

# Careers in Poland

EDITION 2017/18

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

**INSIDE**

**STEP BY STEP**  
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**SPECIAL REPORT**  
ADVANCED BUSINESS  
PROCESSES IN POLAND



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# Dear Readers

It is with great pleasure that I open the fourth annual edition of our *Careers in Poland* guidebook. As in the previous years, our team have strived to deliver the best quality information on promising career prospects, your relocation to Poland, and adjusting to living in a new country.

Last year we focused on the IT sector flourishing in the very heart of Central Europe, in Poland. This time we want to stress the advancement that has occurred over the last few years in Polish business centres in general, evolving from outsourcing processes into more elaborate mechanisms. Now the abundance of knowledge-based organisations already operating in Poland or eyeing this perspective is truly overwhelming. Our goal was to draw your attention to diverse possibilities awaiting foreigners willing to gain professional experience in international business centres all over Poland.

Multilingual employees are as usual of special interest to us and we try to point native and fluent speakers of foreign languages in the direction of jobs and other opportunities awaiting them in this welcoming country. This is why we include tips on daily life in Poland, basic legal advice and provide company and city presentations.

Whether you are an exchange student, a tourist backpacking across Europe or a professional looking for new challenges, we hope you will find our magazine useful and come back for more – either in the next issue of our guidebook or online.

Enjoy your read!  
Ewelina Nurczyk, editor-in-chief

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# POLAND IN FIGURES



## CAPITAL CITY

WARSAWA OR WARSAW  
IN ENGLISH

It is home to 1.6 million  
people



## FOREIGNERS

234,000 PEOPLE

... who hold a residence  
permit (data excluding  
visa holders).



## BUSINESS

1,000 CENTRES

There are over  
1,000 BPO/SSC/KPO  
centres in Poland and  
the number is bound  
to grow.



## POPULATION

38.4 MILLION CITIZENS

And among Poles there  
are more women  
than men.



## CURRENCY

1 ZŁOTY = 100 GROSZY

It means *golden*  
in English

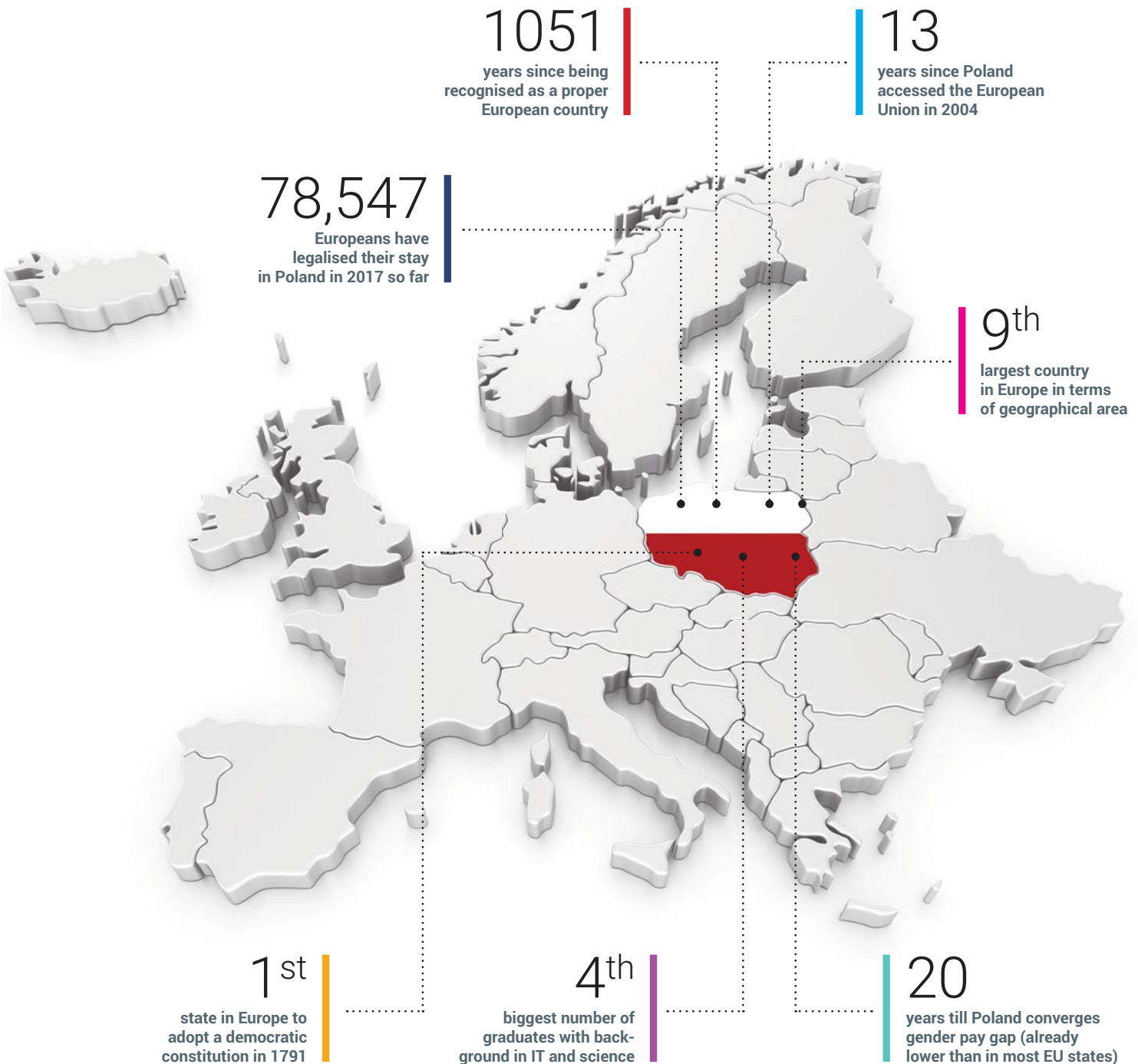


## TIME ZONE

CENTRAL EUROPEAN TIME

It alternates between UTC+1  
(standard) and UTC+2  
(daylight saving  
winter time).

# POLAND & EUROPE



**When in Rome, do as the Romans do – goes the ancient saying. If you want to mingle in with the Polish crowd, how do you do that? We have a list of activities that will make you feel at home in Poland and give you the ultimate Polish experience!**



### Watch ski-jumping

Ski-what? If you've never heard about this discipline, Poles will broaden your horizons. Ski-jumping has been a Polish national sport for years now and contests attract vast numbers of viewers, both live and on TV. You will become a fan in no time!



### Swim in the Baltic Sea

Tired of cliché tropical destinations? Poland's shoreline provides a lot of lovely seaside spots, many of them still undiscovered by foreigners. By the Baltic Sea, you can enjoy sandy beaches with amazing dunes, without the risk of heatstroke, although the temperatures do rise from time to time.



### Trace back medieval times

Follow the routes of medieval castles scattered all around Poland, full of glorious garments, weapons and historical treasures. On top of that, Poles love reenacting knight tournaments and historical battles. You can be sure to stumble upon some sort of jousting event every summer, and Malbork should be on top of your list if you're into that stuff!

# Your Polish



### Survive the Polish winter

Brace yourself – you're coming to Poland! If you come from continental Europe, especially its central part, you should be fine. Other than that, heavy snowfalls and freezing temperatures, that occasionally do occur in Poland, may take you by surprise. But is there really much to worry about? Not if you buy some warm clothes and stock up your freezer.



### Hunt for dwarfs in Wrocław

This foreigner-friendly city has a lovely magnet for tourists: over 300 bronze dwarfs hidden in its picturesque streets and squares. The city is beautiful itself, but hunting for the dwarfs with the use of special maps or mobile apps makes sightseeing even more exciting.



### Eat at "bar mleczny"

A few decades back, milk bars (in Polish: *bar mleczny*) used to be popular for providing the working people with traditional Polish comfort foods. Now, in the age of their renaissance, you will find people of all walks of life enjoying *pierogi*, other dumplings or traditional Polish soups there.





### Experience communist Poland

Poland's communist past is now long gone, however, there are still some places left that feel the same as they did a few decades back – the Palace of Culture and Science, Nowa Huta district in Kraków or simply... high-rise buildings in many Polish cities. Watch out for them and have a free history lesson.



### Follow Chopin in Warszawa

Although Fryderyk Chopin's last name comes from his French father, the composer considered himself Polish, which had a huge impact on his music. He spent half of his life in Warszawa and nowadays you can still follow his footsteps in the Polish capital city. Along with Maria Skłodowska-Curie, Chopin remains one of the most famous Varsovians.



### Watch films with voiceover

If you turn the TV on, you won't get subtitles or dubbing in non-Polish films, but an interesting mix of the original sound track and a deadpan voice of a reader. This kind of voiceover translation is not very popular outside Central and Eastern Europe. It certainly takes time getting used to and the hatred towards it is widespread, but nonetheless – it prevails on telly.

# to-do list



### Have fun on "Wet Monday"

You can insert here any weird Polish celebration, too! Wet Monday is right after Easter, when young boys pour litres of water over girls they fancy or use water guns. Sounds weird? Better not ask questions and just embrace this ancient tradition. Need more? How about... the drowning of Marzanna?



### Find your favourite type of "kielbasa"

*Kielbasa* (a broad term for various Polish sausages) is a good representation of the abundance of Polish food. If you think that it is just one type of meat, you couldn't be more wrong! Do not worry though, after a few weeks in Poland you will be able to ask in perfectly good Polish for your favourite type of this delicacy.



### Listen to live highlander bands

This obviously goes well with ski-jumping. Polish highlanders are called *górale* and their lively music is a significant part of Polish folklore. Accompanied by tasty traditional dishes and alcoholic drinks, it may give you an unforgettable Polish experience.

# YOUR MUST EATS: POLISH FOOD

for a snack...



## ZAPIEKANKA

is what can be called real Polish fast food. It's a baguette topped with toasted mushrooms, cheese and various sauces. Give this pizza substitute a try!



## OSCYPEK

is a renowned cheese characteristic for the Tatra Mountains, but you can get it everywhere in Poland. Eat it as a snack or grate it and add to pasta dishes. It is also a perfect souvenir.



## OGÓRKI KISZONE

are simply pickled cucumbers, but Poles love preparing them on their own. They can be part of the main course or... used as a snack to go with vodka. Are you ready for this?

for the main course...



## BIGOS

is a cabbage stew that is especially useful in the chilly months. A hearty portion of this classic dish is topped with kielbasa (sausage), mushrooms or prunes. Staple Polish food!



## ŻUREK

is just an example of various Polish soups. This one is made of sour rye and contains white sausage as well as whole eggs. Often served in an edible bowl made of bread.



## PIEROGI

probably need no introduction – these dumplings with various fillings (sweet, salty or spicy – your choice) are known worldwide and are eaten in Poland all year round.

for dessert...



## PAÇZKI

are deep-fried doughnuts usually filled with rose marmalade. Even if you are sceptical about their health benefits, you need to have at least one on Fat Thursday.



## SĘKACZ

is a piece of art sometimes referred to as a tree cake. It's a buttery cake made by rotating it over the fire – looks fun, but tastes even better!



## BABKA

is a traditional yeast cake that not only tastes good, but also looks majestic. This is why this no-filling cake is a staple of holiday tables, most commonly during Easter celebrations.

# ADVANCED BUSINESS PROCESSES

- Polish evolution from BPO to KPO
- RPA: less complex processes call for more innovation
- IT & knowledge transfer
- Global innovation born in Poland
- CoEs – dedication to a narrow field
- R&D&I – Poland in innovation race
- Expat employee profiles
- Poland's innovation landscape
- Knowledge transfer: universities and business
- Student organisations in Poland



# BPO TO KPO: KNOWLEDGE PROCESS OUTSOURCING FLOURISHES IN POLAND

Our times call for adding value to services, and in this respect KPO (Knowledge Process Outsourcing) has already surpassed BPO (Business Process Outsourcing), making Poland one of the most desirable destinations for transferring knowledge-based processes to. What keeps the ball rolling?

**A**lthough the Latin phrase *scientia potentia est* has been no secret for ages, it is only recently that the business world has realised its real value for global cooperation. Poland, which was often chosen as an offshoring destination, has quickly proved itself so capable of handling far more serious processes, that the business landscape of the European and global markets simply had to change – slowly, but surely. In the past Warszawa, Kraków and Gdańsk used to host business centres dealing with customer service, invoice processing or service level reporting. Although these facilities have not disappeared from Poland's business map, they frequently underwent a technological transformation, experienced a significant growth or even ex-

panded into brand new separate structures (see the next pages of Careers in Poland).

### **BPO history in Poland**

This transition is a remarkable achievement for Poland and its economy, especially taking into consideration the business landscape of the country before the 00s. Only with the accession to the European Union in 2004 did Poland's business centres start to thrive beyond the initial simple processes mentioned before. Poland did not have a stable business structure yet, as it was only slightly over a decade after the fall of communism and its entrance to the truly capitalist world. A few years could not have been enough to get ready for a big change, but Poland did exceptionally well in the

transition period and managed to start with an almost clean slate. Both the help of foreign investors as well as Polish people's capital and entrepreneurship built one of the most exciting economies in Europe and, in many aspects, in the world.

The main reason behind this evolution was the realisation which dawned upon onshore locations – knowledge stored in them needed to be shared with more remote business centres, so that it could bring mutual profit. As a result of that, innovative foreign companies no longer protected their know-how in original locations – they spread it all over their centres which hold the promise of putting this knowledge to good use. Now transferring more advanced business processes is not

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WARSZAWA  
SZCZECIN

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KATOWICE

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Business  
Services**

WARSZAWA

always about cost-cutting, especially since Poland has quickly jumped from the status of an easy on the pocket location to a more pricey, but also more quality-oriented one. This was earned with a lot of effort and after numerous challenges that were tackled in a successful way.

and sophisticated, therefore requiring a high level of specialised expertise and competence. While BPO represents large-scale projects widely accessible to a big number of professionals of various backgrounds, KPO pays more attention to specialists with a narrow focus on one field. KPO

ments and make the most of your precious knowledge.

• **Financial institutions**

Banks and accounting departments based in Poland deal now with the most advanced processes that are used internationally, e.g. for foreign stock exchanges. Apart from that, your expert knowledge will be invaluable in the preparation of market analyses and investment plans. You can put it to good use by designing and engineering financial tools, which are later used by other global units. As technology improves businesses on daily basis, your Polish experience will be connected to cutting-edge solutions of global impact.

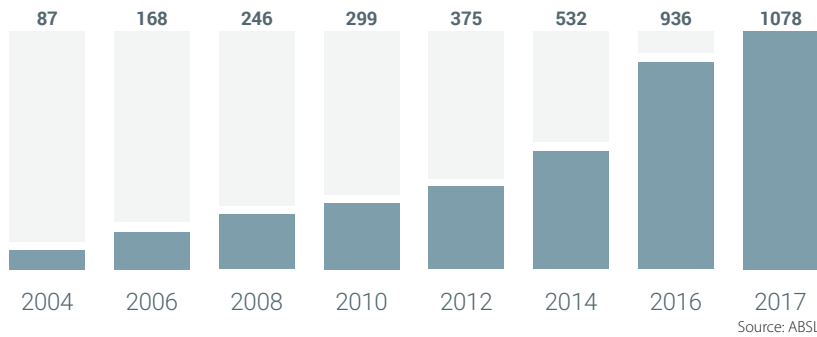
• **ITO**

Not much is left of technical support services in Poland – or rather there are a lot of new additions to this business. We are looking for engineers, software developers and people willing to work on various projects in diverse areas. If your IT skills and knowledge are your strong point, read more about the marriage of knowledge and IT on pages 17-18.

• **Analysis**

This includes planning, mapping or data management, and it concerns various types of business. Processes that are being outsourced to Poland require specialists who know how to handle data and extract value from it. It may deal not only with finance, but your knowledge may be needed in FMCG companies or other industries, for instance in supply chain, procurement and sales departments. ■

Poland-based shared service centres over the years:



**Knowledge as utmost value**

KPO, sometimes considered to be an evolved, enhancement-oriented form of BPO, is now more often perceived as the next step for any BPO centre or solution. Regardless of its far too many definitions, KPO is always conceptualised in terms of greater intellectual value for a company carrying out such processes. KPO centres or departments combine analytical thinking with expert knowledge supplied by their well-educated employees. In short: they are BPO centres taken to the next level and help create a new business landscape in former BPO locations, such as Poland.

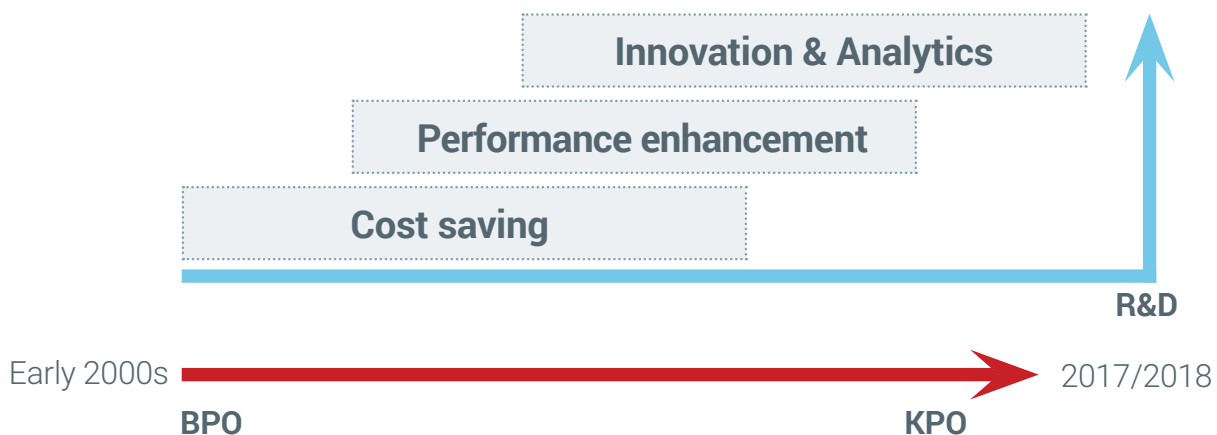
This knowledge-based sector has been making its way through Poland with real grace. The processes included under the name of KPO are in most cases complex

centres turn their back on repetitive and rule-based processes, in order to embrace creative tasks requiring more independent thinking, thus making them role-based and analytical. This shift makes Poland not only an attractive workplace for Poles, but also for representatives of other nations, not even necessarily European ones.

**KPO business**

Over the last decade, the areas that Poland has been specialising in could differ, but they usually fall into a few categories of areas that can be described as knowledge-based. They are constantly in need of new professionals, including foreigners, willing to spread their wings in Polish locations of international companies. Take a look at those which are the most common in Polish KPO centres or depart-

# Evolution of Polish BPO





# LESS COMPLEX PROCESSES CALL FOR MORE INNOVATION

With the rise of KPO activities in Poland, the significance of less complex processes is not diminishing, but merely requires readjustments. What happens to those business activities that may be too simple for highly-skilled workforce delegated to perform other tasks? How does automation influence BPO and what does it mean for its future in Poland?

**S**omewhere twenty years ago, Poland started out as a hub for rule-based processes and owes much of its present success to those early days, but the introduction of innovation was inevitable in every BPO centre. Standing in a dead spot while other businesses caught up with their onshore locations was out of the question. The much needed improvement often came from within and set the trends that are sometimes followed to this day. What were these and how did they influence the landscape of Polish BPO units?

### RPA to the rescue

Sometimes the simplest solutions are not the best ones. Instead of transferring the most basic processes to other locations which could resemble Poland's competitive prices and workforce from a few decades back, many investors decided to take a more

risky path leading to innovation. Robotic Process Automation (RPA) was the integral part of this strategy. While it did not necessarily mean ushering robots to Polish office spaces, it was indeed a quiet revolution, marked by installing computer programs (the so-called *robots*) wherever they could prove themselves more useful than employees fed up with typing in the same formulas or verifying rudimentary rows of data. Given a short period of training and a watchful guidance of a human supervisor, the robots were soon able to successfully tackle some repetitive and mundane tasks.

This did not mean that BSS centres in Poland got rid of their human employees altogether, which is quite a common fear. On the contrary, as one of the recent studies shows, in 2017 there were over 1,000 outsourcing facilities in over 40 Polish cities (Walter Herz, *Polish BPO/SSC market in 2016*),

many of them already highly automated or undergoing such transformations. This did not, however, increase the chances of letting thousands of BSS employees go, as the training and maintenance of the robots relies solely on them. And if you are still not convinced about the inevitability of automation and suspicious about the very process, you can choose Poland as a country with one of the lowest share of people at high risk of automatability, amounting to only 7 per cent (OECD, *The Risk of Automation for Jobs in OECD Countries: A Comparative Analysis*, 2016). Still, it does not imply that the BPO sector in Poland will not take the best out of it. So what is there to draw upon?

### Case I: Customer Service

CRM (customer relationship management) used to be outsourcing's domain, but it has come a long way from what can be imagined

as a stereotypical call centre. Automation in these units is often perceived in terms of robots answering customer calls, but such technological improvements usually do not work in favour of the business, rendering it less human and lowering customer satisfaction levels. After all, the majority of us prefers interacting with a real person, not a trouble-shooting machine. Automation, however, is present in customer service centres in the form of automating the contact process, not the relationship itself.

This is what happens in contact centres based in Poland, which now cover larger aspects of customer relations than just phone answering or reaching out to new potential customers. While these activities remain focal, they are surrounded by a set of tools and processes that make the contact easier. For instance, Communications Platform as a Service (CPaaS) are used widely to ensure we get quick one-click responses from contact centre employees by using cloud-based CRM applications. The market of CPaaS is anticipated to grow to \$8.1 billion in 2019 (Avaya, *Technology Trends to Watch*, 2017) and it is no surprise, as it prevents consultants from working on desktops crammed with urgent calls. Another new aspect in contact centres is its increasing need of quality analytics, preferably conducted in real-time mode. This allows for customer segmentation and delivering more relevant customer experience. In this respect, customer relations become analysis-oriented, and thus, more similar to KPO solutions.

**Case 2: Data Management**

Data management, including such areas as data entry, conversion or processing, is a vast subset of BPO, too. It comes as no surprise, large companies have never enjoyed dealing with information governance and gladly outsourced this task to other locations. Handling the growing amount of data in the modern world is a challenge that necessitates new solutions, since it concerns all areas of any sort of activity, from medical data to media, finance or human resources. Data-related processes, which are time-consuming and rule-based, first offshored to foreign locations, had to undergo some changes, as they may have become too straightforward in those new locations as well.

Innovation in data management has been introduced in numerous ways and

automating simple processes was again one of them. IT resources were of much help in this respect, as creating new tools to deal with the ever-growing amounts of data became a priority. Starting with software that made human input practically dispensable, the BPO market did not vanish, but shifted its main focus to such areas as big data analysis. After all, once the data is input and processed, it still remains an

**FUTURE OF BPO IN POLAND**



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**AUTOMATION**  
will open the door to freeing up employee potential and will broaden employee prospects without the decrease in employment.

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- 

**SATELLITE LOCATIONS**  
will take the burden off big cities' shoulders. Warszawa, Kraków, Wrocław or Gdańsk may now work closer with smaller cities to boost overall business efficiency.

