

Background Checks: Re-Screening Considerations for Employers



Create a robust re-screening program for your company with tips from our checklist

The individuals who make up a workforce are dynamic, and so is the risk they may pose. While an initial background and identity check can be a vital start for most hiring organizations, many responsible employers are choosing to introduce a program that keeps pace with the lives of their employees to help safeguard their people, culture, and reputation. Re-screening can be incredibly useful as a best practice across many industries, even outside of those sectors where it is regulated, such as financial services and healthcare. And with many businesses engaging directly with the public and vulnerable populations every day, it may be more important than ever to ensure your organization is one step ahead.

Creating a Safer Workforce with a Robust Re-screening Program

Re-screening is the process of performing background checks on employees after a certain period of employment. This could be after 6 months, a year, or even 5 years. In contrast to the initial pre-employment background check, which provides a snapshot at that point in time, re-screening gives the opportunity to update an individual's record with relevant findings that may have occurred during the specified time period. There are a number of reasons to re-screen employees, which could include changes to employment as the result of a promotion and increased responsibility, transfers to other departments, or acquisitions, where it may be beneficial to know more about your new employees. After all, threats such as occupational fraud are still very real and cost businesses an estimated \$5.6 trillion worldwide¹.

Before starting the re-screening process, there are several things to bear in mind. We put together a checklist of considerations to help you get started:

Determining the types of checks needed.

These can include:

- Credit Bureau inquiries
- Criminal record checks
- Driver abstracts
- Global checks
- Reference checks
- Social media searches

Typically, re-screening packages are less broad in scope than the initial pre-employment check, and rarely include verifications such as activity and gap, employment, education services, etc. This is because they are unlikely to have changed since the candidate was initially hired.



The following checks cover activities that naturally occur at any point and form the focus of re-screening packages. These may include poor credit, criminal activity, adverse media, or disqualification from employment, as well as Global Sanctions/Watchlist mentions and Politically Exposed Person (PEP).

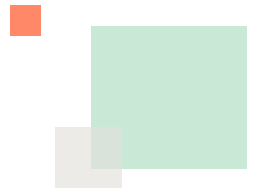
Once the checks are determined, employers may wish to:

- Document the procedure for those that have not yet started the re-screening process

It may be useful to map out the flow of the re-screening process from a candidate's perspective. This will help to identify who the individual will interact with, at what stage, what needs to be completed, and how long this may take.

- Document the positions that require re-screening

All screening requests including re-screening will require confirmation of the candidate's position. If re-screening is being managed for regulatory requirements or as a bulk order process, having these positions pre-documented may be beneficial.



- Define the processes for conducting international re-screening

Existing screening programs may have processes in place to ensure candidates who have resided internationally have additional services added to their background check. When re-screening existing employees, you may need to consider the scope of your re-screening package and define whether international services will also be required.

- Understand check volume
- Detail the expected turnaround times per check
- Work with a trusted screening provider to agree on a suitable deadline for your re-screening orders
- Consider whether there is a specific roll-out plan to launch the checks, whether this is in batches across region, or among certain populations

Keeping track of the progress and requirements for a bulk re-screening order is often more manageable for both internal teams and the screening provider if they are submitted in smaller batches or centralized in some way.

Decide how you'll inform and educate your employees on the progress of their background screening journey by considering the following procedures:

- Emphasize the importance and provide context as to why the information is needed
- Consider sending an email in advance to your employees so they know what to expect
- Consider whether a custom invitation is required for the employee

Existing employees may struggle to understand why they must undergo re-screening or provide information once again to a screening provider if their initial application was successful and are working in the same position at your company. Trusted screening providers may be able to assist with a custom invitation for your re-screening orders to ensure the language and information is tailored to fit re-screening requirements as opposed to pre-employment checks.



Determine who is responsible for communicating to employees any missing information requirements

- Onboarding team
- Human resources
- Directly, through a screening provider

It may prove advantageous to determine who is responsible for supplying missing information and whether candidates should contact the screening provider directly.

Understanding and agreeing how ID verification takes place

Employers should consider how they prefer to manage this requirement.

- Re-check conducted quarterly - no ID verification is required if previously performed
- Re-checks conducted annually or less frequently - ID verification process is required

Effective communication between the screening provider and employer is essential to the success of a re-screening program. To achieve this, consider:

- Designating a main point of contact to work with the screening provider

- Agreeing on a communication timeline to understand action points and track progress
- Agreeing on the process prior to starting and determining frequency of contact
- Determining communication preferences to stay up to date with progress

A regularly scheduled call with the screening provider or frequent reports and updates should be considered to enhance the success of the project.

In addition to regular calls, audits or reviews can be scheduled in advance to avoid any last-minute diary conflicts or loss of structure/delays to the project plan.

- Identify any specific billing requirements (e.g. separate PO/invoice/order code)

It may be beneficial to work with your internal accounting teams to clarify if a single PO number is enough or if multiple PO numbers will be needed.

The considerations in this checklist will help to support a robust re-screening program. A trusted screening partner such as Sterling will be happy to support you with these best practice considerations and work with you to protect your workforce, customers, and partners around the globe.



Connect with the Sterling Backcheck team today to identify any gaps in best practice, and to learn more about how re-screening can enhance your existing program. Visit sterlingbackcheck.ca.

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