



**KEY TRENDS
(2020 - 2024)**

Background Screening Baker's Dozen Methodology

- *HRO Today* distributes a survey link to about 45 providers and to our own list of approximately 1,500 Background Screening customers each year.
- The Baker's Dozen questionnaire has 40 questions. It measures providers in three dimensions: breadth of services, size of deal, and quality of service.
- Companies need a minimum of 13 surveys from 10 companies to qualify for the enterprise list.
- The ranking is completely based on customer feedback and quantitative rankings.

Sample Size for Screening Baker's Dozen Survey 2020-2024*

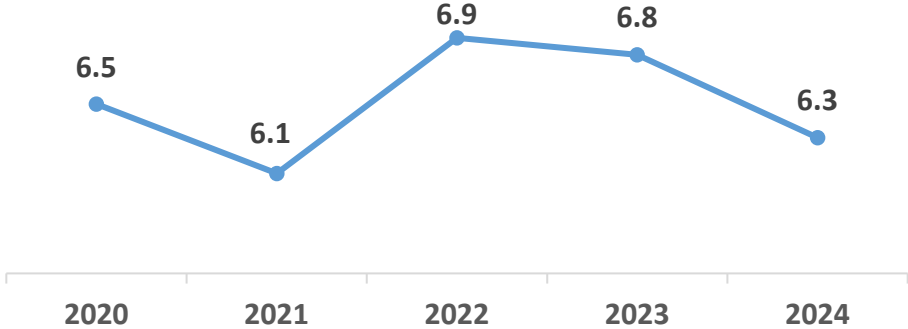
	2020	2021	2022	2023	2024
# Respondents	1,200	1,200	1,000	1,200	1,100

*Includes responses for providers ranked outside top 13 Enterprise level

Service Utilization

My company outsources the following employment screening services to this provider

- In 2024, the average number of reported services used was 6.3. There has been a modest decline in the average number of services used since 2022.



- Criminal history search, sex offender check and social security number trace have been the three mostly commonly used services since 2020.

	2020	2021	2022	2023	2024
Criminal history search	94%	96%	97%	97%	96%
Sex offender check	69%	67%	74%	81%	72%
Social security number trace	81%	76%	78%	80%	67%



