

## CASE STUDY



# Building a Safer Workforce : Fletcher Building's Partnership with Checkmate

### The Customer

Originating in the early 1900s, Fletcher Building operates diversified businesses across Australia and New Zealand, encompassing the entire building supply chain. From raw materials to large-scale projects, the company's activities include resource extraction, property development, manufacturing, distribution and more. As a manufacturer, home builder and partner on large-scale construction and infrastructure projects, Fletcher Building is also a major employer, looking after over 16,000 individuals.

### The Challenge: Security & Speed for a Multinational Company

Since 2019, Fletcher Building has been focused on streamlining its hiring processes and enhancing its internal safety culture. The company recognised the need to improve its pre-employment checks to ensure new hires met stringent safety standards while also providing candidates with a user-friendly experience. Their previous manual process was not only inefficient and error-prone but also resulted in an average hiring time of 80 days per candidate. Fletcher Building also had concerns about data privacy and compliance with regulatory requirements when using their previous system.

### The Solution: Streamlined Systems for Safer Standards

By partnering with Checkmate, Fletcher Building was able to automate and streamline their pre-employment checks, addressing their previous inefficiencies. As a result of implementing HR cloud-based systems, the company was also able to reduce their time-to-hire by approximately 40% per candidate (from 80 days to 30 days). Their improved system also ensures rigorous background checks and verification processes are completed for each candidate, helping to uphold their workplace safety standards.

### Final Results: Building Better Recruitment with the Checkmate Advantage

Partnering with Checkmate enabled Fletcher Building to enhance their candidate experience, improve their safety standards and increase time-saving benefits in their recruitment journey. Streamlining their hiring processes, reducing time-to-hire and improving their optional efficiency have been crucial to enabling the company to attract top talent and maintain competitiveness in the construction industry. By committing to improving their hiring practices, Fletcher Building has been able to create a safer and more secure work environment, distinguished by their commitment to transparency and integrity.

#### Complete Compliance and Safety

The automated nature of Checkmate's pre-employment checks reduced the risk of Fletcher Building hiring individuals with fraudulent credentials or inadequate safety qualifications. With these strengthened safety standards, all new hires now undergo rigorous background checks and verification processes, ensuring the company can uphold their commitment to maintaining a secure and compliant workforce.

"We've encountered cases where details provided by a previous manager or referee turned out to be inaccurate. One of the advantages of using CheckMate is that it verifies information through devices like phones or computers, matching IP addresses, LinkedIn profiles and company email addresses ... this adds an extra layer of security to our verification process," explained Stuart Floan, Talent Acquisition Manager.

#### Flow-On Effect of Improved Time-to-Offer

The integration of Checkmate's platform enabled Fletcher Building to majorly improve their time-to-offer, streamlining and accelerating the process from an average of 80 days to just over 30 days. This improvement also had a profound impact on their operational efficiency. Not only is the company now able to fill critical roles more quickly and effectively, they have also been able to automate tedious administrative tasks within their HR systems. This allows Fletcher Building to focus more on enhancing their strategic recruitment initiatives and candidate engagement, which enables them to further accelerate their overall recruitment timeline.

"CheckMate has been instrumental in transforming our hiring process. We've reduced our time-to-offer significantly, from 80 days to just over 30 days, which is a game-changer for us," explained Stuart.

#### Protected by Personalisation

Since adopting Checkmate's software, Fletcher Building has been able to streamline and simplify their pre-employment checks, enabling them to complete multiple checks with ease. They have also been able to enhance their candidate experience through the delivery of personalised communications that align with the company's diverse brand identities, including Trade Link and Lamiex. With candidates now able to receive communications specific to their individual applications, Fletcher Building has been able to reduce confusion and improve engagement throughout their hiring process. This more personalised approach also helps reinforce the company's commitment to candidate satisfaction and brand integrity in recruitment.

Everyone knows Trade Link or Laminex, but as the candidate, you were receiving an email from Fletcher Building. There were times, especially with online scams these days, people would be like, "Hey, but I applied for a job with Laminex. Why am I getting this email from someone else?" We really wanted our own individual branding. So as simple as it sounds, this has been a game-changer for us," said Kate.



"We identified that we were using cumbersome, outdated systems, but also we needed to really make sure that we were in line with current privacy regulations, and making sure we collected all of this information in the best practice there is"

- Kate, Senior Talent Lead



### What is Checkmate?

If you're looking for a way to reduce hiring risks and save time and money without compromising on your priorities and commitments to candidates, check out Checkmate. At Checkmate, we can help you create a secure and seamless candidate experience. We offer an easy, automated and simplified solution to managing candidate reference checking and pre-employment screening, helping to give you a smoother and more efficient hiring process.

Ready to improve your hiring process and streamline your candidate experience? [Let's talk.](#)

