

Careers in Poland

Edition 2015/16

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POLAND
A GOOD DIRECTION
FOR YOUR CAREER

Company presentations • City profiles • Career opportunities • Formalities related to moving to Poland



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Partner of the project:



Dear Readers!

We are glad that you have decided to read the second edition of the guide "Careers in Poland".

The main objective of this magazine is to inform foreigners on the opportunities of career development in Poland. This is the only publication that covers information concerning the recruitment of foreigners in the greatest international organizations in Poland.

The number of foreigners who decide on permanent residence in Poland grows every year. This results from a great need to recruit specialists possessing language skills in the fast-developing business services sector, in which Poland has a leading position.

In this publication, you will find texts which prove that Poland

is a perfect location to develop your career path. The information concern employers' presentations and development opportunities in a given organization, as well as the descriptions of the largest cities in Poland. What is more, you will have a chance to get to know the most significant everyday life aspects which influence its quality and standard in a particular country.

We hope that this guide will provide you with valuable information on the development opportunities in Poland and it will encourage you to gain your international experience in our country.

Enjoy your reading!

Meet the Editorial Team!



Ania

I like Poland because...

"Apart from professional development, it offers you the opportunity to cultivate your passions and make your dreams come true."



Kuba

Why should you come to Poland?

"Because you can enter your career path working for the best international organisations."



Gabriel

Why should you come to Poland?

"Because the Poles are very open, kind, and hospitable, which you'll experience for sure."



Łukasz

Why to choose Poland?

"Because for nearly 30 years Poland has been changing for the better."



Kasia

Why to choose Poland?

"Because it's a country of long, over one thousand years old, and rich tradition."



Szymon

I love Poland...

"Because of the unique combination of beautiful sandy beaches and amazing mountains."



Klaudia

I like Poland...

"Because Poland is a country of passionate people determined to constantly develop."

Do you have any questions? Contact us!

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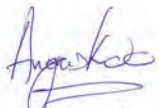
Dear Readers!

As a new arrival in Poland (as of May 2015), and after 18 years with Credit Suisse abroad, I admit that the country has surprised me in many positive ways. As I was leaving Singapore to take over the position of Senior Executive of Credit Suisse office in Wrocław, I was looking ahead to my new role as an exciting challenge. Poland has not let me down. It has an abundance of charm and a broad appeal with the hospitality of its citizens. Poles are very kind hosts and everybody has helped to turn our arrival and cultural experience into a pleasant affair for myself, my wife, and our two children.

I'm pleased to see that other foreign nationals – colleagues from Credit Suisse and other BPO/SSC companies – have had a similar experience with settling down here. The country continues to evolve, and its culture is becoming increasingly diverse. The dynamics of this change have been very impressive. This has created numerous opportunities, including from a business standpoint.

For many years Poland has offered very favourable conditions for growth. In Credit Suisse, we appreciate the successful partnerships with the local community, and benefit from the stable economy. It has helped us to get to where we are today with our business – more than 4,000 staff in Wrocław. However, we want to develop our company further. We hire highly knowledgeable, innovative, and energetic employees. There is a broad spectrum of opportunities across all the divisions of the bank – Technology (IT), HR, legal, marketing and communications, finance, project management, risk, investment and private banking, and many other. We offer challenging work, an innovative, diverse and inclusive workplace, and a long term career path. Whilst 90+% of our staff are Polish, we have an increasing group of expats. In Credit Suisse, they find great career opportunities and outside of the company, they experience a friendly atmosphere and a good quality of life.

I believe that the focus on culture will be a long-term strategy for Poland and I hope that you, as foreign citizens thinking of settling down in Poland, will be a part of it. This guide will certainly be of great help in embarking on this new adventure!



Angus Kidd

CREDIT SUISSE 

Check more information about Credit Suisse

on page **59** and on the website

www.CareersinPoland.com/Credit-Suisse



Angus Kidd 

Senior Executive Manager
of Credit Suisse Center
of Excellence (CoE) Wrocław

CHECK THE COMPANIES RECRUITING PEOPLE WHO SPEAK YOUR NATIVE LANGUAGE

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

English is not presented because every listed company constantly recruits employees speaking this language.

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

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Slovenian

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Ukrainian

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

Afrikaans  Infosys (p. 62) | **Brazilian Portuguese**  Capgemini (p. 53)
Chinese  International Paper (p. 65) | **Flemish**  Peek&Cloppenburg (p. 68)
Icelandic  CBRE Corporate Outsourcing (p. 72)

Companies searching mostly for English  **speakers:**

Citi Service Center Poland (p. 56), Mobica (p. 74), OIE Support (p. 75)

LABOUR MARKET

DICTIONARY

IN OUR PUBLICATION YOU WILL FIND TERMS LIKE BPO, SSC OR ITO. WE EXPLAIN BELOW WHAT THESE TERMS EXACTLY MEAN.

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

ITO (information technology outsourcing) - this term refers to the whole sector of IT services for business, including server management, network administration and software development. Pierre Audion Consulting estimation reveals that in 2015, the Polish market of software and IT services will be the second IT market in Central and Eastern Europe.

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

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

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

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


Goal / *What do I want?*
Reality / *Where am I now?*
Options / *What could I do?*
Will / *What will you do?*

with Poland.

CAREER DOESN'T GROW ON PALMS BUT...*



** Did you know that the artificial palm tree is placed at the junction of Aleje Jerozolimskie (Jerusalem Avenue) and Nowy Swiat (New World) in Warszawa? It is the project called Greetings From Jerusalem Avenue (Joanna Rajkowska, 2002).*

Find out more about these acronyms in our section:  Business Services Sector (BSS).

GET TO KNOW

POLAND

CAPITAL:
Warszawa
(Warsaw)



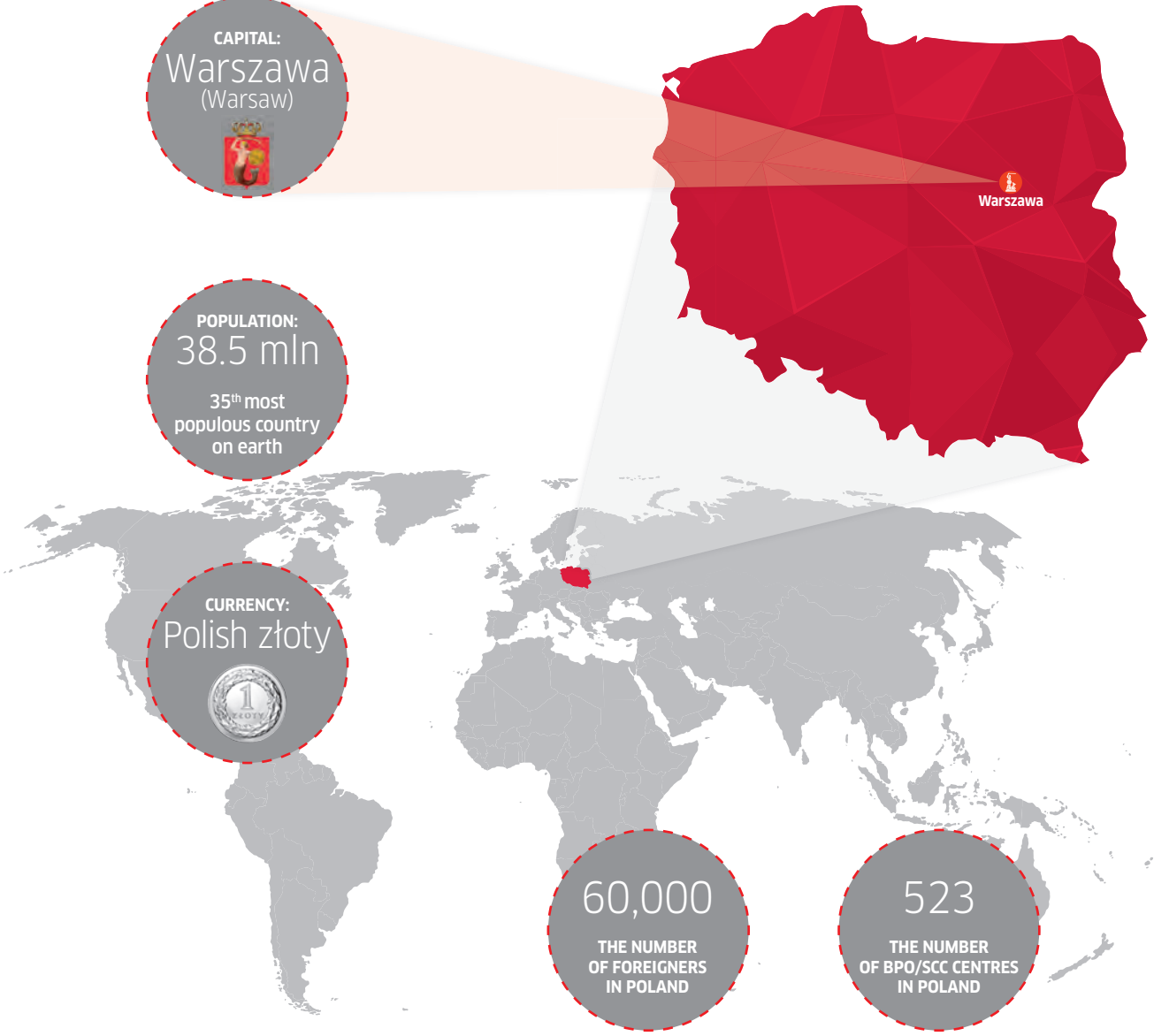
POPULATION:
38.5 mln
35th most
populous country
on earth

CURRENCY:
Polish złoty



60,000
THE NUMBER
OF FOREIGNERS
IN POLAND

523
THE NUMBER
OF BPO/SCC CENTRES
IN POLAND



FLAG



COAT OF ARMS



NATIONAL ANTHEM OF POLAND
(DĄBROWSKI'S MAZURKA)

Poland in numbers:



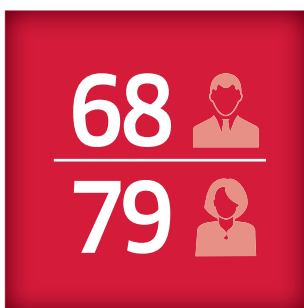
Maria Skłodowska-Curie got 2 Nobel Prizes



the number of voivode-
ships in Poland



the number of foreigner
students at Polish univer-
sities in 2015



the average age
of men and women
in Poland



the average height
of men and women
in Poland



the highest
temperature in 2015
recorded in Poland

BPO/SCC in numbers:



the number of business
service centres
in Poland employing
over 1,000 employees



the share of centres
providing services
to companies
in the financial sector
(BIFS)



projected
employment
in the sector by
the year 2020



the share of business
service centres
employing foreigners

CHOOSE POLAND

Information about future of Poland

10 reasons why it's worth to work in Poland

Facts about Poland

Information about higher education

Why employers in Poland are looking for foreign employees

Dialogues with foreigners who are living in Poland

FUTURE OF POLAND

YOUR BIG CHANCE

25 years is a period in which most of us complete our education and set first steps into the labour market. A great change takes place – from a child to an adult. If a quarter of a century is able to make such a difference in one human life, how big impact does it have on the whole country?

Judging by the example of Poland – a huge one. Thanks to the system reforms that have been implemented in the last 25 years, Poland has started catching up with Western Europe in numerous economic sectors. Now, after all these years, it is rapidly growing and despite many obstacles, it was named one of the strongest economies in the region. It shows that Poland possesses a great potential and with good leadership and management, it can achieve a lot in the future. A few institutions have taken upon themselves a challenge to predict what exactly Poland will look like in next decades. The reports with their findings allow us to get a glimpse of the futuristic vision of the country on the Vistula river; how it may develop, what challenges stand before it, what kind of threats it is likely to face, how to prevent them. We invite you to travel through time to see Poland of 2050 and try to find answers to all of these questions.

A LOOK BACK

At first, however, let's take a quick look at what Poland has achieved in the last 25 years of peace and prosperity. After the war and 44 years of communism, Poland was in a very bad condition. Nearly bankrupt, with an inefficient economy and an unstable political situation, the country faced a huge challenge to get back on its feet. Strict market reforms helped but they didn't entirely cure the economy. However, Poland started to grow again. It has not stopped since 1991, but even accelerated due to joining the EU in 2004. The economic growth has averaged 4% annually. Even the

crisis could not break Poland. It was possible due to the expansive fiscal and monetary policies, low households' debts and private sector's mortgages, a flexible exchange rate for the Polish zloty, a modest exposure to international trade, the large internal market and also, partly, pure luck. The crisis contributed to the fact that many global players found in Poland a safe harbour for their investments, which results in the flourishing development of the business process offshoring sector. In 2014 Poland celebrated ten years of the European Union membership, 15 years since joining the NATO, and 25 years since the fall of communism in eastern Europe, which are the signs of vivid foreign collaboration. Anniversaries are also the best time to take a look back and summarize. So, the country has redirected much of its trade from its eastern neighbours to the EU, modernised its transport infrastructure and restructured some of its ill state-owned industrial monsters. The work is not yet completed, but Europe noticed the progress and Poland gained importance both economically and politically. German-Polish connections became arguably one of the most important bilateral relationships in the EU.

WHAT'S COMING NEXT?

First of all, GDP will continue to grow but the growth rate will decrease: from 3.4% per annum on average in 2014-2020 to 2.8% per annum in 2021-40, and around 2% per annum in 2041-50 according to the PwC report "The World in 2050" from February 2015.

This means that, roughly, Poland's economy will grow at the rate of 2.7% between 2014 and 2050, which still gives us an advantage over Germany (1.6%) and Russia (2.1%), our two largest neighbours. It shows as well that once Poland catches up with the rest of Europe, it will become challenging to maintain the existing growth rate. These promising forecasts prove that Poland indeed possesses quite attractive labour costs, an increasing quality of human capital, and a relative political and economic stability. Nonetheless, these features cannot ensure long-term prosperity. The

The crisis contributed to the fact that many global players found in Poland a safe harbour for their investments.



reports agree with one another that the Polish production model needs to be overhauled. Labour intensive low-tech production should change into capital-intensive high-tech production. In order to carry out this transition, experts list the most fundamental actions to undertake. First of all, Polish entrepreneurs ought to focus on investments in R&D and innovations in general.

Another matter are local savings. They are now on a very low level and need to increase so that they can cover expenditures on innovations. Economists warn about the middle-income trap and short-term benefits from cheap labour, which brought the development of the BPO/SSC sector, but may contribute to turning the country into one big outsourcing and subcontracting hub. Therefore, it is essential to invest in innovations and encourage foreign companies to do so in Poland, and not just create short term benefits.

Additionally, innovations will lead to the creation of Polish global players good enough to partner with top international conglomerates. Productivity gap is another important challenge: Poland is far behind Western Europe with its companies 40% less productive (productivity per hour) than in the EU15 countries. It is closely connected to the lack of innovations, which was mentioned earlier, mainly because of insufficient tools and inadequate support for the management. Nevertheless, companies have been making an effort to change this situation by implementing new processes and strategies. An innovative approach becomes the new motto for Polish entrepreneurs and it brings out hopes for the future.

THE BPO/SSC SECTOR IN POLAND

As it was previously mentioned, there are a few main reasons of Poland's popularity among companies from the BPO/SSC sector. Investors that decided to expand in Poland emphasize its economic and political stability, well-educated, competent staff and the large

internal market. We may see that even though the sector

develops very well in Poland, there are several challenges and threats there, too. The main chance (for employees) and danger (for employers) are posed by the same issue – constant process of seeking talents, especially in face of expansion plans in some companies. It is an enormous opportunity for many people to begin or kick-start a glorious career. The more complex projects are outsourced to subsidiaries in Poland, the larger probability to get a really unique and responsible job. Furthermore, an employee gets access to an international environment and state-of-

the-art technology, forms international relationships, works in a multicultural team that consists of the brightest in the profession, and simply gets an exceptional chance of self-development. However, there is also a risk that the labour market will not be able to provide enough talents or our competitive advantage will disappear. For many years Poland has been able to boast about its really steady growth in the global services market – about 10% per year averagely since 2010. However, it does not mean that our country is not ready for more. Starting from today, Poland should make an effort to attract global brands and make its role in their production process indispensable. It may be facilitated by the fact that there is a demand in the sector for sophistication in global delivery networks according to ABSL report from 2015. There are several areas in which the sector wishes to improve its processes, for example: an adoption of new working model, automation of the processes and focusing on skills and knowledge of employees. Companies, employees and the country should do their best to take part in these changes and keep up with the dynamics of the sector. Also, the government can increase efforts to make Poland more attractive for FDIs (foreign direct investments), for example, by supporting cities that wish to further develop or aspire to receive a title of another business process outsourcing location. Among them, you may find Szczecin, Bydgoszcz, Toruń, Opole, Bielsko-Biała, Rzeszów, and Lublin. These cities have just stepped into the path of working together with the BPO sector and they need help and support. Also, Olsztyn, Białystok, Piła, Konin, Zielona Góra, Radom, Kielce, Sandomierz, Częstochowa already managed to get their first international centres. The number of towns involved shows the scale of the process. If well-conducted, the process of adapting BPO/SSC centres in Poland may be very successful.

INTO THE FUTURE

Poland keeps transforming – changing, developing, struggling, progressing. Just like the world around us. This is a real description of the present and a vision of the future of the evolving Poland. It also portrays people that live here and create this country: ambitious, hard-working, dynamic. People that are strong enough to take their opportunities and avoid the threats that the world brings. That is why Poland can look into the future without fear.

The more complex projects are outsourced to subsidiaries in Poland, the larger probability to get a really unique and responsible job.



POLAND IS GROWING FAST

Poland was one of the fastest-growing economies worldwide before the crisis and the fastest-growing economy in the post-crisis Europe¹ [selected countries; Real LCU² (percent)]

GDP PER CAPITA, 1991-2008 CAGR ³	EU COUNTRIES	GDP PER CAPITA, 2008-13 CAGR
6.2	Ireland	-1.1
5.3	Slovak Republic	1.0
4.6	Poland	2.7
3.5	Czech Republic	-0.5
3.1	United Kingdom	-0.1
3.0	Spain	-1.4
2.9	Finland	-1.0
2.9	Greece	-5.2
2.7	Romania	-0.3
2.6	Netherlands	-0.7
2.6	Sweden	1.3
2.5	Hungary	-1.0
2.4	Austria	0.4
2.1	Portugal	-1.4
2.1	Denmark	-0.7
2.1	Belgium	0.3
1.8	France	0.2
1.5	Germany	0.7
1.3	Italy	-1.5
0.9	Bulgaria	-0.4
	OUTSIDE EU	
10.6	China	8.9
6.5	India	6.9
3.1	Brazil	2.6
3.0	United States	1.2
2.0	Russia	1.0

¹ Ranking based on BRIC countries, CEE, the EU-15 (excluding Luxembourg), and the United States

² Local currency unit

³ Compound annual growth rate

Source: McKinsey & Company, Poland 2025: Europe's new growth engine (2015)

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The EY logo consists of the letters 'EY' in a bold, white, sans-serif font. Above the 'Y' is a yellow chevron shape pointing to the right.

**Building a better
working world**

Why Poland?

10 reasons why you should live in our country

Polish people are the growth engine of the Polish economy but as time goes by and companies expand in Poland, fuelled by the investments from abroad, the Polish workforce is not enough.

Finding talents is becoming one of the top challenges for the companies in the Polish market. Therefore, our country wishes to invite foreigners interested in making a career abroad to consider Poland. And below, you will find ten strong reasons why you should choose this country.

1 Strength and stability of the Polish economy



The sustainable GDP growth, comparing to other states in the region, shows a strong economy that works better in similar conditions. And Poland happens to have one of the highest GDP in the CEE region. A stable, constant growth combined with the lack of visible post-crisis recession places Poland among the leading European countries. Of course, the GDP growth is not everything, and one good figure does not automatically mean that the country isn't struggling with other issues. However, the increase in 2014 gives the impression that Poland is on the good path to leave the effects of the slump behind.

2 Country attractive for investors



Since a decade, Poland has been among the most popular locations for international investments in the region. As the ABSL research about the BPO/SSC sector shows, 88% of them plan to invest in Poland the same amount of resources as in the previous year or even increase it. Poland owes them its huge growth in the business process outsourcing sector. Some even see BPO/SSC as a new Polish specialisation. These companies constantly need more people and recruit new employees. It is pretty obvious that it is crucial for international firms to have varied teams of people with different abilities and excellent language skills. Therefore, foreigners are very desired and searched for.

3 Labour market open for young people



A rapid expansion of the economy and foreign investments created the demand for young, talented, ambitious people with language abilities. However, often even a very well-educated person will not equal with a native speaker. So, in any case, foreigners possess a great advantage - their language abilities, which in many occasions facilitate a job finding process. Especially, the labour market in Poland is very keen to employ them and invite to come and start a successful career here. However, entrepreneurs don't only want good linguists. They expect eager to learn, hard-working people that will be dedicated to their work and worth investing in.

4 Unique geographical location



If you wish to move abroad, simply choose a nice place to live. Poland has a unique geographical location. Southernmost, there are mountains, the Baltic Sea is in the north. Between them, a country full of wonderful landscapes, lakes, woods, modern cities and climatic villages can be found. Poland is picturesque and diverse, and even after some time it is able to surprise you. Poland lies in the heart of Europe but at the same time, it is not too crowded, noisy and polluted. Some of the Polish unique monuments and valuable places haven't been discovered by many tourists yet. They include both cultural inheritance and natural resources. Poland also has a lot of green areas that are well-kept. People care about the environment here. It's so beautiful here that it is impossible to talk about it. You have to see it!

5 High level of education for a reasonable price



Poland is not only a good place to start a career, but also one of the best places to study in Europe. No matter if you have just started your higher education or wish to further expand your knowledge or specialisation. Poland has a number of good technical universities and business schools to choose from. A long list of scholars and researchers is an evidence of schooling quality. You learn from the best with the best. Furthermore, you may learn in Poland as much as in any other university but for much less. Higher education is free for Polish citizens and for foreigners who commence studies at state HEIs (The Higher Education Institutions) on terms applicable to Polish citizens. All necessary information is easily found on universities' websites and portals dedicated to helping foreign students.

6 Inexpensive place to live

Also, life in Poland does not necessarily have to be difficult and full of abnegations. Even if you are not a student any longer there are places for every pocket in Poland. Low prices allow you to work and spend your free time in a very interesting way. Of course, a student card in Poland helps you get a discount for public transport, tickets to cultural events, reductions in pubs and restaurants. But don't worry. Even without a card, you can get some discounts on various occasions. Every big city in Poland has much to offer – concerts, parties, exhibitions, celebrations, film screenings etc. You will never be bored, we guarantee!



7 Sweets

Poland has some of the best sweets in the world. E. Wedel, the oldest Polish company producing chocolate and sweets is beloved by people here. But that's not all. There is also Wawel and Solidarność, which are worth putting on a few ounces. Polish people love sweets no matter how they are served. It can be a variety of desserts as well as hand-made pralines, drinking chocolate or famous Toruń gingerbread, which you must taste if you visit this city.



8 Hospitality

To make the prospect even nicer, everyone is welcome here. Polish people are very hospitable. Poles welcome guests like blessing and always prepare a feast to host you, so prepare yourself for the abundance of food and drinks. Add a friendly atmosphere and a very happy company and you will get a traditional Polish welcome.



9 Kindness and openness toward foreigners

You may have heard a lot of stories about Poland, but hostility should not be one of them. Polish people, especially young ones, are very welcoming and happy to meet new people from all over the world, curious about their cultures and personalities. Poland is known for hospitality and kindness, being in general tolerant and appreciating privacy.



10 Wonderful food

Polish people are known for their delicious food such as famous dumplings, bigos, kotlet schabowy, pierogi and gołąbki etc. Polish cuisine is simple, very often flavoured with herbs and spices. Many dishes you have fallen in love with at first taste, you will be able to prepare yourself. Poland was always very multicultural and it left its mark on the cuisine, in which you may find influences from Hungary, Greece, Russia and Jewish cuisine. Recently, Polish cuisine has been enriched with flavours from more exotic and remote places such as Asia or South and Latin America.