Most commonly outsourced service



Second most commonly outsourced service

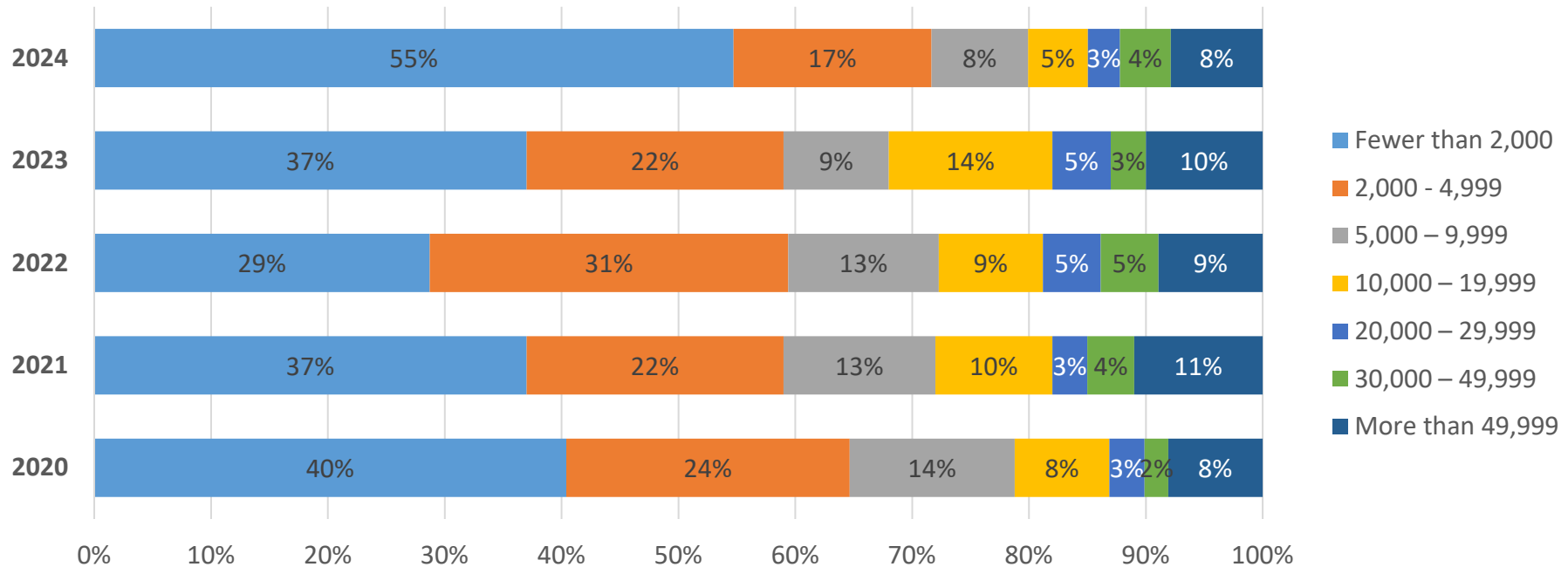


Third most commonly outsourced service

Deal Size: 2020-2024

This screening outsourcing program covers employee lives totaling:

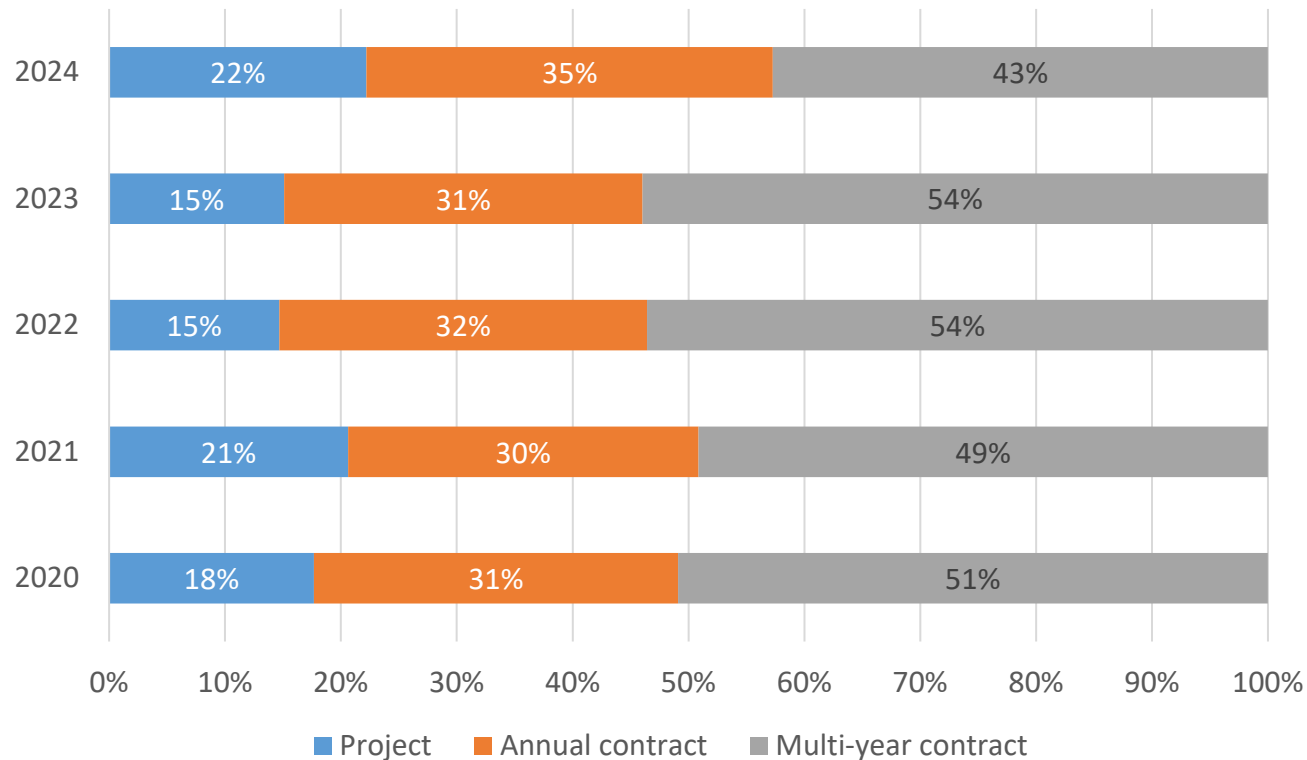
- Deal sizes fell in 2024.
 - In 2024, 20% of jobs filled were for 10,000 or more jobs per year, below the five-year average level of 26%.
 - Over one-half (55%) of cases were for fewer than 2,000 jobs filled per year in 2024, above the five-year average of 40%



