

Careers in Poland

Edition 2016/17

www.CareersinPoland.com

POLAND

**A GOOD DIRECTION
FOR YOUR CAREER**

EXPERT INSIGHT

**BUSINESS
SERVICES
SECTOR**

FIRST STEPS

AFTER ARRIVAL

**OUR GUIDE
TO POLAND**

OUR REPORT

**IT SECTOR
IN POLAND**

JOB DESCRIPTIONS,
MARKET CHARACTERISTICS
AND MORE

• COMPANY PRESENTATIONS • CITY PROFILES • LEGAL ADVICE • EVERYDAY LIFE •



Faster to reaching your goals

At Hewlett Packard Enterprise, the ideas that propel our world faster are born right here, every day. That's why we're looking for the brightest minds with the biggest ambitions. We need people who'll fearlessly create and challenge the way we think. Ready to change the world? No one's doing it faster. If you are ready to take up the challenge and accelerate your experience in IT, HR, accounting, finance, customer service area check out our offers in Warsaw, Wrocław, Łódź. Find out more and visit: hpe.com/careers



**Hewlett Packard
Enterprise**

hpe.com/careers

HPE is an EEO / Female / Minority / Individual with Disabilities / Protected Veteran Status.

**Publisher:**

MBE group Sp. z o.o.
ul. Kraszewskiego 10/3
30-110 Kraków, Poland

Sales contact:

sales@careersinpoland.com

Editorial team

Editor-in-chief: Ewelina Nurczyk

Project Manager: Szymon Książkiewicz

Articles: Ewelina Nurczyk, Jakub Jański

Design & DTP: Tomasz Pisarek | www.studioioks.pl

The Editorial Team is not responsible for any content of employers and cities' presentations and advertisements. The Editorial Team does not return unsolicited materials and it reserves the right to edit the submitted texts. None of the parts of this publication can be used or published without the publisher's consent. To make calculations easier, Careers in Poland Editorial Team has rounded the exchange rate to EUR 1 = PLN 4,30. All prices and data were collected in June-September 2016 unless stated otherwise.

Partner of the project:



4	Editorial
5	Sii Invitation
6	Find your language
8	Choose Poland
8	Poland – your special connection
10	Poland & the rest of the world
12	What are Poles like?
14	Made in Poland: inventions
16	Focus on Wrocław
20	IT Sector in Poland
21	IT - programming and much more
24	ING Services Polska: Are you an ideal IT employee?
26	Fresh start in IT
27	Out of IT's comfort zone
28	The IT girl
32	Polish Silicon Valley - Start-ups in Poland
33	Business Services Sector
34	Human Resources going digital
36	Finance and robotics – necessary change?
38	Deloitte CE BSC: Our brand is people
40	Customer service more customer-oriented
42	First Steps in Poland
43	Your stay in Poland step by step
45	Accommodation in Poland
46	Polish bank accounts? Easy!
47	Healthcare in Poland
48	Mobile operators in Poland
49	Public transport in Poland
50	Currency and prices
52	Bank holidays in 2017
53	Company presentations
54	Atos Poland Global Delivery Center
57	Capgemini Polska
60	Citi Service Center Poland
63	Infosys Poland
66	International Paper
69	State Street Bank
72	ACN
72	Arla Foods
73	BD
73	Capita (Polska)
74	CRISIL
74	Deloitte Central Europe Business Services Center
75	Elavon Financial Services Designated Activity Company
75	EY GDS Poland
76	Fujitsu
76	IKEA
77	ING Services Polska
77	Philip Morris International Service Center Europe
78	Schneider Electric
78	Shell Business Operations
79	Sii Poland
79	Wipro
80	XL Catlin
80	Goldman Recruitment
81	City presentations
82	Bydgoszcz
83	Katowice
84	Kraków
85	Łódź
86	Poznań
87	Rzeszów
88	Trójmiasto
89	Warszawa
90	Wrocław

Dear Readers

We are thrilled to share with you the third issue of the guide Careers in Poland. Whether you are a regular follower or a curious new reader, we hope that you will find our magazine interesting.

The main goal in creating our content is to inform foreigners about career opportunities awaiting them in Poland. This magazine is your very own key to the recruitment process in the greatest international organisations located in Poland. Their multinationalism will make you feel at home, but at the same time you will be able to grow and learn by living in a foreign country. This year, we pay special attention to Poland's IT sector. Its dynamic expansion and constant innovation attract more and more foreigners. Our report gives insight into recent trends and developments in this business area.

Apart from that, we continue to equip you with information about the specifics of business services sector, which is very often where foreigners take their first career step upon their arrival in Poland. We complete our advice with tips on everyday life, legal issues, as well as employer and city profiles.

Our greatest wish is to encourage you to pursue a career in the international environment of the Polish labour market. We hope to see you here very soon.

Enjoy the reading!
"Careers in Poland" editorial team

GET IN TOUCH WITH US VIA:

✉ hello@careersinpoland.com

f www.facebook.com/careersinpoland

🌐 www.CareersinPoland.com

Gregoire Nitot

CEO Sii POLAND



Dear Readers,

I came to Poland for the first time as an Erasmus student in the year 2000. I wanted to visit new countries, experience a different culture and meet inspiring people. I fell in love with this place. I was enchanted with Polish hospitality and liked the dynamism of the economy and life in general. Poland – open to new investments – is a great place for development.

I came back in January 2006 to launch my company – Sii. I started all by myself, from scratch, in a small flat in Warsaw with EUR 300,000 for investment. Along with the development of the services we provided to the customers, new Power People joined the Sii team.

Today the company has its offices in prestigious locations in eight biggest Polish cities: Warszawa, Gdańsk, Poznań, Wrocław, Kraków, Katowice, Łódź and Lublin and employs 2,500 specialists from all over the world, including countries such as: Brazil, Spain, Ukraine, Chile, Venezuela, Greece, New Zealand, Lithuania and many others. For our employees from outside of Poland we have prepared a relocation package to minimise the inconveniences of moving to a foreign country.

Poland is about tradition combined with modernity, and let's not forget... the beautiful women! There are many possibilities of spending free time in this country. I have a special liking for Kaszuby, where I can hide away and relax.

I hope that this issue of *Careers in Poland* will serve as an inspiration for broadening your horizons and breaking barriers and will encourage you to start working in Poland. A new challenge is always a great lesson and a priceless experience. Combined with Polish hospitality and positive energy, it will be an unforgettable adventure and maybe even the beginning of a totally new path! For starters taste Polish cuisine – I recommend Polish soups!

Gregoire Nitot

CEO Sii POLAND



Find out more about Sii:
on page 79
and on the website
www.sii.pl/en

To apply to Sii go to:
www.kariera.sii.pl/en
or
www.CareersinPoland.com/Sii

FIND COMPANIES RECRUITING PEOPLE WHO SPEAK YOUR NATIVE LANGUAGE

CAREERS IN POLAND ALLOWS YOU TO CHECK WHETHER A GIVEN COMPANY RECRUITS PEOPLE SPEAKING YOUR MOTHER TONGUE. USE THE LIST BELOW TO FIND OUT WHICH OF THESE ORGANISATIONS IS YOUR POTENTIAL EMPLOYER. LEARN MORE ABOUT THEM BY READING OUR MAGAZINE. AS ALL OF THE COMPANIES BELOW RECRUIT PEOPLE

SPEAKING ENGLISH, THIS LANGUAGE IS OMITTED IN MOST CASES. **DISCLAIMER: YOUR MOTHER TONGUE MAY NOT BE ASSIGNED TO YOUR HOME COUNTRY'S FLAG TO MAKE NAVIGATION EASIER, E.G. THE GERMAN FLAG REPRESENTS THE GERMAN LANGUAGE, ALTHOUGH IT IS ALSO USED IN AUSTRIA AND SWITZERLAND.**

Arabic

Infosys Poland (p. 63)
Philip Morris International
Service Center Europe (p. 77)

Bulgarian

Capgemini Polska (p. 57)
Deloitte Central Europe
Business Services Center (p. 74)
FUJITSU (p. 76)
Shell Business Operations (p. 78)

Croatian

Capgemini Polska (p. 57)
Deloitte Central Europe
Business Services Center (p. 74)
Philip Morris International
Service Center Europe (p. 77)

Czech

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
ACN (p. 72)
BD (p. 73)
Deloitte Central Europe
Business Services Center (p. 74)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
WIPRO (p. 79)

Danish

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
Arla Foods (p. 72)
EY GDS Poland (p. 75)
IKEA (p. 76)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
WIPRO (p. 79)

Dutch

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
International Paper (p. 66)
ACN (p. 72)
Arla Foods (p. 72)
BD (p. 73)
Capita (p. 73)
Elavon Financial Services
Designated Activity Company (p. 75)
EY GDS Poland (p. 75)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
WIPRO (p. 79)
XL Catlin (p. 80)

Estonian

Capgemini Polska (p. 57)

Finnish

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
Arla Foods (p. 72)
FUJITSU (p. 76)
IKEA (p. 76)
Schneider Electric (p. 78)
WIPRO (p. 79)

French

Atos Poland Global Delivery Center (p. 54)
Capgemini Polska (p. 57)
Infosys Poland (p. 63)
International Paper (p. 66)
State Street Bank (p. 69)
ACN (p. 72)

Arla Foods (p. 72)
Capita (p. 73)
CRISIL (p. 74)
Elavon Financial Services
Designated Activity Company (p. 75)
EY GDS Poland (p. 75)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
XL Catlin (p. 80)

German

Atos Poland Global Delivery Center (p. 54)
Capgemini Polska (p. 57)
Infosys Poland (p. 63)
International Paper (p. 66)
State Street Bank (p. 69)
ACN (p. 72)
Arla Foods (p. 72)
BD (p. 73)
Capita (p. 73)
CRISIL (p. 74)
Deloitte Central Europe
Business Services Center (p. 74)
Elavon Financial Services
Designated Activity Company (p. 75)
EY GDS Poland (p. 75)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
Sii Poland (p. 79)
WIPRO (p. 79)
XL Catlin (p. 80)

Greek

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
FUJITSU (p. 76)

Hebrew

Infosys Poland (p. 63)
Philip Morris International
Service Center Europe (p. 77)

Hungarian

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
ACN (p. 72)
Capita (p. 73)
Deloitte Central Europe
Business Services Center (p. 74)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Shell Business Operations (p. 78)

Italian

Atos Poland Global Delivery Center (p. 54)
Capgemini Polska (p. 57)
Infosys Poland (p. 63)
International Paper (p. 66)
State Street Bank (p. 69)
ACN (p. 72)
BD (p. 73)
EY GDS Poland (p. 75)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
Sii Poland (p. 79)

Japanese

International Paper (p. 66)

Latvian

Capgemini Polska (p. 57)
WIPRO (p. 79)

Lithuanian

Capgemini Polska (p. 57)
Philip Morris International
Service Center Europe (p. 77)
WIPRO (p. 79)

Norwegian

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
Elavon Financial Services
Designated Activity Company (p. 75)
EY GDS Poland (p. 75)
IKEA (p. 76)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
Sii Poland (p. 79)
WIPRO (p. 79)
XL Catlin (p. 80)

Portuguese

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
ACN (p. 72)
BD (p. 73)
Capita (p. 73)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
Sii Poland (p. 79)

Romanian

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
Deloitte Central Europe
Business Services Center (p. 74)
Philip Morris International
Service Center Europe (p. 77)

Russian

Atos Poland Global Delivery Center (p. 54)
Capgemini Polska (p. 57)
Infosys Poland (p. 63)
Capita (p. 73)
CRISIL (p. 74)
EY GDS Poland (p. 75)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)

Serbian

Deloitte Central Europe
Business Services Center (p. 74)
Philip Morris International
Service Center Europe (p. 77)
Shell Business Operations (p. 78)

Slovak

Atos Poland Global Delivery Center (p. 54)
Capgemini Polska (p. 57)
Infosys Poland (p. 63)
Capita (p. 73)
Deloitte Central Europe
Business Services Center (p. 74)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Shell Business Operations (p. 78)

Slovenian

Capgemini Polska (p. 57)
Deloitte Central Europe
Business Services Center (p. 74)
FUJITSU (p. 76)

Spanish

Atos Poland Global Delivery Center (p. 54)
Capgemini Polska (p. 57)
Infosys Poland (p. 63)
International Paper (p. 66)
ACN (p. 72)
Arla Foods (p. 72)
BD (p. 73)
Capita (p. 73)
Elavon Financial Services
Designated Activity Company (p. 75)
EY GDS Poland (p. 75)
FUJITSU (p. 76)
IKEA (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
Sii Poland (p. 79)
WIPRO (p. 79)
XL Catlin (p. 80)

Swedish

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
Arla Foods (p. 72)
BD (p. 73)
Capita (p. 73)
EY GDS Poland (p. 75)
IKEA (p. 76)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)
WIPRO (p. 79)

Turkish


Atos Poland Global Delivery Center (p. 54)
Capgemini Polska (p. 57)
Infosys Poland (p. 63)
International Paper (p. 66)
Philip Morris International
Service Center Europe (p. 77)
Shell Business Operations (p. 78)

Ukrainian

Capgemini Polska (p. 57)
Infosys Poland (p. 63)
FUJITSU (p. 76)
Philip Morris International
Service Center Europe (p. 77)
Schneider Electric (p. 78)
Shell Business Operations (p. 78)

If you speak these rare languages, check the following companies:

Companies searching mostly for English  speakers:

Brazilian Portuguese  Capgemini (p. 57)
Chinese  International Paper (p. 66)
Flemish  EY GDS Poland (p. 75)
Citi Service Center Poland (p. 60)
ING Services Polska (p. 77)

Infosys®



Finance Campus

You are looking for a job
but your lack of experience
has always been a problem?
We believe in new talents and
want to give you a chance!



If you are...

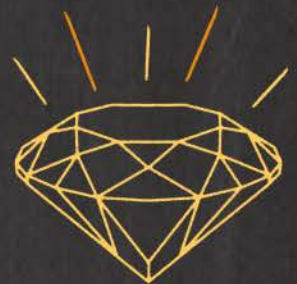
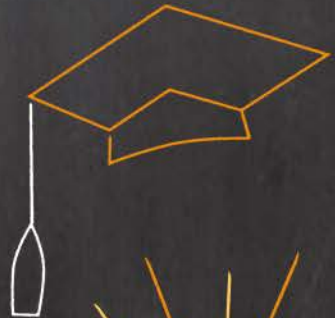
a fast learner, willing to start work in the finance area within an international company, fluent in English and one of the following languages: French, German, Italian, Spanish, Russian, Dutch, Swedish, Hungarian, Romanian, Czech, Greek, Arabic, Turkish, Finnish, Danish, Norwegian

...and you have...

very good communication skills, perfect analytical skills, ability to work in a multicultural environment

...apply for Infosys Finance Campus!

We will help you gain detailed knowledge and make you an expert in the finance & accounting field! After the training you will be given a unique opportunity to start a job connected with one of our high-end processes and develop your career in a multinational company!



If you are interested, don't hesitate to send your resume with a note 'Finance Campus Recruitment' to:

rekrutacja_lodz@infosys.com



Choose Poland

POLAND – YOUR SPECIAL CONNECTION

IT SECTOR IS THE LEITMOTIV OF THIS YEAR'S ISSUE OF "CAREERS IN POLAND" AND EVEN IF YOU ARE NOT PARTICULARLY FAMILIAR WITH THIS BUSINESS, YOU MUST REALISE WHAT IT IS ESSENTIALLY ALL ABOUT – CONNECTING. ANY PERSON CONSIDERING RELOCATION TO POLAND, SETTING OUT ON A NEW BUSINESS VENTURE OR TAKING UP STUDIES AT A POLISH UNIVERSITY MAY FACE SOME DOUBTS: WILL I BE ABLE TO FIND MYSELF IN THIS COUNTRY? HOW WILL I ESTABLISH VALUABLE RELATIONS WITH POLISH PEOPLE? IN WHAT WAYS CAN I BE CONNECTED TO POLAND?

Some say it is all about finding a platform to build your connection on and if this statement is true, Poland has always had plenty of such platforms. Located in the heart of Europe, for centuries it has been a melting pot of cultures, facilitating the unique mixture of Western values with the richness of Eastern Europe, sometimes influenced even further by other more remote cultures. Taking a look back shows Poland as one of the first countries with a democratic system and constitution, with its noblemen speaking French, wearing Turkish clothes and ensuring freedom to numerous foreigners seeking refuge in Poland. If one were to draw a map of connections between the country and the rest of the world,

it would be an elaborate work of cartography! But moving on to the modern times: what possible links are there for you to feel the true warmth of being welcome in Poland now, in the year of 2017?

WELL CONNECTED – AS YOU EXPECTED

Poland's biggest asset is its proximity. Proximity to... what exactly? Well, everything! Speaking of connections, there are airports in all major Polish cities, which link them not only to the rest of Europe, but the entire world as well. The same goes for roads and infrastructure elements connecting the country with neighbouring states and allowing for fast movement – be it a quick business trip or a wild road trip. Being located in Central Europe does help travellers, and if a foreigner wants to settle here for good, visiting their family and friends back home does not take ages. If you need real-life evidence, a recent case of a British student commuting to London from Gdańsk once a week proves that you should not be scared of the move. Getting from Warsaw to London takes less than 2 hours and to New York – no more than 10 hours. It is also a great starting point if you want to explore both the East and the West, the North and the South of Europe. Polish people have always been mobile and this characteristic is reflected in the framework facilitating travelling. Now you can also make use of it.

PART OF THE EU

Poland has been part of the European Union since 2004. This is old news now, as it means that a whole generation of people, teenagers who do not remember pre-accession times, has been born, and that is already quite telling about Polish society. If you come from one of the EU15 countries and you are just being introduced to Poland's affairs, you may be surprised at how many values Poland has in common with your country. It is not just geography – it is part of the way Poles live, act and behave. There is no doubt

that differences will be visible in some aspects of everyday lives – Polish people may not be as outgoing as Italians or as organised as Germans are, but do not expect to experience too much of a shock upon your arrival. After all, we live in a global world, where you can feel at home almost everywhere, especially in Poland.

For EU citizens formalities will not cause any trouble as people within the Union enjoy free movement, so this burden is taken off their shoulders. Non-EU citizens may also find ways to settle temporarily or permanently in Poland and our further sections of the guide are here to help you out. We also publish articles on this topic on our website www.CareersinPoland.com, so that by working or studying in Poland, people from more remote countries can gain their very own European experience.

JOB MARKET FOR EVERYONE

Many foreigners are scared of arriving in this faraway land. Nevertheless, there are some who simply cannot say no to a tempting job offer, a possibility of gaining experience or trying something refreshing. As of 2016, these individuals can choose from over 212,000 jobs within the Polish business services sector (source: ABSL, Business Services Sector in Poland). It is rapidly developing thanks to international investments and favourable conditions of all sorts, which are no longer kept secret but have rather become Poland's biggest asset. If you think that the jobs in the Polish BPO/SSC involve overseeing mundane outsourcing processes, you need to pay us a visit and see it all with your own eyes. As Poland is an example of the employee's market, more advanced processes have become part of its everyday business reality. Upgrading the business services sector to a level unseen anywhere else is also possible thanks to the use of technology and innovation, now omnipresent in Polish companies.

It is worth noting that Poland's robust development makes it great for any newcomers who are not particularly fond of solid structures and are looking to make a place for themselves in not so long ago pristine territories. Poland is experiencing its start-up boom and although the economy is one of the most important ones in the world, there is still room for new ideas and roads to take.

MULTICULTURALISM

At first glance Poland may seem a homogeneous country in terms of its demographics, which gives grounds for one common worry – "Will I be the only foreigner in my team/school/town?" The answer is of course "no" and it cannot be stressed enough as to how diverse Polish cities and companies have become over the last decade or two. Not to mention Polish history, which shows that it was by no means a uniform country and cutting long story short – multiculturalism is essential to its heritage. In order to prove that, the Careers in Poland team have interviewed dozens of foreign-

ers living and working in Poland. Taking a look at the answers will dispel doubts expressed by any newcomer. The ABSL report confirms that 9 percent of workforce in Polish business centres comes from abroad. This means that your colleagues may be Polish, Dutch or Ukrainian – you never know whom you will meet in your workplace, but it should not come as surprise if your co-worker is a fellow foreigner.

Not only is Poland extra-friendly towards people coming from abroad, it is also a very safe country. The Global Peace Index has ranked it as the 22nd safest country in the world. Foreigners moving abroad may already feel insecure, so it is important to choose a country which does not add to this burden – a place with an efficient criminal justice system and well-educated citizens. These criteria should once again put Poland on your radar.

9%

is the average share of foreigners employed at business services centers in Poland. There is a chance that almost 1 in 10 people you meet at your new work have come from abroad as well!

SOURCE: ABSL, BUSINESS SERVICES SECTOR IN POLAND (2016)

LANGUAGE BARRIER?

Communication is essential, and language is the most basic aspect of it. Interaction requires sharing the same code and in Poland it may seem tricky at first glance. Polish is said to be one of the most difficult languages to learn and foreigners are often so scared of failing to master it that they give up hope straight away. To minimise their fear, while they are still studying Polish on their own, with private tutors or at language schools, we can provide reasons to keep them calm.

As English is the lingua franca of the modern world, it is also widespread in Poland – especially among younger generations, for whom it is compulsory at school. 57 percent of Poles claim they speak English at least at the basic level (TNS survey, June 2015). The remaining part of society is probably older than the majority of foreigners coming to Poland to study or advance their career, so interaction may be hindered only (if at all) with Polish seniors. Nevertheless, apart from English, Polish people learn many other foreign languages, with Russian, German, French, Italian and Spanish topping the rankings – connecting to Poles in daily talks may be easier than you expect!

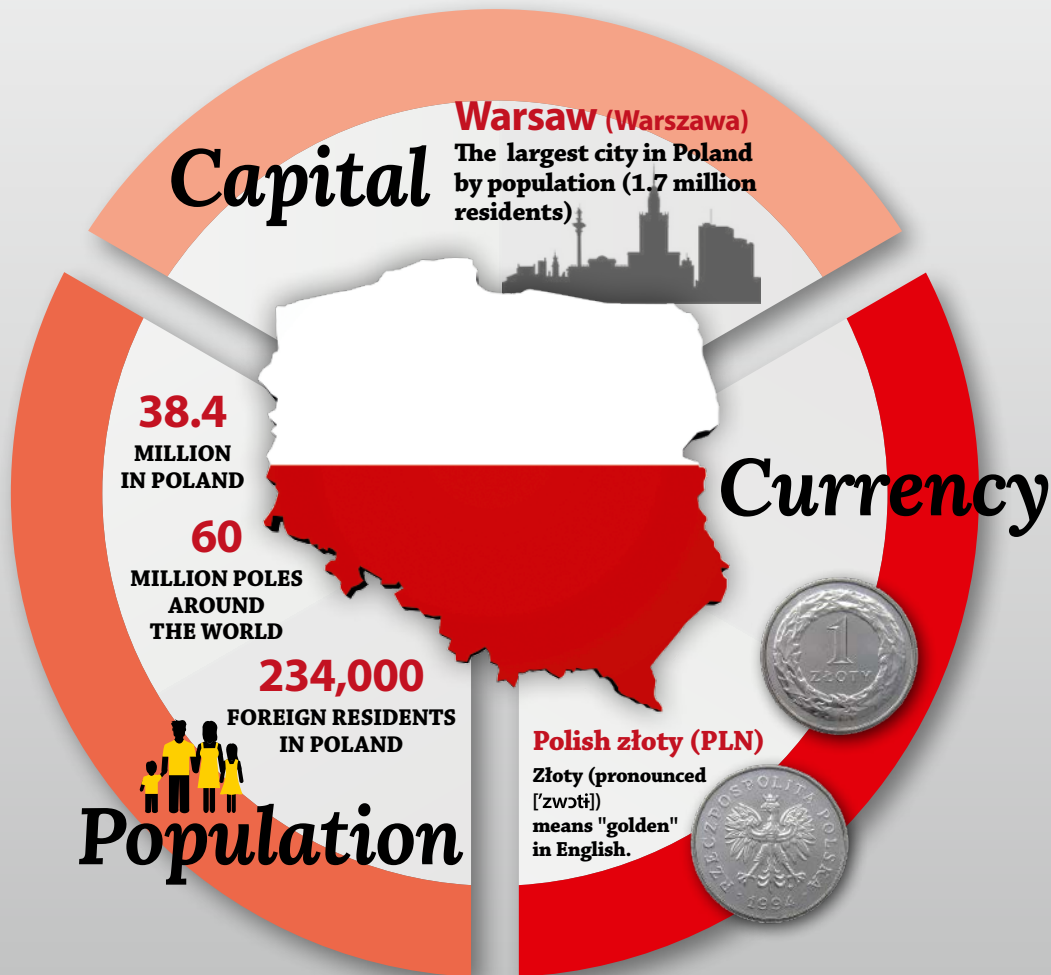
Which of the aspects above convinces you most to give Poland a shot? The country, with its cultural richness, promising economy and open people is ready to welcome you on board. Who knows – maybe it is going to be a connection for a lifetime? ♦

"Careers in Poland" wants to help you connect to the country by presenting:

- **IT sector** in Poland;
- **BSS market trends**;
- **first steps** after your arrival in Poland;
- **company profiles** for all of you looking for a job;
- Polish **cities**, with our special focus on **Wrocław** this year.

Choose Poland

POLAND & THE REST OF THE WORLD



Ask Polish friends.
Will they know the answer?

What bird species is in the Polish coat of arms?

Poles will answer that the bird is a white eagle, which is not quite right. Actually, *bielik* (the bird) is technically different from an eagle in terms of anatomy.

What do colours on the Polish flag stand for?

The white colour symbolises peace & honesty and the red one strength & valour.

How many neighbouring countries does Poland have?

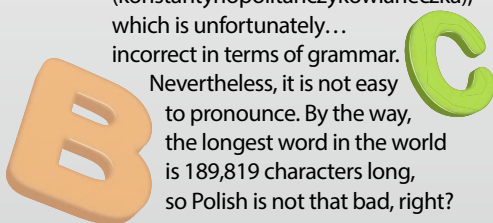
The list is quite long and tricky – people tend to forget about a tiny part of Russia on the northern border. Overall, Poland has borders with 7 countries.

POLAND IN FIGURES

32 **A**

The number of letters in the longest Polish word (konstantynopolitańczykowiec), which is unfortunately... incorrect in terms of grammar.

Nevertheless, it is not easy to pronounce. By the way, the longest word in the world is 189,819 characters long, so Polish is not that bad, right?



