

What You Don't Know  
Can Hurt You...

**KNOW More.**



**OUR Promise to You.**

- Quality:** The industry's best accuracy
- Speed:** Most reports returned within hours
- Simplicity:** Proprietary easy-to-use software
- Value:** Volume discounts

**Net Result:**

**A Better Workforce with Less Risk.**



# KNOW... REFERENCE SERVICES INC

All background screening companies are basically the same, right?

**NO – Not even close.**

In our business, our success – your success – hinges on three things... quality of data, customer service and compliance expertise. (And no, we don't all get our criminal record data from the same sources.)



“ Since the beginning of our partnership, RSI has proven to be an exceptional full service supplier of pre-screening activities.”

UniFirst Corporation

## We feel like you deserve to KNOW More.

And we expertly uncover criminal records and other important information that other companies routinely miss. In fact, we do it often, and it's earned us the business of many valued partners.

Our scope of services, investment in extensive data resources and skilled team members ensure you've got the power to make informed hiring decisions and make the best hire – the first time.

- Pre-employment Screening Reports and Verification Services
- Management of DOT and DOE Programs
- Integration Capable – ATS, Payroll, HR Systems
- Trusted by National employers to manage regulated and non-regulated Drug Testing and Medical Physicals

## KNOW Our Values and Commitment to Customer Care.

### KNOW Partnership.

At RSI, you'll be treated as our partner – our valued partner.

We're not looking for short term relationships, or willing to compromise our service to be the lowest bid. But what we will do is treat you as if your business is our business, and we'll always put your needs and best interests in the forefront.

We won't sell you products and services that you don't need, and we'll take the time to create packages and services that you do – those that are just right for your organization – whether you hire 15 people per year, or 80,000.

### KNOW Who You're Talking To.

When we say we're here for you, we mean it; everyone is right here.

You'll be cared for by a Customer Service Team that can't be beat – and they're all on site in our Evansville, IN offices. We don't "farm out" our services and we don't use call centers. You'll be known by name and will be treated with the sense of urgency and friendly care that you deserve.



### KNOW Now.

As an RSI client partner, you'll experience quicker turn around. No days or hours of waiting for returned calls.

- We have an all U.S. based customer service team with extended evening and weekend hours
- Calls answered immediately & issues resolved in 60 minutes or less
- Instant access to many reports
- County search completion averages 31 hours

## KNOW What Sets Us Apart.

There really is a difference in data... which is why we delve deeper and focus our resources and attention on the accuracy and quick turnaround time you need.

- The best data from the most sources
- Wide search parameters capture all relevant data
- Our internal order review process narrows the wide search of criminal records to eliminate false positives – and – ensure compliance.

At RSI, we provide our source lists and share with you why all data isn't created equal.



## KNOW True Compliance Expertise.

In today's ever changing and litigious environment, even the best intentioned and well-staffed HR Departments may find it difficult to keep up with the many rules and regs that govern pre-employment practices, hiring and background screening.

**And if you're a valued RSI client partner – you don't have to. That's our job.**

Our Compliance Team works daily to ensure that our clients are in – and stay in – compliance. Regardless of your industry, whether it's criminal records, adverse action, the New EEOC Guidance, FCRA, DOT regulations or drug testing – we've got you covered.

Ask us, "What's new?" and we'll tell you everything.

- Dedicated Compliance Team of Basic & Advanced FCRA Certified Professionals
- Weekly internal staff training via webinars, seminars, classes, and one on one's with our employment law council
- Online subscriptions to immediate legal and regulatory updates at State and Federal levels
- DOT & DOE Program Management

“RSI has proven to be a highly valued partner in ISU's efforts to maintain its excellence while controlling costs. RSI has exceeded our prior screening provider in key areas: quality of information, timeliness, customer service, and cost. ”

Indiana State University

**KNOW More.** We do it all—and we do it all exceptionally well.

## KNOW Our Credentials.

You may have seen the Professional Background Screening Association (PBSA) membership logo. Many background screening firms are members.

But we're not just members – our stringent standards and best practices have helped us achieve the coveted PBSA Accreditation. To become accredited you must undergo a strenuous onsite audit conducted by an independent auditing firm, who examines policies & procedures regarding consumer protection, legal compliance, product and service standards, client education and general operations & business practices.

To put it in perspective, it's our industry's equivalent to an ISO (International Standards Organization) or JCAHO (Joint Commission on the Accreditation of Healthcare Organizations) certification.

**In the entire U.S., out of over 2200+ companies that do what we do, less than 6% of the companies achieve accreditation.\***

What it means is that you can expect nothing less than excellence from RSI.

*\*As of press time 04/15/20.*



“Reference Services, Inc. has gone above and beyond our expectations; the quality of their background checks is superior, identifying potential issues that other companies may have missed. ”

Apple Sauce, Inc.,  
a franchisee of  
Applebee's Grill and Bar



# KNOW Our Services.

## Background Screening Services and Reports... just to name a few

- Nationwide Criminal Searches (including Sex Offender Registries & OFAC – Office of Foreign Asset Controls – National Security watch list for terrorism, international narcotics traffickers and other security threats.)
- Statewide, Federal and International Criminal Records Searches
- Manual County Criminal Record Searches (Our network covers every county jurisdiction in the U.S.)
- Social Security Traces
- NEW Individualized Assessment Package (Created in response to the New EEOC Guidance)
- E-Verify I-9 Verification
- Pre-employment, Tenant and Business Credit Reports
- OIG (Office of the Inspector General) Exclusion List
- Eviction, Bankruptcy & Civil Records (Suits, Liens & Judgments)
- MVR (Motor Vehicle Records) & CDL (Commercial Driver's License) Records

### In House Verification Services

- Employment (Including DOT)
- Education (All levels)
- Professional Licenses
- Rehabilitation (Where allowed by court jurisdiction)
- Personal, Professional & Character References

“We now have a background screening partner who truly understands the meaning of the word partnership.”

Miller Pipeline



### Drug Testing & Occupational Health Screening

As a full service third party administrator for drug testing and medical physical screening services, we partner with eScreen, one of the first truly integrated electronic drug testing solution providers in the industry, who offers both drug screening and medical services (physicals) through a network of 9,000 clinics nationwide.

- Nationwide coverage for all drug & physical services
- 5-10 panel routine drug testing
- Zero tolerance drug testing
- DOT compliant drug testing
- eCup instant drug testing (15 minute results)
- 5-6 panel Oral Fluid Profiles (lab based)
- Breath Alcohol Testing
- DOT & DOE random program management
- Onsite collection & administration
- Pre-employment & DOT certified physicals

“RSI was selected after an aggressive search for the best possible background check service company available to help us ensure that we were hiring the best possible employees... RSI remains, in our opinion, the best background check service company available.”

Peabody Energy, the world's largest private-sector coal company

“In our industry, the ability to obtain the best employment screening reports is critical, as is turnaround time. With RSI, not only are the quality and turnaround time of our reports better, but the service is exceptional on a comparative basis.”

ATEGIS Sciences Corporation

## KNOWING More - Is Just A Phone Call Away.

Our Background Screening Data Delves Deeper



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