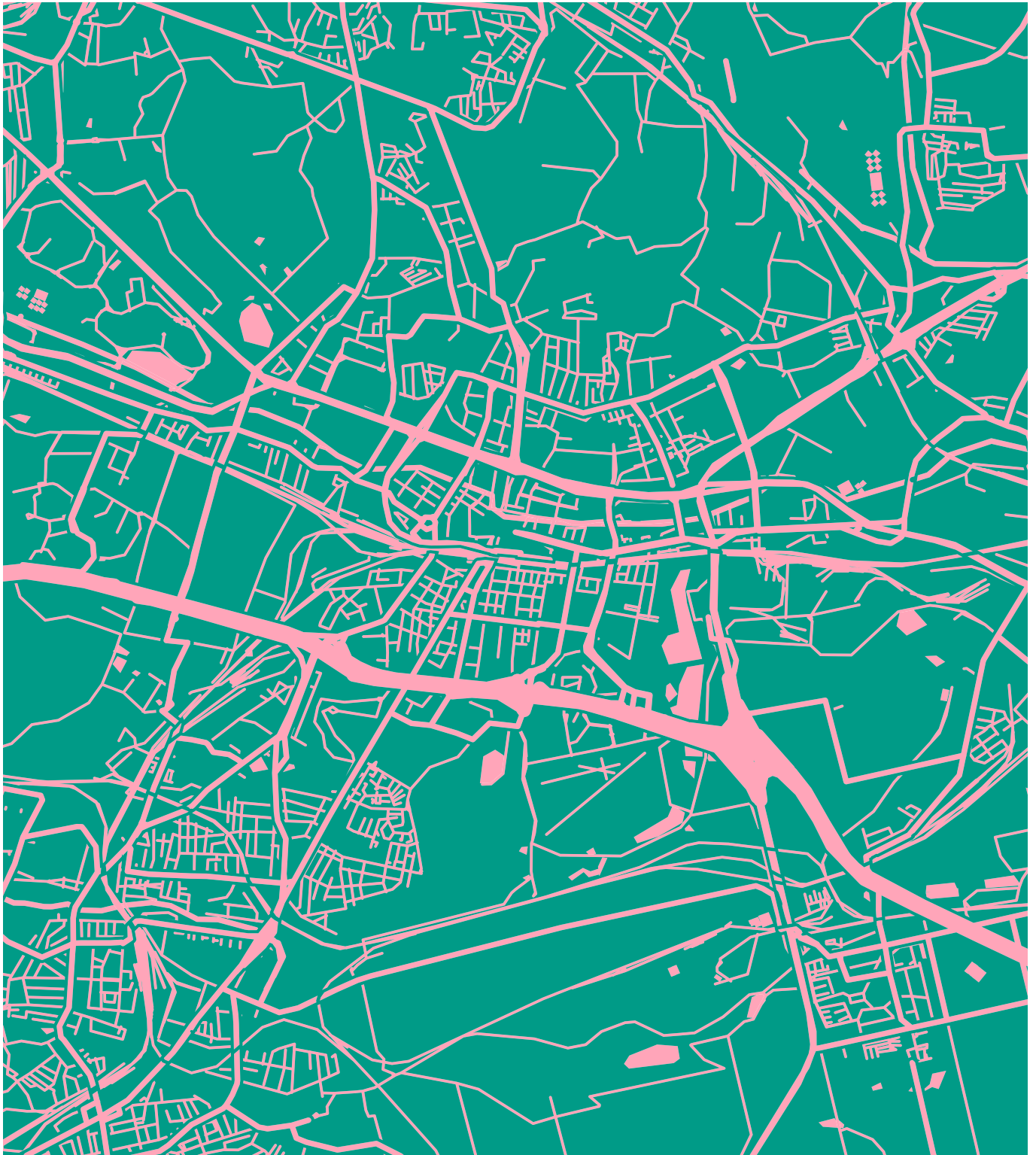


FOCUS ON

Created by **Pro Progressio**

Katowice



- 4/ City
- 5/ Education
- 6/ Transport
- 12/ Real Estate
- 14/ Business
- 18/ Salaries
- 20/ Culture, entertainment, recreation
- 22/ Institutions supporting entrepreneurship



Marcin Fabianowicz
Director of Direct Investments
Department at Polish Investment
and Trade Agency

Katowice as the central point of the Upper Silesian and Metropolis GZM is definitely one of those locations on the map of Poland that enjoy great interest from investors from the modern services sector. The city attracts new projects with its undoubted

advantages, good transport infrastructure, constantly developing office facilities as well as intensive activity of local authorities, universities and business associations in building a modern ecosystem of the future. Access to well-qualified staff is also invaluable. Investors locating their projects in Katowice can also apply for support under the Polish Investment Zone, as the Katowice Special Economic Zone is located in the city, which has repeatedly been ranked at the top of investment zone rankings, both in Europe and in the world. The scope of support includes not only the possibility of applying for CIT exemption, but also participation in various business-related activities conducted by the Zone. Projects meeting certain quantitative and qualitative criteria may also count on the possibility of applying for support under the *Investment Support Program of significant importance for the Polish economy for the years 2011-2030*, of which PAIH is the operator.

There are already over 29,000 employees working in 134 modern

business service centers located in Katowice and the Metropolis GZM, where employees operate in 30 languages. The specialization of the location is the IT sector, which is confirmed by the number of inquiries and projects currently supported by PAIH.

In many inquiries, Katowice appears on the short list of locations, as well as a top location preferred by some investors who want to build their presence in the CEE region. It is also gratifying that the projects conducted by the Agency in Katowice assume more and more complex processes, including technologically advanced research and development topics, which translates into an increase in the potential of the city.

Considering that the modern services sector has become a priority area of the economy for Katowice some time ago, this is an announcement of the continuation of positive trends in the city's development. I hereby invite you to read *FOCUS ON Katowice*, as well as to contact the Polish Investment and Trade Agency.



