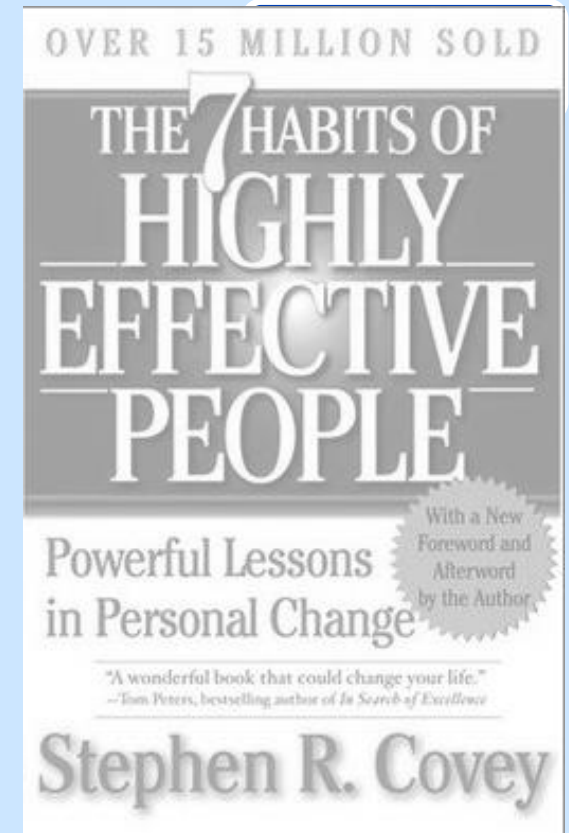
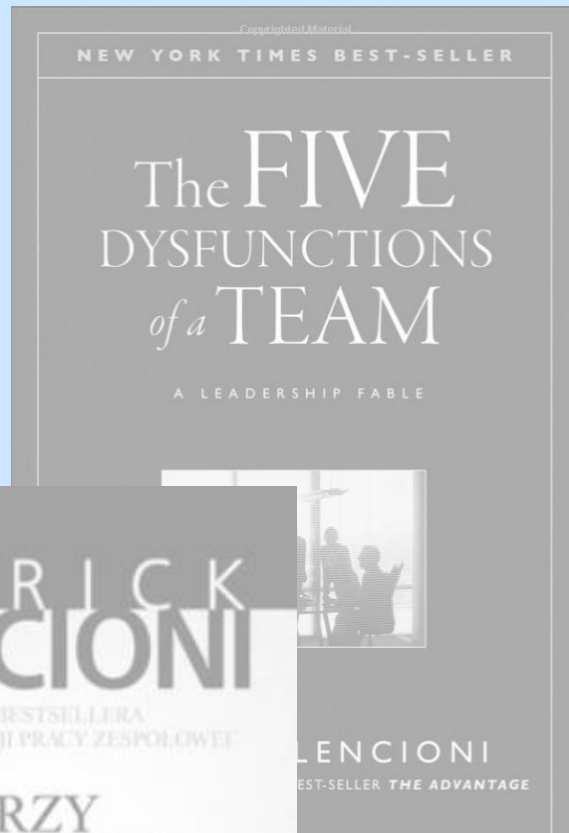
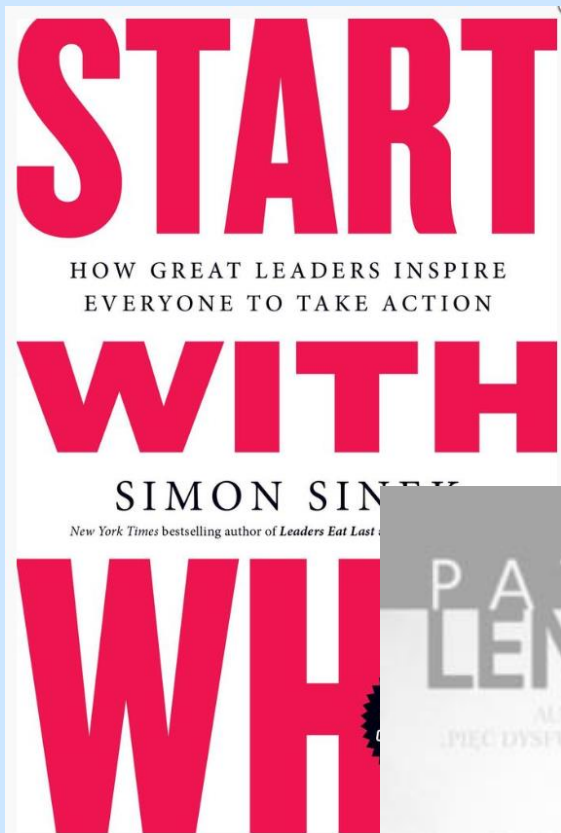


Welcome to PAYBACK

2024



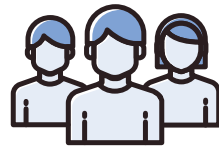


A background image of a young child with blonde hair, seen from the side, playing with wooden blocks and sticks on a grassy surface. The entire image is overlaid with a semi-transparent blue filter.

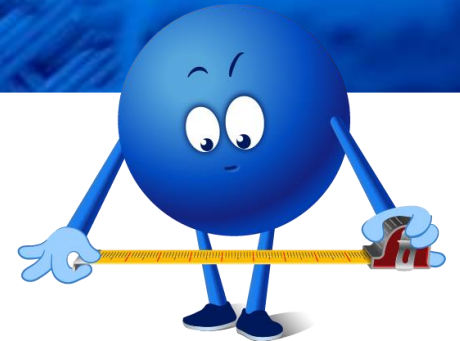
PAYBACK exists to...

