

Primex

BACKGROUND CHECK LTD
...protecting your interest



QUALITY CONTROL MANAGEMENT PROCEDURES

OUR BEST PRACTICES AND TOTAL QUALITY MANAGEMENT (TQM) MODEL

It is not strange to find applicants, employees, contractors or vendors dispute discoveries made during the conduct of background checks on the information supplied. They can even go as far as seeking redress in the law court. With the attendant challenges, money and reputation can be lost if the courts find the client guilty of libel.

Primex Background Check Ltd is positioned to protect our client from litigation arising from or incidental to any information procured in respect of any background check we carry out. Our best practices and TQM model is geared towards consistently improving on the quality of our performance with a view to delighting customers through surpassing their expectations. Our goal is to deliver reliable results with fewer problems and unforeseen complications, through proper processes, checks, and balances.

We seek to achieve this by integrating all quality -related functions and processes with regards to screening processes throughout the company. Outlined are the measures we have in place for quality control, maintenance, and assurance.



WORK FLOW CHART/ PROCESSES

Signing of agreement

Primex Background Check Ltd and Prospective clients enter into an agreement specifying the terms and conditions of the services to be rendered as well as the grounds on which such agreements entered into may be invalidated.

The service agreement equally specifies that Primex Background Check shall not be responsible for any occurrences emanating from the misuse of any information gathered and presented to the client.

Client Issuance of Power of Attorney

Primex Background Check receives the power of attorney to carry out background checks on its behalf, with respect to confirming the veracity or otherwise of its prospective/current employee, contractors claims in documents presented or comments made during engagement interviews .

Provision of Consent Form by Primex Background Check

To mitigate against negative reactions of employees , applicants or vendors to background checks results and related issues, Primex Background Check issues Background Check Consent Forms

to clients, for administration to the applicants employees , vendors or contractors designated for background checks..

Administration and Return of Data Form

The form provided by Primex Background Check is administered to the concerned applicants, employee, vendors or contractors and upon its completion, (duly signed by the applicants, employee, vendors or contractors) is returned to Primex Background Check together with the Data Form that contains basic information about the applicants, employee, vendors or contractors . The Data Form specifies that information supplied will be verified by the client and its background checks consultant — Primex Background Check Ltd .

Forms relating to information to be checked will be designed for respondents to fill. In the form, the purpose of the exercise will be clearly stated. Respondents will be informed that any false information supplied may jeopardize the candidate's chances and may also lead to prosecution. After the filling of the form, respondents may be made to write a separate letter or form attesting that the information supplied is true and have been supplied without prejudice.

In the event of discovery of any indicting report that may lead to the rejection of the applicants, the client is expected to check all the responses received if they are in line with the information provided by the applicant. If the responses are line with the information provided by the applicant, respondents are re -contacted to affirm the information given. If re-affirmed, client is advised to consider showing the applicant, employee, vendors or contractors details of the report, although it is not under any obligation to do so.



QUALITY MANAGEMENT MODEL

INFORMATION CONTROL

Scenario 1.

Due to availability of sensitive information there is the risk of divulging this information to unauthorized persons.

TQ M Strategies

1. We train all personnel on the importance of maintaining confidentiality of non public information.
2. Provide Insurance cover for all members of the check team and its contractors sign a confidentiality agreement forbidding them from disclosing nonpublic information.

Scenario 2

Release of information is not controlled or information is incorrect, resulting in inaccurate information being made available to outside parties.

TQ M Strategies

1. We designate and provide training to the appropriate members of the check team who will be responsible for providing information to outside parties.
2. Established system for logging in all inquiries received from, and responses made to third parties. Insured system provides for tracking follow up, if required.
3. Only qualified legal practitioners carry out information analysis.
4. Determination of the extent of the legality. This is continually assessed for legal risk levels. This helps in the structuring of questions and also helps the execution of the operations correctly to mitigate litigation risks.
5. Definition of specifications to conform to requirements.

Scenario 3

Respondents may give information and deny same afterwards.

TQM Strategies

1. Forms to extract these information are designed and respondents are made to fill them at their convenience in their handwriting with the check officers interpreting any ambiguity that may be contained in it or arise from it.
2. Respondents duly sign these forms and they are pre-informed in the form that all information would be subsequently verified and if found to be inaccurate will jeopardize their chances.
3. The applicants also sign a consent form for the background check action.



TRAINING

TQM Strategies

1. Primex Background Check Ltd has in place a robust assessment package that constantly identifies all personnel and all functional areas for which training is required. Qualified instructors are thereafter engaged to provide the requisite training for such staff.
2. Establishment of competencies levels of each trained personnel on a periodic basis to determine possible areas of knowledge upgrade and personnel capability.

SECURITY

DATA – Compromise of data security

TQM Strategies

1. Ensure that the project work plan accounts for security development efforts
2. In-house communication models are aligned with the sensitivity of information.
3. We have instituted a closed-loop communication system.
4. Strict compliance with the non-usage of phone to speak to past employers. Referees and other respondents
5. Strict compliance of submission/evaluation/analysis of reports to only the authorized representative(s) of the client.

PERSONNEL – Safety of lives off field and screening/checks officers

TQM Strategies

1. Institution of group insurance policies of concerned personnel
2. Provision of dedicated communication channels - phones and e-mail for swift responses to critical issues and other challenges as they arise.



NEGATIVE REACTION OF EMPLOYEE TO CHECK RESULT

To mitigate against the possibility of negative reactions from applicants, employee, vendors or contractors who may feel unfairly treated if application is rejected based on information gathered from the background check conducted and resorts to legal redress.

TQM Strategies

1. Employee Consent Form duly signed by concerned applicants, employee, vendors or contractors is administered to and kept with the client before embarking on checks. However, a copy of this form is also mandatorily made available to Primex Background Check.

2. We recommend that clients outline to concerned applicants, employee, vendors or contractors, the grounds on which their appointment or application is not confirmed in the event of such scenario.

Closing remarks

Primex Background Check shall not be held responsible for any occurrences emanating from the misuse of any information gathered and presented to the client.



