



How Employment Hero helped this outdoor brand group fill an urgent role in 5 days

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At a glance

Company	Compendium Group
Location	Australia, New Zealand, United Kingdom

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arding, and payroll to

- ✓ You're a lean HR team facing seasonal hiring spikes across countries and entities.
- ✓ You're moving from "Google Drive + emails" to a real HRIS with automation.

About Compendium

[Compendium](#) is the quietly-not-so-quiet powerhouse behind some of the most loved outdoor and active lifestyle brands across Australasia, the US and Europe. Think Hydro Flask for your desk-to-dunes hydration, Allbirds for cloud-like commutes, and Cotopaxi for colour-pop to your outdoor adventures. The team runs wholesale, eCommerce and marketplace channels, with boots on the ground in ANZ to keep every brand singing in tune.

Growth is delightful... and messy. New brands, new markets, a brand-new retail arm. When People Lead Rachel Ah Koy arrived as employee number eight, HR lived in Word docs and Google Drive folders.

Fast forward to today, the employee count is 46. What happened in between?

Every PDF and email thread, now in one system

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Before [Freshment Hire](#), Compendium's HR looked like many small-but-scaling ops: JDs in
nowhere in the drive. It worked,
and the old way simply couldn't

without a system like
ment.

(even if

Rachel knows recruitment should be a team sport, with everything happening on the same field.

With Employment Hero's [Applicant Tracking System \(ATS\)](#), it finally felt like one. Roles spin up from refined job templates with built-in screening questions, and roles publish straight to SEEK, LinkedIn, or the Employment Hero job board. Templated emails fire at each step to keep candidates warm and comms tidy.

Instead of being dragged into email chains, hiring managers are invited into the workflow. With clear stages – Initial Screen, In Review, Phone Screen, Interview, Background Check, Offer – they are given instant visibility and agency in the process.

"The ATS is so helpful," Rachel says. "I add hiring managers and they can instantly see our notes and where each candidate sits in the process."

In a cross-border business, a single source of truth isn't just efficient, it's sanity-saving.

A hire in one week

Retail hiring moves fast and [SmartMatch](#), Employment Hero's AI recruitment feature, keeps pace. When store demand spikes, Rachel turns to SmartMatch and sends shortlisted candidates straight to the store manager.

She shares a time they filled the role a week after posting.

The role went live on Monday; an application came through that evening; phone screen on Wednesday; interviews on Thursday morning; reference checks completed Thursday afternoon; contract sent and signed on Friday; the new hire starting the following Monday.

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*without the system," Rachel
the heavy lifting and people*

*were captured and documented
le."*

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Offer accepted? No switching between systems. Rachel moves straight from ATS to [onboarding](#) in the same platform. Contracts generate from templates she's built for multiple entities and jurisdictions, then go out for e-signing.

"They get an email from Employment Hero to sign their contract and then finalise all their onboarding – it's all in one place," she explains.

From there, onboarding checklists kick in automatically: IT gets the nudge for laptops, managers get their to-dos, and new starters complete forms and policy acknowledgements online. Everything is recorded as it happens.

Performance and pulse, built in

The work doesn't end on day one. With Employment Hero, Compendium now runs [performance reviews and regular happiness surveys](#): two people cadences the business hadn't formalised before. As headcount grows, leaders have a clear, timely pulse on team performance and engagement, and can act fast.

Want to experience Employment Hero for yourself?

Rachel can't pin down the exact hours saved.

"We didn't have a system before Employment Hero so there's no 'before' baseline, but the time and energy we've saved have been ridiculous."

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[today.](#)

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Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

What we do

Employment Hero is an end-to-end HR, payroll and recruitment solution designed for Australian

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