

CAREERS in POLAND

EDITION 2019/2020

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FIRST STEPS

your relocation guide

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first-hand experiences

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company presentations



The new expats

the next generation of workers in Poland



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CAREERS in POLAND

EDITION 2019/2020

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Dear readers

We are proud and excited to finally unveil our brand new look – one that we have settled on after months of creative brainstorming, intense discussions and, above all, hard work. This year marks the fifth anniversary of our launch and it seemed like a fitting time to refresh our visual identity. Our aim was to create a clean yet distinctive design with a more modern feel. Most importantly however, we wanted it to be enjoyable and easily recognizable to our readers. We really hope that we have achieved this goal and that you like the outcome as much as we do.

For the past five years, the Careers in Poland team have made their best efforts to help you gain valuable insight into the Polish job

market. We have strived to provide you with the most relevant and reliable information on the fast-evolving business services sector, which has attracted a growing number of foreign employees to Poland. However, never before have we focused on expats themselves. This year, it is time to reflect on your motivations and career goals, to explore your potential and to see how your unique skills can be best put to use in today's and the future job market. If you are still planning your move to Poland, we encourage you to look for inspiration in the stories of six talented people from Accenture Operations Poland, who decided to take the leap and progress their careers in our country.

As depicted on our cover this year, moving to a foreign country is all about building bridges, between people and their cultures. It may seem like a daunting task at first and you will surely miss your home country – let the memories of it be reflected by the padlocks on the bridge. You will always carry them with you as you move towards your desired destination.

We hope to help you build a bridge to exciting new opportunities in Poland.

Happy reading!

Joanna Czarnecka
Editor-in-Chief

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Dear readers

With immense pleasure, I invite you to the new edition of Careers in Poland powered by Accenture Operations. I hope that this guide and stories of Accenture people will become an inspiration for you to build your own professional experience in Poland.

The business services sector is one of the most dynamically developing industries in Poland. Over the years we have strived to make Poland an attractive place for global players and investors who want to develop their business right here. The growth of the industry is possible thanks to both new investments that were located largely in many Polish cities and the consistent employment growth within existing centers. The sector gives an opportunity to join a truly multinational environment.

Accenture Operations is present in Poland, in Warsaw and Cracow. More than a third of the company's employees are foreigners, which creates a veritably international group with a unique multicultural atmosphere. Our colleagues come from around 70 countries and serve Accenture clients in nearly 30 languages.

The culture of Inclusion & Diversity enables us to work with colleagues of different backgrounds and coming from all around the world, which is one the main advantages of

Accenture Operations. No matter who you are or where you come from, if you have a sense of belonging and are valued by your employer for contributions, perspectives and circumstances, you will be empowered to innovate more. Therefore, Accenture is committed to championing a culture of equality. We have created a place where our people are empowered to be at their best, both professionally and personally, staying authentic and themselves.

It all comes down to a perfect mix of culture, training and opportunities. At Accenture Operations, we all have a fantastic chance to learn different cultures as we experience diversity every day. We would not be the same place without our people of numerous nationalities building the culture of respect, passion & purpose and innovation.

We also care about the work environment. Our innovative, environmentally friendly and comfortable offices allow our people from different countries and cultures to find a common language, to learn, work and grow together. Innovations can only arise in such an environment.

This time, I would like to invite you on a journey, where you will discover six stories of our Accenture colleagues. Curiosity, development, coincidence or love – they

all came to Poland for different reasons, but all found their place at Accenture Operations. Check exciting stories and explore opportunities waiting for you too. Do you want to make Poland your place? Get inspired!

Enjoy.



Edyta Gałaszewska-Bogusz
Managing Director
Accenture Operations Poland

Find out more about Accenture Operations on **pages 22-23** and on the website www.accenture.pl/en

To apply to Accenture Operations go to: CareersinPoland.com/employer/accenture-operations www.careers.accenture.com

 **accenture**operations

Find your language

and check which companies

in Poland are looking for you!



ENGLISH

- All companies presented in this guidebook are looking for employees who are fluent in English.



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The new expats

The next generation of workers
in Poland



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The expat factor

It was not long ago that the term “expatriate” would usually refer to an employee sent on a long-term overseas assignment by their parent company. Accompanied by their immediate family, the professional would be relocated for several years and entrusted with a mission to oversee the company’s foreign subsidiaries. This traditional expat model, though by no means extinct, seems no longer prevalent in this day and age.

As noted by the European Commission, “Today, migration is characterised by mixed flows and mixed motives” (EPSC, 10 Trends Shaping Migration, 2017). The last two decades have seen a rise in several new types of migration, some of which have been spurred by the ever-expanding global marketplace and the arrival of new generations of employees. While it remains true that each person’s experience is different, the development of certain tendencies have become apparent.

NEW OBJECTIVES

Today’s technology savvy, flexible professionals have proved to be more mobile than any generation before and hence more willing to undertake overseas

assignments or even self-initiate their relocation to another country. Although most moves tend to be motivated by better career prospects, aspects such as personal development or intercultural experience have also come to the fore. In HSBC’s 2017 Expat Explorer report, two in five surveyed expats declared they were seeking new challenges abroad, whereas one third of respondents hoped to improve the quality of their life. In a candidate – driven labour market, employees appear to be more open to exploring new career paths and searching for employers that align with their interests and values – even if said employers operate in foreign markets. Understanding the impact of this change is key for today’s businesses – but so is embracing all the opportunities that come along the way.

NEW SKILLS

It is an obvious cliché that travel broadens the mind but the timeworn maxim can hardly be denied. Irrespective of its form or purpose, each relocation offers unique exposure to other workplace cultures, viewpoints or novel concepts, to which the young seem particularly responsive: “The experience of working or simply living in a different country always leaves its mark,” observes Justyna Sarnowska, a sociologist and coordinator at the Youth Research Center of SWPS University. “Regardless of whether we become part of a diverse or a more homogeneous working environment, we are given a chance to come into contact with some norms, values or perspectives which are unlike our own. In

terms of cultural exchange, young people are like sponges: having little or no prior experience on the job market, they start as blank slates and absorb everything that is happening around them. The knowledge then serves as a basis for their future professional activities”.

With that reflection comes another thought: how can such cultural observations and human interactions be translated into career-related skills or competencies relevant to the person's professional development? Fluency in foreign languages is, without doubt, indispensable in today's job market but our expert points to other valuable abilities, shaped by the experience of working abroad – such as self-reliance or resourcefulness: “It is worth emphasizing that the great majority of young people who are just beginning their relocation process are not fully aware of all the challenges they are about to face. Therefore, it is vital that they learn to be independent and responsible while adjusting to the new surroundings, where they cannot rely on their parents' help anymore”.

However, in order to familiarise oneself with another country's ways and habits, it is first necessary to engage in intercultural communication, thus building skills which are of critical importance in today's multinational organisations: “Other competencies are related to the person's adaptability to a new environment and ability to cooperate with people of various cultural backgrounds. Those who have experienced working abroad, tend to be more empathetic towards others and show better understanding of people's actions and behaviour, often influenced by different cultural contexts,” says Justyna Sarnowska.

As we move towards an increasingly AI driven world, it is the soft skills such as empathy, cultural awareness or social intelligence that add human value to performed tasks and processes. International relocation usually requires stepping outside one's comfort zone, which in turn accelerates the acquisition of said competencies. In a constantly changing labour market, making projections about future jobs resembles gazing into the crystal ball of technology trends. Nevertheless,

it seems safe to assume that the human factor will never be outdated.

A NEW DIRECTION

As the world becomes increasingly interconnected and accessible, younger generations of workers seek new destinations for professional and personal growth. Over the last decade, Poland has seen a considerable rise in foreign employees, drawn by the country's stable economic growth, safety and one of the lowest unemployment rates in the European Union. While the great majority of residence permits are invariably issued to citizens of Poland's neighbouring countries – most notably Ukraine and Belarus – there has been an observable increase in young employees from various other parts of the world, including Western European countries. According to the data published by the Polish Office for Foreigners, most

today's generation of expatriates: “Poland has the potential for further economic and social growth, which means young newcomers are given an opportunity to contribute to the country's development. The idea that they can learn and create an impact in a new place, acts as an additional incentive to relocate.” New generations of employees, whether foreign or native-born workers, always bring their own sets of values to the workplace. Nowadays, young professionals are more likely to prioritise a sense of purpose and satisfaction derived from a job over a single-minded pursuit of a career. The Polish labour market can, however, accommodate the needs of different job seekers, including the most career-minded individuals. The country's business landscape is being shaped by modern, innovative organisations, performing ever more advanced business processes or paving the way for cutting-edge solutions. It is noticeable that the rise

Poland has the potential for further economic and social growth, which means young newcomers are given an opportunity to contribute to the country's development

Justyna Sarnowska, PhD
Youth Research Center, SWPS University



EU citizens who apply for residence permits in Poland come from Germany, Italy and the United Kingdom. The immigration flow has not gone unnoticed and, as reported by the Polish Social Insurance Institution (ZUS) in 2018, the number of EU nationals covered by the social security scheme in Poland has doubled in the last ten years. Thus, a question arises: what motivation can be ascribed to this group of employees, whose reasons for relocation cannot be explained in economic terms? Naturally, the role of Poland's flourishing and fast evolving business services scene, which brings together professionals of various nationalities, should not be overlooked in the discussion. However, Justyna Sarnowska mentions another important factor which seems to resonate with

of the KPO industry (Knowledge Process Outsourcing) has prompted a growing need for highly skilled professionals, foreign nationals included. Indeed, as indicated by the Polish Ministry of Investment and Economic Development, the demand for expat workers in Poland is bound to grow successively in the coming years. Similarly to other European countries, Poland will face a decline in the working age population and it is estimated that in 2030, around four million job vacancies may be left unfilled. It becomes evident then that in order to meet future market demands, Poland will need to respond to the changing expectations of young expat workers and provide them with the necessary scope for continued growth, thus leading to their professional and self-fulfilment. ▀

In pursuit of happiness

Finding a fulfilling job in a new country is key to ensuring a happy expat life. In fact, new generations of employees are increasingly interested in overseas work opportunities and willing to move abroad in search of their dream jobs. Employers on the other hand, strive to meet candidates' expectations and retain their best talent in today's competitive market. In simpler terms – their aim today is to keep employees happy.

“Pleasure in the job puts perfection in the work” – the idea that satisfaction leads to better job performance was already proposed by Aristotle over two thousand years ago. Yet a lot of employees today would have trouble associating the words “joy” or “happiness” with any work-related activities. Until very recently, office work was perceived mostly in terms of economic necessity, rather than a means to personal fulfilment. This approach seems to be changing with today's competitive candidate market and new generations of employees, bringing their own ideas and expectations to the table. The shift towards an employee-centred workplace has been further fostered by socio-demographic factors – an ageing society, leading to a decline in working age population, coupled with an ever increasing global mobility. Moving abroad in search of work has become easier in the technology-driven world, where expats can remain in daily contact with their families at home and

budget air travel is accessible to virtually anyone.

SEARCHING FOR QUALITY

However, it should be noted that the majority of expatriates do not move abroad solely in search of better career opportunities, but an improved quality of life. According to the 2018 World Happiness Report, most migrants focus on what may be perceived as “the pursuit of happiness”: “Voluntary migrants mention a variety of motives for migration, including economic gain, career or study opportunities, living closer to family, or a more livable or suitable environment (e.g., more religious or political freedom). On the most general level, however, these concrete motives are different ways migrants attempt to improve their own or their families' lives. Empirical research shows that, when making important decisions such as migration decisions, most

people tend to choose the option they think will make them or their families happiest.” The report indicates that in most cases expats eventually succeed in achieving their initial goal: “By comparing migrants to matched potential migrants and stayers without migration plans, we estimate that migrants across the globe evaluate the quality of their lives on average 9% higher following migration.” (Sustainable Development Solutions Network, World Happiness Report, 2018). Considering the amount of time an average person spends at work during their lifetime, it seems worth pondering how a company's culture can affect the employee's wellbeing and, in consequence, how it can shape the migration experience – or in other words, the level of happiness – of its foreign workers.

RECIPE FOR SUCCESS

When browsing Polish job offers, one might

be left with the impression that everything has already been invented in terms of employee perks and benefits. Sports cards, access to private healthcare services, subsidised language courses, postgraduate studies or professional training are gradually becoming standard for Polish employees. Some job advertisements may also list a company car, an employee pension scheme, a holiday plan or even flexible work arrangements and additional days off. Today's modern workplaces provide "recreational spaces" or special relaxation areas, where employees can unwind for a little while and recharge their energy levels before returning to work – the popular chill-out zones for example, are designed to help workers relax, clear their minds and collect their thoughts. A brief moment of peace and quiet provides much needed relief from the bustling open-plan offices, where the constant hum of voices may sometimes resemble the buzz of a beehive. Some companies go a step further, introducing "nap rooms" for those in need of a short power nap, mini-gyms or office gardens and terraces – these in turn, add a refreshing touch of nature to the otherwise urban surroundings. At the same time, more employers take their employees' family responsibilities into consideration. Workplace facilities such as an on-site childcare centre, kindergartens or a private space for nursing mothers help working parents transition back to work from parental leave, relieve stress and reconcile their professional and family lives. A comfortable salary, benefits or amenities may seem like a guaranteed recipe for success to many employers. But are those enough to make workers "happy" with their jobs?

COMPONENTS OF WELL-BEING

Most available research leaves little doubt that perks and benefits help boost employee morale, but a sense of purpose seems to be the number one factor in employee satisfaction. In the end, nothing sounds more discouraging than performing meaningless work. The Well-Being Index, prepared by the Gallup Institute in partnership with Sharecare, lists five core elements that might have a bearing on the employee's well-being and satisfaction:

1. Purpose: willingness to achieve professional goals or a sense of enjoyment derived from one's work;
2. Social: friendly work environment, positive relationships with co-workers based on mutual kindness, honesty and openness as well as trust;
3. Financial: a sense of stability and financial security, receiving adequate remuneration;
4. Community: a sense of collectivity and taking pride in one's workplace;
5. Physical: good health condition and energy to perform daily activities.

