

# EUROPEAN Background



## *‘European Background - employment screening protection’*

*European Background is a specialist provider of employment screening services. From pre-employment checks to drug and alcohol testing, our staff are specially trained to ensure every single screening is thorough and accurate. By knowing who you’re employing, you can reduce staff turnover, improve morale and ensure that your staff are the right people to have in your organisation.*

*Not just here to help your recruitment process. Our employee assistance programme means we can provide 24/7 support for your existing staff who may be experiencing emotional or health problems.*

*‘European Background – providing total people peace of mind’*



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### Our Company

European Background Ltd is a UK specialist providing pre-employment screening and background checks. That's all we do but we do it in greater depth and by using proprietary products, that differentiate our programmes from the rest. The primary role is to verify that any information - such as employment history and professional qualifications - supplied by a candidate to a potential employer is accurate and meets the requirements of the client. Combining this with Drugs and Alcohol screening and operating worldwide despite the name, gives European Background unique depth and coverage.

European Background has developed new products to aid both production and interpretation of background data. These products have helped European Background to be the fastest growing UK pre-employment company.

This vetting service is used to help in the selection process, providing a safety net for employers as they make their final decisions in recruiting new staff.

European Background's specialist researchers check many different sources of information as part of the screening process including Equifax, HPI, Court Records, the Criminal Records Bureau, the Land Registry and Companies' House. Typically, it takes around ten days to make all the necessary checks before compiling a report that is handed to employers.



## SCREENING PACKAGES

### What we offer

Your staff are your most valuable asset. That's why we offer a range of screening services to help you choose the right people for your organisation. And once you've recruited and trained them, we're on hand to make sure you can provide the necessary care expected from today's responsible employers.

### Background and disclosure checks

Before you take on any new staff it's essential to ensure their identity and their history. Unwittingly employing someone with a criminal record or without the right qualifications could be costly to your organisation – not just in terms of cash but also your reputation and staff morale. That's why we run a comprehensive set of searches to ensure your applicants are who they say they are.

### Drug and alcohol testing

There is increasing concern about the misuse of drugs and alcohol in the workplace and the implications this could have on safety and the overall performance of an organisation. At European Background, we can provide some of the most effective and up-to-date testing available to ensure that existing staff – or those you're looking to employ – do not have a drug and alcohol problem. Our expertise in this area means we can also help you draw up a drugs and alcohol policy and help you to help those who may be experiencing problems.

### Employee assistance programmes

As employers, we all have a duty of care for our staff. And it's an unfortunate fact of life that some people need help to overcome problems such as stress, relationship issues or drug and alcohol issues. As one of the few companies to provide a full spectrum of employment services, our employee assistance programme provides 24/7 support for those with emotional or health problems. Our EAP is designed to ensure that your organisation continues to flourish even when your staff are experiencing difficult times.





### Why should there be differences?

A lot of the raw data used by background checking companies comes from the same sources. So why should there be any difference and why should it be important? European Background believes very firmly that the interpretation and handling of the data are as important as the data itself.

### What makes us unique?

Listed below are some of the hard facts that help to differentiate us from all the other companies claiming to provide candidate screening. However there are also the elements of specialisation, tailoring and focus that help us to provide a higher standard. European Background undertake screening, nothing else, that is our speciality and our software is designed precisely for this.

### What makes the difference?

In European Background's case there are several factors:-

- *Pre check data audit to improve the initial data input and resulting end quality*
- *An online system which will enable you to submit applications, keep abreast of all developments as they happen and receive the final report using only Internet Explorer. No computer knowledge is needed other than the ability to use the Web.*
- *Full backup file with all written references and notations made during the search.*
- *Scoring system for each sector within the report. This aids interpretation of the results and helps to clarify the final decision.*
- *Predictive scoring system that will highlight potential problems and speed up the entire process. This requires a profile of your hiring characteristics before it acquires the maximum accuracy.*
- *A separate database system for your records only, allowing fully tailorable reports and reference requests, and preventing any interference in performance or corruption from other data and processes.*
- *Final report layout that will be a modification of the current format, but will retain the same scoring format.*
- *Criminal checks in UK, Europe and International. All criminal checks will be substantiated by a numbered certificate from the issuing central Government body.*
- *Proven methodology for those applicants who need to apply directly for a criminal certificate under current legislation.*

All of these benefits are administered by a knowledgeable work force, who will be familiar with your current search list and able to provide updates or advise on any aspect immediately.

### Scoring

#### How it works?

A proprietorial algorithm that evaluates every result obtained including non results and gap analysis.

