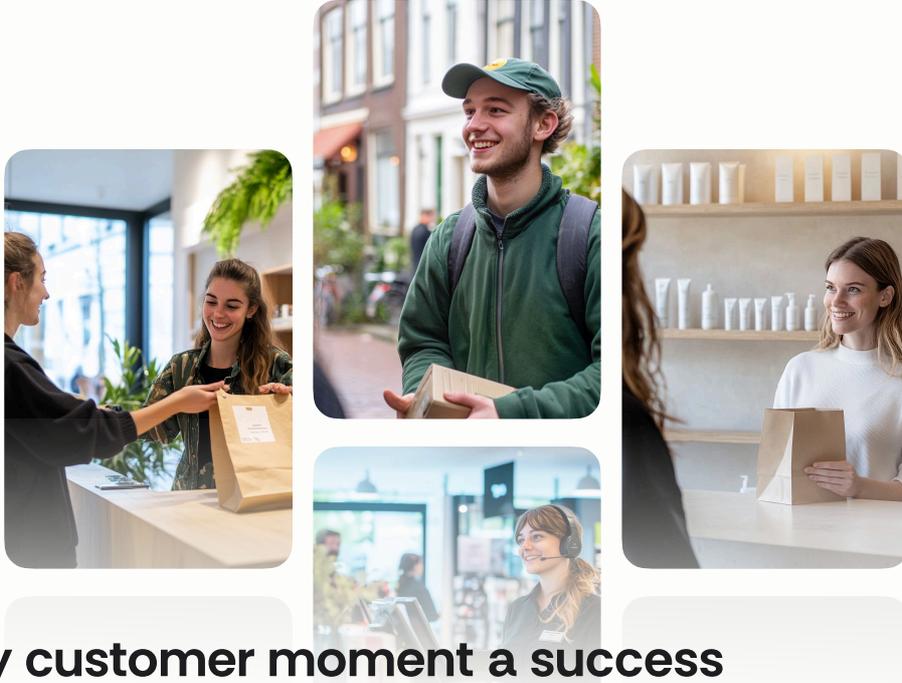


**From start to star:**

# Your retail staff exceed every customer moment



## Make every customer moment a success

Every customer moment is an opportunity to excel. But what if high turnover, absenteeism or mistakes get in the way? TinQwise offers playful and targeted learning solutions that engage employees, improve performance and grow your organisation. The result? Happy customers and increased turnover.

## From engaged employees to top performance

Engaged employees are the foundation of success. With our training programmes, new colleagues get a flying start and feel right at home. This not only reduces turnover, but also increases commitment and job satisfaction.

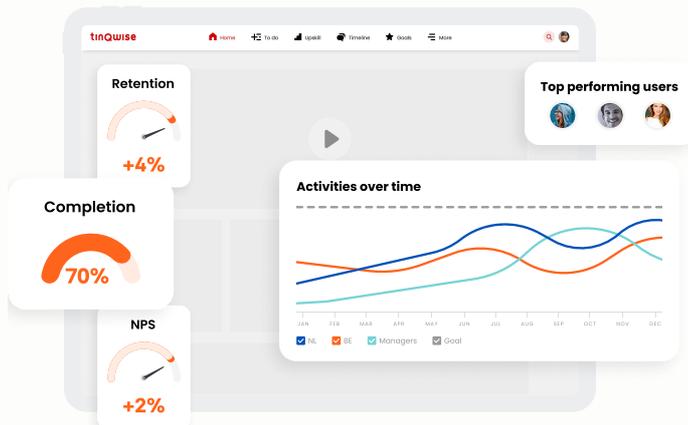
**And if employees grow in their skills,  
they stay at work longer and more  
sustainably.**