- of humour and sharing laughs with them (31% of answers);
3. Passion for my work (28% of answers);
4. Positive feedback and appreciation coming from my co-workers and the manager (24% of respondents);
5. Joy of completing a task (18% of respondents).

It seems then that tolerance, sense of humour, passion and a dash of praise make for a true – and universal – recipe for success.

ARE YOU THE NEXT HAPPINESS OFFICER?

The latest workplace trends have given rise to a new job category – the CHO: Chief Happiness Officer. While the idea may still be met with confusion or a certain dose of scepticism, the new role seems to be rapidly growing in popularity – both in Poland and abroad. What are the duties of a CHO? It all depends on the company. Some happiness officers are put in charge of their company outings, celebrations and team-building events, others take a more psychological approach, helping employees manage stress and anxiety levels.

Although only a small percentage of employees are lucky enough to thrive in all five areas, it is worth aiming for a sense of well-being at work. Employee satisfaction leads to increased productivity, engagement and ultimately better company performance. In addition, employees who find fulfilment at work are less likely to consider a job change – improving well-being in the workplace seems to be the best talent retention strategy.

But how exactly do employees define "happiness"? As proved in a recent survey by HRM Institute and AmRest (HRM Institute, Międzynarodowy Krajobraz Radości w Pracy, 2019), respondents from around the world share similar associations with happiness at work:

1. Atmosphere where I feel comfortable and I am not afraid to express my opinions (36% of answers);
2. Working with people who have a sense

POLISH TAKE ON HAPPINESS

What is the Polish opinion on well-being at work? According to the HRM Institute's report, as much as 93% of Polish employees agree that happiness in the workplace matters to them. The majority of Poles value friendly team atmosphere, job stability and clear rules, namely knowing their position in the organisation and their manager's expectations. At the same time, autonomy in the workplace is of great importance to many.

There can be no doubt that employees who feel at ease in their workplace are more willing to step outside their comfort zones, take the initiative and set ambitious goals. It is also worth remembering that positive feedback from the manager or co-workers strengthens the sense of belonging and identification with the company's goals. And who, after all, can better promote the company than a happy employee? ▶

Open road, open mind

The only constant in modern business world is change. Anyone willing to stay ahead of the curve should keep their skills updated to the demands of the market. There is no way of knowing what the future holds, but it is always possible to take control of one's career and personal development. Nowadays, the formula for success is to stay flexible – and expats might be well ahead of others in this respect.

Foreseeing the future has always been the domain of clairvoyants and fortune-tellers. Yet, a lot of economists and market analysts today take on this difficult task, in an attempt to anticipate future business trends and challenges.

HUMAN MEANS FUTUREPROOF

New times call for new solutions, ways of approaching problems and skills that were never seen as “core” in the workplace of the past. Therefore, in response to the changing world of work, a number of global institutions and organisations have set out to determine what skills will be necessary to stay relevant in the labour market. In Europe for instance, the Council of the European Union has adopted a reference

framework of key competences for lifelong learning, which are considered fundamental for: personal fulfilment, healthy lifestyle, employability and social inclusion. As explained in the Council Recommendation of 22 May 2018, “People need the right set of skills and competences to sustain current standards of living, support high rates of employment and foster social cohesion in the light of tomorrow’s society and world of work.” The “key competences” have been defined as a combination of skills, knowledge and attitudes, which can be acquired and developed throughout life. According to the Council Recommendation, nowadays it is vital to develop competence in the following areas:

- **Literacy competence:** relates to the ability to communicate and build

connections with other people in a variety of ways and situations;

- **Multilingual competence:** involves awareness of the cultural aspects of communication, respect for other people’s mother tongues and the ability to use different languages;
- **Mathematical competence and competence in science, technology and engineering:** means having an understanding of scientific concepts and the ability to apply mathematical thinking and reasoning in everyday situations;
- **Digital competence:** involves the ability to use digital technologies in order to work, learn and participate in the society, while being aware of digital risks and limitations;

ARTIFICIAL INTELLIGENCE VS. CULTURAL INTELLIGENCE?

The cultural intelligence or cultural quotient (CQ) builds on cultural awareness and emotional quotient (EQ). Nowadays, CQ is becoming more important than ever in the business world – it involves the ability to bridge cultural differences and work effectively in culturally diverse situations.

- **Personal, social and learning to learn competence:** relates to the ability to manage one's own learning and career, an understanding of different points of view and the willingness to learn and develop in a variety of life contexts;
- **Citizenship competence:** means active participation in social and civic life, understanding of global developments and support for cultural diversity;
- **Entrepreneurship competence:** related to skills such as creativity, critical and strategic thinking, the ability to take initiative, manage projects and assume a proactive approach;
- **Cultural awareness and expression competence:** means an understanding of one's cultural heritage, knowledge of global cultures and creative means of expression as well as the ability to engage in creative processes.

It is worth noting that the above list comprises not only hard skills related to STEM education (in science, technology, engineering and mathematics) but also a range of transferable soft skills – otherwise called “employability skills” – which help an individual adapt to changing circumstances and environments. As pointed out in the mentioned Council Recommendation, “Nowadays, competence requirements have changed with more jobs being subject to automation, technologies playing a bigger role in all areas of work and life, and entrepreneurial, social and civic competences becoming more relevant in order to ensure resilience and ability to adapt to change.” The Council of the European Union has also stressed the importance of effective communication, creative thinking or intercultural competence, namely a set of skills which are essentially human and can hardly be replaced by automated algorithms. The rapid rise of artificial intelligence in

business has raised widespread concerns about job loss due to automation – a worrying vision amplified by catchy media headlines, announcing the soon end of the human workforce. On the other hand, however, a growing number of job market experts have begun to underline the relevance of the “human touch”, which is to be complemented, rather than mimicked or replicated by technological solutions. Already in 2011, the Institute for the Future, a Silicon Valley-based think tank, raised a few questions, pondering the human role in the AI era: “What are humans uniquely good at? What is our comparative advantage? And what is our place alongside these machines?” (The Institute for the Future, Future Work Skills 2020, 2011). The answers to some of these considerations may be found in the “Future of Jobs” report by the World Economic Forum, aiming to identify the most in-demand skills of 2022: “Proficiency in new technologies is only one part of the 2022 skills equation, however, as ‘human’ skills such as creativity, originality and initiative, critical thinking, persuasion and negotiation will likewise retain or increase their value, as will attention to detail, resilience, flexibility and complex problem-solving.” (The World Economic Forum, The Future of Jobs Report, 2018).

LEAP INTO THE UNKNOWN

There can be no doubt that formal education plays a major role in shaping young people's attitudes, opinions and mindsets. However, learning is not confined to the walls of a classroom and it is when we dive into adult life and find ourselves in a multitude of unexpected contexts and situations that we can put our skills to the test. Therefore, it seems logical to conclude that a different cultural setting can provide one of the best learning environments for expats at all life stages. In fact, few challenges in life require

a greater amount of emotional resilience, flexibility and openness to other viewpoints than a relocation to a foreign country. Not only does it involve dealing with a number of legal formalities and practicalities, but also bridging cultural differences, and more often than not – overcoming language barriers on an everyday basis. The impact of informal learning processes on employability cannot be overstated – studies show that even short-term mobility programmes (such as the popular Erasmus+, Leonardo da Vinci or the European Voluntary Service) are considered highly beneficial for both personal and professional development. According to a report published by the Foundation for the Development of the Education System (FRSE), around 60% of former interns state that working in a foreign country has enhanced their problem-solving skills and preparedness to handle unusual or difficult situations. Additionally, almost three quarters of the respondents have increased their cultural competence by working in an international work environment and nearly all participants believe they have improved their foreign language skills during the internship (M. Pachocki, Mobilność kluczem do kariery?, FRSE, 2018).

All the above goes to show that expat skills and experiences might be a source of competitive advantage in the future job market. Most importantly however, expatriates seem to be well prepared for the challenges of the coming years – as observed by the Institute for the Future, “In a truly globally connected world, a worker's skill set could see them posted in any number of locations – they need to be able to operate in whatever environment they find themselves.” (The Institute for the Future, Future Work Skills 2020, 2011). ▶

A woman with a colorful headwrap, wearing a blue button-down shirt tied at the waist over a white skirt, stands on a balcony. She is looking out over a city skyline with modern buildings under a clear sky. The balcony has a glass railing and concrete pillars.

A woman's place is abroad

It is quite common to assume that men are far more likely than women to go abroad in search of a job. However, just as the world and the labour market are changing, so are our habits, attitudes and viewpoints. An increasing number of employees – both men and women – want to become part of the global expat community. What if it is still a man's world?

Today, we are witnessing one of the biggest migration flows of all time. Unfortunately, the sad reality is that great numbers of people have to flee their countries and seek asylum in order to save their and their families' lives. Thousands of refugees are being forced to leave their homes due to political reasons, environmental changes or social unrest. On the other side of the spectrum are the lucky ones – expats who just wish to travel the world, explore new cultures, improve their personal and professional lives. The last group seems to be continuously growing in size. Why do so many employees want to relocate for work? Are women given the same opportunities as men when it comes to international assignments? In order to find the answers,

it is first necessary to understand the changing dynamics of the modern workplace.

TODAY'S WORKPLACE

The term "millennials" has been tossed around a lot in the past years – it would be no stretch to say that they are the most researched generation in history. Born in the 1980s and 1990s, millennials (otherwise known as Generation Y) were the first generation to grow up with computers and internet access – hence, their innate tech-savviness. Millennials are no strangers to multitasking and often seek new challenges at work. They expect the employer to provide them with professional

training and development programmes. If entrusted with meaningful and interesting tasks, millennials make for very engaged employees. If not – they are ready to seek new opportunities in the candidate-driven market. However, Generation Y has not yet taken over the workplace – in fact, most employers today need to balance the expectations of multigenerational teams. Fresh university graduates often cooperate with their more experienced colleagues, the post-war baby boomer generation, which is said to be independent, self-reliant and dedicated. Baby boomers tend to apply "big picture" thinking to problem solving and favour long-term stability over frequent job change – this generation seems to be very committed to both their workplace and the

job role. Then there is Generation X, born between 1965 and the late 1970s, which has been witness to the rapid evolution of technology and feels at ease both in face-to-face and digital contexts. Just like millennials, members of Generation X tend to opt for those companies that invest in their development and allow for a certain amount of flexibility and autonomy at work. These employees seem diligent, hard-working and loyal to their companies – providing that the job is engaging enough to hold their interest. The youngest group in today's workplace is known as Generation Z or Generation C – where the “C” stands for “connect, communicate, change”. Born in the mid-to-late 1990s (or even the early 2000s), they grew up with phones in their hands, constantly connected to the digital world. Members of this generation are said to be creative, open to challenges and new possibilities.

Needless to say, the above is an obvious simplification of the attitudes displayed by different generations of employees. However, it is worth taking these factors into account, to tap the full potential of all age groups and better recognise the needs and strengths of all employees. Such an overview may also help understand the nature of today's expatriation and to see why some employees may be more willing to accept a job abroad than others.

Nowadays, it is common for large corporations to send their best talent to the company's foreign branches and subsidiaries. Although more costly, the process of relocation may prove less challenging than recruiting and training new employees. Expatriates, on the other hand, can benefit from attractive financial incentives (a salary increase, additional benefits and relocation bonuses), enhance their skills and advance their careers in a new location.

EXPAT GENDER GAP

The new wave of employees is said to be the driving force behind many important changes in the 21st century workplace, such as the growing popularity of employee engagement strategies or flexible work arrangements. Driven by a sense of curiosity and purpose, millennials are more prone to “job-hopping” and open to the idea of gaining international work experience. However, research has shown that, sadly, not all young employees are

given the same chance to develop their career abroad.

According to the 2015 PwC report, “The female millennial: A new era of talent”, young female professionals are increasingly interested in overseas career opportunities: “Female demand for global mobility has quite simply never been higher with 71% of female millennials identifying they want to work outside their home country during their career.” Nonetheless, women are much less likely to relocate for work than men – as pointed out in another PwC report, “women only account for a meagre 20% of current international assignees, making them vastly under-represented amongst the internationally mobile population” (PwC, Modern mobility: Moving women with purpose, 2016). Similar are the findings of a BCG survey, “Women on the Move: Shaping Leaders Through Overseas Postings”. As noted by the researchers, around 55% of the female respondents expressed their willingness to relocate (including 44% of women with family responsibilities), but fewer than 30% of them had been offered such a chance by their employers.

It is often argued that companies consider female employees to be less interested in expat assignments than their male co-workers, assuming women would be more likely to decline the offer due to family obligations. However, as indicated in the examples above, the assumption has no foundation in fact. It seems then, there is still huge room for improvement when it comes to gender equality in corporate workplaces and overseas career opportunities. There can be little doubt that systemic barriers faced by women hinder their career advancement and, in consequence, may prevent them from pursuing higher-level positions in their organisations. All around the world, women are still largely under-represented in leadership positions within companies – breaking the expatriation glass ceiling could be a major step towards greater gender equality in the workplace.

BEST DESTINATIONS

Bearing all that in mind, it comes as no surprise that a growing number of women choose to self-initiate their relocation to a different country. In Europe, the Nordic countries are usually ranked among the most attractive destinations for female

expats – after all, Finland, Sweden or Norway are well known for leading the way in gender equality.

However, it is also worth noting that Poland has made huge progress towards workplace equality in recent years. In 2019, the country was ranked among the top 10 of countries that are considered best for female employees, according to the PwC's Women in Work Index. Thanks to its record low unemployment rate and one of the lowest gender pay gaps in Europe (5%), Poland scored higher in the ranking than Canada, Switzerland or the United States. Additionally, as reported by Eurostat in 2019, women hold around 47% of managerial positions in Poland, which is well above the EU average of 36%. Is it time to give Poland a chance? ▶

5% gender
pay gap in Poland

Source: PwC,
Women in Work Index 2019



47%
of managerial positions in
Poland are held by women

Source: Eurostat 2019

Agility at work

a look into ArcelorMittal BCoE IT department

IT departments play a crucial role in today's modern, technology-driven organisations. How do IT professionals adapt to the ever-changing business environment and challenges posed by constant advancements in technology? What skills are necessary to succeed in the future workplace? We talk to Dominique Geeraert, IT Director at ArcelorMittal Business Center of Excellence.

