



Confidential

Service Definition Document. The following information is provided to public sector organisations and Authorities outlining the services offered by CBS for DBS & Employment Screening Services.

Complete Background Screening (CBS) was established in 2005 by Rachel Bedgood (CEO) and in the intervening years has grown to become recognised as one of the most respected providers of DBS and Employment Screening services in the UK. CBS is a systems-based organisation, primarily providing services to large multinationals or government bodies who require efficient and cost-effective processing of 1,000+ employment checks per annum. Our eBulk and eScreening online software systems are used to process over one million DBS and Employment checks each year. CBS is one of the largest DBS providers and Referencing Houses in the UK and are part of the Home Office Consortium Group consulting with the Home Office regarding proposed legislative changes. We work with multiple private and public sector organizations across Wales, the UK, and overseas.

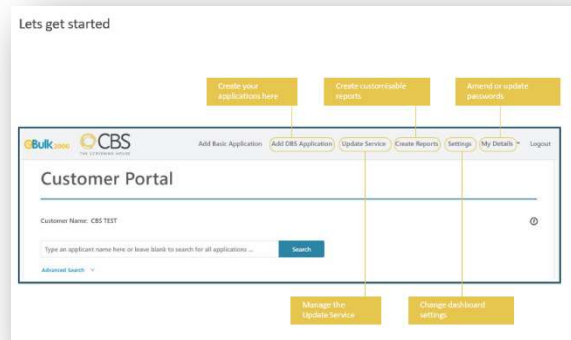
CBS offer a hosted and tailored solution to your organisation to process and manage services from the Disclosure & Barring Service. You have full control over the software and the ability to manage all users and applications.

Our eBulk and eBroker systems are both hosted by ourselves and fully integrated & customisable, based upon workflow process management software. It has been tested and approved by the Ministry of Justice, the Home Office, and DBS. The core services provided are:

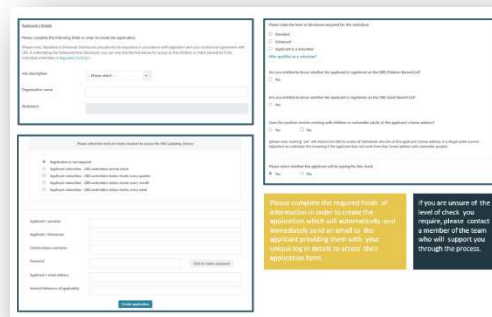
- Enhanced Disclosure
- Standard Disclosure
- Basic Disclosure
- Route 2 External Verification Checks, Digital ID Checks, & in branch ID checks via the Post Office.
- Update Service – A regular re-check system which refreshes checks on an ongoing basis to ensure the security of your staff and the people they serve
- Online payment options

As one of the UK's largest DBS providers, UK Authorities, CBS is able to provide organisations with access to information, ensure compliance with regulations, improve decision-making, enhance reputation, and access ongoing support for safeguarding practices.

Our ultimate goal is to support the users as much as possible throughout to make the journey effortless. Our vast experience tells us that an easy application process makes for much quicker results, much less need for additional resources, and much more happy customers.



Its super simple to create an application, as your job matrix and choices are already predefined:



The solution is exceptionally user friendly and offers multiple tailored levels of customisation to allow all users, including allowing users to administer DBS checks through separate pathways, accounts and processes.

Explain the data required from the customer to provide the service.

During implementation, we will explore introducing tools & features that will help standardise processes and create a smooth journey for all users.

For example, To avoid users having the discretion to choose job title, workforce and level of disclosures, we can implement a job matrix which forces the user to choose only the options you make available to them. For example, a school could be assigned the profile title 'Education'. Within this profile there would only be a list of roles suitable to this sector, not the entire organisation. When making a selection, the workforce, barred lists and levels of disclosure are automatically prepopulated. This standardises the process and also disables users from making errors with regards to eligibility.

Profile	Position	Workforce	Level of Disclosure	Adult Barred List	Child Barred List	Vol	Home based position
Education	Teacher	Child	Enhanced		Y	N	N
Education	Chaperone (V)	Child	Enhanced		Y	Y	N
Education	School Crossing Patrol	Child	Enhanced		Y	N	N
Education	Escort	Child	Enhanced		Y	N	N
Children Services	Service Director (C)	Child	Enhanced		Y	N	N
Children Services	Service Manager (A&C)	Child & Adult	Enhanced	Y	Y	N	N
Children Services	Social Worker (A)	Adult	Enhanced	Y		N	N
Children Services	Social Worker (A&C)	Child & Adult	Enhanced	Y	Y	N	N
Children Services	Youth Worker	Child	Enhanced		Y	N	N
Children Services	Support Worker	Child	Enhanced			N	N
Licensing	Taxi Driver - Licence	Other	Enhanced			N	N
Licensing	Taxi Driver - Contract	Child & Adult	Enhanced	Y	Y	N	N

Our application form is very simple and easy to follow:

We do not encourage user guides for applicants as this delays the time needed to spend completing the forms, instead we opt to validate all fields throughout the application process, prompting users along the way to ensure all information is provided correctly.

The applicant is supported throughout the application process receiving notifications and alerts to ensure sufficient information is provided in order for the DBS to begin processing. When the applicant submits their information, they receive a message to confirm all required data has been received. Due to the strength of the system validation, this removes the margin for error and ensures the applicant can only submit when all required information is provided.

For example, the system will:

- Allow the applicant to check 5 year address history has been provided and highlight any gaps
- Validate NI numbers
- Prompt female users to enter a previous name if their title is not 'Miss'
- Validate a driving licence to ensure the information matches the data in the form, eg middle names
- Our solution will ensure all applications are 100% accurate meaning your organisation will never receive any further queries from the DBS regarding missing data on a form.
- Requires only 3-8 minutes time of the applicant to complete their form
- Allow multiple ID validation options and simple pathways
- Remove 100% margin for error.

The process for the applicant is made very easy throughout each stage of the process, allowing them to save their data and return at a later time to complete the application form. This feature appears on every page of the application. Additionally, the individual verifying ID can do this at the beginning of the process and then save to return later for submission once the applicant has provided their personal information.

Throughout each stage of the process, the data is validated. Removing the ability to submit any inaccurate data and completely removing the margin for human error.

The applicant is supported throughout the application process receiving notifications and alerts to ensure sufficient information is provided in order for the DBS to begin processing. When the applicant submits their information, they receive a message to confirm all required data has been received.

Explain the reduced administrative burden for the Authority.

Our entire service offering is designed to reduce the amount of resources you currently spend on managing DBS checks. Additionally, we continue to monitor this throughout the lifetime of the contract and will ensure new ideas are discussed and smart solutions implemented to reduce any burden the DBS or safeguarding measures place on your organisation.

During mobilisation we will work with you to develop bespoke interfaces for your Finance and HR systems which maximise the immediate impact of the system on productivity and staffing costs. Over the life of the contract our support team will then work with you to further refine these systems to resolve new constraints and meet your evolving needs. For example the introduction of our eBulk system at Sefton Authority reduced FTE resourcing for DBS processing from 12 to 3 on implementation, and then subsequent refinement over the life of the contract has reduced this to a point where there is less than one FTE allocated to the task.

We approach continual system development in three ways: (a) meeting the changing legislative and regulatory changes, (b) meeting and learning from developing customer needs and (c) implementing new ideas and service improvements.

Our solution guarantees 100% submission rate with 0% errors.

When creating applications, this can be done on an individual basis or bulk upload. The system will offer a solution to upload a csv or spreadsheet and instantly create the required volume of DBS applications.

We provide an applicant tracking service to whereby they receive an email automatically generated by our system containing their DBS reference number and a link to the DBS tracking service allowing them to see the progress of their application at any time. The email is generated within 24 hours of the DBS receiving the application.

Reducing your required resources and ensuring we create inventive solutions to better support your DBS processes is always our main focus. We offer a host of system solutions that allow users to introduce notifications, reminders, emails, alerts, and much more! This wizard process is easy to set up, simple to maintain and allows the system to manage and react automatically, without the need for your intervention. The rules are simple: Tell us what you want to say, when you want to say it, who you want to say it to, and how often you want to say it.

If a disclosure returns criminal information then we provide additional safeguarding tools to help you manage the proves. Using our solution, you will only need to see the certificates that hold criminal information. If a person has criminal history the following five steps will take place:

- Employer receives an email notifying them criminal information is held (as displayed on previous page)
- Applicant receives an email advising them to provide certificate to employer urgently (see below)
- Employer will continue to receive alerts to view criminal certificate
- On receipt of criminal certificate employer notifies the system and also adds a comment (if required)
- The audit trail is updated and process completed

The screenshot shows a web application interface for 'CBS Screening Results'. The interface is divided into two main sections. The left section, titled 'Screening Results', contains a form with fields for 'Applicant Name', 'Date of Birth', 'Nationality', 'Employment Status', 'Employment History', and 'Employment Details'. Below these fields is a section for 'Employment Details' with a table listing various roles and dates. The right section contains a 'Notes' area with a text input field and a 'Comments' area with a text input field. At the bottom, there is a 'Print Results' button.

Online payment & Customer pricing - Within your account you have the ability for users to pay via credit or debit card. They payment can be made by the applicant or the administrator. This requirement for online payment can be switched on or off at an application AND Account level.

Within your system you will also have 'Customer Pricing'. This tool can be used to capture the administration fee being applied to each customer. Therefore, you can vary how much is charged at a customer or account level.

System Optimisation:

Our solution is optimised to ensure the quickest possible turnaround times for criminal disclosures. Many alternative solutions collect and batch DBS applications and send to the DBS daily, usually outside of the working day. Our system opens its communication gates to the DBS and Criminal Justice Exchange System every hour from 8am to 8pm. Therefore, applications submitted in the morning will be received and processed by the DBS promptly and can be returned within the same day. Currently we often see over 5000+ enhanced disclosures per month completed within less than 24 hours.

Our solution is fully compliant with the DBS schema and all of the validation requirements. CBS provide a host of tools to assist the users and managers of the system. The greatest strength of the system is its simplicity making the journey for applicants and other users very easy to follow. We do not encourage user guides for applicants as this delays the time needed to spend completing the forms, instead we opt to validate all fields throughout the application process, prompting users along the way to ensure all information is provided correctly.

For example, the system will:

- Allow the applicant to check 5 year address history has been provided and highlight any gaps
- Validate NI numbers
- Prompt female users to enter a previous name if their title is not 'Miss'
- Validate a driving licence to ensure the information matches the data in the form, eg middle names
- Our solution will ensure all applications are 100% accurate meaning your organisation will never receive any further queries from the DBS regarding missing data on a form.
- Requires only 3-8 minutes time of the applicant to complete their form
- Allow multiple ID validation options and simple pathways
- Remove 100% margin for error.

The process for the applicant is made very easy throughout each stage of the process, allowing them to save their data and return at a later time to complete the application form. This feature appears on every page of the application. Additionally, the individual verifying ID can do this at the beginning of the process and then save to return later for submission once the applicant has provided their personal information.

Tracking

The applicant can track their application throughout the process and be alerted when the disclosure is complete.

Once an application has been countersigned and submitted to the DBS, the DBS respond with a reference number, confirming receipt and acknowledging the beginning of the disclosure process. This is commonly referred to as an E reference. With this e reference number the applicant can do multiple things, such as track their applications or apply for early subscription to the update service.

