

COREX

HR & Workforce KPIs

Confidential | May 2026

Workforce Overview

Key headcount and composition metrics as of Q1 2026

101

TOTAL HEADCOUNT

85

ACTIVE AGENTS

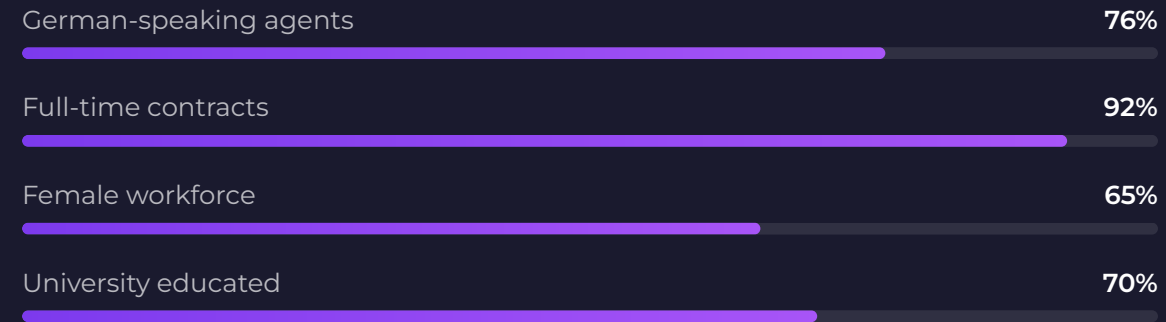
16

SUPPORT & MGMT

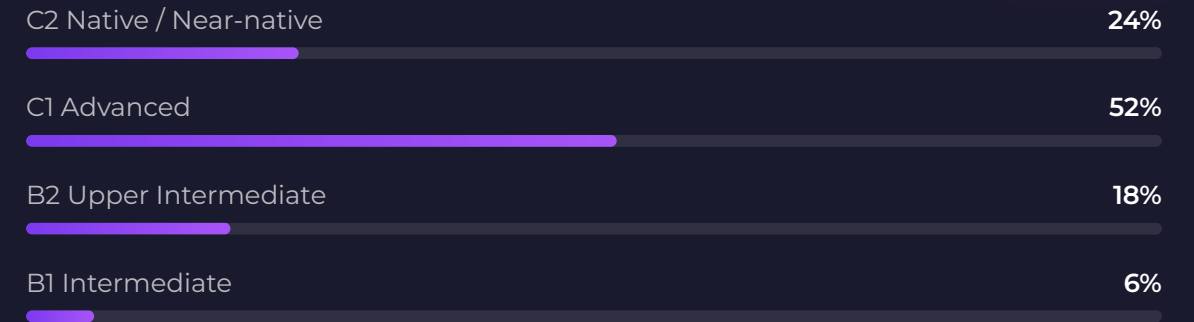
5.3:1

AGENT:MGMT RATIO

Workforce Composition



Language Proficiency (German)



Retention & Satisfaction

Employee engagement and stability indicators

22%

ANNUAL ATTRITION

72

ENPS SCORE

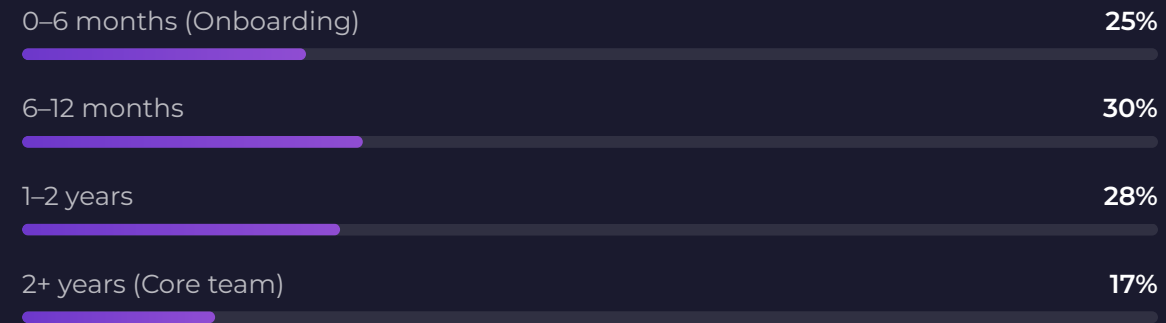
6.5%

ABSENTEEISM RATE

4.3/5

SATISFACTION SCORE

Tenure Distribution



Retention Measures

- Performance bonus up to EUR 100/month (CSAT, AHT, FCR linked)
- Referral bonus EUR 250-500 per successful hire
- Tenure bonus: Extra PTO days after 12/24 months
- Career progression: Agent → Senior → TL → QA/Trainer
- Monthly team events and quarterly company gatherings
- Flexible scheduling with hybrid work options

Recruitment & Scaling Capacity

Proven ability to ramp quickly while maintaining quality standards

Recruitment Pipeline

Monthly applications	200+
Screening-to-hire ratio	8:1
Time-to-productivity	4–6 weeks
Ramp capacity	15–20 FTE/month
Recruitment channels	5 active
Referral hire rate	35%

Operational KPIs

CSAT (Customer Satisfaction)	4.2 / 5.0
FCR (First Contact Resolution)	78%
AHT (Avg. Handle Time)	Per SLA
QA Score Average	87%
Schedule Adherence	94%
Training Pass Rate	92%

Growth Track Record: Scaled from 0 to 101 employees in 18 months (Jun 2024 – Dec 2025). Current infrastructure supports up to 200 FTE with no additional capital expenditure required.