**SUPPORT PARTNERS' SUCCESS
BY DEEPENING RELATIONSHIPS WITH THEIR
CUSTOMERS**

PAYBACK exists to...
SUPPORT PARTNERS' SUCCESS
BY DEEPENING RELATIONSHIPS WITH THEIR CUSTOMERS



COLLABORATION

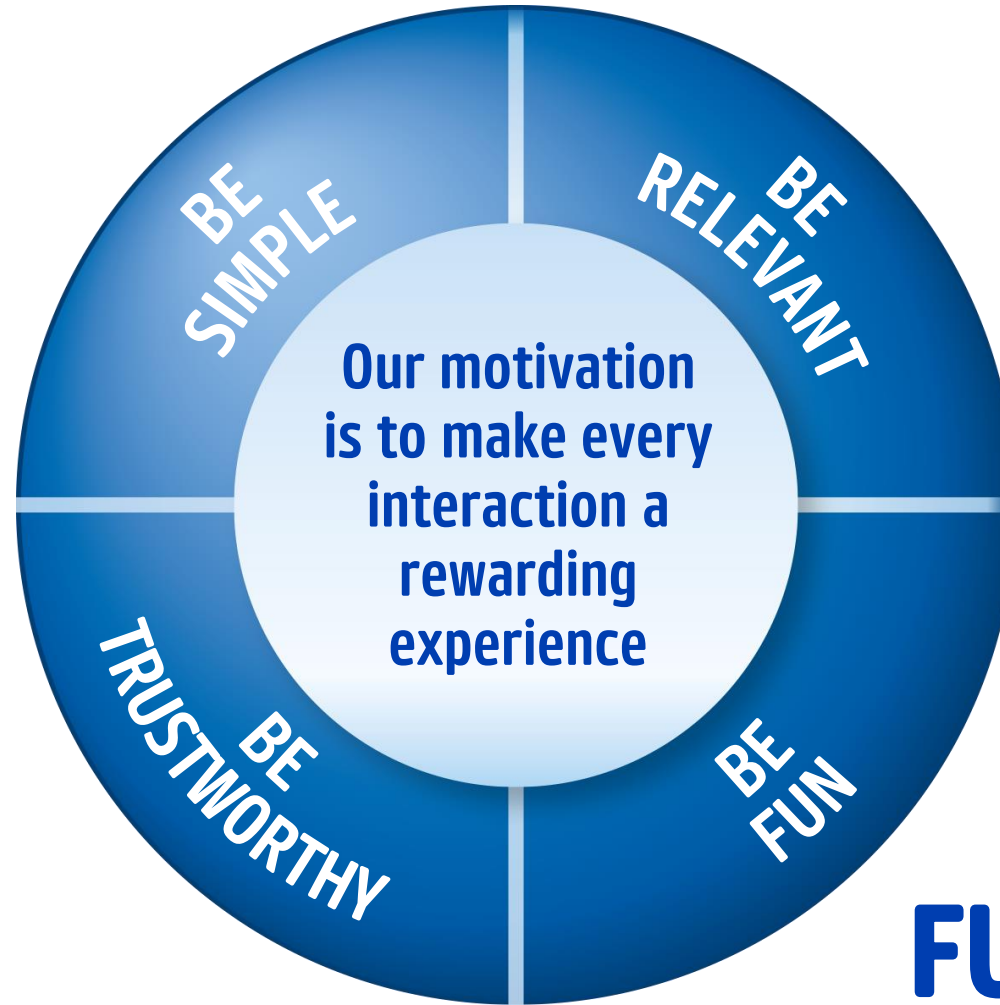


 **EXECUTION**

There are 4 values in PAYBACK Germany

SIMPLE!

RELEVANT!



FUN!

TRUSTWORTHY!

What does LPS stand for in the future?



We are a strong community with everyone fulfilling their function in a way that is exemplary.



Role Model

What else does this imply?

Presence
Transparency
Reliability

We treat each other respectfully and fairly and treat our colleagues, partners and customers the way we want to be treated ourselves.



Appreciation

Team spirit
Loyalty
Cooperation

We convince based on high quality and contribute to the company's success through expertise, experience and continuous development.



Competency

Entitlement to quality
Professionalism
Innovation

We keep our promises and stand by our decisions.



