

# FOCUS ON

Created by **Pro Progressio**

## *Białystok*



**4/** City

**5/** Education

**6/** Transport

**12/** Real Estate

**14/** Business

**18/** Salaries

**20/** Culture,  
entertainment,  
recreation



**Jan Kamoji-Czapiński**  
Director, Centre for Strategic Investments, PAIH

Białystok is one of the cities with growing importance for the BSS sector in Poland, both for domestic and foreign investors. The dynamic development of the city, its favorable demographic situation and convenient communication with the central part of the country affect the positive image of the city. Białystok was also honored in 2019 with the title of "City Leader supporting the Business Services Sector" for supporting the development of the BSS sector in Poland and creating a friendly business environment.

Currently, in Białystok there are 12 companies from the BSS sector, including: CERI International, Intive, Intratel, SoftServe, and Transcom Worldwide. The city is also characterized by one of the highest employment growth rates in the BSS sector.

The main reason why investors decide to choose Białystok as the location for their companies is the availability

of qualified workforce. There are 11 universities in Białystok with approximately 25,000 students, and 7,000 graduates each year.

The recently completed S8 expressway, which connects Białystok with Warsaw, Łódź, and Wrocław, and allows quick access (2 hours) to the Chopin International Airport is also of great importance for the city. An additional advantage is the developing business infrastructure, which is created by such centers as the Białystok Science and Technology Park, the Center for Continuing Education and the Białystok Staff Training Foundation.

Investors applying for support from the Polish Investment and Trade Agency are showing the interest in alternative BSS locations, such as Białystok. We expect that in the coming years, the capital of the Podlasie region will be counted among the most significant BSS centers in Poland.



**Wiktor Doktor**  
CEO, Pro Progressio

Białystok is a relatively new and young location for BSS-type operational centers in Poland. Young, but also dynamically developing and being in the interest of both IT and financial companies as well as a call contact center. It is here that Transcom or SoftServe – companies that mark their presence in Poland by opening offices in regional cities.

Good access from Warsaw, good urban logistics and emerging office infrastructure are encouraging the development of the outsourcing

and modern business services industry. It is also worth noting that Białystok is a city located in Eastern Poland – a region that, as a whole, has enormous human potential, which the BSS sector can quickly develop.

At Pro Progressio, we are keeping our fingers crossed for the fast development of the BSS sector in Białystok and we are glad that we were able to prepare a Focus On report dedicated to the city.

I wish you nice reading.

