



G-Cloud 15 - Zinc

Background Screening

Zinc background screening at a glance

Service Type

Cloud-based SaaS for pre-employment and background screening

What it Supports

Criminal record checks, identity and right to work verification, BPSS screening and wider pre-employment vetting

Who is it for?

Public sector organisations and regulated buyers requiring consistent, auditable vetting processes

How is it Delivered?

A single secure platform with configurable workflows, clear status outcomes and automated exception handling

What is Zinc?

A secure SaaS vetting and screening platform

Zinc is a UK-based SaaS provider of pre-employment and background screening services.

We support public and private sector organisations to meet their legal, regulatory and assurance obligations when recruiting staff, workers and volunteers.

Our services are designed for regulated and high-assurance environments where consistency, transparency and auditability are essential.

What Zinc does

One platform for end-to-end screening

Zinc enables organisations to request, manage and evidence background checks through a single, secure system.

This includes criminal record checks, identity and right to work verification, BPSS screening and wider pre-employment vetting.

Screening workflows and packages can be configured by employers to align with role risk, internal policy and regulatory requirements.

Control, Clarity and Auditability

Clear outcomes and built-in assurance

All checks are delivered with clear status outcomes and automated exception handling. Results will either be clear or requiring consideration.

Every action is recorded in a complete audit trail, supporting internal governance, assurance reviews and external inspection.

Employers are empowered to evidence proportionate, risk-based vetting outcomes and decisions with confidence.

Designed for regulated environments

Supporting compliance at scale

Zinc works with organisations operating in regulated and high-assurance sectors, including financial services, health and social care, government suppliers and critical national infrastructure.

Our approach prioritises data protection, efficiency, candidate experience, operational resilience and transparency.

Zinc is designed to help buyers demonstrate compliance with UK legislation, regulatory standards and internal control frameworks.

Scope of this service definition

Applicable across all Zinc G-Cloud services

This service definition applies to all four of Zinc's background screening services offered under G-Cloud 15.

Individual services are listed separately purely to support buyer discovery and comparison.

The underlying Zinc platform, security controls and service approach remain consistent across all service listings.

Zinc's 3 Pillars

**Speed through
automation**

**Experience
and support**

**Safety and
compliance**

How Zinc supports public sector priorities



Automation & Integration

Zinc provides a cloud-based screening platform that integrates with applicant tracking systems and HR platforms, supporting a high degree of automation and real-time status updates to reduce time to hire.

This reduces manual handling, improves data accuracy and enables consistent application of screening rules across roles, departments and suppliers.

Risk Reduction

- Zinc supports the full range of background checks typically required in regulated and public sector environments, with clear status outcomes, built-in audit trails and automated exception handling.
- Screening results provide transparency, consistency and visibility of residual risk.
- The Zinc platform supports proportionate, risk-based decision-making by evidencing what was checked, when, by whom, and against which criteria.
- Zinc supports background checking of candidates with international backgrounds and experiences.

Security, compliance and data protection

- Zinc operates a secure screening platform aligned to recognised information security and data protection standards.
- As a certified Identity Service Provider under the UK DIATF framework, and holding ISO 27001, SOC2, and Cyber Essentials Plus certification, Zinc supports secure identity verification and compliant data handling.
- System-led workflows and data integration reduce manual error, improve data integrity and support end-to-end compliance.

Service boundaries and responsibilities



Clear separation of roles and accountability

What Zinc provides

- A secure, cloud-based platform for requesting, managing and evidencing background checks.
- Configurable screening workflows, status outcomes and automated exception handling.
- Built-in audit trails and reporting to support governance, assurance and inspection
- Operational support for the delivery of checks and resolution of exceptions.

What the buyer controls

- Definition of screening policies, role eligibility and risk thresholds.
- Selection of checks required for each role or worker type.
- Interpretation of screening outcomes and all recruitment or suitability decisions.
- Compliance with employment law, safeguarding requirements and internal policies.

Zinc does not make hiring or suitability decisions

Accountability for screening policy and decision-making remains with the buyer.

How buyers configure and control screening



Buyer-led configuration with ongoing oversight

Buyers configure their screening requirements within the Zinc platform to align with organisational policy, role risk and regulatory obligations.

This includes:

- Creating role-based or risk-based screening profiles.
- Defining mandatory and conditional checks.
- Applying consistent screening rules across departments, locations and suppliers.
- Monitoring progress, outcomes and exceptions in real time.

Buyers retain full visibility and control through dashboards, reporting and audit access, enabling ongoing assurance rather than one-off setup.