Responsibility

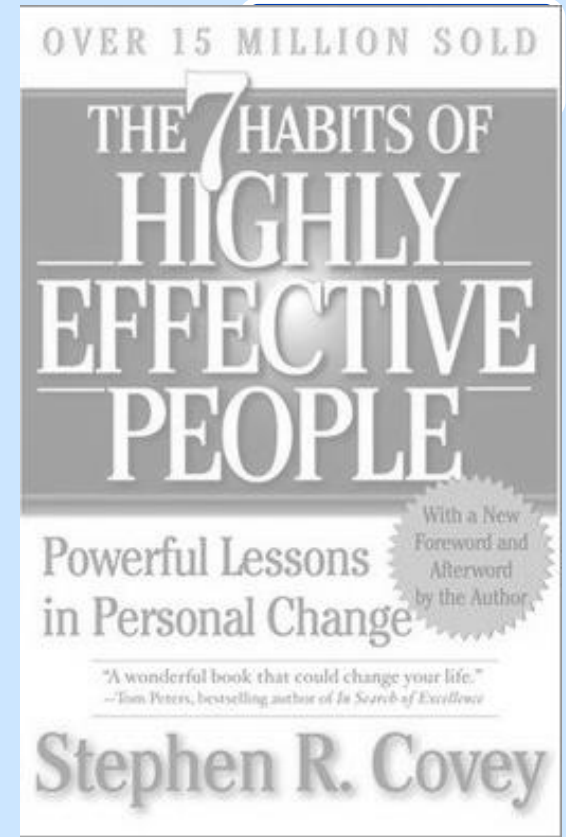
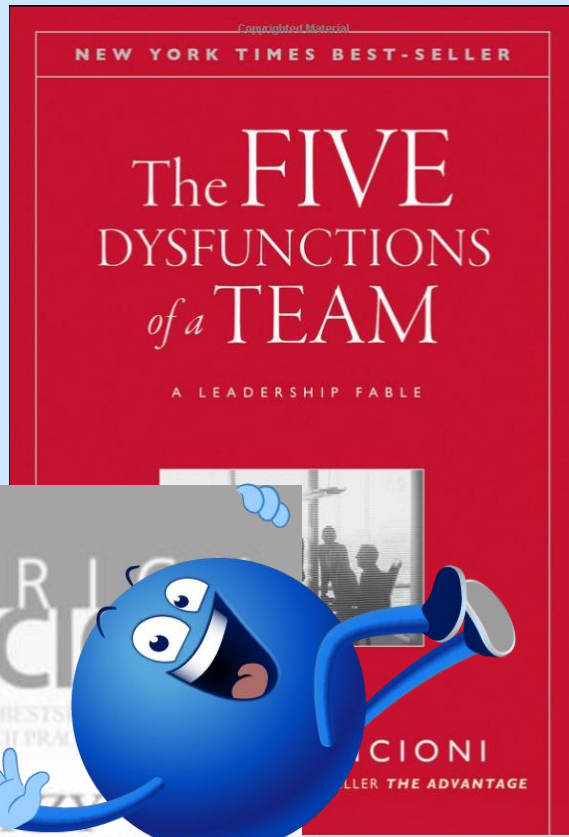
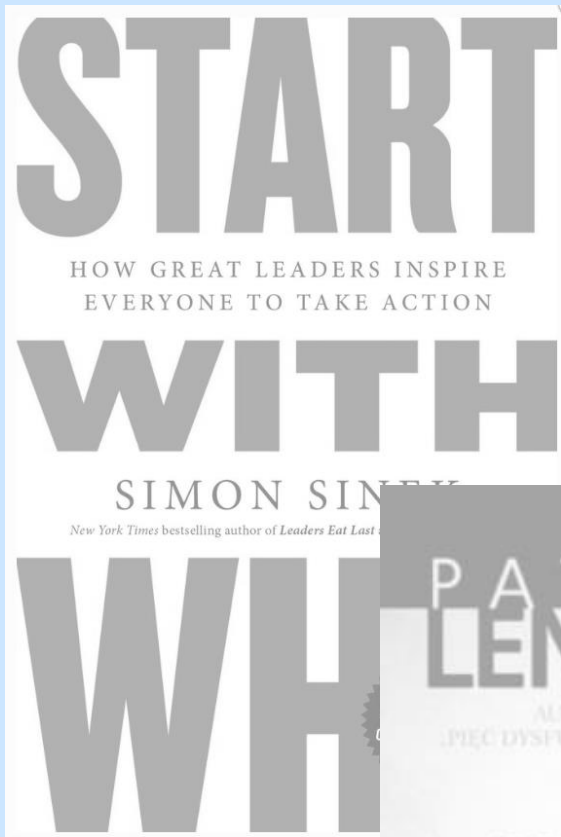
Individual
responsibility

We act results-driven and thereby increase our customers' success as well as our own effectively.

