

COMMERCIAL INVESTIGATIONS LLC

CI TIMES



SOMETIMES, “YOU’RE FIRED.” IS TOO LATE!

Most seasoned human resources managers have been through their share of firings. Consider your most recent firing situation. Could it have been avoided before the individual became an employee? What damage has been done by the terminated employee? How can your organization learn from this incident?

A resume and interview give only a partial picture of an applicant. The proper use of background investigations will reveal a more complete picture of your applicant.

Although checking for truthfulness is important, it is also necessary to determine your applicant’s overall competence and past job performance. For example, consider the employment verification done on an individual applying for a position in an accounting department. Contrary to the applicant’s hiring documentation, upon investigation it is determined that they did not work in the

accounting department of their previous employer, but actually worked in the housekeeping department. Obviously untruthful, but also detrimental to the prospect accounting department that was expecting to get an experienced individual.

A little extra time and effort upfront will result in fewer bad hiring decisions, thus reducing:

- Staff time
- Turnover
- Absenteeism
- Risk
- Liability
- Pilferage

A thorough background investigation on an applicant can be completed by an experienced investigator in as little as three business days.

Although, like the stock market, past behavior is no guarantee of future results, it is a good indicator of future performance.

BRINGING BACKGROUND TO THE FOREGROUND

CI staff are available to assist you on a consulting basis to improve your background investigations processes.

Following is a list of some of the background investigations consulting services available from CI:

- Smart Hiring Examination
- Compliance review
- Review and development of

Policies and Procedures

- Documentation assistance involving negative findings
- Forms review and development
- Assistance on an individual applicant case-by-case basis
- Establishing or modifying your internal and external background investigation processes

CI staff can also provide industry specific research and recommendations concerning federal and state requirements and the background investigations related data available to you.

CI staff are very experienced providing many different types of background investigations consulting services. Please contact CI to discuss your unique needs and how we can assist you.

∞ INQUIRY SPOTLIGHT ∞

GLOBAL SCAN

CI’s Global Scan Inquiry is a result of the US Patriot Act. In one search you can determine if your applicant is on any of these terrorist related lists.

- OFAC Specially Designated Nationals (SDN) & Blocked Persons
- OFAC Sanctioned Countries, including Major Cities & Ports
- Non-Cooperative Countries and Territories
- Department of State Trade Control (DTC) Debarred Parties
- U.S. Bureau of Industry & Security (formerly BXA) -
 - Unverified Entities List
 - Denied Entities List
 - Denied Persons List
- FBI Most Wanted Terrorists & Seeking Information
- FBI Top Ten Most Wanted
- INTERPOL Most Wanted List
- Bank of England Sanctions List
- OSFI - Canadian Sanctions List
- United Nations Consolidated Sanctions List
- Politically Exposed Persons List
- European Union Terrorism List
- World Bank Ineligible Firms

Inside this issue:

Meet our President	2
Customized Employment Verifications	2
Rules Change Regarding Workplace Investigations	2
CI Exhibits at the CRHRA Annual Conference	3
About CI	3

MEET OUR PRESIDENT

People say I'm passionate—passionate about background investigations. Perhaps that is true. However you phrase it, I do believe that businesses need to take advantage of all ethical, legal and available options to assure that an appropriate applicant for a particular position is hired.

I have spent the last six years familiarizing myself with the Fair Credit Reporting Act and other state and federal laws applicable to the background inves-

tigations process. I have led many seminars and discussions concerning background investigations and have also published numerous background investigations related articles.

Now, I have taken my passion to the next level and have started my own private investigative company, COMMERCIAL INVESTIGATIONS LLC. I believe my expertise in this field and my business savvy will provide my clients with the best possible services available, including

accurate, timely and cost effective investigative assistance bundled with superior service.

I have over seven years of licensed private investigative experience in Wisconsin and New York. I have a BS from Winona State University majoring in Paralegal Studies / Pre-law and an MBA from the University of Wisconsin.

Let me use my passion to help you feel consistently confident with your hiring decisions.



Michelle Pyan MBA
Licensed Private Investigator

CUSTOMIZED EMPLOYMENT VERIFICATIONS

Smart hiring practices always include employment verifications. It is important that you hire the right person for the position available and that your clients and employees are always safe. Inquiries into past performance, overall competence and personality traits will give you a more thorough understanding of your applicant's ability to

effectively fill the position.

