Employee Screening Services SOW

Version 6.

About Giant Screening

Who we are

Giant Screening is a UK-based, trusted partner for background and pre-employment screening services, supporting organisations of all sizes with flexible, global screening programmes that scale with your needs, whether you are hiring locally in the UK or across 220 countries and territories. Our team brings deep expertise in compliance and candidate-centred screening, enabling us to deliver reliable and consistent screening at scale.

While we operate as a specialist screening organisation, we are also part of the Giant Group established in 1992. We draw on decades of workforce-management and compliance experience, giving us both specialist focus and a stable foundation for managing large-scale and complex workforce programmes.

What we offer

We provide a full range of screening and verification services tailored to professional or regulated roles. This includes identity and Right to Work checks, criminal and regulatory checks, employment and professional background verification, education and qualification checks, financial and integrity checks, and digital and media screening where required.

Clients can choose either a fully managed service, where our team oversees the entire screening process end to end, or a platform-based model, which enables in-house teams to run and track checks using the same standards and tools we apply internally. This flexibility ensures screening arrangements match each organisation’s hiring volume, pace, and compliance requirements.

Our commitment

We treat screening as a core component of responsible recruitment and workforce risk management. We commit to delivering screening that aligns with your hiring model, meets compliance obligations, and respects every candidate’s background and experience, delivered with fairness, clarity, and reliability.

Our approach and values

We believe screening should be **clear, fair, and respectful** for both the people being screened and the teams managing hiring. Screening should not feel like a burden. It should be a transparent, well-structured step in building a safe, compliant, and capable workforce.

Our philosophy begins with recognising that **every candidate is a person**.
Their experience matters. We combine technology with human support to reflect that:

- Clear, step-by-step instructions within the platform
- Candidate hubs with practical guidance
- Live chat and support teams available when needed
- Accessible design to support candidates with different needs and backgrounds

This approach ensures candidates understand what is required and why, and can complete the process with confidence.

We also recognise that screening requirements vary. Sector, role type, location, and regulatory context all influence what checks are appropriate. Our framework is therefore adaptable rather than one-size-fits-all.

Screening must also operate reliably and consistently. Whether managed by us or run in-house via the platform, all checks follow clear governance and compliance standards. Documentation is maintained, checks are auditable, and global checks are handled with awareness of jurisdictional differences.

Why this matters for clients

Partnering with Giant Screening offers:

- A consistent and auditable screening process across roles and jurisdictions
- Improved clarity for candidates, reducing confusion and supporting better onboarding outcomes
- Reduced administrative burden for hiring teams, enabling focus on core responsibilities
- Confidence that screening requirements are met appropriately for regulated roles, global hires, or standard recruitment

By making screening clear, fair, and manageable, you help safeguard your organisation's compliance, reputation, and workforce integrity. Screening becomes a controlled and transparent part of recruitment, rather than a hidden or reactive risk.

About This Section

The following pages are provided for reference and explain the individual checks and processes that make up your background screening service.

Each check is outlined in detail, including its purpose, how it's carried out, the typical turnaround time, and the steps we take if additional input or clarification is needed from you or the candidate.

This section is not something you need to actively complete or return. Instead, it's here to give you visibility into what happens behind the scenes during screening. It sets out how we verify different types of information (such as employment, education, criminal records, right to work, and identity), how and when we escalate issues to you, and what steps we take if standard methods don't yield results. It also explains what may impact timelines, for example, delays in candidate responses, public holidays, or hard-to-reach sources, so you have the context if checks occasionally take longer than expected.

Overall, this reference section is here to give you clarity and confidence in how the screening process operates. If you have questions about how they apply to your roles, your Client Success contact is on hand to advise.

1- Turn Around Times (TAT)

1.1 UK and International TAT

TAT	
UK Only	Where Candidates have resided and worked only in the UK, Giant aim to complete screening checks within 12 working days.
International	Where checks outside of the UK are required (eg. credit, criminal, directorship or references) and subject to legal permissibility / public availability of information Giant aim to complete employment screening checks within **15 working days.** It is noted some elements (eg. international criminal record checks) may be subject to extended turnaround times which will be notified to the client on a case-by-case basis.
FCA Regulatory	Where the candidate has held a Financial Conduct Authority (FCA) regulated function, Giant aim to complete employment screening checks within 20 working days. This turnaround time considers the extended response time typically associated with regulatory employment references; however it should be noted the FCA allow regulated firms up to 6 weeks to respond to references.