Can you tell us more about ArcelorMittal's IT department in Poland and its role in the organisation?

I am in charge of an ArcelorMittal Applications Center, which is responsible for the development and maintenance of transversal IT Solutions for several departments: Commercial, Finance, Procurement and HR. It means that my team focuses on applications which are used across ArcelorMittal Europe, by several thousands of users. We provide expertise in SAP development, Business Intelligence and Analytics, Testing, Robotic Process Automation and Web and Mobile development. Our goal is to improve the safety, the quality and reliability of our services and to deliver better products to our customers. For instance, we are currently involved in several digitalization programs, such as a customer portal called SteelUser for the Commercial department and an ERP [Enterprise Resource Planning] consolidation (moving from eight different

systems to a single one) for the Finance department. We also develop information solutions for the Procurement department, to support our transversal buyers at the European level. Last but not least, we are in discussions with the HR department for a new solution improving employee interaction with human resources and management, to bring the overall employee experience to a new level. We strive to provide an environment where employees can feel at ease, using modern tools.

Would you say that Poland is a good place to build a successful career in IT?

Definitely. Why? First of all, one of our goals is to increase our IT activity here. ArcelorMittal may not be very known for its IT operations, nevertheless IT is key for delivering new services and for improving the quality of our products – those elements are important for the management of the Group. I believe that ArcelorMittal provides a very interesting

context for an IT professional who wants to work in Poland, being both an industrial company with tangible products and expanding in brand new digital solutions. Our team is growing and, as I have mentioned before, we are focusing on transversal activities, which means most of our projects are delivered to the rest of Europe. Also, I am myself a vivid example. I was based in Luxembourg and moved to Poland with my family, at the beginning of this year. I decided to take up the challenge and support ArcelorMittal's mission here.

Do you have a lot of foreigners in your department? Do you think that the company supports diversity?

We are an international company, our main language is English, we cooperate a lot with our colleagues in Belgium, Luxembourg, France, Spain, Germany and Italy. So, by nature, our work is international. In my team, there are many Polish citizens, but also French and Belgian citizens, and we

are really open to people from different countries – as long as English is mastered and the skills are there, the door is open, anyone is welcome to join our team.

I know from experience that ArcelorMittal offers opportunities to work in different countries and domains – you can start in one location and move to another, you can stay in one country but move to a different domain, it is really up to you. It is possible to grow within the organisation either by taking on new roles or by moving between sites in order to gain, share and grow your professional experience.

What skills are you looking for in candidates during the recruitment process?

We are in need of different skills and levels of seniority – both junior and senior specialists. For me, the most important skill is the person's capability to adapt to the environment and bring value to the team. One of my hobbies is to promote the Agile approach in our organisation.

I think that having this kind of mindset is key today – we need to be ready to work in a changing world, ready to work creatively, to deliver more frequently, in a collaborative manner. That is why you need to master English and be able to communicate with the team. Candidates often ask us: "Do we need to travel a lot?". I know from experience that it can be challenging, therefore I want to ensure that a healthy work life balance is maintained. Of course, my team is involved in different European projects, so they sometimes travel to other locations. It is necessary to maintain constant and frequent interaction, but today this can be easily managed using new technologies – we can keep the communication channel open without having to fly everywhere.

On a related note, working on these European projects allows us to enable an interesting home office policy, where our teammates can work from home up to 50% of their work time.

How does the company support the growth and professional development of IT specialists?

First of all, we have the ArcelorMittal University, which offers not only face-to-face training but also a broad catalogue of online resources, ranging from technical and management courses to soft skills training. We all know that training is important but most of the time we learn in our jobs. At ArcelorMittal, you have the opportunity to work on various interesting projects, which help you to quickly gain the necessary experience in different fields. In my team, I also identify which employees are willing to move forward, broaden their skills in other domains in our Group. I am always supportive of such changes, if they are well planned, because they bring a more diverse experience to the team.

Nowadays, it is often said that employees should develop their soft skills in order to thrive in an AI-driven future. What non-technical skills will be relevant to the IT industry?

The key is really to be able to communicate and to connect with our end users. To put

competitive, so we all focus on attracting, on winning the best candidates. Speaking of my domain, we are expanding our IT team – the biggest challenge for me is to find good candidates interested in our projects and willing to stay for the long haul. As an employer, our role is to provide our employees with a pleasant work environment and interesting projects, so that they get really engaged in the process and grow their career with us.

What are your team's main objectives for the next five years?

For me, five years is a long time. But the vision I share with my team is that, within two years, when someone in ArcelorMittal Europe wants to create an IT solution, they say "We have a good team in Poland that can help us". It is a question of visibility but also demonstrating our capability. Today, I have a skilled team in SAP environments, and I want to expand in non-SAP environments and more diverse technologies in order to support

► Sometimes, we need to step outside our comfort zone in order to improve ourselves and our products. ◀

Dominique Geeraert
IT Director
ArcelorMittal Business Center of Excellence



ourselves in our user's shoes, because we do not want to create a system that looks nice but works only for us, not for them. That is why, this communication part is really important. You also need to have the mindset of wanting to constantly improve and adapt to changes. Sometimes we tend to stay in our comfort zone – especially if we are really good at something. Of course, it is necessary to have some expertise, but sometimes, we also need to step outside our comfort zone in order to improve ourselves and our products. These skills are invaluable in our work environment.

What will be the biggest challenges facing the IT industry in the coming years?

Today's market is very dynamic and highly

the initiatives of the organisation and be more visible in Europe. I want us to be the department of choice when it comes to implementing information systems in Europe. This is our overall approach here, at ArcelorMittal Business Center of Excellence, and it spans all fields – we focus on bringing the best talent here and providing our services across all Europe. ▶

Check our
company profile
on page 50–51

Three diverse women are standing on a rooftop or balcony. The woman on the left has dark curly hair and is wearing a black button-down dress with her arms crossed. The woman in the center has blonde hair and glasses, wearing a black blazer over a white t-shirt. The woman on the right has long dark hair and is wearing a black t-shirt tied at the waist and light blue jeans, smiling. In the background is a modern building with many windows. A blue geometric shape is in the top right corner.

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Working at Accenture Operations

What is it really like to work as an expat in Poland? In order to find out, we have talked with several employees of Accenture Operations Poland, who told us about their beginnings in the company, their job roles, career paths and observations. Read their personal stories to learn more about career opportunities and everyday life at Accenture.



Living in Poland was never part of my plans – that was a life changing step, full of new adventures and experiences. A friend of mine started to work for Accenture and told me about a new role in his team. Getting a good job opportunity right after graduation was not that easy back home, so I decided to send my application. A month later I was living in Warsaw, working as a Junior Accountant with Portuguese. Currently, I am the Accounts Payable Team Lead. I am constantly learning in my job – meeting people from other cultures allows me to see things from new perspectives. My team has always been very international – made up of people who decided to move to Poland, just like me. It really helps a lot, when there is someone you can relate to. A constantly changing environment like ours requires you to quickly adapt to new challenges. In my team, we always try to come up with new ideas on how to improve and automate our processes. The fact that Accenture works with clients from so many different backgrounds allows us to see a bigger picture. Looking back, I am extremely happy that I took this chance, I can now call Poland my home.

It has been eight years since I moved here with my Polish husband. We used to travel a lot, but I wanted to raise my children in Poland. Warsaw reminds me of my home because I was brought up in a big city (Mexico City) and now, I have my own family here.

I joined Accenture two years ago as Collections Team Leader. At first, I was not sure if I was the right fit but after a few months I was loving it. Today I am managing several collections teams in the Finance and Accounting department and I help my colleagues to grow their careers. I do my best trying to balance my professional and family responsibilities. It means a lot to me that my work at Accenture allows me to provide stability to my loved ones. I believe that if you are responsible and like to engage in different activities, then anything is possible, opportunities will come your way. If I could send a message to “new” expats, I would say – some things might seem difficult at first, but you will get there eventually.



I came to Poland five years ago to complete a master's degree in international economics. Initially, I was planning to do my studies in Germany, but then my friends moved to Warsaw and really enjoyed the city's atmosphere. They told me all about life in Warsaw and I soon found plenty of university courses to choose from. During studies, my friend referred me for a job position at Accenture. My first role was a Junior GL Accountant with German but after three years I wanted to try my hand at something different and switched to digital marketing. Now I am responsible for project management and communication with clients from all over the world: Mexico, the Republic of South Africa, Russia or France. I always try to take a personal approach with every person – it is the most challenging but also the most exciting part of my job. Also, I am a leader of programme which helps newcomers feel more at home in our company. I really enjoy working with people from so many different cultures on an everyday basis.



I moved to Poland for love and I think it was my best decision. I have always been interested in the business world and knew Accenture long before I joined the company. My first role here was as a Junior Web Data Analyst with Italian, but recently I have been promoted to the Junior Team Leader position. In my opinion, the company offers limitless growth opportunities – for example, through numerous training courses which help enhance your skills and competence. I myself joined a dedicated programme for aspiring leaders of Accenture, which helped me gain more confidence in my new role as the Team Leader. We also have a lot of initiatives and spend time together outside of work. It feels like being part of a big, international family. I appreciate the fact that the company embraces diversity and all employees here are treated equally and respected. Also, applying from abroad is not a problem – I could participate in the online recruitment process while still being in Italy!

“I APPRECIATE THE FACT THAT THE COMPANY EMBRACES DIVERSITY AND ALL EMPLOYEES HERE ARE TREATED EQUALLY AND RESPECTED.”

I have previously lived in a few foreign countries: Ireland, the Netherlands, USA and Germany. Honestly, I did not know anything about Poland, but I wanted to try something completely different in a new place. I majored in Political Communication and finding a job with my degree could have been difficult in Denmark. I managed to land a job at Accenture and moved here a month after finishing my master's degree. As part of the Digital Marketing team, I work on brand campaigns, analyse traffic, create banners and landing pages. Working with Danish clients gives me an opportunity to use my native language. Accenture offers you a lot of freedom to be creative and do things your own way. I really appreciate it because when I am working on a project, I prefer to know what needs to be done, not how to do it. It feels good knowing that the company believes in you. I find it important that our workplace is so welcoming and eco-friendly. We commit to reducing our environmental impact, both at Accenture and in the communities where we work and live.



“I BELIEVE THAT IF YOU ARE RESPONSIBLE AND LIKE TO ENGAGE IN DIFFERENT ACTIVITIES, THEN ANYTHING IS POSSIBLE, OPPORTUNITIES WILL COME YOUR WAY.”



I come from tropical Colombia and moved here with my Polish husband whom I met while running a project in South America. At the beginning, we lived in Białystok, where I worked as a Spanish teacher and attended Polish classes. One of my classmates told me about Accenture and I decided to give it a go – a month later I was here in Warsaw, working as a Data Reviewer. Today I am managing several very talented teams. I was glad to find myself in a Spanish-speaking team at the beginning, which really helped me to adjust to the new environment. At the same time, I was given the opportunity to continue with my Polish classes in our company. The language is very rich and complex, but still worth a try!

Working at Accenture is all about cross-cultural relationships, sharing different perspectives and making sure everyone's input is valid. To me, providing valuable feedback and maintaining effective communication with my teams is the key to further development. I also like to get involved in animal volunteer projects, which help me gain a new perspective and bring additional meaning to my daily work life.

Would you like to join our team? Check our job offers at:
[CareersinPoland.com/employer/accenture-operations](https://careersinpoland.com/employer/accenture-operations)
www.careers.accenture.com

Student organisations

Every year, more and more expats decide to start or continue their academic career in Poland. If you happen to be one of them, you may wish to join one of the following student organisations. Find out how they can help you achieve your professional and personal goals.



AIESEC is the world's largest youth-run organization, which from 1948 is striving to achieve peace and fulfillment of humankind's potential. We develop youth leadership through learning from practical experiences in challenging environments. We believe that self-awareness, interest in world problems and the ability to motivate others to action are qualities that make youth responsible for the reality surrounding them. AIESEC in Poland has existed since 1971 and currently operates at 15 local chapters, bringing together nearly 1,000 students per year and making over 1,500 international exchanges. Our main projects are: Global Volunteer, Global Talent, Global Entrepreneur, and Dni Kariery@.

➤ WE DEVELOP YOUTH LEADERSHIP THROUGH LEARNING FROM PRACTICAL EXPERIENCES IN CHALLENGING ENVIRONMENTS. WE BELIEVE THAT SELF-AWARENESS, INTEREST IN WORLD PROBLEMS AND THE ABILITY TO MOTIVATE OTHERS TO ACTION ARE QUALITIES THAT MAKE YOUTH RESPONSIBLE FOR THE REALITY SURROUNDING THEM.”

As a member of this organization for almost 5 years, I can tell you that AIESEC is a platform for developing skills and leadership. It is an organization that challenges the status quo every single day and makes me think out of the box. It is pushing me to be solution-oriented and also increases how self-aware I am. It is an organization that for the past years has allowed me to embrace different cultures and expand my mind to think of different global issues. I have improved my English skills and had the possibility to move to Poland and lead this organization today.



Daniel Carrillo Garcia 🇮🇹

AIESEC has given me the opportunity to be led and lead teams, it has given me the chance to live with people from 7 different countries and explore 18 of them. How? Because our main objective is to provide cross-cultural experiences by exchanges that allow people to contribute to solving global issues but at the same develop themselves.

The projects that our organization provides are aligned with Sustainable Development Goals announced by the United Nations. They have a very clear call to action: Improve the world today for the future generations. AIESEC gives you the possibility to choose between different programs called: Global Volunteer (The one that I had the chance to experience in Argentina, cooperating with homeless people and supporting an NGO to be more relevant and accessible to people), Global Talent and Global Entrepreneur.

People that take part in our projects or decided to be members of AIESEC are people that care and act, people that are eager to improve and leave a legacy for others. This organization represents a youth leadership movement and that's why I'm proud to be a part of it. Would you be eager to #LiveTheExperience?

www.aiesec.pl
www.facebook.com/aiesecpoland

www.instagram.com/aiesecpolska
www.linkedin.com/company/aiesec-polska



AEGEE is one of Europe's biggest interdisciplinary student organisations present in over 160 cities in 40 countries. As a non-governmental, politically independent, and non-profit organisation, AEGEE is open to students and young people from all faculties and disciplines. Founded in 1985 in Paris, today AEGEE has grown to a Network of 13,000 AEGEEans striving for democratic, diverse and borderless Europe. In Poland, AEGEE is present in 11 cities, including Warszawa, Kraków and Gdańsk.