Relationship Type

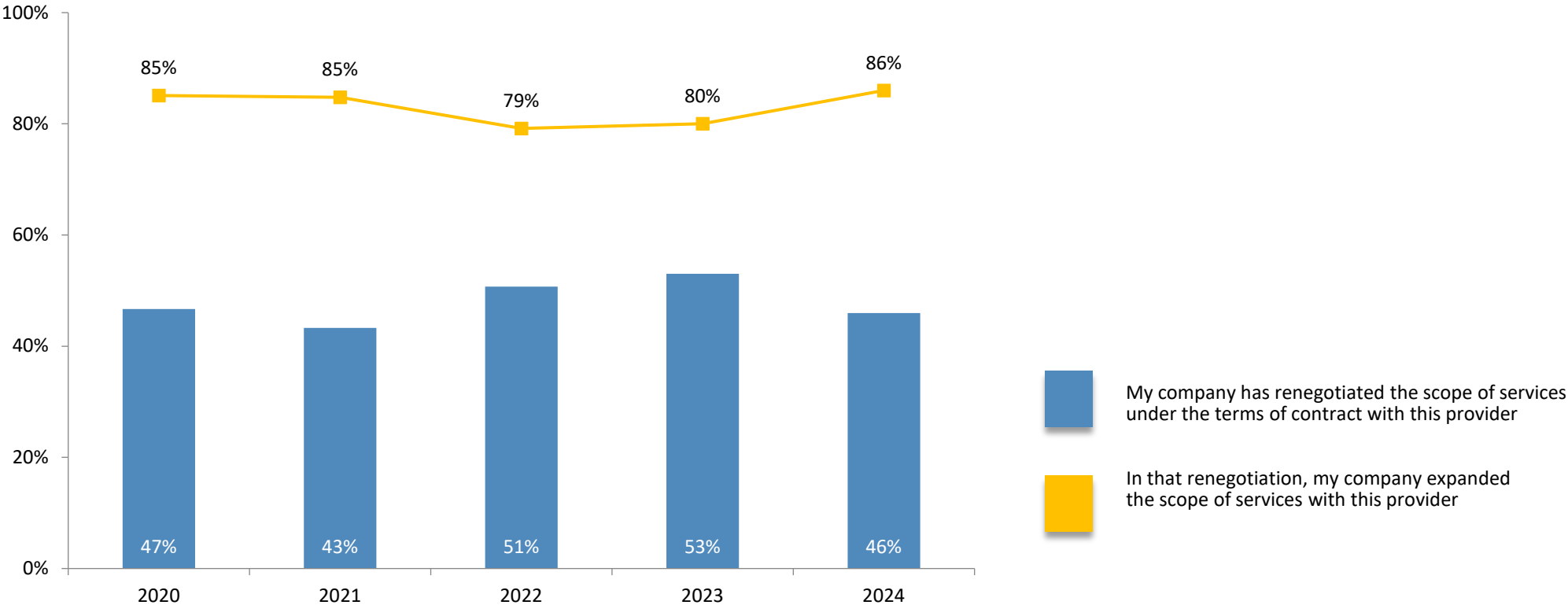
This provider provides service primarily on a project, one-year, or multi-year contract basis

- The proportion of all three types of contracts: multi-year, single-year and project relationships favor multi-year deals. However, the percentage of multi-year contracts in 2024 (43%) fell from 54% in 2023 and is below the five-year average of 49%.



