



## Statement of Capabilities

Pre-employ.com is a privately owned corporation founded in 1994 by Robert Mather after a 15-year career in corporate loss prevention. Our corporate office is located in Anderson, California. Focusing intensely on customer service, the most accurate information, and rapid turn-around time, the company has grown from a local and regional supplier to one of the largest screening firms in the nation. Pre-employ.com was one of the first companies to offer 24-hour Internet ordering and reporting, and today offers a complete portfolio of background check and drug screening services nationwide for some of the largest employers in the U.S. The bulk of Pre-employ.com's business is made up of high volume, multi-location companies in the government, retail, healthcare, and staffing industries. We currently service over 3,500 client locations nationwide. These clients request background checks and credit reports on a regular basis per their hiring needs, with many of the clients doing several hundred or thousands monthly. We supply rapid turnaround, accurate reports, user-friendly technology, and cost effective service. Pre-employ.com provides faster, easier, and less expensive service than most of our competitors with a much higher level of customer service and support. We are continuing to invest in technology to improve speed and ease of use even further. Streamlining our operations allows us to be the most competitive in the industry on rates and our user-friendly ordering and reporting system saves you time.

Our information transfer system options give Human Resource professionals the automated process they need to verify the information submitted by applicants, including criminal background, employment history, education verification, credit reports, driving records, drug testing, and more. With over 3,500 court researchers throughout the U.S. and around the world performing daily hands-on record searches, we provide the most accurate and up-to-date information with the fastest possible turn-around time (1.6 days average). Our Internet-based system is the easiest to use in the industry, allowing recruiters or the applicants to submit their requests online and allows them to view the status of all requests, whether in progress or completed, 24 hours a day, seven days a week.

Pre-employ.com, Inc. was founded on the basis that it is a necessity for today's employers to know whom they are hiring. In today's work environment, more and more employers are turning to services such as Pre-employ.com for assistance in their hiring practices. Pre-employ.com provides superior service to mid to large size companies nationwide, including fast growing dynamic companies like The Sports Authority, Intercontinental Hotel Group, Labor

Ready, Whataburger, and Sears Portrait Studios. We provide unmatched customer service, competitive pricing, rapid turnaround, and online service options. We also understand the need for clients' privacy and security issues and have the ability to handle high-volume and multiple-location service.

Pre-employment screening is the primary function of our corporation and not a "value added" service as with other screening companies. This allows us to provide the most accurate reports to our clients in a timely manner (on average 1.6 business days). Simply put, our commitment to speed, accuracy, and "above and beyond" customer service is what sets us apart from other companies and is why Pre-employ.com is one of the top players in the background screening industry. We truly understand your needs and concerns with this area of your business and continually focus on providing the best solutions.

### **Pre-employ.com Code of Ethics**

At Pre-employ.com, it is our desire to conduct business in an ethical and moral manner toward and among our employees, toward our customers, and as an example within our industry and to our local community in which we live and work.

As a business, we recognize that we must remain financially viable. However, we also understand and seek uncompromising professionalism, integrity, honesty, dignity, and respect – to our co-workers, customers, business partners, suppliers, our community, and our company. Our mission is dedicated to the following principles:

- *Mission*: To lead and serve our employees and customers with professionalism, integrity, honesty, dignity, and respect.
- *Professionalism* in our relationships with our employees, customers, competitors, and communities that are affected by our business.
- *Integrity* in our words and actions regarding our observance of the laws of our country and any country in which we do business, our financial management of the company, in our relationships with our employees, customers, business partners, and suppliers, and in our products and services.
- *Honesty* in our communications and relationships with our employees, customers, business partners, and suppliers, and in the marketing and advertising of our products and services, while at the same time protecting our confidential information and trade secrets.
- *Dignity* in our treatment and relationship with our employees, customers, business partners, suppliers, competitors, and those within the community in which we conduct business.
- *Respect* for our employees, customers, business partners, and suppliers' opinions and rights as individuals, businesses, and members of the industry and community in which we conduct business.

