



Marston Holdings first to be BSI certified to the UK Government's Digital Identity and Attributes Trust Framework



Marston Holdings provides integrated technology-enabled solutions for central and local government, utilities and private sector clients, from design through to implementation, management and recovery.

Marston Holdings is a group of companies that include NSL Services, a leading provider of outsourced business services to the public and private sectors. One of its core services is NSL Checking, a one-stop solution for ID validation, right to work, right to rent, criminal record checking and background screening services.

Verifying whether an existing or prospective employee on a time-limited visa has the right to take up the work being offered in the United Kingdom or the Republic of Ireland can be a complicated and time consuming task. NSL provides an efficient solution, with trained and experienced vetting officers and a simple to use applicant on-boarding system. The service can be utilised as a stand-alone system or integrated with existing applicant tracking and on-boarding systems to ensure that right to work issues can be expertly managed.

Providing unmatched levels of service and support, NSL counts employers including McDonalds, Iceland Foods, Morrisons and Pret A Manger among its retail sector clients.

Find out more at [bsigroup.com](https://www.bsigroup.com)



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Kenneth Hanslip,
Technical Director at NSL



Client challenge

For companies facing expansion and those which experience a high staff turnover, monitoring and managing potentially complex recruitment processes becomes increasingly difficult. This can slow down the pace of filling vacancies, and in the case of retail and other public-facing roles, have a detrimental impact on customer service and reputation.

Businesses are therefore looking to place their trust in a fully managed Right to Work service. This helps eliminate any risk of non-compliance with Right to Work regulations while speeding up the recruitment process.

The NSL Valid8 service provides a candidate-driven recruitment process, where the authenticity of identity documents and an individual's Right to Work status are confirmed in advance of employment. The secure service uses market-

leading technologies and the world's most comprehensive database of identity and immigration documentation.

“The food retail and hospitality sectors often experience a high turnover of staff, requiring right to work checks to be accurately processed on a regular basis,” explains Kenneth Hanslip, Technical Director at NSL. “By bringing our expertise into this sector, we can take the pressure away from operational managers in relation to staff recruitment, while ensuring the business remains compliant. This is particularly beneficial in circumstances where a fast turnaround is required to maintain a consistency of service.”

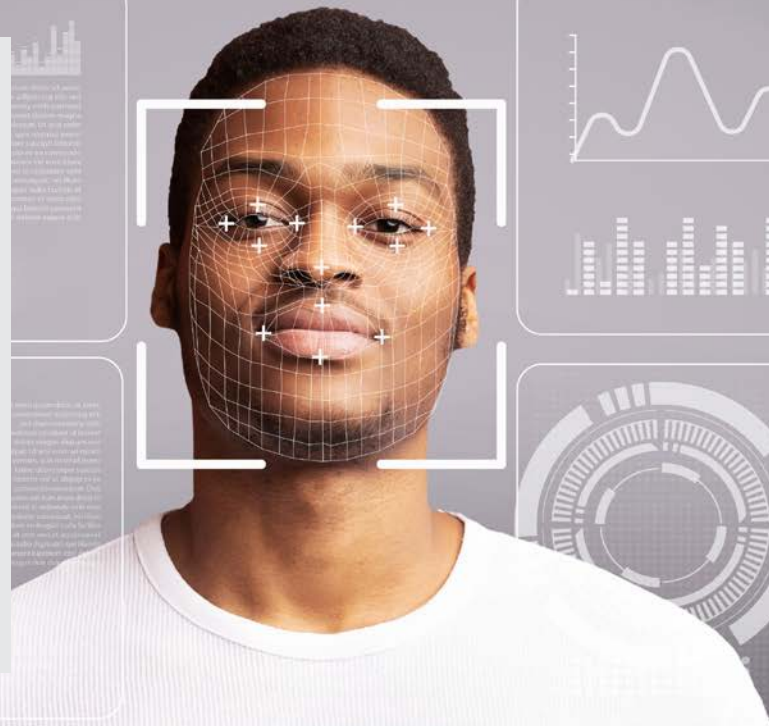
But how can businesses have confidence that they are outsourcing such services to providers with adequate standards in place to protect against fraud and safeguard privacy?



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BSI's solution

The Home Office recently introduced plans for a Digital Identity Certification Scheme (DICS), through which certified Identity Service Providers (IDSP) can carry out identity verification checks for right to work, right to rent and criminal record checking purposes.

The Digital Identity Certification Scheme will allow companies and organisations to enlist the support of IDSP to utilise remote video technology to verify a person's identity using presented documentation, electronic validation of that document and a visual comparison process which will determine that the holder of a presented document is the person featured in the document to a set confidence level.

Marston Holdings processes and procedures have been assessed and audited by BSI as providing a very high confidence level, the highest grade of confidence available within the scheme. It is the first organisation to become a certified Identity Service Provider on the UK Digital Identity and Attributes Trust Framework by the British Standards Institute (BSI).

What is the UK Digital Identity & Attributes Trust Framework?

Currently in beta testing, the UK digital identity and attributes trust framework aims to make it easier and more secure for people to use services that enable them to prove who they are or information about themselves. It is a set of rules for organisations to follow if they want to provide secure and trustworthy digital identity and/or attribute solutions.

By following these rules, all services and organisations using the trust framework can describe digital identities and attributes they've created in a consistent way. This should make it easier for organisations and users to complete interactions and transactions or share information with other trust framework participants.



Why BSI?

BSI certification against the new framework assures NSL's clients of a safe and streamlined digital identification experience. It provides a balanced, external view and raises standards through the requirement for continual reassessment.

The framework itself builds trust at industry level in emerging technology and demonstrates to customers that a product is of high enough quality that it will meet business and regulatory requirements, including in the face of an evolving legislative and regulatory environment. Importantly too, the certification signals to NSL customers that their service can be trusted and is secure.

Having worked with BSI to achieve a number of certifications, the Marston Holdings team was well-prepared for the rigorous process of assessment, with the audit covering everything from data privacy, access controls and fraud management to password policies and encryption controls.

"We knew that the process would be thorough and given that this is a new framework, we went over and above to ensure we were compliant,"

comments Eve Pateman, NSL Client Account Manager. "That certainly helped us in achieving the highest grade of confidence available within the scheme and sets a standard for others to follow. It was also helpful to know that the BSI auditor was very knowledgeable, which helped the eight-day process run smoothly."

Since receiving BSI certification, Marston Holdings has experienced increased exposure for its NSL Checking service, as Associate Director, Paul Carpenter, explains: "The BSI certification lends more gravitas to what we do, enabling us to expand our customer base and open doors not previously in place. BSI itself has a certain provenance as experts in auditing and a legacy of trust that makes the logo instantly recognisable. As such, potential clients are now approaching us as a consultancy service and for advice on best practice in this field because they can be confident that we are getting it right."

Kenneth agrees, concluding: "As the ultimate mark of trust, working with BSI was a natural choice for us. The Framework gives our clients confidence in the process," explains Kenneth. "At last we have a standard that is audited, assessed and understood and a benchmark has been reached."



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