Account management and support

Buyers with annual spend exceeding £12,000 receive dedicated account management support, providing a named point of contact for service oversight, configuration guidance and continuous improvement.

All buyers and their candidates have access to standard support channels.

Compliance and Regulatory Alignment

Buyer obligation	How Zinc supports it	Evidence available to buyers
DBS eligibility and disclosure handling	Configurable DBS screening workflows aligned to role eligibility, with controlled access to disclosure info	Status outcomes, timestamps, audit trail
Right to work checks	Identity verification and right to work checks delivered through a secure, guided digital process	Check records, outcome logs, retention controls
BPSS screening	Role-based BPSS screening profiles covering identity, employment history, criminal record and right to work	Check results, screening summaries, audit history
UK Right to Work Checks	Digital right to work checks delivered through a secure, guided process, with the ability for employers to record and evidence imposter checks where required	Check records, outcome logs, supporting evidence, retention controls
Data protection (UK GDPR)	Secure processing, role-based access controls and minimised data handling	Access logs, retention settings, policy alignment

Improved candidate, user, and hiring manager experience

Candidate experience

Zinc provides a digital-first, mobile-optimised screening journey designed to be clear, accessible and proportionate.

Candidates are guided through each step of the process, with clear instructions and visibility of progress. Support is available where required, helping to minimise delays and reduce friction during recruitment.

Colleague and hiring manager experience

Hiring teams and shared services users can initiate and monitor background checks through a single platform, with real-time status updates and clear outcomes.

This reduces manual administration, avoids the need to track progress across multiple systems and supports consistent application of screening requirements across roles and departments.

Support and service continuity

Zinc provides UK-based customer support to assist candidates and users throughout the vetting process.

Buyers with annual spend exceeding £12,000 receive dedicated account management support, providing a named point of contact for service oversight, configuration guidance and ongoing service improvement. All buyers have access to standard support channels.

FEATURES

UK

Right-to-Work

Identity check

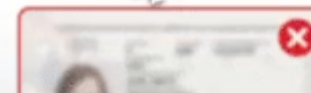


Submit passport photo page

Scans and photocopies are not accepted



Show all details — including the bottom 2 lines



Continue

onfido | Real Identity

Powered by Zinc



UNIFIED REFERENCING

Instant Employment Verification

Confirm your job titles

**CRYOTEC SOLUTIONS PRIVATE
LIMITED**

10 March 2020 - 17 June 2022

Job Title

Project Manager

**DARLING MANAGEMENT SERVICES
LIMITED**

20 September 2017 - 22 January 2026

Job Title

Analyst

METADOG BANGALORE LIMITED

1 October 2022 - 22 January 2026

Job Title

Recruiter

**PEOPLETECH SOLUTIONS PRIVATE
LIMITED**

1 July 2022 - 30 September 2022

Job Title

Anal

Submit

UNIFIED REFERENCING

Referencing and Smart routing

Zinc

Jan 2014 - Jan 2018

Regulatory Reference

Clear

Kristen Smith / HRD / bradley.franks+lloyds2@zincwork.com

+ Smart routed

Completed on 23 January 2026

Hide content

What were the details of Michael's employment?

Michael worked at Zinc as a HRD from January 2014 until January 2018.

Are you aware of any previous disciplinary action taken against Michael?

No

Can you confirm their reason for leaving?

Raise

Please sign to verify everything you state is correct to the best of your knowledge.

INTEGRATING NATIVELY

Rechecking

Rechecks

1

Not due

1

Due

1

Overdue

3

Update service

Filters

☐ Employee	Recheck date	Status	Frequency	Previous recheck	
☐ Chidiobere H Ezekiah Nwagagubu	24 Nov 2025	Update service	Every 3 months	Automatic update service recheck Previous check 24 Nov 2024	...
☐ Mary Freund	24 Nov 2025	Update service	Every 3 months	Automatic update service recheck Previous check 24 Nov 2024	...
☐ Chielo Chute	24 Nov 2025	Due	Every 12 months	1. UK Standard Package (Employment... Previous check 24 Nov 2024	...
☐ Sanjuanita Ordonez	24 Nov 2025	Due	Every 12 months	1. UK Standard Package (Employment... Previous check 24 Nov 2024	...
☐ Kimberly Mastrangelo	24 Nov 2025	Due	Every 12 months	1. UK Standard Package (Employment... Previous check 24 Nov 2024	...
☐ Daniel Hamilton	24 Nov 2025	Update service	Every 3 months	Automatic update service Previous check 24 Nov 2024	...