**102,13 km<sup>2</sup>**

Town area

**26,4%**

of town area

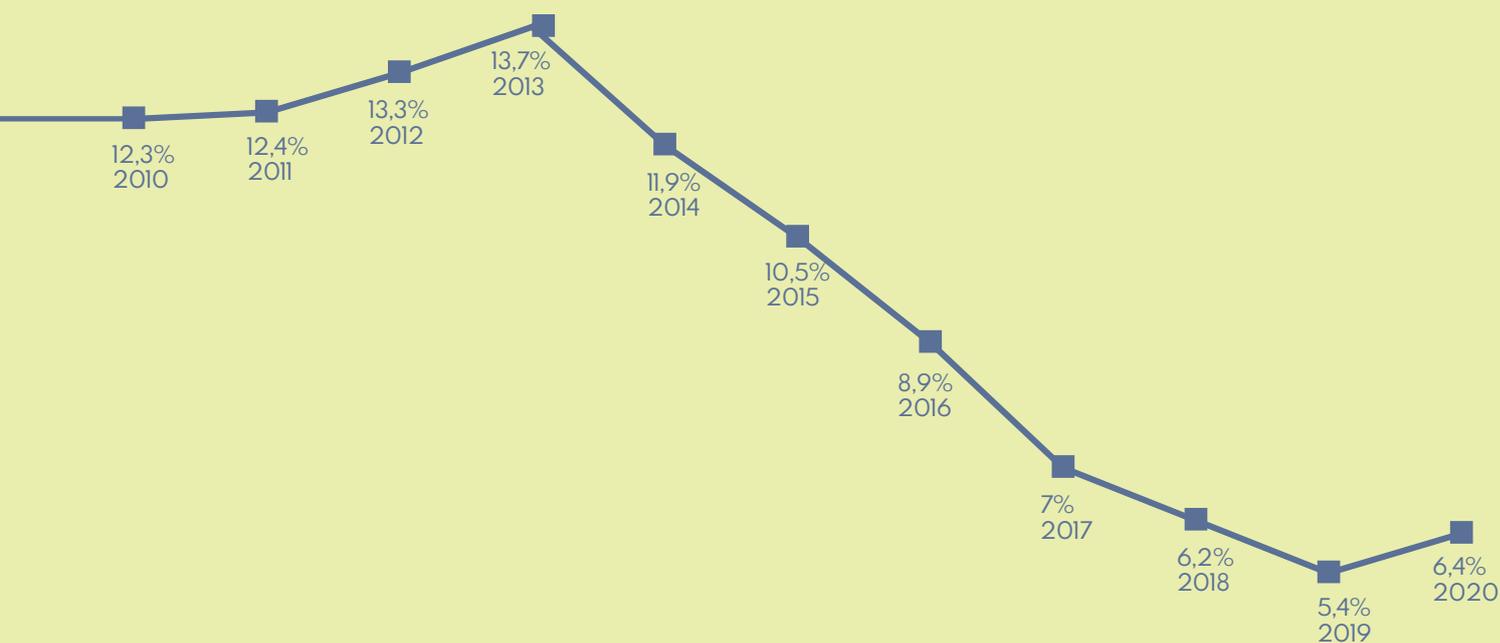
Recreational green area

**297 554**

Population

**447 165**

Population of the Białystok Agglomeration



Unemployment rate

77



### Universities

4 public universities

7 412

7 private universities

24 801

152



### Kindergartens

78 public kindergartens

74 private kindergartens including 7 multilingual

Primary schools:

**63** 24 567

Technical schools:

**25** 2 423  
 10 191

High schools:

**14** 7 035

	SUBJECTS*	
1058	philology (foreign languages)	322
4566	administration, business and law	1594
1505	IT/ICT	403
3286	engineering and technology	1064
690	logistics	205
1704	architecture and construction	485

Graduates

Students

\* data for Podlaskie region

# /Transport

**13** car rentals



**10** taxi companies



**1 372** taxis

**PLN 6** initial charge

**PLN 2,4** cost per 1 km

**48** bus lines



**42** day bus lines

**6** night bus lines



## **Public Transport tickets**

**PLN 4** normal ticket price

**PLN 12** one-day ticket price

**PLN 100** monthly ticket price

**669** city bikes



**149,1 km** length of bicycle routes  
**64** city bikes stations  
**PLN 1/h** rental cos for first hour  
 (first 25 min for free)

**161** electric scooters for rent



**41** electric mopeds for rent



### Distance from Białystok to other cities

Warsaw	202 km
Bydgoszcz	494 km
Poznań	502 km
Szczecin	757 km
Lublin	249 km
Łódź	322 km
Katowice	493 km
Kraków	491 km
Kielce	375 km
Rzeszów	417 km
Gdańsk	425 km
Wrocław	539 km
 Berlin	764 km
 Hamburg	1 044 km
 Prague	879 km
 Minsk	348 km
 Kiev	791 km
 Moscow	1 054 km
 Vilnius	301 km



### Roads

**4** regional roads  
**3** national roads

## Nearest airport: Warsaw Chopin Airport – flights

 Agadir	 Yerevan	 Luxemburg
 Almeria	 Faro	 Lviv
 Amsterdam	 Frankfurt-am-Main	 Lyon
 Antalya	 Fuerteventura Island	 Madrid
 Aqaba	 Funchal	 Malaga
 Athens	 Gdańsk	 Malmö
 Banjul	 Geneva	 Malta
 Barcelona	 Gothenburg	 Marrakech
 Bari	 Gran Canaria Island	 Marsa Alam
 Basel	 Grenoble	 Milan Malpensa
 Beirut	 Hamburg	 Miami
 Belgrade	 Hannover	 Minsk
 Bergamo	 Helsinki	 Mombasa
 Bergen	 Hurghada	 Munich
 Berlin-Tegel	 Kaliningrad	 Moscow
 Billund	 Catania	 Newark
 Birmingham	 Katowice	 Nice
 Brussels	 Kiev Boryspil	 Nuremburg
 Brussels Charleroi	 Kiev Zhuliany	 New York
 Budapest	 Chişinău	 Nursultan
 Bucharest	 Cluj-Napoca	 Odessa
 Bydgoszcz	 Colombo	 Oslo
 Kharkiv	 Copenhagen	 Oslo-Torp
 Chicago	 Kosice	 Paphos
 Dalaman	 Kaunas	 Palma De Mallorca
 New Delhi	 Kraków	 Paris Charles de Gaulle
 Doha	 Kutaisi	 Beijing
 Doncaster-Sheffield	 Lanzarote	 Beijing-Daxing
 Dubai	 Larnarca	 St. Petersburg
 Dublin	 Liverpool	 Podgorica
 Dubrovnik	 Lisbon	 Poznań
 Düsseldorf	 London City	 Prague
 Djerba	 London Heathrow	 Ras al-Khaimah
 Edinburgh	 London Luton	 Reykjavík
 Eindhoven	 Los Angeles	 Riga
 Ejlal	 Ljubljana	 Rzeszów
 Enfidha	 Lublin	 Rome

