

"A New Year...New Risks and Responses"

December 2003

We at CSI are fortunate to again be turning our thoughts to composing a holiday message to our cherished clients and to others who may be considering our services. In pulling together these annual missives, we attempt to impart some perspective about the past year in terms of significant developments in the industry as a whole and at CSI in particular. We also strive to provide some insight into industry trends and client needs for the upcoming year. We have been confronted by incredible challenges to our security over the past several years on global, national and personal fronts. We are all here to learn from recent events and determine the most beneficial course to pursue in the future.

In examining the growing emphasis on improved security measures, it is essential that we ensure that these measures are tempered by an unmitigated safeguarding of civil rights and must be rational, consistent and non-discriminatory. Our goal at CSI is, and always has been, to provide objective screening and security consulting services that protect an organization, from the individual employees through the corporate infrastructure to the clients who may be served. We achieve this by combining knowledge of the law, advanced technological and informational resources, and personal investigative and analytical skills.

Much attention has been generated the past year over corporate scandals. From accounting fraud and investment irregularities to plagiarism, it is becoming a concern not only to research an applicant's professional qualifications and criminal history, but ethical orientation as well. So pronounced is this issue that a recent article about it appeared in a somewhat unlikely source, the American Airlines American Way magazine ("The Good, The Bad, And How To Tell The Difference," November 1, 2003). The article cites the well-known players--Enron, WorldCom, Tyco, Martha Stewart and The New York Times--in addition to some less publicized but prominent figures that misrepresented their qualifications, such as a Notre Dame football coach, CEOs of Lotus and Bausch & Lomb, and the CFO of Veritas.

Locally, the chief of the Massachusetts infectious disease laboratory recently came under fire for touting a doctorate degree that was actually purchased online for \$499 ("Lab chief apologizes over online doctorate," The Boston Globe, November 13, 2003) and the market-

timing practices of some portfolio managers is placing the entire mutual fund industry under the microscope. The American Way article observes how the misdeeds of one person can taint the entire organization, often resulting in disastrous repercussions, and emphasizes how a thorough background investigation, one that may even include ethics-based questions and personality tests, is the best way to avoid problems.

Another publicized area of concern, especially in this region, is the rise of sex-related violations, from the widespread abuses in the church to more individualized allegations of impropriety involving teachers, youth leaders and other public officials. Sadly, in many instances, patterns of improper behavior have been revealed, but were undetected before further damage was done due to insufficient or non-existent background screening.

We have written in the past of the prevailing conflict between the desire to invest in meaningful security services and the reality of the corporate economy. While restrictions on some sources of information have been relaxed, a growing number of privacy provisions are being created in response. It is increasingly important to recognize that seemingly less costly investigational "shortcuts" may not only yield inaccurate or incomplete information, but may create harmful exposure to liability that will result in more costly reparative measures in the long run.

In the past year, CSI has continued to experience steady growth by attracting new clients that have made a commitment to improving their security posture through employee screening, training seminars and vulnerability assessments. We have also experienced a significant increase in requests for presentations and proposals. Internally, we have updated our web site and are continually improving our integrated on-line access and data retrieval systems. We have also hired a new Director of Nuclear Services to manage and grow our Nuclear Screening Division.

As always, we extend our thanks to our faithful clients and our best wishes to everyone for a healthy, safe and prosperous holiday season and New Year. It is also appropriate at this time to acknowledge and offer our sympathy to the family and friends of those who have fallen and our appreciation to those who continue to risk their lives in our defense.

"Manufacturing Jewelers and Suppliers of America and Creative Services, Inc. Grows Alliance"

December 8, 2003

Mansfield, MA and Providence, RI - Creative Services, Inc. (CSI) and Manufacturing Jewelers and Suppliers of America (MJSA) are pleased to announce a strategic partnership to offer MJSA members a cost-effective and comprehensive program for pre-employment screening. CSI's relationship with the jewelry industry, which extends back several decades, has included the provision of consulting, investigation and screening services, giving CSI a depth of knowledge of the issues germane to this complex industry.