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Trust Center

Start your security review

View & download sensitive information

Get access

Search content

K

Overview



Welcome to Zinc's Trust Center. Our commitment to data privacy and security is embedded in every part of our business. Use this Trust Center to learn about our security posture and request access to our security documentation.

Compliance



Documents

Get access



COMPLIANCE
Cyber Essentials Plus



COMPLIANCE
ISO/IEC 27001



COMPLIANCE
SOC 2 Type 1



How automation reduces risk

Traditional Approach

Leaky data flows

Manual re-keying of information and paper based verification

Offshore Manual Operations

Human bottlenecks and vulnerable to human error



Zinc

Closed Data Loop

Direct Data Sources

UK Based Support

Tech Based Operations

Hybrid Approach

In-House Model

Pros

- Check, brand experience quality control
- Accountability and easy escalation pathways

Cons

- Expensive, limited economies of scale, and tech investment
- Challenging to get access to primary data sources and other tech breakthroughs
- Difficult to deal with peaks and troughs

Zinc's Tech Hybrid Model

Pros

- Heavy tech investment across user & candidate experience that you don't have to make
- Access to direct data sources
- A true partnership that maintains quality
- Candidate communications sorted. UK based

Cons

- You are still responsible for final decisions when discrepancies occur

Traditional “Fully Managed” Service

Pros

- Potentially reduced cost and lower internal headcount required
- Long established reputations and trusted expertise

Cons

- Low tech investment. Reliant on cheap overstretched offshore teams
- Low accountability. Hard to control quality, consistency or candidate experience
- Rarely as low touch as promised

Candidate support

Hours of operation

Our live chat has a 90 second average response time. The service is available during the following hours (GMT):

Monday – Wednesday: 9:00 am – 6:00 pm

Thursday: 9:00 am – 5:00 pm

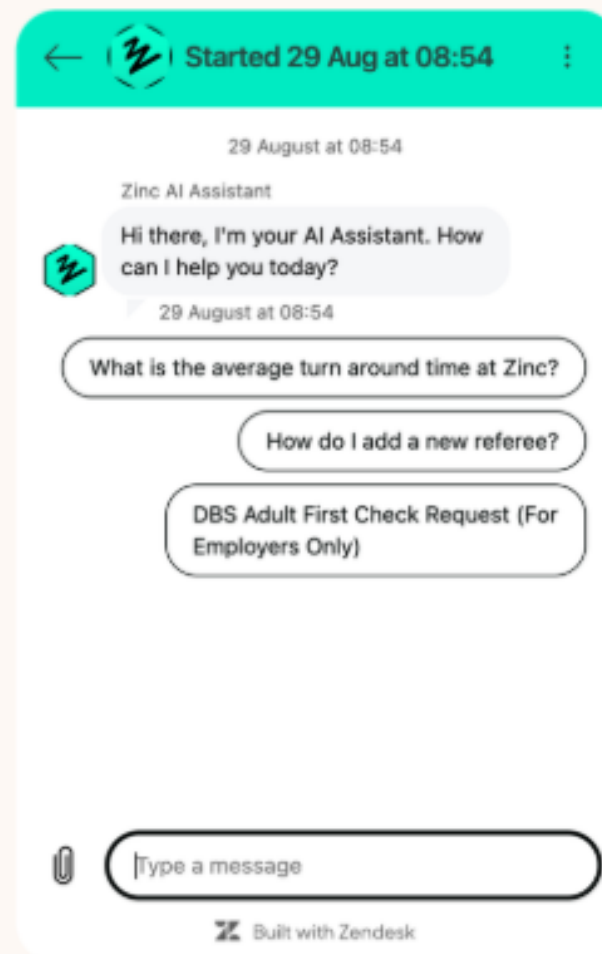
Friday: 9:00 am – 3:30 pm

Saturday, Sunday & Public Holidays (England): Closed

How to use Live Chat

To speak with our **Customer Success** team, click on this  icon in the bottom right-hand corner. Initially it will be an AI support function which draws on our extensive knowledge base.

If you wish to speak with a member of our customer success team then please type in “transfer to agent”.