92 

The amount of beer drunk by Poles in litres per year. It is almost 145 bottles of beer, but still we are far behind Czech people, who drink about 50 litres more than us!

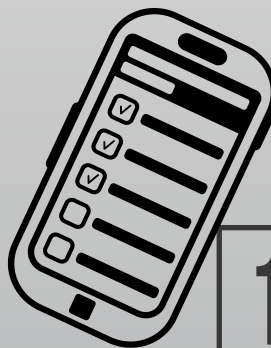
1,500,100,900

One thousand five hundred – one hundred – nine hundred – is a made up rhyming number that Polish people use to describe big amounts which are difficult to estimate. Although there is no such number, if you sum it up, you get no more than 2,500 – not that impressive.



9

There are 9 letters unique to the Polish language in the alphabet. In 2010, źdźbło was named the most beautiful Polish word. It does sound more swishy compared to the English blad of grass, doesn't it?



10,000

The number of Polish employees who used the app Jobsquare (July 2016), which was created in Poland and although of professional nature, it was apparently inspired by Tinder. Speaking of dating – you will learn more about Polish dates if you stay in Poland a bit longer.



39

Poland's position in Allianz Global Wealth Report investigating money-saving habits. Turns out that Poles are far more extravagant with their earnings than their Western neighbours.

WHAT ARE POLES

HARD-WORKING

Poles are consistently ranked as one of the hardest-working nations in Europe, but this stretches also beyond their workplaces. Polish men are generally considered to be fixer-uppers, so if you are dating a Polish guy, go ahead and ask him to repair this leaking sink – he'll love that.

CHIVALROUS

The chivalry is not dead – in Poland, a man in his prime will always let a woman through the door first and hold it for her, even in formal or business situations. Some older gentlemen may even place a kiss on your hand when greeting you. In these terms, Poles are quite old-school.

POLITICAL

People in Poland have strong opinions on politics, and although they may not voice them at first, there may come a time when they will want to confront their views. For the sake of a good discussion loved by Polish men, instead of taking sides, ask interesting questions – they will gladly explain Polish politics to a complete rookie.

TRADITIONAL

If you suddenly find yourself madly in love with a Polish guy, prepare to meet his parents. Poles are very traditional at heart and when in a serious relationship, they may subconsciously seek family approval. The main advantage is you will get to try delicious Polish food while meeting his folks. And after that? He may pop the question sooner than men do in your homeland.

FOOTBALL FANS

Despite the fact that Polish national team in football is not always doing great, Poles enjoy football as much as every other European. They can adjust their schedules to important games, so if you are thinking about surprising your Polish boyfriend with a date evening, check in advance if he has not already booked a seat in his favourite pub to watch the game.

SERIOUS

Especially on the outside. Depending on your country of origin, you may be used to a different sort of interaction in society. Poles, and Polish men in particular, do not smile at strangers in the streets. They seem rather stiff until you get to know them better and they turn out to be quite goofy.

HOMEBOODIES

Although you can meet Polish people all over the world, the nation is generally comprised of homebodies. They prefer not to leave their house for prolonged periods of time and sometimes to stay in instead of going out. This is why we need more foreigners coming to Poland!



18.6
MILLION
MEN IN POLAND

33
PERCENT OF THEM
ARE SMOKERS

31.9
PERCENT
HAVE HIGHER
EDUCATION

LIKE?



19.9
MILLION WOMEN
IN POLAND

33
PERCENT ADMIT
DIETING ONCE
A YEAR

7.5
MILLION POLISH
WOMEN CAN DRIVE
A CAR

EDUCATED

If you want to impress a Polish woman, you need to address not only her beauty, but also her brains. Polish girls make up 57.7 percent of all students at universities in Poland (GUS, November 2015). Nowadays more and more of them choose technical studies as well.

NURTURING

Do not be surprised if a Polish woman offers to cook for you or to take care of you when you are sick. Apparently, it is in their blood – they are nurturing but they definitely expect the other person to appreciate their efforts, so remember to show that you are grateful.

FAMILY-ORIENTED

Many Polish girls still cherish the same values held dearly by their ancestors and family is one of them. Mothers have a special place in Polish girls' hearts – if you are trying to reach your girlfriend on the phone and the line is busy – leave it be for 30 minutes, she is probably just catching up with her mum.

ELEGANT

While you may not mind wearing your pyjama bottoms to pop into a local store to buy some milk, Polish girls will think twice before running such an errand without looking their best. This does not mean that they are overdressed, but they like to pay attention to their make-up and fashion.

EASY-GOING

Polish girls are not hot-tempered and rarely do you witness a lovers' quarrel in public places. Instead of making a scene, a Polish woman may keep her issues to herself and expect her partner to find out about them without making it clear to him.

HOSPITABLE

When you are invited to a Polish house, expect the hostess to take it very seriously. Women in Poland love entertaining guests at home as they can show off their hosting and cooking skills. Bonus points if the party is to take place around Christmas – you are very likely to be full at least until New Year's afterwards.

ROMANTIC

Due to traditional upbringing, Polish women expect their partners to act as their knights in shining armour at least from time to time. Almost three quarters of them believes in love at first sight, so who knows, maybe it will take just one look after your arrival to Poland?

Choose Poland

MADE IN POLAND: INVENTIONS



INNOVATION HAS ALWAYS BEEN FLOURISHING IN POLAND. A GREAT NUMBER OF USEFUL OBJECTS AND DEVICES HAS BEEN DEVELOPED HERE OVER THE CENTURIES. LET US TAKE YOU ON A JOURNEY WHICH WILL MAKE YOU THIRSTY FOR SOME INVENTIONS OF YOUR OWN – MADE IN POLAND.



KEROSENE LAMP

IGNACY ŁUKASIEWICZ INVENTED IT IN 1853 AND HIS ACHIEVEMENT SPREAD ALL OVER THE WORLD SOON AFTER THAT, SINCE IT WAS CHEAP AND GAVE MORE LIGHT THAN CANDLES.



BULLETPROOF VEST

INVENTED BY JAN SZCZEPANIK IN 1901. ONE YEAR LATER, IT SAVED THE LIFE OF KING ALFONSO XIII OF SPAIN DURING AN ASSASSINATION ATTEMPT ON HIS WEDDING DAY.



PAPER CLIP

IT WAS AN INVENTION OF JÓZEF HOFMANN, A COMPOSER. HIS PROFESSION SHOULD BE MENTIONED, AS IN MAKING THIS INVENTION HE WAS INSPIRED BY THE SHAPE OF A TREBLE CLEF (ABOUT 1890).



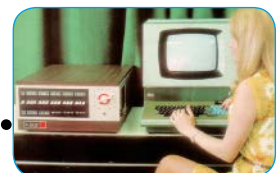
TOOTHPASTE

ALTHOUGH NOT A POLE, OSCAR TROPLOWITZ WAS AN ACTIVE PHARMACIST IN THREE POLISH CITIES: GLIWICE, WROCŁAW AND POZNAŃ. HE IS ALSO THE PERSON BEHIND THE FAMOUS NIVEA CREAM (1911).



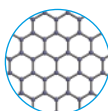
WALKIE-TALKIE

YOUR FAVOURITE CHILDHOOD TOY WOULD NOT BE POSSIBLE WITHOUT THE EFFORTS OF HENRYK MANGUSKI, WHO DEVELOPED THE PROTOTYPE OF HANDHELD RECEIVERS FOR US ARMY IN 1941.



MINI-COMPUTER

JACEK KARPIŃSKI COULD BE ANOTHER BILL GATES, IF IT HAD NOT BEEN FOR DIFFICULT POLISH HISTORY. HE INVENTED IT IN 1970, BUT HIS ENTIRE LIFE WAS DEVOTED TO OTHER COMPLEX WORKS IN TECHNOLOGY.



IN 2011, A GROUP OF POLISH PHYSICISTS HAS FOUND A WAY TO PRODUCE GRAPHENE – THE MATERIAL OF THE FUTURE – ON A MASS SCALE AND IN HIGH QUALITY. YOU WILL HEAR MORE OF IT, BE SURE OF THAT.

GRAPHENE PRODUCTION

... now it is your turn to help us add something to the list!





**Find a job which
fits your lifestyle.**

**Whatever you do, whatever you
like, we have a job that gives you
energy for your passions.**

Check us out and see how much we have to
offer at EY Global Delivery Services Poland.

ey.com/pl/gds



EY

Building a better
working world



Top 10 places to see in Wrocław

Wrocław is the 4th largest Polish city and one of the most modern ones. We have picked some reasons why it should be your next destination – see the next three pages!



1

Old Town & Market Square

This part of the city, including the Market Square and many historic streets, is teeming with life day and night. The Old Town Hall (Ratusz), a pearl of Gothic and Renaissance architecture, is one of the most important monuments in Poland, surrounded by many colourful old buildings.



2

Cathedral Island

Although not an island anymore, it is still surrounded by the river Oder. This is where Wrocław originated and therefore it has fantastic architecture. The most famous buildings of the Cathedral Island (Ostrów Tumski) are the Gothic St. John Baptist cathedral and Holy Cross church.



3

Centennial Hall with surroundings

Centennial Hall (Hala Stulecia) was designed by Max Berg for the World Expo in 1913. In 2006 it made it to UNESCO World Heritage List. In the close neighbourhood there is a 640 meter-long Pergola with adjacent large Multimedia Fountain. Just a few steps away is yet another breathtaking sight – the Japanese Garden, and one of the oldest municipal parks in Europe – Szczytnicki Park.



5

ZOO with Africarium

The Zoo in Wrocław is the oldest one in Poland (est. in 1865). Today, the area of 33 hectares is inhabited by over 10,000 animals! The Zoo's adjacent Africarium is a globally unique example of a facility presenting various marine animals from African habitats.



4

Four Denominations District

A meeting place filled with dialogue, mutual respect and wonderful cuisine. It is an area within the Old Town district, where a synagogue, a Lutheran church, a Roman Catholic church and an Eastern Orthodox church stand near each other and cooperate closely, developing a special *four temples cultural path*.

BACKGROUND IMAGE: CENTENNIAL HALL (HALA STULECIA)

6

Panorama Raclawicka

The Panorama of the Battle of Raclawice is a monumental painting that depicts the events of April 4, 1794. The Panorama attracts 1,600 visitors on a daily basis. Even non-history lovers will be impressed by the work measuring 120x15 meters and displayed in a custom-made rotunda.



7

River boulevards

Most of them belong to the Old Town Promenade. The riverfronts are located between the bridges – perfect for walks and sightseeing. In the neighbourhood there is also an amphitheatre and a marina for kayaks and small boats. From the top of the Polish Hill (Wzgórze Polskie) one can enjoy the panorama of the oldest part of the city.



8

Hydropolis

The centre of knowledge about water was opened in December 2015 and is located in an old building at Na Grobli street – a clean water tank from 1893. Everyone is welcome at Hydropolis, regardless of age. Modern multimedia ideas were applied during the construction of the exhibition which has over 4,000 square metres.



9

Wrocław Dwarves (Krasnale)

One of the most widespread symbols of the city, known not only to children, but also adults. Explorer, Fireman, Guard, Keymaker, Lamplighter, Scribbler and many more! Wrocław is full of dwarves – currently over 160 and counting. They hide among the streets and narrow alleys, catching the eye of any sightseer.



10

University with Aula Leopoldinum

The main building of the oldest University in Wrocław, established in 1702. Aula Leopoldinum – the most representative part of the University – still gathers the academics on important occasions and events. Its name derives from its founder – emperor Leopold I.





Wrocław – where to study

IN YOUR SEARCH FOR A PERFECT UNIVERSITY DESTINATION IN POLAND, DO CONSIDER WROCLAW. IT IS THE 3RD LARGEST ACADEMIC CENTRE IN POLAND WITH 130,000 STUDENTS AND OFFERS MANY POSSIBILITIES IN EDUCATION - BOTH AT PUBLIC AND PRIVATE UNIVERSITIES.



**Wrocław
University
of
Technology**

Ranked as one of the top Polish universities of technology. It provides state-of-the-art education in 24 fields for more than 33,000 students. Curricula are strongly linked to scientific research on new technologies carried out at the WUT, such as: nanotechnology, biotechnology, telecommunication, teleinformatics and information systems. Students can also choose from over 200 clubs where they can learn more about particularly interesting technology areas. Graduates are equipped with vast technological knowledge and can pursue careers both globally and in Wrocław's thriving businesses. The university participates in the Erasmus+ programme.



**University
of
Wrocław**

University of Wrocław is one of the oldest universities in Central Europe. Its roots go back to 1702. Nowadays the university is a modern facility comprising of ten faculties divided into institutes. The University offers a broad range of Bachelor, Master, and PhD programmes in Polish as well as in English. Among its graduates there are 11 Nobel-prize winners and hopefully many more to come. The university's main building, Collegium Maximum, is a must-see in Wrocław. The university participates in the Erasmus+ programme. It is also the only Polish university to be part of the ISEP network, offering student exchanges in the USA.



**Wrocław
University
of
Economics**

For sixty years the university has been training the minds of the future leaders in market institutions and self-governmental bodies, research and development as well as co-operation with business enterprises. It takes pride in the achievements of over 65,000 graduates – university's best ambassadors. The University offers free Polish language courses for the exchange students, which will also help you to get acquainted with the Polish culture. The courses are provided during each semester and have two levels to choose from: beginner or intermediate. The university participates in the Erasmus+ programme.



**Wrocław
University of
Environmental
and Life Science**

The university focuses its wide-ranging activities on education and research covering agriculture and related sciences. The profile of the WUELS and its mission are directly involved in transformation programmes dealing with rural development and food quality and management, with full respect paid to social support and interaction. The university currently offers 7 courses in English, but its plan is to expand internationally in the upcoming years – an opportunity for anyone interested in environmental and life science. The university participates in the Erasmus+ programme.

Other public universities in Wrocław are:

Medical University, University School of Physical Education, Pontifical Faculty of Theology, General Tadeusz Kościuszko Military Academy of Land Forces, Eugeniusz Geppert Academy of Fine Arts in Wrocław, The Karol Lipiński Academy of Music, Wrocław branch of The Ludwik Solski State Drama School.

There are also private universities, such as: WSB University in Wrocław, University of Business in Wrocław... and many more. For more information, please go to www.study-in-wroclaw.pl

Wrocław – where to work

WHETHER YOU ARE A GRADUATE OF ONE OF WROCLAW'S EXCELLENT UNIVERSITIES OR A NEWCOMER LOOKING FOR JOB OPPORTUNITIES, THE CITY'S LABOUR MARKET IS OPEN TO YOU. WROCLAW IS THE 3RD LARGEST BPO/SSC CENTRE IN POLAND AND A VERY IMPORTANT ECONOMIC HUB. AT THE MOMENT, THE MODERN SERVICES SECTOR EMPLOYS OVER 35,000 PEOPLE AND SEEKS TO HIRE FOREIGNERS, TOO. WILL YOU BE JOINING THEM?

Non-Polish residents can find attractive jobs in Wrocław's four most popular sectors:

IT – one of the most dynamically developing business areas in the city of Wrocław, with almost 200 IT companies in the region. On the map of Europe, Wrocław is seen as an equivalent of the Silicon Valley in Poland. Software, testing, system management, component production – you name it, Wrocław has it all.

FINANCE & ACCOUNTING – In Wrocław, companies from this branch of business are both of national and foreign capital. What matters is that they are all looking for experts to power their activities and foreigners are more than welcome to join their international teams.

R&D – thanks to the Wrocław Technology Park, the city has become the focal point of research & development activities in Poland. Many industries expand by creating their own R&D units and thus improving their products. Wrocław is also home to Wrocław Research Center EIT+, which focuses on bio- and nanotechnology, medicine, energy production and telecommunications.

PRODUCTION SECTOR – from the automotive industry to white goods, from electronics to chemicals – Wrocław is a leader in delivering not only high-quality services, but also goods. Anyone with a knack for industry and engineering should feel at home in Wrocław.

TO SEE WHAT SPECIFIC COMPANIES OPERATE IN WROCLAW, PLEASE GO TO PAGE 90 OF CAREERS IN POLAND.



Have you made up your mind? If you are ready for the big move to Wrocław, Poland, visit Infolink, a website dedicated to foreigners coming to the magnificent city in the south-west of the country. It provides practical information in English and Russian: www.infolink.wroclaw.pl.



IT Sector in Poland

**Expert insight into
IT market in Poland**

**IT is more
than programming**

**Not an IT expert?
Try it anyway**

**Take your skills
beyond IT**

**Female IT experts
in Poland**

**Polish start-ups
are on fire**

IT – PROGRAMMING AND MUCH MORE

THE IT SECTOR IS NOT ONLY ABOUT THE SECRET KNOWLEDGE POSSESSED BY PROGRAMMERS. COMMON MISCONCEPTIONS DO NOT DO JUSTICE TO THE VARIETY OF IT JOBS. THANKS TO RECENT MARKET TRENDS, POLISH IT'S OFFER IS EXPANDING AND VERGING ON NON-TRADITIONAL AREAS.

Poland sees the IT sector as one of the most robust industries within its economy, with IT services being its largest component, constituting the share of up to 29 percent of the entire IT market value and employing about 140,000 people. Despite declines on international IT markets (Gartner 2016), Poland's IT is supposed to grow 6 percent per year according to the Future Market Insights forecast for 2020. It is facilitated by the inflow of foreign investment, advanced technology, mergers and acquisitions, which introduce diverse IT companies to the market. Over 55,000 large IT employers offer services ranging from technology & telecom (the biggest group) and BPO services, to banking, insurance and other financial areas. Seeing the vastness of IT in Poland, a popular yet thoroughly wrong idea that all these organisations comprise solely of programmers needs revision. Programming is indeed a core element, but apart from Java or C# experts, modern Polish companies seek a broader spectrum of candidates. There are a few job positions we need to keep an eye on and the ABSL IT Services Market in Poland report (2015) confirms that employers in Poland are highly interested in narrow specialisations. Thanks to the professional profiles below, foreigners can see which direction to take in order for their Polish career to thrive.

PROJECT MANAGEMENT

This field of IT activities is on the rise and over 90 percent of Polish companies focus on training efficient project managers, as agile methodologies are to stay for good in Poland. PMs, as they are often called, are born organisers – they ensure that all activities are finished on time and within the specified budget, launch new products and software, delineate responsibility and are the first ones to embrace change. This position is obviously not restricted to the IT sector, but its popularity in this field is growing. The requirements are pretty high and consist of a mixture of soft skills, leadership abilities and expert technical knowledge related to the type of business a company is focused on.

Project manager's common tasks:

- planning, scoping and organising resources, budget and schedule;
- reporting to the management about project status and mapping project risks;
- mentoring team members;
- distributing tasks and managing people;
- troubleshooting.

In Polish companies PM positions are often acting as Scrum Masters.

BUSINESS SYSTEM ANALYSIS

43 percent of IT companies operating in Poland provide services related to the field of business analysis. Analysts of business systems are often members of Quality Assurance teams within their organisations. In this position it is desired for them to have previous knowledge of computer science (preferably a degree), but also strong interpersonal skills and a business-oriented mind. Their task is to improve processes after having deduced what fails to work properly. This requires interaction with managers and system users, determining business system goals, and finally implementing changes with the use of integration technologies.

DATA ADMINISTRATION

Data is the new business currency and figures prove it: 44 percent of Polish IT companies provide data-related services. Those who enjoy mixing IT knowledge with new technologies

Business system analyst's common tasks:

- communication with co-users of the system and providing guidance for them;
- designing and formatting system frame;
- ensuring cost-effective and efficient solutions;
- designing flowcharts for programmers to follow;
- troubleshooting errors.

Know-it-all – if that is how you can be described, this job is for you.

may find this area of IT activities particularly close to their interests and become for instance DBAs, short for database administrators. DBAs take care of databases within a company they are part of, making extra sure that they run smoothly and are properly secured. This position requires knowledge of database systems, so getting familiar with SQL, Unix and DBMS is a focal point for candidates. The responsibilities may obviously vary – from simply maintaining of a database, to developing it in order to adjust it to users' needs.

Database administrator's common tasks:

- establishing user needs;
- monitoring security and access solutions;
- making and reviewing technical design plans;
- implementing and testing new versions of databases;
- recovering lost data and troubleshooting;
- upgrading and patching if necessary.

Which is faster? Inserting 1 million rows of data or updating them? – you can expect such a question!

CLOUD SERVICES

Data storage is one of the most burning questions in modern organisations. Although there are data administration services, a specific subgroup of them has been emerging in Polish IT companies – cloud services. One of the most common positions is that of a cloud architect, who helps build cloud computing systems. Thanks to them companies can be actually based in their entirety on clouds, which in turn allows easy access to all sorts of data for all members of a given organisation. The job requires, apart from certain technical skills usually related to network engineering and security management, innovation and thirst for more visionary improvements. Choose this position if you truly enjoy looking up... to the clouds.

Cloud architect's common tasks:

- designing solution implementation;
- maintaining system architecture;
- supporting current clients' needs;
- providing backup;
- constant system monitoring.

Will we need hard discs in the future if all our data is going to be stored in cloud systems?

TESTING

The necessity of avoiding pitfalls makes testers invaluable to every kind of business. Testing takes place in software development, applications and even computer games and the ABSL report mentions it as one of the narrow specialisations that employers are really interested in. Thanks to the process, a certain product is proven to meet technical and business requirements that have been set forth. Testers are not nec-

Tester's common tasks:

- reviewing software requirements;
- analysing and designing test cases;
- preparing test scripts; project planning;
- reporting and documenting test results.

September 9th is the international Tester's Day.

essarily programmers, but they do need to have some specific knowledge of coding in order to spot where their product is likely to crash. They can join a certain project from the start or be introduced towards the end of works in order to review it in a critical moment right before implementation. The job of a tester sometimes requires working in a larger team, so soft skills may be broadly applicable as well.

NETWORK INFRASTRUCTURE

Most companies have dedicated networks, which need constant attention and supervision. Corporate networks can be really complex and may require special certifications from their potential admins, often called engineers. There is a great deal of networks to work with, the most common ones starting with LANs (those limited to an office or a building), WANs (covering national or even international areas), WLANs (wireless local area networks) or VoIPs (the Internet telephony – voice over IP). Moreover, network engineers should be communicative and possess problem-solving skills – they often work as IT support for their colleagues. Their duties vary depending on the type of network they serve and the company.

Network engineer's common tasks:

- setting up corporate networks;
- constant improvement of current solutions;
- integrating LAN, WAN, Internet, and intranet components;
- reporting network statuses;
- cooperating with PMs, DBAs and other IT workers support and troubleshooting.

The number of jobs will grow steadily up to 8 percent through 2024 (US Bureau of Labor Statistics).

The list of a few narrow specialisations favoured by Polish employers in the IT sector is the beginning of arising more sought-after positions in the years to come. In 2020, the IT market in Poland is projected to reach the value of USD 6,245.8 million and the country is one of the places to look out for among other key IT players. Young graduates and older experts can all choose from the spectrum of jobs related to databases, networks, software and computer systems... The major advantage? New fields emerge so rapidly that a new niche is created for qualified experts almost every day. Staying out of Poland means missing out on some major opportunities from the IT sector. ♦

Adrien Martignoles

SYSTEMS ENGINEER
AT INFOSYS POLAND
In Poland since: October 2014
JOINED IT IN: 2013

Working in IT is like being a student all your life: there are always new things to discover. Although I am a Software Engineer, I have a very active part in all the steps of the software life cycle and can watch it being used by a large number of people all around the world. This is where I see the importance of IT for the business.

Nils Procksch

HPIT GLOBAL DELIVERY
INFORMATION MANAGEMENT
EMEA AT HEWLETT PACKARD
ENTERPRISE
In Poland since: 2017
JOINED IT IN: 2006

In most modern companies, business and IT departments are converging, while IT resources become more and more business focused. Our role as an IT department is to increase the business value by providing the right technologies. Therefore, you need to engage with the business counterparts and understand the processes and requirements. That gives you a unique insight into multiple areas.

accenture[>]operations



YOUR CAREER.
YOUR ADVENTURE.

Accenture Operations consists of international teams of professionals in various fields. Our greatest assets are wide expert knowledge and foreign language skills. Thanks to our extensive experience and global reach we are a world leader in managing applications, IT infrastructure and business processes, such as: finance & accounting, marketing & project management, customer service & procurement.

Join Accenture Operations Team!

Apply on pracaaccenture.pl

Send your CV on praca.operations@accenture.com

Visit us on:

 [Accenture Operations Poland](#)

 [accenturepolska](#)

Strategy | Consulting | Digital | Technology | [Operations](#)

IT Sector in Poland

ARE YOU AN IDEAL IT EMPLOYEE?

FIRST-HAND TIPS FROM ING SERVICES POLSKA EXPERT



THE IT SECTOR CHANGES VERY QUICKLY. IT MAY SOUND LIKE A SLOGAN, BUT NOT FOR THOSE WHO INTEND TO WORK WITHIN IT. IT IS NOT EASY TO MEET EMPLOYER REQUIREMENTS, SO WHY NOT ASK THEM DIRECTLY? LUCKILY, ING SERVICES POLSKA EXPERT SHARES WITH US WHAT IT TAKES TO BE A PART OF THE MOST DYNAMIC BUSINESS OF OUR TIMES.

Have you ever thought of the features the ideal IT employee should possess? The knowledge of technologies is crucial, nevertheless first of all you should be open-minded and eager to engage yourself in group-work. The times when a developer was doing his job home alone with hardly any contact with the rest of the team are now long gone and it does not look like they are going to make a comeback anytime soon. Nowadays, working in teams, particularly DevOps teams, is typical for IT, so communication skills are in high demand.

The employers especially value the engagement in work. It is said that in IT there is no impossibilities, it is all about time and money... and engagement. The ideal employee should take the responsibility for their work. Whenever you

receive a project to carry out, you deliver it from the beginning to the very end at a specific time. If there are any obstacles, they should be reported in advance. In such cases, communication skills can be a huge advantage – addressing your problems is one of the superpowers crucial for becoming successful.

FIND YOUR OWN WORLD

There are two quite independent worlds in IT. One of them is the “Java-Linux” world, whereas the other one is the “.Net-Microsoft” one. It is not possible to be an expert in both of them, so you must choose your main area of focus. The most important thing, however, is to stay open-minded, have the ability to learn quickly and retain your adaptability. For instance, the launch of Docker containers and microservices caused revolution in the technology

world and as a result it is no longer much relevant what operating system users work on. Flexible IT experts can accept the change, or even embrace it, and adjust their working style to new circumstances in a blink of an eye.