FACTS ABOUT POLAND

THINGS YOU DIDN'T KNOW ABOUT POLAND THAT WILL LEAVE YOU SPEECHLESS!

If you hang the **Polish flag** upside down it looks the same as the flags of Indonesia and Monaco.

The biggest section of many grocery stores in Poland is the **candy section**.

Poland's **Stanisław Lem** is known as one of the world's greatest science fiction writers. His novel "Solaris" was made into a movie in 1972 and 2002.

Barbara Piasecka Johnson, of Johnson & Johnson Company fame, was born in Staniewicze, Poland. In 1971, she married John Steward Johnson, who left her the bulk of his fortune when he died in 1983. In 2007, she was listed on the Forbes 400 World's Richest People List with an estimated net worth of \$2.7 billion US, making her the 149th richest person in the world. She died in Sobótka, Poland, in 2013, and was buried in Wrocław.

The co-founder of **Marks & Spencer** – Michael Marks (1859-1907) came from Poland.

Polish people **drown dolls (Marzanna)** as a sign of the ending of winter and the beginning of spring. Marzanna is a weave straw doll, decorated with ribbons. When the snow starts to melt, they proclaim the beginning of spring and chuck the Marzannas into the river or stream, symbolically 'killing' the winter.

17 Nobel Prize winners were born in Poland, including four Peace Prizes and five in Literature.

Polish people love their legends such as **the mermaid of Warsaw** or **the dragon of Kraków**. There are even statues of these creatures in those two cities.

A Polish astronomer, **Johannes Hevelius** (1611-1687), published the earliest exact maps of the moon.

Przystanek Woodstock, inspired by and named for the Woodstock Festival, is one of the biggest open-air festivals in Europe and it is organized every year in Poland.

In Poland, **your name day** is considered just as important as your birthday.

Moreover, Polish people don't mess things up. They "**make bigos**" (narobić bigosu) or "**brew beer**" (nawarzyć piwa) instead.

The highest mountain in Australia is **Mount Kosciuszko**, which is situated in Kosciuszko National Park. It was named by Paweł Strzelecki, a famous Polish traveller and discoverer, who in the 19th century explored a big part of the Australian continent.

A famous English novelist's, **Joseph Conrad's**, real name was Teodor Józef Konrad Naęcz-Korzeniowski, and, yes, he was Polish as well.

In Poland, it is still a very common practice for **a man to kiss a woman's hand**, especially in older generations.



HIGHER EDUCATION

MORE FOREIGN STUDENTS

Poland as one of the rapidly developing countries in Europe puts a lot of pressure to improve standards in every area of public life. Education is no exception. Over the past 25 years Polish higher education system underwent a series of important changes to become more flexible, innovative, and equal to international standards.

In 1999 the Bologna system was introduced to Polish higher education institutions. Now, there is a three-level system of studies: bachelor level (6 semesters), master level (4 semesters) and PhD level (from 6 to 8 semesters). The European Credit Transfer System (ECTS) is used to account students for their studies.

If you, however, get wish to expand your horizons outside your Alma Mater, you can always use the broad offer of international exchange programs such as ERASMUS+, whose newest edition was launched in 2014. With Erasmus, you can travel to every country in the EU and to partner countries neighbouring the EU. There are also bilateral agreements. It's also worth mentioning the CEEPUS project, which is the

Central European Exchange Program for University Studies. All the information about the initiative can be found on www.cEEPUS.info.

WHERE TO START?

If you want to start studying in Poland, contact the international exchange office at your university and you will get all necessary information there. It's worth mentioning that the studies at state universities are free of charge if you are a citizen of the European Union, the European Economic Area, or you possess Karta Polaka (Pole's Card). The other students in Poland will bear the cost of studies, which amounts to 2,000 euros at the minimum.

NOT ONLY IN POLISH

Polish universities are open for students from different countries, even if they do not speak Polish. In 2013, there were over 500 courses in foreign languages run in many different colleges. Yet if you would like to learn Polish, you can attend a several months' course before you start your studies. There are also possibilities to learn Polish on the foreign language courses at your university. The full list of education facilities and their offers are available in English on www.studyinpoland.pl.

DOCUMENTS

Citizens of non-EU or non-EEA countries should remember that if their studies last longer than 90 days, they should think about temporary residence permit. They should also acquire a student visa in a Polish consulate or embassy in their own country.

WORKING WHILE STUDYING

The development of the labour market created the need for collaboration between universities and employers in order to better prepare students for the future profession. It is very well implemented in the BPO/SSC sector. As a student, you may visit various job fairs, where representatives of companies will answer all your questions in English. There are also university career offices, where career advisors will help you find a job matching your competencies. Visit also www.CareersinPoland.com, where we publish job offers on a daily basis, prepared especially for foreigners who are studying, working, or planning to start their career in Poland.

Reasons to study in Poland:

- long tradition of educating ambitious, talented people (since 1364)
- 453 higher education institutions in academic year 2012/13 including: 19 universities, 25 technical universities and 76 business schools
- ca. 321 schools out of 453 are private
- Poland is on the fourth place in Europe as regards the number of people studying (over 1.6 million students)
- modern university campuses with access to the state-of-the-art laboratories and research centres

TABLE NO. 1. THE GROWTH OF FOREIGN STUDENTS' NUMBER AT POLISH UNIVERSITIES 2000–2015

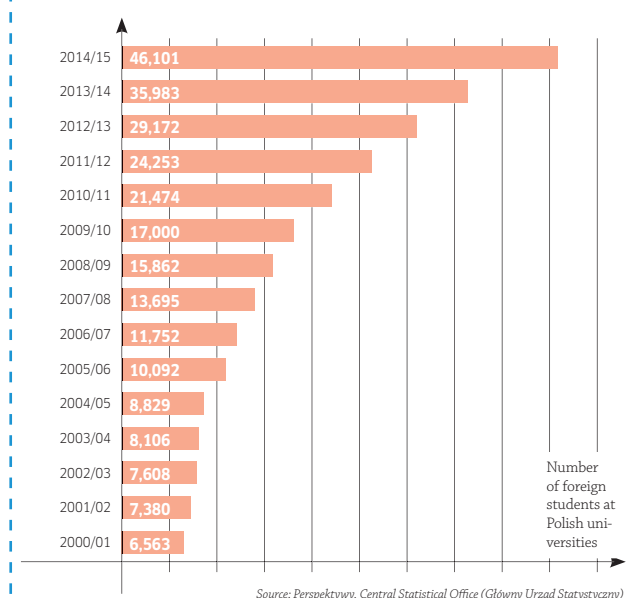


TABLE NO. 2. FOREIGN STUDENTS MOST OFTEN CHOOSE THE FOLLOWING FIELDS OF STUDY

MEDICINE	5,502	15.3%
MANAGEMENT	3,505	9.7%
INTERNATIONAL RELATIONS	3,246	9.0%
TOURISM AND RECREATION	2,571	7.1%
ECONOMICS	2,267	6.3%
LANGUAGE STUDIES IN GENERAL	1,835	5.1%
IT	1,741	4.8%
FINANCE AND ACCOUNTING	972	2.7%
DENTISTRY	742	2.1%
JOURNALISM AND SOCIAL COMMUNICATION	686	1.9%

Source: International Students in Poland 2014 Report

DIVERSITY

MANAGEMENT

POLAND OPENED TO FOREIGNERS

Thanks to a dynamic development of modern business services sector, the number of foreigners is growing. In some centres, foreigners account even for 40-50 per cent of all employees. Deciding on a career in Poland, you have a chance to work in an extremely diverse environment. Managing this environment is one of the greatest challenges in the years to come.

Since 2008, the Polish labour market and the expectations of international employers who open business centres in our country have become a remedy for the growing unemployment among young people. Over the last several years, Spaniards, Italians, Irish, and Portuguese have taken up jobs in Poland. The country on the Vistula is becoming an attractive location for those who would like to gather their first work experience or to continue their careers at more specialist positions. This trend is going to last in the years to come.

The dynamic development of business centres, creation of research clusters, and investments in excellence centres made diversity an inherent element of corporate culture. It is because foreign investments come from various parts of the world. The figures speak for themselves. In Poland, there are 300 centres with foreign capital. They represent 30 countries. The USA is the largest investor followed by highly developed economies of Western Europe: France, the UK, and Germany. There are also organizations representing such countries as Japan, South Korea, and India.

The Polish sector of modern business services can be compared to the Tower of Babel. Although the Polish Information and Foreign Investment Agency estimates that a half of business centres render services only in one language, the whole sector "speaks" 36 languages, including such rare ones as Thai, Hebrew, Kazakh, and Catalanian. On the other hand, due to the development of knowledge process outsourcing, it is not the language skills, but expertise that counts (certainly, English is a must). That's why, in relation to the modern business services sector, diversity can be

interpreted at several levels: operational (process), language, and competence one.

People are the greatest and the most strategic capital of the modern business services sector. Competences of the future and present employees play a substantial role in the highly competitive market of business services. Additionally, the labour market concerning modern business services sector can be considered as an employee market. That's why international employers try to create a working environment which is as friendly to young people as possible. It is based on talent and diversity management. The latter area is the best proof that Poland has adapted a modern business attitude based on universal principles of respect and tolerance towards other people, but also on the principle of the effective use of employees' potential. The Polish Diversity Charter was created at the turn of 2011 and 2012. During the legislative work, a series of consultations were organized. Representatives of numerous international organizations identified the following significant areas and topics concerning diversity at work: age, disability, social gender, family status, and equality in a local environment. For several years, CSR organizations operating in Poland have been creating reviews of the best practices in diversity management.

Demographic, social, and economic changes, globalization, the multinational character of corporations, the growing number of enterprises caused the situation in which diversity management is a standard for global business leaders.

To quote the book "Firma=Różnorodność" ("Business=Diversity") by the Responsible Business Forum, diversity management means noticing the differences between people in an organization (and outside of it) and a conscious development of strategies, policies, and programmes which create a climate for the respect and use of these differences by the organization. Diversity management is to develop such a working environment where each employee feels respected and appreciated, and where they can fully realize their full potential, which contributes to the success of an organization.

On the following pages, you will find the information on what employees and their employers think about diversity and Poland.

DIVERSITY IN MULTICULTURAL COMPANIES

FIND OUT MORE ABOUT DIVERSITY IN BUSINESS CENTRES.
WE PRESENT THE HR MANAGERS' POINT OF VIEW.



Yasser Hammami
DIVERSITY AND INCLUSION LEAD
Infosys BPO Poland

OUR EMPLOYEES REPRESENT FOLLOWING NATIONALITIES:

At Infosys BPO Poland, we have over 40 nationalities different than Polish.

DIVERSITY IS AN IMPORTANT PART OF OUR CULTURE BECAUSE:

It creates an inclusive workplace and leverages the power of diversity for sustainable competitive advantage, where employees from different backgrounds have the opportunity to participate, develop and contribute freely and equitably.

YOU SHOULD CHOOSE POLAND BECAUSE:

Poland is changing as it is becoming more and more international and the society is more and more welcoming for expats who come to bring an added value and contribute to the development of the country.

The growth that Infosys BPO Poland has witnessed over the last few years is a proof of a certain maturity that encouraged a change in the structure of services provided to customers from back- to middle- and front-office functions. Services that require more skillful resources and availability of multi-language skills. Delivering front-office activities requires employees with strong language capabilities and good understanding of the

client business culture and social trends. Our centre in Łódź employs over 2,300 highly qualified professionals, providing BPO and ITO services for clients from all over the world in over 20 languages. Foreigners represent almost 10% of the headcount – today we have about 200 people representing 40 nationalities different than Polish. The company takes a lot of effort to ensure its employees that their origins are valued and that together, they create a unique vibrant workplace where their abilities and personalities bring value for the company and its clients.

Diversity. Uniting people from different backgrounds, people that were raised in different contexts, educated in different schools, and have different life experiences, will bring an added value to the company and to its clients. Every employee may look at the same problem from different perspectives and through personal experience – the more perspectives we have, the more chances we have to come up with the best solutions. Leveraging those experiences and knowledge of the employees of our centre is the best take-away we have from our diversified workforce.

My personal view of Poland. I believe Poland chose me before I chose it. At the end of my university studies, I was looking for an opportunity to have an international experience through the student exchange program of AIESEC and I remember that most of the interesting offers I was crossing were from Poland; and at a certain moment I found myself choosing not between countries but between cities: Warszawa, Gdańsk, Kraków, or Łódź.

I believe the strong growth that Poland is going through in the services sector attracted many young professionals, like me, who are looking to start an ambitious career. With the abundance of offers that Poland has, I believe currently, it's one of the best destinations for those who want to start a career in the business services sector.

As I come from a totally different region of the globe, Poland is an exotic country for me: a different set of social and cultural values that I have been discovering every day over the last few years, a different climate, and an amazing landscape I enjoy. In a few words, for me, Poland was and still is an exciting experience, full of pleasure and surprises, and all in all it's a rewarding experience.



Karolina Długosz
CSR MANAGER
Capgemini Polska

OUR EMPLOYEES REPRESENT FOLLOWING NATIONALITIES:

Our employees come from all over the world, e.g., Hungary, Germany, France, Sweden, Ukraine, Romania, Australia, Philippines, Kenya or USA.

DIVERSITY IS AN IMPORTANT PART OF OUR CULTURE BECAUSE:

Diversity enriches our everyday team work, awareness and openness.

YOU SHOULD CHOOSE POLAND BECAUSE:

Poland is famous for its hospitality, therefore is a really pleasant place to work and live.

We are a truly culturally diverse company. Right now we employ people speaking in 30 different languages which represent the number of nationalities in our Polish center. We strongly believe that diversity is not only the source of creativity; it also enriches our everyday team work, cultural awareness and openness.

Our day to day tasks in Capgemini are exposed to dealing with different cultures – on calls, video conferences and internal meetings our main language is English. There are calls where discussions are held between people from India, US, Brazil and Europe, and sometimes finding an adequate timeslot is a real challenge! Years of cooperation with our clients representing different parts of the world made us aware of holidays and cultural

tradition in respective countries. That is enriching indeed!

There are several initiatives supporting multicultural environment in Capgemini Poland, apart from regular diversity trainings. Few years ago we have launched a program dedicated to foreigners coming to work in our Polish offices. A project called "Welcome.PL" was aiming at not only familiarizing new joiners with the company but also provided basic information on how to organize oneself in the city and everyday cultural events. Also, every year we run a special "Diversity Week", where we share and discuss various aspects of diversity – cultural background is just one of them, other are: communication styles, gender diversity, disability inclusion, career development preferences. Diversity in fact is a part of our wider CSR Strategy, along with community engagement and environment. Our flag Diversity & Inclusion Program called "Win with Capgemini" aims at including people with diverse disabilities to our workplace, adapting the workplace with supportive technologies and increasing other employees' awareness. A brand new initiative coming this year is a Capgemini Christmas Cook Book with recipes from around the world by Capgemini Employees themselves!



Urszula Zarzycka
HR MANAGER
Shell Business Operations Kraków

OUR EMPLOYEES REPRESENT FOLLOWING NATIONALITIES:

Over 30 nationalities from all over the world.

DIVERSITY IS AN IMPORTANT PART OF OUR CULTURE BECAUSE:

it helps us reach our goal of becoming the most competitive and innovative energy company.

YOU SHOULD CHOOSE POLAND BECAUSE:

it is a vibrant country, which will delight you with its hospitality.

Embedding diversity and inclusion in our business plans will help ensure we reach our goal of becoming the most competitive and innovative energy company. A diverse population in Shell contributes to different ways of thinking and through that, it provides the innovation we need to ensure our portfolio is both attractive and resilient. Collaboration is crucial to our success. Inclusion and inclusive behaviours are at the heart of effective collaboration, be it with team members, colleagues in other parts of our company, partners in our joint ventures, or most importantly with our customers.

To achieve this, we require a sharply-focused set of D&I activities, greater integration, and development activities. One of them is culture days when our foreign employees prepare a set of presentations or events in order to show the elements characteristic of their culture: food, tradition, or social activities.

Shell Business Operations consists of six operations centres around the globe which support business development of one of the largest global companies. The Kraków centre employs approximately 200 foreigners, which is over 10% of our staff. In SBO, there are representatives of 30 nationalities and in total we speak 17 languages – a living proof of a multicultural work environment. Shell operates in over 70 countries, that is precisely why we highly appreciate what a native speaker can offer to us in terms of language competences, different cultural background, and perspectives. Not to mention the fact that they know exactly the reality of each culture they work for.

Working in Shell, one of the biggest global companies, is often a reason to relocate. We strongly support representatives of other countries in their effort to move to a different country or city. We offer help in managing all logistic aspects related to this matter and organize networking meetings for those who have joined us. It helps foreigners integrate with Polish culture and keep inclusion in a vibrant community. Such initiatives support foreigners in their process of acquiring different culture and help them to overcome separation from their homes, families, and friends. Members of this networking society share their best practices on how to cope with local differences, learn from each other to value and respect diversity.

FOREIGNERS: WHY I CHOSE POLAND

POLAND COULD BE A GOOD DIRECTION FOR YOUR CAREER.

FIND OUT MORE ABOUT OUR COUNTRY.

WE PRESENT THE FOREIGNERS' POINT OF VIEW.



James Woodhouse
CREDIT SUISSE
IN POLAND SINCE 2014

WHAT DID I KNOW ABOUT POLAND BEFORE MOVING HERE:

I knew embarrassingly little about Poland before I moved here, but of course the upside is that there is more to discover and learn about a fascinating country.

MY COLLEAGUES AT WORK ARE:

friendly, enthusiastic, smart, humorous.

WHAT I LIKE MOST ABOUT MY PROFESSION IS THAT:

it is constantly evolving and challenging and allows me the opportunity to work with so many talented and bright people.

Why did you decide to come to Poland?

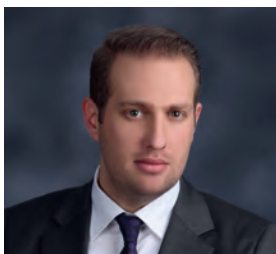
I have been fortunate enough to have lived in a number of countries but Poland was a country that I had never even visited so when I was offered the opportunity to move here I jumped at the chance. It continues to be a wonderful experience and a great decision.

What is unique in Polish culture?

Poland has a fascinating cultural mix that has evolved over hundreds of years. My personal interests are in the architecture and the food.

Is Poland a good place to build a professional career?

Without doubt, there are huge opportunities for a rewarding professional career in Poland. With the healthy economy, investment in infrastructure and talented workforce, it is an environment that is attracting international companies in increasing numbers. As a result, there is demand for experienced and skilled professionals as well as motivated career starters that offers great prospects.



Bugra Canbakal
ATOS
IN POLAND SINCE 2013



WHAT DID I KNOW ABOUT POLAND BEFORE MOVING HERE:

Sad days of WW2 and leading the collapse of communism.

MY COLLEAGUES AT WORK ARE:

helpful, humble, smart and professional.

WHAT I LIKE MOST ABOUT MY PROFESSION IS THAT:

there are huge opportunities in the market for experienced Oracle DBAs.

What was your first impression about Poland?

My first impression that I recall was a moment of movement, because I did not think that Poland can be so beautiful and europeanized. The weather was pretty cold but the hospitality of the citizens was really warm. Also everyone at the job did their best to support me, it helped me adapt to Poland faster. Generally speaking, the first

impressions were positive and they determined my further attachment and love for Poland.

What do you think about Polish food?

Polish food is really tasty. Anyone who is in Poland must definitely try Polish dumplings. There are many different types, number of fillings is countless and limited only by your imagination. The best friend of cold days is chicken soup. Maybe I should say Cold & Flu Recovery Soup because it helps when you are sick. Another star is Polish pancakes. They are very thin and they can be served both as sweet (with curd cheese, previously mixed with sugar, jam, fruits and powdered sugar) or with meat and vegetables. All of them are equally tasty. Before visiting Poland you should also prepare your stomach for cabbage. It's a very important ingredient in Polish cuisine and you will face it in every dish. If you are brave enough, you should try blood soup and pork tongue.

I have a problem what to choose when you ask me about my favourite dish. I like many dishes - dumplings, duck with apples, chicken liver, mulled wine are just a few flavors from Polish cuisine, which totally captured my stomach.

Which place do you like the most in Poland?

I visited Bydgoszcz, Gdańsk, Toruń, Warszawa, Kraków, and Wrocław. I was also in Malbork where the largest medieval castle in Europe is. My favorite one is Kraków. It has a unique architecture and international atmosphere, I totally fell in love with it. And one more thing - also at least once in a lifetime everyone should see Polish mountains - they are beautiful!



Chima Ohanyere
CITI SERVICE CENTER POLAND
IN POLAND SINCE 2008



WHAT DID I KNOW ABOUT POLAND BEFORE MOVING HERE:

Apart from the war, nothing else. "Warsaw saw war & war no more!"

MY COLLEAGUES AT WORK ARE:

nice, friendly, warm and accomodating

WHAT I LIKE MOST ABOUT MY PROFESSION IS THAT:

it is challenging, interesting & has a ripple effect in changing lives.

I had always wanted to further my education after my first degree but in Europe - not back home in Africa. I was given admission to study in one of the universities in the UK for my Master's Program and was gearing up to commence when I decided to visit friends in Warszawa, Poland. I met with fellow Africans who showed me the lovely city of Warszawa and I was truly amazed by the beauty of the city. I never thought that, after hearing stories of the war, the city would be so awesome and beautiful. One of my friends also introduced me to the idea of studying here and that was how I turned down my UK admission and decided to study at one of the most prestigious private universities in Warszawa. What I like about the city is the way the structures are well placed - modern beautiful architectural buildings, good road networks, superb well-organized transportation channels, the people, awesome parks to walk in, clean and peaceful, beautiful scenery... (the list goes on and on). Unlike in other well-known big countries/cities around the globe, the safety of lives & properties is indeed second to none and highly guaranteed. Affordable health care system as well, whether private or public.

Polish culture and tradition is quite a replica to the one we have back home as the unity of family is held paramount. Poles have high respect for the elderly and even stand up in buses/trams whenever an elderly person needs to sit for a ride. They are indeed warm-hearted people when it comes to receiving guests. One unique tradition I still applaud after spending about 7 years here is the way Christmas is spent. People travel back to their various cities/towns to spend time with family and loved ones. This is also seen back home as family is everything! The show of love and sharing during this period can be witnessed at the dinner tables, where one extra space (chair and plate) is always reserved for any unknown guest who knocks at the door and wishes to join in at the table. Living and working here in Warszawa has been an unforgettable one for me as the work environment allows everyone to thrive in. I would definitely recommend Poland to anyone anytime, any day as a place to study, work and reside in.



Charlotte Lemaire
INTERNATIONAL PAPER
IN POLAND SINCE 2013



WHAT DID I KNOW ABOUT POLAND BEFORE MOVING HERE:

Poland is a little bit warmer than Siberia.

MY COLLEAGUES AT WORK ARE:

very nice people, funny, hard working, team players.

WHAT I LIKE MOST ABOUT MY PROFESSION IS:

Possibility to work in a multi-cultural environment.

How do you spend your free time?

Obviously, I like to have a good party from time to time; Kraków is a perfect city for that, lots of bars, pubs, and clubs proposing very acceptable prices. Additionally, we have the chance to have a very wide offer of sport centres which open early morning and close late night, that was a big change for me.

Why is it worth coming to Poland?

I would really advice young people to come for an experience abroad to Poland, it is a very dynamic country, still growing and developing. Cities like Kraków and Warszawa have many opportunities to offer.

A lot of international companies are choosing Poland as one of their main business centres. The variety of job offers available in the market is impressive, going from IT to HR. The profiles of co-workers I have met are very different. Therefore that's a great opportunity to develop and grow professionally and personally.

How do you assess labour market and job opportunities for foreigners in Poland?

Looking at the economic development in Poland, especially in big cities, there are many opportunities to work in an international environment. The labour market requires knowledge of different languages (English is a must, any other language is a plus); therefore, for a foreigner, it is a significant advantage to come live and work here. From what I recently read, Poland is now recognized as a stable economy with a rich technically skilled talent pool. Thus it is attracting many international investments. In addition, Poland has been recognized a premier location in Europe to open shared services centres. Recently, those are also developing from standard operational tasks to more advanced processes like HR, procurement & logistics, marketing, and strategic planning.



