

HANDBOOK FOR NEW EMPLOYEES

PAYBACK



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WELCOME TO THE PAYBACK TEAM! 🤗

We are pleased to welcome you to our team. It's great that you're joining us!

We look forward to working together, in a good atmosphere, where you'll have the opportunity to carry out interesting projects, learn new things, and have time for integration and fun. 😊

Handbook was created, for new employees, to help them to enter into practical issues smoothly and quickly. Here you will find answers to the most frequently asked questions during the first days of work.

So here we go!

AT THE BEGINNING INFORMATION ABOUT PAYBACK POLAND

We are the largest multipartner Bonus Program in Poland – PAYBACK. We have been operating in Poland since 2009. We are part of the international American Express group. Points are actively collected by **8.4 million people**. We make it possible for them with plastic cards and a modern application. We reward consumers for additional fun shopping and experiences with different brands. We support our partners in achieving sales goals, building lasting relationships with their customers.

Our partners include large retail chains, service companies and the largest e-commerce platforms. Participants of our Program have at their disposal over **3,000 traditional shops** and **approximately 300 online stores** where they can collect points and use them in various ways:

- exchanging for purchases
- exchanging for prizes
- by converting to Miles & More miles
- donating Pajacyk to the feeding program for children



We accompany consumers all over the world. We have already been trusted by 83 million active users in 11 countries for example: Germany, Italy, Austria.

You can learn more about PAYBACK at the GET TO KNOW PAYBACK training course, included in your onboarding schedule.

Now we also encourage you to get acquainted with the [website for program participants](#).

OUR WHY!

PAYBACK exists to support partners in strengthening and deepening relationships with their customers.

We base our activities on [three values](#):

- **Collaboration** – we work in open, cross-functional teams to achieve common goals.
- **Execution** – we all create the culture of PAYBACK and build the success of the company, while taking care of the efficiency of our work.
- **Focus** – we put Partners and consumers first, focus on key decisions and execution.

WHAT DEPARTMENTS DO WE HAVE?

We have a lot of them, get to know them better.

PARTNER SUCCESS

This department is responsible for cooperation with stationary partners (such as BP, Kaufland, PSB Mrówka, dm, Maxi Zoo, CUK Ubezpieczenia, Al.Capone etc) and proposes activities that will develop their

business. In this department, our specialists perform tasks in many areas: sales, negotiations, planning and implementation of marketing communications.

DIGITAL BUSINESS

They support and cooperate with online partners and affiliate networks. They also take care of the most enjoyable part of the PAYBACK Program - the rewards - they are responsible for selecting the rewards offer, presenting the rewards on the PAYBACK.pl website, guaranteeing their availability and overseeing logistical processes.

MARKETING

They take care to PAYBACK Program brand becomes close to Polish consumers and accompanies them in their daily shopping. Together with our partners, with the cooperation of advertising agencies, media houses and market research institutes, it creates marketing communications online and offline.

CONTROLLING

They are the most important financial side of our organization. They provide insightful analysis, forecasts, and recommendations to support business initiatives and projects. They enjoy all kinds of analysis and take conceptual work as a break from numbers.

BUSINESS GROWTH

They do projects to develop the PAYBACK Program. Their goal is to maximize the benefits for new partners from working with the PAYBACK Program. They create strategies and activities for them to increase the effectiveness of their customer relationship management. In addition, they actively seek out new business development opportunities and independently initiate contacts with future partners.

OPERATIONS

They take care of and coordinate the processes on which all Program activities depend. They look at PAYBACK from a technical and logistical point of view. They make sure that everything always works well. The Operations department consists of several areas: managing the customer service desk, implementing marketing campaigns, producing cards, taking care of the quality of our contact database (Address Management).

IT & PRODUCT DEVELOPMENT

They are our technological alpha and omega - they collaborate and are responsible for technology integration with leading players in the market. They design and develop advanced systems and applications, take care of information security. They are also the technical support for us. In short, they make PAYBACK operate efficiently and modernly.

ANALYTICS

They process data and prepare advanced reports and statistics to help partners better know their customers and understand their behavior. They combine the knowledge gained from the data with partners' business experience then support the preparation of promotional campaigns and personalized communications to Program participants.

FINANCE

They oversee financial settlements and tax issues. This is the department you'll be contacting about clearing invoices, accounting for business expenses, setting up EPRs.

