

# Adecco

# Adecco

World's leading  
provider of HR  
solutions



# Adecco

## Adecco Bulgaria – part of the global family of The Adecco Group

The Adecco Group is the world's leading HR solutions company. We believe in making the future work for everyone, and every day enable more than 3.5 million careers.

We skill, develop, and hire talent in 60 countries, enabling organizations to embrace the future of work. As a Fortune Global 500 company, we lead by example, creating shared value that fuels economies and builds better societies.

Our culture of inclusivity, entrepreneurship and teamwork empowers our 35,000 employees, who voted us number 11 on the Great Place to Work® - World's Best Workplaces 2019 list.

The Adecco Group AG is headquartered in Zurich, Switzerland (ISIN: CH0012138605) and listed on the SIX Swiss Exchange (ADEN) and powered by nine global lead brands: Adecco, Adia, Badenoch & Clark, General Assembly, Lee Hecht Harrison, Modis, Pontoon, Spring Professional and Vetterly.

In our country the Adecco Group is represented by the local company Adecco Bulgaria.



# Adecco Bulgaria

Adecco has been operating in the Bulgarian market since 2005 and is constantly growing, adding new companies to our portfolio of partners throughout the country. These companies rely on our international know-how and experience to be more efficient, effective and productive every day.

We are proud to have an incredible experienced team of more than 60 professionals who provide our customers with the best personalized HR solutions to meet their specific needs in the best possible way.

Our national coverage with offices in Sofia, Plovdiv, Varna and Shumen allows us to serve more than 200 clients daily, offering them flexible HR solutions, including: permanent placement, temporary staffing, different types of outsourcing, outstaffing, field marketing, specialized mass recruitment solutions, payroll services, career consulting of employees who are about to be made redundant, HR consulting and other tailor-made solutions.

We work daily with the best talents in our country, including professionals from all industries with different levels of experience. Every year, we provide over 850 talented candidates with permanent jobs that meet their professional profile and career aspirations; we connect more than 1,100 people with flexible employment opportunities through temporary employment or outsourcing projects; we conduct an average of 150 interviews per day, selecting only the best fit candidates for our clients, meeting their requirements to the fullest.



**When it comes to human resources solutions, we do not just meet goals, we exceed expectations!**



Passion



Entrepreneurship



Customer  
centricity



Team spirit



Responsibility

## Our mission

Our mission is to make the future work for everyone by providing more job opportunities to more people. Our aim is the people around the world to be inspired and motivated, well trained and with equal opportunities for development so that they can make the next step in their careers more easily, ensuring themselves a better and more fulfilling life.

## Our values

Our values are what makes us who we really are.

Driven by passion, we change the world of work one job at a time. We are constantly taking innovative initiatives to inspire people, nourish economies and enrich societies. As a leader in the HR industry, we act responsibly, and our goal is to provide more and more job opportunities to as many people as possible. All together, in the big Adecco family around the world, we work as one team united by our great team spirit. Our clients are at the center of our business - we live for and from their success. We always strive to be their first rational and emotional choice when it comes to choosing a reliable HR partner.



## Our approach

Due to the growing demand for both flexible and skilled labor force, we have mastered two, clearly defined, approaches to the market needs.

For positions that require candidates with general skills, we provide our clients with specialized solutions offering them the right candidates, while at the same time they streamline their HR processes and optimize their costs. In this way, we ensure consistency in terms of workforce needs while achieving long-term relationships with our associates covering these positions.

For job positions requiring specialized professional skills, we have experts who can find just the right candidates. We cultivate long-term relationships with these talents, ensuring their retention and further development.

The strategy of Adecco is to be alongside each phase of the life cycle of our candidates, clients and associates. It is our goal to focus on operational excellence, specialization and efficient delivery models.

As the global leader in the HR services, we are aware that traditional patterns of employment will continue to evolve in the years to come. We therefore encourage present and future generations to see change as an opportunity in its multiple forms. We invite people to accept tomorrow's challenges with confidence and to join us in shaping the future of work.