Depending on the instruction of your organisation will determine the content of the email. For example, if there is no requirement for the applicant to subscribe to the update service then they simply receive an email providing them with the reference number as well as useful links and tips to track their application. As always, this text is dictated by you, therefore we could add the DBS customer contact centre, your details, our details, whatever you decide...

In the instance where you would like an applicant to subscribe to the Update Service, we will provide an email alert that provides additional instructions and help tools to seamlessly guide them through the registration process.

On completion of the disclosure process, we can email the applicant and notify them of completion. The email content will depend on the results of the disclosure. For example, if a disclosure returns

criminal information then we provide additional safeguarding tools to help you manage the proves. If a person has a criminal history the following five steps will take place:

- Employer receives an email notifying them criminal information is held (as displayed on previous page)
- Applicant receives an email advising them to provide certificate to employer urgently (see below)
- Employer will continue to receive alerts to view criminal certificate
- On receipt of criminal certificate employer notifies the system and also adds a comment (if required)
- The audit trail is updated and process completed

[illegible]

Our ultimate goal is to support the applicant as much as possible throughout to make the journey effortless. Our vast experience tells us that an easy application process makes for much quicker results, much less need for additional resources, and much more happy customers.

Eligibility & Compliance

To avoid users having the discretion to choose job title, workforce and level of disclosures, we can implement a job matrix which forces the user to choose only the options you make available to them. For example, a nurse could be assigned the profile title 'Childcare'. Within this profile there may be only 10/12 job titles, eg nurse assistant, childcare manager, responsible person, etc. When making a selection, the workforce, barred lists and levels of disclosure are automatically prepopulated. This standardises the process and also disables users from making errors with regards to eligibility. To implement this we require a spreadsheet to import into the solution, or these can be manually created by the SuperUsers at any time throughout the life of the contract.

Additionally, all SuperUsers are supported by a team of 7 DBS countersignatories who hold over 40 years experience with the DBS regarding legislation and regulations. Our team are on hand to provide, guidance, training and written procedural documents to help you determine eligibility for all students and staff. We also work with other education establishments and Universities allowing to share new ideas and potential solutions that you may wish to introduce to ensure your processes are robust and consistently compliant with the DBS code of practice.

DBS audits and assurance inspections:

As a Registered Umbrella Body, an eBroker and one of the largest DBS providers in the UK, we are well versed with DBS audits. We hold an exemplary record and are commended by the DBS following every inspection. During your audits will be support you the same as we do all of our clients. We will make your key account manager and DBS Team available on the day of audit to help you in anyway necessary. Often this is simply confirming processes or checking individual applications, however, we will stand 'shoulder to shoulder' throughout.

The current solution is a highly effective, robust and proven web-based workflow tool and has been used by organisations since 2003. It is simple to use and quick to implement as well as being very strong at rapid deployment and being able to react to change. The solution will adapt and respond in accordance with your requirements.

The solution offers multiple user access as well as simultaneous access of multiple users accessing the same accounts.

The solution has multiple layers allowing different users various access and abilities. In this section we better explain the system users to allow you to determine who should have a particular type of access:

There are 4 types of users:

- The Applicant
- The Administrator
- An IDV
- A SuperUser

The Applicant (end user):

- Receives log in details via email and completes an online application form.
- Submits to Administrator for checking, approval and submission.

The Administrator of an individual account (typically the HR or DBS Team):

- Creates new applications
- Tracks all applications
- Views audit trails
- Views real time results
- Views printer friendly summary screens
- Receives notifications

The Administrator can only see and receive results of applications created within their individual account.

An IDV (typically individuals who oversee multiple sites)

This person has the ability to have access to multiple accounts and ALL abilities held by The Administrator. For example, there may be multiple accounts within the system, eg internal staff, external companies, an account for Registered Person's etc. The IDV can step in or out of any account and validate the ID of any application within the accounts the SuperUsers have permitted access.

A SuperUser (typically HR Managers & Senior Finance Staff):

- View all applications with all of the features detailed in the Administrator access
- Control ALL system users and their access, including IDVs
- Create new accounts
- Reset accounts passwords
- View and contribute to audit trails
- Extract management information

Different user profile levels set allowing different levels of access/functionality

With all elements of the system, it is customisable and access can be controlled through the SuperUser system applying multiple levels of access. Access to data and access to specific functions, such as countersigning or removing applications.

A typical hierarchy example is:

- At the top of the hierarchy are the Super Users. These are identified by the Authority at pre-start phase and we train them to be fully knowledgeable and competent in their role. Super Users have the widest range of access and editing rights within the team, and these 'whole system' abilities are agreed between your management and our developers during implementation. Super Users will have the ability to set up new internal users, but additional Super Users can only be set up by CBS staff.
- Below Super Users an Authority could have 'Restricted Super Users'. These users have limits placed on the data streams they can view and edit but retain access to the SuperUser system. These individuals are called BUUs (Business Unit Users) and can only access specific accounts and customer that have been allocated to them. For example, they may only be authorised to countersign or view one particular department, such as licencing.
- IDVs – ID Verifiers – these individuals can access multiple accounts at an administration level. For example a Team Leader who requires access to each of the staff's accounts to manage progress and applications. Or an ID Checker out in the field who may need access to multiple schools, for example.
- Standard users (Administrators) can create, submit and track all applications in the account they are permitted access.
- As applications are on-line, applicants are also users whose access is restricted to that of relevant data entry only.

Customisable user hierarchies.

Super users can create and maintain other users, with the exception of creating other Super Users – this may only be done by us. We are available at any time during the contract to support or advise on access hierarchies: this is very familiar territory for us and we will be able to give immediate feedback.

Any changes in hierarchy can occur in real time: when a user level is changed, then the user can immediately access their new level. Access levels can be increased or decreased as the Super User feels fit. Hence the ability for users to see the whole organisation or just their business area is handled locally by the Super User.

Our recommendation is that where users' access levels are increased, that they have additional training to ensure that remain fully competent in their additional tasks. Super Users will have the responsibility and knowledge to train the staff themselves (where the super user is the lead trainer) but we are always available to offer additional training again in person or via our online training services.

Throughout our contracts we have built many bespoke solutions at the request of individual authorities. We have branded all solutions with the individual logos as well as offering a unique customisable notification system prewritten by each individual authority. Our notification system, created through a swift wizard process, is available to all clients wishing to access the solution.

We will continue to provide a completely bespoke service with a flexible, personalised system that is tailored to meet your unique needs and requirements. We work collaboratively to maintain the reputation of your organisation and will continually adapt the service to meet your changing needs.

The clients that we currently work with have benefited from being able to make faster recruitment decisions, mitigated recruitment risks, saved valuable time and money, streamlined their onboarding processes as well as ensuring compliance and creating a safer working environment for their employees.

Reporting

Data is presented through reports as needed. Our system works on real time data: whenever data is entered into the system it is immediately available for searches and reporting. A strength of our system is that applications are automatically submitted to DBS on an hourly basis – our major competitors often submit batch uploads on a daily basis – ours are sent each hour. An immediate advantage of this is speed – ours is the fastest system for getting applications to DBS and by using hourly rather than daily uploads, very often submitted applications will, under our system, be processed by DBS even before some of our competitors systems have submitted them. We can get answers back before other systems have even sent the data in!

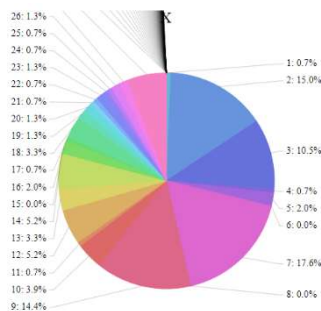
Our reporting function allows searches against all and any data within the application data so covers, for example, individual applicants through to group reports for particular departments or external agencies. Hence a report can be run, for example, for a particular school.

Reports will be accessed through a system front-end screen as in the example below:

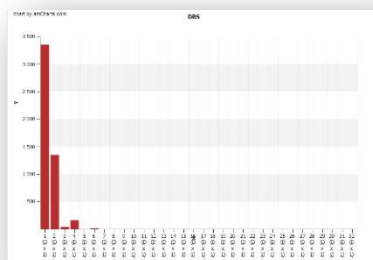
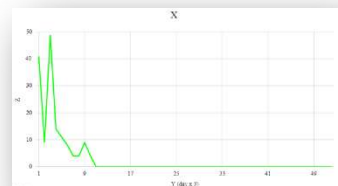
[illegible]

Applicant's name	Date Received	Status	Set / Fch.
JOSEPHINE JAMES	22-01-2021	ACKNOWLEDGED	Completed
PAUL WHITTAKER	20-01-2021	ACKNOWLEDGED	Completed
IAN TELL	28-01-2021	ACKNOWLEDGED	Completed
CLARETTE CLARRY	21-01-2021	ACKNOWLEDGED	Completed
DAVID E. REDFORD	16-01-2021	ACKNOWLEDGED	Completed
BUS WAINBER	21-01-2021	ACKNOWLEDGED	Completed
FRANK ALCOBES	18-01-2021	ACKNOWLEDGED	Completed
CHUCK BATTIE	21-01-2021	ACKNOWLEDGED	Completed
STEFANIE D. GAGNER	16-01-2021	ACKNOWLEDGED	Completed
DORIAN BLUMENMAN	16-01-2021	ACKNOWLEDGED	Completed
FRANK ABES	08-01-2021	ACKNOWLEDGED	Completed
JOHN J. DE WILDEMS	03-01-2021	ACKNOWLEDGED	Completed
EMILY VANDERBILT	01-01-2021	ACKNOWLEDGED	Completed
ALISON WHEELER	06-01-2021	ACKNOWLEDGED	Completed
STEVE MOORE	01-01-2021	ACKNOWLEDGED	Completed
ALAN HANSEN	06-01-2021	ACKNOWLEDGED	Completed
REYNOLDS BAKER	01-01-2021	ACKNOWLEDGED	Completed

Speaker	Stage	Status	Applicant's name	Company name	Ytd	Ytd	Performance number	Performance date
1	02/10/2018 14:00	02/10/2018 14:00	NORMAN, LYNETH LEE	Prosthetic team	Unchanged	Unchanged	1408992200	02/10/2018
2	02/10/2018 14:00	02/10/2018 14:00	NORMAN, LYNETH LEE	Prosthetic team	Unchanged	Unchanged	1408992200	02/10/2018
3	20/10/2018 09:00	20/10/2018 11:00	NORMAN, IAN	Prosthetic team	Unchanged	Unchanged	1417002100	20/10/2018
4	20/10/2018 09:00	20/10/2018 11:00	NORMAN, IAN	Prosthetic team	Unchanged	Unchanged	1417002100	20/10/2018
5	09/11/2018 09:00	09/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1437021000	09/11/2018
6	09/11/2018 09:00	09/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1437021000	09/11/2018
7	23/11/2018 09:00	23/11/2018 11:00	NORMAN, DANIEL MORGAN	Prosthetic team	Unchanged	Unchanged	1437031000	23/11/2018
8	23/11/2018 09:00	23/11/2018 11:00	NORMAN, DANIEL MORGAN	Prosthetic team	Unchanged	Unchanged	1437031000	23/11/2018
9	28/11/2018 11:00	28/11/2018 11:00	NORMAN, MARILYN NEWMAN	Children's Services	Unchanged	Unchanged	1437057000	28/11/2018
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11	27/12/2018 09:00	27/12/2018 11:00	NORMAN, JULIAH MARSHALL	Children's Services	Unchanged	Unchanged	1439992000	27/12/2018
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14	09/10/2018 11:00	09/10/2018 14:00	NORMAN, KIM COULT	Prosthetic team	Unchanged	Unchanged	1439992000	09/10/2018
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23	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
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26	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
27	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
28	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
29	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
30	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
31	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
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33	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
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35	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
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40	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
41	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
42	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
43	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
44	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
45	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
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55	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
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66	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
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98	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
99	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018
100	23/11/2018 09:00	23/11/2018 11:00	NORMAN, PAUL JAMES	Prosthetic team	Unchanged	Unchanged	1439992000	23/11/2018



