

thyssenkrupp
Group Services Gdańsk

About thyssenkrupp Group Services Gdańsk (tk GSG)

Employees

- ~329 employees working in 4 service lines: FI, X-FUN, PRO & IT services
- ~90% of employees with university degree
- Average age is 35 years

Gdańsk

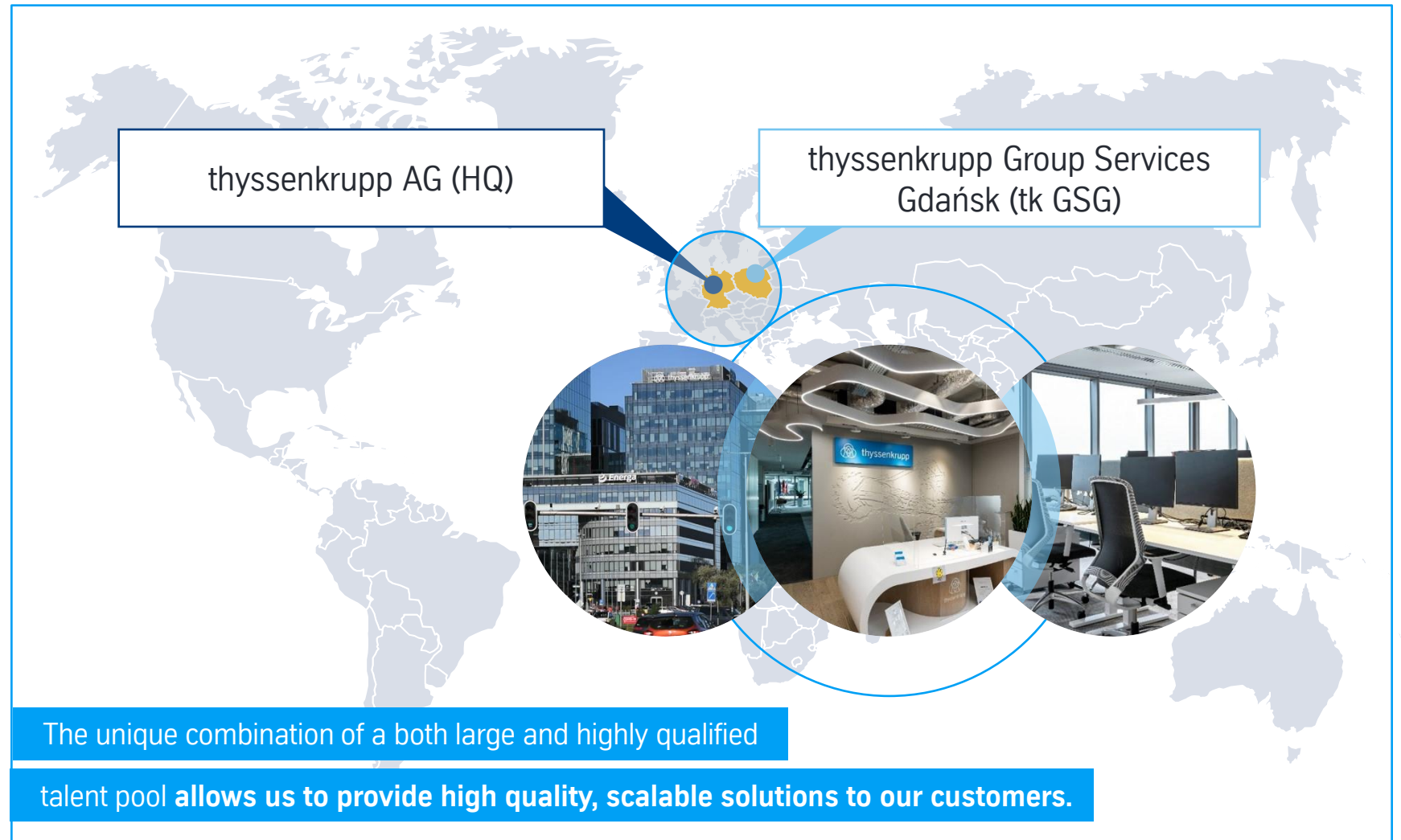
- 30.000 students and 7.000 graduates in business & IT
- 36% of businesses in the SSC/BPO/CoE & 54% in IT sector
- Regular flights to and from 60 destinations

Diversity

- ~60% female employees
- 14 different nationalities

Language Capabilities

- 12 different languages



Our service portfolio

Choose your demand ...

