

# Careers in Poland

Edition 2014/15

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**POLAND – A GOOD  
DIRECTION FOR  
YOUR CAREER**

Company presentations • City profiles • Articles about living and working in Poland



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Partner of the project:





**Szymon Książkiewicz**  
Project Manager  
**Careers in Poland**



## Dear Readers!

In recent years, Poland as a country has become a synonym for success: during the crisis, we registered economic growth, road infrastructure is being developed dynamically, and apart from that, we organized sports events (football Euro 2012, volleyball world championships 2014) which were excellently received by the guests. Year by year, Poland is getting more beautiful: foreign tourists are increasingly willing to visit our cities and in the Polish mountains or at the seaside, we can hear languages other than Polish more and more often. The number of foreigners who decide to stay in Poland for a longer period is also constantly growing.

However, we are aware that there is still much to do in terms of informing foreigners on the opportunities of career development in Poland. That is why we prepared a career guide which can be a valuable lodestar for people considering work beyond their own country. It is the first magazine of this type containing a complex list of employers who have their headquarters in Poland, and are recruiting foreigners.

The number of foreigners who live in Poland permanently continues to rise and in 2013, it amounted to almost 60,000. Yet not many people know how high the demand for specialists speaking foreign languages is. It is driven by the dynamic growth of the so called modern business service sector. As part of it, international companies open Polish branches providing services to external enterprises or other companies within a particular capital group. As a foreigner, you can work in Poland using your mother tongue on a daily basis while contacting contractors from your own country. At present, the abovementioned sector hires about 130,000 employees and the further increase of employment is expected. What is more, foreigners are sought by companies in other industries of the economy, for example, IT and Research & Development. The information on them is also available in the guide. We hope that the reading of the employers' presentations (pages 42-83) will make you interested in the opportunities of working in Poland. Additionally, we prepared showcases of the biggest Polish cities so that you can get to know their unique characteristics (pages 84-94). And if you are seriously considering taking up a job in our country, you should read the articles prepared by our "Careers in Poland" Editorial Team on living and working in Poland (pages 8-38). They tackle, among other things, the labour market, issues related to flats or insurance, as well as quite an important aspect: product and service prices in Poland.

We are convinced that work and life in Poland can be a very attractive step in your career, which was confirmed by foreigners staying here for a long time. We publish their statements in this guide.

In case of questions or doubts, the employers are looking forward to your contact. We, as the Editorial Team of the guide, are also eager to help. In case of any questions, do not hesitate to contact us by sending an email to [hello@careersinpoland.com](mailto:hello@careersinpoland.com). Additionally, you will find even more information on living and working in Poland on [CareersinPoland.com](http://CareersinPoland.com).

Enjoy your reading!  
Szymon Książkiewicz



## Dear Readers!

I clearly remember when I first landed in Poland and got off the plane. It still feels like a "small step for a man, but a giant leap for my life". Katowice 1996, of all places. I didn't plan on extending my 3-month interim assignment but life takes unexpected turns and after 4 years in Katowice, 5 years in Warsaw, Krakow has been my new home for 7 years now. I still enjoy every moment of it, together with my wife (Polish) and 2 lovely children.

It seems that a similar path was chosen by over 50 thousand foreigners who decided to settle down in Poland. We mostly work in one of prestigious brands which chose Krakow and other Polish cities not just because they are beautiful, but mostly because of the people who live here and their talents. The Polish economy is one of the healthiest in Europe, the country boasts with energy and an entrepreneurial zeal.

About 8 years ago, when the first service centres, emerged in Poland, the work they performed involved fairly simple tasks. However, this sector has developed since then, and today requires many highly skilled professionals. The BPO/SSC sector is very competitive, which is why companies try to become attractive employers.

UBS invests in employees' development by offering not only internal training but also facilitating college education or courses such as ACCA, CIMA or MBA. In Krakow, we employ equity research professionals, who are engaged in the valuation of companies listed on most stock exchanges around the world and in the recommendation of their sale or purchase, specialists in business intelligence, CFO consulting, audit, risk assessment, IT, Java and Flex developers, IT production support on almost every system (like the trader platforms), but also state-of-the-art IT software development on multithreading platforms, information experts for management of business customers of the Know Your Customer bank, experts in negotiation of contracts, and HR consultants, among many others. As a natural progression, a process excellence forum was created, which educates employees in the processes of Six Sigma and Lean.

I hope this guide will entice many of you to join the thriving cities of Poland.

Enjoy reading,



Hans van der Brug

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[www.CareersinPoland.com/employer/UBS](http://www.CareersinPoland.com/employer/UBS)



**Hans van der Brug**  
Director of Operations and Services  
**UBS**



# CHECK THE COMPANIES RECRUITING PEOPLE WHO SPEAK YOUR NATIVE LANGUAGE

In this magazine, **we use flags** to indicate which languages are required in a particular company. Find your language in the list below and get to know companies presented in this guide.

**English** is not presented because every listed company constantly recruits employees speaking this language. So even if you don't find a flag of your country in a company description, do not hesitate to read about career opportunities for English speakers.

We are aware of the simplification in this guide, e.g., the flag of Germany is used to indicate the German language although German is spoken in Austria or Switzerland, too. With this procedure the navigation in the magazine is clearer.

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# IN A FASTER FORWARD WORLD

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**19°C** { Average **temperature** of water in Baltic Sea in August 2014.  
Well, it's not Mediterranean Sea... }

**25.8 (women) / 27.7 (men)**

It was the **average age of the first marriage** in Poland in 2011 (source: UNECE). Polish people are marrying later year over year, but it was still the lowest figure among the European Union countries!

So many **hard copies** of "Careers in Poland" will be distributed this year among foreigners. We hope you will enjoy it!

**25,000**

So many music fans (not only from Poland) visited the **Woodstock Festival** in 2014. It is the biggest open air music festival in Europe and the entrance is totally free! You can try it yourself in July/August 2015 in the town Kostrzyn nad Odrą. Other well-known music festivals are Open'er in Gdynia, Off Festival in Katowice and Orange Warsaw Festival.

**~750,000**

The **highest temperature** in 2013 recorded in Poland (August, Central Poland). Summer in Poland can be really hot!

The amount of **apples exported** from Poland in 2012/13. Poland is the **biggest exporter of apples in the world!** (source: Polish Ministry of Agriculture)

**~1,200,000 tonnes**

**38,9°C**

**584,000**

So many people saw live games during the **Volleyball Men's World Championship** in Poland in September 2014! It's a world record! Volleyball is hugely loved in Poland, but football and speedway are still more popular (source: Polish Volleyball Federation).

# POLAND IN NUMBERS

A FEW FIGURES SELECTED BY CAREERS IN POLAND EDITORIAL TEAM





# ~38,500,000

This is the **population of Poland**. Nearly 14 million are working and over 1.5 million people are studying in Poland.

It was the average age of the first marriage in Poland in 2011 (source: UNECE), Polish people are marrying later year over year, but it was still the lowest figure among the European Union countries! We like especially: **kabanosy, oscypek, cebularz, rogal świętomarciński and obwarzanki**.

## 37

### ~60,000

 { The number of foreigners living in Poland in 2013.

### 0,2‰

{ It is the **maximum level of blood alcohol** content when **driving a car** in Poland. Of course, it is recommended not to drink alcohol when you are planning a car trip.

## ~30%

It is the part of Poland's territory **covered by forests**. You can see there various kinds of trees and plants, meet different kinds of animals and pick mushrooms.

## -36°C

The **lowest temperature recorded in 2012** in Poland (February, Lesser Poland). Remember to take winter clothes when coming to Poland.



# WHY I LIKE POLAND

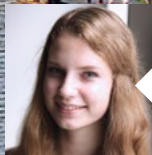
*I like Poland because I am married to the most beautiful Polish woman. I live in Warsaw, which is a city with a rich history and I like the fact that I am part of a dynamic society. In October this year, it will be my 5th year in Poland. As expected, my early days here were quite challenging, but that's rather normal when you move to a different country. However, each day just got better and easier thanks to the help of people I met. I believe that Poland is a country with a huge potential which is yet to be fully explored.*

*Two of the most important aspects of working in Poland are the dynamic work environment and highly qualified labour force. Despite the fact that there are still areas that need improvement, such as infrastructure, Poland is a country that offers excellent conditions for the development of shared services centres, which are looking for thousands of professionals both fresh graduates and experienced workforce.*

*For anyone who likes when dynamic and fast paced environment meets with history and tradition, Poland is the right place to be!*

**Nuri**  
Turkish

AML Manager  
In Poland since 2009  
Citi Service Center Poland



**Kateryna**  
Ukrainian

Junior Delivery  
Specialist in  
Customer Service  
In Poland since 2013  
Aon

## **Krakow**

*I really like the city – very beautiful and comfortable for living. It's also very similar to my home city Lviv. I love the cultural life in Krakow, there is something going on all the time. And it's also full of young and creative people.*

## **People**

*Polish people are friendly and cheerful. They definitely know how to have some fun and relax. But they are also very hard-working and I find them reliable colleagues.*

## **Opportunities to develop**

*On the one hand, Poland offers a lot of excellent universities for students and on the other – international companies in different market areas to develop with.*

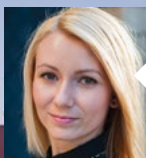
*Poland is a nice place to live, especially the Krakow area. People are cheerful, the economy is doing well and it shows on the streets while the mentality of the people is really close to Hungary (where I come from). So I do not feel like an alien. Anyway, the Poles are rather nice and welcoming. Three things I like in Poland? Firstly, my work and workmates. Poland would not be that good to live without a good work environment. After all, I spend at work 8 hours a day. ... I had a dozen different jobs, self-employed, employee of a small company, of a bigger one, later a corporation. Among all of it, Shell is the place I can imagine to stay for good. Our wellbeing seems to be important and we've got everything here which can make working hours more comfortable. Secondly, the city of Krakow is an exceptional one. Very alive, very cultural, very energetic, and very amusing. I always feel like a tourist going there. The third advantage is the landscape. I grew up on hills, and never realized how I missed them when I lived somewhere else. The hills, forests around Krakow, the rocks around Skala, numerous old ruins, caves, and of course the mountains in the neighbourhood – it is really nice.*



**Zoltan**  
Hungarian

Customer Support Administrator  
Shell Business Operations





**Adina**  
Romanian  
Junior HR Specialist  
In Poland since 2013  
Electrolux

For so many reasons: because of its cities with a beautiful architecture and its unique villages; because of its castles; because Poland has everything: mountains and sea and lakes and plains; because of pierogi and zapiekanka and various, strange but tasty soups; because of the good beer; because of the very nice people who are willing to help you even though you don't speak Polish and they don't speak English; because Poles are calm and respectful; because I love Krakow for being so alive.

But most of all, because it feels like home!

When I was asked to write what I like in Poland, I was wondering whether to describe the reasons that convinced me to move to one of the few countries in Europe where the economy was constantly growing in the last 3 years, or to let you know the reasons that make me so happy here that I decided to stay in Krakow, one of the major cities of this country.

Krakow is a city where the contrast will make your stay incredible. A MODERN transportation system will bring you around one of the most HISTORICAL cities you have ever visited. The COLD winter (yes the winter is cold) is just one of the excuses that make Poles and their parties so WARM. In Krakow, you will also find one of the OLDEST and biggest square of Eastern Europe, where every evening thousands of YOUNG students meet after the lessons.

If you are looking for your independence or if you want to try an international experience, Krakow is the city and HCL is the company that can offer you a real and an immediate opportunity. The cost of living is not high, like in other European cities, and you can easily start a new life with a serious job that will always leave you the time to enjoy the beautiful city that is hosting us!



**Alan**  
Italian  
Shift Lead  
In Poland since 2011  
HCL Poland

I like Poland because since I moved here 3 years ago, a real new world welcomed me; initially it was Poland who chose me but since the first week, I understood it was a great choice for both sides and I have confirmation year after year. I found here a lot of new challenges and opportunities from the professional perspective, a big chance to learn and develop in a multicultural environment.

Polish people are totally open to Europe and you can feel this atmosphere almost in every place and situation. It's a perfect position for travelling around Europe and inside the country, to discover its lakes, mountains and parks, its history and wonderful cities with precious old towns and a great night life.

Poland is one of the most popular destinations for Erasmus students and just graduated people, the right location to start an international career in top player companies in which they can develop their skills, both professionally and interpersonally. At the same time, it's a great place to meet other people, young and motivated, who share the same vision and enthusiasm.



**Marco**  
Italian  
Senior Technical Support Engineer – Process Coordinator  
In Poland since 2011  
Capgemini Poland





# FOCUS ON POLAND

Text: Jakub Jański • [jakub@careersinpoland.com](mailto:jakub@careersinpoland.com)

**LET'S START WITH NUMBERS. ACCORDING TO THE RECENTLY PUBLISHED DATA OF EUROSTAT (EUROPEAN STATISTICAL OFFICE), ALMOST 25 MILLION PEOPLE, INCLUDING A CONSIDERABLE NUMBER OF YOUNG PEOPLE, DO NOT HAVE A JOB IN EUROPE. MOST OF THEM ARE CITIZENS OF SUCH COUNTRIES AS: SPAIN, GREECE, ITALY AND CROATIA...**

If we present millions of the unemployed Europeans as a percentage, the unemployment in many countries both in the European Union and outside it will be double-digit. These figures definitely can overwhelm each of us but the news from the labour market does not necessarily have to be negative. This unfavourable situation can be remedied by mobility. And what would be multicultural Europe without the common exchange of experience and knowledge?

Let's start with numbers again. Krakow's first position, Warsaw's sixth place, and Wroclaw's enormous leap by a few positions on the world's investment map, which is drawn up yearly by Tholons, an international advisory organization, have been among the most significant differentiators of Poland against Europe in the last several years. Yet it is not only the meaningless Excel tables that support the rankings of the leading global consulting companies (Tholons' findings have been confirmed by the reports of the Hackett Group and Jones Lang LaSalle). Nothing could be further from the truth. The employment in the modern business services sector, which, in fact, stands behind our country's investment success, is growing systematically. According to the calculations by the Association of Business Service Leaders (ABSL), a Polish organization, the number of employees working in service centres with foreign capital has

grown by over 50% as compared to the beginning of 2012. What does this percentage actually mean? A radical employment growth from 83,000 to 128,000. The industry experts estimate that with such a dynamic increase, we can expect that the number of people employed in modern business services sector will exceed 150,000 next year.

## ■ WHAT IS BEHIND THIS DYNAMIC?

Poland's economic success comes from all the employees of the modern business services sector. During the recent years, our country has undergone a deep evolution – thanks to the quality of services and innovativeness of our solutions, Poland is becoming more and more appreciated in the world, and the greatest global brands are making decisions on investments in the biggest Polish cities. For sure, you know such brands as Shell, Electrolux, HP, Nokia, General Electric, Heineken, Carlsberg and Credit Suisse. The major global companies choose Poland for several reasons. First of all, our country has appeared to be an excellent business partner: it offers well educated potential employees, a very good infrastructure and broad access to modern office space. Therefore working conditions look extremely favourable and that is why in Poland, there are currently 470 service centres with foreign capital, which belong to more than 300 investors from all over the world. The most popular cities where you will have a chance to work for globally renowned institutions include the abovementioned Krakow, Warsaw and Wroclaw, as well as Tricity (Gdansk, Gdynia, Sopot), Katowice, Lodz, Lublin and Poznan.

## ■ WHY CAN I WORK HERE?

The above paragraph may hide a certain paradox: why does a country which has such well-educated young people open up also





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Ideal Employer

Among students in 2014



*Thinking of you*  
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to foreigners? There are several reasons. The command of foreign languages is the most significant one. Although Polish universities work with business more and more closely, business centres, the number of which grows every year, have an increasing problem to acquire qualified employees who would be fluent at languages that are rarely spoken by Poles. According to an international employment agency, ManpowerGroup, as many as 75% of employers in this sector have problems with acquiring employees for positions essential to their businesses. Additionally, we are talking about an international working environment, and multiculturalism is one of the differentiators of those organizations' corporate culture. That is why when you come to Poland, you can meet friends from your country not only at university, but also at work.

## ■ WHY IS IT WORTH WORKING HERE?

Modern business services sector is made up of international organizations whose brands are recognizable practically all over the world. Starting their career in business centres, each employee can count on high workplace standards. Employers, afraid of high staff turnover (it is worth mentioning that in case of this industry, there is the so called employee's market), offer their specialists numerous benefits: from sport benefit cards to private health care to other foreign languages courses. The career path is an additional advantage. Each of the big companies has its own development programmes for its employees and HR departments work out individual paths of promotion, both a horizontal and vertical one. Employees not only participate in internal trainings, where they acquire, first of all, soft competences. More and more organizations co-fund postgraduate studies or help to gain international qualifications sought-after all over the world. Candidates who decide to work in this area take part in training programmes which prepare them to do their job, and after a few years, the employees become the first class experts in the service of selected business processes. The modern business services sector employees are young. And this is also a decisive advantage. As many as 40% of them are between 26 and 29 years old. Therefore it is not surprising that dynamics and development are symbols of this sector.

## ■ WHAT CAN I DO HERE?

Modern business services sector is considerably varied, which is proved by the abbreviations: BPO, SSC, ITO, R&D, KPO and CoE. What hides behind these terms?

**BPO** (business process outsourcing) is one of the more innovative segments of services for business, rendered by an external supplier to other enterprises. Outsourcing enables cheaper and more effective management of selected business processes, including accounting, HR, marketing, customer service and even knowledge management.

**SSC** (shared service centres) are centres created in Poland inside a capital group of an enterprise (in the form of a branch or a separate company) with the capital fully owned by the parent company. They offer the same services as the BPO external suppliers.

**ITO** (information technology outsourcing) – this term refers to the whole sector of IT services for business, including server manage-

ment, network administration and software development. Pierre Audion Consulting estimation reveals that in 2015, the Polish market of software and IT services will be the second IT market in Central and Eastern Europe.

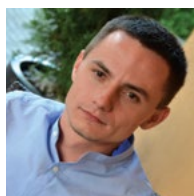
**R&D** (research and development) may deal with various processes. The key element is to achieve an innovative effect with novelty value, enabling the improvement of services. This can be exemplified by research projects developing new models of risk analysis or improving methods of rendering financial services.

**KPO** (knowledge process outsourcing) – centres of advanced services of analyses and expert opinions, often niche ones and equally involving employees' knowledge and modern technologies. KPO is also the best proof that the business services sector in Poland has achieved the highest phase of development, and it is not only the simplest solutions for business that it offers. KPO includes such processes as legal processes management, financial modelling and data processing.

**CoE** (centre of excellence) is an organizational structure which deals with scientific activity and processes of development of state-of-the-art technologies. This unit is included in the R&D and KPO area.

## ■ AND WHAT IS NEXT?

From a junior specialist to a manager responsible for the work of several teams, from an inexperienced assistant to a team leader, the BPO/SSC sector in Poland offers to young people more than you think. Our country is, therefore, the great beginning of a fascinating professional adventure. If you are studying, the employer will appear to be flexible enough to enable you to reconcile your education with the career; if you are looking for the first experiences, the organization will provide you with trainings and it will help you to choose the right career path; if you focus on mobility, in a few years, as an expert, you can move to another country as part of organizational structures of global institutions. Everything is in your hands. ■



### Jakub Jański

Commissioning Editor of the website [KarierawFinansach.pl](http://KarierawFinansach.pl) and Editor-in-Chief of the guide for financiers "Kariera w Finansach i Bankowości" [Career in Finance and Banking]. For several years, he has been dealing with employer branding. He used to create the magazine for students "Informator. Kariera" [Guide. Career]. A graduate of Polish philology and film studies at Jagiellonian University.

# Where is the BPO/SSC sector's potential hidden?

29 - 30

## IN ITS YOUNG STAFF

This is the average age of an employee

18,000

## IN THE DYNAMICS

So many new specialists have been employed by the BPO/SSC industry

170,000

## IN THE VISION

So many employees will work in the area of modern services next year

9 out of 10

## IN THE EXPECTATIONS

So many employers declare hiring till the end of 2015

90%

## IN THE ETHICS

So many employers offer an employment contract

51%

## IN THE PROFESSIONALISM

So many employees deal with IT or financial and accounting processes

40 languages

## IN THE MULTICULTURALISM

So many languages are used to operate business processes in BPO/SSC centres

From 4 to 5

## IN THE MOTIVATION

So many additional benefits (i.a., health care package, Benefit cards or language courses) are offered to an employee

---

## Are you competitive?

The knowledge of a foreign language is one of the basic indicators while candidates for business centres are sought after. **90% of the Poles** with a university degree declare the knowledge of English. But only...

46%  
of German

38%  
of Russian

20%  
of French

15%  
of Spanish

9%  
of Italian





# BPO/SSC sector in Poland - a good place to start your professional career

Interview with Robert Godziszewski, Infosys BPO Poland

## Why do employers look for candidates who speak foreign languages?

In the first decade of 2000, it was clearly visible that knowledge of the English language is a must in order to find a job in a corporation, especially in the BPO/SSC sector. Currently, we can observe market trends which pushed this requirement for foreign languages even further, and fluency only in English may be not enough. Production corporations have become more and more aggressive in their outsourcing strategy in order to reach for higher reduction of their fixed costs. This has resulted in the situation that transactional activities which require only knowledge of English are moved towards India and activities which require advanced knowledge and expertise or proficiency in specific languages are being handed over to Polish organizations where the cost of employment is still lower. Due to Poland's close proximity to other European countries, it is feasible to find employees who speak other languages than English in the Polish labour market. Thanks to this, the BPO/SSC sector in Poland can maintain the proper level of employment (despite shifting the jobs to India) or even increase it. Thanks to this, clients of outsourcing organizations can accomplish their targets related to cost reduction, which enables them to increase the focus on driving their business.

## How does the BPO/SSC sector help young people to become professionals? How could they use their new skills in the future?

The BPO/SSC sector enables young people to freely improve

their skills in the area in which they feel comfortable. Many organizations give you a wide variety of opportunities where you

*"Due to Poland's close proximity to other European countries, it is feasible to find employees who speak other languages than English in the Polish labour market."*

can find the most suitable set of roles and responsibilities. However, it doesn't stop at finding the one and only role. Gaining work experience is an advantage of each kind of job which you will find in any kind of company.

Corporations from the BPO/SSC sector not only provide their employees with opportunities to increase the hard skills from day-to-day work, but also invest in their hard skills gained during advanced post graduate studies like ACCA, CIMA, MBA, etc. Such organizations like ACCA or CIMA also try to align their offers with the BPO/SSC sector. Thanks to such initiatives, you may become a very knowledgeable and experienced professional who will be highly valued in the labour market.

## What is the brief history of Infosys BPO in Poland? Why did Infosys BPO choose Lodz to invest in Poland?

Infosys BPO decided to enter the Polish market via acquisition of a Shared Service Centre which was developed by Philips Electronics, starting from 2003. At the time of take-over in 2007 the headcount was on an approximate level of 700 employees. Dur-



ing last 7 years the employment grew towards more than 2,300 employees. Such growth possibilities were recognized by Infosys BPO due to various aspects. One of them is the location of Lodz. When you take a look at a map of the world and zoom it on Europe, you will notice that in the middle of Europe (which

***"Infosys BPO Poland is an excellent place for young people who would like to start their career in the areas of Finance and Accounting, IT, Sourcing and Procurement and many other."***

"starts" from the Cape of St. Vincent in Portugal and "finishes" on the Ural Mountains in Russia), you can find Poland. When you zoom into Poland, you will notice that Lodz is located in the middle of the country. This drives to a simple conclusion that Lodz is in the middle of Europe. However, in the BPO environment, it is the employees that are, in fact, the key factor of growth. As Lodz is an academic city, there is a significant resource pool of fresh graduates who are eager to start their careers. Infosys knew that investing in Lodz will bring business growth, which resulted in the fact that Infosys BPO Poland in Lodz is the biggest Infosys centre outside of India.

### **Is Infosys BPO Poland a good place to work for young people who take their first steps in a job market?**

In fact, Infosys BPO Poland is an excellent place for young people who would like to start their career in the areas of Finance and Accounting, IT, Sourcing and Procurement and many other.

During their first days, each new employee has an opportunity to join quite a unique set of trainings which will help him or her get acquainted with outsourcing processes, different IT landscapes and systems, Infosys House Rules and the way of working. Later on, each employee will also go through quite a big variety of

trainings related to client specific processes and soft skills. During day-to-day work, everyone gains expertise in their particular area of responsibility, but this can be extended to other areas by taking part in improvement projects, short and long-term assignments in client's locations or horizontal/vertical progressions and promotions. By taking yourself outside your "comfort zone", you can significantly increase your various experiences and your value in the labour market. However, working in Infosys is not only about your career. You can also take advantage of the wide social package, which is granted by the company, or involve yourself in various initiatives led by the employees, which will bring you lots of fun and relaxation. ■

Check more information about **Infosys BPO Poland** on page **63** and on the website **[www.CareersinPoland.com/Infosys](http://www.CareersinPoland.com/Infosys)**



### **Robert Godziszewski**

is Finance & Accounting Delivery Manager in the Finance Center of Excellence in Infosys BPO Poland. He has 7 years of work experience in the area of financial servicing in the Business Process Outsourcing Area. He is skilled in the areas of people and process management. He has spent more than 1 year in the area of Fiscal and Statutory Accounting processes as a Team Lead, and has experience in the process transition of Finance and Accounting processes from various European locations to Infosys BPO. Robert is currently responsible for consultancy in the area of Transformation Programmes in the F&A domain, definition and implementation of operational targets and business goals.



# THE LABOUR MARKET IN POLAND

Text: Joanna Urbaniak • joanna@careersinpoland.com

You can work in Poland based on an employment contract or a civil-law contract. The first one is the most favourable form of employment, as regards both benefits you get from an employer and stability. You should be offered a civil-law contract if your employer wants you to do a specific task, and not to work permanently. Agreements of this type are not subject to the provisions of the Labour Code. However, it does not mean that taking a job based on a civil-law contract, you are not obliged to obtain a work permit. It is a prerequisite for signing each type of agreement, both an employment contract and a civil-law contract.

## ■ EMPLOYMENT CONTRACT

Concluding an employment contract will entail your obligation to do a specific kind of work for your employer in the place and time set by your employer. On the other hand, the employer will be committed to employ you at a specified remuneration. Employment agreements can be concluded for a probation period, for a replacement employee, for the period required to perform a specific task, for a specified period, or for an indefinite period. While signing an employment agreement, you should check if it contains the following elements: specified parties and the agreement type, the date of concluding it, and the conditions of work and remuneration; the latter being, i.e., the kind of work and the place of doing it, working hours and the amount of remuneration.

If you are employed based on an employment contract, you know that your employer pays your contributions to the social and health insurance, as well as tax advances. If you have an employment contract, you are entitled to 20 or 26 days of annual leave, depending on the number of years you have worked so far and the level of education.

The full-time work in Poland means 40 working hours a week, and the daily working time should not exceed 8 hours. An employer is also required to guarantee you at least 11 hours of uninterrupted rest per each 24 hours.

Instead of an employment contract, your employer can offer you a civil-law agreement, namely, an agreement regulated by the provisions of the Civil Code. A commission contract and a specific task contract are the most widely used civil-law agreements. A person working exclusively under a specific task contract is not subject to the social insurance.

## ■ THE WORKING PATTERN IN POLAND

There are two most common working patterns in Poland: from 8 am to 4 pm, and the hours from 9 am to 5 pm, rising in popularity. Yet the global companies work according to different rules. The enterprises that contact companies and branches located on other continents on a daily basis usually work 24/7. This means that if you are in a large outsourcing centre, you can work both from 6 am to 2 pm and from 10 pm to 6 am. Because of the range of their business,

those companies often work also at weekends and on holidays.

If you work 8 hours (at least 6 hours) a day, you are entitled to a 15-minute break within your working time, and you can do any activities during this break. Some employers decide to make the break longer or they do not check the time spent on a break so scrupulously. Some corporations grant their workers as much as 1 hour for the break, which you cannot give up, and which will oblige you to stay at work 1 hour longer. Yet it has its advantages. You can use this time to relax and recover your strength going out for lunch with your colleagues or working out in the gym.

In Poland, 13 holidays are celebrated during the whole calendar year. If it is a moveable feast and it falls on a non-working day, you have the right to receive a day off in exchange because you would not turn up at work on this holiday, anyway. Similarly, if you appear in the office on a day which is considered to be a non-working day in Poland, you are entitled to get a day off for this day spent at work.