Dmytro Firago
MOBICA
IN POLAND SINCE 2013



WHAT DID I KNOW ABOUT POLAND BEFORE MOVING HERE:

I had never been to Poland before moving here, so I had only general knowledge from high-school geography lessons.

MY COLLEAGUES AT WORK ARE:

communicative, honest, easy-going, broad-minded.

WHAT I LIKE MOST ABOUT MY PROFESSION IS THAT:

It's great to see how machines are doing something useful, because you "taught" them to. And programming is actually teaching computers to do what you want them to.

Why did you decide to come to Poland?

I left my motherland after two years of totally useless studies at university. I'd been looking for something better and acquiring higher education in Europe seemed to be a good option. Poland, on the one hand, can offer all of the benefits of a European country, but on the other hand – its traditions and language are very similar to Ukrainian, so I didn't experience a culture shock. I was happy to find out that foreign students can work without permit in Poland, and it was a decisive factor for me.

How do you assess Polish people's approach towards internationals?

In the IT sector, there is really no difference between native Poles and foreigners. Here in Poland, I've been working as a software engineer for two companies, and in both of them the only thing that mattered was my knowledge, not my nationality. Sometimes it is necessary to know Polish, but even if you don't – English would be sufficient for most IT companies (some of them offer free English lessons for their employees). IT companies in Poland have in general very good working conditions. In my current workplace, we have a very friendly working atmosphere, flexible working hours, a lot of bounding activities, and, most of all, challenging projects thanks to which I can develop my skills.

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

I enjoy living here and I would definitely recommend Poland to my friends – this country offers you diverse opportunities for continuous growth, both professional and personal. If you never visited Poland, you should give it a try. If you prefer urban cities, Warszawa could be a good choice. More art and history? I'm sure that Kraków will impress you. Looking for tranquillity? I felt the same way, so I chose Bydgoszcz – a young city situated at the very heart of Poland, with good infrastructure, moderate costs of living, various job opportunities and this unique atmosphere.

BUSINESS SERVICES **SECTOR**

Facts and myths about Business Services Sector in Poland

Valuable information about future professions

Knowledge about Financial Processes

Information about HR Services

Information about IT Processes

Information about Customer Service & Procurement

Career opportunities for professionals

FACTS AND MYTHS WHAT SHOULD YOU KNOW ABOUT BUSINESS SERVICES SECTOR

The sector of business process outsourcing and shared services centres (BPO/SSC) is among the most controversial ones out there. It faces a lot of praising as well as criticism. However, in many cases, those expressing opinions about it do not fully understand what the sector involves. Nonetheless, the growing phenomenon of business services sector cannot pass unnoticed, so it is time to look into the case and see what all the fuss is about.

Imagine a large company employing hundreds of people all over the world. The management of this kind of giant has to be a truly difficult challenge. Quite expensive, too. Therefore, the biggest global players decided to move a part of their operations to more advantageous regions in order to cut costs. Moreover, people saw an opportunity in this niche and created companies that specialize in providing business services to the international conglomerates. That is how the business services sector was born. It started from manufacturing entities. At present, a broad definition of the industry includes activities such as: shared services centres (SSC), companies providing business process outsourcing (BPO) and IT outsourcing (ITO), as well as centres of research and development (R&D). It is best known for delivering finance & accounting, banking and IT services, customer service, HR processes, logistics, supply chain, research and analysis.

All the data comes from the 2015 edition of ABSL report that focuses on the business services sector, its current state and future prospects (available online on www.absl.pl).

Digits do not lie. They are the proofs that Poland made its mark on the global map of business services.

The biggest cities in Poland owe their development to foreign investments. They include: Kraków (35,700 employees in the centres), Warszawa (27,000), Wrocław (23,700), Trójmiasto (13,700), Łódź (13,100), Katowice Agglomeration (11,200), Poznań (9,0), Bydgoszcz,

Szczecin, Lublin (<5,000). Centres in these cities keep expanding. New businesses decide to invest in Poland and new towns become homes for global brands and their centres. According to the ABSL report, the majority of conglomerates come from the USA (33% of all companies), France (14%), Nordic countries (14%), United Kingdom (10%), Germany and Asia, and they offer primarily business and professional services (40%), technology & telecom (23%), and BIFS – Banking, Insurance, Finance Services (20%).

WHAT MAKES POLAND SO SPECIAL?

Number one has to be people. Poland possesses an impressive pool of well-educated young graduates appreciated by many companies. Another point is that office space is very easily available practically all over the country. Furthermore, investors feel safe in Poland, as it is a stable and comfortable place to set up a business, and the system of grants and incentives only makes it more attractive. Cheap labour is an obvious reason as well. Moving to another place has to be profitable and it is true that some salaries are a bit lower than the average level in Western Europe. Yet it is worth noting that if you climb the career ladder a bit, your pay will significantly rise. Managerial positions and positions requiring a fluent command of a foreign language are currently much appreciated.

The future looks very bright for the business services sector. Most of the companies present in the Polish market intend to expand their operations in Poland by opening new subsidiaries, increasing employment, broadening the range of their duties, or taking over more complex tasks. According to ABSL report concerning this sector, there has been 36% employment growth in the sector during the last two years. In the same report, experts predict that the number of business service centres with foreign capital in Poland will grow to more than 600 and in 2016 the sector will employ even 170,000 people.

THE SECTOR IN NUMBERS

Now, when we know what business services sector is, let's take a look at some numbers:

10	the number of years in which business services sector has been developing in Poland. Experts emphasize the sector's steady growth and maturation during the period 2010-2014
356	the number of foreign investors currently present in the Polish market (70 of them are on the Fortune 500 list)
532	the number of BPO/SSC centres in Poland
89	the percentage of centres that forecast a rise in number of employers
250,000	the projected employment in the sector by the year 2020
40	the number of languages used in business services centres in Poland. On average, 8 languages are used in one centre, but the number can reach 31
89	the percentage of companies with the increased degree of sophistication of provided processes in the past three years

Source: Business Services Sector in Poland 2015, ABSL Report

TRUE	TRUE/FALSE	FALSE
<p>A SIGNIFICANT ROTATION OF EMPLOYEES BETWEEN CENTRES</p> <p>The fast pace of switching jobs in the sector is partly a sign of times we live in. Mobility and flexibility are of value. New generations also have higher expectations and that's why they switch jobs in pursuit of career advancement. However, the trend was recognized. Companies realized that they need to introduce new strategies and now slowly this trend is reversing because companies adapted a long-term approach, want to keep the employees in their organizations, and invest in them in order to breed true leaders.</p>	<p>RAT RACE AND UNETHICAL PRACTICES</p> <p>There is no secret that such things happen, even in the best companies, and not only in this sector. However, there is an exaggeration in blaming the whole organization. It is wrong to brand the entire institution because of the actions of individuals. There is certainly a bit larger risk of unhealthy competition but it depends on an employee's work-life balance and priorities. Of course, companies should and do undertake actions in order to minimize the threat of rat race and illegal activities.</p>	<p>REPEATABLE AND BORING TASKS</p> <p>For a long time the business services sector was identified with call centres and the most boring and unchallenging type of occupation. In fact, most employees begin their careers with less ambitious tasks due to the fact that they are inexperienced and they need time to learn how the company works. However, with time and preparation, they grow to become new leaders in their companies. Furthermore, centres in Poland undergo observable changes. Specialists in Poland prove to be valuable and they lay down new solutions themselves instead of working for people from Western Europe, the way they did just a few years ago. It is possible to make an amazing career in the Polish business services sector, especially in centres of excellence. Their existence shows the sophistication of operations level that has been moved to Poland. This myth connects with the accusations that employees can decide about nothing in a corporation. The more developed the sector in Poland becomes, the more responsibility is shifted towards Polish managers.</p>
	<p>BURNING THE MIDNIGHT OIL, STRESS AND QUICK BURNOUT</p> <p>It is a special feature of corporations. Their employees are known for being the last one to leave their workplace. The reason behind this unhealthy practice is a serious workload. Again, however, much depends on individual time management and personality. Simply, not everyone was born to deal with the corporation style and pace of work, as well as time pressure. However, it is difficult to find a profession in which an employee would be entirely free from stress and deadlines.</p>	
<p>TRUE OR FALSE...? A FEW LEGENDS ABOUT THE SECTOR</p>		<p>LACK OF PERSPECTIVES AND NO SELF-DEVELOPMENT</p> <p>This myth is strongly connected with the legend about boring and repeatable tasks. At present, as the complexity of tasks is growing, there is a greater need to improve the knowledge of your employees and invest in their extra development, such as trainings, certificates, internships abroad.</p>
		<p>ANONYMITY - NO RELATIONS BETWEEN EMPLOYEES</p> <p>Even in corporations, people form friendly relations; it is a part of human nature. It is undeniable that it is harder when you work a lot. Therefore, institutions created corporate culture so that people would feel connected with their workplace and each other by spending time outside their office with colleagues or engaging in valuable activities such as voluntary work.</p>
		<p>LACK OF MODERN OFFICE SPACE</p> <p>This myth definitely belongs to the past. Since the first investments in Poland, the office market has got a boost and till now it has been developing very well, providing state-of-the-art offices suitable for the great companies that conduct their processes there.</p>



PROFESSIONS

OF TOMORROW

Currently, the labour market in Poland reflects the major trends related to the global economic challenges. While in Western Europe, young people have more and more difficulty finding a satisfying job, the business centres located in the country on the Vistula offer to students and graduates of various nationalities an abundance of attractive professions which can be considered promising.

Before choosing a field of study and then continuing university education, each young person should ask themselves a basic question: "What competences does the labour market need at present?" Global changes expect from young people completely different competences than a decade ago. More and more often, employers require an analytical profile from a candidate who can independently manage projects, think creatively and outside the box, and is not afraid of mobility challenges. In the world of globalization and digital technology, the pace of business changes is faster than it has ever been before. That's why, before you leave your university, you should think over little by little what competences you have, what personality abilities you should work on, and what employers might expect from you if they promote professional development.

The 21st century labour market is characterized by fluctuation, elasticity, and the strategic planning ability is the key to success. There is no job which lasts forever and employees more and more often become freelancers (this trend mainly concerns the so called creative class, namely graphic designers, programmers, artists) or they change their employers every two years on average. We are starting to be defined more by our competences that we can offer to the dynamically changing economy than by our workplace.

Outsourcing is considered to be one of the most important inventions of the previous century. In result of

the introduction of increasingly more innovative business solutions, outsourcing will have the greatest influence on the labour market in the next decades. Outsourcing and insourcing redefined the requirements of employers. Apart from flexibility, the employees of tomorrow are mainly expected to possess communicative skills and cultural intelligence. To gain the advantage in a significantly competitive labour market, business units are starting co-working more and more closely, and globalization brings the situation in which employees from completely different cultures sit next to each other.

At present, we can notice a strong polarization of the character of yesterday's and tomorrow's work. More and more often, fixed working hours are gone, our smartphone becomes our office, and competences and knowledge are developed all your life. Studies and an education process stop being young people's domain and international organizations will have to manage experts' generations more and more often. This trend will flatten the hierarchical structure, which corporations are used to. Competition will be replaced by numerous suppliers, sharing their experience, and their services and products will be developed by end-users, meaning business consultants, client advisers, or accountants, in the course of their everyday tasks.

On the following pages, we present the most important business processes in which you can develop your future career, starting your work for international business centres. Below, on the other hand, you can find a list of the most interesting, in our opinion, jobs which will be highly demanded in the next decades.

*In the world
of globalization
and digital technology,
the pace of business changes
is faster than it has ever
been before.*



BIG DATA ANALYST

Three years ago Harvard Business Review called big data analyst's position "the sexiest job of the 21st century". In the era of the more and more enthusiastic attitude to information management, this claim shouldn't be surprising. The profession of an analyst is gaining in importance practically every minute as there are more and more data in the world and it is not only about possessing them but also managing them in a proper way.

Although the field of data science (this term is often put together with big data specialists) is the world of numbers, people with highly specialized competences stand behind it. Every day Google search engine processes over 24 petabytes of data, within a minute, we upload 100 hours of footage on YouTube, and every hour nearly 10 million photos are sent to Facebook. Thus we produce an imposing amount of data which are more and more difficult to grasp. In this situation an analyst's job is becoming a natural pillar of operations for many organizations.

PMO ANALYST

A project management office (PMO) can be defined as an organization unit whose main task is, first of all, to support project teams and limit the risk of project failures. Over the last several years, this unit has started to play a more significant role in many industries, especially when we talk about international organizations. PMO success results mainly from the effectiveness of project methodologies which have become an answer to the increasingly more volatile business world reality. Without the support of PMO, you couldn't talk about effective management of huge, complicated projects, which require the involvement of numerous experts. It is important that PMOs have become a constant element of the global business and large institutions try to achieve their goals by means of PMO support. PMO is a unit which joins business departments with other support areas, such as marketing, IT, or customer service.

A PMO analyst cannot be strictly treated as a position. In this case, it is more about competences which PMO specialist should possess, first of all, a sharp and analytical mind as well as the skill to draw conclusions.

GLOBAL BUSINESS APPLICATIONS COORDINATOR

The more and more dynamic development of IT technologies and common access to the Internet are the most essential pillars of the contemporary information society and the knowledge economy. At present, competitiveness and effective management do not only result from manufactured goods (production) which finally get to local and global markets (sales). The power of each organization is also connected to its adaptability, flexibility, and human capital development. That's why technologies responsible for the transfer and use of knowledge are gaining in importance. An appropriately designed circulation of information and valuable data is becoming a determinant of innovativeness and a generator of changes.

In result of the uncontrolled increase of data and creation of improved applications in business environment, more and more enterprises need support from teams which take care of the proper functioning of IT systems. This highly specialized unit consists of global business applications coordinators.

The main task of a coordinator, who usually supports international business centres, is to take care of the systems that are used by the so called end-users.

PREDICTIVE ANALYST

Predictive analysis is a field whose significance and common use is growing sharply. This term means the process using available statistical analysis techniques and modelling to discover regularities, relations, and correlations of data, and based on it, making predictions on random pro-

cesses. The analysis may concern such behaviours as customers' reactions to marketing campaigns in the media, purchase decisions, giving up a product and moving to competition, or misappropriation risks.

The main task of analysts is to build predictive models based on a huge amount of data. That's why the basic requirements at this position include the knowledge of specialist software, such as Visual Analytics.

PROCESS IMPROVEMENT SPECIALIST/ENGINEER

Business processes of an organization are the nervous system of each enterprise. Their quality and efficiency directly translate into a company's condition. That's why the awareness of benefits connected to their improvements, such as time waste reduction or more effective use of human resources in a company, seems to be a prerequisite of

good management. In today's world, business processes not only become international but they are also more complex, which can be noticed in the modern business services sector. It is in international organizations that we can find a process improvement specialist/engineer – one of the most promising jobs.

Thanks to the work of this specialist, international employers aim at standardization of business processes, which also enables their migration and opening large business centres.

*The employees
of tomorrow are
mainly expected to possess
communicative skills
and cultural intelligence.*



IT RISK SPECIALIST/ANALYST

In result of the technological revolution and the growth of information significance for each company operations, business and IT dangers are becoming more and more common and they take various forms. The contemporary IT systems created new kinds of risk which can play an increasingly greater role due to the growing interdependence of enterprises, clients, and business partners.

Although this risk cannot be eliminated entirely, modern innovative organizations look for specialists who will be able to identify IT dangers. IT risk specialists' role is to make business aware of certain dangers and to help take decisions on how to manage the risk. An IT risk specialist participates in, among other things, creating the policy of data safety and protection, organizing the rules of giving power to process sensitive information, and helping in designing solutions which limit the IT risk.

TRANSITION MANAGER

Each innovative organization knows that it is able to be successful in the market using new technologies and basing its operations on procedures. To cope with the constantly changing business reality, enterprises choose such tools that will guarantee them transparency, measurability, and efficiency in running their processes. Yet this goal has never been achieved without the support of experts whose knowledge and experience streamline managing business operations of companies.

Within the service sector, transition means the whole process of moving knowledge, systems, and operations from a customer to a specialized external unit.

A transition manager is responsible for the migration of the whole process, from the beginning to the end. Their duty is to enable the members of a team, which will work for a client in the end, to do their job. As transition is a project, it is run in compliance with project management principles and these tools and methodologies are used every day. The duties and responsibilities cover, among other things, planning, budget issues, monitoring a migration, solving problems, and reporting.

FINANCIAL

SERVICES

Financial and accounting services are one of the most dynamically developing areas of the modern business services sector. It is thanks to them that Poland has become a leader on the offshoring services map over the last ten years.

The sector of modern services rendered to international business is also varied in terms of business processes. Their quality is provided everyday by both Polish specialists and young experts from other, mainly European, countries. As the abundance of different positions offered to people entering the labour market of this fastest-growing economic sector in Poland seems to be complicated, we would like to familiarize you with what particular business units deal with and what career opportunities they offer.

ACCOUNTANT-LINGUIST

Actually, accounting processes were the area where the development of modern business services started in Poland. Such cities as Kraków, Warszawa, Poznań, or Wrocław began attracting the attention of foreign investors, that is international corporations, which decided to open accounting services centres in Poland. According to the rule "cut your cost, not your potential", Polish specialists started servicing financial and accounting processes which were not part of investors' core businesses. In result, foreign leaders could concentrate on maintaining their competitive advantage in the market. Looking for a job in accounting, you can start your career in three business processes:

Accounts receivable – this specialization is often called O2C (Order-to-Cash process). As an expert, you will have a chance to deal with monitoring customers' accounts, ensuring timely payments of accounts receivable, verifying payments by mail, reconciling account balances, invoicing, sending invoices and correcting invoices, sending account statements on a particular date, verifying complaints of contractors, and drawing up reports.

*Looking
for a job in accounting,
you can start your career
in three business
processes.*



Accounts payable – it concerns a company's purchases and it is more and more often referred to as P2P (Procure-to-Pay process). As part of this process, you will deal with timely payment of invoices issued by product and service suppliers, that is sorting out, scanning, and verifying documents, preparing payments, contacting suppliers, and reporting.

General ledger – this process is run by experts who have experience in accounting. For this process, organizations usually recruit specialists from the field of AP or AR or graduates of appropriate studies because GL positions require extensive accounting knowledge. General ledger department mainly deals with keeping accounts, such as fixed assets, current assets, liabilities and equity, profits and losses.

Junior accountant in the area of AP or AR is the most common accounting position. You don't have to possess a degree in economics to start your career in accounting. Employers require, first of all, the knowledge of English and another language, which can be your mother tongue. Analytical and soft skills, like teamwork and interpersonal skills, are of greater importance. If you succeed in a recruitment process, you can count on complex trainings, where you will learn both accounting principles and the arcana of accounting software used by many organizations all over the world.

After two years you'll be able to get promoted to a senior accountant position and develop your accounting knowledge towards general ledger processes, and, in case of leadership competences, start a career as a team leader, who manages a team of less experienced specialists.

As the modern business services sector offers a transparent career ladder to young specialists, the particular stages can be presented according to the following pattern:

Accounts receivable/payable

- Junior Associate (0-1 year of experience)
- Associate (1-2 years of experience)
- Senior Associate (over 2 years of experience)
- Team Leader (team of 5-10 people)
- Process Manager (team of at least 20 people)



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Professional Development



General Ledger

- Junior Accountant (0-1 year of experience)
- Accountant (1-3 years of experience)
- Senior Accountant (over 3 years of experience)
- Team Leader (team of 5-10 people)
- Process Manager (team of up to 50 people)

As it was mentioned above, a language is the key tool to start a career in accounting. Thus you don't need to have a degree in this field. What's important, in Poland, the most specialists and managers of the SSC/BPO sector speak English (77%). One quarter of respondents speak German. 13% of respondents know French at least at the intermediate level, and 7% speak Spanish and Italian. Such conclusions come out of the report of a recruitment company, Antal International. This information can appear to be significant because in case of accountants who speak less popular languages, like Dutch, Danish, or Estonian, foreigners not only can easily find a job in international centres but they also can count on a very attractive salary. Employers are aware of the fact that the availability of Polish graduates speaking rare languages is limited that's why they want to attract foreigners by offering them more and more satisfying pays.

Apart from accounting, it is also worth mentioning tax departments which are dynamically developing in business centres. In relation to the 2008 economic crisis and growing pressures from financial watchdogs to make taxes more transparent, these departments are playing an increasingly more important role in financial and accounting processes.

Tax experts make sure that business activity of a company is run in compliance with the tax law. It isn't an easy task. International organizations have a complicated structure, which tax specialists have to know perfectly well while co-working with all the departments – from procurement and sales to accounting to IT.

In this industry, a career starts at the position of a junior tax specialist usually supporting senior experts. Later, as specialists, they are able to handle tax issues of a company by themselves, and after that they can supervise various tax projects as senior specialists. A tax manager is in charge of the factual part of the whole process in relation to a greater number of companies, tax kinds, and locations. Apart from taxes and accounting, business service sector is taking over financial services which have usually been rendered by consulting companies. While streamlining accounting and tax processes, designing IT tools in this respect for external clients, companies from this sector more and more often look for auditors who deal with both internal and external audit. It is significant that international organizations take care of their employees' competences enabling them to gain professional certificates renowned in the most countries in the world. Such certificates as ACCA, CFA, or CIMA create opportunities not only in Poland. This aspect should be considered together with a salary while sending applications.

The strengthening role of benefits in financial centres is also worth pointing out. Employees can count on very attractive working conditions – from work in an office building of the highest world standards to participation in developing CSR projects to MultiSport card and theatre or cinema tickets.

TOWARDS BANKING

Banks also decide to move their processes to Poland. The centres belonging to banks employ numerous experts who deal with investment, corporate, and retail banking.

Joining such a centre, you have an opportunity to work for the major brands of the financial world, being in charge of significant middle and back office banking operations. The most common operational positions in banking are:

Fund accountant – calculates the values of investment funds' net assets, estimates the influence of particular fund elements on its value, compares and confirms the values of general ledger and sub-ledgers accounts with the balance sheet, examines the deviations, and verifies funds valuations. As in the case of "classic" accounting,

the requirements include: English language skills, analytical competences, and, as regards the teams who contact a fund manager, also the knowledge of another language, like German or French.

Reconciliation Specialist – ensures regular comparison of clients' positions on mutual and hedge funds. This role refers also to the identification of any discrepancies and out of balance conditions supported by various reconciliation applications and a follow-up on revealed differences until the final resolution.

Investment Compliance Business Analyst – analyses and resolves business queries connected with compliance area (investment regulations market), implements application developments and cooperates with depository services.

Credit Risk Analyst – focuses on asset managers acting for investment funds and pension schemes, and has the potential to expand to cover other financial institutions (including banks, insurance companies and hedge funds). The specialist works closely with credit officers. Products that he focuses on include FX, OTC derivatives, cleared derivatives, futures and options, securities financing, prime brokerage, repos/reverse repos, loans and structured transactions.

KYC Analyst – is responsible for a financial institution's reputation and ensures that all the clients' money comes from legal sources. They analyse information in accordance with the binding regulations, such as Bank Secrecy Act, USA Patriot Act, or the Third Anti-Money Laundering Directive (the EU). Analysts' work helps to recognize if a client's activity can raise doubts and thus it requires being reported to the appropriate authorities. Because of great responsibility, such characteristics as diligence, inquiring mind, and honesty are essential at this position.

AML specialist – is responsible for the process of monitoring cash flows which can raise doubts from a financial institution's perspective. Money laundering has recently damaged the reputation of many banks that's why the above position is one of the fastest-developing jobs in Poland. Employers look for candidates who are fluent both in English and another language. It is because of local regulations on preventing money laundering.

*A language
is the key tool to start
a career in accounting.
Thus you don't need
to have a degree
in this field.*



*Become a finance expert in
the international labour market if...
...you like analytical work and work with numbers...
...you know English perfectly well...
...you are interested in financial markets.*



HR SERVICES

Over the last decade Poland has proved that it is able to render professional and complex services to international business. That's why apart from financial and accounting processes, international corporations move here their human resources activities.

