**HR Contacts For Screen Readers**

**How is HR Structured?**

The HR department is made up of a number of teams, each focused on a different aspect of the employee lifecycle. We strive to ensure you have the best quality experience while you're here and are happy to answer any questions you have that aren't answered as a part of this Handbook portal. Details of what each team does and how to contact us are below.

**HR Partnerships**

The HR Partnerships team is made up of the HR Business Partners and the HR Specialists.

The HR Specialist Team (HRS) administers and supports HR policies and procedures throughout the employee lifecycle including onboarding, benefits, payroll, employee relations, compliance, and terminations.  The HRS is your point person for day-to-day HR issues. If you have any questions about your employment please reach out to us by creating a ticket at our [JIRA portal](https://jira.spotify.net/servicedesk/customer/portal/76), or send an email to [**hr@spotify.com**](mailto:hr@spotify.com)and we will get back to you.

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| --- | --- | --- |
| **EMEA** | **AMER** | **JAPAC** |
| Emil Falsen - Global Manager HRS  Ellen Ekberg - Nordics, FR, Benelux *People, Freemium*  Alexander Pistol - Nordics, SEE *Global Affairs, Finance, Advertising, Content*  Simon Davoudian - Nordics, DACH, RU, MENA *Consumer*  Helena Ómarsdóttir - Nordics  Rebecca Riordan - UK  Hanna Nilsson - UK | Josefine Hallenrud - US *People, Freemium*  Michael Wrightsman - US, LatAm *Consumer*  Julie Cardella - US, Canada *Global Affairs, Finance, Advertising*  Priya Gohel - US, California *Content*  LaValle Robinson - US, Boston *Consumer - Personalization*  Ally Giordano - US  Content - Gimlet | Simita Mahajan - JAPAC |

HR Business Partners work as senior-level strategic partners with the Leads to align business objectives with the organization. The HRBP works both with management and across the HR function to deliver a relevant People Plan that optimizes and champions the employee and the business. Here is the HRBP coverage per global/business unit.

HRBP and GreenHouse coverage per organization

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| --- | --- | --- | --- |
| **GLOBAL UNITS** | | |  |
| **People** | **Finance** | **Global Affairs** | **Brand, PR, Communications** |
| Mikael Bäckström | Lauren McShane  Patty Shevlin | Lauren McShane  Patty Shevlin | Per Larsson |
| Greenhouse -Björn Lunding | Greenhouse - Molly Ryan | Greenhouse-Molly Ryan | Greenhouse- Damien DeCuir |
| **FREE**  **Anna Lundström Preeti Singh** | | | |
|  | Greenhouse- Molly Ryan | | |
| AMER | Kassie Massed | | |
| EMEA | Andrew Cini Laurie Benson | | |
| JAPAC | Michael Kim | | |
| R&D | Jamie Peretz | | |

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| --- | --- |
| **MARKETS**  **Per Larsson** | |
|  | Greenhouse - Pelin Cebi |
| AMER | Per Larsson |
| EMEA | Andrew Cini Laurie Benson |
| JAPAC | Michael Kim |
| R&D | Per Larsson |
| **CONSUMER**  **Alexander Westerdahl** | |
|  | Greenhouse- Aimee Raphaeli |
| Personalization Mission & Anchor | Alexander Westerdahl |
| Experience Mission | Johan Sellgren Jennifer Runvik |
| Tech Platform Mission | Trisha Kanjirit  Viktor Näsman |

|  |  |
| --- | --- |
| **CONTENT**  **Anna Lundström** | |
|  | Greenhouse - Pelin Cebi |
| Business | Katie Christensen |
| R&D | Nora Lin |
| **PREMIUM**  **Mikael Bäckström** | |
|  | Greenhouse - Louise Eriksson |
| Business | Mikael Bäckström |
| R&D & CS | Dina Gabriel |

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| **HUB SUPPORT** | | | |
| EMEA | Americas | JAPAC | R&D |
| Mikael Bäckström | Anna Lundström | Michael Kim | Alexander Westerdahl (Kat) |
| GH - Michaela Krantz | GH- Pelin Cebi | GH - Tilo Sequeira | GH - Aimee Raphaeli |

The GreenHouse

The GreenHouse team is here to make sure we keep learning, innovating and developing, both as people and as a company.