## ■ FOREIGN LANGUAGES VERSUS REMUNERATION

The increasing number of international companies in Poland caused a deficit of employees speaking foreign languages fluently, which is reflected in changes in the level of salaries. As the Polish Nationwide Research of Remuneration by Sedlak & Sedlak 2013 shows, if you possess a very good knowledge of a foreign language, you can count on a salary higher by PLN 900 (EUR 225) on average than the pays of employees who do not speak any foreign language other than English. You can count on particularly high remuneration if you speak fluently such languages as: Swedish, Hungarian, Dutch and Czech.

## ■ WHERE TO PLACE YOUR CV?

If you consider taking up a job in Poland, you can approach potential employers **by sending your CV** directly to the company selected by you or via the Internet. It is possible to place your CV on **www.CareersinPoland.com**, and submit them to the recruitment agencies working in Poland, which on behalf of employers, constantly seek employees who speak foreign languages fluently. Such agencies include, among other companies, Goldman Recruitment and Randstad.

## ■ FLEXIBLE WORKING HOURS

Many employers in Poland try to encourage young people to start their work during studies. While preparing job or traineeship offers for them, the companies often give young employees a possibility to adjust working hours to other everyday duties. You can combine your international exchange studies with gathering the first professional experiences at companies that look for native speakers. ■



## National holidays in Poland in 2015

<b>January</b> <b>1</b> New Year's Day	<b>January</b> <b>6</b> Epiphany	<b>April</b> <b>5</b> Easter*	<b>April</b> <b>6</b> Easter Monday*	<b>May</b> <b>1</b> Labour Day
<b>May</b> <b>3</b> Constitution Day	<b>May</b> <b>24</b> Pentecost*	<b>June</b> <b>4</b> Corpus Christi*	<b>August</b> <b>15</b> Assumption Day Armed Forces Day	<b>November</b> <b>1</b> All Saints' Day
<b>November</b> <b>11</b> Independence Day	<b>December</b> <b>25</b> Christmas Day	<b>December</b> <b>26</b> St. Stephen's Day		

\*moveable feasts

123

## POLISH LABOUR MARKET in numbers

**15 minutes**



the duration of the paid rest break if you work at least 6 hours per day

**1 hour**



the duration of the rest break in many Shared Service Centres but you need to stay in the office 1 hour longer

**24 hours a day**



the opening hours of some offices of multinational companies (due to shift work, you can work there with clients from various continents)

from **150%**  
to **200%**



of your salary will be paid for your overtime work



# FORMALITIES RELATED TO THE ARRIVAL TO POLAND

Text: Joanna Urbaniak • joanna@careersinpoland.com

Having decided to come to Poland, you need to remember about taking a valid travel document and a visa if you come from a country for which the visa obligation has not been abolished. Although entering Poland from a Schengen area country (the Czech Republic, Slovakia or Germany) does not require presenting any proof of identity, it is good to have a travel document on you.

Your travel document may be your passport or identity card. Neither a driving licence nor any other identity proof will be recognized as a travel document.

The obligation to present a visa does not concern the citizens of over 70 countries, which include, i.a., the European Union member states, Israel, the European Free Trade Association countries (Iceland, Liechtenstein, Norway and Switzerland), as well as Brazil, the United States and many other countries.

The European countries whose citizens are obliged to possess a visa when entering Poland include Russia, Belarus and Ukraine.

If you come from Serbia, Montenegro, Moldova or Macedonia, you are not required to have a visa, but it will be necessary to present a biometric passport.

You should remember that based on a travel document, you can stay in Poland without applying for additional permits a maximum of 3 months. If you want to stay in Poland longer, before this period ends, you must obtain a residence permit for a fixed period.

## ■ SETTLING IN POLAND

To obtain a temporary residence permit, you should show the reasons for your living in Poland. Taking up a job or education in Poland, or a marriage with a Polish citizen may be such reasons.

A temporary residence permit can be obtained for any period, but not longer than 3 years. The application for temporary residence can be submitted at any time in a Polish consulate at your place of residence or in a voivodeship office in Poland.

If you possess a temporary residence permit, you also receive a residence card, which becomes the official document confirming your identity during your stay in Poland. Thanks to the residence card, you will be allowed to register your residence at a particular address, and you will obtain the PESEL number, which will be used to perform all the tax activities in Poland. What is more, if you needed a visa to enter Poland, when you possess the residence card, you are permitted to leave and enter Poland without a visa.

While carrying out formalities concerning the permit, it is worth asking your employer for help. The majority of them are eager to support their foreign employees while performing official formalities.

You can apply for a permanent residence permit only 10 years after you start living in Poland. Before that, you can stay in Poland only based on temporary residence permits, which you need to renew not less often than every 3 years.

## ■ WORK PERMIT

If you are a citizen of the EU member state, you do not need to apply for a work permit. When you decide on taking up a job in Poland, you conclude an agreement following the same rules as the Poles do, and you do not need to handle any additional formalities. It is only necessary to remember about obtaining a temporary residence permit.

If you come from Belarus, Russia, Moldova, Georgia, Ukraine or Armenia, you can work in Poland for 3 months based on the employer's declaration on their will to employ you. It is a simple document that will be submitted by your employer. Only after 3 months of work is the employer obliged to apply for a work permit on your behalf.

If you are not a citizen of the abovementioned countries, you must be aware that in your case, the work permit is an obligatory formality before you start any work in Poland.

The changes implemented in 2014 make it considerably easier to obtain a work permit in Poland. It is the employer hiring a foreigner who deals with gaining a permit so you do not have to be afraid that you will not manage to carry out the necessary formalities. At present, it is possible to obtain one permit for a temporary residence and work or, in case of people who are subject to the visa obligation, a visa with the right to work.

What is more, if you study or are planning to start studying in Poland, you can experience certain conveniences concerning taking up a job. As a full-time student possessing also a residence card, you are allowed to start work in Poland without applying for additional permits.

## ■ LOST DOCUMENTS

During your stay, your documents may be lost or stolen. It also happens that a travel document expires when you are in a foreign country. If you stay in Poland based on a travel document or a visa, you should go to your country's consulate or embassy, where they will help you as regards obtaining new documents. In case of losing your residence card, you should immediately apply for a new card in a voivodeship office. ■



### Joanna Urbaniak

Graduate of Interdisciplinary Economic-Managerial Studies at Warsaw University. For a year, she has been with the website [KarierawFinansach.pl](http://KarierawFinansach.pl). She is part of the editorial team of the guide "Kariera w Finansach i Bankowości" [Career in Finance and Banking] and "Careers in Poland". In her free time, she reads Turkish and Japanese literature, watches tennis tournaments and cooks.





# READ CAREFULLY

BETWEEN THE LINES OF A CONTRACT AND YOU WILL SEE ROOM FOR A RELATIONSHIP. IT IS THIS RELATIONSHIP THAT MAKES US, **IDEAPRENEURS**, PUSH THE ENVELOPE, BURN THE MIDNIGHT OIL AND SEE BEYOND THE CLAUSES A, B AND C.

IN SUCH A RELATIONSHIP YOU'LL FIND INTERACTIONS WITH TRUST, TRANSPARENCY AND FLEXIBILITY. BECAUSE, YOU SEE, A RELATIONSHIP IS NOT JUST ABOUT A FIRST PARTY AND A SECOND PARTY SIGNING A DEAL ON PIECES OF PAPER. IT'S ABOUT PEOPLE COMING TOGETHER TO CREATE IDEAS, VALUE AND SOMETIMES EVEN HISTORY.



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# HIGHER EDUCATION IN POLAND

Text: Jakub Jański • [jakub@careersinpoland.com](mailto:jakub@careersinpoland.com)

Polish higher education can be considered as one of the most dynamically developing areas of social life. During the last 25 years, Polish universities have changed considerably, mainly because of the collaboration with other countries in the international arena.

## DIFFERENT COUNTRIES – DIFFERENT STUDIES?

Just the opposite. In 1999, Poland along with other countries signed the Bologna Declaration, namely a document containing tasks to make higher education systems of the European countries similar. For several years, Poland has been trying to realize the idea of making studies more convenient and removing non-necessary formalities resulting from system differences. That's why a three-level system of studies has been introduced: bachelor level (6 semesters), master level (4 semesters) and PhD level (from 6 to 8 semesters), and Poland takes part in the European Credit Transfer System (ECTS). Actively participating in international student exchange programmes, Polish higher education promotes also mobility. ERASMUS+ is the most popular programme (in its new version, it was launched in 2014), which is created not only by the European Union countries, but also by, i.a., Switzerland, Turkey, Iceland, Liechtenstein and partner countries neighbouring the EU. You can find more information

on [www.ec.europa.eu](http://www.ec.europa.eu) or in **local Eurodesk offices** (each office also has its own website). In Poland, bilateral agreements, as part of this programme, were signed by 324 universities in 2012-13. It's also worth mentioning the CEEPUS project, which is the Central European university exchange programme. All the information on this programme can be found on [www.ceepus.info](http://www.ceepus.info).

## WHY IS IT WORTH DOING?

For several reasons. Certainly, for the tradition. The first university in Poland was established in 1364 (as the second one in this region of Europe, after Prague) and it still exists. At present, there are 400 state universities (free of charge) and private ones (paid). At the same time, Poland is on the fourth place in Europe as regards the number of people studying (over 1.5 million students). Polish universities are also becoming more and **more innovative**. Modern university campuses with access to the state-of-the-art laboratories and research centres are appearing in the major academic locations. So far, over 2,000 scientific centres have been modernized.

## HOW CAN I START STUDYING IN POLAND?

First of all, contact the international exchange office at your university. It will indicate the organizations that signed a bilateral agreement with your school. As a scholarship holder of the delegating party, you should also know that the studies at state universities are free of charge if you are a citizen of the European Union, the European Economic Area, or you possess Karta Polaka (Pole's Card). The other students in Poland will bear the cost of studies which amounts to 2,000 euros at the minimum. More information on universities in Poland can be found on [www.go-poland.pl](http://www.go-poland.pl).

## WHAT IF I DON'T SPEAK ENGLISH?

It's not an obstacle for Polish universities. More and more of them run courses in foreign languages (in 2013, there were over 500 such programmes). Yet if you would like to learn Polish, you can attend a several months' course before you start your studies. They are organized by all the universities that participate in international exchange programmes. The full list of study syllabi in English is available on [www.studyinpoland.pl](http://www.studyinpoland.pl).

## IS VISA A PREREQUISITE?

It isn't if you are a citizen of the European Union or the European Economic Area. Yet as studies last longer than 90 days, you should think about temporary

residence permit. All other students should apply for a student visa in a Polish consulate or embassy in their own country.

## STUDYING AND WORKING

Because of the more and more dynamic development of the labour market, especially in the area of BPO/SSC centres, employers and universities are trying to work together more closely. Having the status of a Polish student, you can visit a university job fair, where you will talk to company representatives in English, or go to the university career office, where career advisors will help you find a job matching your competencies. Visit also [www.CareersinPoland.com](http://www.CareersinPoland.com), where we publish job offers on a daily basis, having in mind foreigners who are studying, working, or planning to start their career in Poland. ■

### POLISH UNIVERSITIES FRIENDLY FOR FOREIGNERS

Over 10 years ago the Polish offer of higher education was extended with the opportunity to take up studies in English. It marked another milestone on the path of aligning the Polish educational offer with the requirements of the international higher education market. Thus studies in Poland are not dedicated exclusively to Poles... What are the consequences? Universities were naturally obliged to adapt their infrastructure to the needs of foreigners, namely, people who don't speak the local official language, who have, for example, different housing needs, who require hints concerning their everyday life in the new location.

Julia Łysik

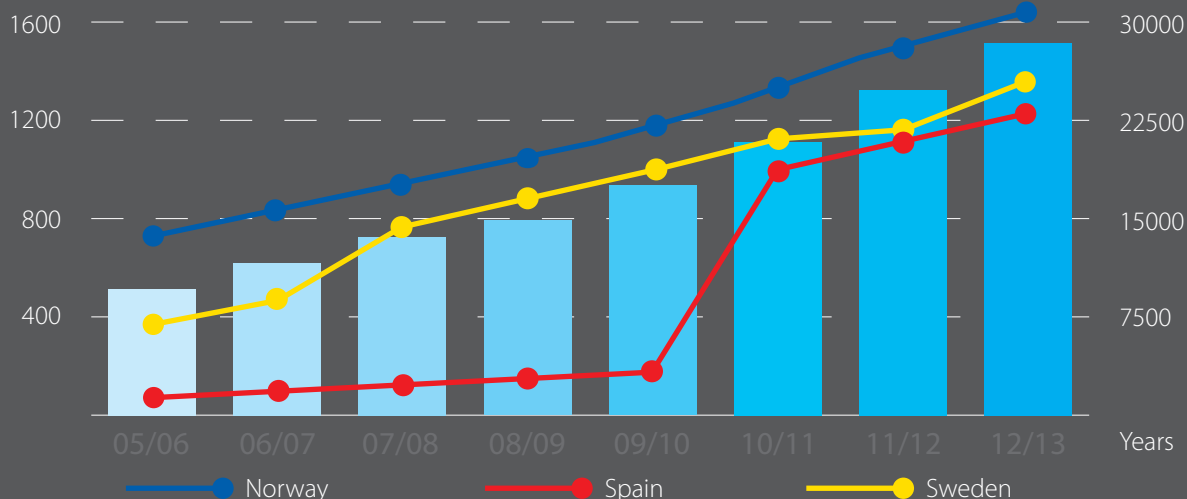
Fundacja Edukacyjna "Perspektywy" (educational foundation)



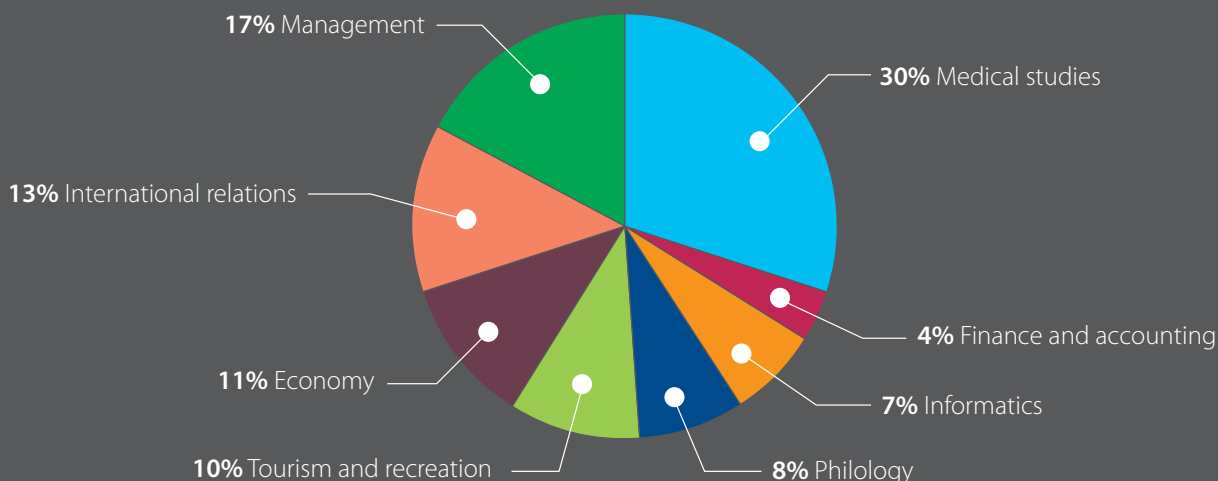


## Foreigners at Polish universities

Number of foreigners in general and for the three countries of Northern and Western Europe with the largest group of students in Poland



## Fields of study chosen by foreigners in 2013



## The most popular Polish universities among foreigners in 2013

No.	University name	Number of foreign students
1	University of Warsaw	1514
2	Jagiellonian University, Krakow	1363
3	University of IT and Management, Rzeszow	1282
4	Medical University of Lublin	1055
5	Poznan University of Medical Sciences	951
6	Lazarski University	911
7	Warsaw University of Technology	769
8	Andrzej Frycz Modrzewski Krakow University	702
9	University of Wroclaw	681
10	Medical University of Gdansk	675

Source: International Students in Poland 2013 by Study in Poland.

# RENTING AN APARTMENT IN POLAND

Text: Julien Aiello, Nicolas Jerzyk (www.rentflatpoland.com)

Deciding to stay in Poland for a longer period of time, you will have to think about where and how you would like to live.

## TYPES OF APARTMENTS IN POLAND

First of all, you can live in a dormitory and rent an apartment alone or with other people, which is the most popular. It is also possible to rent a room in an apartment with the owner, which is usually cheaper but bear in mind that you live with the landlord. Moreover, you need to remember that there is a difference in the quality of apartments or rooms to rent. Basically, there are 3 types of building containing apartments. The first one is "kamienica". We can describe it as an apartment inside an old building with a high ceiling, usually around 3.5 metres. Such apartments are generally cheaper. Another type is a block ("blok"). Such buildings are more modern than "kamienica" but without any additional facilities. The last type, very rare and the most luxury is a new building with plenty of options inside: security, monitoring, parking place, sometimes a gym and a swimming pool. Of course, rental prices are the highest for the last category.

## HOW TO SEARCH OFFERS?

For foreigners who don't know the Polish language, there is a possibility to use different options of searching for an apartment:

- 1<sup>st</sup> : Using portals which are in the English language.
- 2<sup>nd</sup>: Contacting directly a real estate agency. Most of real estate agencies ask for a fee. Of course, with some agencies, the owner pays the fee instead of the tenant. Bear in mind that you shouldn't pay for visiting an apartment. You can be charged a commission only if you take an apartment.
- 3<sup>rd</sup> : Talking to Polish friends or checking for offers at a local university, or at work. You can find other people looking for an apartment and decide to live together.
- 4<sup>th</sup>: Checking social media and expat groups in Poland. You can find "expats in Warsaw, Krakow" etc.
- 5<sup>th</sup>: Asking your company to help you find accommodation.

## RENTAL PERIOD

Usually, the minimum period is from six months to one year. Some owners are flexible and can rent their apartment for one or two months. It's very important to include the termination information in the contract. This way, you won't have to stay in the apartment until the end of the regular rental period. In most cases, a security deposit is required. The amount is usually the equivalent to one month of rent, sometimes it may happen to be twice as much. It might be possible to negotiate it.

## MONTHLY BILLS

Regarding the market in Poland, it all depends on which kind of apartment you live in. For instance, monthly bills are higher when you rent an apartment in "kamienica", especially during winter time. For a studio of around 35 square meters, it is necessary to include

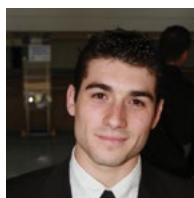
PLN 100-150 extra per month for gas and electricity. Usually, water bills are already included in the administrative costs. It is possible to rent an apartment with all the bills included, even the Internet and TV. If that's not the case, you must find a provider or conclude an arrangement with the owner later. There are plenty of Internet providers in Poland. Bear in mind that you need to wait at least 7 to 20 days to get the Internet access with a new installation.

## WHAT TO PAY ATTENTION TO?

It is always better to rent an apartment with all costs included in order to avoid any unpleasant surprises. As gas bills sometimes are paid every 6 or 12 months, the sum can be high: around PLN 800 to PLN 1,600 (EUR 200 to EUR 400 euros). Pay attention to these three things: rental cost, administrative cost and bills. Some rental offers show only the renting cost, which can cause misunderstanding as regards the sum to pay in total. Watch out if the price is too attractive, it means that the owner or the real estate agency didn't put the administrative cost, which can be sometimes almost the same as the rental cost.

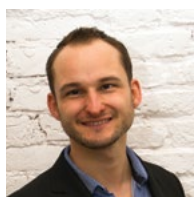
## RENTAL AGREEMENT

The best solution when it comes to sign a contract is to ask a Polish friend to read it beforehand and check for any uncertain points. Moreover, you can ask for a contract in English. Rental contracts are really important. Avoid living in an apartment without any contract because you can encounter some issues: the owner can evict you anytime they want, and they may ask you to pay for some extras without any proof. A contract should contain: contract duration, conditions for termination, security deposit amount, inventory of what is included in the apartment, water and gas meter readings before you move in. Finally, to sign the contract, you need to provide your ID, passport or your PESEL (Identification Number in Poland) if you have any. ■



### Julien Aiello

The co-founder of two web-platforms providing services for foreigners willing to come to Poland. He had the opportunity to come to Poland during his studies in the area of business. He knew that he would be back there. After a few years of work in multinational firms, he found out the power of new technology and the limitless possibilities in Poland.



### Nicolas Jerzyk

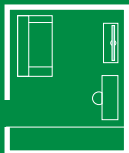
An entrepreneur and a co-founder of two multisided platforms, enjoys setting up projects to make people's lives easier. As a lesson-taker, he always appreciates feedback and analyses it. Optimistic and deeply involved in his projects, Nicolas also enjoys having an impact on the society. He recently established an NGO in Poland.





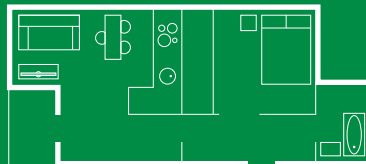
## Apartment renting in Poland

All prices presented below include: an owner's margin, administrative costs, rubbish removal, heating and water consumption.  
They exclude: electricity, Internet and television.



### One private room to rent in a shared apartment in the city centre

Krakow	PLN 700 / EUR 175 <b>PER MONTH</b>
Szczecin	PLN 650 / EUR 163 <b>PER MONTH</b>
Warsaw	PLN 800 / EUR 200 <b>PER MONTH</b>



### 2 bedroom apartment to rent in the city centre

Krakow	PLN 1,600 / EUR 400 <b>PER MONTH</b>
Szczecin	PLN 1,300 / EUR 325 <b>PER MONTH</b>
Warsaw	PLN 2,300 / EUR 575 <b>PER MONTH</b>

Each price is an average of 15 classifieds selected in October.



## Sample offers from various classified portals

Renovated apartment with a large balcony		Spacious apartment with a bright kitchen	
\$ Price	PLN 1,350 / EUR 337.5	\$ Price	PLN 1,300 / EUR 325
City	Torun, city centre	City	Olsztyn, city centre
Property size	40 m <sup>2</sup>	Property size	74 m <sup>2</sup>
Number of bedrooms	2 bedrooms	Number of bedrooms	2 bedrooms
Furniture	furnished	Furniture	furnished
Furnished apartment (just 4 minutes from the Metro Center station)		Cozy studio in a quiet part of Warsaw	
\$ Price	PLN 2,400 / EUR 600	\$ Price	PLN 1,450 / EUR 362.5
City	Warsaw, city centre	City	Warsaw, 6 km from the city centre
Property size	48 m <sup>2</sup>	Property size	31 m <sup>2</sup>
Number of bedrooms	3 bedrooms	Number of bedrooms	1 bedrooms
Furniture	furnished	Furniture	furnished
Renovated apartment, fully furnished and equipped		High standard apartment in the city center	
\$ Price	PLN 1300 / EUR 325	\$ Price	PLN 1,800 / EUR 450
City	Krakow, 5 km from the city centre	City	Szczecin, city centre
Property size	36 m <sup>2</sup>	Property size	56 m <sup>2</sup>
Number of bedrooms	2 bedrooms	Number of bedrooms	2 bedrooms
Furniture	furnished	Furniture	furnished

# BANK ACCOUNTS IN POLAND

Text: Dagmara Ferenc

One of the most important things after coming to Poland and starting a job is to open a bank account. An account is needed to receive your pay or to deal with daily activities (e.g. paying bills, shopping, etc.). If you are a foreigner, it is necessary to prepare the following documents before opening an account: **a passport, a visa and your residence card, which specifies your residence time in Poland.**

## OPENING A BANK ACCOUNT AS A FOREIGNER

There are banks where an account can be opened only by a resident, i.e., a person who is domiciled in Poland. A non-resident is a person who has their residence abroad.

The procedure of opening an account is not complicated and does not require much time.

First of all, you should go to one of the branches of the bank in which you would like to open an account and present all the required documents. The majority of banks do not offer opening a bank account for foreigners via the Internet. Usually, it takes a few hours or a few days to get access to your account.

To find the most profitable offer that will suit your preferences, it is recommended to compare a few options in different banks.

In the most banks, the offers for foreigners do not differ from those for residents. It's definitely an advantage when you do not have to pay for opening an account or the monthly service fee. Very important documents are the residence card, which allows you to be registered, and a passport. With those documents, you have a chance to open an account without hidden fees. This is good news for all foreigners who permanently reside in Poland. If you have all the necessary documents, you can quickly open your own account. Bank branches are open from Monday to Friday, between the hours of 9 am and 6 pm or 7 pm. At the weekends, the best solution will

be to go to bank agencies opened in galleries or commercial centres. Most banks offer their customers a banking website, where you can check your account balance, make a transfer or apply for a loan.

## ATMS IN POLAND

In Poland there are almost 19,000 ATMs. Each bank has its own ATMs, branded with a logo of the bank. There are also ATMs like Euronet or Cash4U. Such ATMs allow to withdraw money from any bank account but it could cause additional charges.

For a few years, mobile payments like SkyCash, iKO or Peopay have been available in Poland and have become popular especially among young people. Thanks to an application on your smartphone, you can withdraw money from many ATMs or pay for purchases without using a card. You can also use such applications to pay for transport or a cinema ticket.

## USING YOUR CURRENT ACCOUNT ABROAD

After arriving to Poland, you can still use your present bank account. There shouldn't be any problem with withdrawing money or card payments. But in this case, transfers are usually more expensive and withdrawal fees are higher so it could be unprofitable.

## COMPARE BANK OFFERS

In the table below we present you an offer of the winners in the prestigious rankings: the bank with the largest number of customers (PKO BP), the bank with the best online banking (mBank) and the bank with the biggest profits (Getin Bank).

The summary prepared by bank employees helps you choose the best account.

The proposal has been prepared for the account of a young person who is still studying or has recently graduated from university. ■

	PKO BP PKO Zero Account	mBank Account for Young	Getin Bank Getin UP
1 Can I, as a foreigner, open a bank account via Internet?	only by request	YES	NO
2 Is it possible to complete all formalities in English?	YES	YES	NO
3 Is there an English version of online banking platform?	YES	YES	NO
4 Can I contact a bank by telephone in English?	YES	YES	YES
5 What is the monthly fee for using a bank account?	PLN 0 (if monthly inflows amount to min. PLN 1,500)	PLN 0	PLN 0 (non-cash transactions of min. PLN 300)
6 Fee for issuing the card	PLN 0	PLN 0	PLN 0
7 Card service fee	PLN 0 (card transactions of PLN 250)	PLN 4	PLN 2.99
8 What is the transaction fee for domestic and international money transfers:			
in a bank agency	PLN 5	PLN 8	PLN 5.99
via Internet	PLN 0	PLN 0	PLN 0
9 How much has to be paid for cash machine withdrawals:			
if the cash machine belongs to the bank with which the bank account has been opened	PLN 0	PLN 0	PLN 0
if the cash machine belongs to another bank	min. PLN 5	min. PLN 5	min. PLN 5
10 How much does a foreign transfer cost:			
in a bank agency	min. PLN 50	min. PLN 20	PLN 60
via Internet	not possible	min. PLN 20	not possible
11 The cost of the cash deposit:	PLN 0	PLN 0	PLN 0
12 Does the bank offer online banking?	YES	YES	YES
13 Is it possible to deposit money in a foreign currency?	YES	YES	YES



# HEALTH INSURANCE IN POLAND

Text: Dagmara Ferenc

Health insurance is an insurance in case of illness, injury, etc. An insured person is entitled to health care services which are designed to preserve health, to protect against the effects of diseases and to treat. In Poland, there are two types of health insurance: mandatory and voluntary (private).

Individuals covered by the general insurance conditions and the range of health care services financed from public funds are defined by the act of 27 August 2004 on healthcare services financed from public funds. The entity responsible for health care in Poland is the National Health Fund (NFZ). Every person who pays contributions to the Social Insurance Institution (ZUS) is provided with insurance. If you are employed under a regular employment contract or a civil law contract "umowa zlecenia", your employer is obliged to pay your premium. An employer reports all newly recruited employees to the Social Insurance Institution by filling in the application form called "ZUS ZUA", and pays their monthly contribution.

If you are a student, it is a university that makes a payment, but it depends on your country of origin.

## ■ EUROPEAN UNION/ EUROPEAN FREE TRADE ASSOCIATION

On the area of 28 European Union countries and in Iceland, Liechtenstein, Norway and Switzerland, you can use the European Health Insurance Card (EHIC). This card gives you the right to free (or at the same price as for the insured citizens) healthcare services during your temporary residence.

## ■ OTHER COUNTRIES

Each student from a non-Union country which doesn't belong to the EFTA may insure themselves voluntarily by making an agreement with the National Health Fund. This agreement is based on a written application, a document confirming your student status and passport. If you conclude a contract and make payments on time, you can profit from all the health care services financed by the National Health Fund.

