

FIRST ADVANTAGE

SITE INSPECTION

Contractors will be required to have a physical inspection prior to being allowed to order background reports. The information gathered during the inspection has the dual purpose of helping to verify the company is a legitimate business as well as to determine that there are sufficient data security measures in place prior to allow the company to have access to consumer reports.

Frequently Asked Questions:

- **Who will perform the inspection?**
 - Representative of ComplyTraq
- **How will the inspection be scheduled?**
 - ComplyTraq representative will call the site inspection contact (as indicated on the Company Information Form in the Enrollment Packet) to schedule the inspection.
- **What information is gathered during the inspection?**
 - Photos are taken outside and inside the business office.
 - What type of establishment houses the business? (e.g. commercial or residential; multiple businesses or single business; company owns or leases the space).
 - What type of security measures are in place? (General security – are there lockable doors and how is access obtained? Specific security – are there PC locks or are there PCs password protected?)
 - How are hard copies of consumer reports secured? Do they have locking file cabinets? How are documents disposed of when no longer in use?
- **What steps can the contractor take to make the inspection process run more smoothly and effectively?**
 - Chose a site inspection contact who is present at the location where the reports will be ordered and retrieved
 - Provide specific details to the contact regarding the site inspection so they will not be taken by surprise when the inspector calls to schedule (all of the above information should be shared with the contact)
 - If your company has a policy restricting who may take photos: Instruct the designated contact to prepare photos of the interior prior to the scheduled inspection if the company has a policy restricting who may take photos; this will allow the inspector to see the photos as they perform the inspection to confirm the photos were actually taken at the inspection site and take the photos with him. Ideally, interior photos will show lockable file cabinets, the desk at which the person who will order the reports sits, business license (could also be a photo copy) if one is available, and any other significant areas (a large company sign or logo, for example).
- **Is there a fee associated with the inspection?**
 - There is a fee associated with the inspection and it is billed to the contractor by the Safety Council. Please refer to Schedule B – Pricing for End-User included in the Enrollment Packet.