Marcin Krupa
Mayor of Katowice

We are proud to present this year's edition of *FOCUS ON Katowice*, which is a summary of the changes that have taken place in Katowice since 2020. After the turbulence related to COVID-19 and the ongoing war in Ukraine, the city had another opportunity to present itself to the international community both in terms of its humanitarian and business activities. After the great UN Climate Summit, i.e. COP24, we became the host of the WUF11 in 2022, and once more attracted thousands of guests from Poland and around the world during the next editions of the EEC and Intel Extreme Masters.

Throughout its history, Katowice has been a mixture of local and foreign elements, deep respect for tradition as well as a bold look into the future. This is where post-industrial installations coexist with technologically advanced business centers. It is in Katowice that something new and often unique is

created, i.e. startups. Finally, our city is the heart of the Metropolis GZM, which shapes the lives of over 2.3 million people.

We are constantly trying to develop through new municipal investments, and when thinking about the new, we do not forget about our roots, which is reflected in the successful revitalization of the Culture Zone located at the former "Katowice" mine. Following this example, we are giving the former "Wieczorek" mine a new lease of life, which, after transformation, will change into the New Technologies District, home to the Katowice Gaming and Technology Hub.

The *FOCUS ON Katowice* report will not only allow you to be "Up to date" with Katowice, but will also allow you to discover our potential. I hope that our ambitious plans and already existing achievements will encourage you to read this report and then visit our city.



Wiktor Doktor
CEO, Pro Progressio

Katowice, the capital of the Silesian Voivodeship, has been steadily building and strengthening its position on the map of Polish locations for the modern business services sector since the early 2000s. Along with the surrounding cities, Katowice offers a unique location within the country, providing ample opportunities for establishing operational activities and accessing a wide pool of talent available in the local market.

The city boasts an excellent location, with its own airport, a network of highways, and a railway junction connecting Katowice with Kraków, Wrocław, Łódź, and Warsaw. This makes the city a frequent choice for both Polish and foreign investors from the business support services sector.

Another noteworthy aspect is the young and continuously growing

office infrastructure in the city. Office projects carried out here by companies such as Skanska, Cavatina, DL Invest and TDJ Estate serve as excellent examples of modern, ergonomic spaces that have been recognized with quality certificates. These spaces cater to both medium-sized organizations and large international corporations.

Katowice is a city of individuals with diverse specializations and proficiency in multiple foreign languages. Thanks to this diverse workforce, building multilingual teams with technical, financial, and Customer Experience competencies is not only possible here but also quick to scale and adapt to the needs of organizations in the BSS industry.

We invite you to read the *FOCUS ON Katowice* report dedicated to a city of tremendous opportunities for the modern business services sector!

164.7 km²

City area

280 190

Population

about 2.3 mln

Population of Górnośląsko-
-Zagłębiowska Metropolis
(Metropolis GZM)

over 50%

Green areas



Unemployment rate

18



universities

7 public universities

22 002

11 private universities

90 000

144



kindergartens

79 public kindergartens

including 6 school and pre-school departments

65 private kindergartens

Primary schools:

54 20 657

High schools:

16 1 551 6 403

Technical schools:

17 761 4 987

	SUBJECTS*	
7 842	philology (foreign languages)	1 731
22 507	administration, business and law	5 591
6 694	IT/ICT	1 166
10 045	engineering and technology	3 612
11 778	medicine	4 536
1 604	logistics	450
3 348	architecture and construction	848

Graduates

Students

* data for Silesian Voivodeship

Transport

in Katowice and Metropolis GZM

 **17** car rentals

97 collection points in the city
30 collection points at the airport

 **3** carsharing companies

 **6** taxi companies

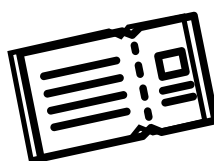
3 895 taxis
8 PLN initial charge
3 PLN per 1 km

 **25** tram lines

 **8** trolleybuses

 **426** bus lines

376 daily lines
19 night lines
31 metropolitan lines



Public transport tickets

PLN 4.6 20-min ticket price
PLN 5.6 40-min ticket price
PLN 12 one-day ticket price
PLN 109 monthly ticket price



scooter rentals



city bikes

189 km of bicycle routes

125 city bikes stations

PLN 1-4 / h rental fee

(The first 15 minutes are free, the first hour costs **PLN 1**, the second costs **PLN 2**, the third costs **PLN 3**, the fourth costs **PLN 4**, and each subsequent hour costs **PLN 4**)

Distance from Katowice to other cities


















































Warsaw	296 km
Wrocław	191 km
Poznań	376 km
Szczecin	567 km
Lublin	347 km
Łódź	213 km
Kraków	82 km
Rzeszów	246 km
Gdańsk	527 km
 Berlin	518 km
 Hamburg	802 km
 Prague	460 km
 Minsk	842 km
 Kiev	942 km
 Moscow	1 543 km
 Vilnius	769 km



