

#### From learning to growing:

# empower your frontline team for real impact









#### When your frontline grows, everything grows

Frontline employees are the foundation of your success. Their growth leads to better performance, happier customers and more efficient workflows. But what happens when high turnover, absenteeism or mistakes get in the way? TinQwise offers learning solutions that truly make an impact: employees grow, engagement increases, and your organisation excels.

#### From engaged employees to outstanding performance

Our learning programmes give new colleagues a flying start and help them feel at home from day one. Experienced employees? They keep growing too. The result? Lower turnover, higher engagement, and sustainable employability

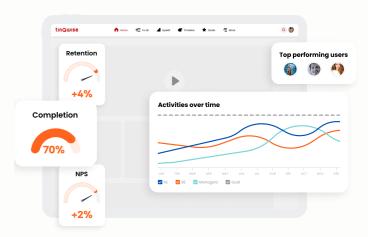
And if employees grow in their skills, they stay at work longer and more sustainably.

Fewer mistakes, fewer incidents and more impact.

When your team knows what's needed, they make the right choices from the start—fewer mistakes, fewer incidents, more impact. That's how you build an efficient organisation that delights customers and drives revenue. BLOS, PVH, and Hunkemöller have already experienced the difference. Engaged employees, top performance—that's what it's all about!

#### Data that counts: insight for better results

Whether it's about increasing revenue or boosting customer satisfaction, our learning programmes strengthen your key KPIs. With smart tools for automation and reporting, you'll always have a clear view of progress.



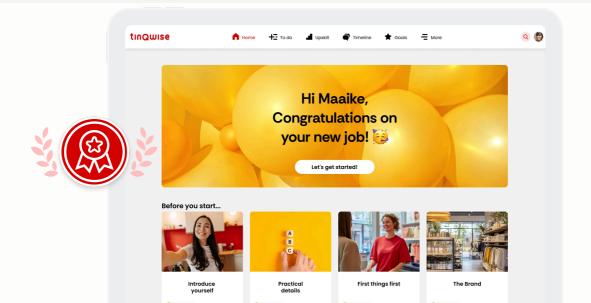
#### Why TinQwise?



We believe successful organisations are built on two pillars: retaining and developing talent and exceeding customer expectations. Efficient processes without errors, and a team that gets it right the first time—that's operational excellence.

Our ready-to-use training solutions equip your organisation to perform better every day. No complex theories, just practical learning solutions that work. Leading service providers like QuaRijn and Careyn, and Total Energies are already seeing the results. Ready to grow? Together, we'll build a culture of operational excellence and engaged employees.

#### Together, we build a culture of operational excellence and committed employees.



#### **HKM Academy**

#### Working together on committed employees and top service

### The HKM Academy: learning that motivates and connects

The HKM Academy makes learning fun, personal and always accessible. The mobile platform, inspired by the design of Netflix, combines ease of use with an attractive look & feel. Employees follow short, playful modules that fit perfectly into their daily routine. This makes learning something to look forward to. The result? Engaged employees, less absenteeism and a motivated team that makes a difference every day.



"At Hunkemöller, learning feels tailor-made. Designed to support and focused on success.."





#### Tailor-made for every role

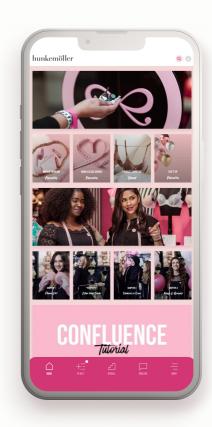
At Hunkemöller, they know that every employee is unique. That's why the HKM Academy offers tailor-made learning solutions for every position, from shop employees to managers. Whether it's customer interaction, product knowledge or leadership, the modules match exactly what employees need. This boosts their self-confidence and helps them excel in their work.

#### A flying start with lasting impact

The launch of the HKM Academy was a great success. More than 30,000 training courses were completed in just a few weeks. New employees got off to a strong start: 88% completed the programme within 20 days and 89% learned directly via their smartphone. A learning platform that really makes a difference. For now and for the long term.

## Impact rewarded: Two times gold for the HKM Academy

The HKM Academy did not go unnoticed. At the Learning Technology Awards, Hunkemöller and TinQwise won two gold awards: 'Best use of blended learning – international' and 'Best use of mobile learning'. The judges praised mobile learning as 'very well executed' and an example of how to get the most out of mobile learning. A wonderful recognition for a platform with impact!



#### **PVH Play**

# Transform retail skills and increase sales with targeted learning

#### Skills that work, sales that grow

With PVH Play, sales teams develop exactly the skills they need: empathy, product knowledge and sales techniques.

In interactive modules, employees learn how to approach customers personally and effortlessly guide them to valuable purchases. The result? Satisfied customers, a higher average purchase value and a measurable boost in turnover.



"PVH Play challenges you to play with your development."



#### More impact in the workplace

With PVH Play, human connections take centre stage. Training in empathy and unconscious bias gives employees the tools to create inclusive, positive customer experiences. The result?

Stronger teams and top-quality service at every touchpoint.

#### Learning by doing

PVH Play brings learning to life. Employees practise their skills in realistic scenarios, where they can experiment and grow without risk. **This not only makes them more confident, but also reduces mistakes in practice.** This is how you ensure better performance and customers who love to come back.

#### PVH Play: Impact you feel in the workplace

Since the introduction of PVH Play in early 2023, the results have been impressive. A survey shows that as many as **98%** of users are satisfied with the platform. Of these, **67%** rate it as 'good' or even 'great'.

And that's not all. 87% of users indicate that learning through PLAY has a greater impact on their daily work than previous learning solutions. PVH Play proves that targeted learning, combined with inspiring content, is a real gamechanger. Not only in the workplace, but also on employee engagement.



#### **BLOX**

# One strong culture for connection, high retention and quality care

### Unleashing the BLOS vibe among 2,300 employees

With the BLOX platform, BLOS brings employees from 300 locations together in a shared learning environment. Here, they feel at home within one strong organisational culture. Through shared learning experiences, both team spirit and loyalty grow. As a result, employees not only feel connected to their colleagues, but also to BLOS' mission.



"With BLOX, we bring all the pieces of the puzzle together and help employees fit perfectly into the picture."

#### BLOX: Dare. Do. Think. Discover.

At BLOS, everything is about growing and staying with the motto: **Dare. Do. Think. Discover.** With BLOX, employees receive personal learning paths, tailored to their career wishes. These range from pedagogical skills to leadership development. By investing in their development, BLOS builds motivated and well-trained teams that are there for every child.

And the impact is clear: employees feel more connected and enjoy going to work. **Absenteeism fell from 9.1% to 7.5%, and staff turnover, at 25%, is well below the 30% target.** In a competitive sector, these are results to be proud of!

#### Flawless onboarding, fewer mistakes

New employees start confidently thanks to a comprehensive pre-boarding programme. Through BLOX, they have access to important information even before their first working day. This reduces errors and ensures that quality care is central from day one.

#### **Gold for BLOX**

At the Learning Technology Awards, BLOX took gold in the 'Excellence in the design of learning content' category. In doing so, it left strong competitors behind. The jury praised its innovative and impactful design, with engaging and inspiring content. A digital learning solution that hits exactly where it is needed!