Realising employer needs is also very important. They are not necessarily interested in people who simply install operating systems, as nowadays there are big cloud services providers, such as Google, Amazon Web Services and Microsoft. In order to be able to compete with them, you need to know much more about system administration, which should be accompanied by strong development skills on every level. The ability to write a code, function or script and to automate your work – these are the basics in modern IT and this is what will draw your employer’s attention to you.

The changes in IT come extremely quickly. Every day brings new snippets of information about updates and brand new tools we have not heard of before. How to keep up with the cutting edge technologies? Actually, at first sight it may seem scary, but there is a way. It is worth finding one single area you would like to be engrossed in and then becoming an expert in that area. If you are a developer, you must make an effort to keep up with new frameworks, solutions or libraries. The same goes for IT administrators or security specialists. Finding your own niche in the IT world



77

CHECK OUT ING SERVICES COMPANY PROFILE ON PAGE

VISIT OUR WEBSITE
WWW.CAREERSINPOLAND.COM/ING

is even easier in a perfect situation – when your hobby is combined with what you do professionally. When you do what you love, you may not feel that you are at work!

CHALLENGES & OPPORTUNITIES

Being aware that every day may bring something new to learn makes this job really fascinating. There are no two similar days. To meet clients' expectations, you have to keep up with new challenges and opportunities. You never get bored when working in IT.

Due to globalisation, many of the IT projects are international and multicultural, which makes for another interesting aspect of this sector. Projects characterised in this way are usually more difficult, but it is worth to commit yourself. The cultural differences make you more empathic and patient, while you may also broaden your horizons and learn new approaches.

DEVELOPMENT IS THE KEY

There is a simple key takeaway for those who are entering the IT world – it is a good investment that will bring profits throughout the years to come. Nevertheless, taking this path requires

continuous self-learning and development. If your current job is boring and monotonous, you may need to make an effort and spend some extra time on educating yourself. Otherwise, you can fall out of the business. Development is the best way to boost your chances of success.

Do you find a bit of yourself in the characteristics described above? Are you ready to take up some new challenges and spend your precious time on self-development? Is technology your passion? Answering these questions will hopefully help you decide whether the IT sector is where you should start your career. ♦



Dominik Sowa

Chief Architect
at ING Services Polska

CHIEF ARCHITECT IN PLATFORM AS A SERVICE (PaaS), INFRASTRUCTURE AS A SERVICE (IaaS) AND SECURITY AS A SERVICE (SecaaS). RESPONSIBLE FOR INNOVATIONS AS WELL AS DEVELOPMENT OF INFRASTRUCTURE SERVICES AND IT SECURITY WITHIN ING GROUP. ENTHUSIAST OF CUTTING EDGE TECHNOLOGIES AND OPEN SOURCE IN BIG CORPORATIONS. PRIVATELY, A FAN OF EVANGELISM.

6 SKILLS OF A VERSATILE IT EMPLOYEE

Do ideal employees exist? We can argue, but if you want to join IT, certain skills will be much appreciated by your potential employer.



FRESH START IN IT

- **IS WORKING IN IT UNATTAINABLE FOR PEOPLE WITH NON-TECH BACKGROUND?**
- **WHAT CAN YOU DO IN AN IT COMPANY IF YOU DO NOT HAVE A DEGREE IN COMPUTER STUDIES?**
- **READ OUR LIST OF ENTRY-LEVEL POSITIONS AND DECIDE!**

The IT industry is very much present behind most of our everyday activities and this realisation has to dawn on many young people entering the job market. A huge branch of business remains undiscovered, but IT companies are not hiding from us on purpose. In fact, the sector is opening up to all sorts of experts, who are willing to build a more efficient information society. The problem of joining the IT lies in ourselves – many graduates and young professionals tend to think that IT is simply out of their league since they have not obtained a university degree in this field. Nothing could be further from the truth. A quick glance at recruitment in some global giants of the 21st century shows changes in the process of acquiring new employees. See a few of our proposals for people outside the IT who may have never considered giving it a shot.

NICHE EXPERTS

If you take into consideration some of the biggest IT players of our times, their areas of activity are too vast to describe. Consider projects which involve such things as online maps, language translators or newsfeeds with information from all over the world, among many other original ventures. In order to keep accessing such areas out of IT's comfort zone, the companies need experts with a fresh yet professional perspective. This is why cartographers, linguists and media freaks may find employment within the structures of computer-focused companies. In fact, nowadays no degree excludes you from swelling the ranks of global IT giants.

EXAMPLES? INFRASTRUCTURE ANALYST WITH LANGUAGES AT CAPGEMINI – A JOB ON THE VERGE OF TESTING ACTIVITIES, REQUIRING CAREFUL VERIFICATION OF SYSTEM ALERTS AND ITS DAY-TO-DAY MAINTENANCE. NO PREVIOUS IT EXPERTISE NEEDED, BUT IT IS AN ASSET IN MANY POSITIONS.

CUSTOMER SERVICE

IT companies have a lot of interest in fluent foreign language speakers. This is due to the development of Customer Service roles within their structures. Every reputable company wants to establish a bond with their customers, which is achieved mainly through good service. CS roles require a lot of charisma, high proficiency in English and other languages in-demand: French, German, Spanish, Italian, Russian or Nordic languages. Detailed IT knowledge is not a must, but once you have it, you can move up within the structures of a company, e.g. from a consultant to a role in tech support. If you see yourself in this position, this branch of business will definitely welcome you.

EXAMPLES? CUSTOMER SERVICE ADVISOR AT ATOS – A JOB REQUIRING FOREIGN LANGUAGE PROFICIENCY AS MANY BUSINESS CENTRES IN POLAND HANDLE GLOBAL USER PROBLEMS. WHILE A CONSULTANT ANSWERS THEIR QUERIES, KNOWLEDGE ABOUT IT PROCESSES AND SYSTEMS CAN BE GAINED (AS IT IS NOT REQUIRED IN CUSTOMER SERVICE POSITIONS).

SALES

Out of the jobs mentioned in our section devoted to non-IT experts, this may actually require more substantial knowledge in this field. It is necessary for sales teams to be able to demonstrate their products to customers, and this means feeling

comfortable in this particular area of business. Knowing technical and software specifications as well as understanding customer's IT-related needs is essential here. Engaging in the job pays off – Google is increasingly focusing on sales & account managers selling cloud contracts. Important salesman features include providing marketing and sales plans, interpersonal skills, and most importantly – genuine interest in the product that is being advertised and sold.

EXAMPLES? SALES & FULFILLMENT PROGRAM FOR STUDENTS AT INFOSYS POLAND – A TRAINING OPPORTUNITY FOR THOSE INTERESTED IN A NON-TECH JOB IN THE TECH FIELD. MANY COMPANIES IN POLAND PROVIDE INITIAL CLASSES TO MAKE THEIR CANDIDATES EXPERTS IN THEIR FIELD. ◆



OUT OF IT'S COMFORT ZONE

- ARE YOU AN IT EXPERT TIRED OF THE TECH INDUSTRY?
- LOOKING TO PUT YOUR SKILLS TO GOOD USE OUTSIDE THE INDUSTRY?
- MANY BUSINESS AREAS ARE SEARCHING FOR IT EXPERTS. HELP THEM RUN THEIR INNOVATIVE PROJECTS IN POLAND

A degree in Computer Science is a prelude to an exciting career, which may develop surprisingly far from your major field of interest. Most IT professionals realise they have excellent analytical and problem-solving skills, but stepping out of their comfort zone remains a distant possibility they prefer not to consider. Nonetheless, thousands of opportunities await them outside the IT world. Do you need examples?

BANKING

Financial and IT services are the drive-wheels of modern economies and attract the most highly-qualified experts. Although the cooperation between them has always been profound, individuals working for them hold a view of complete and utter separateness of the spheres. However, if one can join Google with a degree in literature, why can't a programmer be employed in a bank?



Michał Całka
INFRASTRUCTURE TECH ANALYST
AT CITI SERVICE CENTER POLAND

The main difference between IT activities in a bank and other fields is the high responsibility for our customer's finances. As our infrastructure and services are used by millions of users per day, the quality of provided service needs to be at a highest level. This allows us to ensure that our customer's data becomes integral and secure.

"Nothing stands in the way" is obviously the right answer. In many Polish banks the outsourcing model is not operating anymore and institutions establish their own IT departments within their structures, which guarantees close cooperation. Anything else? Software houses are relatively fresh on the Polish IT market, but the popularity of Scrum technology has also made them quite common. Banks may use software house services to create dedicated programs with the use of modern business analysis tools.

CONSULTING

Giving advice does not restricted to business only. While consultants work on finding the best solutions for their clients, IT experts are there to help them create and implement them. Technology can successfully get any company through transition, merger or acquisi-

tion. Such jobs can be challenging and refreshing for those slightly bored with their original industry, as they allow for switching from one functional area to another, e.g. operations or marketing.

ACCOUNTING

Working in accounting may not be the first thing that springs to a fresh IT graduate's mind, but it is definitely becoming a trend now. Many jobs in the field require Computer Science degrees instead of Business or Accounting university programmes. Some colleges have even introduced new courses called Accounting and Information Systems. As the days of paper and pencil are now buried in the past, all sorts of calculations are to be done with the use of information technology, and it is high time accountants got familiar with it.

INVESTMENT

While investment funds are developing, they rely heavily on technology. Facilitating trading and monitoring activities is crucial for constant improvement, which makes IT experts in-demand. Investment banks tend to either recruit them into specific roles, or assign them rotational jobs within company structures, so that IT graduates may be able to give this new area a try. Even if you are a technologist with little or no background in investment funds, you may easily gain knowledge, which may be beneficial in the future.

MARKETING

Technology is key to every modern marketing strategy. Marketing experts are able to understand customers, but it is IT's invaluable role to add its steady approach to the combination. Security regulations and practices may be one of the most useful things for marketers dealing with personal data chunks, while generally establishing proper infrastructure for marketing processes is also crucial. Marketing is in need of tools and applications that can be delivered thanks to technology. ♦

THE IT GIRL

WOMEN ARE GETTING AHEAD OF MEN. THEIR DRIVE, THIRST FOR SUCCESS AND WILLINGNESS TO IMPROVE PROFESSIONAL STATUS CHANGE THE WORLD EVERY DAY. SUCCESSFUL CAMPAIGNS, CARRIED OUT THROUGHOUT THE ENTIRE PAST CENTURY, HAVE REALLY MADE A DIFFERENCE. IT HAS BEEN LATE TO CATCH UP WITH FEMININE POWER, BUT NOW IS THE TIME TO MAKE AMENDS. WHAT IS IT LIKE FOR A WOMAN TO WORK IN IT IN POLAND THESE DAYS?

The IT sector is globally perceived as male-dominated. For a long time this view has been more than correct – women's presence in the business was close to zero, with the exception of administrative positions. However, it was the technological boom of recent decades that gave way to breaking male supremacy in IT. More education and access to information equalled more opportunities in Information Technology. As of

today, there is a proven shortage of about 50,000 IT experts in Poland. No wonder that women grabbed their chance with both hands. But what has this bold move brought them?

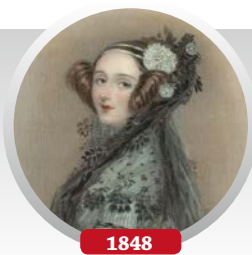
MEN ONLY?

A recent report *Kobiety w IT* (Eng. Women in IT) by Hays Poland, Geek Girls Carrots and Biuro Podróży Reklamy, sheds light on Polish women within the IT sector. It shows that indeed the field is dominated by male workers, which is not uncommon around the world, despite the constant rise of women joining the business. Even such giants as Google struggle with introducing more gender diversity into their organisations (Google.com/Diversity, January 2016), a fact which foresees a long way to go before worldwide disparities are reduced within the sector. In Polish IT companies, almost one third of female employees admits working with men only on everyday basis. This issue will undergo a gradual change, but at the moment the lack of proportions is still very much evident, both in Poland and globally.

FOREVER YOUNG

While IT companies as a rule are one of the most youthful work environments, if you are a girl considering joining the business in Poland, you will most likely be surrounded by very young female co-workers. Half of them are between the ages of 25 and 30, while women over 40 constitute only a tiny per-

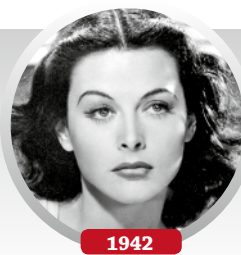
IT HISTORY & IMPORTANT FEMALE FIGURES



1848

ADA LOVELACE

A Victorian mathematician considered to be the mother of modern computing, or to be more specific, the author of the first computer program.



1942

HEDY LAMARR

A former Hollywood beauty whose wartime inventions were prototypes of modern Wi-Fi, GPS and Bluetooth wireless technologies.

centage! Such demographics should not be shocking, considering the fact that the Millennials were the first generation to have easy access to computers in their daily lives. Everyday familiarity with their very own PCs in the 1990s has had an effect in the generation flooding the IT sector, without excepting women. In years to come, the young will also choose IT, therefore the dynamics of company demographics will see even further changes.

DEGREES ARE PASSÉ

Female IT experts in Poland do not necessarily need higher education diplomas to get a job. Around one third of them has a degree related to Computer Science, while the rest is either in the process of obtaining it or has followed a completely different course of education. This proves that IT organisations in Poland do not feel the pressure to hire people with a documented theoretical background. What do they value then if CS diplomas are not their object of interest? The answer is consensual: experience and practical know-how of the trade. Women, for various reasons, have not always majored in IT at university, however it does not prevent them from taking up jobs in the field. As long as they can prove their competence and attest that their personal knowledge can be useful to the company, they are in.

BUSINESS BRANCHES

In Poland, companies interested in hiring women as IT experts are usually related to IT and telecommunications activities, but there is no limit to possibilities that the profession generates. Over one out of ten Polish women specialising in IT works in marketing, and other branches of business popular among them include banking and investments services, as well as accounting, which confirms the interlink between the worlds of technology and finance. What jobs do they hold in these companies? The majority of them works as either Software Developers or Software Testers, but other positions popular among them are Project Managers and Business Analysts. Yet another proof that women have what it takes to settle in this once-adverse environment.

BOOK A TICKET TO...

When it comes to choosing a place to work and live, Polish female IT experts tend to focus on major cities. This is where they can find big international organisations, as well as the growing number of small and medium-sized companies. The winner in both cases is the Masovian district, home to the country's capital, Warsaw – it is chosen by 25 percent of young female professionals. Other popular destinations include Poznań, Kraków and Wrocław – big cities with great potential,

not only in IT. Additionally, urban areas are able to guarantee something else, highly valued by contemporary employees – networking.

WHO IS WHO?

It is important to seize every opportunity to meet people from your professional environment and connect to them. Its benefits are clear: transfer of knowledge, advice or even meeting a potential employer. IT girls see the necessity of attending conferences and other gatherings related to their profession, most of them at least once a year. Experts stress that participation in such events helps women build their network of contacts, provides latest information about trends in IT and gives insight into plans of competing organisations. By attending discussion panels or workshops, women are more eligible to achieve success in the long run. In smaller town areas there is still a shortage of possible associations that unite IT professionals with similar interests, but knowing the demand for them and the rapid growth of the sector, we can rest assured that they will appear in a few years' time.

WOMEN ISSUES

IT companies in Poland want to recruit women as much as they want to recruit men – it is a fact. Nonetheless, explaining the necessity of adding the female element to an IT team comprised of men only is sometimes a hard nut to crack. Nearly half of the Polish IT female employees admits openly that in the course of their professional career they have witnessed coarse jokes or work extra hard to prove their skills to their male counterparts. These problems however do not seem to put them off from pursuing careers in IT.

TO BE OR NOT TO BE IN IT

Women persevere in this still undiscovered territory. In Poland, three quarters of them claim that it is worth considering working for the IT sector. Despite all historical and possibly present adversities, they see the point in their work. They make loyal employees and supportive colleagues.

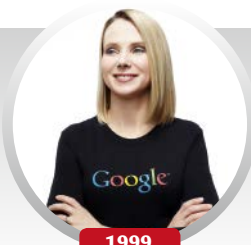
What makes them attracted to IT? Rapid development, focus on practical knowledge and skills, lack of complex hierarchy, intellectual challenges... plus wages are higher than the average ones. Research shows that prolonged internships, common in other branches of business, are scarce in IT. To make things even better, unemployment is almost non-existent within this sector. Polish companies do not limit themselves to recruiting Poles only. Within their structures there is plenty of space for female IT professionals from abroad. Knowing the many ups and a few downs of this career path, will you consider joining us in IT? ♦



1946

ENIAC GIRLS

An elite group of women who were recruited to work as programmers in creating one of the first computers, only because there was a shortage of male experts in the postwar USA.



1999

MARISSA MAYER

Google's employee number 20, who joined it when it was still a start-up, and helped develop its maps and location services.

YOUR STORY

You may have felt inspired – follow this feeling! Poland is open to newcomers willing to do something challenging, innovative or simply crazy when it comes to IT.

2016/17

FEMALE VIEWS ON IT IN POLAND

Women bring unique perspective to IT companies

Are there more women joining IT these days?

Yes, during last year we were happy to hire more women in the IT departments. This is the result of more female graduates at technical universities and promotion of the sector among women.

Karolina Milbrandt

TALENT ACQUISITION MANAGER
AT HEWLETT PACKARD ENTERPRISE
JOINED IT IN: 2012

There are areas where women have high representations, such as Project Management, SAP, Testing and Business Intelligence, since soft skills are

highly valued in those fields. We are always open to hire gifted female specialists, as we believe that diverse teams deliver better solutions to our Clients.

Do women have specific assets that make them particularly valuable to IT?

Women are multitaskers and notice connections between various aspects of tasks and projects. They are also very well-organised and bring structure to the teams. They definitely bring unique perspective, sometimes very much different from their male colleagues. They are also very effective in managing tasks and team, and we are happy to have many teams managed by female managers.

Are there female managers within your IT structures?

Yes, there are, and they have built very successful careers in Hewlett Packard Enterprise. Thanks to their people skills, excellent organisation and multitasking abilities they are fast and effective leaders. And they have great views for our further development as currently our CEO is Meg Whitman.

Women's part in business-related IT processes

Have you noticed an increase in the number of women applying for IT-related positions?

Yes, but in my opinion, this is due to several factors. First of all, the area of IT is not just about programming and system administration any more. In the past,

Katarzyna Stromecka

BUSINESS PROCESSES & QUALITY
DIRECTOR AT SII POLAND
JOINED IT IN: 2008

statistically, significantly less women studied strictly technical subjects – they preferred the field of humanities.

Now, when IT stays in close cooperation with business, there are many

positions which do not require as much specialist technical knowledge, e.g. business analyst, functional tester, documentation specialist and many others. On the other hand, education towards IT is not only mathematics and physics any more, but also a whole range of other areas.

Are women a prominent part of IT experts within your company?

At Sii both women and men work on positions in the area of IT and engineering. The sex of a person is not a factor considered during the recruitment and team building processes. However, it is true, that diversity on the team is always valuable, because we can learn from each other. This rule applies not only to sex but also nationality, culture and age.

Our goal – more Women in Technology

Do you believe that companies hiring more women are more successful?

Diversity is a great added value for an entire organisation. We are doing our best to support that value, starting from gender, through internationality, employees' interests and way of thinking. Regarding women advantage, in many surveys women are seen as more engaged, trustworthy and creative. It can have a very positive impact on mentality and organisational culture in IT departments.

Joanna Zdulska

INFORMATION SECURITY PROF. GROUP
MANAGER AT CITI SERVICE CENTER
POLAND
JOINED IT IN: 1996

What makes women stand out in IT?

The world is changing and therefore leadership style has to change too - moving towards team-work, collaboration and listening to the others. Women naturally make people feel they are being heard. Female workers highly value team-work and cooperation is more important to them than to men.

Is equality valued by your organisation?

Yes, equality is very important and supported on all levels at Citi. In Poland we have a dedicated program called Women in Technology that focuses on this area. We are continuously working to empower women in our organisation, giving them chances to grow and develop. What we are really proud of is that 27 percent of our employees on managerial positions in CSC Poland are women. The aim of Women in Technology program is to maximise this figure also in the Technology area.

Female or male – you can fit in IT

Do you need to have a degree in Computer Studies to work in IT?

To work in IT a degree in Computer Studies is not the most decisive factor. The desire to be a fast learner and to be interested in the cutting-edge technology is able to boost your IT career. There is no universal formula to become a part

Alesia Muravitskaya

PROCESS COORDINATOR SMC AT ATOS
JOINED IT IN: 2014

of the IT world but if one has the eagerness to learn and openness to the challenges, he or she can for sure fit in and develop themselves within IT.

Have you learnt something at Atos that you weren't taught during your studies?

Yes, Atos allowed me to develop such soft skills as multitasking, team-working and analytical approach to problem solving. When it comes to technical skills, I expanded the knowledge in the areas of IT processes, big data, applications and other tools, thanks to the Academies organized by Atos (free training organised during the weekends for both external and internal employees) and internal technical courses.



📍 WARSAW



*Fall in love
with job in*
Sii POLAND!



📍 CRACOW



📍 LUBLIN



Apply now!
www.kariera.sii.pl/en

POLISH SILICON VALLEY

START-UPS IN POLAND



START-UPS ARE THE MYTHICAL CREATURES OF OUR TIMES. MODERN, FAST-PACED, INNOVATIVE AND RELAXED AT THE SAME TIME – HOW IS THAT EVEN POSSIBLE? POLAND SEEMS TO FOLLOW THEIR VICTORIOUS PATH PARTICULARLY SUCCESSFULLY, BUT IT DOES NOT STOP POLES FROM BUILDING THEIR OWN START-UP MODELS AS WELL.

Finding the perfect definition of a start-up is not an easy task. Since their arrival in the 1990s, they have been rocking the business stages around the world ever since. Modern giants such as Apple or Google could all be considered as start-ups a few decades back. Poland is no different - it embraces the unique presence of start-ups in its entrepreneurial landscape.

START-UP MARKET IN POLAND

This relatively new branch of business is not easy to assess in terms of numbers. According to the 2015 Startup Poland report, there were almost 2,500 start-ups in 2015, but the number is growing. Polish start-ups have a few places of high activity scattered around Poland. **Warszawa, Kraków** and **Poznań** are the top three cities that attract young masterminds with an entrepreneurial inclination. Other popular start-up destinations are Wrocław and Tricity (Gdańsk, Gdynia and Sopot). All these cities are university hubs that often support companies growing under their auspices.

The areas of activity are wide and its products differ from one start-up to another, but they all rely heavily on IT solutions. The biggest number of them provide B2B (business to business) services, deliver software or SaaS (software as a service) licensing. Other significant fields of interest include: mobile and e-commerce activities, big data solutions, games or education. More than **half of these start-ups exports outside Poland**, while one fourth of them works closely with scientists. Is this area bound to succeed? We shall see soon enough. ♦

BEACONS – THE FUTURE OF POLISH START-UPS

While many Polish start-ups are gaining worldwide recognition, those related to the beacon technology (small Bluetooth or Internet devices carrying data to nearby smartphones or tablets) are really having the time of their lives. Which Polish companies should you watch closely?



Kontakt.io | KRAKÓW-BASED, NOW WITH OFFICES ALL OVER THE WORLD AND A PARTNER OFFICE IN TOKYO.



Estimate | KRAKÓW-BASED START-UP NOW WITH OFFICES IN NYC OR SAN FRANCISCO. AMONG OTHERS, THEY PRODUCE STICKERS TURNING ANY OBJECT INTO A SMART DEVICE.



Ifinity | WARSAW-BASED COMPANY PRODUCING BATTERY-FREE BEACONS WHICH HELP TOURISTS AND VISION-IMPAIRED PEOPLE MOVE AROUND THE POLISH CAPITAL CITY.



Is your idea next?

**Global trends
in Polish BSS**

**Human Resources
facing digitalisation**

**Automation in Finance:
a promise or a threat?**

**Peek into Deloitte
in Rzeszów, Poland**

**Customer-oriented
Customer Service**

HUMAN RESOURCES GOING DIGITAL

IN THE ERA OF GROUND-BREAKING IT TECHNOLOGIES, HUMAN RESOURCES MAY SEEM TO BE FOLLOWING ITS OWN TRUSTED FOOTSTEPS, OR AT LEAST THAT'S WHAT OUTSIDERS THINK. THOSE WHO ARE MORE IMMersed IN HR MIGHT HAVE NOTICED HOWEVER THAT THE DIGITAL REVOLUTION HAS NOT OVERLOOKED HR PROCESSES. HAVE YOU EVER HEARD OF SMAC SOLUTIONS? THANKS TO THEM DIGITALISATION IN HR IS HAPPENING RIGHT HERE, RIGHT NOW.

HR services constitute a large part of the Polish Business Services Sector and while other BSS companies go in line with the trends, HR departments and companies, by some considered outdated in this respect, do not want to stay behind any longer. One of the recent trends is following SMAC guidelines – technology solutions that are easier to understand once you decipher the acronym: Social, Mobile, Analytics, Cloud. The approach is applicable in various industries, but HR departments may be its biggest beneficiary. According to a survey by Deloitte, the trend of digital HR was considered important or very important by 74 percent of companies in Poland. This shows that if you want to work as a HR specialist in Poland, you should get acquainted with SMAC. Start with following the four letters...

S IS FOR SOCIAL

Social media are now possibly the main object of focus in HR services, both globally and in Poland. For many companies willing to implement SMAC solutions, it is a good starting point and makes a lot of sense, since people spend in social media most of their Internet time. How many of you have been approached by a head hunter via LinkedIn? Have you ever clicked a job offer advertised on a Facebook sidebar? Do you follow any companies on Twitter or read their blogs? Even if not, you may have heard of one of these scenarios from a friend or colleague. Social media can be beneficial to employers and employees and HR departments are responsible for facilitating this processes for both parties. Considering a career in HR, you need to be a social media expert and

quickly adapt to using new online tools constantly appearing on the market. In Poland, you will additionally need to research Polish social media used for business contacts, e.g. GoldenLine.

M IS FOR MOBILE

Social media are however not enough if one thinks of the broad spectrum of mobile solutions offered by some HR leaders. Mobility is one of the few words that accurately describes the digital world we live in, therefore mobile solutions are a must in every self-respecting HR department or company. How and where can they be implemented? First and foremost, experts point to various apps. Because of them HR experts are able to cooperate in real-time and this screams productivity. Payroll slips on your mobile device, time-off managers, expense reports and finally – recruitment and talent acquisition apps – are there on the market to make your HR team's life easier. Can this be taken even further? Some companies organise video learning activities or instant messaging. What is important, all those apps and solutions are integrated into one system – a process often referred to as appification. System users move seamlessly from one task to another, get immediate responses and recommend one another content they find worth spreading with the tools they have.

