

MENTORING PROGRAM IN PAYBACK

1. This document sets out the rules for participation in the PAYBACK Mentoring Program.
2. By introducing the Mentoring Program in the company, we want to support the employees' individual development and enhance the culture of mutual learning.
3. The Program will be **based on the standards of the European Mentoring and Coaching Council** (EMCC for short), which defines mentoring as:

"Mentoring is a learning-based relationship involving the sharing of skills, knowledge and experience between mentor and mentee through developmental conversations, discussion of experiences and role modeling. The relationship can involve many different contexts and is a two-way partnership for mutual learning in which differences are valued."

I. APPLICATION RULES

1. Participation in the program is open to PAYBACK employees who meet the following criteria:
 - a. **MENTOR**
 - wants to share his/her knowledge and experience to support others in their professional development,
 - is a member of People Managers group at PAYBACK for at least few years (minimum 2 years),
 - has experience in leadership roles and developing others,
 - applied to the Program and accepted its Regulations,
 - took part in Mentoring training to get prepared for the role of Mentor,
 - is self-motivated and ready to commit time to the mentoring process.
 - b. **MENTEE**
 - has defined development goals in an individual development plan,
 - mentoring program is part of his/her development plan,
 - applied to the Program and accepted its Regulations,
 - took part in kick-off workshop to get prepared for the role of Mentee,
 - is self-motivated and ready to commit time to his/her development process.
2. Applications to participate in the Program should be sent by the announced deadline to ilona.jablonska@payback.net, attaching the completed form:
 - **MENTOR** (attachment no. 1)
 - **MENTEE** (attachment no. 2)
3. Before sending the application and joining the Program, Mentor and Mentee candidates are required to **familiarize themselves with the content of these Regulations. Sending the application form is equal to accepting them.**

II. PARTICIPANT'S RESPONSIBILITIES

1. **MENTOR** is responsible for:

- Getting familiar with the mentee's form, goals, needs.
- Participating in training/meetings initiated for mentors.
- Keeping confidentiality regarding the process.
- Structure and conduct of the mentoring process.
- Completion of an evaluation questionnaire at the end of the mentoring process.

2. MENTEE is responsible for:

- Preparing the goals and expected outcomes of the program.
- Initiating the first contact with the mentor.
- Overseeing the frequency and continuity of meetings.
- Working between sessions, completing tasks agreed upon with the mentor.
- Completing the evaluation questionnaire.
- Keeping confidentiality regarding the process.

III. PROGRAM PRINCIPLES

1. The program is based on the understanding of mentoring according to EMCC and the EMCC Code of Ethics.
2. Mentors and Mentee selection for the Program will take place on the basis of submitted applications and an interview with the HR coordinator. **The selection of the couple is based the condition that there is no direct business relationship between the mentor and mentee.**
3. Joining meetings in a mentoring couple may begin after both parties finalized training to prepare for work in the mentoring process.
4. Each Mentor may support up to two Mentees at the same time.
5. **Contract will be concluded at the 1st session**, specifying the rules for the organization of meetings and cooperation during the process.
6. **Both parties are committed to full confidentiality** regarding the process, which is confirmed by the document attached to the Regulations (Annex No. 3). The signed document should be delivered to the program coordinator in the form of a scan/original document, after the first meeting between the mentor and mentee.
7. Participation in the program assumes a minimum of 6 mentoring sessions.
8. Mentor & Mentee on their own set the dates of meetings and their form (we recommend stationary meetings).
9. Each meeting should last between 45-120 minutes depending on the Contract concluded between the parties and current needs.
10. Mentors and mentees will be prepared for mentoring process during the workshops included in the program. Attendance at the workshops is obligatory.

11. Any questions or concerns about the process can be reported to the program coordinator on the company's side – ilona.jablonska@payback.net

IV. PROGRAM PROCESS

1. Scheduled stages of the Program:
 - Announcement of rules for participation in the Mentoring Program
 - Informational webinar for People Managers (mentor candidates)
 - Collection of Mentor applications
 - Training for Mentors
 - Information webinar for PAYBACK employees (candidates for Mentees)
 - Collection of Mentee applications
 - Matching mentoring pairs
 - Training for Mentees
 - Follow-up meetings, interviews, supervisions
 - Program run-through, completed with summary, conclusions.
2. All materials and information about the Program and the current schedule are available on Toolbox: [Loyalty Partner Toolbox: Mentoring](#)

APPENDIX 1 - APPLICATION FORM_ MENTOR

1. First and last name:
2. Job title:
3. My work experience:
4. My experience in developing others:
5. Areas in which I can provide support to the mentee (mark up to 5 areas):

Business area	
	Conflict management
	Change management
	Project management
	Innovation implementation
	Negotiation
Leadership area	
	Leadership competencies
	Building own position in the organization
	Building and motivating cross-functional teams
	Building effective relationships in an international environment
	Building a professional network
	Effective delegation and feedback
Interpersonal area	
	Development / improvement of soft skills
	Managing stress and emotions
	Work-life balance
	Communication and presentation skills development

Other	

6. In the mentoring work, it is important for me to...

- ☐ I declare that I have read the Terms and Conditions: "Mentoring Program in PAYBACK". By submitting the application form, I accept it.

APPENDIX 2 – APPLICATION FORM_MENTEE

1. First and last name:
2. Job title:
3. Department:
4. Short-term development goals (next 12 months):
5. Long-term development goals (next 3 years):
6. Areas in which you need mentor support (mark up to 5):

Business area	
	Conflict management
	Change management
	Project management
	Innovation implementation
	Negotiation
Leadership area	
	Leadership competencies
	Building own position in the organization
	Building and motivating cross-functional teams
	Building effective relationships in an international environment
	Building a professional network
	Effective delegation and feedback
Interpersonal area	
	Development / improvement of soft skills
	Managing stress and emotions
	Work-life balance
	Communication and presentation skills development
Other	

7. Please select up to two mentors with whom you want to work (*no direct business relationship is a condition*):

- ☐ I declare that I have read the Terms and Conditions: "Mentoring Program in PAYBACK". By submitting the application form, I accept it.

APPENDIX 3 – CONFIDENTIALITY AGREEMENT

Confidentiality Agreement

This confidentiality agreement is entered into between

_____ (Mentor)

i

_____ (Mentee).

We hereby agree that all information disclosed, discussed, and anything said as part of the mentoring relationship will remain confidential.

Date and Signature (Mentee)

Date and Signature (Mentor)