From petrol to airline industry, as a foreigner, you can work at the position of HR specialist for brands that you certainly know very well. If you like working with people, wish to develop in an international organization, and are interested in recruitment issues, HR services are for you. In services centres, besides finances and accounting, the processes connected to HR or payroll administration are getting more and more popular. Additionally, in result of modern technology development, globalization, and the increase of innovation importance, HR centres located in Poland are also becoming responsible for salary analysis and planning, training policy, and developing the strategy of talent management in a company. As it can be noticed, the scope of tasks offered to candidates is considerably wide, and you can have a career both in hard and soft HR.

The most important HR processes include:

Payroll administration – it is connected to the creation and administration of payroll of all company employees. Thanks to your conscientiousness and responsibility, all the employees around the world will receive their salaries on time. A payroll administrator works closely together with the employee administration department because the level of salaries depends on working hours, overtime, and sick leaves.

Travel & expense – it is close to accounting because the specialists here deal with business trip settlement. For you, it is, first of all, a chance to work in an international environment and to contact manager assistants who travel on business around the world.

Employee administration – it mainly covers keeping and updating employee files. The work in this department will help you develop operational competences related to the administration of HRM programmes. In the future, in connection with moving HR processes

from other countries to Poland, you can participate in a significant migration process.

Expatriate services – it is a more and more popular department in multinationals because of globalization processes in the labour markets. Among other things, it deals with employee mobility administration, as well as legal and tax issues related to moving an employee to another location. An employee from this department will contact you if you decide to move to our country.

Recruiting and training administration/coordination – it is a department which takes care of monitoring recruitment in other departments, administers employee needs for trainings, and deals with co-working with external recruitment agencies. The specializations described above concern mainly the services that are rendered by shared services centres. Yet it is also possible to start a career in HR services in organizations specialized only in HR processes, mainly in **employee recruitment** processes. As modern business services sector relies on recruitment agencies' support and looks for employees who know foreign languages, consultants who speak such languages as French, German, or Spanish are desirable in the Polish labour market. As a consultant, you will search for other candidates in the market, verify their language competences, and recommend them to other employers.

Like in case of financial and accounting processes, employers representing this industry often don't require from their future employees any experience in HR management or a degree in this field. At first, they value communicative and language skills because of everyday mail correspondence and telephone contacts with employees from various parts of the world. Employers also appreciate the knowledge of the labour law of the country where the centre recruits or coordinates HR and payroll issues. Thus if you are from a foreign country and you know the local labour market reality, you can think about using this knowledge and start your career in Poland.

Become an HR employee if...

...you like contacts with people...

...you are conscientious and responsible...

...you'd like to manage a key recruitment project in the future.



IT

PROCESSES

93 percent of IT companies in Poland plan to extend their business and increase their employment in the years to come. This is also good news for foreigners who would like to join the IT industry. The centres in Poland render services in as many as 25 languages.

According to the IT Club report, the major companies in Poland which render such services to their customers employ nearly 55,000 experts. Organizations representing the financial sector can be recognized as the largest group using IT services – as many as 2/3 ITO (IT outsourcing) companies support banks or insurance companies from all over the world. International Data Corporation, one of the major companies which deal with market research and counselling in IT, telecommunications, and consumer electronics, estimates that the Polish IT services market will grow at the rate of 5% until 2019.

IT services market can be considered as a mature one thanks to the very well-educated employees. IT specializations are number 1 when we talk about the studies selected by the graduates of Polish secondary schools. Yet the global character of projects run by ITO centres requires from specialists an additional competence which is the knowledge of foreign languages. That's why the multinationals located in Poland look for specialists abroad as well.

ITO industry is considerably varied as regards the types of IT projects. That's why you can develop your career in such areas as:

Software development – it is related to the so called business application lifecycle from the designing stage, where programmers are involved, to the implementation and maintenance stage, which is managed by global business application coordinators. IT projects mainly concern such areas of development as enterprise resource planning (ERP), customer relationship management (CRM), and enterprise application integration (EAI).

Cloud services – it deals with the integration and maintenance of cloud IT infrastructure in the area of infrastructure as a service/IaaS, and platform as a service/PaaS, as well as software as a service/SaaS.

IT security – it provides IT security services, including monitoring, as well as reactive and proactive management.

Infrastructure management – it is a process of the administration of computer equipment, operational systems, and network topology.

Service desk – it is an area of process and technical support addressed mainly to the so called end-user, that is each employee who uses a business application in a company.

At present, the global labour market requires new competences from IT departments – technical knowledge is not enough any longer. The major market players who open IT centres in Poland look for specialists combining IT education with highly developed soft skills. Apart from the knowledge of such programming languages as C Sharp (C#), programming platforms of .NET type, or database management (including Oracle and MS SQL), first of all, the skill of IT project management and the knowledge of business and system analysis are valued.

IT project manager is, definitely, one of the most desirable jobs in the Polish labour market as regards the ITO leaders. For the employees, this means, first of all, an opportunity to develop their career at a very interesting position, which combines project management expertise with team management skills. It is worth pointing out that this job doesn't require a degree in IT. What is the most important is the practical experience gathered, for example, at the position of business analyst, which is a link between business requirements and IT language.

Deciding on an IT career in Poland, you have a chance to participate in projects for international organizations, and to contribute to the development of innovative solutions for business in numerous industries – from finance to FMCG. If you join ITO centres located, first of all, in Kraków, Tricity, Wrocław, or the Silesia Metropolis, you will take part in interesting projects concerning, among other things, system robotization and automation, mobile business solution design, or IT audit and controlling.

Become an IT employee if...

...you possess IT knowledge...

...soft competences are important to you...

...you like project work and you can manage your time.



CUSTOMER SERVICE & PROCUREMENT

Customer service and procurement departments can be associated with not very attractive or interesting tasks. Nothing could be further from the truth! In the global economy, these two areas offer many interesting career paths, especially for young people who speak foreign languages.

CUSTOMER SERVICE

A research company, Transparency Market Research, has published a report concerning outsourcing of customer service in the world (Outsourced Customer Care Services Market 2013 – 2019), which reveals that the global market of customer service outsourcing can have even double-digit rate of growth in the future. Thus the customer service functions can be considered as a promising industry. As the global market of customer service outsourcing is growing, international organizations more and more often realize that a competitive advantage in the market is not the consequence of the products or services offered by them, but it is determined by customer experience. That's why customer service cannot be mistaken with call centre, but it should be equated with the management of relationships between a company and a customer.

Customer service industries can be divided as regards the goal of providing services. A customer service centre covers logistics, customer relationship management, and interactions with customers. The latter function includes customer service, sales, marketing, technical support, and technical aid, and it is commonly used by companies to retain their customers. Interaction services concern such activities as incoming and outgoing calls, e-mails and support chat, lead generating, telemarketing (sales growth/cross selling), helpdesk, billing service, and accounts receivable monitoring.

For a young person, customer service can mean the first contact with the business world and international working environment. What is important from the perspective of a student or a graduate entering the labour market, customer service also develops soft skills, which are valued by employers. They include: communicative and negotiating

skills, assertiveness, and working under time pressure. Account manager is, of course, the most common position in this industry. The duties cover, among other things, solving customers' everyday problems related to the offered service or product.

PROCUREMENT

The appropriate management of procurement process leads both to the reduction of expenses and to the maintenance of a company's competitive advantage in the market.

Efficiency is one of the most significant aspects of the present procurement process management. As the majority of traditional organizations possess a dispersed structure, which also means scattered procurement authority, the first and most important objective of building a modern and competitive procurement policy is to create a central procurement unit or to delegate procurement processes to a specialized supplier. Procurement department tasks include not only processing product and service orders but also doing the analysis of markets and trends, keeping long-lasting relationships with global partners, and managing categories, contracts, and procurement operations (the so called category management). Additionally, the strategic tasks of procurement department cover the control of contract performance, the review of executed agreements to investigate if and what conditions are still to be fulfilled by suppliers, the analysis of expenses, as well as compliance and risk management.

Departments which deal with professional relationships with suppliers are also created in Poland. Typical jobs include: procurement data administrator, procurement process analyst, procurement process specialist or senior specialist. Yet it is junior buyer which is the best position for people who lack experience. The duties include: supervising long-term contracts, monitoring procurement processes, and active collaboration with financial departments in terms of accounts payable management.

Become a customer service & procurement employee if...

...you are assertive...

...you can cope with sudden problems...

...you like contacts with people and different cultures.





LABOUR MARKET FOR PROFESSIONALS

MANY OPPORTUNITIES TO DEVELOP

The modern business services sector is a very attractive economic segment from the perspective of the countries which seek foreign direct investment, in particular, because of its potential to create a high number of workplaces. Although the positions offered by employers from this industry are usually at the entry level, there are also more and more offers for professionals with several years of experience.

Over the last two decades, Poland has proved that it is a world leader of international business services at the highest level. Our country has won this position thanks to the well-educated staff which are considered to be one of the factors attracting foreign investors. More and more advanced processes which are provided by multicultural business centres in larger agglomerations trained numerous professionals who are starting to influence business strategies of many brands known all over the world. That's why Poland can be a valuable point on your career map, especially if you are looking for new work challenges.

KNOWLEDGE IS NUMBER ONE

This information should be interesting for each experienced specialist in Europe regardless of the industry: modern business services sector in Poland entered its mature phase a few years ago. Since then, the centres have been more and more often drifting from business process management (finance, accounting, HR, procurement) towards business model transformation and the creation of added value for the business world. Experts call this phase knowledge process outsourcing (KPO).

You can distinguish several dominating reasons for which international organizations decide to open a KPO centre. They are, among other things: the need for more effective knowledge management in an organization (an important building block of the so called knowledge economy), which involves knowledge protection, storage, and dissemination, as well as access to qualified employees who

are experts in their fields. Additionally, this trend also depends on the reinvestment phenomenon, which is common in Poland. The success of centralization and standardization of processes in the last several years has translated into the gradual extension of business centres' competences. Thanks to this, shared services centres could transform into excellence units or research centres, which lasted for 10 years on average. Thus reinvestments are the best proof that companies found favourable development conditions in Poland. What is more, there is no better recommendation for new investors than their rivals' success achieved in a given country.

Yet this is just one side of the coin. At present, professionals are taking part in the transformation of the centres located in our country into global excellence units, which design behaviour patterns and process service formulas that are, in turn, implemented all over the world. The cost criterion, which was justified in the first decade of the 21st century, is not the main reason for choosing Poland as the location of support processes any longer. These functions are slowly being moved to other countries. Instead of cost reduction, the requirements of flexibility, quality, experience, and complexity should be met by an organization which invests in knowledge capital. In the context of KPO, the specialization of many centres is increasing. Our country is becoming one of the key locations for, among other things, such sophisticated projects as audit services, risk management, or business transformation. That's why Poland is mentioned in the context of Continuous Improvement Knowledge Process Outsourcing (CIKPO).

In the following paragraphs, we are describing particular business areas which require language skills, knowledge, and specific competences.

LEGAL PROCESS OUTSOURCING (LPO)

This term means the business of a company or law firm which renders legal services to other entities. LPO is developing dynamically due to the growing popularity of outsourcing models in the world. Because of this trend, international organizations open, also in Central and Eastern Europe, legal operational centres or they order such services from an external supplier. The range of support offered by the LPO market is varied. The services include: contract drafting

services & contract monitoring and management, document review, electronic discovery and litigation services, bankruptcy filing, pleadings & documentation, legal research, patent drafting, or legal documentation outsourcing. To sum up, LPO concerns such issues as intellectual property, services related to mergers and acquisitions, as well as operational service of legal processes.

RESEARCH & DEVELOPMENT CENTRES (R&D CENTRES)

Subsidizing R&D activities has an increasing significance in the Polish economic policy and a growing share in investment incentives, both the domestic ones and those financed from the EU funds, as it was concluded in the recent ABSL report. The research field in this segment is extremely varied, but the effect of work should be always the same: the product should be innovative, have the value of novelty, and influence the quality of the offered products and services. R&D centres require the involvement of the first class experts, first of all, the people with PhD, academics, and research groups established in result of the collaboration between an employer and a university. As the links between business and academic world in Poland are strengthening, it is worth studying in Poland: apart from gaining theoretical knowledge, students have an opportunity to participate in fascinating research projects.

Among the activities connected to research, ABSL mentions the areas described below.

Finance:

- mathematical research in terms of risk analysis,
- creating new services and methods of rendering electronic services,
- development of new consumer research techniques to create new kinds of financial services.

IT:

- Internet technology development,
- research on design methods, as well as software development and installation,
- development of new algorithms, research for operational systems development and data management.

Marketing:

- development of new methods of consumer research measurement,
- development of new survey methods and tools.

BUSINESS PLANNING & FINANCIAL MODELLING

At present, the accelerating dynamics of market changes requires more than just flexibility from management. Taking right and thought-over, long- and short-term decisions is gaining on importance. That's why modern organizations do a series of analyses to assess their condition in the business world. The development of analysis as part of KPO is considered to be one of the most important trends in the years to come. More and more advanced analytical tools allow to create complex reports and conclusions which are the basis for taking business decisions during mergers or acquisitions of another organization, restructuring, private equity activities, or corporate strategic planning.

The operational centres which more and more often appear in Poland also decide to implement processes related to business financial analysis, which requires from employees the knowledge from several areas, like controlling or consulting. Business financial analysis is to provide information, reports, and analyses for managers of various departments. Based on them, the managers take operational, tactical, and strategic decisions concerning different areas of company activities, such as investments, production, sales, or procurement. A business analyst contacts, in particular, internal units in a company, but they also stay in touch with external stakeholders, like other companies' representatives, business partners, state administration, or public institutions. That's why apart from an appropriate degree (in economics, finance), language skills and the knowledge of local markets are of great importance.

CHANGE & PROJECT MANAGEMENT

Project management and change management, which applies project methodology, are gaining more and more supporters among people responsible for IT, accounting, and HR processes. That's why Poland can become a significant stage in each project manager, change manager, or project management officer's career. It is because project management offices are more and more common in business centres. It is important that, as experts admit, in many organizations, the change and project management units are ranked very high in corporate hierarchy, which enables them the proper coordination of the changes that are being introduced at the level of project portfolio, as well as their appropriate control. Change management units hire top specialists in project and program management, business analysis, and process optimization.

FROM WHAT TO HOW

V = VALUE C = COST P = PRODUCTIVITY E = EXPERTISE I = INSIGHT

	Traditional BPO Rule-Based	KPO Role-Based	KPO Analysis-Based
Definition	Well-defined processes Standardized steps	Skilled trades	Case Dependent Complex & Dynamic
Examples	Invoice Processing File Image Management Customer Service Call Centre	Sales & Business Development Support SAS 70 Audits Technical Writing	Investment Research Market Research Analytics
Value Equations	V=C+P Value is derived primarily from labour arbitrage (cost) and head count reduction (productivity)	V=C+E+P Value is derived primarily from labour arbitrage (cost) and the experience of certified trade professionals	V=C+I+P+E Value is derived primarily from labour arbitrage (cost) and insight provided by dynamic knowledge workers.

Source: Cappgemini, Knowledge Process Outsourcing. Harnessing Intellectual Arbitrage to Capture Value (2009)



YOUR FIRST STEPS IN POLAND

Information about formalities related to working in Poland

How to rent an apartment

How to create a bank account

All important information about health care in Poland

What to do if you would like to have a Polish phone

What does transportation look like in Poland

Everything about costs of living in Poland

FORMALITIES AND DOCUMENTS

In order to arrive to Poland and start to work, every foreigner has to complete several formalities related to visa, residence card, and work permit. These formalities may seem complicated but all your doubts will be removed after you familiarize yourself with the Q&A below, created especially for expats.

VISA APPLICATION

I want to work in Poland. Where should I start?

First of all, find an interesting job on www.CareersinPoland.com, apply for and get a workplace. At the same time, obtain a visa if you need one. Your employer should take care of your work permit. Then you apply for a residence permit. Alongside visa and travel documents, it is a confirmation that you have right to cross the border. When you collect the required set of documents, you may arrive to Poland.

Can I apply for a job in Poland from abroad?

People from abroad are very welcome in most companies in Poland, and therefore recruitment processes are improved to include foreigners in them. Virtually, all companies in Poland use online recruitment, especially the giants from the BPO/SSC sector. All you need is the Internet connection and your CV to have a chance of employment in Poland. Moreover, companies wish to meet the needs of candidates and arrange on-line job interviews for example via Skype.

Do I need a visa to come to Poland?

It depends on your country of origin. Since Poland joined the Schengen Area in 2007, citizens of 28 countries do not need a visa to enter Poland. You may find the list of countries on the Polish Ministry of Foreign Affairs website: www.msz.gov.pl/en/travel_to_poland. For citizens of other countries, visas are mandatory to enter the Polish territory.

What type of visa should I choose?

There are a few types of them: category "A", "B", and "C", and National Visas.

If you want to stick around for a while "C" is the best option. It covers short-term visas of single-, double-, or multiple-entry. As a holder of this visa, you may stay in a chosen place for a period of time limited

by the visa validity, with permission to enter the country once, two, or multiple times.

If you are going to stay for a longer period, the national visa of "D" category should be your choice.

The visa is granted to a certain individual who wishes to study, work, or lastingly dwell in a foreign country from the Schengen Area. The visa may be single-entry or multiple-entry, and it is issued for a period of one year with the possibility of extending it. Visas are issued by Polish embassies or consulates located in your home country. Their locations are provided on the Ministry website as well: www.msz.gov.pl/en/travel_to_poland/visa/visa.

What documents are necessary in visa application?

The essential documents include: a travel document, a completed and signed visa application form, a biometric photo, a visa fee, and your health insurance. Depending on a country or type of visa, supplementary documents may be requested, confirming: the purpose of a visit, the possession of sufficient funds to cover the cost of entry, stay, and departure from the territory of Poland.

What is work permit?

It is pretty obvious that work permit is a document that allows a foreigner to take up a job in Poland. There are certain groups of people entitled to work in Poland without work permit such as refugees, the EEA countries' citizens (the EU + Norway, Liechtenstein, Iceland, and Switzerland), and people with permission granted by the Republic of Poland. The rest is obliged to acquire the permit, and an employer's duty is to apply for it to a Voivode Office at least 30 days before an employee's first day at work. It is valid for maximum 3 years. It is worth noting that work permit is strictly linked to a workplace. So, in order to change jobs, a foreigner needs to obtain a new permit.

Residence card – how to get it?

Not so difficult. A residence card is a document that confirms you can be in Poland. It is granted to all people with residence permit (temporary, permanent, and long-term EU-residents). You have to possess one if you are going to stay in Poland longer than 3 months. Its validity expires after 3 years but there is a possibility to apply for a new one. It is even better news that after meeting certain terms, you may apply for one of the two long-term permits: a settlement permit or a long-term resident's EC residence permit. Both permits are unlimited in time.



JOB CONTRACTS

The topic of contracts is not particularly fascinating but it is undeniably crucial when you start your career in Poland. You need to prepare yourself to prevent or decrease the likelihood of misunderstanding or exploitation.

Job contracts should include the following elements: type of work, place of work, remuneration, start date and working time (e.g., full or part-time). In the table below you will find a comparison of common job contracts in Poland.

Job Contracts in Poland

	Description	Types
Regular employment contracts	<p>entitle to:</p> <ul style="list-style-type: none"> ■ paid holidays ■ maternity and childcare leave ■ severance pay in the event of collective redundancies ■ the dole lasting 6 months after leaving your work 	<p>for a trial period – no more than three months</p> <p>for a fixed period – after two subsequent fixed-term contracts, the third one becomes an indefinite period contract</p> <p>for the time of completion of a specified task</p> <p>for an indefinite period</p> <p>to replace an employee</p>
Civil law contracts	<p>regulated by the Civil Code</p> <p>specify a piece of work to be done within a defined period of time</p> <p>often without setting working hours</p>	<p>Contract of mandate:</p> <ul style="list-style-type: none"> ■ to perform a specified activity ■ no daily or weekly time limits for performing the work ■ no payment for overtime ■ no internal rules of employment ■ no mandatory social protection <p>Specific-task contract:</p> <ul style="list-style-type: none"> ■ to perform a specified task or work ■ not subject to social security contributions ■ a firm is obliged to pay social security contributions just as in the case of a contract of employment

MINIMUM WAGE

Poland is one of the countries with an officially set minimum wage, the same in every region. In 2016 it amounts to 1,850 zł gross for full-time employees. Each employer has to adjust to the law, no exceptions.

One of the fundamental issues is to ensure that your contract is in a written form. It is a must for both – foreigners with work permit and without it.

Once you've learned how to get to Poland and what kind of job contract you can sign, it is time for a few tips and things worth remembering.



TERMS OF EMPLOYMENT



Holidays

The statutory minimum holiday is either 20 per year during the first 10 years of employment or 26 days thereafter. Secondary and tertiary education partially counts towards employment time: from 3 years (a vocational school) to 8 years (a bachelor's or master's degree). It does not include public holidays.



Working hours

In Poland you can work usually from 4 to 8 hours a day, but your working time cannot outstrip eight hours. So, an employee works an average of 40 hours in a five-day working week. Working hours can be exceeded by overtime but only under certain conditions.



Ailment

If you are sick and unable to work, you have the right to free time. Yet you need to justify your absence from work by delivering a medical certificate to the employer. During the first 33 days, you will be paid 80% of your salary. From day 34, the Social Security Institution (ZUS) finances your sickness benefit.



Maternity and paternity leave

In case of having a baby, there is a possibility for both parents to have a maternity and paternity leave, but only after fulfilling certain conditions. Father may have a paternity leave only before his child is 12 months. Mother may resign from a part of her leave and give it to her husband, but employers of both the woman and the man have to be informed about it in a written form. The entire period of leave has to be continuous.



Data protection

Personal details are a crucial issue nowadays. It is very important to secure them and not to give them away too quickly, especially to your employer. The only knowledge they need about you according to the Labour Code includes: your first name, surname, and parents' names, date of birth, address, details of education, and previous employment. An employer may process your data only in line with the personal data protection regulations.



Taxation

The rules of taxation of individuals' income in Poland are the same for foreign nationals and for Polish nationals. You should remember that income tax is progressive – the more you earn, the higher your rate.



Discrimination

The Labour Code protects employees against direct and indirect discrimination in the field of: sex, age, disability, race, religion or belief, nationality, political views, trade union membership, ethnic origin, sexual orientation, employment for a fixed or non-fixed term, full- or part-time work.



Termination of employment

Aside from the rules about employment, there are specific laws about termination of employment. It must be done in writing and there has to be a sufficient reason for ending a contract. Termination comes into power at the end of the month or on Saturday (if a notice period is counted in weeks). Employees who think that they have been dismissed unfairly or unlawfully can file an appeal with the labour court and request to be reinstated at work or awarded compensation of up to three months' pay.

RECRUITMENT PROCESS

All bigger companies in Poland have a standardized process of recruiting new employees. It is just the most efficient way to find the best candidate and also a facilitation for applicants because they know in general what to expect and therefore are less stressed out. There are several main steps that appear in most hiring processes:

1. Online application and online test

You fill in the form on a company's website or recruitment site. It's worth mentioning that in some cases you fill in a form that creates your online CV or there is a special place where you can attach your CV, and sometimes a motivation letter. Some larger companies may add online tests.

Time versus costs



15 minutes or more

If you apply for an entry level position you should be prepared more to a phone or skype interview.

One day or more

The costs of running an assessment centre are high, not just in terms of money, but also in terms of staff time: a number of middle and senior managers may have to be withdrawn from their jobs for several days to take part.

2. Conversation via telephone

This may be simply a confirmation of the information included in your CV or an invitation to a job interview.

4. Assessment centre

This seriously sounding stage is merely a whole day of exercises and tests. The session's goal is to simulate a real day of work in order to observe candidates and check if they have what it takes to work in the company. Candidates find it a bit stressful but the most important thing is to show your strengths and be yourself. The main abilities that assessment centres verify is communication, problem solving, and organization of work.