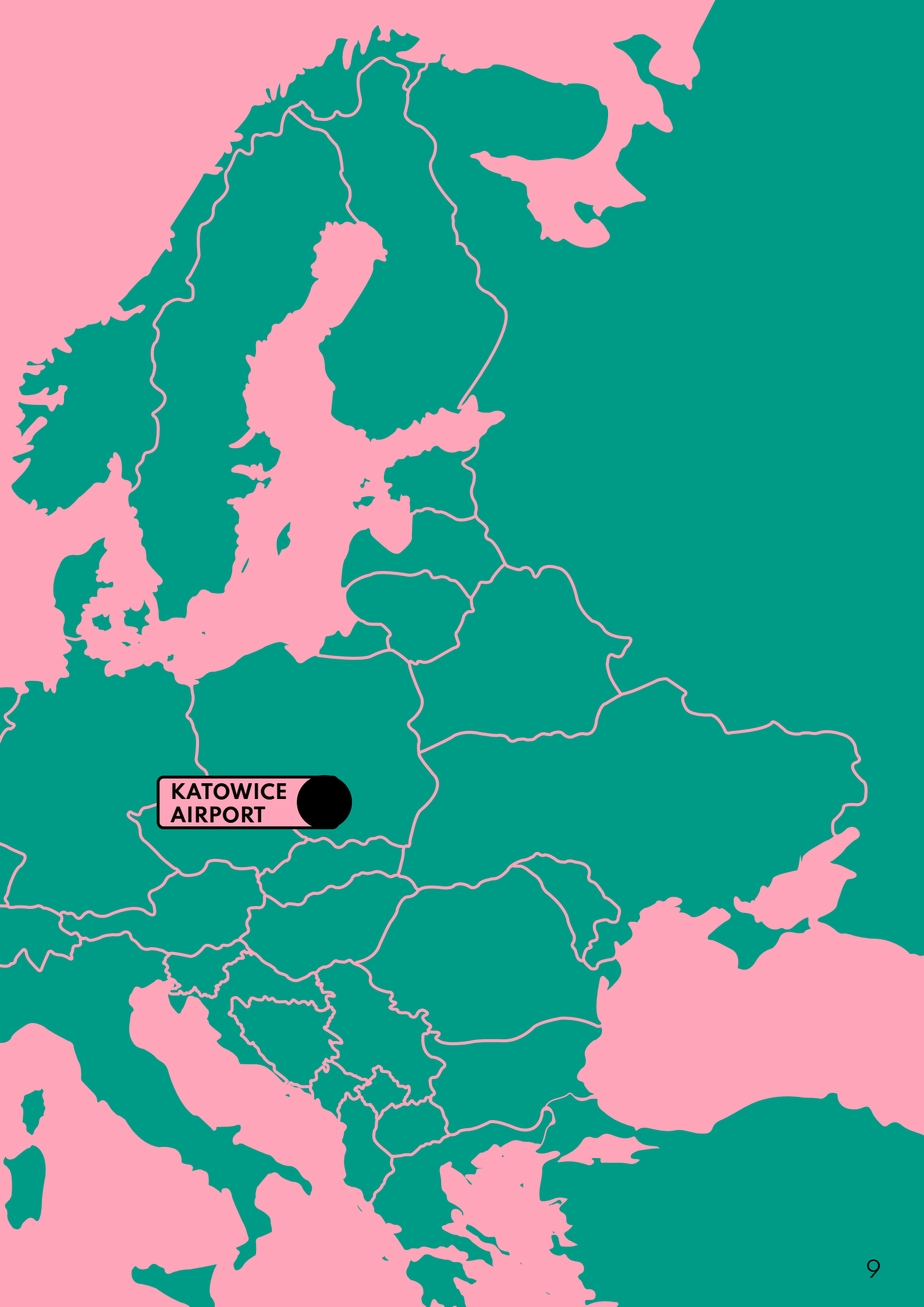
Roads

- 1 highway
- 1 express way
- 1 regional road
- 3 national roads

Katowice Airport – flights

 Abu Dhabi	 Malmö Sturup
 Alghero	 Malta
 Alicante	 Manchester
 Athens	 Milan Bergamo
 Barcelona	 Naples
 Bergen	 Oslo Gardermoen
 Bristol	 Oslo Torp
 Burgas	 Palma de Mallorca
 Castellón	 Paphos
 Catania	 Podgorica
 Cologne Bonn	 Pula
 Copenhagen	 Reykjavik
 Corfu	 Rome Fumicino
 Dortmund	 Split
 Dublin	 Tel Aviv
 Edinburgh	 Tenerife
 Eindhoven	 Tirana
 Forli	 Trapani
 Frankfurt	 Varna
 Fuerteventura	 Venice Treviso
 Ibiza	 Warsaw
 Kutaisi	
 Larnaca	
 Leeds	
 Liverpool	
 London Luton	
 Madeira	
 Malaga	





**KATOWICE
AIRPORT**

Distance from the Katowice Railway Station




  **38 min** 

Katowice Airport


  **17 min** 




University of Silesia

 **9 min**


  **6 min** 




Katowice City Hall/ Investors Assistance Department

 **4 min**


  **28 min** 

University of Economics in Katowice

 **8 min**

  **11 min** 

Municipal Business Incubator Rawa.Ink

 **7 min**

  **6 min** 

Silesian University of Technology

  **18 min** 

International Congress Centre

 **8 min**

  **13 min** 

Mariacka street

 **6 min**

  **20 min** 

NOSPR

 **9 min**

  **51 min** 




Porcelain Factory

 **12 min**


  **17 min** 

Spodek Arena

 **7 min**

  **19 min** 

Scientific Information Center and Academic Library (CINiBA)

