

FOCUS ON

Created by **Pro Progressio**

Łódź



4/ City
5/ Education
6/ Transport
12/ Real Estate
14/ Business
18/ Salaries
20/ Culture,
entertainment,
recreation



Wiktor Doktor
CEO, Pro Progressio

Łódź is a city with great potential for the BSS sector. The city has been one of the best logistically developed for many years. Its size, geographical location and a clear division into residential, office and industrial districts contribute to the stable development of the entire agglomeration.

The business services sector has been present in Łódź for nearly two decades and the dynamics of its development is gaining momentum every year. There are at least several reasons for this, but the two most important are the human resources and real estate potential. Every year, private and public universities supply the labor market with thousands of graduates of various faculties, and the BPO and SSC industry itself cooperates with universities in the field of staff education. Łódź is called the city of four cultures, although this phrase can now be converted into a city of many cultures.

The BSS sector is one of those industries that attracted people from all continents and speaking dozens of foreign languages to Łódź.

As the business services sector expanded, the city also developed its office fabric. Currently Łódź is one of the few Polish cities where the choice of excellent quality office space is characterized by such an immense scope.

The city authorities for many years have been consistently implementing various business services projects. Operational centres in Łódź provide services in both outsourcing and shared services models. They support processes in the areas of IT, finance, banking, human resources, payroll, customer service, business analysis and many others.

In 2022, Łódź is definitely one of the leading Polish cities in terms of investment attractiveness for the BSS sector.



Adam Pustelnik
Vice President, City of Łódź

Today, Łódź is a progressive economic hub in the region of Central and Eastern Europe. The central location provides the city a rapid development and makes it attractive for current and potential investors.

One of the key factors for the investors are location, as well as qualified and competitive specialists. In this sense Łódź has a lot to offer – taking into account all career levels – senior and middle-level managers, as well as students and graduates.

We believe that in modern economies, cities compete not only for foreign investors, but also for

residents – potential employees, who can only be attracted by creating good living conditions and development potential.

The BPO / SSC sector is one of the most dynamically developing in Łódź. Every year, the largest number of new jobs is created by BPO / SSC companies and currently it reaches till 32 thousand employees.

The growing educational potential, a large increase in office space and investing in the quality of life are the most important factors determining the location of investors to Łódź.



Radek Pituch
Expert, Centre for Strategic Investments, PAIH

Łódź, a city of changes and of long industrial origin, is currently going through an intense period of changes. It is here, where once there were large textile factories, that today technology companies from various sectors of the sector, ranging from fintechs to large, global brands, are successfully located. For years, the city has been building a clear and coherent message for potential investors, in which, thanks to its proactive attitude, it effectively convinces that this location is one of the best in Poland when it comes to locating investments in the BSS sector. The city initiates and joins a number of initiatives that perfectly show how an attractive location for investors and business support institutions Łódź can be, and the proximity of Warsaw turns into an asset, not a competition, building the concept of the duopolis.

Very good infrastructure, high level of tertiary education and

the active attitude of city authorities in attracting new investors are just some of the advantages of the location. The presence of the Łódź Special Economic Zone is an additional advantage of Łódź, thanks to which potential investors can apply for CIT exemption.

The portfolio of completed projects of the Polish Investment and Trade Agency includes, among others those that have recently chosen Łódź as the main location for the development of their presence in Poland. At the Agency, we focus on the sustainable development of regions and the more we are glad that cities with a long industrial history are going through a successful transition, finding for themselves areas where they want to build a strong image of a modern business location, open to many types of investments and technology. I encourage you to delve into the pages of this report and to contact the Polish Investment and Trade Agency.

293 km²

Town area

664 071

Population

about 1 100 000

Population of the Łódź
Metropolitan Area (ŁOM)



Unemployment rate



|  | SUBJECT |  |
|---|----------------------------------|---|
| 1 388 | philology (foreign languages) | 322 |
| 15 859 | administration, business and law | 4 398 |
| 7 538 | IT/ICT | 1 515 |
| 8 112 | engineering and technology | 2 315 |
| 2 838 | logistics | 806 |
| 3 092 | architecture and construction | 798 |

 Graduates
 Students

Sources: Statistics Poland, Łódź Municipal Office
 Data for 2021

The “**YOUTH IN ŁÓDŹ**” programme supports students and graduates in pursuing their professional career, encouraging them to bind their future with Łódź. At the same time, it supports local entrepreneurs and investors in obtaining talented and highly qualified staff.