Core Checks	Zinc's Approach	Turnaround Time
Right to Work	Zinc is listed on the government trust framework as a certified IDSP and DVS. Using our secure and efficient process in combination with Onfido's advanced digital ID verification within our native candidate journey, Zinc is able to establish Right to Work compliance for eligible individuals. Candidate identity documents are matched against real-time “selfies”, establishing the requisite high level of confidence results. Additionally, we collect and verify essential supporting information and documents (including visas, immigration status and share codes) where required.	1 Minute
ID	Alongside a Right to Work check we are able to simultaneously confirm a candidate's identity by reviewing official documents such as passports, national IDs, or driver's licenses, and request a selfie to ensure a high-confidence match. This process helps verify that the person applying for the job is indeed who they claim to be, preventing identity fraud, and ensuring a true ID verification. All ID Verification checks are global.	1 Minute
UK Criminal Record	Zinc carries out Basic and Standard DBS checks using umbrella platform, uCheck, which connects directly to the Disclosure and Barring Service. With the candidate's consent, their personal details are submitted securely through our platform.	16 Hours
Address	Zinc verifies a candidate's current address through automated data sources rather than manual processes. The check cross-references information from reliable databases (such as credit reference data, electoral roll, and national postal) to confirm that the candidate has lived at the stated address during the relevant period. This ensures that manual proof of address documents like utility bills or bank statements do not need to be uploaded by candidates, causing delays and/or human error.	1 Minute

Core Checks	Zinc's Approach	Turnaround Time
Global Unified Employment Verification + References	Zinc is a SaaS referencing solution, providing employers with a technology platform to manage and automate employment verification, professional references, and regulatory checks. Zinc does not operate as a fully outsourced service; instead, it equips your team with self-service tools and automation that reduce admin, shorten turnaround times, and improve the candidate experience. All references are unlimited, meaning no hidden costs per reference. All EV/Reference checks are global. Employment Verification • Zinc enables verification of positions held, dates of employment, and job titles. • In the UK, Spain, Ireland, India, Netherlands, Mexico, Brazil and Philippines this can be completed instantly via integration with national tax service e.g. HMRC in the UK (covering 7 years) or through automated communications with previous employers. This is completed via Misto. • The duration of activity is fully customisable to match your organisation's requirements. Professional References • Zinc's platform allows you to design reference questions to align with your hiring needs. • Questions can be tailored to cover skills, motivations, and values, with formats including yes/no, text, multiple choice, or scale responses. • The duration of activity is also fully customisable. Regulatory Referencing for SMCR/FCA • For organisations regulated by the Senior Managers and Certification Regime (SMCR), Zinc supports full compliance by automating regulatory referencing requirements. • The platform ensures references cover mandatory fitness and propriety questions, with workflows designed to align with FCA guidelines. • Employers can configure activity periods (e.g., 6 years) and maintain a complete audit trail of all communications and responses for governance and compliance purposes. • By digitising this process, Zinc reduces delays and ensures consistency while meeting regulatory obligations.	Employment Verification: • Instant (if via national tax service) • 1 Day (if manual) Professional/Regulatory References • 1-4 Days

Core Checks	Zinc's Approach	Turnaround Time
UK Credit Check	Zinc conducts credit checks via integrated financial databases via TransUnion. For UK-based candidates, this is processed instantly through a soft credit search. It involves a financial search including credit check, CCJs, IVAs, and bankruptcies.	1 Minute
Global Education /Professional Verification	Zinc requests the relevant information regarding academic or professional qualification from the candidate and performs either a generative AI check on the certificate to check for matches, or can directly reach out to institutions to verify the legitimacy. All Education and Professional Verification checks are global.	<1 Minute for certificate matching, 12 days for institution check
Global Adverse Financial	Ran through Onfido, adverse financial search includes searching global regulatory lists for adverse action and disqualified directorships. The search includes searching global regulatory lists for adverse action and disqualified directorships using Credit unions utilising advanced machine learning to search thousands of public online and offline lists globally. All Adverse Financial checks are global.	1 Minute
UK Directorship Check	Zinc checks a candidate's directorship history through Companies House in the UK. This includes active and historic roles, disqualifications, or conflicts of interest. Automated screening surfaces details quickly and flags issues requiring review.	2 Hours



Commercial model

Zinc operates a Software as a Service (SaaS) model. Pricing is based on anticipated screening volumes and the agreed contract term.

Key commercial features

- Onboarding and support

Onboarding, training, and dedicated account management are included as standard.

- Systems integration

ATS/ATS integration and setup are included within the subscription at no additional cost.

- Referencing model

Referencing is provided as a single, unified service rather than being charged per individual reference.

- Payment structure

Contracts are typically based on an annual commitment, with payment made in advance against expected usage.

Any unused credit remains available for future use within the contract.