

encora

FAQ Document

Encora Inc.

January 19, 2026

Question 1: Can you tell me about Encora?

Answer: Encora is a global digital engineering company built for the new era of AI-powered businesses. Forged in Silicon Valley, Encora has grown by serving digital-native organizations that demand speed, scale, and seamless experiences. With over two decades of expertise at the intersection of Cloud, Data, and AI, Encora helps organizations move beyond rigid legacy models to become a composable enterprise enabled by adaptive systems designed to sense change and reconfigure in real time.

With a team of more than 9,500 engineers, designers, and domain experts across the Americas, Europe, India, and Southeast Asia, Encora combines nearshore agility with global scale. The company drives innovation acceleration and modernization across industries, powered by Encora AIVA™, its orchestration platform for AI-native engineering.

Encora is also recognized as a Great Place to Work, with 90% of Encorians working in certified offices. The company has received multiple accolades from Comparably, including recognition for Career Growth, Best Engineering Team, Best Product & Design Team, Best HR Team, Best Company for Women, Best Company for Diversity, Company Happiness, Company Outlook, and more.

Question 2: What are Encora's core values?

Answer: Encora's core values are embedded in the company's DNA. They represent the fundamental principles that guide how we act, make decisions, and interact—both within the organization and with our clients, partners, and communities. These values shape our culture, influence our everyday behaviors, and define how we deliver excellence with integrity and accountability.

- Accountable for Customer Value
- Self-Transforming Through Learning
- Curious in Thought and Action
- Embracing Diversity
- Nurturing Future Leaders
- Daring to be Bold

Question 3: What is Encora's Mission and Vision?

Answer:

Our Mission: To deliver innovation acceleration and industry contextual modernization to our clients through AI-first design, orchestration, and engineering services.

Our Vision: To power a world where every enterprise is endlessly composable, driven by digital workers, infinite scalability, and the freedom to innovate without limits.

Question 4: What will be the first step in this transition process?

Answer: The transition process will commence with a Virtual Town Hall meeting conducted by Encora leaders on January 21, 2026. This meeting aims to provide comprehensive information and address any questions you may have.

Question 5: When will the offer letter be released?

Answer: The offer letters will be sent to your Anthology Email ID on January 19, 2026. You will receive an email from <michelle.cervera@encora.com>

Question 6: When is the last date to accept the offer letter?

Answer: The last date to accept the offer letter will be January 26, 2026. We would need an offer acceptance via email.

Question 7: When will the onboarding process be initiated?

Answer: The onboarding process will be initiated post the last date of offer acceptance. The Encora People & Culture team will connect with you to initiate the process.

Question 8: What is my joining date at Encora?

Answer: Your joining date at Encora is scheduled for February 1, 2026. You will be guided to complete all joining formalities, including documentation, within three business days of your starting date.

Question 9: What is the onboarding process like?

Answer: Our onboarding program spans 30, 60, and 90 days, encompassing joining formalities, introductions, People & Culture (P&C) connections, Compliance training, New hire onboarding self-paced training, the OKR/goal-setting process, and the new hire feedback process. This comprehensive process is designed to be completed within 90 days, providing new hires with ample time to transition into their new roles, familiarizing themselves with the team, and integrating into the company's culture. Further details will be provided during orientation.

Question 10: Will my tenure be recognized and carried over?

Answer: Everything will be handled in accordance with local legislation. In the case of Mexico, tenure will indeed be carried over. The employment relationship with Anthology will be formally concluded before joining Encora. All benefits associated with accrued tenure will be transferred to the new employment relationship with Encora and reflected in both the offer letter and the new employment contract.

Question 11: After migration, will I continue to work on my current projects?

Answer: Yes, you will continue to work on your current projects.

Question 12: When is the Annual appraisal cycle?

Answer: Encora has an annual performance evaluation cycle that starts every fiscal year in April. The current cycle will conclude in March 2026, and a new cycle will begin in April 2026.

Question 13: Am I still eligible to receive a bonus?

Answer: For those employees eligible for the bonus: Encora has clear policies governing the payment of bonuses. Encora will align your bonus periods with Encora's Total Reward annual bonus and payround cycle. This will be reviewed in more detail in cases where it applies.

Question 14: What benefits and perks do Encora offer?

Answer: Encora offers a comprehensive benefits plan, which includes a variety of perks and advantages for our employees. Please refer to the detailed list below for more information on the specific benefits available in Mexico.

Personal Time Off (PTO) 5 days of Personal Time Off (additional to vacation days by law) since day one and proportional to the start date.

30 days Aguinaldo (Mandatory Annual Bonus) Thirty days of a worker's salary (15 more days than required by law). Paid in November every year.

Grocery Vouchers Fixed amount of money received twice a month through a SiVale Card.

Savings Fund The Savings Fund is a benefit granted by Encora Mexico in which a capital is formed with equal contributions from both the employee and the company. The tax-exempt contribution is the equivalent of 6% of the employee's integrated daily wage (Salario Diario Integrado) as registered with the IMSS, with a cap at 1.3 UMAs. This fund is managed by Monex and it gives other financial benefits to employees, such as returns and loans.

Private Health Insurance + Family Members Major medical expenses insurance including direct family (spouse, living-partners and children). Some dental coverage: One free evaluation, diagnostic, x-ray and quotation per year. Two free teeth cleanings per year, and discounts on a variety of other services. This applies for spouses, living-partners and children as well.

