Global Trends & Insights by Region

Unmatched Global Capabilities

At First Advantage, we recently surveyed our customers on their background screening preferences. By cross-referencing these responses with aggregate data from our 66+ million annual global searches, we were able to identify trends and insights driving today's background screening industry.

We captured so many insights that we felt it would benefit readers to release our report in a five-part series, each focusing on a different categorical trend, including screening, product, global, vertical and analytical insights. *This is Part 3 of 5.*

1 Why do organizations screen? Our global survey found companies screen for two reasons: **To protect their brand AND to ensure candidates have the right qualifications or skills for the job.** These two responses tied for first place.

2 Many companies are experiencing increased numbers of candidates with a background outside of their current country. For example, the U.S. has seen a **13% increase** over the past year for global screens. In 2018, First Advantage fulfilled search requests in 200+ countries and territories.

3 Where are global candidates from? **The top 5 locations include India, Australia, Canada, China and the United Kingdom**, per the 66 million background screens requested from First Advantage.

4 **Mobile candidate communications** clearly affect the ability to quickly gather missing information. However, that is only one factor facilitating faster report turnaround times. Other countrywide systemic changes must occur to facilitate online access to data. First Advantage is a leader in developing technology—including innovative AI technologies—that help increase data access. We work on your behalf to improve access to local sources worldwide.

5 **Over 50% of resumes around the world contain discrepancies.** Curriculum Vitae (CV) or resume reviews garner the largest discrepancy rates outside of the U.S. This is partly because both employment and education verifications are included in that number, in addition to other elements such as professional qualifications, memberships and licenses.

TOP GLOBAL TRENDS

SURVEY SAYS: Among HR Professionals, **speed is the top priority for background screening,** followed by risk and cost.
—2018 First Advantage Survey

Turnaround Time (TAT) by Country

- Top Third TAT
- Middle Third TAT
- Bottom Third TAT
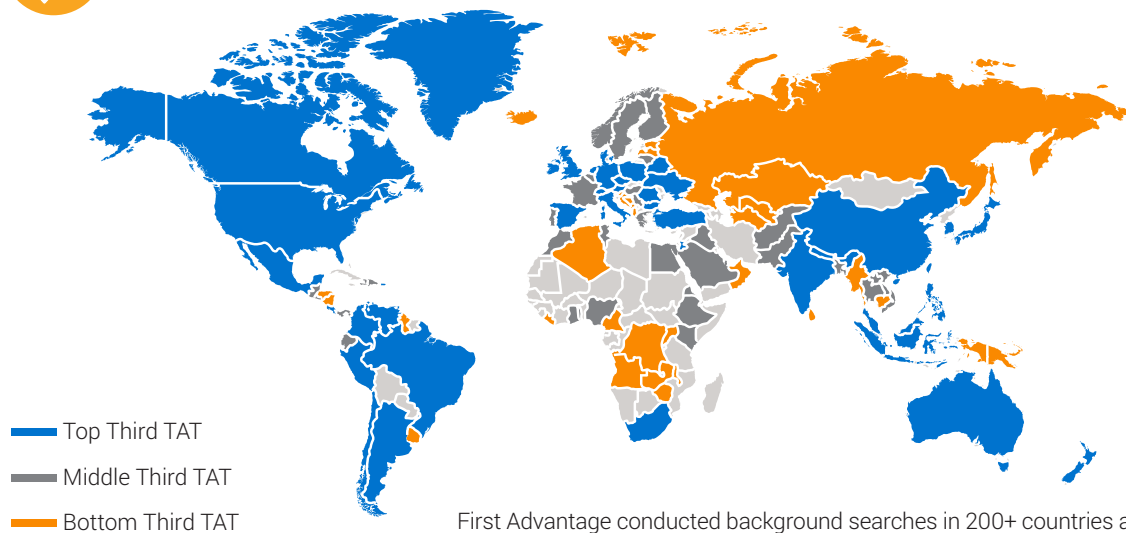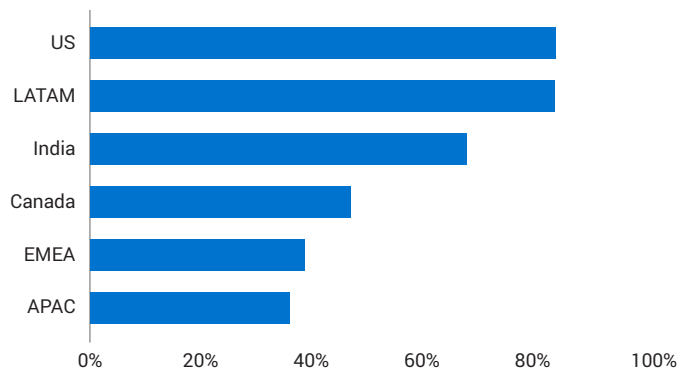
First Advantage conducted background searches in 200+ countries and territories last year. However, we only mapped countries with significant volume for this turnaround comparison.

