

Talent Acquisition and Talent Management.
Worldwide.



AIMS Human Capital helps organizations
achieve excellence through
exceptional people.



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About AIMS

Who we are

AIMS Human Capital in Bulgaria is a member and representative of AIMS International - a global leader in the field of Human Resources consultancy. AIMS International operates across all continents with more than 80 offices in over 40 countries, and provides a wide range of services including talent acquisition, talent development and management worldwide to a substantial and diversified client base. In Bulgaria AIMS has been the leading market player since 1994.

All AIMS Partners share the same mission and core values, recognising that in addition to global competence, country specific knowledge is critically important in the process of talent acquisition, development and management. AIMS partners are recognized leaders in their own countries and have an international focus in their business.

How we do business

We at AIMS Human Capital believe that behind every great vision, great brand and great service there are numerous individuals who deliver on the promise.

We build strategic partnerships, where shared values, loyalty and commitment provide for the best solutions to your human resources needs.

Our culture embraces change, encourages open-ness and is driven by creative insight and commitment to reach the highest levels of customer service and satisfaction.

We aim to discover, nurture and develop key talent essential to the future of each organisation.

We stand for the utmost discretion, business ethics and integrity.

Our Assets

Reputation

In a profession where success generates repeat business, our reputation is more than just a measure of our success. It encapsulates the trust which our clients place in us.

Trust

is at the heart of our many long-term client relationships. It is built on a record of proven results. Over 75% of our engagements are generated from repeat business.

Market Knowledge

is shared with our clients. In serving as your human resources consultant, we give you the benefit of AIMS extensive market knowledge and contact base, coupled with our broad international experience. We keep you in touch with important human resources trends that may impact on your business.

Our Approach and Methodology

Uncompromising quality standards and a set of rigorous ethical values characterize each executive search, advisory and leadership development project that we undertake – whether it is a one-time or recurring engagement. Our wide professional experience and objectivity in the search and selection business ensure the successful outcome of the most challenging search campaigns. We take the time to understand your business and determine the required scope of each project in order to provide a solution tailored to your needs. We are committed to reach the right balance between time and budget efficiency with no quality compromises. Our goal is to achieve both the immediate management requirements and the longer-term strategic objectives of client companies.

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Our Services

Executive Search Solutions

Top notch executive talent is a scarce commodity today and finding it is an intricate process. Being part of one of the largest global executive search organization, AIMS Human Capital is a well-known name for establishing and developing partnerships with best professionals and top leaders across a broad spectrum of industries and markets. To every executive search project we bring an incomparable network of business relationships locally and across borders, and our personal commitment to excellence.

Our executive search practice ensures:

- Access to an extensive network of high profile executives and professionals with proven track records, conforming to AIMS integrity and professional reputation criteria
- Reliable and highly focused service, reaching candidates who may not be actively seeking a move or are based out of the country
- Expertise and extensive up-to-date information in the top executive and managerial markets
- Thorough familiarity with the candidates' leadership and managerial achievements and professional record
- Assurance of strict confidentiality throughout the process and on a continuing basis thereafter

Search and Selection Solutions

AIMS Human Capital offers you a benchmark search methodology, based on understanding of the client business model, precise search criteria definition and preferred employer image promotion. Our search and selection solutions for upper-middle and middle level managerial positions include a direct search/ professional network search that could be complemented by an advertising campaign, guaranteeing access to the most appropriate choice of candidates.

Our search and selection practice ensures:

- Identifying multiple search channels



Our Services

- Employing a wide network of professional contacts and referees
- Benefiting from a wide coverage of potential candidate audiences and talent pools
- Ensuring positive employer branding impact
- Integrating assessment elements in the process
- Providing competent organisational consultancy and people development advice along the search process
- Delivering tangible results and granting quality guarantees

Human Resources Consultancy and People Development

Building on their experience and expertise AIMS team of dedicated professionals will be a trusted advisor in diagnosing and providing a tailored solution for your people management policies and systems.

AIMS' approach to the structuring and development of HR management systems brings external, objective professional skills to support decision making processes, which would otherwise be solely influenced by the information available from internal sources. It is designed to help our clients' management make rapid, informed and precise decisions on key appointments, to minimise short-term risk and to develop or enhance the focus on the business.

Our intervention in re-engineering and integration of key HR processes and practices leads our clients to structuring adequate and comprehensive HR management systems that add value to their business.