2- Turn Around Times (TAT)

2.2 Exceptions to TAT

EXCEPTIONS TO TAT
All turnaround times (TATs) are calculated from the point at which Giant are in receipt of all necessary information and documentation from the client and / or candidate. In some instances, Giant may encounter delays to the screening process which fall outside our control. In such instances a failure to meet the TAT will not be considered a breach of the terms of this Statement of Work. Please see the following non exhaustive list :

Employment	Where previously undisclosed activities are identified during the screening which must be referenced Where an employer has ceased trading and the appointed Administrators are approached Where the candidate did not disclose their employment was via a recruitment agency Where permission to contact the current employer has been withheld
All Services	Non-working days within screening period (eg UK and international bank / public holidays) Prolonged time spent awaiting authorisation from the client to conduct checks where additional charges apply Prolonged time awaiting further instructions or response from the client ID documents or screening related documentation not received from client The candidate fails to disclose all relevant information at the start of the screening process eg a new international address is located The candidate is unresponsive or non-compliant to requests for information or documentation

**Where a screening report has exceeded the benchmark turnaround time and the likelihood of being able to complete the outstanding item(s) is considered negligible, Giant reserves the right to close and invoice the screening at full value. Such action will only be taken where Giant can clearly evidence all reasonable efforts have been made to complete the outstanding component(s).

2- Check & Process Descriptions

Note: The following information is standard delivery, any amendments must be agreed and recorded in the change record

7.1- Global Education Verification Standard Operating Procedure

Target TAT

Avg TAT 12 days

Employment Scope

Number of Years as ordered in the compliance package referred to in the screening matrix.

Email / Call Cycle

5 valid attempts will be made over 10 business days

Giant proprietary technology will be used in the candidate journey to validate employment and education names and contact detail as the candidate populates the activity history. Once a valid contact detail is confirmed reference emails will be automatically sent and followed up with 2 additional reminders. Should no results be achieved 2 more manual chases will be made.

Should approved contact details not exist for the entity; research will be conducted on the correct valid contact details and then follow the same flow of 5 reach out attempts.

7.1- Global Education Verification Standard Operating Procedure

Secondary completion method

Should an entity be unresponsive after 5 chases or 10 days the check will be completed using the following methods:

1) Instant employment verification (UK only)
Instant employment verification is a fast and secure way of a candite sharing information via payroll data, HMRC and open banking. The data will be cross referenced with the candidates claims to validate the timeframe and is available job title.

2) Documents
If Instant employment verification is unavailable documents will be used to confirm the start and end dates. Typical document lists include:

Pay slips first &last or most recent pay slips Copy of contract or offer letter
Tax documents
Reference by employer upon leaving employment.

Types of employment and primary verification method
Direct employment – employer
Self-employment – accountant
Agency employment – agency (must be declared by the candidate) Cash in hand – can only be verified with a reputable direct reference

**Should additional employment be located on any of the provided secondary methods that was not originally claimed by the candidate, these employments will be added into the candidate's timeline for informative purposes only, they will not be referenced at source.

Current Employment

Contact will be made to a current employer when approved by the candidate. If approval is not given at point of submission the candidate can give a future contact date. Should both be declined, this will be completed with the corresponding secondary method above.

Gap Validation

If selected gaps in employment can be verified in the following ways

Gap verification (Activity Claim) – Highlights with a self-declaration any gaps in employment.
Gap verification (Activity Ref) – Highlights any gaps in employment and verification sought with a character refence supplied by the candidate.
Gap verification (Supporting Documents) – Highlights any gaps in employment and verification completed with documents supplied by the candidate or where available relevant instant gap verification confirmation.

