



Case Study: Top Commercial Airline Flies High With EmployeeScreenIQ



The Challenge: Identifying a Reliable and Accurate Company to Provide Employment Background Checks

When Continental Airlines was faced with a two-week downtime on employment background checks with a previous vendor, the pressure was on Darby James, human resources director of then Continental, now United Continental Holdings Inc., to solve the problem. Enter EmployeeScreenIQ.

"It started out as an interim solution. We just could not go two weeks without this essential hiring tool," explained James. Immediately, the difference between EmployeeScreenIQ and the previous vendors she had utilized began to show. The short-term solution led to a permanent assignment which has lasted for nearly seven years.

Background checks for pilots, flight attendants and other airline personnel became even more crucial in the years that followed the terrorist attacks of September 11, 2001. Continental Airlines had been working with several other vendors that were not providing acceptable levels of quality, accuracy and speed.

"We went through a lot of other vendors. We had to kiss quite a few frogs before we found EmployeeScreenIQ," says James. "You get really tired of the process of finding a new vendor. You don't want to remarry every few years. It is nice to have a high quality company that delivers excellent results."



The Solution: Quality Background Checks and Service With No Downtime

For the merged United Continental Holdings, a company with more than 80,000 employees and many relationships with contracted business partners, screening is a critical component of doing business. The company screens not only employees, but also employees of contractors who will be doing business with them.

"We felt with EmployeeScreenIQ that it was a partnership, that they truly want us to be successful at what we do. I noticed a difference immediately in turnaround time and in the depth of the screening results," says James.

EmployeeScreenIQ researchers provided high standards for accuracy and depth of information. In fact, the company is only one of a few that are accredited. Other highlights included on-time delivery, reliability, customer service that redefines the vendor-client relationship, and a keen eye on statistics that ensure the checks are delivering intended results.

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"I truly appreciate the turnaround time," says James. "When a dozen pilots are in training and receive a job offer, the depth and accuracy of each background check is critical. Even for our business partners, the need for fast and reliable results is imperative." EmployeeScreenIQ discovers criminal activity on approximately 28% of all applicants screened – more than double what is publicly reported by competitors. "We go directly to the best source of information, which is most often the county courts where a person has resided to check for criminal records. We don't take shortcuts. We want to be sure that our clients get the information they need to make an informed hiring decision," says Nick Fishman, company spokesman.

As a result of the depth and accuracy of the checks, only .18% of all reports are disputed by candidates.

The company wants to ensure not only that the criminal background of potential employees is screened with depth, but that it is accurate, up to date, legally reportable and actually belongs to the person they are screening. "Because our researchers are extensively trained and tested, the instances of disputed results are few and far between," explains Fishman. "It's valuable to hire the right people, but it's equally critical to not lose a good candidate due to an inaccurate background check."

EmployeeScreenIQ verifies both candidate employment and education experience, of which over 50% contain inconsistencies. EmployeeScreenIQ always carefully explains results, and clients are trained on how to read and interpret the information they receive.



The Result: Screening Accuracy, Reliability, and Turnaround Time Gain Altitude

For Continental, the results go beyond peace of mind. Before starting work with EmployeeScreenIQ in 2003, Continental's service provider performed searches in fewer than two counties per applicant and their criminal hit ratio was in the mid-single digits. Today that hit rate is three times higher and a larger range of counties are being searched. The quality and accuracy of Continental's background screening program quickly improved, and the organization was able to use better data to make smarter decisions.

"We knew right away that we loved the culture at EmployeeScreenIQ," says James. "When we visited and toured the company headquarters, employees came right out and shook our hands and introduced themselves. Nick (Fishman) will email me on the weekend if an employee of one of our companies ends up in the newspaper for some reason. The company always goes the extra mile."

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One of James' favorite quotes is from Robert Levering (author of *How to Create a Great Place to Work*). He says, "Your employees will do unto their customers as their managers do unto them." She observed time after time the camaraderie and rapport between employees and their managers at EmployeeScreenIQ, as well as respect, a sense of humor, and an environment of positive encouragement. A previous vendor had less than trustful employee-manager relationships and we disliked that, she explained. "With EmployeeScreenIQ, the company seems to work as a good team, always helping each other and without that tension of negativity or a culture of fear."

The high caliber of the president of the company played a key role in the decision to hire EmployeeScreenIQ, she added. "We met Jason Morris and immediately felt he knew this business. He didn't try to sell us on the company. He was self-effacing. We knew he was a quality individual right off."