If you still find it revolutionary and

cannot imagine conducting HR activities without your desktop, think about the workforce that is about to enter the job market. If you want to manage mobile generations of people born already in the 21st century, you need to think like them. There is a whole army of mobile addicts out there, who prefer smartphones, tablets, and wearable technology, over PCs. HR does not have to fight them – it is better to befriend these young mobile ninjas.

A IS FOR ANALYTICS

The abundance of operations proves that modern HR entails great amounts of data: numbers of employees rolling in and out with their attendance, holidays, travel and work expenses, benefits and payroll. This part is dangerously nearing accounting processes and inflowing figures call for solutions enabling analysing them. In comes HR analytics, intertwined with Big Data analysis. Some departments may feel overwhelmed by this rapid change, but future experts must feel that it is inevitable and definitely more novel than simply incorporating new social media or apps in their day-to-day tasks.

Many HR companies hire business analytics to help them manage the influx of information. For newcomers it may be a good idea to take a closer look at this side of the business. Forget about vanity statistics, which look good on paper, but provide little informative value. Focus on quality predictive analysis, making its way into HR. Which employee deserves promotion? What targets should be set? How to calculate proper values of benefits? This all can be established with the use of modern analysis tools that up to very recently have been used in banking or investment, not in talent management. Those who have what it takes to extract meaningful information from numbers and figures, should combine it with their love for HR and develop in this direction.

C IS FOR CLOUD

Last but not least come the clouds. Cloud storage serves as a direct response to the already mentioned huge amounts of data. If big HR companies were to store all their files in physical copies, they would have drowned in papers a couple of years ago. On the other hand, moving all HR data to a cloud service can be as revolutionary as abandoning your PC for a mobile device. Nevertheless, it is happening. What can be done to make this transition smooth and painless?

HR departments switching to cloud storage carefully examine vendors delivering hosting services to them. Experts bear in mind that they are dealing with sensitive data that needs protection, so they choose wisely, considering different options and paying attention to legal regulations. Going for a cloud provider based in Brazil or Russia may entail different legal consequences. It is tough work, but once the wisest choice is made, HR department may be relieved to be assured of good maintenance service and further fruitful cooperation with storage provider.

Cloud storages are a go-to solution as they are perfectly in line with the three previous SMAC components. It takes a load off of HR minds struggling with IT systems, because usually vendors will be there to assure smooth storage, while HR experts worry about talent retaining. Clouds finalise the process of digitalising HR and in the times of employee market they allow for more mobile, employee-friendly experience. Working from home, video conferences, flexibility – all of these are already possible thanks to cloud storages.

Introducing SMAC into HR management can be assisted by one more trend – convergence of different areas. Going digital clearly covers IT & technology, while more and more often HR experts are required to know a bit about programming or software development. This versatility of HR experts is not restricted only to IT, but also marketing and PR strategies. HR becomes multifaceted, fluid and ever-changing, so be ready. ♦

SMAC PHILOSOPHY IN HR

S

SOCIAL

SEEK SOCIAL MEDIA PRESENCE AND BECOME THOROUGHLY FAMILIAR WITH ALL SOCIAL MEDIA PLATFORMS. IN POLAND THEY ARE USED BY 97% OF RECRUITERS.*



M

MOBILE

OPEN YOUR HR DEPARTMENT TO SMARTPHONES, TABLETS AND WEARABLES. THINK ABOUT YOUNGER GENERATIONS WHO FIND THESE SOLUTIONS SIMPLY NATURAL.



A

ANALYTICS

CRUNCH THE DATA YOU WORK WITH. MAKE IT MEANINGFUL AND DRAW RELEVANT CONCLUSIONS. DIFFER BETWEEN WHAT'S IMPORTANT AND WHAT'S NOT.



C

CLOUD

DISCARD ALL YOUR FEARS TOWARDS CLOUD STORAGE. THIS IS THE FUTURE, SO GET ACQUAINTED WITH DIFFERENT IT SOLUTIONS AND FIND THE BEST ONE FOR YOUR HR ACTIVITY.



* LEE HECHT HARRISON **DBM POLSKA REPORT** (2015)

FINANCE & ROBOTICS – NECESSARY CHANGE?

ROBOTICS IN FINANCIAL SERVICES? TO MANY THE VERY IDEA SEEMS CONTROVERSIAL, IF NOT A REAL NIGHTMARE, AND SETS ALARM BELLS RINGING. DOES IT MEAN THAT HUMANS HAVE TO ACCEPT DEFEAT AND GIVE IN TO MACHINE SUPERIORITY. OR ON THE CONTRARY – IS IT A PROCESS WE NEED TO EMBRACE? ONE ASPECT OF THE BIG QUESTION, ROBOTIC PROCESS AUTOMATION (RPA), SERVES AS A GOOD PREVIEW OF EVERYTHING ENTAILED IN THE MARRIAGE OF FINANCE AND ROBOTICS.

After years of literary and cinematic images presenting artificial intelligence threatening the mankind, humans have certainly become a bit suspicious towards technology showing any signs of autonomy. Even worse if said technology aims to replace human effort, skills and abilities. Shall we become redundant altogether and do we face human-AI wars in the nearest decades? Before such questions are asked, it is worth considering whether refraining from automation in all fields of life is the best option. In financial services, risk management, accounting and other related areas, implementing RPA is a trend gaining momentum. What makes it so wildly successful?

RPA AT WORK

In one British company, Robotic process automation led to inviting a robot to a

Christmas party. This does not have to be the case in every enterprise deciding to introduce RPA in their offices. RPA refers first and foremost to software, not mechanical anthropoid beings or even physically existing machines that take up office space. These computer programs are dedicated to expediting various financial processes in day-to-day operations performed in every financial organisation. More and more often they perform mundane tasks of copying and pasting, which are usually done by an intern or a fresher undergoing job induction. Data processing, error correction, documentation ordering – these are the tasks that robots can tackle quickly and effectively after a short period of training.

The training process is a key takeaway for those only learning about RPA – in financial services automated robots are

able to do exactly what they have been taught to do. No part of them is programmed to learn in the way humans do and they are essentially unable to develop any kind of self-improvement. Sometimes employees involved in the robot design are asked to choose a set of commands that have been most useful to them in their common tasks. In this way, a real person transfers some of their knowledge and problem-solving skills into the robotic software that later is able to perform actions in, let's say, 300 scenarios learnt beforehand. What is the big deal then and why does the idea still fuel controversy?

RPA'S KNOCKOUT ON BSS?

The biggest concern related to RPA is that it will threaten areas which are now a solid part of modern business landscape. The shadow of a silent revolution is especially visible in outsourcing processes, which might be introduced to robots. Efficiency is a big factor in contributing to RPA's popularity, but nonetheless there is more to it. Well-trained robots are less likely to make mistakes typical for humans, can perform multiple tasks at the same time, and finally, are able to work 24/7. These characteristics seem overwhelmingly beneficial. Experts agree that change in this context is inevitable and big players are already working on implementing solutions to introduce RPA in their functions.

If some of them are still not convinced about implementing RPA, the last major benefit triggering changes is cost-cutting. According to 2016 EY's report on the subject, "Robotic process automation in the Finance function of the future", a global company using Finance RPA Virtual Handling can reduce costs by 50-70 per cent when it comes to frequently repeated tasks. Another report, Deloitte's 2015 "The robots are coming", similarly stresses the benefits of implementing RPA in financial functions. Their research shows that while a full-time employee offshore costs 35 per cent of what a similar employee would cost onshore, the value of a robot is estimated to only 10 per cent. The figures seem to be so convincing that sooner or later all major companies will be tempted by them. What should be done by employees to improve their position in a labour market on the verge of such a considerable change?

HUMAN WORKFORCE VS. RPA

The human factor in managing RPA processes is going to stay significant. Robots need to be trained and maintained and such processes rely solely on people. As Robotic Process Automation would not exist without IT activities, this kind of skillset is going to be sought after in financial departments all over the world, Poland included. From the perspective of a person employed in finance, developing these skills is crucial, as technologically savvy experts are more likely to stay in business and not be replaced by computer programs. IT experts per se can also feel secure, as the demand for their services is on the rise and RPA is only likely to increase it even further. In many aspects then automation will generate new workplaces, but not necessarily within the business itself – sometimes outside it, for instance at universities or in innovative think-tanks.

When it comes to workforce employed in financial outsourcing or shared services centres, the general employee profile will experience a further change of focus. EY's report on the subject stresses that financial experts will no longer need to possess skills that can be easily automatized. Instead, new challenges are going to be set forth for them: advanced analysis, information

interpretation and decision making. Work done by robots needs final verification performed by competent human experts.

AREAS OF INTEREST

Automation does not mean eliminating easily-automated jobs completely, but rather influencing to smaller degree certain functions within numerous occupations. What is interesting, according to McKinsey Quarterly from July 2016, these tasks will be removed not only from entry-level positions, but also higher management and senior officials within financial companies. One positive result is that employees from all levels can benefit from excluding repetitive, rule-based tasks.

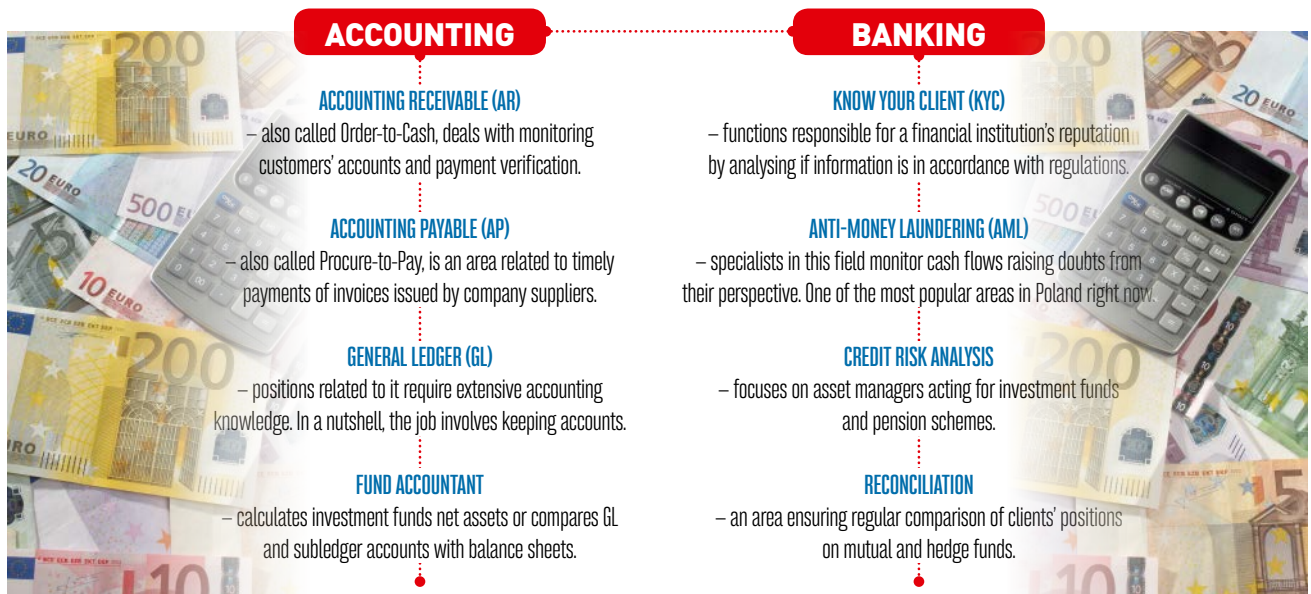
There are a few functions where financial world is very likely to be influenced by RPA-related changes. In its report Deloitte stresses that roles such as financial and accounting technicians, financial administrators, credit controllers, finance managers, financial account managers and payroll administrators constitute a group with a high risk of wide scale automation. These areas are known for extensive workforce, but now, with RPA solutions being approached by company managements, a reorganisation may be a possibility wherever it is feasible in further future.

QUESTION OF WHEN

When automation is going to enter global companies as well as enterprises in Poland? The topic has been discussed extensively, but still most examples of successful RPA implementation projects come from unique cases. Poland has recently faced a lot of debate concerning the issue and seems to be on a track when it comes to such innovative projects. Automation was one of the main points discussed during the 8th European Economic Congress held in Katowice, Poland, where government officials and top managers from various companies reached one conclusion: it is the future of economy and ought to be facilitated, not hindered, Deloitte experts claim that there is still a lot of time to adjust to changes and experts working in finance need to be ready for the next big thing – RPA – and embrace it, instead of approaching it with scepticism and distrust. ♦

AREAS WITHIN FINANCIAL & ACCOUNTING SERVICES IN POLAND

Before automation settles for good, most jobs within the financial sector remain unchanged. Here are the most popular positions in finance:



Business Services Sector



OUR BRAND IS PEOPLE

MAKING AN IMPACT THAT MATTERS IS OUR MAIN OBJECTIVE

BUSINESS SERVICES SECTOR IN POLAND, THE POTENTIAL OF RZESZÓW, CAREER OPPORTUNITIES IN AUDIT DELIVERY CENTER (ADC) AND FINANCE DEPARTMENTS IN DELOITTE CENTRAL EUROPE BUSINESS SERVICES CENTER (DCE BSC) ARE THE TOPICS WE WILL DISCUSS WITH PAVEL FRNOCH, DCE BSC LEADER, AND TOMASZ USTROBIŃSKI, ADC OPERATING MANAGER IN DCE BSC, A NATIVE OF RZESZÓW.

Deloitte CE Business Services Center office is based in Rzeszów, Poland. Why is this country an attractive destination for international investors?

PAVEL: The Polish shared services market is the one to report the highest growth in Central Europe. When looking at the map of Poland one can easily spot regions where BSCs smaller than those of Bangalore (India) are set up, but from the point of view of Germany or the United Kingdom, Poland is easier to reach and provides more advantageous conditions to do business and supervise such centers.

What makes living in Rzeszów interesting? Is it a foreigner-friendly city?

PAVEL: It is a young electrifying city. Rzeszów has the highest percentage of students (per 1,000 citizens) in the entire European Union. The size of the city is its enormous advantage, as one can get to any place in Rzeszów within 15 minutes. Moreover, the capital of the

Podkarpacie region offers comfortable and modern transportation facilities and infrastructure, such as the airport and the motorway, as well as efficient public transport. I highly value these aspects as a foreigner myself.

What makes Deloitte Central Europe Business Services Center stand out as an employer?

PAVEL: For many candidates, work in the BSCs is attractive, because it provides the opportunity to learn new competences and best practices which had been developed in the global network for many years. With a satisfactory work-life balance, it is a great opportunity for the Millennials. We are located in SkyRes Building at Warszawska Street in Rzeszów. Our office is the first modern A Class building in Rzeszów. It has been designed in accordance with the latest standards and its office space arrangement ensures optimal work conditions, comparable to other Deloitte offices in Poland.

Deloitte is a major international company. Which processes and for which regions are delivered in your Rzeszów BSC?

PAVEL: Deloitte Central Europe Business Services Center in Rzeszów provides finance and accounting, IT, and Quality & Risk management services for Deloitte firms in 18 countries. Further, it supports Deloitte audit teams that provide audit services to clients across the CE region. The main purpose of DCE BSC in Rzeszów is to streamline and standardise business functions. In future, DCE BSC wants to expand the scope of provided services to include other areas and clients operating in both Europe and elsewhere. Not only is it a significant element of the growth strategy followed by Deloitte CE and Deloitte Poland, but also a key driver of foreign investment in Rzeszów and in the Podkarpacie region.

What is the main focus of your department?

TOMEK: The Audit Delivery Center team supports Deloitte audit teams across Central Europe providing high quality services from a central location. The ADC team helps Deloitte's auditors performing selected audit tasks which include data analysis, statistical sampling for audit, audit confirmations and many other aspects pertaining to audits of financial statements. Our innovative approach to audit brings additional benefits to Deloitte clients in the form of leading practices and insights collected over

a large population of engagements, standardised audit delivery and application of innovative analytical tools, which results in top service quality.

PAVEL: The Finance team is composed of finance professionals, both Juniors and Seniors. Our ambition is to have both the transactional part of finance and the Center of Excellence in Rzeszów in near future. We are currently supporting our largest practices in the CE region (Poland, Czech Republic, Slovakia, Hungary, Romania), preparing for the next expansion wave to cover all Deloitte CE. From the transactional process point of view, we are focusing on activities such as Account Payables, Account Receivables, Cash Collection, Expense Report processing and General Ledger operations. Speaking about the Center of Excellence, I would mention treasury activities, reporting, tax compliance and Management Accounting where we are building specific expertise. In many cases, we do not just lift and shift existing processes, but we are able to deliver high quality service to our customers thanks to technology improvements.

Is innovation a permanent aspect of your day-to-day activities at Deloitte?

PAVEL: Automation and standardisation of business centers help improve efficiency and quality. A complex organization, diversified in terms of culture, language and other local characteristics, operating under one global brand in line with common standards of behaviour and service, needs appropriate instruments and tools. Although complex and multi-faceted, the Business Services Center is an efficient business tool.

In finance and audit, do you use solutions related to other areas, such as IT-based solutions?

PAVEL: Of course – technology supports real-time communication and enables people all over the world to participate in complex processes. Additionally, it streamlines, simplifies and standardises the performance of a number of tasks.

Does Deloitte offer entry level positions for young graduates? What skills must a candidate possess in order to become part of Deloitte?

TOMEK: We are looking for ambitious people, who want to advance their careers in an international working environment. If you are a graduate of a university of economics, specialised in technology or humanities, if you speak fluent English, have working knowledge of a Central European language plus analytical and teamwork skills - join us!

Foreign language proficiency is a big asset in the labour market. Which languages are particularly attractive for Deloitte?

TOMEK: English is our regular communication language. Good knowledge of Czech, Slovak, Romanian, Bulgarian, Hungar-



Pavel Frnoch

ACCA, MBA, DELOITTE CE BUSINESS SERVICES CENTER LEADER. JOINED DELOITTE IN 2002; FINANCIAL SERVICES PROFESSIONAL WITH MORE THAN 13 YEARS OF EXPERIENCE IN FINANCE, INCLUDING CFO AND COO POSITIONS IN DELOITTE BALKAN. OVER THE LAST 2 YEARS RESPONSIBLE FOR TRANSFORMATION OF FINANCE DEPARTMENTS IN DELOITTE CE AND DEVELOPMENT OF THE DCE BUSINESS SERVICES IN RZESZÓW.



Tomasz Ustrobiński

A CHARTERED CERTIFIED ACCOUNTANT (ACCA) AND A CERTIFIED INTERNAL AUDITOR (CIA); A PROFICIENT FINANCIAL SERVICES PROFESSIONAL WITH TEN YEARS OF EXPERIENCE IN FINANCE DEPARTMENTS, INCLUDING 5 YEARS IN INTERNAL AUDIT, BEING RESPONSIBLE FOR FINANCIAL AND OPERATIONAL COMPLIANCE AS WELL AS RISK MANAGEMENT. JOINED DELOITTE IN SEPTEMBER 2016 TAKING THE ROLE OF ADC OPERATING MANAGER AT BSC IN RZESZÓW.

ian or even Croatian would be an additional advantage. Also, if you are thinking about an ADC career and can speak German, we are looking for an employee like you!

How does your sector help young people become professionals? How can they utilize their new skills in future?

PAVEL: Deloitte gives you access to our global network resources. Our professionals are at the leading edge of global trends in international business and government organisations. Professional experience of diverse talents accumulates, while cultural and language differences prove less challenging than inconsistent process standards. Moreover, process standardisation helps mitigate risks and drive sustainable growth.

Working in a multicultural environment is at the same time encouraging and very challenging.

How does Deloitte create a workplace where employees can express their individuality?

PAVEL: Our brand is our people. New employees join Deloitte for many reasons, also because they want to become Deloitte people. We recognise that a culture that celebrates individuality and leverages differences represents an enormous competitive advantage. Simply put, a workplace where people feel valued and included is a place where people thrive.

What are your recruitment plans in 2016/2017?

PAVEL: The capital of Podkarpacie has already seen over 150 new jobs created by Deloitte Central Europe Business Services Center in a short time and by 2021, the headcount is expected to increase to over 300 people.

What kind of career prospects does Deloitte offer to its employees?

TOMEK: When you join Deloitte, you join a powerful global network of talented professionals. We provide opportunities to build lifelong connections with colleagues and clients all around the world, because we perform better when we connect the dots between our people and their strengths. Whether you are taking the first steps or looking to move to the next level, working at Deloitte empowers you to build a career that is best for you. The reason why we are one of the most sought-after employers in the country is that we offer meaningful development opportunities. ♦

CHECK OUT DELOITTE COMPANY PROFILE ON PAGE

74

VISIT OUR WEBSITE
WWW.CAREERSINPOLAND.COM/DELOITTE



CUSTOMER SERVICE MORE CUSTOMER-ORIENTED

CHAT

UP TO NOW CUSTOMER SERVICE ACTIVITIES HAVE BEEN WRONGLY ASSOCIATED WITH TASKS WHICH DID NOT REQUIRE MUCH KNOWLEDGE, CREATIVITY OR EXPERIENCE. THE NEW APPROACH TO THIS FIELD WITHIN THE BUSINESS SERVICES SECTOR HAS TURNED IT UPSIDE DOWN. COMPANIES ARE MORE AND MORE AWARE OF THE ADVANTAGES COMING NOT SOLELY FROM THE HIGH QUALITY OF THEIR PRODUCT, BUT ALSO FROM PUTTING THEIR CUSTOMER IN THE VERY CENTRE OF ATTENTION – FROM THE MOMENT THEY ASK FOR PRODUCT DETAILS, THROUGH LEARNING ABOUT DEAL CONDITIONS, UP TO AFTER-SALES ACTIVITIES.

Customer-centricity is the term to describe one of the most important trends in modern customer service. It is aided by technology, including mobile solutions, social media or even web message boards, which have already changed a lot in companies' approach to customers. Every self-respecting organisation is good at meeting its target group's expectations, while at the same time invites customers to co-create products and services. We are no longer in the era of centrally planned options. Customer-oriented activities facilitate flexible

dialogue, through which customers feel that their opinions are valued and shape the service they get.

Modern customer service follows one rule – it focuses on what customers feel, not what they think. Research shows that in the USA in 2013 65 per cent of surveyed people admitted experiencing a faster heart rate whenever they were informed about getting the highest quality of service. The most surprising part of the survey is however that more than half of those over-excited customers experienced the same heart rates which are generally associated with being in love (American Express Service Study, 2013).

What is also interesting about customer service activities is that it is one of the few areas where more technology equals more importance of humans. Customer service obviously does not stray from technological gimmicks – starting with ERP system solutions, through innovative sales tools and finishing off with big data customer experience analysis. Nevertheless, data and figures deduced thanks to technology are just half the challenge, since customer loyalty is shaped not only by company's offer, website or app. Experts, who are familiar with the product and able to answer customer queries, are the most important players in this process. Customers are fed up with virtual advisors who make them wait to get to the helpline for hours on end. They expect a real-life conversation with a person who is going to direct them to the simplest solution. Organisations such as mBank, Amazon, Asos, Fiat or Bank of America have decided to bet on applications which allow their customer service teams to work through video chats, which have been dynamically developing since 2013.

The picture above would not be complete without two other factors which are key to modern business. The first one is **multichannelling**, while the second one revolves around **Millennials**. Having a large number of channels is crucial for every company's customer service activities, since customers like having a choice. They expect both native mobile apps as well as support from a kind person on the other end of the hel-

pline accessible 24/7. This continuity of contact is particularly requested by customers born in the 1980s and 1990s, who give the same importance to product quality and price, maybe with more advantage for the former. Price wars are not an issue anymore in the global economy. Generations Y or Z have a wide access to similar products that cost almost the same, so what makes them drawn to a particular company? Positive feelings that are to be associated with it during and after the purchase. This is not however the end of the story, since such pleasant experience means also real income for a given company investing in A to Z customer service based on modern technologies and expert training for consultants. Researchers describe the collision of customer experience with the actual offer as *net promoter score*. In practice, the term denotes the ratio of customer loyalty revolving around one key question: **would you recommend this company to your friend or family member?** Welcome to the world where *customer experience* has the highest possible value. Brand ambassadors are therefore the most efficient tool to promote a product or service. In a nutshell – never before has trust been so important in business. After all, if customer service has been on a constant high level, customers are more willing to turn a blind eye on their favourite company's mistake – at least that is what is proven by a survey by Temkin Group done in 2015, which examined thousands of customers using services provided by 293 companies in 20 different fields.

The aforementioned access to multiple channels (sometimes also called *omnichannelling*) involves the merge between three key elements of customer contact – the electronic factor (including mobile solutions), telephones (remote contact) and stationary contact (e.g. visiting a company). The number of companies relying solely on digital retail is growing and therefore a new phenomenon of **contact centres** has appeared on the business horizon. These dynamically developing units serve as a great starting place for those looking for a new career. The tasks range and are focused not only on answering phone calls. They may include replying to queries, claim support, training or quality assurance. Each of these fields requires knowledge and development. Is experience necessary? Not at all. In Poland, contact centres develop rapidly thanks to foreign investments and the main obligatory condition to start your career there is **foreign language proficiency**. Foreigners joining us in Poland for university studies can combine pursuing higher education with gaining professional experience with the use of their mother tongue. Business centres in Poland provide service in 37 languages and on average each centre uses 8 of them, which makes those equipped with this precious knowledge invaluable for the ongoing development. A candidate's further career is entirely in their hands. Poland is currently a perfect example of a candidate's market, which guarantees full support for young employees provided by their employers. Work schedules can be adjusted to university timetables and career paths can be planned together instead of being imposed by higher-level management. Apart from that, induction trainings and promotions are available for all interested workers. The most common position in this branch is **Customer Service Specialist/ Representative/Consultant**, and basic requirements include communication skills, proficiency in English and openness to working in an environment with new technology.

The word "consultant" appearing in *customer service* job advertisements is by no means coincidental. Contact centre employees are supposed to advise customers while realising that professionalism is their company's showcase. Organisations are increasingly aware that job rotation in customer service areas brings them no good and as a result of that want to invest in employee development. The jobs therefore need no longer to be associated with unambitious tasks.

Customer service areas are going to gain even more relevance in the future. Young people discarding them ought to think twice. After all modern contact centres in Poland are perfect for gaining independence and experience. ♦

RELATIONSHIP-BASED CAREER |.....|

When joining customer service, do not focus on your lack of expertise in a given area. What counts is your personality and politeness, not hard skills. An extra advantage is your... magical voice, which will make your customer fall in love with you (literally!).