Acceptable documents:
Students/periods of education
Copy of qualification certificate(s)
Correspondence from the institution (e.g. acceptance or enrolment letters)
Written reference from the educational institution.
Document confirming education attendance/learning activity (includes unconditional offer)
Transcripts – must be on headed paper
Exam results– must be on institution headed paper or from a recognised exam board.
Student finance letter containing evidence of course details and confirming payment into account.
voluntary work
Written evidence of voluntary work. (Evidence should be on letterheaded paper from the institution concerned).
job seekers
Instant gap verification transaction history
Tax Employment history statement.
Formal documentation from a government agency confirming registration or receipt of unemployment related benefits.
If unable to provide any documents such as those listed above, we can also accept:
Medical
Instant gap verification history
Documentation from a medical professional/doctor such as a "statement of fitness for work".
carers
Evidence of carers allowance
Medical certificate/Doctors' letter confirming required care
Travelling
Travel documentation including train, flight and boat tickets. Immigration stamp in passport for the period concerned.

7.1- Global Education Verification Standard Operating Procedure

Verify Internal employment client to client

Yes

Candidate contact cycle

The candidate will be contacted within the candidate portal for any applicable extra or missing information. The candidate will be sent 2 reminders to enter the portal and provide the information either via email or sms.

Escalation

During the processing of the check system escalations will be sent in the following circumstances:

- Findings of a variation on candidate's employment date claims of more than 5 weeks
- significant job title disparity
- Adverse reasons for leaving

Check closure cycle

Should a check be outstanding even after the above steps are completed the check will be escalated to the client for further support. Should no contact be received within 3 days the check will be closed

7.2- Global Education Verification Standard Operating Procedure

Education Scope	Target TAT
Verify highest level completed	12 Days

Email / Call Cycle

5 valid attempts will be made over 10 business days

Giant proprietary technology will be used in the candidate journey to validate employment and education names and contact detail as the candidate populates the activity history. Once a valid contact detail is confirmed reference emails will be automatically sent and followed up with 2 additional reminders. Should no results be achieved 2 more manual call chases will be made.

Should approved contact details not exist for the entity; research will be conducted on the correct valid contact details and then follow the same flow of 5 reach out attempts. Note: Occasionally additional source fees will be added to the transaction if incurred.

Secondary completion method

Should an entity be unresponsive after5 chases or 10 days the check will be completed using the following methods:

1) Documents
Documents will be used to confirm the completion date and grade

Certificate Transcripts

7.2- Global Education Verification Standard Operating Procedure

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

- Discrepancy in grade level where the candidate claims was higher than that achieved
- Claimed education at a known diploma mill

No record results

Candidate contact cycle

The candidate will be contacted within the candidate portal for any applicable extra or missing information. The candidate will be sent 2 reminders to enter the portal and provide the information either via email or via SMS.

Check closure cycle

Should a check be outstanding even after the above steps are completed the check will be escalated to the client for further support. Should no contact be received within 3 days the check will be closed

7.3- UK Adverse Financial Check

Scope

Checks publicly available data to reveal any adverse information, including: CCJs, bankruptcies, voluntary arrangements, decrees in Scotland and administration orders includes the adverse financial summary check data, plus adverse information over the past 6 years at a linked address, as well as detailed CCJ data relating to results matched within the summary check.

The results will be matched with the data input; full name (including middle if supplied), DOB and address. The results will show aliases, linked addresses and adverse information including notice of corrections associated with the individual.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Adverse information found on the credit result

Target TAT

1 day

7.4- UK Criminal Record Checks

Basic Criminal Check England & Wales

Scope

Basic disclosure checks a person's criminal history and convictions from the Police National Computer (PNC). It will return information on any convictions considered unspent under the Rehabilitation of Offenders Act 1974. Can be carried out on any person with their consent.

Rehabilitation periods vary depending on where the applicant lives in the UK.

Employers from any industry, can ask for a basic for any potential or existing employee to help them decide if a candidate is fit for an employment.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Convictions located on the disclosure results.

Target TAT

14 days

ID Validation

ID validation will either be through a certified digital ID route or confirmed by the client in the ordering process.

7.4- UK Criminal Record Checks

Standard Criminal Check England & Wales

Scope

A standard disclosure check reveals any spent or unspent convictions, cautions, final warnings or reprimands the applicant has.