LEGAL

They make sure that all business processes comply with the letter of the law. They create personalized cooperation agreements with new partners. This department supports our partners, takes care of the personal data of our users and provides legal assistance for the whole PAYBACK.

ADMINISTRATION

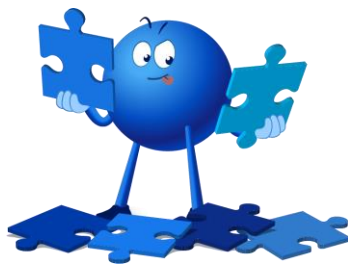
They take care of a comfortable work environment for the entire PAYBACK team. They make sure that the entire office, as well as each individual desk, is properly equipped and kept in perfect condition. They support each employee in daily work - they organize business trips, coordinate the circulation of correspondence, handle the reception desk and business meetings.

HR

They find and invite on board exceptional, passionate people who want to join us to develop the PAYBACK program together. They take care of employee development and support employees at every stage of employment. They manage employee processes, oversee internal communications, and provide career-building support.

Check out our structure: [Toolbox - Company Structure](#).

If you want to know who is responsible for which partner, what issues they deal with, etc. you see the [Skarbnica Wiedzy](#).



TIME FOR FREQUENTLY ASKED QUESTIONS....

1. WHAT IS A TOOLBOX?

It is a compendium of knowledge that is displayed as soon as you open your web browser. You will find their information from IT, HR, Legal, Administration or Finance.

Transparency and quick access to information are important to us, so on our Toolbox you will find all the rules, documents, instructions, i.e., what - where - how and when. Descriptions and information will help you get answers to your questions.

Consider Toolbox as the first point of contact in search of answers to your questions.

Welcome to the [Toolbox](#).

2. HOW DO WE WORK?

We currently work on a hybrid system - 2 days from the office, the other days home office. We start work between 8am and 10am.

If you plan to work from the office, remember to register your attendance before you come. You will do this in the calendar on [PB IT Services - Log In \(loyaltypartner.com\)](#) (the day before you plan to come).

Check: [how to complete the registration](#).

3. HOW DO I GET ACCESS TO THE OFFICE?

You have already received your individual office access card. Remember that the card is not transferable to others. If you have any problems with it, please contact Ewelina Smolińska in the Administration.

If you lose your office card (but we hope this situation will not happen 😊). You must immediately report to Ewelina Smolinskaya from the Administration. Losing the card and not finding it involves making a duplicate. This is a fee of PLN 50 (netto).

If you forget to take your card to the office, you have to go to the reception desk, which is located on the first floor of the building and ask to open the gates and order an elevator to the 8th floor. Then our receptionist will open the door for you. Our reception desk works from 9:00 am.

If you want to invite guests to our office, you send them an invitation along with a QR code that will open the gates for him at the elevator and show the letter of the elevator ordered. You send the invitation through the [Connected by Skanska](#) app (download from the Google Store). If you invite guests to the office, you remember to inform Kinga Krajewska, our receptionist.

Booking a conference room for a meeting is also in your hands [Toolbox - Calendars](#).

4. IS THERE PARKING FOR EMPLOYEES?

PAYBACK provides parking only for employees with company cars. Check: [Toolbox - generation Z building - parking](#).

Otherwise, if you arrive by car, you have to take care of the parking space yourself. There are a lot of parking close to the office, for example at Miedziana Street or Warsaw Spire.

There are public parking spaces for bicycles in our building. In the outdoor area (30 bicycle racks) and in our underground garage, on level -1 and -2 (103 spaces). Check: [Toolbox - generation Z building at a glance - bicycles](#).

5. HOW TO SETTLE BUSINESS EXPENSES?

All business expenses (paid by cash, private card or business Amex card) are settled through a dedicated process in the Neula system. Check: [Loyalty Partner Toolbox: NEULA \(MAKIGAMI\)](#)

Amex cards are issued to Department Directors. Other Employees get to use the card if the specifics of their assigned tasks require it, but each time this requires a decision by the Board of Directors.

Employees are obliged ([policy on the use of Amex cards](#)) to repay the Amex Card on their own within the applicable timeframe, then present documents to settle expenses using a dedicated process in the Neula system.

6. CAN I ORDER A PACKAGE/COURIER FOR WORK?

Sure. If it is a prepaid package, there is no problem for our reception to pick it up. If the package is not prepaid, payment must be made when picking up the package at the reception desk or leave money at the reception desk.