 **9 min**

  **25 min** 

Silesian Museum

 **9 min**

  **8 min** 

Stanisław Wyspiański Silesian Theatre

 **8 min**

  **13 min** 

Nikiszowiec

  **8 min** 

Silesian Philharmonic

 **3 min**

  **11 min** 

Silesian Park

  **24 min** 


Kościuszko Park

 **5 min**


  **6 min** 

Main Square

 **4 min**

  **42 min** 

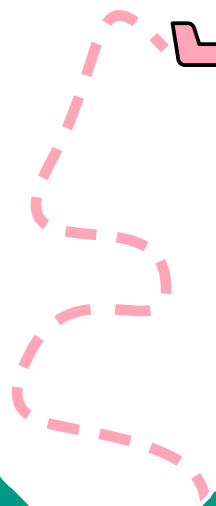
Three Ponds Valley

 **10 min**

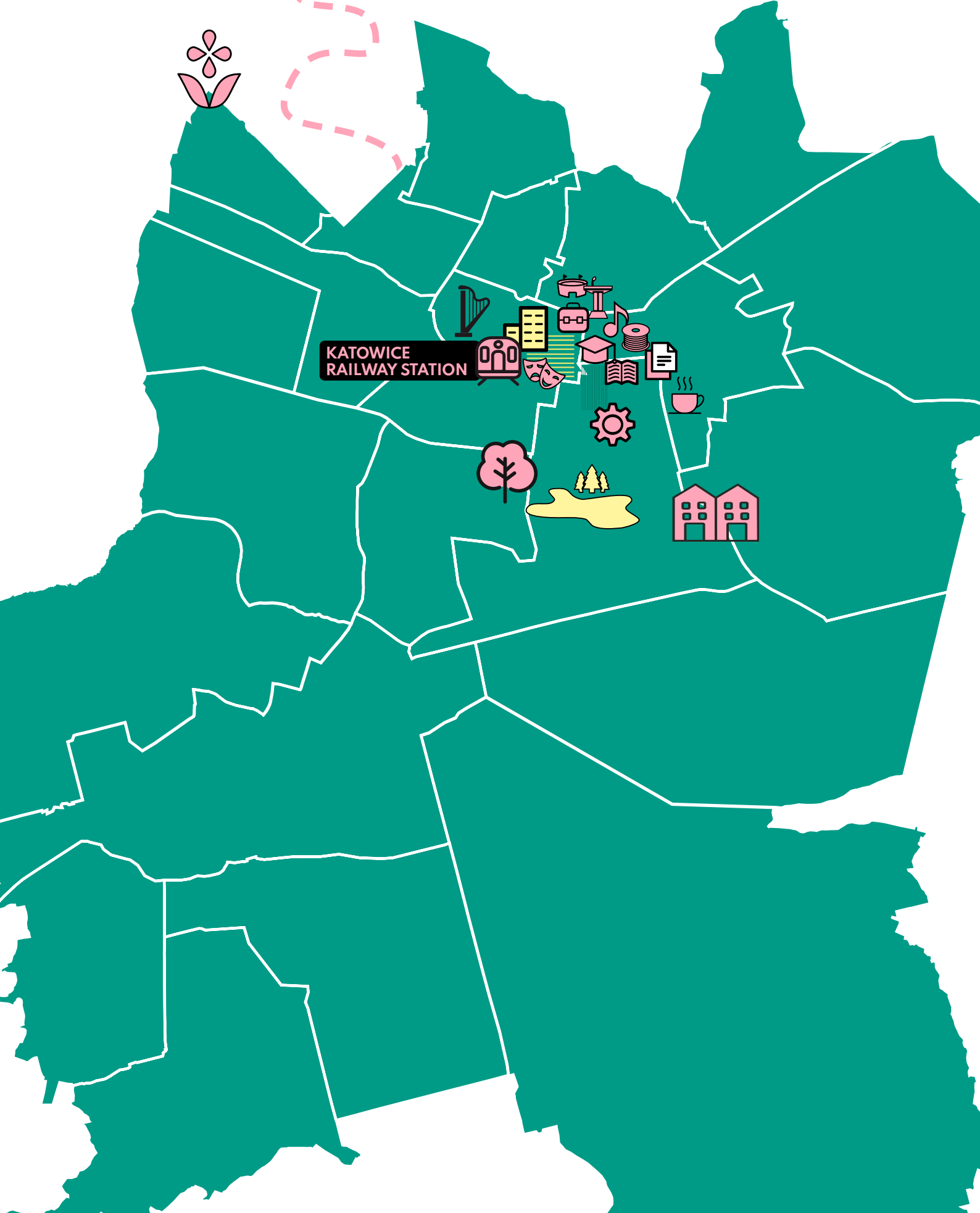




KATOWICE AIRPORT
IN PYRZOWICE



KATOWICE
RAILWAY STATION



Office space

725 800	725 800 sqm
Total A/B+ Class office space under construction	80 000 sqm
Total A/B+ Class office space planned	200 000 sqm
A/B+ Class offices	105
A/B+ Class offices under construction	5
Minimum rent in A/B+ Class	EUR 9 / sqm
Maximum rent in A/B+ Class	EUR 15 / sqm
Average services fees in A/B+ Class	EUR 15-23 / sqm

Selected office buildings

BUILDING	ADDRESS	OWNER	EXISTING SPACE
.KTW I	Roździeńskiego 1a	TDJ Estate	20 617 sqm
.KTW II	Roździeńskiego 1b	TDJ Estate	42 000 sqm
A4 Business Park I	Francuska 42	Globalworth	8 900 sqm
A4 Business Park II	Francuska 42	Globalworth	9 319 sqm
A4 Business Park III	Francuska 42	Globalworth	12 357 sqm
Craft	Ściegiennego / Chorzowska	Ghelamco	26 700 sqm
Global Office Park Tower A	Dąbrówki 17	Cavatina	29 000 sqm
Global Office Park Tower B	Dąbrówki 17	Cavatina	29 000 sqm

Warehouses

Total existing warehouse space:	4.6 mln (Upper Silesia) sqm
Total warehouse space under construction	700 000 (Upper Silesia) sqm
Average rent in warehouses (city and environs)	EUR 3-3.9 (Upper Silesia) /sqm

Selected warehouses

BUILDING	DEVELOPER	EXISTING SPACE	SPACE UNDER CONSTRUCTION
7R City Flex Katowice I	7R	-	22 300 sqm
Panattoni BTS Amazon Sosnowiec	Panattoni	138 000 sqm	-
Prologis Park Chorzów	Prologis	251 000 sqm	-
Logicor Czeladź	Logicor	50 000 sqm	-

Shopping malls

Number of shopping malls	10
Total existing space	349 000 sqm
Total empty space	3.4%
Average rents in prime spaces	EUR 40-60 /sqm