Eligibility Rate by Region

Eligibility is calculated based on returned discrepancies or lack thereof. However, the employer will make the ultimate employment decision.

Outside the U.S. Searches

International searches increased 13% from 2017 to 2018.

Most common countries searched:

30.9%	India
14.4%	Australia
7.2%	Canada
5.9%	China
4.9%	United Kingdom
3.9%	Philippines
1.9%	Singapore
1.7%	New Zealand

"Global experience continues to grow in the U.S. In 2018, there was a 15% increase in the number of global candidates screened."

—*Suzie Mastrofski, Chief Global Client Officer*

Europe, the Middle East & Africa (EMEA) Trends & Insights
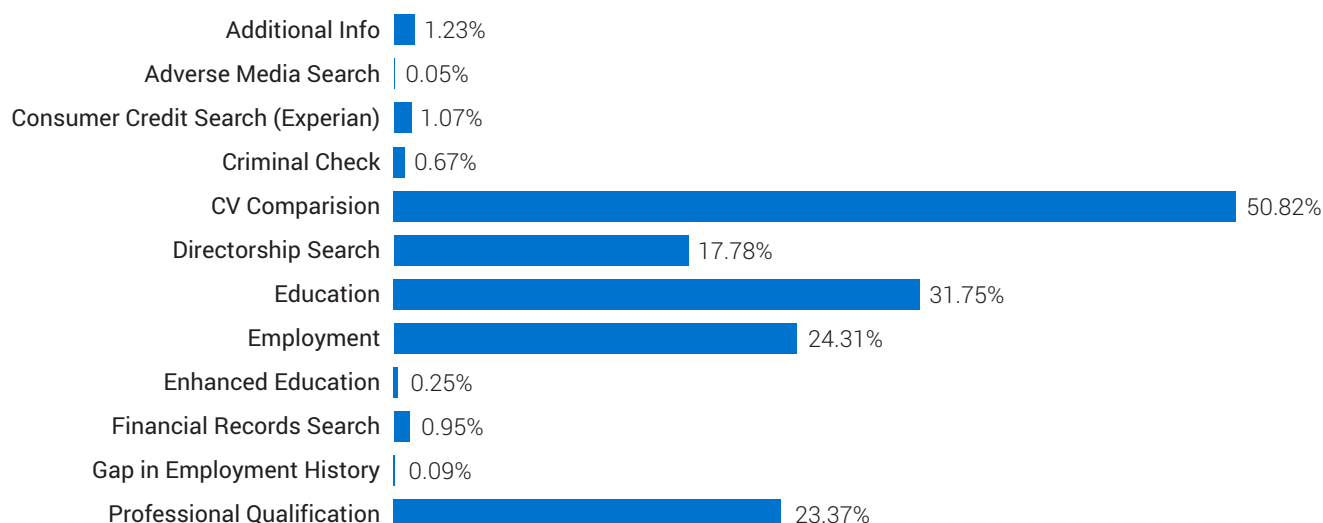
The average discrepancy rate for EMEA was **31.07%.**

The new First Advantage data center in Amsterdam is surrounded by a moat.