3. Job interview - in person or via Skype

It is the first face-to-face meeting of an employer and a prospective employee. The employer can assess the candidate's abilities, character, attitude, and motivation. An applicant has an opportunity to meet a representative of the company, learn details about the future job, and decide whether this is the place he/she would like to work at.

Of course, these are model steps of a standard recruitment process that you may encounter during your job search. It may happen that employers reorganize these processes according to the needs of the company and the job profile they are recruiting for.

Find out more about a recruitment process to companies located in Poland. More information in company presentations.

RENT A FLAT

FOUR SIMPLE STEPS

No matter where you are, your own four walls are the place that makes you feel safe and comfortable, especially abroad. But how to find the perfect one? Follow our 4 steps and we will help you find an apartment in Poland that will feel just like home.

STEP NO. 1. RENTAL OPTIONS

Pick an option that suits you the most out of the following:

- dormitory – a building with multiple quarters for students from the same university
- apartment shared with its owner
- apartment alone
- apartment shared with other people.

STEP NO. 2. ANSWER YOURSELF A FEW QUESTIONS

How much are you willing to pay?

What would you like your future flat to look like? (number of rooms, furniture, standard)

Where do you want to live? In what distance from your workplace?

How long do you plan to stay? (usually, the minimum rental period is six months to one year)

Write down your essential conclusions.

STEP NO. 3. LOOKING FOR OFFERS

There is a variety of possibilities how you may look for apartments.

- a. The main one is via the Internet. Thanks to the 21st century technology, you can do it wherever you are.

There are special websites in English dedicated to foreigners that wish to find a flat. These are examples of this kind of portals:

- 🌐 rentingzone.pl/offers
- 🌐 www.krakowflats.com
- 🌐 rentflatpoland.com
- 🌐 www.easyrenting.pl

- b. Another way is to contact a real estate agency. However, you need to remember that it means paying a fee.

- c. There are special groups on Facebook where people post renting adverts, and look for potential flatmates.

- 🌐 pl-pl.facebook.com/krakowskie.mieszkania
 - 🌐 pl-pl.facebook.com/mieszkania.do.wynajecia
- d. Foreigners also create websites and groups where they advise one another.
- 🌐 www.facebook.com/ForeignersInPoland

- e. Ads in newspapers.

When you find an interesting offer, you can arrange a flat viewing.



REMEMBER!

YOU DON'T HAVE TO PAY ANYTHING OR SIGN ANY DOCUMENT TO SEE A FLAT.

STEP NO. 4. CONTRACT

A contract should include: conditions of rental and termination of contract, costs, contract duration, deposit amount, inventory of the objects in the flat, meter readings before you move in.

- When you find the suitable offer and the place will meet all your requirements, you are ready to sign the housing rental agreement.
- You should read the contract very carefully. You may even ask your friend from Poland to read it as well.
- You can request the contract in English.
- Probably you will be asked to pay a security deposit ("kaucja" in Polish) – it usually equals to the amount of one-month rent.

A FEW IMPORTANT DEFINITIONS:

- **Renting costs** – it is an amount of money you pay to an owner. It may include administrative costs, but not always.
- **Rent ("czynsz")** – this is an administrative cost of flat.
- **Media bills** – these are bills you pay additionally to the rent for using an apartment. They include water, electricity, gas, optional TV, and Internet.

- In order to sign the agreement, you need your ID, passport, or your PESEL (identification number in Poland) if you have one.

If you need help with all formalities, ask your employers. They are always very happy to help.

Your company should advise you on:

- administration matters – visa process, residence permit, work permit, registration.
- flat-seeking process – your employer may propose a shared apartment or cover some costs connected with searching for an apartment.



REMEMBER!

WATCH OUT FOR ANY HIDDEN COSTS. SOMETIMES OFFERS SHOW ONLY A RENT AND DO NOT INCLUDE ADMINISTRATIVE COSTS, SO READ OFFERS AND CONTRACTS CAREFULLY TO MAKE SURE YOU WILL NOT PAY WAY MORE THAN YOU SIGN UP FOR.



BANK ACCOUNT MANAGE YOUR MONEY

Opening a bank account should be one of the first things to take care of after arrival to Poland. A bank account is needed: if you have a job and want to get paid, every day if you want to buy something, if you have bills to cover.

Due to the rapid development of technology and online banking, institutions propose new improvements, e. g., opening a bank account online, as to meet the needs of a customer in Poland, as well as those from other countries.

Virtually, all of the biggest banks have account offers for foreigners, demand fewer documents (mainly passports and residence cards) to open a bank account, and many have introduced a possibility to apply for an account online.

To open your own bank account in Poland, you need:

1. To browse bank websites to find the most suitable offer that fulfils all your requirements.

It is strongly recommended to compare offers from a few different banks.

2. To go to a branch of the chosen bank and present necessary documents or fill in the application form via the Internet.

Most of the banks in Poland offer opening a bank account via the Internet. It usually means you fill in a form online and then you need to sign a contract delivered to you by a courier or you must visit the nearest bank branch to do so.

USEFUL INFORMATION:

Each bank has its own ATMs, which can be easily found in most cities of Poland.

You may also withdraw money from an ATM of a different bank from yours but it is connected with an additional charge.

There are also ATMs such as Euronet and Cash4U, which offer banking transactions but with service charge.

Moreover, there is a possibility to carry out a variety of banking operations even without using a card, but via a smartphone application, such as SkyCash, iKO, or Peopay.

You can open your account via the Internet in the following banks:

- Millenium,
- SMART Bank (EU citizens)
- mBank
- Alior Bank
- Bank Zachodni WBK,
- Crédit Agricole,
- PKO Bank Polski

The process of getting access to your account may take a few hours or days.

THE TABLE BELOW PRESENTS OFFERS FROM THE BANKS THAT ARE THE WINNERS OF VARIOUS RANKINGS:

PKO BP – the bank with the highest number of clients and the highest number of active online banking clients.

mBank – the third place in the ranking for the highest number of clients, the second highest number of active online banking clients, and the leader in the ranking of active mobile banking clients.

Bank Zachodni WBK – the bank with the highest profits.

	BANK PKO BP PKO ZERO ACCOUNT (PKO KONTO ZA ZERO)	MBANK EACCOUNT FOR YOUNG (EKONTO DLA MŁODYCH)	BANK ZACHODNI WBK (WORTH RECOMMENDING ACCOUNT)
1. Opening a bank account via the Internet as a foreigner	YES	YES	YES
2. Possibility to complete all formalities in English	YES	YES	YES
3. English version of online banking platform	YES	YES	YES
4. Contacting a bank by telephone in English	YES	YES	YES
5. Fee for using a bank account	PLN 0 (if you have a card)	PLN 0	PLN 0
6. Fee for using a card	PLN 0 (non-cash transactions for minimum PLN 300 per month)	PLN 0 debit card (minimum 5 non-cash transactions per month)	PLN 0
7. Card service fee	PLN 0	PLN 4	PLN 0 or PLN 5
8. Transaction fee for domestic and international money transfers: in a bank agency via the Internet	PLN 6 PLN 0	PLN 8 PLN 0	PLN 0 PLN 0
9. Minimum payment for cash machine withdrawals: in a cash machine of your bank in a cash machine belonging to another bank	PLN 0 minimum PLN 5	PLN 0 PLN 0	PLN 0 PLN 0
10. Cost of a foreign transfer: in a bank agency via the Internet	PLN 0 minimum PLN 5	PLN 0 minimum PLN 5	PLN 0 minimum PLN 5
11. Cost of a cash deposit	PLN 0	PLN 0	PLN 0
12. Online banking available	YES	YES	YES
13. Possibility to deposit money in a foreign currency	YES	NO	–

Source: Banks' websites. Data collected in the middle of August 2015

REMEMBER! READ A CONTRACT YOU ARE GOING TO SIGN VERY CAREFULLY SO THAT YOU WILL NOT BE SURPRISED BY ADDITIONAL, HIDDEN COSTS. AN EMPLOYER MAY HELP YOU WITH FORMALITIES RELATED TO OPENING A BANK ACCOUNT. IN POLAND, YOU CAN STILL USE YOUR OWN BANK ACCOUNT OPENED IN YOUR HOMETLAND BUT ALL OPERATIONS (WITHDRAWALS AND TRANSFERS) WILL COST MORE.

THE HEALTH CARE SYSTEM IN POLAND

Poland has a good standard of compulsory state funded health care. Medical staff are extremely well trained and health care in Poland is available to all citizens and registered long-term residents.

The Ministry of Health is in overall charge of policy and regulation of the health care system and the National Health Fund aided by its regional branches manages the health care insurance scheme. Below we present 12 things you need to know about the health care in our country.

- 1 A state institution that finances health care:
NFZ (in Polish: *Narodowy Fundusz Zdrowia*) – the National Health Fund (NHF), the institution responsible for the public health care in Poland.
ZUS (*Zakład Ubezpieczeń Społecznych*) – the Social Insurance Institution (SII), the entity that collects contributions from every insured person in exchange for providing insurance.
- 2 There are two types of health insurance in Poland:
 - mandatory (financed from public funds),
 - voluntary (private).
- 3 If you have a regular employment contract or a civil law contract your employer has to pay your premium (contribution to the SII).
- 4 You are obligated to present documents proving your insurance when you visit a public health care facility (e.g. ID card, passport, student card).
- 5 A foreigner may be insured in Poland if he/she :
 - is working in the country,
 - is related to an insured person (wife, children, parents, grandparents),
 - has an insurance in the EU or in the EEA.
- 6 The European Health Insurance Card (EHIC) ensures free health care services for citizens of 33 countries (the European Economic Area countries and Switzerland) for a temporary residence time.
- 7 Students from outside the UE and the EEA may make an agreement with the NHF in order to insure themselves. All they need is a written application, confirmation of their student status, and a passport.
- 8 If an institution has a board with the National Health Fund (NFZ) sign, you will be treated for free.
- 9 In case you need a more serious treatment (hospital treatment, rehabilitation, consultation, diagnostic tests), you usually must have a referral (in Polish: "skierowanie") – a formal request from a physician.
- 10 Without a referral, you may visit:
 - gynaecologist,
 - obstetrician,
 - dentist,
 - dermatologist,
 - venereologist,
 - psychiatrist,
 - oncologist,
 - oculist.
- 11 **Medical packages** – a very popular employee benefit in companies, which may sometimes cover family members.
- 12 If you don't have an insurance, you need to be prepared that the medical facility you are treated in will make you cover all the expenses.



REMEMBER! DOCTORS IN PUBLIC FACILITIES MAY NOT NECESSARILY SPEAK ENGLISH. THE STAFF IN PRIVATE MEDICAL CENTRES ARE MORE LIKELY TO KNOW FOREIGN LANGUAGES. USING PUBLIC MEDICAL CARE IS CONNECTED WITH MONTHS OF WAITING FOR AN APPOINTMENT EVEN IF YOU HAVE A REFERRAL, WHICH IS A SPECIAL RECOMMENDATION TO SEE A MEDICAL OR PARAMEDICAL PROFESSIONAL. YOU NEED TO PAY FOR PRIVATE HEALTH CARE BUT IT IS A FASTER WAY TO GET HELP. IF YOU ARE PLANNING A LONGER STAY OR PERMANENT ONE, YOU CAN BUY AN INSURANCE PACKAGE FOR YOURSELF IN A PRIVATE COMPANY.

MOBILE OPERATORS

CHOOSE THE RIGHT ONE

What mobile operators are available in Poland and which of them is the best in customer service and price plans?

OFFERS OF MOBILE OPERATORS IN POLAND

You may choose out of the two types of offers proposed by mobile operators in Poland. There is a pre-paid system and a contract subscription.

PRE-PAID SYSTEM

In the pre-paid system, there is no contract with an operator. You just need to buy a starter and activate an account to become a user. Prices of starters are between PLN 5 and 25 and recharge options – from PLN 5 to 200. There is a possibility to recharge your account every month, quarter, half a year, and year.

CONTRACT SUBSCRIPTION

The second option is a contract subscription. In this case, you need to sign a contract in an operator's point of sale. To do so, certain documents are required: passport, residence card, work permission, credit card. Students also need to present student ID. The duration of a contract may be 12, 24, or 30 months. However, a contract may be signed only for the period in which the residence card is valid. After signing the contract, you may choose a mobile phone available in the offer but you are obliged to pay a monthly subscription fee and additional costs as well. A contract subscription is an offer for people that make a lot of phone calls.

Roaming is a service that enables you to keep connected to a network, used in case of making and receiving calls, SMS messages while you are abroad.

In order to use roaming, you need to activate it before your journey, for example, online.

With roaming, the calls and messages are more expensive than the same service in the country. The price depends on the country you travel to.

In case you wish to call abroad, there is a possibility to save some money using cheaper international calls such as Telegrosik, Lycamobile, Kluczmobil.

The major network operators in Poland:



TABLE NO. 1. THE PRICES PER ONE-MINUTE CALL, SMS AND DATA TRANSMISSION

	PLN/MIN	PLN/SMS	DATA TRANSMISSION PLN/100KB
T-Mobile FRIL	0.29	0.14	PLN 3 for 10 MB
Orange SMART	0.29	0.20	0.01
Play Formula 3 in 1	0.29	0.09	0.02
Plus basic rates	0.29	0.19	0.19

TABLE NO. 2. PRICES IN SAMPLE CONTRACTS

	Orange	Play	Plus	T-Mobile
TARIFF NAME	Smart Plan LTE	Formula Smartphone Unlimited	Only SIM	JUMP
PRICE PER MONTH	49.99 PLN	49.99 PLN	60.27 PLN	49.99 PLN (first 3 months), later 69.99 PLN
PLN/MIN	No limits	No limits	No limits	No limits
PLN/SMS	No limits	No limits	0.23	No limits
INTERNET	1 GB	7 GB	1 GB (10 PLN net extra fee)	1 GB

Source: Mobile operators' websites. Data collected in the middle of August 2015

TRANSPORTATION

OUR TRAVEL TIPS

Moving around Poland can be fairly easy through its public transportation system. If you're a student, you have a 51% discount for all means of transportation.

TRAVELLING IN THE CITY

Means of transportation in the city



Buses – the most popular, but not necessary the fastest, present in every city.



Trams – quite comfortable, easier to get through jammed streets, in several bigger cities such as Wrocław, Warszawa, Poznań, Łódź, Toruń, Bydgoszcz, and Kraków.



Trolleybuses – still present in a few cities (Lublin, Tychy, Gdynia), more as an attraction for tourists, pretty much like ordinary buses.



Underground – only in Warszawa, only two lines, but very fast and comfortable (at least in off-peak hours).



Public two-wheels – if you don't have a bike you can rent one. A comfortable, quite cheap, and smart way to avoid traffic jams in the biggest towns of Poland.



On foot – don't forget that sidewalks still exist and sometimes it is better to go for a walk than squash in limited space of a vehicle. That is also the best known way to explore new places and sightsee.

Types of tickets:

- Time tickets ■ Single-fare transfer tickets ■ One day tickets
- Weekend tickets

If you get around public transportation every day, it is more economical to have a city card and charge it with a ticket for a month or 3 months.

Ways to buy tickets (for public transportation in a city)

- in a ticket office ■ in a vending machine near stops or inside buses and trams (some accept only card payments) ■ in kiosks ■ online – only to recharge the city card

REMEMBER!

YOU CAN COMBINE YOUR CITY CARD WITH YOUR MAGNETIC STUDENT CARD.
 "METRO" IN POLISH MEANS UNDERGROUND SO IF YOU LOOK FOR A STATION, LOOK FOR THE LETTER "M" NOT "U".
 CERTAIN BUS STOPS ARE THE SO CALLED REQUEST STOPS. IT MEANS THAT YOU NEED TO SIGNALIZE THE INTENTION TO GET ON BY WAVING YOUR HAND OR TO GET OFF BY PRESSING THE BUTTON.
 MOST NIGHT BUSES STOP ONLY ON REQUEST AND THEY RARELY GO SO DON'T MISS YOUR BUS OR THE STOP AT WHICH YOU WISH TO GET OFF.
 QUEUES IN PUBLIC TRANSPORTATION OFFICES ARE A VERY COMMON PHENOMENON.
 EMPLOYEES IN PUBLIC TRANSPORTATION OFFICES RARELY SPEAK ENGLISH.
 IF YOU WANT TO LEARN HOW TO GET FROM ONE PLACE TO ANOTHER USING PUBLIC TRANSPORTATION, YOU MAY USE THE SITE JAKDOJADE.PL. YOU JUST NEED TO WRITE THE ADDRESSES OF TWO PLACES, TIME, AND DATE.
 WHEN YOU CHARGE YOUR CITY CARD YOU NEED TO CODE IT AND ACTIVATE THE MOMENT YOU ARE ON THE BUS OR TRAIN.

TRAVELLING BETWEEN THE CITIES

Ways to travel across Poland



By bus

Regaining popularity due to Polski Bus – inter-city express coach service, one of the slowest methods of travelling though.



By train

Two main carriers: Intercity and InterREGIO
 TLK – cheap Intercity train lines
 EIC – type of Intercity trains representing a higher standard, but also more expensive.



By plane

Planes in Poland fly only between the largest cities that possess airports. Moreover, plane tickets are quite expensive if you are not lucky to buy them with a discount.



By BlaBlaCar.pl

It's a very popular method of travelling in Poland. Via the Internet, you find a person that travels in the same direction as you do, and is willing to give you a ride. It is far more cheaper and usually, you can choose a place where you will get on and off.

REMEMBER!

YOU CAN BUY TICKETS FOR POLSKI BUS ON THE COMPANY'S WEBSITE.
 TRAIN TICKETS CAN BE BOUGHT IN A TICKET OFFICE AT THE STATION, SPECIAL VENDING MACHINES (SEPARATE FROM VENDING MACHINES FOR PUBLIC TRANSPORTATION TICKETS), ON THE TRAIN (BUT IT WILL COST MORE), AND ONLINE.
 YOU NEED TO BUY A SEPARATE TICKET FOR EACH TYPE OF TRAIN.
 POLSKI BUS AS WELL AS INTERCITY FOLLOW THE RULE: THE EARLIER YOU BUY THE TICKET, THE LESS YOU PAY.
 IF YOU HAVE BOUGHT A TRAIN TICKET ONLINE, YOU NEED TO PRINT IT OR HAVE IT ON AN ELECTRONIC DEVICE, SUCH AS SMARTPHONE, TABLET, EBOOK READER, IN CASE OF CONTROL.

TRAVELLING ABROAD

Means of transportation



Trains

You may travel by train to: Lvov, Kiev, Berlin, Vienna, Praha, Moscow and Budapest from Poland. Train tickets are more expensive but the quality of journey improves.



Buses

Polski Bus serves also international courses to Vienna, Bratislava, Berlin, Vilnius, Praha.



Planes

Only 11 of all the airports in Poland serve international connections. The biggest ones are located in Warszawa and Kraków. It is the quickest way to travel, but can also be the most expensive one.



Ferries

There is also a possibility to travel north on a ferry to visit Scandinavian countries.

MONEY AND PRICES

IN POLAND

Polish ZŁOTY (PLN, zł): it has been the currency of Poland since 1919. The new Polish złoty (meaning 'golden') was introduced on January 1, 1995 as a result of the redenomination of the old currency.

At present, the National Bank of Poland issues złoty as coins with the nominal values of: 1 gr, 2 gr, 5 gr, 10 gr, 20 gr, 50 gr, PLN 1, PLN 2, PLN 5, and banknotes with the nominal values of PLN 10, PLN 20, PLN 50, PLN 100 PLN and PLN 200.



One grosz (gr) - the coin of the lowest denomination

PLN 200 (zł) - the bill of the highest denomination

PLN 1 = 100 x 1 gr

If you have foreign currency after arriving to Poland, you probably want to exchange it into the domestic one. You may do it in one of the exchange offices or use one on the Internet.

Currency exchange bureaux ("kantoor" in Polish) are very easy to find. Located in city centres, and in the proximity of airports, train and bus stations, they are impossible to miss.

However, they lose in competition with their online counterparts, such as Cinkciarz.pl. Online bureaux de change are more comfortable, open 24/7 and more beneficial for potential clients. Moreover, cinkciarz.pl is available in 8 different language versions.

FUTURE OF ZŁOTY

A few years ago, Poland committed itself to join the euro zone. However, no specific date has been determined. For now, the złoty is the official currency, but there is a possibility to pay in euro.

Where can you pay in euro in Poland?

You can pay, for example, in big supermarkets (Carrefour, Tesco), Rossmann drugstores, petrol stations, and large electronic shops. Payments in euro are also a standard practice in shops near the Polish-German border.

REMEMBER!

THERE ARE CERTAIN SHOPS AND SUPERMARKETS THAT ARE OPEN 24/7. SHOPPING CENTRES ARE OPEN IN POLAND 7 DAYS A WEEK. IT'S WORTH NOTING THAT ON HOLIDAYS MOST SHOPS ARE CLOSED; HOWEVER, PETROL STATIONS AND SMALL LOCAL SHOPS ARE USUALLY OPEN.

BANK HOLIDAYS IN POLAND:

JANUARY 1 - NEW YEAR

JANUARY 6 - EPIPHANY OR THREE KINGS' DAY

MARCH/APRIL - EASTER & EASTER MONDAY (MOVEABLE FEAST)

MAY 1 - LABOUR DAY

MAY 3 - MAY 3RD CONSTITUTION DAY

MAY/JUNE - CORPUS CHRISTI (MOVEABLE FEAST)

AUGUST 15 - ASSUMPTION DAY

NOVEMBER 1 - ALL SAINTS' DAY

NOVEMBER 11 - INDEPENDENCE DAY

DECEMBER 25 - CHRISTMAS DAY

DECEMBER 26 - BOXING DAY



GOOD TO KNOW

Where you can go shopping in Poland

- small local store ■ supermarket ■ hipermarket
- newsagent's ■ shopping centre ■ market place

In Poland you can pay

- in cash ■ by transfer ■ by credit card ■ by debit card
- using your mobile phone

Payment only in cash is accepted

- in local shops ■ in taxis (with a few exceptions) ■ in food trucks
- in street stalls ■ in suburban buses ■ in smaller cities

YOUR BUDGET

Below, there is a presentation of an exemplary budget with all the expenses you may expect during your stay in Poland. Prices of certain products or services are in two currencies (PLN and EUR) in order to visualize how much life really costs in our country, and to give the ability to compare.

One-month expenses

Flat rental PLN 400-1500 / EUR 90-350

Utility bills up to PLN 300 / EUR 70

Mobile phone + Internet + TV PLN 80-130 / EUR 20-30

Transportation:
One-way ticket (city) PLN 2.80-4 / EUR 0.67-1

Monthly pass (regular price) PLN 80-200 / EUR 19-47

Taxi start (normal tariff) PLN 5-8 / EUR 1.2-2

Taxi 1km (normal tariff) PLN 2-3 / EUR 0.5-0.7

Study materials PLN 130-200 / EUR 30-50

Food PLN 300-500 / EUR 70-120

Other expenses PLN 300-450 / EUR 70-100

at least PLN 1,600-3,160 / EUR 380-760

If you cook by yourself...



Bread

PLN 3-5
EUR 0,7-1,2



Margarine / 500 g

PLN 4-6
EUR 1-1,4



Eggs / 10 pieces

PLN 4-8
EUR 1-2



Chicken breasts / 1 kg

PLN 15-20
EUR 3,5-4,8



White sugar / 1 kg

PLN 3-5
EUR 0,7-1,2



Milk 3,2% / 1 liter

PLN 2-4
EUR 0,5-1



Orange juice / 1 liter

PLN 3-5
EUR 0,7-1,5



Spaghetti / 500 g

PLN 3-4
EUR 0,7-1



Domestic apples / 1 kg

PLN 1-3
EUR 0,3-0,7



Potatoes / 1 kg

PLN 1-3
EUR 0,3-0,7



Carrots / 1 kg

PLN 0,4-1,5
EUR 0,1-0,35



Tomatoes / 1 kg

PLN 1-3
EUR 0,3-0,7

If you like partying...