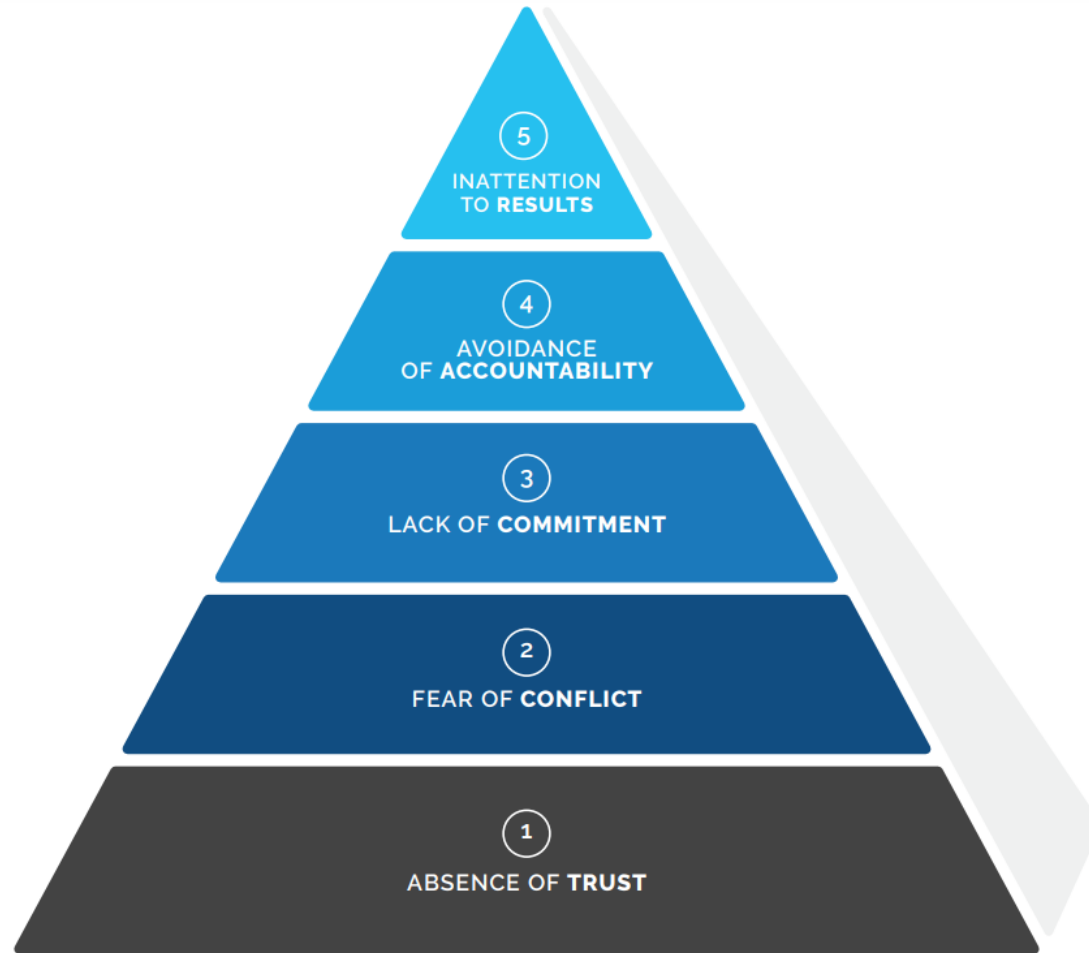


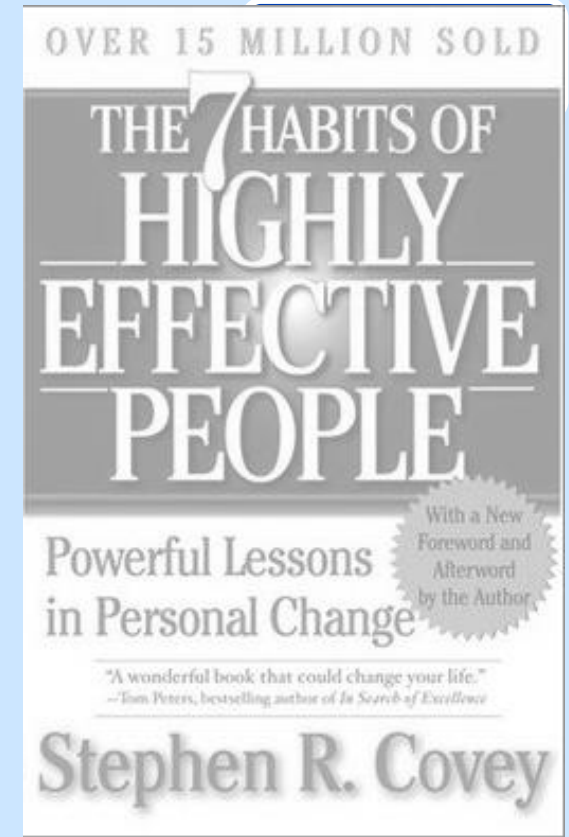
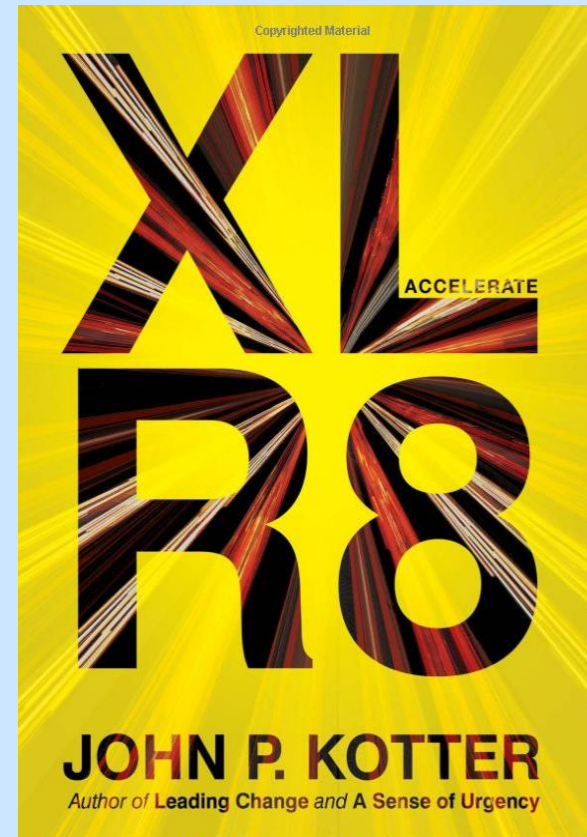
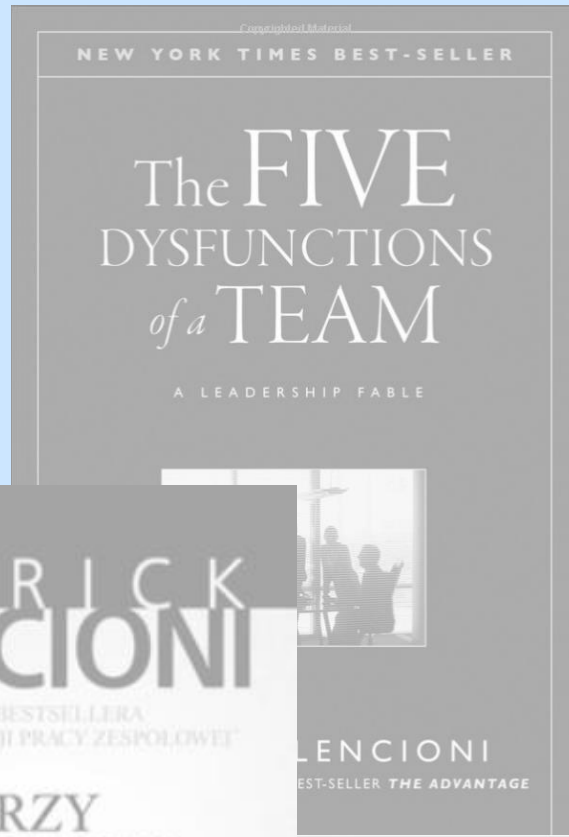
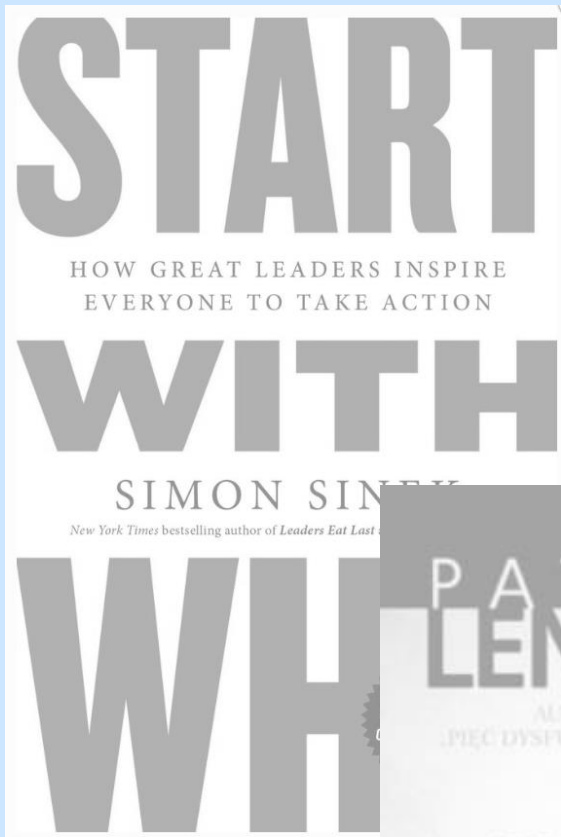
Efficiency