 Seoul	 Tallinn	 Vilnius
 Singapore	 Tbilisi	 Wrocław
 Skopje	 Tel Aviv	 Zagreb
 Sofia	 Tenerife	 Zaporizhia
 Istanbul	 Tokyo NRT	 Zielona Góra
 Stavanger	 Toronto	 Zurich
 Stuttgart	 Turin	
 Sharm el-Sheikh	 Cabo Verde	
 Szczecin	 Venice	
 Stockholm Skavsta	 Verona	
 Stockholm-Arlanda	 Vienna	

## Distance from Białystok to other airports



**Warsaw Airport**  
208 km 2 h 13 min



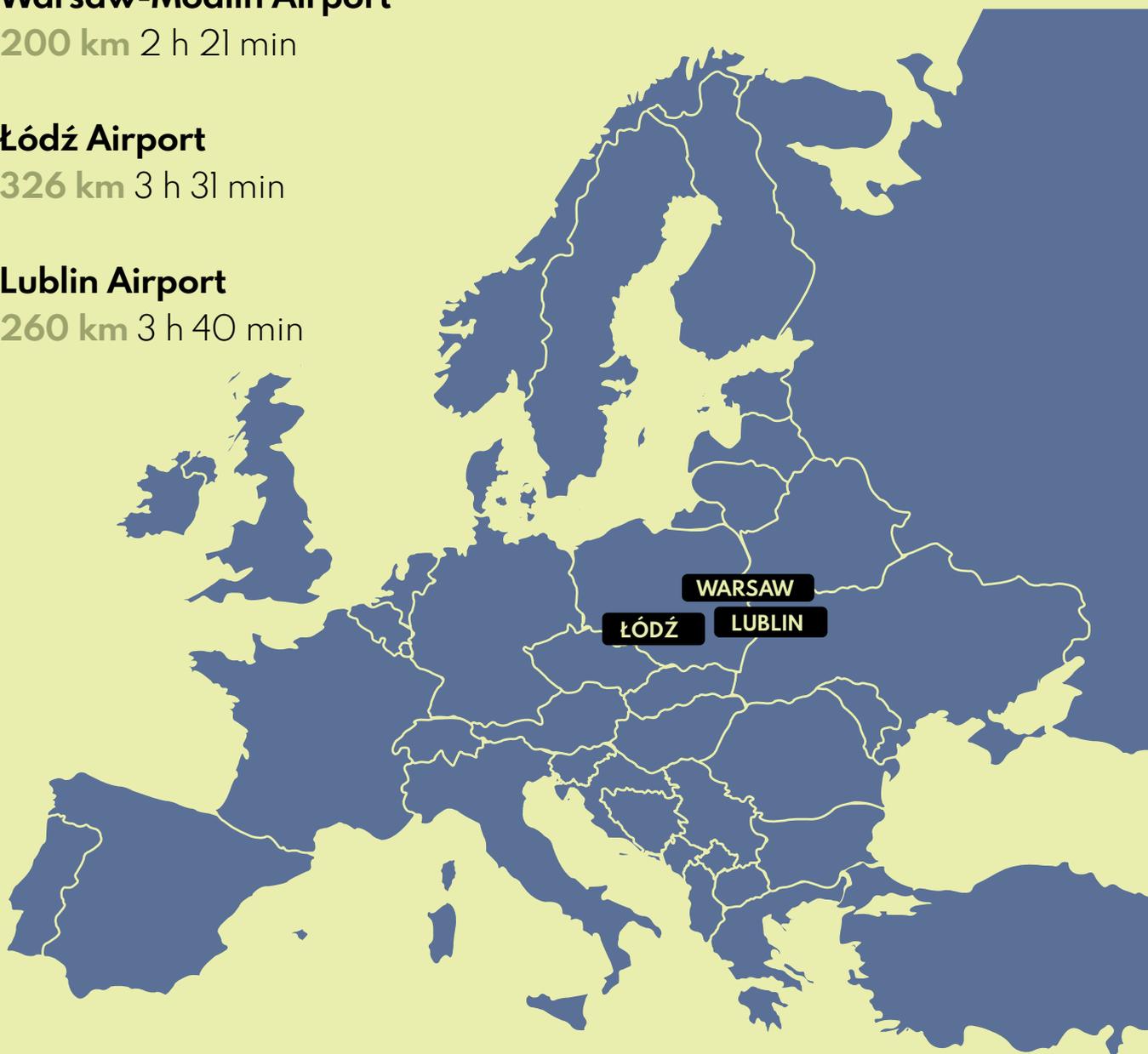
**Warsaw-Modlin Airport**  
200 km 2 h 21 min