www.mlodziwlodzi.pl

/Transport

 **22** car rentals

 **90** electric and hybrid cars for rent

 **9** taxi companies

3956 taxis

6 PLN initial charge

2 PLN cost per 1 km

 **22** tram lines

 **80** bus lines

73 day bus lines

7 night bus lines



Public Transport tickets

PLN 4,4 20-min. ticket price

PLN 5,6 40-min. ticket price

PLN 22 one-day ticket price

PLN 252 monthly ticket price

900



City bikes

240 km length of bicycle routes

152 City bikes stations

PLN 1 Rental cost per hour

1100



number of scooters for rent

Distance from Łódź to other cities

| | | |
|---|-------|---------|
| Warsaw | | 127 km |
| Wrocław | | 227 km |
| Poznań | | 217 km |
| Szczecin | | 472 km |
| Lublin | | 286 km |
| Katowice | | 206 km |
| Kraków | | 280 km |
| Rzeszów | | 309 km |
| Gdańsk | | 330 km |
|  Berlin | | 480 km |
|  Hamburg | | 757 km |
|  Prague | | 509 km |
|  Minsk | | 663 km |
|  Kiev | | 888 km |
|  Moscow | | 1373 km |
|  Vilnius | | 596 km |



Drogi

2 highways

1 express ways

3 national roads

2 regional roads

DUOPOLIS: ŁÓDŹ – WARSZAWA

The close neighbourhood of Łódź and Warsaw has a positive impact on creating business synergies between the cities. Travel time and communication between both cities are very convenient and support running a business or quick access and even daily commuting.

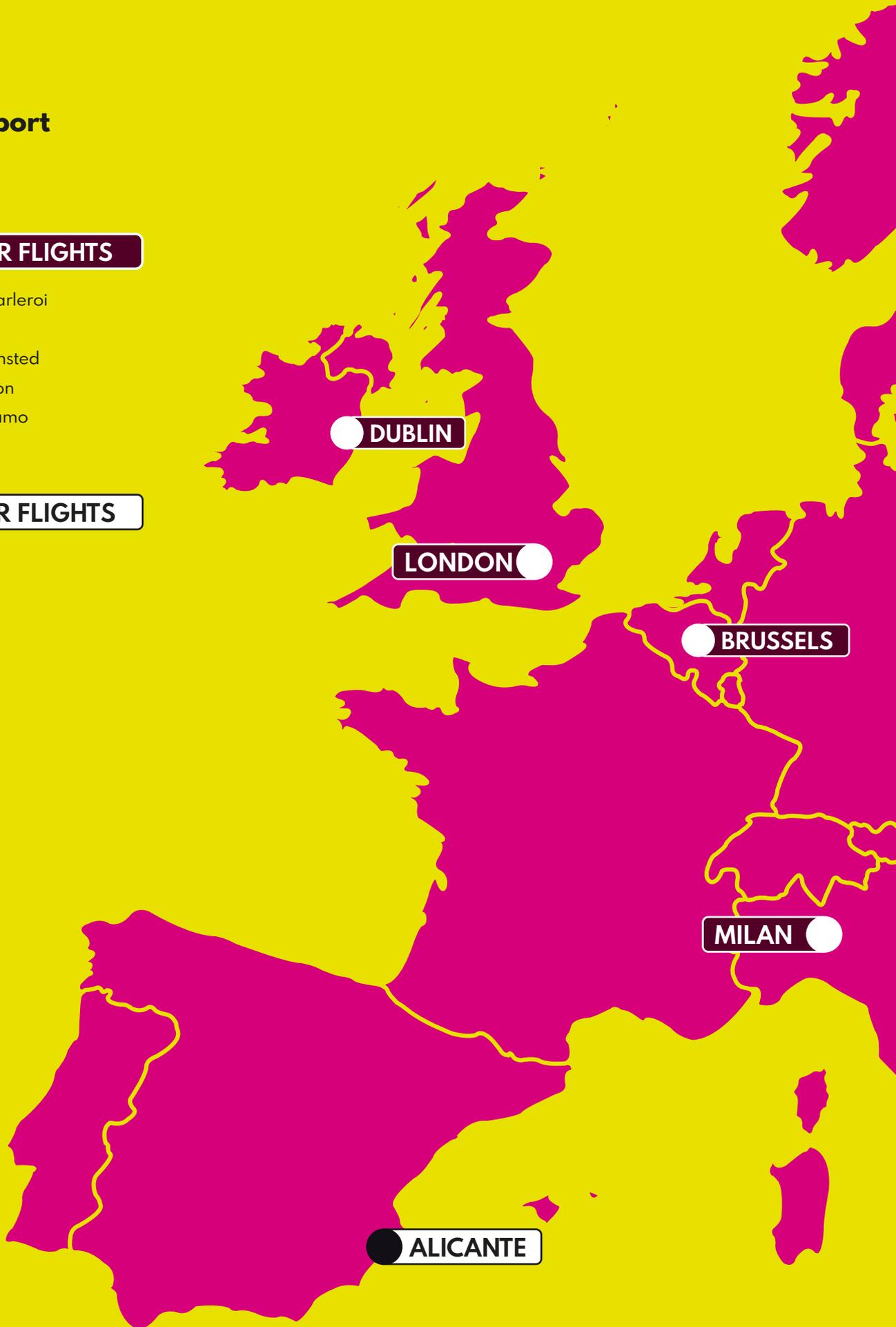
Łódź Airport

REGULAR FLIGHTS

-  Brussels Charleroi
-  Dublin
-  London Stansted
-  London Luton
-  Milan Bergamo