Year	Month	Day	Time	Area	Activity	Duration	Notes	Remarks	Signature	Date
2019	12	15	10:00	Room 101	Classroom	10:00-11:00	Mathematics	10:00-11:00	10:00-11:00	10:00-11:00
2019	12	15	11:00	Room 101	Classroom	11:00-12:00	Mathematics	11:00-12:00	11:00-12:00	11:00-12:00
2019	12	15	12:00	Room 101	Classroom	12:00-13:00	Mathematics	12:00-13:00	12:00-13:00	12:00-13:00
2019	12	15	13:00	Room 101	Classroom	13:00-14:00	Mathematics	13:00-14:00	13:00-14:00	13:00-14:00
2019	12	15	14:00	Room 101	Classroom	14:00-15:00	Mathematics	14:00-15:00	14:00-15:00	14:00-15:00
2019	12	15	15:00	Room 101	Classroom	15:00-16:00	Mathematics	15:00-16:00	15:00-16:00	15:00-16:00
2019	12	15	16:00	Room 101	Classroom	16:00-17:00	Mathematics	16:00-17:00	16:00-17:00	16:00-17:00
2019	12	15	17:00	Room 101	Classroom	17:00-18:00	Mathematics	17:00-18:00	17:00-18:00	17:00-18:00
2019	12	15	18:00	Room 101	Classroom	18:00-19:00	Mathematics	18:00-19:00	18:00-19:00	18:00-19:00
2019	12	15	19:00	Room 101	Classroom	19:00-20:00	Mathematics	19:00-20:00	19:00-20:00	19:00-20:00
2019	12	15	20:00	Room 101	Classroom	20:00-21:00	Mathematics	20:00-21:00	20:00-21:00	20:00-21:00
2019	12	15	21:00	Room 101	Classroom	21:00-22:00	Mathematics	21:00-22:00	21:00-22:00	21:00-22:00
2019	12	15	22:00	Room 101	Classroom	22:00-23:00	Mathematics	22:00-23:00	22:00-23:00	22:00-23:00
2019	12	15	23:00	Room 101	Classroom	23:00-24:00	Mathematics	23:00-24:00	23:00-24:00	23:00-24:00
2019	12	15	24:00	Room 101	Classroom	24:00-25:00	Mathematics	24:00-25:00	24:00-25:00	24:00-25:00
2019	12	15	25:00	Room 101	Classroom	25:00-26:00	Mathematics	25:00-26:00	25:00-26:00	25:00-26:00
2019	12	15	26:00	Room 101	Classroom	26:00-27:00	Mathematics	26:00-27:00	26:00-27:00	26:00-27:00
2019	12	15	27:00	Room 101	Classroom	27:00-28:00	Mathematics	27:00-28:00	27:00-28:00	27:00-28:00
2019	12	15	28:00	Room 101	Classroom	28:00-29:00	Mathematics	28:00-29:00	28:00-29:00	28:00-29:00
2019	12	15	29:00	Room 101	Classroom	29:00-30:00	Mathematics	29:00-30:00	29:00-30:00	29:00-30:00
2019	12	15	30:00	Room 101	Classroom	30:00-31:00	Mathematics	30:00-31:00	30:00-31:00	30:00-31:00
2019	12	15	31:00	Room 101	Classroom	31:00-32:00	Mathematics	31:00-32:00	31:00-32:00	31:00-32:00
2019	12	15	32:00	Room 101	Classroom	32:00-33:00	Mathematics	32:00-33:00	32:00-33:00	32:00-33:00
2019	12	15	33:00	Room 101	Classroom	33:00-34:00	Mathematics	33:00-34:00	33:00-34:00	33:00-34:00
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2019	12	15	35:00	Room 101	Classroom	35:00-36:00	Mathematics	35:00-36:00	35:00-36:00	35:00-36:00
2019	12	15	36:00	Room 101	Classroom	36:00-37:00	Mathematics	36:00-37:00	36:00-37:00	36:00-37:00
2019	12	15	37:00	Room 101	Classroom	37:00-38:00	Mathematics	37:00-38:00	37:00-38:00	37:00-38:00
2019	12	15	38:00	Room 101	Classroom	38:00-39:00	Mathematics	38:00-39:00	38:00-39:00	38:00-39:00
2019	12	15	39:00	Room 101	Classroom	39:00-40:00	Mathematics	39:00-40:00	39:00-40:00	39:00-40:00
2019	12	15	40:00	Room 101	Classroom	40:00-41:00	Mathematics	40:00-41:00	40:00-41:00	40:00-41:00
2019	12	15	41:00	Room 101	Classroom	41:00-42:00	Mathematics	41:00-42:00	41:00-42:00	41:00-42:00



Real time and stored data available to users through reporting suite

As the contract progresses we will respond to any developing needs you encounter for the reporting suite both in terms of customising existing reports and implementing wholly new reports. As an

example, we implemented for one public sector organisation an automated checking system that took the DBS' monthly PDF file on Registered Body applications, 'read the PDF into the main database and produced a report identifying all completions and anomalies. We then additionally opened up this reporting function to all other users.

Provision of regular, agreed reports

The online solution allows you to extract data as and when required. You can also save the parameters of the search allowing you to repeat the search at any time without the need to re-enter the criteria.

Additionally, we will offer a half day of development free of charge to create any bespoke reports that might be required more frequently. For example, for some clients we create a bespoke report that aligns with one of their other in house systems allowing us to seamlessly share data without the need for you internal staff to have to manage the data entry. The data fields and frequency can be determined by you.

Provision of ad hoc reports on demand

The reporting suite in the system is vast. You are able to extract data as and when required and in realtime. Not only can you extract personal data or the content of the DBS forms and results, You can also report against information at a customer level. For example you can extract data to identify the speed of processing for each account. Not just the speed of completion but the speed of creation, submission, etc. you can also break this down in geographical status or compare one account to another and identify trends.

Most organisations tend to use the vanilla options of seeing who submitted what and when, as well as how many. However, we would love to demonstrate our reporting suite to you and show you the full extent of its capabilities. The options are endless.



KPIs

Our solution is optimised to ensure the quickest possible turnaround times for criminal disclosures. Many alternative solutions collect and batch DBS applications and send to the DBS daily, usually outside of the working day. Our system opens its communication gates to the DBS and Criminal Justice Exchange System every hour from 8am to 8pm. Therefore, applications submitted in the morning will be received and processed by the DBS promptly and can be returned within the same day. Currently we often see over 2000 enhanced disclosures per month completed within less than 24 hours. Additional system benefits:

Our proposed KPIs for this contract are:

- 84% of enhanced disclosures returned within 5 days
- 96% of standard disclosures returned within 2 days

- 94% of basic disclosures returned within 10 days
- 98% of List 99 checks returned within 4 hours
- 99% of Adult First checks returned within 48 hours
- 0.0001% Error rate on returned disclosures
- 100% System availability. Any scheduled downtime takes place over weekends - Saturday night / Sunday morning.

Our KPIs for the previous 3 months show that 88% of all enhanced level disclosures are completed within one week or less. This is a vast improvement compared with processing times experienced before the implementation of our DBS solution.

Internal targets for the countersigning of applications is 4 hours. We are currently achieving 2.5 hours.

In the last 3 months alone, CBS has processed more than 35,000 enhanced level DBS checks in 24 hours or less.

Please see a recent report completed for an LA client using our eBulk solution:

Current Processing times, MM/YY – MM/YY (volume of applications):

- 29% of enhanced disclosures are completed within 24 hours or less
- 72% of enhanced disclosures returned within 5 working days / 1 week
- 96% of enhanced disclosures returned within 10 working days / 2 weeks
- 4% of enhanced disclosures returned within 1 month

Service & Operational Responses

Key Performance Indicator	KPI Target	Comments / Measurements
Process all DBS applications: <ul style="list-style-type: none"> Basic check Standard check Enhanced check 	100% of applications processed within 24 hours	100%
Process Update Service Requests	100% of requests processed within 48 hours	100%

Support Response & Resolutions

Key Performance Indicator	KPI Target	Comments
Telephone support For Applicants and system administrators	100% of telephone calls responded to within 24 hours of the call being received Monday – Friday 8.30am – 5.30 pm (excluding bank holidays)	100%
Email support For applicants and system administrators	100% of emails responded to within 24 hours of the email being received Monday – Friday 7.00am – 11.00pm (excluding bank holidays)	100%

Account meetings, attended by University of Essex and CBS Account Manager as a minimum	Quarterly (4 per annum), held in person or digitally	Confirmed
Reporting	Reports provided within 72 hours	Confirmed
Invoicing and breakdown of applications processed	100% accuracy of charges to be paid in arrears per calendar month	100%
Creation of student and staff system accounts	100% of accounts set up within 72 hours of request	100%
Creation of DBS applications submitted via bulk upload	100% within 48 hours	100%
GDPR / Data Protection Requests	100% of requests responded to within 48 hours	Confirmed
Complaints via telephone or email (to include any expression of dissatisfaction)	100% of complaints responded to within 24 hours	Confirmed
Complaints escalated via telephone or email (to include any expression of dissatisfaction)	100% of complaints escalated within 24 hours	Confirmed

SYSTEM KPIs

Key Performance Indicator	KPI Target	Comments / Measurements
System uptime	99.999%	Confirmed
Recovery Point Objective – maximum data loss	100% within 4 hours	Confirmed
Recovery Time Objective	100% - 8 hours	Confirmed

Solution Management & Correspondence

Your system will have the ability to send notifications to any users of the system. The content and frequency can be determined by you. Or you can opt to implement this at a later date.

The most typical example of how the notifications benefit our users are as follows. However, this is guidance only and can be tweaked or changed to align with your goals:

- Day 1 application created and log in details sent to applicant (as already exists)
- Day 3: Email sent to applicant if they have not submitted their form:

Subject: Incomplete DBS Application

Dear <Applicant name>

Our records indicate you have received your log in details via email to complete your DBS application online, however, this has not yet been completed. At your earliest convenience please log into your application form and complete the required information.

Should you have any difficulty or wish to discuss this further please contact the Service Desk on 012345679.

- Day 5: Email sent to applicant if they have not submitted their form:

Subject: URGENT - Incomplete DBS Application

Dear <Applicant name>

Our records indicate you have still not completed your online DBS application.

Please log into your application form and complete the required information. If your application is not completed within two days, this matter will be escalated to the Compliance Team.

Should you have any difficulty or wish to discuss this further please contact the Service Desk on 012345679.

- Day 7: Email to Administrator or ID Verifier:

Subject: DBS – Escalation – incomplete DBS applications

Please be advised the following individual has failed to submit their DBS application:

Applicant A

This matter has now been escalated for your consideration.

You may also wish to consider introducing later reminders, the frequency and contents are entirely at your discretion.

