The seven ERI® scales assess the likelihood that -

**Freedom from Disrupted Job Performance (A)**
Applicant's activities outside of work will not disrupt his/her performance and productivity through behaviors such as inattentiveness, unauthorized absence/lateness, failing to follow through on assignments, or other inappropriate work behaviors.

**Courtesy (C)**
The applicant's interactions with customers/guests will be characterized by a high level of courtesy and commitment to service.

**Emotional Maturity (E)**
The applicant's performance and productivity will not be disrupted due to the presence of maladaptive personality traits, such as irresponsibility, difficulty in working cooperatively with others, poor judgment, or poor impulse control, etc.

**Conscientiousness (F)**
The applicant will perform on the job in a productive and conscientious manner, and will not be fired in the first 30 days of employment.

**Trustworthiness (H)**
The applicant will perform on the job in a trustworthy manner and will not engage in various forms of untrustworthy behaviour.

**Long Term Job Commitment (Q)**
The applicant will show a long term commitment to the job and will not quit within the first 30 days of employment.

**Safety (S)**
The applicant will perform on the job in a safe manner, and will not have a significant on-the-job accident in the first 4 months of employment.
Further interpretive information:

Under no circumstances should the decision to hire or not hire an applicant be based solely on his/her ERI® results. Hiring decisions should be based on a review of ALL information collected by you during the applicant evaluation process.

Because of the variability inherent in any type of scores, small differences in results should never be the basis for making decisions about applicants or for comparing applicants.

The following table can be used to help you approximate where an applicant's results fit, relative to scores obtained by other job applicants. This table shows the approximate percentage of job applicants who obtain poorer scores on that particular scale. The table is based on a group of job applicants (N=60,670) who completed the ERI® as part of their pre-employment processing. This normative group represents all 10 Standard Industrial Classification (SIC) Code Divisions, 54 Major SIC Groups, and a wide range of job categories.

<table>
<thead>
<tr>
<th>SCALE</th>
<th>Zone 4</th>
<th>Zone 3</th>
<th>Zone 2</th>
<th>Zone 1</th>
</tr>
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<tbody>
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<td>B</td>
<td>A</td>
<td>B</td>
<td>A</td>
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<tr>
<td>A</td>
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<td>2%</td>
<td>6%</td>
<td>18%</td>
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<tr>
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<td>6%</td>
<td>11%</td>
<td>22%</td>
</tr>
</tbody>
</table>

NOTES:
The number in each cell represents the approximate percentage of job applicants in the normative sample who obtained scores on that scale which were poorer than the job applicant’s.

As an illustration of how to use this table, please note that in the normative sample, the number 10 appears in zone 3A for the “F” scale. This indicates that scores in this zone are at approximately the 10th percentile (approximately 10% of the job applicants in the normative sample obtained scores on the F scale that were poorer than zone 3A, or put slightly differently, approximately 10% of the normative sample obtained F scale scores in zones 3B, 4A or 4B).

For Help: If you have questions regarding the administration, scoring, or interpretation of the ERI® please call Psychometrics Canada: 1-800-661-5158.

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