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- 

**PARTNERSHIP**  
between BPO/SSC and other organisations – think tanks, universities or even... high schools – in order to provide fresh perspective.

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- 

**TRANSFORMATION**  
of workforce, e.g. recruiting people leaving heavy industry jobs to join BPO centres and maintaining the influx of foreigners.

object to be analysed. This frees employee potential and makes room for the... knowledge-based processes that are becoming more and more of a Polish thing.

**Case 3: Finance & Accounting**

Financial services in all the vastness of Polish BPO/SSC include both simple as well as advanced processes, so naturally the

first group is now undergoing significant changes due to various automation trends. These less complex processes, e.g. financial close, AP, AR, or documents processing are gradually entrusted to robots, although the scale of automation is yet to be grand. In the UK, figures show that around 30 per cent of such jobs could be facing automation within the next fifteen years (PwC, *UK Economic Outlook*, 2017), so similar forecasts can be made for Poland. This significant number, however, seems less alarming when confronted with the fact that automation in finance will also create many new jobs and expand our professional horizons, redirecting human focus to new areas of interest. It is now universally acknowledged that bots in business may not be so bad after all.

**Processes we cannot automate**

Automation is imminent, but not in all business areas. While rule-based processes can be delegated to machines, overlooking human wits could be disastrous for some industries. Experts agree that accounting compliance is one of the fields where automation is not feasible. Various business services located in Poland constantly need to stay up-to-date with ever-changing regulations, so although bookkeepers have always been named as the first target of automation, regulation following is a different side of their story. This brings us to LPO, standing for legal process outsourcing. These services, along with many others requiring human expertise, are not very likely to fall into the automatable category.

**Threat of noshoring?**

As Poland's BPO/SSC landscape evolves and tends to resemble onshore locations in terms of costs and manpower (demographic crisis will sooner or later catch up with the Polish population), will there be any point in outsourcing less complex processes at all? The threat of *noshoring* is looming over many offshore destinations, Poland included, as the practice relies upon doing business processes automatically in native locations. Why outsource if you can use robotics in a facility which is closer to home? This is a question that Polish BPO facilities need to ponder about, but in terms of organisational culture, human resources and even geographical proximity, Poland is almost *at home* for many global organisations, so for now scrapping the country still seems out of the question. ■



# IT SOLUTIONS & KNOWLEDGE TRANSFER

Our knowledge used to be passed on in oral tales, later – carved in stone or written in mysterious symbols on paper. The ways of transferring what we learn were limited only by our own human thought. Now, in the digital era, we are more than ever preoccupied with preserving, storing and processing information, which is very often the most valuable asset in any company. This is what makes IT and all processes connected to knowledge transfer practically inseparable.

## **Know-how versus know-why**

Of course IT is not the only way of transferring knowledge. In fact, there are two types of knowledge and they need the application of separate methods in order to transfer information effectively. In this division, IT solutions actually work for only one kind. The first one, the so-called know-how, is explicit knowledge that can be found in manuals, handbooks and databases. This hard information is more tangible and can be accessed or transmitted in rather direct ways – and IT works perfectly for that. The other type, the know-why, on the contrary, is the tacit knowledge. It focuses on irrational ways of acting in business: clues or insights coming from employees' very own

experience, their trusted instincts and creativity. This intellectual potential is of course not easy to be transferred by IT tools, therefore what is applicable here is the social transfer.

Tacit knowledge, often represented as a flow, is rather shared than transferred, and it usually takes place in informal conditions. In its natural habitat it occurs through employee networks, discussions and other social interactions. Although these aspects of sharing are not as codified as in the case of explicit knowledge, in the modern world they can be facilitated by providing the most basic IT solutions such as e-mails, corporate chats, and other socialising tools.

## **In-company knowledge transfer**

The chain of processing knowledge (especially of the explicit kind) within a company does not simply consist of the miraculous appearance of a piece of information followed by its immediate implementation in business. It is a more complex series of events, when very often knowledge needs to be preceded by scientific research or expert analysis, and only then succeeded by technology, applications and finally ready products. At all these stages, IT can be a crucial factor in facilitating a successful move to the next stage in the chain. One example of a technology tool that can be of help in uncovering knowledge are

artificial neural networks used in data mining and knowledge discovery. Before knowledge gets processed and handed further down within a company, it has to be arrived at and this is where pattern-finding IT solutions will prove themselves most effective. They can be used for forecasting, novelty finding, classification and other sorts of data processing. Once the conclusions are drawn, they need to be stored and transferred in the further stages of knowledge management.

In the simplest and most narrow definitions, focusing on the in-company point of view, knowledge transfer can be referred to as interaction between employees aiming to exchange important company information. These transfers are facilitated by the already mentioned most basic IT solutions (e-mails, corporate chats, wikis, other sorts of groupware). Their maintenance is critical for day-to-day flow of information, but there are also deeper ends to IT's part in business knowledge transfer.

Cloud technologies may come in handy as they are one of the most powerful knowledge management tools nowadays. Employees without advanced IT skills can access solutions that enable them to publish and share information, as well as connect with others. Companies offering such cloud services are almost tailor-made for different businesses. Whether you need to administer shared documents, manage sales reports or pass on critical knowledge, it all can be stored in or transferred through clouds that are easy to use, especially if they are SaaS-based (Software as a Service) and can be accessed via the Internet.

Knowledge transfer can also take place in mobile environments, although the concept is still in its infancy. In Poland more and more employees leave their desks and perform tasks remotely or in the field, and even in these situations knowledge can be transferred on the spot. Laptops, smartphones and increasingly more often wearables are there to serve the purpose, provided the company has engaged in some sort of knowledge platform or application. Having centralised knowledge database and individual mobile devices that can access and contribute to it can be a huge facilitation.

**Cross-organisational knowledge sharing**

This tricky aspect of knowledge transfer is always approached with wariness. After all,

corporate secrets are sacred, but what if we do not want to reinvent the wheel and simply need to check with others whether we are headed in the right direction? Companies are not fortified castles anymore; in fact, cooperation between big international players has always been a real thing – have you heard about General Motors and Toyota forming New United Motor Manufacturing back in the 1980s? The primary reason for that was for General Motors to learn all about lean manufacturing, which means... knowledge transfer!

IT's role in supporting mutual efforts is crucial. Not only does it assist the flow of necessary knowledge, it also secures what needs to be secured, e.g. know-how that is not to be shared within a specific project. Here, again, cloud solutions are perfect for establishing such collaborations, as they allow to build automated workflows in safe, but also easily accessible environments. Multiple providers are there to ensure it is done properly, but Polish companies can also design custom-made systems for this kind of transfer.

**IT as knowledge**

A recent study by Stack Overflow for infoShare indicates that Poland is the biggest IT hub in this part of Europe. Every fourth software developer coming from Central and Eastern Europe lives and works in Poland, which speaks volumes of the country's significance on the technology market (*Central & Eastern Europe Developer Landscape*, 2017). There are over 250,000 programmers

here, a huge talent pool with numerous fresh graduates of computer science studies powering it every year even further, not to mention foreigners attracted by the possibilities offered in the Polish IT. No wonder that companies from abroad also decide to transfer some of their IT processes to Poland – and with them, knowledge spreads all over the country. Poland's decision-makers seem to be more than aware of that and it looks like they are not going to miss out on this opportunity, so right now it looks like the country is going to keep its status as a go-to place for IT in Europe.

Some could say that moving activities to Poland under the outsourcing banner is not always associated with knowledge sharing, but in the case of IT – it definitely should and, luckily, it is! Information Technology Outsourcing (ITO) is all about confiding critical knowledge in the hands of a new facility. This does not only include operational knowledge that needs to be transferred immediately and technology tools are the primary means for that; it is also about key knowledge transfer, which allows for outsourcing core processes – a model perfect for the higher level in the outsourcing cooperation process (Perechuda & Sobińska, 2013). We can now say without the shadow of a doubt that Poland's economy has entered this stage of its development and start thinking about further advancement in this area. ■

**EXPATS AS KNOWLEDGE SOURCE**

Did you know that as an expat in Poland you are more valuable than any manual, IT process or database when it comes to knowledge transfer?

- Human interaction facilitates KNOWLEDGE DIFFUSION, a natural way of knowledge spillover, which may occur for instance when a foreign employee naturally shares information acquired in other parts of the world.
- Multinational organisations also benefit from transferring TACIT KNOWLEDGE via extensive social interactions. The more varied employee background, the better – staff with diverse experience puts more emphasis on facilitating trust or working towards shared values.
- Hosting foreigners in your workplace is a TWO-WAY transaction. Both sides develop higher levels of CULTURAL INTELLIGENCE – the ability to work effectively in culturally diverse situations. They also become both providers and recipients of new information.
- Expat workforce deployment assists the increase of SOCIAL CAPITAL. This touches not only your company, but also your host and home country nationals. It is a win-win situation.



# GLOBAL INNOVATION BORN IN POLAND

To break the mould, smooth the path and lay the first stone in a particular business or organisation – that is the dream of almost every workplace, not only in Poland. Leading the way on a global scale was unthinkable a few decades ago, but now it really is bread and butter to many Poland-based companies that prove their innovation on a daily basis. Innovative ideas either originate or are developed in business centres in the very heart of Central Europe and spread to other units all over the world.

Companies see Poland as a testing ground for ideas that are yet to be adapted by other European countries, and that is a good thing. Thanks to the open-mindedness visible in Poles and their attitudes to ground-breaking solutions, they have been able to introduce cutting-edge technologies and solutions globally. Have you ever been to a Polish supermarket? You can notice there that every other customer uses contactless payment options, either through their card or mobile phone. This would make an unusual sight in Western Europe, where such progressive implementations are still met with only a tepid response.

Of course we are not talking about shopping only, as it is just one example of that; most importantly, innovation is doing more than fine in the Polish business landscape. Thanks to this broad-minded attitude of Polish employees, companies are eager to test new devices, models and programs, or even adapt the ideas put forward by Poles. Here are a few examples to follow, from such different areas as: banking, finance, procurement or supply chain.

## **Robotics in banks**

Poland is still earning its status as the European Silicon Valley. While this happens numerous institutions are already gaining

recognition in their own specific sectors, frequently with the use of technologically advanced tools. Take the banking sector as a perfect example of this. Polish units of BNP Paribas Securities Services were the first to introduce robotics in their processes and they embrace this step in business development.

*It is safe to say that for our bank robotics started in Warsaw, says Jarosław Kokoszka, Head of Fund Administration from BNP Paribas Securities Services in Poland. Our project was sponsored and put into practice globally, but the original idea came from the Warsaw office. It is true that AI and robotics are a hot topic in our line of business, some-*

times controversially. However, we see it as a means of advancement. Thanks to being the pioneers of robotics, we are able to increase our value, and be the first ones to start working on process automation. As such, the project was initiated over two years ago and this June we were very excited and proud to use robots for the first time in our Warsaw office.

Inventing a novel project is one thing, successfully running it is another. However for Polish business units the latter does not seem problematic at all. We learn that the robot set up by BNP Paribas Securities Services in Poland passed all the tests which are obligatory to meet security standards. Such verification is necessary for all financial institutions to ensure that ground-breaking technologies are safe to use. Now their product is successfully being used globally.

### Continuous improvement culture from Poland

Robotics is only one of the many aspects that Polish business units can teach their foreign partners about. As organisations expand and grow, they need to create efficient ways of working, by developing and engaging all employees in creating a continuous improvement and performance oriented culture – all of this in order to increase stakeholder satisfaction.

This is what happens in Arla Global Shared Services (GSS) in Gdańsk, Poland. The centre's main objective is to drive value by creating and delivering scalable and efficient solutions to Arla globally. For them, the strong foundation of Lean and Continuous Improvement framework is one of the key enablers of that. Such structured methodologies such as bottom-up improvement approach or Kaizen are now quite wide-spread, but Arla GSS in Gdańsk seems to have become specifically expert about them, with Lean Management leading the way.

To optimise their internal processes as a key element towards raising efficiency inside organisation, they have created a roadmap of Value Stream Map initiatives across all departments which are placed inside GSS Gdańsk. Value Stream Map is a Lean management technique where you visualise the current state of the process by analysing information and material flow from supplier to customer and de-

sign the future state by eliminating waste and simplifying the process. Important point during this journey is to always define value from customer's perspective and eliminate steps which do not add value to customer.

While preparing structured analysis of internal processes inside GSS Gdańsk, Arla experts soon realised that their processes stretch outside local boundaries and require extensive collaboration with their stakeholders and customers from other countries. The success of their future will depend so much on input received from other departments and local business units.

This deep understanding of customer involvement pushed the Gdańsk unit to engage stronger with external stakeholders and bring all of them on the common journey. They extended the scope of Value Stream Mapping outside Gdańsk. As a pilot in 2017, Poles did three workshops in Denmark and Germany, where they collaborated with their stakeholders to create one common method of Costing in Arla Foods. Their next external workshop in November 2017 will be in a German dairy site – where they will partner with customers from Supply Chain & Procurement to create an efficient Purchase to Pay process.

### New kids in town

These two authentic cases of global innovation being born in Poland's corporate business centres can still be completed by other, no less exciting examples. If you are a fan of novelties, you can expect to hear much more about Polish achievements in the years to come, but instead of watching it with a big bucket of popcorn, come and join the country's startup frenzy.

There are a lot of forecasts of its success, but also a lot of foundation for thinking about it in a hopeful way. As many consider the USA to be the most significant player on the world's startup map, it is in Poland where startups thrive, even despite often more limited funding and a less developed business development – as for now. However, different kinds of incentives and subsidies make it easier for innovative youngsters to work on their ideas and achieve impact – and by that we mean impact on a global scale.

When Poland hosted an official state visit of British royals in June 2017, Prince William and his wife started out at official venues and historical sites, but eventually they went on to take a look at The Heart, an international hub for businesses to connect with startups. An interesting aspect of this project is that it is referred to as European, which goes to show that the hottest spot for startups and innovation is right now, in the heart of Warszawa, the capital city of a European country, in the middle of the continent.

With Brexit approaching, Polish startups may gain even more chances to spike. Those who keep an eye on the Polish labour market may have noticed the exodus of global giants into Poland. The country's market and economy seem stable and attractive for investors, who may feel like testing the waters in their new location. Even the infrastructure favours this cooperation, as hubs like The Heart are located in the most modern business districts of Polish cities, allowing to mingle creative young entrepreneurs with more experienced business people – a desirable marriage of valuable talents.

With the number of startups in Poland nearing 3,000 (*Polish Startups Report 2016*), and the majority of them producing software or other high-tech products, it is not a surprise that 48 per cent of them export the results of their hard work (*Polish Startups Report 2017*), which makes for another example of innovative solutions stemming from Poland. Judging by the number of developments, both in corporate bodies and creative hubs, the future of Polish innovation has never looked so bright and felt so exciting. ■

## Polish innovation on a global scale

### Corporate:

- Testing RPA
- Pioneering technology tools
- Providing training & leadership

### Startups:

- Polish solutions implemented worldwide
- International businesses settling in Polish startup hubs



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# CENTRES OF EXCELLENCE

## DEDICATION TO A NARROW FIELD

Poland has become an expert in knowledge management and centres of excellence (CoE) play a significant part in the process. CoEs, which can be either a group of individuals possessing expertise in a subject matter, or a dedicated facility within a company focusing on a specific aspect of activity, are now part of the Polish business landscape. How do they operate and what do they excel at? Here are a few examples, straight from Poland.

**E**xcellence is what we all strive for in our professional activities. Putting this fancy word in the name of your offshore business unit certainly adds up to its importance. Is this extra weight necessary as the actual representation of what goes on in a company's subsidiary, an additional burden for its employees to stress over the fact their performance is not always excellent, or a tool to make them feel more influential than their colleagues in other units?

Possibly none of the above. To have a clearer picture, one needs to establish once and for all what a centre of excellence is. In most cases, it is a cross-organisational business unit that has been purposefully

designed to create value for the entire company with the use of knowledge and expertise of CoE's employees. The knowledge is crucial and needs to be profound in the aspect the centre deals with. In this sense, company's CoEs are the extension of shared service activities that were initially placed in Poland. As soon as the back office functions had been developed to a satisfactory level, many foreign companies recognised Poland's potential for more specialised projects in order to manage complex business tasks in the most efficient way.

This is how CoEs' organisational structures came to life in Poland. Instead of the back office, they started to support mid-

dle office functions and excelled at fostering business growth, as well as improving effectiveness. Cost-cutting, which used to be an important factor in SSC, remained as crucial, but it had to be accompanied by innovation in value making. There is a reason why centres of excellence are sometimes called competence or capability centres. In fact, these two names could suit them better than the most wide-spread, a bit snobbish term.

What is worth reminding is that centres of excellence, although utterly modern and future-oriented, are not a new invention. Before they became business-driven, initially they were deeply rooted in academic,

medical or even government establishments, which brought together cross-disciplinary functions to ensure thorough research of a given problem. Nowadays, these different areas may still cooperate with corporate business in creating truly versatile solutions (for more on this topic, see the next pages of Careers in Poland).

Another important characteristic of each centre of excellence that has not changed over the course of time is that it consists of engaged individuals. No matter whether a CoE is an entire separate facility or a smaller unit within some greater establishment, it is a team staffed with part- or full-time members whose driving force is innovation. The drive is usually orientated in one direction: each CoE relies on the type of business the enterprise is involved with and therefore is often dedicated to a narrow field. Nevertheless, the range of services provided by different CoEs can be broad, varying from internal bank services and risk management to external reporting and procurement. How does that work in practice?

In financial institutions with international capital located in Poland, CoEs can be devoted to developing one particular process only. As the industry constantly evolves, CoEs' team members need to monitor the changes and react or adapt to them in order to ensure the creation of strategic business solutions. Depending on the profile of the organisation, there can be many CoEs within one company or even location, which deal with a specific issue on a global scale. A good example of this kind of competence activities could be State Street Bank's divisions dealing with Security Valuation, Derivatives or Anti-Money Laundering – each of them constituting a separate department within the company.

CoEs can be also related to other core business functions necessary for the global operation of the organisation, e.g. accounting. By placing this business domain in Poland, team members can ensure dealing with the close process, as in the case of the European Accounting Centre of Excellence in Groupon, an international e-commerce company. Their major activities in Poland focus on global customer service and content creation, but thanks to the CoE, Groupon's international accounting activities from all EMEA legal entities are conducted in Warszawa.



**Andrzej Wypych**  
HR Head, ArcelorMittal BCOE

Globally, there is a trend to move supporting functions to Business Centers of Excellence. It usually starts with the most automated processes, namely financial ones, which bond other mechanisms together. In ArcelorMittal Business Center of Excellence we have set forth to consolidate four areas: Finance, Procurement, IT and HR. Our experts work with the business to upgrade processes and in this way gain added value.

**CoE IS A BROAD TERM, WHICH MAY RELATE TO...**



**PERMANENT FACILITY or TEMPORARY FACILITY**

If the demand for the process at hand is steady, the CoE dealing with it can be a long-term running business unit.



**PART-TIME or FULL-TIME**

CoEs are either staffed with employees from various divisions developing a single unit or they can be a full-time establishment.



**BUSINESS-FOCUSED or RESEARCH-FOCUSED**

CoEs can be implemented for military, scientific and academic purposes, but more and more often they are strictly business units in corporate structures.

**Kinga Skorupka**

Head of EACOE Poland for Groupon EMEA

The European Accounting Centre of Excellence (EACOE) for Groupon EMEA is based in Warsaw, Poland. The EACOE provides a broad accounting expertise and develops the highest standards for particular services.

Key activities of the EACOE at Groupon include coordinating the regional close process across the different main regional hubs across Europe. It is also specialized in financial processes for other subsidiaries around EMEA countries, such as analysis, reporting, internal control and business process support. Further activities include managing the accounting processes of specific general ledger accounts across all EMEA legal entities. The EACOE is responsible for all USGAAP and Statutory Financials of approximately 15 legal entities. The EACOE consolidates business processes in one place, to build the best knowledge and experience.

Apart from accounting and financial services, the market in Poland delivers many solutions related to the IT and tech industry. These two businesses have become the Polish specialty and CoEs or, more often in this case, competence centres, worked out the way of connecting diverse knowledge sources within organisations. As in all CoEs, creating value is top priority, but another and very often more important by-product could be cutting-edge technology or IT tool delivered in the course of events. The CoEs in these two fields constitute a very prominent part of business in Poland, with such big players as Volvo placing its IT Center of Excellence in Wrocław, Intel's Compiler Center of Excellence in Gdańsk or Atos' IT units across the country.

CoEs are not restricted to well-established market players only. It is in the interest of both big companies and start-ups to research constant development opportunities and competence centres seem to be made for that. The latter often choose Poland as a place full of not only fluent foreign language speakers, but also potential operational managers and process improvement experts. This could be illustrated by the case of Uber's Center of Excellence in Kraków, which focuses on both groups of employees.

A common occurrence is when centres of excellence are not established from scratch, but evolve from other business units instead. Some facilities in Poland started to perform tasks related to finance & accounting or IT processes, but later showed their initiative and leadership in more advanced areas, which led to the creation of CoEs, as in the case of Avon's activity in Poland. Their operational centre matured into a Global Centre of Excellence, which now delivers business modelling as well as project and change management solutions in all of the company's units across the world.

When applying for a job in Poland, you may find yourself facing a choice between various workplaces. If one of the options is a centre of excellence, you may rest assured of the guaranteed challenges and already start looking forward to international projects and colleague networks. While CoE may seem like a more demanding choice, it is simply bound to bring you more satisfaction in your professional life. ■



# R&D&I: POLAND IN INNOVATION RACE

The land of Nicolaus Copernicus and Maria Skłodowska-Curie, Poland has had its share in producing world-famous researchers who contributed to the science in the greatest manner possible. In the modern world, however, science has become intertwined with business, giving way to various R&D activities. How does Poland participate in the race for research and development?

## R&D explained

Research & Development (R&D, in Polish often referred to as B+R, Badania + Rozwój) has emerged as a separate sector of business in the recent decades. While autonomous work of stereotypically mad scientists has often been disregarded, overlooked or exploited, businessmen of the past could not reach their full potential for their lack of access to scientific thought. R&D helps connect those two worlds by working to increase the amount of knowledge and new solutions, which result in innovative products: processes or technologies that advance the economic growth of Poland.

More and more often, R&D is accompanied by yet another letter in this acronym, constituting together R&D&I, with the last I standing for innovation. Polish authorities saw the necessity to incorporate innovative solutions into all aspects of public life, so that it affects education, science and eventually, economy. Although Poland is still on its way to realising these ambitions (according to the European Innovation Scoreboard it was considered a moderate innovator in 2017), it is striving to realise its full potential. There is a lot of place for improvement, but the main ambition is to lead the way in as many areas as possible.

A huge part of these activities was propelled by the EU and pre-established common goals for member states. Its initiative called 2014-2020 A New Perspective For Innovation In Europe is already far along. By the end of the programme Poland is supposed to have spent 1.7 per cent of its GDP on R&D&I. How is it working towards this goal?