Contract Renegotiation

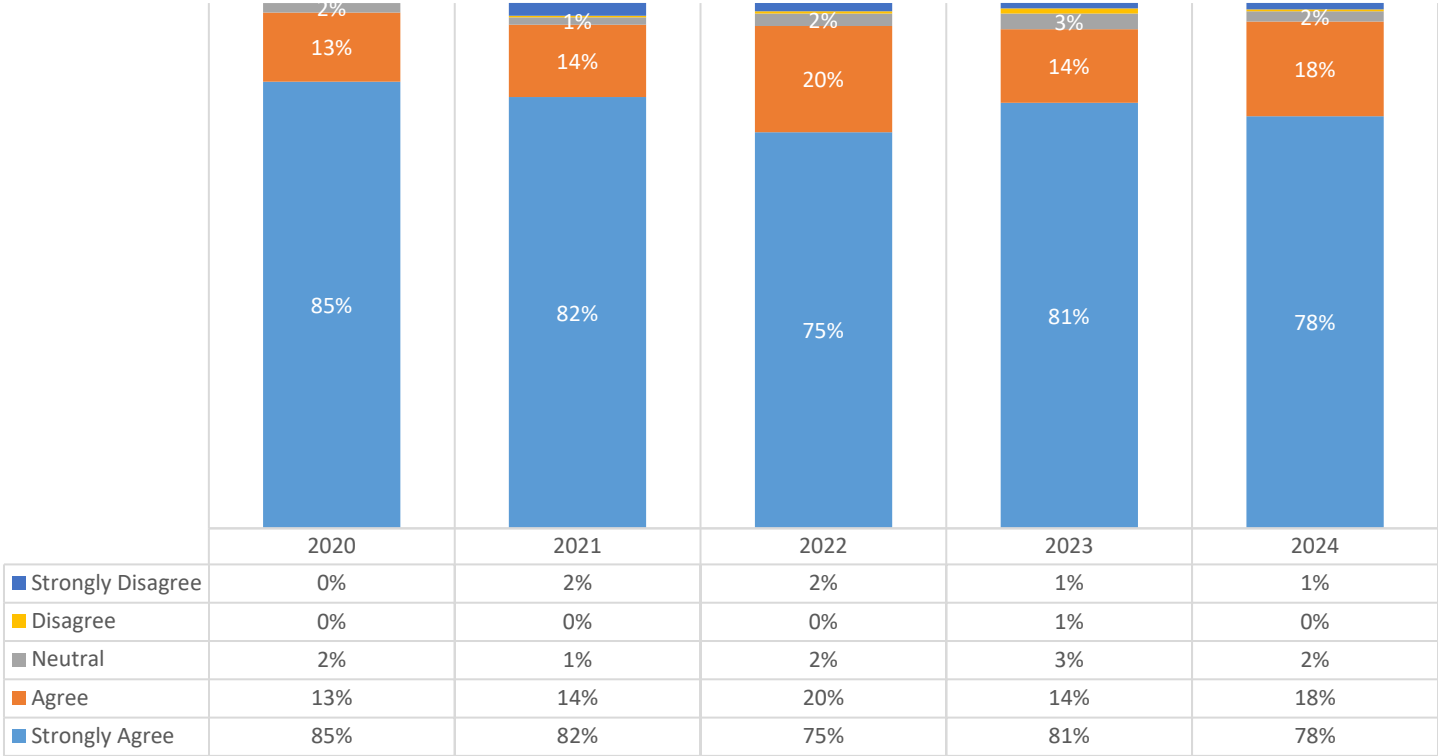
- Contract renegotiation in 2024 declined to 46% from 53% in 2023, though the percentage is very close to 2020's 47%. The expansion of the contract during renegotiation increased to 86%, up 6 percentage points from 2023 and the highest it has been in the last five years.



