



Employee Benefits Overview

Confidential | May 2026

Compensation Package

Transparent, competitive, and performance-driven reward structure

Fixed Compensation

Base salary positioning	Top 20% local market
Market benchmarking	Above median
Annual review	Performance-based
Payment frequency	Monthly, on time
13th salary	Included
Currency	EUR (local equivalent)

Variable Compensation

Performance bonus	Up to EUR 100/mo
KPI linkage	CSAT, AHT, FCR
Referral bonus	EUR 250-500
Tenure bonus	Extra PTO days
Team performance	Quarterly awards
Payout transparency	Monthly dashboard

Impact: Our compensation model drives an eNPS of 72 (industry avg: 20-40) and 35% of new hires come through employee referrals, validating employer attractiveness.

Work-Life Balance & Development

Creating an environment where people thrive and grow

Flexibility

- Hybrid work model available
- Flexible shift scheduling
- Part-time options
- 20+ PTO days annually
- Remote work policy

Development

- Structured career paths
- Language training (German)
- Leadership programs
- Cross-project exposure
- Certification support

Wellbeing

- Private health insurance
- Mental health support
- Ergonomic workstations
- Team building events
- Modern break areas

Benefits Impact on Performance

Measurable outcomes from our people-first approach

72

ENPS SCORE

22%

ATTRITION (VS 40-60%)

35%

REFERRAL HIRES

4.3/5

SATISFACTION

Career Progression Framework

Level 1: Agent	Entry (0–6 months)
Level 2: Senior Agent	6–12 months
Level 3: Team Lead	12–18 months
Level 4: QA / Trainer	18+ months
Level 5: Operations Manager	24+ months

Recognition Programs

- Monthly "Star Performer" awards with bonus
- Quarterly team performance celebrations
- Annual company retreat for top performers
- Peer-nominated recognition program
- Public acknowledgment in company channels