**Łódź Airport**  
326 km 3 h 31 min



**Lublin Airport**  
260 km 3 h 40 min



- residential districts
- railway junction

## Distance from the Main Białystok Railway Station


34 min

7 min

City Hall in Białystok


32 min

10 min

Białystok University of Technology


35 min

10 min

University of Białystok - campus


30 min

8 min

Medical University of Białystok


8 min

3 min

Białystok School of Economics


14 min


Białystok Science and Technology Park


38 min

7 min

Podlasie Regional Development Foundation


14 min


Białystok Subzone of Suwałki Special Economic Zone


32 min

5 min

Baranicki's Palace


33 min

6 min

Arsenal Gallery


20 min

6 min

Podlasie Opera and Philharmonic—European Art Centre in Białystok


45 min

9 min

The Sybir Memorial Museum


35 min

7 min

Ludwik Zamenhof Center


35 min

10 min

Aleksander Węgierko Drama Theatre


19 min

5 min

Białystok Puppet Theatre


21 min

5 min

The Cathedral of St. Nicolas the Wonderworker


28 min

8 min

Metropolitan Cathedral Basilica of the Assumption of the Blessed Virgin Mary


13 min

2 min

St. Roch's Church


60 min

13 min

Krywlany Airport


6 min

3 min

PKS Bus Station


49 min

10 min

The Municipal Stadium


23 min

6 min

Girl with a watering can mural





**67 200 sq m**

Total existing  
A/B+ Class office space

**44 450 sq m**

Total A/B+ Class  
office space planned

**20**

A/B+ Class office spaces

**4**

Planned A/B+ Class  
office spaces

## Offices

Minimum rent in A/B+ Class	PLN 30 / sq m / month
Maximum rent in A/B+ Class	PLN 45 / sq m / month
Average services fees in A/B+ Class	PLN 11 / sq m / month

## Selected office spaces

BUILDING	ADDRESS	OWNER	EXISTING SPACE
Vanguard II	Myśliwska 14	CFT Properties of Mind	4 100 sq m
Fabryczna 4	Fabryczna 4	Private investor	3 520 sq m
Kolejowa 12B	Kolejowa 12B	Private investor	3 000 sq m
Prometeon	Sienkiewicza 82	Prometeon	2 800 sq m
Vanguard I	Myśliwska 14	CFT Properties of Mind	2 600 sq m

## Warehouses

Total existing warehouse space	40 600 sq m
Total planned warehouse space	75 600 sq m
Prime rent in warehouses (city and environs)	EUR 3.30-3.50 / sq m / month

## Selected warehouses

BUILDING	ADDRESS	LANDLORD	EXISTING SPACE	PLANNED SPACE
Panattoni Park Białystok	Aksamitna 8	Panattoni Europe	40 600 sq m	-
Panattoni Park Białystok II	Choroszcz, near road node S8/S19	Panattoni Europe	-	35 000 sq m

