

Profiles International is proud to team with ClearStar and pleased to introduce them to you as your potential partner and strategy for your background screening objectives. We've asked them to introduce themselves to you below. Contact Your Profiles International Representative to get personally introduced to a ClearStar representative. They'll be happy to provide a complimentary discovery session you can use to assess your current background screening approach and share practical solutions that address your needs.

Clients Benefit from ClearStar's Differentiation and Culture

ClearStar is a good fit for clients who understand that a company's culture can be a competitive weapon and who value the well being of an applicant, the essentialness of leadership and the benefit of keeping score as much as ClearStar does. While ClearStar may end up being a "lowest price" provider to any given client, it isn't a good fit for clients looking expressly for the lowest price. ClearStar will prove to be competitively priced for its value, but it won't sacrifice compliance, quality or service because someone else chooses to risk those through their mission to be the lowest price provider.

ClearStar believes and cares that individuals should be able to demonstrate ownership over data about themselves and be able to validate who they say they are and share that validation with others permitted to know it. As such, it matters to ClearStar how respectfully information regarding a person's reputation is handled. So compliance is never sacrificed. *The people, data, processes and systems ClearStar deploys are implemented to support the compassion and standards its aspirations deserve and inspire.* Applicants, employers and background screening firms ClearStar serves can count on and leverage that in their own dealings with each other.

ClearStar believes the interests of the applicants, employers and background screening firms are best served when it leads. ClearStar has never been a follower. It was a force in the founding of the background screening industry's first professional association, it brought the industry's first web-based background screening technology to market and it maintains its position at the forefront of its industry keeping applicant and corporate data secure. ClearStar's vision of a world where there is mutuality in relationships and its mission to help people affirm the truth about who they are pertain to a level of social consciousness worthy of achieving; hence its passion for what it does. ClearStar takes risks to innovate and grow and is intentionally open to the ideas, feedback and collaboration of others. *ClearStar team members are aware of their obligation to serve a greater good and influence responsible stewardship of its cause in a trust-based manner.* Thus their stakeholders know ClearStar has their back through continuous and productive efforts maintaining compliance, ensuring information security, improving effectiveness and efficiency of systems and processes, exploring new ways to impact human capital and for some, staying relevant and commercially viable.

Living a mission daily over time is a marathon, not a sprint. Milestone by milestone progress over the long haul is made. Professionals keep score, so ClearStar measures results to track its progress and to chart its course. Keeping score helps the ClearStar organization understand its value, improve it, earn it, claim it and share it. *ClearStar is accessible and transparent to those it serves so that everyone can know where things stand.* The team's thoughts, words and actions are congruent, which means people they are essential to can count on their integrity and accountability.

Working with ClearStar, you'll detect a culture that highly values elements such as Care, Security, Teamwork, Innovation, Integrity, Transparency and Respect. Its past reflects that ClearStar actualized those values and its promise to continue to bring them into their work with the applicants, employers and background screening firms they serve. You'll be a perfect ClearStar client if you appreciate this strategy and want the quality and service that result from such a focus.

ClearStar Background Screening Company Information

ClearStar is accredited by NAPBS (National Association of Professional Background Screeners), operates in compliance with FCRA guidelines and standards and excels as solving problems with innovative technology and service solutions. ClearStar processes over three million background checks annually. As part of that, thousands of international searches are



processed annually. ClearStar understands complex client set-ups with multiple user groups, hierarchical access and special billing needs. The team's deep knowledge of compliance helps assure that clients are providing the right notifications to their applicants and that they are receiving legally compliant background checks.

ClearStar's Aurora technology platform is HR-XML Consortium certified and seamlessly pre-integrated with a large and growing list of ATS/HRIS systems. They empower clients to control the user experience with innovative development tools like Web Services, Web Application Programming Interface (Web API) and shared source code that can be modified to meet client needs.

ClearStar's team of experts are seasoned at designing systems to maximize operating efficiencies and enhance workflow, providing enterprise-level system support, building seamless systems integrations, providing high-level data security, complying with state and federal Fair Credit Reporting Act (FCRA) laws; administering regulated and non-regulated corporate drug testing programs; and providing and processing high-volume, high-quality record and verification services at the best possible investment.