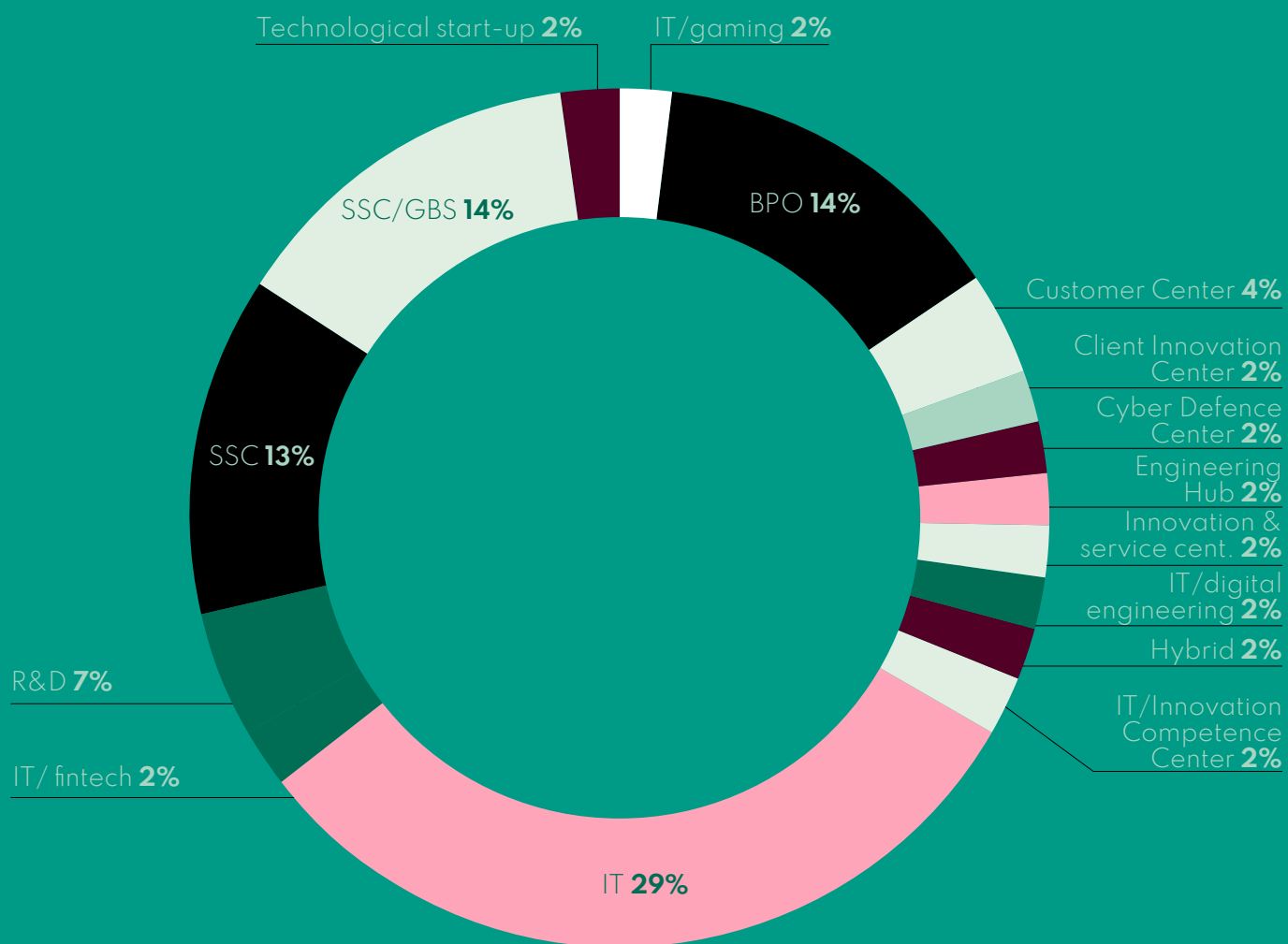
Selected shopping malls

BUILDING	ADDRESS	DEVELOPER/ OWNER	EXISTING SPACE
Galeria Katowicka	3 Maja 30	EPF	48 000 sqm
Silesia City Center	Chorzowska 107	Allianz	86 000 sqm
Libero	Kościuszki 229	Echo Investment	42 000 sqm
3 Stawy	Pułaskiego 60	Union Investment	40 000 sqm
Supersam	Skargi 6A	Globalworth	19 000 sqm

Selected co-work offices/ serviced offices

OFFICES	OPERATOR	ADDRESS	EXISTING SPACE	WORKING STATIONS NUMBER	AVAILABLE WORKING STATIONS
CitySpace Face2Face	City Space	Żelazna 2	2 216 sqm	360	36
DL Space Piano	DL Space	Wrocławska 54	524 sqm	70	-
DL Space Atrium	DL Space	Korfantego 13	1 111 sqm	80	-
DL Space Tower	DL Space	Korfantego 138 A	497 sqm	61	-
DL Space Central	DL Space	Mielęckiego 10	191 sqm	20	no data
Cluster Stary Dworzec	Cluster Offices	Dworcowa 8	2 200 sqm	300	150
Quickwork Global Office Park C	Quickwork	Zabraska 20	1 305 sqm	4 modules	249

Source: Corees and Katowice City Hall



Type of operation in Business Support Services

BSS companies

COMPANY	SERVICES
Accenture Advanced Technology Center	IT
Adverity	IT
Aebi Schmidt	SSC
Ammega Business Services	SSC / GBS
Arvato Polska	BPO
AT&T	Customer Center
Capgemini	Cyber Defense Center
Capgemini Business Services	BPO
Capgemini Cloud Infrastructure Services	IT
Diebold Nixdorf	IT
DisplayLink (Polska)	R&D
Dunlop Tires	SSC
EPAM Systems	IT
eSky	IT
Eurofins	SSC/GBS
Forte Digital	IT
Fujitsu Technology Solutions	IT
Genpact Services Poland	BPO
GlobalLogic	IT/digital engineering
Groupon	SSC/GBS
Guardian	SSC/GBS
Guess Service Poland	SSC
HireRight Polska	BPO
Honeywell	Customer Center
Hyland	R&D
Infobip	Engineering Hub
ING Hubs Poland	IT
ista Shared Services Polska	SSC/GBS