Finance



- Purchase to Pay
- Master Data Mgmt.
- Order to Cash & Order Mgmt.
- Expertise
- Travel Expenses



Procurement



- Operational Procurement
- Procurement Support
- Purchase Request
- Contract Management Service (CMS)
- Supplier Management Service (SMS)
- Travel Management Service (TMS)
- Expediting Service (EXS)



X-Functions



- Project Management Office (PMO)
- Remote Assistance Services
- Business Process Support
- Fleet Management
- Legal & Compliance
- Office Support



IT Operations

Information Management



- Solution Center infrastructure and Security
- Solution Center Applications & Platforms



... and we still
can amplify

End-to-end
processing

Standardization

Touchless
processing

Business
partnering

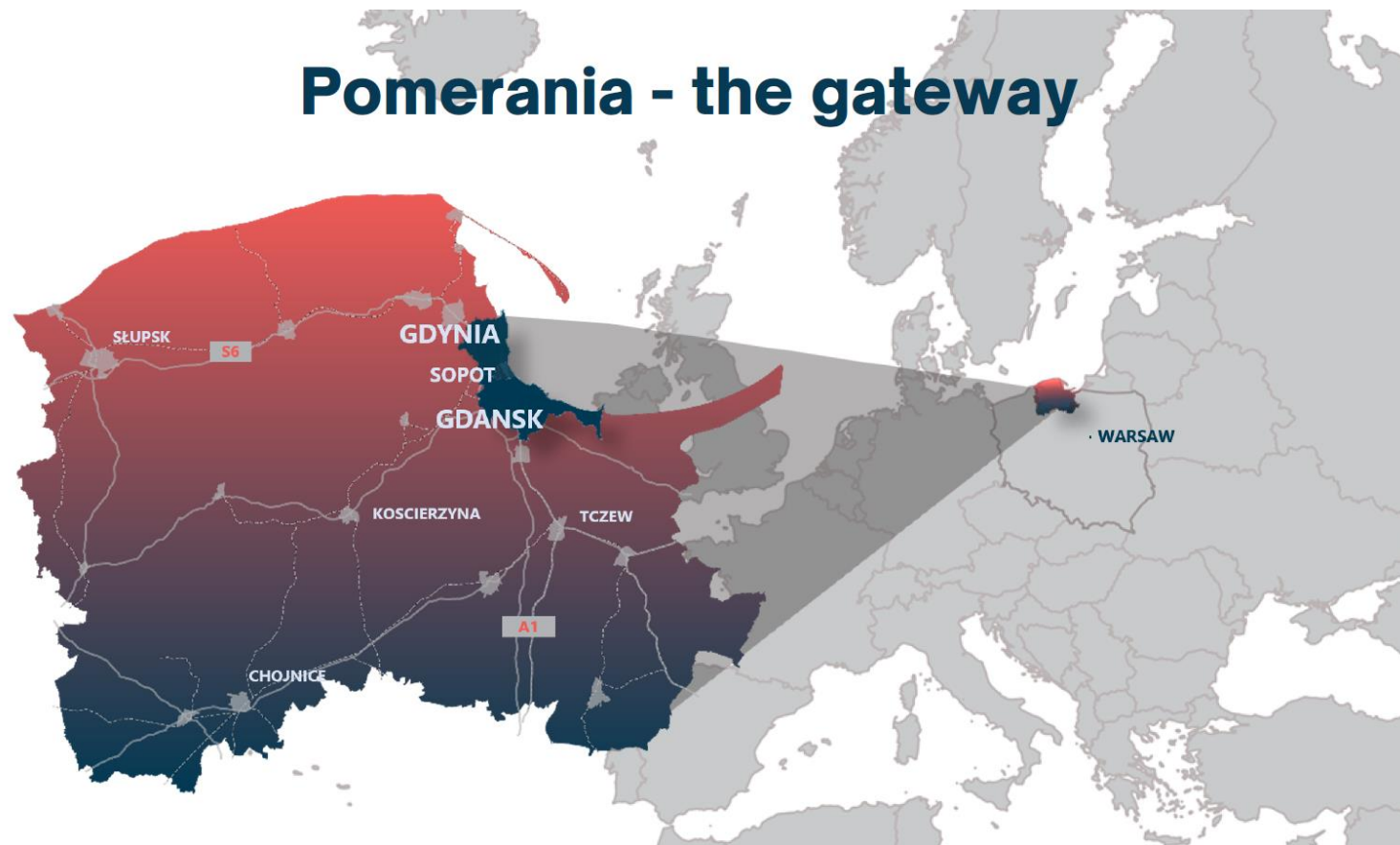
Effort
reduction



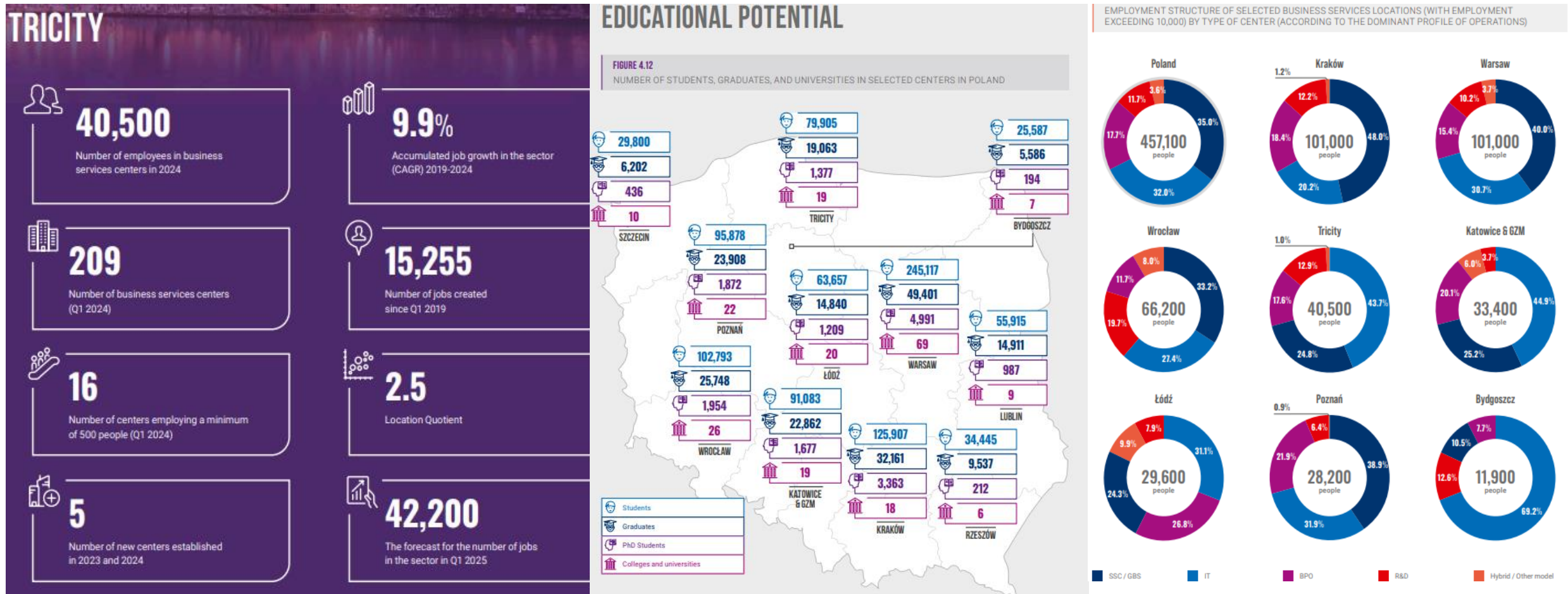
Our geolocation



Pomerania - the gateway



Local employment market = ready external talent pool



GSG strategy execution



Our mission, vision and values



tk GSG MISSION:

We are a **reliable partner** to our customers, who benefit from our **prime quality, cost-effective services** and **innovative solutions** provided by our **high-performing teams**.

tk GSG VISION:

To be the **first-choice provider** of business (BPM) and IT services enabling our customers to **focus on their core business**.