As the premier provider of background screening technology, ClearStar has unsurpassed technical knowledge and experience in creating solutions for its clients. Currently, ClearStar technology serves over 60,000 end user customers, many directly and others indirectly through background screening firms who rely on ClearStar technology for their core infrastructure. Every year ClearStar team members are fortunate to serve more clients, as being on the INC 5000 list for seven straight years attests. ClearStar is seasoned, well-equipped and passionate to work with clients to create a solution that will streamline the information flow and create greater efficiencies in your screening process.

ClearStar Features Help in Many Ways

Reduction of Staff Effort

ClearStar Applicant Portal

With this applicant-driven process, you simply send your candidate a ClearStar Applicant Portal link and he or she logs in and provides the information directly. Upon completion of the screen, applicants can receive a unique key via email that they simply click to view their final reports (optional). Employers gain access to all profile reports inside ClearStar.

ClearStar Applicant Portal permits employers to establish predefined packages, customized all the way down to the position level, in order to collect appropriate information for executive level, management and administrative positions. With a private-branded ClearStar Applicant Portal site, you can make the background screen a seamless part of your application process.

Having applicants provide their own information reduces the risk of data-entry errors. When evaluating large applicant pools, allowing candidates to submit their own screening requests also greatly reduces the burden on your staff. ClearStar Applicant Portal also accommodates an electronic drug test order using WebCCF (Paperless - Web Based Chain of Custody Form).

WebCCF - Electronic Chain of Custody Process

WebCCF provides ClearStar customers a streamlined drug testing ordering process that saves time and money by eliminating the traditional paper-intensive drug test forms, double data-entry, and multiple login to laboratory drug test ordering websites to conduct collection site match and donor registration. With WebCCF, ClearStar Medical Review Office became one of only a few third-party drug testing administrators in the nation to provide this advanced functionality encompassing order placement, real-time automated donor registration, electronic CCF transmission and integrated drug test result delivery. WebCCF is fully integrated



with the two largest national drug test laboratories, LabCorp and Quest Diagnostics.

Benefits to most clients include:

- Reduction of staff time by eliminating data entry process
- Elimination of express mail fee for chain of custody form
- One step to order background and drug test and a better applicant experience

Security of Data

SecureWorks Security Audit

ClearStar is audited by SecureWorks to ensure that appropriate security controls are in place in the technology as well as the processes, procedures and documentation. SecureWorks performs quarterly vulnerability scans and annual penetration tests on the ClearStar network and systems.

Experian EI3PA Certification

ClearStar has been approved under Experian EI3PA to process requests for Experian credit data. This certification clears ClearStar to process requests for Equifax and Trans Union credit data, as well. The Experian EI3PA process is based on the PCI DSS. It is a much more detailed and explicit standard than any prior Experian, Equifax or Trans Union assessment. The process mirrors the requirements, procedures and structure of the PCI DSS, except that it is geared toward the protection of "Credit Data" as opposed to the PCI focus on "Credit Card Data." ClearStar has been approved to process requests for three credit vendors—Experian, Equifax and Trans Union—since 2000 and has been EI3PA certified since the beginning of the process in 2009.

Physical Security

Our production servers are located in a facility with 24 hour a day monitoring managed by SunGard Availability Services. To control access to the facility, card access and CCTV monitoring systems are used.

Data Center

- SSAE 16 (formerly SAS Type II) Certified, ISO-certified procedures
- Redundant Internet connections through multiple Internet backbone providers
- Full power redundancy (minimum N+1 up to 2N+1), including underground dual-fed electrical utility system, double-ended electrical switch gear and dual Uninterruptible Power Systems (UPSs), deliver conditioned A and B power at rack level, with battery backup that is equipped with battery monitoring
- Redundant Computer Room Air Conditioners
- State of the art, electrical, mechanical and fire system monitoring and fire suppression

Restricted Physical Access

Personnel requiring access to the data center must be on a pre-authorization list and show their valid driver's license prior to gaining access to the raised floor area. The servers are located in locked cabinets that can only be accessed by authorized technology support personnel. Once inside the cabinets, the server console can only be accessed by authorized technical personnel with proper login credentials.

