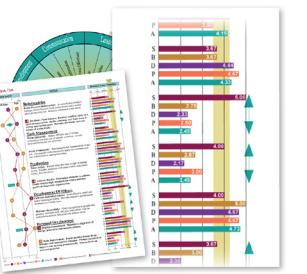


### CheckPoint 360™

The CheckPoint Management System is a 360-degree assessment. It is used primarily to evaluate the effectiveness of your managers and leaders. This assessment combines feedback from direct reports, peers, supervisors, and even customers, with a personalized program for developing specific leadership skills based on that feedback. This process highlights a manager's job performance in eight universal management competencies: communication, leadership, adaptability, relationships, task management, production, development of others, and personal development.



The CheckPoint 360™ helps managers identify and prioritize their own development opportunities. And, it helps the organization to better focus management training and development investments, proactively uncover misaligned priorities between senior executives and front-line managers, and surface management issues that could lead to low employee productivity, morale, satisfaction, and turnover.



### Profiles Managerial Fit™ (PMF)

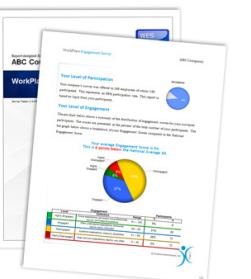
People typically do not quit their company, they quit their bosses. Profiles Managerial Fit™ (PMF) measures critical aspects of compatibility between a manager and their employees. This report offers an in-depth look at one's approach to learning and six critical dimensions of compatibility with their manager: self-assurance, conformity, optimism, decisiveness, self-reliance, and objectivity.

Managers use this information for adapting their style to get the most from each employee, improve communication, increase engagement, satisfaction, and productivity, and reduce employee turnover.

### Workplace Engagement Survey™ (WES)

Our Workplace Engagement Survey™ (WES) measures the degree to which your employees connect with their work and feel committed to the organization and its goals. This gives you and your management team a detailed view of what influences engagement across all of your workforce segments and how your employees compare statistically to the overall working population.

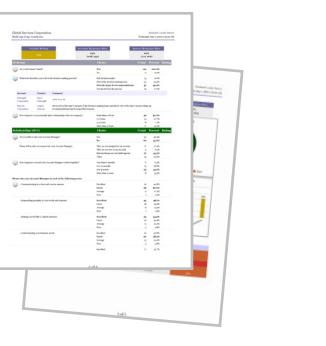
In addition, the WES measures "satisfaction with employer" and "satisfaction with manager" across your entire organization and gives recommendations for your organization to improve.



### Profiles LoyaltyPro™ (PLP)

Profiles LoyaltyPro™ is a web-based customer loyalty surveying tool. Loyalty, as determined through the "voice of the customer," is a leading indicator that predicts the "staying power" of an account.

Profiles LoyaltyPro™ offers companies a tool to gather ongoing, critical account intelligence that helps to assess the relationship between the buyer and the supplier, ultimately driving the action plan to improve customer service. Having insight into your customer's perception of your relationship allows you to steer the strategic business efforts and initiatives of the account management teams to continually improve customer relationships and build a network of loyal customers.



## Overview of Solutions

# Overview of Solutions

Profiles Performance Indicator™ CheckPoint 360°™ Profiles Sales Assessment™ Customer Service Profile  
 Employee Background Checks Profiles Sales Indicator™ Profiles LoyaltyPro™ Workplace Engagement Survey

## Selection



### Step One Survey II® (SOS)

The SOSII is a brief pre-hire assessment that measures an individual's basic work-related values. It is used primarily as a screening tool early in the candidate selection process.

This assessment provides valid insight into an applicant's work ethic, reliability, integrity, propensity for substance abuse, and attitudes toward theft — including property, data and time.



### ProfileXT® (PXT)

The PXT assessment measures how well an individual fits specific jobs in your organization. The "job modeling" feature of the PXT is unique, and enables you to evaluate an individual relative to the qualities required to perform successfully in a specific job. It is used primarily for employee selection, on-boarding, managing, and strategic workforce planning.

This assessment reveals in-depth, objective insight into an individual's thinking and reasoning style, relevant behavioral traits, occupational interests, and match to specific jobs in your organization. It helps your managers interview and select people who have the highest probability of being successful in a role, and provides practical recommendations for coaching them to maximum performance. It also gives your organization consistent language and metrics to support strategic workforce and succession planning, talent management, and re-organization efforts.



### Profiles Skills Tests™ (PST)

Profiles International provides comprehensive assessments to measure essential knowledge and skills. We use powerful technologies, such as performance-based testing

which simulates popular software products like Microsoft Office, to ensure accurate, reliable, assessment of knowledge, skills, and abilities. Our skills assessments cover: software skills, clerical skills, call center skills, accounting and finance, medical, nursing, legal, industrial, computer literacy, retail, food services, information technology, staffing, and human resources.