The public health services (within the framework of the National Health Fund) are available to foreigners who:

- work in Poland, i.e., persons lawfully employed are covered by compulsory health insurance and can use public healthcare services for free;
- are family members of an insured person: your child, wife and parents or grandparents can be insured together with you;
- are insured in the European Union or the European Free Trade Association.

Making use of public medical services, you should present documents that prove you are insured. Your ID card, passport or student card are usually satisfactory.

Voluntary (private) health insurance is an insurance which enables to receive free, or partially reimbursed by the insurance company, access to selected medical institutions and medical services depending on the insurance coverage offered.

In Poland, a private insurance in the form of medical subscription is quite popular. Insurers develop an offer in cooperation with private institutions providing medical services under these subscriptions.

## If you require medical services, you should be directed to one of the following institutions:

- a hospital
- a clinic (or health centre), which provides basic and specialized healthcare
- an emergency – it provides assistance in case of an accident, an injury, a childbirth, an illness, deterioration of health, or a threat to life. In case of emergency you can dial universal European number 112 or Polish emergency telephone number 999
- a medical diagnostic laboratory.

Medical services can be public or private. All the abovementioned institutions that have signed a contract with the NFZ provide assistance free of charge. The building of such an institution should have a plaque with the inscription "National Health Fund" (NFZ). If you used services of a doctor or medical centre that does not have a signed agreement with the Fund, you will have to bear the costs of such treatment whether you are insured or not.

The public health specialist services are provided on the basis of a referral from a doctor. You do not need a referral to doctors like: gynaecologist and obstetrician, dentist, dermatologist, venereologist, psychiatrist, oncologist and ophthalmologist.

A referral is a written instruction on the formal medical form in order to do diagnostic tests, to take consultation with a medical specialist, to get hospital treatment, treatment in a specialist clinic, sanatorium treatment and rehabilitation.

You should be aware that Polish doctors working in hospitals and public health clinics usually don't speak English. So, when you have to use public medical care, it would be worth asking your Polish friend to assist you during these visits. However, visiting a doctor with a friend may be inconvenient in many situations. Then the best idea would be to use private medical services. Most of the doctors working in private medical centres support multinational corporations so they have a good knowledge of English.

Medical packages are often used by companies as one of the employee benefits. Some companies also give employees an opportunity to include their families in private medical care. Using private medical care, you do not have to wait for months to visit a doctor (it can happen when using public services). ■

# MOBILE OPERATORS IN POLAND

Text: Dagmara Ferenc

In the Polish market, you can find many opportunities of using a mobile phone. In Poland, there are four major network operators: Orange, T-Mobile, Play and Plus, and many other companies offering their services in the pre-paid system.

The major operators have extended their offer, in which you can find pre-paid phones, contract subscriptions, wireless Internet access and special offers for companies.

## PRE-PAID SYSTEM

The most popular offerings are phone cards and pre-paid systems. The biggest advantage of a pre-paid system is that you won't be bound by a contract with an operator, so you can change the system until you will find an offer suitable for you. In this case, you just have to declare how much you want to pay in a given month. The pre-paid system is primarily dedicated to people who do not want to tie up agreements with operators, and control their spending. To start using the pre-paid system, you must have an unlocked phone (without protection established by a manufacturer on an operator's request). Then you only need to buy a starter and activate your account. Starter prices range from PLN 5 to PLN 25, and the recharge options from PLN 5 to PLN 150. You can recharge the account every month, quarter, half year or year.

You can find the starters in points of sale, kiosks, petrol and railway stations, hypermarkets etc.

The prices per one-minute call, SMS and data transmission:

	PLN/min	PLN/SMS	Data transmission PLN/100kB
<b>Plus</b> More in Plus	0.29	0.19	0.29
<b>Orange</b> SMART	0.29	0.20	0.01
<b>T-mobile</b> FRII	0.29	0.14	3 for 10MB
<b>Play</b> Formula 3 in 1	0.29	7 per month for unlimited SMS	0.02

Source: Mobile operators' websites. Data collected in the first week of September.

## SUBSCRIPTION

If you would like to sign a contract with the mobile operator in Poland you should prepare the following documents: passport, residence card, your work permission, credit card and if you are a student – a student ID.

Then you should go with these documents to the operator's point of sale. The contracts are usually signed for 12, 24 or 30 months. You should be aware that the contract may be signed only for as long as your residence card is valid.

After signing the contract, you will be required to pay a monthly subscription fee plus any additional costs if you exceed the limits. Prices of monthly subscriptions range from PLN 19.90 to PLN 219. The choice of the subscription depends only on your preferences and contract duration.

Signing a contract gives you an opportunity to choose a mobile phone for a token sum.

Subscription is intended primarily for people who talk by phone a lot and do not want to be bound by any limits.

Prices in sample contracts:

	Orange	Play	Plus	T-mobile
<b>Tariff name</b>	Smart Plan Halo	Formula 4.0	Only SIM	JUMP
<b>Price per month</b>	34.99	35.98	29.99	29.99
<b>PLN/min</b>	0.29	No limits	No limits	No limits
<b>PLN/SMS</b>	0.20	0.19	0.20	No limits
<b>Internet</b>	0.25/50 kB	No limits	-	0/500MB

Source: Mobile operators' websites. Data collected in the first week of September.

In the Polish market, you can also find products that will allow you to make cheap calls abroad. In shops and kiosks you can find cards of operators specialized in offering cheap international calls. Using them doesn't require to sign a contract. Each card is perpetual and available in many denominations. These cards can be used multiple times, until the exhaustion of resources.

In Poland, the most popular operators offering cheap international calls are Telegrosik, Lycamobile and Kluczmobil.

## ROAMING

Roaming service gives you an opportunity to make and receive calls, SMS and MMS messages while you are abroad. But you should remember that to take advantage of roaming, it will have to be activated before you leave your country. ■



### Dagmara Ferenc

A student of Polish philology at Warsaw University. In future, she would like to be a columnist. Her interests include Polish politics, Ibero-American literature and Almodovar's films. She has been with the editorial team of *KarierawFinansach.pl* and *Careers in Poland* since July 2014, when she did a summer internship.



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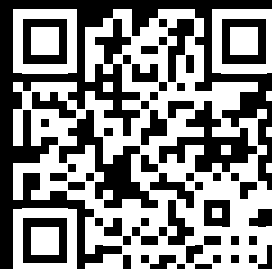
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# CULTURE SHOCK BECOMING INCREASINGLY RARE IN POLAND

Text: Marek Wiśniewski

**WHAT CAN COME AS A SURPRISE FOR A FOREIGNER WHO MOVES TO POLAND TO WORK? NOT MUCH IF THEY LAND IN A LARGE COMPANY. IS THE CULTURE IN CORPORATE OFFICES DIFFERENT FROM THE SPECIAL CHARACTERISTICS OF A COUNTRY THE COMPANY IS LOCATED IN?**

People working for international companies and running business that goes beyond the borders agree that coming to Poland more and more rarely entails experiencing even a little “culture shock”. There are two reasons for that. First, multinationals create a strong organizational structure which can be called “the culture of the international working environment”. Second, certain standards are aimed to reach the highest effectiveness. The companies simply try to apply proven solutions in all their branches.

## INTERNATIONAL ORCHESTRA

It is especially hard to expect a culture shock in the BPO/SSC sector companies. Apart from the fact that their employees often work in **international teams**, they also provide service to customers from different countries. Sometimes everyday life in a company has practically no connection to the office location.

“The majority of our team positions are occupied by Poles. Yet it doesn’t have an overwhelming influence on the corporate culture because we practically don’t work with customers from Poland,” says Marta Drozdowska, Recruitment Manager from Atos Origin, an international company in the IT services industry. “Before foreigners landed in our team, our Polish staff were prepared to deal with cross-cultural

differences, thanks to contacts with customers from other countries.” Management also influences the prevalent culture elements in a company branch. If a company operates in Poland but it is managed by **executives from another country**, it is them who shape such elements as communication, relationships between employees and between subordinates and superiors. The country of a particular organization’s origin is also important. The working environment in a Polish branch of an international company from Sweden or Norway may be more “Scandinavian” than “Polish”. “The culture of a company’s mother country gives **a tone to the communication** to some extent, and determines the company’s management style. It also translates into priorities and lines of action,” says Maryla Aftanasiuk-Lisiecka, Manager of Regus business centre in Warsaw, which belongs to a chain of 2,000 locations all over the world. “If in a given country extensive social packages are popular, there is a real chance that you will find such an approach also in the Polish branches of companies from this country”.

That is why an employee relocating to a Polish branch of a company from its home location can expect that their working environment will not change in a spectacular way.

## CULTURE OF EFFECTIVENESS

Multinationals also unify the corporate culture in their branches all over the world to achieve the highest effectiveness. Relations between superiors and subordinates are often the topic of deliberations on culture differences. The style of an open discussion and “open door” to the boss’s office, typical of the USA, contrasts with the authoritarianism in the companies from Eastern Europe, including Poland, or even more hierarchical and closed Asian culture. Yet the situation is chang-



# A few stereotypes and facts about Poland

Come and see which of them are true!



## We like to complain

When asked “How do you do”, your Polish interlocutor will often complain about weather, politics or job.



## We are gentlemen

“Ladies first” is not only a theoretical rule in Poland. It is usual that you let a woman go first through the door.



## Being a bit late is not a problem

But there is an exception: do not try to come late to work!



## You can't drink alcohol in public places

It can cost you a min. 50 PLN (12,5 EUR) fine.



## Some rules are not always obeyed

Be careful on Polish roads. 50 km/h restriction is not a problem for many Polish drivers.



## Have respect for your boss

Don't speak too directly with the management of your company.



## Poles are religious

You will see many signs of Polish religiousness and traditionalism, especially among older people.

ing dynamically and cultural patterns are giving way to models which enable speed and **flexibility of actions**. Heads of companies from China and India, whose investments in Poland are increasing, do not expect from the British and Germans coming here that they will follow the Asian etiquette while contacting their superiors.

"All the companies pay increasing attention to their employees' ideas although it is the head who takes the final decisions. Yet the growing openness to consultation with employees is clearly visible in Poland," says J.J. Singh, Managing Director at Weco-Travel, which deals with the service of international business trips and has several branches in Eastern Europe and Scandinavia. "In companies operating in Asia, hierarchization is still noticeable but it manifests itself, first of all, in showing outward respect to the boss. Yet although similarly to the situation 20 years ago, a subordinate in India or Japan bows intently to their boss, the relationships between them are fundamentally different. They consult, let their subordinates to a discussion – this is just an international tendency. Asian people running companies in Poland also adapt themselves to this. I consider my meeting with my former boss, who I worked for in India, as the symbol of these changes. We met in Poland with his numerous co-workers, who hold the key positions in the company, and we jointly thought over what we could do together. During this meeting, my boss's subordinates presented their stand point. Once, in India, it would have been more likely to be a meeting of two bosses."

### ■ IT'S EASIER AT WORK, BUT IN PUBLIC OFFICES...

While cultural differences and language problems are becoming less of a problem in a company, carrying out work formalities in Polish public offices can be a test of foreigners' nerves. Red tape, permits, incomprehensible procedures and **a language barrier** are serious obstacles. "I think that foreigners coming to Poland from the West may be surprised by a more bloated bureaucracy related to work," says Daniel Sawko, KYC Analyst at UBS, a British man working in Krakow. "What especially surprised me in Poland is the obligation to undergo medical tests before you start work. In the UK, it's not required. As Poland is a member of the EU, where we promote the free labour market, such obstacles should be reduced."

To cope with the specific Polish "bureaucratic culture", foreigners need support. Sometimes it is provided by a company, sometimes by friends. Andrzej Jaworski, who works for a Wroclaw company Taxat, operating in the area of debt recovery came to Poland from Ukraine. He was supported in adaptation, among other things, by a training, as part of a programme financed by the Wroclaw government, thanks to which he could obtain the most important information on living, working and studying in Poland. "I could quickly figure out the administrative procedures, law and such everyday issues as using public transport or shopping," says Jaworski. "Coping with Polish public offices was difficult and time-consuming. Yet although I didn't know Polish, it was easier because there are no huge differences between Poland and Ukraine as regards labour law and administrative matters. What's more, a Pole and a Ukrainian are able to understand each other, more or less, even if each of them speaks their own language."

Daniel Sawko was **supported by his company** as regards his adapta-

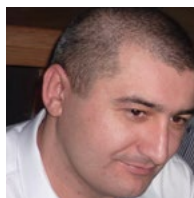
tion to work in Poland and getting to know the cultural differences: "When I started my work in Krakow, I could take advantage of advice of a team which was assigned to help me. My colleagues helped me to go through the whole process: I could contact them any time asking questions on any topic, including issues related to everyday life, customs and moving around the city. This assistance was especially useful in communication with the public administration."

### ■ WHAT COMES AS A SURPRISE FOR A FOREIGNER?

While company's operations or corporate culture are more and more rarely surprising for foreigners in Poland, depending on where they come from, they can have bigger or smaller problems with **the Polish mentality**. Those coming from the West may be irritated by the special attitude of "picking holes", namely anticipating problems and not noticing the good points of the solutions discussed. During interviews, they are annoyed by being questioned as regards the truthfulness of the information in their CV instead of seeking potential benefits that both sides could achieve thanks to working together. Some people are surprised by the distrust concerning fulfilling commitments. "Especially southerners find it difficult to get used to long business agreements, full of legal and formal vocabulary, even if it is not particularly needed in a certain place," observes Maryla Aftanasiuk-Lisiecka. "Of course, they will also have to get used to the Polish "grumbling", which is talking about the downsides of happenings, and to the fact that constant smile and positive attitude do not occur on a daily basis."

"Those who come from other countries may be surprised by the Polish long weekends, celebrating them, looking forward to them, and the fact that practically the whole life is declining then," observes J.J. Singh. "On the other hand, they may be surprised by more advantages than they expected. In comparison to other nations, even the western ones, the Poles appear to be hard-working and meticulous employees who play as a team. They don't finish at 5.00 pm regardless of what is happening. A foreigner coming to work here will have to adapt to this."

Culture shocks related to work are becoming a thing of the past in case of multinationals. This concerns also foreigners who come to work in Poland. In international companies, we encounter rather the special "corporate multiculti" than corporate culture with special national characteristics. As a result of **the increasing mobility of employees**, unifying standards and integration with the western world, there are more and more foreigners in the Polish branches of international companies. And this makes the adaptation of others easier. ■



#### Marek Wiśniewski

a journalist of the website *KarierawFinansach.pl* and he specializes in the labour market and human resources management. He co-created the website *Publiczni.pl*, dealing with HRM in public administration. Editor-in-Chief of the website *DrSprzedaz.pl*, which promotes education of sellers and sales managers. He finished sociology at Warsaw University.



# PRICES AND SHOPPING IN POLAND

Text: Joanna Urbaniak • joanna@careersinpoland.com

## POLISH ZLOTY

The Polish zloty, which is subdivided into 100 groszy, is the basic currency unit in Poland. At present, 200 zlotys is the banknote of the highest denomination, and 1 grosz is the coin of the lowest denomination.

After arriving to Poland, you can exchange money in a brick-and-mortar or online bureau de change. Bureau de change network in Poland is really dense. In 2013, only in Warsaw, there were 140 registered bureaux de change, where you could buy and sell 24 currencies. Points of currency exchange are most frequently located at the stations, airports, in the subways in city centres, and other places with high tourist traffic. To exchange currency, you can also use the online offer. The most popular and the oldest bureau de change in Poland is **cinkciarz.pl**, a website available in 8 language versions. Average exchange rates in September 2014 amounted to: EUR/PLN 4.19 and USD/PLN 3.25 (source: The National Bank of Poland).

## EURO IN POLAND

At its accession to the European Union, Poland committed itself to join **the Eurozone**. The date of exchanging zloty into euro is not known yet. The forecasts indicate that Poland will not adopt euro during the next several years. Yet it doesn't mean that paying by means of euro isn't possible in Poland.

For a few years, you have been able to pay by means of euro in the majority of super- and hypermarkets, such as Carrefour, Auchan and Tesco. You can also use euro at many petrol stations, in large electronic shops, and at motorway gates.

Before paying in euros, it is worth checking if the exchange rate that was used to convert the bill is valid. It is likely that the employees of a particular point of sale don't update exchange rates or use any value because the payments in euro are rare in their shop. It often happens that shops accept payments in euro but they don't deal in the currency themselves. This means that in case of a foreign currency, they accept only payments in banknotes and the change is given in zlotys.

## FORMS OF PAYMENT

Although the majority of the Polish society prefers paying in cash, the possibility to pay by card is common. Each **super-** and **hyper-market** offers its customers the opportunity to pay by card. This form of payment is generally possible in most points of sale, hotels and restaurants in Poland. So, you can go shopping in Poland without having cash on you. Small local shops which are not part of any chain, newsagent's stands and ticket offices may be an exception. There, it is safer to have cash on you.

## LOW PRICES IN POLAND

In 2012, the European Statistical Office Eurostat prepared a report on food prices in Europe, taking into consideration 500 foodstuffs and beverages. It revealed that the prices of food products and non-alcoholic beverages in Poland amount only to 61% of the EU average. This makes Poland a country with the lowest prices in the above product categories. The prices of tobacco products in Poland are also among the lowest ones in Europe: the price accounts for 58% of the EU average. Only alcohol isn't that cheap in Poland. Its price amounts to 93% of the EU average. Yet it's not a pessimistic piece of information if we compare Poland to Norway, where the price of alcohol accounts for 288% of the EU average.

## SHOPPING

In many big, medium, or even small Polish cities, you can easily find a super- or hypermarket open **7 days a week**. The opening hours of a supermarket depend on its location. Supermarkets open 24/7 still aren't common everywhere but in big cities, you rather won't have a problem to find them. If you are forced to do basic shopping very late in Poland, and you can't find any **shop open 24/7**, the best idea is to go to the nearest petrol station. They are open 24/7, 365 days a year, regardless of holidays.

Shopping centres operate in all big cities. They are also more and more common in medium-sized towns. The most frequent opening hours are from 10 am to 9 pm. There, you can buy clothes, footwear, TV equipment and home appliances, do grocery shopping or go for lunch, coffee, to the cinema or gym.

Also in Poland, but for sure not only, market places are back in vogue at present. Full of fresh vegetables, fruit and meat sold directly by producers, they are popular with local inhabitants. What is interesting, in Poland, market places are not only small towns' domain. In Warsaw, there is the legendary Hala Mirowska still working. It's a place loved both by the inhabitants and chefs from the Warsaw restaurants. ■

Check prices of selected products and services on the next pages



### Joanna Urbaniak

Graduate of Interdisciplinary Economic-Managerial Studies at Warsaw University. For a year, she has been with the website [KarierawFinansach.pl](http://KarierawFinansach.pl). She is part of the editorial team of the guide "Kariera w Finansach i Bankowości" [Career in Finance and Banking] and "Careers in Poland". In her free time, she reads Turkish and Japanese literature, watches tennis tournaments and cooks.



## Prices of selected products in Poland



All the prices were checked in a large hypermarket in Warsaw in the first week of October.





### BARBER

(men's haircut)

Krakow	PLN 40 / EUR 10
Szczecin	PLN 20 / EUR 5
Warsaw	PLN 40 / EUR 10



### MANICURE

(hybrid)

Krakow	PLN 75 / EUR 18.75
Szczecin	PLN 60 / EUR 15
Warsaw	PLN 90 / EUR 22.50



### FITNESS CLUB

(annual membership)

Krakow	PLN 1,300 / EUR 325
Szczecin	PLN 1,360 / EUR 340
Warsaw	PLN 1,465 / EUR 366.25



### NATIONAL MUSEUM TICKET

(standard ticket)

Krakow	PLN 35 / EUR 8.75
Szczecin	PLN 10 / EUR 2.50
Warsaw	PLN 15 / EUR 3.75



### MOVIE TICKET

(half-price ticket on Friday)

Krakow	PLN 16 / EUR 4
Szczecin	PLN 18 / EUR 4.50
Warsaw	PLN 22 / EUR 5.50



### CONTEMPORARY THEATRE TICKET

(standard ticket)

Krakow	PLN 25 / EUR 6.25
Szczecin	PLN 30 / EUR 7.50
Warsaw	PLN 48 / EUR 12



### ACCOMMODATION IN A TRENDY HOSTEL

(place in a 4-bedded dorm)

Krakow	PLN 65 / EUR 16.25
Szczecin	PLN 40 / EUR 10
Warsaw	PLN 60 / EUR 15



### POLISH LANGUAGE COURSE

(one semester, twice a week)

Krakow	PLN 1,150 / EUR 287.50
Szczecin	PLN 1,000 / EUR 250
Warsaw	PLN 1,450 / EUR 362.50



### PIZZA FROM PIZZA HUT

(Pepperoni Classica)

Small	PLN 14.95 / EUR 3.74
Middle	PLN 24.95 / EUR 6.24
Big	PLN 33.95 / EUR 8.49



### BIG MAC

(hamburger sold by McDonald's)

Small	PLN 9.50 / EUR 2.38
Middle	PLN 15.90 / EUR 3.98
Big	PLN 17.80 / EUR 4.45



### SUSHI SET

(for two)

Krakow	PLN 85 / EUR 21.25
Szczecin	PLN 75 / EUR 18.75
Warsaw	PLN 105 / EUR 26.25



### CAFFE LATTE FROM STARBUCKS

(classic)

Small	PLN 10.90 / EUR 2.73
Middle	PLN 12.90 / EUR 3.22
Big	PLN 13.90 / EUR 3.48



### PETROL

(at the filling station)

Krakow	PLN 5.29 / EUR 1.32 PER LITRE
Szczecin	PLN 5.43 / EUR 1.36 PER LITRE
Warsaw	PLN 5.28 / EUR 1.32 PER LITRE



### TAXI FARE

(during the day, city centre)

Krakow	PLN 2 / EUR 0.50 PER KM
Szczecin	PLN 2.15 / EUR 0.54 PER KM
Warsaw	PLN 1.80 / EUR 0.45 PER KM



### TAXI FARE

(overnight, city centre)

Krakow	PLN 2.80 / EUR 0.70 PER KM
Szczecin	PLN 3.10 / EUR 0.78 PER KM
Warsaw	PLN 2.70 / EUR 0.68 PER KM

# PUBLIC TRANSPORT IN POLAND

Text: Joanna Urbaniak • joanna@careersinpoland.com

If you decide to live in Poland, you should find out what means of transport you can use here on daily basis. It's not surprising that buses are decidedly the most popular in Polish cities. Buses can take you to every spot of a big city in Poland. In several Polish cities, you can also use trams. They will let you reduce the time of a journey in the most jammed cities in Poland: Wrocław, Warsaw, Poznań, Łódź and Kraków.

To streamline the transfer of town buses, some stops are the so called request stops. This means that you need to press a button if you want to get off, or wave to the driver if you want to get on a bus. Otherwise, the driver won't stop. There are relatively few request stops but, first of all, you should know that night bus lines treat almost all stops in their timetable as request stops. That's why if you travel at night, you must be careful so that a bus will not pass by you in your face. The next bus won't come soon!

In some cities: Lublin, Tychy, and Gdynia, you can still encounter trolleybuses, which aren't very popular at present. They are electric-powered vehicles, similar to trams, but they move on roads instead of tracks. Although they are an unquestionable tourist attraction for people visiting the cities which have trolleybuses, if you travel by them, you won't feel any special differences in comparison to the ordinary bus transport.

The underground works only in the capital city of Poland – Warsaw. At present, Warsaw has two metro lines. One of them joins the north with the south of the city. The other was constructed in 2014 and will be extended during the coming years to spread from the western to the eastern end of the city. It's relatively little in comparison to other cities in Europe.

A few years ago, the first city bike rentals appeared in Poland and they turned out to be a great success. Quickly gaining in popularity, the city bike rentals were launched in 7 Polish cities, and a few other ones are planning to open them. In Warsaw, there are currently 100 points of bike rentals and almost 400 km of cycling paths.

## TRAVELLING BETWEEN CITIES

While moving between Polish cities, you can choose out of three means of transport: train, bus and plane. Going by plane is decidedly the fastest way of travelling. Yet it is usually quite expensive, especially if we choose such airlines as LOT or EuroLOT. Ryanair is a much cheaper option. If you have some luck while buying a ticket, it can be even less costly than train or bus. The best way to take advantage of cheap flights is to keep up with the news on the Internet websites, such as Skyscanner and Fly4free, which gather attractive discounts offered by airlines.

Although buses have seen better days, in Poland, they have considerably risen in popularity in the last years. It is thanks to a carrier,

Polski Bus, which offers rides in Poland even from PLN 1. The company follows a simple rule: the earlier you book your ride, the more cheaply you travel. For example, if you buy a ticket from Gdańsk to Wrocław one day before you go, you'll pay 45 zlotys, but two weeks before – 30 zlotys. You shouldn't also complain about the comfort of travelling by this company's buses. Polski Bus offers Wi-Fi free of charge, big leather seats, air-conditioning and a snack if the route is longer.

If you decide on a journey between two distant cities in Poland, you can always take into account going by an Intercity or interREGIO train. Intercity has two kinds of trains: TLK and EIC. TLK is the so called Tanie Linie Kolejowe (the name means: cheap train lines), which are slower and much cheaper than EIC – Express Intercity, representing a higher standard. From the middle of December 2014, Express Intercity will also possess Pendolino, which will be able to transfer you with a much higher speed than the trains currently available in Poland. On the other hand, InterREGIO is a cheaper alternative to the both types of trains offered by Intercity. Remember that in Poland you need to buy a separate ticket for every type of abovementioned trains. So you can't use InterREGIO tickets in EIC and TLK trains.

### 5 HINTS THAT WILL HELP YOU TO SURVIVE\* A PUBLIC TRANSPORT JOURNEY IN POLAND

1. The staff at ticket offices and ticket inspectors usually don't speak English so you'd better buy a ticket in a vending machine and be sure that the ticket you bought is right.
2. Public transport at night goes rarely and stops almost only on request.
3. While travelling with large luggage, ascertain if you need an extra ticket or not.
4. It is forbidden to eat in buses and trams. People usually don't care and eat sandwiches or bars, but kebab should be eaten before getting into the bus.
5. In Poland, you cannot smoke at bus stops and in all means of transport.

\* Just joking. It is not so bad in the Polish public transport, but sticking to the above rules will make your travelling easier.



## Comparison of a few means of transport which you can use to move between Polish cities

Warsaw - Krakow, weekend

Means of transport	Time	Student ticket price <sup>1</sup>	Normal ticket price <sup>1</sup>
TLK train (a longer route)	5 h 19 min	PLN 25.48 EUR 6.37	PLN 52 EUR 13
EIC train	3 h 3 min	PLN 49.78 EUR 12.45	PLN 101.60 EUR 25.40
interREGIO train	3 h 59 min	PLN 26.41 EUR 6.60	PLN 53.90 EUR 13.48
Plane (LOT airlines)	55 min	PLN 224.24 EUR 56.06	PLN 224.24 EUR 56.06
Bus (Polski Bus)	4 h 55 min	PLN 35 EUR 8.75	PLN 35 EUR 8.75

<sup>1</sup> ticket bought a week before leaving



## Prices of public transport student tickets<sup>2</sup> in three Polish cities

Types of tickets	Krakow	Szczecin	Warsaw
Single fare transfer ticket	PLN 1.90 EUR 0.48	PLN 1.50 <sup>3</sup> EUR 0.38 <sup>3</sup>	PLN 2.20 EUR 0.55
One-day ticket	PLN 7.50 EUR 1.88	PLN 6 EUR 1.50	PLN 7.50 EUR 1.88
30-day personal ticket	PLN 47 EUR 11.75	PLN 50 EUR 12.50	PLN 55 EUR 13.75
90-day personal ticket	PLN 138.20 EUR 34.55	PLN 130 EUR 32.50	PLN 140 EUR 35
Personal ticket for one semester	PLN 184 EUR 46	PLN 210 EUR 52.50	-

<sup>2</sup> Normal tickets are twice more expensive

<sup>3</sup> 30-minute ticket

Source: Own elaboration on the basis of information published on public transport authorities' websites.



## TRAVELLING ABROAD

Similarly to travelling between Polish cities, you can go from Poland abroad by train, plane, or bus.

You should be aware that not each big city in Poland has an airport offering international flights. At present, they operate in 11 locations in Poland: Warsaw, Krakow, Poznan, Wroclaw, Katowice, Gdansk, Rzeszow, Szczecin, Lodz, Lublin, Bydgoszcz.

Travelling abroad by train is not very popular, and the offer is rather poor. You can go by train from Poland to, i.a., Berlin, Paris, Amsterdam, or Moscow. Trains used for international transport present high standard. The cars are usually air-conditioned and passengers can visit a diner if they wish.

