

The Sterling Difference

STERLING TESTING SYSTEMS offers a complete array of employee, vendor and drug testing services. Our technology enables us to accurately and securely process unlimited orders daily, while remaining flexible enough to customize solutions to each client's needs. We are the complete, one-source solution to your screening and testing needs.

Why Sterling?

Our goal is to provide you the most accurate intelligence, at the highest speed, at the most effective cost, utilizing the latest technology to make our screening process a model of service and value.

Our History — We have over 30 years of experience in the industry, and service more than 6,000 clients. Our goal has remained consistent throughout the years — to help our clients hire the best people.

Our “One Source” Solution — Service orders, reports and vendor management are all part of one package, and all reports and screens can be ordered with one point of contact.

Quality And Accuracy — Our top priority is to ensure you hire high-integrity employees. By confirming criminal conviction records and following strict compliance and quality control measures, we provide accurate, high quality data.

Turnaround Time (TAT) — Sterling's accomplishments in product development, technology and dedicated support teams successfully and consistently achieve TAT's 50% faster than the industry average.

Exceeding Client Expectations

We attribute our 99% customer retention rate to our dedication to customer service and our ability to create flexible, customized solutions for every client.

Our Staff — Sterling support teams are well-trained and knowledgeable, and have experience across a broad range of industries. Their dedicated customer service and account management skills mean that our clients get the information they need, quickly and accurately.

Our Focus on Best Practices — Our senior managers are involved in designing and improving recruiting and hiring processes.

ISO Certification

In January 2007, Sterling completed its International Organization for Standardization (ISO) Certification 9001:2000. The certification ensures that Sterling's products and services meet international standards for safety, quality, and reliability.

SterlingDirectSM

SterlingDirect is our state-of-the-art, proprietary web-based order entry, tracking and reporting system. SterlingDirect is extremely flexible and user friendly, and all reports generated by the system are delivered to clients electronically. SterlingDirect features:

- Customized programs and screens.
- Ability to create multiple pre-set service packages.
- Pre-filled order forms.
- Employer branded Online Job Application with electronic invitation capability.

Results are immediately accessible through SterlingDirect's easy-to read reports or any of our Human Resource Management software programs that already use Applicant Tracking Systems (ATS) platforms.

Announcing... CourtDirectSM

CourtDirect, Sterling's unique proprietary technology platform, allows us to electronically access primary source records at federal, state and county courts throughout the U.S. We have been working with municipalities to digitize their courthouse records to create this revolutionary data retrieval process and are presently integrated with hundreds of U.S. court jurisdictions. Throughout the industry, most courthouse data retrieval is conducted by individuals, a time-consuming, manual process. Now, CourtDirect is electronically integrated with the court's record systems and enables us to conduct direct searches automatically, yielding more accurate results with shorter turnaround times. CourtDirect allows Sterling to offer:

- More accurate background checks
- Record-breaking turnaround times
- Most cost-efficient searches
- Total integration of all levels of federal, state and local data

Sterling's CourtDirect enables turnaround times 50% faster than the industry!



STERLING

How well do you know the person
you are about to hire?

249 West 17th Street | New York, New York 10011

T: 212.736.5100 | 800.899.2272 | F: 212.736.0683 | info@sterlingtesting.com

www.sterlingtesting.com

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Sterling's Services

“**STERLING** offers a comprehensive portfolio of pre-employment screening, testing and assessment. Using our proprietary technology, we provide our clients with accurate, up-to-date reports that are accessible 24 hours a day, seven days a week.”

— Bill Greenblatt, CEO, Sterling Testing Systems.

Criminal Conviction Searches

- Through our proprietary CourtDirect platform, we have established direct, electronic access to criminal record repositories in the largest county, state, and federal court systems.
- Where such technology is not available, we employ hundreds of researchers and internal expeditors to access applicable record repositories.
- All information received is updated in real-time and available to authorized SterlingDirect users.

National Criminal Database Search

Provides multi-jurisdictional information from many sources including County Records, State Department of Corrections, Sexual Offenders Lists and Administrative Office of Courts, and is recommended to supplement a comprehensive county and/or statewide criminal conviction search.

Announcing... Electronic Fingerprinting

Working with partners throughout the country, Sterling processes forensic quality electronic finger printing used for FBI background checks in transportation, education, finance, healthcare, security and other federal or state regulated industries.

Our award winning 10-print digital “live scan” systems yield higher quality images with fewer FBI rejections and higher match rates. Results are available in hours or days instead of weeks or months.

We can seamlessly process electronic fingerprint records through FBI-approved job applicant clearing houses, such as the American Bankers Association, the Clearinghouse and the NASD.

Drug Testing

Our affiliation with all major drug-testing laboratories provides access to over 3,300 collection sites nationwide. We can test for substance abuse using blood, urine, breath, hair and oral fluid (instant or lab-based) solutions.

- Our Medical Review Officer (MRO) team performs all necessary Medical Reviews, including monitoring for presumptively positive samples and those with abnormalities that may indicate tampering.
- We use only SAMHSA-certified laboratories (where relevant).
- We can establish and/or maintain drug-screening programs compliant to Department of Transportation (DOT) requirements.

Social Security Trace

- Shows fraudulent use of Social Security Number, additional names and aliases.
- Reveals address history, which allows our proprietary system, SterlingDirect, to automatically determine where to perform criminal background checks.

Consumer Credit Report

- Consumer credit information is gathered from the major credit bureaus, providing information regarding trade accounts, payment history, collections and public records.

Sex Offender Search

- Offers an additional measure of protection beyond a criminal conviction search as the offender’s state or county records may be sealed, records may reside in family court, or the original sexual offense may have been reduced to a lesser charge.