## R&D&I components

Saying that innovation is ensured by merging science and business is not enough to give the full picture of this sector in Poland. The landscape would not be complete without the more academic side of it, which



is represented by scientific institutions, such as the Polish Academy of Sciences, tertiary education facilities conducting R&D activities or units providing services to them, namely libraries, archives, laboratories. All of these ventures need to be supported by the government – in Poland through systematically growing subventions for such projects – and thus serve as innovation hubs.

To balance the equation, however, there needs to be entrepreneurial cooperation between the aforementioned institutions and business. The government may try to woo investors holding innovative ideas with tax reliefs for companies conducting R&D projects. There are also special economic zones designed to encourage all sorts of investment, but usually it is R&D companies that constitute a significant part of such ventures. Nevertheless, Polish innovation would be non-existent were it not for human resources that make it grow and expand day by day.

**Innovation in enterprises in Poland**

In order for the whole country to thrive and indulge in the newest solutions, it is important for single organisations to take interest in them as well. In 2016 Deloitte published their report reviewing the advancement of R&D mindset in enterprises located in Poland and further out in the region. It proved that although more and more companies decide to spend over 10 per cent of their budget on researching new solutions, there is still a tough road ahead for innovation in Poland-based enterprises. Almost one in three companies declared spending zero to very little money on R&D&I, assuming (usually wrongly) that activities of this kind do not fall into their business profile. Another potential discouragement for companies to engage in innovative projects is lack of precise rules for government subsidies and tax reliefs as well as bureaucracy. Investing in R&D seems risky as the state did not appoint any specific institutions to guide entrepreneurs in dealing with business incen-

tives and thus potential benefactors are not sure if tax reliefs will apply in their specific case. These two problems discovered by the report show that such simple solutions as providing proper information and promoting R&D&I could possibly improve the state of Polish innovation.

On the positive note, there is a constant drop in the number of companies based in Poland that do not intend to engage in any sort of R&D activities whatsoever (only 2 per cent). What is more, over 80 per cent of them declare maintaining the same amount of expenditure or even increasing the amount of money spent on R&D&I – with this more conscious attitude Poland is on the right path to achieving its 2020 goal and seizing the opportunities arising on its horizon.

**Investors breed innovation**

Poland’s progress in the field of innovation can be stimulated not only by state aid or European funds, but also by private foreign investors locating their R&D centres in the country. Next to BPO, SSC or IT facilities, it is R&D that constitutes one of the most major components of the Polish business landscape. According to the Crido Taxand report on R&D Market in Poland, only in 2015 there were 532 Research & Development centres (RDC) with foreign capital, along with several dozens of such centres established by Polish companies.

The trend among big corporations to open their research facilities in Poland is understandable. Poland provides a favourable business environment and qualified staff comprising of scientists, engineers and analysts willing to take part in innovative projects. This is why a variety of companies has decided to give Poland a shot, since it allows for cooperation with startups, complementary companies and Polish educational facilities. Their scope of activities focuses mostly on development and commercial release of new products, patent protection for inventions, and intra-preneurship, meaning the development

of employee initiatives (Crido Taxand 2015 R&D Market in Poland).

**Who bet on Poland?**

Despite some difficulties described above (unclear legal requirements for subsidies and projected slowdown in R&D funding growth), the number of big R&D businesses springing up in Poland is on the rise. The list of companies that bet on Poland is long and constantly expanding, falling into different categories of R&D centres operating in the country (see the table below).

**R&D CENTRES IN POLAND**

**IT & Telecommunications:**

Google Campus (Warszawa), Dolby (Wrocław), Microsoft (Łódź, Poznań), Capgemini (Wrocław), Samsung (Warszawa), Intel (Gdańsk), Tieto (Wrocław, Szczecin), Motorola (Kraków), Opera Software (Warszawa, Wrocław), Oracle (Warszawa), Ericsson (Łódź, Kraków), Luxoft (Kraków), Compuware (Gdańsk), Roche (Warszawa), Lufthansa (Gdańsk), and more.

**Business services R&D:**

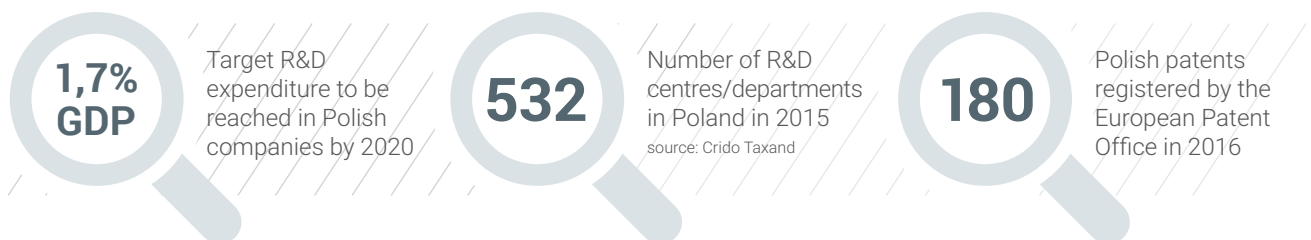
McKinsey (Wrocław), Volvo (Wrocław), Qiagen (Wrocław), Thomson Reuters (Gdynia), Wikia (Poznań), and more.

**Other (automotive, pharmaceutical, electronics etc.):**

Bombardier (Katowice), BSH (Łódź), Rockwell Automation (Katowice), GlaxoSmith-Kline (Poznań), 3M (Wrocław), Unilever (Poznań), Delphi (Kraków), and more.

source: Polish Information and Foreign Investment Agency, The R&D Sector in Poland, 2010

Having seen the potential of the R&D&I sector in Poland, it may be your turn to join one of the projects in this field. As soon as Polish legislation becomes better suited to the market and its needs, the cooperation between business, academia and commerce is bound to flourish even further. Thanks to that, Poland can become a new hotbed for all innovators. ■



# EMPLOYEE PROFILES

What career paths await foreigners relocating to Poland? Two expats take us on a journey through their real-life experience, the challenges and the opportunities they have encountered on the way.

Bart Mooren is Dutch, but now he works in Poznań at IKEA Business Service Center as a Personnel Administration/Payroll Specialist within its Belgium Team.

## How did he start his career there?

His IKEA journey started in November 2015 in Bart's home country of the Netherlands, when he found an application for a position within IKEA SSC Poznań. He applied immediately; he could not pass up the opportunity to work in IKEA HR, as this was exactly what he was looking for!

## What was this job like?

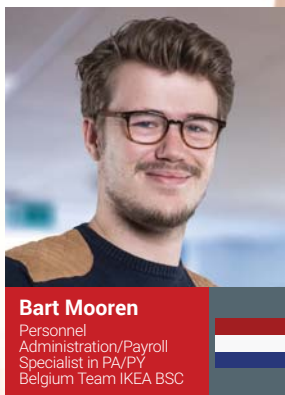
The position, HR Administrator for the Belgian team, seemed perfect for Bart. After a telephone conversation he was invited to come to Poznań for a face-to-face conversation. He was elated when he got the news that he was selected for the position.

## The relocation went really smooth.

Bart emigrated a month later, and since then he couldn't have been happier with his job. He got the position in HR he has always wanted and he adores his colleagues. Since he became an 'IKEA family member' he has made many friends and great memories. Moreover, he gets to use both English and his native language on a daily basis (even a little bit of French from time to time). Currently he is learning how to speak Polish as well!

## The job's challenges and opportunities

Thanks to the position, Bart is now familiar with many different HR processes, and adept with a number of important software commonly used in HR departments around the world. He has also gladly taken on many extra responsibilities



**IKEA has an amazing reputation as an enthusiastic and humble company who wants to reach out to every level of society, while maintaining a solid business model and being environmentally friendly. It is a beacon of inspiration in the corporate world.**

ties like leading briefings, learning about Belgian legislation, and presenting during meetings. It is safe to say he learned a lot during his time in Poznań and helped many people. He feels he has grown both personally and professionally, and he couldn't be happier with his life as it is right now!

## The most inspiring aspect of Bart's job is...

... the knowledge that his efforts are important, and being a valuable asset to his team and country. His input ensures that the necessary HR processes for Belgium are professionally executed and maintained. Bart is a contact person for all Belgian IKEA employees, and helping them and supporting his team simply brings him satisfaction.

## Favourite aspect of working for IKEA BSC:

Bart's personal favourite aspect of IKEA culture are the opportunities to grow within the company, both personally and professionally. Within IKEA, this is stimulated and expected, without the rat-race pressure that other big companies unfortunately often have. You will be stimulated to attend trainings and workshops, and you will surpass even your own expectations.

## Bart's advice for those thinking about this job:

Take a good look at the personal values you live by. Are you willing to change if you find a better way to do something? Do you prefer a simple and efficient solution to a convoluted, conservative one? Are you enthusiastic and do you want to be a valued part of a larger group? Do you want to develop both as a person and professionally? If the answers to these questions is 'yes', then you will have a great time working at IKEA. ■

Meagan Brown is American and works as an Engagement and Organizational Change Analyst at Citi Service Center Poland. She shares her professional story, which dates back to 2013...

### How did she set out for her international career?

Meagan graduated from Texas A&M University with two degrees, one in English and the other in History, but she took part in the Graduate Analyst Program in Dallas, Texas back in the summer of 2013. The program selected high-performing college students to be part of a two year, rotational program within Citi's Technology Infrastructure organization. With her academic background it took a bit of a mind shift to get into the technology infrastructure part of an international corporation, but she worked hard to learn and over time was able to move into internal communications and internal product marketing, a great hybrid between a technology role and a business role.

### Meagan's first job there was...

... a mixture of program management and project management. After completing an 8-week Mainframe training course with her peers in the Graduate Analyst Program, she began doing a hybrid of technical project management, while managing a high school internship program, graduate summer and full-time interns and analysts, and working on developing internal training curriculum. She also worked with vendors to bring external curriculum into Citi's environment.

### What was the most challenging in these first stages of career?

Managing several key stakeholders and people in general. The high school internship program required Meagan to be responsible for four high schoolers' time four hours a day, five days a week. Ensuring they were providing value back to Citi and that they were getting value from their time with the company was a huge balancing act and a test for her, but it also proved to be a valuable lesson.

### The first promotion came in 2014.

Meagan found herself taking on increasing responsibility and beginning to look for opportunities to work on a global scale. She had always had an interest in working abroad and once she had completed her time in the Graduate



**Meagan Brown**

Engagement and Organizational Change Analyst at Citi Service Center Poland



**I love that I can have an impact on people's understanding across the organization. Not only can I help people stay informed about key goals and initiatives, but I also get to play a hand in helping them learn more about taking the next steps in their careers.**

Analyst Program and taken her first promotion, she began looking for ways to move internationally within Citi Technology Infrastructure (CTI).

### What or who helped Meagan along the course of her career so far?

The credit can be split between her mentors, her manager, and she herself. Meagan's manager gave her increasingly more responsibility, while her mentors encouraged her to develop personally and build out her annual and five-year plan. They also stressed the importance of soft skills and areas that might not be getting as much practice in daily work. And then she personally pushed herself to take on more challenging tasks, but also to stop and ask for help or explanation if necessary.

This year, Meagan's manager encouraged her to attend the CEB Black Belt Partner training in London to become certified in communications and partnership techniques taught through the course. She has taken this training to heart, sharing much of what she learned in sessions with her larger team.

### Meagan's current position at Citi Service Center Poland involves coordinating global internal communications and engagement initiatives for CTI, which includes...

- The bi-annual CTI Town Hall and Town Hall socials, opportunities to learn about Citi's key goals and initiatives, while networking informally with senior leaders
- Voice of the Employee network events such as the Global Fruit Party, online and in-person Meet Your Leader and Talk2Me sessions, and Lunch & Learns / Product Series events
- Building and managing the Careers@CTI development platform, an internal development tool to help people look across the organization and find upward mobility opportunities and personal development areas based on a common framework
- Management of third-party development opportunities and contracts, such as Pluralsight, a third party technical development source.

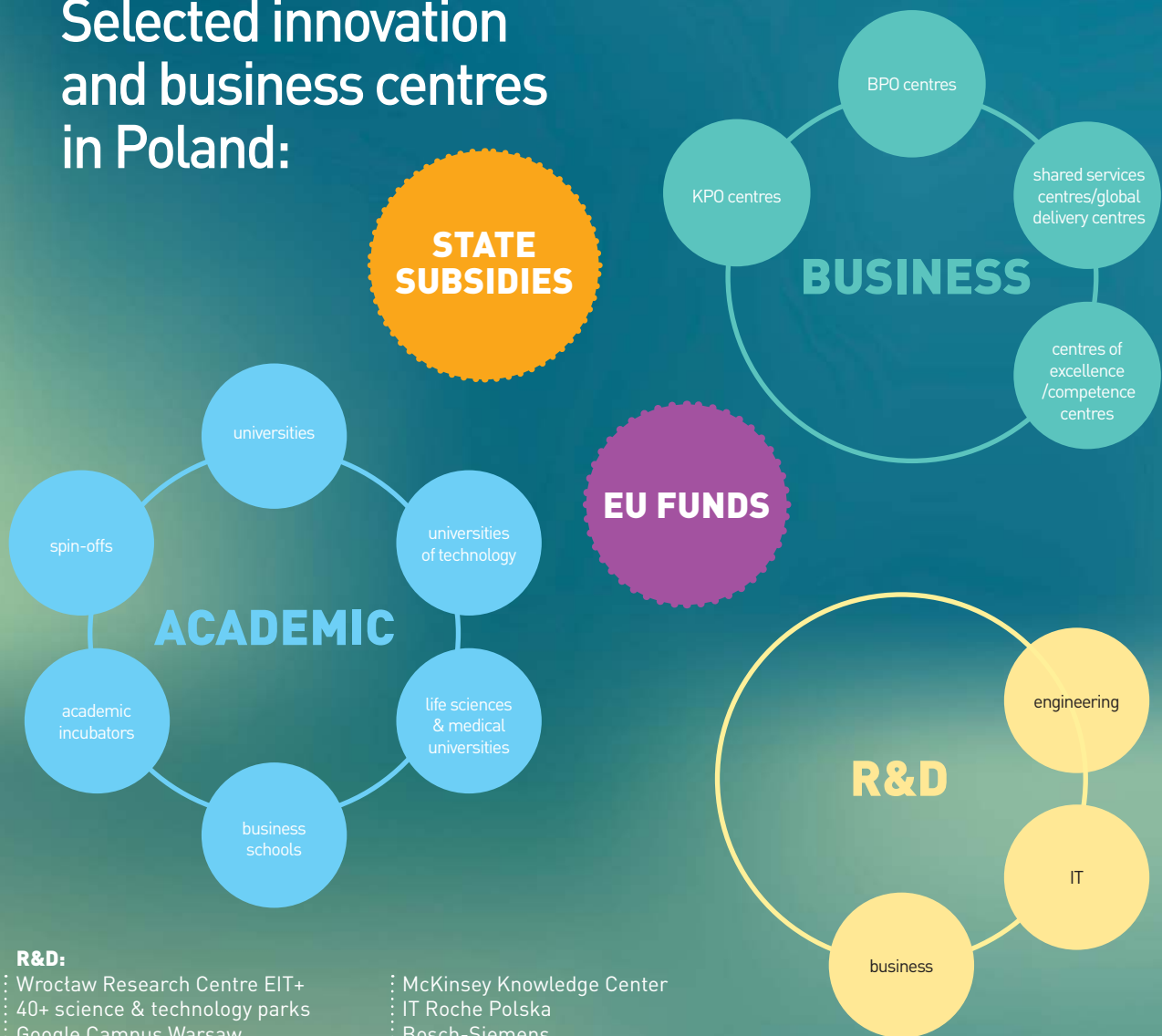
### What next?

Meagan is planning to continue to become a trusted business partner for senior leaders across the organisation, working on larger scale, global projects. Though she is currently working on projects with a global nature, there is always more to do and more ways to develop! ■

# POLAND'S INNOVATION LANDSCAPE

Poland is not only idyllic vistas of green fields, apple orchards, see-through lakes and charming town markets. Now this landscape is enriched by new components, such as innovative academic institutions, R&D facilities or competence/excellence centres. Study the map to find your place in Poland, where you can grow as a person, expand your knowledge and pursue a fruitful career. Meet the Polish innovation & knowledge landscape!

## Selected innovation and business centres in Poland:

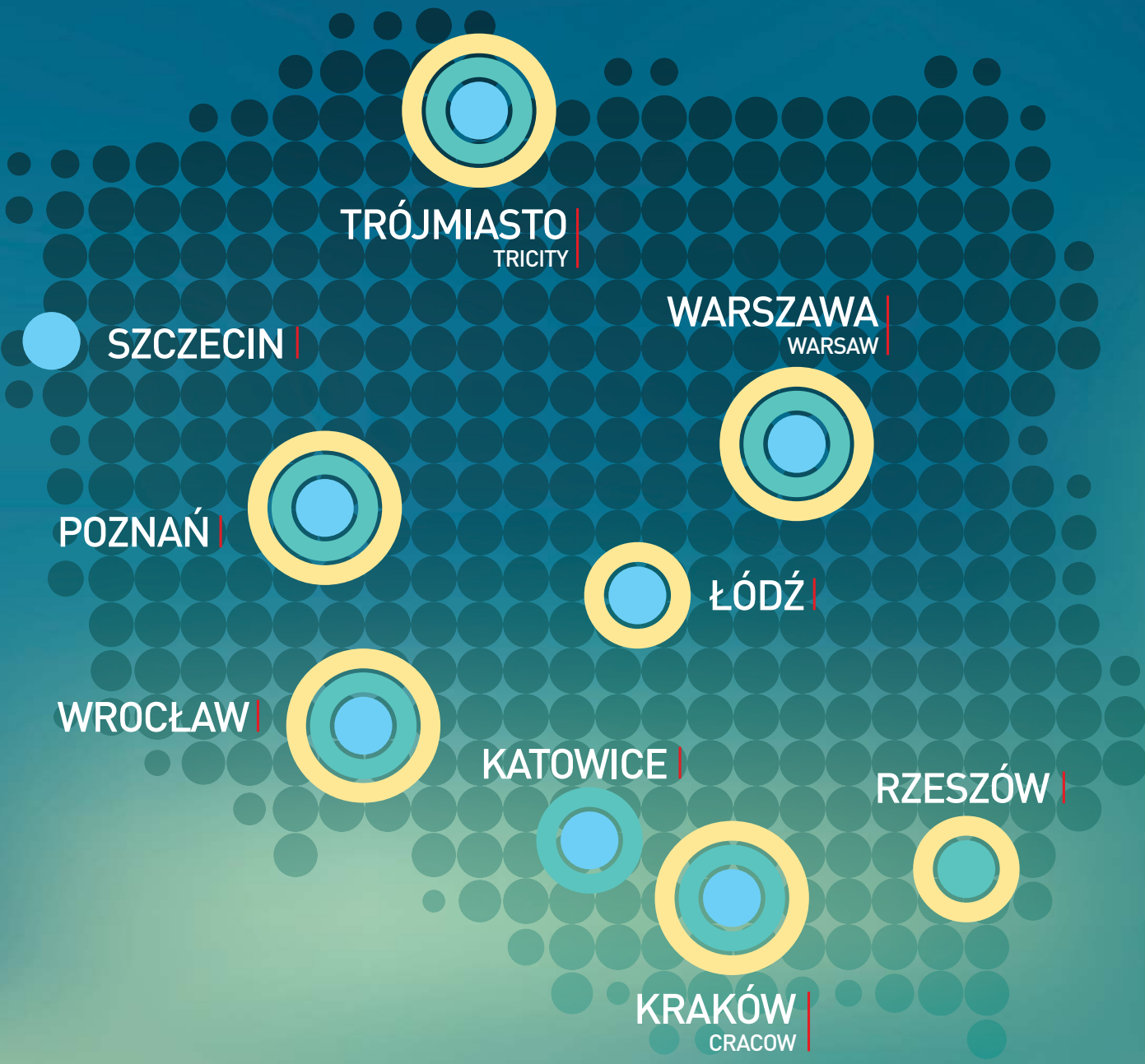


**R&D:**

- Wroclaw Research Centre EIT+
- 40+ science & technology parks
- Google Campus Warsaw
- Samsung R&D
- Intel Technology Poland
- Startberry

- McKinsey Knowledge Center
- IT Roche Polska
- Bosch-Siemens
- Ericpol
- Volvo Group Poland
- Unilever R&D

... and more!

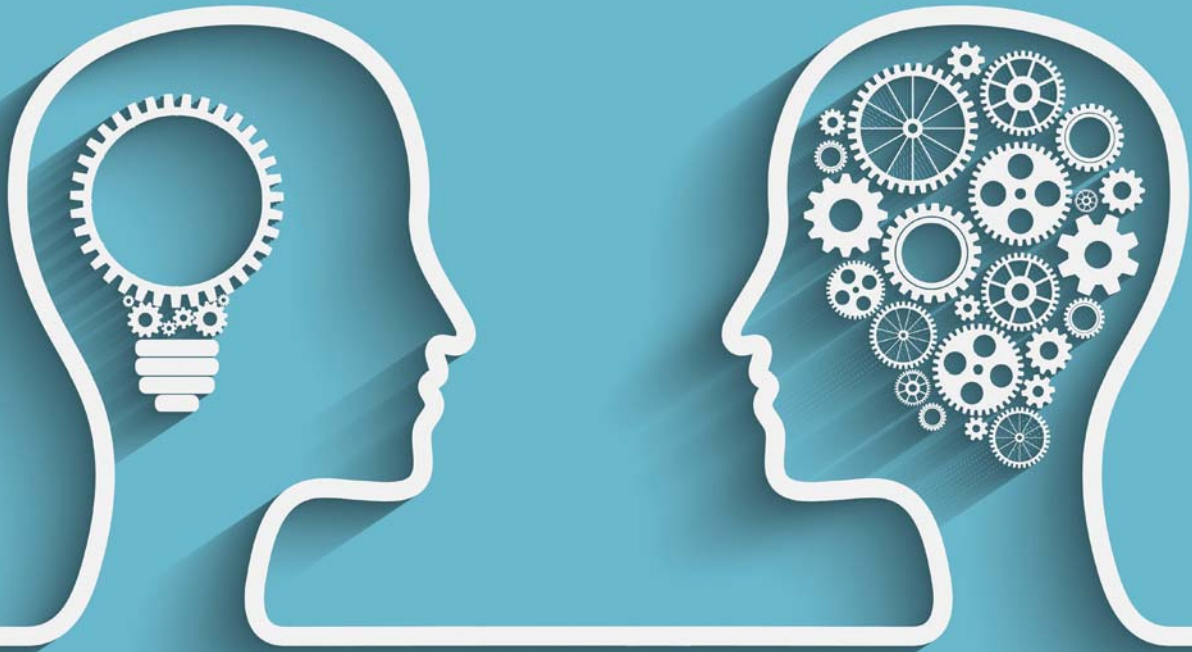


**ACADEMIC:**

- Jagiellonian University
- Polish Academy of Sciences
- University of Warsaw
- Warsaw University of Life Sciences
- AGH University of Science and Technology

- Warsaw University of Technology
- Gdańsk University of Technology
- Poznań University of Economics and Business
- Warsaw School of Economics
- Wrocław University of Life Sciences
- Adam Mickiewicz University in Poznań

- University of Silesia
- Silesian University of Technology
- Cracow University of Economics
- Kozminski University in Warsaw
- ... and more!



