

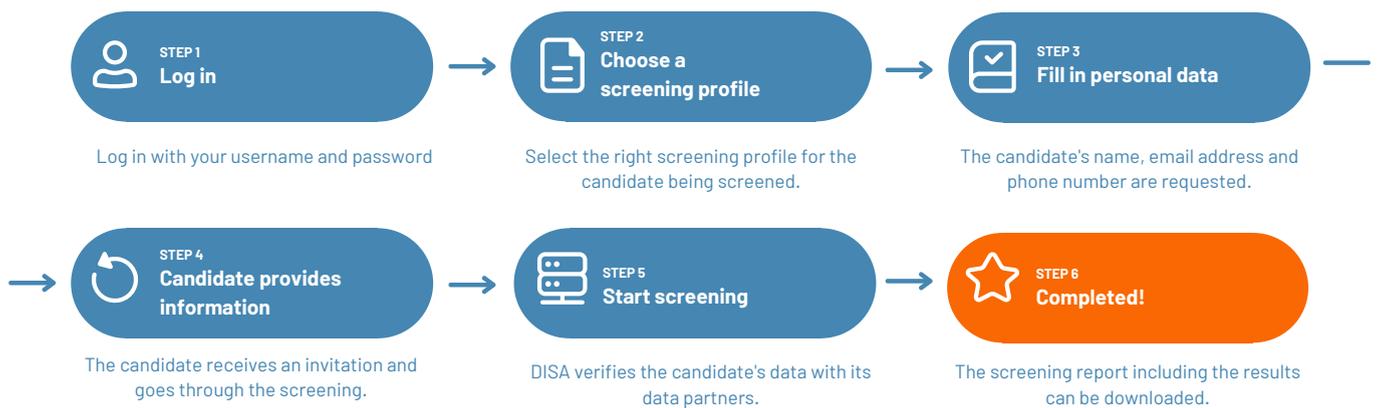


# Information sheet for clients

Welcome to DISA, specialist in pre- and in-employment screening. In this factsheet, you learn more about the screening process and the functionalities of the screening application.

## Screening process

Before you continue, it is good to know how the screening process proceeds. The image below shows a step-by-step overview.



## Steps

To request a screening, follow steps 1 to 3. After requesting the screening in the online environment, the candidate will receive an invitation to start the screening and provide personal data. When the candidate has submitted the relevant data in step 4, the verification process starts in step 5.

In step 6, the screening has been completed and the screening report is ready for both the client and candidate. The screening report and additional documents can be downloaded in the application.

*Please note: personal identification documents such as a passport, ID card, or driver's license are removed from within 14 days after the screening has been completed.*

## Turnaround time and preparing the candidate

After the candidate has submitted the screening, the screening report excl. the Certificate of Good Conduct (CGC) is ready within approximately five working days. You will receive an email when the screening report is available in the application.

In general, completing the screening process takes longer when a Certificate of Good Conduct (CGC) or a Criminal Record has been requested. In this case, you receive the screening report on two moments: a concept report after completing all the screening elements except the CGC/Criminal Record, and a final report when the CGC/Criminal Record has been received.

### Tip

To reduce the turnaround time, we advise you to inform the candidate upfront about the upcoming screening. You may use our candidate factsheet, so the candidate knows what to expect and how to prepare for the screening. This factsheet can be found under Documents in your client account.

## Screening environment

You log into the application via <https://login.disa-global.com> using your email address and personal password. In the application, you see a menu on the left with several functions.

## Functions

1. **Home:** This is the home page where you can request a new screening by clicking 'Request New Candidate Screening'. This screen also shows the most recently requested screenings.
2. **Profile overview:** Here you find an overview of the available screening profiles you can request for candidates or employees.
3. **Candidate screenings:** All requested screenings can be found here. Per screening status there is a separate tab created to monitor the progress of the screenings 24/7. Are you looking for a specific screening? You can use the search bar to find the screening by searching on screening number, candidate name, screening profile or requester.

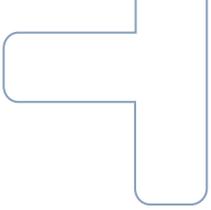
4. **Company data:** General information of the organisation is mentioned here.
5. **User management:** It is possible to add new users and remove or deactivate current users. You can also change the access rights for each user. In this menu, it is also possible to activate a mandatory two-factor verification for all users of your organisation.
6. **Invoicing:** Under this section, you can view the invoices and the screening credit.
7. **Reporting:** View comprehensive reports with insights into the number of screenings performed, types of checks, deviations, turnaround times and other statistics. It is possible to extract two type of reports, an Excel report or a PDF report.
8. **My data:** You can find this menu in the right top corner of your screen. Change your password or username, set another language or activate two-step verification for login.

## Screening status and data

In the menu Candidate screenings, you can check the status of the requested screenings.

A screening includes the following statuses:

1. **Waiting for candidate:** The candidate has received an email or text message with the request to start the screening and supply relevant data.
2. **Processing:** DISA has received the candidate's data and is currently conducting the screening.
3. **Waiting for criminal record:** when all screening elements are completed, but DISA is awaiting the criminal record or CGC upload.
4. **Completed:** The screening has been fully completed. The report and additional documents can be viewed or downloaded from the screening file in the application.
5. **Inactive:** The screening of the candidate has been deactivated. As client user you have the option to re-activate the screening to click on the button 'activate.' For questions, please contact our support department.



## Candidate screening

By clicking on the screening, you open the screening file. Here, you find the screening details, follow the progress and see the results of the checks, view or download the documents and take a look at the screening history.

## Screening report

DISA verifies the data that the candidate has submitted in the screening. In the screening report, the results of the checks are marked with a symbol.

-  Correct and/or information available
-  Deviation or requires attention
-  100% verification not possible

Is a screening element marked with 'Deviation or requires attention' or '100% verification not possible'? Then we will provide extra information regarding this result by placing a note in the report. Scroll to the specific check in the report to see this.

## Any questions?

For operational questions concerning a screening, you can contact DISA Support via [support@global.disa.com](mailto:support@global.disa.com).

For questions concerning your client account, you can contact your Customer Success Manager or our Inside Sales via [salesbackoffice@emea.disa.com](mailto:salesbackoffice@emea.disa.com).

Both departments are available via telephone using the number +31 88 050 21 00.