CBS were the first DBS Registered Body to offer The Update Service to its clients. We believe we are only service provider in the UK offering this unique service. The DBS created this service in order to allow portability of DBS checks for individuals throughout the UK, however our service offering enhances safeguarding like never before and removes the need to rely on the applicant to manage the process.

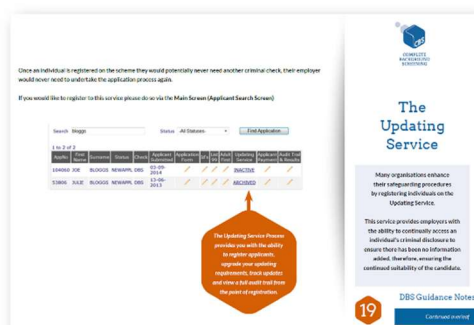
Once an individual is placed on the Updating Service and continues with the annual subscription they may never need another DBS check, CBS will manage this entire service on your behalf. This service provides a huge enhancement to safeguarding procedures and provides you with continued peace of mind as to the suitability of candidates you employ to represent your organisations and care for the most vulnerable in our society.

The system works by performing regular checks on a person's criminal history without the need to undertake further criminal checks in the future. We can check an individual's criminal disclosure certificate every week, month or quarter to ensure there has been no change to their criminal record:

- Your organisation will save on costs and administration.

- The applicant will be able to use their criminal disclosure for other roles or future employment. Your clients will receive a boost of confidence in you as a provider by enhancing your safeguarding procedures and protecting those in your care.
- It protects your company and enhances your safeguarding procedures.
- Currently a disclosure certificate is only a snap shot of a person's criminal history, the Updating Service provides you with an ability to continually check whether a person's criminal history has changed.
- Potentially no future DBS checks will be required for the applicant. Criminal applications become redundant as the updating service removes the need to continually undertake criminal checks
- By not registering to the service you will not be informed of any changes to a person's criminal history. Therefore, it may take up to three years for you to be aware of an offence not detailed in a previous disclosure certificate.

Within the database, the administrator has the ability to track and view the audit trails attached to all individual's registered on the update service.



CBS will support the applicant throughout, offering multiple prompts and a customer service support team available over the phone.

Options:

1. *Annual subscription and status check* - CBS will help manage the registration process on your behalf allowing you to manually check the online register at your discretion. CBS will also perform initial checks to confirm the subscription was successful.
2. *Annual subscription and status checks every quarter* - CBS will help manage the registration process on your behalf and check the applicant's criminal record on a quarterly basis. You will receive a full audit trail detailing every search and written notification if the applicant has received a change on their criminal record
3. *Annual subscription and status checks every month* - CBS will help manage the registration process on your behalf and check the applicant's criminal record on a monthly basis. You will receive a full audit trail detailing every search and written notification if the applicant has received a change on their criminal record
4. *Annual subscription and status checks every week* - CBS will help manage the registration process on your behalf and check the applicant's criminal record on a weekly basis. You will receive a full audit trail detailing every search and written notification if the applicant has received a change on their criminal record.

Once on the service we will undertake status checks against the disclosure certificate to ensure there has been no change to a person's criminal record. If there is a change to a person's criminal record, we will react immediately. You be contacted by telephone by a member of the DBS team to confirm the disclosure is out of date. Our team member will talk you through the process and explain any necessary action. Additionally, the system will:

- Change the status
- Provide immediate email notification
- Continually send reminders until you notify the system you aware of the change
- Offer the ability to switch off reminders and add comments to the audit trail



All of the above mentioned functions are accessed through the Administrator's log in. Providing them with full visibility of all applications, their progress and results.

Implementation

We are excited to work with a new client to create ideas for continued improvement whether this be system or process related. Our experience implementing lean system mobilisations for Registered Bodies has optimised every aspect of the process. By taking advantage of this accelerated mobilisation capability we provide every client with the opportunity to have an online eBulk system operating within just one week of contract award.

Project management including a dedicated account manager

We are pleased to confirm your account manager will be Sarah Lloyd, who has worked with CBS for more than 8 years and is currently positioned as the Operations Manager within the organisation heading up our DBS Management Team. Sarah's DBS knowledge is unrivalled and is the key account manager for our top 100 clients. Sarah works closely with our DBS Manager, Cerys Conway, who will also be heavily involved in your system and implementation from the start of the contract.

Sarah & Cerys are supported by a team of highly skilled and knowledgeable countersignatories specifically placed to manage all elements of the DBS processes, as well as a team of first line customer support staff who are able to help with general enquiries.

Communication plan; and examples of draft communications.

A Core strength of our system, is the ability to quickly implement bespoke solutions. We can implement your eBulk solution within only a few days and can train you and your staff

thoroughly prior to go live via online training, face to face workshops and our eLearning portal. Typically, a system build is completed within 5 working days, however, we can reduce this should you wish to implement sooner.

Day 1	Day 3	Day 4	Day 7	Day 10
RB will meet client and discuss the requirements. Client will provide: <ul style="list-style-type: none"> Logos Wizard; job matrix, emails, reminders, etc Bespoke development / Reporting				
	CBS Begin system build in test environment			
	Online Training provided to EU	Client & CBS Test & approve solution		
			System is made live	
			Follow up meeting/ adjustments / training /	
				System live and ready to use

CBS are committed to working within the timeframes set by your organisation to implement the system and will communicate effectively to clearly understand the need for urgency and critical implementation.

Our experience implementing lean system mobilisations for local authorities has optimised every aspect of the process. By taking advantage of this accelerated mobilisation capability we provide every Authority with the opportunity to have an online eBulk2000 system operating within just 5 days of contract award. For one client who needed to immediately move away from their current supplier, their system was designed, tested, implement and made live within 4 hours.

Risk and issue management

Throughout implementation, a shared document will be in place detailing each step of the process allowing all members to raise questions and queries about the system and processes.

CBS Review									
Ref	Problem	Response/Action	Comments	Owner	Priority	CBS Reply	CBS Reply	Response	Response
1	Problem	Response	What should a question about the application and the system?	John, CBS	Medium	There is a question about the application and the system. The CBS team will be in contact with the client to discuss the requirements and the system.	The CBS team will be in contact with the client to discuss the requirements and the system.	Response	Response
2	Problem	Response	What should a question about the application and the system?	John, CBS	High	There is a question about the application and the system. The CBS team will be in contact with the client to discuss the requirements and the system.	The CBS team will be in contact with the client to discuss the requirements and the system.	Response	Response
3	Problem	Response	What should a question about the application and the system?	John, CBS	Medium	There is a question about the application and the system. The CBS team will be in contact with the client to discuss the requirements and the system.	The CBS team will be in contact with the client to discuss the requirements and the system.	Response	Response
4	Problem	Response	What should a question about the application and the system?	John, CBS	Medium	There is a question about the application and the system. The CBS team will be in contact with the client to discuss the requirements and the system.	The CBS team will be in contact with the client to discuss the requirements and the system.	Response	Response
5	Problem	Response	What should a question about the application and the system?	John, CBS	Medium	There is a question about the application and the system. The CBS team will be in contact with the client to discuss the requirements and the system.	The CBS team will be in contact with the client to discuss the requirements and the system.	Response	Response
6	Problem	Response	What should a question about the application and the system?	John, CBS	Medium	There is a question about the application and the system. The CBS team will be in contact with the client to discuss the requirements and the system.	The CBS team will be in contact with the client to discuss the requirements and the system.	Response	Response
7	Problem	Response	What should a question about the application and the system?	John, CBS	Medium	There is a question about the application and the system. The CBS team will be in contact with the client to discuss the requirements and the system.	The CBS team will be in contact with the client to discuss the requirements and the system.	Response	Response

Our ebulk solutions have met all of the requirements of each of our valued DBS users for many years. No problem or idea has failed to be solved or implemented. We pride ourselves on our system offering and its capabilities. Our commitment to provide the most appropriate or desired solution to you is

unwavering. CBS will continue to work closely with you to ensure the system, wherever possible, exceeds expectations

CBS work with the DPOLtd, the UK's leading GDPR consultancy services. Our Data Protection Officer is Mr Philip Griffiths. Philip is an EU GDPR Practitioner (ISO 17024-accredited) with over 20 years' experience in Information-Governance. CBS have worked diligently with this organisation for over 5 years creating strong foundations and enhancements in our data processes. We continually strive to improve privacy and security while maintaining high performance.

Risk Management Regime – our operations are informed by an Information Governance Framework which is underpinned by a suite of security policies, processes and procedures. Owned by our CEO, Rachel Bedgood, these documents detail security risks to the company and outline our overriding strategy for all staff to follow when managing cyber threats or making related decisions. Applying guidance from our endorsed assurance schemes and results from a rolling cycle of penetration tests and simulated cyber-attacks, Rachel works with Head Technician, Ian Abraham, to ensure ongoing effectiveness of our systems and controls. This includes adopting a lifecycle approach to risk management; updating processes to reflect emerging risks and recognised best practice as technology advances.

Governance framework. We have a security governance framework that coordinates and directs their overall approach to the management of the service and information within it. We are UKAS certified ISO27001 and ISO22301. We outsource management of our IT structure to Secura Hosting (part of Node4) who have the following certifications - ISO 27001, ISO 9001, ISO 20000, ISO 27017

Training requirements.

It is in the interest of CBS to provide as much training as is required to ensure the core users of the system have complete confidence and familiarity within the system. We do not charge for training. We believe this is also a reflection in our confidence in the simplicity of the system and the robust solution we have created.

At pre-start up, and whenever then needed post implementation, we will provide training and a suite of FAQs to ensure all relevant staff are fully competent in using the reporting functions. The online training & webinars as well as our user guides are more than enough for any users, but we always offer more!

Our user guide is constantly updated to reflect any changes or enhancements within the system. Our favoured training approach is to 'train the trainers' so that each Authority (or where requested, shared Authority arrangements) has a trainer lead with whom we can maintain in-depth contact.

Ongoing staff training is provided online by your Account Manager, Sarah Lloyd. An online demo lasts no longer than half an hour and is usually very effective to address topics in bite-size pieces allowing users to test the knowledge they have acquired and then return to the second session with more informed questions. We can provide:

- A tailored FAQ document
- Unbranded Guideline documents

- Online demonstrations
- Full support and communication from CBS throughout

As mentioned, we will provide systems training to all your relevant staff via the above methods, as well as supporting guidance notes. Any updates to our manuals will be issued to staff as they become available.

"The training provided by CBS helped our clients and schools to better understand the system and the benefits it brings. We received very positive evaluations after the training session from all attendees. We are very pleased with our decision to process criminal applications online with CBS and would have no hesitation in recommending the process." Gemma Kelly; Brent Authority, London

There are no limitations to CBS providing as much training as required. It is in our interest to provide as much support as required in order for users to familiarise themselves with the system. We understand and have extensive experience in preparing users for new systems. We have methodically worked through processes and training materials to ensure our support is unrivalled. We provide this support without hesitation. The Countersignatories and users of our solutions have no doubt whatsoever that we are here to help in any way we can. Whatever the question, we have an answer. No query is too small or too silly. We encourage constant communication and training allowing us to continue to create new solutions and enhance our DBS solution even further.

Details of the types of documentation available that can be adapted by the Uni e.g. FAQs, user guides.