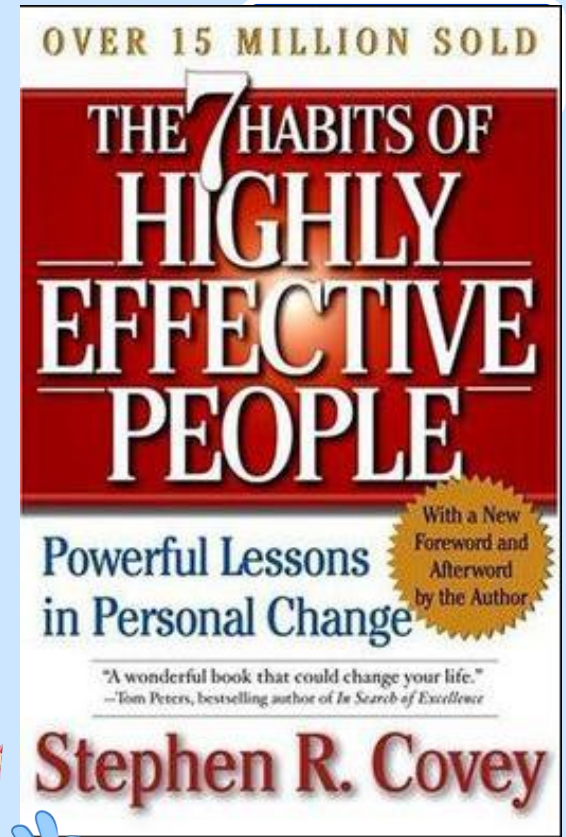
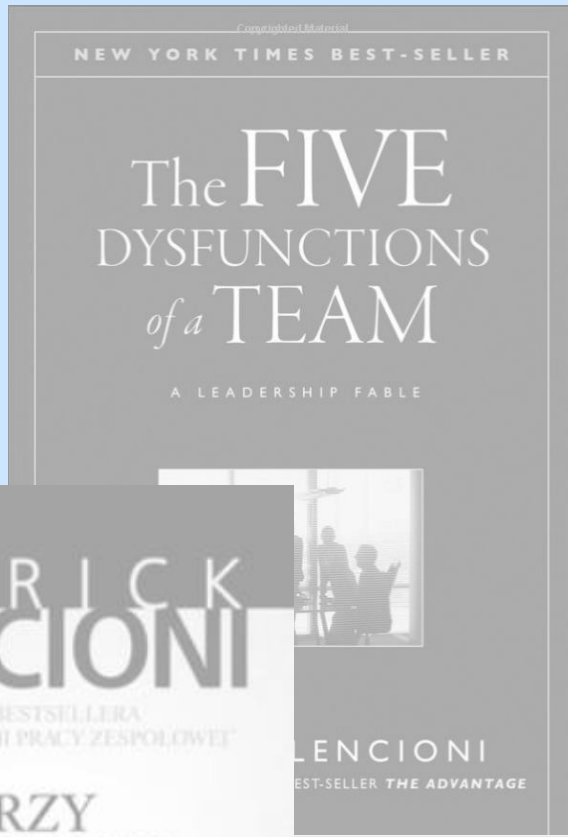
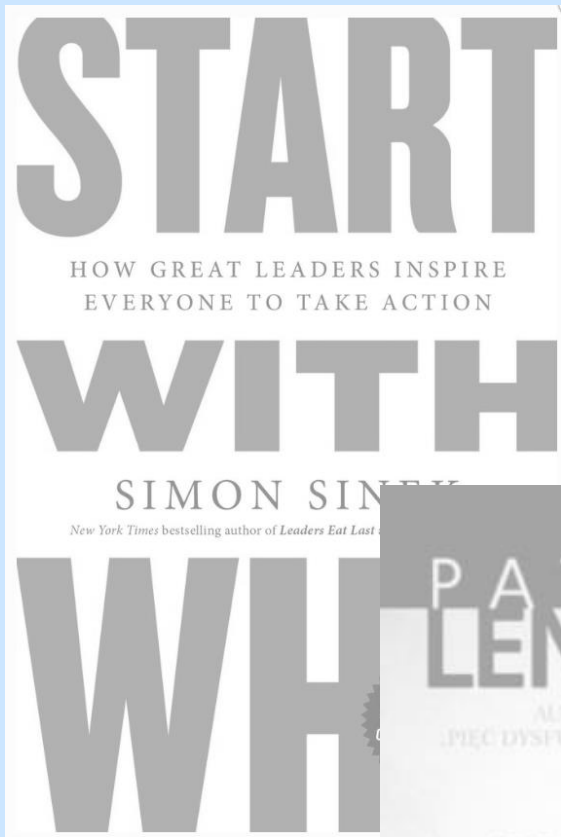
Economical actions
Visionary strategy