Because industries vary greatly, and every employer and applicant is unique, CI offers clients the ability to customize their employment verifications. Clients can choose pre-selected questions when verifying past employment or can develop their own questions. CI's highly customizable, Internet based,

BACKGROUND INVESTIGATIONS application, CIWARE, allows us to alter many aspects of each specific background investigation consistent with the client's particular needs.

Get the information you deem important in a timely manner using CI's customized employment verifications.

∞ NEXT ISSUE ∞



MEET DUE

RULES CHANGE REGARDING WORKPLACE INVESTIGATIONS

The Fair Credit Reporting Act (FCRA) was amended effective March 31, 2004, by the Fair and Accurate Credit Transactions Act (FACT Act).

One result of the FACT Act amendment is that employers no longer are required to give disclosure and obtain consent from alleged offenders prior to engaging a third party to investigate workplace misconduct. Disclosure after the conclusion of an investigation is required if an employer takes an adverse action

based upon the investigation. This disclosure only needs to contain a summary of the nature and substance of the investigation. This disclosure no longer needs to identify the individuals involved in the investigation. Note however, the FCRA's notice requirements still apply when employers use third parties to conduct routine background investigations on applicants.

Common workplace investigations affected by the FACT Act include: harassment complaints,

discrimination complaints, workplace theft, workplace violence, workplace drug use, workplace policy violations, workplace safety rules violations and workers' compensation claims.

Consider calling CI the next time you need assistance with a workplace investigation. We have been monitoring the FCRA and its amendments since 1998 and continue to do so. CI can assist you with such investigations in a timely, thorough and compliant manner.



CI EXHIBITS AT THE CRHRA ANNUAL CONFERENCE

CI used the 2004 Capital Region Human Resources Association (CRHRA) Annual Conference as its coming out party. President Michelle Pyan, a member of the CRHRA, felt it was a perfect fit. CI is based in the Capital Region and Michelle took advantage of the opportunity to let those in attendance know that CI is now available to assist them with their private investigative needs, especially BACKGROUND INVESTIGATIONS.

CI obtained its private investigative license on March 8, 2004, so the timing for announcing that CI is open for business was perfect as the conference was held exactly one month later, April 8, 2004. With science fair project in hand (see picture) Michelle set out to launch COMMERCIAL INVESTIGATIONS LLC.

When asked about the conference Michelle said, "It was great seeing people I had met before and letting them know where I am

now and what CI can do to help them."

The 2004 CRHRA Annual Conference was attended by approximately 120 Capital Region Human Resources professionals and about 50 vendors. Michelle and CI had a great day and definitely plan to return next year!



Is CI experienced building display booths: NO!
Is CI experienced doing BACKGROUND INVESTIGATIONS: YES!!

∞ COMING SOON ∞

DRUG TESTING

CI'S GOALS

Provide thorough, timely and accurate private investigative services.

Maintain a high standard of quality and client service.

Promote solutions through relationships and dedication.

Diversify services offered by industry and location of clients.

Grow through continued reinvestment in the company.

COMMERCIAL INVESTIGATIONS LLC

**A Full Service Licensed
Private Investigative Agency**

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Services provided include:

BACKGROUND INVESTIGATIONS

CI provides accurate, timely, cost effective and fully compliant reports delivered with exceptional client service.

CONSULTING SERVICES

CI assists you in implementing a compliant background investigation process as well as providing assistance in implementing in-house procedures.

SURVEILLANCE SERVICES

CI offers high quality surveillance reports and supporting documentation derived through the use of the latest available technology.

PROCESS SERVING

CI delivers timely, cost effective, compliant and fully documented process serving that is delivered with exceptional client service.

MYSTERY CUSTOMER

CI provides detailed reports documenting your operations or that of your competitors.

COMPETITIVE INTELLIGENCE

CI assists you in gaining a competitive edge with discrete, thorough and valuable intelligence.

CI MISSION STATEMENT

Dedicated to providing innovative Private Investigative solutions to its clients and working with them to develop tailored services that meet their needs.