

Title: Recruitment and Selection Policy
Policy owner: Human Resources
Approver: CHRO, CEO
Effective date: June 2024
Scope: This policy applies to all recruitment and selection activities conducted by Infront, including the hiring of permanent, temporary, and contract employees across all departments and locations. This policy excludes the hiring of external contractors and consultants, which do not have an employment contract with Infront.
Policy Distribution: This policy is accessible to all employees and hiring managers involved in the hiring process. It is also made available to potential candidates through our website.
Annexure to this policy: In addition to this policy, all hiring managers should also consult the internal guidance available in Confluence (Talent Acquisition at Infront – The Hiring Manager Toolkit) for all steps within our recruitment process.

Introduction

Infront is committed to recruiting and hiring the best candidates for all job openings, and doing so through a fair, transparent, and inclusive recruitment and selection process. We are dedicated to fostering a diverse and inclusive workplace, and believe that diversity of thought, background, and experience strengthens our company and drives innovation. This policy outlines our commitment to creating a workplace where all employees feel valued and supported.

Purpose

This recruitment policy outlines the steps and procedures that we follow when recruiting and hiring new employees and provides guidance that our recruiters and hiring managers can use to create an effective hiring process. Hiring teams should aim for a well-planned and discrimination-free hiring process.

Recruitment Process

1. Job Descriptions

When a job opening becomes available and is approved, the hiring manager will work with the recruiter to create a job description that accurately reflects the duties and requirements of the position.

- **Language:** Job descriptions are carefully crafted to use inclusive language and avoid terms that may unintentionally discourage certain groups from applying. We add "m/f/d" (male/female/diverse) after all job titles to explicitly indicate that the position is open to all genders, even if the job title traditionally appears masculine or feminine.
- **Essential Criteria:** Clearly defined essential and desirable criteria will be listed to avoid unnecessary barriers for potential applicants.

2. Job posting:

- **Internally:** Before posting a job opening externally, HR, recruiters and hiring managers should always look for opportunities from within the company, identifying key potential candidates from within. This is important for the growth and development of our employees.
- **Externally:** Where we can't find a suitable candidate internally, job openings will be posted on our career website, relevant job boards and social media platforms.



3. Applications

Interested candidates can apply for the position by submitting a resume through our online career page. A cover letter may also be included but is not mandatory. It is essential that candidates accurately and thoroughly describe their qualifications and experience in their application materials. Incomplete or inaccurate applications may not be considered.

4. Initial screening

- **Screening of resumes:** The recruiter will conduct an initial screening of all candidate applications to ensure that they meet the minimum requirements for the position. Candidates who do not meet these criteria will be informed via email that we will not be continuing with their application.
- **Screening interviews:** The recruiter will conduct phone or video screening interviews of applicants who meet the minimum criteria for the position. During the initial screening, the recruiter will assess the candidate's qualifications, skills, and fit for the role. They will also share general information about the role and the company, and candidates are invited to ask any questions they may have. Candidates who do not meet the minimum requirements or are not a good fit for the position will not be advanced to the next stage.
- **Gender representation:** Infront is committed to increasing the representation of under-represented genders within our organisation, particularly women. To support this commitment, we will ensure that at least one woman is included in every screening list of candidates for all positions. This practice is aimed at promoting gender diversity and ensuring fair opportunities for women in our hiring process.

5. Interviews

- **Hiring manager interview:** Selected candidates shall be invited to participate in an in-person or virtual interview with the hiring manager. The interview will consist of behavioural and technical questions designed to assess the candidate's fit for the role. During the interview, the candidate can ask further questions about the role and the company.
- **Case study/ technical assignment:** For some jobs which are of a technical nature (e.g. Software Developers) we include an additional step comprising of a technical assignment or case study. Candidates complete the assignment and are then invited to an interview to discuss the results. Candidates will be informed upfront during the screening interviews whether their process contains this step.
- **Psychometric assessments:** In some cases, the recruitment process also includes a psychometric assessment to determine job fit. Candidates will be informed upfront during the screening interviews whether their process contains this step.

6. Interview feedback

Candidates who are not chosen for the next round should be informed about the decision via email, or phone call. Timely feedback is required to provide a better candidate experience.

At Infront, we value communication, transparency, and continuous improvement. Therefore, upon request, we provide more detailed feedback to candidates who have participated in interviews. This feedback is intended to help candidates understand their strengths and areas for improvement, contributing to their professional development. We ensure that feedback is constructive, specific, and delivered in a respectful manner.

7. Reference and background checks

Background and reference checks are conducted in the following circumstances:

- **Hires in Switzerland:** We require background criminal checks to be conducted for offices located in Switzerland, since this is a requirement by the local financial market supervisory body (FINMA).



- **Positions of trust:** Independent background checks will also be conducted where we are hiring into positions of trust, such as IT Security roles, where verifying the candidate's employment history, qualifications, criminal record and work habits is crucial to ensuring the security and integrity of our systems and data.
- **Other:** Although not a standard part of our recruitment process, we may conduct reference checks with the candidate's previous employers or professional references at the hiring manager's request.

8. Job offer and Pre-Onboarding

If the candidate is determined to be the best fit for the position, the recruiter will make a job offer in writing. The job offer will include details such as the job title, salary, benefits, and start date. The candidate will have a specified period to accept or decline the offer. Before the employment contract is sent for signing, the candidate must provide a valid work permit or documentation proving their right to work in the country where they are being hired. Once the required documentation has been verified, the candidate will be issued the employment agreement outlining the terms of their employment.

9. Onboarding

Once the candidate has accepted the job offer and signed the employment contract, HR will begin the onboarding process. This will include providing information about the company's policies and procedures, as well as setting up the new hire with the necessary tools and resources to succeed in their role. This may include training, onboarding materials, and access to company systems and resources.

Commitment to Diversity and Inclusion

We are fully committed to creating a diverse and inclusive workplace for all our employees, and actively seek to attract and consider a diverse pool of candidates to ensure our workforce reflects a wide range of perspectives and experiences.

- **Opposition to discrimination:** All candidates will be considered for employment based on their qualifications and experience and Infront does not accept discrimination against candidates based on age, race, class, ethnic or national origin, colour, mental or physical health conditions, disability, pregnancy, parent or carer role, gender, gender expression, gender identity, sexual orientation, marital status or other domestic circumstances, employment status, religion or belief.
- **Diverse interview panels:** Our recruitment process aims to include interview panels that reflect diversity in gender, ethnicity, and other characteristics.
- **Reasonable accommodations:** We understand that individuals may require accommodations due to disabilities or other circumstances. Candidates are encouraged to inform us of any needs, such as flexible scheduling of interviews, accessible interview locations or additional time for assessments, to ensure they can fully participate in the process.

Raising Concerns

We are committed to ensuring a fair and equitable recruitment process. If candidates feel that they have not been treated fairly, they are encouraged to raise their concerns. Candidates can speak directly with their recruiter or, if they prefer to remain anonymous, they can use our whistleblowing portal to report their concerns. Our whistleblowing portal can be accessed via our website or by clicking this link: [Whistleblowing Portal](#)

We take all feedback seriously and are dedicated to addressing and resolving any issues promptly and transparently.