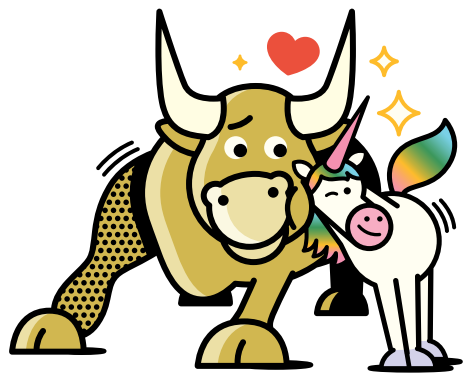


Sympa Culture Code



INTRO

We think that Sympa is a unique and special place to work. This specialness stems from the culture we cherish, the values we uphold and our shared sense of purpose that gives us a common direction.

Our culture hasn't evolved in a vacuum. It has developed from Sympa's inception more than fifteen years ago, driven by the belief that the world of work could be better if HR professionals are given the right tools to unlock their superpowers.

- » **Our culture is very interconnected to the world around us. We value each person and want to make them feel welcome, and we always try to look at the bright side of things.**

— Anna, VP, People and Culture

Because we have all played a part in developing this unique culture, we wanted to write something to welcome newcomers as they settle into our wonderful community, and as a reference point for more experienced Sympaticans asking themselves 'what would be the Sympa way of doing this?'

- » **The main strength is the informal and friendly atmosphere. It disarms you the first day you step into the office.**

— Thomas, Country Director

In this document, you will find the cornerstones of our culture, our reasons for being, our principles and our goals. It's been written by Sympaticans for Sympaticans – and we hope you enjoy exploring it.



We asked Sympaticans to describe Sympa's culture in **one** word.

Here's what they said.



At Sympa, we believe that the power of technology goes way beyond just making us more efficient workers. Great HR technology can move the focus of HR from simple administration to supporting a holistic approach where a company and its people grow and thrive together.

By giving HR professionals the tools they need to do what they do best — spot talent, nurture careers and develop skills —, we help to build a world where the work is more fulfilling.

» Sympa encourages every individual to play to their strengths and come as they are.

— Toni, HR System Consultant



OUR VALUES

Having FUN, enabling GROWTH, creating VALUE

Our values are our guiding stars. They keep us on our path.

From the beginning, they've expressed our belief that successful businesses are best built by happy, fulfilled people working together in an open, friendly, caring and respectful environment.

- » **Sympa is committed to striking a balance between work and personal life. This makes it more than just a job or a place of work.**

— Paul, CFO

We **have fun**. Fun happens when we're motivated when we trust those around us when we're committed to what we do when our activities transcend the idea of mere work and become something more. If we are having fun, then we know we're doing something right.

We **enable growth**. The growth of our knowledge and expertise; the growth of our services and tools; our growth as individuals, as professionals, as a team; our growth as a business and as a brand. We grow through trial and error and a determination to be our best.

We **create value**. In the context of business, being sustainable means being profitable, and being profitable allows us, in turn, to empower and create value for our customers.



HAVING FUN

Having FUN, enabling GROWTH, creating VALUE

We believe that life, including working life, should be fun. Do we mean that work shouldn't be taken seriously? Not at all, but no one is suggesting that striving for excellence can't be fun.

When we talk about fun at Sympa, we're talking about doing the things that we enjoy, and that help us to unlock our true potential. Therefore we see fun as an important part of a modern, efficient and fulfilling working life. When we're doing things we like, it doesn't feel so much like 'work'.

» **The fact that Sympa values fun is highly valuable to me as an employee. It's not just a phrase in the job description. It's truly visible in the everyday life of a Sympatican.**

— Stine, HR System Specialist & Consultant

This fun world we are aiming for is one where people can bring their most motivated, creative, innovative and free-thinking selves to their jobs in the knowledge that they are trusted and supported by those around them. And this is the kind of working environment we strive to create – together.

For us, fun is an essential part of the better world of work that we strive to create. And we are not just doing it for ourselves. We have fun helping our customers, and they, in turn, have fun helping their colleagues develop fulfilling careers. It's not just an uplifting circle – it's a fun circle that makes our working lives more enjoyable.

What it means for us

- Fun is a FUNdamental part of what we do – and how we do it.
- Together we create a working environment that feels safe for everyone, leaving room for individualities and creativity.
- With our efforts, we help organisations guide people through a world of work that is more fulfilling, pleasurable and fun.

ENABLING GROWTH

Sympa is where personal growth and business growth meet. Life never stands still, and neither should we – as a business or as individuals. This is our recipe for thriving under all circumstances. We continuously develop our ways of working so that they are aligned to our goals of personal and business growth. That means that we push back the boundaries of our knowledge, our expertise and the intellectual property we create. This requires us to adapt, change and learn in an international environment.

- » **Minimum hierarchy, very transparent, and everyone is willing to help.**

— Jette, Customer Support Specialist

To create a better world of work, we need to grow both as individuals and collectively as a group of people. We give ourselves the means and the opportunities to develop our skill sets and we work together to achieve our targets. Expanding our people's opportunities to further and develop their careers is one of our most important goals.

- » **I would describe our culture as open and accepting, inclusive – and built for growth.**

— Toni, HR System Consultant

Our aspiration to grow extends to our customers. We believe that by sharing our vision of better working life, we can help them realise their own goals and reach new heights.

What it means for us

- Having a growth mindset in everything we do enables us to be a company that thrives under all circumstances.
- We continue to push back the boundaries of our knowledge and embrace continuous learning.
- For us, growth means personal growth, business growth and growth for our customers.

CREATING VALUE

What drives us is creating value that extends beyond simple profit. We do so by acting responsibly in a rapidly changing world that demands transparency and sustainability in everything we do.

We are all moving parts in a business required to turn a profit to survive. However, our true motivation lies in creating value for us, our customers and the world around us. By striving for efficiency and the smart use of the resources available to us, we can continue to build the people-centred working world of tomorrow.

» **There is an atmosphere of genuine pride and joy.**

— Thomas, Country Director

By following Sympa's Code of Conduct and with the business, society and environment in mind, we create value responsibly. And we do everything while acknowledging that there is no Planet B.

» **Sympa gives you a lot of responsibility and a lot of trust.**

— Jannica, People and Culture Coordinator

For us at Sympa, shaping the future of HR technology and creating value for our customers is at the core of our business. We do so by providing our customers with world-class technology that helps them realise their full potential.

» **I'm proud to be a part of the Sympa family, and I love to tell everybody else how cool it is.**

— Simon, Sales Manager

What it means for us

- We want to create value over and above euros-and-cents profit so that we can shape the future of HR tech while supporting a modern and people-centred world of work.
- We help our customers free up resources and create more value themselves as a result of a smoother HR journey.
- We act responsibly and in line with our Code of Conduct and strive for efficiency and wise use of resources.





 Sympa