To carry outa standard check the person must be eligible for a standard check. This will be if they are undertaking a role listed in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. This includes a number of positions, professions, licences, and activities such as some legal positions or FCA-regulated roles.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Convictions located on the disclosure results.

Target TAT

14 days

Standard Eligibility

Should a standard check be required eligibility for the selection must be pre-defined and added into the client portal based on applicable criteria.

ID Validation

ID validation will either be through a certified digital ID route or confirmed by the client in the ordering process.

7.4- UK Criminal Record Checks

Enhanced Criminal Check England & Wales

Scope

Enhanced disclosure checks show any spent or unspent convictions, cautions, warnings or reprimands the applicant has – as well as any other relevant details held by the applicant's local police force. An Enhanced Disclosure may also include a check of the children's and/or adults' barred list if the applicant is eligible.

To be eligible for an Enhanced DBS Check, the applicant's role, profession or license must be listed in the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975.

Eligibility for an Enhanced DBS Check may also be determined by the applicant's place of work.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Convictions located on the disclosure results.

Target TAT

14 days

Enhanced Eligibility

Should an enhanced check be required eligibility for the selection must be pre-defined and added into the client portal based on applicable criteria.

ID Validation

ID validation will either be through a certified digital ID route or confirmed by the client in the ordering process.

Level 1 Criminal Check Scotland

Scope

A Level 1 Disclosure is the most common type of criminal record check. It shows any unspent convictions a candidate might have.

Under the Rehabilitation of Offenders Act 1974, some convictions are treated as spent after a certain length of time. Spent convictions are not included on a Level 1 Disclosure.

Disclosure Scotland does not monitor people as part of a Level 1 Disclosure. The disclosure only shows the information available on the date it was created.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Convictions located on the disclosure results.

Target TAT

14 days

ID Validation

ID validation will be confirmed by the client in the ordering process.

7.4- UK Criminal Record Checks

Level 2 Criminal Check Scotland

Scope

Level 2 disclosures involve higher level checks. They’re for people doing certain types of work.

· Level 2 disclosure is for specific regulated roles such as solicitors, accountants or providing a care service
A higher-level disclosure such as a standard level disclosure will include:

· all unspent convictions
· spent convictions for offences that must be disclosed
spent convictions for offences that are disclosed according to rules

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Convictions located on the disclosure results.

Target TAT

14 days

Standard

Should a standard check be required the eligibility for the selection must be pre-defined and added into the client portal based on applicable criteria.

ID Validation

ID validation will be confirmed by the client in the ordering process.

7.4- UK Criminal Record Checks

Level 2 Criminal Check with Barred List Scotland

Scope

Level 2 disclosure with barred lists (previously known as Enhanced Disclosure) applies to specific roles such as checking people are suitable for adoption, or applying for certain gaming or lottery licences

A higher-level disclosure such as an enhanced level disclosure will include:
- all unspent convictions
- spent convictions for offences that must be disclosed
- spent convictions for offences that are disclosed according to rules

Escalations

During the processing of the check system escalations will be sent in the following circumstances:
Convictions located on the disclosure results.

Target TAT

14 days

Level 2 Eligibility

Should a Level 2 disclosure be required the eligibility for the selection must be pre-defined, agreed with Giant and added into the client portal based on applicable criteria.

ID Validation

ID validation will be confirmed by the client in the ordering process.

7.4- UK Criminal Record Checks

Protecting Vulnerable Groups (PVG) Check Scotland

Scope

Protecting Vulnerable Groups (PVG Scheme)

The PVG scheme is for people doing regulated work with children and protected adults.

A PVG disclosure shows unspent and certain spent convictions. It also shows any non-conviction information that the police or other government bodies think is relevant.

Disclosure Scotland continuously monitors PVG members' records. It checks for convictions or other vetting information that might affect their suitability to work with vulnerable groups.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:
Convictions located on the disclosure results.

Target TAT

14 days

PVG Eligibility

Should a PVG disclosure be required (either for new or existing members) the eligibility for the selection must be pre-defined, agreed with Giant and added into the client portal based on applicable criteria.

ID Validation

ID validation will be confirmed by the client in the ordering process.