We have an array of learning offerings for all band members, make sure to check-out the GreenHouse Learning portal! We also have dedicated Learning & Development (L&D) partners to support on specific needs for each function. Here's the coverage per L&D partner and the units:

If you have any questions about training or development at Spotify, you can visit the Learning Portal, reach out to [**greenhouse@spotify.com**](mailto:greenhouse@spotify.com)**.**

**Px (People Experience) and Social**

The Px & Social team creates engaging events & activities, help Spotifiers feel part of the family and help build our employer brand!  
If you have any questions about upcoming activities, please reach out to [**px@spotify.com**](mailto:social-events@spotify.com).

**Compensation & Benefits**

Compensation & Benefits mission is to attract, retain, reward and enable global movement of the best talent through the use of competitive total compensation, benefits and proper relocation support.

If you have a question related to our benefits you are welcome to send it to [**benefits@spotify.com**](mailto:benefits@spotify.com.).

For Global Mobility questions(immigration and relocation) you can reach out to [**Mobility@spotify.com**.](mailto:Mobility@spotify.com.) This will generate a JIRA ticket, and a member of the Global Mobility team will follow up you.

To learn more about the Spotify ESOP program, please visit our ESOP hub: [**https://spotify.fusion-universal.com/communities/19656**](https://spotify.fusion-universal.com/communities/19656). You will find:  
  
- ESOP Booklet and FAQ which gives you an overview of how the program works  
- General tax information to keep in mind  
- Guides to E\*TRADE, Spotify's equity system  
- What happens with ESOP when leaving Spotify  
- Recordings of trainings and info sessions  
  
For E\*TRADE questions, please contact the team via [**https://us.etrade.com/e/t/home/contactus\_esp?vanity=contact**](https://us.etrade.com/e/t/home/contactus_esp?vanity=contact). For other ESOP questions, please reach out to [**equity@spotify.com**](mailto:equity@spotify.com) or submit your question here: [**https://jira.spotify.net/servicedesk/customer/portal/84**](https://jira.spotify.net/servicedesk/customer/portal/84).

**Talent Acquisition (TA)**

We are building the best band at Spotify. We manage the full recruitment process, we develop sourcing strategies, we headhunt, we train the business in recruitment, and we promote the employee referral program, among many other things.

When we recruit, we are basically trying to predict what performance a candidate will show in the future. You can make a guess, or go with your gut feeling, but here at Spotify we make data-informed decisions. We do so by using structured & proven recruitment methods and this is where our partnership with you comes in to play. We support you from starting the hiring process to getting the candidate through the door on their first day.

As a hiring manager, if you have any questions, please reach out to: [**recruitment@spotify.com**](mailto:recruitment@spotify.com).

Led by the Global Head of Talent Acquisition: [**Jon Singel**](mailto:jsingel@spotify.com), here is the TA coverage per global/business unit:

For referrals please use our [**Teamable referral portal**](https://spotify.teamable.com/?returnTo=%2Fapp%2Frefer%2Fresume-upload). If you have any questions can you contact us on:[**referrals@spotify.com**](http://mailto:referrals@spotify.com/)

**TA Structure 2019 - Business Unit Teams**

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| --- | --- | --- | --- | --- |
| **Content** | **Premium** | **Free** | **Consumer** | **Markets** |
| Julie Teague | Linnea Hansson | Frank Gasca | Johanna Blomkvist | Lazian Ibrahim |

**Other points of contact:**

Concur/Expenses questions: [**expenses@spotify.com**](http://mailto:expenses@spotify.com/)  
Bank/tax/salary questions: [**salaries@spotify.com**](http://mailto:salaries@spotify.com/)  
IT Support: [**gws.spotify.net**](http://gws.spotify.net/)  
Coupa Support: [**coupa-support@spotify.net**](http://mailto:coupa-support@spotify.net/)