



CREATIVE SERVICES, INC.

64 Pratt Street, Mansfield, MA 02408
T: 800.227.0002 F: 508.339.2352
www.creativeservices.com

CSI Contact: Heidi Raffanello
Director of Government Services
P: 508-339-5451 ex 248
hraffanello@creativeservices.com

FOR IMMEDIATE RELEASE, PLEASE

NEWS HIGHLIGHTS

- Creative Services, Inc., (CSI) receives strong 93/100 rating in a Past Performance Evaluation (PPE) survey conducted by Open Ratings, Inc.
- Customers rank CSI's past performance at 95 or higher in four categories; 90 or higher in all categories;
- Positive results enable CSI to expand its ability to compete for government contracts in background investigations, security clearances and consulting.

CREATIVE SERVICES, INC. RANKS HIGH IN PAST PERFORMANCE EVALUATION (PPE) SURVEY

(MANSFIELD, MA) – Creative Services, Inc. (CSI), an international leader in reducing risk and improving workplace safety and security with high quality pre-employment screening, background investigations and security consulting, has recently received an impressive 93 out of 100 in a Past Performance Evaluation (PPE) survey conducted by Open Ratings Inc. The overall performance rating was based on feedback from a random sampling of CSI customers in eight different industries, including engineering, public utilities, colleges and universities, transportation, and defense contractors. The results will be used to indicate the company's likely performance in such areas as customer support, responsiveness, reliability, overall performance, and quality. CSI received scores of 95 or above in Responsiveness, Customer Support, Business Relations, and Personnel, and 90 or above in all categories.

The PPE Survey from Open Ratings Inc. is required by the General Services Administration (GSA) for companies to compete for government contracts. CSI's results will be used to provide federal agencies with an independent view of the company's past performance.

Heidi Raffanello, CSI Director of Government Services, states the company's favorable customer rating reflects a longstanding history of helping clients safeguard their futures against risk. "For more than 30 years, CSI has been a leader in providing businesses, nonprofit organizations, and government regulated industries with effective risk-reduction strategies," Raffanello explains. "CSI's strong PPE showing reflects deep customer satisfaction with our personalized service, state-of-the-art technology and superior investigative, interviewing and analytical skills. Our positive rating from Open Ratings Inc. brings CSI one step closer to our goal of providing personnel security, background investigation, and pre-employment screening services to the GSA and federal agencies."

BACKGROUND

UNDERSTANDING THE PAST PERFORMANCE EVALUATION (PPE)

(MANSFIELD, MA) – A Past Performance Evaluation (PPE) from Open Ratings Inc. is a requirement for businesses wishing to secure contracts with federal organizations and agencies. Creative Services, Inc.'s (CSI) PPE excellent score of 93 out of 100 was based on feedback from customers in eight different industries. Open Ratings Inc. verified the company's performance by evaluating customer satisfaction metrics in the following areas:

- Reliability
- Cost
- Order Accuracy
- Delivery/Timeliness
- Quality
- Business Relations
- Personnel
- Customer Support
- Responsiveness

The customers surveyed rated CSI at 95 or higher for Responsiveness; Customer Support; Personnel; and Business Relations, and 90 or higher in all areas.

ABOUT CREATIVE SERVICES, INC.

Building on three decades of security industry success, Creative Services, Inc. brings trustworthy experience with highly regulated industries and Critical Infrastructure Sectors to its work with government agencies and private industry. A founding member of the National Association of Professional Background Screeners (NAPBS), CSI sets the standards for performance against which other organizations are measured with personalized service, timely results, and high ethical and professional standards.

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