# KNOWLEDGE TRANSFER: UNIVERSITIES & BUSINESS

According to many, academia and entrepreneurship do not always go hand in hand. Nevertheless, the academic community has been the actual driving force for much of Poland's success and a convincing proof of progress. Poland is regularly ranked among top countries with the biggest rate of young people receiving university education. How is that reflected in their innovation and why you should think about applying for a Polish university?

## Higher education system

Poland, as one of the signatories of the Bologna Declaration, has a higher education system that largely resembles institutions in other European countries. The document unified it into a general and easy-to-follow scheme of bachelor degree studies (six semesters), master degree studies (four semesters) and PhD studies (six to eight semesters). The exceptions to this rule include some majors, including medical, legal or psychology students.

The majority of Polish tertiary education facilities are comprised of universities of different kind, starting from those offering general education, through for instance

medical, military, technical or economical universities, and even theological or fine arts academies. Colleges in Poland are practically non-existent and their name (*kolegium*) usually refers to some smaller university-dependent facilities that provide education on the bachelor level.

Poland has a wide offer of state-funded and private universities. The latter are gaining popularity, although public facilities still offer free education for Polish citizens, who seem to favour this path of education. For foreign nationals it is usually paid at either of these school types; the fees varying depending on university type, degree, number of semesters, courses taken, and so on.

All in all, Polish universities had slightly over 60,000 foreign students in the academic year of 2016/2017. Their Polish co-students and the entire academic scene are hoping for more – such cooperation always facilitates knowledge transfer, a phenomenon necessary in academia.

## Business & Polish universities

Out of all the aforementioned types of universities available in Poland, not all and sundry have equal chances in successfully cooperating with business entities, nevertheless these partnerships occur more and more often. They help bridge the gap between two seemingly distant areas in many various ways.

>  
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IGA

📌 **Spin-offs**

One of them is the increasing focus on commercialisation of research findings. This is why Polish universities are so keen on establishing dedicated companies connecting their spin-off companies (often referred to as *spin out*) with business in order to introduce the concept and intellectual property originating within their academic circles to wider audiences. Spin-off companies often become independent establishments and the universities remain connected to them only in limited roles, for instance as shareholders. Such spin-offs are supported by all major universities, technical universities or universities of economics in Poland. They can deal with all sorts of business activities – starting with machine learning, genetics, cancer research, nanovectors, data analysis, or even... crops monitoring.

📌 **Incubators**

Academics also encourage students to engage in business activities not necessarily dealing with university intellectual property. Facilitating general entrepreneurship among students is widely beneficial for the economy and of course graduates themselves, so tertiary education facilities strive to offer more and more opportunities for young entrepreneurs. For instance, there is a wide network of academic incubators aiming at providing legal and financial help, business plan guidance or even tests of your business activity before leaving the incubator and trying out the real market. It is also important for young entrepreneurs to share their experience in coworking areas and do business with lower social security contributions. As of 2017, academic incubators operate in 24 Polish cities.

📌 **Business academies at universities**

Different businesses may literally visit universities to present their work mechanisms, innovative solutions, recruitment methods, or simply even job offers. This sometimes very close cooperation results in establishing various business academies, which in exchange for companies' practical knowledge give them stage to present their activities and possibly acquire new workforce in the future. Such academies are most popular at economic universities or in other university business departments, but of course all kinds of companies introduce themselves to different groups of students. The latter are usually eager to take part in

such ventures – after all it enables them to acquire new skills during workshops, get extra points for their resume or even gives a chance for professional networking.

A good example of such an activity is the cooperation between the Koźmiński University (ALK) in Warszawa and Accenture Operations Poland. *We have been supporting its two programs, Virtual Environment Management and Finance & Accounting, since September 2016. Our managers contribute also to the University's Program Council, says our expert, Edyta Gałaszewska-Bogusz, Director at Accenture Operations Poland. What's in it for Accenture? Our aspiration is to support education of the talent which will shape the future business. Out of Poland, we run complex international programs for multiple global clients and we do not mind sharing our experience. We bring to the table extraordinary expertise of our people and real case studies. So far we have organised lectures on such vital business topics as, among others, e-commerce, digital marketing and financial reporting. We are planning to hire the best talents taking part in the program in the nearest future, she adds. Such activities always deserve recognition and fortunately they get it. For its involvement with ALK, Accenture Operations Poland received the ABSL Diamonds Award in the category of Business Leader in Talent Development and Education.*

Sometimes cooperation stretches even beyond the university environment – reaching back to high schools, where specific companies set up their patron classes for students interested in joining them sometime in the future. Some of these classes are created in a wider context, under the auspices of special economic zones (these are more vocational in nature). Of course joining the company is not an obligatory condition for graduates and young people can use it to simply gain experience they would not have acquired without benefiting from such programmes.

**Does it work?**

The question remains: if the higher education system in Poland is so encouraging and supportive, does it present any measurable benefits, success stories or other incentives for the future? The answer is: sure it does!

When it comes to patents, this field of activity is literally powered by Polish universities and research centres constitute a major part of patent-filing institutions

in Poland (6 out of 8), with Jagiellonian University leading the way. Overall, even outside academia, the number of Polish patents in all areas is on the rise and gives a good hunch for the years to come.

Polish academic teams are often reported to have won or at least come in at high positions in international student contests. Only in recent years did they score high results in such disciplines as:

- Programming (Warsaw University team were runner-ups in the 41st Annual World Finals of the ACM International Collegiate Programming Contest 2017);
- Space exploration (Rzeszów University of Technology team won for the second time in a row in University Rover Challenge 2016);
- Aerospace engineering (Warsaw University of Technology in SAE Aero Design West);
- Energy production (Łódź University of Technology in International Small Wind Turbine Contest 2017);
- Robotics (Polish high-school students from Krańnik were runner-ups in the FIRST Global Challenge 2017);
- ... and many more. ■

**EXPERT OPINION**

**Małgorzata Smaga-Szczepańczyk**  
**Monika Hamerska**

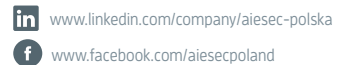
Science and Knowledge Transfer  
Department Cracow University  
of Economics

At Cracow University of Economics, cooperation with business takes different shapes, usually in the form of research and expert advice offered to small and medium enterprises or local government. We are also part of R&D projects established by companies on the constant search for innovation. Last year we noticed an increase in demand for such joint ventures. This trend comes from the availability of EU funds for such cooperation, as well as the necessity to initiate it. Selling intellectual property and using our staff's R&D potential is reflected in academic performance valuations, but there is still room for improvement in these aspects. Academic cooperation with business would strongly benefit from introducing new mechanisms motivating to intensify these activities, such as higher share of R&D ventures in academic assessments of facilities and staff or special awards for the most successful projects.



# STUDENT ORGANISATIONS

Advancement is built through cooperation. Every foreign or exchange student in Poland gets a tremendous opportunity to gain cultural awareness, start networking and take the first career steps. By joining a student organisation, you make friends for life and achieve your personal goals.



## What is AIESEC?

AIESEC is a global youth-led organization striving to achieve peace and fulfillment of humankind's potential by activating leadership qualities in youth through learning from practical experiences in challenging environments. Together with partner organizations, AIESEC facilitates a network of cross-cultural exchanges in the form of volunteering experiences and professional internships.

**Global Talent is an internship experience for young people aiming towards professional career development in a global setting.**

You can gain experience in new work settings, equip yourself with skills needed cross-culturally and bring a fresh perspective for companies. Our pool of opportunities is growing across fields - we're sure you'll find one fitting your background and experiences. Our partners are dedicated to providing an enriching experience sure to put you ahead of your peers.

**Global Entrepreneur is an internship experience within a startup where young people can explore, learn and contribute to the entrepreneurial world.** Learn what it takes to run a venture through gaining hands-on experience for yourself. Take it to the next level by exploring a new culture and environment as you work in a startup abroad. Make the right connections and grow your professional network.



**Lucas**  
Brazil

## Member's insight:

Hello! My name is Lucas and I'm from Brazil. I came to Poland in October of 2016, for a 6-months internship through AIESEC Global Talent program. Since then I have been working in a company called Teknosell, which is a Swedish Coaching company that provides global staff training for sales and service professionals. I work in the Brazilian program, assisting the progress and development of Coach programs in the Brazilian market. It is a multicultural company, and what I like the most is having the chance to work with people from many different countries.

I finished my studies last year, but I wanted something more, since college (in my opinion) did not fully prepare students for the job market. I also love travelling, and this program is perfect to travel and gain professional experience at the same time.

I have to admit that I was not very sure if I should participate in the program or not, but little did I know that I would have the time of my life. This is my first time in Europe, and it has been amazing. Poland has been such a good surprise, the people, the cities, the food, everything is so much better than I expected. I never planned to visit Poznań before, but now it already feels like my home. The city is full of young people, has an amazing Old Town and offers so much to do.

During this program I also have been meeting some incredible people, including locals, AIESECers, and others participants from different AIESEC projects. The people I met is for sure one of the things I will miss the most when I leave.

One of my goals for this exchange program was to improve my language skills, however Polish is for sure the hardest language I ever tried to learn. So far I haven't done much progress, but let's see until the end of the internship. Last week I found out that my company wants me to stay longer here in Poznań. It's good to hear that because it proves that I'm doing a good job, and that I will get to stay a couple more months in this city I really like.

I highly recommend people to participate in any of AIESEC programs, because it allows you to grow up professionally and personally, and to meet people from all over the world.



www.esn.pl  
 board@esn.pl

www.linkedin.com/company/5165858  
 www.facebook.com/ESNpoland

## What is ESN?

Erasmus Student Network Poland is a part of the biggest student organisation in Europe. Its main objective is to promote the mobility within international exchange programmes such as Erasmus+. Local sections are present in many cities of Poland and they are focused on making life in a foreign country easier for Erasmus students through a wide range of events and activities prepared especially for them. ESN helps also with adaptation to customs and rules that prevail in Poland and which are often very surprising for foreigners. ESN members, apart from helping Erasmus students, have a chance to develop their skills and abilities, as well as learn new things, gain precious experience and start to build their professional career. The recruitment of new members usually starts with the beginning of every semester.



**Taylan**

Turkey, Erasmus 2016/17

### Erasmus' insight:

It was amazing to have active local ESN sections in my Erasmus city which was Poznań, Poland. Since the day I arrived, I felt that I wasn't alone. At the beginning of my stay in Poznań I received help from my mentor – a person who volunteers to help Erasmus students within Mentor Programme held by ESN. ESN members were very helpful as well! Thanks to ESN, it was easy to find out what I needed to learn about Poland and student life here. Thanks to them I met the coolest people of the city! They organised many events for us such as sport events, primary school visits, theme parties and trips. All the events organised by them were amazing and gave me a chance to get to know all Erasmus people there. Erasmus in Poland was the best time of my life and I am sure that it would not be same without this organisation. Now it's my turn to welcome new excited exchange students to my city!



www.iaeste.pl  
 poland@iaeste.org  
 www.linkedin.com/company/3361602  
 www.facebook.com/iaestePoland.com



www.aegEE.waw.pl  
 external.relations@aegEE.waw.pl  
 www.facebook.com/aegEE.warszawa

## What is IAESTE?

The International Association for the Exchange of Students for Technical Experience, Association sans but lucratif, commonly known as IAESTE A.s.b.l. is an association of national committees representing academic, industrial and student interests. We serve 4,000 students, 3,000 employers and 1,000 academic institutions through career-focused professional internships abroad, social and intercultural reception programmes, international networking and other career and employer branding activities in almost 90 countries.



**Aditya Virkam**

India

### IAESTE Poland:

Association of IAESTE Poland has been a member of the IAESTE chain since 1959. As Poland is one of the most active countries in IAESTE society, each year around 300 students participating in the exchange programme gain important work experience as well as cultural awareness. IAESTE Poland has sent around 24,000 Polish students abroad so far. Head office of IAESTE Poland is located in Warsaw. Aditya from India took part in an internship in Gdańsk. IAESTE offers more opportunities where Industry meets Academics.

## What is AEGEE?

AEGEE (Association des États Généraux des Étudiants de l'Europe) is one of Europe's biggest interdisciplinary student organisations. As a non-governmental, politically independent, and non-profit organisation AEGEE is open to students and young people from all faculties and disciplines. Founded in 1985 in Paris, today AEGEE has grown to a Network of 13,000 friends, present in 200 cities in 40 countries all over Europe.

### AEGEE Warszawa:

- 1 out of 200 AEGEE divisions,
- ∞ development opportunities,
- 25 years of active presence,
- 100 per cent of satisfaction.



FOR MORE INFORMATION ABOUT STUDYING IN POLAND VISIT:

[www.CareersInPoland.com/articles/  
/category/studying-in-poland](http://www.CareersInPoland.com/articles/category/studying-in-poland)

# FIRST STEPS IN POLAND

## *Before you arrive...*

- How much is the rent?  
Accommodation tips
- Is Poland cheap?  
Prices (food & services)
- 5 steps to your legal stay



## *Once you arrive...*

- How to open a bank account?
- Get a phone number
- Medical & life insurance
- Public transport & travelling
- Days off work



# HOW MUCH IS THE RENT?



## ACCOMMODATION TIPS

So you have been accepted at university, got a job, received a scholarship – now it is time to give this decision a deep thought. You may have heard that Poland is inexpensive, but how much are you willing to pay for accommodation? These questions should be answered beforehand and luckily Careers in Poland is here to help you out.

### Student dorm

If you arrive in Poland to study or conduct scientific research, you may go for the (usually) cheapest option - student dormitory. Their prices vary depending on the city you choose to live in, your university, proximity to the campus, number of people in the room (from single bedrooms to even four-people rooms) and its standard. The pros include stability of accommodation, all monthly costs and bills included in one price and a good opportunity to make new friends in a new country.

### Apartment renting

The renting market is full of opportunities for foreigners, but always remember to consider your options. You can look for offers on the Internet, especially on Facebook groups for expats, dedicated property sites, real estate agencies or Polish ad websites. You can select a co-sharing option, a small studio or rent an entire flat - it all depends on your budget. Once you make a decision, make sure you sign a contract, which should include:

- yours and your tenant's full ID details,
- rental period duration,
- conditions of contract termination,
- monthly bills (electricity, water, heating, administrative costs),
- deposit details.

### Buying property

Nowadays more and more foreigners decide to buy property in Poland. It is not unusual as the number of expats is growing and Poland's location makes it easy to get almost anywhere in Europe within less than 3 hours. From the legal point of view, foreigners

are allowed to buy apartments even if they do not reside in Poland and without obtaining any sort of a special licence. It is however necessary to get it for those who want to purchase a stand-alone building, such as a house. In 2016, Ukrainians, Germans and the British were among those foreign nationals who bought the most real estate in Poland. Are you considering this possibility as well?

### Hotel options

If you are coming with a reconnaissance visit, a brief business trip or simply as a tourist, you probably do not want to bother with renting or buying property. Foreigners in Poland can choose from a number of comfortable hotels of international renown, B&Bs in more touristy places, or hostels if they are on a tight budget. For the fans of short-term renting, there is a number of Airbnb flats and other hospitality services operating in Poland. All prices naturally vary depending on the location, standard and option you decide on. ■

### PRICES OF ACCOMMODATION IN POLAND:

Warszawa (big city)	Dorm room	PLN 315 – PLN 600
	Studio	PLN 1,700 – PLN 2,200
	Two-room flat	PLN 2,600 – PLN 3,200
Poznań (smaller city)	Dorm room	PLN 300 – PLN 650
	Studio	PLN 1,200 – PLN 1,700
	Two-room flat	PLN 1,700 – PLN 2,500

You probably know that in Poland you can easily get by speaking English, but people have many reasons to learn the Polish language...



I own a business in Poland and need to make deals with partners



Living in Warsaw I feel part of the group by speaking Polish



My relatives come from Poland and I like feeling at home



I have a Polish girlfriend and want to marry her



We've just arrived and it'd be fun to get to know some useful words



I love learning Polish! I really do!

*I have been with Klub Dialogu for some time learning Polish. They are very professional and client focused. The teaching approach is immediate and from day 1 you are speaking in Polish. This is not as daunting as it sounds. The teachers are incredibly patient and tolerant. They understand the challenges you are facing and know how to help you through. Learning Polish is hard work, but somehow the teacher makes it fun! I highly recommend Klub Dialogu.*

*Darren from New Zealand*

**KLUB  
DIALOGU**



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[www.klubdialogu.pl](http://www.klubdialogu.pl) , [f /klubdialogu](https://www.facebook.com/klubdialogu)

# FOOD PRICES

Food prices in Poland are among the lowest in the European Union, according to Eurostat. For any foreigner planning to relocate it is important to consider the cost of living in a country abroad. Hopefully the lists below will help you plan your budget and survive the first couple of days with the names of selected most popular shops.

## GROCERY SHOPPING:

butter (250 grams):	PLN <b>6</b>
milk (1 litre):	PLN <b>2.30</b>
cheese (10 slices):	PLN <b>3</b>
bread (1 loaf):	PLN <b>2.50</b>
sunflower oil (1 litre):	PLN <b>5</b>
cereal (500 grams):	PLN <b>7.50</b>
apples (1 kilo):	PLN <b>1.75</b>
potatoes (1 kilo):	PLN <b>1.50</b>
bananas (1 kilo):	PLN <b>5</b>
free-range eggs (10):	PLN <b>10</b>
Coca-Cola (1.5 litre):	PLN <b>4.50</b>
apple juice (1 litre):	PLN <b>3</b>
chicken breast (1 kilo):	PLN <b>12</b>
beer (1 bottle):	PLN <b>2.50</b>
instant coffee (200 grams):	PLN <b>20</b>
tea (100 bags):	PLN <b>8</b>
milk chocolate (1 bar):	PLN <b>2.50</b>
frozen pizza:	PLN <b>7</b>
sparkling water (1.5 litre):	PLN <b>1.70</b>
rice (4 bags):	PLN <b>3</b>
frozen veggies (450 grams):	PLN <b>4.50</b>
vanilla ice-cream (1 litre):	PLN <b>15</b>
piączek:	PLN <b>2.50</b>

## CONVENIENCE STORES:

Abc  
Delikatesy Centrum  
Groszek  
Małpka Express  
Żabka

## DISCOUNT STORES:

Aldi  
Biedronka  
Lidl  
Netto

## SUPERMARKETS:

Lewiatan  
MILA  
Piotr i Paweł  
Polo Market  
Stokrotka

## HYPERMARKETS:

Auchan  
Carrefour  
E.Leclerc  
Kaufland  
Tesco

All prices  
in Polish zloty (PLN)\*

EUR 1 = PLN 4.27  
USD 1 = PLN 3.54

\*As of August 2017,  
NBP



# PRICES OF SERVICES

**Taxi, per kilometre: PLN 2, start fare: PLN 8**



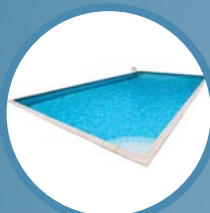
**Haircut, female: PLN 70**



**Dentist, single treatment: PLN 130**



**Swimming pool, one-hour entry: PLN 14**



**Gym, monthly membership: PLN 135**



**Coffee, large latte to go: PLN 13**



**Pizza, medium-size with delivery: PLN 30**



**Fast food sandwich: PLN 10**



**Cinema ticket, weekend: PLN 34**



**Theatre ticket, regular: PLN 85**



**ZOO ticket, regular: PLN 26**



**Hostel shared room, one night: PLN 35**



**Polish language course, group, 30 hours: PLN 735**



All prices as of August 2017 in Warszawa, Poland

# 5 STEPS TO YOUR LEGAL STAY IN POLAND

Is Poland easy to relocate to? Sure thing, provided you keep an eye on all formalities throughout the process. The best thing you can do is check all of it before you move to Poland, so that nothing catches you off-guard once you arrive. Learn all about visas, residence and work permits, as well as Polish citizenship. Ready to go through with this?

## STEP 1 Visa

Dust off your passport and make sure it has the proper stamp in it – your visa – unless you come from a country whose nationals are not obliged to obtain a visa when coming with a short visit to Poland (less than 90 days). All foreigners who cannot enjoy this privilege, so usually nationals of non-Schengen countries, or who are planning a longer stay in Poland will need to file a visa application in an embassy or consulate relevant for the Republic of Poland. To check if you are eligible for a visa-free travel to Poland, visit the Polish Ministry of Foreign Affairs website.

The visa application is an easy process, nevertheless it needs to be carried out with due diligence in order to avoid unnecessary delays and other mishaps. Before your arrival, you will need to decide on the type of visa you need, choosing from:

- Visa type A (transit visa for third-country nationals);
- Visa type C (short-term visa enabling to enter Poland and other Schengen countries for the maximum of 90 days in every 180 days);
- Visa type D (national visa for stays exceeding 91 days and lasting up to 1 year, allowing to enter the Schengen zone on the same terms as the Schengen visa).

Your visa application can be filled out and sent online through Polish e-Consulate services to a relevant consular facility. Depending on the purpose of stay and choice of visa, foreigners will be obliged to present specific documents necessary for processing their application, such as: valid passport, biometric photograph,

health insurance, as well as documents confirming the possession of sufficient funds to cover foreigner's entry and stay in Poland, accommodation confirmation and any other documents validating the purpose of stay. Do not forget the visa fee!

## STEP 2 Temporary residence permit

Foreigners who intend to stay in Poland longer than their visa allows usually do not extend this document, but apply for a new one instead – temporary residence permit. The latter can be issued for up to three years and serves as a sort of extra ID for all foreigners residing in Poland. If necessary, you can renew it by following the exact same process as when obtaining it for the first time. The process itself is considered by many to be a test for how much they want to stay in Poland – it can be time-consuming because of the increase in those interested in living in Poland and processing the formalities can take up to three months. What does it look like exactly?

You can apply for a residence card only when you are already on the Polish soil. Make an appointment with a relevant Voivodeship Office (Polish: Urząd Wojewódzki) and gather all the documents that assure the validity of your stay in Poland: job contracts, school IDs or anything that may facilitate the process, e.g. Pole's Card or EU Blue Card for skilled migrants. Officials working there will be able to guide you further with your application. Please remember that once you initiate the process of temporary residence application, you shall get a stamp in your passport stating that you are allowed to stay in Poland until after the final decision is granted, even if your visa expires.



### STEP 3 Work permit

It is a common case that getting a temporary residence permit is accompanied by the process of obtaining a work permit. These two documents go hand in hand as they complement each other. Work permits however are not always necessary, so before you initiate the process, make sure you actually need it. Sometimes it is indicated clearly on the back of your residence card, where it says that you have access to the labour market (Polish: *dostęp do rynku pracy*). It may be so for various reasons: you are an EU national or a Pole's Card holder. In other cases you may not need it at all as not every job position requires a work permit.

If it turns out that obtaining a work permit is necessary in your new position, you may count on your employer's help with that – in fact it is their duty to initiate the process. There are five types of work permits, depending on the character of the work you perform. Your employer will need to file all the necessary documents (varying for each type of permit) to their relevant Voivodeship Office and pay the fee (also depending on your work permit type).

