? If someone does something that shows they are unsafe, you need to know as soon as possible. Protecting your customers and reputation is paramount. Regularly screening everyone connected to your business is a great way to help achieve that goal.

We've all seen horror stories in the news about independent contractors. They include everything from minor incidents to serious attacks on customers. If the public knew what steps you are (or are not) taking to help keep them safe, would they hire your company?

Backgrounds Online recommends ongoing screenings for employees and anyone who works on behalf of your company. This is the best way to watch for new records of which you should be aware. It shows you are performing due diligence and doing everything possible to meet and exceed your customers' expectations.

To start, we recommend running a **Deluxe** or **Comprehensive Package** and then following up with a **Basic** or **Standard Package** annually. Depending on the type of position you may wish to implement annual, bi-annual or quarterly screenings. We can also fully customize a screening package to meet your specific needs.

Start regular screenings now to show your customers that you meet and exceed their expectations. If you have questions about how ongoing screenings work or would like to discuss a customized package,

please contact us today.

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