Our Human Resource consultancy services include, inter alia:

- Identification of key people, talent and potential within the organisation (by applying assessment and development tools and techniques and structuring comprehensive development plans)
- Leadership development and training
- Compensation and benefits solutions, as well as structuring comprehensive

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compensation and benefits systems aligned with corporate goals and strategic objectives

- Diagnosis of HR systems and underlying processes and practices
- Undertaking the “Virtual HR Function” for our clients, i.e., being a close yet objective manager of all HR processes in organisations
- Structuring of the major HR processes and systems, so as to align these with strategic business objectives
- Change management and integration in periods of change (whether resulting from change of ownership, business transactions or other organisational restructuring);
- Internal communications
- Applying professional methodology to assess and evaluate employee satisfaction and commitment (employee opinion surveys) etc.

When approaching a client engagement, we draw on our expertise, experience and market knowledge to tailor a concrete solution unique to the client’s organisational structure, strategic objectives and business goals. This we achieve by working closely with the client’s leaders and key experts team, so as to get a thorough understanding and insight into the organisation’s corporate culture and unique value system.

Certain of the components of our human resources consulting service offering set out above are expanded on in the further distinctive services which follow – all of which have been developed by AIMS as professional stand-alone services.

Assessment and Development Centres

Assessment Centre methodology is the most penetrating and highly sophisticated people management, evaluation and development business instrument. AIMS Human Capital delivers comprehensive, timely and reliable solutions in people potential, competence and skills assessment and leverage initiatives. We will offer you reliable analysis on your top management team efficiency, on your team atmosphere parameters, and on the career dimensions and development framework of your high



potentials and talents.

Our assessment and development centres will guarantee you:

- Scientific methodology verified in real business environments
- Careful and solid diagnostic processes and maximum efficiency of results
- Objective, independent and thorough assessment findings with up to 80% validity
- Clear cut evaluation on individual competencies and potential
- Psychometric personality analysis
- Depth and breadth of report on potential and performance versus corporate competencies match
- Career directions and development programme platforms
- Additional contribution to motivation policy for the individuals involved

Compensation and Benefits Advice

Since 1995 AIMS has conducted in Bulgaria its annual Compensation and Benefits Survey, which is a reliable source of analytical and management information on compensation packages and tools for employee motivation. Throughout the years the AIMS Compensation and Benefits Survey has become the standard against which compensation packages in leading multinational and local companies operating in Bulgaria are measured.

AIMS Compensation and Benefits Survey is a web-based tool:

- Specifically designed to meet the needs of companies and organisations operating on the Bulgarian market
- The entire process is concentrated in AIMS teams in Bulgaria – from design of the questionnaires, data gathering, reports production, in-depth analyses and trends-tracking

Through the Survey and our focused consultancy approach on all matters related to designing and structuring a comprehensive compensation and benefits system, we

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Our Services

help our clients in:

- Gaining a competitive advantage in attracting and retaining the professionals you need
- Devising comprehensive compensation packages including various effective motivation tools
- Lowering employee turnover rates
- Negotiating employee contracts and determining compensation levels
- Planning and improving company benefits

AIMS is a client-oriented company and we are open to constant improvement of service quality. Our consultants are always at our clients' disposal from the outset of data gathering, though analysis and interpretation of findings and elaboration on the compensation and benefits policies which are most appropriate for your organisation.

Leadership Development and Coaching



**DALE CARNEGIE®
TRAINING**

AIMS Human Capital in Bulgaria has for long been one of the best known providers of training and leadership development solutions. We partner with organizations that are committed to achieving success through developing the skill-set of their employees. Our purpose is to continue to bring sustainable value to AIMS clients. Therefore, since 2011 AIMS Human Capital partners with Dale Carnegie & Associates. In this way we bring to our market the wisdom and proven methodology of the world leader in performance improvement mastered in its 100 years of global existence.

Dale Carnegie Training operates in more than 80 countries and has over 160 offices. The training and people development sessions are delivered in 30 languages and this is how we partner both with local enterprises and client organizations which have a



Our Services

global footprint and presence.

We follow a process that helps you to create outside-the-box ways to win the hearts , as well as the minds – of employees within your organization. Once we get to your organization essential needs we work through our Competency Based Development System which is designed to reinforce organizational competencies that address performance gaps while giving the participants the ability to apply what has been learned in their own work environment.