All visitors with access to controlled areas must be logged in/out and wear a visitor's badge. Visitors are not allowed in the data center unless escorted by an authorized ClearStar employee. Under no circumstances do SunGard personnel have access to any client data.

Network Security

ClearStar keeps all production databases on a separate private network. The private network is protected with its own firewall and is inaccessible by the public.



We use multiple firewalls to ensure only authorized network traffic is allowed. The firewalls log activity, and network traffic is monitored by intrusion detection systems to proactively identify security threats. Anti-virus protection for all network traffic from the Internet is provided by the firewall.

Firewall

- Dual firewall configuration in use: one between the Internet and the ClearStar web/application servers (DMZ), and one between the web/application servers (DMZ) and the database servers.
- Internet to DMZ firewall allows only web (HTTP and HTTPS) traffic and VPN access.
- DMZ to database network is a private, non-routable IP subnet, and the firewall allows only database traffic.
- Firewalls provide stateful inspection, intrusion prevention (IPS) and intrusion detection (IDS).

Data Security

Our databases are located on a separate, private sub network, which is not connected to the Internet and uses addresses that are not Internet routable. A dedicated firewall resides between the applications and databases, only allowing data requests that originate from set, private IP addresses. As an additional layer of security, sensitive data is encrypted while at rest in the database. Data is also secured to prevent one customer from accessing another customer's data during each request to the database. Encryption key management procedures are in place to ensure the generation of strong keys, proper storage and destruction of keys, and the use of proper custodial practices.

Data Accessibility

- Data is accessible on the system for 60 days and is available only to authorized individual users from the requesting client.
- After 60 days, the data is stored on separate media and is not accessible by a client user through the Internet.
- Stored data can only be retrieved by a special request—as a historical view of the original request—and must be approved on a case-by-case basis by an administrator.
- No data is stored for any length of time on the application server.

Backups and Reliability

- ClearStar's production facility is configured to provide redundancy to prevent a single point of failure.
- Backups are completed on the applications and database to ensure copies are moved off site for storage on a regular basis.
- Databases transfer all transactional data in real time using replication to ensure a secondary server is always up to date and available for failover.
- Additionally, full, differential and transaction log backups are completed on production database servers to ensure every transaction is captured.
- Back-up media are secured in a locked safe in the ClearStar offices.

Multi-Factor Authentication

Multi-factor Authentication (MFA) dramatically enhances the security of ClearStar's background check technology platform by requiring more than one factor when authenticating the identity of users accessing the ClearStar technology.

ClearStar's MFA was developed based on the requirements of the Experian Independent 3rd Party Assessment (EI3PA) standards, and authenticates the identity of a user based on something the user knows (such as a user name and password) and something the user has (such as a computer or device which can be verified using a cookie stored during authentication).

MFA provides ClearStar users with an even greater level of confidence that the personally identifiable information (PII) and other sensitive data entrusted to ClearStar is secure.

Secure Report Delivery

Transmission of personally identifiable information (PII) has become an especially sensitive area as the volume of information available, published and evaluated in most hiring processes has exploded. Secure delivery of completed profile reports assures that confidential information reaches only the intended recipient. ClearStar security standards are fully compliant with the requirements outlined in the Data Security and Privacy Guidelines of NAPBS for the handling of personally identifiable information.

When profiles are complete, your customer or their applicant receives an email with a link to the completed profile rather than an email with a PDF attached. Recipients present unique credentials to log directly into the ClearStar system to view the profile. This represents a significant change over early reporting methods, where an unencrypted PDF was transmitted with only the personal identifiers such as date of birth and social security number obscured, and further helps to protect customers from the loss or potential interception of information transmitted via email.

To further ensure security, two different users cannot view a profile simultaneously using the same set of access credentials. Profiles can only be accessed via the original query for a period of 60 days.

Quality Assurance

Quality Assurance

ClearStar monitors quality in four key areas its operations: report accuracy, turnaround performance, report clarity and compliance.