All parcels from the reception should be picked up immediately [Toolbox - Recepcja & Co.](#)

7. WHERE TO GO FOR LUNCH AND MORE?

The "Pan Ślimak" with sandwiches, salads and lunches appears every day at 10 o'clock on the reception desk.

There are also many restaurants and stores close to the office, for example:

- Street restaurants is on the first floor of our office (they have a [lunch offer](#)) there is also Green Caffè Nero.
- Subway entrance: Thai Wok, Makarun, The Salad Story, McDonald, Rossman, Biedronka.
- Nearby: Żabka

Check: [Toolbox – Generation Z bulding at a glance – facilities](#).

8. WHAT IS THIS ABBREVIATION?

CCC? CNL? EPR? Do you often see or hear these or other abbreviations, but don't know what they mean?

We have a solution for that: a list of used PAYBACK abbreviations - [Toolbox - Shortcuts from A to Z](#).

9. WHAT IS MICROSOFT TEAMS?

This is our internal company communicator. In the application you can make calls or video calls, or chat with other employees.

Microsoft Teams everyone has on their computer. You can also install the app on your work phone, you can find instructions on [helpdesk – iOS](#) or [helpdesk – Android](#).

You will get invitations to departmental chats on Teams. We especially recommend the group "PAYBACK POLAND" there are all employees. We use the group for quick communication or invitations to company events. Your supervisor will add you to the groups.

10. ENOVA, SELF SERVICE, NEULA.... THAT IS, OUR SYSTEMS - WHAT IS IT ABOUT AND WHERE TO LOOK FOR THEM?

There are many systems in our company. We know very well that it's hard to remember them all, especially at the start of work. That's why everything is written down in one place. On file is information on what systems we have and how to use them → [Toolbox – Systems](#).

11. WHAT IS P2E?

P2E is an incentive program for PAYBACK employees. You can get points for accomplished monthly goals or on various occasions such as birthdays, work anniversaries, etc.

Points are added to your account in P2E system. You can transfer them to your PAYBACK card or pay for multisport cards or training courses with them.

Check: [Toolbox - P2E motivation system](#).

12. BREAKDOWN, THEFT OR LOSS OF EQUIPMENT?

We do not wish anyone, however, if this happens:

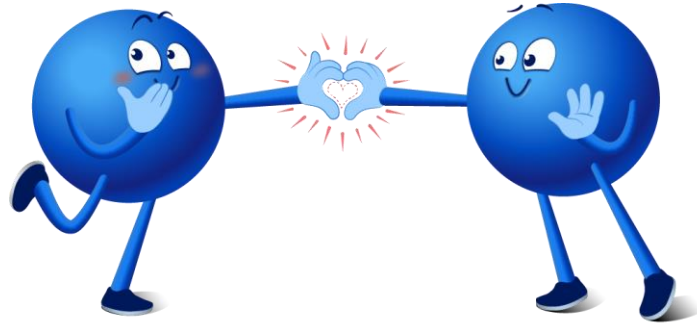
- In case of a breakdown, please report the problem on the [helpdesk](#) portal.
- In case of loss of equipment, immediately report the incident to IT Team (Rafał Kubaj, Jacek Dziemian).
- In case of theft, do the same as in the case of loss. In addition, you will need documentation of the situation, for example, a copy of the police report in the case of theft.

13. HELP! WHO SHOULD YOU ASK?

Here you will find tips on who in the team you can turn to with typical problems.

What is the problem?	Who will help me?	
	first	second
My access / password / applications are not working.	helpdesk	Rafał Kubaj, Jacek Dziemian
I have a damaged or stolen laptop.	Rafał Kubaj, Jacek Dziemian	Helpdesk
I don't have the necessary tool / application installed.	Use the Software Center (zainstalowanej na laptopie)	Rafał Kubaj, Jacek Dziemian
I have an unplanned vacation at work.	Manager	hr@payback.net
I have a problem with my access card.	Kinga Krajewska	Ewelina Smolińska
I have a problem with P2E / medical package / Perbit or other system.	Instruction and contact here	-
I have a question about benefits.	Check: Loyalty Partner Toolbox: Benefits	hr@payback.net

Remember the [Skarbnicy Wiedzy](#), which will show you who is dealing with a particular issue/partner/process.



WE WISH YOU EVERY SUCCESS AND A LOT OF FUN!!!