

# In the end, it's the quality and effectiveness of the inspection process that counts

## Digital ID check helps ISS to improve recruitment process

Unlike other industries, the cleaning sector employs people with a diversity of nationalities. It's also a sector that has traditionally been characterised by high employee turnover. ISS Facility Services (ISS) recruits hundreds of people every month. However, before an employment contract can be signed, the organisation is legally required to check the ID document presented by a new employee. Often, the document in question is issued by a foreign organisation. Given the enormous variety of ID documents that ISS is required to process, conducting a quality check is anything but straightforward. Servjé Somers: "You cannot expect management to be in a position to assess the authenticity of every ID document currently in circulation. In order to help them - and at the same time improve the quality of our ID checks - we went in search of an ID document verification tool, and ended up piloting Keesing ID DocumentScan. The solution developed by Keesing allows ID documents to be checked digitally. What's more, ID DocumentScan is easy to learn and can be accessed from any PC, making it highly portable. Only a few weeks into the pilot it became clear that the quality of our inspections would be lifted to a new, higher level".

## Digital recruitment process

To make optimal use of ID DocumentScan, it was linked to ISS' e-Plaza, a centralised system for processing and registering changes to the workforce. Somers: "the entire recruitment process - from initial interview to employment contract - is digital. As one of ISS' managers, Jacqueline Roskam uses e-Plaza on a daily basis: "The system works really well, especially when combined with ID DocumentScan. I simply scan the passport, and select 'Keesing Check'. The tool is very easy to use, and I've never really needed any help. What's more, the inspection result is available within minutes". ID DocumentScan automatically conducts a quality check, covering all key aspects of the ID document. Apart from inspecting the actual document, the

system verifies whether the prospective employee has or requires a residence permit. ID DocumentScan also conducts a so-called VIS check to establish whether the document has been reported stolen or missing, or whether it is registered with a given authority for another reason. To avoid identity fraud, the document photograph is subsequently compared to the prospective employee. If all is well, a green tick appears on the screen. Without it, the new employee cannot be registered, and e-Plaza cannot be launched. Somers: "It's all about that green tick; it determines whether a new employee can be recruited".

The inspection report generated by ID DocumentScan details the checks that have been conducted, and their outcome. In turn, this allows me to enter the employee's data in e-Plaza. As much of the required data was captured when the ID document was scanned, I don't need to enter it again. Once all the data is stored, the employment contract is downloaded and signed, there and then. One more click and the contract is sent to our central administrative unit. The inspection report is automatically stored in the employee file", says Roskam.

**Servjé Somers** is in charge of employee and salary administration at ISS Facility Services, in which capacity she's responsible for ensuring that employees of ISS in the Netherlands are paid. Servjé was closely involved in the implementation of ID DocumentScan and the development of e-Plaza, including the training of all managers.



**Jacqueline Roskam** heads up ISS Facility Services, and is regional manager in the industry & bungalow park segment. Among others, she's responsible for the recruitment and administration of employees in this sector. The bungalow park segment in particular involves frequent document checks. On average, Jacqueline recruits two people per month, but there have been times when she's processed between 6 and 10 new recruits a week.



## Start work straightaway

All ISS managers are issued with a scanner, a laptop and a digital pen, and are thus able to conduct a document check. Leaving decisions about the authenticity of a given document to ID DocumentScan makes life easier and safer. At the same time, ISS has made significant efficiency improvements; the recruitment and registration of new employees - including all the required documentation - are arranged on the spot. Roskam agrees: “In the past, ID documents were checked manually, using photocopies. I never really knew for sure whether the document was genuine or forged. Although it took a little getting used to, the new set-up works extremely well. It also gives peace of mind. As it stands, the document check takes only a couple of minutes, while the overall process - including the digital dispatch of the employment contract - takes about fifteen minutes. Before the system was introduced, it took several days”.

According to Somers, the Keesing HelpDesk forms an important part of the ID DocumentScan package. Its specialist members are trained in document forensics, and can always be contacted in case of doubt. They’ll review a document within minutes and give a green light (or not, as the case may be). If, instead, the system shows a red cross, the process is obviously halted. Somers: “Fortunately, very few documents are rejected. Although it always leads to awkward situations, I think people with fake documents avoid us because they know we conduct a check”.

Roskam: “In the past, I’ve had to dismiss people because they didn’t have the right documentation - a residence permit, for example. But sometimes a document is rejected simply because it has expired. All the same, I have no choice but to dismiss the employee in question, even if we’re very busy. If I don’t, we might be visited by the Health and Safety inspectorate, which I obviously want to avoid”.

## Clean cleaner

ISS focuses on quality as well as corporate social responsibility. Somers: “We make sure people realise that we conduct ID checks, and that we are a NEN 4400-1 certified ‘clean’ organisation. Our clients really appreciate our efforts in this field. In fact, it goes a little further than that: they have high expectations and assume we have processes in place to provide them with reliable - and legal - employees. Unless we meet their requirements, they may switch to another provider. A focus on quality means we must have our processes in order. The potential for financial or reputational losses is considerable”. Servjé Somers believes all organisations in the cleaning sector would do well to use an administrative system that includes integrated ID check functionality. Not only because it’s highly effective, but also to improve the overall image of the cleaning sector. “The sector needs to catch the rotten apples, and every organisation with an OSB label should introduce this all-important process. I’m very happy with the way ISS has tackled this process, and am confident that we will continue to meet the requirements of our clients, the legislator and our own organisation over the coming years. ISS Facility Services was recently awarded the prestigious title of Best Global Outsourcing Partner, an honour that is not bestowed without reason”.