It is in the interest of CBS to provide as much training as is required to ensure the core users of the system have complete confidence and familiarity within the system. We do not charge for training. We believe this is also a reflection in our confidence in the simplicity of the system and the robust solution we have created.

At pre start, CBS will provide you with our standard guidelines documents and user help tools. We will also provide these documents to you unbranded and in a powerpoint format allowing you to amend or tweak inline with internal processes, as well as adding your own branding. As part of the training programme, CBS will provide a host of tools to ensure all users receive the support they require.

We will invest as much time and resources required to ensure the SuperUsers and Administrators are confident and able when using the system.

While we can offer standard FAQs, we also offer a bespoke service whereby we tailor the FAQs to meet your requirement. For example, while we appreciate the many local authorities share similarities, there are often significant processing differences. Therefore, during training and system demonstrations we can record the questions asked by the attendees and provide these back to you with a full response that can then be shared and used for future use.

Details of the resources the Authority is expected to provide

To set up branded screens, reports and email formats, all we need is (a) permission from your

organisation to use its logo(s) and approved contact persons, (b) any specific branding requirements, regulations and proposed usage and, (c) a master high definition copy of corporate logo(s). From this we will produce original master copies of the finished branded screen, reports and emails for approval prior to implementation.

To confirm we require:

- Your company logo in a jpeg
- Completion of our Setup Wizard which is an east to follow document allowing you to dictate the content of emails to different users, variable system users & access, creation of job matrix, etc.

Your account manager and Rachel will be on hand to support you throughout...

Our system can be integrated into a number of different packages used by our Public Sector, Private Sector and Third Sector customers. Such integration will be scoped at the Implementation Plan stage and will be addressed in partnership with each Local Authority.

Evidencing the effectiveness of our project, relationship and performance management methods, Vertex Pharmaceuticals with whom we have worked since 2020 recently gave the following feedback:

“CBS offer unparalleled customer service, responding to queries and solving issues efficiently, something we found lacking with our previous supplier. We feel like we have a really good partnership and that CBS genuinely want to help us, not just saying what we want to hear”.



Support

We are pleased to confirm your account manager will be Sarah Lloyd, who has worked with CBS for more than 10 years and is currently positioned as the Operations Manager within the organisation heading up our DBS Management Team. Sarah's DBS knowledge is unrivalled and is the key account manager for our top 100 clients. Sarah works closely with our DBS Manager, Cerys Conway, who will also be heavily involved in your system and implementation from the start of the contract.

Sarah & Cerys are supported by a team of highly skilled and knowledgeable countersignatories specifically placed to manage all elements of the DBS processes, as well as a team of first line customer support staff who are able to help with general enquiries.

CBS provide outstanding customer service. We receive continued praise from existing clients, stating our attention to detail in the provision of our systems and service, is unrivalled.

Customer service matters to CBS. We acknowledge that it is paramount to our success and paramount to the retention of our clients. To date, CBS have never lost a contract renewal and all contracts to date for our Local Authorities (approx. 30) have been continually rolled over or extended where possible.

Since inception in 2005 Complete Background Screening Ltd (CBS) have become one of the largest providers in the UK's Pre-Employment Screening (PES) industry, presently undertaking approximately one million disparate checks each year. Central to this growth has been our commitment to forging long-term partnerships by allocating dedicated project teams and account management who take the time to fully understand each client's unique requirements. This creates a collaborative platform from which to apply our knowledge of PES best practices and tailor our practices to deliver greater efficiencies and value for the customer.

During implementation, CBS will allow your organisation the ability to dictate the SLA. For example, you may decide that all emails must be responded to within 4 hours, all calls must be returned within 2 hours, all applications must be countersigned within 1 hour, etc. We offer a standard SLA agreement, which is also attached for your perusal. This is a template only. We are extremely confident that we will meet and exceed all expectations, although in the event this is not the case, we offer a service credit by return. To date, we have never been required to provide service credits, nor have we been asked for them.

Details of your helpline and operating hours.

We provide a user telephone Helpdesk available from Monday to Friday 08:30 – 18.00 and staffed with 15 technicians. We provide email support from 07.00 – 23:00, Monday to Sunday. We also offer a variety of guideline documents and can create individual FAQs tailored to your specific needs. Our helpdesk can deal directly with questions regarding processes, systems and password resets: additionally there are four counter signatories who can be referred to for specialist questions such as legislation and eligibility. Throughout any implementation and on-going service provision, our help desk will be on hand to support trial users through their adoption of the system.

Day to day issues are first handled by the support team at CBS. Any technical issues can be immediately directed to your account Manager, Sarah Lloyd, who will liaise with the development team directly to raise an issue and determine a solution. Our online telephone system provides extensive data extract capabilities to monitor and record volume of calls and resolutions.

In conclusion we will provide you with the following support:

- Helpdesk - We will be open to proposals to extend these hours should you so wish.
- Helpdesk technicians fully trained in, and continually updated in disclosure services and system use. Technicians all qualified in Customer Care.
- Email support open seven days a week
- Dedicated IT support open seven days a week, all technicians are IT qualified.

- Continually updated guideline documents available 24/7 through website
- Continually updated FAQs available 24/7 through website
- User staff training available through online sessions throughout the lifetime of the contract as required – including weekends.

Chat helplines

We love to chat!!

As a Pre-employment Screening house processing thousands of applications on a weekly basis, we are very much aware that the process of DBS checks or employment checks is usually quite daunting for most individuals. We are yet to hear anyone say 'I love having a DBS check'. Because of this, we understand the need to be kind. It's part of our culture. It's an integral element that separates from other providers.

We acknowledge and appreciate that some applicants would like to log into the form and complete as quickly as possible. That's why we've created a super simple form that is completed within 4 minutes on average.

For those who may find online forms a little more challenging, we will happily talk them through the process step by step.

Our typical hours of operation for calls are 8.30am - 6pm. Additionally we have other internal teams who work with our global client bases and would be happy to consider extending these hours if required.

Please state how customer queries will be addressed.

Customer queries are handled with kindness and care.

Within CBS we have a committed and dedicated staff team: many have been with us since our early days as a company and have unrivalled experience of the sector. Being based in rural South Wales, our team is naturally close knit and works together in ways not possible for larger and more urban companies. We know each other well, know each other's strengths and bond together as an excellent team. Our current staff attrition rate of 5% reflects this. We recruit staff who reflect our strong values and work ethic.

All staff and potential staff must embody our cultures and values. These values exist within the fabric of our entire organisation and all staff must be able to evidence their alignment to these cultures on a weekly basis:

Planning - In order to achieve our goals and objectives, planning is an essential part of what we do.

Commitment - We give 100% to everything we commit to.

Accountability - We are totally responsible for our own outcomes. We take our responsibility seriously and can always be held to account.

Integrity - We are honest at all times and always speak the truth. We always aim to deliver exactly what we promise and only promise what we can deliver.

Respect - We show respect for all individuals for their diverse backgrounds, experiences, styles, approaches and ideas.

Kindness - We believe in doing the right thing by carrying out selfless acts to benefit others.

Smart - We think and work smart at all times and are constantly looking at smarter ways of working.

Our response times and methods of responding can be dictated by you via the SLA.

Our customer support is genuinely unrivalled.

At CBS we operate with a first time fix culture to mitigate the requirement for escalations. Our processes and system validation rules are designed to detect and mitigate any and all anomalies arising from the screening process.

In tandem with our highly skilled teams & internal monitoring mechanisms, our general performance and KPI/SLA achievements are discussed openly during periodic review meetings with the client's contract management. To this end, our current performance against the client's requirements for this contract are as follows:

1. **Query Acknowledgement** (The acknowledgement of all queries, email or otherwise, with 8 hours of receipt): CBS Current Performance=99% or more
2. **Query Resolution** (The resolution of all queries within 2 working days of acknowledgement.): CBS Current Performance= 99% or more
3. **Delivery of Screening Requirements**
(Completion of requested employee screening requirements in line with specified "Delivery Time"): CBS Current Performance= 95% or more

A formal escalation process will be mapped out during implementation with key stages and contacts provided.

Day to day issues are first handled by the support team at CBS and the Account Manager. If an issue or query is raised by the client, the first point of contact is the AM. This process takes place via email or telephone, depending on the query. The AM will investigate the case and take the necessary steps to respond and resolve. If required, the AM will escalate to the Operations Manager for further guidance or resolution. While our CEO does not formally part take in escalations, Rachel Bedgood, is always on hand operating with an open door policy to any customers who require her support. Our award winning CEO is the driving force behind our thriving and highly successful business. With unwavering dedication, visionary leadership, and an unrelenting commitment to excellence, she has propelled our company to new heights year after year. Rachel's ability to navigate challenges, seize opportunities, and inspire our team is nothing short or remarkable. Her innovative strategies and forward-thinking approach have not only earned us recognition and accolades but have also cemented our organisation's position as a true industry leader. Under her guidance, we are confident that our future holds even greater achievements and continued prosperity.

Complaints

We are proactive in our approach and work closely with customers to identify areas for improvements before problems arise. In this way we are constantly developing the service in

response to changing demands and needs. Our online telephone system provides extensive data extract capabilities to monitor and record volume of calls and resolutions.

Your Account Manager Sarah Lloyd will be in daily communication with your management team and is fully able to resolve any concerns before they present a problem.

We will develop our service around your changing needs and demand ensuring that you always receive a high quality service. We can have monthly conference calls in which we will review performance and identify areas for development. This collaborative approach allows us to identify potential areas of improvement and implement measures to resolve these before they escalate into complaints.

In the event that we receive a complaint all staff have had non-accredited training in Service Desk skills and Handling Complaints. All complaints can be reported to any member of staff who will report it to your AM, if they are unable to resolve the issue immediately. CBS will contact the customer within 8 working hours and begin an investigation into the complaint. The complainant & client will be updated on a daily basis and notified of any outcomes following the investigation including any changes to service delivery.

In the event an applicant disputed the accuracy of their Disclosure information it will automatically be logged as a complaint in line with our formal complaints procedure. All help desk staff have undertaken non-accredited training in Handling Complaints and will escalate the complaint raised to our Account Manager, Sarah Lloyd, if unable to resolve the issue immediately. Sarah would then contact the applicant within 8 working hours to acknowledge the complaint and begin an investigation into where the error has occurred.

Due to the automated and straightforward functionality of our system we maintain a 0% error rate since introducing our first e-bulk system. However, if it is found that the error is through fault of our system we will prioritise running another DBS check free of charge.

If on investigation it is established the error is down to personal data supplied from the applicant we will assess whether an additional Disclosure is required or whether an amendment can be made by the DBS; informing the applicant the best way to proceed.

Our service is continually improved based upon feedback from our customers and users, learning from our audits and investigations, and internal research and development.

We at CBS, pride ourselves on being “Problem Solvers” and often meet with customers to constantly learn about their operation and the problems / “headaches” faced during the recruitment and screening processes. We are confident we can overcome many issues, and although some may appear to present a significant challenge, our pro-active approach and simplified processes can reach a resolution very quickly.

As an example – a recent new customer was experiencing difficulty implementing a BPSS Screening program efficiently, because they had a requirement to capture additional Nationality and Immigration data from their applicants as well as an impending deadline to screen the entire operation. Many providers were unable to help with this requirement within their required timescales. CBS were able to offer immediate reassurance, a simplified approach and subsequent system development to include the additional data capture rules. This was completed within 48 hours

Our service is continually improved based upon feedback from our customers and users, learning from our audits and investigations, and internal research and development.