There is a wide range of bus and minibus carriers which offer competitive prices of journeys abroad, as compared to other forms of transport. Although the journey is relatively cheap, it usually takes much time and is rather uncomfortable.

## TRAVELLING INCONVENIENCE

While planning your stay in Poland during winter, you must be aware of the inconvenience you may encounter on Polish roads and in trains. Winter usually takes Polish road-menders by surprise, which causes chaos on roads during strong frosts and snowfalls. It is worth wearing thick clothes because buses may be considerably delayed or break down on the way. The situation in Polish railways looks similar or even worse during a severe winter. Trains can be delayed even by several hours in winter and stations are often not heated.

## TICKETS

If you plan to travel by city public transport occasionally, the best solution will be to buy paper one-day tickets, single fare transfer tickets or time tickets. On the other hand, if you commute every day, it will be cheaper to purchase the so called city card, which you can charge every month or every three months. But remember to activate your card in a validating machine on a bus or tram after you charge it for the first time, and each time you have charged it after it expired!

If you are a student below 26 years of age, you can take advantage of 50%-discount tickets for public transport. Universities in Poland usually give their students magnetic stripe cards, which can be combined with a city card.

A valid public transport ticket gives you the right to travel by trains of local railways, i.a., within Wroclaw, Warsaw, and Krakow. In Poznan, it is possible to buy a combined ticket – bus, tram, train – thanks to which, you can travel by all the three means of transport without additional fees.

There are three possibilities of buying a ticket. First of all, each type of tickets can be obtained in a ticket office. Train tickets may be also purchased in a vending machine at the station (it's not the same vending machine as the city public transport one) or in the Internet. They may be stored in a paper or electronic version. People

working in ticket offices usually don't speak English so the best solution will be to buy a ticket in a vending machine or in the Internet. Similarly to public transport in cities, when you travel by trains, you can take advantage of a 51% discount for students below 26 years of age.

The majority of carriers offer their customers a possibility to save money when they buy tickets thanks to promotional prices. In case of long-term tickets, the period of ticket validity has a positive influence on the price. For sure, you will save money if you buy a 3-month ticket instead of renewing a monthly contract.

If you buy train tickets earlier, you can save money, too. For instance, prices in some InterREGIO trains begin with even PLN 1. It is highly recommended to check the prices online on a regular basis to get the best offer. Special packages for travelling groups are not so common in Poland but it could be worth asking at the ticket office, whether you will get a lower price when buying more than one ticket.

While buying an Intercity train ticket in the Internet during the weekend, you can take advantage of the offer "Weekendowa Biletomania", and purchase the ticket at a reduced price. There are also special tickets for weekends, both in Intercity (EIC, TLK) and InterREGIO trains. The Polish airlines LOT have a similar offer for the customers. As part of the Szalona Środa (Crazy Wednesday) action, the carrier lowers ticket prices even by 50%.

## TICKET CONTROL

While travelling by public transport, you can encounter ticket controllers. In case of the city public transport, ticket control is rather rare but on trains, it is almost impossible not to be asked about your ticket.

Unfortunately, the probability that a controller will speak English at least at the basic level is really little. What's more, they aren't usually eager to discuss the potential cancellation of a fine. That's why it is better to always have your ticket on you, and to make sure that it is right beforehand. ■



### Joanna Urbaniak

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# STUDENT ORGANIZATIONS



## AIESEC

AIESEC is the global youth network impacting the world through leadership development experiences. AIESEC has been facilitating youth leadership activities as well as international internships & volunteer experiences for over 65 years, developing a global learning environment across c124 countries & territories.

✉ [info@pl.aiesec.org](mailto:info@pl.aiesec.org)

🌐 [www.aiesec.pl/en](http://www.aiesec.pl/en)



## Erasmus Student Network Poland (ESN)

ESN is the biggest student association in Europe. ESN works for the creation of a more mobile and flexible education environment by supporting and developing the student exchange from different levels, and providing an intercultural experience also to those students who cannot access a period abroad.

✉ [board@esn.pl](mailto:board@esn.pl)

🌐 [www.esn.pl/en](http://www.esn.pl/en)



## IAESTE

The International Association for the Exchange of Students for Technical Experience is an independent, non-profit and non-political student exchange organization. It provides students of science, engineering and the applied arts with paid, course-related training abroad, and employers with highly skilled, highly motivated trainees.

✉ [pw.warszawa@iaeste.pl](mailto:pw.warszawa@iaeste.pl)

🌐 [www.pwa.iaeste.pl](http://www.pwa.iaeste.pl)



## European Student's Forum (AEGEE)

AEGEE is one of Europe's biggest interdisciplinary student organizations. As a non-governmental, politically independent, and non-profit organization AEGEE is open to students and young people from all faculties and disciplines. AEGEE puts the idea of a unified Europe into practice. AEGEE brings 13,000 students from 40 different countries directly in touch with each other.

✉ [aegee.waw@gmail.com](mailto:aegee.waw@gmail.com) | [biuro@aegee.krakow.pl](mailto:biuro@aegee.krakow.pl)

🌐 [www.aegee.waw.pl](http://www.aegee.waw.pl) | [www.aegee-krakow.pl](http://www.aegee-krakow.pl)



## Board of European Students of Technology (BEST)

The Board of European Students of Technology is a constantly growing non-profit and non-political organization. BEST strives to help European students of technology to become more internationally minded by reaching a better understanding of European cultures and developing capacities to work on an international basis.

✉ [best@best.warszawa.pl](mailto:best@best.warszawa.pl) | [lodz@best.eu.org](mailto:lodz@best.eu.org) | [info@bestgliwice.pl](mailto:info@bestgliwice.pl)

🌐 [www.best.warszawa.pl](http://www.best.warszawa.pl) | [www.best.lodz.pl](http://www.best.lodz.pl) | [www.bestgliwice.pl](http://www.bestgliwice.pl)

# CITY & COMPANY





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**Dariusz Pastuła**   
Krakow Centre HR Lead

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[aon.com/poland](http://aon.com/poland)



## Locations & processes



**Krakow:** HR outsourcing and shared services (over 800 employees)

**Warsaw:** HR consulting (40 employees)

**Total number of employees:**  
over 800



## Recruitment plans for 2014/2015:

300-400 employees

## DEPARTMENTS & PROCESSES

### Benefits Administration

Benefits Administration Department is responsible for the creation and management of our clients' employees' benefits.

As well as their salary, employees in major organizations receive a number of benefits such as health insurance or a personal pension. Aon helps our clients establish and manage these benefits on a large scale.

350 colleagues work in our Benefits Administration teams in the Krakow office:

- Auto Enrolment
- Business Solutions
- Data Management
- Flexible Benefits Administration
- Investment Processing
- Pensioners Payroll, Accounts & Treasury
- Pensions Administration

Languages



### Aon Risk Solutions

20 colleagues work in 2 teams:

- Health & Benefits Flex
- Health & Benefits Broking

Languages



### HR BPO

**(Human Resources Business Process Outsourcing)**

HR BPO manages employees' data and administers benefits, payroll, and other HR processes, as well as talent and workforce management solutions. As a global business, we have colleagues and clients in Canada, China, Hong Kong, India, Japan, Philippines, Poland, Singapore, the USA and the United Kingdom.

The Krakow centre supports our clients in over 60 countries and multiple languages across the EMEA region.

Our integrated approach to HR Outsourcing allows clients to outsource their entire HR function.

Over 200 colleagues currently work in our Krakow office in several HR BPO teams:

- Client Technology
- Cloud Deployment Solutions
- Core HR
- Customer Service
- Payroll
- Pre-Employment
- Quality & Change
- Service Operations Management

Languages



### Consulting – Analytics Team

The Consulting Analytics Team is responsible for setting up engagement and compensation studies, the Best Employers Study in Poland, the coordination of all studies with clients, data analysis and reporting.

The team is also responsible for the operational part of the Global Benefit Survey.

Languages



### Shared Services

Nearly 200 employees support Aon globally in several teams:

- EMEA Finance Centre
- EMEA Treasury Operations
- Global Associate Resource Centre
- Global Talent Acquisition Centre
- Human Resources
- Infrastructure Technology Services
- Procurement
- Security & Risk Management
- Site Services

Languages



## APPLYING PROCESS

1. Please visit the website [aon.com/kariera](https://aon.com/kariera) to check new vacancies.
2. After applying, you will be contacted by our recruiter to have a phone conversation about our possible cooperation. During this short interview (approx. 15-30 min), we focus on the main reasons behind your application to our company, as well as your areas of interest, motivation, and confirming your availability and salary expectations.
3. After the phone screen, we check your competences (language skills, analytical & Excel skills etc.) through a set of tests which can be done remotely (on-line).
4. Finally, our managers want to get to know you better by talking to the best candidates during face-to-face interviews. For candidates from abroad it is also possible to organize a Skype or telephone interview.



## 5 MINUTES WITH...



### Piotr Lorenz

Talent Acquisition Manager

Talent Acquisition professional with a strong background in sourcing and recruitment, gained both in the corporate environment and recruitment agencies. Responsible for the planning, development, and execution of all recruitment related activities for Aon in Poland. Works closely with the Talent Development Team in order to ensure proper professional growth within the organization.

#### What are the career prospects for the employees of your company?

Aon offers lots of opportunities to our Colleagues. All open positions are posted internally and available to all of us to promote growth within the company. We can offer both internal and external trainings as well as professional certifications to help our Colleagues achieve their professional goals.

#### How do you preserve diversity within Aon?

Our Colleagues come from all over the world; at the moment in our 2 offices in Krakow we have Colleagues from the UK, India, Mexico, the USA, Ukraine, Bulgaria,

Spain, the Netherlands, and Russia. We encourage and help them learn the Polish language, culture, and history, but we also learn from them. Every single person brings something unique to the organization and makes it diverse and open. What is important is that the Polish language is not required in the majority of our roles.

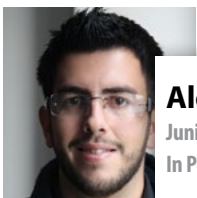
#### How do you take care of foreigners who start working for Aon?

We offer a competitive benefits

package, which is a very good start in a new country. We have an internal Buddy Program to help support foreigners – a Buddy is a Colleague from the same team who can help in all business and non-business related situations (also outside working hours). We offer Polish language classes in the company and lots of free time activities that can help our Colleagues adjust to living in Poland and integrate with others.

**"Every single person brings something unique to the organization and makes it diverse and open."**

## MEET OUR EMPLOYEES



### Alejandro Rodriguez Alcala

Junior Delivery Specialist in Payroll Department  
In Poland since 2013

#### How do you like Poland?

I love Poland, especially Krakow as it is the city that I am currently living in. I was here for the first time in 2012 and my first comment about Krakow was that I can live here. It's such an international-friendly city and you can find people from many different countries and cultures.

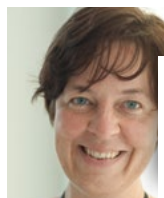
#### Do you work in a multicultural environment in Aon?

Yes I do. Just in my team alone, I have two other foreign colleagues, one from Russia and one from India. I'm lucky to work in a team full of amaz-

ing people who are always willing to help and from the first day I've been here I've felt welcomed in such a friendly environment.

#### Would you recommend your current employer to your friends abroad?

I would totally recommend Aon! You'll find amazing colleagues in a great work environment where you can learn a lot, both personally and professionally.



### Patricia Rose

Operations Manager  
In Poland since 2008

#### What made you move to Poland?

I moved to Poland because of some changes in my private life; however, I had connections to Poland before then, as my father was born in Mazury and we have friends in that region.

#### What surprised you in Poland the most?

Apart from the support and generosity which I've met with from day 1 (and still encounter daily), people here always seem to find a solution to a problem, to help themselves, and to help others.

#### What has been your career path up until now?

I've joined Aon Hewitt as a Team Manager in Pensions Administration department. I was promoted to Operations Manager in 2012.

#### How would you describe the work environment in your team?

One of the best I've ever been a part of! Cooperation, respect, consideration, and the drive to find solutions genuinely exist. It's good to be part of a team where all of the players act in concert.



## AVON Finance Service Centre



CURRENT JOBS



The AVON brand is the world's leader of direct selling in the global cosmetics sector.

AVON Finance Shared Service Centre is one of the three AVON companies in Poland, operating since 2005. We operate within Business Process Outsourcing and Knowledge Process Outsourcing areas. Thus we are both main finance and accounting service provider within Europe Middle East, Africa and North America regions and global competency center focused on standardization and finance transformation processes for entire AVON Global Finance Operations.

### Why is it worth working for AVON FSSC?

We are a global business partner for the other AVON companies. Our services include back office functions for F&A transactions and IT systems maintenance, process engineering, ERPs implementations, project management, change management, quality management.

We leverage the newest organizational and technological solutions.



### Mariusz Szałaj

Director, Board Member

AVON FSSC is the main global business partner within finance and accounting area for all AVON entities in EMEA and North America regions. We do also play a change driver role for AVON global finance transformation projects, leading and supporting various standardization and simplification initiatives and process quality improvements across the globe. We strongly develop our future experts in process management, project management and change management areas.

Check the newest job ads of AVON Finance Service Centre at [www.careersinpoland.com/jobs/AVON](http://www.careersinpoland.com/jobs/AVON)



### Main contact data

ul. Fabryczna 5  
00-446 Warszawa  
[www.avon.com](http://www.avon.com)  
[hr\\_poland@avon.com](mailto:hr_poland@avon.com)



### Locations & processes



**Warsaw:** Business Process Outsourcing within Finance & Accounting and IT areas, Knowledge Process Outsourcing / Process Engineering, Project and Change Management.

**Total number of employees:**  
over 120



**Recruitment plans for 2014/2015:**  
30 employees

## DEPARTMENTS & PROCESSES

### F&A Operational Area

**Intercompany** - Service of transactions and processes between AVON entities, reconciliation of accounts, reporting, month closure activities, preparing statements and analyses

**Reporting & Banking** - Processing transactions in terms of the Ledger, supporting month closure processes as regards preparing necessary calculations and analyses, reconciliation of accounts, reporting company financial profits and losses to the Headquarters, processing bank statements.

**Fixed Assets** - Service in terms of the Ledger or FA of internal clients, reconciliation of balance sheet accounts, supporting the month closure process, preparing calculations and analyses in compliance with US GAAP and binding work instructions.

**Inventory & Product Costing** - Reconciliation of the inventory subledger to the Ledger for companies within FSC, reconciliation of daily sales, reconciliation of balance sheet accounts, preparing calculations and analyses for internal clients. Ensuring that standard costs are uploaded in an accurate and timely manner into marketing and financial systems, performing tracking of costed profiles, running reports to check any products/profiles without cost.

**Travel & Expenses** - Processing reports of business expenses and payments to suppliers, reconciliation of T&E accounts, service of external clients, preparing monthly reports and analyses.

**Account Payables** - Service of financial and accounting processes, bookkeeping of liabilities, month closure and account reconciliation activities ensuring the compliance with SOX policies and AVON procedures.

**Payments** - Processing payments to suppliers/employees, contact with a bank and bank system service, service of internal clients, preparing reports and analyses.

**Customer Relation Centre** - AVON internal and external customer's queries handling, issues management using the designed database within agreed time frames, escalation process management, mediation between AVON entities and FSC, active solutions seeking.

You can apply to any of our departments if you speak following languages:



### MD&QC Area

**Master Data Management** - Independently performs data entry to set up vendors and employees accounts in the system in accordance to SOX requirements, AVON policies and procedures & SLAs, Works closely with other teams to solve master data maintenance related queries, Identifies process gaps and actively supports in searching for process improvements.

**Business Applications** - Resolving issues and responding to incoming queries related to FSC applications in a timely and efficient manner, Maintaining a solid control environment based on accepted internal control standards, Walking customers through problem-solving process, Providing technical support, preparing and delivering training sessions for end users, Designing and developing business reports.

**Quality Control** - Deploy continuous improvement and business metrics driven culture, Ensure consistent and documented Measurement Framework for Quality Metrics, Cooperate with Operational Teams to identify process bottlenecks and propose improvements on local / regional / global level, Identify opportunities in cost saving /cost avoidance area, Track and report on all improvements projects, Deliver and analyze KPI reports, Monitor SLA results and facilitate improvement plans implementation, Conduct internal process audits and trainings.

## APPLYING PROCESS

We recruit the whole year round.

### Recruitment stages:

- Financial and accounting knowledge test
- MS Excel knowledge test
- Language test
- Interview

We also offer a programme of paid Summer Internship for students of the 4th and 5th year. During this programme, they have an opportunity to gather work experience, get to know the structure and characteristics of the finance shared service environment, and take part in the current projects run by the teams.

If you are interested in work for AVON EMEA FSC, send your CV to [hr\\_poland@avon.com](mailto:hr_poland@avon.com).



## 5 MINUTES WITH...



### Elżbieta Szostak

HR Business Partner

In Avon since 2002. At first, as a Supply Chain Buyer in the Garwolin factory. In the Finance Centre since 2005, at assistant and administrative positions. Since 2008, in the area of trainings for employees. In 2011-2013, she carried out a project co-financed by the EU: "Avon FSC as an expert Centre of competences in the financial and accounting area." Since 2013, as an HR Business Partner for the FSC company.

#### Do you take care of work-life balance in your organization?

Keeping the work-life balance is one of our key objectives. It is a real challenge, both for managers and an employees, when there are tight deadlines all of us need to meet. As we do care about effectiveness of our employees we need them to have their personal and professional life balanced. We'd like our employees to celebrate their personal successes with us, but we also want them to share their doubts if they appear in connection with the employees' duties. An open dialog culture is a clue here.

#### Which positions are you going to

#### recruit for in 2014-2015?

We are looking for people who would like to gain or develop their experience within finance & accounting, process management, project management, change management areas. During the next year, we are also planning to recruit people for process engineering area.

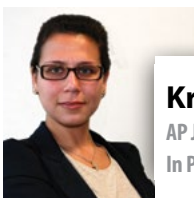
#### Does work in your company give a chance of career development?

During those 9 years I have spent in AVON FSSC, I have watched people who started

their career just after they were graduated or simply as trainees during their last year of studies gaining experience in different process and cross-functional areas and achieving the expert levels in several fields. Their final positions in the organization evaluated and moved beyond our Centre. Many of them are in regional and global audit area, regional financial structures, or companies which work with AVON. We are very proud that our Centre is perceived as a talent pool for entire AVON Global Finance Organization.

*"We are looking for people who would like to gain and develop their expertise knowledge."*

## MEET OUR EMPLOYEE



### Krystyna Viazovich

AP Junior Accounting Specialist  
In Poland since 2009

#### What made you move to Poland?

First of all, I always thought about higher education acquired far away from home. I consider that this is a good tradition from the time of Byron's Pilgrimage. Polish people are positive, open and supportive for foreigners. Let me also add that possibility to have a British degree and studies in English were also the main drivers.

#### How did you find the job in Avon in Poland?

I found an AVON's FSSC job offer on the web. The nice logo and a few

words about the opportunities to gain valuable experience attracted me. I replied to the ad and in a short time, I landed in the recruitment process.

#### What does your job consist of?

In the everyday life I'm responsible for payables process management fulfillment accordingly with contractual obligations Global coverage of the services which I'm responsible for makes me stay in contact with employees and suppliers from entire world.

#### Were you offered support by your employer and colleagues in the first days at the new job?

Yes, I realized that in AVON, a friend in need is a friend indeed. Everyone makes mistakes at the beginning. Still, I know if I have to resolve difficult issue, I can ask everyone for advice and get it.

#### How would you describe the work environment in your team?

People are supportive, well organized, engaged and open minded. The specificity of our work leads us to mutual respect, trust and willing-

ness to help. AVON FSSC is a company with a real multinational & multicultural environment.

#### What has been your career path up until now?

While still a student of the first year, I started working in a construction company as an assistant. After three years, as an accountant for one of the car dealers. My adventure with AVON started a year ago. I see a clear path of career and know where I am.



# Upgrade Your Career

Capgemini Experts Community  
Join. Share. Add to favourites.



## Capgemini Poland



CURRENT JOBS



**Capgemini**, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. As an employer, Capgemini offers development in an international environment, in interdisciplinary teams of experts who work together with clients on business and technology solutions that support their business. **Capgemini** is present in more than **44 countries**. Capgemini employs 140,000 people worldwide. The Polish division of **Capgemini** employs almost **6,000 people**.

To the recruitment process, we invite people with analytical and interpersonal skills who would like to develop themselves in the area of IT, finance, accounting, banking, HR, customer service, marketing or management. The majority of our jobs require knowledge of English or another foreign language. We employ students and graduates from all directions, especially IT, financial, linguistic and economic fields. Candidates are invited to send CV to: [praca.pl@capgemini.com](mailto:praca.pl@capgemini.com).



**Marcin Nowak**   
Delivery Centre Director Eastern Europe  
Infrastructure Global Operations

Capgemini Poland is a truly multicultural and multinational organization, creating great work conditions for foreigners. Our recruitment offer includes relocation packages and the Welcome.PL programme, covering a range of training sessions on such topics as: cultural differences, information and guides about life in Poland. Thanks to our diversity, Capgemini has become a leader on the modern market and has kept this position for years.

### Main contact data

Al. Jerozolimskie 96  
00-807 Warszawa  
[praca.pl@capgemini.com](mailto:praca.pl@capgemini.com)  
[www.pl.capgemini.com](http://www.pl.capgemini.com)

### Locations & processes



**Krakow:** Business Process Outsourcing & Infrastructure Services (over 3,000 employees)

**Katowice:** Business Process Outsourcing & Infrastructure Services (over 2,000 employees)

**Opole:** Infrastructure Services (over 100 employees)

**Warsaw:** Application Services (over 130 employees)

**Wrocław:** Software Solutions Center (over 500 employees)

**Total number of employees:** over 5,500

### Recruitment plans for

**2014/2015:** 300-500 employees

Check the newest job ads of Capgemini Poland  
at [www.CareersinPoland.com/jobs/Capgemini](http://www.CareersinPoland.com/jobs/Capgemini)

## DEPARTMENTS & PROCESSES

### Business Process Outsourcing (Krakow, Katowice)

Dynamic and rapidly developing department which provides services in finance and accounting, banking operations, customer service, delivery management and human resource management.

The Polish BPO Centre is a part of the **global Rightshore® Network** and focuses on the implementation of **innovative solutions** and **team working**, which allows their members to acquire interesting experience in an **international environment**. Among our clients, there are international corporations, and therefore our employees speak **over 30 languages!**

The main areas of our activity include:

- Finance & accounting
- Management control
- Purchase & accounting
- Supply chain
- Financial services
- Knowledge processes
- Analyses and market research
- HR function outsourcing

Languages



### Infrastructure Services (Krakow, Katowice, Opole)

As part of the **Infrastructure Services**, we support clients from all over the world in remote **technical support services** and remote **IT infrastructure management**. Currently, we provide services for 30 Customers in IT management, **for 60 Clients** in infrastructure management and **70 Clients in service desk**.

The main business areas include:

- IT infrastructure support and transformation services: infrastructure monitoring, application management, IT operation management, facility management
- ITIL process management: incident management, problem management, configuration and change management, version management, availability management
- Hosting: infrastructure hosting, server collocation, cloud computing
- Service desk: incident handling, service ordering, access management, multilanguage support

Languages



### Software Solutions Centre (Wroclaw)

Department specialized in **IT solutions**: custom software development and technology services for our world-renowned customers. Currently, the Software Solutions Centre employs almost **600 IT professionals**, who are responsible for designing, developing, testing, implementing and supporting individual IT solutions based on **contemporary technologies** like: Java, .NET, data base platforms, Business Intelligence or SAP. The centre cooperates strictly with Capgemini's German branches.

Languages



### Application Services (Warsaw)

As part of the **Application Services**, our expert teams deal with **complex projects involving company transformation** which have a lasting impact on the growth and competitive position. We offer our clients a **wide range of in-depth expertise and assist companies in IT system development and transformation projects**. Our employees develop their competencies by acting as project managers, system architects, IT consultants, developers and authors of innovative technological solutions.

Languages



## APPLYING PROCESS

Our recruitment process runs all year round. It consists of:

1. **Sending an on-line application:** all available job offers on [www.pl.capgemini.com/careers](http://www.pl.capgemini.com/careers)
2. **HR testing & online tests:** (only for selected positions)
  - **The language test** checks the candidate's knowledge of foreign languages
  - **The analytical test** checks whether the candidate is able to analyse a set of numbers, tables and charts
3. **Assessment Centre/Phone assessment** including an interview with a hiring manager

Our recruitment offer includes relocation packages and the Welcome.pl program covering a range of training sessions on topics such as: cultural differences, information and guides about living in Poland.

To the recruitment process, we invite people with analytical and interpersonal skills. Candidates are invited to send CV to: [praca.pl@capgemini.com](mailto:praca.pl@capgemini.com).



## 5 MINUTES WITH...



### Agnieszka Jarecka

Head of HR Services

Responsible for the Recruitment, Employer Branding, Learning & Development, HR Administration, Payroll, Mobility and Compensation & Benefits services for Capgemini Poland and selected European countries. With Capgemini since 2004, in various roles including service delivery, business development and HR.

#### How do you preserve the diversity within your company?

Diversity is the key to our business: we work in multinational teams with colleagues from different cultures serving our clients from various sectors located across the world. For our colleagues from other countries, we have created the Welcome.PL Portal, where they can find all the information they require during their stay in our country.

As our population is quite young, we have also developed a Business Parent Programme promoting an idea of bringing mothers back to work after they gave birth and supporting parents at work. We recruit differently abled candidates along with the other candidates for the same positions. Last year, as the first

company in our sector, we also started hiring of blind persons.

#### What kind of benefits do you offer to your employees?

We offer a wide range of benefits to support work-life balance, as well as providing security for employees and their families. It includes medical care package, life insurance, social benefits (cinema, theatre, book stores, sport activities and other). We also arrange events to build team spirit and integrate our employees.

*"We offer a wide range of benefits to support work-life balance, as well as providing security for employees and their families."*

#### What are the career prospects for the employees of your company?

Employees can choose between two major career paths: managerial or expert path. Evaluation of individual performance is an ongoing process with a number of formal check points such as a mid-year discussion and an annual performance review. All new vacancies are advertised internally and employees are encouraged to apply. Additionally, we arrange Career Coaching Days every quarter to present all career opportunities and support employees' development.

## MEET OUR EMPLOYEES



### Francesco Berardi

Senior Finance & Accounting Process Specialist  
In Poland since November 2011

#### What made you move to Poland?

I left my home town after studies and I started to work around the globe. One of my friends I met during my staying in Spain wrote me about a chance to work in Capgemini. After research in the Internet, I realized that Capgemini is a strong brand in the market; therefore I decided to move to Krakow and start this new adventure.

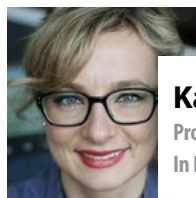
#### How long do you plan to stay in Poland for?

I think I found my place in the world here in Krakow. I'm really happy

and satisfied with my job, the city is amazing and the people are really friendly. Maybe there is not the sea but... the area is full of lakes.

#### Do you work in a multicultural environment?

I was amazed the first time I stepped in Capgemini's office: it's like a "world inside four walls". The department I'm working for supports 22 countries in 12 different languages!



### Katarina Wrześniewska

Project Analyst  
In Poland since 2012

#### What does your job consist of?

I work as a Training Coordinator for the Global Tools & Systems team, providing end-to-end management of specialized software trainings for IT developers and administrators.

#### Do you feel supported by your current employer on your career path?

If I was to recommend Capgemini for one single reason, this would be the one. The emphasis on progress, as well as career and development opportunities provided here are unique. By financing your

studies, elaborating career paths or giving access to a database with literally thousands of trainings, you are strongly encouraged to develop your skills and build a career.

#### How would you describe the work environment in your team?

Imagine spending 8 hours a day with your friends, who at the same time are great professionals. And you get paid for it. Can it get any better?



## Citi Service Center Poland



CURRENT JOBS



Citi Service Center Poland is a key part of Citi's established network of service centres, which provide operating support to the Citigroup entities in 60 countries around the world.

Citi Service Center in Poland has over 3,000 employees who are analysts, experts and managers. The main business areas of the company include: anti-money laundering operations, banking, securities and investment funds operations, multiple control functions, and service and support for Citi's global technology infrastructure.

In 2014, Citi received the award as the best Business Service Center in Central and Eastern Europe, winning among 140 participating companies.



### Main contact data

ul. Chałubińskiego 8  
00-613 Warszawa  
kariera@citi.com  
CareeratCiti.pl



### Locations



### Terri Gerosa

Head of Citi Service Center Poland

Citi Service Center Poland is one of the key locations on the Citi global map. We are growing at a rapid pace. Since 2010, we have increased our staff from 1,000 to more than 3,000 employees. From our three locations in Poland, we serve Citi clients on 6 continents and work in partnership with international colleagues and teams. This makes our company a truly unique global workplace.

