

# Mitigating Risk

## Manpower & Regional Commercial Bank Managed Service Program

### Business Issue:

As a financial institution regulated by the U.S. Securities and Exchange Commission, a regional commercial bank faces substantial fines for non-compliance to pre-employment screening requirements. Each time an employee is working without the proper screens completed, the bank exposes itself to risk – and financial penalties.

To make the screening of employees and associates more complex, the screening requirements change from state to state. Fingerprinting is mandatory in certain states, but not others, as are pre-employment drug screens.

The client looked to Manpower to assist in facilitating this most critical element of their onboarding plan for their contingent associates on assignment.

### Manpower Solution:

Manpower currently provides a Managed Service Program (MSP) to manage the client's administrative, light industrial, and some professional contingent labor spend. The program is enabled by our proprietary technology solution, Direct<sup>SM</sup> Source.

Suppliers are supported by our background screening vendor, ChoicePoint, who adjudicates all results the drug and background checks. The client and ChoicePoint have developed a matrix of acceptability for placements, and each submission is verified against this matrix prior to allowing a candidate to be submitted for consideration.

Direct Source enables the management of the client's complex onboarding process. When suppliers submit candidates, each fills out a background verification form and notes the completion results of all required screens. This document must be uploaded to the system prior to the release of that candidate for work at the client.

### Benefits:

This program is designed to support the unique needs of the financial services industry, facilitating the onboarding requirements and mitigating risks of an associate being placed without the proper checks. This aspect of the program is a key metric that is reported quarterly – nothing less than 100% compliance is acceptable.



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