## Quality Service and Deliverables

Pre-employ.com believes that customer service is the key element that sets us apart from other background screening companies. The implementation of our quality assurance initiative has allowed us to remain focused on our company mission of providing the best products and services in the industry while still maintaining cost effective pricing. Our operations management team heads up our quality control division. We collect analytical data on performance and turn-around time daily and use the results to streamline processes and improve customer service across the board. We frequently recheck searches to insure accurate and timely data. Our Vendor Relations team has the responsibility for the day-to-day follow-up and interaction with field investigators. The executive management team receives weekly updates to provide a consistent, unified approach to handling all requested searches according to company guidelines and county/state regulations.

Our commitment to customer service is un-paralleled in our industry. We provide:

**Faster and More Efficient Hiring** - Through Pre-employ.com's consistent 1-2 day turn-around time, our clients will be able to make faster hiring decisions and avoid losing qualified applicants to other employers. Employing a large network of over 3,500 court researchers across the U.S. enables us to provide you with superior results.

**Rapid Return on Investment** - Through Pre-employ.com's services, our clients will be able to spend less time on this function, encounter fewer "headaches," and devote more time to other important areas of business. This increase in efficiency and effectiveness will produce a return on investment for our clients in a brief period of time.

**Unique 'Proactive' Customer Service** - Pre-employ.com assigns specific Client Advocates (CA's) who look over your background checks daily and immediately alert you regarding any irregularities, wrong numbers, or other potential delays. On searches where there are uncontrollable delays, your Client Advocates will notify our clients immediately, saving the client the time and hassle of stopping to call Pre-employ.com looking for a background report.

## How Personnel Are Trained, Certified, and Accredited

As a founding member of the National Association of Professional Background Screeners ("NAPBS"), Pre-employ.com has instituted a highly structured training program for employees in all divisions of the corporation. All new employees participate in a two-week intensive in-house training program before being involved in actual client cases. They are paired with senior employees once they start their permanent assignment to ensure a high level of accuracy, speed, and understanding. In areas where certification is required, we conduct the appropriate training and testing to ensure that the required certification is completed. Certifications and accreditations, include, but are not limited to, IT certifications in Microsoft Windows NT technologies, Microsoft.net technologies, Microsoft Exchange technologies, CISCO Systems

technologies, Internet security technologies, private investigators licenses, company's website security certifications through THAWTE, Security Metrics, FCRA certification, and membership in NAPBS.

## **How Potential Problem Areas and Solutions Are Identified**

Specific Client Advocates (CAs) will service your account exclusively. The CAs provide very close day-to-day service and support with the client's staff and company contacts, as well as provide unique "proactive" service. Daily, the representatives physically look over all of your background check requests in progress in order to quickly spot any potential time delays, transmission errors, unclear requests, etc. In cases where there are court delays or closures, weather problems, records archived off-site from the court, multiple records that have to be ordered, or other unforeseen situations occur, they call or email you up front. This approach to customer service avoids potential slow-downs so that you can continue your hiring decisions effectively and efficiently. In short, we contact you before you know there is a problem. The escalation process is tied in with our overall customer service metrics. We compile and analyze data daily to show performance trends. When identified, the management team evaluates deficiencies for the root causes and implements a proactive resolution. Processes for the ordering, research and delivery of results has been fully optimized through use of the latest available web-based technologies. In cases where specific requirements exist, our ability to customize our process has proven effective in reducing the number of incidents requiring escalation. We can provide a documented escalation process to clients when requested.

Pre-employ.com regularly monitors federal, state, and local laws, regulations, and legislation to ensure consistent compliance. All services performed comply with federal, state, and local laws. We communicate any changes that will or may affect clients' processes to ensure their compliance as well. We will also make suggestions and address any concerns we see with your process or policy that could be a potential problem or non-compliance situation.

## **Handling of Customer Complaints**

By focusing intently on our client, Pre-employ.com offers a completely new attitude toward customer service. We tailor our services specifically to meet the needs and requests of our clients. Pre-employ.com is committed to an unparalleled level of customer service consistently make support a top priority. For additional convenience, we offer extended hours of operation.

Per the federal Fair Credit Reporting Act, applicants have the right to dispute the information if they feel it is incorrect or incomplete. Should a dispute arise, we can handle such an issue for our clients. We reinvestigate and re-verify the information with the appropriate sources (credit bureaus, public records, etc.) and report the results to the client for their review. We provide our contact information to the applicant so that they can get in touch with us directly, eliminating most of the work for our client.