**Total number of employees:**  
over 3,000



**Recruitment plans for 2014/2015:**

approx. 1,000 people

Check the newest job ads of Citi Service Center Poland  
at [www.CareersinPoland.com/jobs/Citi](http://www.CareersinPoland.com/jobs/Citi)

## DEPARTMENTS & PROCESSES

### Investor Services

Investor Services Operations is a global unit that is responsible for all securities account services and fund accounting related functions. Its goal is to ensure all transactions on a fund are accurate and all fund prices are delivered to our clients in a timely fashion. This area offers unrivalled opportunities for a career within a fast-paced and constantly changing environment. The Investor Services was created due to the migration of processes from other countries to Poland:

- Middle office: outsourced Back Office for Clients, settles Capital Market and Money Market trades, cooperation brokers across all global markets
- Securities operations: manages the flows of instructions to Transaction Control and transaction flows to Custody Bank
- Transaction control: stores information on transactions and ensures that they are correctly reflected in the funds accounting system
- Reconciliations: reconciles for data integrity, investigates and resolves inconsistencies between the funds accounting system and the custodians' registry books
- Fund accounting: calculates the Net Asset Value of Investment Funds
- Trustees: provides control required by the country's regulators

Languages



### Others

Citi recruits also to other departments:

- Private Bank Business Services
- Legal and Compliance
- Financial Department
- HR
- Loans Department
- Treasury and Trade Operations
- Retail banking support
- Credit risk management

Languages



### Technology

Citi Technology provides end-to-end solutions in specialized financial domains. In Poland, over 850 technology professionals provide critical technology infrastructure support, development and deployment of strategic software applications to Citi entities across the world. Our main technology services are:

- Technology Infrastructure – we are globally managing over 7,000 servers and nearly 9,000 databases on different continents
- We specialize in the following platforms: Unix, Wintel, Linux, VMWare, Oracle, MS SQL
- Application Development and Support
- Other services: Technology Control, Information Security, Testing and Parameterization of Systems

Languages



### Anti-Money Laundering

Anti-Money Laundering is one of the largest and fastest-growing departments in Citi in Poland. It deals with the analysis of transactions in the accounts of Citi in terms of their compliance with the law. The Polish team is one of three teams in the world involved in the monitoring of transactions in terms of anti-money laundering in Citi. From Poland AML services are provided to over 50 countries.

Languages



## APPLYING PROCESS

### 1. Application

Send us your CV, preferably in English, via the Citi website:

**CareeratCiti.pl**

### 2. Telephone interview

We perform an initial verification of the information regarding your motivation, command of English (or another language, if needed) and general understanding about the business or area you have applied for.

### 3. Tests

We will invite you to participate in a test session that may check your English, analytical skills, knowledge and other relevant skills.

### 4. Interviews

We will invite you to a personal interview with an HR Representative, and if you are successful – with a Manager.

### 5. Assessment centre

May take place during the recruitment process for supervisory or managerial positions.



## 5 MINUTES WITH...



### Luiza Olencka

Head of Recruitment for Poland and Central Eastern Europe

HR manager with several years of experience in recruitment, development and talent management. She has worked in companies such as Johnson & Johnson, Carlsberg and HayGroup. For 9 years she has been working at Citi, in 2014 she took over the position of head of recruitment for Poland, Central Europe and for the area of operations and technology in the EMEA region.

#### Are there many foreigners working for your company already?

What makes the difference regarding working at Citi is our international environment: foreign clients and employees. One day we counted that our employees speak 24 languages.

#### What are your recruitment plans for 2014-2015? Which positions are you going to recruit for?

At present, we want to promote the rapid growth of our Anti-Money Laundering Department. A career with AML is an opportunity for fast-track development and a ticket to the world of finance.

#### Do you offer training programmes to your employees?

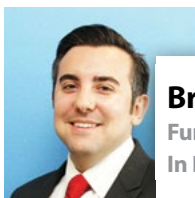
At Citi we put a strong emphasis on employee development. For newcomers we have a training programme focused on their business area. At further stages of professional development, training is generally divided into professional courses and workshops that are to prepare their participants to assume leadership roles in our organization. We know that it works, because today about 90 percent of our managers have been promoted from within our company.

#### Which university degrees offer the best chance of being employed by your company?

We recruit our future employees from graduates of not only economics or technology faculties, but also language studies. We look for dynamic individuals who are fluent at different languages and are ready for new professional challenges.

*"We look for dynamic individuals who are fluent at different languages and are ready for new professional challenges."*

## MEET OUR EMPLOYEES



### Brandon Doerfler

Fund Accounting Sr. Manager  
In Poland since 2009

#### Do you enjoy working in Poland?

Poland is a dynamic and richly rewarding country to work in. It blends aspects of the old world Europe with the growth prospects of an emerging economy. In addition to exciting employment opportunities, the quality of life in Poland is increasing each and every day.

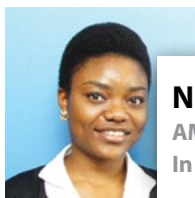
#### Would you recommend your current employer to your friends abroad?

Not only would I recommend Citi to my colleagues abroad, but I have already done so. Citi has tremendous

growth prospects and the ability to build a business from the ground up is unparalleled.

#### How would you describe the work environment in your team?

My team is professional, motivated, and multicultural. A majority of the people have had work and study opportunities abroad, as well as several team members coming from such countries as Mexico, Ukraine, Brazil, USA and Ireland.



### Nkemdilim Iloabachie

AML Analyst  
In Poland since 2013

#### Would you recommend Poland to your friends living abroad?

Poland is a beautiful country, rich in culture. I enjoy living here and getting to know another language and values.

#### How did you find the job in Citi in Poland?

It was such a great opportunity for me. I found out about this job when Citi representatives came to the University to lecture us about Anti-Money Laundering. After the presentation, I was very interested in this field and decided to apply for

the AML Analyst job.

#### Do you work in multicultural environment?

Citi offers a very multicultural and dynamic atmosphere. Since I started working here, I have met many people from different cultures. It's been an amazing experience.



## HCL Poland



CURRENT JOBS



HCL Poland is part of HCL Technologies, which is one of the leading Indian IT services companies. It provides support to global organizations through its Engineering & Research Services, Customized Application Development, Enterprise Transformation and IT solutions, Remote Infrastructure Management Services and BPO across verticals including Financial Services, Retail & Consumer, Life Sciences & Healthcare, Hi-Tech & Manufacturing and Telecom.

The company established its Infrastructure and Business Process Outsourcing (BPO) operations in Poland in 2007. Poland is a critical hub for HCL's global operations, as a key near-shore location for the delivery of all lines of services across continental Europe. With a significant number of the CEE population in Poland, HCL is targeting the country for future growth as an integral part of its European expansion strategy.

HCL's current focus within Poland is on establishing new service lines and expanding its existing software services business.

HCL is widely recognized for its commitment to addressing business and societal issues in the country:

- 1. HCL Europe's Customer Advisory Council:** Helps HCL align solutions with local market requirements and serves as an exceptional platform for HCL clients and their industry peers to exchange ideas and best practices.
- 2. Commitment to creating jobs, and nurturing local talent:** In the context of a rapidly growing market in Poland, HCL is focused on contributing to communities by creating jobs and developing an ecosystem that supports and encourages innovation. HCL recruits graduates from local universities and plans to invest in training employees for specialized work with next-generation technologies.
- 3. Fostering good management practices:** HCL was voted as one of "Europe's Most Attractive Employers 2014" by Universum.

Check the newest job ads of HCL Poland at [www.careersinpoland.com/jobs/HCL](http://www.careersinpoland.com/jobs/HCL)



### Main contact data

ul. Krakowska 280  
32-080 Zabierzów k. Krakowa  
(Krakow Business Park)



### Locations & processes



**Location:** Krakow, Poland

**Service Lines/ Businesses:**

- IT Infrastructure Services
- Enterprise Application Services and Customized Application Development
- Business Process Outsourcing Services

**Total number of employees:** over 500



### Recruitment plans for

**2014/2015:**

300 employees

## DEPARTMENTS & PROCESSES

Our team in Poland supports 25+ global customers in 15 European languages across different business services lines.

### IT Infrastructure Services

HCL Infrastructure Services Division has managed IT infrastructure operations for more than 250 customers over the past two decades — that included nearly 100 complex IT transformations and millions of critical devices and issues.

Jobs available: IT Analyst, IT Specialist, Project Lead / Manager

#### Languages



### Business Process Outsourcing (BPO) Services

HCL serves global F500/G2000 customers across the finance outsourcing function and has vast experience handling end-to-end transaction oriented judgment / strategy intensive processes across the FAO value chain.

Financial Services jobs including Accounts Payable/Receivable, General Accounting, Reporting

#### Languages



### Enterprise Application Services and Customized Application Development

Application Services are core to our strategy. They are among the largest contributors of HCL's revenues from selected verticals like Financial Services, Hi-Tech and Manufacturing, Retail & Consumer, Media & Entertainment, Life Sciences & Healthcare and other emerging verticals. Application Development jobs including JAVA/J2EE, Oracle, SAP, C++/C#, .Net

#### Languages



## APPLYING PROCESS

To apply for the position, please send your application to [careers.poland@hcl.com](mailto:careers.poland@hcl.com)

### Application

Found a role you want to apply for? [www.hcltech.com/careers](http://www.hcltech.com/careers)

Submit your résumé and provide detailed information about your experience for the position applied for.

### Shortlisting

A recruiter will screen your application and if your credentials match with our requirement, we will contact you for further details.

### Interview

An interview is a golden opportunity for you to exhibit your skills. The questions would range across disciplines and may include puzzles, problems and other out-of-the-box idea related questions.

### HR Interview

Here is our chance to get to know each other better. We will try to understand your career goals, skills, strengths, passion etc. You can quiz the recruiter

anything you like to know about the position or HCL as an organisation.

### Offer

Finally, if you are successful, an offer is rolled out along with compensation structure and other rules related to employment at HCL.

### Benefit package

HCL strives to provide a robust, comprehensive benefit package that is designed to keep our employees healthy and happy. Our benefit package includes:

- Group life insurance
- Private health insurance
- Sport Card
- Lunch & leisure vouchers
- Employee Assistance Programme
- Relocation support



## 5 MINUTES WITH...



### Trevor L. Rulton

General Manager – Centre Head

Trevor carries more than 25 years of rich experience in Delivery, Programme Management and Business Development. He likes to focus on development and implementing good business practice and procedures at all levels of the business.

#### What are your recruitment plans for 2014-2015? Which positions are you going to recruit for?

As part of our current growth strategy, HCL intends to expand its workforce in Poland by creating 300 new jobs across various lines of business: Engineering and Research Services, Enterprise Transformation Services, Enterprise Application Services and Customized Application Development.

driven, customer-focused innovation, one in which every employee is an "Ideapreneur". This environment is shaped by HCL's "Employee First" values, which empower and encourage individual employees at all levels of the organization to come up with innovative solutions to operational and customer challenges. HCL believes that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility.

#### Are there many foreigners working for your company already?

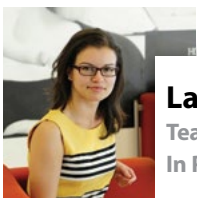
HCL Poland has one of the most diverse and multinational environments. We currently have 39 nationalities working under one roof which is more than 50% of our total employee strength, providing support in 17 different languages to our customers, and 100% speak English.

#### Which values do you consider of importance in your company? Which values and habits are a part of your organizational culture?

HCL has a culture of grass-roots, business-

*"We currently have 39 nationalities working under one roof, providing support in 17 different languages to our customers, and 100% speak English."*

## MEET OUR EMPLOYEES



### Laura Diana Avram

Team Leader

In Poland since 2008

#### What made you move to Poland?

I came to Poland first time in 2008 with an internship organized by AIESEC. I was simply fascinated by Krakow's charm and I knew from the start that this is a place where I would like to live. One of the friends I made during the internship period recommended me to HCL after a few months and I have returned as a full time employee in HCL Poland.

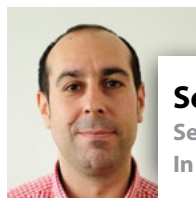
#### What kind of an employer is HCL Poland?

If I would have to describe HCL Poland in three words, I would say:

Enthusiasm, Diversity, Growth.

#### How would you describe the work environment in your team?

I work in a dynamic environment where I have the possibility to get in contact with people from all over the world. It is an easy-going environment; however, it is as well challenging and this enables you to grow and develop. What I like the most is that I have the possibility to learn new things and work in a multicultural environment.



### Sérgio Filipe Fernandes Correia

Service Manager

In Poland since 2009

#### How do you like Poland?

I have to confess that when I first thought about coming to Poland, I was sceptical: so far away from Portugal and I knew no one except my girlfriend. After joining HCL and organizing my life everything came into place. The people are friendly and warm, it was fun to discover a new culture and new way of having fun.

#### Do you work in a multicultural environment?

Oh yes, I work with team members from at least 39 different countries, you can not go much more multicultural than that!

tural than that!

#### Were you offered support by your employer and colleagues?

I had all the support needed by someone who is really new to a new environment. Whenever I asked for help, there was a helping hand to guide.

#### What has been your career path up until now?

I started in 2009 as an IT Analyst, with a lot to learn and much to give to the company. Today I am working as a Manager in Shared Services.



# HEINEKEN



CURRENT JOBS



HEINEKEN has over 78,000 internationally diverse, dynamic, committed and entrepreneurial employees working in over 70 countries on over 250 brands.

A career at HEINEKEN offers a unique blend of hard work, challenges and fun alongside other talented professionals. But don't take our word for it. Why not explore further and see if this could be the right environment for you?

The HEINEKEN Global Shared Services Centre (HGSS) was established in Krakow in February 2012. It is an integral part of HEINEKEN's Global Business Services (GBS) organization, so HEINEKEN can better benefit from its scale and optimise its efficiency.

HGSS's scope is finance for Europe, providing services across Standard Reporting (Business Performance Management – BPM), Record to Report, Order to Cash, Purchase to Pay and Accounting, Reporting and Consolidation ("ARC"). In less than three years, we successfully transitioned these processes for all European Operating Companies.

HGSS now has over 700 employees, representing 27 different nationalities and speaking 23 languages.



**John Lyons**   
Finance Shared Services Director

At HGSS, we offer you a fast-moving, dynamic international environment where you can develop your skills and enhance your career in a young, growing company. All our people are working very closely to the HEINEKEN business worldwide.

So, if you want to work for a leading global company that has passion for its people, products, communities and environment, then HEINEKEN will be the company for you. Brew a Better Future and Career today by joining HEINEKEN!

Check the newest job ads of HEINEKEN  
at [www.careersinpoland.com/jobs/HEINEKEN](http://www.careersinpoland.com/jobs/HEINEKEN)



## Main contact data

ul. Opolska 100  
31-323 Kraków  
[recruitmenthgss@heineken.com](mailto:recruitmenthgss@heineken.com)  
[www.theheinekencompany.com](http://www.theheinekencompany.com)



## Locations & processes



**Krakow:** Purchase to Pay, Order to Cash, Record to Report

**Total number of employees:**  
750



**Recruitment plans for 2014/2015:**  
ongoing recruitment

## DEPARTMENTS & PROCESSES

### Purchase to Pay

The HGSS PtP Department performs all outgoing payments from the creation in the system up until the approval in the banking platform. Along with accounting services, the HGSS PtP Department is also the point-of-contact for all OpCos (not just Finance but also Business Departments) and for HEINEKEN suppliers in case of any process related query. HGSS really takes advantage of Continuous Process Improvement (CPI) initiatives and encourages all PtP Administrators to take part in CPI projects.

#### Languages



### Order to Cash

Order to Cash ("OtC") covers the scope of accounting activities related to customer services. We are in the process of expanding services, especially in areas related to customer contact, pricing and credit risk management. Our team supports Heineken's wholesale and retail customers throughout Europe. We have mastered 24 languages to ensure that our service is best in class.

#### Languages



### Record to Report

Record to Report ("RtR") covers the full scope of general ledger activities. We are in the process of expanding the tax scope and transferring preparation of local statutory accounts. Beyond VAT compliance, WHT, and Intrastat, HGSS also takes responsibility for current and deferred income tax preparation, exercise and local taxes.

You can also develop an interesting and unique career path in Standard Reporting (Business Performance Management – BPM). HGSS is transferring commerce, supply chain and strategic planning and reporting activities, forming the new BPM Department in Krakow.

Except for OpCo-related services, the Accounting, Reporting and Consolidation Department ("ARC") provides reporting and consolidation at Region and Group level, working closely with the Amsterdam Head Office.

#### Languages



## APPLYING PROCESS

Should you be interested in joining HGSS please send your CV to [RecruitmentHGSS@HEINEKEN.com](mailto:RecruitmentHGSS@HEINEKEN.com).

If your profile is a suitable match we will include you into the recruitment process. The selection process consists of several stages including phone interview, analytical and process tests and face to face meeting with HR.

### Relocation package

For candidates located outside Poland HGSS offers support in the relocation process covering travel expense, shipment of goods, tax support, relocation allowance and housing for the first weeks in Krakow.



## 5 MINUTES WITH...



### Ewa Ekes

HR Manager Finance Shared Services

Ewa is part of the Leadership Team at HGSS with solid, international experience in Human Resource Management. Her areas of expertise include in-house HR for Shared Service Centre models, as well as the transition between the two, and she successfully contributed to the transformation of two HR department set ups abroad. Currently, Ewa works in HEINEKEN Global Shared Services as HR Manager, combining passion for quality with respect for individuals and enjoyment of life.

#### Which values and habits are parts of your organizational culture?

There are four values which are commonly shared among all employees at HEINEKEN: Passion for Quality, Respect for People and Planet, Enjoyment of Life and Brands that People Love. All four of them are equally important and visible in our daily work. Passion for Quality is the basis of our daily activities, not only for how we deliver our services to our clients, but also for how we cooperate with each other and with our stakeholders. Enjoyment of Life and Respect for People and Planet are also present on a daily basis, from how our offices are designed to employee engagement activities.

#### Do you offer training programmes to your employees?

The development of our employees is one of the most important strategic priorities for HGSS. We develop our employees on multiple levels, starting from the extensive induction programme for newjoiners, followed up by the Pre-On-The-Job-Training, lasting up to 6 weeks of intensive finance/accountancy, Continuous Process Improvement systems and soft skills trainings. Employees can also benefit from language courses, further education as well as our important Up-

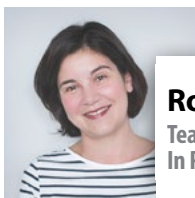
Skillings programme where we give everyone the chance to improve their skills for future career opportunities. For instance, we provide Process Training so that employees can become trainers themselves.

#### How would you define the work environment?

I would describe the atmosphere as fully HEINEKENized. We all enjoy being a part of the global Company, with all the benefits of the brands, best practices, common systems and employee engagement activities.

*"The development of our employees is one of the most important strategic priorities for HGSS."*

## MEET OUR EMPLOYEES



### Rosario Rodrigues

Team Leader – Order to Cash  
In Poland since 2013

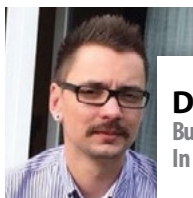
#### What has been your career path up until now?

My career has developed within the finance area. It started with an internship with a Portuguese Outsourcing Accounting company where I had the chance to see the bigger picture in terms of what it means to be working in the Accounting area. Since then, I have worked with several multinational companies. Last year I was given the chance to move to Krakow and join the HGSS Centre. After three months of working as a Senior Collector, I was promoted to Team Leader. I absolutely love my job. It gives me

the opportunity to manage people and work closely with the business.

#### Would you recommend your current employer to your friends abroad?

I highly recommend HGSS to any friends abroad interested in joining a dynamic organization, within a multicultural and exceptional working environment that provides exciting opportunities to develop your career. And, after all, it is HEINEKEN, so it's worth mentioning that we have an open bar on Fridays where we enjoy our beautiful brands responsibly!



### Daniel Bosman

Business Process Implementer – Record to Report  
In Poland since 2010

#### What does your job consist of?

My job consists of extensive interaction and travel with a diverse group of people. I am currently involved in transition projects, which are both challenging and exciting, and allow for a certain amount of autonomy in my work. Most of my days are spent working and negotiating with business stakeholders to design effective solutions, in order to leverage HEINEKEN's global reach when it comes to delivering finance and controlling services for the rest of the business.

#### Do you work in a multicultural environment?

Yes, I work in a multicultural environment. I have Belgian, Dutch, Romanian, French, Russian and Polish colleagues, to name a few!

#### What advice would you give to your friends who consider working in Poland?

Poland is a great place to live and work. The people are friendly and accommodating, so social integration is rather easy. The only advice I can really give is to make sure you pack appropriately for wintertime!



## HP Global Business Center



CURRENT JOBS



HP Global Business Center in Poland is one of the most advanced business centres in Europe and the key unit in HP global structures. Since 2005, we have managed to establish 4 modern offices located in two cities: Wrocław and Łódź.

We operate in 4 businesses:

- Business Process Services – providing business process outsourcing services to HP commercial clients.
- Global Business Services – providing shared services to HP.
- Finance Center of Excellence – delivering high value finance planning, analysis and reporting to HP businesses and stakeholders.
- HP Financial Services – delivering investment solutions, allowing to finance advanced information technologies.

Our offer is addressed to students and graduates of various faculties and backgrounds, as well as to specialists and experts in the finance area.



**Agnieszka Orłowska**   
Managing Director

It's my pleasure to introduce the HP Global Business Center that specializes in providing world class services in various areas for external and internal clients all over the world. In 2014, our centre was recognized as Best Employer of the Year and Best BPS firm of the year in Poland. I am happy to work in such a flexible environment, among ambitious people that speak 28 languages. Get to know us and join our team.



### Main contact data

ul. Świdnicka 40  
50-024 Wrocław  
hpgbc@hp.com  
hp.com/jobs



### Locations & processes



**Wrocław:** HR, F&A, Customer Service, Marketing and more

**Łódź:** HR, F&A

**Total number of employees:**  
over 2,500



### Recruitment plans for 2014/2015:

ongoing recruitment

Check the newest job ads of HP Global Business Center  
at [www.CareersinPoland.com/jobs/HP](http://www.CareersinPoland.com/jobs/HP)

## DEPARTMENTS & PROCESSES

### Finance and Accounting

- Invoice booking
- Accounts reconciliations
- Travel and expense reimbursements
- Preparing VAT returns
- Credit and collection
- Financial reporting

Languages



+6 more

### Customer Response Management (CRM)

- Customer Response Center (CRC)
- Reservation & Cancellation Service
- Customer Service

Languages



### Supply Chain

- Procurement
- Agency contractor hiring
- Software Licensing Post Sales Support

Languages



### HR & Payroll

- HR data maintenance
- Employee services
- Payroll administration
- Monthly salaries calculation
- Managing employee lifecycle
- Organization management

Languages



### Marketing and Communication

- Coordination of marketing partner alliances
- Digital marketing services
- Demand management services
- Global customer reference centre

Languages



### Advanced Accounting

- Balance sheet reviews
- Leading bad debt and revaluation processes
- Month end close activities
- Account reconciliations
- Statutory accounting

Languages



### HP Financial Services

- Investment programmes
- Asset management programmes
- Value added services

Languages



### Financial Analysis

- Full profit and loss statement analysis
- Forecasting, budgeting, and other financial planning
- Business support

Languages



### Opportunity and Business Consulting

- Cost modelling
- Pricing
- Risk evaluation

Languages



## APPLYING PROCESS

1. Check the wide variety of our job vacancies on [hp.com/jobs](http://hp.com/jobs).
2. Apply online using your most recent CV in English.
3. Tell us about yourself during a short telephone interview. Prove your language and soft skills.
4. Meet your future manager during a face to face meeting.



## 5 MINUTES WITH...



### Kalina Pasternak

Talent Acquisition Lead

She holds a Master of Social Psychology and Postgraduate Diploma in HR. After joining HP in 2008 she was responsible for recruitment processes in Central Eastern Europe. Interested in history of pop culture, loves reading books.

#### What kind of soft skills do you look for in candidates during the recruitment process?

As we work in an international environment, the English language, at least at the intermediate level, is a must. We look for good communication skills and the ability to work in a team. Our candidates should also have good time management skills, be self-driven and open for new possibilities.

#### What are the career prospects for the employees of your company?

There are 2 career paths in HP. The first one is for the employees focused on further development and becoming

experts within specific areas. The other is for the employees interested in people management. We also have internal mobility programmes for all the interested in job rotations or relocations.

#### Do you offer training programmes to your employees?

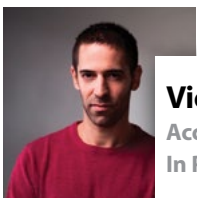
Yes, we offer trainings and workshops on soft skills and various business operations. We also support our employees with coaching, mentoring programmes and by co-funding postgraduate studies.

#### How do you take care of foreigners who start working for your company?

New joiners receive a guide with the most important information about the country and city: costs of living, holidays, public transportation, culture and places to see etc. Dedicated HP employees support foreigners during the first months of their employment. We understand that starting job in another country can be difficult and we do our best to make this start an easy one.

*"We understand that starting job in another country can be difficult and we do our best to make this start an easy one."*

## MEET OUR EMPLOYEES



### Victor Barea Bleda

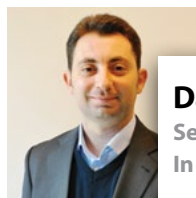
Accounts Payable CRC Specialist  
In Poland since 2010

#### What advice would you give to your friends who consider working in Poland?

I would tell them that Poland is an emergent economy, a lot of things are going on and companies such as HP are hiring young and motivated people, this is a big "plus". Once we finish our studies, it is difficult to find your place, as companies are looking mainly for candidates with experience. In HP, they give you the chance to start your career, learn and develop.

#### Do you work in a multicultural environment?

Yes, the atmosphere at work is nice. You get to know people from different countries, cultures, with different approaches and ways of working. Most of the people are also very young and open-minded, so you get easily to know people sharing your interests. Also at my position, I am in touch with partners and customers from many other countries, which enriches your experience.



### Davide Carleo

Senior HR Administration Specialist  
In Poland since 2006

#### What made you move to Poland?

I came to Poland for the first time in 2006 thanks to the Erasmus Programme. During that experience I had the chance to visit many interesting places, to know much better the culture and the traditions of this beautiful country and I had the good fortune to meet the woman who became my wife. From those days on, I always feel like home in Poland.

#### Do you have a favourite place in Poland?

My favourite place is the town

named Walcz located in north-western Poland. Surrounded by a beautiful forest, there is a big lake spanned by a suspension bridge from which you can enjoy a stunning view and the silence of the nature.

#### Would you recommend your current employer to your friends abroad?

I strongly recommend HP to my friends abroad for several reasons and especially for the pleasant work environment, the career opportunities and good benefits.



## Infosys BPO Poland



CURRENT JOBS



Infosys BPO Poland is a part of Infosys BPO – a subsidiary of Infosys, the global provider of integrated business and technology consulting, outsourcing and IT services.

Infosys BPO Poland is one of the biggest BPO centres in Poland and a leading employer in the Łódź region.

Infosys BPO Poland provides outsourcing services for clients in many European countries. The BPO centre's key areas of specialization include: finance, accounting, controlling, procurement services and logistics as well as managing advanced services, such as risk management, tax management and consulting.

Infosys BPO Poland employs over 2,200 professionals, and is the largest Infosys location outside India, offering BPO and ITO services in over 20 languages.



**Michał Bielawski**   
Financial Controller, Infosys BPO EMEA

Infosys is one of the leading representatives from the business services sector in Poland. Our company employs over 2,200 highly qualified professionals, providing BPO and ITO services for clients from all over the world in over 20 languages. Because of the dynamic growth of the center and broad portfolio of languages we use on daily basis, Infosys is constantly looking for employees with excellent language skills, higher education and ambition to develop further.



### Main contact data

ul. Pomorska 106 A  
91-402 Łódź  
rekrutacja\_lodz@infosys.com  
www.dockinlodz.com



### Locations & processes



**Łódź:** Finance and Accounting, Controlling, Sourcing and Procurement, Business Transformation Services, Risk Management, Tax Management, Consulting



### Recruitment plans for

**2014/2015:** 200 employees

Check the newest job ads of Infosys BPO Poland at [www.CareersinPoland.com/jobs/Infosys](http://www.CareersinPoland.com/jobs/Infosys)

## DEPARTMENTS & PROCESSES

### Accounting Department

If you want to kick-start your professional career in accounting, the best place to do that is the Infosys Accounting Department. Here's why. In the Infosys Accounting Department, you will join a multinational team that provides high-quality services to clients and you will be responsible for assisting in the accounts payable process, ensuring the services are effective and timely. Learning how to deal with invoice processing, reconciliation and reporting as well as cash management and vendor payments will be a perfect start of your global career.