” MY STAY IN A FOREIGN COUNTRY WOULDN'T BE THE SAME WITHOUT AEGEE, A STUDENT ASSOCIATION THAT ALLOWS YOU TO BUILD SINCERE AND SOLID FRIENDSHIPS ANYWHERE YOU GO. IF I LOVE POLAND SO MUCH, IT'S ALSO BECAUSE OF AEGEE: PARTICULARLY IN THIS COUNTRY, ALL THE PEOPLE INVOLVED IN THIS ORGANISATION ARE ENTERPRISING, WELCOMING AND ALWAYS AVAILABLE TO HELP OTHERS.”

- Fabio Romelli

www.aegee.waw.pl
contact@aegee.waw.pl

www.facebook.com/aegee.warszawa
www.instagram.com/aegee_warszawa



Erasmus Student Network Poland is a part of the biggest student organization in Europe. Its main objective is to support and promote the mobility within international exchange programmes such as Erasmus+. It is divided into 35 local sections which are present in many cities of Poland. Local sections gather students who are focused on making life in a foreign country easier for Erasmus students through a wide range of events and activities prepared especially for them. ESN also helps with adaptation to customs and rules that prevail in Poland and which are often very different from other countries and surprising for foreigners and may cause the so-called cultural shock.

www.facebook.com/ESNpoland
www.linkedin.com/company/esn-poland-association

www.instagram.com/esn_poland
www.youtube.com/user/ESNPoland



IAESTE (the International Association for the Exchange of Students for Technical Experience) is an association that has been working already for 70 years. The goal of our organisation is to promote better understanding between countries and cultures. Since its foundation, the association has exchanged over 350,000 students, playing an important role in giving technical undergraduates practical work experience and a global perspective. We are a non-profit organisation and our members are student volunteers. We operate in 12 local committees across nine cities in Poland. For 70 years the organisation has grown to include 84 countries worldwide and cooperate with more than 5,000 companies and institutions.

www.iaeste.pl
www.facebook.com/laestepoland
www.instagram.com/iaeste_poland

www.linkedin.com/company/iaeste-poland/about
poland@iaeste.pl

First steps

Your relocation guide to Poland

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LEGAL STAY IN POLAND

Every relocation process comes with a certain amount of paperwork, no matter where you are moving. First things first, you need to register your stay in the foreign country. If you have chosen to start your new life in Poland, we are here to help you find your way through the process.

USEFUL LINKS:

<https://udsc.gov.pl>

Polish Office for Foreigners

cudzoziemcy.gov.pl

**Submit your application online
(residence permits, international
protection)**

<http://certyfikatpolski.pl/>

Polish language proficiency test

TRAVEL TO POLAND

Depending on where you come from, you may need to obtain a **visa** in order to cross the Polish border. Travellers from the European Union or the European Economic Area are of course exempt from this obligation, as are citizens of other countries listed on the website of the Polish Office for Foreigners. If your country does not appear on the said list, you will be required to apply for a visa. First, decide on which type of document you need, as there are **three types of visa** you can apply for:

- **Type A** – transit visa for third-country nationals
- **Type C** – short-term visa, allows you to stay in Poland or other Schengen countries for a maximum of 90 days within a 180-day period
- **Type D** – national visa for

stays exceeding 90 days, it is valid for a period of up to one year and allows you to travel within the Schengen Area for a maximum of 90 days within a 180-day period

Next, you need to contact the Polish diplomatic or consular post in your area. Most foreigners are asked to visit the **e-Consulate** website first (www.e-konsulat.gov.pl) and complete their

well as documents confirming the purpose of your visit, your accommodation in Poland and sufficient funds to cover the cost of your entry, stay and departure.

EXTEND YOUR STAY

If your visa is due to expire soon or if you travel to Poland visa-free but wish to stay for over 90 days, you should apply for a **temporary residence permit**.

This document allows you to remain in Poland for up to three years providing that you have a compelling

application online before booking an appointment and submitting the required documents in person. Each type of visa requires a slightly different set of documents (depending on the purpose of your stay: tourism, work etc.) but in most cases you will need to prepare: the application form, valid travel document, biometric photo, health insurance and visa fee as

and well-documented reason for your stay, such as continuing your work, studies or conducting a business. In order to obtain a residence card, you need to make an appointment at your **Voivodeship Office (Urząd Wojewódzki)** and submit all the required documents in person. Apart from the application form, a valid travel document and your current photographs, you will

FOREIGNERS WHO WANT TO STAY IN POLAND FOR LONGER CAN CHOOSE BETWEEN APPLYING FOR A PERMANENT RESIDENCE PERMIT OR A LONG-TERM EU RESIDENCE PERMIT.

need to prepare the documents that validate your reason for stay – it can be a job contract, university ID or any document that may facilitate the process, such as Pole's Card or EU Blue Card.

It is worth remembering that due to an increasing number of foreigners willing to stay in Poland, the understaffed offices may require more time to process all the applications. Nowadays, it is not uncommon to wait even half a year for a decision on your residence status. However, once you submit your application, you should get a special stamp in your travel document. It allows you to stay in Poland, even if your visa or former residence card has expired.

SETTLE DOWN IN POLAND

Foreigners who have resided in Poland for at least five years (without any major interruptions) can apply for a **long-term EU residence permit** if they meet a few conditions. This means you are required to have:

- Stable source of income
- Health insurance
- Proven knowledge of the Polish language

However, bear in mind that the required residence time does not include all types of stay. The document cannot be issued on the grounds of studying in Poland or completing your studies here. This kind of residence

permit allows you to work only on the territory of Poland (if it was issued here), but you can travel freely to other Schengen countries for up to three months every 180 days. The permit is granted for an indefinite period of time, but the card itself needs to be exchanged after five years.

After a few years of a legal and uninterrupted stay in Poland you may be also eligible for a **permanent residence permit**. This time however, the required length of residence varies depending on your situation, e.g. if you are married to a Polish citizen, you can apply for the document after three years of marriage, providing that you have lived in Poland for at least two years prior to your application.

The permanent residence permit gives you the right to stay in Poland for an indefinite period of time and to work here without obtaining a work permit. You are also allowed to travel freely to other Schengen countries for up to three months every 180 days. The permanent residence card needs to be exchanged after ten years.

BECOME A POLISH CITIZEN

If you have made Poland your home, why not apply for Polish **citizenship**? It is by no means required to stay here, but you may want to enjoy all the rights and privileges of a Polish citizen. You can be recognised as one, if you have lived on the territory of Poland for at least three years (the amount of time varies depending on your residency status) and you have passed a Polish **language proficiency test** (at B1 level or above). The language test may seem a bit of a challenge, but it is the only exam you will have to take during the application process. Unlike some other countries, Poland has no mandatory citizenship exam.

Another way to become a Polish citizen, is to direct your request to the President of the Republic of Poland, who has the power to grant citizenship to any foreigner, regardless of their residency status or language proficiency. However, as can be expected, this kind of application needs to be well-justified. ▸

APPLICATION FEES (AS OF 2019):

Visa	EUR 0-70
Temporary residence permit	PLN 340
Work permit	PLN 50-200
Permanent residence permit	PLN 640
Long-term EU residence permit	PLN 640
Citizenship	PLN 219

WORKING IN POLAND

If you are planning on starting or developing your professional career in Poland, you should try looking for a job before moving. Securing a job position will help you obtain a visa or a residence permit as it provides a compelling reason for your stay in Poland. Learn more about different types of contract you can receive from your future employer.

TYPES OF CONTRACT

1. Contract of employment (umowa o pracę)

For the majority of Polish employees, a contract of employment (umowa o pracę) is the preferred type of job contract. It denotes an employment relationship in which the employee receives remuneration from their employer in return for performing work in a set time and place. Contracts of employment are regulated by the Labour Code and should be both drawn up and terminated according to its provisions.

There are a few types of employment contracts, the most common of which are:

- **indefinite** employment contract
- **fixed-term** employment contract
- **probation** period contract

Regardless of its type, a contract of employment should always be concluded in writing. Most employees favour this form of employment as it provides for a number of benefits. Under a contract of employment, you

are covered by the **social security scheme** and entitled to sick leave and **paid annual leave** (20 or 26 days a year). Most importantly, an indefinite employment contract cannot be terminated without notice, except in limited circumstances such as gross misconduct on the part of the employee.

2. Contract of mandate (umowa zlecenie)

A contract of mandate (umowa zlecenie) is a civil law agreement

IF YOU ARE A PERMANENT RESIDENT OF POLAND OR A FULL-TIME STUDENT OF A POLISH UNIVERSITY, YOU ARE NOT REQUIRED TO OBTAIN A WORK PERMIT TO TAKE UP A JOB IN POLAND.

in which the contractor (or an employee) undertakes to perform specific work or tasks commissioned by the ordering party (the employer). This type of agreement is not regulated by the Labour Code and allows for more flexibility when it comes to working time or the manner in which the work is

performed. However, it also means that the employer is not required to grant paid time off or sick leave (sick pay can be covered by the employer at the employee's request). A contract of mandate can be delegated to a subcontractor and terminated with immediate effect. In 2019, the minimum hourly wage under a contract of mandate amounts to **PLN 14.70** (gross).

3. Specific-task contract (umowa o dzieło)

A specific-task contract (umowa o dzieło) is a different type of a civil law agreement, regulated by the Civil Code. This kind of contract is often used for commissioning

freelance workers, as it focuses on the end result of a given task – be it a newly designed website, a translation or a book. The contractor receives remuneration upon completion of the task, but there is no minimum wage requirement – your pay depends greatly on the type of work you are doing. This kind of work can

Are you looking for a job in Poland? Visit **www.CareersinPoland.com/jobs** to browse current job offers for foreigners and upload your CV to be considered for upcoming jobs.

also be delegated if necessary. Remember that working under a specific-task contract does not entitle you to social security benefits.

PERMISSION TO WORK IN POLAND

Once you have been offered a job position in Poland, you can finally start preparing for the big move. First, it is important that you determine whether you will need a **work permit** to take up employment in Poland. Naturally, not all foreigners are required to obtain the permit – for example, if you are a citizen of the European Union or an EFTA member state (Norway, Liechtenstein, Iceland or Switzerland), you can skip this part of our guide.

If, however, you do need to obtain a work permit, note that there are six different types of the document:

- Type A – applies to foreigners who are employed on the basis of an employment contract or a civil law contract by an entity with a registered office in Poland
- Type B – foreigners who perform a board member function and reside in Poland for a total period exceeding 6 months within a period of 12 subsequent months
- Type C – foreigners delegated to Poland for a period exceeding 30 days in a calendar year to perform

work for a foreign employer's branch or subsidiary

- Type D – foreigners delegated to Poland to engage in export services (temporarily) for a foreign employer that does not have a branch or a business activity in Poland
- Type E – foreigners who perform work that does not fall into any of the above categories
- Type S – foreigners who perform seasonal work in Poland (for a period not exceeding 9 months in a calendar year)

Work permits are issued by the relevant voivodeship office or starost office (type "S" permits) and **applied for by the employer**. Sometimes the application

process may require a **labour market test** – a procedure which proves that there are no suitable candidates for the position on the Polish or the EU market.

DECLARATION OF INTENT TO EMPLOY A FOREIGNER

In some cases it is possible to employ a third-country national without a work permit. Citizens from Ukraine, Belarus, Russia, Armenia, Georgia and Moldova do not need to possess the document to take up work in Poland for a period not exceeding 6 months within 12 subsequent months. Such workers can be employed on the basis of their employer's **declaration of intent to employ a foreigner**. However, the work cannot be performed in sectors such as agriculture, horticulture or tourism as it falls into the seasonal work category. ▸

Employment contracts and working time:



ACCOMMODATION

Home sweet home... Is it easy to make oneself at home in a foreign country?

Certainly not. But the more you know about your options, the higher the chance you will find a place that meets all your requirements.

Here are a few tips to help you navigate the rental market in Poland.

SHORT STAY

If you are planning a **short business trip** or a **holiday stay** in Poland, you have plenty of lodging options to choose from. The country offers a wide range of accommodation facilities to suit all budgets and needs – from international luxury hotels to B&Bs, inns, private guest-houses and low-cost hostels for backpackers or students. With such a variety of affordable and high-quality travel accommodation, coupled with the famous Polish hospitality, Poland has genuinely become a tourist-friendly destination.

Nowadays, the majority of tourist establishments are to be found online and can be rented through their own websites or popular booking services. Naturally, the bigger the city or the more touristy the area, the better chance of browsing through a large selection of accommodation options. The price range depends not so much on the size of the resort, as on its popularity. Generally, prices for an en-suite double room start from as little as PLN 40 per person per night.

STUDENT ACCOMMODATION

Those who decide to embark on an academic path in Poland, often choose to stay in a **student dormitory**, at least at the beginning of their academic journey. A room in university halls of residence offers a number of advantages, especially for young people who are just entering adulthood – first and foremost it provides a secure, stable accommodation at low cost, suited for a student's budget. The monthly rent includes all bills and amenities such as internet access, launderettes or on-site gyms. Apart from that, this type of accommodation is usually located in close proximity to

or more students and while the accommodation standards have significantly improved over the last few years, not all dormitories may live up to your expectations. Dorm prices vary depending on the city, university, number of beds in the room or its standard. In Warsaw, rent prices can range from PLN 400 to PLN 800 per month for a single room.

RENTING AN APARTMENT

The process of flat-hunting is one of the most challenging but necessary aspects of every relocation. Fortunately, nowadays you can browse through various ads online and begin your accommodation search even before landing in the country of your destination.

In Poland, foreigners often choose to look for accommodation options on Facebook groups for expats or advertising websites dedicated to

English-speaking people. It is also possible to use a real estate agency but this option obviously means some additional fees. If you choose it, remember that you should not be charged for anything (for example, a flat viewing) before signing a **rental agreement**.