Department of Motor Vehicle Reports

- Search determines if the applicant’s license is currently valid, as well as identifies a potentially problematic driving history. Any suspensions or revocations of the license will be listed along with the dates and causes.



Is our **online order management tool**, and an industry leader in web-based technology.



Did you know **48% of applicants lie** on their résumés*? Sterling helps create a safer workplace environment through superior decision making information.

Verifications

Verification questions and protocols can be customized to meet the specific needs of each client. As the references are up-dated, incoming information is input into our system, and is available to authorized SterlingDirect users in real time.

Education Verification

Education verifications are conducted directly with the institution, verifying degrees and certificates as well as dates of attendance and graduation.

Employment Verification

Verified information includes dates of employment, position or title, and salary. Questions regarding work habits and attitude are also asked.

Employment — Military: Includes military branch and dates of service.

Employment — DOT: Includes previous work performance, accident and substance abuse history.

Professional License Verification

Sterling will verify the status of professional licenses and reveal any recorded violations.

Personal/Professional References

Former supervisors and colleagues provide more personal information than a standard employment verification.

Announcing... Sterling is Safe Harbor Certified

Safe Harbor certification allows U.S. companies to access personal data from European Union (E.U.) organizations. The “safe harbor” framework was developed by the U.S. Department of Commerce in response to the European Commission’s Directive on Data Protection. The Directive, which prohibits the transfer of personal data to a non-European nation which does not meet European adequacy standards for privacy protection, could significantly limit the ability of U.S. companies to engage in many trans-Atlantic transactions. Safe Harbor allows U.S. companies to demonstrate to E.U. organizations their commitment to providing adequate privacy protections, so a company that is Safe Harbor certified can continue to receive data flows from E.U. organizations.

*Study by J.J. Keller & Associates

Terrorist Watch List

- Sterling identifies individuals and companies, owned, controlled by, or acting on behalf of countries identified as terrorists or narcotics traffickers by the U.S. Treasury’s Office of Assets Control (“OFAC”).

Office of Inspector General (OIG) Search

- Health care industry search which provides information regarding individuals or entities that are excluded from participating in Medicare, Medicaid and other federal care programs.
- Legal reasons for sanctions are cited in the report, including fraud, malpractice, embezzlement, loan default and forgery.

Fraud & Abuse Control Information System (FACIS®) Search

- With information culled from over 800 state and federal sources, FACIS reports provide sanction histories for a wide variety of healthcare professionals and related organizations.
- FACIS offers three different search levels combining state and federal sanctions.

National Practitioner Data Bank

- The NPDB is a central repository of the information regarding physicians, dentists, and in some cases, other health care professionals.
- The repository contains reports on medical malpractice payments, adverse actions, adverse clinical privilege actions and adverse professional society membership actions.

Workers’ Compensation Search

- Sterling can search an applicant’s workers’ compensation history.

Applicant Evaluation And Skills Assessments

- Over 500 online tests and surveys are offered, assessing attitudes, skills, and abilities in areas such as personality, primary skills, administrative-clerical, software skills, call center, technical IT, healthcare, legal, finance, and bilingual knowledge.

Results are returned in easy-to-interpret report formats.

Tenant

- Sterling can screen prospective tenants regarding address and credit history.



Sterling's Priorities

“**STERLING** is truly committed to security and the protection of your confidential data and that of your clients. The biggest benefit is to ensure that our clients, who through Sterling access critical background data on millions of applicants, can streamline their recruitment efforts, and hire with confidence.”

—Joe Rotondo, Vice President of Compliance at Sterling Testing Systems

Driving Innovation Through Technology

HRIS/ATS Integration: Sterling is HR-XML certified and, to enable direct exchange of background orders and results through e-recruiting solutions, has performed integrations with leading providers such as:

- Aon
- BrassRing
- Ceridian Recruiting Solutions
- ERC Dataplus
- Kenexa
- HRsmart
- JobScience
- Lawson
- Oracle iRecruitment
- PeopleClick
- Peoplesoft eRecruit
- RES
- Taleo
- Ultimate Software UltiPro
- Unicru

Closed Loop technology: Data is electronically transmitted throughout the entire order and fulfillment process. Information flows seamlessly along our secure networks from order to results.

Best-in Class Security Guarantee

All Sterling processes ensure top of the line security:

- A centralized hosting infrastructure manages all services.
- Our proprietary application and data repositories are secured through our own suite of web applications. Interactions are protected by layers of security provisions.
- External verifiers connect directly through secure web interfaces.
- All data is replicated from our co-located data center to our redundant disaster recover servers, and we also backup to tape.
- Key data elements are encrypted across our transactional processing repositories. We fully encrypt all our archived data before securely exporting it to off-site storage.

Legal and Compliance Excellence (Jackson Lewis LLP)

Through our relationship with Jackson Lewis, law employment specialists, Sterling provides:

Employment Law Seminars: Expert tips and classes to keep you updated on important developments

Risk Management Advice Hotline: Free access to advice from the industry's top legal counsel.

HRCI: Complimentary continuing education credits.

Commitment to Privacy and Compliance

Protecting your privacy, and that of your applicants, is of paramount importance to us.

International Capability and Multi-National Expansion

Our capabilities allow us to work with international and multinational corporations, and our language proficiencies include more than 200 languages. We offer our international clients:

- Employment and education reference verifications worldwide, as well as DMV reports in the United States and Canada.
- Local criminal background checks in over 200 countries, conducted by savvy researchers using courts, police, prosecutor's offices, or alternatively, the U.S. Embassy or Consulate.
- Safe Harbor Certification (see page three).

The 24-7 capabilities of our office location in Mumbai, India, demonstrates our commitment to serving your international needs.



STERLING

How well do you know the person you are about to hire?

Our **partners** and **certifications** help us to deliver the most advanced solutions in the market.

