

BACKGROUND SCREENING

Case Study – Maersk: Safety, security and success – mitigating the risk of unsuitable hires

Background

Maersk is an integrated transport and logistics company active in ocean and inland freight transportation and associated services, such as supply chain management and port operation. Maersk is the largest container shipping line and vessel operator in the world. The company is based in Copenhagen, Denmark, with subsidiaries and offices across 130 countries and around 110,000+ employees worldwide.

Challenge

With over 110,000 employees worldwide, Maersk interview thousands of new job applicants each year, which is a huge undertaking.

Maersk set out to mitigate an identified business risk as part of a co-ordinated effort including new background screening policy implementation and internal security updates. Maersk wanted to maximise the effectiveness of their hiring, globally and identified a requirement to ensure applicants were screened effectively and suited to working for the organisation.

Implementing new policies, processes, services and vendors would support risk mitigation, preventing the recruitment of employees with bad intent, that could potentially harm the business by operating fraudulently or creating an unhealthy working environment for colleagues.

As an organisation with a large global hiring network, identifying unsuitable candidates as early as possible could support the saving of thousands of staff-hours each year.



In the United States alone, there is an anticipated demand for over 600,000 new job openings in the logistics industry by 2029.



The EU employs more than 11 million workers in the transportation industry, which accounts for over 8% of the entire job market



Global ecommerce sales rose by more than 27% from 2019 to 2020. With this significant shift to online purchasing, businesses across the globe were forced to develop new logistic strategies with little planning time

–Source: <https://www.randstad.com/workforce-insights/talent-management/hr-trends-logistics-industry/>



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First Advantage (FA) operates worldwide, with years of compliance expertise serving employers in 200+ countries and territories, performing more than 90 million screens in multiple languages to over 18 million applicants annually.

Solution

To meet the hiring and compliance requirements of an organisation that spans 130 countries with applicants speaking a variety of languages, Maersk needed a truly global screening and technology partner.

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FA worked with Maersk to create a bespoke package of pre-employment screening checks.

FA's online service allows Maersk to provide a tailored user-friendly background checking process, enhancing the applicant experience. Optimised for use around the world, applicants can apply in their choice of languages via mobile, tablet or PC.

To create further efficiencies, Maersk leveraged FA's certified integration with their Applicant Tracking System (ATS) Workday, which supports reduction in process steps and seamless flow of data between key systems.

FA's services allow hiring managers to identify and query potential discrepancies throughout the background screening process. Maersk can then resolve those discrepancies through FA's intuitive platform by requesting more information from applicants. This early identification of potential issues means both time and money are saved throughout the hiring and onboarding process.

Maersk also gained value from FA's insight, knowledge, guidance, expertise, support and training throughout the consultation, implementation and post go lives phases ensuring best practices are embedded, continuous and evolving.

Results

By using FA's experience and expertise in global background screening and compliance, Maersk created a solution that was deployed across all countries they hire in, with background screening packages tailored for each job role.

Following successful implementation, Maersk were able to reduce the number of unsuitable candidates progressing through the hiring process, saving significant time and manual process, helping to protect the company from the risk of hiring a candidate that would negatively impact their safety, security or success.

Maersk have created a collaborative partnership with FA and are continuing to progress with better understanding, pro-activity, training and knowledge transfer to further refine and improve their background screening policy, maturity and processes.