► **WHEN RENTING A ROOM OR AN APARTMENT, MAKE SURE THAT YOU GET A WRITTEN CONTRACT AND READ IT CAREFULLY BEFORE SIGNING.** ►

the university campus and, last but not least, allows students to socialise with people from different backgrounds, make valuable connections or even build long-lasting friendships. There are, however, two sides to every coin – one often has to share their room with one

REGISTER YOUR ADDRESS IN POLAND

If you are planning to stay in Poland for more than 30 days (or 3 months if you are an EU/EFTA national), you are obliged to register your temporary or permanent address with the relevant commune office (urząd gminy).

Third-country nationals should do this no later than on the fourth day of their stay in Poland, citizens of the EU or EFTA member states have 30 days to fulfil the obligation. Your application for **meldunek** or **zameldowanie** (registered residence address) can be submitted at the commune office or online at www.obywatel.gov.pl

Once you find a place to your liking, whether a room or a flat, make sure that you get a **written contract** which includes the following:

- Personal data of both the tenant and the landlord as well as the address of the property
- Contract duration (from... to...)
- Conditions for contract termination (the period of notice)
- Monthly costs (whether the rent includes utilities – electricity, water, heating etc.)
- Security deposit amount

When searching for accommodation, be careful of scams. Watch out for any surprise charges or hidden costs written in small print – remember to always double check your rental contract before signing. If you do not speak any Polish, do not hesitate to ask a Polish friend for help or to request an English version of the contract. As a rule, rent prices in

Warsaw are slightly higher than in other Polish cities – on average, a single room with good access to the city costs around PLN 1,000 per month, bills included.

BUYING A PROPERTY

Every year, more and more foreigners in Poland decide to buy a property of their own. Some of them are motivated by the prospect of owning their own four walls, others treat it as a buy-to-let investment.

From a legal standpoint, buying an apartment in Poland is relatively easy. In order to become a flat owner, you are not required to obtain any additional documents or even to be a permanent resident of Poland – a visa or a residence permit is sufficient to comply with the formalities. Buying a house, on the other hand, involves more paperwork. In order to acquire a stand-alone building, you need to obtain a special permit from the Polish Ministry of Interior and Administration. There are, however, a few exceptions to this rule – for example, the document will not be required if you are an

EU national or if you have been a permanent resident of Poland for at least five years. ▸

ACCOMMODATION IN WARSAW* (AS OF 2019)

Double or twin en-suite room in a hostel (city centre)	PLN 130 per night
Classic double room in a 5-star hotel	PLN 700 per night
Private room in university halls of residence	PLN 600 per month
Private room in a shared apartment	PLN 1,000 per month
Studio flat close to the city centre	PLN 2,000 per month

*average prices

BANK ACCOUNTS

If you are to stay in Poland for longer, sooner or later you will find yourself in need of a Polish bank account. The decision, however, is not an easy one. How do you choose the best offer from the wide array of bank branches and available services? Let us consider how to best manage your finances in Poland.

REQUIRED DOCUMENTS

The process of setting up a bank account always requires an **identity check** – which in turn means presenting a few necessary documents, such as your national identity card, passport and sometimes even your Polish residence card. As you may expect, the requirements can vary greatly depending on the bank's policy, your residency status in Poland or your country of origin. In most cases, citizens of the European Union do not need to provide any additional documents besides their ID or passport. Non-EU nationals however, are often requested to prove their residency or registered address in Poland. If you are a student, your student ID might come in handy, too.

MAIN OBSTACLES

Nowadays, most Polish banks allow customers to open an **account online** but the service may not always be available to foreigners. Sometimes you may be asked to present your documents and sign the agreement in person, in branch. On the upside, the biggest and most popular banks (especially in major cities) have English-

speaking staff, who are prepared to serve foreign customers.

On the downside, it is highly likely that your contract will still be in Polish – banks are not required to draw up contracts in other languages and in truth, few choose to do so. Because of that, it is recommended that you are assisted by a trusted Polish-speaking person, who will help you fully understand what you are signing. Fortunately, the move towards

more foreigner-friendly banking services in Poland is observable.

Managing your finances is gradually becoming easier, even if you are not

a fluent speaker of Polish.

A lot of ATMs and CDMs have multiple language options and their menus can be navigated not only in Polish, English or German, but also Ukrainian and Russian. More banks are also establishing special phone lines for foreigners or launching useful **mobile applications**, which are usually available in different language versions. It is worth looking through all the options when choosing your bank – some services may prove to be better

suited for foreigners than others.

FEES

Opening a current bank account is generally free but bear in mind that you may incur a number of small fees for its maintenance.

Some banks charge their customers for wire transfers, card maintenance or an inactive account, others request that you spend a certain amount

with your card every month. Foreigners should also pay special attention to international money transfers, which sometimes carry additional fees.

As regards **ATM withdrawals**, each bank has its own nationwide network of cash machines

– it is of course best to use the ones operated by your bank or check if you can withdraw money from independently-run ATMs for free. The bottom line is, no matter which service you choose, always make sure to read the fine print before signing your contract.

LOANS

In recent years, a lot of Polish banks have decided to change their policies concerning **cash**



























loans for foreigners. Nowadays, a loan can also be granted to third-country nationals (from outside the European Union), provided that they meet certain conditions. The criteria may obviously vary from one bank to another, but there are a few common factors most banks will definitely take into consideration when determining your loan eligibility. These usually include your:

- residency status
- source of income and employment history in Poland
- credit history and banking history in Poland (how long you have had an active Polish bank account)
- employment status (e.g. whether you are self-employed or work for a big company)

• marital status and education

If you have been presented with a loan offer, remember to carefully analyse all its conditions before reaching the final decision – so as to be sure you understand all the fees. You should pay close attention to such elements as the interest rate, the length and the amount of your loan, a prepayment penalty or APR – the annual percentage rate of charge. ▸

SELECTED BANK ACCOUNT OPTIONS

BANK	REQUIRED DOCUMENTS	CAN YOU OPEN AN ACCOUNT ONLINE?	CONTRACT IN ENGLISH	OTHER SERVICES
Allior Bank	ID card, passport, residence card or visa	no	by request	 website  helpline and mobile app
BNP Paribas Bank Polska	passport	no	yes	  website and helpline    mobile app
Bank Pekao S.A.	ID card or passport	no	yes	 website and helpline   helpline and mobile app
PKO Bank Polski	ID card, passport or residence card	yes, if you have a PESEL number	no	 website    mobile app
ING Bank Śląski	ID card, passport or residence card, declaration of address in Poland	no	no	 website and mobile app   helpline
Santander Bank Polska	ID card or passport and residence card	no	yes	    website   helpline    mobile app

data collected in July/August 2019

HEALTHCARE

Everyone feels a little under the weather from time to time but the prospect of getting ill seems especially worrying when you are far away from home. Usually, there is really nothing to worry about – you just need to learn a few facts about healthcare in your host country. So, how do you take care of your health in Poland?

PUBLIC HEALTHCARE

All individuals (including foreign citizens) who are legally employed in Poland are registered with the Polish National Health Fund (**NFZ**) and entitled to healthcare benefits. If you are employed under a contract of employment or a contract of mandate, your contributions to the Social Insurance Institution (**ZUS**) are deducted from your salary every month. Self-employed individuals are also obliged to register their business with ZUS and to pay their contributions on time.

If you do not fall into any of the above categories (or if you happen to be a non-EU student in Poland) you can register with the National Health Fund on a voluntary basis. In order

to do so, you need to submit an application to your local NFZ branch (the addresses can be found at www.nfz.gov.pl) and present a few necessary documents: your passport, a work visa or a residence permit and a confirmation of your student status (if applicable).

Students who have joined the health insurance scheme pay a monthly contribution of around PLN 50. Other individuals are required to pay the full contribution, which amounts to about PLN 450 a month. The following persons are entitled to public health services in Poland:

- lawfully employed workers;
- family members of the insured individual (children, spouse or parents and

grandparents – if they live in the same household as the insured);

- individuals insured in other EU countries or EFTA member states.

Citizens of the EU/EFTA countries who are planning a temporary stay in Poland (e.g. students or workers on short-term assignments) may apply for a free European Health Insurance Card (EHIC) in their home countries. The card gives you access to free public health services in the 28 EU countries (plus Iceland, Liechtenstein, Norway and Switzerland), under the same conditions as all insured citizens of your host country. While the EHIC cannot replace medical travel insurance (it does not cover private or pre-planned medical treatment), it allows you to receive necessary state-funded treatment, if you find yourself in need of one.

THIRD COUNTRY NATIONALS

In order to be granted a visa, foreigners from non-EU or EFTA member states are obliged to provide proof of **travel medical insurance** (coverage of at least EUR 30,000), valid throughout



57% of Poles use private healthcare services



82% of patients choose private dental treatment



70% of Polish patients appreciate the competence of their doctors

Source: CBOS 2018

their stay in Poland. Regardless of the type of visa they have applied for, the insurance should be valid across all member states of the Schengen area. If you are a third-country national and you happen to fall ill in Poland, your medical expenses will be reimbursed by your insurance company.

PRIVATE HEALTHCARE

During your stay in Poland, you are likely to discover that a lot of Polish

residents benefit from both public and private healthcare services. Most of the time, their choice is motivated by practical reasons:

on the one hand, private healthcare comes with a number of advantages: reduced waiting times for specialist appointments, faster treatment, modern and more comfortable facilities. On the other hand, it is hardly

possible to rely exclusively on private medical insurance as it never covers all health conditions – some more serious illnesses can only be treated in state hospitals and facilities. Apart from that, private health coverage may become very costly in the long run: a single consultation with a general practitioner costs between PLN 80 and PLN 160, depending on your region and healthcare provider. In practice, around half of Polish patients decide to use both options

✔ **FOREIGNERS FROM THE EUROPEAN UNION ARE ADVISED TO APPLY FOR THE EUROPEAN HEALTH INSURANCE CARD WHICH GIVES YOU ACCESS TO FREE PUBLIC HEALTH SERVICES IN OTHER EU MEMBER COUNTRIES.** ✔

(CBOS, Use of medical services, 2018). Most Poles pay for private dental services and a number of residents opt for private consultations with specialists. Nowadays, it is common for Polish employers to include

private healthcare plans in their benefit packages. The option is highly popular with employees and all the more attractive if they can add their family members to the insurance plan.

PRESCRIPTIONS

Some types of medicine can only be sold against a doctor's prescription. In Poland, prescription drugs are reimbursed by NFZ at different rates. Depending on the type of medication and the

reimbursement limit set by NFZ, the medicine may be dispensed free of charge, sold at a flat rate (which means you pay a flat fee of PLN

3.20) or reduced in price by 50% or 30%. Foreigners who are not eligible for healthcare benefits in Poland have to cover the entire cost of the medication. However, they can be reimbursed by their insurance provider back home. ✔

SICK LEAVE IN POLAND

Note that Polish employees cannot “self-certify” their sick leave – it means you are always obliged to provide medical evidence of your illness in order to receive sick pay. Sick pay is covered by your employer for a period not exceeding 33 days in a calendar year and financed in the amount of:

- 80% of your salary or
- 100% of your salary if the absence results from a work-related accident (at work or on the way to/from work), an illness during pregnancy or an examination or operation related to being an organ, cell or tissue donor.

Remember that you need to present the doctor's certificate

to your employer no later than 7 days after the date of issue – otherwise your allowance will be reduced by 25%.

If the period of illness extends beyond the above-mentioned limits, you are entitled to receive a sickness allowance (zasiłek chorobowy) financed by the Social Insurance Institution (ZUS).

COMMUNICATIONS

Can you believe we used to live without mobile devices not that long ago? Nowadays, most of us can hardly go a day without the internet, let alone a mobile phone. Find out how you can use your phone in Poland without breaking the bank.

EU ROAMING RULES

Thanks to the “roam like at home” rules, residents of the European Union do not incur any roaming charges when travelling to other EU member states – in short, you pay the same price for sending texts, making phone calls or using the internet abroad as you would at home. However, if you are planning a longer stay in a different European country (for example, in Poland), it is still advisable that you get a new phone number in your host country. The roam like at home rules were introduced with holidaymakers or short time travellers in mind, which means your mobile phone operator is allowed to contact you and impose additional fees if you exceed the “fair use” limits (according to the fair use

guidelines, you should not use the roaming service for more than four months). What other options are you left with? Read on.

PREPAID CARDS

Prepaid or pay-as-you-go SIM cards seem to be the most convenient choice for expats who wish to avoid dealing with too much paperwork upon their arrival in Poland. A prepaid plan does not require drawing up a contract and gives you more control over your money – you can simply top up your card whenever you want (online or by buying top up vouchers in shops, kiosks or supermarkets). Getting a pay-as-you-go card is easy, but there is one requirement – all prepaid SIM cards in Poland must be

officially registered before using, so you will need to confirm your identity during purchase. This means you will be asked to present:

- your ID card (EU citizens) or
- your passport or residence card (third-country nationals)

Once you have bought your SIM starter pack and activated the service, it is all ready for use – you can now text as much as you want in Poland.

CONTRACTS

If you are staying in Poland for a longer period of time and keep forgetting to top up your phone, you might favour a solution that will give you more peace of mind than the prepaid option – a subscription plan. A mobile phone contract usually comes with some bonuses, lower pricing and attractive deals such as unlimited data, minutes and texts or packages that offer access to internet streaming services. Those who are looking for a new phone, may also choose the latest handset at a reduced price, as part of their deal.

The subscription rules are simple – you are required to pay a fixed monthly fee for the duration of your contract and to cover any

POLISH PHONE NUMBERS

- Polish phone numbers are nine digits long;
- When calling a landline, you need to include a two-digit area code, assigned to the given region (for example, the area code for Warsaw is 22, for Kraków: 12). The area code is part of the nine digit number;
- In order to call a Polish number from abroad, you need to dial Poland's country code (+48);
- When calling a Polish landline from abroad, remember to include Poland's country code, followed by the relevant area code in front of the number.

