

Don't Tempt Fate with Temps

By William B. Nixon

One category of employees often overlooked is those contracted through temporary agencies. Every company should be sure to include temporary agencies in the reference-checking process by requiring that the agencies check references on people referred to the company.

Most agencies do not automatically include background checks. Thus, the company should require such checks as a part of the service contract. The agency should also be required to advise the employer of any unusual circumstances regarding any temporary worker being referred.

One avenue for verifying that checks are being performed is to require the agency to provide a monthly report of referrals made, including confirmation of references, status, rating scale, and so forth. Viewing the report on a monthly basis, an employer can see that reference checking is actually happening in real time. If a problem is detected, the company can take steps to ensure compliance in the future or switch to a new agency.

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