### Sourcing and Procurement Department

Join Infosys Sourcing and Procurement Department – a team of young people that deals with the process of purchasing requests, requisition sourcing and approval apart from handling customer queries and issues. S&P offers a chance to kick-start a rewarding career in a global company even if you don't have any professional experience.

### Business Transformation Services

Business Transformation Services practice at Infosys BPO focuses on driving process transformation through various established approaches, both in-house and external ones, including established approaches such as Business Value Realization, Process Harmonization, and Six Sigma/Lean. This practice also advises clients on their shared services vision and provides comprehensive services – right from designing the future state model, location analysis, process evaluation and retained organization design to implementing a shared services organization.

### Controlling Services

If you are interested in financial analysis and plan to develop a career in this area, you are welcome to join Infosys Controlling Services Department. In the Controlling Services Department, you will have an opportunity to use advanced tools in combination with your knowledge of accounting and financial analysis. Preparing analyses, creating financial reports and participating in the migration of controlling activities from the client's location will be a part of your everyday duties.

### Tax Department

We are pleased to invite you to the Infosys Tax Department that provides tax services for both Polish and global clients. Are you excited by the prospect of participating in numerous tax projects and developing accounting knowledge, together with the work experience in the SAP environment? The Infosys Tax Department gives you all these opportunities and more. Above all, you will be working in a team comprising young, energetic, and ambitious people – like you.

You can apply to any of our departments if you speak following languages:



## APPLYING PROCESS

Learn more about our recruitment process below.

- Check who we're looking for – see our job offers at **[www.dockinlodz.com](http://www.dockinlodz.com)**
- Read our offers carefully and if you think you are the right person, contact us.
- Send your CV by email to: **[rekrutacja\\_lodz@infosys.com](mailto:rekrutacja_lodz@infosys.com)**
- Checking your CV – your applications are scrutinized to see if they match our current vacancies.
- Contact – we always contact candidates who meet our criteria described in the job offers' section.

### Recruitment steps

The assessment will typically consist of the following steps:

1. Phone interview with a recruiter
2. One-hour interview with a potential team leader (We always appreciate candidate's motivation to join us!)
3. Language/knowledge tests
4. The selected candidates will be informed about the terms of employment by phone and/or email.



## 5 MINUTES WITH...



### Ewelina Ciechanowska

Associate Lead - Recruitment

A sociologist and economist, for 6 years has been an HR practitioner with experience in international companies. Since 2011 has been working in Infosys BPO Poland. She specializes in conducting recruitment projects in the area of finance and accounting as well as in multilingual recruitment, especially recruiting foreign employees. Certified assessor of AC/DC, HR Business Partner, has experience in creating recruitment tools. Leads training and workshops on HR topics.

#### How do you preserve diversity within your company?

Diversity in Infosys means not only different nationalities, but also a mix of cultures, backgrounds, ages and languages. We are proud not to have any boundaries when hiring a candidate – no matter if they come from Poland, Africa or from South America. If a candidate knows languages and wants to develop within the services we provide, he is more than welcome to join us. Diversity also means for us different points of view. For example, we have an Oxford debate organized biyearly on controversial topics, so everyone is free to speak their mind.

#### Do you take care of work-life balance in your company?

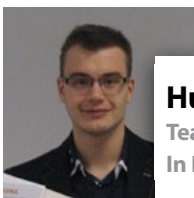
We believe that thanks to work-life balance, employees get better results in their job. That is why we offer a lot of initiatives and additional benefits that enable our employees to enjoy their free time, for example regular parties & events for employees and their families, entrance cards for sports and fitness clubs or the company kindergarten for the youngest family members.

#### How do you take care of foreigners who start working for your company?

Currently, we hire about 200 foreign employees. We try to make them feel at home and support them from the very beginning. That is why for those relocating from abroad, we offer a relocation package. Such a person has their journey organized by the company and can be given a company apartment. Also, to help them adapt to living in Poland, we invite them to join the Diversity Team – our internal initiative focused on foreigners' matters.

*"If a candidate knows languages and wants to develop within the services we provide, he is more than welcome to join us."*

## MEET OUR EMPLOYEE



### Hugues Dubois

Team Leader in Accounting Department  
In Poland since 2010

#### What made you move to Poland?

I decided to study abroad and I applied to Erasmus Programme. I was accepted by the University of Lodz. After a year of (hard) studies, I was recruited by Infosys BPO Poland.

#### What surprised you in Poland the most?

The most impressive for me in Poland is the hospitality. Even if locals do not speak English, they will do their best to help you anyway. Moreover, there is a lot to see and learn about the history and culture of Poland. My favourite cities are Torun,

Krakow and Gdansk.

#### What advice would you give to your friends who consider working in Poland?

Don't be scared of moving abroad. It will be one of the most memorable experiences of your life. Just try it!

#### What has been your career path up until now?

I started to work for the cash management team, where I was responsible for vendor payments. After almost 5 years in Infosys BPO Poland, I was promoted to a Team Leader,

responsible for a group of 18 people.

#### Would you recommend your current employer to your friends abroad?

I would. Infosys is a great place to start working in an international environment. It offers many different opportunities as well as language courses, subsidies for trainings/ courses and growth programmes.

#### Do you have a favorite place in Poland?

Torun. It may be not the most famous place in Poland, but I believe

it's the most beautiful. I particularly recommend the Old City Town Hall, the ruins of the very first Teutonic Castle in Poland and the Gothic Leaning Tower.

#### Do you work in multicultural environment?

Yes, we have 16 different nationalities on the floor!

#### What kind of an employer is Infosys?

It is an employee friendly company to work with and a great platform to enhance your professional skills.



# NOKIA

## NOKIA

## Nokia



CURRENT JOBS



Nokia's history in Wroclaw starts in 2000 under the previous name Siemens Software Development Centre. Since then, we have developed into a global provider of telecommunications services. Nowadays the company brings together a variety of solutions, technologies and cultures in order to shape the future of telecommunications.

One of the most crucial pillars of the global structure is the Wroclaw site. Founded in 2007, it brings a unique philosophy to the world's structures. The Wroclaw Technology Centre's mission is to organize the world's communication and make it universally accessible. Every day more than 2,000 talented people help us to fulfil this promise.



**Bartosz Ciepluch**   
Head of Technology Centre Wroclaw

Being responsible for a site at which more than 2,000 people work is undoubtedly a demanding job, but on the other hand, this is exactly what makes it so exciting. I could not be more enthusiastic about my work if I were not among outstanding people with ambition, passion and willingness to work on projects which shape the future of the telecommunications industry. If someone were to ask me what I am proud of, I would definitely indicate new mobile technologies to which we as the Nokia Technology Centre in Wroclaw have a great input. We are already delivering solutions to more than a quarter of the world's population, and we still want to help more. I love the passion of engineers who are working in TC Wroclaw.

Check the newest job ads of Nokia  
at [www.CareersinPoland.com/jobs/Nokia](http://www.CareersinPoland.com/jobs/Nokia)



### Main contact data

ul. Strzegomska 36  
53-611 Wroclaw  
recruitment.wroclaw@nsn.com  
[www.nokiawroclaw.pl](http://www.nokiawroclaw.pl)



### Locations & processes



**Gdansk:** 7 employees  
**Krakow:** 455 employees  
**Warsaw:** 384 employees  
**Wroclaw:** 2,330 employees  
**Total number of employees:**  
over 3,000 employees



### Recruitment plans for 2014/2015:

Depending on business needs. As modern technologies at Nokia are rapidly developing, we are constantly looking for new employees.

## DEPARTMENTS & PROCESSES

### FDD LTE

Our department focuses on the development of the keystone element of Long Term Evolution: the eNB base transceiver station. Our team's competence allows us to achieve our aims: starting with system architecture modelling and launching new functionalities, through their implementation, and ending with the verification of each component and the entire system in the laboratory environment. The team is also responsible for client support and modifying system functionality to address clients' needs.

Languages



### RF

RFSW department is responsible for specifying, designing, implementing, testing, and maintaining the radio module software for GSM, WCDMA and LTE (both FDD and TDD). We also integrate our products, from launching prototypes to running regression tests, in the automated Continuous Integration Environment, as well as system tests. We use the most advanced generation of measuring devices. Our department complies with TL9000 standards.

Languages



### SM

The System Module (SM) department is responsible for the development of Flexi System Modules, which are part of the base transceiver stations' infrastructure. The modules support technologies such as GSM, WCDMA and LTE, as well as their variations across the range of configurations.

Languages



### CEM&OSS

Our department centres around research and development of the OSS systems used by mobile network operators to manage their networks effectively. Such solutions allow users to configure and monitor thousands of 2G/3G/LTE network elements in real time. Since quality is our top priority, the MBB CEM & OSS testers and integration specialists use the automated Continuous Integration Environment for testing purposes.

Languages



### SingleRAN

The SingleRAN team designs versatile solutions enabling network operators to implement seamlessly the latest technological advancements in their products. We develop software for the WCDMA base transceiver station infrastructure, as well as integrating and verifying its components.

Languages



### RMA

MBB RMA is responsible for designing and delivering processes and tools as well as supporting R&D departments with the aim of improving their quality, functioning and effectiveness. In Wroclaw, RMA concentrates its activities on three different areas: Customer Documentation, R&D Laboratories, and Products Structure Management.

Languages



### MBB Liquid Core

MBB Liquid Core is a department which deals with the development of advanced IMS Core systems and Evolved Packet Core for 2G/3G/LTE networks. IMS and EPC networks, through their VoLTE functionality, realize our vision of mobile broadband connectivity, providing high quality voice and video services as well as other multimedia services through LTE networks.

Languages



### T&I

The Technology & Innovation (T&I) department works on new radio technologies which are fully compliant with 3GPP standards. Its key task is to submit patent applications. In the recent years, T&I Wroclaw has taken over key leadership roles in EU-funded projects, such as leading the heterogeneous networks research in the EU 5G flagship project METIS.

Languages



## APPLYING PROCESS

Although Nokia recruitment process is very simple, it varies with each position. Candidates can apply directly through our recruitment website or by sending your CV to [recruitment.wroclaw@nsn.com](mailto:recruitment.wroclaw@nsn.com). The next stages of the recruitment process are: a short telephone conversation with a Nokia employee, an online test (for software developers), and an interview. Candidates living outside Wroclaw can be interviewed remotely. Once the interview is completed, all interviewees will get an email or a phone call from us letting them know about the outcome.

### Relocation package

Candidates from outside Wroclaw may be eligible for a one-time relocation allowance. The allowance is higher for persons moving to a new city together with their families. As an international corporation, we work closely with an organization which helps foreigners to settle formalities connected with migration and employment with local authorities.



## 5 MINUTES WITH...



### Bartosz Ciepluch

Head of Nokia Networks European Software and Engineering Centre in Wroclaw

Graduate of Lodz University of Technology and Universidad de Sevilla, awarded an MA in Engineering in Electronics and Telecommunications. The first Pole ever, as well as the youngest person in history to run a branch of Nokia (formerly NSN).

#### Nokia is a multinational corporation. How many non-Polish staff do you employ here?

Currently, we have about a hundred of them working at our Wroclaw, Krakow, and Warsaw sites. The diversity and internationalism of our working environment is greatly valued at Nokia. Multiculturalism finds a practical application on a daily basis. People from different countries contribute different experience as well as dynamic and positive energy, inspiring innovation and creative brainstorming, fuelling successful projects. Multiculturalism works well in business if the working conditions are friendly to non-nationals. At Nokia, language is of the utmost importance. Thanks to English being our official corpo-

rate language, communication is consistent at each level of our everyday work.

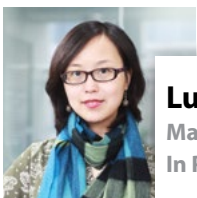
#### How can Nokia attract employees from other countries?

At the Wroclaw R&D centre, we work on the most modern and technologically advanced telecommunications. From scratch, our team of experts creates products from concept to implementation. The R&D centre in Wroclaw has made an inestimable contribution to the development of telecommunications technologies that are already de-

ployed globally. The acquisition of such knowledge is a great source of job satisfaction. It also encourages our specialists to raise their own standards. Besides the opportunity to participate in challenging projects, we have a lot more to offer, starting from private health care and discounted meals, right through to subsidizing employee's sporting and cultural activities. All foreigners willing to move to Wroclaw will be offered attractive relocation packages, often a decisive factor when it comes to choosing a new employer.

*"Thanks to English being our official corporate language, the communication is consistent at each level of our everyday work."*

## MEET OUR EMPLOYEES



### Luo Panny

Manager, Customer Documentation  
In Poland since June 2014

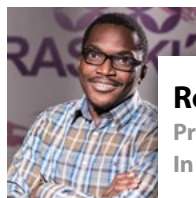
#### Why did you choose the Wroclaw branch of Nokia?

I work in the area of Customer Documentation. Wroclaw is the largest processor of Customer Documentation within Nokia, full of challenges and opportunities for development.

#### What convinced you to relocate?

There are several reasons. The most important ones for me are:

1. It's one of the fastest developing Nokia sites with good career opportunities.
2. Wroclaw is a nice place to live with convenient city amenities, beautiful natural scenery, lovely people, and great restaurants.



### Roger Ondoua

Product Manager  
In Poland since 2008

#### Why did you choose Nokia's branch in Wroclaw?

I was a fresh graduate looking for a first serious job. I looked at the enormous Nokia office building and said to myself: this is where I would like to work. One month after this reflection, my dream came true. My first day in the company was a remarkable time and an unforgettable moment. I felt a great satisfaction when I went to the office and met my new colleagues. I simply like working here. I know Nokia's aims and key values and I identify myself with the company. I also know the

direction in which we are heading. First, when I was an engineer, my main motivation was based on tasks arising from everyday work. Now, as I am a Product Manager, with completely different duties and challenges, my motivation remains undiminished.

# OpusCapita

**OpusCapita**

**OpusCapita**



CURRENT JOBS



OpusCapita provides financial process automation, either outsourced or as a service, for more than 10,000 customers in over 50 countries. The company operates in nine European countries, employing 2,100 professionals. In 2013, the net sales totalled EUR 263 million. Company headquarters is in Finland.

## Working at OpusCapita – bring your passion

We work passionately to develop solutions for our customers by focusing on financial processes that deliver significant business impact. We are actively seeking ambitious and passionate professionals in a range of competence areas who have the ability to grow with us. We are also a surprisingly diverse group of dedicated professionals – everything from engineers, economists and tech wizards, to humanists and truly self-made men and women.

If you are an ambitious professional with real passion who believes, as we do, in people, customer focus, the power of execution, and entrepreneurship, please contact us – we'd like to learn more about you!



**Jarosław Tkaczyk**

Managing Director

We, at OpusCapita, work according to Finnish corporate culture. We are involved in people's entrepreneurship, cooperation and development. We build dynamic cross-country teams that let us learn from each other and face inspiring challenges together. If you like working in an international environment, being in the driver's seat and learning new things, OpusCapita is a perfect place for you.



## Main contact data

ul. Poleczki 35, Poleczki Business Park  
02-822 Warszawa  
career.pl@opuscapita.com  
www.opuscapita.pl



## Locations & processes



**Torun:** F&A Service Delivery  
(Accounting local & nearshoring, Digitizing nearshoring), IT  
**Warsaw:** Sales, Customer Service, Marketing, IT, Finance, PMO, HR  
**Total number of employees:** 550



## Recruitment plans for 2014/2015:

ongoing recruitment

Check the newest job ads of OpusCapita  
at [www.CareersinPoland.com/jobs/OpusCapita](http://www.CareersinPoland.com/jobs/OpusCapita)

## DEPARTMENTS & PROCESSES

### Digitizing Department

- Receiving documents and pre-handling them to electronic document handling and archiving
- Changing processes into electronic ones by digitizing paper documents and combining them with an electronic channel
- Our scanning services handle all kinds of materials: documents, labels, books, drawings – even confidential documents. Typical documents to be digitized are contracts, forms, survey responses and purchase invoices.

We are looking for: Digitizing Operator

Languages



### IT

- Innovation and automation of financial processes by implementing information technology projects or customer 'changes'
- Integrating solutions with customer systems in the scope of transmission of financial electronic documents

We are looking for: Programmer, Service Desk Specialist

Languages



### Nearshoring AP/AR/ Payments Department

#### Accounts Payable

- Processing of invoices, credit notes and preparation of documents for payment
- Reminders to pay processing

#### Accounts Receivable

- Issuing and posting invoices, making adjustments
- Generating reports of debt collection and analysing customer's accounts

#### Payments

- Posting of bank statements, incoming and outgoing payments,
- Customer's accounts checking, reconciliation of accounts at the end of the month

We are looking for: Junior Accountant

Languages



### Nearshoring GL Department

- Compiling of accounting data
- Processing of internal and external documents
- Processing fixed assets accounting services
- Period closing activities
- Reconciliation of GL Accounts
- Internal reporting
- Intercompany reconciliation
- Cooperation with GL local, AP, AR departments to solve current accounting issues
- Archiving

We are looking for: Accountant

Languages



### Local Accounting, Payroll Department

- Financial and payroll transactions according to customers' guidelines and legal requirements
- Archiving
- Process automation

We are looking for: Junior Accountant, Accountant

Languages



## APPLYING PROCESS

1. Go to our website [www.opuscapita.pl](http://www.opuscapita.pl) and check open positions
2. Send your application to [career.pl@opuscapita.com](mailto:career.pl@opuscapita.com)
3. If you meet our expectations, we will contact you to arrange the interview
4. Possible ways of interviews: phone call, face to face meeting (with a team leader or HR person), Skype, video meetings
5. Possible selection methods: interview, language test, speed of typing test, technical skills test
6. You will be informed about our decision after the recruitment process ends



## 5 MINUTES WITH...



### Joanna Stolarska

HR Manager and Business Partner

Joanna Stolarska has over 10-year experience in international corporate HR function management. Working in OpusCapita for 1.5 year. Before, she worked in Kimberly-Clark, Warsaw responsible for HR management in Central European countries.

#### What are your recruitment plans for 2014-2015? Which positions are you going to recruit for?

We employ ca. 30 employees each month, mostly to Service Delivery in Torun: we search for Junior Accountants and Accountants with English, German, Finnish and other Scandinavian languages.

#### How do you take care of foreigners who start working for your company?

After accommodation support, we provide structured induction process on the company and unit level. Each new foreigner is also assigned a colleague patron who will help with the Polish practicalities, like language support.

Later during the service, in OC, there are many opportunities of internal transfers between units and countries.

#### Do you offer internship programmes to students from outside of Poland?

Yes, we are happy to invest in foreign graduates who are interested in learning automated accounting processes and gain experience in international financial business. We offer 6 or 12 months' paid internship programme dedicated to graduates in economics, finance and ac-

counting. We offer accommodation in Torun, social package (e.g.: medical care) and other tools (mobile, etc.).

#### How would you define the work environment at your company?

We have a very young population in our branch in Torun with the average age below 30 so the atmosphere is relaxed and friendly. But we still keep all standards required by our customer highest service level.

*"We have a very young population in our branch in Torun with the average age below 30 so the atmosphere is relaxed and friendly."*

## MEET OUR EMPLOYEE



### Pekka Mannisto

F&A Process Development Manager  
In Poland since 2009

#### What made you move to Poland?

My saxophone teacher had Polish origins and I heard a lot of stories about Poland. With his band, I had a chance to visit Poland. I was very impressed by all the cities which I saw. After that I went on Erasmus – student exchange programme at Krakow University of Economics. I was completely hooked on Polish cuisine and culture as well as having lots of friends in the city. I went back to Finland just to graduate and moved back to Poland.

#### What surprised you in Poland the most?

Besides the language, which I still think sounds like a broken television, I was very impressed by the self-development approach which people have at work. Also, I am still impressed how good Polish cuisine is – buraczki zasmażane, gołąbki, bigos, pierogi, etc., simply tastes great. Not to mention its being healthy as well.

#### What does your job consist of?

I have been working in the field of accounting since my graduation. Firstly, in outsourcing service delivery in Shared Service Centre as well as doing accounting transitions in

customers' locations. Then I worked in Project Management Office in the field of accounting and IT. Currently, I am in accounting process development, where I ensure that accounting processes are working well and things are done correctly.

#### Do you work in a multicultural environment?

Currently, at OpusCapita, I work with teams and processes in Nordic countries (Sweden, Norway, Finland), Baltics (Estonia, Latvia, Lithuania), Poland and Germany. I also had a lecture about 'Multiculturalism and work in

a multicultural environment' for students in Torun. I think people still have lots to learn from different cultures and when an employer recognizes this, it can be used as a strong asset in motivation and efficiency at work.

#### Do you enjoy working in Poland?

I enjoy it very much. It is great to see the fast-paced development, which is happening in Poland. I also enjoy working with young people who have a huge amount of good ideas and the most up-to-date knowledge on topics.



# PHILIPS

## Philips



CURRENT JOBS



Royal Philips is a diversified health and well-being company, focused on improving people's lives through meaningful innovation in the areas of Healthcare, Consumer Lifestyle and Lighting. Philips employs approximately 115,000 employees with sales and services in more than 100 countries.

In **healthcare**, we focus on delivering the most technologically advanced products and solutions, as we help clinicians diagnose, treat and manage many of today's most prevalent diseases. Philips **Consumer Lifestyle** focuses on delivering deeper experiences, in touch with the social and emotional needs of our customers in their homes. **Philips Lighting** is a global leader with recognized across the world innovative lighting solutions from light sources and luminaires to full applications and solutions.

On top of the commercial and industrial organization, Philips has a strong back office function supporting our business. In Poland, the two support centres are located in Lodz and Pila.



### Main contact data

Al. Jerozolimskie 195B  
02-222 Warszawa  
[www.philips.com/kariera](http://www.philips.com/kariera)



### Locations & processes



**Joost Leeflang**   
Chief Executive Officer (CEO)

At Philips, we deliver meaningful innovations that matter and strive to make the world healthier and more sustainable. We are confident that Philips will be the best place to work for people who share our passion for innovation. Faced with the continuous growth, Philips offers plenty of opportunities for talented people who are eager to win. Together, we will deliver superior value for our customers and shareholders.

Check the newest job ads of Philips  
at [www.CareersinPoland.com/jobs/Philips](http://www.CareersinPoland.com/jobs/Philips)



### Recruitment plans for 2014/2015:

As Philips, we are on a constant journey to get the best Talents from the market. Both centres plan to expand and will need motivated individuals to help us to achieve this goal!

## DEPARTMENTS & PROCESSES

At Philips we have **2 Shared Services Centers: Philips People Services Center Europe (PPSC)** based in **Pila** and **Procurement Shared Services Center (PSSC)** based in **Lodz**.

### European Philips People Service Centre (Pila) – Contact Centre Team

The Contact Centre is a team of dedicated employees who use communication skills to help colleagues from all over Europe with HR related enquiries, being the contact point for General Management, HR Managers and Employees.

Languages



### European Philips People Service Centre (Pila) – Admin and Payroll Team

The Admin and Payroll Specialists deliver an accurate and timely payroll and administrative solutions while safeguarding human resource master data for approximately 20,000 Philips employees in 9 different European countries.

Languages



### Procurement Shared Services Centre (Lodz) – Tactical and Operational Sourcing Team

The Tactical and Operational Sourcing team acts on behalf of the Philips businesses, handling every step in the purchasing process – from demand analysis to final delivery. PSSC delivers value added services by leveraging economies of scale, globalizing processes and simplifying the ways of working while delivering superior purchasing experiences by listening and acting on our customers' feedback. Our area of expertise is related to all indirect materials and services procurement, i.e., freight and distribution, IT, HR, Consulting, Marketing, Real Estate, Industrial parts and services and many other.

Languages



### Procurement Shared Services Centre (Lodz) – Sourcing Tools Team

The Sourcing Tools team provides services within a vast range of purchasing applications (incl. eSourcing, eContract Management, Global Supplier Rating System), offering centralization and introduction of enhanced solutions to procurement processes within various sectors and functions.

Languages



### Procurement Shared Services Centre (Lodz) – Central Reporting Group (CRG) and Market Intelligence

The Central Reporting Group supports the business by acting as one source of truth providing various analyses and reports on Philips' results in the area of procurement. Market Intelligence closely cooperates with the business, enables on-time reaction to market price fluctuations and thus reduces risk and increases savings as well as improving decision-making.

Languages



### Procurement Shared Services Centre (Lodz) – Demand Management and Customer Care

The Demand Management and Customer Care team focuses on procurement process execution excellence. We are in the centre of the procurement process, acting as the first line support of a global requisitioning tool, providing purchasing instructions to the business, as well as administrating e-catalogues. The team also manages the relationship with our BPO partner responsible for transactional activities.

Languages



## APPLYING PROCESS

At Philips we have a straightforward recruitment process that reviews all entries on a fair and equal basis. After making an application through our career site [www.philips.com/career](http://www.philips.com/career), you will be contacted by the Talent Acquisition Team to discuss the suitable opportunity. A Talent Acquisition Consultant will guide you

through your interview process to make sure you feel comfortable and prepared for the conversations with the Hiring Community. Our recruitment process is based on Philips' competencies and behaviours that we value in the organization. We want to make sure that you are right for us and we are right for you!



## 5 MINUTES WITH...



### PK Sinha

Senior Director, Procurement SSC

PK Sinha started his career as BOM Purchasing Head before moving to different roles in supply management, real estate, logistics and shared service centre with responsibility covering local, regional and global operations. Now he works as the global head of Procurement Shared Services operations for Philips.

#### What made you move to Poland?

An exciting job opportunity of being part of the management team and the challenging global role motivated me to come to Poland.

#### How do you like Poland?

I think Poland is a great country which has shown a positive growth even during the years when most of the countries in Europe were de-growing. Poland ranks amongst the top countries in the world for shared service operations and has a diverse mix of talent with multilingual capabilities, which makes it a very compelling reason to have shared service operations here.

The people in Poland are very warm and welcoming towards foreigners and it's a very safe place to live in.

#### Would you recommend Poland to your friends living abroad?

Indeed. I would recommend to my friends and colleagues working in Poland in view of various opportunities as well as cost competitiveness that the country offers.

#### Do you have a favorite place in Poland?

The seaside of Poland especially the Tricity

is a very nice and exciting place that I would like to visit time and again.

#### What does your job consist of?

Being the global head of Procurement Shared Services operations for Philips, I am responsible for managing the operations and transfer of activities from different parts of the world to Poland to serve our customers.

*"I would recommend to my friends and colleagues to work in Poland in view of various opportunities."*

## MEET OUR EMPLOYEES



### Alessandro Barile

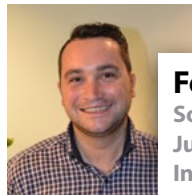
Admin & Payroll Specialist  
in PPSC Europe in Pila  
In Poland since 2013

#### What advice would you give to your friends who consider working in Poland?

I would advise to be flexible so as to develop within an organization and open to new cultural environments. By contrast with other countries, many colleagues are young at work, you can make friends at work and meet them regularly during your free time. It seems also to me that it is more common to have an undetermined contract at work. This offers stability and I feel my contributions for the future retirement are more guaranteed.

#### What kind of an employer is Philips?

Philips is a wide multinational and it plays a vital role in Pila. The department I currently work in is new here and it is very multicultural. The company employs also many young employees as well as from different national and cultural backgrounds. It gives me the feeling of stability as it has appropriate working policies for the workers. It also provides several trainings since your first day at work.



### Fernando Mendez Varela

Sourcing & Project Specialist and  
Junior Team Leader in PSSC in Lodz  
In Poland since 2001

#### Do you have a favourite place in Poland?

For one year, I worked in Torun and I have very good memories of that city. But my favourite place is Lodz. I have been living here for more than 10 years and I like the specific atmosphere in this city.

#### What does your job consist of?

I'm the Junior Team Leader for the Customer Care team. I'm responsible for North America and Latin-American regions. We provide support to some applications related to indirect material & services procurement. We

are in constant contact with Philips employees all around the Globe, who contact us on daily basis. We also play a demand management role toward our Infosys partners. Our duty is to help the customers with the tools and the processes so our common stakeholders have a great experience when buying something for Philips.



## Shell Business Operations



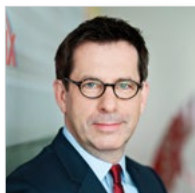
CURRENT JOBS



Shell Business Operations (SBO) in Krakow is a strategic unit of Royal Dutch Shell, a global leader in the energy sector with around 92,000 employees in more than 70 countries. Located in Krakow, one of the biggest cities in Poland, SBO is the international team of over 2,000 talented professionals of 30 nationalities, working in 17 languages.