SELECTED PHONE DEALS

TARIFF	PRICE PER MONTH	MINUTES	TEXTS	INTERNET	CONTRACT LENGTH
Orange Plan Mobilny 35	PLN 35	unlimited in Poland/EU	PLN 0.20/text in Poland/EU	3 GB in Poland/EU	24 months
T-Mobile S	PLN 40	unlimited in Poland/EU	unlimited in Poland/EU	5 GB (1 GB in the EU)	24 months
Play Solo S	PLN 35	unlimited in Poland/EU	PLN 0.19/text in Poland/EU	7 GB (2.94 GB in the EU)	24 months
Plus	PLN 30	unlimited in Poland/EU	unlimited in Poland/EU	2 GB in Poland/EU	24 months

As of August 2019; data from operators' websites

overage charges if you happen to go over your data cap. Contracts are usually signed for 24 or 36 months, but if you plan a shorter stay in Poland, do not hesitate to negotiate the contract length. Also, always make sure that you are familiar with your network's cancellation policy, just in case you decide to switch mobile phone providers or get out of your contract early.

In order to sign a contract with a mobile phone operator in Poland, foreign nationals are required to present the following documents:

- ID card or passport (EU citizens)
- passport and residence permit (third-country nationals)

Additionally, you might be asked for your student ID, a certificate of employment or a document that proves your registered residence address in Poland.

CALLING HOME

You have already found out how to acquire a Polish phone number in order to save money on international calls. Now you probably wish to know how to make cheap calls abroad and keep

telephone bills.

Today, there are plenty of free video chat services and other technological solutions which allow you to stay connected with your home country without spending a dime: Skype, Google Hangouts or Duo, WhatsApp, Facebook Messenger - the list goes on and on. However, if you do not want to rely solely on internet access to talk to your friends, there are a few other options to consider. Cards

such as Telegrosik or Telerabat can be used to make inexpensive calls abroad and certain companies (for example, Lycamobile or Klucz Mobile) provide prepaid SIM

plans with affordable international rates. It is also worth noting that even the major mobile operators in Poland may include cheaper overseas calls in their plans. ▸

THANKS TO THE EU ROAM LIKE AT HOME RULES, YOU CAN NOW USE YOUR POLISH PHONE NUMBER WITHOUT ROAMING FEES WHILE TRAVELLING ACROSS EUROPE. ▸

in touch with your family and friends back home – after all, a penny saved is a penny earned and there is no reason to spend hefty sums of money on your

MEANS OF TRANSPORT

Some countries rely heavily on car transport but a lot of inhabitants of Europe could not imagine their everyday lives without access to public transportation services. Poland is no different in this respect and its residents can usually choose between several transportation options. Read our article below to decide which of these suit you best.

PUBLIC TRANSPORT

The Warsaw **Metro** is the only underground railway system in Poland, operating since 1995. At present, it consists of two lines running through twenty-seven stations (another six are under construction) and while it pales in comparison with other European networks, the metro has many advantages. Foreigners often praise Poland's underground for its cleanliness and spacious carriages, not to mention the efficiency – the trains leave every two-three minutes during rush hour. It is no surprise that so many Varsovians opt for this type of commute. The major Polish cities have extensive networks of overground transport connections, including **buses and trams**. Their routes and timetables are usually displayed on stops and inside the vehicles. You can also listen to pre-recorded station announcements to make sure that your stop is coming up. Public transportation **fares** in Poland vary from city to city – in Warsaw, a single journey is around PLN 3-4, a one day travel ticket costs PLN 15. If you are planning a longer stay in Warsaw, you can invest in

a personalised 30-day or 90-day travel card (PLN 110-460), which allows you to freely move around the city and its suburbs. Some passengers (students, seniors, disabled people) are eligible for a 50% discount on travel. The tickets are valid for all types of public transport and can be purchased from ticket machines, some newsagents and at passenger service points. Once you have chosen your preferred means of transport, remember

” **POLAND HAS ONLY ONE UNDERGROUND RAIL SYSTEM BUT THE COMPLEX NETWORK OF BUSES AND TRAMS WILL GET YOU ANYWHERE YOU WANT.** ”

to validate your paper ticket – random controls happen from time to time.

ALTERNATIVE SOLUTIONS

Those who are looking for some greener (and healthier) means of transportation will be pleased to hear about **bicycle and scooter-sharing systems** which have recently proliferated in the Polish urban areas. Although the latter option has already sparked some controversies (there are no laws preventing the use of e-scooters on pavements), it does seem like one of the most cost- and time-

effective ways of covering short distances within the city. Also, visitors from outside Europe are likely to discover that in many towns and cities your own two feet can get you around just fine!

TRAINS

Are you planning a little holiday trip in Poland? What better way to explore the country than by hopping on a **train**?

Some tourists find it difficult at first to differentiate between various types of trains and train companies in Poland but there is nothing too complicated about it.

PKP (Polskie Koleje Państwowe) is the dominant railway operator, providing passenger services on long-distance routes. The most popular train categories are:

- InterCity (IC) – the most “regular” type, connects large Polish cities;
- Express InterCity (EIC) – faster and a little more expensive than IC;
- Express Intercity Premium (EIP) – the most comfortable, high-speed “Pendolino” trains;
- Twoje Linie Kolejowe (TLK)

- budget-friendly option but the journey often takes longer.

Then there are train services which operate regionally, such as PolRegio (Przewozy Regionalne), which allows you to travel between smaller towns or to connect with larger cities in your vicinity. Nowadays, train tickets can be bought online and through mobile applications, if you want to skip queueing at train stations.

FOREIGN DRIVING LICENCE

Sometimes, a car is the only available means of transport, especially if you wish to travel around the whole country. Now, the first question that may pop into your mind is: “Can I use my driving licence in Poland?”. The answer depends on your country of origin, or more specifically, the country where your document was issued:

- a driving licence issued by an EU/EFTA member state can be used for as long as it is valid. Still, it is advisable that you exchange your foreign licence for a Polish one after 185 days of residence in Poland – otherwise you may encounter some problems with your car insurance;
- driving licences issued by some non-EU countries (e.g. the US or India) may not be recognised in Poland. Holders of such documents are usually required to obtain an international driving permit, which allows you to

drive in Poland for up to six months. After this period, foreigners who reside in Poland should exchange their licence or apply for a Polish one.

In order to exchange a foreign driving licence for a Polish one, you need to pay a fee of around PLN 100 and submit your application to the relevant office – depending on your place of residence it can be a starost’s office (starostwo powiatowe), city or town hall (urząd miasta) or a district office in Warsaw (urząd dzielnicy). Some applicants may also be required to pass the driving theory test to complete the process. Note that once you receive the new licence, the original document will be sent to your home country – it will be handed back to you if you decide to return.

POLISH DRIVING LICENCE

What steps should you take to obtain a Polish driving licence? First, make sure that you meet all the requirements – you need to:

- be a resident of Poland
- be the minimum driving age (at least 18 years old to apply for a car licence)
- pass medical tests

Before you take the theory and practical driving exam, you have to enrol in a driving school – fortunately, more and more schools are now offering classes in English. Such a course can cost from PLN 1,200 to almost PLN 2,000 and it consists of

30 hours of theory lessons and 30 hours of practical driving lessons. Each candidate for a driving test is obliged to obtain a PKK number (candidate’s profile – used to register for the exam). In order to do so, you need to file an application to the relevant local office and present a few documents – a valid ID, your medical certificate, current colour photograph and a copy of a valid visa or a residence permit. Examinations are organised by road traffic centres (the so-called “WORD”) – the theory test for cars costs PLN 30, the driving test – PLN 140. Foreigners who do not speak Polish can take the theory test in English or German. During the driving test, you can be accompanied by a sworn translator. ▽

PUBLIC TRANSPORT FARES IN WARSAW*

(as of 2019)

20-minute ticket	PLN 3.40
Single fare transfer ticket	PLN 4.40
One-day ticket	PLN 15.00
Weekend ticket	PLN 24.00
30-day personal ticket (valid for Zone 1)	PLN 110.00
90-day personal ticket (valid for Zone 1)	PLN 280.00

*full price tickets

POLISH LANGUAGE

There is a popular Czech proverb that says, “You live a new life for every new language you speak. If you know only one language, you live only once.” How do you live your life to the fullest and make the most of your stay in Poland? By taking Polish lessons of course!

TO LEARN OR NOT TO LEARN

Is it really worth learning Polish if you can get by just fine with English? Definitely. Being able to speak the language of your host country helps you adapt to the new surroundings and makes your relocation experience all the more enriching. If that does not seem convincing enough, there are several other reasons for mastering the Polish language.

Getting around the country might be a little tricky if you rely only on English. The language barrier is rarely an issue in bigger cities or major tourist destinations, but if you decide to drive out of town, some knowledge of Polish might come in handy.

Connecting with the local people becomes much easier and more enjoyable. Even if your Polish friends speak perfect English, it is fair to say that certain nuances of language are always lost in translation.

You gain access to countless works of culture: Polish literature, film, music or theatre. Are you a poetry enthusiast?

Then you will take delight in reading the original works of Wisława Szymborska or Czesław Miłosz, Polish Nobel Prize winning poets.

The language increases your competitiveness in the job market. Polish may not be the most in-demand language to learn but if you want to break into a new career path, an additional foreign language will certainly open up quite a few opportunities.

➤ **POLISH PEOPLE TAKE PRIDE IN THEIR LANGUAGE AND ALWAYS APPRECIATE IT WHEN FOREIGNERS TRY TO COMMUNICATE IN POLISH.** ➤

It gives you a new perspective. Did you know that the Sami have hundreds of words for snow? Or that some cultures lack words for numbers? It is known that our languages shape the way we perceive the world – and learning one means opening your mind to new worldviews. If you want to understand Poland better, learn a little bit of Polish!

It turns you into a hero in the eyes of native speakers. Polish people are very proud of their

language and tend to emphasise how difficult it is. Whether you agree with that statement or not, it is guaranteed you will be praised every time you produce a comprehensible sentence. Also, what better way to impress your friends back home than by learning some Polish tongue-twisters?

POLISH YOUR POLISH

What is the most effective way of mastering the Polish language? It all depends on your location, time resources and preferred method of learning. As you may imagine, there is no substitute for a traditional language course

and real-life interactions with native speakers, but if you have not moved to Poland yet, there are a few other ways to immerse yourself in the Polish language and culture.

Mobile applications represent the most modern, “on-the-go” approach to language learning. They are often free of charge, entertaining and time-effective – you can brush up on your Polish vocabulary while queueing in a shop or commuting to work.

Online classes allow you to connect with native speakers from anywhere in the world. This conversation practice will help you enhance your speaking and listening skills as well as your overall confidence and language fluency.

Pieces of media such as news websites, videos, television and radio shows are an invaluable source of real-life language examples. By watching foreign-language films, you can learn vocabulary in context, pick up the correct pronunciation and become familiar with the country's culture.

Textbooks may seem a tad bit boring and old-fashioned at first but they can provide you with a variety of language exercises, designed for learners at different levels of proficiency. They can teach you grammar rules, reading comprehension and useful writing techniques. ▽

„**Żdźbło, żółć, Szczepreszyn – Polish is one of the most difficult European languages. Fortunately, at Accenture Operations, our common language is English, and we do not expect the employees to be speaking Polish. From Poland, we are servicing our clients in nearly 30 different languages, for instance French, German, Italian, Spanish, Portuguese, Finnish, Dutch, Serbian, Czech, Mandarin, Arabic, Turkish and many more. However, for those who dare to take a challenge and learn why there are 17 different ways to say two in Polish we offer Polish classes!**”

Paulina Gospodarek

Accenture Operations; Recruitment
Lead with experience in multilingual recruitment processes



did you know?

Polish is a West Slavic language, spoken by about **50 million** people around the world

Outside Poland, it is used by Polish communities in the **United States, Canada, Brazil, Germany and the United Kingdom**

The Polish alphabet has **32** letters, including **9** unique characters

„**W Szczepreszynie chrząszcz brzmi w trzcinie**” is the most beloved tongue-twister in Poland. It translates to In the town of Szczepreszyn, a beetle buzzes in the reeds

Polish is the **second most spoken** language in England

The Polish expression „**Not my circus, not my monkeys**” has become hugely popular with internet users

Szczęście (happiness), **żdźbło** (blade of grass) and **pszczoła** (bee) are believed to be the most challenging words for foreigners



WHERE TO GO & WHAT TO SEE

SZCZECIN

An important seaport city located just next to the German border.

👁️ **The Ducal Castle in Szczecin**

👁️ **The Nicolaus**

Copernicus House in Toruń

POZNAŃ

A major business, academic and cultural centre.

👁️ **The Billy Goats of Poznań**

ŁÓDŹ

Poland's third biggest city and its former industrial heartland.

👁️ **Piotrkowska Street**

WROCLAW

The largest city in western Poland boasts a thriving business and cultural scene.

👁️ **The Market Square**

KRAKÓW

The former royal capital and the most popular tourist destination in the country.

👁️ **Historic Centre**

👁️ **The Baltic Sea**

TRICITY

This metropolitan area comprises three Polish cities: Gdańsk, Gdynia and Sopot.

👁️ **The Old Port of Gdańsk**

👁️ **The Masurian Lake District**

👁️ **Bisons of the Białowieża Forest**

WARSZAWA

The largest metropolis and the capital city of Poland.