Boneless pork / 1 kg

PLN 0,4-1,5
EUR 0,1-0,35



Beer
PLN 6-12
EUR 1,4-2,8



Drink
PLN 10-25
EUR 2,4-5,9



Concert tickets
PLN 100-900
EUR 23,5-211

If you prefer to eat-out...



Coffee in a café
PLN 10-15
EUR 2,4-3,5



Lunch at a canteen
PLN 13-20
EUR 3-4,5



Three-course meal for 2 / mid-range restaurant
PLN 60-150
EUR 14-35



McMeal at McDonald's / or equivalent combo meal
PLN 15-20
EUR 3,5-4,5

Entertainment



Fitness club / monthly fee for 1 adult
PLN 90-150
EUR 21-35,2



Tennis court rent / 1 hour at weekend
PLN 25-60
EUR 5,8-14



Museum ticket
PLN 5-70
EUR 1,2-16,5



Cinema ticket
PLN 15-40
EUR 3,5-9,4

STUDENT

ORGANISATIONS



AIESEC

AIESEC is a global platform for young people to explore and develop their leadership potential. The organisation spans 126 countries and territories and every aspect of AIESEC's operations is managed by students and recent graduates.

 aiesecpolandmc@gmail.com

 aiesec.pl



ESN

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

 board@esn.pl

 www.esn.pl/en



IAESTE

The International Association for the Exchange of Students for Technical Experience (IAESTE) is an independent, non-profit and non-political student exchange organization. It provides students of science, engineering, and the applied arts with paid, course-related training abroad, and employers with highly skilled, highly motivated trainees. Moreover, it organises annually the CaseWeek project, where companies can present themselves and make a case study for students.

 poland@iaeste.org

 www.iaeste.pl



AEGEE

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

 netcom-marta@aegee.org

 www.aegee.pl

COMPANY

PRESENTATIONS

Atos (p. 50)

Cities: Bydgoszcz, Gdańsk, Kraków, Łódź, Toruń, Warszawa, Wrocław

Languages:

Locations, Departments & Processes, Applying process (p. 51)

Meet our employees (p. 52)

Capgemini Polska (p. 53)

Cities: Katowice, Kraków, Opole, Warszawa, Wrocław

Languages:

Departments & Processes, Applying process (p. 54)

Meet our employees (p. 55)

Citi Service Center Poland (p. 56)

Cities: Łódź, Olsztyn, Warszawa

Languages:

Departments & Processes, Applying process (p. 57)

Meet our employees (p. 58)

Credit Suisse (p. 59)

City: Wrocław

Languages:

Departments & Processes (p. 60)

Meet our employees (p. 61)

Infosys BPO Poland (p. 62)

City: Łódź

Languages:

Locations, Departments & Processes, Applying process (p. 63)

Meet our employees (p. 64)

International Paper (p. 65)

City: Kraków

Languages:

Departments & Processes, Applying process (p. 66)

Meet our employees (p. 67)

Peek&Cloppenburg (p. 68)

Cities: Gdańsk, Katowice, Kraków, Łódź, Warszawa, Wrocław

Languages:

Departments & Processes, Applying process (p. 69)

Meet our employees (p. 70)

ACN (p. 71)

City: Wrocław

Languages:

Arla Foods (p. 71)

City: Gdańsk

Languages:

Bayer Service Center Gdańsk (p. 72)

City: Gdańsk

Languages:

CBRE Corporate Outsourcing (p. 72)

City: Warszawa

Languages:

CERI (p. 73)

Cities: Białystok, Łódź

Languages:

Colgate-Palmolive Services (p. 73)

City: Warszawa

Languages:

METRO SERVICES PL (p. 74)

City: Szczecin

Languages:

Mobica (p. 74)

Cities: Bydgoszcz, Lublin, Łódź, Rzeszów, Szczecin, Warszawa

Languages:

OIE Support | Laureate Online Education (p. 75)

City: Gdańsk

Languages:

Schneider Electric (p. 75)

City: Warszawa

Languages:

Shell Business Operations (p. 76)

City: Kraków

Languages:

ThyssenKrupp Group Services Gdańsk (p. 76)

City: Gdańsk

Languages:



Atos

CITIES: BYDGOSZCZ, GDAŃSK, KRAKÓW, ŁÓDŹ, TORUŃ, WARSZAWA, WROCŁAW

CHECK MORE INFORMATION ABOUT ATOS



kariera.pl.atos.net
kariera@atos.net

Atos -this is IT!



About us

Atos is an international IT services company. We employ 93,000 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 was four times awarded with the Great Place to Work certificate, 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 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.

Total number of employees: More than 4,000

Recruitment plans for 2015/16: 650



Dariusz Baran

GENERAL MANAGER, ATOS POLAND
GLOBAL DELIVERY CENTER



We are best in class IT talents who help our customers to power the progress making their way to a digital revolution. Therefore, we have a wide range of opportunities worth your consideration: German- and French-speaking Customer Advisors, SAP and Database Administrators, IT Project Managers, Senior Process Managers, and many other IT specialists. We are a leader in digital services, focusing on business technology, powering progress and helping organizations to create their firm of the future. There are also several reasons why we are taking top positions as Great Place to Work, Top French Investor, Job Creator and several unique awards distinguishing our brand on the global IT market. You could be here with us joining the leaders in IT!

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

LOCATIONS



BYDGOSZCZ

ul. Kraszewskiego 1
kariera@atos.net

WROCLAW

ul. Wołowska 10
kariera@atos.net

OUR OFFICES

We are looking for people from different competence areas. We employ both professionals and people without experience in the IT industry. We appreciate the knowledge of foreign languages, especially English, German, and French. We offer opportunity to grow within the latest IT industry specialization. Welcome both - experienced candidates and recent graduates.

DEPARTMENTS & PROCESSES

Consulting & System Integration

WROCLAW



Network, DataCenter & Communication Services

BYDGOSZCZ



Cross-Functional Services

BYDGOSZCZ



Big Data & Security

BYDGOSZCZ



Global Delivery Tooling Services

BYDGOSZCZ



Service Management Center

BYDGOSZCZ



Application Hosting Services

BYDGOSZCZ



Workplace & Service Desk Services

BYDGOSZCZ



Cloud Services

BYDGOSZCZ



APPLYING PROCESS

Application

1. Please visit the website atos.net/careers to check vacancies. You may search by location, job position or ref. number. Most wanted vacancies can also be found at kariera.pl.atos.net, where you can 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 F2F meeting (approx. 1.5 h).

Relocation package

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

MEET OUR EMPLOYEES

**Kinga Bloch**

HR DIRECTOR

**Foreign languages and development in the IT industry****What are your recruitment plans for 2015-2016?**

We are looking for people who speak foreign languages and want to develop in the IT industry, in areas such as cloud, security, help desk, business intelligence, Java, Microsoft, software testing, networks, servers, applications and project management.

What kind of education interests you the most?

We employ graduates of both IT studies and other specializations. We look, first of all, at competencies which a Candidate possesses and which match the job.

What kind of benefits can your employees expect?

We provide our employees with a benefit package, including telework, additional insurance, health-care, co-financing commuting to work, relocation package, or co-financing sports and recreation.

How do you help foreigners to adjust to your organization's environment?

We offer support as regards obtaining work permit and providing information about living in Poland. All the Employees who relocate to our branches also get additional benefits in the form of the relocation or hotel packages, which are to assist them in the process of moving house.

Interesting tasks that constantly support professional development**What made you move to Poland?**

I was interested in working in Atos and so I discovered Poland and Bydgoszcz by myself thanks to Atos. Currently, after some time of living here, I can recommend Poland as the country of friendly people, great possibilities, and magnificent nature. And I am really excited with Bydgoszcz, where my Atos office is situated. It's a very nice city for life.

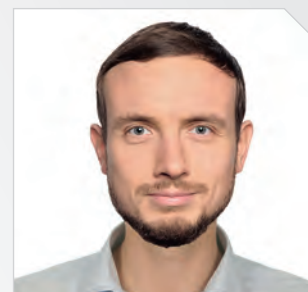
Do you like your job? If so, what do you like about it?

Of course, I do. Interesting tasks that constantly support my professional development, warm working atmosphere, great opportunities and perspec-

tives are what I especially appreciate in my job. There is always something new to discover and to apply your knowledge to, and many people, working with whom will enrich your knowledge and experience.

Would you recommend your current employer to your friends abroad?

I'll definitely recommend Atos. Whatever experience you have, you'll find your own way for professional realization and advancement in Atos. I am really satisfied that I've chosen Atos and moved to Bydgoszcz, Poland.

**Andrey Bazovkin**SENIOR NETWORK ENGINEER,
DEPARTMENT: NETWORK AND DATA
CENTER SERVICES

In Poland since 2015

**Altan Gokcek**JUNIOR PLM CONSULTANT,
DEPARTMENT: CONSULTING & SYSTEM
INTEGRATION

In Poland since 2011

**The cultural richness of the company****What made you move to Poland?**

I came to Poland just for my university education, but Polish hospitality, cultural and economic possibilities of development changed my plans. Four years ago I decided to move from Turkey to Wrocław. I don't feel like a foreigner here.

What surprised you the most in Poland?

Polish language. It's really hard! Naprawdę!

Do you work in a multicultural environment?

Yes, and I really like it. I feel coming from a different cultural background creates the cultural

richness of the company I work for. The friendly environment and multicultural profile of Atos are the points I appreciate the most.

What kind of an employer is Atos?

Atos is a place worth working in, with its employee oriented company culture, many opportunities to develop and possibilities to improve professional skills. I'm a Junior PLM Specialist, for whom it is very important to have the chance to work in modern technologies environment. Besides, to be honest, the transparent and friendly communication I meet in Atos makes me feel like in a big family.

CHECK
MORE INFORMATION
ABOUT
CAPGEMINI POLSKA



Capgemini Polska

CITIES: KATOWICE, KRAKÓW, OPOLE, WARSZAWA, WROCLAW



www.pl.capgemini.com
praca.pl@capgemini.com



Upgrade Your Career

Capgemini Experts Community
Join. Share. Add to favourites.

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 (Warszawa, Kraków, Katowice, Opole, Wrocław, and Poznań), which connect more than 6,000 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.

Total number of employees: more than 6,000

Recruitment plans for 2015/16: 300-500



**Ewa
Gołębiewska-Krzyżan**

HR DIRECTOR – BPO EUROPE

Capgemini Poland supports a wide range of services to clients from around the world representing a variety of industries, and we are still growing. We welcome people from across the globe who are willing to add their knowledge and experience to our diverse and vibrant team on the way to becoming a multicultural, global leader. Our dynamic, external employer-branding program also includes new jobs for non-Poles as we are constantly developing our language skills. We currently employ nearly 350 non-Poles and we're looking for more. There are many opportunities for people with language skills, especially German and French, across different grades and roles. Our message to existing and potential employees is: 'Upgrade your career'.

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

DEPARTMENTS & PROCESSES

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

- 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



Infrastructure Services
KRAKÓW, KATOWICE, OPOLE

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

The main business areas include:

- IT infrastructure support and transformation services: infrastructure monitoring, application management, IT operation management, facility management
- ITIL process management: incident management, problem management, configuration and change management, version management, availability management
- Hosting: infrastructure hosting, server collocation, cloud computing
- Service desk: incident handling, service ordering, access management, multi-language 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 600 IT professionals, who are responsible for designing, developing, testing, implementing, and supporting individual IT solutions based on contemporary technologies like: Java, .NET, data base platforms, Business Intelligence, or SAP. The 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.



APPLYING 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.

MEET OUR EMPLOYEES



Nadir Bouchetibat
 CROSS DELIVERY SERVICES
 – PATCH MANAGER
 In Poland since 2008



Supporting our customers and Capgemini teams

How do you like Poland?

I truly believe Poland is a beautiful and interesting country with lots of history. I live in Katowice and for the past few years, I could observe many changes thanks to investments made to improve infrastructure (e.g.: the whole city centre, the train station, roads were renovated). There are a lot of places to go out with friends, you can enjoy not only lots of parks and lakes but also mountains which aren't far and with the development of highways, the Baltic Sea is now a few hours' drive away.

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

In my case, I think it took me a few months. I could count on my wife, my colleagues but also other foreigners to answer most of my questions. Obviously, the hardest thing to get used to is the language.

What does your job consist of?

I am working as a Patch Manager for French clients. My job consists of supporting our customers and Capgemini teams to plan patches deployment on Windows and UNIX servers. It is essentially coordination and facilitation of our colleagues' work. Our goal is to keep servers up-to-date by applying a single process created from each one's experience.

Working in a friendly team

Do you work in a multicultural environment? How do you like it?

I work in a project that provides service in 25 European languages. My colleagues come from different countries like Denmark, Netherlands, Spain, Portugal, Romania, France, Lithuania, Estonia, etc. Also, I work with colleagues in India and my tasks include communication with clients in Denmark, Latvia, and other countries. It can be challenging sometimes but it is also a great experience. It is the people who make my job special. I enjoy working in the team.

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

I started my work in a friendly team that worked

for Poland and other Baltic countries. My colleagues helped me with work related questions and they provided me with a lot of practical advice about living in Poland. Shortly after joining the company my employer organized the Polish language classes that helped me to adapt to the new environment better.

Would you recommend your current employer to your friends abroad?

Yes, why not Poland? I think Capgemini is a company where you can get a wide experience in a short time, learn from professionals, and develop your own skills independently. There are many opportunities, for example, you can join work related projects but also social projects, you can accomplish new goals and take on new positions.



GINTA CERMANE
 SENIOR FINANCE & ACCOUNTING
 PROCESS SPECIALIST
 In Poland since 2007



Being surrounded by international professionals

How would you describe the work environment within your team?

Working with my team feels like being part of a family. Every day I'm surrounded by international professionals who are able to combine hard work with fun. Moreover, they are pleasant, polite, reliable and helpful... they are simply the best! Thanks to them, this is exactly the work environment in which I feel perfect.

What made you move to Poland? Why Poland?

It is said that great things in your life start with the question "Why not...?" This rule always works for me. I had the opportunity to study here, then got an internship and a job. As I'm Ukrainian, I think Polish culture and perception of life in general is really similar to our own.

What surprised you the most in Poland?

The story about "czarna polewka", which is a kind of soup served to the unwanted bachelor as a symbol of rejection.



Iryna Chorna
 HR PROCESS SPECIALIST
 In Poland since 2011





Citi Service Center Poland

CITIES: ŁÓDŹ, OLSZTYN, WARSZAWA

CHECK MORE INFORMATION ABOUT CITI SERVICE CENTER POLAND



www.careeratciti.pl
kariera@citi.com



your place is here

careeratciti.pl



About us

Citi Service Center Poland is a key part of Citi's established network of service centres providing operating support to the Citigroup entities in 90 countries around the world. Citi's Service Center in Poland has over 3,600 employees who are analysts, experts and managers. The main business areas of the company include: anti-money laundering operations, banking, securities, and investment funds' operations, multiple control functions, and service and support for Citi's global technology infrastructure.

What makes us unique?

Join Citi Service Center Poland to:

Build connectivity. We are a dynamic team operating globally. We have a common goal as Citi - we work together to provide the best quality to clients and stakeholders all over the world.

Unlock your potential. We recognize and develop talents. We invest in talented people who are ready for challenges. We are following trends and combining development opportunities for our employees with the use of new technologies.

Achieve impact. Responsible business is important for us - we work conscientiously and transparently. Also, we are financial institution with a strong sense of social responsibility.

Join us!

Total number of employees: over 3,600

Recruitment plans for 2015/16: approx. 1,000 people



Terri Gerosa

HEAD OF CITI SERVICE CENTER POLAND



Citi Service Center Poland is one of the key locations on the Citi global map. We are growing at a rapid pace. Since 2010, we have increased our staff from 1,000 to more than 3,600 employees. From our three locations in Poland, we serve Citi clients on 6 continents and work in partnership with international colleagues and teams. This makes our company a truly unique global workplace.

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

DEPARTMENTS & PROCESSES

Investor Services

WARSAWA

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

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



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.



Anti-Money Laundering

WARSAWA

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



Technology

ŁÓDŹ, OLSZTYN, 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



Citi Service Center Poland also recruits to other departments:

- Private Bank Business Services
- Legal and Compliance
- Finance Department
- Human Resources
- Loans Department
- Retail banking support
- Credit Risk Management



APPLYING PROCESS

Step 1 – APPLICATION

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

Step 2 – TELEPHONE INTERVIEW

We perform an initial verification of the information regarding your motivation, command of English (or another language, if needed), and general under-

standing about the business or area you have applied for.

Step 3 - TESTS

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

Step 4 - INTERVIEWS

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

Step 5 - ASSESSMENT CENTER

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

MEET OUR EMPLOYEES



Joanna Grzeszkowska
 CAMPUS MARKETING
 AND GRADUATE RECRUITMENT HEAD,
 CITI IN POLAND AND CESS



A truly diverse organization

What kind of candidate profile are you looking for?

Citi Service Center Poland provides a wide range of services such as IT, cash management operations, Investor Services, audit, finance, credit, Global ID Administration, Anti-Money Laundering etc. It means that we are interested in different candidate profiles. However, some competencies, like analytical thinking, project management, team work, proactive approach, and obviously English proficiency are common for the majority of positions.

Do you offer internship programs to students from outside of Poland?

Citi is a truly diverse organization. We do invite people from different countries, cultures, and back-

grounds to join Citi. CSC Poland employees use 27 languages. As English is our common language, we do not require knowledge of the Polish language. The candidates need to have valid visas and job permissions if they come from outside of the European Union.

How does Citi support employees' learning and development needs?

We are well known on the market for our excellent training curriculum, on-boarding and Graduate Development Programs in IT and Operations. We provide relevant tools and solutions, like performance evaluation, training courses, coaching, and mentoring programs.

Working with people who come from different cultural backgrounds

How do you like Poland?

At first, it can seem cold, different, and distant from what you are used to but afterwards this is what makes it interesting. You will learn about its history, the people, the habits and you'll end up enjoying living here more than you expected. Do not leave Poland without attending a real Polish Wedding, visiting the mountains in the south and the Masurian lakes.

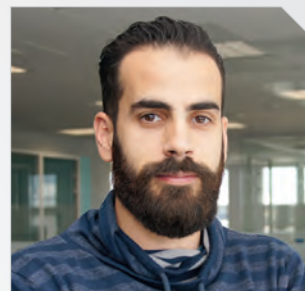
Do you work in a multicultural environment? How do you like it?

I do. Working with people who come from dif-

ferent cultural backgrounds allows you to see the world in different ways and grow as a human being.

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

Be persistent. The job offer you want might not appear as fast as you would desire but if you keep searching and applying, eventually, a good opportunity will appear. Once you land the job, give your best and be prepared for a fast paced work environment and a hard winter with plenty of snow.



Carlos
 ASSET MANAGER, IT
 In Poland since 2011



Zornitsa
 PROJECT MANAGER, INVESTOR
 SERVICES
 In Poland since 2009



Client onboarding and migration of people

What made you move to Poland?

I didn't know much about Poland before coming here, and it was my previous company which made me move. They offered a job, and I said "Why not?" I think it was a great decision, because 6 years later I am still here and love it.

What has been your career path until now?

I moved to Poland in 2009 as a Market Analyst for the Hebrew Market in a company from the mass media industry. I became a Senior Market Analyst in 2011 and then joined the project team in 2012. I moved to Citi last year (October 2014), after a brief

stop at a company from the IT sector.

What does your job consist of?

I am part of the Project Office in Investor Services, one of the biggest Departments in Citi Service Center Poland. I am a project manager and thus I deal with client onboarding, migration of people (from other locations, such as Dublin, London), and other transformations of our business. Sometimes I laugh and say that my job revolves around telling others what to do... unfortunately it is not that simple.



the future at work



About us

Credit Suisse is a global financial services company providing Private Banking & Wealth Management services, and Investment Banking services and expertise to companies, institutions and high-net-worth clients. We are active in more than 50 countries and employ over 48,000 people. Credit Suisse has had a presence in Poland since 2007.

Located in Wrocław's central business district, the Credit Suisse Center of Excellence (CoE) is one of our largest offices in Europe, as well as a key pillar of Credit Suisse's approach to leveraging our global talent base and maximizing the efficient use of the bank's resources.

Why join Credit Suisse?

We have a distinct culture at Credit Suisse, with our core set of common values, based on a commitment to principled behavior, and a desire to stay close to our clients. We act as a trusted partner who proactively seeks solutions to our clients' needs. And we are committed to collaborating with our colleagues in a dynamic, yet supportive, environment.

We look for people with a wide range of experiences, interests and degrees who will add fresh perspectives to our business. A career with us means that you can help shape our future.

Total number of employees: 4,000+

Recruitment plans for 2015/16:

monthly approx. 200 experienced candidates and quarterly around 80 interns



Angus Kidd

SENIOR EXECUTIVE MANAGER OF CREDIT SUISSE CENTER OF EXCELLENCE (COE) WROCLAW



Being responsible for one of the key offices for Credit Suisse in Europe is a challenging but rewarding experience. As a new arrival in Poland, May 2015, after 18 years with Credit Suisse abroad, it has been an exciting time to work with highly talented and energetic individuals across all the divisions of Credit Suisse present in our Center of Excellence Wrocław. We continue to grow and develop career opportunities for all levels from university graduates to those with 20+ years' experience. We hire many foreign nationals, which makes our culture so diverse and unique. The drive for knowledge and innovation of our people continues to impress me. In addition, I find the work-life balance here to be exceptional, and Wrocław as a city has many fascinating places to explore.

VISIT COMPANY PROFILE ON:
www.CareersinPoland.com/Credit-Suisse

DEPARTMENTS & PROCESSES

Chief Risk Office
WROCLAW

The Risk division acts as an independent “check and balance” function within Credit Suisse. Its mission is to protect our capital by establishing a strong control environment for our risks. The division also addresses critical risk areas such as business continuity and reputational risk management. The division’s main offices are located in India, London, New York, Singapore, Wrocław and Zurich.



Finance
WROCLAW

CFO Finance embodies the highest standards of integrity, control, and quality. We use our knowledge to challenge the business to maximize value for our shareholders. We also play an important role in performance measurement, boosting efficiency, reducing costs, fostering innovation, and defining how the bank recognizes profits, which significantly impacts decision making across the bank. We bring our professional expertise to help the bank realize its opportunities and address its challenges.



General Counsel
WROCLAW

The legal and compliance area combines regulatory, control, advisory and legal expertise to support all business divisions and shared services functions across the bank. The team helps to protect the reputation of Credit Suisse by ensuring that employees have the necessary tools and know-how to comply with all applicable internal policies, external rules and regulations.



Global Operations
WROCLAW

Global Operations carries out high-quality and efficient banking services covering both Investment Banking and Private Banking divisions. The team develops and manages high-class banking products and processes which maximize profitability while minimizing risk in partnership with teams from across the bank. Global Operations also manage operating and securities processing platforms across the bank to help our clients achieve their goals cost efficiently.



Investment Banking
WROCLAW

Investment Banking (IB) provides a broad range of financial products and services, focusing on client-driven and high-return businesses. This includes global securities sales, trading and execution, prime brokerage and capital raising and advisory services, as well as comprehensive research. Our clients include corporations, governments, institutions and private individuals around the world.



Human Resources
WROCLAW

The Human Resources (HR) Service Center in Wrocław provides the bank’s employees around the world with a diversified global portfolio of HR services and products. We offer world-class HR assistance in multiple areas: HR applications, advisory capabilities, as well as global reporting services. We perform services of HR for all German, English, Italian and French-speaking employees in Switzerland and are responsible for data maintenance for EMEA.



Private Banking & Wealth Management
WROCLAW

Private Banking & Wealth Management provides comprehensive advice and wealth management solutions, including pension planning, life insurance solutions, wealth and inheritance advice, and trusts and foundations, to high-net-worth individuals and their families. We are also one of the world’s largest wealth managers. Our Center of Excellence in Wrocław supports Credit Suisse operations and is essential in the implementation of our bank’s strategy.



Internal Audit
WROCLAW

Credit Suisse Internal Audit is a global function comprising 260 staff based predominantly in London, Zurich, New York and Singapore. It supports the Credit Suisse board and management through the conduct of financial, operational and technology (IT) audits, and plays a vital role in evaluating the effectiveness of internal controls across all business within Credit Suisse.