# Adecco

## Let us talk about your needs!

### We can provide you with:

#### Flexible recruitment solutions

- Temporary staffing
- Outstaffing (outsourcing)
- Field marketing

#### Complete recruitment solutions

- Permanent placement
- Executive search
- Mass recruitment
- Recruitment process outsourcing (RPO)
- Career coaching of employees

#### Human resources administration

- Technical payroll
- Onsite support
- HR administration support

#### Assessment & Development Solutions

- Assessment and development centers
- SHL tests



# Adecco

## Temporary staffing

Temporary work is just one of the best ways in which a business can keep flexibility and at the same time better meet its own needs. Business purposes including seasonal customer demand, temporary surges in manufacturing orders, employees on sick or maternity leave, and short-term, clearly defined work, such as a census worker, are perfectly served by the temporary employment which is the right tool to increase business efficiency. Temporary staffing enables clients to adjust more easily and quickly to workload fluctuations and can quickly provide businesses with qualified staff. If flexibility for seasonal work or largescale projects is needed, Adecco's temporary associates are the perfect solution. They can work on an as-needed day-to-day basis.

### Adecco responsibilities include:

#### ➤ Recruitment

- Sourcing maximum number of potential candidates through a number of channels;
- Maintenance of an enhanced pipeline of candidates;
- Screening of pre-selected candidates;
- Interviewing selected candidates.

#### ➤ Personnel management

- Payroll;
- Labor relations;
- Legal minimum HR;
- Absences management.

### Why choosing Adecco's temporary staffing solutions?

- You save time and money by gaining extra flexibility and increasing the productivity of your business;
- You get the right people at the right positions right away;
- You save resources for the payrolling of your temporary staff on your own;
- You get a reliable HR partner, whom you can always count on!



## Outstaffing

We offer complete, centralized payroll services that cover all your administrative procedures. The outstaffing/outsourcing service gives companies the opportunity to transfer all or part of their payroll process to Adecco. Adecco can undertake the payroll process for employees who are already hired by the customer or selected by the customer or another provider. From data entry to direct deposit, our payroll services and all our procedures are expertly managed and designed to increase efficiency, reduce paperwork, and suit your specific requirements.

### Adecco responsibilities include:

- Personnel management
  - Salaries calculations;
  - Labor relations (hiring, contracts, registrations);
  - Legal minimum HR;
  - Payroll;
  - Absences management.

### Why choosing Adecco's outstaffing solutions?

- You save your own resources by transferring all or part of your payroll process to Adecco;
- You save time by trusting salaries and absences management to Adecco;
- You receive a high-quality and reliable service that is 100% legally sound and monitored by the internal legal department of Adecco;
- By properly allocating your resources, you achieve greater efficiency of your business!





## Field marketing

Field marketing gives our customers the opportunity to increase their sales and commercial presence at national, regional and global level, through the use of the latest technologies, the best management processes and the fastest implementation in terms of points of sale and positioning of the products.

### Adecco responsibilities include:

#### ➤ Merchandizing

- Organization of the products' displays at the point of purchase and promotional material installations;
- Sales force outsourcing.

#### ➤ Audits

- Collection of information on prices, goods and available areas;
- Reports on low turnover of stocks and products that are not available;
- Collection of information on direct competition.

#### ➤ Complete solutions for field staff management

- Activity control through a management team;
- Defining goals and tasks, daily routes, etc.;
- Rental of a warehouse, cars for carrying out the activity;
- Technical equipment.

### Why choosing Adecco's field marketing solutions?

- You save time and resources by using Adecco specialists for the entire field marketing process;
- You receive systematic information through which you can quickly and easily analyze your business;
- You get to increase brand awareness among end users;
- You receive direct feedback regarding your brand and product line.



## Recruitment solutions

### Permanent placement

Permanent placement services consist of recruiting, selecting and referring candidates to a client in order to fill permanent positions. In order to ensure high quality candidates, our services may include pre-screening of applications, conducting on-line ability and aptitude tests, interviewing, reference checking, evaluation and counseling of prospective candidates. We have different teams dedicated to specific areas of occupation, with exclusive network of contacts of professionals and specialists in these areas, ensuring only high quality and best match candidates.

### Executive search

Our executive search team focuses on sourcing candidates for senior, executive or other highly specialized positions.

Using our established network of contacts and following the right approach to initiate a conversation with the most successful professionals at all levels, Adecco manages to engage with them in a confidential manner, to trigger their interest in the client, even if they are not actively looking for a career change right now, and to liaise them with a better career opportunity.