Technology & Security

CBS has the skill and the functionality to build the capability to interface with all modern Applicant Tracking System. As an established and versatile bespoke screening solution, CBS's eScreening system can be rapidly customised to interface with your existing systems. Our consultative approach, and experienced team of developers, will use Agile project methodology to ensure the system meets and exceeds requirements and expectations.

Our software house (Trivex) are a specialist software developers, who have worked in partnership with CBS for 18 years. CBS CEO, Rachel Bedgood and MD, Ian Abraham, established a business partnership to develop and provide the screening market with a unique and enhanced screening solution. Both are registered directors on the board of each company. Trivex acts as the development sub-contractor in CBS's long-term partnership with both the security of experience and the assurance of continued capacity to fulfil any integration requirements now and in the future.

A powerful and versatile web-based bulk check and eScreening solution was created using Trivex System's flexible business processing platform, MapItAndGo, as a foundation for development. This bespoke extranet system can be rapidly deployed, quickly and simply adapted for individual client requirements, as well as easily integrated with other software solutions.

DEVELOPMENT PROCESS

Over the years we have perfected our approach to development and integration. Supporting a quick development process for even the most complex development. We follow the process below for all integration work:

1. **Development:** Set up Scrum "sandboxes". These "sandboxes" are environments for technical development for each team member. 8am Scrum meetings are held every weekday morning to monitor project progress and manage the development. Our team members work in pairs to ensure the accuracy of every line of code and for quality assurance purposes. This also serves to ensure standards are adhered to, and mitigates risks, for example preventing a single point of failure. Code is developed with implementation rollout and maintenance as key factors in the design.
2. **Testing and Quality Assurance:** Unit testing is performed within the "sandboxes". This includes over 4000 field level validation tests, and script and automation of business rule validation. We create quality assurance environments in these same "sandboxes" using redacted test data. CBS will also test the system in this environment.
3. **Launch of a "Live" Replica:** Following successful completion of initial quality assurance measures, we launch a "live" replica in a discrete, "ring-fenced" area on the client's live servers. The client uses this opportunity to test the system. If the client is satisfied with the system including all integration, they will sign it off.
4. **Go live: Following system sign-off the system will be officially launched in a live environment.** No release will take place in a live environment without a Risk and Impact Assessment having first been conducted and signed off by the client. This document contains rollback instructions, and

rollback scripts. Depending on the impact, rollouts will be performed either during or outside working hours/weekends. In line identified risks and impacts, where there are multiple sites, the system will be released in a controlled manner, beginning with beta sites.

We use feedback received to make any changes to the system. System support can be provided up to 24 hours a day, seven days a week to meet individual client requirements. Resolutions will be sourced and implemented rapidly.

SYSTEM AND INTEGRATION CAPABILITY

When we embarked on our mission to develop an “eBulk” screening system in 2010, the DBS advised us that system development would likely take up to nine months. They also told us that only a half of organisations who attempt screening system development are successful. Not only did we successfully develop our eScreening solution in around 24 days but were informed that users found it the simplest to use. Since then, CBS has successfully rolled out over 60 eScreening solution implementations for our 1000 clients. Of our 1000 clients, 50 are resellers of our services, meaning we indirectly work with over 30,000 customers.

Our client base covers a range of industries across the Public, Private and Third Sector who have presented us with a multitude of bespoke integration requirements. Given their broad and varied needs, our eScreening system was developed with the consideration for ease of integration to other external systems. By using the built-in functionality and effective web-based workflow platform, MapItAndGo - our inhouse-developed tool used in organisations since 2003 - both rapid and safe deployment and integration is enabled.

To minimise risk and ensure clients benefit from a robust and stable system, we include little tailored development into the coding of our solution. Consequently, most system tailoring is built into the database. Using this approach, we have integrated our eScreening system with the following ATS solutions:

- Networx
- Workday
- Tripad
- Oracle

Furthermore, our system has also been adapted to interface with:

- BPCS
- SAP
- Glovia
- Salesforce
- Microsoft Access

CBS's eScreening solution is PCI Compliant for terminal based payments and eCommerce, facilitating automation of financial functions. This coupled with the strength of MapItAndGo affords the capability to integrate with many commercial HR, Finance and Payroll software packages. In the event direct integration is prohibited for security or other reasons, alternative integration methods such as the automated transfer of xls(x) or .csv files, or 'simulated keystroke' techniques may be used. To

demonstrate this versatility, we have worked with many individual authorities including Wigan Authority, where we developed our solution to integrate with their own Merchant Accounts using Sage Pay. This enables the authorities to receive direct account payments, plus have auditable visibility of their accounts for reconciliation of applications and payments and cross-financing. Moreover, the solution software can also be used to charge external agencies (or cross-charge internal departments) and automatically raise invoices and associated payment records.

Notable is that both CBS and Trivex are accredited to ISO/IEC 27001:2013 Information Security Management Systems, and ISO 22301:2019 Business Continuity Management systems. We are audited biannually by an independent UKAS auditor. In line with these ISO regulations, our solutions and processes are tested and scrutinised annually to ensure full compliance of procedures. Furthermore, we conform to all internet security standards and the standards required by the Ministry of Justice. We subsequently have tested systems in place to ensure our solution and its integrations always deliver a secure and reliable service compliant with all relevant legislation including the Data Protection Act 2018.

Our platform is a highly effective, robust and proven web-based workflow tool and has been used by organisations since 2003. It is simple to use and quick to implement. MapItAndGO is very strong at rapid deployment and being able to react to change. Management information and full audit trail are a couple of the features built into the product, as well as customer and supplier login capability.

It is designed to be completely flexible in a number of key areas:

(A) the data that it captures and the rules around the capture of that data. The rules include both simple validation and more complex business rules

(B) the processing of the data - the workflow, i.e. who can see which steps, who can move the data from one step to another, and which route the user can control are all very easily configurable within our system.

(c) the ability to integrate with other systems. It is straightforward to take data in from other systems and feed data into other systems.

(D) less obviously, but very powerfully, it can act as a glue between systems, taking data from one large system, performing some added value operations before presenting it reformed to another system.

By choosing to develop our software solutions on top of the MapItAndGO platform we are able to leverage all the built in functionality, enabling us to develop more rapidly, safely, and successfully. To give an example the DBS told us that average time taken to develop an eBulk system was 9 months, with only about half the organisations being successful. We developed ours in just over 3 weeks, and we were told ours was the easiest for the user to use.

The IT Support is provided 24 hours a day, 7 days a week with resolutions sourced and implemented rapidly. All of Team are part of the ISO 27001 compliance audits. ISO 27001 is an internationally recognised best practice framework for an information security management system helping organisation's identify risks and appropriate controls while gaining and retaining stakeholder and customer trust that all data is protected at all times.

Our solution will:

- Maximise service and performance
- Provide a consistent and effective online solution
- Provide a consistent and effective service
- Provide first class support and communication
- Address risk management and mitigation
- Reduce costs
- Standardise the referencing processes
- Allow flexibility of scale
- Reduce resources and involvement

Ian, Rachel and your Account Manager, work together on all projects providing bespoke development and online solutions meeting the changing needs of UK and global customers.

Feedback from Vertex Pharmaceuticals, a global service provider, with whom we have worked since 2018 and have integrated their ATS system with our eScreening platform: *"CBS offer unparalleled customer service, responding to queries and solving issues efficiently, something we found lacking with our previous supplier. We feel like we have a really good partnership and that CBS genuinely want to help us, not just saying what we want to hear"*.

Recognising the significant impact our services have on peoples' lives in their ability to obtain and maintain employment, we see ourselves as much more than a data administration service. As such we have robust and tested systems in place accredited by UKAS for ISO 27001 and ISO 22301 to ensure we deliver a secure and reliable service which is fully compliant with all relevant legislation including the Data Protection Act. To this date we have never experience a security breach or any unplanned system downtime. Additionally we hold Cyber Essentials Plus and Investors in Peoples.

CBS are designed to be small and agile, providing quick response times and ease of processing. Our integration capabilities are extensive with all previous projects being completed ahead of schedule.

Business Continuity PLAN (DRP)

Since its foundation in 2005 our solution has provided 99.999% uptime; with the remaining 0.001% reflecting planned downtime conducted over weekends after full client consultation. However, to ensure swift restoration of our IT system infrastructure and eScreening solution in the event of a cyber-attack or natural disaster, we have developed an outline DRP for the service. This will be owned and fully developed on contract award by our CEO in consultation with our technical software developers, Trivex Systems, to reflect threats specific to information assets used to you're your requirements. Our outline DRP comprises:

Objectives– Ultimately our DRP's primary aim will be to continue normal operations through our software systems by protecting the availability and integrity of critical service data. This aim will be underpinned by an RPO (how far we must go back to recover data) of one hour and an RTO (length of time we have as a business to recover) of four hours.

Scope– Overriding actions, responsibilities and communication lines involved in the restoration of software, hardware and system applications core to delivering the contracted service.

Internal and External contacts– This includes all internal staff key to service provision (e.g. Account Manager), external professionals central to systems continuity (e.g. our software developers and external IT security advisors) and nominated representatives.

Incident response— Rules and events which shall cause reason for invoking the DRP, including information systems, network and telecommunications failures, malicious code attacks, and interruption of power and natural disaster (e.g. flood, fire).

DR procedures—Incorporating our IT systems' resilience features presented in the Risk Treatment Table above, this will be a set of documented service recovery protocols which ensure compliance with security standards; as well as steps to be taken following service resumption to eliminate any prevailing issues.

Alternative work location— Where fire/flood damage to our premises required significant renovation works following an impact and risk assessment, we maintain a list of local offices in adjacent areas where we could relocate our operations; either short-term or long-term

DRP test/review— Our CEO will review our DRP every six months based on results from a scheduled programme of vulnerability assessments and penetration testing of our systems. The British Standards Institution also independently audit the continuity of our systems biannually to assure compliance with ISO 22301 requirements.

COMMUNICATING RISKS TO YOUR ORGANISATION

Ultimately the different levels of user groups decided by you will determine the level of communication and support we provide during BCP circumstances. As a wholesale supplier when delivering 'white label' services, for some of our clients we provide their super users unbranded BCP notices and materials. This allows the client to personalise our correspondence and information before forwarding onto their disparate customers and departments as part of their own commercial offering. Alternatively, other clients are happy for us to communicate with all eScreening users in one go. To this end, categorisation features within our software enable us to efficiently extract and communicate only with affected users.

Under the guidance of our CEO, our Account Manager will be responsible for communicating emerging service risks. Primarily this will be done via email. Nominated representatives are categorised with their contact details stored on our eScreening solution to support timely dissemination of information to the appropriate parties. Whenever managing service risks, communications will principally take five forms:

- Advisory warnings where operational challenges are forecasted, outlining the measures we have taken to minimise impact and any potential delays.
- Confirmation of BCP and DRP implementation.
- Ongoing updates during prolonged periods of disruption. This may be hourly/daily/weekly depending severity of risk.
- Notification of Business-As-Usual once normal services are restored.
- Incident learning and any adaptations made to enhance process stringency and resilience.

Ensuring accuracy and accessibility of our communications which reassures the recipient, content will be created in conjunction with the risk owner; e.g. our senior development manager will use layperson terms to convey and report technical software challenges. In addition, all email correspondence will detail our Account Manager's phone number to discuss any concerns directly, with issues escalated to our CEO where necessary.