## Shopping malls

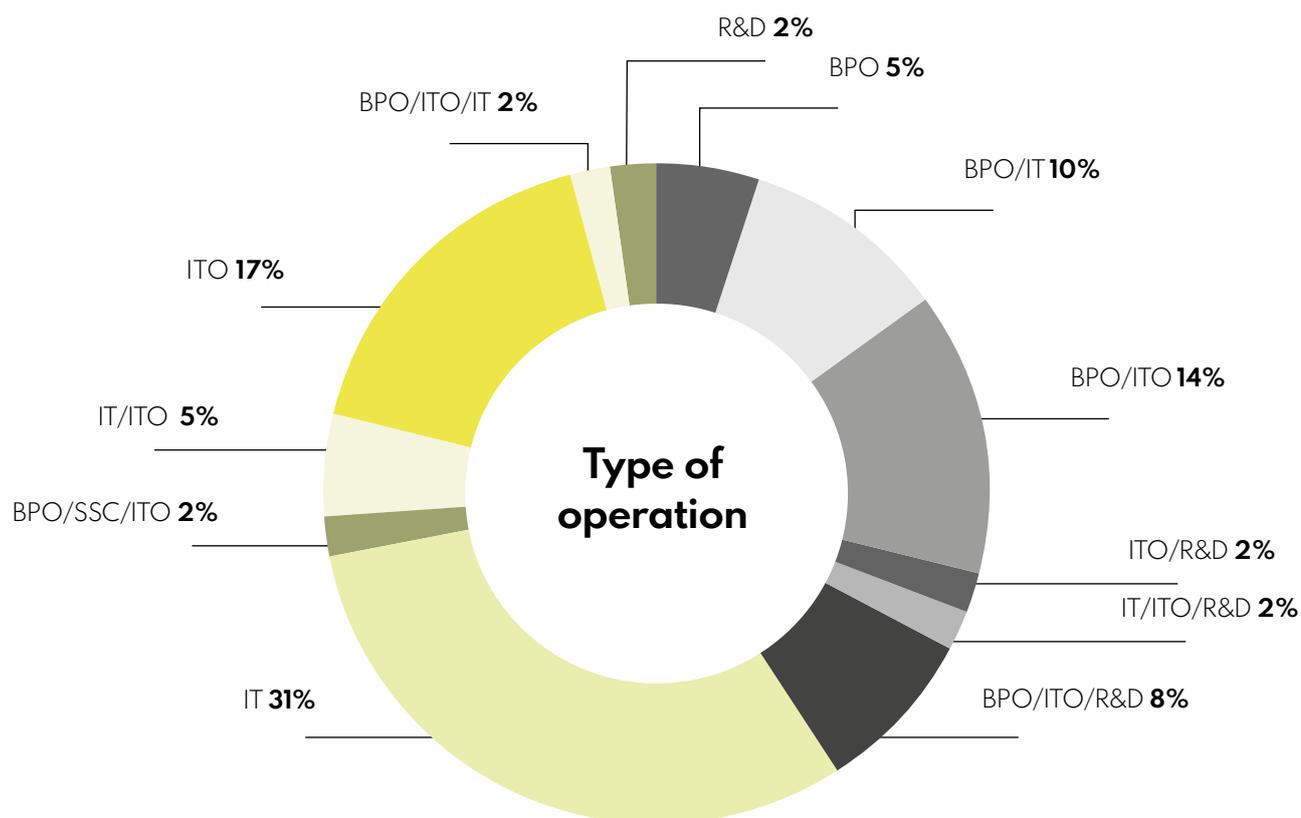
Number of shopping malls	8
Total existing space	209 580 sq m
Total empty space	8 898 sq m
Average rents in prime spaces	25 EUR/ sq m

## Selected shopping malls

BUILDING	ADDRESS	DEVELOPER	EXISTING SPACE
Alfa Centrum	Świętojańska 15	JWK Invest	34 100 sq m
Atrium Biała	Miłosza 2	TK / Atrium	32 500 sq m
Galeria Jurowiecka	Jurowiecka 1	Strus Przedsiębiorstwo Budowlane	25 000 sq m
Outlet Białystok	Wysockiego 67	Quinlan Private Golub	18 000 sq m
Auchan Hetmańska	Hetmańska 16	Immochan	34 800 sq m

