

RECRUITMENT AND ONBOARDING AT SYMPA



RECRUITMENT

It is our purpose to deliver a great candidate experience for everyone applying for a position at Sympa. We make use of different recruitment channels to attract the right candidates and to stimulate diversity.

We recruit the best talent for each position based on set criteria and personal assessment.

We always aim to improve, that's why we'd love to hear all candidates' and new Sympaticans' experiences with the recruitment and onboarding processes.

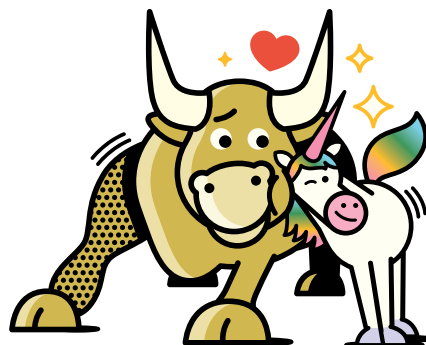
New positions are published internally to encourage Sympaticans to apply for them in order to support internal career growth.

- » I have gotten the chance to work in various positions, teams and offices. I have learned a lot and also contributed with ideas in the different teams that I've been part of. Sympa has considered the needs of my personal life and it has been easy to combine work and family.

— Heini, Customer Development Manager

- » Sympa strives to make everyone feel included and a part of the company immediately. The flat communication structure and internal growth opportunities are also a huge part of why we are all proud of our company.

— Thomas, Country Director



- A job ad that describes the position and the company in an authentic and holistic way
- A clear and efficient recruitment process with friendly and fast communication with applicants at every step
- Applying for the job is fast and simple with our modern recruitment system
- Conducting assessment tests to ensure the fit in Sympa's work environment and roles



OUR PHILOSOPHY

SYMPA'S PHILOSOPHIES FOR HIRING THE BEST TALENT

WE DEVELOP OUR SKILLSET AND PROCESSES AND USE THE RIGHT SOURCING CHANNELS TO SUCCEED IN OUR GROWTH TARGETS IN RECRUITING.

WE WELCOME INTERNAL CANDIDATES TO APPLY FOR ANY OPEN POSITION. ALL OPEN POSITIONS ARE SHARED.

WE RECRUIT THE BEST TALENT FOR EACH POSITION BASED ON SET CRITERIA AND PERSONAL ASSESSMENT.

WE AIM TO ATTRACT THE RIGHT TALENT BY STAYING TRUE TO OUR VALUES OF HAVING FUN, ENABLING GROWTH AND CREATING VALUE.

WE DELIVER A GREAT CANDIDATE EXPERIENCE IN ALL OUR RECRUITMENTS.

ONBOARDING

The ability to successfully onboard new people is of great importance to us and to our brand-new Sympaticans. It is our common goal to ensure that you are getting familiarised with your new role and can be up and running in no time! An efficient onboarding process means that you'll also get to spend a lot of time together with your new colleagues, ensuring that your needs are met and your competence development at Sympa is off to a flying start.

Alternatively, we're able to offer a comprehensive onboarding process fully online whenever needed. This way you'll still get a taste of the company culture and you'll be able to meet many of your new colleagues in an online setting. To give you an idea of what our onboarding process looks like, we've outlined the most important aspects and goals for you to check out.



OUR PROCESS

THE ONBOARDING PROCESS AT SYMPA

Who are we and how do we act – Our culture is of great importance, and we want everyone to understand and experience it in a positive way!

Own role and responsibilities – Getting familiar with your tasks, the team and what is expected of you as part of Sympa's growth journey. Being on top of your tasks and responsibilities enables you to be efficient and satisfied in your role.

What is our purpose? – To smooth the way to a better world of work.

Sympa as a growing international company – We have offices in many different countries and customers coming from various backgrounds. During company onboarding sessions, you will get an overall picture of the business units and teams within Sympa.

Our product and the value it brings – Ensuring that you'll have a basic understanding of our HR system and its benefits.

- » So far it has been a pleasure to work for Sympa. I'm amazed by how welcome I feel and how everyone is willing to help me get through the onboarding process as smoothly as possible.