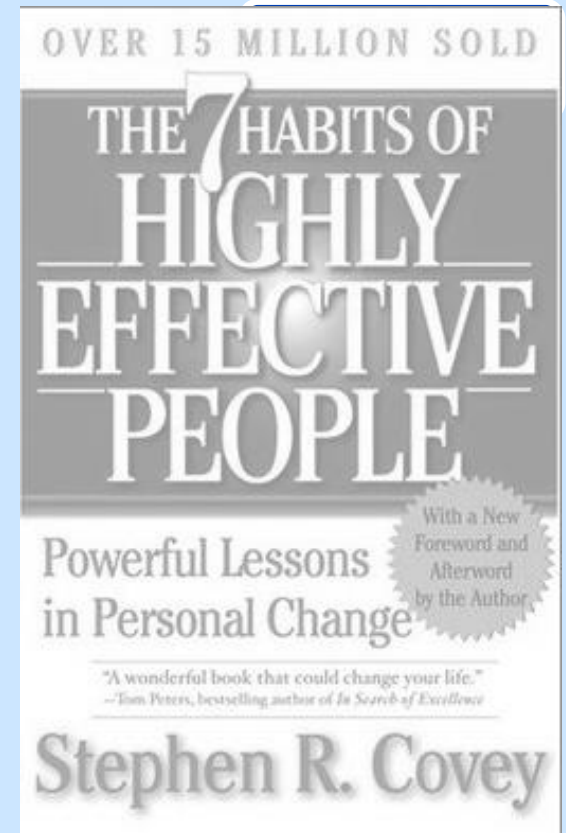
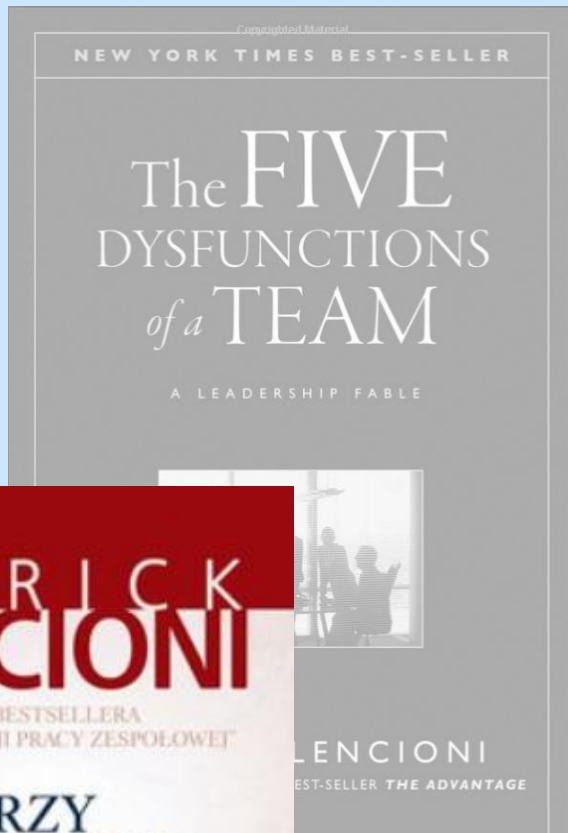
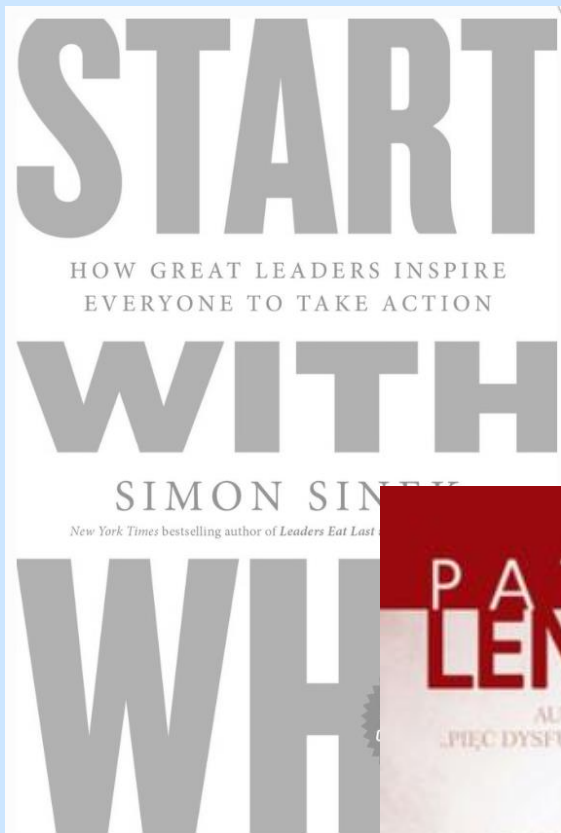