Adecco has an entirely solution-driven and flexible approach. We provide our clients with a consultancy service which goes beyond the realm of traditional executive search.

### Mass recruitment

Mass recruitment is the process of sourcing, screening and selecting a large number of potential employees within a short period of time. This service is mostly used in cases when a company is entering the market, introducing a new department or service, or looking to compensate for high turnover rates. Adecco provides mass recruitment services in large-scale projects within various business fields, such as IT, telecommunications, industrial, clerical, or general recruitment solutions.



## Recruitment process outsourcing (RPO)

Recruitment Process Outsourcing allows companies to focus on their core business, while Adecco provides a complete suite of solutions to support the management of the recruitment process.

RPO solutions represent the most developed level of partnership and typically involve us delivering a range of HR consultancy services, including interviewing, ability and aptitude testing, personality testing and counseling of prospective candidates in order to ensure a perfect client/candidate fit.

### Why choosing any of Adecco's recruitment solutions?

- You save time by avoiding conducting the complex, multi-stage process of finding employees on your own;
- You receive a personalized recruitment solution for personnel selection, fully living up to your expectations and requirements;
- You work with professionals who are looking for the best candidates just for you;
- You receive candidates who have successfully completed tests to evaluate their skills and motivation;
- You reach the best candidates, even if they are not looking for a new job at the moment!



# Human resources administration

## Technical payroll

Payroll processes must constantly adapt to the frequent changes of the relevant laws and are time and money consuming if handled in-house. As payroll is one of the most sensitive issues in every company, the best solution is to outsource the entire process to experts.

Adecco sets up and runs the payroll process, always in accordance with the company's and the legal requirements.

With Adecco, you get a fast and an accurate payroll process, paychecks for employees on time, and all necessary tax and contributions correctly calculated and paid on time.

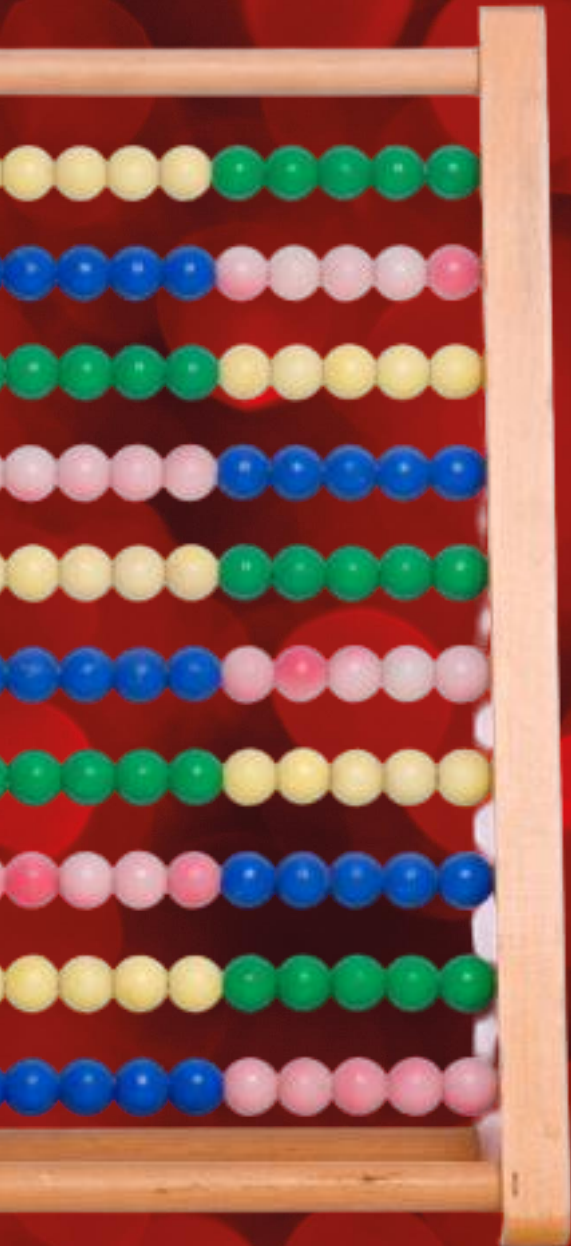
## Onsite support

Onsite solution provides the client with the necessary flexibility to achieve greater cost optimization. The Onsite Administrator, who is an Adecco employee, is located at the client's premises so that he/she can be in direct contact not only with the client, but also with all employees which he/she is administering. This allows Adecco to perform on time regarding the administration and candidates' selection.