Competency Areas:

- Values
- Vision
- Attitude
- External Awareness
- Professionalism
- Initiative
- Results Oriented
- Stress Management
- Creative Thinking
- Decision Making
- Customer Acquisition
- Customer Experience
- Interpersonal Skills
- Communication
- Influence
- Diversity
- Conflict Resolution
- Teamwork
- Adaptability
- Change Management
- Management Controls
- Human Resources Management
- Leadership

Through Dale Carnegie unique methodology we address the following broad areas of organizational excellence to help clients be profitable, successful and maintain their competitive edge in an ever-changing world:

- Leadership Development
- Sales Effectiveness
- Process Improvement
- Team Member Engagement
- Customer Service
- Presentation Effectiveness

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Staff Leasing and HR Administration

AIMS introduced to the market and has perfected a specialised service known as Staff Leasing to allow employers (whether new market entrants to Bulgaria, or multinationals with established operations in both countries) to have access to a flexible tool in managing their workforce and optimising employers' costs.

In such projects, we operate as a staff contractor (the de facto employer) vis-à-vis the workforce that remains at the disposal (by working under their supervision and order) of our clients. Depending on our concrete clients' needs, we also manage HR administration, payroll, as well as taking care of all mandatory employers' reports and payments required by the Bulgarian legislation.

This service concept has been conspicuously successful since its inception in Bulgaria in 1994, and a number of clients who used it for their start-up phase in the 1990s have, until the present day, continued to employ their workforce through AIMS using our staff leasing scheme.

As mentioned, an adjunct and natural follow-on to the staff leasing service, which has also been provided independently to other corporate clients in Bulgaria, is our Human Resources Administration service. In this we provide varying levels of support and processing/compliance facilities (payroll, tax, National Insurance and reporting compliance services, etc.).



Working Across Borders

AIMS in Bulgaria has a dominant market share in serving major companies headquartered in the country and the global parent companies or Bulgarian subsidiaries or branch operations of major multinationals across all industry sectors from each of the continents and many of the countries listed below.

Our full range of services is provided in Bulgaria in facilitating the talent acquisition and development and continuing human capital management across borders. A special feature of our operations in the past few years has been to reach outstanding Bulgarian or Macedonian managers educated, trained and/or experienced abroad who have been motivated to return home. We are regularly being assigned to fill very challenging and demanding positions with such candidates, working in close co-operation with our partners within the AIMS International global network.

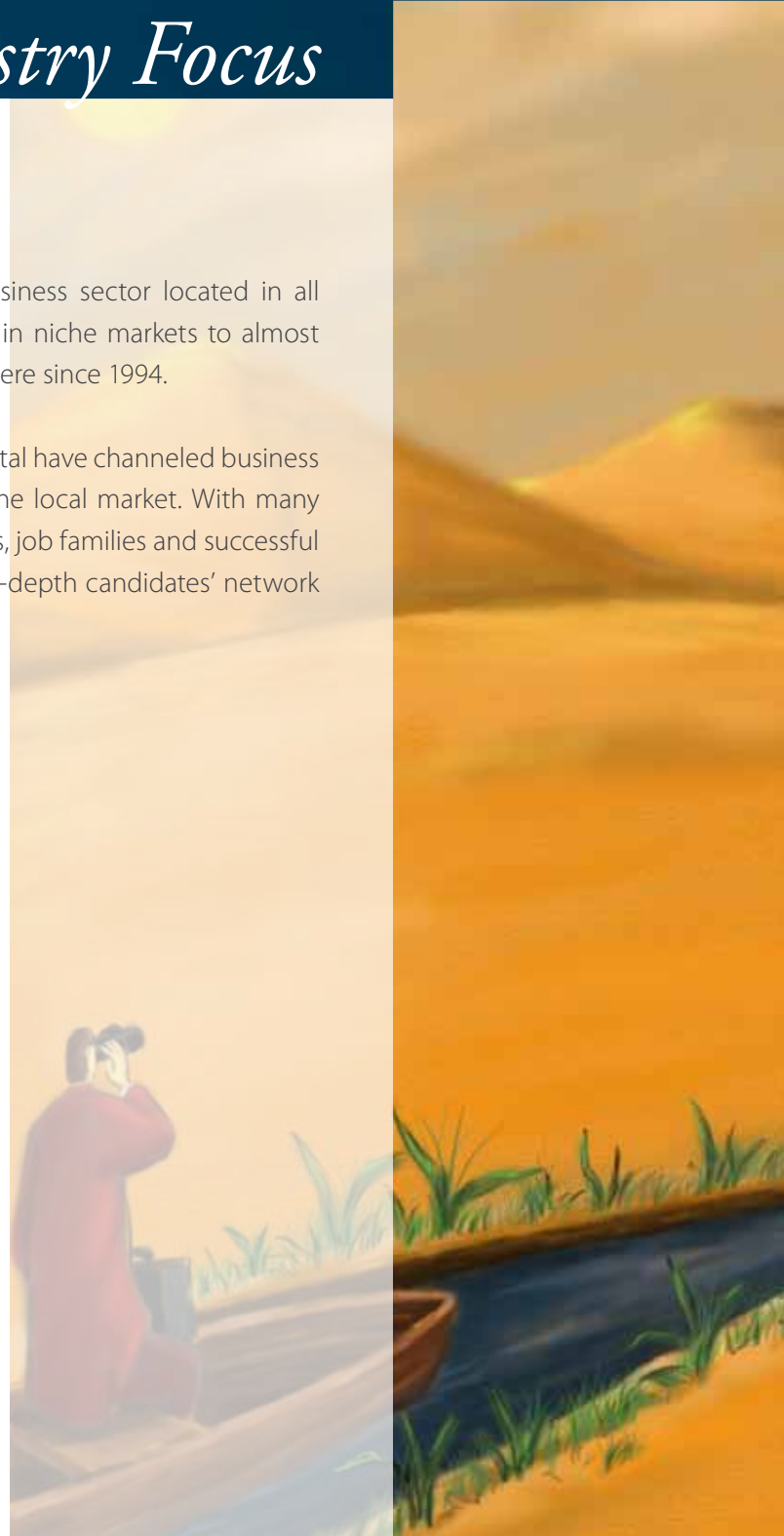
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Markets and Industry Focus