#### Why use it?

This product quickly makes sense of the large amounts of data that can accumulate during a search. It provides a comparison between applicants and gives a high level of consistency across corporations both national and international.

The algorithms can of course be tailored to meet any request or accentuate any sector of data. A standard set of parameters is used so that new clients can benefit from the system without prior knowledge. They can then continue to fine tune their scoring parameters to attain their requirements.



## COMPLETE DESCRIPTION

### Employment Screening Checks

We offer a comprehensive set of pre-employment screening checks to help your recruitment process. Each of our thorough searches takes around ten working days to complete. While you can decide which of the checks you want carried out, our research shows that unsuitable candidates tend to fail in more than one area. That's why it's important to have as many checks as possible.

There are many checks that can be carried out including the following:-

*Criminal*  
*Educational*  
*Residential*  
*Terrorist*

*Credit*  
*Professional*  
*Eligibility*  
*Money Laundering*

*Driving*  
*Employment*  
*Media*

We carry out a pre-check data audit to ensure that the information provided is accurate. Our scoring system makes it easy to interpret the data we receive helping you in your final decision making. We also run a predictive scoring system that highlights potential problems speeding up the entire process. Plus, our online system gives you full control of the entire process enabling you to submit applications. You can also keep abreast of all developments as they happen and receive the final report online.

#### **Criminal**

Criminal checks vary between different countries and jurisdictions. In some cases, only the applicant can authorise the check and the information we receive can vary from very little to a list of offences. In each case, our specially trained staff are on hand to help guide you and your applicants through this process.

Recommendation: All applicants undergo a criminal check and this is repeated every two years.

#### **Credit**

We use a number of credit providers to carry out a detailed check of an applicant's credit history. In the UK, we also have access to County Court Judgements (CCJ) to assess the credit history of applicants, while in other countries such checks form part of the criminal check procedure.

Recommendation: All applicants undergo a credit check and this is repeated for existing and new addresses every twelve months

#### **Driving**

The driving licence is widely used for personal identification as well as checking driving-related offences. That's why the driving licence check is useful in corroborating other checks and not simply driving-related offences.

#### **Educational**

In most cases we check the highest educational qualification of the applicant although this can be adapted if requested. Not only do we check to see if the applicant has been awarded the qualification they claim, but we also check the legitimacy of the institution awarding the qualification.

Recommendation: Necessary when education at a higher level has been undertaken and is deemed relevant to the position sought.



## COMPLETE DESCRIPTION

### **Professional**

In all cases the check is done on the highest professional level. Where the professional body requires a fee to verify the check we will only pay this after consultation with the client.

Recommendation: Should be done for all applicants for positions where the professional qualification is pertinent.

### **Employment**

This is one of the most important checks we carry out verifying an applicant's employment history. If you require specific information about an applicant's employment history this can be done easily with our easy-to-use software.

Recommendation: All applicants should have employment history checked for a minimum of five years. This check reveals the most information on a candidate.

### **Residential**

Verification of residential history is done using the electoral roll, credit checks and driving licence. This check applies to all residences of the applicant.

Recommendation: All applicants for all addresses supplied or found.

### **Eligibility**

A mandatory requirement under the Asylum Act, this should be carried out for all new employees in the UK irrespective of nationality. We do this as standard by checking documents against official documentation and contacting the Home Office directly when necessary.

Mandatory for all employees and applicants.

### **Media**

Our media check uncovers additional information on a candidate that may not be revealed by other searches. The search is done on local, national and international media as well as online media sources. Only relevant information is mentioned in our report. For example, participation in a local fete would not be mentioned but animal rights activity would be. Further investigation is taken if an initial search is positive.

Recommendation: Useful for all applicants.

### **Terrorist/Money laundering**

The check is done with the Bank of England databases and is undertaken for all candidates, aliases and maiden names.

Recommendation: All applicants.

## COMPLETE DESCRIPTION

### Drug and alcohol testing

Drug, alcohol and other substance misuse isn't just a problem for the workplace – it's something that should concern us all. It goes without saying that such abuse damages health, but it's also been linked to absenteeism and reduced productivity. Many industries such as oil and gas, and transport have had a zero tolerance towards drugs and alcohol for many years. Increasingly, though, the service sector is also taking a tougher stand amid concerns about the potential damage that can be caused. There are four key areas where testing is necessary:

#### *Pre-employment testing*

As an employer you want to know who you're hiring. Pre-employment screening checks are essential to establish the identity and history of new recruits. But it's also advisable to carry out a drugs and alcohol test to minimise the risk of recruiting someone with problems.

