

# CSI CAPABILITY STATEMENT

## NAICS CODES

- 561611  
Investigative Services
- 541611  
Administrative, Management  
Consulting Services
- 541612  
Human Resources
- 561450  
Credit Bureaus
- 541380  
Testing Laboratories
- 541690  
Other Scientific & Technical  
Consulting

## Company Overview

**CREATIVE SERVICES, INC., (CSI) is an internationally recognized leader in helping government agencies, contractors and commercial businesses reduce risk and improve workplace safety and security with high quality pre-employment screening, background investigations and security consulting.** Building on three decades of security industry success, CSI brings trustworthy experience with highly regulated industries and Critical Infrastructure Sectors to its government and corporate work. A privately owned, SBA small business concern and founding member of the National Association of Professional Background Screeners (NAPBS), CSI sets the standards for performance against which other organizations are measured. State-of-the-art technologies in combination with superior investigative, interviewing and analytical skills help CSI root out areas of vulnerability and establish effective risk-reduction strategies. Backed by a history of visionary leadership, industry best practices, financial stability, and the highest ethical standards, CSI helps government agencies and other organizations safeguard their futures against risk.

## Our Services

In today's competitive global marketplace, information and knowledge are the keys to successfully mitigating risk in all facets of business. Built on a foundation of integrated investigative processes and efficient, cost-effective, and timely client service, CSI provides a broad array of security solutions.

Background Screening - Investigations	Access Authorization Investigations
Security Clearances	Drug Testing
Criminal History	Motor Vehicle Records
Employment History	Social Security Verification – CBSV
Employment Eligibility (E-Verify)	Military Verification
Education Verification	Personal, Professional, Developed References
Credit History	Sex Offender Registry Search
Civil History	International Services
IRS Income Verification Express Service	Security and Management Consulting

## Certifications

- Fair Credit Reporting Act (FCRA) Certified by the Consumer Data Industry Association
- Small Business Administration (SBA) Small Business Concern
- Department of Commerce EU Safe Harbor Self-Certification

## Contact Us

**CREATIVE SERVICES, INC.**  
*Your Partner in the Employee Selection Process*

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CSI provides background investigation and screening programs for industries designated as **Critical Infrastructure Sectors** by the Department of Homeland Security. These industries include:

- Banking and Finance
- Chemical
- Commercial Facilities
- Energy
- Government Facilities
- Healthcare & Public Health
- Manufacturing
- Nuclear
- Transportation
- Water

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## The CSI Difference

At **CSI**, our mission is to meet and exceed our clients' expectations by providing superior security industry expertise and exceptional client service.

- Building a reputation for excellence takes years and **CSI** has invested decades in earning our clients' trust and respect. The success of these efforts is reflected in our longstanding business relationships, many spanning up to 20 years.
- Our established methodology pairs cutting-edge technology with the interviewing, investigative and analytical skills of a highly trained team of experts. The combination of value added data interpretation and our experienced-based human element ensures delivery of detailed, factual and customized reports.
- A dedicated Account Manager, with industry specific knowledge, oversees the timeliness and quality of the work product. **CSI** customers value our unparalleled availability and responsiveness to their questions and concerns. Our team takes a personal interest in keeping clients educated and informed about changes and issues in compliance that may impact their hiring activities.
- **CSI's** commitment to excellent client service is also reflected in our progressive management practices. Promoting a culture of continuous improvement to streamline internal processes creates flexible and cost-effective client solutions.
- Adhering to the highest ethical and professional standards, **CSI** adds confidence and security to your hiring process.

## Our Clientele

**CSI** performs Unescorted Access Authorization (UAA) Background Investigations for over one-third of the nuclear power plants in North America. We proudly serve a diverse range of clients in industries regulated by:

- Department of Defense
- Department of Transportation
- Drug Enforcement Administration
- Federal Aviation Administration
- Federal Deposit Insurance Corporation
- Federal Energy Regulatory Commission
- Nuclear Regulatory Commission

## Our Corporate Leadership

**Alan T. Sklar, President and CEO**, began his career in 1973 as a private investigator with Creative Security, Inc. of Boston. In 1978, he assumed control and formally established Creative Services, Inc. (**CSI**). As a security industry leader and background investigation pioneer, Alan quickly recognized that effective pre-employment screening was directly related to loss prevention and organizational safety. His foresight led to establishing background investigations as a functional core competency, and his proven methodology, coupled with industry best practices, is a cornerstone of **CSI's** continued success.

**Heidi M. Raffanello, Director of Government Services**, has had an extensive career in federal government work. Recently retired as a Drug Enforcement Administration (DEA) Assistant Special Agent in Charge, she has over 21 years of experience in domestic and international enforcement operations, risk management and crisis management at posts in New York, Boston, Miami, Phoenix and DEA Headquarters. Prior to joining **CSI**, Heidi worked as a Director of Business Development and Security Consultant.