HERE ARE 5 FEATURES OF A PERFECT CUSTOMER SERVICE SPECIALIST:

1 BE A GOOD LISTENER

Listen carefully, ask questions and summarise the answers for your customers. This will undoubtedly show that you care and want to solve the problem instantly.



2 BE GOOD AT COMMUNICATING

Learn how to communicate with your clients. Know when to listen and when to speak, or more importantly - how to speak to them.



3 BE CALM AND PATIENT

Try to have control over your emotions and stay calm. This will help you deal with confused or frustrated customers. Moreover, if you stay calm, your customer will feel more respected.



4 BE CONFIDENT

If you sound confident in your conversation over the phone, video chat or e-mail, your customers will trust you more and the cooperation will be easier.



5 BECOME AN EXPERT

Learn everything about each product and service that your customers may inquire about. Study them and come up with various solutions you are offering in different circumstances.



First Steps in Poland

Formal requirements explained

How to rent an apartment?

Bank account guidance

Healthcare system in Poland

Mobile operators to choose from

Getting around in Poland

Prices in Poland

Days off in Polish calendar



YOUR STAY IN POLAND STEP BY STEP

A BRIGHT BUSINESS IDEA, A TEMPTING OPPORTUNITY OR A SIMPLE COINCIDENCE – WHATEVER BRINGS YOU TO POLAND, YOU WILL HAVE TO FOLLOW NOT ONLY YOUR HEART, BUT ALSO SOME RULES. BEFORE YOUR PERMANENT MOVE TO THE CENTRE OF EUROPE, MAKE SURE YOU ARE FAMILIAR WITH THE DOCUMENTS AND PROCESSES DESCRIBED BELOW.

STEP 1 Do I EVEN NEED A VISA?

If you are entering Poland with the intention of staying for a period shorter than 90 days, you usually do not need a visa. There are some countries, however, whose nationals are obliged to obtain it even when coming with a very brief visit. If you come from a non-Schengen state, sometimes referred to as a third country, it should set your alarm bells ringing. Visit the Polish Ministry of Foreign Affairs website and see if you can travel to Poland visa-free. If your country is not on the list, you will be obliged to apply for a visa. Remember, that if your stay is going to be longer than 90 days, you will have to obtain it regardless of your country of origin.

STEP 2 WHAT VISA DO I NEED?

Before your arrival, you need to decide on the type of the document you will need. Poland offers three types of visas: A, C and D and you can get them in a Polish consulate in your homeland. Visa A is an uncommon one, used only as a transit document for few third-countries nationals. Visa C is called 'Schengen' visa as it allows you not only to enter Poland, but also other countries that are part of the Schengen Area. It is perfect for tourists as it is short-term – allows you to stay for up to 90 days in half a year, which can be split into multiple visits, but remember that this visa expires after 180 days. Visa D is the so-called 'national' visa and has been designed for those whose stay is going to last 91 days or more (in one visit or more during the 180-day-long period). Apart from entering Poland, it allows you to visit other Schengen countries, but similarly to the type C visa - up to 90 days in half a year. It is valid for the period stated in the document, but as a rule it is not longer than one year.

STEP 3 BECOME A RESIDENT

Just a temporary one. If your visa validity is coming to an end, this is the best option to continue your legal stay in Poland. You can get a temporary residence card in one of the 16 Voivodeship Offices in Poland. The document allows you to stay in Poland for the maximum of 3 years (the length of the period depends on specific circumstances) and can be renewed if necessary. What is important is finding a good reason to validate your stay – usually it is securing a job position, pursuing higher education or conducting some research. The list goes on, but your purpose of stay has to be compelling and most importantly – well-documented.

There are also some documents which facilitate legalising your temporary residence in Poland, but do not substitute your residence card. One of them is the EU Blue Card. It is a unified residence and work permit issued for the entire European Union (except for the UK, Ireland and Denmark). It allows third-party foreigners to stay and work in the EU and does not restrict it to one country only. The card allows foreigners to stay in Poland 3 months after the end of their contract, but no more than 3 years in total. It is essential to remember that not all jobs can be performed under the EU Blue Card. There is a regularly updated list of professions requiring high qualifications and the process is applicable to these jobs only.

Another possible solution for a different group of people is the Pole's Card. Since its introduction in 2007, the number of applications has soared, reaching 170,000 so far. It serves as a proof of Polish nationality for people living outside Poland, in countries that used to be Soviet republics. The document has been introduced for those who feel they have a bond with their homeland through common history and tradition, can speak Polish and, most importantly, want to officially give a written declaration of identifying themselves as Polish in front of a Polish consul. After obtaining it, they do not need to pay for visas or get work permits, can conduct business activities on the same grounds as Polish citizens, get free education and healthcare in emergencies, and most importantly, can apply for a permanent residence permit, which is the fourth step in the process.

STEP 4 INDEFINITE STAY IN POLAND

The first way of obtaining permission for that is gaining a permanent resident permit. You can apply for a permanent residence card only after a few years of a legal stay in Poland. The number of those years varies in different cases, but remains crucial in the application process. Your stay is often described as 'uninterrupted', meaning that a person

does not leave Poland for a period longer than 6 months and all interruptions in a given period do not exceed 10 months in total. Although the permit is given for an indefinite period of time, the card itself is valid for 10 years only and after that time needs to be exchanged for a new one.

Do you want to stay in Poland for an indefinite period of time on different terms? The long term EU residence permit may be just what you need. The document is issued for foreigners coming from outside the EU and allows them to stay in Poland permanently. The length of stay is not defined by the permit, although it is valid for 5 years only, so needs to be renewed just like a permanent resident card does. Even though the permit has EU in its name, it does not allow a foreigner to work in another EU member state apart from Poland (if issued by Polish authorities).

STEP 5 POLISH CITIZENSHIP

Not all foreigners wish or need to obtain Polish citizenship, but if you feel that Poland is your special place on Earth, why not get it? You can direct your request to the President of the Republic of Poland, who can grant it to anyone, regardless of the time spent in the country and other conditions that you usually have to meet. You can also be recognised as a Polish citizen, generally if you have lived for at least three years on the basis of permits mentioned in Step 4. There are however many exceptions to the rule and each application of recognition is examined carefully by the Voivodeship Office. Please bear in mind that in order to obtain Polish citizenship, you need to prove your Polish language skills by

PAPERWORK:

Documents you may need vary from case to case, depending on which card or permit you wish to obtain. Usually it is useful to have the following:

your valid travel document (e.g. passport) and its copies;

up-to-date photographs in colour (the type and size may vary from what you apply for);

bank statements if needed;

proof of health insurance if needed;

documents confirming the purpose of your stay;

all other documents confirming data and information stated in your application form.

passing a national certification exam. This condition makes it a true challenge indeed for some foreigners...

With these 5 easy steps you can complete your path: from a stranger visiting a foreign country in the heart of Europe, to its full citizen enjoying all the rights resulting from this decision!

FEES:

Applying for a document very often involves paying a fee. Here are some fees as of 2016:

EUR 0-70 for a visa application (depends on the type of visa, waiting period etc.);

PLN 340 for a temporary residence permit application;

PLN 440 for a temporary residence and work permit application;

PLN 440 for an EU Blue Card;

PLN 640 for a long-term EU resident permit application;

PLN 640 for a permanent resident permit application;

PLN 219 for a Polish citizenship application.

After a positive verification process, applicants have to pay PLN 50 for issuing their card.



Do you enjoy being your own boss? Poland is open to foreigners coming to start their small businesses as well. There are **six types of commerce companies** that Polish entrepreneurs can set up and for foreigners it depends on their legal status in Poland. Bear in mind that even if you do not reside here permanently, you can start limited partnerships, limited joint-stock partnerships, limited liability companies and joint-stock companies. Ready? We are!

For more information about staying in Poland please visit our website:
www.careersinpoland.com/articles/category/legal-taxes

ACCOMMODATION IN POLAND

DEPENDING ON THE PURPOSE OF YOUR STAY, YOU NEED TO CONSIDER DIFFERENT ACCOMMODATION TYPES IN POLAND. THE PURPOSE OF YOUR STAY, ITS LENGTH AND YOUR BUDGET MAY DETERMINE WHAT OPTION YOU GO FOR. IF YOUR HOUSE IS YOUR CASTLE – SEE WHAT CASTLE YOU SHOULD LOOK FOR!

1 HOTEL

If you are coming to Poland just for a **quick business trip** or with a **brief visit** – hotels are still the most convenient form of accommodation. Throughout the country, you can easily communicate in English with hotel staff and have some travel details arranged by paying additional fees. If you are a student or simply tight on your budget – try a hostel. The prices are more reasonable and there are loads of them in every major city, but you cannot expect them to be as comfortable as hotels are.

2 DORMITORY

This sort of accommodation has been designed with **students** in mind. If you come to Poland to pursue higher education, your university will be able to offer you a room in a dorm. It sounds tempting not to deal with formalities and conducting the search on your own, but if you are a fan of high standards, do check on the dorm you are offered. There are many great living facilities for students in Poland, but there are also some which desperately need renovating. It is certainly a cheap way of getting a roof over your head, but usually you get to share a room with someone else. Choose a dorm if you are generally a sociable and laid-back person.

3 APARTMENT

Renting an apartment is in many ways the most comfortable way of accommodation in Poland, but first you need to overcome some formal obstacles. **Everyone** can enjoy living in a flat as it may vary from a tiny studio for an exchange student to a luxurious loft

with a view of the city. Before renting, set some criteria for your flat hunt:

- Price range – how much are you willing to spend on your rent per month?
- Location – what proximity to work/school is acceptable?
- Standard and size – determine how much space you will need and how it should be arranged.
- Period – how long are you going to stay in Poland?
- Sharing – do you need an entire apartment or can you rent just one room while sharing kitchen and bathroom?

Once you decide on these crucial aspects, give your search a try on the Internet. There are a lot of websites in English which are dedicated to foreigners looking for a place.

If you prefer to have things done by professionals, you can always use a real estate agency. You will not have to worry about one thing, you will however have to pay a service fee.

There is also the possibility of joining a Facebook group dedicated to expats helping one another out. It is easier to work in a team, so many foreigners appreciate this solution.

After finding the best possible match, it is time for signing a contract. Never skip this point. It is vital that there is a written agreement between you and the owner of the flat and that you are in possession of its copy signed by both parties.

A well-designed contract contains:

- ✓ *Identity information and permanent address (it can be yours and the owner's ID or passport number)*
 - ✓ *Rental period (the exact dates from... to...)*
 - ✓ *Terms and conditions of rental and contract termination (especially the period of notice before moving out of the flat earlier)*
 - ✓ *Monthly costs (whether they include water, heating and electricity bills as well as administrative cost)*
 - ✓ *Deposit information (how much it is and whether it is returnable)*
- ... and signatures*

POLISH BANK ACCOUNT? EASY!

OPENING A BANK ACCOUNT IS ONE OF RELOCATION ESSENTIALS. AFTER YOU SETTLE IN AND START EARNING MONEY, HAVING A POLISH BANK ACCOUNT MAKES MANAGING YOUR FINANCES A LOT EASIER. YOU WILL AVOID PRICEY INTERNATIONAL TRANSFERS, ATM PROBLEMS AND FEES CHARGED DURING CARD PAYMENTS. THE QUESTION IS: WHICH BANK TO CHOOSE AND WHY?

In Poland, banks can be found around every corner. They are constantly advertised in the media and you may even work for one – after all banks are the pillar of the financial sector which hires a lot of foreigners. Before making your decision, you should however consider as many options as possible, since the banking market is full of various accounts for specific needs. What criteria should you take into consideration?

1 RESIDENT /NON-RESIDENT

In some facilities an account can be opened only by a person who resides in Poland,

however the majority of banks welcome even those clients who do not necessarily have a permanent address in our country. Make sure the option you choose allows foreigners to partner up with a bank.

2 REQUIRED DOCUMENTS

Different banks require different documents confirming your identity and legal status in Poland. Check in advance whether your passport is enough to open a bank account. It may not be sufficient – a bank might request another ID or a residence card while you are still in the process of getting one.

3 FEES AND CHARGES

Think thoroughly about the kind of activities you want to be able to perform with your bank account. Do you want to make international money transfers? Do you prefer to always have cash on you and have a habit of using ATMs every single day? Remember that some fees depend on the number of transactions you make or your monthly income transferred to the account. In the table below you can see that there are not many extra charges if you use your account and card actively and that usually withdrawing money from ATMs is free only when you use dedicated cash machines. Make sure you read the fine print and do your research in advance, so that the type of bank account you decide on does not charge too much when it comes to your preferred banking activities.

4 LANGUAGE BARRIER

Find out whether you will be able to communicate effectively with your bank's staff. See if its online and mobile services are easily accessible and make sure the exchange of information between both parties is hindrance-free. If your English is not that good and Polish is still a work in progress, aim for mobile options.

BANK ACCOUNT OPTIONS EXAMPLES OF BANK ACCOUNTS IN THREE POPULAR BANKS OPERATING IN POLAND AS OF JULY 2016:

	ALIOR BANK KONTO OSOBISTE (ENG. PERSONAL ACCOUNT)	ING BANK ŚLĄSKI KONTO DIRECT (ENG. DIRECT ACCOUNT)	MILLENNIUM BANK KONTO 360° (ENG. 360° ACCOUNT)
CAN FOREIGNERS OPEN ACCOUNTS ONLINE?	No	No	No
WHAT DOCUMENTS ARE REQUIRED FROM FOREIGNERS?	Passport and/or residence card	Passport (another ID with a photo may be requested as well)	Passport
CAN THE CONTRACT BE DRAWN IN ENGLISH?	No	No	No
IS THERE AN ENGLISH VERSION OF ONLINE PLATFORM?	Yes	Yes	Yes
IS THE MOBILE APP AVAILABLE IN ENGLISH?	Yes	Yes	Yes
ACCOUNT MAINTENANCE MONTHLY FEE	PLN 8	PLN 0	PLN 0 (if the account is used actively**)
INTERNATIONAL TRANSFER FEE (ONLINE)	PLN 5 to EU / PLN 30 outside EU	PLN 5 to EU / PLN 40 outside EU	PLN 0 (if the account is used actively**)
CARD SERVICE MONTHLY FEE	PLN 6 (extra PLN 8 if the account is not used actively*)	PLN 0 (if the card is used actively**)	PLN 0 (if the account is used actively**)
CASH WITHDRAWAL FROM BANK'S DEDICATED ATMS	PLN 0	PLN 0	PLN 0

* The account is used actively if your salary is transferred to it every month.

** The card is used actively if its monthly transactions amount to minimum PLN 300.

*** The account is used actively if it receives a monthly transfer of at least PLN 1000 and at least one non-cash payment is made with the card.

HEALTHCARE IN POLAND

ONE APPLE A DAY KEEPS THE DOCTOR AWAY... AND ALTHOUGH POLAND IS KNOWN FOR ITS DELICIOUS APPLES, TAKING CARE OF YOUR HEALTH MAY REQUIRE A BIT MORE THAN THAT. FORTUNATELY, POLISH HEALTHCARE SYSTEM IS BASED ON A GOOD STANDARD OF MEDICAL SERVICES. HOW TO USE THEM?

Healthcare is guaranteed by the constitution and all medical activities are overseen by the Polish Ministry of Health, while a general health insurance is widespread in the country. The National Health Fund (Polish: Narodowy Fundusz Zdrowia; **NFZ**) is in charge of managing the publicly funded insurance scheme, but it is not obligatory to use this kind of service. Private health insurance plans are gaining more and more popularity at the moment. Which one is more suitable for foreigners?

PUBLIC HEALTHCARE PLANS

NFZ health services are by far the most popular way of getting hold of doctors in Poland. In order for a foreigner to be able to access medical facilities, your employer needs to **pay monthly contributions** to the institution. They are compulsory if you have a regular employment contract or if it is specified in your civil law contract. Once you are registered, every time you visit a hospital or a clinic you will need to present some kind of ID, which will enable the staff to check your status in the system.

Foreigners coming to Poland with their family have a right to **add relatives to their healthcare plan**. This applies to children (until they are 18 y.o.; or 26 y.o. provided they pursue higher education), spouses as well as parents or grandparents (if they reside in the same household).

It is also possible to join the state-run NFZ healthcare system if you are not employed or you are a student. You will need to present a written application along with your ID or student status confirmation. This option is paid (approximately PLN 50/month) but guarantees wide access to numerous public facilities all around Poland.

PRIVATE HEALTHCARE PLANS

A foreigner can also take care of their healthcare plan on their own. There are a lot of private medical facilities operating in Poland, especially in bigger cities and towns. Additionally, you can visit a specialist doctor providing private services without showing any sort of documents. One thing worth noticing is that private medical services are **not free**. The fees vary depending on the type of doctor you need to see, procedure that needs to be performed, or the city you live in.

Your employer may also provide you with a **medical package** which is based on private healthcare services. It is a popular benefit in many companies, which may also allow to insure family members as well once you cover some extra costs. Although it might require paying extra money, many Poles choose this option, as it guarantees more comfort and reduces waiting times for getting an appointment. From a foreigner's perspective, it may be better to get a healthcare plan in a private medical facility, as their staff and doctors are usually able to provide services in English. In regular state-run hospitals and clinics, especially outside major cities, foreigners may still experience language barrier, although the situation is gradually improving.

Please bear in mind that if you are an EU/EFTA citizen and have a valid national healthcare plan, in Poland you can receive treatment by simply showing your European Health Insurance Card (EHIC). Otherwise, not having a medical plan involves the possibility of covering all treatment costs calculated by the Polish NFZ.



Medical tourism in Poland

Poland is an attractive tourist destination, not only for those seeking beautiful landscapes and historical sights, but also for people coping with health problems. Private facilities and practitioners are less expensive than in other European countries, while still maintaining high healthcare standards. The biggest hit with medical tourists is definitely dental surgery and care. Apart from that, Poland is particularly popular amongst those needing orthopaedic or heart surgeries, laser eyesight correction and couples undergoing fertility treatments.

First Steps in Poland

MOBILE OPERATORS IN POLAND

POLAND'S MOBILE PHONE NETWORKS ARE RELIABLE AND OFFER A WIDE RANGE OF SERVICES. THEY PROVIDE NATIONWIDE COVERAGE FOR 4G, 3G AND 2G NETWORKS, AS WELL AS NUMEROUS INNOVATIVE PRODUCTS. THIS SECTION WILL INTRODUCE YOU TO THE LARGEST POLISH NETWORK CARRIERS AND HELP YOU MAKE AN INFORMED DECISION.

Hint! If you want to stay in touch with friends or family abroad, operators' prices may be too high to make frequent calls. Search for providers who specifically offer cheap international phone calls from Poland instead.

Every foreigner living permanently in Poland will find switching to a Polish phone number extremely convenient, as it is not a complicated process. First, however, you will have to choose, whether you want to pay as you go (pre-paid systems are available in many offers) or sign a phone contract with one of the four major companies: Orange, T-Mobile, Play or Plus. Both options have their advantages.

PRE-PAID

This system is particularly handy if you do not want to feel obliged by deals with mobile operators and simply need a SIM card (a starter pack can be as cheap as PLN 5) that can be put in your mobile device. It also allows to have more control over your money, as you top up your phone account whenever you run out of means, either online or in supermarkets, newsagent's, post offices etc.

In 2016, a law passed by the Polish governments, has introduced one major change to pre-paid mobile systems. Every

number acquired in this way has to be officially registered in your operators' store. The process involves both Polish nationals as well as foreigners residing in Poland. In the latter case, you will need to bring your passport or Polish residence card to get your phone number registered.

CONTRACT PLAN

Contracts for mobile services are also a popular option as users can forget about topping up their account and can benefit from being offered an attractive handset at a lower price. Please remember that as a foreigner you will need a set of documents (your passport and another document confirming your identity, preferably if applicable – residence permit, work permit or student ID).

Pay attention to what you get in your plan. Please remember that mobile operators offer now mobile internet services, so for you as a foreigner it may be quite handy to kill two birds with one stone, and use data transmission as well.

MOBILE SERVICES PRICES

What you get when you sign the least expensive contract (~ PLN 30) without buying a phone from Polish operators*

	MOBILE CALLS	LANDLINE CALLS	TEXTS	INTERNET DATA	MINIMUM CONTRACT LENGTH
Orange	unlimited to Orange	PLN 10/month	unlimited	2 GB	24 months
T-Mobile	unlimited	unlimited	unlimited	2 GB	6 months
Play	unlimited	unlimited	PLN 0.19/text	2 GB	24 months
Plus	unlimited	PLN 10/month	PLN 0.20/text	2 GB	12 months

* AS OF SEPTEMBER 2016. INFORMATION PRESENTED ON OPERATORS' WEBSITES.

PUBLIC TRANSPORT IN POLAND

CITY TRANSPORT NETWORKS

METRO / Although available only in Warszawa, the underground system is one of the most common ways of getting around in the capital city. Not all neighbourhoods can be reached by the subway, but the system is under development.

OUR TIP: PUBLIC TRANSPORT TICKETS IN WARSZAWA ARE UNIVERSAL WITHIN ITS BORDERS; THEY COVER METRO, BUS, TRAM AND LOCAL RAPID RAIL RIDES.

BUSES / Catching a bus is the most wide-spread means of transport in Poland, both in major cities and in smaller towns. Time-tables are presented at every bus stop and as a rule are quite reliable, as all schedules in Poland.

OUR TIP: STOP NAMES ARE GENERALLY ANNOUNCED THROUGH A LOUDSPEAKER INSIDE A BUS AND ROUTES ARE AVAILABLE THERE AS WELL, SO IT IS NOT EASY TO GET LOST.

TRAMS / Trams are streetcars running on special tracks, which makes it easier for them to get through jammed streets. However, they are available only in 15 Polish cities and towns, so not everyone can enjoy tramway rides.

OUR TIP: GO ON AN ANTIQUE TRAM TRIP AROUND YOUR NEW TOWN. A LOT OF POLISH CITIES HAVE RENOVATED OLD STREETCARS AND SEND THEM ON HISTORIC ROUTES DURING WEEKENDS.

TROLLEYBUSES / Probably one of the most unusual means of public transport in Poland. Trolleybuses are a crossover of buses and trams and can be found only in Gdynia, Lublin, Sopot or Tychy.

OUR TIP: SIMILARLY TO TRAMWAYS, THEY CAN BE USED BOTH ON EVERYDAY BASIS, AS WELL AS FOR TOURISTIC PURPOSES. EXPLORE YOUR CITY ABOARD!

TAXIS / You can order a taxi online, via phone, app or directly catch it in the street or from a taxicab stand. Make sure you know the fare per kilometre beforehand. At airports, railway or bus stations you can ask for an authorised taxi company at the information desk.

OUR TIP: IF YOU ARE A SHARING ECONOMY ENTHUSIAST, UBER IS ALSO WIDELY POPULAR IN POLAND, SO YOU CAN USE YOUR FAVOURITE APP AS WELL.

CITY BIKES / Their biggest advantage is that they are available 24/7 for 9 months throughout the year (excluding winter-time). Renting public bikes is easy and available in major Polish cities. It is also slowly being introduced in smaller towns.

OUR TIP: THERE IS NO UNIFIED NATION-WIDE SYSTEM, BUT MOST COMPANIES OPERATE IN A SIMILAR WAY. THEY USUALLY REQUIRE A STARTING FEE OF MAX. PLN 20 TO START USING PUBLIC BIKES.

ON FOOT / Europe is best explored on foot as our continent is quite crammed. Poland is no different – if you do not live in remote suburbs, many places within Polish cities can be reached in less than half an hour.

OUR TIP: AS A PEDESTRIAN REMEMBER TO WATCH OUT FOR RED LIGHTS. POLISH LAW FORBIDS CROSSING THE STREET AT RED LIGHT, EVEN IF THERE ARE NO VEHICLES ON THE ROAD. THIS MINOR OFFENCE CAN GET YOU FINED.



NATIONWIDE TRANSPORT NETWORKS

RAILWAY / It covers large areas between cities and towns, but the standard depends on the carrier. Make sure you buy your ticket in advance – you can do it at your railway station, online or via app.

OUR TIP: IF YOU LIKE COMFORT, AIM FOR PENDOLINO TRAINS. THE MOST MODERN CARS ON POLISH RAILS, THEY ARE SLIGHTLY MORE EXPENSIVE, BUT ALSO NOTICEABLY FASTER.

COACHES / Not as fast as trains, but still extremely popular throughout Poland. Even the smallest towns must be connected to a major city with a line. As there is a variety of carriers, the offers differ, from a bit dated coaches to quite luxurious ones.

OUR TIP: BOOKING IN ADVANCE CAN GET YOU TICKETS FOR AS LITTLE AS PLN 1, ESPECIALLY IF YOU USE PRIVATE CARRIERS. WATCH OUT FOR DISCOUNTS AND SPECIAL OFFERS.

PLANES / You can get from Gdańsk to Wrocław in an hour and a half. National flights are gaining popularity, but they are still too expensive for frequent trips. You also need to remember that only major cities with airports can be reached in this way.

OUR TIP: MAKE SURE YOU HAVE EXTRA TIME FOR SECURITY CHECK BEFOREHAND. FLIGHTS ARE SHORT, BUT BEING LATE AT THE AIRPORT MAY RESULT IN MISSING THE PLANE.

CARPPOOLING / Ridesharing is very popular, especially among students heading home during term breaks or long weekends. Many websites offer such services, along with user verification and rating system, so that carpoolers feel secure during their journey.

OUR TIP: CHECK THE DETAILS OF THE PERSON GIVING YOU A LIFT IN ADVANCE – SOME WEBSITES INDICATE WHETHER THE DRIVER PREFERS CHATTING, LISTENING TO MUSIC OR COMPLETE SILENCE. CHOOSE YOUR CO-PASSENGERS WISELY.

CURRENCY AND PRICES

THE NEW POLISH ZŁOTY (PLN) IS THE OFFICIAL LEGAL TENDER IN POLAND. ALTHOUGH THE COUNTRY IS PART OF THE EUROPEAN UNION, POLAND DOES NOT PLAN TO ENTER THE EUROZONE AND ACCEPT EURO AS ITS CURRENCY IN THE NEAREST FUTURE. THIS INVOLVES A BIT OF MATHEMATICS FOR FOREIGNERS COMING FROM OTHER EU COUNTRIES, AS WELL AS THOSE FROM FURTHER AWAY. LEARN MORE ABOUT POLISH MONEY AND PRICES.

