

## Frequently Asked Questions: E-Recruiting

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## 1. General Questions

### 1.1. What is Lonza E-Recruiting?

E-Recruiting is a global Lonza online recruiting tool which facilitates the relationships between Lonza and its candidates. At the beginning only Jobs from Switzerland will be online followed by all subsidiaries by summer 2008. Please find the current status on the internet.

### 1.2. What can candidates use the E-Recruiting tool for?

a. Searching for job postings

Candidates can search for job postings published by LONZA Recruiters (HR Managers).

b. Applying for advertised job postings

Candidates can apply online for advertised posts.

c. Registering in the Applicant pool

Candidates can register in the Applicant pool and upload all their application documents so that they can be informed about suitable jobs when they arise. If a recruiter identifies a match between an applicant's profile and a job profile, he or she will request the applicant to apply specifically for the job concerned.

d. Supported Browser

For optimum functionality please use the browser Internet Explorer from Microsoft.

### 1.3. Is my data safe?

The E-Recruiting tool complies with all the stipulations of the Swiss Data Protection Act and of LONZA's own data protection officer.

## 2. Application Process: Access the system

### 2.1. I am an applicant. How do I access E-Recruiting?

You can access E-Recruiting via [www.lonza.com](http://www.lonza.com) / Careers @ Lonza / Jobs Schweiz. Search for one or more job postings and click on Apply.

### 2.2. My e-mail address is already registered, how can I log on to the system?

Access the web page [www.Lonza.com](http://www.Lonza.com) / Careers @ Lonza / Jobs Schweiz and choose "login". Proceed to the link "password forgotten" and enter your e-mail address. After pressing the button "submit" you will immediately receive a system-generated e-mail with new access data (user name and password).

## **2.3. I forgot my password and my user name, what can I do?**

Click the link: "Password forgotten". If you have forgotten your password, you can have a new password sent to the e-mail address stored in your profile. To receive your new password, enter your e-mail address and submit the password request.

## **3. Application Process: Entering data, uploading documents, editing entries**

### **3.1. Why do I have to give details like resume, cover letter, qualifications, and so on twice -once in the category and once upload them under attachments?**

Entering details in the different categories gives a standard overview for easy comparison of candidates. Uploading documents makes it possible to assess candidates more individually.

### **3.2. How can I edit the entries in my profile?**

You can change your entries at any time using the Edit button. There is also a Delete button for removing entries.

### **3.3. Can I enter my data in more than one language?**

Your application should be in the same language as the job posting you are responding to (usually English, German or French). If you decide to register in our Applicant pool, enter your data in your favourite language.

### **3.4. Do I really have to make entries in every section of My Profile?**

It makes sense to provide as much information about yourself and your skills and experience as possible. However, if you use the Fast track option, you only need to enter information in certain mandatory fields (marked by asterisks). Your application still needs to contain all the regular application documents, though, such as a cover letter and your resume.

### **3.5. What is the Fast track option?**

If you choose to use the Fast track option, you only need to enter application data in certain mandatory fields (marked with red asterisks). However, you still need to submit a complete set of application documents, including a cover letter and resume.

### **3.6. I was asked to attach additional documents to my application. Can the HR department see all my documents straight away or do I have to reapply?**

The HR department can see the newly attached documents. You therefore do not have to reapply.

### **3.7. I have uploaded all my application documents. If I am applying for more than one job, can I select which documents I attach to each separate application?**

As soon as you release your profile, all the documents you have attached to it are visible in every application you submit. However, you have the option in the application wizard of writing a new cover letter for each application in the Cover letter category.

### **3.8. How can I change my cover letter after I have submitted my application?**

In this case, you need to withdraw your application, rewrite the cover letter, and then reapply for the job.

## **4. Application Process: What happens next?**

### **4.1. What does the Candidate status tell me?**

It provides information about the current status of your application, such as whether it is being processed, whether it has been rejected, or whether you are to receive an invitation to interview.

### **4.2. Who can access my application and uploaded documents?**

Nobody except you, not even HR staff, can see your data until you have given your consent and released your profile. Please read the corresponding data privacy statement carefully and then click the button to agree to and accept it. You can lock your profile at any time to prevent further access to your data.