#### *Random testing*

One of the most effective ways to promote a drug and alcohol-free working environment is to carry out random testing. Our specialist software can be used to select employees at random while our easy-to-use testing kits allow you to keep disruption to at a minimum.

#### *Post incident testing*

This testing regime takes place following an incident, accident or if you have reasonable suspicion. We can supply a full 24/7 responsive collection service with arrival on site less than two hours from your initial phone call.

#### *Follow-up testing*

This should be employed as part of an ongoing 'return to work' programme for anyone who is recovering from drug or alcohol problems as part of their rehabilitation process. Drug and alcohol testing should be carried out in conjunction with a properly thought-out drug and alcohol policy. Along with staff engagement, this policy is an essential part of a drug and alcohol programme. With experience dealing with unions and other employee groups, our expert staff are on hand to help you assess your current policy – or draw up a new policy – complete with recommendations in line with legislative obligations and current best practice.





## Employee assistance programmes

An employee assistance programme (EAP) is a short-term confidential counselling service for employees with personal problems that affect their work performance. By helping employees overcome personal problems, employers can help to improve productivity and staff morale. Available 24/7, we can tailor our EAP to your needs.

The range of areas typically managed by an EAP provider include:

- *Personal issues*
- *Job stress*
- *Relationship issues*
- *Eldercare, childcare, parenting issues*
- *Harassment*
- *Substance abuse*
- *Separation and loss*
- *Balancing work and family*
- *Financial or legal*
- *Family violence*

Open to employees and their immediate families, the success of EAPs hinges on their strict confidentiality and the support of management and employees. Please contact us to find out more or to discuss setting up an EAP for your organisation.

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## Financial Industry Checks

"To counter the rising threat of internal fraud firms have tightened their employee vetting procedures. The intensity of vetting varied between firms but did not always apply to both temporary and permanent staff. One firm applied seven levels of screening with the degree of due diligence tailored towards the seniority of the role. Another firm stated that 8% of potential hires were rejected after vetting."

- Financial Services Authority Firms' High-Level Management of Fraud Risk Report (February 2006)

Our FSA standard screening includes the following checks as standard:

- *ID Check*
- *Confirmation of previous two addresses and other contact details*
- *Undeclared links*
- *CCJ searches*
- *Bankruptcy search*
- *Notices of correction*
- *Credit referencing*
- *Directorships*
- *Property Ownership search*
- *Professional memberships*
- *Professional qualifications*
- *Validation of educational establishments*
- *Confirmation of 5 yrs employment*



## COMPLETE DESCRIPTION

### Workers from Overseas

EU

We offer a service that checks all documentation against Home Office requirements, directly advises the applicant or their HR representative and optimises the process. This can remove entirely the process from the HR department.

### Non EU (PBS)

In European Background's offerings we cover all aspects of the latest immigration process

All of these benefits are administered by a knowledgeable work force, who will be familiar with your current search list and able to provide updates or advise on any aspect immediately.

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### Background checks for PCI DSS

Our background checks and vetting services are designed to meet Requirement 12.7 of the PCI DSS (Payment Card Industry Data Security Standards).

If your company takes payment from credit or debit cards online or over the phone and then stores the card information, you need to make sure that your company is compliant with PCI DSS. Even if you use a third-party to take those payments you still have to be compliant and so does the third-party.

#### What is Requirement 12.7?

The greatest threat to an organisation's data security is from internal sources i.e. people who are either directly employed by the organisation or third-party contractors. Our background checks are designed to help you reduce the risk and limit the damage from this internal threat.

#### How do I initiate PCI DSS checks for my staff? What's involved?

Our PCI DSS vetting process is simple: after signing our contract proposal we send a disclosure and authorisation form to you for your employees (existing or potential) to complete and return. This form gives us the information we need to carry out the vetting quickly and efficiently.

The vetting itself usually takes ten working days and can include:

- *Verification of employment*
- *Basic criminal record disclosure*
- *Credit checks searching for CCJ, bankruptcy, IVA and insolvency information*
- *Money laundering and terrorist checks*

## **Criminal Record Checks**

Within the UK

There are two bodies providing Disclosure certificates, the CRB and the Scottish CRB which despite the names provide certificates with data from the same sources. The difference lies in the type of certificate they will provide. At present for most applicants who will qualify only for a basic disclosure the Scottish CRB is the only option.

European Background can obtain certificates through their online system. The time taken varies (4-23 days in 2010). The certificate lists all convictions that are not regarded as spent.

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## **International Crime Search**

Finding criminal records in foreign countries has never been more important. European Background is a premier provider of International Criminal Records. We utilize the appropriate government body to produce a numbered certificate showing the criminal record. Without such a certificate the criminal check is worthless for auditing or insurance purposes.