ClearStar maintains an internal Quality Assurance Department, which conducts a review process for every flagged (flagged means there is a record or that the information differs from what the applicant provided) result before it is released to the client. In addition to reviewing every flagged result, ClearStar maintains metrics to monitor researcher performance. For the criminal research network, metrics include both turnaround and accuracy of the results. Researchers are "salted" with requests for known records and instances of inaccurate or incomplete research are addressed immediately. For verification researchers, reports are monitored its Quality Assurance Department. Other metrics are tracked to monitor verification rates, turnaround performance and overall quality of data provided.

As is industry standard in the screening space, ClearStar obtains third-party information directly from the source (credit bureau, court, state agency, school, employer) and contracts with court researchers to obtain criminal records information. ClearStar tests new and existing vendors for accuracy, completeness and turnaround time. New vendors or any vendor that it has reason to believe is not performing according to the high quality standards expected are tested more frequently and are removed from its network when work products are found to be subpar.

Performance Measurements

Performance Measurements

ClearStar measures performance in terms of overall customer satisfaction.

Turnaround time is measured in terms of business days, or partial business days, between when the request is received and when the report is returned. Accuracy is measured in two ways: 1) using feedback from clients reporting possible errors and 2) by proactively dispatching known results to its research network. Customer service response time is measured according to the time it takes to return a client call and in terms of total resolution timeframe.

Account Management

To ensure services are successfully delivered, ClearStar offers an Account Management program. ClearStar Account Management consists of:



- Managed metrics (hit rates, flagging and statistics)
- Turnaround time performance studies
- Dedicated customer service contacts
- Email and phone logs
- Identification of problems, issues and locations
- Quarterly Client Review

Customer Service

ClearStar uses NetSuite CRM+ so it can quickly and efficiently support its clients. This interface allows representatives to assign, manage, route and resolve customer support cases across the ClearStar organization. This automated case management and email notification system ensures that everyone stays in the loop and that customers receive best of class service.

Some of the highlights of this interface include:

- Respond to customer cases across a variety of mediums, including email, phone and fax
- Log and analyze e-mail communications in order to better serve current and future customers
- Segment and prioritize customer support cases based on case urgency and when case was submitted
- Route and track support cases according to product, issue, case type, partner or customer, giving customers a specialist in each area to address their concerns
- Notify customer service reps when a customer support case has been assigned to them, and enable them to view the complete customer record, including sales, service and accounting histories
- Escalate more complex cases, either manually or automatically, to lead reps and managers for quicker resolution
- View escalated support cases in real-time as part of key performance indicator (KPI) dashboards and reports, giving customer service reps the ability to analyze this data with a few clicks
- Keep service reps in the loop by notifying them whenever changes are made to their assigned cases; notify them when someone changes the priority or status of a case.

Services Descriptions – Most Frequently Used

Descriptions for the most commonly used background screening services are provided below. Many more are available. ClearStar can provide additional information at your request.

Criminal Record Searches and Related Checks

National Criminal Database (NCD) Checks

A National Criminal Database (NCD) Check is a check of a proprietary database, containing more than 400 million records from counties, state departments of corrections (DOC); state administrative offices of the courts (AOC). NCD also includes the National Sex Offender Registry (NSOR) Check, a check of state sex offender registries from 49 states, the District of Columbia, Guam and Puerto Rico (including offender photographs, where available), and the Global Watch List Check, a check of national and international databases, including FBI Most Wanted List, Interpol Fugitives List, Office of the Inspector General Health and Human Services (OIG/HHS) Exclusions List, and Office of Foreign Assets Control Specially Designated National (OFAC SDN) List, and a proprietary database of previously completed reports. A full source description is available upon request. The check depth is a 7-year check wherever records are available 7 years back or more. If the maximum possible depth of a standard criminal record search is less than 7 years, the maximum possible depth of a check is provided. All legally reportable felony and misdemeanor conviction records, pending cases and non-conviction records found are reported. To meet FCRA §613 obligations, ClearStar requires a County Criminal Record Search to verify “hits” on the NCD. A County Criminal Record Search is a separate search, and the cost of any such search, including any related court or law enforcement access fees, are additional and not included in the NCD Check price. Average turnaround time for a “no hit” is instant; average turnaround time for verification of a “hit” at the primary source is same day to 3 business days.