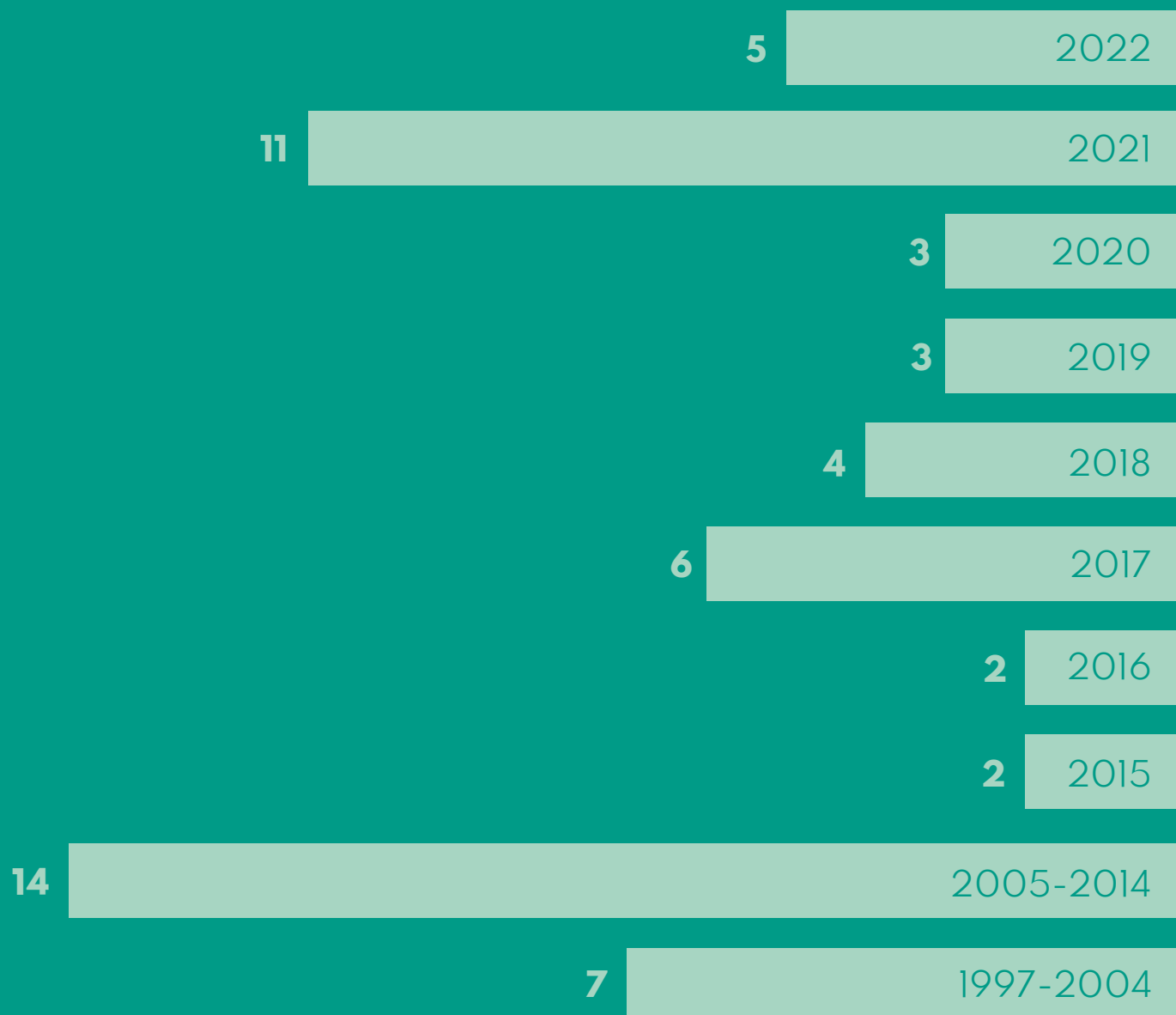
COMPANY	SERVICES
JCommerce Inetum Group	IT
Keywords Studios	IT/gaming
KLDiscovery Ontrack	Hybrid
Knauf IT Services	IT
Kyndryl Customer Innovation Center	Client Innovation Center
LKQ	Innovation & service center
Mentor Graphics	R&D
NBC	IT
Nexi Digital	IT/Innovation Competence Center
Northmill	IT/ fintech
Prime Engineering	IT
PubNub	Technological Start-up
PwC Service Delivery	SSC/GBS
Rockwell Automation	SSC/GBS
RSM Poland	BPO
Sandvik Comorant	SSC
SD Worx	BPO
SGS Global Business Services Europe	SSC/GBS
Sii	IT
SMS Metallurgy Polska	SSC
Sopra Steria	IT
STX Next	IT
Teleperformance Polska	BPO
TMF Poland	BPO
TÜV Rheinland	SSC
Unilever Polska	SSC
Vaillant	IT