Representing a stable and trustworthy partner, via these mechanisms we have experienced no unplanned downtime and zero security breaches since our inception.

Our servers are hosted in world-class data centres within the UK by Secura (secura.cloud). There is guaranteed 100% network uptime. We have redundancy built in throughout the infrastructure and within the servers. We also have pre-configured backup servers.

Secura Infrastructure - We store all our data on the secure servers of Secura who themselves are inspected and approved as a data suppliers as well as UKAS certified for ISO 27001 and ISO 22301.

Recovery - Data is backed-up twice daily. We have both onsite and offsite backups. We have two levels of backup. Backups are carried out by Secura. Additionally and separately we take our own backups which are encrypted and kept securely outside of Secura. We test recovery regularly and have to demonstrate proofs of recovery scenarios as part of our ISO 22301 audits.

Typical Recovery tests include: data corruption and program corruption, full database rebuild, server reinstall

Perimeter Security - Secura provide an NSX Edge Service Gateway virtual firewall in an HA configuration (active/passive appliances) with the following technical capabilities:

- 9.7Gbps maximum throughput
- Up to 1 million concurrent sessions
- Up to 3Gbps IPSec VPN throughput
- 1600 IPsec tunnels
- 100 Concurrent SSL User VPN connections

Backup Retention – We also have Daily agentless backup with retention for 14 days. Servers are backed up locally with a copy stored offsite. Secura has partnered with CommVault, the world's leading supplier of data protection and lifecycle management software to the managed services market. Data backup uses the agent based backup which requires the installation of a CommVault backup agent to provide additional application specific backup and restore capabilities such as granular restore functionality.

Risk Management Regime – our operations are informed by an Information Governance Framework which is underpinned by a suite of security policies, processes and procedures. Owned by our CEO, Rachel Bedgood, these documents detail security risks to the company and outline our overriding strategy for all staff to follow when managing cyber threats or making related decisions. Applying guidance from our endorsed assurance schemes and results from a rolling cycle of penetration tests and simulated cyber-attacks, Rachel works with Head Technician, Ian Abraham, to ensure ongoing effectiveness of our systems and controls. This includes adopting a lifecycle approach to risk management; updating processes to reflect emerging risks and recognised best practice as technology advances.

We have a security governance framework that coordinates and directs their overall approach to the management of the service and information within it. We are UKAS certified ISO 27001 and

ISO22301. We outsource management of our IT structure to Secura Hosting (part of Node4) who have the following certifications - ISO 27001, ISO 9001, ISO 20000, ISO 27017.

Secura has carefully selected a number of UK data centre partners who offer specialist facilities that meet our high standards in terms of design, operational excellence and security. Each data centre partner that we choose to work with must meet rigorous selection criteria. We want our client's services to be secured inside the safest of facilities available; ensuring both physical and operational security with a completely resilient data centre design.

Core Network - The Secura core network has been engineered to ensure it delivers;

- Security, • Resilience, • Scalability, • Flexibility, • High Performance

The core network is built to a distinct layered design with a dedicated MPLS core with diverse and redundant 10Gbps site-to-site connectivity providing the foundation. By separating the MPLS core from the services provided both internally and externally we have created a very simple and reliable core on which to build our network services.

- N+1 resilience throughout the core, no single point of failure – designed for 100% uptime.
- Minimum of 10Gbps connectivity between data centres with capacity to scale in 10Gbps increments.
- Low latency ensured by maintaining significant operating headroom.
- Private MPLS infrastructure powered by Extreme Networks provides unrestricted flexibility to deliver to custom requirements

Secura operates its own AS (Autonomous System) which means it is in control of all of the internet traffic that passes through our network. Secura has invested in redundant carrier grade Juniper BGP routers at each of our transit and peering PoPs (Point of Presence) ensuring that our internet services are both highly available and scalable.

The Secura internet services network is currently operating at less than 20% of capacity during peak times ensuring that network congestion is never a problem for our clients. Secura has multiple Tier I and Tier II transit providers on-net including; NTT, Zayo, Goscomb and Entanet. Secura is also an active member of the London Internet Exchange (LINX) where it peers with many other service providers. Secura has available IPv4 space and is fully IPv6 enabled.

- Independently operated AS (AS29452)
- Multiple resilient Internet BGP routing PoPs
- Multiple transit providers at each PoP
- Significant performance headroom
- IPv4 and IPv6 service available

Our systems & processes are highly secure, accredited, and subject to continual improvements.

Owned by our CEO, Rachel, our BCP sets out our governance arrangements in ensuring our continued operations during major incidents. This is informed by active Risk Mitigation and Disaster Recovery Plans specific to each of our clients, which detail the mitigation and contingency arrangements we invoke to eliminate or minimise risk impact. Ensuring our workforce understand and follow these processes, all our staff are trained in BCP on induction whilst our senior management involved in recovery methods are trained annually in their individual responsibilities. This equips our staff with the knowledge and skills to react appropriately and perform recovery acts swiftly in each risk situation.

By way of practical example, currently facing unprecedented challenges presented by the Covid-19 outbreak, we have developed methods of delaying and minimising the spread of flu pandemics amongst our personnel. Mitigating disruption to our clients by ensuring our workforce's continued availability and productivity, this has involved:

- Applying Public Health England's guidelines to promote strong infection control standards via reminder posters and emails; placing hand sanitisers in and around the office.
- Mandating that any staff showing infectious symptoms recuperate in self-isolation.
- Staying abreast of the Government's decisions and clearly enforcing them in a calm manner via daily correspondence with staff; using regular video conference calls to maintain social connection.
- Equipping all staff with company laptops, tablets and smartphones so that they can work from home; with all mobile devices encrypted to protect data at rest and maintained to comply with our stringent authentication protocols to ensure secure access of CBS' corporate network.

Assuring our BCP arrangements' adequacy and efficacy, Rachel uses various methods to review and assess our BCP at least annually. Any potential weaknesses identified are then detailed in a report prepared by Rachel and management delegated actions to improve BCP effectiveness.

The system infrastructure is designed around High Availability - N+1 resilience throughout the core with no single point of failure.

All Virtual machines are deployed in a single site and are deployed behind a NSX Edge Gateway virtual firewall appliance. All Virtual machines are protected by vSphere High Availability (HA) which will restart VMs after a host failure on another working host. Virtual machines are backed up locally with a copy sent to another data centre.

Access to the purpose built Tier 3 data centres is highly restricted.

All data in general is stored on a secure SAN in a tier 3 data centre which handles physical security to the highest industry standard.

There is no single point of failure within the system. Our system and processes have been accredited and annually certified to ISO22301 for Business Continuity and contingency planning. Our processes and procedures are scrutinised annually by independent auditors continually testing our capabilities and driving us for continued improvement.

Recognising the significant impact our services have on peoples' lives in their ability to obtain and maintain employment, we see ourselves as much more than a data administration service. As such

we have robust and tested systems in place accredited by UKAS for ISO 27001 and ISO 22301 to ensure we deliver a secure and reliable service which is fully compliant with all relevant legislation including the Data Protection Act. To this date we have never experienced a security breach or any unplanned system downtime. Additionally we hold Cyber Essentials Plus and Investors in People.

System Access & Maintenance

As part of the Home Office consortium Group, we work closely with the HO and DBS to implement new ideas and change in this sector. For example, CBS were asked to support the DBS in implementing basic level DBS checks following the contract end from Disclosure Scotland. The DBS needed to build a web server platform to manage this new level of disclosure which was due to go live for all users in January 2018. Through our partnership and support, the DBS were able to implement their new solution and make this live in October 2017 with CBS as we were the first providers able to offer this service.

As one of the largest DBS providers in the UK we have direct account management within the DBS, allowing us privileged access to their roadmap, as well as having the ability to influence change and new ideas.

When new rules or system upgrades take place, the system and service will experience no downtime. We operate with 3 systems: test, QA, and live. All upgrades and updates are initially created within a test environment. Once approved they are moved to the QA environment which is an exact replica of the live system. Finally, when ready, the upgrade is seamlessly implemented into the live systems with no disruption. Since the introduction of our ebulk system, we have experienced no unplanned downtime.

The system is entirely web based, can be accessed from any location and is available 24 hours a day, 7 days a week. It has a 99.999% uptime with the 0.001% reflecting planned downtime for system enhancements carried out over weekends with full customer consultation. To date we have experienced no unplanned downtime.

There are no known limitations that will prevent an individual from completing the online form. With regards to geographical status, we have seen some limitations with local Post Offices offering in branch ID validation as not all branches offer this service. However, the Post Office guarantee that 97% of the UK population are within 10 miles of a participating branch, should they wish to validate their ID in this way.

CBS work in partnership with Netforce Global offering international criminal checks from across the world. We can offer multiple solutions in order to help the applicant and employer manage international students or access to international criminal records. For example, for some clients we provide a simple but robust solution whereby we alert the candidate and client of the need for international checks based on the data provided in the DBS application form. This is usually an email notification or a daily report highlighting any applications that meet the fixed criteria for needing further checks. Alternatively we can offer a solution whereby we work with the applicant or the client to obtain the international reports direct from source.

As a pre employment screening company we offer a host of additional services, products and system functions that are unlikely to be available from all DBS suppliers.

Our solution can offer a host of solutions to help manage this issue, whether its simply highlighting the need for international checks, requesting the applicant undertake such checks, or sourcing them on behalf of the applicant of the employer.

In its simplest terms, we could produce notifications to the applicant and the employer in order to highlight the need for an international check based on the 5 year address history. The solution will identify any information outside of the UK and notify us of the potential need to do a further check.

As part of our eBulk/eBroker solution, the system will email the applicant post submission and advise them that there is a requirement for them to source an international check. The email notification details the country from which they require a further check and provides a link to the .Gov website directing them to the appropriate organisation.

The system then sends continual notifications and reminders until the applicant logs back into the system and uploads the report. Once uploaded, the employer will receive a notification to check and approve the information.

Alternatively, CBS can provide the service of accessing international criminal data.

As a global background screening company, CBS has partners across the world with whom we work closely with in order to source screening information. One of our main partners is Netforce Global, based in the United States. Netforce have been trading for over 40 years and provide an expansive reach of services touching every part of the globe. Netforce offer CBS a priority and premier service for international checks, and in return CBS provide them with access to UK databases, UK screening checks and our knowledge & expertise of industry.

The global screening market has matured to the point there are several companies worldwide, who can provide global screening data to background screeners. Netforce, provide key benefits to us and our End-User customers not available through other providers. They effectively research and understand screening data in over 200 counties and territories. By maintaining their single focus as the only wholesaler, they do not divert resources to projects outside the scope of their client's direct needs, such as candidate portals or supporting End User customers. Their focus on wholesale services means they do not put themselves into a situation of competing with us for screening business with End-User customers. This allows us to have a trusted partnership relationship with them. Not only can we access standard information such as credit & criminal information, we can access a host of other services such a Media Checks, Professional qualification, licence checks, etc:

There a no browser limitations and our systems can be accessed from all technical devices including desktop, mobile phones, tablets, etc. Typically we see the highest percentage of applicant's completing the applications via hand held devices. Should you choose to implement our solution we will be able to provide you with management information detailing the preferred routes for applicants and continue to tailor the service around the needs to the applicants and your organisation.

The applicant journey is checked against multiple browsers and mobile devices for usability. The software is also passed through browser reader extensions - eg naturalreaders.com and google.