The effective teams put most efforts on building trust and relations

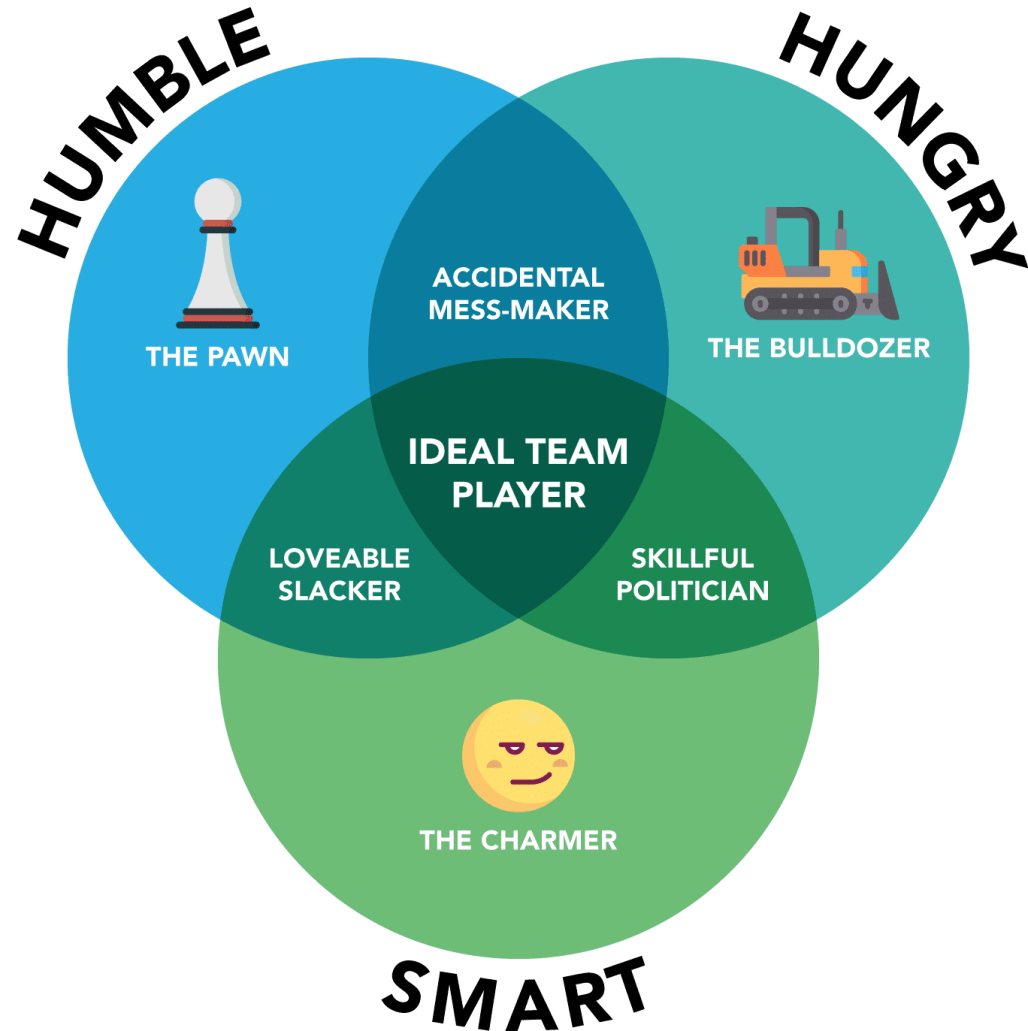








How do we know that we are Ideal Team Players?





PAYBACK organization



Customers collect PAYBACK °points in **10 countries** worldwide



Germany
Poland
Italy
Austria

Hungary
Croatia
Slovenia
Slovakia
Czech Republic
Bosnia & Herzegovina

 multipartner
 monopartner

**5.6 m
active
PAYBACK
members**

**80 m
PAYBACK
Transactions**

**13 bn PLN
incentivized
Sales**

**6 offline +
more than 350
online Partners**

**1,600
Partner POS**

**7 m
Coupons
redeemed**

**2.2 m
PAYBACK
APP users***

**Warsaw HUB
~ 200 people**

Main PAYBACK PL Program KPIs of last 12 months as of November 2023



PAYBACK in Poland celebrates 14 anniversary in 2023



Start date **16 September 2009**

Location **Warsaw**

Board **Marcin Pilarski**

Part of American Express **from 2011 r**



Organizational structure in Poland – 3 main pillars

PAYBACK 

Polish market

Partner Success

Digital

Marketing

Analytics

Operations

Growth

International teams

Tech

Data

LPS

Creative House

Supporting Functions

HR

Admin

Legal

Controlling

Finance



Alina Młynarz – Recruitment Specialist

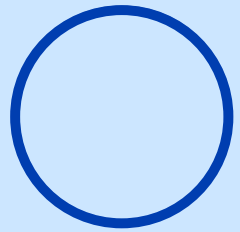
Ilona Jabłońska – Senior HR Business Partner

Anna Muszyńska-Jurków – HR Director

Iwona Jeznach – HR Specialist

Joanna Wojczuk-Jelonek – HR Business Partner/HUB





HR Processes Overview



Onboarding to PAYBACK program is considered as number 1 proces to quickly integrate with our team



