

Details on Safety

Below is further information on Handy's approach to screening that applies only to those professionals that may be booked and paid for directly through the Handy platform. It does not apply to professionals from whom you may request a quote through Handy, but ultimately book and pay outside of the Handy platform.

Handy's Screening Process for Individual Professionals

Handy has created a multi-step process to screen potential cleaning and handyman service professionals who sign up to use Handy in their individual capacity.

The process is designed to filter qualified potential cleaning and handyman service professionals with appropriate backgrounds in compliance with applicable law.

The potential professional must provide detailed personal information. These service professionals must provide their full name, address, date of birth, social security number, and a valid form of identification and validate their applicable home services experience.

Handy verifies these potential service professional's identities. Handy requires these potential service professionals to submit a photograph— through a program which requires eye-blinking in order to ensure a live subject—along with a copy of photographic identification. Handy utilizes Jumio, an identification verification company, to match the photographs and confirm the integrity of the identification documents.

These service professionals then submit to a background check. Handy's currently uses a third-party background check provider, Checkr, Inc., to conduct the background checks as described below.

Handy's Screening Process for Company Providers

Some providers on the Handy platform are small companies and/or franchisees, dealers, or independent contractors of larger companies. These providers typically perform handyman (rather than cleaning) jobs. **Our screening process for these providers is materially different from that for individuals**, because these providers are select companies that have established reputations in their communities and many have their own in-house vetting process.

Before using Handy, company providers are required to provide their corporate information to Handy for verification. In addition, Handy uses Checkr to perform a background check on the **owner** of the company provider. While we endeavor to complete the owner background check before the company claims any bookings, it is possible that a company provider may claim no more than one job prior to passing a background check. It is therefore possible that a company provider on a job will not have completed an owner background check. Handy does not currently background

check anyone at a company provider, such as individual technicians, other than the company's owner. Handy also does not perform a Jumio-enabled identification verification for company providers.

Checkr's Background Check Process

This description applies to both the individual professional checks as well as the company owner checks described above.

Checkr, a third-party background check provider accredited by the National Association of Professional Background Screeners, conducts a record search which looks back at least seven years or longer in other jurisdictions when permitted by applicable law and available records. Checkr specifically conducts the following checks and searches:

Identity Check

- **IDENTITY VERIFICATION** Social Security Number (SSN) verification is the most efficient way to verify these potential service professional's identities. If an identity cannot be verified, the Checkr system alerts these potential service professionals to request additional documentation.

- **ADDRESS HISTORY** Checkr's Identity Check includes a trace of all known domestic addresses over the past seven years. Based on this information, Checkr searches relevant court jurisdictions for the same time period.

Criminal Records Check

- **COUNTY CRIMINAL RECORDS CHECK** Checkr performs direct searches of county court records. Results include felony and misdemeanor criminal cases as well as, charges, disposition, dates and sentencing information.

- **NATIONAL CRIMINAL RECORDS CHECK** This check scours over 30 million records and is run concurrent with the county criminal records check.

- **GLOBAL WATCHLIST CHECK** This check searches known domestic and international terrorist watchlists as well as the records of the Office of Inspector General (OIG), Excluded Parties List (EPL) and additional domestic and international agency lists.

- **SEX OFFENDER REGISTRY CHECK** Checkr searches registries for every state. In certain states, the information publicly available does not include all registered sex offenders and may not include all out-of-state sex offenders, depending on variations in state law.

Review & Activation

Handy reviews the background checks in compliance with applicable law before determining whether such applicant should be activated to use the Handy platform. However, as noted above, company providers may have access to the platform to claim no more than one job prior to passing a background check.

Limitations

As discussed on the previous page, when it comes to screening, every system has its flaws. That is because no background system in the U.S. is one hundred percent accurate. This is true even of finger-based background checks.

For example:

The National Instant Criminal Background Check (“NICS”) system used to approve or deny potential gun buyers is often incomplete. This is because each state has different rules on what records to keep, how to store them, and what to report to the NICS. Each state passes different laws that restrict the information made available through the background check process. For example, California’s Live Scan database is made available to screen people working with the elderly, disabled or children. Despite this, California’s Live Scan system does not report all criminal history and is often incomplete.

Furthermore, the FBI is not a complete source of all criminal history records in the United States. According to the Washington Post, the outcomes of many criminal cases often are not reflected in the FBI’s records. A 2006 U.S. attorney general’s report estimated that half of the FBI’s arrest records did not include disposition information.