### STEP 4 Permanent residence permit

What if you are so settled in Poland that you want to stay here indefinitely? There is a solution for people like you, but while in the case of visa or temporary residence card finding a compelling reason for your stay was enough, here it may not be sufficient. To be granted a permanent residence permit, one needs to lawfully stay in Poland for at least a few years without major interruptions. This does not mean that you are banned from leaving Poland at all; the said interruptions simply cannot be longer than six months at once, and cannot exceed ten months in total in the period required for residence application.

This form of residence card is especially popular among spouses of Polish citizens. It is issued for an indefinite period of time and

does not require any prolongation, granting them the comfort of permanent stay. There is also another way of staying permanently in Poland if you do not qualify for a permanent residence card – a long-term EU residence permit. This document also grants you an indefinite stay right, but needs to be renewed every five years. Also, please be aware of its slightly confusing name; although it is an EU residence permit, it does not allow foreigners to work in EU member states other than Poland. Still not enough for you? You can take one step further towards your Polish...

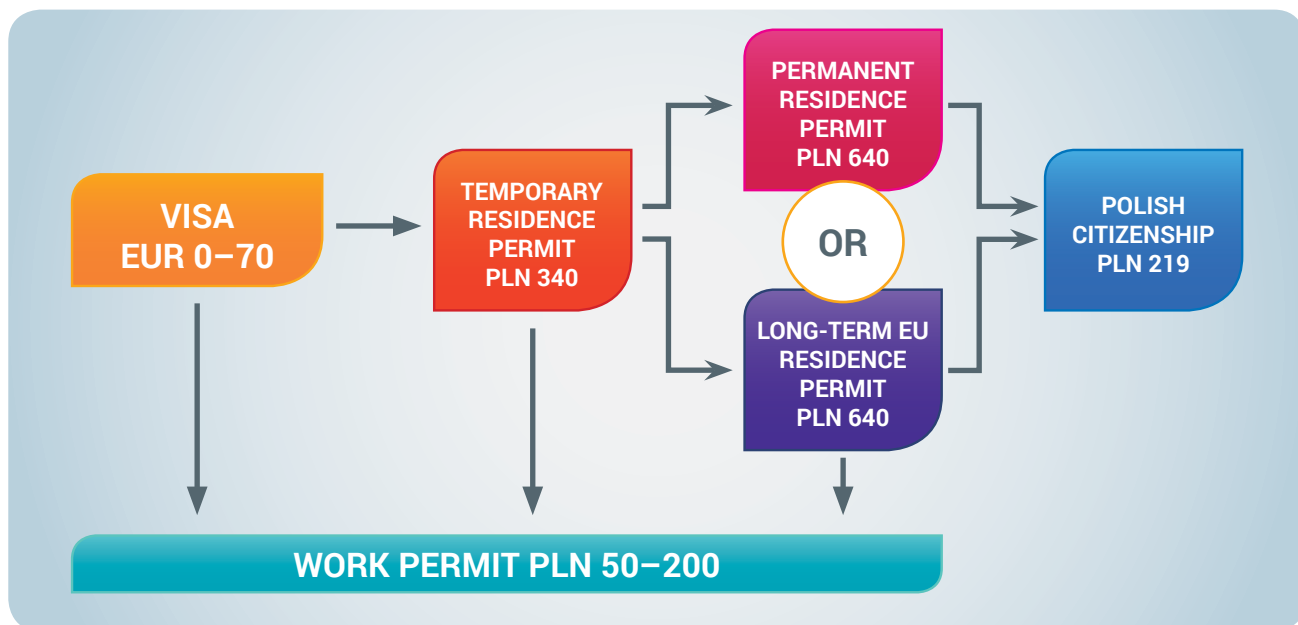
### STEP 5 Citizenship

Obtaining Polish citizenship is by no means obligatory or necessary to live to the fullest in Poland. The Polish passport is however an object of desire for many, be it for sentimental or economic reasons, especially in the Brexit era, when many foreigners discover that their rights as Europeans are no longer a certainty.

You can get recognised as a Polish citizen in many scenarios, the most common being those in which a foreigner has lived in Poland for a few years on the basis of a permanent or long-term EU residence permit. In addition to that, factors in favour of your recognition include Polish ancestry, having at least one Polish parent or being married to a Polish national. If it sounds too easy, please bear in mind that you will also need to pass a language exam in order to prove that you speak Polish sufficiently.

Those who fear they do not meet some of the conditions mentioned above have their last resort in the Polish President. The figure is able to grant citizenship to literally anyone, provided your plea is well-justified. If, however, your application is rejected, the office will not provide any sort of explanation of their decision and it cannot be disputed.

Easy or not? Hopefully you will find Poland worthy of the effort it may take to receive your residence card, work permit or even Polish passport, and enjoy all the rights and duties that they entail. ■



NEED MORE INFORMATION? VISIT:

[www.CareersinPoland.com/articles/category/legal-taxes](http://www.CareersinPoland.com/articles/category/legal-taxes)

**BEFORE YOU VISIT THE BANK:**

- ✓ Are you already a Polish resident? > see point 1.
- ✓ Do you need a foreign currency account? (other than PLN) > see point 2.
- ✓ Can you present documents other than your home country ID? > see point 3.
- ✓ Is your Polish good enough to discuss banking matters? > see point 4.

# HOW TO OPEN A BANK ACCOUNT?

When transfer fees from your home country start draining your budget, it means it is about time you opened a Polish bank account. There are many institutions to choose from, so it is necessary for you to specify your needs and see which option is the most foreigner-friendly!

## 1 Residency status

It makes a difference whether or not you are lawfully residing in Poland at the moment of application, and on what basis. Each banking facility however has its own protocol for foreigners willing to partner up with them. For EU citizens it may be enough to present an ID from their home country as long as it goes in line with the document's model the bank possesses. For non-EU nationals, the majority of banks requires a Polish residence card (be it a permanent or a temporary one) to prove their identity and registered address in Poland. For more information in some Polish banks, see the table below.

## 2 Fees and charges

While making your decision, give a thought to the banking activities you are going to conduct with your freshly-opened account. Let's say that you are an EU citizen and you visit your homeland regularly every month – in such cases you may consider opening a foreign currency account in euros instead of zlotys. If you do not need that, go for a standard PLN account, but read the table carefully. Pay special attention to international transfer fees, extra ATM charges and monthly fees for using a debit/credit card or account maintenance. The fine print should say it all, provided you read it, of course!



## DID YOU KNOW?

In mBank and Millennium Bank you can open your account **online**.

In BZ WBK nationals from post-Soviet states may be required to present **declaration of intention to employ a foreigner**.

In Millennium Bank you may be asked to present **VAT identification number** from your home country.

In BZ WBK bank you can draw up your contract **in English**.

## 3 Set of documents

Save time and bring all the necessary documents on your first visit to your future bank! How do you know what you need? Well, it usually depends on the facility of your choice. Most banks will require the standard set: the aforementioned residence card along with your valid ID or passport. Few banks can ask for a VAT identification number from your home country or other less common documents. If you are a student, make sure you bring along your college ID or other confirmation of your student status.

## 4 Language barrier

Last but not least – remember about the language barrier that may still be a thing, especially when you want to open your bank account in a smaller branch. This works in two ways – if you speak some Polish and want to try it in a bank, think twice, as some terms may be confusing and you may not get the full picture of the offer. The same goes for operating your account afterwards – if Polish is not your forte, aim for mobile solutions (bank websites or apps available in English). Last but not least – your contract is most likely to be drawn in Polish as banks in Poland generally do not offer them in other language versions. ■

# MEDICAL INSURANCE FOR FOREIGNERS

One of the most important aspects during relocation is taking care of your insurance. Some foreigners are obliged to provide clear health plans for covering medical costs even before they arrive in Poland. How does the Polish healthcare system operate in practice?

## Universal healthcare

Polish healthcare system is based on universal access to free medical services for all citizens provided the compulsory monthly contribution is paid. The institution responsible for covering the costs is the National Health Fund (Polish: Narodowy Fundusz Zdrowia; NFZ). You do not need to be Polish to access it; foreign nationals who are staying in Poland and come from EU or EFTA countries where they have valid national health insurance, may also have access to Polish public health services provided they can present their European Health Insurance Card or a substitute certificate for it. What if you do not fall into this category?

## Third country nationals

Coming from a non-EU country makes you subject to the obligation of attaching insurance proof to your visa application, so even before you set your foot in Poland. No matter if it is a national or Schengen visa, the majority of such foreigners is obliged to be insured for the minimum of EUR 30,000 against medical costs, hospital stay, health-related return to your country of origin, and death. The insurance period should cover all of your planned stay in Poland or other Schengen countries you are allowed to visit on the basis of the document. In the case of you getting sick, Polish doctors will give you an invoice stating treatment costs to present it to your insurance company.



**1.76**

million Poles used private healthcare in 2016\*



**68%**

Poles book only private dentist appointments\*\*



**400,000**

medical tourists visit Poland each year\*\*\*



**6**

hospital beds per capita in Poland

Source:

\* Polska Izba Ubezpieczeń 2016

\*\* CBOS 2016

\*\*\* PwC, Trendy w polskiej ochronie zdrowia 2017

## Private healthcare plan

Both EU and non-EU foreigners residing in Poland can choose alternative, paid options to ensure they have faster and often more convenient access to medical services than in NFZ facilities. If you really care about having reduced waiting time, more modern and private facilities, English-speaking staff or online appointment setting, this is your go-to option. You can buy a medical insurance to access various private healthcare facilities or a subscription plan in just one chain of.

For people hired in Polish companies it is common practice to be offered a medical package co-financed by their employer. This option is attractive since it also allows to include your spouse or other family members in the package. For a monthly subscription, depending on how much it amounts to, you can access not only to doctor appointments or tests, but also private clinics and hospitals.

## Other kinds of insurance?

Apart from providing proof of health insurance along with your visa application, no other insurance is mandatory for foreigners in Poland. You are however free to buy tourist insurance (if coming here with a short visit) or life insurance (if intending to stay for longer). Social security insurance may also become a thing once you sign a job contract with a company registered in Poland, but there are exceptions to that if your country has reached an agreement with Poland in this matter. ■



# MOBILE PHONES

Can you imagine leaving the house without your mobile phone? If no, then getting a local phone number after relocating to Poland must be on top of your to-do list. Which network to choose and what to look for on the Polish market?

Having a Polish phone number makes matters easier for fresh expats and it does not involve much fuss. If you are searching for a job, a flat or simply want to get in touch with Polish friends, calling from a local phone number will be less troublesome and expensive than still using your foreign SIM card. Generally, you can choose from four major network operators (Orange, Play, Plus, T-Mobile) and many of their product sub-brands. But first, decide if you need a pre-paid or a subscription plan in your Polish mobile network.

### Pre-paid

Pre-paid solutions are considered to be the simplest way of acquiring a phone number in Poland, but the recent government reforms added a small obstacle to that process – every SIM card has to be registered. In the past you could simply go into a kiosk, post office or petrol station, get a starter pack with your SIM card, put it into a phone and start using it. Now, the new regulation requires Poles to provide their national identity card whenever they purchase a starter pack and foreigners to either present their ID card (EU citizens) or residence card/passport (third country nationals).

Nevertheless, pre-paid cards remain the least complicated way of getting hold of a Polish phone number. They do not bind you with a contract and allow customers to top up their accounts whenever it suits them. If you prefer to avoid commitment or come to Poland for a shorter stay, this one is for you.

### Subscription plan

Those who are planning to stay in Poland for longer should consider signing a contract and paying subscriptions for their mobile services, in return getting a monthly plan with additional bonuses and possibilities to exceed its limit. To get that, foreigners will need to visit one of the stores owned by Polish operators and present the same documents as in the case of registering a pre-paid SIM card (see above).

Contracts are usually signed for 24 or 36 months, but you can negotiate shorter periods. If you need a new phone, you can also choose one from a wide range in attractive prices. Subscription plans often include Internet data transmission schedules, as well as other bonuses (entertainment platforms access, TV plans etc.).

### International calls

If you are keen on calling your friends and relatives abroad, check out some options available on the market. Some of the operators above offer cheaper calls to countries neighbouring Poland, especially Ukraine. There are also providers specialising in pre-paid cards to other countries, such as Telegrosik, Lycamobile or Klucz Mobile. ■

### SELECTED PRE-PAID PLANS\*



#### ORANGE FREE NA KARTĘ:

Calls for PLN 0.29 per minute, PLN 0.29 per text, PLN 0.40 per MMS, PLN 0.01/100 kb of Internet

#### T-MOBILE FRII:

Calls for PLN 0.29 per minute, PLN 0.14 per text, PLN 0.28 per MMS, PLN 0.10/500 kb of Internet

#### PLAY NA KARTĘ:

Calls for PLN 0.29 per minute (free to Play), PLN 0.09 per text (free to Play); PLN 0.19 per MMS; PLN 0.12/100 kb of Internet

#### PLUS JA+ NA KARTĘ:

Calls for PLN 0.29 per minute, PLN 0.19 per text, PLN 0.19 per MMS, PLN 0.19/1 MB of Internet

\* as of August 2017; data comes from operators' websites.



# PUBLIC TRANSPORT

Polish cities and towns provide excellent public transport solutions. Even if your home country offered different solutions in this matter, don't be afraid to use Polish transport to get out and about – it is really that easy!

## Inside city...

### Bus

Buses take you to the most remote parts of your city. They are identified by a line number and display final destination on a digital board. Tickets can be sold by drivers, in special machines located inside buses or at bus stops and are usually integrated with tram, metro or rail systems within city borders. Please remember to validate them in a special device after boarding the bus!

### Tram

Trams operate in the biggest Polish cities and agglomerations. They are electricity-powered streetcars running on tracks. Similarly to buses, they have line numbers and destinations displayed. They may be faster than buses, as their tracks are not blocked by other vehicles.

### Metro

The underground transport system is available only in Warszawa, but it is used widely by thousands of people every day. So far, there are two lines reaching only some districts, but new stations are under construction.

### Commuter train

If you live far from the city centre, you can commute by fast trains within your agglomeration. These systems are introduced in major urban areas (Warszawa, Kraków, Tricity, Silesia) and enable you to reach downtown as well as other highly frequented places.

### Trolleybus

They are available in three cities only: Gdynia, Lublin and Tychy, although Łódź has also recently voiced its plans to introduce them. Trolleybuses are quieter and more mobile than trams (no use of tracks), while they are also more eco-friendly than buses (electric power comes from overhead wires).

### City bike

Wherever available (not only in big cities, but also in towns), city bikes immediately become hot stuff. Their networks are constantly expanding, as the infrastructure for cyclists is developing. The fees are not high and sometimes it is free to use them for a specific period of time (e.g. 20 minutes).

### On foot

This may be too obvious, but walking is the easiest way to get around in Poland! Wherever you live, unless it is a remote primeval Polish forest, you will have a number of facilities within a walking distance.

## Across country...

### Coach

Every small town or even village has a connection with the rest of the region and metropolitan areas thanks to coaches. You can save a lot by booking tickets in advance (if this option is available). Different companies offer various travel conditions, so do check it beforehand.

### Train

Railways cover large areas of Poland and provide fast and reliable connections between cities and towns. Buying a ticket in advance is advisable. There are online and mobile options available, but you can also buy it at the railway station. If possible, choose travelling by Pendolino trains, which are slightly more expensive, but comfortable and faster than standard the ones.

### Plane

The most business-friendly way of travelling across Poland: fast, efficient and comfortable. It takes slightly over an hour to get from Gdańsk to Kraków, so of course many regular travellers choose flying, too. Make some time for check-in and security before your journey, although domestic flights are not as crowded as the international ones. ■

# Bank holidays in 2018

Who doesn't love to celebrate? Poles certainly do and they have 13 bank holidays, while the average in Europe is 12.6. See which days are off in 2018 and plan your holidays or long weekends off work!

\* Moveable feasts

**January 1  
(Monday)**

New Year's



**January 6  
(Saturday)**

Epiphany



**April 1  
(Sunday)**

Easter\*



**April 2  
(Monday)**

Easter Monday\*



**May 1  
(Tuesday)**

Labour Day



**May 3  
(Thursday)**

Constitution Day



**May 20  
(Sunday)**

Pentecost\*



**May 31  
(Thursday)**

Corpus Christi\*



**August 15  
(Wednesday)**

The Assumption  
of Mary



**November 1  
(Thursday)**

All Saints' Day



**November 11  
(Sunday)**

Independence Day



**December 25  
(Tuesday)**

Christmas



**December 26  
(Wednesday)**

Second Day  
of Christmas



# COMPANY PRESENTATIONS



## Citi Service Center Poland



**Cities:** Olsztyn, Warszawa  
**General information:** [page 48](#)  
**Departments & processes, application process:** [page 49](#)  
**Meet our employees:** [page 50](#)



## Diebold Nixdorf



**Cities:** Katowice, Szczecin, Warszawa  
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GLOBAL BUSINESS SERVICES CENTER

## International Paper



**City:** Kraków  
**General information:** [page 54](#)  
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## Shell Business Operations



**City:** Kraków  
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**City:** Gdańsk

## ARVATO BERTELSMANN [page 60](#)



**Cities:** Poznań, Szczecin

## BARRY CALLEBAUT [page 61](#)



**City:** Łódź

## BECTON DICKINSON [page 61](#)



**City:** Wrocław

## CONDUENT POLAND [page 62](#)



**City:** Łódź

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## FUJITSU GLOBAL DELIVERY CENTER [page 63](#)



**City:** Łódź

## FRESENIUS KABI [page 64](#)



**City:** Wrocław

## FRESENIUS MEDICAL [page 64](#)



**City:** Wrocław

## GROUPON [page 65](#)



**Cities:** Katowice, Warszawa

## H&M CUSTOMER SERVICE [page 65](#)



**City:** Warszawa

## HEINEKEN [page 66](#)



**City:** Kraków

## IKEA BUSINESS SERVICE CENTER [page 66](#)



**City:** Poznań

## WIPRO IT SERVICES POLAND [page 67](#)



**Cities:** Gdańsk, Kraków, Warszawa

## XL CATLIN [page 67](#)



**City:** Wrocław



**Cities:** Olsztyn, Warszawa  
**Total number of employees:** 4,300  
**Recruitment plans for 2017/18:** all year round

[www.careeratciti.pl](http://www.careeratciti.pl)  
[student@citi.com](mailto:student@citi.com)

[www.facebook.com/CitiCareers](https://www.facebook.com/CitiCareers)  
[www.youtube.com/CitiHandlowy](https://www.youtube.com/CitiHandlowy)

CITI SERVICE CENTER POLAND

**About us**

Citi Service Center Poland is an initiative aimed at creating a global network of service centres providing very high quality services to other entities in the Citigroup. Citi Service Center Poland currently employs 4k high qualified employees in two locations: Warszawa and Olsztyn.

We provide services to over 90 countries in Europe, Asia, both Americas and Australia. Our employees use 29 languages every day. Work at our organization means participation in international projects, operating in an international and dynamic environment and learning the highest level of organisational culture.

**What makes us unique?**

Join Citi Service Center Poland to:

**Build connectivity.** We are a dynamic team aligned to provide the highest quality of services to millions of our customers worldwide. Wherever people come together to imagine something, create something, build something, we are there to help make it real. Around the world.

**Unlock your potential.** We discover and develop talents of our employees. We invest in talented people who are ready for challenges.

**Achieve impact.** We are driven by sustainable business and we work conscientiously and transparently. Citi Service Center Poland is a financial institution that understands the need of social corporate responsibility.

**Iwona Dudzińska**  
 Head of Citi Service Center Poland



**Must-eat in Poland:** barszcz  
**Favourite Polish word:** przyjaciel  
**Top place to see:** Sandomierz

Citi is a leading global financial institution with largest proprietary global network with physical presence in 98 markets, serving 200 million customers. Citi in Poland is represented by two entities: Citi Handlowy and Citi Service Center Poland. Citi Service Center Poland is a home to more than 4,300 employees. We are constantly focused on making Citi Service Center Poland an even better place to work. We build our culture in the light of Citi Leadership Standards, including: **development** of our employees by creating a culture of meritocracy and transparency, **positive** social impact, **inclusive** and supportive work environment. I will be happy to welcome you at Citi Service Center Poland.

VISIT COMPANY PROFILE ON:  
[www.CareersinPoland.com/Citi-Service-Center-Poland](http://www.CareersinPoland.com/Citi-Service-Center-Poland)



## Citi Service Center Poland

## DEPARTMENTS &amp; PROCESSES

**Anti-Money Laundering**  
WARSAWA

Anti-Money Laundering is one of CSC Poland's largest and fastest growing departments. It deals with the analysis of transactions in Citi accounts in terms of their compliance with the law. The Polish team provides services to about 60 countries and is one of the three teams in the world involved in the monitoring of transactions in terms of anti-money laundering at Citi Service Center Poland.

**Information Services Group**  
OLSZTYN

ISG aims to deliver authoritative and timely sources of reference data to the firm through service-oriented operations teams and state-of-the-art technologies, which facilitate the collection, storage, analysis and distribution of product pricing client, account and corporate action data.

**Technology**  
WARSAWA

Citi Technology provides end to end solutions in specialized financial domains. In Poland, about 800 technology professionals provide critical technology infrastructure support, as well as development and deployment of strategic software applications to Citi entities

**Markets & Security Services**  
WARSAWA

M&SS 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. Here you can find your career path within area such as:

- Middle office: outsourced Back Office for Clients, settles Capital Market and Money Market trades, cooperates with brokers across all global markets
- Securities operations: manages the flows of instructions to Transaction Control and transaction flows to Custody Bank
- Transaction Control: storing information on transactions and ensuring 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

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

**Treasury and Trade Solutions (TTS)**  
OLSZTYN, WARSAWA

TTS is an integral part of Citi's Institutional Clients Group, serving public sector clients, corporations and financial institutions all over the world. Our innovative solutions help clients streamline and automate processes, mitigate risk and expand their reach.

**Product Control**  
WARSAWA

Product Control is the largest department in Finance, responsible for:

- Analyzing revenue drivers of the bank through risk positioning and market movements
- Analyzing product and transaction level profitability
- Controlling variety of investment and institutional banking products: FX and Interest Rate Derivatives, Securities, Loans, Money Market
- Controlling trading floors activities
- Providing insights into Income Statement and Balance Sheet
- Evaluation of fair value of the books; marking-to-market
- Price verification
- Reconciliations and data integrity used in financial reporting and external disclosures

Product Control closely cooperates with Trading Desks, Treasury, Market Risk Management and other areas of Finance.

## APPLICATION PROCESS

**Step 1 – APPLICATION:**

Send us your CV, preferably in English, via the Citi website: [careeratciti.pl](http://careeratciti.pl)

**Step 2 - TELEPHONE PHONE SCREEN:**

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.

**Step 3 – INTERVIEWS:**

We will invite you to a personal interview with a with a Manager.