National Criminal Database (NCD) Check – 1N (1 Name)

A National Criminal Database (NCD) Check – 1N is a check of one name in the national criminal database.

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National Criminal Database Check – AN (All Names)

A National Criminal Database Check – AN is a check of all names developed from a Social Security Number Trace (SSN Trace) in the national criminal database. A SSN Trace is included with this service.

National State Sex Offender Registries (NSSOR) Checks

A National State Sex Offender Registries (NSSOR) Check is a check of state sex offender registries from 49 states, the District of Columbia, Guam and Puerto Rico (including offender photographs where available). Average turnaround time is instant.

National State Sex Offender Registries Check – 1N (1 Name)

A National State Sex Offender Registries (NSSOR) Check – 1N is a check of one name in the state sex offender registries.

National State Sex Offender Registries Check – AN (All Names)

A National State Sex Offender Registries (NSSOR) Check – AN is a check of all names developed from a Social Security Number Trace (SSN Trace) in the state sex offender registries. A SSN Trace is required as an additional order with this service.

Statewide Criminal Record Searches

A Statewide Criminal Records Search - State repository and AOC searches are conducted directly through state law enforcement agencies or the state administrative office of courts. The information provided typically includes criminal history data from all counties within that state. Currently, ClearStar Logistics offers repository/AOC searches from 30 states. Turnaround time is approximately 24 to 48 hours. Court access fees, if applicable, are not included in the price. Statewide Criminal data is available for the states of AK, AL, AR, CO, FL, GA, IA, ID, IL, IN, KS, KY, MI, MO, MT, MS, NC, NE, NY, OK, OR, PA, SC, SD, TN, TX, UT, VA, WA, WI.

County Court Criminal Record Searches

A County Court Criminal Record Search is a search of felony and misdemeanor county court criminal records located at the county seat or central county courthouse, and are available from county courts located in over 3100 counties nationwide. The search depth is a 7-year search wherever records are available 7 years back or more. If the maximum possible depth of a standard criminal record search is less than 7 years, the maximum possible depth of a search is provided. All legally reportable felony and misdemeanor conviction records, pending cases and non-conviction records found are reported. Court access fees, if applicable, are not included in the price. Average turnaround time is same day to 3 business days.

County Court Criminal Record Search – 1NAC (1 Name All Counties)

A County Court Criminal Record Search – 1NAC is a search of one name in all counties of residence for the past 7 years as developed from a Social Security Number Trace (SSN Trace). A SSN Trace is required as an additional order with this service.

County Court Criminal Record Search – ANAC (All Names All Counties)

A County Court Criminal Record Search – ANAC is a search of all names developed from a Social Security Number Trace (SSN Trace) in all counties of residence for the past 7 years as developed from a Social Security Number Trace (SSN Trace). A SSN Trace is required as an additional order with this service.

Alias and Address History Checks

Social Security Number (SSN) Trace

A Social Security Number (SSN) Trace verifies the input name is associated with the input SSN in a proprietary database, and provides an alias and address history for the name and SSN. A SSN Trace does not meet any local, state or federal E-Verify requirement and does not confirm a name and SSN association through the Social Security Administration or Department of Homeland Security. The average turnaround time is instant.

Drug Test Services

A drug test is the testing of a donor's urine, hair or oral fluid (saliva) for the presence of illicit substances (drugs, drug metabolites) and/or alcohol. Urinalysis, Hair Testing and Oral Fluid (Saliva) Testing are available. Drug tests include specimen collection, an initial screen, GC/MS confirmation testing, if needed, and medical review. Medical Review is review of the initial result by a Medical Review Officer (MRO), a certified medical doctor with expertise and training in substance abuse and drug and alcohol testing. ClearStar's Web CCF tool, an electronic drug test chain-of-custody/custody-and-control form, (CCF) provides the ability to submit an electronic CCF to the collection site and testing laboratory, eliminating the need for paper CCF forms. This option is available on most drug test services. Third party collection fees may apply and are an additional cost, and may be billed separately. The average turnaround time is 1-3 business days after a specimen is received by the testing laboratory.

