

Taking the burden out of the hiring process

# Acxiom® Background Screening



## Simple solutions for the travel industry

### Constant employee turnover

In the travel industry, your employees are the face of your business. By taking the guesswork out of background screening, Acxiom can help you hire the best employees possible.

Turnover is a major problem for the travel industry. The U.S. Department of Labor has found that the annual turnover rate for the industry is typically between 70-75%. Meanwhile, direct turnover costs per employee are estimated to be between 25-30% of an individual employee's salary and benefit package, with hidden costs inflating that figure substantially.

Other studies have shown that 50% of non-managerial hotel employees in the U.S. change jobs each year compared to 25% of the management staff. That means around three-fourths of your workforce changes annually.

With that kind of turnover, you are going to be replacing employees frequently. Many of your potential employees will be handling sensitive customer information, including credit card numbers, home addresses and telephone numbers. Acxiom can help ensure that consistent and thorough checks are conducted on all potential employees and agents within your organization.

As a full-service vendor, Acxiom can serve as a backroom provider for often understaffed and overworked human resources and loss prevention departments.

Acxiom offers multi-layer, real-time Fair Credit Reporting Act-compliant reports including but not limited to:

- Criminal record
- Social Security trace reports
- Credit reports
- Driving records
- Employment, education and professional license verifications

### Finding the right employees

Acxiom can help the travel industry make the right hiring decisions, which can ultimately reduce turnover and shrinkage, lower training costs and increase productivity. And Acxiom can swiftly and accurately deliver results, helping you secure desirable candidates in an increasingly competitive hiring environment.

Before background information is returned, the data undergoes Acxiom's industry leading data-cleansing procedures, giving you results that are unparalleled in the marketplace.

Prior to releasing sensitive record information, Acxiom takes extra steps to unearth other identifying information—such as full name, Social Security number, driver's license

### Acxiom enables:

- Optional customized billing, management and exception reports that allow companies to keep track of spending, screening activities, regional hit-rate percentages and average turnaround times.
- Scoring and adverse action fulfillment services that can help you avoid inconsistent hiring decisions being made in different areas of the same company.
- Decentralized information access options allowing managers who travel frequently to remain connected to up-to-the-minute candidate results.

number and physical description—to help ensure we are not erroneously reporting a criminal record that actually belongs to a person other than your candidate.

And ongoing, comprehensive compliance training and guidance is part of the solution—at no extra cost.

### **Take the worry out of hiring decisions**

Acxiom makes it easy for you to know that the information your applicants provide is accurate. Acxiom provides quick and comprehensive employee verification services to assist you in making swift, intelligent hiring decisions.

**IDSearchPlus**—verifies SSNs, detects fraudulent numbers, and flags numbers that were not issued by the Social Security Administration or that were filed with death claims.

**Tracking Residences Using Social Security Trace (TRUSST®)**—identifies counties in which applicants have resided, but intentionally did not disclose.

**Criminal Record Search**—provides industry-leading, in-person/real-time searches of criminal backgrounds.

**National Criminal Access Search (Criminal Offender Database)**—contains more than 180 million criminal record files and may uncover criminal history information in multiple states or jurisdictions where the applicant has had no previous address history.

**Civil Record Search**—reveals an applicant's civil background, including: judgments, liens and pending civil suits.

**Employment Reference Verification**—provides direct contact with previous employers to obtain stated work history, including dates of hire, terminations, job title and rehire eligibility.

**Education Verification**—confirms an applicant's educational credentials, including undergraduate, graduate, technical, business and trade schools, with direct contact to the educational facility.

**Professional License Verification**—confirms professional licenses, such as medical, nursing, accounting, attorney and others.

**Employment Credit Report**—identifies an applicant's financial responsibilities and ability to meet regular obligations, as well as reveals information including collections, lawsuits or judgments.

**Driving Record Search**—checks driving history, including speeding, reckless driving, accidents and driving under the influence. Revoked and suspended licenses are also reported.

**Drug Screening**—provides substance abuse screening services for applicants and current employees.

**Workers' Compensation Checks**—reports on-the-job accident dates and types of injuries.

### **Our commitment to data quality**

Delivering the highest quality data to our clients is vital to Acxiom's corporate mission. We believe that accurate, timely consumer information is a critical component of successful Customer Relationship Management. To that end, Acxiom employs a unified, company-wide data quality management system for evaluating each of our individual data products. Our best practices include complex methodologies for the continuous measurement, analysis, benchmarking, trending and improvement of data quality. In addition, Acxiom is committed to researching and creating new technologies that enhance information quality and sharing these innovations throughout our enterprise and industry.

See how Acxiom can work for you.

For more information, visit our website at **www.acxiom.com** or call:

**1.888.3ACXIOM**



**Acxiom's view on privacy** Acxiom is a global thought leader in addressing consumer privacy issues and earning the public trust. We build great relationships with our clients and help them build great relationships with their customers by turning compliance challenges into opportunity. Acxiom fosters trust-based relationships by delivering customer and information management solutions that facilitate privacy compliance and preference management. Acxiom was the first company in the data services industry to appoint a chief privacy officer to advance policies and oversee compliance. Acxiom has a team of privacy specialists dedicated to understanding the complex issues of information flow and consumer choice, as well as crafting and enforcing responsible privacy best practices. We continually educate consumers, our clients and Acxiom associates about proper privacy policies and conduct.

Acxiom is a member of the Direct Marketing Association, and we support the Center for Information Policy Leadership and the Information Policy Institute. Acxiom endorses the privacy standards of these organizations.