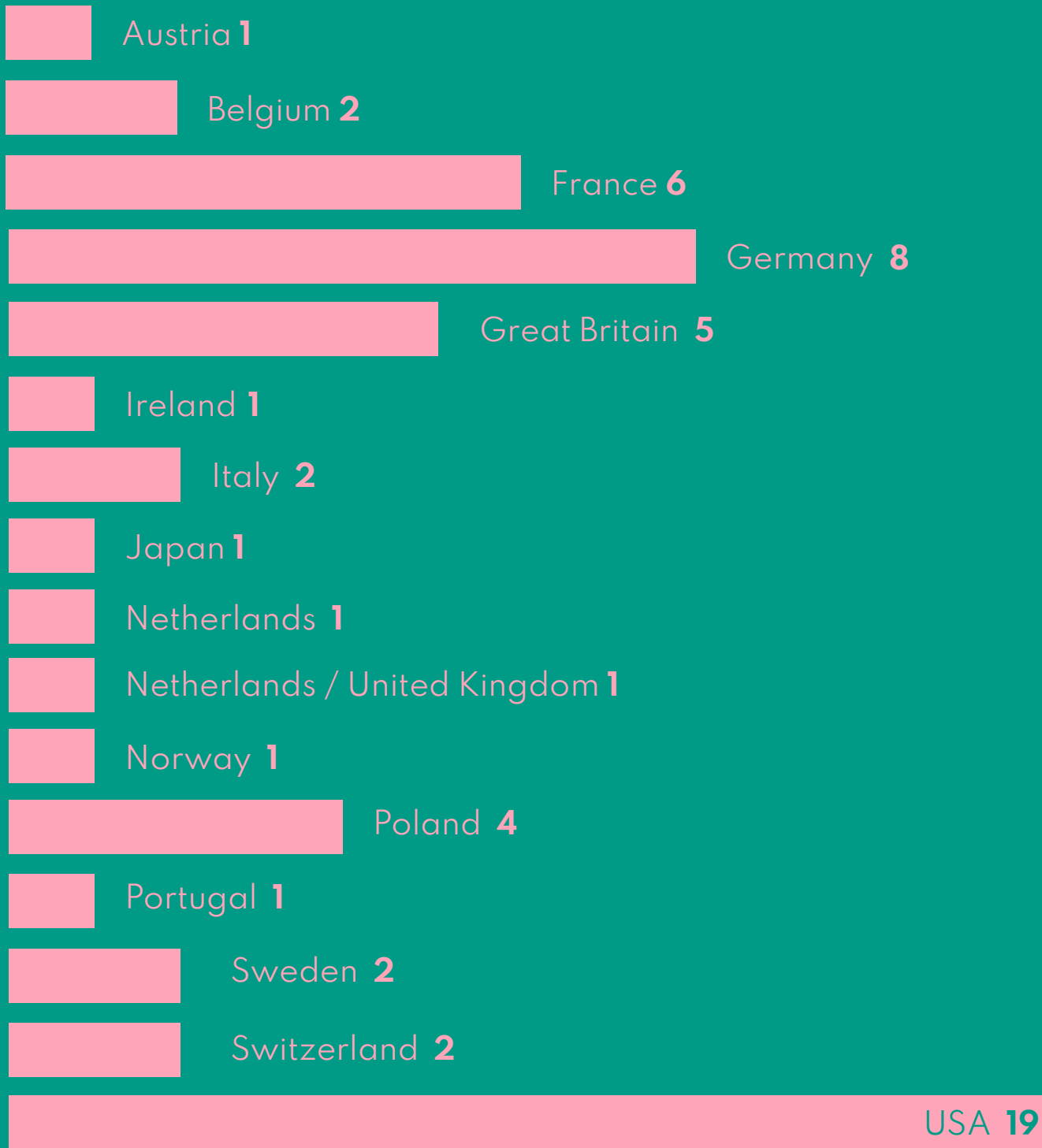
Total number of business entities in Katowice

Data for July 2023, Statistical Office in Katowice

54 252

Year of BSS companies' establishment in Katowice



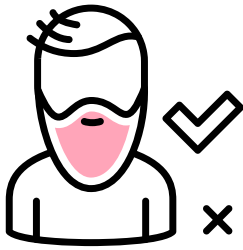


Country of origin

/Salaries

IT

Jobs – English speakers (PLN gross); salary ranges for selected positions



POSITION	MINIMUM	MAXIMUM
Service Desk		
Technical Support 1st Line	5 000	7 000
Technical Support 1st Line	7 000	9 000
Technical Support 3rd Line	9 000	12 000
Service Desk Leader	12 000	16 000
Service Desk Manager	16 000	20 000
Process Management		
Incident Manager	11 000	16 000
Problem Manager	11 000	16 000
Change Manager	11 000	16 000
Service Delivery Manager	15 000	25 000
Project Management		
PMO	10 000	15 000
Project Manager	15 000	25 000
Program Manager	20 000	27 000
SAP		
SAP Functional Consultant	16 000	22 000
SAP Support Consultant/ Analyst	11 000	16 000
SAP Basis Consultant	13 000	19 000
Integration Consultant	14 000	19 000
SAP Team Leader	18 000	24 000
SAP Manager	21 000	28 000
SAP Center Head	28 000	40 000
Applications Management		
Applications Support Specialist	9 000	13 000
Applications Support Engineer	12 000	17 000
Application Management Lead	14 000	17 000
Application Support Manager	16 000	20 000

**Gross average monthly salary
in enterprise sector in PLN in Katowice**

Data for July 2023, Statistical Office in Katowice

8 534.55

Customer Operations

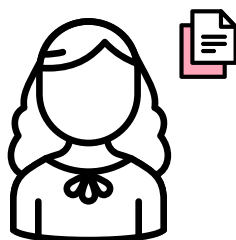
Jobs – English speakers (PLN gross); salary ranges for selected positions*



POSITION*	MINIMUM	MAXIMUM
Back Office		
Junior specialist	4 500	5 500
Specialist	5 500	7 000
Senior Specialist	7 000	8 500
Team Leader	9 000	12 000
Manager	12 000	15 000
CS Inbound		
Junior specialist	4 800	5 800
Specialist	5 800	7 500
Senior Specialist	7 500	9 000
Team Leader	9 000	12 000
Manager	12 000	15 500
CS Outbound (Telemarketing)		
Junior specialist	4 500	5 200
Specialist	5 200	6 800
Senior Specialist	6 800	8 000
Team Leader	8 500	11 000
Manager	11 000	15 000