CBS guarantee a consistent service. Our systems have existed since 2003 and have experienced no unscheduled downtime. We are absolutely committed to outstanding customer service and retention of our valued clients. In the event of required scheduled downtime this would take place during non-operational hours. This is co-ordinated depending on which servers are affected, which customers, geographical area and the operation hours of our customers. Customers will be notified if

they are affected by any scheduled down time. Notification will be made by the Account Manager by email and telephone. In general upgrades take place overnight and on weekends beginning Saturday night. Major upgrades are scheduled for bank holidays eg Christmas.

Through these measures, and implementation of an ISO 27001 accredited and MoJ regulated ISMS, we have experienced zero security breaches since inception and uphold an eBulk solution uptime of 99.999%. CBS therefore represent a stable partner who you and other Service Recipients can trust and rely upon to securely deliver efficient PES (Pre Employment Screening) services.

The solution is exclusively hosted in the UK.

The system infrastructure is designed around High Availability - N+1 resilience throughout the core with no single point of failure.

All Virtual machines are deployed in a single site and are deployed behind a NSX Edge Gateway virtual firewall appliance. All Virtual machines are protected by vSphere High Availability (HA) which will restart VMs after a host failure on another working host. Virtual machines are backed up locally with a copy sent to another data centre.

Access to the purpose built Tier 3 data centres is highly restricted.

All data in general is stored on a secure SAN in a tier 3 data centre which handles physical security to the highest industry standard.

Database data is further protected on a digital level with encryption at rest to prevent any unwanted access if the hardware or files are stolen (hytrust.com)

Data is stored in Slough near London and is replicated to Newport, Cardiff.

We hold ISO 9001, ISO 14001, ISO20000, ISO 27001 and ISO 50001.

We provide 100% system availability 24/7/365. CBS guarantee a consistent service. We are absolutely committed to outstanding customer service and retention of our valued clients

All data contained within our eBulk solution is backed-up twice daily to Tier 3+ servers protected by ISO 27001 accredited security controls which are in operation 24/7/365. Storage replication is also built within the system for a single web server and the database server. This facilitates a Recovery Point Objective (RPO) of one hour and a Recovery Time Objective (RTO) of four hours.

Protecting against power loss, the data centres we use to host our eBulk solution are equipped with N+1 Uninterruptible Power Supply (UPS), backup N+1 Diesel Generators (with a two year stockpile of energy resource), and parallel redundant feeds.

The RTO set for CBS is 4 hours. Our most recent test showed recovery times of less than one hour.

We have both onsite and offsite backups. We have two levels of backup. Backups are carried out by Secura. Additionally and separately we take our own frequent backups which are encrypted and kept securely outside of Secura.

We test recovery regularly and have to demonstrate proofs of recovery scenarios as part of our ISO 22301 audits.

Typical Recovery tests include:

- (a) data corruption and program corruption
- (b) full database rebuild
- (c) server reinstall

Through our ISO 22301 obligations we are required to extensively document a mass of processes and procedures that are then scrutinised by an independent auditor.

Malware Prevention – Prohibiting all activities intended to create and/or distribute malicious programs within CBS' networks, all our servers operate in line with extensive anti-malware policies and have installed applications (e.g. anti-spyware and mail server anti-virus) that provide real-time scanning protection. In addition, all our computers, tablets and smartphones have up-to-date anti-virus software installed which is scheduled to run at regular intervals. Staff are trained to report peculiar system behaviour immediately. Knowledge of reported malicious activity is then shared via email amongst the entire workforce alongside instructions to mitigate system corruption, such as not opening attachments in phishing emails.

Managing Privileges – Preventing unauthorised systems entry or data misuse, we implement robust controls which restrict user access to only the rights and information needed to complete their business function. This includes limiting the number of highly privileged accounts held by our own personnel to management and the number of user accounts for client representatives based on their own operating requirements and hierarchal structure; all of which require two-phase validation including alphanumeric passwords that must be updated every 90 days. Managing user accounts from creation, we remove all redundant accounts when no longer needed and inactivate a person's credentials immediately upon terminating their employment.

Monitoring – As part of our monitoring strategy we employ a specialist provider of managed detection and response services, Alert Logic, who scan and analyse our systems 24/7 to identify and deny security threats to our servers in real-time. In tandem, every time sensitive information is accessed our systems automatically generate a log of which user, when and where the file has been opened. This audit trail of user activity enables us to monitor and investigate any suspected abuse of privileges; with our management team alerted when an individual's activities fall outside their expected remit to preserve integrity of information held.

Removable Media Controls – Through our security policies and the functionality of our systems we limit, and minimise need for, the use of removable media (e.g. USB port devices) in our daily operations. However where removable media is required we ensure that it is: suitably encrypted and physically secure during rest, scanned for malware and approved before introduction to our systems, and appropriately cleaned/destroyed after use to remove previously stored information. Maintaining a formal log of all removable media issued to accountable personnel, via these measures we mitigate unauthorised access and introduction of malicious software on CBS' network.

User Education and Awareness – Fostering a risk aware and security-conscious working culture, from induction onwards all our staff are required to undertake a rolling annual programme of Information Security training. Delivered by Head Technician, Ian, this covers our data handling, retention and security procedures in relation to the specific security risks we face as an company and software systems used.

Secure development. Services are be designed and developed to identify and mitigate threats to their security. We follow OWASP standards in our software development methodology.

Our systems are housed in purpose built data centres and are protected by firewalls.

We use Cloudflare and AlertLogic to actively identify and mitigate threats. We use Hytrust to encrypt

data.

Passwords are one-way encrypted with a random individual seed so we are unable to know whether there is replication in a subset of characters (by design). Our system has two level authentication which further mitigates risk.

Regarding recycling of passwords our user feedback is that users tend to find this feature really challenging in practice and end up making up less secure passwords that can be easily remembered. Consequently we feel the levels of security we have in place are sufficient and do not generally enforce such a policy. However we can accommodate your no recycle policy if that is needed.

Our system generated messaging and notification services are managed by Mailgun, a global leading provider. Mailgun's APIs make integrating email into our existing applications incredibly easy with our RESTful API, SMTP relays, and comprehensive documentation.

- RESTful APIs integrate email into your application seamlessly
- Built on Google with 99.99% Server Uptime
- SOC I & II certified
- [GDPR](#), HIPAA, and ISO 27001 compliant

We are UKAS Certified for these standards and documentation is verified by an independent UKAS auditor every 6 months. We hold:

ISO27001 – Information Security Standard

ISO22301 – Business Continuity Management

NSI - Silver BS7858 Screening

Cyber Essentials Plus

The data is shared only with the relevant parties who assist in the completion of disclosure information, such a DBs, Disclosure Scotland, Access Northern Ireland, associated governing bodies, UK Home Office, etc

GDPR & Data Management

Due to our industry sector, CBS made the decision to employ an externally appointed Data Protection Officer. This was not a mandatory requirement but a decision taken by CBS to ensure we had absolute compliance with the legislation and were able to receive the ongoing support and legislative backing of an expert within the field. In light of this, CBS appointed Dr Phil Griffiths of The DPO Ltd as our Data Protection Officer, who is arguably one of the most experienced employment and data protection lawyers in the country. Dr Griffiths provides CBS with unlimited support as well as assisting its clients and vendors when required. CBS are fully compliant with all data protection legislation and GDPR. We exceed the current requirements recently producing our monthly Article 30 report. Typically this is required for organisations who employ in excess of 250 employees, however, as CBS processes personal data relating to criminal convictions and offences referred to in Article 10 of the GDPR legislation, CBS felt it was appropriate to work to this standard.

Under GDPR legislation CBS holds and publishes multiple documents relating to such topics as privacy, retention and data subjects requests.

Rights of the Individual - The data subject also has rights under the GDPR. These consist of:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

We hold a significant amount of procedural documents and statements relating to our continued commitment and compliance with the legislation. All document or specific GDPR documents can be made available on request. Additionally our website details the privacy notices of multiple organisations, including CBS, such as the DBS, Disclosure Scotland, Access Northern Ireland, HM Treasury, Financial Conduct Authority and The Home Office.

CBS strives to far exceed the minimum requirements with all regulations and GDPR & Data Protection is no exception.

Depending on the user and the hierarchy permissions defined, will determine the control and rights applied to the user. Only SuperUsers have the ability to delete or remove data once submitted for processing, however, CBS would recommend that all records requiring hard-deletion are requested via ourselves through our DPO. This allows us to ensure all areas where data is retained are accurately and effectively actioned in line with the request or instructions of the data subject.

Retention periods can be fixed and predetermined by the Authority.

We use the Disclosure & Barring Service (DBS) to help assess the suitability of applicants for positions of trust and comply fully with the DBS Code of Conduct regarding the correct use, storage, retention and disposal of Disclosures and Disclosure information. We also comply fully with its obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling of Disclosure information and have a written policy on these matters, as detailed below:

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Once a recruitment decision has been made, Disclosure information is not retained for any longer than is absolutely necessary. This is generally for a period of up to six months, however, in exceptional circumstances we will consult with the Disclosure & Barring Service (DBS) should it be necessary to keep the disclosure information for a longer period of time.

Once the retention period has elapsed, we will ensure that any paper-based Disclosure information is immediately and safely destroyed by use of a Shredder and any electronic information removed from the system.

All disclosure information held on the online solution is removed as per the requirements of the MoJ. All personal information is wiped from the system 6 months after the disclosure date of date of issue. For auditing purposes the system will retain a record holding only the following information:

- Applicant Name
- Disclosure reference number
- Disclosure number
- Status

Our Data Retention systems fully comply with the Data Protection Act and all requirements of the Disclosure and Barring Service and the Ministry of Justice. Our systems are subject to annual penetration tests from the Ministry of Justice for which we have a 100% success record. We hold ISO 27001 as the information security compliance benchmark for all our data systems.

It is CBS's policy to be fair and proportionate when considering the actions to be taken to inform affected parties regarding breaches of personal data. In line with the GDPR, where a breach is known to have occurred which is likely to result in a risk to the rights and freedoms of individuals, the relevant supervisory authority will be informed within 72 hours. This will be managed in accordance with our *Information Security Incident Response Procedure* which sets out the overall process of handling information security incidents.

Addressing Compliance to the GDPR - The following actions are undertaken to ensure that CBS complies at all times with the accountability principle of the GDPR:

- The legal basis for processing personal data is clear and unambiguous
- A Data Protection Officer is appointed with specific responsibility for data protection in the organisation (if required)
- All staff involved in handling personal data understand their responsibilities for following good data protection practice
- Training in data protection has been provided to all staff
- Rules regarding consent are followed
- Routes are available to data subjects wishing to exercise their rights regarding personal data and such enquiries are handled effectively
- Regular reviews of procedures involving personal data are carried out
- Privacy by design is adopted for all new or changed systems and processes
- The following documentation of processing activities is recorded:
 - Organisation name and relevant details
 - Purposes of the personal data processing
 - Categories of individuals and personal data processed
 - Categories of personal data recipients
 - Agreements and mechanisms for transfers of personal data to non-EU countries including details of controls in place
 - Personal data retention schedules
 - Relevant technical and organisational controls in place

These actions are reviewed on a regular basis as part of the management process concerned with data protection.

All policies and procedures relating to GDPR can be made available on request.



We look forward to having the opportunity to work with you in the future.