FUN FACT

Discrepancy Rate by Search Type

Search Type	Rate
Additional Info	1.23%
Adverse Media Search	0.05%
Consumer Credit Search (Experian)	1.07%
Criminal Check	0.67%
CV Comparision	50.82%
Directorship Search	17.78%
Education	31.75%
Employment	24.31%
Enhanced Education	0.25%
Financial Records Search	0.95%
Gap in Employment History	0.09%
Professional Qualification	23.37%

EMEA Countries with the Highest Discrepancy Rates:

18.10%	Ireland
15.46%	Portugal
14.29%	Armenia
13.94%	Czech Republic
13.69%	Netherlands

EMEA Countries with the Lowest Discrepancy Rates:

3.37%	Qatar
4.14%	Luxemborg
5.32%	Nigeria
5.62%	Bulgaria
6.63%	Germany

"The 2018 **General Data Protection Regulation** (GDPR) and Disclosure and Barring Service (DBS) updates have affected either how our customers order or store returned background reports. First Advantage is committed to helping our clients navigate these legislative and procedural changes."

—*Rolf Bezemer, Managing Director EMEA*

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India Trends & Insights

The average discrepancy rate for India was **9.61%**.

Discrepancy Rates by Verification Type

Q4-18

60.1% Employment
6.0% Address
5.4% Education
28.5% Others

Employment verification consistently has the highest number of discrepancies compared to address, education or other verifications.

Discrepancy Rates by Job Category

	ASSOCIATE	MIDDLE MANAGEMENT	FIRST LEVEL MANAGEMENT	SENIOR MANAGEMENT	APPRENTICE TRAINEE/INTERN
Q1-18	64%	19%	12%	3%	2%
Q2-18	65%	18%	12%	3%	2%
Q3-18	66%	18%	12%	2%	2%
Q4-18	65%	18%	13%	2%	2%

"We have successfully deployed robotics and process automation aligning Indian pre-employment screening practices with the best in the world."

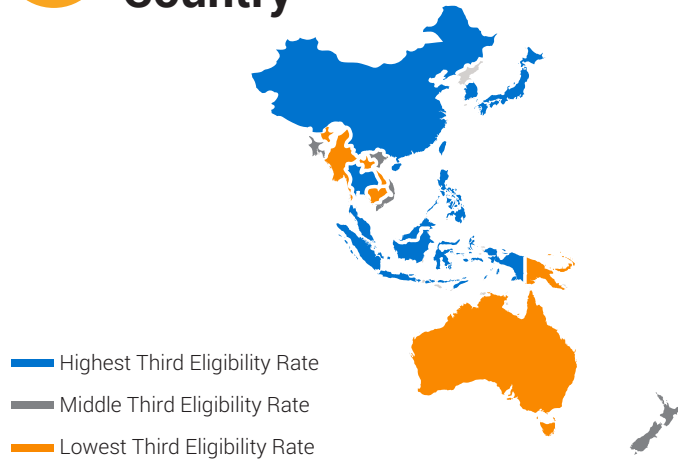—*Vivek Khanna, Managing Director India*

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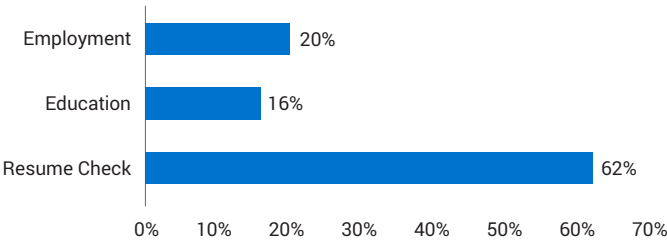
Asia Pacific (APAC) Trends & Insights

The average discrepancy rate for APAC was **26.11%.**
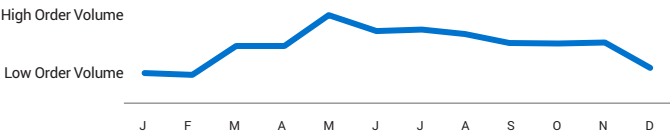
Discrepancy Rate by Country

- ▬ Highest Third Eligibility Rate
- ▬ Middle Third Eligibility Rate
- ▬ Lowest Third Eligibility Rate

Highest Discrepancy Rates

Employment	20%
Education	16%
Resume Check	62%

0% 10% 20% 30% 40% 50% 60% 70%

__Employment__ is the most common check in APAC with 1.2 employment checks performed for each background check order—or, in other words, on average we are contacting more than one previous or current employer per candidate.

Seasonality

High Order Volume

Low Order Volume

J F M A M J J A S O N D

__APAC volume__ is at its lowest during Lunar New Year and at its highest in middle of year.

Some APAC Countries with the Lowest Discrepancy Rates:

3.81%	**China**
5.47%	Japan
8.19%	Thailand
8.98%	Hong Kong
9.79%	Indonesia

"Candidate experience is paramount for our clients. We want to minimize the applicant chasing and number of contacts by aggressively reducing missing information."

