

fiskaly.



fiskulture handbook

Recipe of happy work made simple



Collaboration

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Well-being



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Direction



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Learning



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Growth

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Trust



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Culture & Values



Photo by (c) Lisa Leutner / fiskaly

Collaboration and Support

We foster a collaborative and supportive culture where teams work together seamlessly, and departments collaborate across boundaries. We embrace diverse perspectives, welcome new ideas, and appreciate cultural differences. Our interactions are based on respect and helpfulness, creating a friendly environment where everyone feels valued and supported.

Culture & Values

Growth and Learning

In the pursuit of growth and learning, we embrace an entrepreneurial spirit that encompasses not only personal and professional development but also market expansion and customer centricity. We foster a growth mindset that encourages innovative thinking and a willingness to take calculated risks to elevate our company to new heights. We cherish and welcome the opportunities that come with risk-taking, as they enable us to explore untapped potentials and push boundaries to reach new levels of success. By continuously seeking opportunities for growth, both as individuals and as a company, we position ourselves to thrive in a dynamic and competitive landscape.





Work-life balance and Well-being

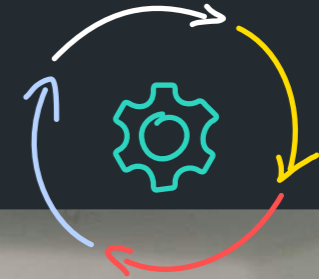
We prioritize the well-being of our colleagues and believe in maintaining a healthy work-life balance. We encourage flexibility, understanding, and respect for personal boundaries. While we maintain a strong work ethic, we also recognize the importance of taking breaks, avoiding overwork, and fostering a positive atmosphere that supports the overall well-being of our team.

Culture & Values

Culture & Values

Trust and Delegation

We trust and rely on each other's expertise to perform our jobs effectively. We value the unique talents and skills that everyone brings to the table. Delegation is an essential process that requires trust and clear communication. We encourage leaders to delegate tasks and responsibilities while providing the necessary support, allowing everyone to focus on what they do best.



Culture & Values



Shared Vision and Direction

A clear vision and strategy for fiskaly's future are key for our daily work. It's important that we have an overview of our current status, long-term goals, and the strategy for the coming years.

By working together towards a shared vision and mission, we can align our efforts and make meaningful progress.

Culture & Values

Transparent Communication

We believe in open and transparent communication among all colleagues. While not every detail needs to be shared, we value providing relevant information about company goals, updates, and outcomes. Transparent communication builds trust and empowers everyone to contribute effectively. We encourage respectful interactions and the responsible sharing of information.



Culture & Values



Photo by (c) Lisa Leutner / fiskaly

Celebrating Successes and Learning from Failure

We celebrate our successes, both big and small, and acknowledge the hard work and dedication of our teams. We also recognize that failures are opportunities for growth and improvement. We encourage a culture of learning from mistakes, sharing insights, and implementing feedback to continuously enhance our performance.



Culture & Values

Defined Responsibilities and Flat Hierarchy

Having clearly defined roles and responsibilities is crucial for effective teamwork and productivity. We aim to clearly define and communicate each person's areas of responsibility and decision-making authority, as we understand the significance of having precise role definitions while maintaining a flat hierarchy. This approach ensures that everyone understands their specific tasks and knows who to reach out to for support, fostering a collaborative environment. By providing this clarity, we minimize confusion, prevent delays, and avoid duplicating efforts, ultimately enabling us to work efficiently and achieve our shared goals.

Culture & Values

Continuous Evaluation and Improvement

We value continuous evaluation and improvement of our processes, practices, and culture. Feedback from colleagues is a highly regarded gift and should be utilized to drive positive change. We are committed to refining our approach, addressing concerns, and actively working towards building a positive and empowering work culture together.



Voices from the fiskaly team

Lunchtime feels like sitting in a hostel breakfast room: so many different cultures & languages, and everyone is open to chat and having interesting conversations. It does not matter who you sit next to, you'll have a great time with literally everyone."

By results from Great Places to Work survey 2023:

100%  approval

Management trusts people to do a good job without watching over their shoulders.