1 złoty = 100 groszy
 EUR 1 = PLN 4.34*
 USD 1 = PLN 3.98*
 * as of October 2016, NBP

Prices in Poland - groceries

butter
 250 grams = PLN 4.60

crisps
 225 grams = PLN 5

cereal
 500 grams = PLN 6.60

milk 3,2%
 1 litre = PLN 2.60

chicken breast
 1 kilo = PLN 13

chocolate
 1 bar = PLN 3.30

orange juice
 1 litre = PLN 4

tomatoes
 1 kilo = PLN 3.70

organic eggs
 10 pieces = PLN 7.30

still water
 1,5 litre = PLN 1.70

Coca-Cola
 2 litres = PLN 4.40

Earl Grey tea
 20 bags = PLN 5

beer
 1 can = PLN 2.50

bread
 1 loaf = PLN 3



PRICES IN POLAND – SERVICES



HAIRCUT female
Warszawa ▶ **PLN 90**



GYM one-month membership
Warszawa ▶ **PLN 135**



DENTIST one-time treatment
Warszawa ▶ **PLN 150**



CINEMA TICKET weekend price
Warszawa ▶ **PLN 25**



TAXI FARE PER KILOMETRE starting fee around PLN 8
Warszawa ▶ **PLN 2**



OPERA ticket
Warszawa ▶ **PLN 100**



POLISH LANGUAGE COURSE
duration: 30 hours
Warszawa ▶ **PLN 1,600**



CITY BIKE 21 minutes
up to 1 hour ride
Warszawa ▶ **PLN 1**



ART GALLERY ticket
Warszawa ▶ **PLN 15**



SPA GETAWAY weekend
near Warszawa ▶ **PLN 550**



STARBUCKS COFFEE medium latte
Warszawa ▶ **PLN 13**



MANICURE Shellac type
Warszawa ▶ **PLN 80**



PIZZA medium-size with delivery
Warszawa ▶ **PLN 33**



PETROL (1 l)
Warszawa ▶ **PLN 4.40**



FAST FOOD McDonald's Big Mac
Warszawa ▶ **PLN 9.70**

BANK HOLIDAYS IN 2017

IF YOUR WORK IS BASED ON A REGULAR EMPLOYMENT CONTRACT, YOU ARE ENTITLED TO PAID HOLIDAY (THE LENGTH OF WHICH DEPENDS ON YOUR JOB SENIORITY). NEVERTHELESS, IN POLAND WE DO LOVE TO CELEBRATE AND THERE

ARE QUITE A FEW DAYS OFF IN OUR CALENDAR. IF YOU ARE NOT A DOCTOR THAT MAY NEED TO BE ON DUTY 365 DAYS A YEAR, YOU CAN ALREADY PLAN A SHORT GETAWAY FOR THE FOLLOWING DATES:

winter	January 1 SUNDAY	New Year's Day	January 6 FRIDAY	Epiphany
	April 16 SUNDAY	Easter*	April 17 MONDAY	Easter Monday*
spring	June 4 SUNDAY	Pentecost*	June 15 THURSDAY	Corpus Christi*
	May 1 MONDAY	Labour Day	August 15 THURSDAY	The Assumption of Mary
summer	November 1 WEDNESDAY	All Saints' Day	November 11 SATURDAY	Independence Day
	December 25 MONDAY	Christmas	December 26 TUESDAY	2 nd Day of Christmas
autumn				
winter				

* These feasts are moveable

COMPANY PRESENTATIONS

Atos Poland Global Delivery Center (p. 54)



CITIES: BYDGOSZCZ, KRAKÓW, WARSZAWA, WROCLAW

LOCATIONS, DEPARTMENTS & PROCESSES, APPLICATION PROCESS **P. 55**

MEET OUR EMPLOYEES **P. 56**

Capgemini Polska (p. 57)



CITIES: KATOWICE, KRAKÓW, OPOLE, POZNAŃ, WARSZAWA, WROCLAW

LOCATIONS, DEPARTMENTS & PROCESSES, APPLICATION PROCESS **P. 58**

MEET OUR EMPLOYEES **P. 59**

Citi Service Center Poland (p. 60)



CITIES: OLSZTYN, WARSZAWA

LOCATIONS, DEPARTMENTS & PROCESSES, APPLICATION PROCESS **P. 61**

MEET OUR EMPLOYEES **P. 62**

Infosys Poland (p. 63)



CITY: ŁÓDŹ

LOCATIONS, DEPARTMENTS & PROCESSES, APPLICATION PROCESS **P. 64**

MEET OUR EMPLOYEES **P. 65**

International Paper (p. 66)



CITY: KRAKÓW

LOCATIONS, DEPARTMENTS & PROCESSES, APPLICATION PROCESS **P. 67**

MEET OUR EMPLOYEES **P. 68**

State Street Bank (p. 69)



CITIES: GDAŃSK, KRAKÓW

LOCATIONS, DEPARTMENTS & PROCESSES, APPLICATION PROCESS **P. 70**

MEET OUR EMPLOYEES **P. 71**

ACN (p. 72)
CITY: WROCLAW

Arla Foods (p. 72)
CITY: GDAŃSK

BD (p. 73)
CITY: WROCLAW

Capita (Polska) (p. 73)
CITIES: KRAKÓW, ŁÓDŹ

CRISIL (p. 74)
CITY: WROCLAW

Deloitte Central Europe Business Services Center (p. 74)

CITY: RZESZÓW

Elavon Financial Services Designated Activity Company (p. 75)

CITY: WARSZAWA

EY GDS Poland (p. 75)
CITIES: WARSZAWA, WROCLAW

Fujitsu (p. 76)
CITY: ŁÓDŹ

IKEA (p. 76)
CITY: POZNAŃ

ING Services Polska (p. 77)
CITY: KATOWICE

Philip Morris International Service Center Europe (p. 77)

CITY: KRAKÓW

Schneider Electric (p. 78)
CITY: WARSZAWA

Shell Business Operations (p. 78)
CITY: KRAKÓW

Sii Poland (p. 79)
CITIES: GDAŃSK, KATOWICE, KRAKÓW, LUBLIN, ŁÓDŹ, POZNAŃ, WARSZAWA, WROCLAW

Wipro (p. 79)
CITIES: GDAŃSK, KRAKÓW, WARSZAWA

XL Catlin (p. 80)
CITY: WROCLAW

Goldman Recruitment (p. 80)
CITIES: KRAKÓW, WARSZAWA

Atos

Atos Poland Global Delivery Center

Cities: Bydgoszcz, Kraków, Warszawa, Wrocław

Total number of employees: more than **4,000**

Recruitment plans for 2016/17: **500**

Website: kariera.pl.atos.net

E-mail: kariera@atos.net



Atos

-this is IT!



About us

Atos is an international IT services company. We employ 100,000 people in 72 countries. Currently, more than 4,000 people are working in our offices in Bydgoszcz, Warszawa, Wrocław, Gdańsk, Łódź, Toruń and Kraków. The company offers IT infrastructure management services, systems integration, outsourcing and IT consulting.

Atos has been awarded with the Great Place to Work certificate four times, winning top positions in the ranking of the Great Place to Work® Institute. Atos is the official global IT partner of the Olympic and Paralympic Games. Our intensive development creates unique opportunities for both current employees and newly employed people.

What makes us unique?

The people and the atmosphere that they create are our characteristics. It is thanks to the outstanding specialists and interesting personalities that we provide the IT services of the highest quality. That's why we invest in our employees' development. We give them a friendly working environment and financial stability.

Our company culture has been built on a healthy balance between work and life. The possibility to combine work with passion and living in a healthy balance between those two areas is our company's characteristic.



Matthieu Fersing

HEAD OF MANAGED SERVICES
ATOS POLAND GLOBAL DELIVERY
CENTER

Favourite Polish food:
gołąbki

Favourite place in Poland:
Kasprowy Wierch in winter

Favourite Polish word:
źdźbło (took me one hour to pronounce it)

In Atos, we shape trends in IT and help our customers to power progress making their way to digital revolution. Our dynamic growth generates numerous opportunities for those who would like to develop their career in IT. We employ foreigners from all around the world. We have a wide range of opportunities worth considering. We employ both staff of a technical profile and people without such experience who know foreign languages. We do realize that development of the company results from the development of our employees. It's worth working for Atos! Atos - Powering progress. Powering people.

VISIT COMPANY PROFILE ON:

www.CareersinPoland.com/Atos



ATOS POLAND GLOBAL DELIVERY CENTER

DEPARTMENTS & PROCESSES

Managed Services (MS)

BYDGOSZCZ, KRAKÓW, WARSZAWA



It is the biggest Polish Atos Offshoring Center. It has been developing rapidly for several years and currently employs more than 3,000 people. This entity provides services for managing networks, servers, applications, projects and ITIL processes. It also offers cloud services, the first line of support in multiple languages for our clients, as well as IT systems integration services. Our specialists work here in the following departments:

- Application Hosting Services
- Cloud Services
- Network Data Center and Communication Services
- Workplace and Service Desk Services
- Global Delivery Tooling Services
- Cross Functional Services
- Risk, Audit and Compliance Governance
- Service Management Center

Big Data & Security (BDS)

BYDGOSZCZ



It provides services in the field of information security for customers around the world. Our employees work here with major technologies and tools for monitoring, reactive and proactive safety management. The main areas of competence are:

- Security Operations Center Services
- Vulnerability Management Services
- EndPoint and Perimeter Threat Management Services
- Computer Security Incident Response Team
- Identity and Access Management Services

Consulting & System Integration (C&SI)

WROCLAW



The headquarters of Atos Consulting & System Integration (C&SI) are located in Wrocław, one of the official centers of the world IT service delivery. C&SI is responsible for comprehensive implementation and supporting projects for clients from different industries all over the world. The local team includes 400 specialists in the following areas:

- Java
- SAP
- Microsoft
- Oracle
- Business Intelligence
- Project Management

APPLICATION PROCESS

1. Please visit the atos.net/careers website to check our vacancies. You can search by location, job position or ref. number. You will also find the most wanted vacancies at kariera.pl.atos.net, where you can also leave your open application.
2. Choose a vacancy and apply online.
3. Please register in order to complete the application.
4. Selected candidates will be contacted by our recruiter.
5. First Phone Call (approx. 30 min.) is the initial verification of experience, technical skills and knowledge of foreign languages. Next step is a F2F meeting (approx. 1.5 h).

RELOCATION PACKAGE

It is dedicated to new employees who decide to relocate to Bydgoszcz because of starting their work in Atos. A relocation allowance is paid monthly for a few years to help the employee to repay a loan, rent an apartment, etc.

CHECK MORE
INFORMATION ABOUT
ATOS



ATOS POLAND GLOBAL DELIVERY CENTER

MEET OUR EMPLOYEES

**Olena Levytska**

TEAM MANAGER IN WORKPLACE & SERVICE
DESK SERVICES DEPARTMENT
IN POLAND SINCE: 2014

FAVOURITE POLISH FOOD:
pork ribs with honey

FAVOURITE PLACE IN POLAND:
Old Bydgoszcz canal near my house

FAVOURITE POLISH WORD: **kamizelka**

My friends have also joined Atos**Do you work in a multicultural team? How do you like it?**

Almost every team in Atos includes foreigners. Mine is not an exception. We have colleagues from Ukraine, Russia, Kazakhstan – and in a couple of months, several Turkish colleagues will join my team. Working in such a multicultural environment might seem a bit challenging, but has a lot of advantages – you have a chance to practice all foreign languages that you know, in an atmosphere of openness and mutual acceptance.

Would you recommend your employer to your friends abroad?

Definitely! Two of my friends have even joined

Atos on my recommendation. Both agree that this decision has been a life turning event for them. Atos' balance between strong growth and corporate stability makes it a very attractive place to build a career. Besides, it is a perfect place to challenge oneself, boost one's skills and discover talents unknown before.

How long are you intending to stay here in Poland?

My adjustment to the new life was surprisingly easy. After two years spent here, my life center has moved to Poland and I can easily imagine that this country can become my new homeland.

Came for a project, stayed forever**What do you like best about Poland? What is its biggest drawback?**

I like Poland's nature. There are a lot of forests, mountains and lakes. The Polish people are very hospitable and that makes living in Poland much easier. I can't compare the Polish language to any language I know and I thought it would be easy to learn, but it isn't.

How did you secure a job at Atos in Poland?

I was working for Atos Netherlands and came for 6 months to Atos in Poland for an outsourcing project. After some time I was asked if I would like to stay and work in Poland. As my wife is Polish and comes from Bydgoszcz, we decided to stay.

I do not regret this decision.

What has your career path looked like so far?

This year I had my 25th anniversary at Atos (NL & PL). Starting at Atos Netherlands in 1991, I worked in a lot of departments. Starting with Desktop Management, Server Management, Network Management, IP/DNS and later on several Mail Systems. That is the nice part of working for a company like Atos. It's easy to grow and start new challenges.

**Marco Selier**

SENIOR SYSTEM ENGINEER
IN BIG DATA & SECURITY SERVICE LINE
IN POLAND SINCE: 2009

FAVOURITE POLISH FOOD: **żurek**

FAVOURITE PLACE IN POLAND:
Dobrcz (where I live)

FAVOURITE POLISH WORD: **przyjaźń**

**Lesia Kovalova**

PROJECT COORDINATOR IN CONSULTING
& SYSTEM INTEGRATION SERVICE LINE
IN POLAND SINCE: 2014

FAVOURITE POLISH FOOD: **flaki**
FAVOURITE PLACE IN POLAND: **Kaszuby**
FAVOURITE POLISH WORD:
spoleczeństwo

In touch with colleagues all over the world**What was the biggest surprise for you in Poland?**

I come from Ukraine and Ukrainian and Polish mentality, traditions and cuisine are very similar. They were not a surprise. But I remember one case at the very beginning of my stay in Poland: I did not know what "przystanek na żądanie" (a request stop) meant and I did not know that to get off I needed to push the button. Of course, I missed my bus stop, and it happened more than once!

What do you like best about Poland?

Poland is a very beautiful country in terms of nature, architecture, history etc. You do not have

enough days off a year to discover everything! Also, I like the language, the sets of "rz", "szcz" make me smile – I am not able to pronounce them without practice!

What tasks does your job involve?

I would describe all my tasks with two words – COORDINATION and COMMUNICATION. I am working in the Global HR team that is in close contact with local HR teams across the world. It is not surprising to get a "good morning" from your colleague from Brazil when you are about to leave the office in the evening.

Capgemini Polska

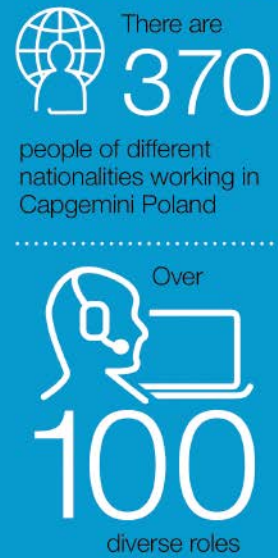
Cities: **Katowice, Kraków, Opole, Poznań, Warszawa, Wrocław**

Total number of employees:
more than 6,500

Recruitment plans for 2016/17:
all year round

Website: pl.capgemini.com

E-mail: praca.pl@capgemini.com



About us

Capgemini is about diversity. With us, you can create innovative solutions in many business areas and take advantage of our expert teams with an extensive competence scope – from international accountancy up to advanced IT systems. We create and deliver business, technology and digital solutions that fit clients' needs, enabling them to achieve innovation and competitiveness.

Now with 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. In Poland, we have our departments in 6 cities, which connect more than 6,500 employees.

What makes us unique?

Our biggest values are Capgemini's employees. They create an outstanding working atmosphere and a supportive environment. What is easy to see is that numerous acquaintances convert here into long-term friendships. People not only work together in the office, but they also involve themselves in many additional initiatives. For instance, we were the first company in Poland that started a professional theatre performance for charity purposes. What is also very important is that we discover others' needs. We build comfortable job conditions for everyone. Last year we launched an innovative tailor-made program for the disabled.

Welcome to Capgemini!



Etienne Grisvard

HRO MANAGER

Favourite Polish food:
gołąbki

Favourite place in Poland:
Kraków and Czarny Staw pod Rysami

Favourite Polish word:
potwór

From finance to HR, from sales to operations; expert or technical jobs, people management or customer service; in all business sectors, no two jobs are the same in Capgemini Poland. They all have one thing in common: you need to work hard to be a key player in a winning team.

Languages, expertise, creativity, all the skills you have or want to learn will be put to good use and you'll be able to reinvent yourself all the time.

In Capgemini, people are looking firmly towards the future. Come build it with them!

VISIT COMPANY PROFILE AT:

www.CareersinPoland.com/Capgemini

DEPARTMENTS & PROCESSES

Business Services

KRAKÓW, KATOWICE



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

The Polish Business Services are a part of the global Rightshore Network and focus on the implementation of innovative solutions and team working which allows their members to acquire interesting experience in an international environment.

Among our clients, there are international corporations, and therefore our employees speak over 30 languages!

- Finance & accounting
- Management control
- Purchase & accounting
- Supply chain
- Financial services
- Contact center
- Knowledge processes
- Analyses and market research
- HR function outsourcing
- Content management – creation and analysis

Cloud Infrastructure Services

KATOWICE, KRAKÓW, OPOLE



As part of the Infrastructure Services we support clients from all over the world in remote technical support services and remote IT infrastructure management.

Currently, we provide services for 30 customers in IT management, for 60 Clients in infrastructure management and 70 Clients in service desk.

The main business areas include:

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

Software Solutions Center

WROCLAW, POZNAŃ



The Department specializes in IT solutions: custom software development and technology services for our world-renowned customers. Currently, Software Solutions Center employs almost 1,000 IT professionals, who are responsible for designing, developing, testing, implementing, and supporting individual IT solutions based on contemporary technologies like: Java, .NET, data base platforms, Business Intelligence, or SAP. The center cooperates strictly with Capgemini's German branches.

Application Services

WARSZAWA



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

APPLICATION PROCESS

 **Application**

Sending an on-line application: all available job offers at www.pl.capgemini.com/careers

 **Tests**

HR testing & online tests (only for selected positions):

- Language test checks a candidate's knowledge of foreign languages
- Analytical test checks whether a candidate is able to analyse a set of numbers, tables and charts

Our recruitment offer in some cases includes relocation packages. We also

provide a Welcome.pl program covering a range of training sessions as: cultural differences, information and guides about life in Poland.

CHECK MORE
INFORMATION ABOUT
CAPGEMINI POLSKA



**Esin Nikolaev**

JUNIOR PROJECT ANALYST
IN POLAND SINCE: OCTOBER 2013

FAVOURITE POLISH FOOD:
Russian dumplings and żurek

FAVOURITE PLACE IN POLAND:
Kraków

FAVOURITE POLISH WORD: **żdźbło**

Great place to work in international environment

What made you move to Poland?

I simply want to say, children. I applied to a volunteering program back in 2013, specialized in working with disabled children in Kraków. I was supposed to stay only for 10 months, until one day I got a call from Capgemini with an incredible offer that I couldn't say no to.

I'd have never imagined that I'd still be here, but what can I say? Once you fall in love, you cannot easily break up with Poland.

Would you recommend your current employer to your friends abroad?

I would definitely recommend Capgemini to my friends, not to mention that I have already done it

quite a few times! This company, I believe, is a great place to start working in an international environment. It offers many different opportunities, language courses, trainings, growth programs, learning from professionals, developing your own skills and additional benefits. Who wouldn't like that?

Have you heard something about Poland before you came here?

I knew only historical facts about the country but nothing about the culture itself. However, I must admit I am strongly impressed how amazing and beautiful this country is and I recommend it to everyone. Places such as Kraków, Wrocław and Gdańsk are a must and the food is incredibly tasty!

At Capgemini, working hard pays off

Why Poland?

I came to Kraków, Poland, in 2007/2008 for my Erasmus exchange and... I liked it so much I decided to move back here as soon as I graduated from my university in Italy.

What tasks does your job involve? Do you like it?

I started with a completely different role 7 years ago, but hard work pays off and now I manage marketing projects for very important international clients - it's hectic, but very creative! I really like what I do, especially when I can let my imagination run wild and create something truly original and innovative for our clients.

What kind of employer is Capgemini?

It is a very prestigious company and a great experience. Our Kraków offices are really big, with thousands of people employed - but especially in the smaller projects, one can feel almost at home.

What advice would you give to your friends about their first job in Poland?

My advice would be: don't be afraid to start from zero and take the challenges this dynamic environment will offer. The career opportunities are real, one just needs to look for them and take them!

How do you spend your time off work?

I love to spend time with my husband and our friends and to perform in Kraków's cafes and theaters - after hours I am a swing/jazz singer.

**Debora Ranieri**

ABM & PURSUIT MARKETING LEAD
IN POLAND SINCE: 2009

FAVOURITE POLISH FOOD: **żurek**

FAVOURITE PLACE IN POLAND:
Kraków and Tatra mountains

FAVOURITE POLISH WORD:
kombinować

**Laura Cutivet**

HR GLOBAL PROCESS OWNER
IN POLAND SINCE: 2015

FAVOURITE POLISH FOOD: **żurek**
FAVOURITE PLACE IN POLAND: **Kraków**
FAVOURITE POLISH WORD: **nie działa!**

Enjoying having colleagues from all over the world

Why have you decided to move to Poland?

Work opportunity had me move to Poland. I used to work for Capgemini in France and I was spending half of my time in Poland anyway, so why not stay full time? I fell in love with Kraków, the Polish culture, and I enjoy the multicultural environment I found at work, with colleagues from all around the world.

How long did it take you to adjust to life in Poland?

Not very long! I try to learn Polish, and it is very

difficult - but so far, I feel lucky that I can communicate in English in almost all situations.

How do you spend your time after work?

I love hiking and the Tatra Mountains are perfect for that! I also love to travel and there are plenty of destinations from Kraków, especially in Eastern Europe. I contribute to a web radio, too, it is fun! But mostly, I am enjoying meetings in numerous bars with my friends.



Citi Service Center Poland



Cities: Olsztyn, Warszawa

Total number of employees:

4,000

Recruitment plans for 2016/17:
all year round

Website: www.careeratciti.pl

E-mail: student@citi.com

WHEN THIS IS WORK, IT'S NOT REALLY A WORK.

About us

Citi Service Center Poland (CSC 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 highly 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 organisation 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 – we work conscientiously and transparently. Citi is a financial institution that understands the need of social corporate responsibility.



Iwona Dudzińska

HEAD OF CITI SERVICE CENTER
POLAND

Favourite Polish food:
barszcz

Favourite place in Poland:
Sandomierz

Favourite Polish word:
przyjaciel

In October 2016 CSC Poland happily welcomed the 4,000th employee. We are proud of all our talented people and happy to observe how their knowledge, skills and enthusiasm let them develop. At Citi, we recognise diversity as one of our competitive advantages. As a global company we foster a workforce with different backgrounds, perspectives and ideas, and provide employees with a wide range of experiences and skills to develop to their full potential. We continually seek to ensure our diversity efforts are aligned with best practices.

I will be happy to welcome you at Citi.

VISIT COMPANY PROFILE ON:
www.CareersinPoland.com/Citi



CITI SERVICE CENTER POLAND

DEPARTMENTS & PROCESSES

Anti-Money Laundering (AML)

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.

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 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

Securities Services Operations (SSO)

WARSAWA



Securities Services Operations is a global unit that is responsible for all securities account services and fund accounting related functions. Our customers are global investment funds who have billions of dollars at their disposal.

Since its inception 10 years ago SSO has recognized continuous growth in both people and services.

Today, SSO comprises 800 employees and ten distinct operations functions providing a multitude of opportunities for personal learning and career development.

SSO offers positions at Warsaw office in the following areas: Middle Office, Transaction Control, Reconciliation, Fund Accounting, Asset Services, Custody Operations, Securities Operations, Trustees, Change Management & Projects. Don't worry if you are not familiar with some of these names, dedicated training programme will make it all easier for you to launch your career in Citi!

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.

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.

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

**Step 2 - TELEPHONE PHONE SCREEN:**

We perform an initial verification of the information regarding your motivation, command of English

**Step 3 - INTERVIEWS:**

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

(or another language, if needed), and general understanding about the business or area you have applied for.

F2F ASSESSMENT or ASSESSMENT CENTER

takes place during the recruitment process for Summer Internship or Graduate Programs.

CHECK MORE
INFORMATION ABOUT
CITI



CITI SERVICE CENTER POLAND

MEET OUR EMPLOYEES

**Kinga Ostrysz**

HEAD OF HR

FAVOURITE POLISH FOOD:

dumplings

FAVOURITE PLACE IN POLAND:

Polish seaside

FAVOURITE POLISH WORD:

szczęście**Feel the international spirit****Is diversity important in your organisation?**

Diversity is one of our key values and is visible within the company's culture. We have a number of networks and events designed to support our employees' hobbies and growth, e.g. Citi Women, Citi Parents networks, and clubs for runners, sailors or Women in Technology.

What kind of candidates is your company most interested in?

We are looking for people who have very good command of English and analytical skills. Global mindset is also what all Citi Service Center Poland employees have in common. Depending on the Department, specific knowledge is required,

but we have very diverse positions, so you can easily find a job for you: 70 percent of CSC Poland employees service Banking, Financial Services & Insurance (BFSI), 20 percent IT Services, 5 percent HR, 3 percent Customer Operation, 5 percent Document Management.

Are there many foreigners currently working for your company?

Currently 10 percent of our employees are foreigners. They speak 29 languages including: Bulgarian, Czech, Russian, French, Portuguese, Greek, Lithuanian, Spanish, German. In Citi Service Center Poland you can really feel the international atmosphere.

Learn some Polish words – it helps!**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, working my way through various functions and now I have moved into management within Custody operations.

What tasks does your job involve?

My core role involves developing my team, driving process efficiencies, delivering cost effective 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 work-

ing 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 advice would you give to your friends who consider 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, Polish people I have met are extremely happy to teach you.

**Stephen Hamilton**VICE PRESIDENT
SECURITIES SERVICES OPERATIONS
IN POLAND SINCE: 2011FAVOURITE POLISH FOOD: **żurek**FAVOURITE PLACE IN POLAND:
KrakówFAVOURITE POLISH WORD: **piwo****Jack Orr**COMPLIANCE OFFICER
IN POLAND SINCE: 2012FAVOURITE POLISH FOOD: **gołąbki**FAVOURITE PLACE IN POLAND: **Żoliborz
in Warsaw, Masuria, the Tatras**FAVOURITE POLISH WORD:
drożdżówka**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 4 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?

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.



Infosys Poland

Cities: **Łódź**

Total number of employees:

2,500

Recruitment plans for 2016/17:

300

Website: www.dockinlodz.com

E-mail:

rekrutacja_lodz@infosys.com



About us

Infosys Poland is a leading provider of outsourcing, consulting and technology services and one of the biggest employers from the business services sector in Poland. The Polish unit employs over 2,500 highly qualified professionals, conducting business projects for clients from all over the world in over 20 languages. Infosys Poland is one of the largest foreign investors and a leading employer in the Łódź region. Łódź Delivery Center's key areas of specialization include tax management, Master Data Management, Finance & Accounting, Sourcing & Procurement services, business transformation projects and risk management.