—Erik Schmit, EVP & Managing Director Asia Pacific

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Canada & Latin America (LATAM) Trends & Insights

SURVEY SAYS:

It's a Tie! The Number One Reasons to Screen:
To protect your brand or reputation AND to ensure that the candidates have the right qualifications or skills.
—*2018 First Advantage Survey*

Canada by the Numbers

Missing Information Rate:	**21.23%**
Unable or Not Allowed to Verify:	**7.13%**
Average Turnaround Time:	**3.3 Days**

LATAM by the Numbers

Missing Information Rate:	**18.93%**
Unable or Not Allowed to Verify:	**6.41%**
Average Turnaround Time:	**2.94 Days**

Common Reasons Why Information is Unable or Not Allowed to Be Verified

1. Missing information needed to verify claim such as name of school, employer or dates
2. Candidate requests no verification (for example, they request that we do not contact their present employer)
3. Organization has ceased its operations
4. Records not available (destroyed, not maintained or not able to be disclosed per organizational policy)
5. No response from the source

"As mobile candidate data capture is embraced in Canada and Latin America, we fully anticipate missing information rates will lower and facilitate decreased report turnaround times."
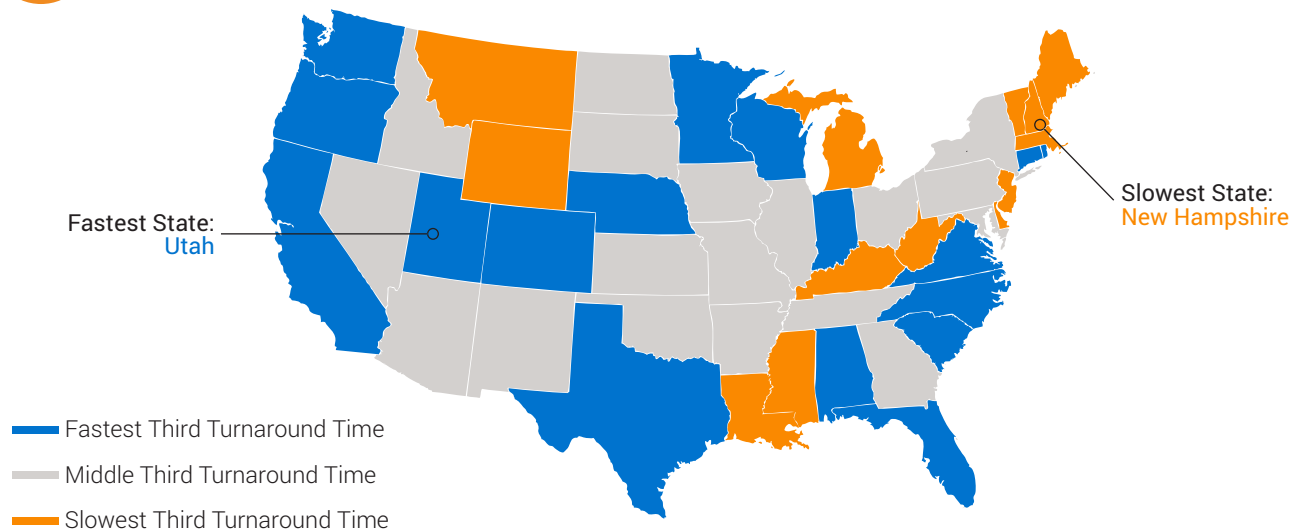
—*Rhonda Fairweather, VP Operations Canada, LATAM & EMEA*

U.S. Trends & Insights

The average discrepancy rate for U.S. is **19.22%.**

Turnaround Time by State

Fastest State:
Utah

Slowest State:
New Hampshire

— Fastest Third Turnaround Time
— Middle Third Turnaround Time
— Slowest Third Turnaround Time

Unable to Verify decreased by 4%
from 2017 to 2018 in the U.S.

Missing Information decreased by 6%
from 2017 to 2018 in the U.S.

"An increased focus on case-level performance and managing the long tail cases has resulted in faster turnaround time and continuous improvement."

—Tom Ellis, SVP U.S. Operations

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