### **4.3. How long is my data stored in E-Recruiting?**

That is your decision. You are the only person authorized to handle your data. No-one else can change or delete it.

### **4.4. How long do I have to wait for initial feedback on my application?**

If you have applied for a specific job, you should receive initial feedback within 2-3 weeks. If you have registered in our Applicant pool, you will receive feedback as soon as there is a job available that matches your profile.

## **5. Job opportunities, searching for job postings**

### **5.1. What kind of job postings can I find in E-Recruiting?**

E-Recruiting contains all job postings advertised for internal and external applicants. However, at the moment you will only find job postings from LONZA subsidiaries that are already operating the E-Recruiting tool (see above).

## **5.2. How can I search for suitable jobs in E-Recruiting?**

You can use the Apply Directly function, if you have already found the job you were looking for. The second option is by entering the reference code for the job you found in a magazine/news paper, and then please use the Quick search option.

By selecting Search for Jobs, you can browse for job opportunities using various search criteria, such as function area, country, and contract type. You can also save your search results in this section. Selecting Favorites allows you to display the results of previous searches and apply directly for one of the jobs listed.

Under Applications, you can call up an overview of the applications you have released and also withdraw individual applications. Withdrawn applications are no longer visible to anyone.

## **5.3. Why don't I get results when I enter the German search term "Chemiker"?**

Your application interface is set to English by default. You can either enter the English Term of your desired Job (in this case "Chemist") or you change the search settings to German.

## **5.4. How can I apply for jobs at LONZA international subsidiaries?**

Currently only Lonza Switzerland jobs (Basel, Visp) and Lonza UK jobs are on our E-Recruitment tool. To search and apply for jobs at our other subsidiaries, go to: [www.lonza.com](http://www.lonza.com) / Working at Lonza / Careers @ Lonza. On this page you will find the list of jobs. You may select the country and job of interest.

We will continuously add further countries to the e-recruitment tool. You will find the most current information on the front page "careers@lonza".

## **5.5. Are the job postings I am interested in up-to-date?**

All job postings on [www.lonza.com](http://www.lonza.com) are updated daily.

## **5.6. After I applied for a job, I noticed that the reference code had changed. Do I have to reapply or will my application remain assigned to the right job posting?**

Even if the reference code has changed, your application will remain assigned to the correct job posting.

## **6. Application**

### **6.1. How do I apply for a job in E-Recruiting?**

You have two possibilities. Either you can apply for a job you have saved under Favorites, or use the Apply Directly function when you found the job you had a reference code for.

## **6.2. How can I apply for various jobs at the same time?**

If you want to apply for more than one job (E-Recruiting permits you to apply for up to three different jobs), you can display a selection of job postings in the Search for Jobs section. Mark the first job posting you favour and click Apply. The application wizard opens and you can enter your data, upload your documents, and so on. When you click Submit on the last page, your complete application data is transferred to our database. By clicking Back, you return to the search results and can apply for the next job of your choice.

## **6.3. What happens when I apply for a job?**

First, a recruiter (HR Manager) checks your completed application. If it matches the job profile, he or she forwards your application to the responsible manager. The manager then decides whether he/she would like to see you for an interview or not.

## **6.4. How can I withdraw my application?**

When you select Applications, you get an overview of all the applications you have submitted. Mark one of the applications displayed and click Withdraw/Delete.

### **Important**

When you click Withdraw/Delete, you receive the following message: "You do not want to proceed with this application. Note that you may also have to delete completed questionnaires and application cover letters. If you apply again, you will have to enter this data again." The hiring manager and recruiter can see that the application status has changed, but they can no longer see your completed application and documents.

## **6.5. I applied for a job. Will my application be automatically checked for a match with all other job postings?**

You need to apply separately for every job you're interested in, that means assign your application in your profile to further job postings.

We will though look in the applicant pool for candidates and if you match the profile we will contact you.

## **6.6. Can I apply via e-mail or paper applications?**

E-mail and paper applications are by default, no longer accepted.