**In Shell, you are the important part of the global business development.**

We are one of the six Shell operations centres in the world, responsible for improving the progress of business operations of the company. SBO Krakow provides the continuous development of the key business operations for the Shell global network. Our departments: Finance Operations, Customer Service, HR Services, Logistics and Contracting and Procurement constantly expand the range of implemented operations, being the engine of the international development of both the global company and our experts. Join us – we develop and recruit 365 days a year!



### Piotr Dziwok

**General Manager, Shell Business Operations Krakow**  
**Country Chair, Shell Polska**

Shell Business Operations (SBO) Krakow is the key unit in the global network of Shell centres. Our goal is to improve the excellence of Shell business operations worldwide. Foreign specialists stand as a substantial part of SBO, adding value and enriching the diversity of our team. Located in one of the most important cities in Europe's history, SBO is the perfect place to develop your international career. Join us!

Check the newest job ads of Shell Business Operations  
at [www.CareersinPoland.com/jobs/Shell](http://www.CareersinPoland.com/jobs/Shell)



### Main contact data

ul. Krakowska 280  
32-080 Zabierzów k. Krakowa  
(Krakow Business Park)  
[www.shell.pl/krakow](http://www.shell.pl/krakow)



### Locations & processes



### Zabierzow (close to Krakow):

Finance Operations, Customer Service, HR Services, Logistics, Contracting and Procurement

### Total number of employees:

over 2,000



### Recruitment plans for 2014/2015:

Ongoing recruitment process

## DEPARTMENTS & PROCESSES

### Customer Service

Customer Service gives our employees countless opportunities. It is the link between our customers and internal Shell departments in many European countries. Currently, Customer Service in Krakow serves customers in Poland, Austria, Switzerland, Germany, the Czech Republic, Slovakia, Russia, Hungary, Bulgaria and Italy. If you are a person who likes business contacts and negotiations, Customer Service is the place for you. It offers you the opportunity to start an international career. Training programmes help our employees to develop their interpersonal skills.

Languages



### HR Services

The HR Services department is the first point of contact for Shell employees in matters regarding a broad spectrum of Human Resources processes (HR/Payroll). We help employees in issues related to HR applications and local policies: social benefits, professional development, international transfers etc. Our department is also responsible for updates of data in our HR system, international transfers and hiring of employees. The HR Services department in Krakow works in an international environment for people from a few continents.

Languages +6 more

### Finance Operations

Finance Operations is the largest part of SBO Krakow, with the broadest spectrum of responsibilities among all departments. Our key sections include: ledger, indirect taxation, fixed assets, inventory, liabilities, receivables, banking and operations. The Finance Operations department consists of experts with many years of experience as well as ambitious young professionals. We perform global financial and accounting processes in 17 languages. With us, you can have a real impact on the life of one of the biggest companies in the world.

Languages +12 more

### Logistics

Logistics department plans fuel supplies for Shell customers from Benelux region as well as from Central and Eastern Europe. We help manage an important part of the global Shell fleet, which reaches nearly 3,000 trucks, which travel roughly 1.1 million kilometres each day. Shell owns 150 distribution properties and over 1,600 fuel tanks in about 35 countries. Within this department you can have an impact on Shell global business. This department is the right place for people who are interested in logistics and looking for an interesting job in a vibrant and variable business environment.

Languages +5 more

### Contracting & Procurement

Employees of the Contracting & Procurement department are an important part of the international business environment, managing tens of thousands of contracts globally, millions of invoices and cooperating with about 200,000 contractors. Our duties include operating Shell contracts related to goods and services as well as providing a strategic and proactive market analysis and measuring the effectiveness of the supply. We create and maintain long-lasting relationships with global partners. We are a group of motivated professionals, where the highest quality of products stands as a priority objective.

Languages



## APPLYING PROCESS

1. Visit [www.shell.pl/krakow](http://www.shell.pl/krakow) to check new vacancies. Send us your CV and apply!
2. After the CV analysis, our recruiter will contact you by phone for a pre-interview and language test if required.
3. The next step is a job interview in Krakow with our recruiter and manager.
4. The last part of the recruitment process is the final job and relocation package offer.

### Relocation package

Firstly, Shell provides financial support for foreigners who move to Poland to work in SBO. In addition, we help our new colleagues to find an apartment, complete all formalities and offer them excellent benefits package. Also, Shell operates "Foreigners network" - the platform of support for our foreign specialists, which makes it easier to integrate with the Shell team and new environment.



## 5 MINUTES WITH...



### Olga Kortbeek

HR Manager

Olga Kortbeek joined Shell in 2002. She has a wealth of experience including HR Policy Processes & Systems, HR Services and HR Projects, which she managed and contributed to during her career at Shell. Olga Kortbeek speaks English, Dutch, Russian and Ukrainian. She is a graduate of Kiev State Linguistic University.

#### What are your recruitment plans for 2014-2015?

In the upcoming years we will continue to recruit candidates who speak one of the SBO's 17 languages, which we operate in. We will also look for professionals with at least 5-7 years of experience, i.e., in finance, with the high proficiency in English.

#### What kind of benefits do you offer to your employees?

We offer clear perspective of promotion, an individual career path consulted with managers and extensive training programmes. We also offer a medical care programme and benefits like Multisport

cards, as well as "Be-well" multimedia health platform.

#### Is diversity important within your company?

We employ more than 2,000 professionals of 30 nationalities. They support the business processes in more than 40 countries and 17 languages. The variety of our employees enriches the whole SBO team in Krakow.

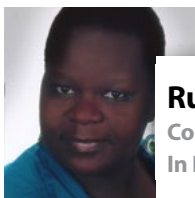
#### How do you take care of foreigners

*"Foreigners make up more than 10% of all the Shell Business Operations employees in Krakow, this is a very important part of the company."*

#### who start working for your company?

Foreigners make up more than 10% of all the Shell Business Operations employees in Krakow, this is a very important part of the company. In addition to financial support, we offer to our new foreign specialists assistance in finding an apartment and moving to Krakow. Also, Shell operates "Foreigners network", created by the foreigners themselves. They support each other and integrate, which certainly makes it easier to start a career in a new country.

## MEET OUR EMPLOYEES



### Rumbidzo Shumba

Controls Assurance Senior Analyst  
In Poland since 2003

#### What does your job consist of?

My job involves assessing effectiveness of our financial controls – both design and operational effectiveness. I act as an advisor for the tax department for control issues and lead our Control Self-Assessment programme. Also, I organize internal events to raise control awareness.

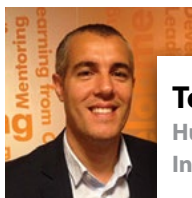
#### How would you describe the work environment in your team?

It is very friendly and supportive. As a team, we value team work, timely delivery of quality work and maintaining an open atmosphere. We

also have lots of fun together during away days, picnics, etc.

#### How do you like Poland, what do you like the most?

At the top of the list are my family and the friends I've made over the years. Additionally – great people, tourist sights... The language is not so easy. But if I could learn it, you can too!



### Tonio Moi

Hub Manager for Order to Delivery  
In Poland since 2011

#### What does your job consist of?

I have recently got promoted to Hub Manager for Order to Delivery in Krakow after a few years on the post of Customer Service Italy Ops Manager, where my team consisted of 70 people. In my new assignment, I will manage the overall Order to Delivery activities of our employees in Krakow for 14 countries.

#### Do you feel supported by your current employer on your career path?

I certainly do. My recent promotion to a new role is a clear evidence of

it. It's actually one of Shell management main focus areas and goals to support employees to develop within the company, encourage talented people to progress further and contribute to the company's success.

#### Would you recommend Poland to your friends living abroad?

Yes. I started doing it when I first joined Shell and haven't stopped since then...



## ACN

[www.acneuro.com](http://www.acneuro.com)

[www.CareersinPoland.com/jobs/ACN](http://www.CareersinPoland.com/jobs/ACN)

### About us

The ACN story is over 21 years in the making...and counting! Today, ACN is the world's largest direct seller of telecommunications services, and is one of the world's leading direct sellers among all industries, having serviced millions of satisfied customers in 23 different countries on three continents...and ACN is continuing to grow.

Our Mission is to provide customers with essential and cutting-edge telecommunications services with more choices and greater value.

### How to apply

There are usually 3 stages of the recruitment process:

1. Short telephone interview with HR Representative
2. 15 minutes' telephone language check with one of our native speakers
3. Face to face interview with Supervisor/Manager and HR Representative in our office

After each stage of the selection process, we contact back the candidates to give them feedback.

### Relocation package

Relocation package is negotiated individually.

### We offer:

a stable full-time job, full on the job training, social package, private medical care, eyeglasses subsidies, team events, internal soft skills trainings, nice and friendly atmosphere, opportunity to work in a multicultural environment, years of service policy

### Desired languages



### Locations & processes

We are an international team of 200 employees.

We work in several departments in Wroclaw:

**Customer Services, Representative Services, Field Support, Order Management, Supply Chain, Agency, Accounts Receivable, Billing, Human Resources, Finance, IT**

[www.acneuro.com](http://www.acneuro.com)

[wroclawjobs@acneuro.com](mailto:wroclawjobs@acneuro.com)



## Akamai Technologies

[www.akamai.com](http://www.akamai.com)

[www.CareersinPoland.com/jobs/Akamai](http://www.CareersinPoland.com/jobs/Akamai)

### About us

We're at the heart of the Internet, helping the most innovative companies remove the complexities of delivering any experience to any device anywhere. Founded in the halls of MIT, Akamai remains dedicated to a youthful optimism of problem solving through intellectual curiosity, collaboration and commitment. And we're growing quickly. If you'd like to work in a culture where hard work and innovative ideas are consistently rewarded, join us and help shape the future of the hyperconnected world.

Akamai has been recognized as one of the top Great Places To Work in Poland by the Great Place to Work® Institute in Poland.

### How to apply

Please visit the website: [www.jobs.akamai.com](http://www.jobs.akamai.com)

Stay connected by joining our network! Enter your e-mail and tell us a bit about yourself, and we'll keep you informed about upcoming events and opportunities that match your interests.

### Relocation package

Subject to negotiations

### Desired languages



### Locations & processes

Krakow – all business functions: Engineering (Web Applications Development and Quality Assurance), Network Operations Center, System Operations, Network Security Operation Center, Network Infrastructure Engineering, Network Engineering, Professional Services, Account Management Group, Customer Care, EMEA Sales ECG, Sales, Finance, Legal, HR&Payroll, Account Development

**Total number of employees:** approx. 200 in Krakow, 4,300+ globally

**Recruitment plans for 2014/2015:** growth, growth, growth!

[www.jobs.akamai.com](http://www.jobs.akamai.com)



## Atos

[www.atos.net/careers](http://www.atos.net/careers)

[www.CareersinPoland.com/jobs/Atos](http://www.CareersinPoland.com/jobs/Atos)

### About us

Atos is an international IT services company with the annual revenue of EUR 8.8 billion. It employs over 76,000 employees in 52 countries. The company offers IT infrastructure management services, systems integration, outsourcing and IT consulting. It works with clients across the following market sectors: Manufacturing, Retail, Services; Public, Health & Transports; Financial Services; Telecoms, Media & Technology; Energy & Utilities. Atos is the official global IT partner of the Olympic and Paralympic Games. The company is quoted on the NYSE Euronext Paris Market.

In Poland, Atos has been operating since 2000. Approximately 3,000 people work in our offices in Bydgoszcz, Warsaw, Wrocław and Gdańsk. During the last 3 years Atos has been 3 times awarded with the certificate Best Employer in Poland, winning top positions in the ranking of Great Place to Work® Institute.

### How to apply

1. Please visit the website [atos.net/careers](http://atos.net/careers) to check vacancies. You may search by location, job position or ref. number.
2. Choose a vacancy and apply online.
3. Please register in order to complete the application.
4. Selected candidates will be contacted by our recruiter.
5. First Phone Call (approx. 30 min.) is the initial verification of experience, technical skills and knowledge of foreign languages. Next step is F2F meeting (approx. 1.5 h).

### Relocation package

It is dedicated to new employees who decide to relocate to Bydgoszcz because of beginning work in Atos. Relocation allowance is paid monthly to help the employee to repay a loan, rent an apartment, etc.

### Desired languages



### Locations & processes

Warsaw: IT (220 employees), Bydgoszcz: IT (2,400 employees), Wrocław: IT (230 employees), Gdańsk: IT (50 employees),

**Total number of employees:** 2,900

**Recruitment plans for 2014/15:** 650 employees

[www.atos.net/careers](http://www.atos.net/careers)

[info.pl@atos.net](mailto:info.pl@atos.net)



## Bayer Service Center Gdańsk

[www.bayer.com.pl/scg](http://www.bayer.com.pl/scg)

[www.CareersinPoland.com/jobs/Bayer](http://www.CareersinPoland.com/jobs/Bayer)

### About us

Service Center Gdańsk (SCG) is Bayer's financial and accounting centre located in Gdańsk. SCG is a part of the global network of service centres engaging in the provision of services such as accounting for fixed assets, receivables and liabilities or travel expenses.

### What sets us apart?

The development and value of our company depend on the people that make it up. They are our most valuable asset with true potential. We, at Bayer, make a point of creating friendly atmosphere and comfortable working conditions, and providing continued professional development opportunities for our employees. We recognize talents and support employees who seek development opportunities and are open to new solutions. All newly hired employees can expect to receive an induction training package facilitating their transition into a new workplace. Our Managers are actively involved in the process of identifying and supporting Talents in their teams.

### Who are we looking for?

We are looking for talented, well-educated and energetic candidates who are fluent in foreign languages and for whom work at a financial and accounting centre represents an unrivalled opportunity to gain professional experience in an international organization with a globally recognized brand.

### What do we offer?

Work in an international organization which is a leader in its field; paid internship with the possibility of full-time employment; opportunity to gain practical knowledge; work in international teams; modernly designed office affording the views of the Tricity National Scenic Area and Gdańsk Bay; opportunities to take part in team-building and sports events; playroom for children; attractive company benefits package. We also offer a relocation package.

### Desired languages



### Locations & processes

Gdańsk: Accounts Payable, Accounts Receivable, Asset Management, General Ledger, Travel & Expenses

**Recruitment plans for 2014/15:** 60 employees, 20 trainees

[www.bayer.com.pl/scg](http://www.bayer.com.pl/scg)

[scg.rekrutacja@bayer.com](mailto:scg.rekrutacja@bayer.com)





**BNP PARIBAS**  
**SECURITIES SERVICES**

### BNP Paribas

[www.securities.bnpparibas.com](http://www.securities.bnpparibas.com)

[www.CareersinPoland.com/jobs/BNP-Paribas](http://www.CareersinPoland.com/jobs/BNP-Paribas)

#### About us

BNP Paribas Securities Services is a wholly-owned subsidiary of BNP Paribas specialising in the administration and protection of financial securities for institutional investors, financial intermediaries and major companies worldwide.

The Warsaw office was established in 2008 and is a shared service centre providing services for a number of locations in Europe including Germany, France, Luxembourg, Spain and Italy.

We are looking for financial professionals, recent graduates and students who are team-oriented, innovative, stress resilient, open-minded, willing to learn and adaptable. Ideally, you will be a graduate with majors in finance, accounting, economics, management, IT, quantitative methods, econometrics or philology. You will be fluent in English and/or have knowledge of another European foreign language (French, German, Italian, Spanish, Dutch).

#### How to apply

- 1. Apply online.** All of our job vacancies can be found at [pracuj.pl](http://pracuj.pl) or on our web site: <http://www.bnpparibas.pl/kariera/aplikuj.htm>
- 2. CV screening & phone interview.** Candidates who meet our criteria will be contacted by HR to discuss your application, your motivation and suitability for the role.
- 3. Job interviews.** Candidates that are successful following the phone interview will be asked to complete a number of tests. These tests are designed to test the skills that are required in the role. You will also be invited to attend an interview in our office with representatives from the business area of the role.
- 4. Job interview with HR department.** Prior to any offer being made, all successful candidates must meet with a representative from HR to discuss the finer details of your experience, skills and the role.

#### Desired languages



#### Locations & processes

**BNP Paribas Securities Services S.K.A.**

Branch in Poland

1 Pilsudskiego Square; 00-078 Warsaw

**Recruitment plans for 2014/2015:** approx. 150 job openings

[www.securities.bnpparibas.com](http://www.securities.bnpparibas.com)

[Warsaw.recruitment@bnpparibas.com](mailto:Warsaw.recruitment@bnpparibas.com)

**ciber**<sup>®</sup>

Client focused. Results driven.

### Ciber

[www.ciber.com/pl](http://www.ciber.com/pl)

[www.CareersinPoland.com/jobs/Ciber](http://www.CareersinPoland.com/jobs/Ciber)

#### About us

Ciber was established in 1974 in the United States and entered the Polish market in 2010. The office located in Poznan is the first branch and Ciber's main Competence Centre in the Central Europe. Nearly 170 experts from different countries working at our office in Poznan provide support to customers around the world. International and multicultural environment guarantees that we can fully understand our customers' needs. We specialize in the comprehensive support for SAP, as well as Application Support for many other IT applications, available 24/7. We have also an internal Finance Shared Service Center supporting countries like Australia, the USA, Canada, the UK, Germany, Denmark, the Netherlands, Norway, Poland, Spain and Sweden, in the area of: AR&Billing, AP, Payments, GL Asset Acc., Travel Expense, Collections, Payroll, Project Contracts, Master Data, Internal Audit, Program and Quality Management, SP&A, Project Profitability.

Over 96% of Ciber's customers declare that they would have made again the decision about co-operation with Ciber and 96.8% would recommend us to their friends.

#### How to apply

In three simple steps:

1. Enter our website: [www.ciber.com/pl/index.cfm/careers/search-apply-for-jobs](http://www.ciber.com/pl/index.cfm/careers/search-apply-for-jobs).
2. Choose the position you like.
3. Fill in the form.

Remember, sometimes all you have to do is STEP UP AND STAND OUT!

#### Relocation package

The relocation package is guaranteed, when an employee has to move from their current residence, at least 50 km in regard to working in Ciber headquarters in Poznan.

#### Desired languages



#### Locations & processes

Poznan: F&A, IT, HR, M&S (169 employees)

**Total number of employees:** nearly 7,000

[www.ciber.com/pl](http://www.ciber.com/pl)

[rekrutacja@ciber.com](mailto:rekrutacja@ciber.com)



## Delphi Poland

[www.delphi.com](http://www.delphi.com)

[www.CareersinPoland.com/jobs/Delphi](http://www.CareersinPoland.com/jobs/Delphi)

### About us

Delphi Automotive PLC (NYSE: DPH) is a leading global supplier of technologies for the automotive and commercial vehicle markets. Delphi has been operating in Poland since 1994 and includes four manufacturing plants (Jelesnia, Blonie, Gdansk and Ostrow Wielkopolski) and two Research & Development facilities (Krakow and Ostrow).

The Delphi teams of engineers have been responsible for over 200 records of innovation. The numbers are impressive, but without a solid finance team, we wouldn't be able to operate successfully. Delphi Poland has received some impressive recognition based on many factors including investment in the employees' personal and professional development, commitment to research and development in the automotive industry, and achievements at Delphi's Technical Center in Krakow.

Delphi Poland's customer base includes the leading vehicle manufacturers in Europe and others from around the world.

### How to apply

1. You may use our global career website [www.delphi.appone.com](http://www.delphi.appone.com)
2. Try also our Polish website [www.delphikrakow.pl](http://www.delphikrakow.pl)
3. Look for our job ads on Polish job portal [www.pracuj.pl](http://www.pracuj.pl)
4. Find us on social media – FB, LinkedIn and GoldenLine

### Relocation package

Delphi is dedicated to creating a workplace environment that enables every team member to contribute fully. That requires support of the corporation on accommodation.

The amount and content of relocation package is established individually with each candidate.

### Desired languages



### Locations & processes

#### Recruitment plans for 2014/2015:

- Expanding finance team with most talented specialists
- Leadership Development Programmes for Finance or Operations
- Growing team of R&D engineers

[www.delphi.appone.com](http://www.delphi.appone.com)



*Thinking of you*  
**Electrolux**

## Electrolux

[www.electrolux.com](http://www.electrolux.com)

[www.CareersinPoland.com/jobs/Electrolux](http://www.CareersinPoland.com/jobs/Electrolux)

### About us

At Electrolux, we share a common goal to make a positive, everyday difference in people's lives and for our planet.

We are a global leader in home appliances based on deep consumer insight and developed in close collaboration with professional users. We offer thoughtfully designed, innovative solutions for households and businesses, with products such as refrigerators, dishwashers, washing machines, cookers, vacuum cleaners, air conditioners and small domestic appliances. Under the esteemed brands including Electrolux, AEG, Zanussi, Frigidaire and Electrolux Grand Cuisine, the Group sells more than 50 million products to customers in more than 150 markets every year. In 2013, Electrolux had sales of SEK 109 billion and 61,000 employees.

Respect and diversity, ethics and integrity, safety and sustainability are important elements of our corporate culture. They are the foundation. They govern everything we do and, most importantly, how we treat each other. At Electrolux, every employee has a strong impact. All employees are empowered to make tough decisions, implement new ideas and use their initiative.

**In Kraków, we have our Global Shared Services Center** with Global Finance & Accounting, HR Services, Global IT and Product Documentation. We employ over 600 hundred talented people and we strongly believe that each and every member of our team can make a difference.

### How to apply

1. Please visit our website [www.electrolux.com/career](http://www.electrolux.com/career) to find out about current vacancies and apply online.
2. Our Recruitment team will contact selected candidates to discuss their applications.

### Desired languages



### Locations & processes

Electrolux Global Shared Service Centre is based in Krakow.

Our main departments include: Finance & Accounting, HR Services, Global IT, Product Documentation

[www.electrolux.com/career](http://www.electrolux.com/career)

[careers@electrolux.com](mailto:careers@electrolux.com)



## IKEA

[www.ikea.com](http://www.ikea.com)

[www.CareersinPoland.com/jobs/IKEA](http://www.CareersinPoland.com/jobs/IKEA)

### About us

Our shared service center was established in 2011 and operates from Poznan. We focus on working more efficiently with transactional services in the fields of Finance and HR across IKEA Group – doing it in one common and standardized way.

We assist the core business of IKEA in many countries, as providing effective support to the business allows our colleagues to focus on what is most important - meeting IKEA customers.

Currently, there are nearly 300 specialists employed in IKEA BSC who combine their professional competence with passion for IKEA products. As we provide services to more and more countries, our organization grows as well as its diversity – at the moment our co-workers are from 15 different countries who all together speak 20 languages.

IKEA BSC reflects a key part of IKEA's philosophy – we cooperate with other IKEA companies to ensure expected results whilst saving energy and resources!

### How to apply

1. Please go to [IKEA.pl/praca](http://IKEA.pl/praca) to check our vacancies
2. Use our search engine to find the job that interests you.
3. Submit your cover letter and CV containing any information you feel is relevant. (Remember that a good cover letter says more about who you are and where you're at than 100 certificates)
4. Kick back and relax. We'll notify you when we've received your application and keep you posted. We will come back to you within 30 days.

### Desired languages



### Location & process

Poznan: Accounts Payable, Vendor Master Data, Travel & Expense Claims, Payroll, Personnel Administration, HR System Support.

**Total number of employees:** 310

**Recruitment plans for 2014/15:** over 50 employees

[www.ikea.pl/praca](http://www.ikea.pl/praca)

[recruitment.bsc@ikea.com](mailto:recruitment.bsc@ikea.com)



ING Services Polska

## ING Services

[www.ingservicespolska.pl](http://www.ingservicespolska.pl)

[www.CareersinPoland.com/jobs/ING-Services](http://www.CareersinPoland.com/jobs/ING-Services)

### About us

ING Services Polska (ISP) is a shared service centre located in Katowice that provides innovative IT services for ING Group subsidiaries throughout the world. The customer portfolio reflects the international character of the company that delivers its services to ING entities located all over the world. Thanks to a variety of technological innovations implemented by ISP with its primary focus on automation and virtualization, the services have been much in demand. Private Cloud, launched first in the Polish banking sector by ISP, provides a good example of a service popular with the company's customers. The extensive knowledge shared by the company's experts lays foundations for being a Global IT Changer.

ISP is a company with a huge potential. The company shapes the IT labour market in the Silesia region by giving great career opportunities. Driven by ambition, the company will make every effort to develop IT experts' career paths so that they will become the elite within the IT sector.

### How to apply

Please visit [www.ingservicespolska.pl/en/4.job-offers.html](http://www.ingservicespolska.pl/en/4.job-offers.html) to check the vacancies.

You can apply directly by the company website or send the documents on [kariera@ingservicespolska.pl](mailto:kariera@ingservicespolska.pl).

The basic document we expect from those who want to work at ING Services Polska is a CV. If the candidate would like to give any additional information not included in the CV, it is possible to send a cover letter.

Next step is an interview. It is a key part of the recruitment process because the employer can meet the candidate in person.

### Relocation package

New staff members can be supported with an individually determined relocation package.

### Desired languages



### Locations & processes

Katowice, IT (500 employees)

**Total number of employees:** 500

**Recruitment plans for 2014/15:** 70 employees

[www.ingservicespolska.pl](http://www.ingservicespolska.pl)

[kariera@ingservicespolska.pl](mailto:kariera@ingservicespolska.pl)



## Metro Services

[www.metro-services.pl](http://www.metro-services.pl)

[www.CareersinPoland.com/jobs/Metro-Services](http://www.CareersinPoland.com/jobs/Metro-Services)

### About us

METRO SERVICES PL is a dynamically developing Employer. Our SSC guarantees the highest service level of finance and accounting processes for the sales lines of Metro Group: Makro/Metro Cash&Carry, Real, Media Markt and Saturn. As a young organization, we are still at the beginning of our journey, with the destination to create an international Centre of Excellence. Join us to become its co-creator. You can have an actual impact on shaping our organization! We are currently looking forward to numerous migration projects, which you can also take part in – our SSC is eventually going to deliver the accounting services to 23 European countries!

Once you have Accounting in your DNA, whether you are graduate or professional with proven experience in accounting, our SSC is the right place to develop your career. Our SSC guarantees a lot of possibilities to gain experience in diverse areas of non-AP accounting. Moreover, you can better your skills within various projects like Change Management and Process Improvement.

### How to apply

Please visit the website

[www.metro-services.pl/en/career/job-offers](http://www.metro-services.pl/en/career/job-offers)

Potential candidates will be contacted by our recruiter to arrange an interview about potential cooperation.

### Relocation package

If you relocate, not only will we offer financial aid with your first salary, but also we can assist you with your first steps in the new country. Namely, we can help you with finding an apartment, arranging your relocation or collecting relevant documentation. We are here for you!

### Desired languages



plus other European languages

### Locations & processes

Szczecin: AR, GA, FA processes;

**Current number of employees:** 110

**Recruitment plans for 2014/2015:** around 150 employees

[www.metro-services.pl](http://www.metro-services.pl)

[rekrutacja@metro-services.pl](mailto:rekrutacja@metro-services.pl)



## Steria Polska

[www.steria.com](http://www.steria.com)

[www.CareersinPoland.com/jobs/Steria](http://www.CareersinPoland.com/jobs/Steria)

### About us

With 20,000 people across 16 countries, Steria delivers end-to-end IT-enabled business services that help private and public organisations meet today's complex business challenges.

The polish branch - **Steria Polska** – has been created in 2007 in Katowice city center. As a Global Delivery Center, we support Steria customers from across the world, working mainly in French, English and German languages. It's our language skills and our efficient team work that strive the excellence of the Polish unit, where we underline our openness to different cultures, environments and work experiences.

### How to apply

Recruitment step by step:

1. Send your application to [rekrutacja@steria.com](mailto:rekrutacja@steria.com) or apply through the career website.
2. First phone contact and recruitment interview with a member of our Recruitment Team.
3. Second meeting is held with the Manager of the Project you applied for.
4. Decision time.

### Relocation package

We provide help with accommodation and all administrative matters around the employment. We offer language classes, Polish for foreigners is also on the offer. A part for that, our offer contains: stable employment based on a work contract, international work environment using modern technologies and foreign languages, high salary, friendly atmosphere, broad offer of internal and external trainings (including certified training courses), access to an e-learning platform and private health care package.