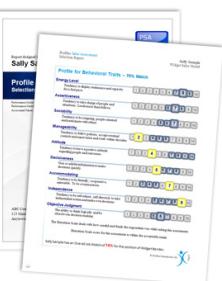
### Employee Background Checks (EBC)

Profiles International provides comprehensive employee background checks for our clients. These include: Consumer Credit Reports, Criminal History Record, Drivers' History Report (DMV), Education Verification, Employment History Verification, Foreign Nationals Terrorist Sanctions Search (OFAC, CLFST & OSFI), Identity Verification Search, Incarceration Records Search, Military Service Verification, Cursory Nationwide Criminal Index Database Search (CNID), and many more.

Your Business Objective		Our Popular Solutions									
<i>High-level Strategic Workforce Management</i>		PXT			CP360			PSA	CSP		
Identifying high-potential employees and managers		PXT			CP360			PSA	CSP		
Strategic workforce and succession planning		PXT			CP360			PSA	CSP		
Restructuring, reorganizing and downsizing		PXT			PPI		PMF	WES	PSA	CSP	PLP
Post-merger integration of organizations		PXT			PPI		PMF	WES	PSA	CSP	PLP
<i>Everyday Workforce Management</i>		SOS	PST	EBC				PSA	CSP		
Basic pre-employment screening	SOS		PST					PSA	CSP		
Screening, interviewing and selecting job candidates	PXT	PST	EBC					PSA	CSP		
Onboarding new employees	PXT			PPI		PMF					
Improving employee productivity and work quality	PXT			PPI			WES				
Improving employee motivation and communication				PPI		PMF	WES				
Resolving conflict between co-workers				PPI							
Selecting and managing teams				PPI							
Evaluating management effectiveness	PXT			PPI	CP360		WES				
Prioritizing management development needs					CP360		WES				
<i>Sales and Customer-facing Workforce Management</i>			PST	EBC				PSA	CSP		
Screening, interviewing and selecting job candidates			PST	EBC				PSA	CSP	PLP	
Retaining and growing customers and accounts								PSA	CSP	PLP	
Improving sales performance				PPI	CP360	PMF	WES	PSA		PLP	
Legend		SOS	Step One Survey		PMF	Profiles Managerial Fit					
		PXT	ProfileXT		WES	Workplace Engagement Survey					
		PST	Profiles Skills Tests		PSA	Profiles Sales Assessment					
		EBC	Employee Background Checks		CSP	Customer Service Profile					
		PPI	Profiles Performance Indicator		PLP	Profiles LoyaltyPro					
		CP360	CheckPoint 360								

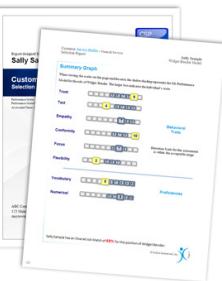
### Profiles Sales Assessment™ (PSA)

The Profiles Sales Assessment™ (PSA) measures how well a person fits specific sales jobs in your organization. It is used primarily for selecting, on-boarding and managing sales people and account managers. The "job modeling" feature of the PSA is unique, and can be customized by company, sales position, department, manager, geography, or any combination of these factors. This enables you to evaluate an individual relative to the qualities required to perform successfully in a specific sales job in your organization. It also predicts on-the-job performance in seven critical sales behaviors: prospecting, call reluctance, closing the sale, self-starting, working with a team, building and maintaining relationships, and compensation preference.



### Customer Service Profile™ (CSP)

The Customer Service Profile™ (CSP) measures how well a person fits specific customer service jobs in your organization. It is used primarily for selecting, on-boarding, and managing customer service employees.



The CSP also looks at what your current and future employees believe is a high level of customer service, while at the same time showing whether or not they align with the company's perspective. We have a general industry version of this assessment as well as vertical specialties in hospitality, healthcare, financial services, and retail.

## Management

### Profiles Performance Indicator™ (PPI)

The Profiles Performance Indicator™ is a DISC-type assessment that reveals aspects of an individual's personality that could impact their fit with their manager, coworkers and team, and their job performance. It is used primarily for motivating and coaching employees, and resolving post-hire conflict and performance issues.



The PPI specifically measures an individual's motivational intensity and behaviors related to productivity, quality of work, initiative, teamwork, problem solving, adapting to change, as well as response to conflict, stress, and frustration. The output from this assessment serves as an "operator's manual" for an employee, which helps managers better motivate, coach, and communicate with the employee. It also helps to predict and minimize conflict among co-workers and provides crucial information to improve team selection and performance.

A powerful feature of the PPI is the **Team Analysis Report** designed to help managers form new teams, reduce team conflict, improve team communication, improve ability to anticipate problems, and better team leadership.

It helps evaluate overall team balance, strengths and weaknesses, and team members' personality characteristics along 12 key factors: control, composure, social influence, analytical, patience, results orientation, precision, expressiveness, ambition, teamwork, positive expectancy, and quality of work.