DDC

DUE DILIGENCE CHECKING

Service Overview
Due Diligence Checking Ltd

Service Overview

Due Diligence Checking Ltd (DDC) are leading professionals in DBS and pre-employment screening, operating since 2002. DDC offer a range of background screening checks and packages to over 30,000 clients covering all sectors and varying in size from 2 to 30,000 employees. DDC provide a secure, reliable and professional service ensuring pre-employment checks are completed quickly, efficiently and in line with legal requirements and best practice principles.

DDC's online DBS & pre-employment screening platform offers an all-encompassing solution making background screening simple and efficient. The fully-managed, high-quality and secure service provides a unique user experience creating a streamlined onboarding process for candidates.

Core to the provision of the service is the Customer Service Team who are available to deal with enquiries and help process all applications as quickly and effortlessly as possible. As one of the largest and most established pre-employment checking providers, DDC has a great deal of experience accommodating the varying requirements of clients.

Contents

Service Overview 2
Pre-employment checking services 4
Onboarding 6
Pricing overview 6
Payment options 6
System maintenance 6
Data governance 6
Service Level Agreements 6
Professional customer service support 7
Status and reporting 7
Final pre-employment report 7
Offboarding 7

Pre-employment checking services

All applications are completed and managed on a bespoke, easy to use online customer interface, which is accessed through the DDC website. As a web-based solution, the system is available 24 hours a day 7 days a week. The system is responsive in design to enable any device with access to the internet, to use all areas of the system. This includes laptops, tablets and smart phones, allowing all users and applicants to easily access the system on their chosen device. The DDC system is built to be flexible and has numerous features that can be enabled on a per account basis.

DDC provide fully customisable pre-employment screening packages to accommodate recruitment processes and requirements. Clients can select from a range of pre-employment checks to create a bespoke package to safeguard their organisation. Customisable settings ensure full compliance with service standards, including number of references, gaps of employment, re-check periods and level of criminal record check. DDC also provide packages in line with Baseline Personnel Security Standard (BPSS) and British Standard 7858.

The pre-employment checks available include but are not limited to:

Service	Description
Criminal record checks	DDC is a professional Umbrella Body registered with the Disclosure and Barring Service, Disclosure Scotland and Access Northern Ireland. DDC provide all levels of checks including, basic, standard, enhanced and PVG applications.
Basic Disclosure & Barring Service	Provides a check of unspent criminal convictions and conditional cautions, suitable for roles that do not involve regulated activity but still require a level of trust and assurance.
Standard/Enhanced Disclosure & Barring Service	Includes spent and unspent convictions, cautions, reprimands and final warnings recorded on the Police National Computer. Enhanced checks also include any relevant information held by local police forces and, where applicable, a check of the barred lists for roles involving regulated activity with children or vulnerable adults.
Employment references	DDC's comprehensive reference checking service includes confirmation of employment history, education history, self-employment status and gaps of employment.
Right to work	DDC's right to work check confirms the applicants right to work in the UK by providing evidence of a compliant identity document or visa in line with home office and immigration legislation.
Digital Identity	Certified Digital Identity technology to support DBS and right to work checking services.
Adverse credit check	Confirms any CCJ's, insolvency and bankruptcy.
Qualification check	Confirmation of qualification(s) obtained by the individual, including the grades achieved.
Professional membership check	Verification of an individual's registration with a particular regulatory or membership organisation.
Identity check	Confirms ID against Credit Reference, Electoral Roll, Deceased, Telephone and Directors list.

PEP's and sanctions check	Searches records from over 250 countries from a collection of resources checking individuals for: • Politically Exposed Persons (PEPs) • Sanctioned entities • Money Laundering and Financial Fraud • Terrorism • Arms Proliferation, Drug Trafficking and Collateral Crimes
Directorship check	Confirmation of directorships both past and present, companies house check of associated businesses and highlights director barring and disqualifications
Social and adverse media check	DDC's social and adverse media check provides an accurate and complete picture of an individual's online behaviour. The search goes beyond the most popular social networking sites and covers blogs/vlogs and millions of web pages.
International criminal record check	International criminal record checks vary from country to country, from the type of check available, the requesting process and costs. DDC's advanced non-UK address report highlights to clients when an applicant has lived outside of the UK in the past five years.
Baseline Personnel Security Standard (BPSS)	Identity check Right to work Criminal record check (basic) Three years references including gap confirmation
BS7858	Five years references including gap confirmation Adverse credit check Criminal record check Professional membership check (where required) PEP's and sanctions check Identity check Right to work

Onboarding

DDC have experience with introducing the online system to large organisations with a high volume of users and accounts. Implementing the online platform is quick and simple with the majority of clients live the same day. DDC will support all users in transitioning to the new service in an understanding and professional manner, to minimise disruption. This includes training at no additional cost.

An established implementation plan can be made available ensuring that all client requirements are identified at an early stage.

Pricing overview

DDC provide a clear and simple pricing structure with no hidden costs. Registration and set-up is free and the client simply pays for the checks added to the system. More detailed costs can be found in the pricing schedule document. DDC offer large volume discounts on request.

Payment options

DDC offer multiple payment options to meet the differing requirements of clients. Flexible payment allows invoices to be grouped or split across departments or operational areas with the option of allowing applicants to pay online via credit/debit card. Invoices are sent at the end of each month for the checks added to the system, with a payment term of 30 days.

System maintenance

As DDC operate a continuous integration software workflow, regular maintenance windows are unnecessary. If downtime is required notifications are communicated to clients with a minimum of 2 weeks' notice. Downtime due to maintenance is scheduled outside of core working hours and will not be between 8am and 8pm Monday to Friday.

Data governance

DDC are certified to ISO27001 Information Security Management Standard which applies to all areas of the business. Included in the Information Security Management Standard (ISMS) is an extensive policy and process regarding business continuity planning (BCP) and disaster recovery (DR). These policies and processes detail both the procedures and the physical systems that ensure clients are provided with a resilient and robust system. All policies and procedures are reviewed twice annually and managed by a dedicated Information Security Manager. Our systems and processes are also independently audited each year by a UCAS accredited certification body.

DDC's Business Continuity and Disaster Recovery Plans can be made available upon request.

Service Level Agreements

Access to the online web application for all users and applicants is available 24 hours a day, 7 days a week and requires a web browser connected to the internet. The system is guaranteed to have a 99% availability up time. The average uptime for the past 36 months is 99.98%.

Professional customer service support

The Customer Service Team go to great lengths to ensure users and applicants are provided with the support they need to complete the checks. The Customer Service Team provide both telephone and email support Monday to Friday, 8:40am to 5pm.

Status and reporting

The system offers a full status and reporting suite with an array of downloadable management reports. All information regarding the management of applications, tracking points, progress and completed applications is available 24 hours a day, 7 days a week through the DDC portal. Users can see statuses of groups of applications as well as all specific actions carried out by DDC e.g. when the Customer Service Team spoke to an applicant to resolve a query.

Final pre-employment report

Once all checks are completed a full pre-employment report will be produced highlighting all the checks that have been completed. A more detailed breakdown of each check is also accessible within the report specifying the results of each check completed. Sample reports are available upon request.

Offboarding

DDC realise that clients may wish to change supplier from time-to-time and be assured that they will be able to take their vital applicant records with them once the contract has ended. A detailed exit plan can be made available to support the transition to a new system. DDC want clients to remain in partnership because of the value of the service provided, not because leaving is difficult.