Urinalysis

Urinalysis is the testing of a donor's urine specimen for the presence of illicit substances (drugs, drug metabolites) and/or alcohol, if expressly included in the test panel. A test panel is a specific list of substances to be tested for. The most common employment drug test panels are listed below. Additional custom panels can be quoted upon request. Common employment drug test panel add-ons include MDMA (Ecstasy), Expanded Opiates (Hydrocodone, Oxycodone), and Alcohol.

10 Panel Urinalysis

Amphetamines, Cocaine, Opiates, PCP, Marijuana, Barbiturates, Benzodiazepines, Methadone, Propoxyphene and Methaqualone

5 Panel Urinalysis

Amphetamines, Cocaine, Opiates, PCP and Marijuana

Motor Vehicle Record (MVR) Checks

Driving Record Check

A Driving Record Check is a check of a specific state driving record. A Driving Record Check is available from 50 states and the District of Columbia, and include infractions, violations, misdemeanors, felonies, points, current status (e.g., valid, invalid, expired, suspended, revoked, reinstated, etc.). The standard scope is a 3-year driving record. A broader scope may be available from some states for an additional fee. State access fees apply. A signed authorization or state specific authorization may be required by the state. The average turnaround time is instant to 2 business days.

Federal District Court Criminal Record Checks

A Federal District Court Criminal Record Check is a check of federal district court criminal records. A Federal District Court Criminal Record Check is available in 94 federal district courts nationwide. The check depth is a 7-year check wherever records are available 7 years back or more. If the maximum possible depth of a standard criminal record search is less than 7 years, the maximum possible depth of a check is provided. All legally reportable felony and misdemeanor conviction records, pending cases and non-conviction records found are reported. Records found may contain limited identifiers due to the federal district courts' policy of redacting personally identifiable information (PII) such as date of birth, social security number, drivers' license number, and address. Average turnaround time is same day to 3 business days.



Federal District Court Criminal Record Check – 1N1D (1 Name, 1 District)

A Federal District Criminal Court Record Check – 1N1D is a check of one name in one specific federal district court.

Verification Services

Education Verifications

An Education Verification is a verification of an educational degree or diploma from or attendance at a specific educational institution, and includes as applicable and available: verifier's name and title, type of degree or diploma, major, and graduation date and/or attendance dates, GPA. A signed authorization for release of information may be required by the educational institution. Educational institution or third party access fees, if applicable, are not included in the price. The average turnaround time is 1 to 3 business days.

Education Verification – HD (Highest Degree/Diploma)

An Education Verification – HDC is a verification of the highest degree or diploma completed or attempted.

Education Verification – AD (All Degrees)

An Education Verification – AD is a verification of all degrees beyond high school.

Employment Verifications

An Employment Verification is a verification of employment with a specific employer. A standard Employment Verification includes as applicable and available: verifier's name and title, full-time or part-time, dates of employment, title, duties and responsibilities, salary, quality of job performance, quality of attendance record and punctuality, disciplinary records with details and explanation, separation reason, voluntary/involuntary, eligibility for rehire and reason for any ineligibility for rehire. A signed authorization for release of information may be required by the employer. Employer or third party access fees, if applicable, are not included in the price. The average turnaround time for a standard Employment Verification is 1 to 3 business days.

Employment Verification – 1E (1 Employer)

An Employment Verification – 1E is a verification of current employment, if authorized, or the most recent former employment.

Employment Verification – AE5 (All Employers, 5 Years)

An Employment Verification – ASE5 is a verification of all employment in the last 5 years, including current employment, if authorized.

Employment Verification – AE7

An Employment Verification – AE7 is a verification of all employment in the last 7 years, including current employment, if authorized.

Employment Verification – AE10

An Employment Verification – AE10 is a verification of the all employment in the last 10 years, including current employment, if authorized.