

Compliance PLUS



“How Much Do You Know About the Technicians You are Dispatching?”

Recent increases in regulatory compliance and corporate consumer liability have resulted in an increased focus by service organizations on liability issues associated with their service networks.

RECENT STATISTICS VALIDATE THE NEED FOR CONCERN:

1. Over **11%** of service technicians have background discrepancies that could potentially place an end-customer at risk.

Within this group:

- **75%** of dispatched technicians have suspended or revoked driver licenses
 - **25%** have criminal records of which half involve sex offender-related crimes
2. **90%** of independent service providers do not carry general liability insurance
 3. **31%** of independent service providers have no automotive liability coverage
 4. **57%** of independent service providers do not carry worker's compensation insurance.

In order to address the increasing risk of liability associated with customer service events, companies are now requiring their service organizations to conduct background checks, insurance verification, and license validation on both independent service providers and employed field technicians.



KEY BENEFITS

Robust, cost-effective, compliance program that reduces negligent hiring liability risks

Enables ability to meet legal due diligence requirements

Increased quality and professionalism of technicians in your service network

Reduction of service costs due to improved quality of service network

Secure, electronic storage of background and drug screens, insurance and compliance documents

Automatic notification of screening faults and upcoming expirations

Easy-to-use electronic application process for service providers and field technicians

PlusOne
Solutions



Reduce Your Liability while Increasing the Quality of Your Service Network

PlusOne's *CompliancePLUS* solution provides a rich array of compliance services that enable our clients to dispatch the most qualified and trusted field technicians into the homes and businesses of their customers. Our *CompliancePLUS* service portfolio enables our clients to validate and maintain background screens, insurances, required certifications and regulatory compliance documentation.

COMPLIANCE DOCUMENTATION - In addition to best-in-class screening services, PlusOne Solutions maintains all relevant compliance documentation for our clients in a secure FCRA-compliant database, and ensures service providers are not utilized if their compliance documentation has adverse discrepancies or requires renewal.

BACKGROUND SCREENING - While there are a variety of screening services available for background checks, PlusOne has geared *CompliancePLUS* to meet the unique needs of the service business. In particular, we provide our secure, FCRA-compliant services for a single flat-rate that avoids the hidden search and access fees that are the norm with most screening services. Our single fee includes screening services, secure data storage and maintenance services, and daily reports of pass/fail results. These services are provided based on a client-specific decision matrix that determines the tolerance threshold and exception criteria. The result is a robust, yet cost-effective, compliance program that directly results in improved end-customer safety and increased perceptions of quality customer service.

Compliance **PLUS** Service Offerings

Background Screens	Insurance Screens	Drug Screens
Complete 7-year criminal search that includes county, state and national criminal databases	Proactive collection and verification of relevant insurance documentation	5-panel or 9-panel options for all relevant drug and chemical categories
State sex offender registry search	Collection and verification of required certifications and licenses	Offered at locations that are local to service technicians
State motor vehicle record review	Secure electronic storage of all relevant documents	All labs are certified by Dept of Health & Human Services
Social Security number verification	Active notification of non-complying servicers	PlusOne directly manages technician notification and scheduling
Secure storage and access of personal data that complies with FCRA, FTC and Privacy regulations	Ongoing collection, verification and storage of renewal documentation	Daily electronic notification of status of all outstanding screening events
Simple, secure online application process for service providers and technicians		Active notification of non-complying results based on client-specific decision matrix
Custom decision matrix to automate acceptance thresholds and exception notifications		Ongoing collection, verification and storage of renewal documentation
Proactive notification on expiration status and "at risk" servicers		Proactive notification on expiration status and "at risk" servicers



Accelerating the Business of Service

PlusOne enables service organizations to improve the quality and coverage of their service provider networks. Specifically, they focus on critical areas that directly impact the quality of the end-customer experience while reducing the costs associated with delivering exceptional customer service.