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## **Consumer Information Checks**

European Background use various credit agencies worldwide including Experian, Equifax, CreditRisk etc the worlds leading suppliers of credit information. Their consumer databases hold official public record information that enables us to electronically verify, or otherwise, the information required to ascertain the candidate or employees suitability together with details of:

- *Bankruptcy orders and VARS*
- *Not Given Address links*
- *Aliases and associations*
- *CIFAS The UK's Fraud Prevention Service*
- *Council of Mortgage Lenders (CML) possessions register*
- *County Court Judgements and other public information*
- *Credit Account Information Network (CAIS)*
- *Date of birth*
- *Directorships*
- *Electoral Register*
- *Gone away information network*
- *Length of occupancy*
- *Postal address file*
- *Previous and forwarding address*
- *Previous searches*
- *Residential status*
- *Bank Account Information*

The information contained in the databases exceeds the requirements of BS 7858 and adds value to the service supplied by European Background.

## POLICIES

### Data Protection

The Data Protection Act (DPA) aims to promote high standards in the handling of personal information and to protect the individual's right to privacy. The DPA applies to anyone holding information about living individuals in electronic format and in some cases on paper. They must follow the eight data protection principles of good information handling.

European Background is registered with the Information Commissioner No Z6130941 and follows data protection principles.

- *Fairly and lawfully processed*
- *Processed for specified purposes*
- *Adequate, relevant and not excessive*
- *Accurate; and where necessary, kept up to date*
- *Not kept longer than necessary*
- *Processed in line with the rights of the individual*
- *Kept secure*
- *Not transferred to countries outside the European Economic Area unless there is adequate protection for the information.*

Personal data covers both facts and opinions about an individual. It also includes information regarding the intentions of the data controller towards the individual, although in some limited circumstances exemptions will apply.

# DATA

# PROTECTION

**BS 7858:2006**

Security screening of individuals employed in a security environment - Code of Practice to which all of our checks adhere unless superceded by overseas policies.

This British Standard was first published in June 1996 having been prepared at the request of users and providers of security services. The standard underwent a three year revision and industry consultation that culminated in the second edition (2004) being issued in March 2004. The standard underwent a further revision during 2005 with industry consultation that culminated in the third edition (2006) being issued in August 2006. With the stringent rules, applying thereto it is considered an ideal model for use in other areas where an individual's background is of paramount importance.

The Standard is subject to copyright but the salient points are abridged as follows:

**Scope**

"This British Standard gives recommendations for the security screening of individuals to be employed in an environment where the security and safety of people, goods or property is a requirement of the employing organisation's operation and/or where such security screening is in the public interest."

**General**

"The organisation should not employ individuals whose career or history indicates that they would be unlikely to resist the opportunities for illicit personal gain, or the possibilities of being compromised or the opportunities for creating any other breach of security, which such employment might offer."

**Provision of Information**

"All individuals applying for relevant employment and all existing employees transferring to relevant employment from other duties should be required to sign the form declaration and to provide the following."

- *Proof of identity and address of residence*
- *Details of their education, employment, periods of self-employment throughout the security screening period*
- *The names of two individuals with personal knowledge of the individual been security screened who would act as Character Referees. The Character Referees should not be relatives through blood or marriage or reside at the same address as the individual being security screened*
- *Detail of all cautions or convictions for criminal offences, subject to the provisions of the Rehabilitation of Offenders Act 1974*
- *Details of all bankruptcy and court judgments.*

**Security Screening period**

"Period of years immediately prior to the commencement of relevant employment or transfer to relevant employment, or back to the age of 12 if this date is more recent."

**Period allowed for completion of security screening**

"Security screening covering the whole of the security-screening period should be completed: for 5 years security screening, not later than 12 weeks after employment (i.e. provisional employment) has commenced or; for a longer period, not later than 16 weeks after employment (i.e. provisional employment) has commenced."



## POLICIES

### ISO 9001

#### What is ISO 9000?

ISO 9000 is a generic name given to a family of standards developed to provide a framework around which a quality management system can effectively be implemented. European Background was granted this.

ISO 9001:2000, the requirement standard, includes the following main sections:

- *Quality Management System*
- *Management Responsibility*
- *Resource Management*
- *Product Realization*
- *Measurement Analysis and Improvement*

#### What does it mean to us?

To gain the maximum benefit from ISO 9000:2000 there are a number of steps to take:

- *Define why our organization is in business.*
- *Determine the key processes that state 'what' we do.*
- *Establish how these processes work within our business.*
- *Determine who owns these processes.*
- *Agree these processes throughout the organisation.*



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