**ASSESSMENT CENTER** may take place during the recruitment process for Graduate Programs.



CHECK MORE  
INFORMATION  
ABOUT

**CITI SERVICE  
CENTER POLAND**



# Citi Service Center Poland

## MEET OUR EMPLOYEES



**Kinga Karaś**  
IT Business Analyst at Citi  
Service Center Poland

**Must-eat in Poland:**

barszcz with ravioli

**Favourite Polish word:**

kocham cię

**Top place to see:**

Masuria

### My job involves digging into interesting problems

**Do you enjoy your professional duties?**

I like my job, it's challenging, sometimes both technical and social. I am an IT Business Analyst working in CTI EMEA Business Office Team that provides reporting, analytics and support to core EMEA CTI functions. I also have responsibilities within the CTI Commercial Toolset Development Team. I don't think I'd enjoy my job as much if I didn't get to dig into interesting problems others don't have access to.

when I joined Citi Service Center Poland in 2014, I did not know if I would find myself in this, as I had never had an opportunity to work with foreigners. Thanks to my work effort and support from my managers and teams, I was able to adapt to this and now with a clear conscience I can admit that I perceive a lot of advantages of having colleagues from different countries and regions.

**What about development opportunities?**

My employer offers us a lot of internal trainings, but also gives us courses on platforms such as Udemy or Pluralsight. In our Technology department we also have the Careers@CTI platform (developed by my team, I am very proud of that!), that allows us to plan our career path and sign up to a newsletter with recommendations on learning opportunities such as training, knowledge articles, videos and podcasts based on previously selected competencies.

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

Citi Service Center Poland is a multicultural environment, no doubt about that. At work I meet people speaking different languages in the lift. Within the team we are really multicultural – my manager is from the UK, two colleagues are from Hungary, one from the USA, with another colleague and myself from Poland. To be honest,

### Learn Polish – it helps!

**What tasks does your job involve?**

My core role involves developing my team, driving process efficiencies, delivering cost effective operations, risk mitigation and the general operations... it's never boring! On a daily basis, I manage a team across 8 distinct functions. We service Citi Clients Securities and Cash transactions in over 50 markets across European and US working hours. Alongside our sister Team in Kuala Lumpur we cover operations within Custody 24 hours a day, 5 days a week, 52 weeks a year. It's a fast paced environment with new and complex challenges each day, yet is extremely rewarding.

**What has your career path looked like so far?**

I have developed considerably, both personally and professionally, in my time in Poland. I started 5

years ago in Middle Office operations working my way through various functions. Since I moved into management within Custody operations, I have been managing 60+ employees servicing over 50 markets globally.

**What advice would you give to your friends considering working in Poland?**

Learn the basics of the language. Even if it's only the pleasantries, the effort is appreciated. The first phrases I learnt were 'dzień dobry' and 'jedno piwo'. Most of the people I have met speak at least one language or more, so not speaking Polish should not prevent you moving. In addition, all the Polish people I have met are extremely happy to teach you and enjoy giving the real difficult words to try.



**Stephen Hamilton**  
Vice President, Securities  
Services Operations at Citi  
Service Center Poland



**Must-eat in Poland:**

zurek

**Favourite Polish phrase:**

piwo

**Top place to see:**

Kraków



**Jack Orr**  
Compliance Officer at  
Citi Service Center Poland



**Must-eat in Poland:**

gołąbki

**Favourite Polish word:**

drożdżówka

**Top place to see:**

Zoliborz in Warsaw, Masuria, the Tatras

### No regrets moving to Poland

**What made you move to Poland?**

I moved to Poland mainly for personal reasons – I met my wife when we studied together on an Erasmus student exchange and then decided to settle in Poland, first in Wrocław and then in Warszawa. I've been living in Poland now for five years and definitely don't regret the decision to move here.

**What helped you most in the process of adjusting to work in a new place?**

I think learning to speak the language was a big factor – even in Warszawa it really helps if you can speak some Polish, it makes your life much easier! It was also very important for me to have a group of Polish friends and not just socialise with expats or other foreigners. Embracing Polish traditions and understanding Polish history and culture was also essential.

**What kind of employer is Citi Service Center Poland?**

Citi Service Center Poland is an employer which definitely gives you the tools and opportunities to develop and learn in your career. You can always get involved in different activities and projects to improve your knowledge, learn new skills and expand your network in the company. Since I joined, I have had 3 different roles in Anti-Money Laundering and Compliance, as well as managers who have always supported my development.



# DIEBOLD NIXDORF

**Cities:** Warszawa, Katowice, Szczecin

**Total number of employees:** over 1,200

**Recruitment plans for 2017/18:** all year round



[www.dnccareers.pl](http://www.dnccareers.pl)



[www.facebook.com/dnppoland](https://www.facebook.com/dnppoland)



[rekrutacja.pl@dieboldnixdorf.com](mailto:rekrutacja.pl@dieboldnixdorf.com)



[www.youtube.com/user/DieboldInc](https://www.youtube.com/user/DieboldInc)

## About us

Diebold Nixdorf is a world leader in driving connected commerce for millions of consumers each day across the financial and retail industries. We are an innovation partner for nearly all of the world's top 100 financial institutions and a majority of the top 25 global retailers. We are helping our customers shape the future of consumer transactions.

Our solutions are driving connected commerce – bridging the physical and digital worlds of cash and consumer transactions conveniently, securely and efficiently.

Diebold Nixdorf employs approximately 25,000 employees in more than 130 countries around the world. We have been operating in Poland since 1990.

## Why Diebold Nixdorf?

At Diebold Nixdorf, we strive to provide our employees with work conditions that will ensure their comfort and provide them with professional development opportunities. Our work environment is friendly and multicultural.

In our team, you will meet interesting people from nearly all parts of Europe and the world. You will have the opportunity to share experiences and get to know new cultures. Work within international structures also constitutes an opportunity for interesting business trips related to the implementation of projects in the head offices of our clients.



**Mirosław Janik**

CEO CIS & CEE  
Business Services



**Must-eat in Poland:**  
pierogi

**Favourite Polish word:**  
zakręt

**Top place to see:**  
Old Town in Kraków & Gdańsk

In Diebold Nixdorf, we offer transformative solutions and dynamic changes for our financial and retail customers. Our rapid growth creates a lot of possibilities for those who think about career in customer service and IT development. In Warsaw, Katowice and Szczecin we employ people from all around the world - not only native speakers, but also IT and accounting specialists.

We provide our people with a friendly and multicultural work environment. Our employees enjoy different opportunities for business and personal development.

Join our international team and grow with us.



VISIT COMPANY PROFILE ON:

[www.CareersinPoland.com/Diebold-Nixdorf](http://www.CareersinPoland.com/Diebold-Nixdorf)

# Diebold Nixdorf

## DEPARTMENTS & PROCESSES

DIEBOLD NIXDORF

### Global Delivery Center EMEA WARSAWA, SZCZECIN



Our Global Delivery Center EMEA employs more than 700 specialists that provide customer service in more than 19 languages. We are not a typical call center or hotline – we provide technical support to customers that use our products and services and we also share knowledge with them. Our work environment is friendly and multi-cultural. Working among foreigners is also an opportunity to get to know interesting persons and different cultures.

### Global Center KATOWICE



We are one of the biggest departments, possessing over 300 IT people. Starting from Junior QA, through frontend, backend and full stack developers, up to Senior Project Managers, we have all positions needed to deliver end-to-end professional software. Diversity of our teams allows you to choose the technology you like and gives you possibility to develop new skills. Our people don't work for others – we have our own software, that is used by the biggest retail and banking players in the market.

### EMEA Business Services WARSAWA



We are one of the networks of shared services centers supporting Diebold Nixdorf Group entities worldwide, operating since late 2012. Out of Warsaw approximately 170 specialists are supporting Diebold Nixdorf companies in Europe, America and Africa. In addition, we work for the Regional headquarter and for Group central services with dedicated teams. In small groups, dedicated to one of the processes and to one or more companies we work in more than 17 languages on a daily basis.

## APPLICATION PROCESS

- 1. Job offer and application**  
Study the offers published on our profile in [www.careersinpoland.com](http://www.careersinpoland.com). If you have found a job interesting for you or simply feel that you would like to become one of us, fill in your application form.
- 2. Telephone interview**  
If your application matches the requirements of the job, we will call you and conduct a brief interview. At this stage we may also check your language skills. If you have convinced us that you are someone we are looking for, we will invite you to an interview at our office.
- 3. Job interview**  
The meeting with the team manager and the recruitment officer conducting the process will constitute an opportunity for us to find out about your potential and expectations. We will also try to present our company to you and give you more information about your future duties.
- 4. Feedback**  
Regardless of the decision made, we will get back to you with some feedback so that we can let you know about the result of the recruitment. If you have managed to convince us that you are the right candidate for the job, we will make you a job offer and invite you to sign a contract.

## RELOCATION PACKAGE

Would you like to work in our Global Delivery Center EMEA in Warsaw or in Szczecin and you live far?

We will help you relocate. We offer a relocation package to candidates, to help them get a start in a new city.



CHECK MORE INFORMATION ABOUT  
**DIEBOLD NIXDORF**



## Diebold Nixdorf

## DEPARTMENTS &amp; PROCESSES



**German Augusto Hincapie Hidalgo**  
Service Desk Supervisor

**Must-eat in Poland:**

pierogi

**Favourite Polish word:**

proszę

**Top place to see:**

Wrocław

**We share working hours and free time****Why did you relocate to Poland?**

The main reason was because my girlfriend at the time (now wife) is from Poland and she was living here. In addition to this I was lucky enough to find a job as a Spanish teacher very fast.

**Share with us what your favourite place in Poland is.**

Wrocław. This city offers a very peculiar architecture due to the German influence, but the best thing about it are the bronze gnomes scattered throughout the whole city - they are doing their daily duties and it is always fun to find them.

**How would you describe the work environment within your team?**

Fortunately, we manage to create a family-like environment around our team. We share not only our work-

ing hours, but also our free time. Nights-out, wedding days, barbecues and dinner dates are only some of the moments we share outside the office.

**Is Polish necessary in your job? How about after hours?**

In our company we use Polish and English as official languages, therefore Polish is not necessary. However after hours one can only do so much with only English. Personally, I found myself blocked when I started to issue official documents such as bank loans, driving license, residence card etc. But after a couple of months of studying the language, I now manage to handle these situations without bothering my wife.

**Everyone is important on our team****What kind of employer is Diebold Nixdorf?**

From the first day in Diebold Nixdorf I joined the supporting and open-door team. In my point of view from day to day Diebold Nixdorf as an employer who builds a better environment for its employees. That's why it is a great pleasure for me to work in a company that is constantly growing in the right direction.

**What is it like working within your team?**

To begin with, I want to note that I am working in a team which consists of nine people, including me. All of the team members are very open-minded, highly-qualified and creative individuals. In my small group, each of us is treated as an important member of the team. One must admit that thanks to cooperation in our group I feel that the work we are doing brings me a lot of satisfaction.

**Is Poland a good stop on your way to have a truly international career?**

I can say that Poland is a great work destination. I am very keen on supporting and bringing new ideas to my current workplace. By gaining qualifications, experience and practical skills I hope to achieve my goals here. Having made my first career steps in Poland, I believe that I can be a good example for those who are just planning to start building their career path in this European country.



**Maryna Pashuk**  
Accounting Specialist

**Must-eat in Poland:**

pierogi, bigos, żurek

**Favourite Polish phrase:**

myśleć o niebieskich migdałach

**Top place to see:**

UW Library garden



**Lennard Molenkamp**  
Business Analyst

**Must-eat in Poland:**

krupnik

**Favourite Polish word:**

spoko

**Top place to see:**

Gdańsk

**Open and honest work environment****What do you like best about Poland? What is its biggest drawback?**

The diversity of the country is amazing. Poland has everything: sea, mountains, forest and even dunes. Every country has its ups and downs, it is a part of the deal. I wouldn't call it a drawback, it is more of a pity: I would like to see more tolerance among people.

**Was it easy to make new friends in Poland? How long did it take?**

My first new friend was made after a couple of weeks. I still do have contact with him. I like to communicate, but sometimes the language barrier is the problem. Outside the office, it is still hard to find friends. Also the older you get, the harder it is.

**What kind of employer is Diebold Nixdorf?**

In general, this employer is open and friendly.

**How would you describe the work environment within your team?**

The team is great, full of nice and dedicated people who are willing to help you. It is an open and, from my perspective, honest environment.

**Could you describe your career path so far?**

I do not do any career planning. I do my work as good as possible and I take it as it comes. I am not driven by money or status. I want to be helpful and valued. The more expectations you have, the more disappointments you will receive. In my case here in Poland, I started as a QA support and currently I am working as a BA. This all happened because I was valued as an employee.

# INFINITE POSSIBILITIES



**INTERNATIONAL  PAPER**

*GLOBAL BUSINESS SERVICES CENTER*

**Cities:** Kraków

**Total number of employees:** more than 500

**Recruitment plans for 2017/18:** 100

 [www.internationalpaper.com/careers](http://www.internationalpaper.com/careers)

 [Recepcja.Krakow@ipaper.com](mailto:Recepcja.Krakow@ipaper.com)

INTERNATIONAL PAPER

## About us

In 2004 International Paper was among the first corporations to choose Kraków as the home for their Global Business Services Center. Ever since, we have been focusing on creating superior value for our internal and external customers. Over 500 employees in Kraków provide advanced business services and solutions in Customer Service, Supply Chain, Information Technology (Business Analysis, IT Project Management, IT Services, Technical Application Services, Telecom, Information Security, Application Development and Support), Finance (Business Analysis, Credit Analysis and Accounting) and Global Sourcing.

## What makes us unique?

**Our Vision** is to be among the most successful, sustainable and responsible companies in the world.

**Our Mission** is to improve people's lives, the planet and our company's performance by transforming renewable resources into products people depend on every day.

We do the right things, in the right ways, for the right reasons, all of the time – this is **The IP Way**.



**Maciej Dec**  
President  
of Management  
Board



**Must-eat in Poland:**  
smoked eel

**Favourite Polish word:**  
bicykl

**Top place to see:**  
Tatra Mountains  
on a sunny autumn morning

In International Paper we build long term employment relations. We put efforts into understanding Employee's needs. Our company offers development opportunities within and across functions or locations around the globe. We also create an inclusive environment in which everyone, regardless of gender, nationality, age, race or any other diversity factor, can feel valued and appreciated. Diversity is Welcome! Such approach lets us meet unique individuals who share their professional and non-work-related passions and make our environment even more interesting and favorable to achieve results.



VISIT COMPANY PROFILE ON:  
[www.CareersinPoland.com/International-Paper](http://www.CareersinPoland.com/International-Paper)

## International Paper

## DEPARTMENTS &amp; PROCESSES

**Global Customer Service Center**  
KRAKÓW

- Servicing customers from managing customer orders to improving profitability.
- Selling paper and pulp to 20 countries in 6 continents.
- Managing complex business solutions: vendor compliance, customer specific inventory and pricing.

**Information Technology**  
KRAKÓW

- Full range of IT services for over 25,000 International Paper users worldwide.
- Providing, supporting and maintaining technical IT structure.
- Developing and implementing new IT solutions to address business needs.

**Global Sourcing**  
KRAKÓW

- Managing contracts and relations with suppliers globally. Performing spend and supply market analyses.
- Managing supply of raw materials, energy, services, MRO and capital purchases.
- Cooperating with Sourcing teams in EMEA, the US, Brazil, China and India.

**Supply Chain**  
KRAKÓW

- Providing order management services to customers all over Europe as well as overseas.
- Acting as one team with sales & supply chain organization to create competitive advantage through tailored service offering.
- Leveraging Lean/Six Sigma methodology to optimize internal processes and support business growth.
- Leading forecasting and Sales & Operations Planning Process to ensure supply/demand balance across all mills and to maximize profit.
- Managing master production planning to maintain product availability and keep inventory in European mills and Distribution Centers at targets.
- Optimizing routed, load and dispatch planning while meeting service expectations.

## APPLICATION PROCESS

1. **Application**

All available jobs are posted on our website  
[www.internationalpaper.com/careers](http://www.internationalpaper.com/careers)

2. **Phone screening**

Based on the job requirements, your application will be analyzed and moved to the next step of the process. You may expect a short phone conversation to check your availability, work experience and financial expectations.

3. **Test (if applicable)**

Depending on the position, you will be invited to take part in an Assessment Center or complete a short task related to the job you are applying for.

4. **Interview**

The final stage of the recruitment process is an interview in our office. If you are abroad, we organise a videoconference meeting. During the meeting we will discuss your job experience, competencies, language or technical skills, expectations and will answer your questions.



CHECK MORE INFORMATION ABOUT  
**INTERNATIONAL PAPER**



# International Paper

## MEET OUR EMPLOYEES



**Simon Russell**  
Head of Finance Kraków



**Must-eat in Poland:**  
sernik

**Favourite Polish word:**  
szczęście

**Top place to see:**  
Bolesławiec

### Diversity contributes to success

#### Could you describe International Paper's core values?

One of the company's core values is Investing In People. We make sustainable investments to protect and improve the lives of our employees and mobilize our people, products and resources to address critical needs in communities where our employees live and work. We treat others with respect and dignity and believe in diversity of thought, culture and background. The IP culture of people first and inclusion is paramount producing engaged staff who are keen to make a difference. We face the challenges as a team and the solutions come from the broad experience of its individual members. It is a privilege to work with such a talented, open minded and ambitious team in an environment that not only welcomes people from all nationalities and back-

grounds but also offers them the opportunity to be the best.

#### Do you value diversity in your company?

We believe in International Paper that diversity is a major contributor to success. The IP GBSC environment offers numerous opportunities to develop your career and particularly to grow as a leader. The quality of our service and rate of growth is due to the strength of our multinational teams. The Finance Department is one of the most diverse teams in the company with 14 different nationalities serving as many countries in EMEA as well as partnering with our other service centres in the US and in South America.

### Give yourself and Poland a chance!

#### How has International Paper influenced your career?

In the final year of my Master's degree I applied for the Finance Explorer Program in International Paper during which I had the opportunity to work in multiple departments within Finance. This allowed me to gain insight into the career options available to me and to apply my theoretical knowledge in work environment. After finishing my internship, I applied for a job in Accountancy and I've been working here ever since.

My job responsibilities include conducting all month-end close activities, processing and reviewing journal entries to ensure all transactions are properly posted, supporting our business locations, preparing and sending weekly/monthly reports, etc.

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

Yes, I most certainly would. It's a highly valuable and positively challenging experience that shapes you both professionally and personally. Poland is a picturesque country with a rich history, profound culture and huge economic potential. Its fast-developing environment offers a lot of exciting new horizons and expanding opportunities, namely the possibility to learn new languages, witness different cultures and lifestyles, meet interesting people, discover beautiful places, and build a career path in a global corporate environment.

#### What advice would you give to your friends who are considering relocating to Poland?

Keep calm and give yourself and Poland a chance! Do not let the fear of the unknown hold you back.



**Anna Vons**  
Accountant



**Must-eat in Poland:**  
zurek & pierogi

**Favourite Polish phrase:**  
piąteczek

**Top place to see:**  
Morskie Oko



**Tajadin Muhammad**  
Export Senior Account Executive



**Must-eat in Poland:**  
Mr. Pancake

**Favourite Polish word:**  
dzięki

**Top place to see:**  
Wawel Castle

### I can stay here forever

#### What was your first impression of Poland right after arriving here, in Kraków?

Kraków was so organized and clean. The public transport system, especially trams and buses, was so easy to use. I knew the moment I arrived I can be here forever.

#### Is there anything in Poland that reminds you of your homeland?

The Sheraton Hotel restaurant reminds me of a sports bar in America. I can even watch the NFL American Football Games here! If you ever feel homesick, there are many places in Kraków that can cure that feeling. People come from everywhere to start a new life in Poland, so it is definitely getting easier nowadays.

#### What helped you most in the process of adjusting to work in a new place like Poland?

Having colleagues that are from the United States or who have worked in the US. The diversity here is amazing, people are literally from all over the world.

#### And how would you describe the work environment within your team at International Paper?

My team in Customer Service, as well as other teams, are amazing. The work environment is diverse and everyone here is willing to help. This is the perfect environment for foreigners because it is a truly family-oriented workplace.





# START SOMETHING REMARKABLE.



**Cities:** Kraków

**Total number of employees:** 2,900+

**Recruitment plans for 2017/18:** all year round

[www.shell.pl/krakow](http://www.shell.pl/krakow)

[www.facebook.com/shell](https://www.facebook.com/shell)

## About us

Shell Business Operations in Krakow is created by an international team of over 2,900 professionals representing 36 nationalities. Together with our associates from all over the world we create one of the most remarkable businesses. We are the key part of complex processes for the whole company. We work in over 20 foreign languages being responsible for business operations' realization in 9 departments.

Shell Business Operations in Kraków allows you to make a global impact through a wide range of projects. With our company, you can embark on a new, international career path. You can continue and expand your current professional experience, broadening your range of knowledge.

## What makes us unique?

Shell Business Operations in Kraków has truly diverse and inclusive environment, which is for all of us a source of everyday inspiration. We are multicultural. More than 10% of the Kraków center employees come from outside Poland.

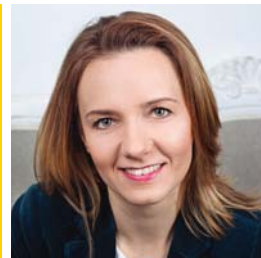
We care about gender equality. Around 50% of our managers are women at different levels of the organization. When making career decisions, we make sure to support the careers of both men and women.

We like breaking barriers. We employ the differently abled, removing obstacles, providing any assistive technologies needed in a daily job.



## Barbara McCloskey

Centre HR Manager  
Shell Business Operations  
Kraków



**Must-eat  
in Poland:**  
żurek

**Favourite  
Polish word:**  
żyjątko

**Top place to see:**  
Białowieża forest

Working in a vibrant community with strong values and a supportive culture, Shell Business Operations in Kraków offers you the chance to build a lasting and meaningful career. With us, you can grow your potential and expand your professional experience.

We create a comfortable environment for specialists, regardless of their gender, skin colour or sexual orientation.

Our growth and broad range of specializations, create excellent opportunities for you to take part in making the future. Join Shell Business Operations and start something remarkable!



VISIT COMPANY PROFILE ON:

[www.CareersinPoland.com/Shell-Business-Operations](http://www.CareersinPoland.com/Shell-Business-Operations)

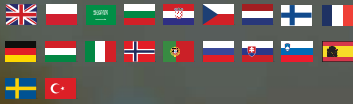
# Shell Business Operations

SHELL BUSINESS OPERATIONS

## DEPARTMENTS & PROCESSES

### Finance Operations

KRAKÓW



We are the biggest department of SBO Kraków. By undertaking a wide range of international tasks with our robust financial knowledge, we build the success of Shell.

### Customer Operations

KRAKÓW



We connect Shell with its European customers. Our language skills and motivation allow us to tackle challenges and build partner relationships.

### HR Services

KRAKÓW



HR Services is the first contact point for Shell employees who require human resources assistance. We provide them with full support across a range of professional and employment matters.

### Contracting & Procurement

KRAKÓW



We manage Shell's contract agreements across multiple regions, as well as optimise procurement processes. We're all about making the company more effective.

### Lubricants Supply Chain

KRAKÓW



We are responsible for organizing the supply of materials to Shell's factories and manufacturing centres. Join us and become a part of a new exciting SBO challenge.

### Internal Communication

KRAKÓW



We develop and execute Shell's internal communications strategy on a global basis. We connect staff with strategy to ensure each employee understands their personal contribution to the company's success.