 **98%** approval

People care about each other here

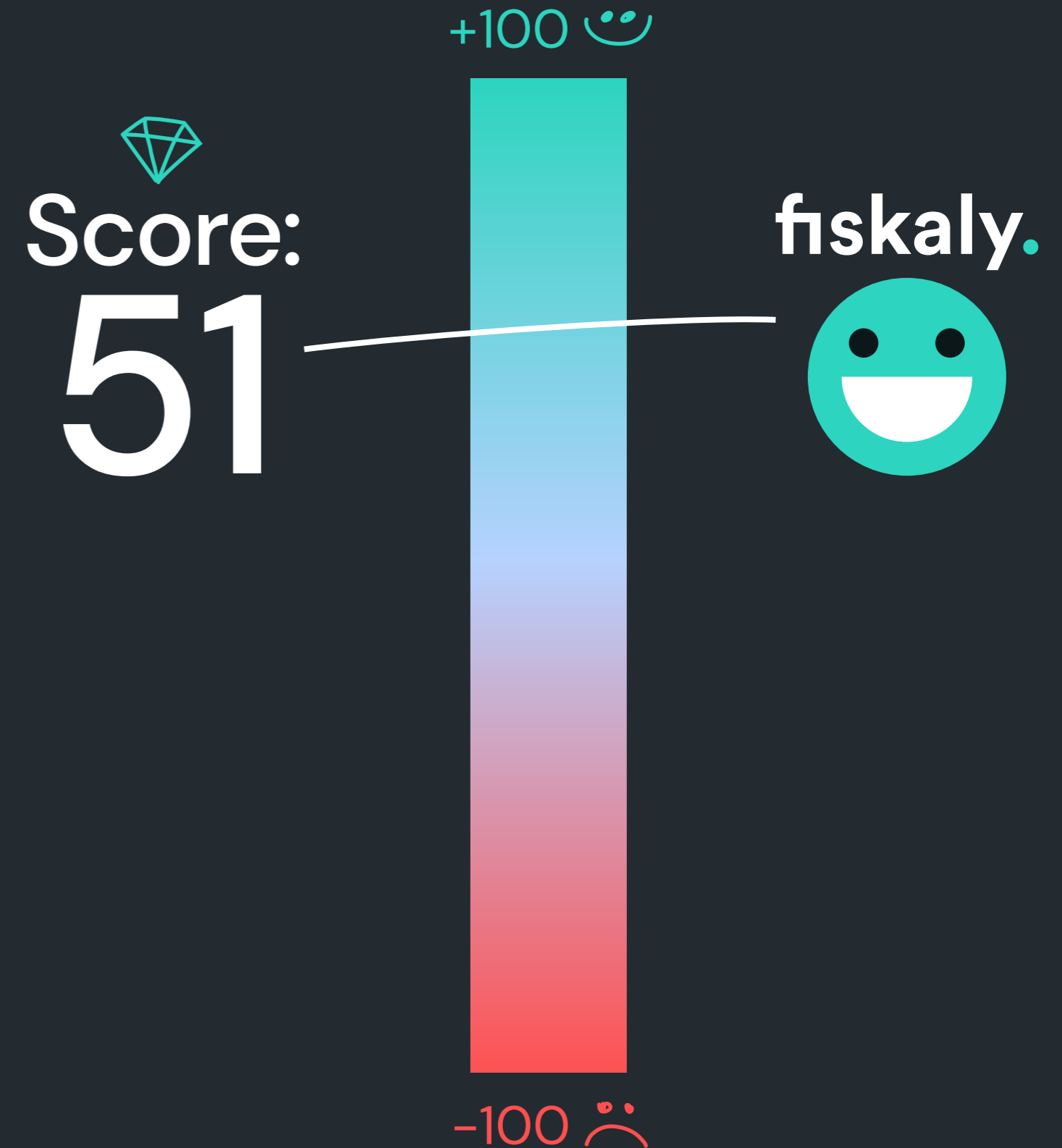
96%  approval

I'm proud to tell others I work here

eNPS Score

What is an eNPS?