Basic Check Northern Ireland

Scope

A Basic Disclosure will list all unspent convictions or will state that no convictions were found.
Anyone can apply for a Basic Disclosure. An employer can ask all job applicants to apply for a Basic Disclosure.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:
Convictions located on the disclosure results.

Target TAT

14 Days

ID Validation

ID validation will be confirmed by the client in the ordering process.

7.4- UK Criminal Record Checks

Standard Criminal Check Northern Ireland

Scope

A Standard Disclosure will list an individual's criminal record, giving:

· spent and unspent convictions
· informed warning sand other non-court disposals from the Police National Computer

Some old and minor convictions and non-court disposals on a criminal record may not be disclosed. Fixed penalty ticket sand parking fines are not included in a Standard Disclosure

Standard Disclosures are only available where the position or role in question is exempt from the Rehabilitation of Offenders (NI) Order 1978.

They are not suitable for roles working with children or vulnerable adults.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Convictions located on the disclosure results.

Target TAT

14 Days

Standard and Enhanced Eligibility

Should a standard check be required eligibility for the selection must be pre-defined and addedinto the clientportal based on applicable criteria.

ID Validation

ID validation will be confirmed by the client in the ordering process.

7.4- UK Criminal Record Checks

Enhanced Criminal Check Northern Ireland

Scope

An Enhanced Disclosure will list an individual's full criminal record, giving:

· spent and unspent convictions from the Police National Computer
· cautions, informed warnings and other non-court disposals from the Police National Computer
· information held by the Disclosure and Barring Service(for positions in regulated activity) information held by the police that is relevant to the role applied for Some old and minor convictions and non-court disposals on a criminal record may be filtered. Fixed penalty tickets or parking fines are not included in an Enhanced Disclosure.

Enhanced Disclosures are normally required where the applicant will work or volunteer in a role providing services to or having close and regular supervision of children or vulnerable adults.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Convictions located on the disclosure results.

Target TAT

21 days

Standard and Enhanced Eligibility

Should an enhanced check be required eligibility for the selection must be pre-defined and added into the client portal based on applicable criteria.

ID Validation

ID validation will be confirmed by the client in the ordering process.

875 - UK Digital Identity

Scope

Our digital identity verification services are seamlessly integrated into the screening application forms covering all nationalities and document status, meeting the requirements of the DBS digital identity verification guidance. This process involves:

Document Verification: Applicants use a camera on a digital device, such as a smartphone, to securely scan their current passport, driving licence or Biometric Residence permit.

Facial Recognition Check: Following the document scan, applicants are required to take a selfie. Our system uses advanced facial recognition technology to compare the selfie with the photograph on the identity document, ensuring authenticity and matching. Applicants that do not have any of the required documents, will not be able to complete a Digital ID check and we require confirmation that the DBS ID documents have been correctly verified before the application can be submitted to the DBS for processing.

- Requirements Met

The candidate has completed the digital ID check successfully and the DBS requirements have been met (Basic, Standard or Enhanced)

This service will confirm the result, show the various checks that have met the requirements and also provide a selfie image so you can conduct the likeness check.

- Aborted

The candidate has completed the digital right to work check successfully, but the DBS ID validation requirements have not been met.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Digital DBS ID Requirements not met (original documents must be verified)

Target TAT

Immediate – Where the candidate meets digital identity results will be immediately available.
1 Day –When manual intervention is required e.g. resending the digital ID validation request/.

7.5- UK Digital Identity

Scope

Our digital identity verification services are seamlessly integrated into the screening application forms covering all nationalities and document status, meeting the requirements of the DBS digital identity verification guidance. This process involves:

Document Verification: Applicants use a camera on a digital device, such as a smartphone, to securely scant heir current passport, driving licence or Biometric Residence permit.

Facial Recognition Check: Following the document scan, applicants are required to take a selfie. Our system uses advanced facial recognition technology to compare the selfie with the photograph on the identity document, ensuring authenticity and matching. Applicants that do not have any of the required documents, will not be able to complete a Digital ID check and we require confirmation that the DBS ID documents have been correctly verified before the application can be submitted to the DBS for processing.

- Requirements Met

The candidate has completed the digital ID check successfully and the DBS requirements have been met (Basic, Standard or Enhanced)

This service will confirm the result, show the various checks that have met the requirements and also provide a selfie image so you can conduct the likeness check.