### Trading & Supply

KRAKÓW



We are responsible for supporting front line trading staff in their work around maritime operations. We prepare analyses, negotiate and optimise processes across different regions. It's new, it's challenging and most of all It's fun to work with us.

### Logistics

KRAKÓW



At Shell, we carry out the logistics processes for a fleet of over 3,000 trucks across the world. Logistics at SBO is a mixture of passion, experience and vision.

### Legal

KRAKÓW



We are providing legal services in support of business partners negotiating commercial agreements with customers and sales consultants all over the world.

## APPLICATION PROCESS

1. Visit [www.shell.pl/krakow](http://www.shell.pl/krakow) to check new vacancies and apply.
2. After the CV analysis, our recruiter will contact you for a pre-interview and/or tests.
3. The next step is a job interview in Kraków 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 find an apartment, complete all formalities and offer them excellent benefit packages. What is more, Shell runs "International network" – the activities/events to help foreigners integrate with the Shell team and new environment.



CHECK MORE INFORMATION ABOUT  
**SHELL BUSINESS OPERATIONS**



## Shell Business Operations

## MEET OUR EMPLOYEES



**Jeffrey Middeldorp**  
Team Lead Scheduling  
support BeNeLux



**Must-eat in Poland:**  
bigos

**Favourite Polish word:**  
konstantynopolitancyki-  
ewiczówna

**Top place to see:**  
Tatra mountains & Kraków

### Balance between hard work and fun

#### Were you supported by your employer and colleagues in the first days of your new job?

Absolutely! I love the Order to Delivery department within Shell as it's a small family, everybody is extremely friendly to each other and if you need help, there's always someone there for you. Coming to work since the first day is a pleasure and I take great pride in being part of the team. There is a good balance between hard work and fun.

#### Does your employer offer development and training opportunities?

Shell puts a great deal of energy into employee growth. After starting as a scheduling support operative in Shell in August 2014, I have had the opportunity to grow to a Team Lead position within 3 years. This would have never happened if Shell did not have

fantastic leaders and programs in place to invest in people development!

#### Is there anything in Poland that reminds you of your homeland?

No, Poland and Holland are SO different; to name one example, Vaalserberg (highest hill) in Holland is 322 meters, whilst Rysy is 2,499 meters. The vast difference is why I still feel that I am on holiday every day and get so much energy. I love both countries and in either one I feel right at home!

#### What gives you satisfaction at work?

Full stations, happy customers and satisfied employees! There's absolutely nothing better than ensuring you deliver the best results in the safest way possible.

### Best employee value proposition in Kraków

#### What do you like about your job?

I enjoy working with people. My job gives me the chance to coach staff and leaders every day and it is great to see them succeed. I also need to have deep insights into what our customers think, feel and want. It's great that I can reflect on my company's work from an external and internal perspective and stay close to our customers. I have my most rewarding moments at work when people are recognized for delivering excellent customer experience and I know I am a part of it.

#### What kind of employer is Shell Business Operations in Kraków?

To me, Shell is the employer that cares about people. The culture to create a healthy, safe and secure workplace is outstanding to me. The investment in people

to grow and develop is part of the working culture from day one. The organization understands me and my family's need for flexibility and I believe we have the best employee value proposition offer in Kraków.

#### Is there anything particular about Polish culture?

People in Poland surprised me with their openness. It's easy to find social contacts and participate in social life. At work people have a very warm and personal relationship and it helps to find friends very quickly and easily. It's not all about work but whom you work with that seems to matter here. If you ask me what are my most intense cultural experiences in Poland, then it was some Polish weddings I was honoured to be invited to. So, if you happen to be invited, don't miss it!



**Bastian Meinke**  
Continuous  
Improvement & Customer  
Experience Lead



**Must-eat in Poland:**  
pierogi with meat

**Favourite Polish phrase:**  
spoko

**Top place to see:**  
Solina in Bieszczady



**Jochem Robbe Groskamp**  
Business Analyst



**Must-eat in Poland:**  
żurek in bread

**Favourite Polish word:**  
malina

**Top place to see:**  
The National Parks  
in Lesser Poland

### Open and honest work environment

#### What advice would you give to your friends who are considering relocating to Poland?

In short, just do it! Living and working abroad gives you a new perspective on the world. As example, Kraków felt from the first day as home for me because of the international atmosphere and plenty of activities to do. Even though you will return later back to your home country the experience you get from this is beneficial for the rest of your life.

#### What tasks does your job involve?

I just started my new journey as a team manager and previously I was a Credit Analyst. My team plays an important role to make sure our customers' pay on time. Moreover, we are a business partner for sales and we give advice how they can run better their business.

#### If you had to leave Poland now, what would be the thing you would miss most?

The city life with all those great people living here. There is always (twenty-four seven) something happening here (in the positive sense of the word) and there is absolutely no moment to get bored.



**ARLA GLOBAL SHARED SERVICES**

[www.arla.pl](http://www.arla.pl)

[www.facebook.com/ArlaGdansk](https://www.facebook.com/ArlaGdansk)

[gbshr\\_gdansk@arlafoods.com](mailto:gbshr_gdansk@arlafoods.com)

**DESIRED LANGUAGES**



**ARLA STORY**

Our philosophy of producing natural, healthy and high quality dairy products dates back to the 1880s when dairy farmers in Denmark and Sweden joined forces with one common goal: to produce and provide the best dairy products. Today we have grown to become a global FMCG company with 19,000 employees worldwide.

**GLOBAL BUSINESS SERVICES IN GDAŃSK**

In Poland we are 300 employees who support our colleagues worldwide by providing them with world-class accounting, finance, procurement, master data and HR processes. Every single one of us plays an important role and together we build on our 10bn Euros turnover thereby establishing our position as one of the largest dairy companies in the world.

**OUR VALUES**

By acting according to our character *Lead-Sense-Create*, we can achieve the ambitious targets set out in our mission, vision and strategy. We strive to have a leading mindset, a sensing approach and a creating culture.

**WHAT WE OFFER**

- + work in an international team & matrix structure;
- + friendly atmosphere & comfortable workplace with great sea view (Neptun office in Gdańsk - Wrzeszcz);
- + development possibilities while taking part in internal projects and trainings;
- + flexible work hours and wide social benefits package.

**HOW TO APPLY**

We are looking for new colleagues in our Shared Services Centre in Gdańsk. If you are interested in getting an exciting job, like being challenged and wish to join an incredibly fast growing business, you should take a chance and become part of our Arla team. Send your application via: [www.arla.pl/przegląd/kariera/wakaty](http://www.arla.pl/przegląd/kariera/wakaty)

**CONTACT DETAILS**

Arla Global Financial Services Centre Sp. z o.o.  
Al. Grunwaldzka 103A  
80-244 Gdańsk

[WWW.CAREERSINPOLAND.COM/EMPLOYER/ARLA](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/ARLA)



**ARVATO BERTELSMANN**

[www.praca.arvato.pl](http://www.praca.arvato.pl)

[www.facebook.com/PracaNaSerio](https://www.facebook.com/PracaNaSerio)

[hrszczecin@arvato.pl](mailto:hrszczecin@arvato.pl)

**DESIRED LANGUAGES**



**ABOUT US**

Arvato Bertelsmann Polska is a subsidiary of Arvato Bertelsmann AG, an international outsourcing provider employing over 70,000 people in more than 40 countries. The Polish branch of Arvato Bertelsmann employs over 3,500 people in 14 locations. Together with a global leader in the IT industry, we are currently developing our Contact Centre projects and in relation to that we are looking for Customer Service Representatives.

**LOCATION & PROCESSES**

The Customer Service Representative in our Szczecin location is responsible for handling customer queries (phone, e-mail and live chat) and supporting individual and business clients in both incoming and outgoing communication regarding IT issues. There are no sales involved and we are not technical support.

**HOW TO APPLY**

To apply or for more information please send your CV with a covering letter to [HRszczecin@arvato.pl](mailto:HRszczecin@arvato.pl) and you will be asked to fill in an application form as the first form of contact. We will review your application and contact you to set up a brief phone interview. Later on we will ask you to complete some assessment tests which will measure the skills and capabilities necessary to be successful in the role. The last stage of our recruitment process is a face-to face or Skype interview. We are able to conduct the whole recruitment process remotely.


**RELOCATION SUPPORT**

The employee will receive a relocation package of PLN 700 gross paid with the first salary and upon delivering rental agreement. Additionally, the employee may avail of Arvato's chosen hotel for 7 consecutive days from arriving in Szczecin. The relocation package is paid once.

[WWW.CAREERSINPOLAND.COM/EMPLOYER/ARVATO](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/ARVATO)



**B A R R Y C A L L E B A U T**

 [www.barry-callebaut.com](http://www.barry-callebaut.com)

 Barry Callebaut Group

 [www.facebook.com/BARRY-CALLEBAUT-192950692982](https://www.facebook.com/BARRY-CALLEBAUT-192950692982)

#### DESIRED LANGUAGES



#### ABOUT US

Barry Callebaut in Poland is part of an international group with all its Polish entities located in Łódź. We are the world leader in the production of high-quality cocoa and chocolate. Close to 10,000 employees work for the Barry Callebaut Group in more than 53 modern facilities around the world while selling its products in more than 100 different countries.

The Barry Callebaut factory in Łódź, Poland was established in 1995. We also have the commercial office and the modern Shared Service Center. It is an integral part of the main business and supports our Barry Callebaut Group. Through dynamic and effective development, the Shared Service Center combines transactional activities in countries across Europe and the world. Different actions are taken in areas such as: Finance, IM/IT, Master Data, Customer Service and Logistics.

#### OUR VISION AND VALUES

Barry Callebaut is the heart and engine of the chocolate and cocoa industry, thanks to:

- Customer focus;
- Passion;
- Entrepreneurship;
- Team spirit;
- Integrity.

#### JOBS WE RECRUIT FOR:

- Maintenance: Electrician;
- Customer Care: Specialist;
- Production: Operators;
- Quality: Lab technicians & QA specialist;
- R&D: Assistant;
- Supply Chain: Warehouse, logistics & planning;
- Sales: Account sales manager;
- Finance: APA accountancy & GL accountancy;
- IT: Technicians;
- Master Data: Administrator;
- ... AND MANY MORE!

[WWW.CAREERSINPOLAND.COM/EMPLOYER/BARRY-CALLEBAUT](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/BARRY-CALLEBAUT)



Advancing the  
world of health

**B E C T O N D I C K I N S O N**

 [www.bd.com/pl](http://www.bd.com/pl)

 [www.ssckariera.pl](http://www.ssckariera.pl)

#### DESIRED LANGUAGES



#### ABOUT US

Becton Dickinson is a global medical technology company. We create specialised devices, solutions and systems for different needs across the healthcare continuum and we serve all of them with one single and relentless human purpose: *Advancing the World of Health.*

In February 2013, BD opened its Shared Service Center in Wrocław where currently employs almost 400 associates and is still looking for new professionals to join.

#### RECRUITMENT PLANS

We are looking for high potential individuals interested in building a career in Accounts Payable and Receivable, Order Processing, Process Analysis, Customer Support and many others. If you love working in a fast-paced service-oriented role and have problem-solving skills, we can offer you great opportunities at our smart office in Wrocław.

#### HOW TO APPLY

Get to know our recruitment process:

1. Find an offer and send us your CV.
2. Let's talk – our recruiter will contact you via phone to discuss your experience, competencies and expectations.
3. Let's meet – come to our office for a face to face interview with a manager. You might also be asked to take some competencies test. Our recruiter will provide you with all the details.
4. Welcome on board!

#### WHY TO WORK AT BD?

- New, modern office near the city centre (ergonomic desks, fruits and vegetables, healthy snacks, hobby and sport clubs, participation in pro-health actions and events);
- MultiKafeteria system;
- Lunch card;
- Private medical care;
- Insurance package;
- Languages courses' co-fund.

[WWW.CAREERSINPOLAND.COM/EMPLOYER/BECTON-DICKINSON](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/BECTON-DICKINSON)



CONDUENT POLAND



www.conduent.com



Conduent Poland



recruitment.poland@conduent.com

DESIRED LANGUAGES



ABOUT US

Conduent is the world's leading enterprise for business process and document management. Its services, technology, and expertise enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Conduent offers business process outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide.

LOCATIONS & PROCESSES

Conduent in Łódź provides services in the area of Finance & Accounting, Human Resources and Customer Care. We are looking for Accountants, Service Desk Agents and HR Professionals.

Łódź:

Total of employees: 180

Recruitment plans for 2017/18: 150

HOW TO APPLY

To apply, please send your CV to:  
recruitment.poland@conduent.com

WWW.CAREERSINPOLAND.COM/EMPLOYER/CONDUENT-POLAND



CSS CORP



www.csscorp.com



poland.careers@csscorp.com



www.linkedin.com/company-beta/7062

DESIRED LANGUAGES



ABOUT US

CSS Corp is a growing global technology company, with over 5,500 technology professionals across 16 global centers. We provide IT services and technology support for over 140 clients around the world. In Wrocław, CSS Corp has been operating since 2007. Currently we are hiring nearly 130 professionals from different parts of the world. Diversity, respect and trust are important elements of our work culture. We truly believe that to achieve more as a company, we need to build a solid relationship that our employees can experience on a daily basis. At CSS Corp, we understand that a great work culture is a key factor in bringing out the best from our employees and to make a day so much more enjoyable.

WHAT WE OFFER:

- Fully-paid Multisport or prepaid vouchers;
- Private medical care;
- Additional insurance;
- Relocation package;
- Individual coaching language session with our specialists;
- Nice and friendly atmosphere;
- International working environment;
- Social events;
- Refreshments.

HOW TO APPLY

Please go to our website [www.csscorp.com/company/careers](http://www.csscorp.com/company/careers) to check vacancies searching by location and job position. You may contact us directly via e-mail [poland.careers@csscorp.com](mailto:poland.careers@csscorp.com) or look for our job ads on Polish job portal [www.pracuj.pl](http://www.pracuj.pl).

RECRUITMENT STEP BY STEP

1. After applying, our recruitment team will contact selected candidates to discuss their application.
2. Short telephone conversation with our language professionals is the next step of the selection process.
3. Face-to-face interview with Supervisor or Manager along with HR representative in our Wrocław office is almost the last part.
4. Interview with our client's representative is the final step.

We will keep you posted after each stage of the recruitment process.

WWW.CAREERSINPOLAND.COM/EMPLOYER/CSS-CORP

# Deloitte.

DELOITTE CE BUSINESS SERVICES CENTER

 [www.deloitte.com/pl/dcebsc](http://www.deloitte.com/pl/dcebsc)

 [www.facebook.com/dcebsc](https://www.facebook.com/dcebsc)

 [dcebsc@deloittece.com](mailto:dcebsc@deloittece.com)

 @dcebsc

## DESIRED LANGUAGES



### ABOUT US

Deloitte Central Europe Business Service Center in Rzeszów provides audit, finance and accounting, IT as well as risk management services for Deloitte firms in 18 countries. DCE BSC expands the range of services provided to other areas and to its clients operating in Europe. Many of our employees started their careers from participating in our Business Academies or paid internships. We offer access to opportunities that support your growth, develop your skills, and guide you to reach your goals. Everything is up to you, apply online!

### DEPARTMENTS TO WHICH WE ARE HIRING

- Audit Delivery Center;
- Finance;
- IT;
- Risk Operations Center;
- Internal services: HR, Marketing, Legal Services.

### JOIN US!

We are looking for people focused on their professional development and interested in working in a multinational environment. Do you speak English and enjoy working as a part of a team? Do you study business, technical or art and humanities studies? Apply! Good command of languages spoken in Central and Eastern Europe will be your definite advantage. Create an impact that matter!

### WHY TO WORK AT DELOITTE?

- Courses and trainings;
- Language classes;
- Private medical care;
- Multisport membership;
- Deloitte Adventure Team;
- Deloitte bikes;
- Modern office with great views;
- Delicious coffee, tea and filtered water.

[WWW.CAREERSINPOLAND.COM/EMPLOYER/DELOITTE](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/DELOITTE)

# FUJITSU

F U J I T S U

 [www.therealdeal.pl/en](http://www.therealdeal.pl/en)

 [www.facebook.com/FujitsuPoland](https://www.facebook.com/FujitsuPoland)

 [www.linkedin.com/company/career-at-fujitsu-poland](https://www.linkedin.com/company/career-at-fujitsu-poland)

## DESIRED LANGUAGES



### ABOUT US

Fujitsu is the leading Japanese information and communication technology (ICT) company, offering a full range of technology products, solutions, and services. Fujitsu Global Delivery Center in Łódź employs specialists within six business lines: Research & Development, Remote Infrastructure Management, BPO, Service Management, Service Desk and EMEA Finance Services. We invite to our team programmers, IT specialists, administrators and IT engineers, candidates interested in career in IT, accounting and finance specialists, linguists and customer service professionals.

### WE OFFER

- Great atmosphere – just ask our employees!
- Unlimited access to a e-learning platform – for those who are thirsty for knowledge.
- Benefit package: medical care, OK System, Benefit System, fresh fruit in the office, vouchers for lunch and a set of discounts for the Fujitsu employees in numerous places in Łódź.
- Wide range of promotion opportunities.
- Relocation support.

### WHO ARE WE LOOKING FOR?

- People who know English at an advanced level;
- People who know other foreign languages or have experience in the area of IT or accounting.

### HOW TO APPLY

Send your CV to [HR.lodz@ts.fujitsu.com](mailto:HR.lodz@ts.fujitsu.com) with a note: "Career in Poland".

Contact details:  
Fujitsu  
Textorial Park  
ul. Fabryczna 17  
90-344 Łódź, Poland

[WWW.CAREERSINPOLAND.COM/EMPLOYER/FUJITSU](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/FUJITSU)



F R E S E N I U S K A B I

www.fresenius-kabi.com www.linkedin.com/company-beta/16225430  
 Business\_Services\_HR@Fresenius-Kabi.com

DESIRED LANGUAGES



ABOUT US

Fresenius Kabi is a global healthcare company that specialises in lifesaving medicines and technologies for infusion, transfusion and clinical nutrition. Our products and services are used to help care for critically and chronically ill patients. We employ about 35,000 people worldwide.

Fresenius Kabi Business Services Sp.z.o.o. was opened in August 2014 in Wrocław to provide the best quality service in the area of financial and accounting processes for Fresenius Kabi European entities. 140 professionals work in our Shared Service Centre, providing the service for 15 different markets in Europe. Each day we all have a chance to create and influence our workplace, having an opportunity at the same time to develop our skills in an international environment.

WHAT MAKES US UNIQUE

- Working in lifesaving company makes us very proud of the main business delivered worldwide and drives us in everyday accounting service.
- Intimate and friendly atmosphere distinguishes our company on the market.
- Work allows live contact with foreign languages and influence on building relationship with the customers.
- We are engaged in the creation of our company by presenting unique ideas and implementing them.

WE ARE LOOKING FOR

- People, who can communicate in English well and know additional European language;
- People, who would like to develop their career in finance and accounting;
- People, who are open and motivated for further growth.

WE OFFER

- Stable employment in a company with a great reputation and international environment;
- Great collaboration and knowledge sharing spirit;
- Wrocław city centre location;
- Private medical healthcare with travel insurance;
- Multicafeteria programme;
- Social fund;
- Recognition programme;
- Trainings and development opportunities;
- Language courses and post-graduates studies subsidizing;
- Covered bicycle parking;
- Fruits in the office;
- Great integration events.

WWW.CAREERSINPOLAND.COM/EMPLOYER/FRESENIUSKABI



F R E S E N I U S M E D I C A L C A R E

www.freseniusmedicalcare.com www.linkedin.com/company/freseniusmedicalcaress  
 rekrutacja@fmc-ag.com www.facebook.com/FreseniusMedicalCare.Corporate

DESIRED LANGUAGES



ABOUT US

Fresenius Medical Care SSC in Wrocław is a dynamic group of specialists, working in the finance and accounting services, for companies that are part of Fresenius Medical Care group. We are creating and developing the first Shared Service Center in Europe for Fresenius Medical Care.

SSC working environment enables a lot of space for constant development, gives opportunity to work in an international environment and possibility to take part in interesting projects, like transition and transformation processes.

We are part of the Fresenius group that has over 100 years of practice in the health and patient care industry and employs 250,000 employees in over 100 countries. Fresenius Medical Care is the biggest international provider of dialysis products and services, helping people with chronic renal failure.

WHAT MAKES US UNIQUE

Values related to the health and quality of patients life giving opportunity for a career with a purpose.

WE ARE LOOKING FOR

- People experienced or interested in pursuing their career in accounting;
- People fluent in the English language;
- European languages speakers;
- Motivated and open for new challenges individuals.

WE OFFER

- Intimate and friendly atmosphere;
- Attractive benefits package: private medical healthcare with travel insurance, Multicafeteria programme, social fund, recognition programme, trainings and development opportunities, language courses and post-graduates studies subsidizing, covered bicycle parking, fruits in the office, integration events;
- Stable employment conditions, excellent learning possibilities
- Perfect location in the city center (3 minutes' walk from the Wrocław main square);
- Processes: Procure to Pay, Order to Cash, Record to Report, Project Management.

HOW TO APPLY

Find our job ads and apply on [pracuj.pl](http://pracuj.pl) or send your CV to [rekrutacja@fmc-ag.com](mailto:rekrutacja@fmc-ag.com).

WWW.CAREERSINPOLAND.COM/EMPLOYER/FRESENIUSMEDICALCARE



# GROUPON®

**GROUPON**[www.gogreengroupon.com](http://www.gogreengroupon.com)[www.facebook.com/GrouponCareersPoland](https://www.facebook.com/GrouponCareersPoland)[rekrutacja@groupon.pl](mailto:rekrutacja@groupon.pl)[instagram.com/GrouponCareersPoland](https://www.instagram.com/GrouponCareersPoland)

## DESIRED LANGUAGES



### ABOUT US

At Groupon we're on a mission to become a daily habit in the way consumers and merchants interact. We're changing local commerce on a global scale. And we're also hiring. We believe in making life – and work – less boring. That means breaking the mould of traditional corporate firms, where folks work in dull grey offices. You can wear jeans and sneakers, or you can wear a suit – it's up to you!

We do things differently and while we are proud of our relaxed environment, we thrive on the dynamic energy and ambition that our team players bring to work every day of the week.

Respect, integrity and inclusion are at the very core of our beliefs and we know that through building a great place to work where people can be themselves, we can help build great communities.

#gogreen!

### LOCATIONS & PROCESSES

We have our Sales offices in all the biggest cities in Poland, but foreign language speakers will find their jobs in our two subsidiaries of Groupon Shared Service Centre located in:

- Warsaw;
- Katowice (launched very recently in 2017).

Shared Service Centre teams are:

- Customer Service;
- Editorial;
- Analytics;
- Finance;
- ...and more – we are constantly growing our Teams!

### HOW TO APPLY

- Send your CV in English through a form on our recruitment page at [www.gogreengroupon.com](http://www.gogreengroupon.com) filling in all necessary details requested there.
- If your profile is relevant to our current hiring needs a recruiter will reach out to you via phone or email for a short chat and will agree on a date of your interview and send you language tests to complete.
- If you are invited to an interview (in person or through online meeting), you will continue the chat with more detail and you will be asked to complete another test then.
- If you are successful, your recruiter will reach out to you with a job offer and send you all necessary details!