This expanded alliance with MJSA, with a preferred pricing component, will bring a new level of consistency and service to its members. CSI can help MJSA members realize additional savings by identifying potential problem employees before hiring, thereby reducing the costs associated with turnover, absenteeism, internal theft, workplace violence and liability claims.

"MJSA looks forward to growing our partnership with CSI. Offering such a top-notch and vital service is truly a benefit to our membership. In this industry, hiring the wrong person is a costly mistake. CSI takes many of the risks and burdens out of the employment process and places many minds at ease," said James F. Marquart, President/CEO of MJSA.

With statistics showing that 40% of job applications contain misrepresentations, it is widely acknowledged that proper employment screening is invaluable in combating loss. CSI's screening professionals have the resources and expertise to legally access and efficiently evaluate complicated and hard-to-obtain information, relieving human resource personnel from this task while allowing them to make informed applicant decisions.

"We are extremely excited about our growing partnership and continued alliance with MJSA to provide quality pre-employment screening services to its members. This initiative aligns as part of a strategic plan to continue expanding our business in an industry we have serviced for over two decades," says Alan T. Sklar, President of Creative Services, Inc.

MJSA is a national jewelry trade association representing 1,500 members. MJSA's mission is to unite and empower its members to advance the jewelry manufacturing industry. To learn more about MJSA and its trade publication, AJM Magazine (The Authority on Jewelry Manufacturing), visit www.mjsainc.com and www.ajm-magazine.com.

CSI is a national background screening and security consulting firm headquartered in Mansfield, MA. Since 1976, they have been a recognized leader in the development, implementation and monitoring of a comprehensive array of personnel screening services for businesses ranging from growing firms to large, multinational Fortune 500 companies, religious and social organizations, non-profit corporations, regulated services industries and government agencies.

"CSI Welcomes Janet Thiel as New Director of Nuclear Services"

October, 2003

Creative Services, Inc. is pleased to announce that Janet Thiel has joined the company as the new Director of Nuclear Services. Janet relocated to Massachusetts from South Carolina, where she was employed by South Carolina Electric & Gas Co., at the V.C. Summer Nuclear Station in Jenkinsville for over 20 years in positions of increasing responsibility.

After obtaining a degree in Criminal Justice, Janet began her nuclear industry career as Security Training Instructor at the Jenkinsville facility, responsible for directing, coordinating and conducting security-related and professional development training classes in addition to supervising instructors and verifying security officer qualifications. Her advancement to Security Shift Leader required Janet to train, supervise and evaluate an operational nuclear security shift, consisting of 25 officers, while actively involved in procedural development, modification and compliance in accordance with Nuclear Regulatory Commission (NRC) guidelines. During this time, Janet also earned another degree in Business Administration/Management.

For the last 12 years, Janet was the Access Control Coordinator for the V.C. Summer Nuclear Station and, accordingly, was responsible for all aspects pertaining to the Access Authorization and Fitness for Duty functions of the plant. In addition to supervising a supporting staff in their performance of background investigations, drug screening and applicant processing, she was the management liaison for Behavioral Observations and Access Authorization/Fitness for Duty issues, Personal Access Data System Site Administrator (PADS) and worked directly with contractors and vendors on all background, drug and psychological screening matters. Janet was also a member of the Nuclear Energy Institute (NEI) Fitness for Duty and Access Authorization Task Force which was instrumental in the development of the recent modification of guidelines for Access Authorization for Nuclear Power Plants and authored and implemented revised procedures at V.C. Summer in accordance with the NRC order.

While CSI has experienced much success as a nuclear industry screening vendor since 1988, we look forward to incorporating Janet's extensive hands-on expertise in the field to manage and expand our growing nuclear division and service offerings. As expected, Janet

enjoys a positive reputation among her peers in the industry and is familiar with many of our current and potential future clients. Janet and her family are looking forward to enjoying the upcoming fall and winter seasons in New England and the new opportunities the area and CSI will provide.