



CHECKBACK INTERNATIONAL LTD.

Main Building,
Library Square,
Rathcoole,
Co. Dublin.

Tel: 01 4124474

Fax: 01 4124280

Email: info@checkback.ie

Web: www.freightwatchgroup.com

Research Pursued for Each Candidate

EDUCATION

- 1.1. **Contact relevant educational institutions (including trade schools and certificates where required) as listed on the applicant's paperwork for all post-high school enrollment.**
- 1.2. **Contact the institutions a minimum of 3 times over the first 3 business days.** If for any reason multiple calls are made in a day, these calls still only constitute one attempt.
- 1.3. **Questions to ask the educational institutions:**
 - 1.3.1. Dates of attendance
 - 1.3.2. Date degree was received
 - 1.3.3. Degree earned and in what field
 - 1.3.4. Name, title and phone number of the source that provided this information
- 1.4. **If the information cannot be confirmed through the educational institution:**
 - 1.4.1. Obtain acceptable documentation from the applicant to confirm.
 - 1.4.2. If you are able to obtain acceptable documentation, document the information and continue with the investigation.
 - 1.4.3. If you are UNABLE to obtain acceptable documentation, document the findings and flag the investigation to a review status on CHECKBACK INTERNATIONAL LTD's internal website or directly with point of contact at the client's office.
- 1.5. **Should any adverse information be developed, contact the applicant for documentation / explanation to help expedite the process.**
- 1.6. **If the institutions are closed** (e.g., for a holiday) CHECKBACK INTERNATIONAL LTD will make the next contact attempt during the next official school day, and supplement the report accordingly.
- 1.7. **If the investigation is outstanding by the end of day 3** (due to non-responsiveness from the applicant and/or an educational institution) the requester will be notified via email. No additional contact will be made to either source beyond the 3 calls within 5 business days, unless a source contacts CHECKBACK INTERNATIONAL LTD in response to any one of the prior attempts to contact them. At the expiration of 5 days, if neither source has made contact with CHECKBACK INTERNATIONAL LTD, then the applicant will be placed in a review status on CHECKBACK INTERNATIONAL LTD's internal website and will be updated on CHECKBACK INTERNATIONAL LTD's external website to "does not meet the criteria" status for 7 calendar days. At the expiration of the 7 calendar days, unless either source makes contact with CHECKBACK INTERNATIONAL LTD, the investigation will be closed out and both CHECKBACK INTERNATIONAL LTD's internal and external websites will be updated and the applicant will be placed in "does not meet the criteria" status.

EMPLOYMENT

- 1.8. **Contact all relevant employers for references.**
 - 1.8.1. **All Employers are to be contacted.**
 - 1.8.2. Acceptable sources of employment verification include: the Human Resources or Payroll department of the employer; an automated verification service; or (if these options are unavailable) the person with equivalent authority at that employer.
 - 1.8.3. **Minimum Questions to Ask the Employer:**
 - 1.8.3.1. Dates of employment
 - 1.8.3.2. Last position held
 - 1.8.3.3. Name, title and contact number of the source that provided the information.
 - 1.8.4. **If no record of the applicant is developed**, contact the applicant for documentation/explanation.
 - 1.8.5. **If an employer is closed** (e.g., for a holiday), CHECKBACK INTERNATIONAL LTD will make the next contact attempt during the next official business day, and supplement the report accordingly.
 - 1.8.6. **If a date discrepancy of more than 6 months develops**, contact the applicant for an explanation. CHECKBACK INTERNATIONAL LTD is to email point of contact in client, with applicant's explanation for approval to move forward. *One point of contact only regardless of query.*
- 1.9. **If the information cannot be confirmed through the Employer** (e.g., the company is no longer in business), obtain acceptable documentation from the applicant that confirms employment
- 1.10. **Verifying a period of employment with a Family Owned Business**
 - 1.3.1 Obtain acceptable documentation from applicant for confirmation
- 1.11. **Verifying a period of Self-employment**
 - 1.11.1. Obtain acceptable documentation from applicant for confirmation.
- 1.12. **Verifying a period of Unemployment**
 - 1.12.1. Obtain acceptable documentation from applicant for confirmation.
- 1.13. **Verifying a Gap in employment history:**
 - 1.13.1. For employment history gaps, acceptable documentation is necessary to verify the applicant's status during the gap period, any one of the following will be deemed acceptable;
 - Written statements from personal referees shall be used, provided they had personal knowledge of the person being screened on a month-to-month basis during the period being covered.
 - A signed declaration form from a commissioner of oaths office stating there whereabouts for the gap period.
- 1.14. **When contacting the applicant**, all telephone numbers listed on documentation submitted to CHECKBACK INTERNATIONAL LTD are to be used and exhausted. Messages are to be left at each number, when possible. CHECKBACK INTERNATIONAL LTD will attempt to contact the applicant one time every 24 hours utilizing any telephone/contact numbers provided by the applicant. Calls to any telephone number will not exceed one per business day unless the applicant has made a return phone call.

SOCIAL SECURITY NUMBER ("SSN") TRACE

- 1.15. **A SSN trace may be conducted** to develop any additional addresses applicable to the 5-year check period not provided.

DRIVING HISTORY

- 1.16. **If the results of an MVR are invalid**, the application is reviewed. If no obvious mistakes are apparent, the applicant must be contacted to confirm driver's license number and other pertinent information. Applicants may be asked to provide a copy of his/her driver's license in the event we are unable to capture the record history with the information supplied.

CRIMINAL RECORD SEARCHES

- 1.17. **Where local legislation supports third parties completing Criminal record searches, these will be** conducted in all jurisdictions and counties of residence, occupation & education (as indicated on application and as revealed during Social Security Number Trace) for the past 5 years.

CREDIT CHECKS

- 1.18. Various levels of reports are available from CBI offline depending on the requirements of the customer. CBI researchers have instant access to global credit reports, for all potential employees.

COMPANIES OFFICE

- 1.19. CBI researchers can deliver all relevant and available reports on companies registered with the Companies office.