## **The Meeting of Urgent Requirements**

Because of our Client Advocate “Rapid Response Team” approach, we are able to react instantly to any urgent requirement. By assigning a dedicated team of professionals to all accounts, we ensure that our clients have immediate access to a qualified member of their Client Advocate team. Our customer service hours of 6:00 a.m. to 6:00 p.m. Pacific Standard Time, provides you with access to our staff anywhere in the U.S. during normal business hours. In addition, we have a live, online chat system where clients can get quick answers to their urgent questions.

Additionally, in an effort to continually improve the quality of our product, we have instituted rigid quality assurance guidelines in all areas of our company. From Vendor Relations to Operations and throughout our national research team, we constantly monitor company performance. Through detailed analysis of our performance, we are able to proactively assess performance and react quickly to the needs of our clients. The focus of our quality improvement effort is to constantly refine our customer service standards. We measure the customer service quality through direct customer feedback. Customer surveys are sent to clients several times a year and our management team will frequently make random calls to client to make sure they are satisfied with our service.

## **Security Statement**

Recent events in the pre-employment screening industry have placed a higher level of focus on the security of applicant data. It has become increasingly important to understand the level of security and the uses of the data sent to screening firms. When your organization submits data to companies like Pre-employ.com, you have an expectation that, not only are all pertinent laws being complied with, but that strict policies are in place to protect your data when the law is not clear. At Pre-employ.com we follow all applicable state and federal laws pertaining to the use of your supplied applicant information as well as instituting stringent policies to ensure that your data will only be used by our organization for the purpose of your internal hiring decisions. We do not compile and resell any provided data for any purpose. In addition, we use technology to enhance the security of the sensitive data you entrust us with to provide the highest level of confidence between your organization and Pre-employ.com. We feel it is our responsibility and duty to provide you with the most secure processes current technology will allow. We will continue to improve our processes and security measures, as new technologies become available so that we can continue to deliver to you with the speed, accuracy, superior service, and security that you deserve. Following are key points relating to our security efforts:

- Routine updates of security settings in accordance to our internal guidelines
- Actual configuration of the workstations, servers, user profiles, and password methodology is documented and evaluated to detect any unauthorized changes.

- Routine testing of security is conducted on a daily basis to prevent unauthorized access to our systems.
- We have implemented a comprehensive internal security policy which includes the following:
  - Physical security procedures to prevent unwanted access to hardware/network equipment.
  - Proper security education for employees including background checks, locked doors for sensitive equipment and network access points, firewalls, encryption (SSL, IPSEC, etc), IDS (intrusion detection system), backup (data redundancy).

Pre-employ.com is also protected from major disasters. We back up all data incrementally, daily with full system backups weekly and store them separately. All DNS and network records are stored and managed offsite allowing for immediate transfer and access to vital information. Secondary servers can be brought online at a moment's notice to eliminate unnecessary downtime and ensure client access to reports and information. Immediate contact with clients will be made and secondary access given if the situation should arise. Pre-employ.com's digital and analog data transfer ability allows redundancy for client communication and negligible downtime. Although we have never experienced an extended power outage, generated power is also readily available for operation.

## **Technology Statement**

Pre-employ.com's online, web-based delivery system is based on a Microsoft.net platform. Pre-employ.com owns and maintains all systems utilized in the ordering and delivery of background screening services with the exception of drug testing collection sites and laboratories. Our order entry system is a secure web-based system that provides highly flexible and customizable order entry and reporting capabilities to our clients. Via our secure web system, clients are able to easily request services, obtain results, access management recap and detail reports, and communicate with their support team. There are no additional software or hardware requirements needed to utilize the full capabilities of our system. All that is needed is access to a web browser with Internet access.

Our technical staff has the ability to custom integrate with some of the largest applicant tracking and screening applications as well as other data integrations. We have successfully integrated with, or are completing integrations with, Unicru, Lawson Software, Kenexa, RecruitMax, Hart Software, Accurint, Securrint, TransUnion, Experian, and Equifax and will continue to move forward with a variety of others. We tailor our integration platforms to meet our client's individual needs. Currently, we support FTP file transfers, PGP Encryption, XML Web Services and HTTPS Posts as well as provide an intuitive web-based submission system for clients without interfacing capabilities. We have even developed custom ordering interfaces for our larger clients giving them a unified label in their own corporate environment. Interfacing is

exceptionally fast, with our greatest success coming from an interface with Unicru for a national client that was developed and launched within a three-week window.