Technology (IT)
WROCLAW

Technology is one of the crucial functions within Credit Suisse. The Technology division partners closely with our core businesses to build award-winning Technology solutions, from algorithmic trading systems to risk management.



MEET OUR EMPLOYEES



Aleksandra Hajder
VICE PRESIDENT, RECRUITING
AND INTERNAL MOBILITY MANAGER



A culture of collaboration and working together

Which values and habits are a part of your organizational culture?

We strongly believe in a culture of collaboration, working together and supporting each other. But we also want the employees to understand the business we work in, to be experts who challenge the status quo, hold themselves accountable for their work, who constantly learn and develop themselves and, in the end, enjoy our work environment.

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

When you join Credit Suisse, you are provided with a wide range of induction trainings to help you better perform your role. We also offer a number of developmental programs to support your professional development – soft skills, leadership, language, banking courses and many more. But most of all, Credit Suisse strongly supports the idea of internal mobility – every employee can apply for all our roles across the globe.

Shaping a career in a successful business environment

What made you move to Poland?

Poland successfully overcame post-Soviet difficulties and I consider this country to be a good example of being efficient, competitive, as well as a constantly developing entity with a well-defined outlook for the future.

How long do you plan to stay in Poland?

My immediate future is tied to Poland for my occupation and career. The developing economy and international companies provide attractive opportunities for young people to help shape their careers in a successful business environment.

What kind of an employer is Credit Suisse?

Credit Suisse is widely open to all skilled professionals. This is the multicultural, skills oriented environment which constantly provides opportunities to its employees to develop professionally and raise the motivation.

How would you describe the work environment in your team?

The team is a highly motivated and well-organized unit, with a dynamic working atmosphere created by the detail-oriented team members. Each of us has a high level of responsibility and business duties, as well as acting in the best interests of the company's reputation.



Tamara Kupradze
ANALYST

In Poland since 2013



Sergio Sánchez Ferreros
BUSINESS ANALYST

In Poland since 2012



Credit Suisse is a leader in the financial services industry

How did you find the job at Credit Suisse in Poland?

I was studying for a year in Wrocław as part of the student exchange program. I heard about Credit Suisse growing fast and I decided to attend a "Speed Networking" event where I had to submit my CV. I received interest from the company (and vice versa) and they decided to interview me.

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

Since the very first moment I landed in Wrocław, I was surrounded by international students. I think that the multicultural atmosphere helped me to adapt to the city.

Do you work in a multicultural environment?

In my daily work, I deal with people worldwide but mainly with colleagues from Singapore, India, the United Kingdom, and the United States. Locally, within my team, I have the chance to work with the Polish, Ukrainians and another Spaniard!

Would you recommend your current employer to your friends abroad?

I have already done it! I think that Credit Suisse is a top company and a leader in the financial services industry where thousands of people would like to get even an interview.



Infosys BPO Poland

CITY: ŁÓDŹ



www.dockinlodz.com
rekrutacja_lodz@infosys.com



About us

Infosys BPO Poland is the subsidiary of Infosys Limited – a giant in the global outsourcing market and a worldwide provider of integrated business and technology consulting, outsourcing and IT services. Infosys BPO Poland is one of the biggest BPO centres in Poland and a leading employer in the Łódź region. The Polish unit employs over 2,300 highly qualified professionals, providing BPO and ITO services for clients from all over the world in over 20 languages. Lodz Delivery Center's key areas of specialization include finance, accounting, sourcing, procurement, sales and fulfillment services, logistics, master data management as well as advanced, high-end services, such as: risk management, tax management and business transformation services.

What makes us unique?

At Infosys BPO Poland, you will meet up with people from diverse cultures and learn from a variety of interactions and experiences. We cooperate with colleagues of more than 45 nationalities. We subsidise sport activities and offer language courses. Company offers the possibility of financial support for postgraduate studies, private medical care for specialists' posts as well as kindergarten for the children of our employees.

Total number of employees: More than 2,300

Recruitment plans for 2015/16: 300



Weronika Rytczak
RECRUITMENT MANAGER



To have qualified finance and accounting specialists who are fluent in a number of languages, we created Infosys Finance Campus. This programme is addressed to young linguists and people fascinated with foreign languages who do not possess accounting knowledge or much experience in this field. As part of this programme, we provide a series of trainings aimed at adjusting the competence profiles of graduates, especially of philologies, to the current needs of the labour market. Thus it is a chance to gain first work experience and start a career in the modern business services sector.

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

LOCATIONS



ŁÓDŹ

Green Horizon
 Pomorska 106A
 Łódź
 rekrutacja_lodz@infosys.com

OUR OFFICE

Infosys Green Horizon is the highest standard office building in Łódź. It offers a great location and visibility from anywhere in the Solidarności roundabout. Green Horizon is the only Class A building with LEED Gold certificate in Łódź that has been completed in 2012. Energy efficient lighting and air conditioning systems, together with smart use of cool air from the outside to lower the temperature in the offices, lead to significantly reduced use of energy. Services for the building’s renowned tenants include parking spaces for bicycles, as well as showers with changing rooms.

DEPARTMENTS & PROCESSES

Finance and Accounting
 ŁÓDŹ

- Invoice booking
- Record to report process
- Preparing VAT returns
- Order to cash process
- General ledger activities



Advanced Accounting
 ŁÓDŹ

- Controlling Services
- Tax Accounting Activities
- Internal Audit Services
- Business Transformation Services



Finance Campus
 ŁÓDŹ

One of the new initiatives within Infosys BPO Poland is Infosys Finance Campus, addressed to language dependent resources, with no or limited F&A background.

New joiners undergo an intensive 6-week Finance and Accounting induction training that aims to deliver properly trained employees to operations. 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.



IT
 ŁÓDŹ

- QlikView
- SQL
- VBA
- Master Data processes



Supply Chain and Customer Service
 ŁÓDŹ

- Procurement
- Customer Service
- Pricing



APPLYING PROCESS

Send your CV
 Apply with a CV in English by e-mail to rekrutacja_lodz@infosys.com

Checking your CV
 Your applications are scrutinized to see if they match our current vacancies.

Contact
 We always contact candidates who meet

our criteria described in the Job Offers section.

Recruitment steps
 The assessment will typically consist of the following steps:
 1. Phone interview
 2. Interview with a potential team leader (We always appreciate candidate’s motivation to join us!)

3. Language/knowledge tests

Response
 The selected candidates will be informed about the terms of employment by phone and/or e-mail.

MEET OUR EMPLOYEES



Aneta Kluzinska
INFOSYS FINANCE CAMPUS LEAD



A better quality of employees

One of the new initiatives is Infosys Finance Campus. How can you describe this program?

New joiners undergo an intensive 6-week Finance and Accounting induction training that aims to deliver properly trained employees to operations. Campus trainings are more advanced than standard domain ones, theory is deeply explained and based on real life examples; moreover, for each training, there is a mandatory test including theoretical questions and cases. After passing the final exam, trainees are introduced to operations and start work as Finance Experts.

What are the main pros of your program?

The Campus program guarantees a better quality of employees, ensures F&A knowledge and understanding of particular processes and, thanks to a 6-week intensive program focused on their development, provides us with motivated, operationally aware people.

Is Infosys Finance Campus also appreciated outside Infosys BPO Poland?

It has been also recognized and described in the prestigious Responsible Business Forum report "Responsible Business in Poland 2014. Good practices." It is the largest review of the best Corporate Social Responsibility activities and projects in Poland.

Be ambitious and speak fluently foreign languages

What are your impressions of Finance Campus Program?

Finance Campus Program was a great experience. The trainers were well-prepared, they knew how to transfer a vast amount of knowledge to people without previous experience in accountancy. In addition, they cared about each of us and were interested in our performance at work.

Who should take part in this program?

Finance Campus Program was a wonderful opportunity for me and other people who are ambitious and speak fluently foreign languages but who are not experienced in work for big corporations. Besides of hard work and long training hours, we were able to get to know each other better. We had the occasion to discuss our habits, become more tolerant and more aware of the world.



Dominika Nowarczyk
PROCESS EXECUTIVE



Adrianna Nowicka
PROCESS EXECUTIVE



An inspiring work with experts in the field of business services

Can you assure that the Finance Campus Program is not a waste of time?

I would like to thank Infosys BPO Poland for giving me the opportunity to participate in trainings in the scope of the Campus Program, time spent there has been an unforgettable experience for me.

Who would you like to encourage to participate in this program?

I would encourage everyone to participate in the program, as it can be the start of a very interesting career. Thanks to Campus, I acquired the necessary professional knowledge and deepened my own interests. After its completion, I am going to undertake an inspiring work with experts in the field of business services, the international environment which will provide an excellent opportunity to improve my language skills.



MEMPHIS



LONDON



KRAKÓW



ST PETERSBURG

INTERNATIONAL PAPER



About us

In 2004 International Paper was among the first corporations to choose Kraków as the home for their Global Business Services Center. Ever since, we have been creating superior value for internal and external customers. Our 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 to International Paper businesses worldwide.

Why International Paper?

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

We give back to local communities. CSR initiatives like "Branches of Giving", "Go Green", "Back to School", "Bake a Cake for Charity", Grant Program support local charitable organizations.

People development philosophy. Our talented people are our best asset. International Paper's Performance & Development Roadmap outline company direction and employees' roles and responsibilities. Our roadmap encourages individuals to search for regular feedback for growth and continuous improvement.

Total number of employees: 500

Recruitment plans for 2015/16: 120



Sylwia Miszke

HR MANAGER



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. Additionally, one of the benefits available to International Paper employees are Polish language classes, to help them assimilate in Poland quicker.

VISIT COMPANY PROFILE ON:

www.CareersinPoland.com/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 optimize internal processes and support business growth



Information Technology
KRAKÓW

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



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.



Supply Chain
KRAKÓW

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



Learning & Development
KRAKÓW

- Providing training solutions for employees in the EMEA region for soft skills, functional skills and corporate tools.
- Coordinating EMEA-wide development programs for leaders and managers.
- Coordinating initiatives for IP GBSC for the improvement of business acumen, language skills and team effectiveness.



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.



HR & Administration
KRAKÓW

- Attracting talents by executing recruitment strategy, cooperating with universities and strengthening the employer brand.
- Retaining talents by enhancing leadership quality, driving performance and development strategy and fostering engagement.
- Guaranteeing HR operational excellence by implementing global processes and systems and sustaining partnership with business functions.



APPLYING PROCESS

Application online

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

Phone screening

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

availability, work experience and financial expectations.

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.

Interview

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

MEET OUR EMPLOYEES

**Ilknur Sinem Soler**

FINANCE EXPLORER

In Poland since 2014

**Being confident about my future with IP****What made you move to Poland? Why Poland?**

I came to Poland for the first time in 2012 as an exchange student. My 7-month stay in Krakow was one of the greatest experiences in my life, I had an opportunity to learn Polish culture, traditions, and visited gorgeous cities surrounded by nature, which made me fall in love with Poland. When I went back to my country, for 2 years I only dreamed about the time to live in Poland again, so here I am!

Do you work in a multicultural environment? How do you like it?

IP is an international company, and Global Business Services Center in Kraków office has a truly multicultural environment. Every time when I arrive to the office, I am surprised by the number of languages I hear at the same time! I feel working with the world in real terms!

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

IP has special processes and tools for the career path of employees. It is not only a support but also a guide for developing and providing a projection on your way. In my career path, I feel more comfortable and confident about my future with IP.

Great opportunities to grow**How long did it take you to adjust to life in Poland?**

It was probably the biggest challenge at the beginning of my experience in Poland. In Italy, my lifestyle was quite different and it took me more or less half a year to adapt, make new friends, get familiar with places and start loving it.

What has been your career path until now?

I was working with just one employer in Poland before International Paper for 1 year; I've been with IP for almost 3 years and I've had great opportunities

to grow, not only in terms of positions and responsibilities, but as well with maturity and concrete experiences, having lot of trust and challenges that not surely I could have had in my country.

If you had to leave Poland now, what would you miss the most about it?

Leaving Poland would be like leaving my country again, I would miss the atmosphere of being in a big city but not chaotic, full of art, modernity and young life; yet mostly, I would miss my team members.

**SAMUELE ORIZIO**

CREDIT COORDINATOR

In Poland since 2012

**Oleksandr Pachkal**

FINANCE EXPLORER

In Poland since 2014

**Support on a relocation to Poland****How long did it take you to adjust to life in Poland?**

Before I moved to Poland, I had a chance to live in Slovakia, the USA and travel quite a bit around Europe. And I must admit Poland is a unique mix of Eastern and Western Europe, where the social and business life ably complement one another. So, as a foreigner, I found Poland not just an easy but also a comfortable country to adapt and live, unless you can't say "cześć" (cheshch) – hello.

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

International Paper pays a lot of attention to onboarding of new employees. Besides administration processes, I was provided with business ac-

men and technical trainings which help to clearly see the big picture of your personal input. Also, what I have to mention, is the legal support on my relocation to Poland.

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

The farsighted employer always carefully chooses where to invest. And the best choice is always development of its employees. The development of employee contains continuous improving of functional skills, gaining necessary competences, leadership experience. And all of that within personally tuned/personalized program. International Paper is just that farsighted employer.

Peek&Cloppenburg

Peek&Cloppenburg

CITIES: GDAŃSK, KATOWICE, KRAKÓW, ŁÓDŹ,
WARSAWA, WROCŁAW

CHECK
MORE INFORMATION
ABOUT
PEEK&CLOPPENBURG



career.peek-cloppenburg.com/home
poiska@peek-cloppenburg.pl



About us

Are you fascinated by fashion and lifestyle?

Peek&Cloppenburg, a family-run business, with separate head offices in Düsseldorf and Vienna, has become a well-established brand which operates stores in 15 countries. It has been at the forefront of fashion for more than 110 years, bringing the catwalk to the high street.

Each store stocks up to 500 brands in addition to various shop-in-shops. Exclusive designer labels are as much part of the range as successful manufacturer brand labels and international fashion brands. With the consistent expansion of its service spectrum over the past few decades, P&C has successfully established itself as a leading fashion retailer.

Why Peek&Cloppenburg?

From an early stage, P&C earned itself an excellent reputation in the training and qualification of its employees and nowadays not only represents excellent career opportunities, but also ranks as one of the most attractive employers in various publications.

As we recruit most of our management staff from our own human resources pool, this applies particularly to our core areas buying and sales where we offer numerous career opportunities to ambitious students, graduates, and young professionals. Our employees are provided with excellent personnel development programs matched to each individual, and take responsibility right from the beginning.



Mario Feist

COUNTRY MANAGER PL, HR, LT, LV



At P&C, we offer you a wide range of diverse career options geared towards your individual goals. We are looking for people who always seek for new challenges, like to work with inspiring people who want to gain or develop their experience in fashion and retail management.

If you would like to work in a fast-moving and dynamic international environment where people are working side by side then P&C will be the company for you. As we do care about the effectiveness of our employees, their work-life balance matters to us.

VISIT COMPANY PROFILE ON:

www.CareersinPoland.com/Peek-Cloppenburg

DEPARTMENTS & PROCESSES

Assistant Department Manager

You start as an assistant department manager and will have first-class career prospects, for example, in department management to department management in buying, central buying, or store management. In 12-16 weeks of intensive on-the-job training, you will gain experience in management responsibilities. At the same time, you will be trained in our modular courses in seminars.



Fashion Management Programme

The Fashion Management Programme is a management training programme that is split into three phases. The compulsory part and basis of the programme is an assignment in sales. All further components are individually tailored to you, depending on your qualifications, talents, and career goals. At the end – after the third phase and your successful completion of the programme – we will welcome you as a department manager or merchandise controller. The overall duration of the programme is eight months.



Department Manager

During four to six months of on-the-job training, you will be individually prepared for your responsibility as a department manager in one of our stores. You will grow with your tasks and receive more and more responsibility. At the same time, you will be trained in our modular courses in the English language at the head office in Vienna or Düsseldorf. After you have completed your training phase, you will be responsible for a sales department.



Storemanager

As a store manager you act as an entrepreneur within our enterprise and take responsibility for one of our stores. We are looking for professionals with experience who have a passion for working with people, an enthusiasm for fashion and numbers, and a hands-on mentality.



APPLYING PROCESS

Application

Peek&Cloppenburg wants to take the time to get to know you – and to give you the time to get to know the company. Consequently, there is a multiple-stage process consisting of 3-4 steps, which means it is the best to apply 4-5 months before the desired starting-date. The selection process consists of the following steps:

- An interview with HR People & Talent Management Sales

- A sneak-peek into the business, including a meeting with your potential colleagues
- An interview with your direct superior
- A meeting with the Managing Board
- Several testings – depends on entry-level

Application-Tips

What counts for me during the interviews with the candidates is to see that they have prepared themselves for the

meeting. An outfit that corresponds to the style of P&C, well-structured responses, and interesting questions add value! What is crucial during the recruitment process is the candidate's motivation. Therefore I advise all candidates to take the time before the interview to ask themselves why they would like to join P&C.

MAGDA TARKOWSKA

ASSOCIATE MANAGER HR PEOPLE & TALENT MANAGEMENT SALES

MEET OUR EMPLOYEES



Magda Tarkowska

ASSOCIATE MANAGER HR
PEOPLE & TALENT MANAGEMENT
SALES



Wide variety of career opportunities for the employees

Which values do you consider of importance in your company?

P&C is a unique mix of a family company with a very modern, international corporation. On the one hand, our key value is tradition, respect towards all members of our team, and loyalty. On the other hand, we support creativity, flexibility, and individual input from our employees.

What are the career prospects for the employees?

P&C offers a wide variety of career opportunities for the employees. The most common career path is the one in the sales area. It is possible to start on an entry level position, like sales assistant or deputy department manager, and then be promoted to the Department or Store Manager position. For more experienced employees, we offer the development opportunities on our buying department in Vienna

and management positions on our stores in CEE.

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

For me, personality is the most important thing. I look for positive, authentic and charismatic candidates. It is important that the person values work and is open for new challenges. I am also always looking for team players, candidates whose energy and attitude will add value and improve our team.

Do you offer training programs to your employees?

For all employees, we have wide, well prepared training programs. Some of the trainings take part directly in our stores, for some of them, we invite our employees to our HQ in Vienna or other stores in CEE. We pay a lot of attention and invest a lot of time when it comes to educating our people.

The opportunity to work with inspiring people

Why did you apply at P&C?

Fashion has always played a major role in my life. It was and still is the topic I'm most passionate about. So, at some point I decided to change my career path completely and left the hospitality business, and started my career at P&C as an assistant department manager.

What do you like about your job and responsibilities?

I love the opportunity to work with inspiring people and to learn something new every day. Additionally, I get the chance to participate in many trainings and I receive training-on-the-job by experienced managers. During these trainings I discovered my talent for Visual Merchandising which I would like to pursue further.



Jakub Mosior

ASSISTANT DEPARTMENT MANAGER
(KATOWICE, POLAND)



Leonas Truksinas

STORE MANAGER



New ideas are always welcome

What were the highlights in your life so far?

Concerning my career, I was given the chance to move abroad leading a team with another cultural background. This was such a great opportunity and an exciting challenge and it gave me the chance to grow professionally within the company.

How has P&C contributed to your development so far?

Before I started working at P&C, I was only working in sales. I never had any insights to the underlying processes of the business. At P&C this changed

completely. I was given the tools needed in order to succeed as a competent leader. I was taught how to set goals and what it takes to reach them.

What's your advice to new P&C employees?

Follow the internal rules and be open to change. New ideas are always welcome. Moreover, I would advise new employees to set ambitious career goals, but at the same time to stay open and be prepared to take advantage of new, unexpected opportunities as they come up.



ACN

www.acneuro.com

www.CareersinPoland.com/employer/ACN

//// ABOUT US

The ACN story is over 21 years in the making... and counting! ACN is present in North America, Europe and Asia-Pacific, offering consumer telecommunication services, nutritional products and exclusive skin care products.

Working at ACN means working in a dynamic and very international environment. At present, over 400 employees with over 30 different nationalities are working in our European offices.

//// HOW TO APPLY

There are usually 3 stages of the recruitment process:

1. Short telephone interview with an HR Representative.
2. 20 minutes' telephone language check with one of our native speakers.
3. Face to face interview with a Supervisor/Manager and an HR Representative in our office.

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

//// RELOCATION PACKAGE

A relocation package is negotiated individually.

//// WE OFFER

Benefit package: private medical care, Multisport Card/tickets to the cinema, fruit, travel allowance.

What else do we offer? Great atmosphere (and we mean it!); 1 hour of fully paid break (so, basically, we work for 7 hours instead of 8); a stable job based on a contract of employment in a dynamic, multi-cultural environment; team events; internal trainings; years of service policy. Do you enjoy playing volleyball or football? That's great – ACN supports internal sports teams!

//// DESIRED LANGUAGES



//// LOCATIONS & PROCESSES

We are an international team of 160 employees.

We work in several departments in Wrocław office: Customer Operations, Facilities, Field Support, Lifecycle & Order Flow, Supply Chain, Accounts Receivable, Billing, Human Resources, Finance, IT, Legal, Quality Assurance, Reporting, Translation, 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.

//// 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 GDAŃSK

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, tax, 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.

Please visit our career page: www.arla.pl/kariera/wakaty

//// WHY ARLA?

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

//// DESIRED LANGUAGES



Contact details:

Arla Global Financial Services Centre Sp. z o.o.

Al. Grunwaldzka 103A

80-244 Gdańsk

www.arla.pl



Science For A Better Life

Bayer Service Center Gdańsk

www.bayer.com/pl/scg

www.CareersinPoland.com/employer/Bayer

//// ABOUT US

Service Center Gdańsk (SCG) is Bayer's financial and accounting center located in Gdańsk. SCG is a part of the global network of service centers engaging in the provision of services such as accounting for fixed assets, receivables and liabilities or travel expenses.

//// WHAT SETS US APART?

The development and value of our company depend on **the people** that make it up. At Bayer SCG make a point of creating **friendly atmosphere** and **comfortable working conditions**, and providing continued professional development opportunities for our employees. We recognize talents and support employees who seek **development opportunities** and are open to new solutions. All newly hired employees can expect to receive an **induction training package** facilitating their transition into a new workplace.

//// WHO ARE WE LOOKING FOR?

We are looking for talented, well-educated and energetic candidates who are fluent in foreign languages and for whom work at a financial and accounting center represents an unrivalled opportunity to gain professional experience in an international organization with a globally recognized brand.

//// WHAT DO WE OFFER?

Work in an international organization which is a leader in its field; paid internship with the possibility of full-time employment; opportunity to gain practical knowledge; work in international teams; modernly designed office affording the views of the Tricity National Scenic Area and Gdańsk Bay; opportunities to take part in team-building and sports events; playroom for children; attractive company benefits package, elastic working hours and much more. We also offer a relocation package.

//// DESIRED LANGUAGES



//// LOCATIONS & PROCESSES

Gdańsk: Accounts Payable, Accounts Receivable, Asset Management, General Ledger, Travel & Expenses

RECRUITMENT PLANS FOR 2015/16

work: 20, internship: 15

www.bayer.com/pl/scg
scg.rekrutacja@bayer.com



CBRE Corporate Outsourcing

www.cbre.pl

www.CareersinPoland.com/employer/CBRE

//// ABOUT US

CBRE Corporate Outsourcing is part of CBRE – the global leader in commercial real estate services, investment and outsourcing. In the prestigious 2014 IAOP Global Outsourcing ranking, CBRE is on the 3rd place among all outsourcing companies, being the undisputed number 1 for many years in the real estate industry. Simply, join the Best!

//// WHY CBRE?

- ✓ We invest in our People who are our biggest asset what obviously translate to a "business outcome" high value delivery for our Clients.
- ✓ We value passionate and engaged people who work with pleasure and satisfaction
- ✓ We offer personal development and gaining knowledge in multicultural environment.
- ✓ People are the key to CBRE's success. It is a priority for us to build a diverse and enriching culture that you—and your family—can be proud of.
- ✓ Appreciating the effects of our people work we offer competitive benefit package and unique opportunity to gain experience and develop the career path in Poland and abroad.

