



## *Merge Recruitment Agency*

Since it was founded in 2003 by Mr. Alaa Shehata under the Egyptian laws and license # 505, Merge has provided an effective and efficient tailored recruitment solutions for all types of companies from start-ups, small businesses to industry-leading corporations from various sectors including Medical & Health Care, Retail, FMCG, Oil & Gas, Agriculture, IT & MIS, Media & Publicity, Engineering, Fashion, Automotive, Education, Hospitality, Security and Guarding and much more in Egypt and the Gulf Region.

Merge Team has been selected elegantly to work in close partnership with our clients and provide confidential and comprehensive recruitment services.

Merge has obtained its unique standing as a strategic choice for a huge number of diversified companies for its leading role and quality services that led to having Merge as a sole provider for their needs which concluded in a long-term value-added successful partnership in today's changing and fast growing business world.

**You will find it all in the name of “ *M.Merge* ” A one-step access to all the existing recruitment solutions.**

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## Our Vision

**Merge** has an uncompromising commitment to become “your partner in success” and the recruitment partner of choice for both our clients and candidates as well as being a leader and a role model in providing quality recruitment services in Egypt and the Gulf Region.

**We focus on serving the society towards better future**

## Our Mission

To continually provide professional and personalized total recruitment solutions to our discerning clients in Egypt and the Gulf Region, and build long-term relationships of mutual benefit with all clients and candidates through bringing the appropriate candidates and the proper companies together at the first time, every time.

**We guide people to a job and a job to people.**

## Core Values

In all of its business dealings with clients, candidates, and competitors, MERGE will:

- Compete vigorously and with integrity.
- Treat all clients and candidates honestly and objectively.
- Ensure the greatest degrees of confidentiality.
- Provide a professional working environment and atmosphere.
- Innovate solutions to achieve our clients’ goals and objectives.
- Build a successful ever-lasting relation with our clients.

**We believe in people and assisting them to create lifestyle changes**

## Quality Policy

• To conform to globally acknowledged benchmarks of quality and commit ourselves to the relentless pursuit of excellence in all our endeavors.

• To continuously improve procedures and processes, follow best practices and ensure that things are done right the first time.

• To strive to exceed the expectations of our clients and candidates in quantitative and qualitative terms.

• To fulfill our responsibility towards environmental protection, social and humanitarian causes.

**At Merge we are committed to deliver the quality service you deserve.**

## Our Approach

Merge approach and commitment is to screen, attract and select the talented and qualified candidates in the most effective and efficient manner to provide our clients with professional resources with high-quality performance.

**We Merge with our client to have the right candidate in the right position.**



## Our Methodology

Based on the criteria of job specification that Merge will be provided, Merge will be able to deliver within a maximum of 1-2 weeks a shortlist of candidates for each required position. We go through seven stages described as below:

**Job Assignment:** Once a Recruitment Service Contract is fully signed, an account Manager is assigned to handle all job assignments of a client so that our client shall benefit from a single point of contact during the whole recruitment process. Such assignment is based on our Recruiter's area of experience that best match with the client's area of business to ensure job efficiently, fulfilled at the shortest time.

**Job Analysis:** We conduct in-depth understanding of the client's scope of business, culture and objectives, by which, we identify our client's business needs and the criteria of required candidates are looked for as the roadmap to our search. We draw candidates either through our rich in-house database, the network of alliances, or our selective business associates in various governorates, head-hunting customizing search strategy according to required position.

**Pre-screening:** We interact briefly by phone with potential candidates are aligned with required criteria in order to get a better idea of their ability to present themselves verbally. We look for candidates' hard skills required to do the job, personal attributes & salary expectations to ensure candidate's expectations are in line with the clients' budget. By which process, we come up with a short-list of candidates to get interviewed more thoroughly to probe more deeply into each candidate's most relevant skills and experience if needed. We may also conduct a technical assessment i.e. defined and approved by the client.

**Send-Outs:** Through the identification of the key requirements of the job and a list of question is drawn up, the overall scores are considered and the best candidate is chosen to get briefed about culture, objectives, benefits, facilities, etc. of our client. While their CVs are being sent to our client, will be supported by a comprehensive report about each candidate i.e. highly developed by Merge, by which our client should be easily able to decide about a candidate.