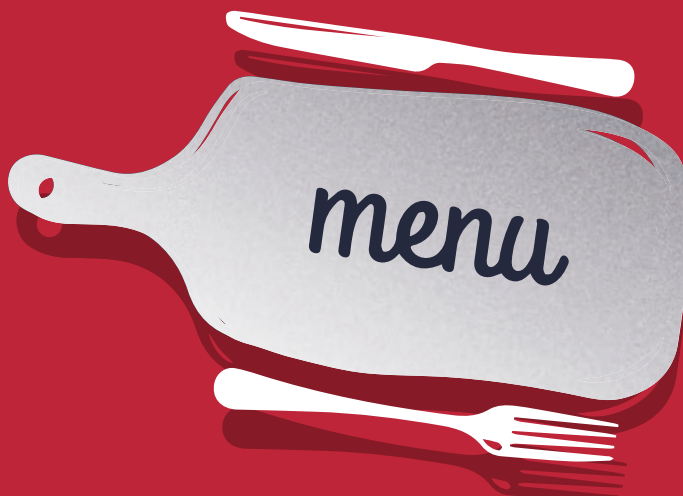
👁️ **The Palace of Culture**

👁️ **The birthplace of Frederic Chopin in Żelazowa Wola**

👁️ **The Wieliczka Salt Mine**

👁️ **The Tatra Mountains**

FOOD PRICES



sample food prices

WHITE BREAD (1 LOAF)	PLN 2.50
BUTTER (250 G)	PLN 6
MILK (1 LITRE)	PLN 2.30
CHEESE (150 G)	PLN 3.40
FREE-RANGE EGGS (8)	PLN 9.50
BANANAS (1 KG)	PLN 4.50
APPLES (1 KG)	PLN 2.50
POTATOES (1 KG)	PLN 2.50
TOMATOES (1 KG)	PLN 5
AVOCADO	PLN 5
CHICKEN (1 KG)	PLN 12
RICE (400 G)	PLN 3.20
BAR OF CHOCOLATE	PLN 3
BOTTLED WATER (1.5 LITRE)	PLN 1.60
ORANGE JUICE (1 LITRE)	PLN 3.20



PRICES OF SERVICES



**FULL PRICE
CINEMA TICKET**



TAXI



CHEESEBURGER



**FULL PRICE
MUSEUM TICKET**



**POLISH LANGUAGE
GROUP COURSE**



PLN **1**
for an hour
ride

**BIKE HIRE
SERVICE**

**COFFEE
TO GO**



PLN **10**

**GYM
MEMBERSHIP**



**SWIMMING
POOL**



**HAIRCUT
(MALE)**



BANK HOLIDAYS

1

JanuaryNew Year's Day
(Wednesday)

6

JanuaryEpiphany
(Monday)

12

AprilEaster
(Sunday)

13

AprilEaster Monday
(Monday)

1

MayLabour Day
(Friday)

3

MayConstitution Day
(Sunday)

31

MayPentecost
(Sunday)

11

JuneCorpus Christi
(Thursday)

15

AugustThe Assumption
of Mary
(Saturday)

1

NovemberAll Saints' Day
(Sunday)

11

NovemberIndependence Day
(Wednesday)

25

DecemberChristmas
(Friday)

26

DecemberSecond Christmas
Day
(Saturday)

2020

Company presentations



ArcelorMittal

ARCELOMITTAL BUSINESS CENTER OF EXCELLENCE



Cities: Dąbrowa Górnicza, Kraków
See pages: 50-51



ARLA GLOBAL SHARED SERVICES



City: Gdańsk
Page: 55



GOLDMAN RECRUITMENT



Cities: Kraków, Warszawa, Wrocław
Page: 57



ECOVADIS



City: Warszawa
See pages: 52-53



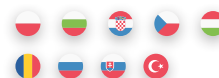
BECTON DICKINSON



City: Wrocław
Page: 55



H&M CUSTOMER SERVICE CENTER



City: Warszawa
Page: 57



BNP PARIBAS SECURITIES SERVICES



City: Warszawa
Page: 56



HONEYWELL



Cities: Łódź, Katowice, Kraków, Warszawa
Page: 58



SHELL BUSINESS OPERATIONS KRAKÓW



City: Kraków
See page: 54



ELAVON



City: Warszawa
Page: 56



QATAR AIRWAYS



City: Wrocław
Page: 58

MAKE YOUR WORLD

**ARCELORMITTAL BUSINESS CENTER OF EXCELLENCE**

Desired languages:

**WHO ARE WE?**

We are Business Center of Excellence for the ArcelorMittal Group – a global leader in the steel and mining industry. The Business Center of Excellence concentrates on the development of modern technologies at the highest, world-class level. ArcelorMittal BCoE provides services in the areas of accounting, HR and payroll, IT, purchasing support, supply logistics, organization and management of business travels. We provide services to our clients – nearly 300 companies from nine European countries – in English, German, French, Spanish, Italian, Dutch, Czech, Russian and Polish. ArcelorMittal BCoE has a branch in Dąbrowa Górnicza (Poland) and national centers in Benelux, France and Spain. We currently employ over 600 professionals. We strive to face the challenges of the changing world and provide services at the highest possible level.

JOIN OUR TEAM AND ENJOY:

Our strength lies in our effective, diverse and multicultural teams that work together to achieve their goals. Every day we face new challenges, take the initiative and accomplish our tasks in the best possible way. We offer our employees an attractive social benefits package and the opportunity to improve their qualifications thanks to a specialist, language and personal development training. For students, we have prepared a program of paid internships, full of challenges and ambitious tasks.

WHO ARE WE LOOKING FOR?

We are looking for students, graduates and specialists in finance and accounting, IT, management, economics, logistics, foreign trade and foreign languages. In addition, at ArcelorMittal BCoE, we value motivation and willingness to develop, teamwork skills and openness.

WHERE:

Dąbrowa Górnicza, Kraków

HOW MANY PEOPLE

600+

HOW MANY MORE IN 2019/20

300+

APPLICATION PROCESS

The recruitment process consists of the following three stages:

- application submission
- selection of candidates
- verification of foreign language skills, specialized tests and an interview with a recruiter from HR and the team leader

Due to the continuous development of the ArcelorMittal Business Center of Excellence and our numerous projects, we recruit all year round!

OUR DEPARTMENTS

- IT
- Accounting
- Finance
- HR and payroll
- Purchasing support
- Supply logistics
- Global Travel Management

BENEFITS

- Professional and development trainings;
- Development of language skills;
- Subsidised meals;
- Opportunity to work from home;
- Medical care in Medcover;
- Cafeteria system;
- Retirement program for employees;
- Holiday Funds;
- Group insurance in PZU;
- Possibility of funding your development;
- Additional day off for Steelworker's Day;
- Participation in interesting CSR activities.

 bcoe.arcelormittal.com
 bcoe.arcelormittal.com/careers



Ulysse Sauvage

ArcelorMittal Business Center
of Excellence Poland
Project Management Officer

MY COMPANY:**What is your current job position at ArcelorMittal?**

I am a Project Manager Officer (PMO) in Applications Center Poland, a European transversal IT domain at ArcelorMittal BCoE. Currently I am taking part in the VIE programme (Volunteer for International Experience).

What are your duties?

I support the IT Director and IT teams working in Testing, Robotic process automation, SAP Development Factory, Business Intelligence and Analytics, and Web & Mobile development on: project management, transversal processes and communication between teams and the company's entities.

Why did you choose Poland?

Three years ago I went on a two-week trip to Warszawa, Poznań and Gdańsk and I really enjoyed the experience. I like Polish values, traditions and mentality.

How would you describe the work culture in your company?

It is a real multicultural experience – English is essential, but you also have the chance to speak Polish, French, Spanish, Italian, etc. People are always ready to help and reply to your questions. The company is willing to train you and support your development within the organisation.

What do you find most satisfying about your job?

I have the opportunity to work in foreign languages and because of that, I learn something new every day. Also, having Polish co-workers is great, it helps you to immerse yourself in the culture of the country.

What is the biggest challenge in your job?

The biggest challenge is to understand the way ArcelorMittal works internally. It is a huge company with a long history of mergers and acquisitions, which resulted in quite some complexity. The company is going through an important digital transformation in Europe, which has an impact on a lot of existing processes and opens the door to interesting new ways of working.

Does your company offer development opportunities?

Many. I know that there are a lot of possibilities, locations, job activities, and development options within the company. If you are motivated and interested in growing within the organisation, ArcelorMittal provides you with great opportunities.

How would you describe your team?

Helpful, attentive, open-minded. They are also very patient and understanding when I try to say something in Polish!

Is it difficult for you to maintain a good work-life balance?

No, I have a good work-life balance here. I have never been asked to stay late or to work during the weekend and I have always had the opportunity to go out with my friends after work.

Does your company employ a lot of foreign professionals?

Yes, generally ArcelorMittal is a very diverse and multicultural company and we are welcoming of anyone who would like to join us.

► **THE COMPANY IS
WILLING TO TRAIN YOU
AND SUPPORT YOUR
DEVELOPMENT WITHIN
THE ORGANISATION.** ►

MY IMPRESSION OF POLAND:**How long have you lived in Poland?**

I arrived in Poland in April 2019, so it has been a few months.

Do you speak Polish?

No tak, mówię po polsku. Uczę się polskiego od 10 miesięcy.
[Yes, I do speak Polish. I have been learning it for 10 months.]

What is your favourite Polish word?

"Kaczka". The way it sounds is just very cute.

Have you noticed any interesting Polish quirks?

I find Polish people very trustworthy and cultivated, for example they know a lot about French culture and history. I also find it a bit amusing how some of my Polish friends can be very straightforward sometimes.

What is the best place to visit in Poland?

It is hard for me to say, I really like Kraków, Wrocław and

Gdańsk. All very different, all very charming.

Have you made any friends here?

Many. Most of my friends are Polish, I met them at language exchange meetings. Although I have not yet made friends using only Polish.

Name your favourite Polish dish.

Szarlotka z lodami [apple pie with ice cream] *lub żurek w chlebie* [or Polish sour rye soup] *lub pierogi ruskie* [or potato and cheese pierogi] *lub ogórki kiszone* [or pickled cucumbers]. *Uwielbiam dużo polskiego jedzenia* [I love lots of Polish dishes].

Any tips for future expats in Poland?

Be ready to seriously learn Polish. It will not be easy, but it is so satisfying to be understood when speaking a hard-to-learn language that few foreigners know. Apart from that, check Facebook for language events: do not stay at home too much and try to socialize.

Work smart, have fun and
make a difference

Find out what this means at EcoVadis!

ecovadis

ECOVADIS

Desired languages:



WHO WE ARE

EcoVadis is the world's most trusted provider of business sustainability ratings, intelligence and collaborative performance improvement tools for global supply chains. Backed by a powerful technology platform and a global team of domain experts, our sustainability scorecards provide insight into environmental, social and ethical risks. We envision a global marketplace where sustainability intelligence influences every business decision – improving economies, people's lives and the planet we all depend on.

WHY ECOVADIS?

- Meaningful purpose in line with our personal values. Our mission resonates with people who want to make an impact on sustainability and CSR.
- Great working environment and team spirit. In our amiable office environment, it feels like you're working with friends. We love having fun together – from making music to pitching in for charity.
- Startup mindset giving freedom of action. A dynamic, fast-growing company, EcoVadis remains creative and innovative by encouraging all of us to put forward new ideas and solutions.
- Continuous skills development and career opportunities. Career progression is made possible not only by our company's fast expansion, but also by our culture of knowledge-sharing, interesting responsibilities and challenges.
- A truly international and culturally diverse environment. With colleagues originating from all over the world, we live and breathe diversity.

WHERE:

Warszawa

HOW MANY PEOPLE:

170 Warszawa/ 600+ Global

HOW MANY MORE:

constantly growing

OUR TEAMS

EcoVadis offers exciting career opportunities in an innovative and dynamic environment.

Our global team consists of:

- CSR and Data Analysts
- Sales and Customer Support Experts
- Marketing, Product Management & Development Specialists
- HR, Finance, Admin and Quality Professionals
- Software Development, IT Security, OPS Engineers

Join us to make a real impact on the environmental and social practices of companies worldwide!

HOW TO APPLY

We value your time and effort, and we do our best to make the hiring process as efficient and enjoyable as possible:

- There are usually three interviews (video/onsite) & completion of role-specific tasks. Key roles may require more meetings.
- Most processes include a 40-min online analytical/logical reasoning test.
- Reference checks are requested. The hiring team members make the decision and extend an offer.

• Work-life balance is close to our hearts. Happy people, well-being and work-life balance are a serious priority for our management. We believe that careers can adjust to life.

www.ecovadis.com

www.ecovadis.com/joinus

www.linkedin.com/company/ecovadis

www.glassdoor.com/Reviews/EcoVadis-Reviews-E954100.htm

www.instagram.com/ecovadis



Nicolas Devé

Regional Sales Manager
Sales Development
and Mid Market Team

MY COMPANY:**What is your current job position at EcoVadis?**

Regional Sales Manager for France, UK, Benelux and Nordics areas at EcoVadis, the world's leading CSR Rating Agency.

What are your duties?

Managing a team of talented sales representatives to maximize revenue from business in the assigned region. Promoting the importance of sustainable procurement among leading European companies.

How did you find the job?

I joined EcoVadis one and a half year ago thanks to the recommendation of one of my close friends that used to work there.

Why did you choose Poland?

For three reasons: my wife who is Polish, the great business potential of Poland and the quality of life.

Have you worked abroad before?

Before arriving in Poland, I worked 4 years in the watchmaking industry in Switzerland. Even if it may sound strange, I do not regret my decision to come to Poland.

How would you describe the work culture in your company?

The work culture at EcoVadis is quite unique! Our motto is "Work smart, have fun and make a difference".

What do you find most satisfying about your job?

Mainly working on Corporate Social Responsibility and Sustainable Procurement project with my smart and creative colleagues.

**“THE WORK CULTURE
AT ECOVADIS IS QUITE
UNIQUE! OUR MOTTO
IS: WORK SMART, HAVE
FUN AND MAKE
A DIFFERENCE.”**

Which language(s) do you use at work?

French, English and Polish.

What is the biggest challenge in your job?

My new job is a real challenge as I still have a lot to learn. In short, the ability to jump out of my comfort zone.

Is Polish business culture different from that in your home country?

Poland and France share a common European background, even in the business world. However, there are some differences as Poles are more direct than the French when doing business.

How would you describe your team?

Passionate, creative, smart and caring people!

Is it difficult for you to maintain a good work-life balance?

A good work-life balance was one of the reasons why I chose EcoVadis and I can say that I am satisfied! In general, maintaining work-life balance is easier in Poland than in France.

Does your company employ a lot of foreign professionals?

EcoVadis is truly international. Our colleagues come from 40+ different countries.

Does your company offer development opportunities?

A lot! Look at how many job offers we have!

MY IMPRESSION OF POLAND:**How long have you lived in Poland?**

It has been almost 6 years.

Do you speak Polish?

Tak!

What is your favourite Polish word?

Widelec [fork]

Have you noticed any interesting Polish quirks?

