

## What We Learned From 2020

As this difficult year comes to an end, we're reflecting on hardships we overcame and shared experiences that brought us even closer together.



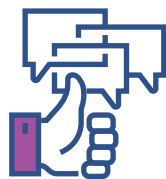
### Adaptability



In 2020 we all faced new challenges and burdens, forcing us to find new ways to continue. Like many of you, our team quickly mobilized a remote workforce to help protect clients, our community and each other.

Through it all, we've reinforced our secure systems and redundancies to ensure you receive uninterrupted support and screening services. We'll continue to persevere throughout the remainder of the pandemic, and we're prepared for whatever may come.

### Service



Backgrounds Online is a service-first company. We act as an extension of your business throughout the hiring process. Our primary goal in 2020 was to help our clients maintain their business and adapt along with them. With 2021 on the horizon, we're looking to assist you with restaffing, rehiring and recovering. Reach out to your Personal Account Manager for fast, friendly assistance with any screening challenges that arise.

### Closures



This year reminded us we must always be resilient and innovative. One of the biggest hardships we endured were court, business and school closures throughout the country. These closures made it difficult to research criminal records and verify education and employment information. However, our commitment to providing comprehensive background checks that help you make informed decisions motivated our team to use any and all resources available to stay on course.

Our team got creative and found additional outlets to obtain information critical to helping you make hiring decisions. We developed new methods to communicate the status of your orders. We tirelessly delivered the data you need to keep your business moving forward and worked diligently to complete most background checks within 1-3 business days.

## Solutions



Our mission is to help you find qualified, eligible candidates – and to simplify the process. Throughout the year, we added even more screening solutions for you:

**Integrations:** We offer seamless integrations with major ATS providers and frequently add more options.

**In Progress Reports:** Now and then, background checks take a while to complete due to closures or other pandemic-related factors. When this happens, we give you the ability to view partial reports so you can make offers contingent on the final results.

**Education:** 2020 brought a slew of new laws and best practices for employers. We keep you updated via our Newsletters, State Laws section and Blog.

## Security



Backgrounds Online voluntarily undergoes an annual SOC 2 Type 2 audit conducted by A-LIGN, a national security and compliance company. This year was different. Our offices were closed. The audit was conducted remotely. It was a complex process but we remained dedicated to security. We're proud to say we received an unmodified opinion.

2020 is almost over. It's been a tough road, but we learned, adapted and got through it together. We'll use these lessons to grow and achieve even more in 2021.

Thank you for your patience, support and ongoing partnership. We're excited for a new year filled with hope, opportunity and prosperity.