## HR administration support

Adecco provides companies with the best service in the field of HR Administration by ensuring that all their demands are fulfilled within the shortest time period. We are offering support to our clients by registering and deregistering employees with the mandatory social security.

We are also supporting our clients in the process of hiring foreign nationals when needed.



# Adecco

## Assessment & Development Solutions

### Assessment & development centers

Adecco has a team of CEB/SHL certified consultants using world leading methodology for design and conduct of Assessment and Development Centers.

Creating tailor-made AC/DC for our clients we provide the most effective and objective tool for assessing a person in both individual and group-based environments for selection and/or development purposes. Measuring competencies critical for future performance and using real-world scenarios ACs are mainly used to support decisions in the case of:

- External / Internal recruitment;
- Promotions;
- Succession planning;
- Identifying high potential employees (talents);
- Internal mobility programs.



### SHL tests

Adecco also provides CEB's SHL tests including:

#### Occupational Questionnaire (OPQ)      Personality Questionnaire

- Understand the aspects of an individual's behavioral style that affect work performance;

#### Motivation Questionnaire (MQ)

- Understand what motivates and demotivates an employee or candidate;

#### DSI and Workplace Safety Solution

- Identify productive, safe and reliable employees.

# Adecco

## Outsourcing solutions

Adecco's footprint in the Managed Services landscape is growing exponentially year over year and we are currently supporting our partners in: Mobility and Workplace Services, IT Operations, Apps Support & Development, Telco, Global BPO and other business lines.

With this service offering, Adecco is engaging on delivering an end-to-end customized solution to our partners as a single provider that will not only recruit the right people, but will also train, develop and manage them on a daily basis. Adecco takes full responsibility on the quality, monitoring and continual service improvement by engaging on Service Level Agreements that will guarantee high customer satisfaction.

We provide full flexibility in terms of designing the right solution for our partners and aligning it with a cost model that best fits.

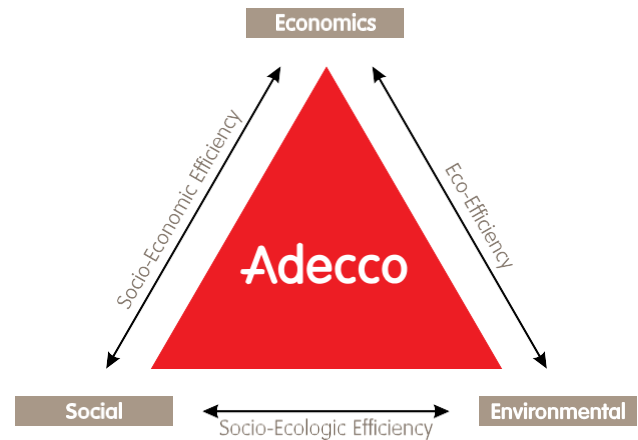
A centralized Project Management Office is in place to ensure best in class execution of all stages in a Managed Services deal: design, implementation, control and continual service improvement.



**With Adecco it is easy to find the perfect match!**

## Corporate social responsibility

At Adecco, we partner with employers, candidates, employees and governments, sharing our experience and knowledge of the labor market to inspire people, nurture economies and enrich societies, to tackle issues such as youth unemployment, to ensure the physical and mental health and wellbeing of people, and at the same time take care of the society and the world where we all together live in.



### Initiatives to fight youth unemployment

#### CEO for One Month

A unique experience that allows an exceptional young person to step into the shoes of the CEO of Adecco for a month, learning from the today's leaders.



#### Experience Work Day

The Adecco open-office day, during which we welcome talented young people into our offices to learn working side by side with our teams of professionals.

#### Career Center

Part of the CEO for One Month program's website, offering extremely useful content for those just entering the labor market to help them integrate more quickly and easily into the world of work.

### Initiatives to promote sport and boost physical wellbeing



#### Win4Youth

Through the Win4Youth program, we bring together our employees, associates and customers, encouraging them to put sports in their lives. The hours spent in sports, The Adecco Group converts into donation, which we give to our global charity partner Plan International, who helps improve the lives, education and the employment prospects of young people around the world.

# Adecco

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