tk GSG VALUES:

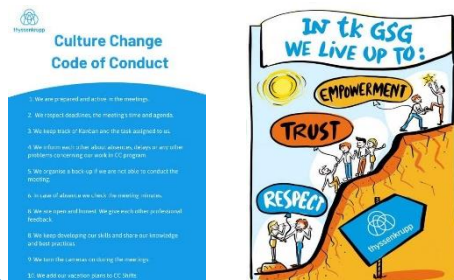


Culture and employee engagement

Culture Change Team

Group of dedicated employees whose role is to further influence the culture of the organization, to make it the best possible place to work for all employees.

- Promoting our values: Trust, Empowerment and Respect
- Preparing tk GSG Code of Conduct – set of ethical principles and behavioral standards for all employees of our organization
- Values workshops for all employees
- Implementing new employee ideas



Company ambassadors

Moviever w thyssenkrupp Group Services
sk Sp. z o.o. – wasy dla zdrowia! ... więcej



Kinga Strakowska-Bagirska • 2.
Senior PMO Specialist, DTMethod, Scrum Mast...
1 d • 0

! Dlaczego warto zainwestować w PMO? Co
znacza P3O? ... więcej



The idea of making our employees the ambassadors of the company. A total of 20 people joined the program and are creating unique content for social media. More than a dozen of your publications highlighting the advantages of working at tk every month!

Job fairs and events

We are promoting the tk brand at external events, meeting with talented professionals eager to take the next step in their careers, ideally in tk GSG.



Office events

April fools' day, international sports day, women's day – we are organizing something for everyone to choose from. In June we are planning a family picnic for all employees – both with and without children.



tk teams – sport sections

tk teams: sports and hobby sections, providing the opportunity to engage in regular physical and cultural activities.



CSR initiatives

No matter what the cause we try to help. Most recently we raised money for the Shelter for Homeless Animals in Świdnica.



Multipliers network



Group of engaged employees and who help the organization serve as a focus group, sharing their feedback and ideas for changes in tk GSG.



Our achievements

External recognition confirming our advantage:

European Business Services Association Awards 2025:

- Short listed: Employer Branding Initiative of the Year
- Short listed: Most vibrant employer

European Business Services Association Awards 2024:

- Short listed: Top Automation initiative of the year
- Short listed: HR Director of the year

European Business Services Association Awards 2023:

- Winner: Business Services Firm – Gdańsk/Gdynia
- Short listed: Top CSR initiative of the year
- Short listed: Most Vibrant Workplace

Olivia Business Awards 2022:

- Short listed: Top CSR initiative of the year

Association of Business Service Leaders Awards 2022:

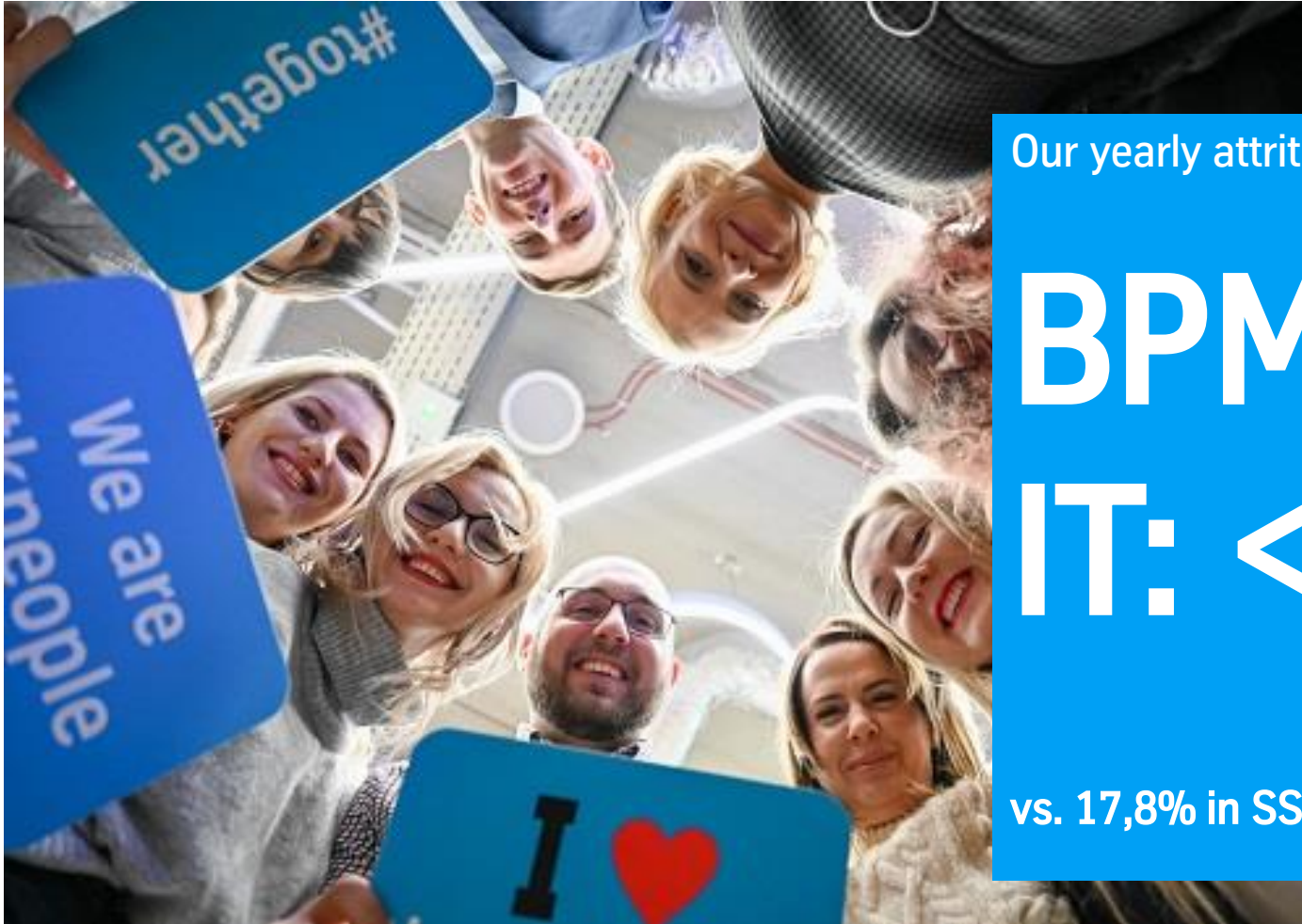
- Short listed: Digital Transformation and Continuous Improvement

European Business Services Association Awards 2021:

- Winner: Business Centre Director of the year
- Short listed: Top CSR initiative of the year
- Short listed: Business Service Firm of the year



tk GSG – the best place to work!



Our yearly attrition rate for last 2 years:

BPM: <5%

IT: <15%

vs. 17,8% in SSCs in Poland (average)

thank you!