## Institutions supporting entrepreneurship

- Investors Assistance Office (City Hall in Białystok)
- Investors Assistance and Business Promotion Office (Podlaskie Voivodeship Marshal's Office)
- Białystok Science and Technology Park
- Podlasie Regional Development Foundation
- Chamber of Commerce and Industry in Białystok
- Chamber of Craft and Entrepreneurship in Białystok
- Podlasie Business Club
- Podlasie Business Owners Association. Business Women Club
- Association of Merchants, Manufacturers and Service Providers
- Business Center Club
- Podlasie Employers' Association
- Metal Processing Cluster
- Polish Construction Cluster
- Academic Business Incubators
- Academic Business and Selected New Technologies Incubator of the Białystok University of Technology
- Association of the Białystok Functional Area
- Suwałki Special Economic Zone S.A.
- Białystok Staff Training Foundation
- Continuing Education Center in Białystok
- INFOTECH Technology Cluster



## Total number of business entities

36 072

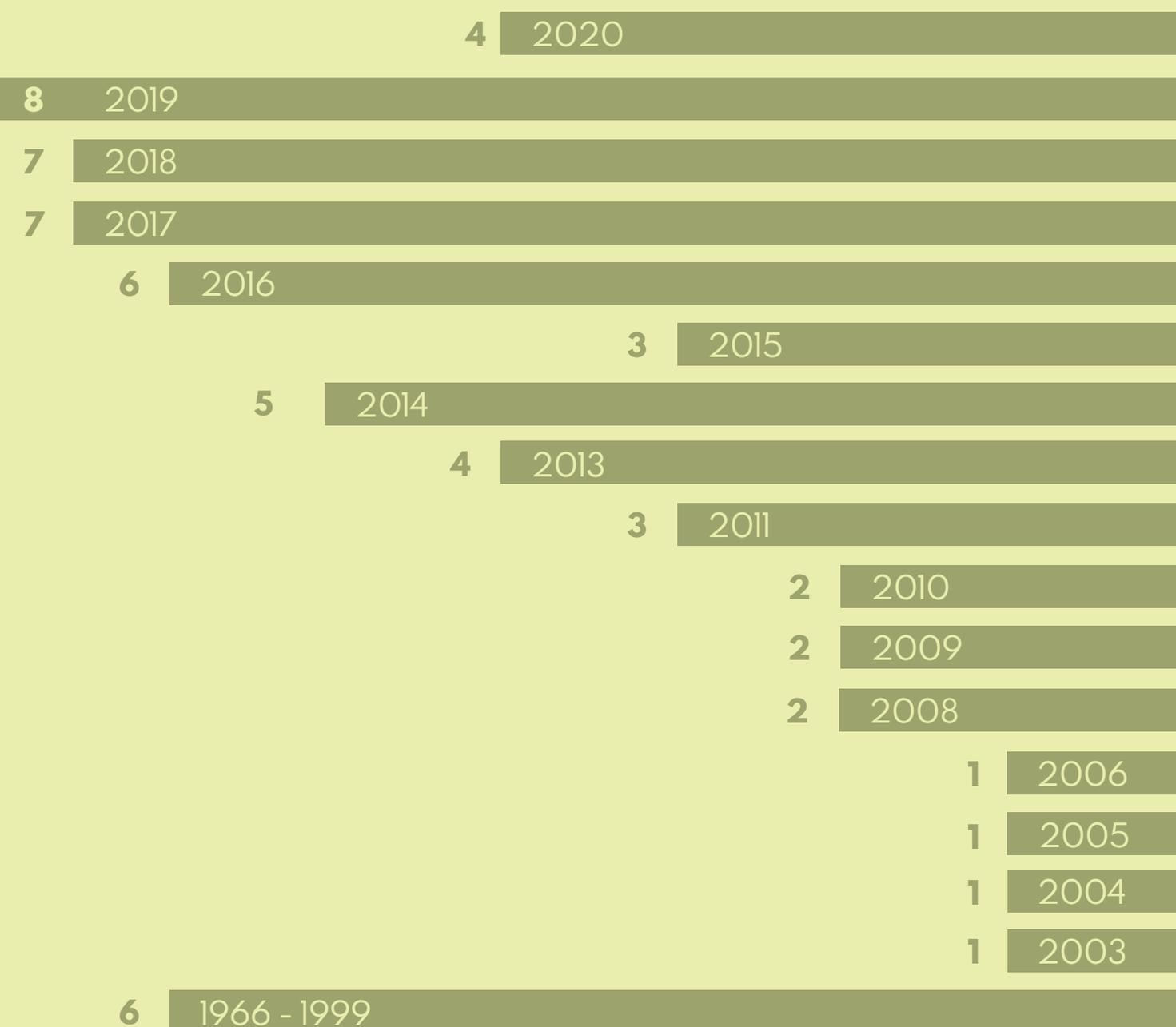
COMPANY	TYPE
2N IT	IT
4 Semantics	IT
9bits	R&D, IT, ITO, BPO
Sempai SEM Agency	BPO/ITO
B4Limits	R&D, IT
Beeset	ITO/R&D
BikeHud	IT, R&D, ICT
BILLENNIUM	ITO
BIM PRODUCTION	BPO/ITO, IT
BIT	ITO
Britenet	ITO
Calamari	R&D
„ZETO“ IT Centre	BPO, R&D, IT, ITO
CFT Properties of MIND - BPNT	BPO
Clurgo	IT
Comarch	IT/R&D
cronn GmbH	ITO
Crowdio	BPO/ITO
DigitalHQ	BPO/ITO
Elastic Cloud Solutions	BPO/ITO, R&D
EliteHunter	IT, ITO
Euvic branch in Białystok	BPO/ITO
Exadel	BPO/IT
ExtraHut	IT
Fintin	IT
Grape up	ITO
Grow Uperion	IT
GrupaVendo	IT, ITO, R&D
Handcrafted Mobile	ITO
Holo4Labs	IT
InConTech	R&D
Infinity Group	BPO/ITO
INSPEERITY	ITO/R&D
intive	BPO/ ITO/R&D
Instapage Poland	IT
Inratel	R&D, ITO, BPO/ITO
iQ5	R&D
LBPro HQ	IT