What makes us unique?

One of our innovative initiatives within Infosys Poland is Infosys Campus program, addressed to language dependent resources, with no or limited finance, procurement or master data background. To ensure high quality of knowledge, Campus trainings are more advanced than standard domain ones, theory is deeply explained based on real life examples, moreover for each training there is a mandatory test including theoretical questions and cases. After passing final exam, trainees are introduced to operations and start work as Experts in finance, procurement or master data area.



Aneta Kluzińska

DOMAIN DELIVERY AND CAMPUS
MANAGER

Favourite Polish food:
knedle with plums

Favourite place in Poland:
Gdynia

Favourite Polish word:
rodzina

Infosys Finance Campus is appreciated not only inside of Infosys Poland. It has been also recognised and described in the prestigious Responsible Business Forum report "Responsible Business in Poland 2014. Good practices". Campus Program has been appreciated for Community involvement and development: employment creation and skills development. The "Responsible Business in Poland" report is the largest review of the best Corporate Social Responsibility activities and projects in Poland conducted in accordance with the ISO 26000 standard.

VISIT COMPANY PROFILE AT:

www.CareersinPoland.com/Infosys



INFOSYS POLAND

DEPARTMENTS & PROCESSES

Sourcing and Procurement Department

ŁÓDŹ



Do you have an eye for detail and a can-do attitude? Are you fluent in at least one foreign language? (The more the better!) Are you able to establish an excellent rapport with the Client? If you answered YES to all the questions above, then you can consider yourself as a perfect candidate for Sourcing and Procurement Department. Even if you do not have any professional experience, you do have a great chance to kick-start a rewarding career in a global company. What we care about and what we look for is the motivation and energy, reliability, eagerness to learn and high impact communication skills. Sourcing and Procurement Department is a team of young and energetic people that deal with the processes of Purchasing Requests approval, Purchase Orders creation and distribution, answering customers' queries and solving issues as well as after purchase activities as handling Blocked Invoices and Overdue Deliveries. Sounds interesting? Send your resume to us and begin your journey with Infosys!

Accounting Department

ŁÓDŹ



If you want to kick-start your professional career in accounting, the best place to do that is the Infosys Accounting Department. Here's why. In the Infosys Accounting Department, you will join a multinational team that provides high-quality services to clients and will be responsible for assisting in the accounts payable process, ensuring the services are effective and timely. Learning how to deal with invoice processing, reconciliation and reporting as well as cash management and vendor payments will be a perfect start of your global career. What you need to bring with you to join our team are a sound understanding of finance and economics, customer orientation, good command of the English language and other European languages, along with lots of energy and team spirit.

Sales & Fulfillment

ŁÓDŹ



If you want to be a part of a rapidly changing environment and dynamic processes that enhance sales effectiveness or you want to be in touch with stakeholders from all over the world and develop your skills as a subject matter expert, send us your application today! S&F offers you a chance to develop your organizing and coordination skills. We manage translations into more than 40 languages and cooperate with more than 60 countries. Great interpersonal and communication skills allow us to create a family-like atmosphere and establish long lasting relationships with global clients. Good command of English is a must, languages like French or/and German will be an asset. We also take care of database maintenance for our customers. We appreciate meticulous candidates with a good eye to detail and a drive to investigate and analyze data. In return we offer a job that is never boring and creates opportunities to develop problem solving, analytical and technical abilities. We focus on improvements, quality and on-time delivery of our work. If you are not afraid of challenges and working under pressure, it's definitively a job for you!

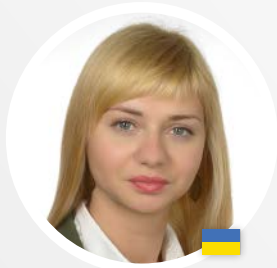
APPLICATION PROCESS

The assessment will typically consist of the following steps:

- 1. Phone interview
- 2. Analytical test
- 3. Language tests
- 4. Skype/phone interview with Recruiter (We always appreciate candidate's motivation to join us!)
- 5. Final decision

CHECK MORE INFORMATION ABOUT INFOSYS POLAND



**Olena Klymentova**ACCOUNTANT
IN POLAND SINCE: OCTOBER 2010FAVOURITE POLISH FOOD: **truskawkowy sernik na zimno**FAVOURITE PLACE IN POLAND: **Kraków**FAVOURITE POLISH WORD: **oczywiście**

Working abroad is a good career move

Is Poland a good direction for foreign employees?

Moving to another country for work is definitely an invaluable experience. Not only does it help you develop your career, it also opens up horizons and provides new opportunities. International companies like Infosys are looking for employees in different professional fields. The advantages include the possibility to gain experience and to improve the knowledge of foreign languages. Besides, life in the European Union makes it possible to travel for process transitions to affiliate companies. Your skills will improve and you will become better. With such sort of experience an

employee becomes highly desirable in international community.

Why did you decide to move to Poland?

My choice to come to Poland was well-thought and first of all related to university. Poland has always been close to me, mainly because my grandparents kept in touch with Poland, their native land, which they had left long ago for political reasons. However, regardless of the borders and the distance, their lovely relationship with family members persevered.

My job is challenging and I love it

Why did you decide to come to work in Poland?

Poland was a country which I fell in love with back in 2010, when I came to study in Białystok for my university master's degree. I was coming to Poland every month for two years and after I graduated I did not feel comfortable in Lithuania, so I decided to find a job and move here. I love the language, people, culture and I am glad to have a possibility to live here.

What are you doing at your current position? Do you enjoy your tasks?

At my current position I am an AP Team member. My usual tasks include supporting Month End

Closing and working on vendor queries process. Do I enjoy it? Yes, as it is an interesting position, with challenging requests and questions to be answered and processed. It is never the same and is constantly changing, two things I like the most about it. Furthermore, I have contact with my clients via phone what I also like.

**Barbara Gamkhitashvili**SENIOR PROCESS EXECUTIVE
IN POLAND SINCE: 2013FAVOURITE POLISH FOOD: **bigos**FAVOURITE PLACE IN POLAND: **Białystok**FAVOURITE POLISH WORD: **horyzont****Klara Vatsöy**PROCESS SPECIALIST
IN POLAND SINCE: 2016FAVOURITE POLISH FOOD: **lamb gulasz**FAVOURITE PLACE IN POLAND: **Hel and Zakopane**FAVOURITE POLISH WORD: **przepraszam (useful but impossible to spell)**

Career at Infosys is in line with my goals

What was the reason behind your move to Poland?

I have always wanted to try working abroad, and when the opportunity came up, Infosys made it very easy for me with the relocation program. Everything was served and arranged for me, which was pretty great.

Can you describe your day-to-day tasks at Infosys Poland?

I am working within procurement, therefore I have a lot of contact with both the client and suppliers in the Nordic countries. I am driving improvements and projects for development at both

within Infosys and for the client. During the time at Infosys, I have developed a lot both within my personal range but also businesswise. Thanks to the job I learned so many new and good things. The tasks are very nice and are aligned with my general professional goals.

International Paper

Cities: **Kraków**

Total number of employees:
more than 500

Recruitment plans for 2016/17:
100

Website:
www.internationalpaper.com/careers



INFINITE POSSIBILITIES

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 creating superior value for 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?

Think globally. We work in multicultural environment with a lot of international interactions and opportunities.

Create value together. We deliver a variety of advanced end-to-end services within the world's most respected packaging and paper company.

Grow professionally. We grow by challenging work, high quality and professional training and continuous development.

At IP, we value people most. Currently, in Kraków, we employ nearly 40 foreigners from all over the world. This fosters a unique atmosphere of openness and sharing, where everyone feels valued and a part of a multinational team.



Sylwia Miszke

HR MANAGER

Favourite Polish food:
baked trout

Favourite place in Poland:
Mazury

Favourite Polish word:
weekend

At International Paper, we value people most. Currently, in our IP GBSC Kraków office, we employ nearly 40 foreigners from all over the world: the US, the Netherlands, Ukraine, France, Spain, Portugal, Italy, Russia, Malaysia or Turkey. This fosters a unique atmosphere of openness and sharing, where everyone feels valued and a part of a multinational team. We understand that making a decision to move to a different country may be challenging. For this reason, we offer administrative assistance to our employees to help them go through the foreign country procedures. One of the benefits available to International Paper employees are Polish language classes.

VISIT COMPANY PROFILE ON:

www.CareersinPoland.com/International-Paper



INTERNATIONAL PAPER

DEPARTMENTS & PROCESSES

Global Customer Service

KRAKÓW



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

European Customer Service

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 optimise internal processes and support business growth.

Supply Chain

KRAKÓW



- Leading forecasting and Sales & Operations, planning process to ensure supply/ demand balance across all mills and to maximise profit.
- Managing master production planning to maintain product availability and keep inventory in European mills and Distribution Centers at targets.
- Optimising routes, load and dispatch planning while meeting service expectations.

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.

Finance EMEA

KRAKÓW



- Supporting processes related to International Paper EMEA Finance (Accounting, Tax, Audit, Business Analysis and Credit Analysis).
- Coordinating activities with our outsourcing partner.

APPLICATION PROCESS



1. Application online

All available jobs are posted on our website www.internationalpaper.com/careers.



2. Phone screening

Based on the job requirements, your application will be analysed 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
IN POLAND SINCE: 2011FAVOURITE POLISH FOOD:
sernikFAVOURITE PLACE IN POLAND:
BolesławiecFAVOURITE POLISH WORD:
szczęście**Our core: people first & inclusion****Could you describe International Paper's core values?**

One of the company's core values is Respect. 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 backgrounds 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.

Got my job entirely via website**Was there anything that surprised you upon your arrival to Poland?**

Delicious apples! And generally Polish cuisine, which is very different from what can be found in Italy.

How did you secure a job at International Paper GBSC in Poland? What was the process like?

I applied for the current position through the International paper website (www.internationalpaper.com/careers). The selection process was held through the online communication system, which was very convenient.

What do you like best about Poland? Can you name any drawbacks of living here?

Poland has the ability to adapt quickly to the requirements of its society, which is very valuable in the modern world. When it comes to its biggest drawback - it is extremely cold in Poland (compared to Italian weather)!

How long did it take you to make new friends in Poland?

I have to admit that Poland is full of foreigners, therefore it is not difficult to make new friends even soon after the move. Making friends took me around three months.

**Cristina Poli**FINANCE EXPLORER
IN POLAND SINCE: 2015FAVOURITE POLISH FOOD:
Pumpkin soupFAVOURITE PLACE IN POLAND:
BiałowieżaFAVOURITE POLISH WORD:
Szymankowszczyzna**Benjamin Mercier**SENIOR CREDIT ANALYST
IN POLAND SINCE: 2014FAVOURITE POLISH FOOD:
kiełbasa and ogórki
FAVOURITE PLACE IN POLAND:
Lake SolinaFAVOURITE POLISH WORD:
smaczno**Multinational companies feel like home****Can you describe your workplace as a multicultural environment? How do you like it?**

Yes, I do. Being born in a cosmopolitan city such as Brussels, I could not imagine living without this multicultural aspect. This is in my genes, but luckily, at International Paper, I can work with my colleagues from all over the world on a daily basis.

Do you think it is hard for foreigners to make friends in Poland? What has been your experience so far?

I do not believe I have any Polish friends – the only exception would be my girlfriend. The

only persons I can consider as being friends with are foreigners just as I am. So I would say this process of making friends in Poland may definitely take some time.

What benefits do you have as an International Paper employee?

I would say flexibility and responsibility. Also, my current management encourages the team members to come up with their ideas and implement them if it can improve the processes. Another benefit would be the mobility between the different departments. It enables the employees to continue to develop themselves and to acquire new experience.



State Street Bank

Cities: Gdańsk, Kraków

Total number of employees:
more than 3,000

Recruitment plans for 2016/17:
400+

Website: www.statestreet.com/pl



About us

As one of the world's leading providers of financial services to institutional investors, we are a global organisation with a deep commitment to the markets and clients we serve. Since our entry into the European market in 1970, we have built a strong presence in the region and today we have approximately 10,000 employees in the EMEA region. Our local expertise enables us to offer clients a complete range of financial services across the investment spectrum, including investment servicing, investment research and trading and investment management.

What makes us unique?

Global Inclusion & Diversity, our company-wide initiative, aims to ensure that every one of our employees feels engaged and valued by recognising their unique talents and contribution to our business. Structured around Employee Networks and Committees the programme helps employees come together around a common goal, share their unique perspectives and creates opportunities for networking and professional development. This positively influences the atmosphere in the office as evidenced with the ABSL recognition for State Street as Business Leader with Most Vibrant Workplace in Poland in 2015.



Renata Szostak

HEAD OF HR

Favourite Polish food:
borscht and all Polish soups

Favourite place in Poland:
Tatry

Favourite Polish word:
dziękuję

Since establishing our Kraków operation in 2007, we have grown rapidly and now employ more than 3,000 local professionals in two attractive locations in Poland: Kraków and Gdańsk. Our talented employees provide a range of complex investment servicing solutions, including end-to-end investment fund accounting, derivatives processing, securities valuation, financial reporting and hedge fund administration. The continuous development of our employees is important as we strive to rapidly build our local management team and create future leaders from within.

VISIT COMPANY PROFILE AT:

www.CareersinPoland.com/State-Street

DEPARTMENTS & PROCESSES

Fund Accounting

GDAŃSK, KRAKÓW



Fund Accountants are responsible for the preparation, monitoring and calculation of the net asset values (NAVs) of clients' funds. This includes comprehensive bookkeeping, monitoring and reporting of fund activity.

Hedge Fund Administration

GDAŃSK, KRAKÓW



International Fund Services (IFS) is a division of State Street Alternative Investment Solutions (AIS) that provides a complete suite of fund accounting, fund administration, middle office, transfer agency and risk services to hedge funds and private equity funds. Fund products administered include: equities, fixed income, swaps, options, futures, bank debt.

Securities Valuation

GDAŃSK, KRAKÓW



Security Valuation is a department for all asset-level pricing. Servicing a global client base, Security Valuation in Poland interacts with third-party vendors to ensure that all assets are priced according to the price source agreements (PSAs) in place for each client.

Financial Reporting

GDAŃSK, KRAKÓW



The department is responsible for preparing and reviewing financial statements and other reports of investment funds, e.g. balance sheets, profit and loss accounts, cash flow statements, statement of changes in net assets, etc.

Special Product Group and EMEA Fund Compliance

GDAŃSK, KRAKÓW



The department provides a comprehensive and innovative solution in supplying our clients with performance analytics, investment risk analysis and a compliance reporting service.




Derivatives

GDAŃSK, KRAKÓW



The Derivatives Department provides end-to-end derivatives processing and verification according to investment managers' instructions and broker statements. Their activities include, e.g. complex future and option processing, data management and setup, trade capture and reconciliation to the clearing broker statements, cash management and reconciliation, reporting and enquiries.

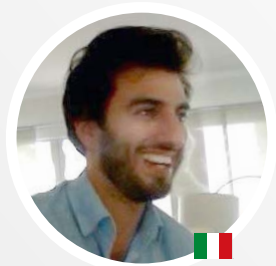
APPLICATION PROCESS

-  a. Apply for a job at State Street Bank;
-  b. Telephone interview with a recruiter;
-  c. Business interview at company's office in Kraków or Gdańsk.

CHECK MORE
INFORMATION ABOUT
STATE STREET BANK



MEET OUR EMPLOYEES

**Diego Ofano**COMPLIANCE ANALYST
IN POLAND SINCE: 2015FAVOURITE POLISH FOOD:
bigos served in a bread bowlFAVOURITE PLACE IN POLAND:
Kraków, Wisła boulevardsFAVOURITE POLISH WORD:
spokojny**Pleased to enjoy Poland****What has your career path looked like so far?**

I graduated from the University of Bologna in Law and then I studied Management at the ESCP EUROPE Business School, a French Grand École. In 2012 I started work at BNP Paribas rotating the activities of Asset Management, insurance in Paris and Investment Banking in Houston, United States. In 2015 I joined State Street Bank in the fund compliance department.

Why did you move to Poland?

After my experience in the US, UK and France I wanted to face a new challenge and have an exposure to a new culture, new society, a different approach to life and start living in a well-established

developing country. I really believe Poland represents a perfect example in Europe at the moment and I am very pleased to enjoy the ongoing transformation of this country.

What do you like about your job?

Working in between the operational and the implementation sides offers an opportunity to gain overall knowledge and competences on the Fund Compliance activities. Also, on a daily basis, thanks to the international environment, it is a real pleasure and also a challenge to use the language skills I have developed over the years - English, French, as well as my native language, Italian. I am also taking my first steps in Polish!

Knowing Polish makes you confident**How did you secure a job at State Street Bank in Poland?**

I was contacted by a Polish recruitment firm. I went through a relatively quick talent acquisition process, discussed my international experience, enthusiasm and successful track record with senior executives and received an offer. My work as a senior project manager involves strategising and delivering effective stakeholder communication, risk management, and data analytics/business intelligence. I also have extensive experience in IT development and business analysis, which helps add value when possible.

Is your city considered a multicultural place?

It really depends who you ask! Kraków enjoys visits from a huge number of tourists annually from many nationalities and cultural backgrounds. There are a few good international restaurants, artistic events, and museums. There are occasional events to connect with a small population of local expats hosted by international organisations around the city.

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

It's advisable to learn Polish at a conversational level, as much of the social exchange tends to happen exclusively in Polish within the workplace. It will help in feeling less like an outsider.

**Rashanna Lee-Podgorski**SENIOR PROJECT MANAGER
IN POLAND SINCE: 2012FAVOURITE POLISH FOOD:
apple pancakesFAVOURITE PLACE IN POLAND:
Park Łazienkowski in WarszawaFAVOURITE POLISH WORD:
dziękuję**Peter Leinenweber**HEAD OF OTC AND IMS SERVICING
IN POLAND SINCE: 2016FAVOURITE POLISH FOOD:
salmonFAVOURITE PLACE IN POLAND:
GdańskFAVOURITE POLISH WORD:
chilloutowy**Opportunities and good food****Could you describe your career path so far?**

Over the last 25 years, my career has taken me to Europe, Asia and the US. I started my career in banking in Germany, then moved to the US where I worked for over 15 years in the global custody industry, was sent to India for 4 years and then finally moved back to the US where I worked the last 3 years in the investment management middle office environment before moving to Poland in July of this year to contribute towards the growth of the newly opened Gdańsk office.

What has been the biggest surprise for you in Poland?

The quality of food – before I moved to Gdańsk,

I had never thought of Poland as a culinary hotspot, but after almost 4 months of trying different restaurants and foods, I have to admit it's been an eye-opening experience.

What is your favourite thing about Polish culture?

I do feel there is an element of proud tradition that meets modern Europe, however, my favourite thing is probably the meaning of family in Poland. It reminds me of my upbringing.

Best advice for foreigners moving to Poland?

Be open minded, embrace the energy, engage with the locals and dress warmly.



ACN

www.acneuro.com

www.CareersinPoland.com/employer/ACN

ACN STORY

ACN is the world's largest direct seller of essential household services, nutritional products and exclusive skin care products. Our European headquarters is based in Amsterdam, we also have regional offices in Åmål, Sweden, and Wrocław, Poland.

At our European offices, we currently have over 300 employees representing more than 30 different nationalities.

DESIRED LANGUAGES



HOW TO APPLY

There are usually 3 stages of recruitment process:

1. Short telephone interview with HR Representative.
2. 20 minutes telephone language check with native speaker.
3. Face to face interview with Supervisor and HR Representative in our office.

RELOCATION PACKAGE

Relocation package is negotiated individually.

WE OFFER

Benefit package: Private medical care, cafeteria system (apart from Multisport card or tickets to the cinema, you will be able to choose benefits that suit you the most from over 7000 suppliers of benefits in the system), free fruits, travel allowance.

What else do we offer? Great atmosphere (and we mean it!); 1 hour of fully paid break (so we work for 7 hours instead of 8); stable job based on employment contract; team events; internal trainings; additional days off due to years of service policy, 100% sickness compensation. ACN also supports internal sports teams.

LOCATIONS & PROCESSES

Some facts about ACN Wrocław:

We are an international team of 150 employees working in several departments:

- | | |
|--------------------------------------|----------------|
| + Customer Care; | + HR; |
| + Facilities; | + Finance; |
| + Field Support; | + IT; |
| + Lifecycle Management & Order Flow; | + QA; |
| + Supply Chain; | + Reporting; |
| + Accounts Receivable; | + Translation; |
| + Billing; | + Workforce. |

✉ wroclawjobs@acneuro.com

🌐 www.acneuro.com



Arla Foods

www.arla.pl

www.CareersinPoland.com/employer/Arla

ABOUT US

Arla Foods is a dairy cooperative owned by farmers across Northern Europe. Today we have grown to become a global FMCG company with 19,000 employees worldwide, selling our products in 100+ countries. 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.

DESIRED LANGUAGES



OUR CHARACTER

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

GLOBAL BUSINESS SERVICES IN GDANSK

In our Shared Service Centre in Gdańsk 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.

We are always looking for new colleagues. So if you are interested in getting an exciting job, like being challenged and wish to join an incredibly fast growing business, you should become part of our team. At Arla you will find a dynamic, international environment with colleagues who share a passion for what they do. You will be challenged professionally and personally and will have plenty of opportunities to realize your ambitions.

WE OFFER

- + Great ambitions;
- + Challenging tasks;
- + Development opportunities;
- + Cooperation and close business relationships;
- + International career and global projects;
- + Focus on ambitious growth;
- + Trust, ownership and independence.

Contact details:

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

🌐 www.arla.pl



BD

www.bd.com/pl

www.CareersinPoland.com/employer/BD

ABOUT US

BD (Becton Dickinson) is a medical technology company that serves healthcare institutions, life science researchers, clinical laboratories, industry and the general public. BD manufactures and sells a broad range of medical supplies, devices, laboratory equipment and diagnostic products.

In February 2013 BD opened its new Shared Service Center (SSC) in Wrocław. The Center activities are divided into 5 towers: HR, Procurement, IT, Finance and Service Tower.

The BD Center employs around 270 associates and is still looking for new professionals to join the team.

DESIRED LANGUAGES



WHY JOIN BD?

When you join BD, you become an integral part of a company that makes a difference in human health, saving and improving the lives of people in all corners of the globe. You will be able to use your creativity and entrepreneurial spirit to develop innovative solutions and products that can benefit all people around the world.

WORK ATMOSPHERE

BD understands that the key point to being satisfied with work is a calm and warm atmosphere. We are providing our employees with fresh fruits, yogurts and nuts as we believe healthy lifestyle is a core of our job performance. We also encourage our employees to take part in charity and health events because we believe we should set a good example.

BD VALUES

- + We do what is right;
- + We take personal responsibility;
- + We anticipate and address the challenges of patients and customers globally;
- + We innovate and improve continuously;
- + We respect, collaborate, challenge and care about each other.

 www.bd.com/pl/careers

CAPITA

Capita (Polska)

www.capita.com

www.CareersinPoland.com/employer/Capita

ABOUT US

Capita is the UK's largest business process outsourcing company hiring 75,000 staff across the UK, Europe, India and South Africa. Our goal is simple: to help our wide range of public and private sector clients improve service to their customers.

Capita Poland was founded in 2011 in Kraków, initially employing 12 people. Today Capita Poland, with two Business Centres in Kraków and Łódź, hires over 800 employees and in the second quarter of 2017 we plan to increase employment to 900 people.

We deliver multilingual business services that range from managing complex processes to more specialised support. That provides our employees with the opportunity to work for various clients and develop expertise in many disciplines.

DESIRED LANGUAGES



HOW TO APPLY

There are usually 5 stages of the recruitment process:

1. Sending application via www.capita.com/careers;
2. Telephone interview with a Recruiter;
3. Client specific tests;
4. Face to face interview with a Supervisor/Manager and a Recruiter (alternatively Skype Interview);
5. Giving feedback to candidates.

LOCATIONS & PROCESSES

Kraków:

Financial & Accounting Services; Insurance Related Services; Back Office Activities and Data Management; HR; IT; Risk & Compliance and Legal support.

Number of employees: **550**

Recruitment plans for 2016/2017: **150**

Łódź:

Multilingual Customer Service; Cash Collection; Accounts Receivable; Accounts Payable; Financial Reporting

Number of employees: **300**

Recruitment plans for 2016/2017: **60**

 www.capita.com/careers



CRISIL

www.crisil.com

www.CareersinPoland.com/employer/Crisil

ABOUT US

CRISIL Global Research & Analytics (GR&A), a unit of CRISIL, an S&P Global company, provides high-end research and analytics to the world's top financial institutions, including leading investment banks and asset management firms.

We specialize in equity and fixed-income research. We also provide risk-management analytics such as quantitative modeling, regulatory reporting, derivatives structuring – and risk technology services – to investment banks.

With offices in the global financial hubs of London and New York, and delivery centres in Wrocław (Poland), Buenos Aires (Argentina), Hangzhou (China) and India, CRISIL GR&A provides unmatched diversity of people and coverage across time zones.

DESIRED LANGUAGES



WE OFFER

- + Exposure to current and future trends, and functions, in global financial markets;
- + Fast-track career growth for top performers;
- + Opportunity to work with the best peers in the industry;
- + Attractive compensation with performance incentives and other benefits.

HOW TO APPLY

Send your CV in English to careers-poland@crisil.com

RELOCATION PACKAGE

Travel and work permissions will be arranged by CRISIL. Additional relocation allowance will also be provided.

LOCATIONS & PROCESSES

Wrocław

Immediate recruitment: we are hiring Analysts in Equity and Fixed-Income Research, Risk & Quantitative Analytics, and Financial Programming.

www.crisil.com

careers-poland@crisil.com



Deloitte Central Europe Business Services Center

www.deloitte.com/pl

www.CareersinPoland.com/employer/Deloitte

ABOUT US

Deloitte Central Europe Business Services Center in Rzeszów provides finance and accounting, IT, and Quality & Risk management services for Deloitte firms in 18 countries. Further, it supports Deloitte audit teams that provide audit services to clients across the CE region. The main purpose of DCE BSC in Rzeszów is to streamline and standardize business functions. In future, DCE BSC wants to expand the scope of provided services to include other areas and clients operating both in Europe and elsewhere. Not only is it a significant element of the growth strategy followed by Deloitte CE and Deloitte Poland but also a key driver of foreign investment in Rzeszów and in the Podkarpace region.