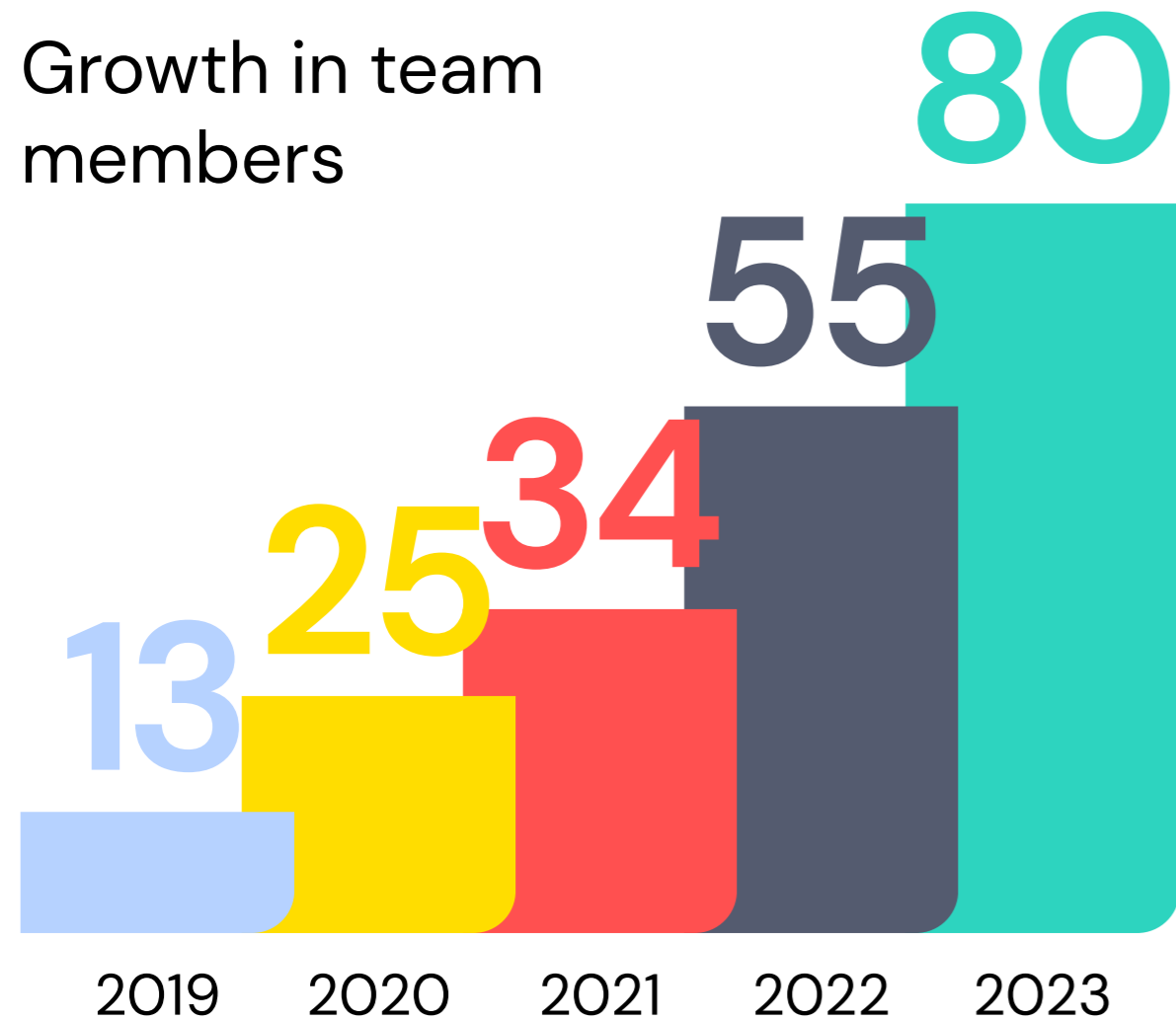
With eNPS we utilized a common tool — the net promoter score — to measure our employees satisfaction. It can range from -100 to +100, a value of 30 is our industry's average and values above 50 are considered excellent.



At a glance




Growth in team members



 **+25 nationalities**
from all continents of the world

 **2 offices**
( Vienna +  Berlin) + remote working

 **2** company wide events per year
(+ at least 1-2 per department)

 **40%** Women
at fiskaly

Becoming a fiskaly crew member

We are a cultural fit, your skills knocked us off our feet and the whole team likes you. In addition to that, you accepted our job offer. We couldn't be happier. So how will the first few weeks with fiskaly look like?

No matter if you're in Vienna or if you'll be working remotely; the first two weeks are meant to give you the chance:

- to get to know your team members and their general workflow,
- our company culture
- as well as colleagues from other departments.

Your companion from People & Culture will welcome you on your first day in the office, show you around and introduce you to your buddy. Your buddy is here to guide you through the initial period at fiskaly. Your colleagues are willing to help you, so make sure you are asking them everything you want to know!

[Read more](#) about the whole process or visit our [jobs page](#) right away!

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