Satisfaction Metrics: Trust

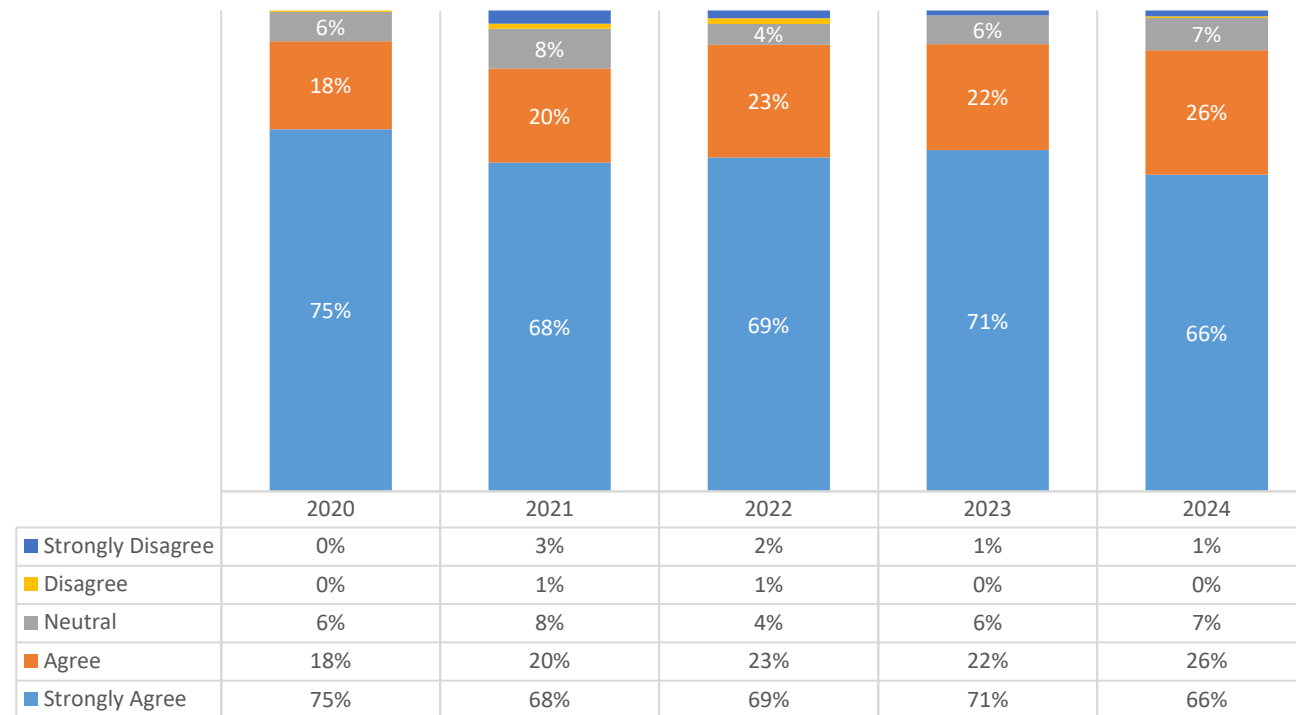
Results of three of the satisfaction questions used in the study are included in this trend report.

- *I trust the executive assigned to my account* is among the most crucial elements of satisfaction examined. In 2024, 78% strongly agreed with the statement, though that is down slightly from 2023. Overall, trust has declined since 2020.



