

## **Recruitment FAQs**

### **Eligibility and Scope**

**Q: Who does the recruitment policy apply to?**

**A:** This policy applies to all employees of Kora and governs the recruitment process from manpower planning to onboarding.

**Q: Are internal employees given priority when new roles open up?**

**A:** Yes. At Kora, qualified internal candidates are considered first before external recruitment begins.

**Q: Can ex-employees be re-hired?**

**A:** Yes, ex-employees who left in good standing may be considered for re-employment, subject to performance history and feedback from their previous manager. Final approval must be obtained from the CEO.

**Q: Are ex-employees who were terminated for misconduct eligible for rehire?**

**A:** No. Individuals whose employment was terminated for violating company policy will not be considered for re-employment.

### **Workforce Planning and Job Requisition**

**Q: When does the recruitment process begin?**

**A:** The recruitment process begins with workforce planning and staffing structure approval, and continues until the onboarding of the candidate is completed.

**Q: Who is responsible for initiating a recruitment request?**

**A:** The Hiring Manager initiates the request via the "New Hire Request Form," which must be approved by the People & Culture Manager and the CEO.

**Q: Is budget approval the same as recruitment approval?**

**A:** No. An approved staff budget does not automatically mean a role can be filled. Separate approval must be obtained for each hire.

## **Internal Applications**

**Q: Can I apply for an open role within Kora?**

**A:** Yes. Kora prioritises internal mobility and growth. Employees who meet the job criteria are encouraged to apply. However, you must **inform your current Line Manager** before submitting your application for any advertised internal role.

**Q: What is the process if I apply for an internal role?**

**A:** Once you've informed your Line Manager and submitted your application, the Talent Acquisition team will screen your profile and coordinate with the Hiring Manager. If shortlisted, you'll proceed through the same interview and assessment stages as external candidates.

**Q: How long do I have to transition if I'm selected for an internal role?**

**A:** If you're offered a new internal position, your **effective appointment date** will be based on an agreement between your current Line Manager and the new Hiring Manager:

- Up to 4 weeks for non-manager roles
- Up to 6 weeks for managerial roles

## **Employee Referrals**

**Q: Can I refer someone for a position at Kora?**

**A:** Yes. Employee referrals are welcome and encouraged. You may refer someone once the role is open for **external sourcing**.

**Q: What steps do I need to take to refer someone?**

**A:** Share the job opening with your referral and ask them to apply via the Careers page. You

may also submit their details to the Talent Acquisition team through the official referral process or designated email.

**Q: Will my referral be prioritised?**

**A:** Referrals are given fair and equal consideration during the screening process. They must meet the role's requirements and complete all stages of the recruitment process.

**Q: Can I refer someone to a role I've also applied for?**

**A:** Yes, but both applications will be treated independently and fairly based on the job criteria.

## **Interview & Assessment**

**Q: What is the interview process like?**

**A:** If shortlisted, you may be invited to a virtual or in-person interview, depending on the role and location. The panel includes the Hiring Manager, a People & Culture representative, and the Department Head.

**Q: What kind of assessments are involved?**

**A:** Depending on the role, you may complete technical tasks or assessments. If you pass the technical stage, you'll take a personality assessment to evaluate your alignment with Kora's values.

**Q: What is the cultural fit interview?**

**A:** This is the final stage, where the CEO or COO and the People & Culture Manager assess whether you're a good fit for Kora's culture.