AIMS in Bulgaria supports clients in each significant business sector located in all regions of the country, ranging from smaller enterprises in niche markets to almost every major multinational which has entered the market here since 1994.

Over the years of practice development, AIMS Human Capital have channeled business knowledge in diverse industries along their growth on the local market. With many clients we have jointly developed organisational structures, job families and successful employees' profiles. You may rely on our expertise and in-depth candidates' network in the following sectors (among others):

- Telecommunications
- Information Technology
- Pharmaceuticals and Healthcare
- Finance and Insurance
- Fast-moving Consumer Goods
- Manufacturing and Engineering
- Energy and Utilities
- Automotive



Commitment to the Community

Responsible Business

AIMS was amongst the first members of the Bulgarian Business Leaders Forum (BBLF) and the American Chamber of Commerce in Bulgaria, and is a subscriber to the BBLF Business Ethics Standard published in 2003. The firm has played a strong role in both countries in applying the highest ethical standards to its dealings with clients, candidates for positions we are filling, suppliers, and its own employees. It is our committed position that open, ethical business is the best policy for everyone involved.

Pro-bono work with the Universities

Ever since its formation in 1994 in Bulgaria AIMS has worked closely with the universities and student business organisations to facilitate the transition from under-graduate life to the world of full-time employment, to promote within the universities a greater understanding of business, and to train students in the later years of their studies in the essential skills required to find employment. AIMS has initiated and continues to participate in the BBLF Master Classes programme to introduce business leaders and their formulae for success to undergraduates in the leading Bulgarian universities. AIMS regards it as an important part of its commitment to the community to play a part in motivating today's young professionals to become tomorrow's leaders.

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The World

Europe, Middle East and Africa

Austria · Belgium · Bulgaria · Czech Republic · Denmark
Egypt · Estonia · Finland · France · Germany · Greece
Hungary · Ireland · Italy · Latvia · Lithuania · Luxembourg
Macedonia · Morocco · Netherlands · Norway · Poland
Portugal · Romania · Russia · South Africa · Spain · Sweden
Switzerland · Turkey · Ukraine · United Arab Emirates
United Kingdom

Asia Pacific

Australia · China · Hong Kong · India · Indonesia
New Zealand · Philippines · South Korea · Singapore
Thailand

North America

Canada · United States

Latin America

Argentina · Bolivia · Brazil · Chile · Colombia · Costa Rica
Domenican Rep. · Ecuador · Guatemala · Honduras
Mexico · Nicaragua · Panama · Paraguay · Peru
Puerto Rico · Uruguay · Venezuela