DESIRED LANGUAGES



RECRUITMENT PROCESS

- Step 1.** Selection of CVs;
- Step 2.** Tests (e.g. numerical, verbal);
- Step 3.** Interviews with HR and DCE BSC Managers;
- Step 4.** Job offer.

LOCATIONS & PROCESSES

Deloitte Central Europe Business Services Center in Rzeszów – **160** employees.

Deloitte is planning to hire up to **100** new employees in Rzeszów by 2017.

www.deloitte.com/pl

rekrutacja@deloitte.com



Elavon Financial Services Designated Activity Company

www.elavon.pl

www.CareersinPoland.com/employer/Elavon

ABOUT US

Elavon – A Leading Payments Provider

Elavon has been a leader in processing payments for over twenty years, leveraging the world's best technologies for our customers, from large worldwide enterprises to locally-owned small businesses. We provide powerful payment solutions for all payment types and processing environments, ensuring that your business, whatever the size, remains well connected.

We are consistently rated by Nilson among the top five global payment providers and our internationally recognized processing platform and an end-to-end processing capability provides confidence to businesses around the world.

DESIRED LANGUAGES



HOW TO APPLY

Please visit our Career Website www.elavon.pl/o-nas/kariera to find out about current vacancies and apply online. We hire graduates and professionals all year round.

Our recruitment process is tailored to hire the best talents for our teams; the path to getting hired usually involves a first conversation with a recruiter, a phone interview, 10 minutes' telephone language check with one of our native speakers and an onsite interview at one of our offices.

WE OFFER

- + Employment agreements;
- + The ability to use your knowledge of foreign languages on a daily basis at work;
- + Highly professional, multicultural environment and high standards of work;
- + Professional trainings, opportunity to develop career path in organizational structures;
- + Two great locations in Warsaw;
- + Complex medical care including free dental care, doctors' home visits, travel insurance;
- + Life insurance;
- + Pension plan;
- + Multisport card;
- + Sponsored language classes;
- + Fresh fruits every Wednesday;
- + Opportunities to participate in social and community projects.

www.elavon.pl



EY GDS Poland

www.ey.com/pl/gds

www.CareersinPoland.com/employer/EY

ABOUT US

By joining **EY GDS Poland** you will work for one of EY's global delivery centers situated in 5 countries: Argentina, China, India, Poland and the Philippines. We have been in Poland for 5 years now, delivering 13 different services to our clients around the globe. This diversity of our services enables our employees to develop their skills in a multitude of ways. You can gain experience in departments like finance & accounting, finance advisory center, IT, knowledge and others. Your career path, constant support, excellent training programs, global projects as well as wonderful people from all around the globe make the working atmosphere here exceptional.

As EY GDS Poland is staffed by both university graduates and specialists who come with rich industry exposure and varied backgrounds, we are looking for candidates with various transferable skills: from linguistic, through finance and management to technical and IT. The recruitment process depends on the position you are applying for – for more details, visit our website and learn more.

DESIRED LANGUAGES



LOCATIONS & PROCESSES

Wrocław:

- + Finance & Accounting;
- + Finance Advisory Center;
- + IT (infrastructure, security, PM);
- + GDS Advisory (Software Development, SAP);
- + Knowledge;
- + Creative Services;
- + Executive Assistants;
- + Risk Management;
- + Procurement;
- + HR;
- + Program Execution Services;
- + Markets.

Warsaw:

- + GDS Advisory;
- + Transaction Advisory Services.

www.facebook.com/EYGlobalDeliveryServices

www.ey.com/pl/gds



Fujitsu

www.fujitsu.pl/lodz

www.CareersinPoland.com/employer/Fujitsu

ABOUT US

Fujitsu has been operating in Łódź for the last seven years. We are a team of 1,500 linguists, IT, finance and client service specialists. Each of the five lines of business in Fujitsu (Service Desk, Remote Infrastructure Management, Research & Development, Service Management, EMEA Finance Services) provides opportunities for development. Fujitsu gives a chance to work in an atmosphere that cannot be found in any other corporation.

DESIRED LANGUAGES



WE OFFER

- + Great atmosphere – just ask our employees!
- + Unlimited access to a learning platform – for those who are thirsty for knowledge;
- + Flexibility – we are open to dialogue;
- + Benefit package: medical care, OK System, Benefit System, fresh fruits 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 a conversational level;
- + People who know other foreign language or have knowledge of issues related to IT or accounting.

HOW TO APPLY

Send your CV to HR.lodz@ts.fujitsu.com with a note: "Career in Poland"

Fujitsu

Textorial Park
ul. Fabryczna 17
90-344, Łódź, Poland
www.facebook.com/FujitsuPoland

✉ hr.lodz@ts.fujitsu.com

🌐 www.fujitsu.pl/lodz



IKEA

www.ikea.pl/praca

www.CareersinPoland.com/employer/IKEA

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 standardised way. Our shared service center was established in 2011 and it is located in Poznań. Currently we are more than 400 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.

IKEA has created working conditions and professional development possibilities for people with different types of education, of different gender, nationality and ethnicity, views on life/world and at all ages. We support diversity and we draw our strength from it.

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.

DESIRED LANGUAGES



HOW TO APPLY

1. Please go to 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 & 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.ikea.pl/praca

✉ recruitment.bsc@ikea.com



ING Services Polska

www.ingservicespolska.pl

www.CareersinPoland.com/employer/ING

ABOUT US

ING Services Polska (ISP) is a captive shared service center located in Katowice, Poland. The company's aim is to provide IT services for ING Group globally. Currently, we provide services to 36 business partners in 21 countries. With over 650 employees ISP delivers generic IT services offering substantial savings thanks to automation and scale effect while ensuring high degree of technical competence of its engineers.

ISP is a company with a huge potential. The company shapes the IT labor market in Silesia region by giving great career opportunities. Driven by ambition, the company will make every effort to develop IT experts' career paths so that they will become the elite within the IT sector.

DESIRED LANGUAGES



HOW TO APPLY

1. Please visit the ISP website to check the vacancies. You can apply directly through the website or send the documents via e-mail to kariera@ingservicespolska.pl. The basic document we expect from the candidates is a CV.
2. Next step is an interview. It is a key part of the recruitment process.
3. If you successfully passed the above stages of the process - Welcome on board!

WE OFFER

Working with us you can upgrade your skills and acquire new certificates of the leading Information Technologies, you have an opportunity to participate in ISP Academy internal training; you have an ability to maintain work-life balance; you have a good relationship with your boss and the entire management staff and you can talk with each other about your doubts and ideas.

LOCATIONS & PROCESSES

Katowice, IT

Total number of employees: **650**

Recruitment plans for 2016/17: **700**

www.ingservicespolska.pl

kariera@ingservicespolska.pl



PHILIP MORRIS INTERNATIONAL

Philip Morris International Service Center Europe

www.pmi.com

www.CareersinPoland.com/employer/PMI

ABOUT US

Philip Morris International (PMI) is the leading international tobacco company, with seven of the world's top 15 brands, including the number one cigarette brand worldwide.

PMI Service Center Europe (PMI SCE) as one of the affiliates of PMI was established in Kraków at the end of 2005. The PMI SCE is the European Service Center, which provides various business services to over 60 PMI affiliates in Europe, Middle East and Africa. Our employees in Poland come from different parts of the world. They represent more than 25 nationalities and speak over 20 different languages. PMI SCE hires 1,300 employees and is still looking for new applicants - experienced specialists and interns - due to further expansion and development.

Our employees are one of our greatest strengths and the key to our success as a company. We aim to attract, motivate and retain the best global talent. We support our employees through individual development and career management programs that recognize potential and reward achievements. We are proud of being regularly certified with "Top Employer Poland and Europe".

DESIRED LANGUAGES



WE OFFER

- + International career opportunities;
- + Flexible work arrangements;
- + Robust development;
- + Wide social benefits package;
- + Cover work permit/visa.

HOW TO APPLY

Please visit our Career Website www.pmi.com/pl_pl/careers where you can find current open vacancies, apply online and join the global leader! Interviews are usually taken at our office in Kraków, however, if you are from abroad – a video conference is also a convenient way of communication.

LOCATIONS & PROCESSES

Choose your best career place in one of our functions located in Kraków, Poland: Finance, Information Services (IT), Human Resources (HR), Procurement, Operations Supply Chain or Quality Assurance.

Follow PMI on www.pmi.com and other social media channels via LinkedIn, Twitter, Facebook and YouTube.

UNLIMIT YOURSELF @ PMI

www.pmi.com

Life Is On

Schneider
Electric

Schneider Electric

www.schneider-electric.pl www.CareersinPoland.com/employer/Schneider-Electric

ABOUT US

Schneider Electric is the global specialist in energy management and automation, our connected technologies reshape industries, transform cities and enrich lives. Our 160,000 employees thrive in more than 100 countries. **Help us deliver solutions that ensure Life Is On everywhere, for everyone and at every moment.**

Examples of our solutions can be found at: the smart office building "The Edge" in Amsterdam, the Geneva Airport or the Red Sox stadium in Boston.

In Warsaw Schneider Electric has developed the Shared Services Centre consisting of Finance, Human Resources, Marketing and IT departments, which support multiple company offices in Europe and around the world.

We continue to develop our centre and therefore constantly look for applicants with passion, who speak foreign languages and are focused on customers and cooperation.

DESIRED LANGUAGES



HOW TO APPLY

Please visit our Careers Website www.schneider-electric.pl/careers to find out about current vacancies and apply online or send your resume in English to rekrutacja@schneider-electric.com. We try to make our recruitment process as quick and simple as possible, it is usually just one meeting at our office to verify your language proficiency and job-related skills.

LOCATIONS & PROCESSES

Warsaw: Finance & Accounting, Human Resources, Global Marketing, IT (total employees: 400)

Recruitment plans for 2016/17: **250-300**

 www.schneider-electric.pl



Shell Business Operations

www.shell.pl/krakow www.CareersinPoland.com/employer/Shell

ABOUT US

Shell Business Operations (SBO) in Kraków is a strategic unit of Royal Dutch Shell, a global giant in the energy and petrochemicals sector. Located in Kraków, one of the biggest and most beautiful cities in Poland, SBO is the international team of over 2,500 talented professionals of 30 nationalities, working in 17 languages.

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

SBO Kraków provides the continuous development of the key business operations for Shell global network. Our departments: Finance Operations, Customer Service, HR Services, Supply and Distribution, and Contracting and Procurement constantly expand the range of implemented operations, being the engine of the international development of both the global company and our experts. Join us – we develop and recruit 12 months, 365 days a year!

DESIRED LANGUAGES



HOW TO APPLY

1. Visit 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 to find an apartment, complete all formalities and offer them excellent benefits package. What is more, Shell runs "International network" – the activities/events to help foreigners to integrate with the Shell team and new environment.

DEPARTMENTS & PROCESSES

Shell Business Operations is based in Kraków. Our departments: Finance Operations, Customer Service, HR Services, Logistics, Contracting and Procurement, Lubricants Supply Chain.

 www.shell.pl/krakow



Sii Poland

www.sii.pl/en

www.CareersinPoland.com/employer/Sii

ABOUT US

Sii Poland started off in year 2006 as a one-person company. After 10 years on the market we grew dynamically, to a solid enterprise employing more than 2500 experts, and became a number one IT and Engineering provider in Poland. We execute various technology projects for leading Polish and multinational companies. The multi-cultural environment, cultural awareness and understanding is what characterizes our Power People. What is more - our everyday work, is based on the mission of our company which is to "Identify & promote our best employees", 15 core values such as: ambition, can-do-attitude, flexibility, passion and last but not least 5 objectives. All of it together reflects the heart and soul of Sii Poland.

DESIRED LANGUAGES



DEVELOPMENT IN SII

We focus on the development of our employees. We provide:

- + Attractive relocation package;
- + Polish language courses;
- + Interesting projects and the newest technologies;
- + Opportunities for professional development;
- + Working environment, full of positive SiiSpirit;
- + Social events and groups of interests;
- + Insurance and medical care.

RECRUITMENT PROCESS

1. CV screening process;
2. Recruitment interview – phone call or online;
3. Technical test;
4. Invitation to join Sii!

RELOCATION PACKAGE

Our relocation package mentioned above includes financial support and assistance with formalities. We support our employees from the beginning!

LOCATIONS

Warszawa, Gdańsk, Poznań, Łódź, Wrocław, Kraków, Katowice, Lublin.

www.sii.pl/en

www.kariera.sii.pl/en



Wipro

www.wipro.com

www.CareersinPoland.com/employer/Wipro

ABOUT US

Wipro Ltd. is a global information technology, consulting and outsourcing company with 170,000+ workforce serving clients in 175+ cities across 6 continents. The company posted revenues of \$7.7 billion for the financial year ended Mar 31, 2016.

Polish division of Wipro has been present on the market since 2008 and specialises in information technology, as well as in outsourcing of business processes for its clients. Due to our rapid growth we currently employ 500 employees who offer support from three different locations: Warszawa, Gdańsk and Kraków, in such areas as IT, Finance & Accounting or HR.

DESIRED LANGUAGES



RECRUITMENT PROCESS

The standard recruitment process in Wipro consists of 4 main steps:

1. CV screening;
2. Telephone interview;
3. Language assessment test;
4. Face to face interview with future direct supervisor.

WE ARE LOOKING FOR

We are looking for students, graduates and experienced professionals, usually for the roles of:

- + Java/.NET/ATG Developer;
- + Oracle/Storage/Wintel Architect;
- + IT First Line Support Services;
- + Accounts Payable/Receivable Accountant;
- + General Ledger Accountant;
- + Web Content Management;
- + Quality Assurance Specialist.

WE OFFER

- + Friendly, supportive and multicultural working environment;
- + Stable working conditions with excellent benefits package;
- + Additional financial support for relocating candidates;
- + Opportunity for professional development.

careers.poland1@wipro.com

www.wipro.com



XL Catlin

www.xlcatlin.com

www.CareersinPoland.com/employer/XL-Catlin

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.

DESIRED LANGUAGES



HOW TO APPLY

First, visit our website 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.

WE OFFER

- + Excellent opportunity to gain experience and valuable business knowledge in a fast growing Shared Service environment;
- + Robust benefit package;
- + Work experience in a renowned, international organisation;
- + Competitive salary.

LOCATIONS & 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.

✉ rekrutacja.wroclaw@xlcatlin.com



Finance Professionals
Search & Selection

Goldman Recruitment

www.goldmanrecruitment.pl/en

www.CareersinPoland.com/Goldman

ABOUT US

Goldman Recruitment is a human-resource consultancy company specialising in the search and selection of candidates for specialist and managerial positions in the area of finance and banking. This specific activity profile translates into a professional approach to the realisation of the projects entrusted to us, as well as into quickness and effectiveness in action.

WHAT MAKES US UNIQUE?

- + We are a Polish HR consulting company specialising in recruitment projects mainly from the area of finance, with the use of search & selection and executive search methods;
- + Since the company was set up in 2011, more than 200 customers have trusted us and we have recruited more than 1,000 people for them;
- + We employ over 30 consultants in two offices in Kraków and Warszawa;
- + We carry out recruitment projects in Poland and abroad, including for companies in Switzerland, Germany, Belgium, Russia, the Czech Republic, and Romania;
- + Our goal is to become a leader among recruitment agencies which specialise in the finance area in Poland and to develop dynamically worldwide.

HOW TO APPLY

First, visit our website joingoldmanrecruitment.com to find job opportunities.

CONTACT DETAILS

🌐 www.goldmanrecruitment.pl/en

🌐 www.joingoldmanrecruitment.com

CITY PRESENTATIONS

TRÓJMIASTO PAGE 88
TRICITY

BYDGOSZCZ PAGE 82

POZNAŃ PAGE 86

WARSZAWA PAGE 89
WARSAW

ŁÓDŹ PAGE 85

WROCLAW

PAGES 90 AND 16-19

KATOWICE PAGE 83

RZESZÓW PAGE 87

KRAKÓW PAGE 84
CRACOW



CHECK THE PRONUNCIATION



Bydgoszcz



POPULATION: 359,428

Atos

page 54

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Mobica, SDL Poland, Vivid Games, iQor Polska, Nokia, PESA

LANGUAGES SEARCHED BY COMPANIES FROM BYDGOSZCZ:



EDUCATION BUSINESS NIGHTLIFE

Modern city, the largest one in the region

15 universities and more than 33,000 students

More than 150 restaurants and 325 pubs and clubs

Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C-BYDGOSZCZ

Profiles of companies in Bydgoszcz:



WWW.CAREERSINPOLAND.COM/CITY/BYDGOSZCZ/EMPLOYERS



Katowice



POPULATION: **300,000**

CHECK THE PRONUNCIATION



CULTURE
EDUCATION
BUSINESS

Having a wide cultural offer, Katowice is a perfect city with a high quality of life to work and live in.

Well-developed educational & business infrastructure attracts numerous investors.

Katowice is dynamic, multicultural & open to changes, thus creating a perfect business destination.



page 57



ING Services Polska

page 77



page 79

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

ArcelorMittal SSCE, Cyclad, Diebold Nixdorf, IBM GSDC, JCommerce, NGA HR, PwC SDC, Rockwell Automation, Sapiens Software Solutions, Sopra Steria, Teleperformance, Unilever

LANGUAGES SEARCHED BY COMPANIES FROM KATOWICE:



Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=KATOWICE

Profiles of companies in Katowice:



WWW.CAREERSINPOLAND.COM/CITY/KATOWICE/EMPLOYERS



CHECK THE PRONUNCIATION



Kraków (Cracow)



POPULATION: **761,069**

**EDUCATION
BUSINESS
TOURISM**

Over **10 million** tourists visiting Kraków in 2015

The best location for modern services in Europe; 9th place among the top 100 destinations for outsourcing in the world (Tholons 2016)

The leading academic centre: 23 higher education institutions, including 2 from the global university ranking (CWUR 2016)

PHOTO: PAWEŁ KRAMCZYK

Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=KRAKOW

Profiles of companies in Kraków:



WWW.CAREERSINPOLAND.COM/CITY/KRAKOW/EMPLOYERS

accenture

page 23

Atos

page 54

Capgemini
CONSULTING. TECHNOLOGY. OUTSOURCING

page 57

CAPITA

page 73

INTERNATIONAL PAPER

page 66



PHILIP MORRIS INTERNATIONAL

page 77



page 78



page 79



STATE STREET

page 69



page 79

LANGUAGES SEARCHED BY COMPANIES FROM KRAKÓW:



COMPANIES PRESENTED IN THIS GUIDE



CHECK THE PRONUNCIATION



Łódź



POPULATION: **703,186**

BUSINESS PROXIMITY CULTURE

Łódź is "the last undiscovered city" with unique and beautiful architecture. A centre of art, culture, film and fashion.

Łódź is an industrial, business services and logistics centre with 70 fast-growing companies in BPO/SSC/ITO/R&D.

Łódź is a city located right in the centre of Poland. Convenient transport connections to Warsaw – only 70 minutes away.

accenture

page 23

Atos

page 54

CAPITA

page 73

FUJITSU

page 76

Infosys®

page 63



page 79

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

ABB, Bosch & Siemens (BSH), CERi International, Comarch, Cybercom, Ericpol, GFT, Harman Connected Services, Intersoft, mBank, McCormick Shared Services, Nordea Operations Centre, TATE & LYLE GSS, TomTom, UPS, Takeda SCE, Xerox

LANGUAGES SEARCHED BY COMPANIES FROM ŁÓDŹ:



PHOTO: P. WOJTYCZKA

Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=ŁODZ

Profiles of companies in Łódź:



WWW.CAREERSINPOLAND.COM/CITY/ŁODZ/EMPLOYERS

POZnań*

Poznań

CHECK THE PRONUNCIATION



POPULATION: 545,000

EDUCATION BUSINESS OPENNESS

Strong academic and scientific centre with numerous foreigners studying at universities in Poznań

City with a balanced economic structure and the lowest unemployment rate in Poland (2,1%)

1st place in Deloitte and "Gazeta Prawna" Open Cities Ranking (2016) - for its openness, smart solutions and sustainable development

Capgemini
CONSULTING. TECHNOLOGY. OUTSOURCING

page 57



page 76



page 79

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

A. Schulman SSC, arvato, Bridgestone EBS, Carl Zeiss Shared Services, Carlsberg SSC, Ciber, CenturyLink, DFDS Finance Service Centre, Duni EFF, Franklin Templeton, GSK Services, Kennametal CEE, Lorenz Services, MAN Accounting Center, McKinsey EMEA, netguru, Newell Rubbermaid, O-I Business Service Center, OSRAM GSS, Pearson IOKI, Raben Management Services, Wikia

LANGUAGES SEARCHED BY COMPANIES FROM POZNAŃ:



COMPANIES PRESENTED IN THIS GUIDE

Current job

vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=POZNAŃ

Profiles of companies

in Poznań:



WWW.CAREERSINPOLAND.COM/CITY/POZNAŃ/EMPLOYERS



Rzeszów



POPULATION: **187,000**

CHECK THE PRONUNCIATION



PROXIMITY DEMOGRAPHICS BUSINESS

Deloitte.

page 74

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Asseco, Borg Warner, Carlson Wagonlit Travel, G2A.Com, MB Aerospace, Mobica, MTU AeroEngines Polska, PGS Software, PwC, Valeant

LANGUAGES SEARCHED BY COMPANIES FROM RZESZÓW:



COMPANIES PRESENTED IN THIS GUIDE

The average age of the citizens is **39**; there are over **50,000** students.

A4 motorway (east-west), **S19** express road (north-south) and international airport (Berlin, Munich, London, Paris, Warsaw).

Ranked **1st** in the recent "Forbes Magazine" report concerning cities' attractiveness to entrepreneurs.

Current job

vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=RZESZOW

Profiles of companies

in Rzeszów:



WWW.CAREERSINPOLAND.COM/CITY/RZESZOW/EMPLOYERS

PHOTO: T. POŹNIAK



Trójmiasto

Tricity: Gdańsk, Sopot, Gdynia



POPULATION: **746,963**

CHECK THE PRONUNCIATION



NATURE BUSINESS SPORTS

Natural beauty and exquisite location among wooded hills, close to the sea and beaches.

The largest economic centre in Northern Poland, which presents constant and stable increase in investments resulting in employment growth.

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

Current job

vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=GDAANSK

Profiles of companies in Gdańsk:



WWW.CAREERSINPOLAND.COM/CITY/GDANSK/EMPLOYERS



page 72



page 54



page 79



page 69



page 79

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Acxiom GSC, Air Help, Bayer SCG, Alexander Mann Solutions, Ciklum, Chunxing, Coleman Research, Competence Call Center, DGC, FUJIFILM, GetResponse, Intel, Kainos, Kemira BSC, Laureate Education, Lufthansa Systems, Metsä, MOL, Nordea, Peek&Cloppenburg, Sony Pictures GBS, Sparte, Staples, Thomson Reuters, ThyssenKrupp, Transcom, WNS Global Services

LANGUAGES SEARCHED BY COMPANIES FROM TRÓJMIASTO:





CITY OF WARSAW

Warszawa (Warsaw)

CHECK THE PRONUNCIATION



POPULATION: **1,734,000**

EDUCATION
DEMOGRAPHICS
INNOVATION

The capital and the biggest city of Poland; one of the most populous ones in the EU with over 2 million inhabitants

75 universities and **250,000** students, **14,000** foreign students, **150** scientific institutions, **20,000** scientists

Google Campus located in Warszawa. **72** research & development institutions

Current job
vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=WARSZAWA

Profiles of companies
in Warszawa:



WWW.CAREERSINPOLAND.COM/CITY/WARSZAWA/EMPLOYERS

accenture

page 23

Atos

page 54

Capgemini
CONSULTING. TECHNOLOGY. OUTSOURCING

page 57

citi[®]

page 60

Elavon

page 75

EY

page 75

Life Is On | **Schneider Electric**

page 78

SIT

page 79

WIPRO
Applying Thought

page 79

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

Avon GSS, BNP Paribas Securities Services, Carlson Wagonlit Travel, Colgate-Palmolive, Diebold Nixdorf, H&M Customer Service Center, Jones Lang LaSalle GS, Pandora Jewelry Shared Services, Philips, RBS, SITEL Polska, Testronic, Transition Technologies

LANGUAGES SEARCHED BY COMPANIES FROM WARSAWA:



COMPANIES PRESENTED IN THIS GUIDE



Wrocław (Wroclaw)

CHECK THE PRONUNCIATION



POPULATION: **635,759**

EDUCATION DEVELOPMENT JOBS

A big academic hub with modern universities, a popular destination for student exchange programmes.

Many international companies offering attractive jobs for foreigners (IT, R&D, finance & accounting or production).

The 4th largest Polish city, one of the most modern and fastest growing ones; host of World Games 2017 and many other sports & cultural events.

Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=WROCLAW

Profiles of companies in Wrocław:



WWW.CAREERSINPOLAND.COM/CITY/WROCLAW/EMPLOYERS



page 72



page 54



page 73



page 57



An S&P Global Company

page 74



page 75



page 2



page 79



page 80

OTHER COMPANIES IN THE CITY SEARCHING FOR NATIVE SPEAKERS:

3M, Alpha Technologies, BL Stream, BNY Mellon, Credit Suisse, CSS Corp, Dolby, Google, Fresenius Kabi Business Services, HP Inc., IBM GSDC, Infor, KRUK, Luxoft, Nokia, Parker Hannifin ESSC, Ryanair Travel Labs Poland, Qatar Airways, QIAGEN Business Services, SoftServe, Tieto, UBS, Unit4, UPS, UTC Aerospace Systems, Volvo

LANGUAGES SEARCHED BY COMPANIES FROM WROCLAW:



FOR MORE INFORMATION ABOUT WROCLAW, SEE PAGES **16-19**



HOME

CareersinPoland.com

— **YOUR** *new* **HOME PAGE**

- ❖ Do you want to learn more about first steps in Poland?
- ❖ Are you interested in the country's current affairs?
- ❖ Do you want to share your doubts in the comment section?

Set www.CareersinPoland.com as your homepage and be up to date with your new home.

Careers
in Poland

Are you



OPEN

to new career opportunities in Europe?

Visit CareersinPoland.com/jobs

and check current vacancies in companies
recruiting foreigners all year round in Poland.



Atos

 **Capgemini**
CONSULTING. TECHNOLOGY. BUSINESS REFORM.

citi

Deloitte.

Infosys[®]

INTERNATIONAL  **PAPER**

GLOBAL BUSINESS SERVICES CENTER



**PHILIP MORRIS
INTERNATIONAL**



 **STATE STREET.**


WIPRO
Applying Thought