Life Insurance Our life insurance policy pays appointed beneficiaries 12 months of salary in case of death of an employee.

IMSS Disability IMSS disability payments are a benefit that all affiliated employees have. They apply when you suffer from any illness and require several days of rest indicated by your doctor.

Maternity Leave and Breastfeeding Benefits The mother must be registered with the IMSS for 30 weeks prior to the date on which the disability begins, which covers 42 calendar days prior to delivery (prenatal) and 42 calendar days after it (postnatal). If the mother does not have the total number of weeks necessary to reach the disability, Encora Mexico will pay it 100% to guarantee she has access to full maternity leave days. By law it is stipulated that mothers have the right to 1 hour of daily breastfeeding up to a maximum of 6 months after the baby is born. That is, when the mother returns to work, she can take one hour out of her 8 hours workday, so that she can breastfeed her baby.

Paternity Leave Five paid days off from the birth of the baby. In addition to the five days of paternity leave, worker may extend the time by including the available vacation days, PTOs, and the month's holiday if desired.

Psychotherapy Support Encora Mexico will cover 100% of the cost of the first 12 sessions with our registered external psychotherapists. After the 12 sessions, Encora Mexico will pay 50% and Employees the other 50%. This applies for all people at Encora Mexico. In the event you need the service for grief support, all the sessions you may need will be covered 100% by Encora Mexico. In case of layoffs, all sessions you may need during the first two months after you leave the company will be covered 100% by Encora Mexico.

Funeral Leave In the event of the death of an immediate family member, employees may be granted a leave of one (1) or five (5) days (consecutive workdays) with pay. Immediate family members and equivalent paid leave days are defined as follows:

- Grandfather or grandmother - 1 day
- Father or mother - 5 days
- Father-in-law or mother-in-law - 1 day
- Stepfather or stepmother - 5 days
- Brother or sister - 5 days
- Stepbrother or stepsister - 5 days
- Husband or wife - 5 days
- Child or stepchild - 5 days

Working From Home and Work Schedule Flexibility Flexible work-from-home scheme. Flexibility to decide your work schedule with your teammates and clients. People are requested to stay always communicated with their team about their location and availability status.

Remote Work Benefits Encorians who are officially registered as Remote Workers, that is, working permanently from a location in Mexico where we currently don't have an office space available (Encora has offices in Mexico City, Hermosillo, Merida, San Luis Potosi and Chihuahua), will have access to the following benefits:

- A monthly fixed Remote Work Allowance of MXN 700 paid via payroll to cover expenses such as electricity and internet service. No receipts or proof of payment will be required.
- A desk that will be sent to their official home address after 3 months of start date.
- A chair that will be sent to their official home address after 3 months of start date.

Additional Benefits

- Unlimited Book Budget
- Training courses, certifications and open budget for on-demand online trainings
- Wellbeing program
- Customized work-schedule
- Pet friendly environment
- Cool swag
- Top of the line MacBook Pro
- No dress codes
- Snack station
- Online tools and subscriptions
- Team building week/events
- Gym
- Breakfast refill - Breakfast refill, snack stations and Gym are only available for the Chihuahua, Hermosillo and Mexico City offices at the moment

Question 15: What is Encora's leave policy?

Answer: Encora has a well-defined leave policy to cater to the needs of the employees' personal needs and requirements:

Leave Policy	
Leave Categories	Leave Details
Vacation	New employees are entitled to 12 days of paid vacation from day one of joining, until their work anniversary (cannot be carried over to the following cycle). In their second work anniversary, 2 more days are added for a total of 14, then 2 more days every year until year 5, and then 2 additional days every 5 years in accordance with Mexican Labor Law.
Sick Leave	IMSS disability payments are a benefit that all affiliated employees have. They apply when you suffer from any illness and require several days of rest indicated by your doctor.
Maternity leave	The mother must be registered with the IMSS for 30 weeks prior to the date on which the disability begins, which covers 42 calendar days prior to delivery (prenatal) and 42 calendar days after it (postnatal). If the mother does not have the total number of weeks necessary to reach the disability, Encora Mexico will pay it 100% to guarantee she has access to full maternity leave days.
Paternity leave	Five paid days off from the birth of the baby. In addition to the five days of paternity leave, worker may extend the time by including the available vacation days, PTOs, and the month's holiday if desired.
Holiday Calendar	We have 10 national holidays considered for Mexico. Every year, employees must choose between following the Mexican holiday calendar or the American one. All days are paid as part of the monthly payroll.

Question 16: What are the additional benefits I will receive to accept the employment agreement from Encora?

Answer: Encora offers Company-sponsored training and certifications for AWS, Azure, Snowflake, Appian, GCP, Data Bricks, and Sales Force.

Question 17: What are Encora's policies on work hours, remote work, and flexibility?

Answer: Our standard work schedule is 40 hours per week, with 8 hours per day. We use a time and attendance system to track worked hours. No overtime is contemplated.

Question 18: When will my salary be credited?

Answer: Salaries and meal/food allowance credits are paid every 15 days, usually on the 15th and 30th of every month.

Question 19: What is Encora's reward and recognition policy?

Answer: We have a recognition program for those who stand out through projects, initiatives, and work that go above and beyond. This recognition might include a financial reward and acknowledgement of the employee's contribution within the company.