HUMAN PROJECT
IMPLEMENTATION IN CABP
56% working age population (WAP)

75% millennials

38,4 MLN Poland's inhabitants
7 years average seniority

16% / 84% manager / non-manager

36 average age

2% baby boomers

60% millennials

42% TOP EXECUTIVE MANAGER

47% TOP MANAGEMENT

14% BOARD

70% TOTAL

12 FTE

66 FTE

7 FTE

4118 FTE

58% 53% 86% 30%
5.4% unemployment rate

7.7% annual salary dynamics YtY

48,420 job offers

14,145 EUR average annual gross salary

24% turnover in banking

6.3% EU

2.2% Czech

3.8% Poland

8.6% France

* EUROSTAT May '19
Unemployment rate: 1.8%
Annual salary dynamics YtY: 7.7%
Job offers: 3429
Annual average gross salary: 15284 EUR
Average annual gross salary: 14145 EUR
Unemployment rate*: 6.3% EU, 2.2% Czech, 3.8% Poland, 8.6% France
Turnover in banking: 24%

5.4% unemployment rate

7.7% annual salary dynamics YoY

14,145 EUR average annual gross salary

48,420 job offers

24% turnover in banking

1,8% unemployment rate

3,429 job offers

15,284 EUR annual average gross salary

26% turnover
5.4% unemployment rate

7.7% annual salary dynamics YtY

14,145 EUR average annual gross salary

24% turnover in banking

7,778

3,429 job offers

1,8% unemployment rate

26% turnover

15,284 EUR annual average gross salary

21.71% turnover

5.2% annual salary dynamics YtY
DREAM BRANCH

PERFECT EMPLOYER

57% STABILITY OF EMPLOYMENT

50% WORK-LIFE BALANCE

44% PROFESSIONAL DEVELOPMENT

77% SALARY AND BENEFITS

52% FRIENDLY ATMOSPHERE AT WORK

Ranstad Employer Brand Research 2018

HRC Institute

Santander leader in banking sector

Volvo social conditions

Capgemini technology & innovation, cooperation with top global institutions

AmRest international career

Accenture inclusion & digital approach

Raport Employer Branding in Poland 2018| HRC Institute
customer experience = employee experience

EXCELLENCE IN EMPLOYEES RELATIONS

WORKING EVERY DAY IN THE INTEREST OF OUR EMPLOYEES

Reinforce individual accountability

Develop autonomy to underpin a relationship based on trust

Leaders to promote group strategy and culture & enhance delegation

Simpler organization and procedures

A Group deal to forge a greater sense of trust

A diversity on a par with that of our customers

Commitment to society

Empower employees for empowered teams

Empower employees
- empower Middle Managers for accountability
- combining individual expertise and facilitating power of Middle Managers
- new work spaces for a more cross-cutting and agile approach
- fostering and strengthening effectiveness
- promote Group values and share best practice
- improving PRIDE and belongingness factor by career perspective
- increase employee know-how and exchange of cross-functional mindset
- measurement to focus on improvement and permanent reference to target for Managers
- facilitating engagement of Employee
- supporting concept of Work-Life-Balance
- regular update on results
- reflection on individual and teams contribution
- #ijatoszanuję
Principles

#Ownership

"Be the change you want to see."  
~ Mahatma Gandhi

#Partnership

"If you want to go fast, go alone. If you want to go far, go together."  
~ African proverb

#Participation

"No involvement means no commitment - no exception."  
~ Laurie Buchanan
15% of all CABP employees

2000 employees managed

10 years average seniority

39 years average age

70% internal promoted

10 years average seniority
Those managers:

- Are accountable on Engagement & Recommendation Index
- Are deciding within a clear delegation framework
- Get additional customer-facing time
- Are trained in both behavioral and digital skills

Transformations:

- Transform management for greater accountability
- Transform organization for maximum responsiveness
- Show loyalty towards employees to ensure mutual commitment
Proud of our cooperative and mutualist identity

Connect

best people

to: values

to: attitudes

achievers

with: Group entities

to: customer excellence

DIALOGUE with employees
powerON

1st place
Employee Branding Excellence Award 2019

1400 active participants
600 followers

4% increase in ERI category

1200 participants of CA Explorers Club
#space for new opportunities

Regeneration

Integrity

Digitalization

Eco work styles

Cooperation & partnership

Lean & Agility

Technology
Communication
keeping pace of change

- Videos monthly
- TMT regular meetings
- Newsletter to all monthly
- Posters monthly
- Articles monthly
- Events monthly
Leverage best practices

62 internal experts

9 editions

Transfer of:
- Know-how
- Experience
- Attitudes
- Cascade of meaning

Employee to employee

~ 5,000 participants

No limits
Take action
Share accountability

~ 4,500 training hours

3 awards
„Responsible business in Poland“
ERI 2018
Engagement & Recommendation Index

65% CABP
68% BPI Entities
71% Group

83% CABP
70% BPI Entities
70% Group
ERIPuls results

- 90% Understand Work to Goal
- 86% Understand Strategy
- 84% Share Ambitions & Goals
- 82% Do More to Success
- 80% Pride
- 77% Cooperation
- 64% Balance
- 63% Resources
- 59% Personal Fullfilment
- 57% Tools
- 57% Recommend
- 56% No Obstacles
Power of feedback
Everyday empowerment
Sense of belongings to CA
My contribution to strategy

13% increase in ERI Pulse category
Additional way to communication
More than 100 teams in photobooth
Tools for managers to appreciate employees

48 branches were appreciated
Challenges

- Attract and retain Employee in impulsive Dynamic Market
- Promote and leverage on our uniqueness
- Permanent upgrade of competencies while in transition
- Cascade meaning and bond with the brand

- Decrease turnover
- Retain specialists
- Strengthen career opportunity within Group
- Great place to work award
- Competitive social benefits offer
CARE
ZALEŻY NAM
To incarnate our Human-centric Project and develop the responsibility of everyone to collectively manage the excellence in customers relations.

- Accountability
- Initiative
- Discernment
- Autonomy
- Confidence
Thank YOU for attention