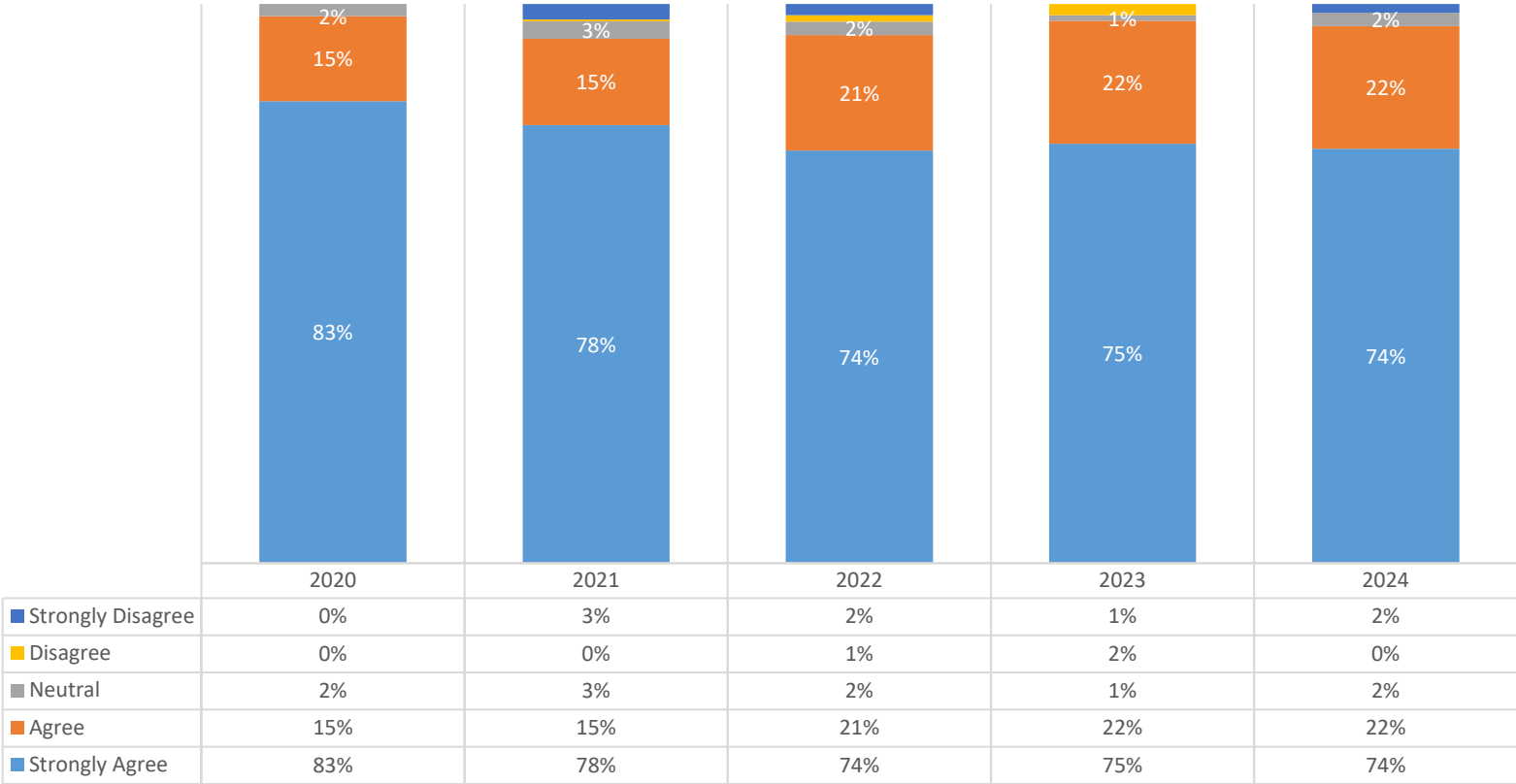
Satisfaction Metrics: Responds Well to Criticism

- In 2024, 66% strongly agreed that their provider *responds well to criticism and makes changes to improve problem areas*. Agreement in this area is the lowest it has been since 2020.



Satisfaction Metrics: Overall Satisfaction

- In 2024, 74% strongly agreed that overall, they are very satisfied with their provider. Agreement in this area is the lowest it has been since 2020.



2024 Baker's Dozen Pre-Employment Background Screening Report

- For a comparison of each provider in our survey, along with a complete question-by-question analysis, our detailed research reports are available for purchase.



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