**Fewer mistakes, fewer incidents  
and more impact.**

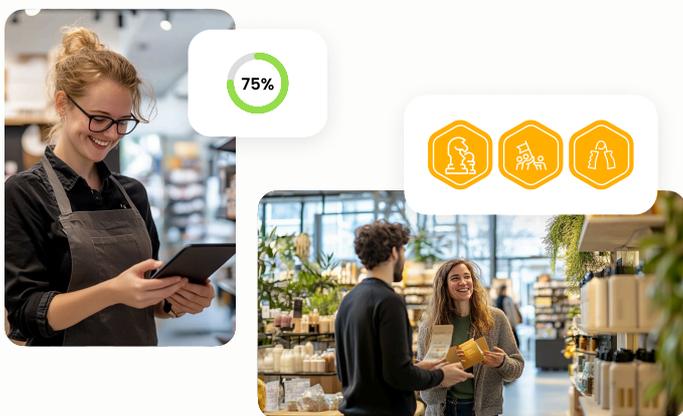
But it doesn't stop there. If your team knows exactly what is needed, they will make the right choices from the very first time. This is how you build an efficient organisation that surprises customers, reduces risks and grows turnover. PVH, Picnic and Hunkemöller preceded you. Committed employees who deliver top performance. That's what it's all about!

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

Whether it's your revenue growth or customer satisfaction: our training courses reinforce your key KPIs. Including smart tools for automation and reporting, so you always have visibility of progress.



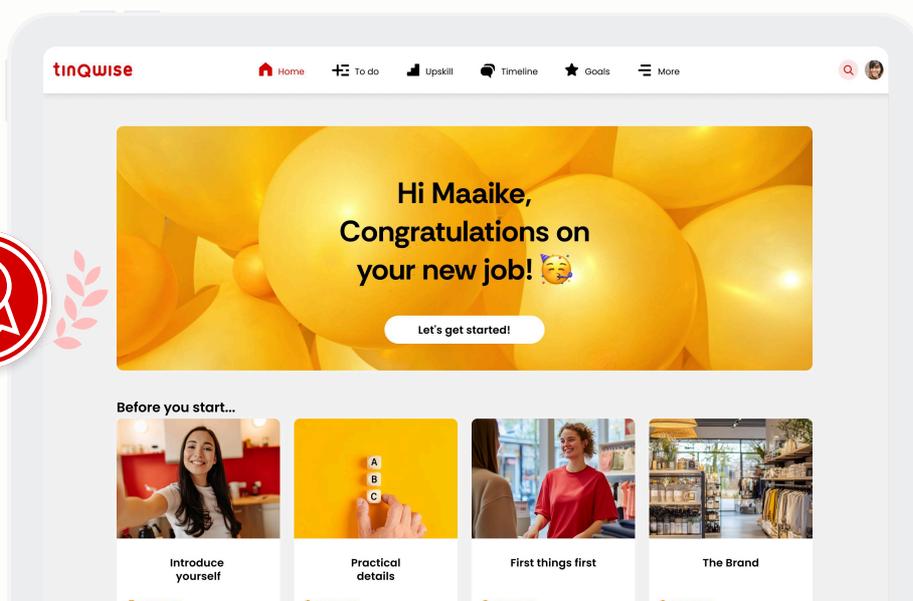
## Why TinQwise?



We believe that successful organisations are built on two pillars: retaining and developing talent and exceeding customer expectations. Efficient processes without mistakes and a team that makes the right choices from the start. That is operational excellence.

Our ready-to-use training courses give your organisation the tools to perform better every day. No complicated theories, but learning solutions that work. Top brands like WE Fashion and G-Star RAW have already shown us how. Ready for growth?

**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

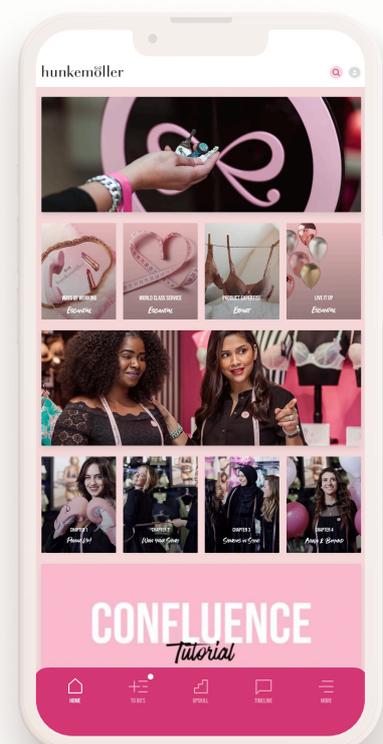
At Hunkemöller, they know that every employee is unique. That's why the HKM Academy offers tailor-made learning solutions for every position, from shop employees to managers. **Whether it's customer interaction, product knowledge or leadership, the modules match exactly what employees need.** This boosts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