[WWW.CAREERSINPOLAND.COM/EMPLOYER/GROUPON](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/GROUPON)

# H&M

**H & M CUSTOMER SERVICE**[www.about.hm.com/en/about-us](http://www.about.hm.com/en/about-us)[www.facebook.com/hm](https://www.facebook.com/hm)[www.youtube.com/user/hennesandmauritz](https://www.youtube.com/user/hennesandmauritz)[www.instagram.com/hm](https://www.instagram.com/hm)

## DESIRED LANGUAGES



### ABOUT US

H&M's Customer Service is a multichannel and multi-brand organisation with a focus on delivering professional and quality service for customers of all brands via multiple channels. The customer is at the heart of everything we do! Today Warsaw H&M Customer Service employs nearly 200 employees and is a part of the global Customer Service family of almost 1,800 employees located in nine centers around the world. Within our Customer Service center we provide service to customers in nine markets, including Bulgaria, Croatia, Czech Republic, Hungary, Poland, Romania, Russia, Slovakia and Turkey.

### ABOUT H&M

H&M is one of the world's leading fashion companies. We are constantly expanding our financially solid business in order to offer even more customers *Fashion and Quality at the Best Price in a Sustainable Way*. We welcome diversity and cherish teamwork as the best way to reach results. Our employees make this happen in a challenging and exciting workplace with an open-minded atmosphere.

### HOW TO APPLY

Visit [www.career.hm.com/content/hmcareer/pl\\_pl/findjob](http://www.career.hm.com/content/hmcareer/pl_pl/findjob) to view current vacancies and apply there or send an e-mail to [recruitmentcswarsaw@hm.com](mailto:recruitmentcswarsaw@hm.com) with your application.

### RELOCATION PACKAGE

H&M's Customer Service care about their employees and that is why we will help you take your first steps in Warsaw by providing a relocation package to all candidates who successfully pass the recruitment process. The relocation package covers flight tickets and apartment accommodation during the first challenging month of your stay in Warsaw.

### BENEFITS

- H&M discount card
- Group life insurance
- Medical care package
- Sports benefit programs
- Modern workplace in the center of Warsaw
- Daily fruits

[WWW.CAREERSINPOLAND.COM/EMPLOYER/H&MCUSTOMERSERVICE](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/H&MCUSTOMERSERVICE)



HEINEKEN

<https://jobs.krakow.heineken.com>
[www.facebook.com/HEINEKENKrakow](https://www.facebook.com/HEINEKENKrakow)  
[TalentAcquisition\\_Krakow@heineken.com](mailto:TalentAcquisition_Krakow@heineken.com)

DESIRED LANGUAGES



ABOUT US

HEINEKEN is a proud independent global brewer, committed to surprise and excite consumers with its brands and products everywhere. The brand that bears the founder's family name – Heineken® – is available in almost every country around the globe and is the world's most valuable international premium beer brand. At our Global Shared Services Centre in Kraków we are more than 900 Finance & Accounting professionals of 27 nationalities and we collaborate with 26 Operating Companies in 25 languages.

WHO WE ARE LOOKING FOR

Finance & Accounting professionals and graduates in the following areas: Purchase to Pay (Invoice Processing, Query Resolution, Payments, Vendor Master Data), Order to Cash (Banking/Cash Application, Billing, Credit Risk, Collections & Disputes, Pricing & Discounts), Record to Report (Fixed Assets, Tax Accounting, General Ledger Accounting, Intercompany), Business Performance Management (BPM), Accounting, Reporting and Consolidation (ARC), Support functions (HR, IT, Internal Finance/Internal Control, Service Management).

HOW TO APPLY

Visit our Career Website [www.jobs.krakow.heineken.com](http://www.jobs.krakow.heineken.com) to find currently open positions and apply.

RELOCATION SUPPORT

For those of you who move to Poland to work with us we offer financial support, travel tickets, movements of goods, accommodation in hotel for the first three weeks, help with legalization of your stay and other formalities.

WE OFFER

- **We are not colleagues, we are friends.** Enjoyment of life is one of our values and we offer you plenty of social events and sport & health activities.
- **Professional growth.** Dynamic and international work environment with access to world class learning and significant career development opportunities.
- **Benefit package.** Complex medical care, life insurance, My Benefit system, sponsored language courses, fresh fruit every Wednesday and more.

[WWW.CAREERSINPOLAND.COM/EMPLOYER/HEINEKEN](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/HEINEKEN)



IKEA BUSINESS SERVICE CENTER

[www.ikea.pl/praca](http://www.ikea.pl/praca)
[www.facebook.com/pracawIKEA](https://www.facebook.com/pracawIKEA)  
[recruitment.bsc@ikea.com](mailto:recruitment.bsc@ikea.com)
[www.linkedin.com/company/ikea-group](https://www.linkedin.com/company/ikea-group)

DESIRED LANGUAGES



ABOUT US

At IKEA BSC (Business Service Center) 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.

Our Finance Services include Accounts Payable, Travel Expense Claims, Master Data, Business Support and General Ledger. Our HR Services include Payroll, Personnel Administration, and HR System Support. Our shared service center was established in 2011 and it is located in Poznań.

Currently we are more than 460 professionals working for IKEA BSC; we connect our competence with a passion for IKEA products. As we provide services to IKEA companies located in many different countries, our team is very diverse – we are happy to have colleagues representing 16 nationalities and speaking 21 languages among us.

ABOUT YOU

IKEA is creating working conditions and professional development possibilities for people with different types of education, different gender, nationality and ethnicity, physical abilities, views on life/world and at all ages.

We support diversity and we draw our strength from it. We want to be a great and inspiring place to work. We work in Activity Based Office that is tailored to the needs of employees. Such a model of work is based on trust and responsibility for the tasks being undertaken, the employees choose when, where and how to work.

Depending on the position, different types of people can find work here and develop their professional experience. We are open to students, graduates at different stages of education and those with professional experience.

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 CV containing any information you feel is relevant
4. Kick back and relax. We'll notify you when we've received your application and keep you posted. We'll come back to you within 30 days.

LOCATIONS AND PROCESSES

Poznań: Accounts Payable, Vendor Master Data, Travel & Expense Claim, Finance Business Support, General Ledger, Personnel Administration and Payroll, HR Business Support, HR System Support

[WWW.CAREERSINPOLAND.COM/EMPLOYER/IKEABUSINESSSERVICECENTER](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/IKEABUSINESSSERVICECENTER)



WIPRO IT SERVICES POLAND



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



[careers.poland1@wipro.com](mailto:careers.poland1@wipro.com)

#### DESIRED LANGUAGES



#### ABOUT US

We are a global IT company helping the biggest brands flourish. We have more than 180,000 employees around the world. With 500+ employees in Poland, we can give you a chance to connect with more than 25 nationalities under one roof. We have been operating in Poland since 2008, and are present in Gdańsk, Warszawa and Kraków. With continuous growth (double digit every year), we can give you a stable career in multilingual environment.

We are serious about our values and we are proud to be named one of the World's Most Ethical Companies by Ethisphere Institute. We care about education & ecology. Our belief is that since corporations have power, they also have a responsibility to do Good. We contribute to the education of children with disability and support the educational and rehabilitative needs of 1,350 underprivileged children in India.

#### WHAT IS WAITING FOR YOU?

- Lots of development opportunities – both locally and internationally, with access to enormous catalogue of courses on our internal platform
- Clear career path, adjustable per your preferences and unique skills
- Unique opportunity to get to know various global companies, by working in a single company
- Using your language skills to serve our customers
- Relocation package to help you find your new place to live
- Medical care, gym card, life insurance, integration events to help you enjoy your life
- Chance to make friends with people from various countries
- Space to be yourself

#### WE ARE LOOKING FOR:

- Students, graduates and experienced professionals
- People with language skills and technical knowledge
- Willingness to learn & innovate
- Open-minded professionals to integrate into multi-cultural environment

#### WANT TO JOIN?

Contact us at [careers.poland1@wipro.com](mailto:careers.poland1@wipro.com)  
Find out more on [www.wipro.com](http://www.wipro.com)

[WWW.CAREERSINPOLAND.COM/EMPLOYER/WIPROITSERVICESPOLAND](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/WIPROITSERVICESPOLAND)



XL CATLIN



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



[www.facebook.com/xlcatlinpl](https://www.facebook.com/xlcatlinpl)



[rekrutacja.wroclaw@xlcatlin.com](mailto:rekrutacja.wroclaw@xlcatlin.com)

#### DESIRED LANGUAGES



#### ABOUT US

Our insurance and reinsurance companies provide property, casualty, professional and specialty insurance coverage to industrial, commercial and professional firms, insurance companies and other enterprises around the world. Founded in 1986 by 68 of the world's largest companies in response to the severe liability insurance shortage in the United States, we've grown through strategic mergers and acquisitions into a global insurance and reinsurance solutions provider. We're a team of about 7,000 employees in more than 100 offices around the world. Each job at XL Catlin has a global impact. We get to do interesting work with interesting co-workers based in more than 30 countries every day.

#### OUR CULTURE

Our culture is summarized in Our Commitments: **Make it better – Collaborate – Be accountable – Do what's right – Be future-focused.** Our Commitments reflect the way we work with each other and our clients every day. We want to maintain an entrepreneurial spirit. We expect our teams to be down-to-earth and good listeners. To build relationships with integrity. We're committed to deliver, to go the extra mile and to be ethical. We know what matters.

#### LOCATIONS AND PROCESSES

Our office in Wrocław provides a suite of business services that combine insurance, reinsurance and claims support, along with accounting, finance, HR and IT services. We're looking for people with outstanding technical expertise who want to be part of a dynamic team that contributes to XL Catlin's global success.

#### HOW TO APPLY

First, visit our website [www.xlgroup.com/careers-at-xl](http://www.xlgroup.com/careers-at-xl) to find exciting job opportunities. There are usually two stages of the recruitment process: short phone conversation with a recruiter and f2f meeting with managers. After maximum 2 weeks' time you will receive a final decision from our side. If necessary, we also provide relocation package.

[WWW.CAREERSINPOLAND.COM/EMPLOYER/XLCATLIN](http://WWW.CAREERSINPOLAND.COM/EMPLOYER/XLCATLIN)



# Polish country





or

# Polish cities

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# KATOWICE



**KATOWICE**  
for a change



**CHECK**  
THE PRONUNCIATION



POPULATION:  
**300,000**

## WHAT IS KATOWICE FAMOUS FOR?

Photo: A. Wisniewski

Having a wide cultural and entertainment offer, Katowice is a perfect city with high quality of life to work and to live in. Moreover, 45% of the city's area is covered by forests and parks.

Being the heart of over 2.2 million people metropolis with the best developed road infrastructure in Poland and the access to 3 international airports, Katowice is a perfect business destination.

Well-developed educational & business infrastructure attracts investors who offer new attractive jobs enabling young people to find the right career path for themselves.

### Companies presented in this guidebook

**DIEBOLD  
NIXDORF**  
page 51

**GROUPON**  
page 65

### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

AcelorMittal BCOE, Capgemini, HireRight, IBM GSDC, ista Shared Service Polska, ING Services Polska, JCommerce SA, Mentor Graphics Polska, NGA Human Resources Polska, PwC Service Delivery Center Poland, Rockwell Automation, Saint-Gobain Glass, Sii Poland, Sopra Steria, VEO Worldwide Services.

### Languages searched by companies from Katowice:



**CURRENT JOB**  
VACANCIES FOR FOREIGNERS

[WWW.CAREERSINPOLAND.COM/JOBS/CITY/KATOWICE](http://WWW.CAREERSINPOLAND.COM/JOBS/CITY/KATOWICE)



**PROFILES OF COMPANIES**  
IN KATOWICE

[WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-KATOWICE](http://WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-KATOWICE)



# KRAKÓW

## CRACOW



Kraków



**CHECK**  
THE PRONUNCIATION



POPULATION:  
**765,320**

## WHAT IS KRAKÓW BEST AT?

European leader of the IT/SSC/  
BPO sector: the 8<sup>th</sup> place in the  
Tholons Services Globalization  
City Index 2017 – over 160  
enterprises with ca 60,000  
employees.

Kraków is the fastest  
growing regional office  
market. In 2016, its total  
office stock stood at more  
than 916,000 m<sup>2</sup>, making  
Kraków the largest  
regional market.

Availability of excellent and  
highly qualified workforce and  
strong R&D base – 23 higher  
education institutions, including  
2 from the CWUR 2016 ranking.

Photo: Paweł Krzan

### Companies presented in this guidebook

**accenture**

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**HEINEKEN**

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INTERNATIONAL PAPER  
GLOBAL BUSINESS SERVICES CENTER

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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

ABB Business Services, Akamai Technologies, Alexander Mann Solutions, Amer Sports Financial Shared Service, Amplexor Poland, Amway Business Centre Europe, AON Hewitt, Arvato CRM, Arvato Finance, Atos, Brown Brothers Harriman, Capgemini BPO, Capgemini IS, Capita, Delphi Technical Center Kraków, Ecolab, Electrolux, Epam Systems Poland, Ericpol, Euroclear Bank, Farnell element14, FedEx, Genpact, Getinge Shared Services, Hays, HCL Technologies, Herbalife EMEA, Hitachi Data Systems, HSBC Service Delivery, IBM BTO Business Consulting Services, Infusion, innogy Business Services, Intelenet European Services, JCommerce SA, Lufthansa Global Business Services, Lundbeck Business Service Centre, Luxoft Poland, Motorola Solutions Systems Poland, Peek&Cloppenburg, PerkinElmer, Picodi.com, Philip Morris International, Sabre, Sii Poland, State Street Bank, Stefanini, TeleTech, Uber, UBS, Zurich Insurance.

### Languages searched by companies from Kraków:



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VACANCIES FOR FOREIGNERS

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**PROFILES OF COMPANIES**  
IN KRAKÓW

[WWW.CAREERSINPOLAND.COM/EMPLOYERS/C=KRAKOW](http://WWW.CAREERSINPOLAND.COM/EMPLOYERS/C=KRAKOW)



# ŁÓDŹ



**CHECK**  
THE PRONUNCIATION

POPULATION:  
**696,503**

## WHAT IS ŁÓDŹ FAMOUS FOR?

Łódź is a city with the best location, right in the centre of Poland. Convenient transport connections to Warsaw – only 70-minute travel.

Łódź is famous for unique, beautiful architecture. Centre of art, culture, film and fashion. It is "the last undiscovered city".

Łódź is excellent for industrial, business services and logistics centres. 70 fast-growing companies within BPO/SSC/ITO/R&D.

Photo: Sebastian Gajpinski

### Companies presented in this guidebook

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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Capita, CERL International, GFT Poland, Infosys, McCormick Shared Services – EMEA, Mobica Limited, Nordea Bank AB, Philips, Sii Poland, Takeda SCE, TATE & LYLE Global Shared Services, UPS Global Business Services Polska.

### Languages searched by companies from Łódź:



**CURRENT JOB**  
VACANCIES FOR FOREIGNERS

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**PROFILES OF COMPANIES**  
IN ŁÓDŹ

[WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-LODZ](http://WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-LODZ)





# POZNAŃ

POZnań\*



**CHECK**  
THE PRONUNCIATION



POPULATION:  
**545,000**

## WHAT IS POZNAŃ BEST AT?

### QUALITY OF LIFE.

Clean air, wide green areas, riverside and 4 beautiful lakes within the city limits give numerous possibilities for leisure time activities.

### FOREIGNER-FRIENDLY.

Top rated city in a questionnaire completed by foreigners living in Poland conducted by Morizon, categories: friendliness and modernity.

### LABOUR MARKET.

For many years now Poznań has had the lowest unemployment rate in Poland. There is a big shortage of labour in IT, F&A and manufacturing sectors.

Photo: fotportal.poznan.pl

## Companies presented in this guidebook

**arvato**  
BERTELSMANN

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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

A.SchulmanSSC,ADM,AutoVision,BridgestoneEBS,CapgeminiSoftwareSolutionCenter,CarlZeiss,CarlsbergSharedServicesCentre,Ciber, DFDS,EXIDETechnologiesSSCSp.z.o.o.,FranklinTempletonInvestments,Genpact,GFTPoland,GrantThornton,GSKServices,Hicron,KennametalCEE,LorenzSnack-WorldServices,MANAccountingCenter,MarsFinancialServices,McKinseyEMEASharedServices,MentorGraphics,Mobica,NewellPolandServices,O-IBusinessServiceCenter,Osram,RabenManagementServices,Roche,Rockwool,SiiPoland, Veolia,Wavin.

## Languages searched by companies from Poznań:



**CURRENT JOB**  
VACANCIES FOR FOREIGNERS

[WWW.CAREERSINPOLAND.COM/JOBS/CITY/POZNAŃ](http://WWW.CAREERSINPOLAND.COM/JOBS/CITY/POZNAŃ)



**PROFILES OF COMPANIES**  
IN POZNAŃ

[WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-POZNAŃ](http://WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-POZNAŃ)



# RZESZÓW



**CHECK**  
THE PRONUNCIATION

POPULATION:  
**188,900**

Photo: T. Poźniak

## WHAT IS RZESZÓW FAMOUS FOR?

### PROXIMITY.

Rzeszów-Jasionka International Airport (direct flights to London, Munich, Manchester, Dublin, Warsaw, CARGO, phytosanitary checkpoint), A4 motorway, S-19 express road.

### BEST FOR BUSINESS.

National centre of aerospace industry, well-developed IT and R&D sectors, main seat of innovative clusters, 41% of population with higher degree.

### QUALITY OF LIFE.

"Smart City 2016" title, effective health care, modern transportation system, the safest, greenest and cleanest city in Poland.

**Companies** presented in this guidebook

**Deloitte.**

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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Asseco Poland S.A., Borg Warner Rzeszów, Carlson Wagonlit Travel, G2A.com, Mobica Ltd.

**Languages** searched by companies from Rzeszów:



**CURRENT JOB**  
VACANCIES FOR FOREIGNERS

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IN RZESZÓW

[WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-RZESZOW](http://WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-RZESZOW)



# SZCZECIN



Szczecin



**CHECK**  
THE PRONUNCIATION



POPULATION:  
**364,194**

## WHAT IS SZCZECIN BEST AT?

**Location:** 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.

**Development:** having based its economic development and competitive edge on next-generation technologies, the city is investing in research centres, IT infrastructure, and business-environment institutions.

**Quality of life:** a friendly living place and a fast-growing metropolis.

Photo: UM Szczecin

### Companies presented in this guidebook

**arvato**  
BERTELSMANN

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**DIEBOLD**  
NIXDORF

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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Beliani, Coloplast Shared Services, Convergys, Dansk Supermarked, GENPACT, intive, Metro Services PL, Mobica Limited, Tieto Poland.

### Languages searched by companies from Szczecin:



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VACANCIES FOR FOREIGNERS

[WWW.CAREERSINPOLAND.COM/JOBS/CITY/SZCZECIN](http://WWW.CAREERSINPOLAND.COM/JOBS/CITY/SZCZECIN)



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IN SZCZECIN

[WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-SZCZECIN](http://WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-SZCZECIN)



# TRÓJMIASTO

TRICITY: GDAŃSK, SOPOT, GDYNIA



**CHECK**  
THE PRONUNCIATION



POPULATION:  
**746,963**



## WHAT IS TRÓJMIASTO BEST AT?

**Business:** the largest economic centre in Northern Poland, which presents constant and stable increase in investments, resulting in employment growth.

**Sports:** a perfect place for water sports, cycling and running, which wins in terms of residents' happiness among Polish cities.

**Nature:** natural beauty and exquisite location among wooded hills, close to the sea and beaches.

### Companies presented in this guidebook

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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Bayer SCG, Fujifilm Europe Business Center, Intel Technology Poland, Kemira, Lufthansa Systems Poland, METSÄ Group Services, OIE Support, Sii Poland, State Street Bank, Thomson Reuters, ThyssenKrupp, Transcom Worldwide Poland, WNS Global Services.

### Languages searched by companies from Trójmiasto:



**CURRENT JOB**  
VACANCIES FOR FOREIGNERS

[WWW.CAREERSINPOLAND.COM/JOBS/CITY/GDANSK](http://WWW.CAREERSINPOLAND.COM/JOBS/CITY/GDANSK)

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IN GDAŃSK

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# WARSAWA

# WARSAW



**CHECK**  
THE PRONUNCIATION



POPULATION:  
**1,760,000**

## WHAT IS WARSAWA FAMOUS FOR?

**Educational offer:** 76 universities, 240,000 students, over 16,500 foreign students, 150 scientific institutions, 72 R&D centres (Samsung, Roche, AstraZeneca)

**European business hub:** top global Shared Service Centers, numerous flight connections, unemployment at 2,6%, good quality of life, smart city

**Support for entrepreneurs:** Google Campus, Startberry, The Heart Warsaw, AIP net, Smolna and Targowa centers, modern workplace

### Companies presented in this guidebook

**accenture**

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**DIEBOLD  
NIXDORF**

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**GROUPON**

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**H&M**

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**wipro**

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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Atos, BNP Paribas, Carlson Wagonlit, Capgemini Poland, CBRE Corporate Outsourcing, Credit Suisse, Elavon, EY, HP Inc Polska, KRM Poland, netcompany, Pandora Jewelry Shared Services, Philips, Schneider Electric, Sii Poland, Sitel, Samsung Poland R&D, Testronic, Transition Technologies, X-Trade Brokers.

### Languages searched by companies from Warszawa:



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**PROFILES OF COMPANIES**  
IN WARSZAWA

[WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-WARSZAWA](http://WWW.CAREERSINPOLAND.COM/EMPLOYERS/C-WARSZAWA)



# WROCLAW



 **CHECK**  
THE PRONUNCIATION

POPULATION:  
**637,000**

## WHAT IS WROCLAW BEST AT?

**Education:** a big academic hub with modern universities, a popular destination for student exchange programmes.

**Jobs:** many international companies offering attracting jobs for foreigners (IT, R&D, finance & accounting or production).

**Development:** the 4<sup>th</sup> largest Polish city, one of the most modern and fastest growing ones; host of World Games 2017 and many other sports & cultural events.

### Companies presented in this guidebook

 <p><b>BD</b> Advancing the world of health</p> <p>page 61</p>	 <p><b>CSS CORP</b></p> <p>page 62</p>	 <p><b>FRESENIUS KABI</b></p> <p>page 64</p>	 <p><b>FRESENIUS MEDICAL CARE</b></p> <p>page 64</p>	 <p><b>XL CATLIN</b></p> <p>page 67</p>
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### OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

ACN, Atos, Capgemini Poland, BNY Mellon Poland, Credit Suisse Poland, Crisil, EY, Hemmersbach Central Support, Hewlett Packard Enterprise, IBM Client Innovation Center, Luxoft Poland, McKinsey Knowledge Center Poland, Nokia, Parker Hannifin ESSC, Qatar Airways, QIAGEN Business Services, Sii Poland, UBS, UPS Global Business Services, Volvo Poland.

### Languages searched by companies from Wrocław:



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VACANCIES FOR FOREIGNERS

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IN WROCLAW

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