Employers are required by law to notify a candidate when the results of their background check, performed by a third party, fail to meet company hiring standards. If employers choose not to hire 10 people, they need to ensure that they have sent 10 notices. "EmployeeScreenIQ noticed that this number was not equal. We were not sending notices in a timely manner, so the number of failed checks and the number of notices were not the same. EmployeeScreenIQ ensures every candidate that is rejected based on the outcome of their background check receives timely notice."

James appreciates the service delivery, knowing that she runs a compliant program, trusting the results of each check and being secure in the knowledge that the right things are being done correctly. "On every deliverable, EmployeeScreenIQ hits the mark: on time, reliable, ensures our legal compliance, accurate criminal background checks that are not disputed, and they offer suggestions for improvement that display outstanding customer service."



About United Continental Holdings, Inc.

United Continental Holdings, Inc. (NYSE: UAL) is the holding company for both United Airlines and Continental Airlines. Together with United Express, Continental Express and Continental Connection, these airlines operate an average of 5,765 flights a day to 377 airports on six continents from their hubs in Chicago, Cleveland, Denver, Guam, Houston, Los Angeles, New York/Newark Liberty, San Francisco, Tokyo and Washington, D.C. United and Continental are members of Star Alliance, which offers more than 21,200 daily flights to 1,185 airports in 185 countries. United and Continental's more than 80,000 employees reside in every U.S. state and in many countries around the world. For more information about United Continental Holdings, Inc., go to UnitedContinentalHoldings.com. For more information about the airlines, see united.com and continental.com or follow on [Twitter](https://twitter.com) and [Facebook](https://facebook.com).

About EmployeeScreenIQ

EmployeeScreenIQ offers a comprehensive suite of employment background screening services that help organizations make informed hiring decisions. We provide the industry's most accurate and thorough criminal background checks, resume verification services and substance abuse screening—all to help employers protect their business and employment brand while also safeguarding the rights and personal privacy of their candidates.

Founded in 1999, EmployeeScreenIQ maintains an in-house research staff as well as a nationwide network of professional court researchers. In addition, we work diligently on our clients' behalf to keep them educated about sound hiring practices, compliance issues, advances in employment background checks and the latest legislative developments. Our "No Shortcuts" approach to employment background checks and "No Offshoring" policy give employers peace of mind and ensure they provide an exceptional candidate experience.

EmployeeScreenIQ is accredited by the National Association of Professional Background Screeners (NAPBS), a distinction earned by less than two percent of all employment screening companies. For more information, visit <http://www.employeescreen.com>.



16
YEARS
IN BUSINESS

21%
CRIMINAL
HIT RATE

52%
RESUME
DISCREPANCY

2%
ARE
ACCREDITED

With EmployeeScreenIQ, you'll never worry about the quality, accuracy and comprehensiveness of your criminal background searches. And you'll enjoy all of these critical benefits:

- ✓ Strict Oversight and Reporting Accuracy
- ✓ Data Protection and Security
- ✓ Rigorous Compliance and Best Practices
- ✓ A Better Candidate Experience
- ✓ Flexibility and Customization
- ✓ Award-Winning Client Service

Learn more about **EmployeeScreenIQ**:

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SERVICES.

Review our
**PLANS &
PRICING.**

Discover what
makes our
TECHNOLOGY
so unique.

Discover the
plan that's
right for you.

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HERE**

With EmployeeScreenIQ, there is no such thing as a “one size fits all” program. We tailor a plan just for you based on your individual background screening requirements including your company size, the number of screens you conduct per year and the types of positions you hire.

Learn More About the EmployeeScreenIQ Difference:

- Millions of background checks completed since 1999
- 21% criminal hit rate on all candidates screened—more than double what is publicly reported by our competitors
- 52% discrepancy rate between what candidates claim on their resumes and verified information from academic institutions and employers
- Easy sign-up and integration with our partners

About EmployeeScreenIQ: EmployeeScreenIQ helps employers make smart hiring decisions. We do this through a comprehensive suite of employment background screening services including the industry's most thorough and accurate criminal background checks, resume verification services and substance abuse screening. EmployeeScreenIQ is accredited by the National Association of Professional Background Screeners (NAPBS), a distinction earned by less than two percent of all employment screening companies. For more information, visit www.employeescreen.com.