COMPANY	TYPE
LegalHut	IT
Merinosoft	BPO/IT
My-It.pl / Firstweb	BPO, ITO, IT
NET Innovation Software	BPO
ProtectHut	IT
RiftCat	IT
Rradius	R&D, IT
SIBERSOFT NIEGIERYSZ PŁOŃSKI	BPO, IT
Sii	BPO, SSC, ITO
SoftServe Poland	IT
Software Development Academy	IT
SoftwareHut	IT
Solution4Labs	IT
sourcefactory	IT
Sputnik Software	IT
Spyrosoft	ITO
TenderHut	IT
Tensorflight	IT
T-Matic Group Computer Plus	BPO/ITO
Transition Technologies Managed Services	IT, ITO
Tuatara Ventures	IT
VP Software	IT
Websky	BPO, IT
X-Code	BPO, ITO
Zonifero	IT

## Outsourcing centres using foreign languages

-  Polish: **62**
-  English: **59**
-  German: **23**
-  French: **9**
-  Spanish: **1**
-  Swedish: **7**
-  Norwegian: **7**
-  Hungarian: **1**
-  Finnish: **7**
-  Danish: **7**
-  Chinese: **5**
-  Dutch: **7**
-  Czech: **1**
-  Slovak: **1**
-  Russian: **6**
-  Turkish: **1**
-  Tunisian: **1**

## Year of inauguration in Białystok and their number



- Poland / Austria 1
- Poland / Germany 1
- Poland / France 1
- Poland / Cyprus 1

Poland 53

- USA 3
- Germany 1
- Ukraine 1
- Poland / Switzerland 1

Country of origin

## Call Center

Jobs - English speakers (PLN gross)



POSITION	MINIMUM	MAXIMUM
Junior Consultant	2 600	2 800
Consultant	2 800	3 500
Senior Consultant	3 400	4 000
Team Leader	4 500	5 500
Supervisor	3 800	5 500
Manager	4 500	6 000

## IT

Jobs - English speakers (PLN gross)



POSITION	MINIMUM	MAXIMUM
Net Developer	8 000	14 000
C++ Developer	7 000	12 000
Help desk	3 000	4 500

Source: Adecco Group

Gross average monthly salary in PLN in Białystok

4250

## Accounts payables / Accounts Receivables

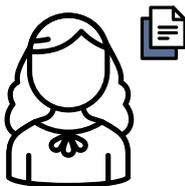
Jobs – English speakers (PLN gross)