When you are visiting someone, they give you slippers and a cup of tea, before you even have time to say dzień dobry!

What is the best place to visit in Poland?

I have two favourite places! The Bieszczady Mountains and the lakes in the Masurian region.

Have you made any friends here?

Yes, especially among Poles. When you make friends with a Pole, you know it is a friendship for life!

Name your favourite Polish dish.

Szarlotka (apple pie) made by my mother-in-law!

Any tips for future expats in Poland?

Do not be afraid, the adventure is going to be greater than you think!

START SOMETHING REMARKABLE.



SHELL BUSINESS OPERATIONS KRAKÓW

Desired languages:



ABOUT US

Shell Business Operations Kraków is created by an international team of over 3,800 professionals representing over 50 nationalities. Together with our associates from all over the world we create one of the most remarkable businesses. We are the key part of complex processes for the whole company. We work in over 20 foreign languages, being responsible for business operations' realization in 10 departments: Finance Operations, Customer Operations, HR Services, Contracting & Procurement, Lubricants Supply Chain, Internal Communication, External Relations, Trading & Supply, Logistics and Legal. Spread your wings thanks to innumerable opportunities that Shell Business Operations Kraków offers to its employees.

Shell is an Equal Employment Opportunity Employer of Minorities, Females, LGBT Equality and Individuals with Disabilities.

BENEFITS WE OFFER

Thanks to cooperation with us you gain:

- Meaningful work in a company that is universally respected as a truly global energy leader (one of the world's biggest companies according to Fortune Global 500)
- Good atmosphere at work and comfortable working environment: own canteen, relax and bike & car parking space
- Attractive salary package and annual bonuses
- Bonus for referring your friend to work
- Complex medical care and individual life insurance
- Luxmed VIP Package for people with disabilities
- Additional funds for trainings, certifications, 12 sport sections and the EuroShell Card

WHERE:

Kraków

NUMBER OF EMPLOYEES:

3,800

RECRUITMENT PLANS FOR 2020:

constantly recruiting

HOW TO JOIN US

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 offer.

INTERNSHIP APPLICATION

1. Visit www.shell.pl/krakow to check new vacancies and apply for Summer Internship Programme.
2. Submit your CV.
3. After the CV analysis, our recruiter will contact you for a pre-interview.
4. The next step is an assessment day in Kraków.
5. The last part of the recruitment process is the final internship offer.

RELOCATION PACKAGE

Shell provides financial support for foreigners who move to Poland to work in Shell Business Operations Kraków. 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 integrate with the Shell's team and new environment.

www.shell.pl/krakow

www.CareersinPoland.com/Shell-Business-Operations

www.facebook.com/ShellPolska

www.youtube.com/user/Shell

www.linkedin.com/company/shell/

www.instagram.com/shell/



Desired languages:



ARLA STORY

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

GLOBAL SHARED SERVICES IN GDAŃSK

In Poland, we are more than 450 employees who support our colleagues worldwide by providing them with world-class accounting, finance, procurement, IT and HR processes. Every single one of us plays an important role and together we build on our 10bn Euros turnover, thereby establishing our position as one of the largest dairy companies in the world.

OUR VALUES

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

WE OFFER

- Scandinavian way of working (cooperation, initiative, mutual trust and respect);
- Ergonomic workplace with panoramic sea view;
- Flexible working hours & wide social benefits package (MultiKafeteria system, relocation package, private medical care, life insurance, education support, fruit day, social events etc.);
- Work in an international environment;
- Development possibilities while taking part in internal projects and trainings.

HOW TO APPLY

Would you like to be a part of an ambitious and diverse team eager to take on challenging tasks with plenty of development opportunities? If so, then Arla GSS is the company for you.

- www.arlakariera.pl/#jobs
- onehr@arlafoods.com
- facebook.com/ArlaGdansk
- instagram.com/arlagdansk



Desired languages:



ABOUT US

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

In February 2013, BD opened its Shared Service Center in Wrocław where currently employs almost 600 associates and is still looking for new professionals to join.

RECRUITMENT PLANS

We are looking for high potential individuals interested in building a career in financial analysis, accounts payable and receivable, order processing, process analysis, customer support and many others. If you love working in a fast-paced service-oriented role and have problem-solving skills, we can offer you great opportunities at our smart office in Wrocław.

GET TO KNOW OUR RECRUITMENT PROCESS

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

WHY WORK AT BD?

- New, modern office near the city centre (ergonomic desks, fruit and vegetables, healthy snacks, massages, hobby and sport clubs, participation in pro-health actions and events);
- Place where you can develop;
- MultiKafeteria system;
- Lunch card;
- Private medical care;
- Insurance package;
- Language courses co-fund.

- bd.com/pl-pl
- ssckariera.pl
- facebook.com/BectonDickinsonPL



BNP PARIBAS SECURITIES SERVICES

Desired languages:



ABOUT US

BNP Paribas Securities Services Poland is part of the BNP Paribas Group specializing in securities operations and investment funds for institutional investors and financial institutions. We operate in 34 countries on 5 continents. We are one of the five largest trust banks in the world.

WHAT MAKES US UNIQUE?

Friendly atmosphere and collaborative relationships – that's for sure! We attach great importance to diverse and inclusive work environment, team cooperation, innovation, striving for excellence, sustainability, and work-life balance. We offer attractive benefits package, extensive training offer and opportunity to grow on one of the six different career paths.

WHO ARE WE LOOKING FOR?

Both for the trainees who are willing to take a closer look at the world of finances, and the experienced professionals who would like to develop their career with us. Either way, a full training will be provided to you, to help you achieve independence in your position. English is our business language so we do not require command of Polish.

WE OFFER

- Special training for expats and foreigners to address the challenges of relocation, support deeper understanding of Polish culture, and provide participants with tips and knowledge necessary for smooth adaptation process;
- Mobility opportunities within the BNP Paribas Group;
- Integration with work colleagues (tennis school, football league, volleyball and basketball classes, integration weekends, etc.);
- Wide range of trainings, co-funding of language courses and certificates;
- Private medical care, life insurance, sports card, lunch card, cafeteria platform;
- Eco-friendly office in Warsaw.

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y youtube.com/user/BNPParibasSecurities



Desired languages:



ELAVON – A LEADING PAYMENTS PROVIDER

Our customers want to expand their business opportunities. We help them get there.

From e-commerce to mobile wallets and chip card acceptance, Elavon helps businesses, small and large, accept all payment types – and reap the benefits at the end of the day. Whether they need a simple or sophisticated payment solution, we've got them covered.

For 25 years, we've helped more than one million customers around the world grow their business through payments. Our flexible, secure and innovative payment solutions help businesses attract and keep customers, develop partner relationships, process payments and simplify operations. We're backed by the strength and stability of U.S. Bank, the fifth largest commercial bank in the U.S.

HOW TO APPLY?

There are usually five stages of the recruitment process:

1. Sending application via www.elavon.com/company/careers
2. Short telephone interview with HR Representative
3. Face to face interview with a Supervisor/Manager and HR Representative
4. Giving feedback to candidates

We hire graduates and professionals all year around!

WE OFFER

- Employment agreement;
- Excellent package including complex medical care, private dental care, group insurance, sponsored Multisport card;
- We invest in your development providing language classes;
- Professional trainings, opportunity to develop career path in organizational structures, support in career planning;
- Work in a dynamic international environment with a supportive inclusive culture and strong values;
- Good atmosphere at work and comfortable working environment in attractive location;
- Opportunities to participate in social and community projects.



www.elavon.com/company/careers

GOLDMAN RECRUITMENT

Desired languages:



EXPECT MORE

We are a leading Polish consulting company specialising in recruitment using Search & Selection and Executive Search methods. Our ambition is to provide the highest level of service, ahead of the market and creating a new standard in the personal consulting industry. We care deeply about the high level of competence of our team, which is a guarantee of the quality, efficiency and effectiveness of our processes.

WHAT MAKES US UNIQUE?

- **Narrow specialisation** – Our specific activity profile translates into a professional approach to the realisation of the projects entrusted to us, as well as into speed and effectiveness in action. We provide services adjusted to individual needs of our clients and specifics of their projects. Every choice in picking the right candidate is aided by our practical knowledge of the financial sector.
- **Wide range of selection tools** – Making use of psychology, at Goldman Recruitment we are able to match candidates to a given culture, organisational environment or requirements specific for our client. Our tools include direct search, job advertisements published in selected media, as well as our resource database.
- **Open to challenges** – We focus on creativity and constant development. We continue to look for optimal solutions, while simplicity is our *idée fixe*. The aim is clear: to hire a new employee in the shortest possible period of time.
- **Market familiarity** – We know the market inside out: both in relation to its needs and requirements and to employee expectations. A lot of our energy is focused on building long-standing relationships based on trust. Business ethics guide us in all of our actions. We guarantee confidentiality and responsibility. We value high-quality service and satisfaction of our partners.

LOOKING FOR A JOB?

Send us your CV. Go to www.goldmanrecruitment.com and submit a spontaneous application by uploading your resume. We will do our best to provide you with the perfect job offer.

- www.goldmanrecruitment.com
- www.facebook.com/GoldmanRecruitment
- contact@goldmanrecruitment.pl
- www.linkedin.com/company/goldman-recruitment



Desired languages:



ABOUT US

We are the people, people who create, people who support, people who work as one team to run the business and at the same time to let our own unique talents shine in our H&M Customer Service Center in Warsaw. When we opened our CS Center in February 2016, we had a staff of 65 people and now we have 300 great people on board. At our Center the best service is delivered by agents who have joined H&M from Croatia, Poland, Romania, The Czech Republic, Slovakia, Turkey, Hungary, Russia and Bulgaria. WE ARE ALWAYS LOOKING FOR PEOPLE, who are a good fit for each other and live by the same values.

RELOCATION

Recruitment Administrator guides employees through the relocation procedures and is always in touch with newcomers. We provide airplane or train tickets to Warsaw and a taxi that takes newcomers to company's apartments. When new employees arrive, our Team Leaders are happy to help them take care of their Social Insurance Institution documents, residence card and generally lending them a hand.

APPLICATION PROCESS

You can apply to "H&M Customer Service" by sending your CV via Polish job boards.

Our recruitment process consists of:

- Phone contact from recruiter to verify your identity.
- Assessment Center with group exercise, interview, if you are abroad – an interview and talk with a Team Leader over the phone.
- Email test to verify grammar and appropriate writing style.
- Role Play with one of our first line agents.
- And Welcome to H&M!

LOCATION

H&M Customer Service Center
ul. Puławska 2, Warszawa

- www.hm.com
- recruitmentCSWarsaw@hm.com

Honeywell

Desired languages:



ABOUT US

Honeywell provides innovative software, hardware and services for a wide range of industries. This includes technologies for aircraft that help them fly safer and more efficiently, control systems for complex petrochemical facilities and processes, connected building technologies that support smart city development, advanced worker safety equipment, and pioneering warehouse automation systems. Our broad expertise enables us to provide unique, exciting careers that support the development of groundbreaking technologies, and help our world become smarter, safer, and more sustainable.

WE OFFER

Honeywell offers competitive total compensation and benefit packages for professionals at every stage of their careers. Candidates seeking their next opportunity are encouraged to view Honeywell's careers portal at www.honeywell.com/careers, where they can find out more about our current vacancies, and what a career at Honeywell can offer.

HOW TO APPLY

A list of Honeywell's current vacancies globally can be found at www.honeywell.com/careers. All job applications must be made through this site, with every application carefully reviewed by our staffing team. Successful candidates will be invited for both remote and face-to-face interviews including an assessment of oral and written language skills.

LOCATIONS AND RECRUITMENT PLANS

Honeywell has four offices across Poland – Warsaw, Kraków, Łódź, and Katowice. Opened in February 2019, Katowice is our newest office in Poland. The center is responsible for providing world-class customer support and services for many of Honeywell's customers across Europe. Honeywell expects to hire 100 people at the center throughout 2019.

- honeywell.com/careers
- [linkedin.com/company/honeywell](https://www.linkedin.com/company/honeywell)
- [facebook.com/Honeywell](https://www.facebook.com/Honeywell)
- twitter.com/Honeywell
- [youtube.com/user/honeywell](https://www.youtube.com/user/honeywell)



Desired languages:



ABOUT US

Welcome to a world where ambitions fly high. Qatar Airways is an award winning airline, proud to be one of the youngest global airlines to serve all six continents, and thanks to our customers' response to our offering, we're also the world's fastest-growing airline. Airline of the year, World's Best Business Class, World's Best Business Class Seat, Best airline in the Middle East – SKYTRAX Awards 2019

CONTACT SERVICE AGENTS

We're looking for Bilingual English and Italian or Spanish speaking Customer Services Agents to be based in our Customer Contact Centre in Wrocław, Poland, supporting our customers to make and manage their reservations, and support E-Commerce and Frequent Flyer Program activities to deliver a five star customer experience. You must be an interactive, customer oriented person with warm, cheerful and expressive personality and excellent communication skills.

WE OFFER

- Dynamic and fast paced working environment;
- Excellent development and training opportunities, with over seven weeks of training and coaching from subject matter experts;
- Competitive salary and package including private medical care, multisport card and lunch allowance;
- Incredible travel benefits including discounted tickets for you and your family, and a fully paid annual ticket at the end of each year of employment.

HOW TO APPLY

We're looking for talented individuals to join our award winning team of dynamic professionals, who share our values and deliver excellence in everything they do. If you are interested in working for Qatar Airways and would like more information on how to apply and all available vacancies – please visit careers.qatarairways.com

- [facebook.com/qatarairways](https://www.facebook.com/qatarairways)
- twitter.com/qatarairways
- [linkedin.com/company/qatar-airways](https://www.linkedin.com/company/qatar-airways)
- [youtube.com/user/qatarairways](https://www.youtube.com/user/qatarairways)
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you need to know about Poland.





CAREERS in POLAND

www.CareersinPoland.com

A good direction for your career!

Poland's largest recruitment website for foreigners.

Create an account with us to:

- receive personalised job recommendations,
- find out more about everyday life in your host country,
- connect with fellow expats and read interviews with people who have made Poland their home.

Join the CareersinPoland.com community