We are looking for young enthusiastic people who are willing to join us and create their careers with CBRE.

Mostly we recruit: Accounts Payable/Receivable Clerk/Specialist, Management and Financial Accountant, Business/Finance Analyst, Project Coordinator, Data Analyst or Real Estate Portfolio Analyst

We are looking for students, graduates and experienced professionals. **We offer** permanent or temporary contracts as well as an internship program. **With us you can!**

//// WE OFFER

Friendly and supportive atmosphere. Excellent conditions to learn and grow. Stable working conditions with a good package of benefits. Talent development such as Finance and Leadership Academies or Global Exchange Program. Internal promotions and career paths created to meet employees desires.

//// DESIRED LANGUAGES



Number of full time employees: 413

Planned growth in 2015/16: 25%

Location: Warszawa

Send your CV today to: cbregbs@cbre.com
 Our current vacancies: www.cbre.pl/pl_pl/vacancies

Follow us on Facebook and LinkedIn.



CERI

www.ceri.pl

www.CareersinPoland.com/employer/CERI

//// ABOUT US

CERI is a dynamically growing company in the area of business process outsourcing. We are a specialized service provider for back office processes, offering both selective outsourcing of partial processes and processing of entire value chains. **We specialize in processing of data entrusted primarily by banks and financial institutions.** However, among CERI's clients, you can also find companies from FMCG, transport and construction industry. **We are always looking for highly qualified career starters and experienced specialists.** The practical knowledge of foreign languages, effective collaboration, process flexibility and computer skills are very important to us. **Irrespective of whether you're just beginning your career or looking for a new position, you're sure to find your ideal job with us.**

//// HOW TO APPLY

Sending an application – preliminary selection based on documents

Interview – we assess skills, discuss career plans and tasks on the position

Qualification tests – we check foreign languages, computer skills, logical thinking

//// DESIRED LANGUAGES



LOCATIONS

Łódź, Białystok

RECRUITMENT PLANS FOR 2015/16

150

 www.ceri.pl

 kariera@ceri.pl



Colgate-Palmolive Services

www.colgate.pl

www.CareersinPoland.com/employer/Colgate

//// ABOUT US

Colgate-Palmolive is a \$15.3 billion company serving people in more than 200 countries and territories with consumer products that make lives healthier and more enjoyable. Each day, the 38,000 employees of Colgate-Palmolive share a commitment to bringing you safe, effective products as well as programs to enrich communities around the world. The Company focuses on strong global brands in its core businesses – **Oral Care, Personal Care, Home Care and Pet Nutrition.** In Poland key brands are: **Colgate, Palmolive, Ajax, Colodent, Lady Speed Stick, Protex, Elmex, Meridol and Sanex.**

In 2008 the Company established Colgate Business Services Center in Warszawa to provide services to the CP subsidiaries. From our office, we perform the following processes: Supply Network Planning, Order to Invoice, Logistics Management, Accounts Payable, Credit to Cash, General Accounting, Supply Chain Accounting, Treasury, Management Reporting, Master Data Management, Indirect Procurement and Logistics.

At Colgate, we recognize that our people are our greatest asset. To support professional employee development and job satisfaction, Colgate proudly offers global career opportunities and education programs. We encourage employees to expand their professional horizons while gaining a greater business understanding.

//// HOW TO APPLY

Apply online. All our vacancies can be found on popular job boards. Find one for yourself and send your application with an English resume.

Also, you can send your application to: rekrutacja@colpal.com with the information which department you are interested in.

//// DESIRED LANGUAGES



Colgate-Palmolive Services

Marynarska Business Park, ul. Taśmowa 7, 02-677 Warszawa

RECRUITMENT PLANS FOR 2015/16

Customer Service and Logistics, Finance, Data Management
Summer Internship Program

 www.colgate.pl



METRO SERVICES PL

www.metro-services.pl

www.CareersinPoland.com/employer/Metro

//// ABOUT US

METRO SERVICES PL is one of the three shared service centers within the METRO Group.

METRO GROUP is one of global leaders in retail trade, operating in Europe and Asia. The METRO Group consolidates strong, independent, and recognizable brands: METRO/MAKRO Cash & Carry, Media Markt, Saturn, Redcoon, Real.

At METRO SERVICES PL, we concentrate our operations on providing services for finance and accounting processes in the field of non-AP: general ledger, fixed assets, receivables, reporting. We're a young, dynamically developing company with the destination to create an international Centre of Excellence.

Once you have Accounting in your DNA, whether you are graduate or professional with proven experience in accounting, our SSC is the right place to develop your career. Our company guarantees a lot of possibilities to gain experience in diverse areas of non-AP accounting. METRO SERVICES PL creates excellent development opportunities for its employees, and as a member of METRO Group, it is a stable and reliable employer.

//// HOW TO APPLY

Book your future in accounting and join a dynamically developing player on the market!

Visit our website www.metro-services.pl/en/career and leave your CV in our database.

//// RELOCATION PACKAGE

If you relocate, not only will we offer financial aid with your first salary, but we can also assist you with your first steps in the new country. Namely, we can help you with finding an apartment, arranging your relocation or collecting relevant documentation. We are here for you!

//// DESIRED LANGUAGES



and other European languages

RECRUITMENT PLANS FOR 2015/16

Szczecin: AR, GA, FA, Reporting & Internal Control, Finance Process Development

Currently, we employ 170 people.

RECRUITMENT PLANS FOR 2016

100 new vacancies

www.metro-services.pl



MOBICA

www.mobica.com

www.CareersinPoland.com/employer/Mobica

//// ABOUT US

Mobica is a world-leading technology company that provides services and solutions to some of the world's biggest technology companies. We work on projects with cutting edge technology, in the fastest-growing sectors: Mobile, Automotive, Financial Technologies, TV and Broadcasting, Semiconductor and Marine.

Now 10 years old, with a 800+ strong team of engineers, Mobica continues to grow year-on-year. This expansion and need for Mobica's services means we are constantly recruiting IT top talents! We are looking for software engineers, mobile software engineers, C++ or Java software engineers, software testers and software engineers in test.

Working in Mobica means:

- ✓ The chance to work on projects for some of the largest technology companies in the world
- ✓ Competitive salary
- ✓ Social benefits
- ✓ Relaxed atmosphere and flexible working hours
- ✓ Friendly, open and supportive culture
- ✓ Fun, social side of work too...football, bowling, meals out, cake etc.

//// RECRUITMENT PROCESS

Make a first step and submit your application. All of our job vacancies are available at www.mobica.com/careers/current-vacancies. Candidates who meet our criteria will be contacted. During the first call, both sides will verify each other's expectations. Then candidates will participate in a phone technical test with our engineer to check their knowledge – in the programming field, candidates declare desire to develop. At the last stage of the recruitment process, candidates will be invited for an interview in our office with an HR specialist and a potential direct manager. Successful candidates will receive a job offer and a binding offer letter.

//// RELOCATION PACKAGE

If a hired candidate is residing 100km or more from Mobica office, additional salary or renting a room (for an individually agreed period of time) will be offered. For international candidates, we cover the cost of work permit/visa as well.

//// DESIRED LANGUAGES



//// LOCATIONS

Bydgoszcz, Lublin, Łódź, Rzeszów, Szczecin, Warszawa

www.mobica.com



OIE Support | Laureate Online Education

www.laureate.net

www.CareersinPoland.com/employer/OIE-Support

/// ABOUT US

Laureate Online Education is part of **Laureate International Universities** and is a proud employer in Gdańsk with over **100 employees** working from our offices at the Arkońska Business Park in the Oliwa/Przymorze area. Laureate Online Education is one of the world's leading providers of online higher education worldwide and our students are at the heart of everything that we do – they are the reason we exist.

Laureate International Universities is the world's leading network of higher education institutions. All of the universities in our network aim to be Here for Good, both in permanence and purpose. We operate our organization with both principles in mind and strive to create a thriving network that will have a lasting positive impact on our students and the communities we serve. Our institutions are educating students in important fields like medicine, education, business, engineering and law **to meet the real-world needs of employers and communities in an increasingly interconnected, global society.**

Employees in our Gdańsk office support prospective students with the enrollment process onto their chosen Masters degree courses with the University of Liverpool, UK or Walden University, USA. Supporting our students is essential; therefore we have a number of support functions that operate from our Gdańsk office like Accounts Receivable, Collections, Registrar, Product Development, Student Support and Transcript Evaluation.

/// OUR OFFER

We have a range of opportunities available and offer:

- ✓ Role in an international company with stable position on
- ✓ Professional challenges
- ✓ People oriented culture
- ✓ Skills development through diverse work assignments
- ✓ Attractive compensation package with transport allowance, private medical care, life insurance and sport card
- ✓ Work with young, motivated team

/// DESIRED LANGUAGES



/// LOCATIONS

Gdańsk

 www.laureate.net

 gdansk@laureate.net



Schneider Electric

www.schneider-electric.com

www.CareersinPoland.com/employer/Schneider

/// ABOUT US

Schneider Electric is a global company. We employ more than 170,000 employees worldwide. The main objective of Schneider Electric is the creation of equipment and solutions for energy management and automation. The company's portfolio includes mainly corporate customers – ranging from hospitals and banks to airports and even underwater bases. Examples of places where you can find our solutions are the National Stadium in Warszawa and Terminal 5 at Heathrow London Airport.

Schneider Electric has developed the **Shared Services Centre in Warszawa** (covering **Finance, Human Resources, Marketing and IT departments**). They serve our branch offices around Europe or entire world (Marketing and IT).

We continue to develop our center and therefore constantly look for **applicants with passion, who speak foreign languages, are focused on customer and cooperation and who like continuously improving their skills.**

/// HOW TO APPLY?

Please visit our Careers Website www.schneider-electric.pl/sites/poland/pl/careers/careers.page to find out about current vacancies and apply online. We hire students, graduates and professionals all year round. We try to make recruitment process as quick and simple as possible, it is usually just 1 meeting at our office.

/// DESIRED LANGUAGES



/// LOCATIONS & PROCESSES

Warszawa: We hire over 400 employees in our Global Functions (Shared Services Centre): Finance, Human Resources, Global Marketing, IT and constantly look for new applicants due to our scope extension and centre development.

 www.schneider-electric.com



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 2,300 talented professionals of 30 nationalities, working in 17 languages.

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

SBO Krakow 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!

//// 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.

//// DESIRED LANGUAGES



RECRUITMENT PLANS FOR 2015/16

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

www.shell.pl/krakow



ThyssenKrupp Group Services Gdańsk

www.thyssenkrupp.com

www.CareersinPoland.com/employer/ThyssenKrupp

//// ABOUT US

Shaping the future together!

The future starts today – with products, services and sparkling ideas. We are a diversified industrial group with our engineering expertise in the areas of “Mechanical”, “Plant” and “Material”. We enable our customers to gain an edge in the global market and manufacture innovative products in a cost and resource efficient way. Around 155,000 employees in nearly 80 countries work with passion and technological expertise to develop high-quality products, intelligent industrial processes and services to achieve sustainable progress. We are also in Poland, setting up Global Shared Services (GSS) in Gdańsk with the goal to standardize and optimize global functions in the areas of HR, IT, Finance & Accounting as well as Real Estate Management. Our plan for the next five years is to hire 700 employees.

//// WHO WE ARE LOOKING FOR

Candidates with excellent communication skills and ability to teamwork who are fluent in English or German and with a degree. We appreciate also customer orientation, a high standard regarding the quality of your own work as well as experience in the areas of F&A, HR, IT, Real Estate, especially in BPO/SSC sector. We boost your career and show you how to work globally in exciting projects. Your knowledge is our most important resource.

//// WHAT WE OFFER TO STUDENTS

Hours and hours in the classroom and the library only take you so far – nothing can be compared to hands-on experience. An internship at ThyssenKrupp Group Services Gdańsk gives you the opportunity to take a good look at the global management of different processes. Refer to the details at bit.ly/1wpSHVA.

//// DESIRED LANGUAGES



Have we made you want to find out more about ThyssenKrupp?

www.thyssenkrupp.com

You may submit your application to:

career.pl@thyssenkrupp.com

ThyssenKrupp Group Services Gdańsk

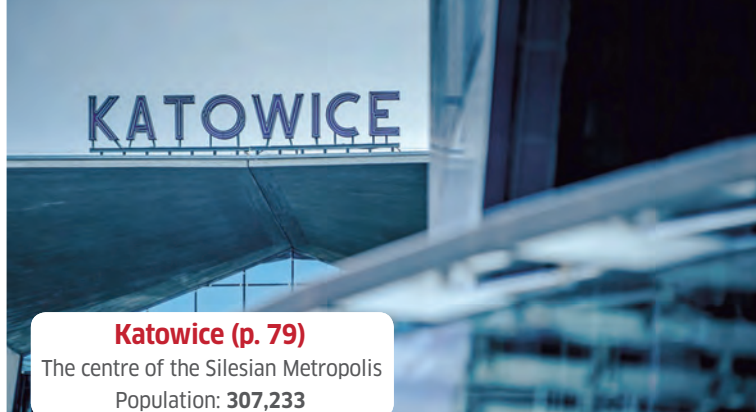
al. Grunwaldzka 472 D

80-309 Gdańsk

Become One of us!



Bydgoszcz (p. 78)
A city located in northern Poland
Population: **358,614**



Katowice (p. 79)
The centre of the Silesian Metropolis
Population: **307,233**



9 POLISH CITIES - THOUSANDS OF JOBS FOR FOREIGNERS

Warszawa/Warsaw (p. 85)
The capital and the largest city of Poland
Population: **1,740,119**



Łódź (p. 81)
The city's name translates literally as "boat".
Population: **715,360**



Poznań (p. 82)
A city on the Warta river in west-central Poland
Population: **551,627**



Szczecin (p. 83)
A major seaport in Poland
Population: **407,811**



Trójmiasto/Tricity (p. 84)
A metropolitan area in Poland consisting of three cities: Gdańsk, Gdynia, and Sopot
Population: **748,126**



Kraków/Cracow (p. 80)
The second largest and one of the oldest cities
Population: **761,900**



Wrocław (p. 86)
The European Capital of Culture and the World Book Capital in 2016
Population: **634,487**



Bydgoszcz

CHECK THE PRONUNCIATION



Bydgoszcz represents a young, cosmopolitan and open-minded society. The average age is 36.

According to the World Bank Group report, Bydgoszcz ranked number one in terms of ease of doing business in Poland.

A modern city with good infrastructure and moderate cost of living.

Companies presented in this guide

Atos

page 50 / 6 languages



page 74 / 1 language

Other companies in the city searching for native speakers: **Alcatel Lucent Polska, Genesys Telecommunications Laboratories, Livingston, SDL Poland, Vivid Games**

Languages searched by companies from Bydgoszcz



Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=BYDGOSZCZ

Profiles of companies in Bydgoszcz:



WWW.CAREERSINPOLAND.COM/CITY/BYDGOSZCZ/EMPLOYERS



Katowice

CHECK
THE PRONUNCIATION



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

Well-developed educational & business infrastructure attracts numerous investors.

Having a great potential, Katowice is a perfect city with high quality of life to work and live in.

Companies presented in this guide



page 53 / 27 languages

Peek.Cloppenburg

page 68 / 13 languages

Other companies in the city searching for native speakers: **ArcelorMittal SSCE, Barona, IBM GSDC, ING Services, ista Shared Services, JCommerce, NGA HR, PwC SDC, Rockwell Automation, Saint Gobain, Sii, Sopra Steria, Unilever, Wipro**

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



Kraków (Cracow)

CHECK THE PRONUNCIATION



FOT.: P. KRAWCZYK

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

A leading academic centre: 23 higher education institutions, including 2 ones from the global university ranking (CWUR).

Almost 10 m. tourists visiting Kraków in 2014.

Companies presented in this guide



page 50 / 6 languages



page 53 / 27 languages



page 29 / 12 languages



page 65 / 6 languages



page 68 / 13 languages



page 76 / 17 languages

Other companies in the city searching for native speakers: **ABB, Akamai, Alexander Mann Solutions, Amer Sports FSC, Amway BCE, Aon, Arvato Finance, Brown Brothers Harriman, Capita, CH2M Hill, Cisco, Delphi, Ecolab Services, EPAM Systems, Euroclear Bank, Farnell element14, GE Healthcare, Genpact, Getinge Group, HCL, HEINEKEN GSS, Herbalife, Hitachi Data Systems, HSBC, IBM BTO, JCommerce, Lufthansa GBS, Lundbeck, Luxoft, Motorola Solutions, Nokia Networks, PMI SCE, R.R. Donnelley, Rolls-Royce, RWE, Sabre, Serco, Sii, State Street Bank, UBS, UPM Kymmene, Xerox**

Languages searched by companies from Kraków



Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=KRAKOW

Profiles of companies in Kraków:



WWW.CAREERSINPOLAND.COM/CITY/KRAKOW/EMPLOYERS



Łódź

CHECK
THE PRONUNCIATION



Łódź is the 3rd largest city in Poland. Convenient transport connections to Warszawa – only a 90-minute travel.

Łódź is an industrial, business services and logistics centre.

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

Companies presented in this guide

accenture

page 2 / 30 languages

Atos

page 50 / 6 languages

CERI

page 73 / 6 languages

citi

page 56 / 1 language

Infosys

page 62 / 24 languages

mobica

page 74 / 1 language

Peek&Cloppenburg

page 68 / 13 languages

Other companies in the city searching for native speakers: **AMG.net, Bosch & Siemens, Clariant, Comarch, Cybercom, Dell, DHL Express, Ericpol, Flint Group, Fujitsu, GFT, Harman, HP, Intersoft, McCormick & Company, Nordea Operations Centre, Oberthur Technologies, Sii, SouthWestern, Target BPO, Tate & Lyle, Takeda, TomTom, UPS, Veolia SAP Center of Excellence, Xerox**

Languages searched by companies from Łódź



Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=LODZ

Profiles of companies in Łódź:



WWW.CAREERSINPOLAND.COM/CITY/LODZ/EMPLOYERS

POZnań* Poznań

CHECK THE PRONUNCIATION



Poznań is located in the mid-west of Poland on the Warta river, halfway between Warsaw and Berlin.

Poznań is one of the oldest cities in Poland. The first rulers of Poland were buried in Poznań's cathedral on the island (Mieszko I, Boleslaus I, and others).

Each year 35,000–40,000 students graduate from Poznań institutions of higher education. Three quarters of them are outsiders who have chosen to stay in the city.



Companies presented in this guide



page 53 / 3 languages

Other companies in the city searching for native speakers: **A. Schulman SSC, arvato Polska, Bridgestone EBS, Ciber, Carl Zeiss Shared Services, Carlsberg Shared Services, CenturyLink, DFDS Finance Service Centre, Duni EFF, GlaxoSmithKline, IKEA Business Service Center, JCommerce, Kennametal Polska, MAN Accounting Center, McKinsey EMEA, Newell Poland Services, O-I Business Service Center, Sii**

Languages searched by companies from Poznań



Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=POZNAN

Profiles of companies in Poznań:



WWW.CAREERSINPOLAND.COM/CITY/POZNAN/EMPLOYERS



Szczecin

Szczecin

CHECK
THE PRONUNCIATION

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

Szczecin – a friendly living place and a fast-growing metropolis.

Szczecin has a unique location which ensures perfect connectivity to the rest of Europe and worldwide. The city is located only 12 km from the German border, 65 km from the Baltic Sea and 281 km from Copenhagen.

Companies presented in this guide

page 74 / 12 languages

page 74 / 1 language

Other companies in the city searching for native speakers: **arvato Bertelsmann, ATS, BL Stream, brightONE, Coloplast, Consileon, Convergys, Customer Services Polska, Dansk Supermarked, DGS (Sonion), doIT technology, Gamelion, Genpact, Global One, NCDC, REC Global, Red Sky, Sagra Technology, Squiz, Sunrise finance, Teonite, Tieto Poland, Unicredit Business Partner, Uniquesoft, Unizeto**

Languages searched by companies from Szczecin



Current job vacancies for foreigners:

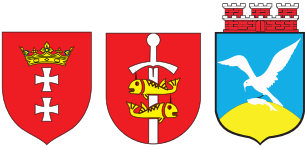


WWW.CAREERSINPOLAND.COM/JOBS/C=SZCZECIN

Profiles of companies in Szczecin:



WWW.CAREERSINPOLAND.COM/CITY/SZCZECIN/EMPLOYERS



Trójmiasto

(Tricity: Gdańsk, Sopot, Gdynia)

CHECK THE PRONUNCIATION



FOI.: REPOZYTORIUM IŚCI DEPARTAMENT TURYSTYKI UMWP

The largest economic centre which attracts most companies in Northern Poland. The economy presents constant and stable increase in new investments, which automatically results in employment growth.

An important centre of the economic, scientific, and cultural life, and a frequented tourist location in Northern Poland.

Outscores other Polish cities in terms of its residents' happiness. It attracts with its natural beauty – an exquisite location among wooded hills (190,000 ha of forests), close to the sea and the beaches, which makes the agglomeration a perfect place for water sports, cycling, and running.

Companies presented in this guide

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<p>page 76 / 2 languages</p>	Other companies in the city searching for native speakers: Acxiom, Air Help, Competence Call Center, Get Response, Intel Tech. Poland, Kemira, Lufthansa Systems, Metsa Group, MOL, Sii, Sony Pictures Entertainment GBS, State Street Bank, Thomson Reuters, Transcom, WNS Global Services			

Languages searched by companies from Trójmiasto



Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=GDANSK

Profiles of companies in Gdańsk:



WWW.CAREERSINPOLAND.COM/CITY/GDANSK/EMPLOYERS



CITY OF WARSAW

Warszawa (Warsaw)

CHECK
THE PRONUNCIATION

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

Google Campus located in Warszawa.

Warszawa is also a cultural capital of Poland – apart from daily theatre and cinema shows, the city hosts great music and art festivals, and concerts, many of which are free of charge.

FOT.: ZBIGNIEW – PZ STUDIO PANÓW

Companies presented in this guide

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page 50 / 6 languages

page 53 / 3 languages

page 72 / 10 languages

page 56 / 1 language

page 73 / 15 languages

page 74 / 1 language

page 68 / 13 languages

page 75 / 13 languages

Languages searched by companies from Warszawa



Other companies in the city searching for native speakers: **Axiom, Alcatel Lucent Polska, Aria, Aviva Services, Avon, Biomerieux, BMW, BNP Paribas Securities Services, Cybercom, Cyclad, DataContact, ELAVON, Google, JCommerce, Jones Lang Lasalle, Mettler Toledo, OCP, OpusCapita, Pandora, P&G, Philips, RBS, Sii, SITEL Polska, Stanley Black & Decker, Testronic, Wipro**

Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=WARSZAWA

Profiles of companies in Warszawa:



WWW.CAREERSINPOLAND.COM/CITY/WARSZAWA/EMPLOYERS



Wrocław

CHECK THE PRONUNCIATION



The 4th largest Polish city, one of the most modern and fastest growing ones; the European Capital of Culture 2016.

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

Many international companies offering jobs for foreigners (e.g. Google, HP, Credit Suisse, IBM, Capgemini, Nokia, 3M).

Companies presented in this guide



page 71 / 10 languages



page 50 / 4 languages



page 53 / 3 languages



page 59 / 6 languages



page 13 / 11 languages



page 68 / 13 languages

Other companies in the city searching for native speakers: **3M, BD Shared Service Center, BL Stream, BNY Mellon, CRISIL, CSS Corp, Dolby, Google, HP, IBM GSDC, Luxoft, Nokia, Parker Hannifin ESSC, Qatar Airways, Qiagen Business Services, Siemens, Sii, Tieto, UBS, UPS, UTC Aerospace Systems, Volvo**

Languages searched by companies from Wrocław



Current job vacancies for foreigners:



WWW.CAREERSINPOLAND.COM/JOBS/C=WROCLAW

Profiles of companies in Wrocław:



WWW.CAREERSINPOLAND.COM/CITY/WROCLAW/EMPLOYERS

564

miles per hour

Wright Flyer
(1903)

13,000

miles per hour

Falcon HTV-2
(2015)



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ready to
accelerate
your
career?

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