- Aborted

The candidate has completed the digital right to work check successfully, but the DBS ID validation requirements have not been met.

Escalations

During the processing of the check system escalations will be sent in the following circumstances:

Digital DBS ID Requirements not met (original documents must be verified)

Target TAT

Immediate – Where the candidate meets digital identity results will be immediately available.

1 Day –When manual intervention is required e.g. resending the digital ID validation request/.

Notes

It is recommended that the clientverify the detailson the outputfrom the identity check are consistent with the individual.

7.6- UK Right to Work

Scope

Our Right to Work identity verification services are seamlessly integrated into the screening application forms covering all nationalities and document status. Current UK or Irish passport holders can use our digital right to work service meeting the Employer's guide to right to work checks

This process involves:

· Document Verification: Applicants use a camera on a digital device, such as a smartphone, to securely scan their current passport.

· Facial Recognition Check: Following the document scan, applicants are required to take a selfie. Our system uses advanced facial recognition technology to compare the selfie with the photograph on the identity document, ensuring authenticity and matching.

Applicants that do not have a current UK passport will be asked to upload alternative documents or provide a share code.

·Requirements Met

The candidate has completed the digital right to work check successfully and the home office requirements have been met.

This service will confirm the result, show the various checks that have met the requirements and also provide a selfie image so you can conduct the likeness check.

·Aborted

The candidate has completed the digital right to work check successfully, butt he home office requirements have not been met.

We will send the candidates further communication to attempt the digital ID again (x2) before escalating back to you with confirmation that a face to face check must be conducted to confirm Right to Work.

·No current passport

The candidate does not have a current UK passport and is not in scope of digital right to work checks. An expired passport OR Birth certificate

+ Proof of NI will be uploaded by the candidate and a face-to-face check is required to complete the RTW check aligning with the Employer's guide to right to work checks:

·Share Code

The candidate has provided a share code, which will be validated with the confirmation report uploaded.

·No share code

This means that the candidate does not have a share code for validation and has provided supporting documentation from the list of acceptable documents. A face-to-face check is required to complete the RTW check aligning with the Employer's guide to right to work checks:

7.6- UK Right to Work

Escalations

During the processing of the check system escalations will be sent in the following circumstances: Digital Right to Work scheme Requirements not met (face to face check required) Any discrepancies during share code validation checks or a non-positive response from the employers checking service.

Target TAT

Immediate - Where the candidate meets digital identity results will be immediately available. The final PDF report will be added to the case documents within 4 hours. 1 Day When manual intervention is required eg validating a share code, requesting further supporting documents or resending digital ID requests.

Notes

When a digital right to work result is provided, it is your responsibility to verify the details on the output from the identity check are consistent with the individual presenting themselves for work.

7.7 - Database Checks

	Product descriptions	Target TAT
UK Directorship	A search conducted against companies house data to indicate if the candidate holds any current/previous directorships or is disqualified. Will return details and dates of directorships. Escalations: During the processing of the check system escalations will be sent in the following circumstances: Any disqualifications reported.	1 Day
Sanctions check	Sanctions checks are specialised searches that include a number of government sanction databases (for example OFAC, HMRC etc.) that identify individuals who are prohibited from certain activities or industries. Sanctions checks may be performed by a wide range of employers and are often required in regulated industries like financial services. This checks for sanctions, enforcements and warnings in the UK and worldwide. The search includes individuals known or suspected to be affiliated with terrorism, money laundering, fraudsters, drug trafficking, arms dealing, war crimes, white collar fraud or other illegal activities, as well as Politically Exposed Persons (PEP's). Also sometimes referred to as a Public Safety Check Escalations: During the processing of the check system escalations will be sent in the following circumstances: Any adverse findings	1 day