Finance & Accounting

Jobs – English speakers (PLN gross); salary ranges for selected positions*



POSITION*	MINIMUM	MAXIMUM
Manager	13 000	17 000
Business Controlling		
Junior Specialist	5 000	6 500
Specialist	6 500	8 500
Senior Specialist	8 500	10 500
Team Leader	11 000	14 000
Manager	14 000	18 500
Billing		
Junior Specialist	4 500	5 500
Specialist	5 500	7 500
Senior Specialist	7 500	9 000
Team Leader	9 000	12 000
Manager	12 000	15 000
Independent Accountant	8 000	11 000
Chief Accountant	11 000	20 000

* Junior positions: 0-1 year of experience.
 Specialist positions: 1-3 years of experience.
 Senior positions: above 3 years of experience.

Source: Grafton Recruitment

/Culture, entertainment, recreation

7 
cinemas

4 
theatres

10 
shopping
malls

8 
museums

8 
festivals

23 
hospitals

Examples of business, cultural and sports events

- The European Economic Congress
- Tauron Nowa Muzyka Katowice
- OFF Festival
- Intel Extreme Masters
- The Katowice Comedy Carnival
- Rawa Blues Festival
- The Silesian Science Festival KATOWICE
- The Night of Museums
- The CEV EuroVolley Men Volleyball European Championship
- The FIVB Men Volleyball World Championship
- European Blitz and Rapid Chess Championship
- 2023 World Men's Handball Championship
- Jazz Art Festival
- Festival Katowice Culture Nature- NOSPR
- The Festival of Premieres: Polish Contemporary Music
- The Grzegorz Fitelberg International Competition for Conductors
- The Karol Szymanowski International Music Competition
- Europejski Kongres MŚP
- WUF II
- COP



- 1 five-star hotel *****
- 8 four-star hotels ****
- 9 three-star hotels ***

Conference facilities

- The International Congress Centre in Katowice
- The Spodek Arena
- The Faculty of Law and Administration at the University of Silesia
- Polish National Radio Symphony Orchestra
- The Wilson Shaft Gallery
- Katowice Miasto Ogrodów - Instytucja Kultury im. Krystyny Bochenek [Katowice - City of Gardens Krystyna Bochenek Cultural Institution]
- Hotel Marysin Dwór
- Revita Park
- The Stanisław Wyspiański Teatr Śląski in Katowice
- The Concert hall of the Academy of Music
- The Silesian Philharmonic
- Best Western Premier Hotel Forum
- Vienna House by Wyndham
- The Silesian Museum
- The Municipal Business Incubator Rawa.Ink
- Silesian Voivodeship Office
- Kamssoft Conference Center
- Park Hotel Diament
- Hotel Monopol
- Endorfina Club and Business Space
- Hotel Novotel
- Facility of the Faculty of Theology of the University of Silesia
- SWPS University
- Complex "Opolska 22"
- Euro-Centrum Science and Technology Park
- Korez Theater
- Campanile Hotel
- Q Hotel Plus
- Hotel Katowice
- Quality Silesian Hotel
- Ekoenergia Silesia S.A.
- Hotel Diament Spodek
- Authorized DAGMA Training Center
- Wanda Hill Inn
- Calvados Hotel Rooms
- Centre for Scientific Information and Academic Library
- Moniuszki Office and Training Center 7
- Hotel Diament Plaza
- Hotel Senator
- Hotel Załęże
- Apartments K3
- Hotel Jantor
- Zajazd Sportowy
- Europrofes Center
- Hotel Asystencki of the University of Silesia
- Best Western Brewery Mariacki
- Hotel B&B
- Hotel Mercure

Institutions supporting entrepreneurship

- The Municipal Business Incubator Rawa.Ink
- ABSL (The Association of Business Service Leaders)
- PAIH (The Polish Trade and Investment Agency)
- KSSE (The Katowice Special Economic Zone)
- Metropolis GZM
- Silesian ICT Cluster
- Chamber of Commerce and Industry in Katowice
- Izba Rzemieślnicza oraz Małej i Średniej Przedsiębiorczości w Katowicach [Chamber of Crafts and Small and Medium-sized Entrepreneurship in Katowice]
- Fund Górnośląski SA
- Klaster Innowacyjne Strategie S.A.
- Klaster Technologii Energooszczędnych – Euro Centrum
- Południowy Klaster Kolejowy – Krajowy Klaster Kluczowy
- Silesian Nano Cluster
- Śląski Klaster Wodny
- Ogólnopolski Klaster Techniczno-Technologiczny POWEARTH
- Klaster Business Process Outsourcing
- Silesia Automotive & Advanced Manufacturing
- Klaster Bezpieczna Praca
- Klaster Innowacji Społecznych
- Business Centre Club Łoża Katowicka
- Śląski Regionalny Fundusz Poręczeniowy Sp. z o.o.
- Krajowa Izba Doradców Podatkowych
- Voivodeship Labour Office in Katowice (VLO)
- Śląski Fundusz Rozwoju Sp. z o.o.
- Śląski Klaster Czystych Technologii Węglowych



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Pro Progressio - an organization supporting growth and promotion of Business Services industry in Poland. Pro Progressio cooperates with the public and private sector as well as with the international organisations operating in the BSS sector. Pro Progressio is a publisher of BSS sector media - FOCUS ON Business portal (former OutsourcingPortal) and FOCUS ON Business magazine (former Outsourcing&More).

Pro Progressio manages the Pro Progressio Club, to which it invites business entities providing business services and organisations operating in direct environment of the sector. The Club promotes and supports the development of the business activities, both in the area of services and production, furthermore, it facilitates business networking activities and increases brand awareness.

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In cooperation with:



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