# Pre-employ.com, Inc.

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## **CONTACT PERSONS:**

**MICHAEL KRAFT**, Government Contracts Manager (800) 300-1821 x151

**BEVERLY LINDSTROM**, Chief Operating Officer (800) 300-1821 x142

## **PRE-EMPLOY.COM, INC. HAS BEEN AWARDED A GSA/FSS SCHEDULE CONTRACT FOR HUMAN RESOURCES AND EQUAL EMPLOYMENT OPPORTUNITY SERVICES, FSC GROUP 738 X**

**Contract Number:** GS-02F-0010S

**Effective Date :** October 26, 2010, through October 26, 2015

## **PRE-EMPLOY.COM, INC. HAS BEEN AWARDED A TEXAS MULTIPLE AWARD SCHEDULE CONTRACT**

**Contract number:** TXMAS-6-738X010

**Effective Dates:** March 9th 2006 through May 31, 2012

## **PRE-EMPLOY.COM, INC. HAS BEEN AWARDED A CALIFORNIA MULTIPLE AWARD SCHEDULE CONTRACT**

**Contract number:** CMAS 4-06-03-0194A

*Homeland Security Service*

*Investigative Services*

**Effective Dates:** April 13th 2006 through January 31, 2016

**CAPABILITIES:** Pre-employ.com Inc is a **SBA Certified HUBZone Small Business** specializing in background check services and drug screening services including:

***Criminal background checks and drug screening services.***

## **Background Check Search Types Include:**

County and statewide criminal

Federal criminal

OIG/GSA

County civil

Federal civil

Nationwide warrants

Credit report

Social Security Trace Locator  
Previous employer verification  
Personal reference verification  
Education/Degree verification  
Driving history  
Professional license verification  
State Sex offender  
National sex offender registry  
DOT drug & alcohol questionnaire  
Workers' compensation search  
National criminal file  
International criminal, previous employment, and education verification

**Drug screening services include:**

Off-site collected urine (5, 7, 10 panel)\*  
Instant urine cups (5, 9 panel)  
Instant oral fluid testing  
Off-site oral fluid testing  
Instant breath alcohol analyzers  
On-site hair testing  
Off-site hair testing  
Medical Review Officer (MRO)  
Paper or paperless chain of custody (COC) forms process available. With paperless negative results available in less than thirty (30) minutes.

**NAICS CODES**

561611 – Investigative Services  
561450 – Credit bureaus  
541990 – All other professional, scientific, and technical services  
621511 – Medical Laboratories

**GSA SCHEDULE HOLDER:           GS-02F-0010S**

**CCR AND DYNAMIC SMALL BUSINESS SEARCH (PRO-NET REGISTERED)**

**ORCA REGISTERED**

**CAGE CODE:                       36MC4**

**DUNS #:                             040133287**

**ACCEPT GOVERNMENT PURCHASE CARD**

**FEDERAL CERTIFICATIONS:**

SBA CERTIFIED Small Business CONTRACTOR

SBA CERTIFIED HUBZone CONTRACTOR

**PROFESSIONAL ASSOCIATION AFFILIATION:**

National Association of Professional Background Screeners (NAPBS)- Founding Member

American Staffing Association (ASA)

National Retail Federation (NRF)

Society for Human Resource Management (SHRM)

American Society for Healthcare Human Resource Management (ASHHRA)

California Hospitals Association (CHA)

Professionals in Human Resource Management Association of California (PIHRA)

Healthcare Human Resources Management Association of California (HHRMAC)

Northern California Human Resources Association (NCHRA)

**LICENSED PRIVATE INVESTIGATOR:**

California

Nevada

Idaho

Oregon

New Jersey

Texas

Florida

INSURANCE LEVEL:     \$2,000,000 Omissions & errors liability

PERFORMANCE HISTORY – References furnished upon request

FEDERAL:

Department of Energy – Lawrence Livermore National Laboratory, Livermore, CA

Department of Energy – Lawrence Berkeley National Laboratory, Berkeley, CA

Wackenhut Services, Inc. - Albuquerque, NM

Uranium Disposition Services (UDS) - Lexington, KY

NON-FEDERAL / COMMERCIAL:

Whataburger – San Antonio, TX

City of Stamford – Stamford, CT