**Client Interview:** Once we receive our client's interest of a candidate, we arrange interview schedule at the client's convenience. Also, we provide the full setup for presentations/interviews/video conferences.

**Selection:** We actively participate in the selection process. We may provide contacts for reference checks and/or verify credentials and employment histories; if requested by the client. We may also assist in the negotiation of the financial package to reach to a package acceptable to both parties.

**Visa Processing:** We provide a distinguished visa processing service tailored for overseas recruitment, suggesting the best solutions are acceptable by related consulate to smoothly get the visa stamp at the shortest possible time. We also provide a comprehensive weekly report against a timetable so that our client shall be always updated with required documents, undertaken procedures & visas are in our custody as well as shall get always alerted with visa validity/expiry dates for his best utilization.

**It is not a promise but a commitment.**



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## Client Care Policy

To meet our clients' needs is just the beginning but to exceed their expectations is the value-added and the end result that we always strive to achieve.

### Services Standard

All our team is trained on the high standards of client services which will result in having them knowledgeable, professional and courteous in meeting with the needs of our clients.

### Communication

We correspond with every phone call and incoming e-mail received from our clients and registered candidates that are related to specific vacancies within agreed time scales. In case of inability to meet this agreement, we will agree on a new deadline that best matches your needs.

### Consistency

As part of our commitment to meet professional standards, our policies are annually reviewed to ensure that they continue to meet business needs and that they are consistently applied to all our clients.

### Complaints

Merge seeks fair, objective and prompt solutions when possible to any complaint and appeals. All such issues will be directed to the Managing Director in the first instant and will be responded to within 3-5 working days.

### Access to information

Since we operate in a highly ethical manner regarding all our activities, we are fully committed to the confidentiality and security of our clients' or candidates' information.

### Up-to-date

Each Client of our company can benefit from our website services which enable the client to update their recruitments needs, profiles and information. Clients will also be able to work on achieving new tasks or make amendments in pervious orders. These services provide recruitment statistics and updating contact details.

### Reduce Bureaucracy

Wherever possible, without compromising our legal requirements and professional standards, we strive to reduce the burden of unnecessary paperwork.

**Our Client is always in the Core of Merge .**

## Why Merge is a reliable partner?

-  Less time and effort spent on the hiring process.
-  Lessens/eliminates costly turnover and training.
-  Flexible enough to accommodate with our client specific demands and requests
-  Anonymity of client's company during the candidate search.
-  Strong and extensive data bank containing multitude curriculum vitas that enable us to support our clients with high-calibers employees across all disciplines.
-  Develop the advertising text and format; decide the appropriate media and place of advertisement when required.
-  Provide specific and wide headhunting efforts at the level of CEO, Management Team Members, Directors and Senior Managers.
-  Advanced interviews are held by specialized consultants, executive directors or University staff for the second stage of the recruitment process upon your request.
-  Convenient areas to hold the last interview by the clients' representatives.
-  On-going support after a candidate is placed.
-  As Guarantee of our services, we allow replacement within 90 days.
-  Briefly, we facilitate the process of recruitment and selection for our clients in the most professional methodology.



**Merge's experienced executive staff utilizes all their talents and efforts to serve your company.**

## Our Clients

Some of our partners whom we have had the honor of serving for more than two decades.

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FOODS

للاستثمار  
العبدان  
Obëkan  
Investment Group

الراشد  
ALRASHED

Lulu<sup>®</sup>  
Where the world comes to shop

ثروة  
THARWAH

اكسترا  
extra

GRAND | HYATT

ATC

هيئة كهرباء ومياه دبي  
Dubai Electricity & Water Authority

الشرباتي  
SHARBATLY

مجموعة المفتاح  
ALMUFTAH GROUP

مجموعة كوت الغذائية  
Kout Food Group

ALC

الحاج حسين علي رضا وشركاه المحدودة  
Haji Husein Alireza & Co. Ltd.

النادي الدبلوماسي  
THE DIPLOMATIC CLUB

الفوزان القابضة  
AL FOZAN HOLDING

الشركة السعودية للطباعة والتغليف  
Saudi Printing & Packaging co.

falconpack  
YOUR FOOD IS SAFE WITH US

Merge  
Your Job Way

Merge Recruitment Agency

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