Getting to
know
PAYBACK

Handing
over tools

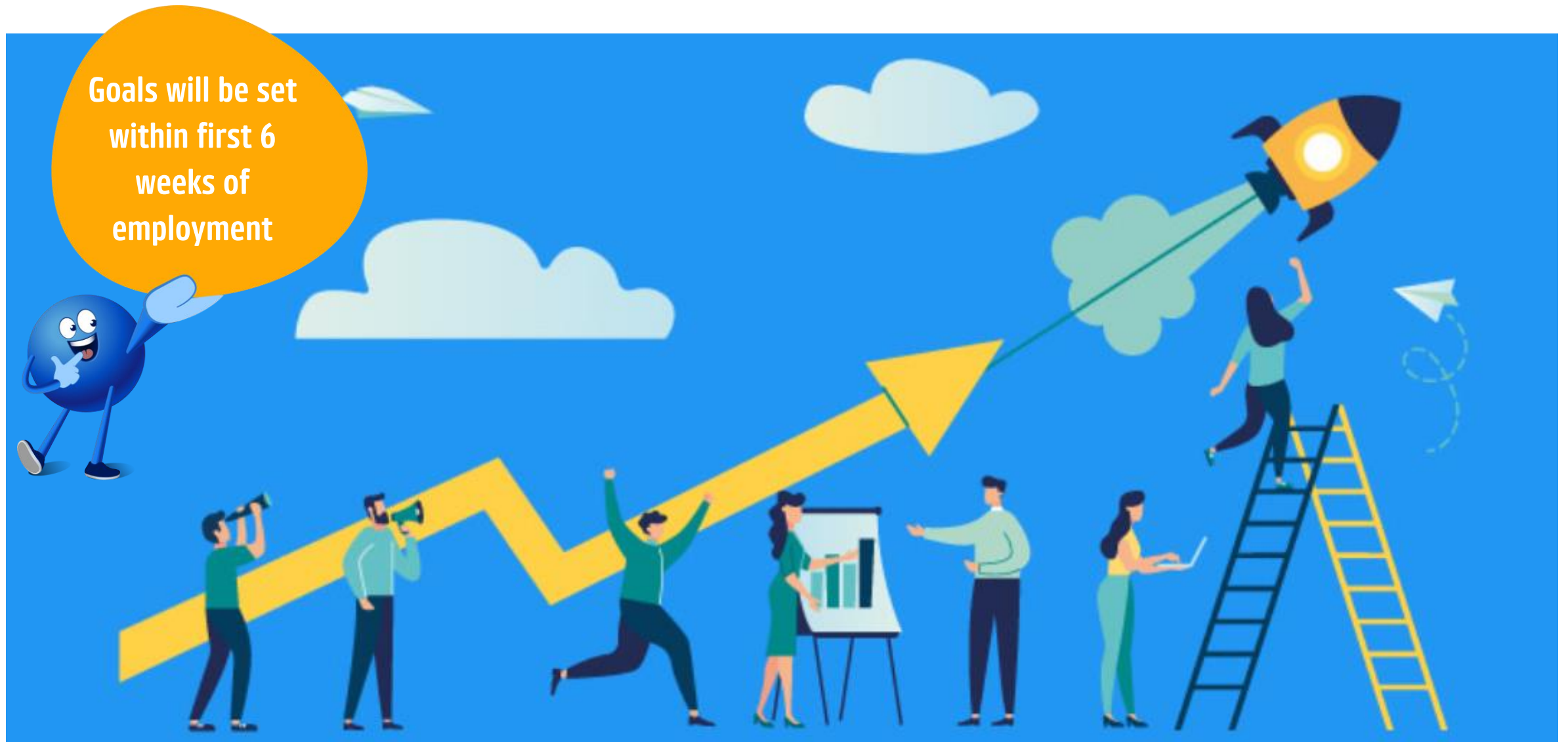
Getting to
know the
team

Onboarding
in the role

Regular
feedback

Summary of
trial period

Process no 2: Performance Review: goals setting, regular feedback, assessment



Individual Development Model in PAYBACK - 70/20/10 Process no 3 your task after trial period



PAYBACK

70%

On the job

- Undertaking tasks beyond the scope of responsibilities
- Participation in the so-called temporary assignments
- Onboarding new people
- Give a presentation
- Sharing knowledge – being a subject matter expert
- Representing your team in the company forum
- Participating in projects/running projects

20%

From others

- Feedback from the supervisor – regular 1:1
- Feedback from colleagues
- Participation in the mentoring process as a mentor
- Participation in the mentoring process as a mentee
- Job shadow
- Networking
- Being a participant in internal/external communities

10%

Training

- External training
- Specialized/dedicated training
- Conferences/Workshops
- E-learning
- Books, articles



PAYBACK Academy consists of 6 trainings dedicated to all new commers

1. **Tell me why?** (vision, goals, strategy, aspirations and plans short/long-term, sales process) – Marcin Pilarski
2. **Matrix (Online)** (Affiliation, OOP/SEMI, Rewards Shop) – Robert Olędzki
3. **Civil partnerships in theory and practice** (Partners, their expectations, method of service, Contact Strategy, segmentation) – Tomek Głos
4. **Neverending story** (Brand PAYBACK, Marketing Products) – Katarzyna Grzywaczewska
5. **Minority report** (what data does PAYBACK collect?, measurement of the marketing effect and the PAYBACK effect, precise targeting of offers, customer segmentation, contact strategy) – Rafał Latkowski
6. **How does PAYBACK makes business** – Dawid Pyzowski

Understand PAYBACK
program & business



Other important topics for a good start

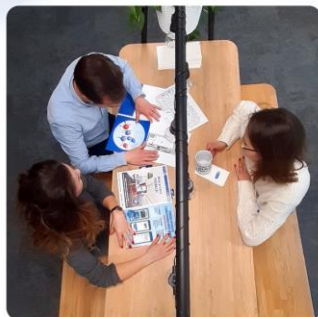
- Hybrid work model
- E-mail distribution lists
- Regular team meetings
- Town Hall – once a month
- Mystery Coffee 😊



You can find info about life in PAYBACK in social media

Zapunktuj karierą w PAYBACK!

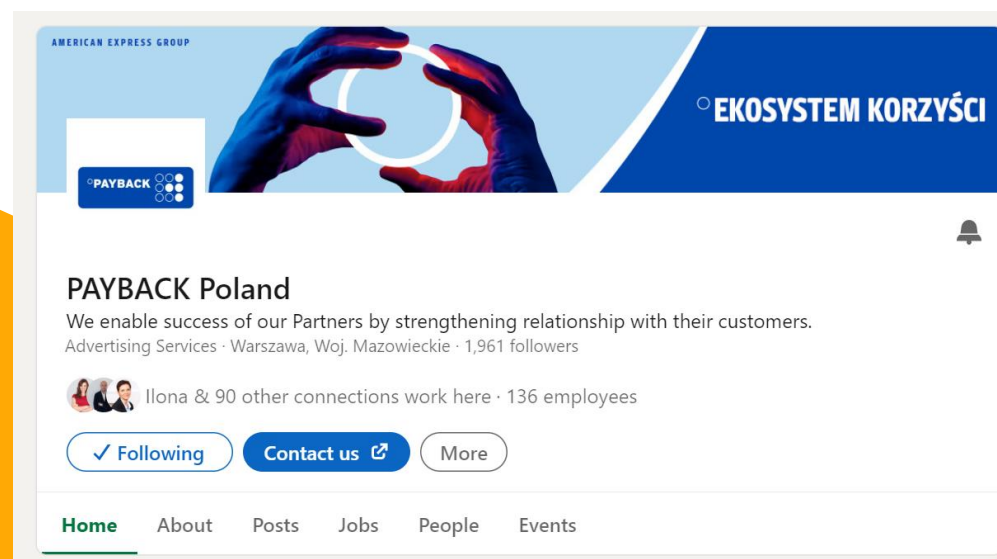
Jesteśmy największym multipartnerskim programem lojalnościowym w Polsce. Budujemy przewagę konkurencyjną naszych partnerów na rynku i przyczyniamy się do ich sukcesów sprzedażowych. Podziel się z nami swoją wiedzą i doświadczeniem. Czekamy na Ciebie!



www.kariera.payback.pl

Please visit:

- PAYBACK Career site
- PAYBACK LinkedIn profile
- Instagram



<https://www.linkedin.com/company/payback-poland/>

← Posty

paybackpl_tu_sie_nagradza



Lubi to **daniel.lalik.3** i inni
paybackpl_tu_sie_nagradza Piąta rocznica pracy w PAYBACK to fantastyczny czas na świętowanie. Nasi jubilaci dostają z tej okazji PERSONALIZOWANEGO PUNKCIAKA 😊 Właśnie tyle lat jest z nami w PAYBACK Monika – nasz wulkan energii, gejzer zaangażowania, dobry duch PAYBACK i niezawodna koleżanka! 🍕🔥

Thanks

SEE YOU