POSITION	MINIMUM	MAXIMUM
Junior Accountant	3 500	4 000
Accountant	4 000	6 000
Senior Accountant	5 500	8 000
Team Leader	7 000	10 000
Supervisor	7 000	10 000
Manager	7 000	12 000

## General Ledger

Jobs – English speakers (PLN gross)



POSITION	MINIMUM	MAXIMUM
Junior Accountant	3 500	4 000
Accountant	4 000	6 000
Senior Accountant	5 500	8 000
Team Leader	7 000	10 000
Supervisor	5 000	10 000
Manager	7 000	12 000

Source: Adecco Group

Average salary in Białystok oscillates around 4,250 PLN gross – this is based on both the Central Statistical Office data and the experience of The Adecco Group experts. We also notice that salaries are increasing gradually in the Podlaskie Voivodeship. IT employees currently receive the highest salaries level. The lowest remuneration is offered in administration roles. However, even in these specializations manager positions appear with an offer of 6,000 PLN gross.



### Weronika Ziętara

The Adecco Group  
expert, Branch  
Manager

# /Culture, entertainment, recreation

4  cinemas

4  theatres

8  museums

9  festivals

## Conference facilities

- Social Activity Center, City Hall in Białystok
- Białystok Science and Technology Park
- The Municipal Stadium in Białystok
- Titanic Conference and Banquet Center
- Archdiocese of Białystok Exhibition and Conference Center
- Conference room at the BOSiR headquarters
- Royal Hotel & SPA \*\*\*\*
- Gołębiewski Hotel \*\*\*
- Branicki Hotel \*\*\*\*
- Traugutta3 Hotel \*\*\*
- Best Western Cristal Hotel \*\*\*\*
- Aristo Hotel \*\*\*
- Esperanto Hotel \*\*\*
- 3 Trio Hotel \*\*\*
- Hotel Forest \*\*\*
- ibis Styles Białystok Hotel \*\*\*
- Silver Hotel \*\*\*
- Comfort By Trio Hotel \*\*\*
- "Bosir" Hotel \*\*
- Podlasie Hotel \*\*
- Santana Hotel \*\*
- Pod Herbem Hotel \*\*

42  restaurants

8  shopping malls

15  hospitals

18  hotels including:

- 
- 1 five-star hotel \*\*\*\*\*
  - 4 four-star hotels \*\*\*\*
  - 7 three-star hotels \*\*\*

## Examples of business, cultural and sports events

- Eastern Economic Congress
- Great Business Ball in Białystok
- Podlasie Golden Hundred of Enterprises
- Podlasie Brand of the Year
- Startup Europe Week in Białystok
- International Entrepreneurship Week
- Ecommerce Next Białystok Conference
- Azure Workshops
- Programistok
- Leaders of Change Congress
- Białystok Days
- Białystok Days of Zamenhof
- Białystok Balloon Fiesta
- Electrum Ekiden Białystok
- PKO Białystok Half Marathon
- Siberia Memorial Run
- Podlasie Festival of Science and Arts
- Białystok St. John's Fair
- Podlasie Breakfast of Champions
- Halfway Festival Białystok
- New Pop Festival Białystok
- Up to Date Festival Białystok
- The Rise of Eastern Culture „Another Dimension”
- Lumo Bjalistoko Białystok
- International Festival of Music, Art and Folklore “Podlasie Oktawa Kultur”
- Jewish Culture Festival “Zachor - Color and Sound”
- ŻUBROFFKA International Short Film Festival
- Białystok Moto Retro Rally
- International Festival of Puppet Schools LALKANIELALKA
- Izabela Branicka International Festival of Old Arts
- Julitta Sleńdzińska International Old Music Festival
- International Festival of Orthodox Church Music in Białystok





Focus on Białystok  
prepared by:



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**Pro Progressio** - foundation supporting growth and promotion of outsourcing industry in Poland. The foundation cooperates with the public and private sector as well as with the international organisations operating in the outsourcing sector. Pro Progressio is a publisher of outsourcing sector media that is with OutsourcingPortal and *Outsourcing&More* magazine.

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

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**Source:** Pro Progressio, Białystok City Hall, Main Statistical Office, Cushman & Wakefield and Adecco Group.