— Jette, Customer Support Specialist



OUR GOALS

ONBOARDING GOALS

- Creating a sense of belonging for all new Sympaticans
- Acquiring the right knowledge for your new role
- Understanding our purpose and the value we bring to our customers
- Laying a solid foundation for long-term engagement

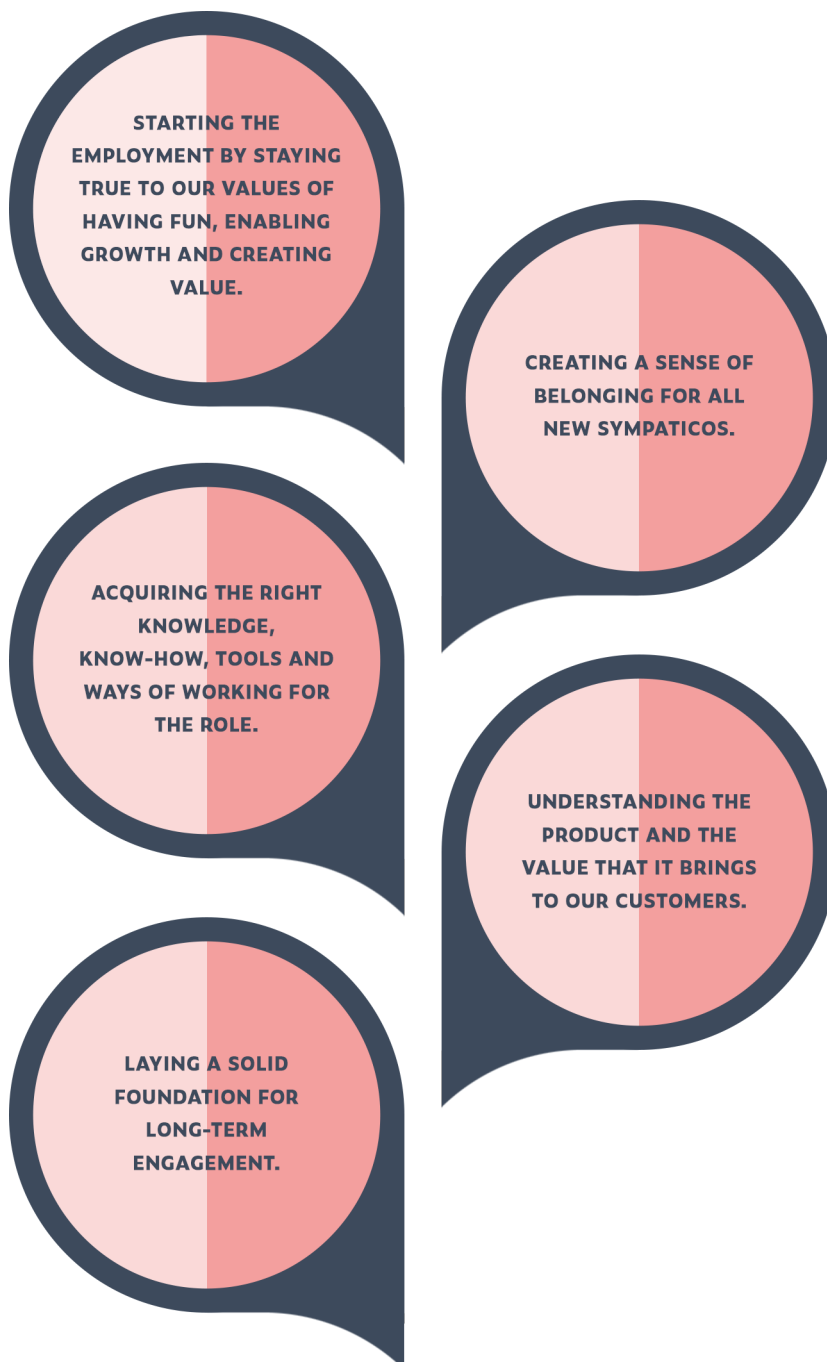
REACHING THESE GOALS

- Active communication across team and country borders
- A practical preboarding program to ensure that new employees feel welcomed
- A comprehensive onboarding programme to ensure the knowledge of the company, role, product and company culture
- A Buddy program to support successful onboarding and inclusion



OUR PHILOSOPHY

SYMPA'S ONBOARDING PHILOSOPHIES





@ Sympa