

One Team...

Continuously Developing

Investment in human resources



Telecom Egypt truly believes that its people are its main asset, as they ultimately decide the quality of its services and therefore shape its customer satisfaction. It is imperative that its services rest in qualified and professional hands.

Salary & Benefits improvements:
As the market develops so does the competition to attract and maintain the highest caliber of employees. Telecom Egypt totally redesigned its salary and benefits structure to guarantee that Telecom Egypt attract the best candidates and maintain its own highly qualified & experienced employees. The new salary structure will be executed in 2003.

Selective recruitment policy:
Telecom Egypt already has a wealth of Engineering expertise, having consistently recruited the best of Egyptian Engineers. Now with the expansion and establishment of new customer facing departments (Sales, Marketing and Customer Care) Telecom Egypt's priority is to attract market experts in these fields. Throughout 2002 Telecom Egypt focused on a highly selective recruitment criteria, to attract dynamic professionals into the organization.

Staff training:

Staff training is of the utmost importance for Telecom Egypt to stay competitive nationally and regionally. In view of this, Telecom Egypt paid great attention to conducting specialized training courses in management and customer services during 2002. Telecom Egypt focused on providing the best training solution, tailored to each position and employee, by utilizing a mix of internal, external and international training courses which enables them to expand their expertise.