

EMPLOYMENT BACKGROUND INVESTIGATIONS POLICY

Purpose

Verizon Communications is committed to hiring honest employees who meet the requirements and qualifications of the job position for which they are applying. In support of this commitment, Verizon Communications has established an employment background investigations program so that information provided by applicants seeking employment consideration is verified and investigated. The job-related results of these employment background investigations are utilized in the hiring decisions made by Verizon Communications.

Introduction

The Security Department's Background Investigations Group serves as the liaison to Human Resources' Staffing organizations, the applicant seeking employment consideration, and the background investigations processing vendor. The Background Investigations Group's primary function is to verify information furnished by the applicant on the Employment Application and research discrepancies that are reported in the Background Investigation Report provided by the processing vendor. The Background Investigation Group is responsible for making a recommendation to Staffing as to the employment eligibility of the applicant.

Scope

1. This policy applies to those Verizon Communications business units for which the National Staffing organization provides staffing services. The staffing organizations of other Verizon business units may adopt this policy at their discretion.
2. Where permitted by law, all applicants applying for employment with Verizon Communications are required to undergo a full background investigation as set forth in the "Components and Parameters of Background Investigation" section of this policy.
3. Background investigation results are valid for one year from the date of the report's completion.
4. Former Verizon Communications employees (i.e., retirees, non-retirees, interns, etc.) who are rehired more than one year following their separation date are required to undergo a background investigation.

Responsibilities

1. The applicant is solely responsible for providing an accurate and complete disclosure of information requested in the Verizon Communications Employment Application.
2. Staffing is responsible for the initial review and verification of information provided on the Employment Application and resolving missing, incomplete, or questionable information with the applicant. Staffing makes the final hiring decision as to the employment eligibility of a candidate based on the recommendation submitted by the Background Investigations Group.
3. The Background Investigations Group is responsible for conducting an unbiased and thorough background investigation of the information provided by the applicant in the Employment Application and making a recommendation to Staffing as to the employment eligibility of the candidate.

Components and Parameters of Background Investigation

The following components, and parameters of each component, of the background investigation will be conducted on each applicant, unless prohibited by law in the state in which the applicant seeks employment:

a) Criminal History

- ?? Felony and misdemeanor convictions within the state or county of residency and employment (including military service) for the previous seven (7) years.
- ?? Current status of pending felony and misdemeanor criminal charges within the state or county of residency and employment.
- ?? Status of current participation in any pretrial or alternative rehabilitative program within the state or county of residency and employment.
- ?? All applicable court searches (i.e., County Clerk of Court, City or Municipal Court, etc.) and a National Criminal File database search will be conducted to obtain the necessary criminal history information. Statewide searches are only performed in those states that have repositories where the integrity of the data is reliable, and no specialized forms are required to be completed (such as notarized releases, fingerprint cards, etc.), and can facilitate a five-day turnaround on information requested.

a) Driver's License Status and Driving Record

- ?? If the applicant is being hired for a "driving" position (i.e., a position requiring an employee to drive a Company or personal vehicle in the regular performance of their duties), the validity and current status of the current driver's license is verified. Driving offenses and moving traffic violations for the previous three (3) years are also checked.
- ?? Staffing will request a driver's license verification and driving record search when the applicant is applying for a driving position only.




a) Employment History

- ?? Current Position - Unless indicated on the Employment Application, current employers will be approached as "credit checks" so as not to jeopardize the applicant's current position. In the event that the current employer request employment verification in writing only; then BIG analyst will contact the applicant for verbal authorization. If the applicant does not grant authorization, then a W-2 will be requested and used for verification.
- ?? Previous Employment – The previous seven (7) years of employment is verified. Previous employers are approached as valid employment verifications and are pursued in writing if necessary to obtain verification. If the previous employer is military, then the staffing representative is responsible for including a copy of the applicant's DD-214. The employment information that is verified includes:

- ✍✍ Tenure (dates of employment)
- ✍✍ Position/Job Title and Job Duties
- ✍✍ Earnings (positions eligible for wage credit will be checked, if requested by Staffing)
- ✍✍ Reason for leaving
- ✍✍ Rehire status
- ✍✍ Recommendations from listed supervisors

a) Educational Verification

- ?? When requested by Staffing, verification is made of the highest diploma or degree earned that is listed on the Employment Application.
- ✍✍ Highest diploma or degree earned

-  Associate/Bachelors/Masters/Ph.D.
-  Certifications
-  Professional Licenses

?? Professional licenses and/or certifications are verified only if they hold relevance to the job function.

a) Social Security Number Verification

?? The Social Security Number listed on the Employment Application is verified with the applicant's name. All information derived from this search is compared with the associated information listed on the Employment Application (i.e., residential addresses, prior employers, date of birth, etc.) and any discrepancies are reported.

f) International Searches

?? Applicants coming directly from another country will be subject to an International background search in their country of residency.

?? If the applicant has resided in the US for 1 year or more, the BIG will not run an International Search.

Summary of Background Investigation Components and Parameters

BI Component	BI Parameter	When Required
Criminal History	Felony and misdemeanor convictions within the state or county of residency and employment (including military service) for the previous seven (7) years. Current status of pending criminal charges and outstanding warrants. Status of current participation in a pretrial probation or alternative rehabilitative program.	Always
Driver's License Status and Driving Record	Validity and current status of driver's license. Driving offenses and moving traffic violations for the previous three	When the job position requires driving a Company or personal vehicle in the

BI Component	BI Parameter	When Required
	(3) years.	regular performance of duties. Staffing will request record search when required.
Employment History	Previous seven (7) years of employment and military service are verified.	Always
Educational Verification	Verification made of the highest diploma or degree earned. When necessary, licenses and certifications are verified.	Upon request from Staffing.
Social Security Number Verification	Determine names to which Social Security Number is attributed.	Always
International Search	Applicants coming directly from another country will be subject to an International background search in their country of residency.	Always

Background Investigation Results and Hiring Decision

1. The Background Investigations Group reviews all information provided by the applicant in the Employment Application and compares it to the information contained in the Background Investigation Report submitted by the processing vendor. The Background Investigations Group evaluates this information with established guidelines and submits a hiring recommendation to Staffing.
2. Upon review of the Background Investigation Group's recommendation, Staffing makes the final hiring decision.

Fair Credit Reporting Act (FCRA) Procedures

Upon the decision not to hire an applicant based in whole or in part on information received in the processing vendor's Background Investigation Report, Verizon Communications must comply with applicable Fair Credit Reporting Act (FCRA) mandates (e.g. notification

to the applicant that adverse action is being taken, summary of consumer rights under the FCRA, etc.). Internal procedures have been established to ensure compliance with the FCRA.

Document Retention

1. The Background Investigations Group is responsible for maintaining all documents and files relating to the background investigations of each applicant in accordance with Verizon's established records retention policy.
2. Staffing is responsible for maintaining all documents and files relating to the staffing of vacancies in accordance with Verizon's established records retention policy.