### Desired languages



### Locations & processes

Katowice: ITO, BPO

**Current number of employees:** 700

**Recruitment plans for 2015/2016:** 150 new hires

[www.steria.com](http://www.steria.com)

[rekrutacja@steria.com](mailto:rekrutacja@steria.com)





## Interesting facts about the city

- Bydgoszcz represents young, cosmopolitan and open-minded society. The average age is 36
- It's a modern city with a good infrastructure and moderate cost of living
- The unemployment rate is low and the job opportunities are available to everyone, especially in the IT sector

## Main transport data

**Airport:** Bydgoszcz (3.5 km from the city centre)



## TOP 3 flight connections abroad:


- Dusseldorf (1 h 40 min)
- London (2 h)
- Warsaw (45 min)

## Locations



## Travel time to other cities:

Berlin:  4 h 30 min  4 h

Gdansk:  1 h 30 min  2 h

Poznan:  1 h 40 min  2 h

## Companies presented in this guide

**Atos**

**Atos**

(page 79)

6 languages

Companies in the city searching for native speakers:

**Alcatel Lucent, Genesys, Livingston**



Useful links

**www.visitbydgoszcz.pl**


the official tourist site of Bydgoszcz


**www.utp.edu.pl**


the site of University of Technology and Life Sciences in Bydgoszcz



Price examples

 Single fare transfer ticket (50% discount) **PLN 1.50/EUR 0.38**

 Monthly rent for a 10 m2 room **PLN 500/EUR 125**

 0.5 l beer in a pub (city centre) **PLN 8/EUR 2**



# Katowice

(pop. 304,000)

Scan the code and check  
the pronunciation



## Interesting facts about the city

- Location in the centre of the vast urbanized area, the Katowice Agglomeration with 2 million people, easy access by plane & train
- Strong academic centre – 29 universities in the Katowice Agglomeration
- Presence of many foreign investors

## Main transport data

**Airport:** Katowice (30 km from the city centre)

## TOP 3 flight connections abroad:

- Frankfurt (1 h 25 min)
- London (1 h 30 min)
- Paris (2 h)

## Locations



## Travel time to other cities:

Gdansk:	8 h	5 h	2 h 40 min
Warsaw:	3 h 20 min	3 h	50 min
Wroclaw:	2 h 35 min	1 h 45 min	

## Companies presented in this guide



### Capgemini

(page 48)  
16 languages



### ING Services

(page 82)  
English



### Steria Polska

(page 83)  
3 languages

Other companies in the city searching for native speakers:

ArcelorMittal SSCE, IBM GSDC, NGA HR, PwC SDC, Rockwell Automation, Unilever, Wipro



Useful  
links

**www.katowice.eu**  
the official site of Katowice

**www.katowicethecity.com**  
the site about investments in Katowice



Price  
examples

- Single fare transfer ticket (50% discount) **PLN 1.60/EUR 0.40**
- Monthly rent for a 10 m2 room **PLN 450/EUR 112.50**
- 0.5 l beer in a pub (city centre) **PLN 7/EUR 1.75**





## Interesting facts about the city

- The best location for modern services in Europe: the 9th place among the top 100 destinations for outsourcing in the world
- The leading academic centre: 22 higher education institutions, including 2 ones from the global university ranking
- Over 9 m tourists visiting Krakow in 2013

## Main transport data

**Airport:** Krakow (11 km from the city centre)

## TOP 3 flight connections abroad:

- Brussels (2 h)
- London (3 h 30 min)
- Stockholm (2 h)

## Locations



## Travel time to other cities:

Berlin:	 9 h	 5 h 40 min	 1 h 20 min
Warsaw:	 3 h	 4 h	 50 min
Wien:	 8 h 40 min	 5 h	 1 h

## Companies presented in this guide



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(page 81) / 7 languages



(page 81) / 12 languages



(page 54) / 16 languages



(page 57) / 16 languages



(page 75) / 17 languages



Other companies in the city searching for native speakers: Amer Sports, Amway BCE, BBH, Capita, Ecolab, Euroclear, Genpact, Getinge, Herbalife, Hitachi, HSBC, IBM BTO, Lufthansa GBS, Lundbeck, Luxoft, Motorola, PMI, Sabre, Serco, State Street, Xerox



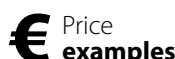
Useful links

[www.krakow.pl](http://www.krakow.pl)


the official site of Krakow


[www.krakow.travel](http://www.krakow.travel)


the official tourist portal of Krakow



Price examples

 Single fare transfer ticket (50% discount) PLN 1.90/EUR 0.48

 Monthly rent for a 10 m2 room PLN 600/EUR 150

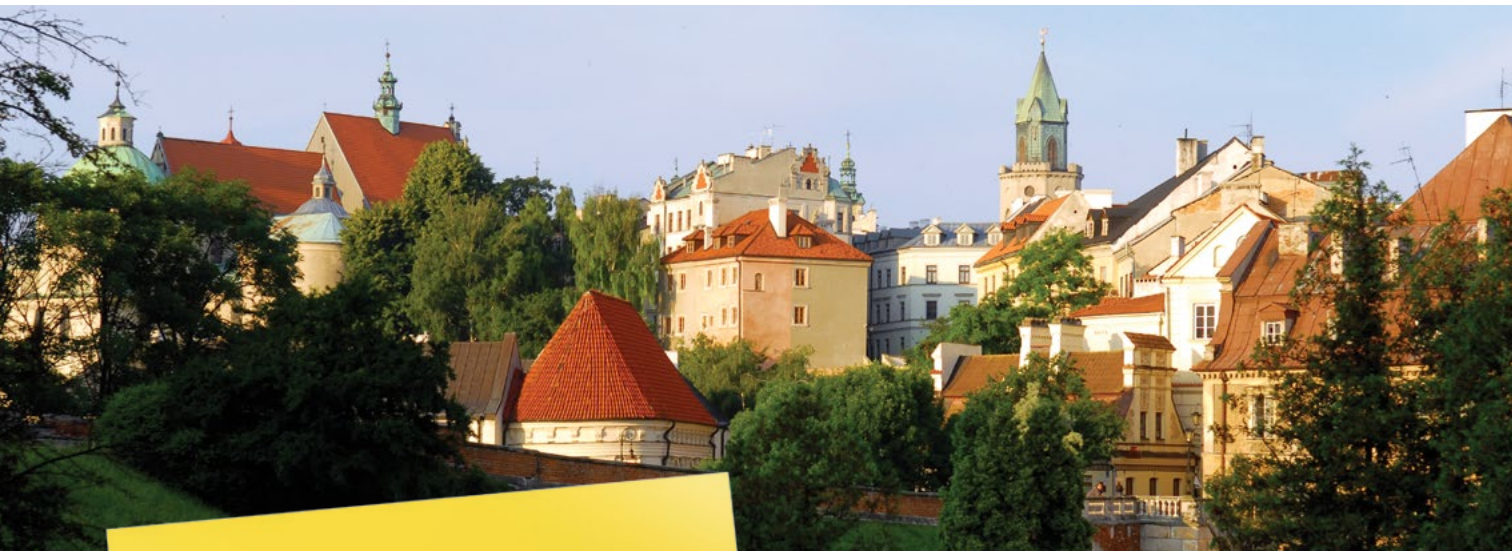
 0.5 l beer in a pub (city centre) PLN 8/EUR 2



# Lublin

(pop. 344,000)

Scan the code and check  
the pronunciation



## Interesting facts about the city

- Lublin is the biggest university centre in eastern Poland with over 3,000-strong foreign students community
- It is a bustling city of culture with over 30 regular festivals yearly
- In 2014, the city was no. 1 in Poland in terms of the infrastructural investment value per capita

## Main transport data

**Airport:** Lublin (12 km from the city centre)

## TOP 3 flight connections abroad:

- Frankfurt (1 h 55 min)
- London (2 h 30 min)
- Rome (2 h 30 min)

## Locations



## Travel time to other cities:

Gdansk:	12 h	7 h	1 h 45 min
Warsaw:	2 h 20 min	2 h 30 min	45 min
Wroclaw:	7 h	5 h 30 min	1 h 10 min

Companies in the city searching for native speakers:

**Convergys, Genpact, Asseco Business Solutions, Sii, Mobica, Clondalkin, Pol Inowex, Agusta Westland**



Useful  
links

**[www.lublin.eu](http://www.lublin.eu)**

the official site of Lublin

**[www.study.lublin.eu](http://www.study.lublin.eu)**

the site about study opportunities



Price  
examples

Single fare transfer ticket (50% discount) **PLN 1.40/EUR 0.35**

Monthly rent for a 10 m2 room **PLN 500/EUR 125**

0.5 l beer in a pub (city centre) **PLN 7/EUR 1.75**





# Łódź

(pop. 711,000)

Scan the code and check  
the pronunciation



## Interesting facts about the city

- Wide range of job opportunities in the BPO, IT, production of household goods and logistics sectors
- One of the biggest international business centres in Poland
- Centre of cultural events on an international level: more than 70 events organized over the year

## Main transport data

**Airport:** Łódź (6 km from the city centre), Warsaw (130 km from the city centre)

## TOP 3 flight connections abroad:

- Dublin (3 h)
- London (2 h 20 min)
- Munich (1 h 20 min)

## Locations



## Travel time to other cities:

Gdansk:	5 h 50 min	3 h 20 min
Krakow:	5 h 10 min	3 h 10 min
Munich:	9 h 15 min	9 h
		1 h 20 min

## Companies presented in this guide



Citi (page 51) / English



HP (page 60) / 8 languages



Infosys (page 63) / 24 languages



Philips (page 72) / 8 languages

Other companies in the city searching for native speakers:

Accenture, AMG.net, BSH Bosch Siemens, CERi, Clariant, Dimar, Ericpol, Fujitsu, GE Power Controls, Indesit, mBank, Mobica, Nordea Operations Centre, Samsung, SouthWestern, Symphony Teleca, Takeda, Tate & Lyle, Tom Tom, Transition Technologies, Veolia, Xerox Services, Zeto



Useful  
links

[www.turystyczna.lodz.pl](http://www.turystyczna.lodz.pl)

the tourist site of Łódź

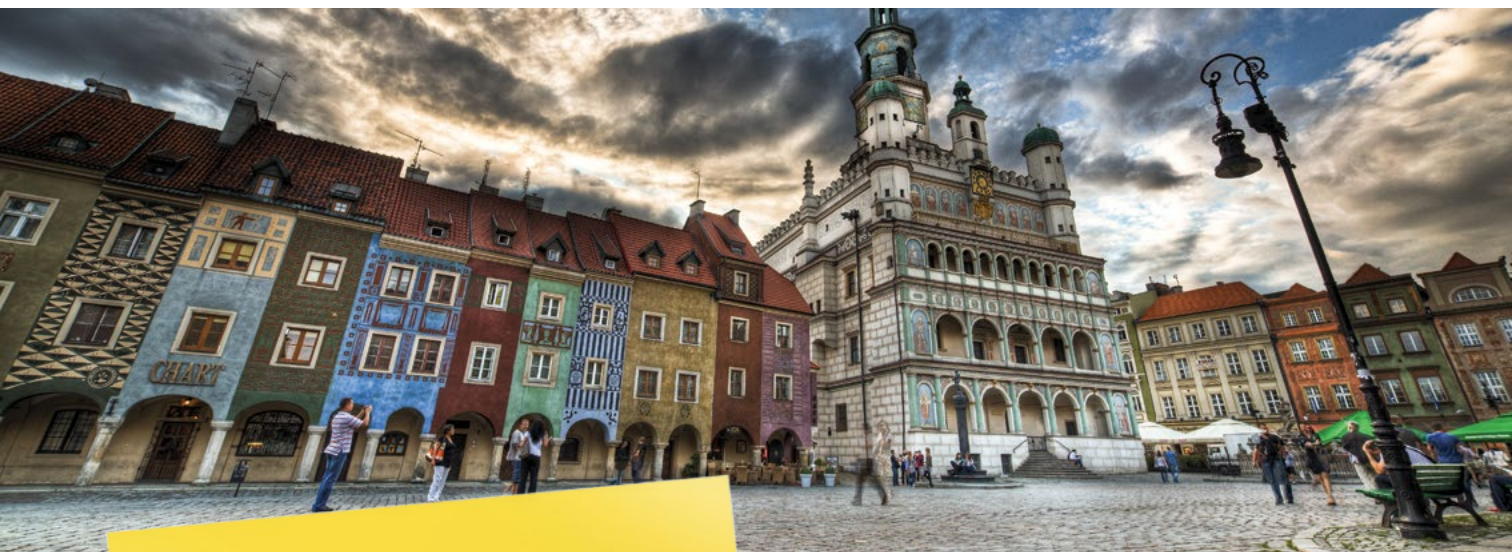
[www.inyourpocket.com/poland/lozdz](http://www.inyourpocket.com/poland/lozdz)

the site containing general information  
about Łódź



Price  
examples

- Single fare transfer ticket (50% discount) **PLN 1.90/EUR 0.48**
- Monthly rent for a 10 m2 room **PLN 600/EUR 150**
- 0.5 l beer in a pub (city centre) **PLN 7/EUR 1.75**



## Interesting facts about the city

- Poznań is located in the Midwest of Poland on the Warta river, halfway between Warsaw and Berlin
- Poznań is one of the oldest cities in Poland. The first rulers of Poland were buried in Poznań's cathedral on the island (Mieszko I, Boleslaus I, and others). It also served as the capital for a short time in the 13th century, hence the official name: The Capital City of Poznań
- Poznań was one of the host cities for the UEFA Euro 2012

## Main transport data

**Airport:** Poznań-Ławica (7 km from the city centre)

## TOP 3 flight connections abroad:

- Frankfurt (1 h 30 min)
- London (2 h)
- Munich (1 h 30 min)

## Locations



## Travel time to other cities:

Krakow:	7 h	5 h
Warsaw:	3 h	2 h 30 min
Wroclaw:	3 h	3 h

## Companies presented in this guide



Client focused. Results driven.

**Ciber**

(page 80)

7 languages



**IKEA**

(page 82)

17 languages

Other companies in the city searching for native speakers:

**Arvato Services, Bridgestone, Carl Zeiss, Carlsberg, CenturyLink, DFDS, Duni, Franklin Templeton, Kennametal, MAN, O-I**



Useful  
links

**www.poznan.pl**

the official site of Poznań

**www.poznan.pl/comeandenjoy/en/**

the blog about living in Poznań from a foreigner's perspective



Price  
examples

- Single fare transfer ticket (50% discount) **PLN 2.30 / EUR 0.58**
- Monthly rent for a 10 m2 room **PLN 550 / EUR 137.50**
- 0.5 l beer in a pub (city centre) **PLN 10 / EUR 2.50**





# Szczecin

(pop. 408,000)

Scan the code and check the pronunciation



## Interesting facts about the city

- Szczecin has a unique location which ensures perfect connectivity to the rest of Europe and worldwide. The city is located only 12 km from the German border, 65 km from the Baltic Sea and 281 km from Copenhagen.
- It is a city of young and active people. 70% of residents are people of working and pre-working age, and the academic potential comprises 45 thousand students and 12 thousand graduates.

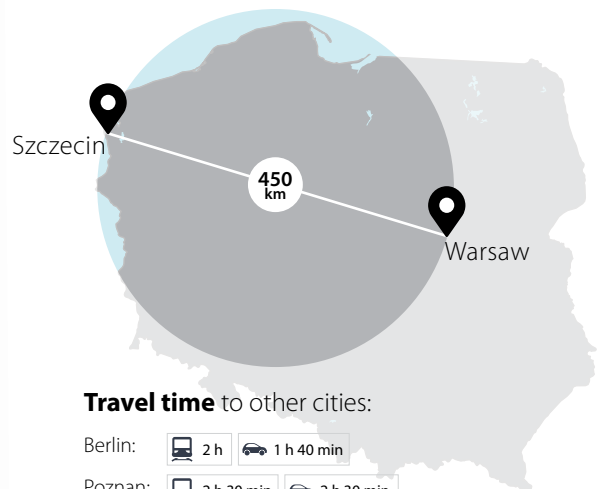
## Main transport data

**Airport:** Szczecin-Goleniow (45 km from the city centre)

## TOP 3 flight connections abroad:

- Dublin (1 h 30 min)
- London (1 h)
- Oslo (1 h 30 min)

## Locations



## Travel time to other cities:

Berlin:	2 h	1 h 40 min
Poznan:	2 h 30 min	2 h 30 min
Wroclaw:	6 h 30 min	5 h

## Companies presented in this guide



### Metro Services

(page 83)

5 languages

Other companies in the city searching for native speakers:

**Arvato, BLStream, brightONE, Coloplast, Convergys, Dansk Supermarked, DGS, Genpact, Tieto, Unizeto**



Useful links

**www.szczecin.eu**  
the official site of Szczecin

**www.wszczecinie.pl**  
the local site with news from Szczecin



Price examples

- Single fare transfer ticket (50% discount) **PLN 1.50/EUR 0.38**
- Monthly rent for a 10 m2 room **PLN 500/EUR 125**
- 0.5 l beer in a pub (city centre) **PLN 8/EUR 2**



# Toruń

(pop. 203,000)

Scan the code and check  
the pronunciation



## Interesting facts about the city

- The unique architecture of the Old Town has been listed on the UNESCO World Heritage Sites since 1997.
- Nicolaus Copernicus, who started the revolution in astronomy was born in Toruń in 1473.
- Gingerbread from Toruń is the most famous delicacy that has been produced in the city since the Middle Ages.

## Main transport data

**Airport:** Bydgoszcz (50 km from the city centre)

## TOP 3 flight connections abroad:

- Dublin (2 h 30 min)
- Dusseldorf (1 h 10 min)
- London (1 h 50 min)

## Locations



## Travel time to other cities:

Gdansk:	3 h	1 h 15 min
Krakow:	6 h 30 min	5 h
Poznan:	2 h	2 h

## Companies presented in this guide

**OpusCapita**

**OpusCapita**

(page 69)

5 languages

Other companies in the city searching for native speakers:

**Apator, Neuca, Toruń Technology Park, TZMO**



Useful  
links

**www.torun.pl**  
the official site of Toruń

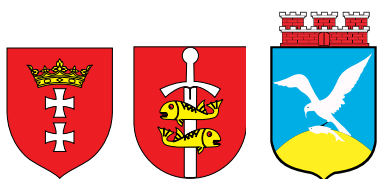
**www.visittorun.pl**  
the tourist site of Toruń



Price  
examples

- Single fare transfer ticket (50% discount) **PLN 1.40/EUR 0.35**
- Monthly rent for a 10 m2 room **PLN 500/EUR 125**
- 0.5 l beer in a pub (city centre) **PLN 7/EUR 1.75**

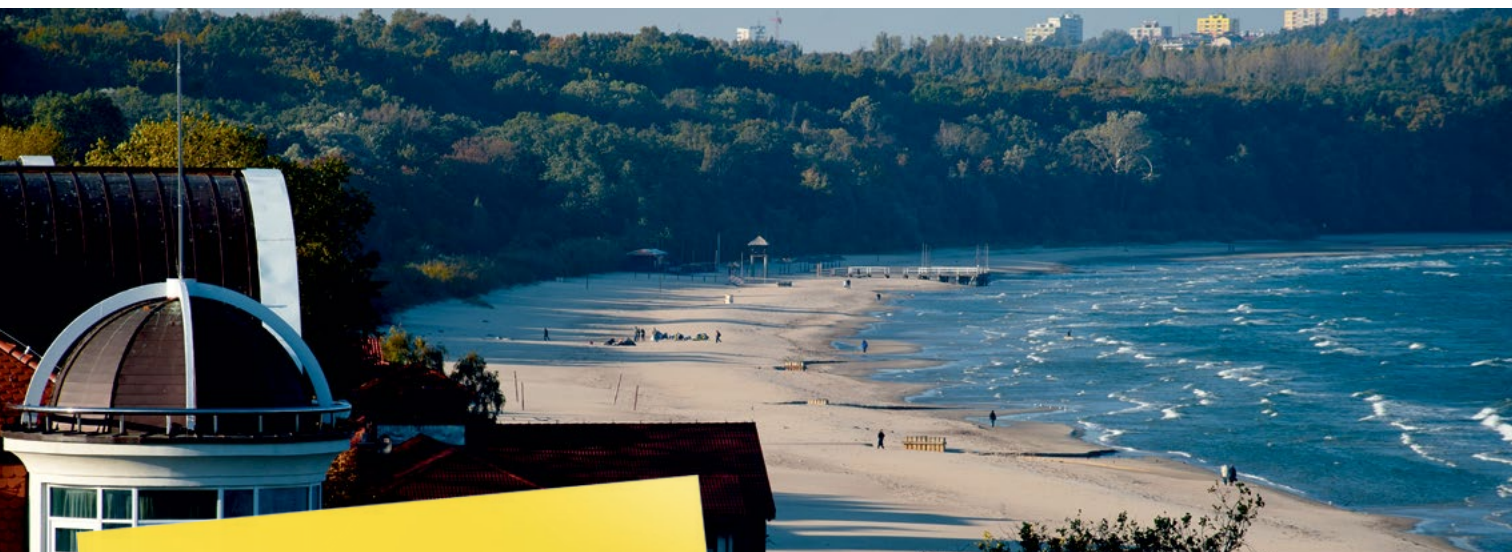




# Trójmiasto

(Tricity: Gdańsk, Sopot, Gdynia) (pop. 747,000)

Scan the code and check the pronunciation



## Interesting facts about the city

- Outscores other Polish cities in terms of their residents' happiness
- Hosts numerous music clubs and events all year round (Sfinks, SPATiF, Open'er)
- It is encircled by the sea and forests (190,000 ha), which makes the agglomeration a perfect place for watersports, cycling and running

## Main transport data

**Airport:** Gdansk (10 km from the centre of Gdansk)

## TOP 3 flight connections abroad:

- Copenhagen (1 h)
- Frankfurt (1 h)
- London (2 h 20 min)

## Locations



## Travel time to other cities:

Berlin:	6 h 30 min	6 h 30 min	1 h
Stockholm:	1 h		
Warsaw:	5 h	4 h	1 h

## Companies presented in this guide

**Atos**

**Atos**  
(page 79)  
6 languages



**Bayer SCG**  
(page 79)  
9 languages



**Competence Call Center**

Other companies in the city searching for native speakers:

**Arla, Geoban, Intel, Kemira, Metsa, OIE Support, Sony Pictures, Thomson Reuters, ThyssenKrupp, Transcom, WNS**



Useful links

**www.guide.trojmiasto.pl**  
the tourist site of Tricity



Price examples

- Single fare transfer ticket (50% discount) **PLN 1.60/EUR 0.4**
- Monthly rent for a 10 m2 room **PLN 600/EUR 150**
- 0.5 l beer in a pub (city centre) **PLN 8/EUR 2**



# Warszawa (Warsaw)

(pop. 1,724,000)

Scan the code and check the pronunciation



## Interesting facts about the city

- The capital and the biggest city of Poland and the 9th most populous one in the EU with over 2 million inhabitants (the number contains people who are not permanent residents of Warsaw)
- Sometimes called "the phoenix city" as it was destroyed during numerous wars and carefully rebuilt each time
- The cultural capital of Poland – apart from daily theatre and cinema shows, the city hosts great music and art festivals and concerts, many of which are free of charge

## Main transport data

**Airport:** Chopin Airport (8 km from the city centre), Modlin Airport (35 km from the city centre)

## TOP 3 flight connections abroad:

- Frankfurt (1 h 50 min), London (2 h 40 min), Moscow (2 h)

## Locations



## Travel time to other cities:

Krakow: 3 h 4 h 30 min 50 min

Poznan: 3 h 3 h 55 min

Wroclaw: 5 h 4 h 55 min

## Companies presented in this guide

**AON**  
Empower Results®

(page 42) / English

**Atos**

(page 79) / 6 languages

**AVON**  
the company for women

(page 45) / 8 languages

**Capgemini**  
CONSULTING TECHNOLOGY OUTSOURCING

(page 48) / English, German

**BNP PARIBAS**  
SECURITIES SERVICES

(page 80) / 6 languages

**citi**

(page 51) / English

**OpusCapita**

(page 69) / English

**PHILIPS**

(page 72) / 8 languages

Other companies in the city searching for native speakers:

Accenture, Arla, Biomerieux, BMW, CBRE, Colgate-Palmolive, Connectis, Contract Administration, Cybercom, ELAVON, Mettler-Toledo, OCP, Pandora, Procter & Gamble, Schneider Electric, The Royal Bank of Scotland, TNT Express



Useful links

**www.warsawtour.pl**  
the official tourist site of Warsaw

**www.e-warsaw.pl**  
the official site of Warsaw

**Price examples**

Single fare transfer ticket (50% discount) **PLN 2.20/EUR 0.55**

Monthly rent for a 10 m2 room **PLN 800/EUR 200**

0.5 l beer in a pub (city centre) **PLN 10/EUR 2.50**





# Wrocław

(pop. 632,000)

Scan the code and check  
the pronunciation



## Interesting facts about the city

- The 4th largest Polish city, one of the most modern and fastest growing; the European Capital of Culture 2016
- Big academic hub, popular destination for student exchange programmes
- Many international companies offering jobs for foreigners (e.g. Google, HP, Credit Suisse, IBM)

## Main transport data

**Airport:** Wrocław (10 km from the city centre)

## TOP 3 flight connections abroad:

- Copenhagen (1 h 15 min)
- Frankfurt (1 h 15 min)
- London (1 h 50 min)

## Locations



## Travel time to other cities:

Berlin:	5 h	3 h 30 min
Prague:	5 h	4 h
Warsaw:	4 h	4 h
		50 min

## Companies presented in this guide



(page 78) / 9 languages



(page 79) / 6 languages



(page 48) / English, German



(page 60) / 28 languages



(page 66) / English

Other companies in the city searching for native speakers:

**Becton Dickinson, BNY Mellon, Catlin, Credit Suisse, CRISIL, Ernst & Young GSS, Google, IBM GSDC, Merck, Parker Hannifin, Qatar Airways, Qiagen, UPS, Volvo**



Useful  
links

**www.wroclaw.pl**  
the official site of Wrocław

**www.infolink.wroclaw.pl**  
the informational site for foreigners



Price  
examples

- Single fare transfer ticket (50% discount) **PLN 1.50/EUR 0.38**
- Monthly rent for a 10 m2 room **PLN 600/EUR 150**
- 0.5 l beer in a pub (city centre) **PLN 8/EUR 2**



**Thank you** for reading.

For more information about living and working in Poland please visit:

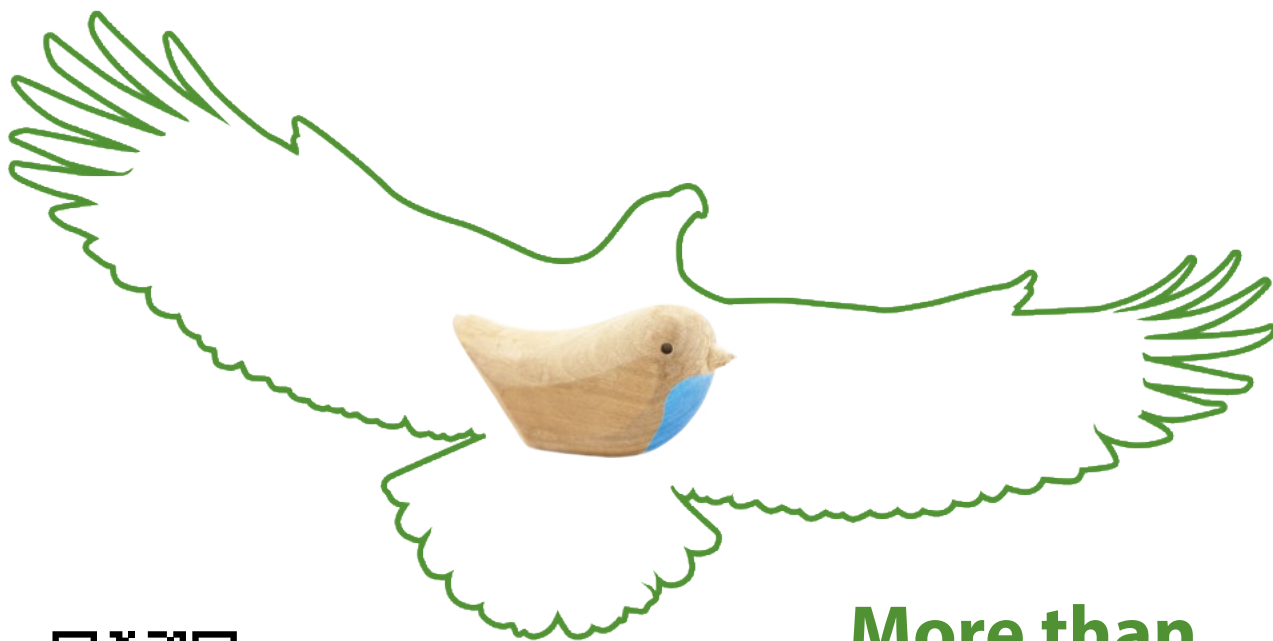
**[www.CareersinPoland.com](http://www.CareersinPoland.com)**



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## More than expected