7.7 - Database Checks

	Product descriptions	Target TAT
DVLA	Confirmation from the DVLA of the licence validity, type, entitlements and details of any endorsements. Escalations: During the processing of the check system escalations will be sent in the following circumstances: The candidate has endorsement against their license.	1 day
Passport/VISA MRZ verification	Validation of a candidate's passport / visa requirements (if applicable) . Escalations: During the processing of the check system escalations will be sent in the following circumstances: Candidates passport is found not to be valid.	1 day
Social Media	A comprehensive, global check of a candidate’s social media postings. We will identify their social media accounts, flag any content that falls into agreed risk categories and deliver an easy to read report of the results. Escalations: During the processing of the check system escalations will be sent in the following circumstances: Any adverse profiles pertaining to preset flags: Extreme opinions Hate / discriminatory language Illegal activities Inappropriate / undesirable content Potential addiction / substance abuse Sexually explicit content Violent / graphic content	2 day

7.7 - Database Checks

	Product descriptions	Target TAT
Civil Litigation Check	A civil litigation search involves a review of court records to uncover information related to legal disputes between individuals or entities. This search typically reveals details about the litigation such as the nature of the case, court decisions, and any judgments or settlements. It will include a search of any county court judgements, administration orders, high court judgment's, fines, defaults from magistrates courts and tribunal awards. It provides insights into the history of legal actions that can be valuable for assessing the potential risks or liabilities associated with a person or business. Global Civil Litigation checks will vary by territory and available court records. Escalations: During the processing of the check system escalations will be sent in the following circumstances: Any adverse information found.	1 day
CIFAS	Also known as Staff Fraud Database this check is only available to clients that are registered members of the CIFAS internal fraud database. We check against database to discover any employees known to have been registered on it for instances of internal fraud. Escalations: During the processing of the check system escalations will be sent in the following circumstances: An adverse log against the candidate	1 day

7.7 - Database Checks

	Product descriptions	Target TAT
FCA Fit and Proper Questions	A search of the candidate's status with the Financial Conduct Authority (FCA) and Prudential Regulation Authority (PRA), establishing their permissions, disciplinary history and waivers. Escalations: During the processing of the check system escalations will be sent in the following circumstances: The candidate appears on the register as having disciplinary or regulated action.	1 day
Industry Specific Qualifications/Database Checking	A verification of the candidates claimed industry credentials / qualifications. Escalations: During the processing of the check system escalations will be sent in the following circumstances: The candidate does not hold the claimed qualification	1 day
CV Verification	This check is designed to highlight differences between an individual's CV and any information they provide during the screening process. Escalations: During the processing of the check system escalations will be sent in the following circumstances: Any material discrepancies in the cv vs screening form.	1 day

7.7 - Database Checks

	Product descriptions	Target TAT
Proof of NI	A document collection of proof of the candidate's national insurance number. The candidate will be requested to upload at point of submission one of the following: P45 or P60. • Letter from HM Revenue and Customs about tax or tax credit. • Payslips, salary statement or works pension statement (as long as it shows your National Insurance number). • Letter that the Pension Service or Job Centre Plus has sent to you (not handwritten). • National Insurance number card (not handwritten) Escalations: During the processing of the check system escalations will be sent in the following circumstances: The candidate is unable to provide proof of NI.	2 day

Note: Target TAT is measure from the point that all information is received from the candidate, meaning that the supplier has all necessary information from the candidate to conduct/complete all checks., the date all this information is received is the commencement date of the return time for the package. Excludes international criminal or credit checks)

7.8 - International checks

	Product descriptions
Availability	For those services where restrictions by role have been identified, compliance packages will be drafted with these checks included as standard. As the data controller, the client is responsible for liaising with their HR and legal teams to determine which roles within their business (if any) can legitimately be subject to these role restricted checks. If there are roles within the Client's business which are not eligible for these checks, the client is responsible for instructing Giant to create additional packages so that relevant and compliant package options are available for all roles within their employee population. Please note: by ordering a screening package which includes role restricted services the Client is confirming they have assessed the individual / role as eligible for such checks, in accordance with local legislation.
Permissibility	The legal permissibility of all checks will be determined by the hiring location of the client. Searches which are required in any previous countries of residence as part of the screening scope will therefore only be conducted as far as the hiring location legislation permits.
Timeframe	

Note: Credit, criminal and directorships searches in locations outside the UK are conducted using Giant's network of approved suppliers and charges vary by service and location and dependent upon the individual candidate's previous address history within the screening period. Details of fees are available in Giant's international service product matrix