CHARTER FLIGHTS

-  Alicante
-  Antalya
-  Burgas
-  Heraklion
-  Rhodes



WARSAW CHOPIN AIRPORT



ŁÓDŹ

130 km



1 h 30 min

BURGAS

HERAKLION

RHODOS

ANTALYA

Distance from the Łódź Fabryczna Railway Station


 1h 30 min
 

Warsaw Chopin Airport


 18 min
 

Łódź Władysław Reymont Airport


 30 min
 

Off Piotrkowska

 11 min


 20 min
 

The City of Łódź office /Business Development and International Relations Bureau

 12 min


 60 min
 

Atlas Arena

 14 min


 10 min
 

Piotrkowska street

 6 min


 11 min
 

University of Łódź

 5 min


 10 min
 

ECL Łódź - City of Culture

 5 min


 53 min
 

University of Technology

 12 min


 26 min
 

Manufaktura

 12 min


 20 min
 

Medical University

 10 min


 20 min
 

Izrael Poznański's Palace

 10 min


 32 min
 

The Film School

 13 min


 36 min
 

Księży Młyn

 12 min


 27 min
 

Academy of Fine Arts

 7 min


 36 min
 

The Film Museum

 12 min


 27 min
 

Academy of Music

 7 min



Bałuty

Polesie

Widzew

Górna

CITY HALL/ BDAIR

ŁÓDŹ FABRYCZNA RAILWAY STATION

AIRPORT

Offices

| | |
|--|-------------------------|
| Total existing A/B+ Class office space | 629 600 sqm |
| Total A/B+ Class office space under construction | 49 000 sqm |
| Total A/B+ Class office space planned | 48 500 sqm |
| A/B+ Class office spaces | 100 |
| A/B+ Class office spaces under construction | 8 |
| Planned A/B+ Class office spaces | 6 |
| Minimum rent in A/B+ Class | EUR 11,5 / sqm / month |
| Maximum rent in A/B+ Class | EUR 14 / sqm / month |
| Average services fees in A/B+ Class | PLN 15-21 / sqm / month |

Selected office spaces

| BUILDING | ADDRESS | OWNER | EXISTING SPACE | PLANNED SPACE |
|-------------------------------|------------------|------------------------------|----------------|---------------|
| Brama Miasta I-II | Kilińskiego 66 | Skanska | 42 900 sqm | - |
| University Business Park I-II | Wólczańska 178 | GTC (Optima) | 37 400 sqm | - |
| Green Horizon I-II | Pomorska 106 | Globalworth | 29 800 sqm | - |
| Ogrodowa Office | Ogrodowa 8 | Warimpex | 24 700 sqm | - |
| Przystanek mBank | Kilińskiego 74 | Local Control Network Polska | 24 700 sqm | - |
| WIMA Cavatina A & D | Piłsudskiego 135 | Cavatina | - | 31 200 sqm |
| Fuzja I-01 & I-03 | Tymienieckiego | Echo Investment | - | 8 500 sqm |

Warehouses*

| | |
|--|-----------------------|
| Total existing warehouse space | 4 080 000 sqm |
| Total warehouse space under construction | 550 000 sqm |
| Total planned warehouse space | 3 000 000 sqm |
| Average rent in warehouses (city and environs) | EUR 3-4 / sqm / month |

Selected warehouses – Central Poland

| BUILDING | ADDRESS | DEVELOPER | EXISTING SPACE | PLANNED SPACE |
|--------------------------------|----------------------|-----------|----------------|---------------|
| Central European Logistics Hub | Widzew | Panattoni | 362 500 sqm | 30 000 sqm |
| SEGRO Logistics Park Stryków | Stryków | SEGRO | 301 500 sqm | 95 000 sqm |
| P3 Piotrków | Piotrków Trybunalski | P3 | 268 900 sqm | 200 000 sqm |
| Logistic City | Piotrków Trybunalski | Emerson | 136 000 sqm | 280 000 sqm |
| EQT Exeter Park Stryków | Stryków | Panattoni | 125 700 sqm | - |
| Mapletree Park Głuchów | Głuchów | Goodman | 125 500 sqm | - |
| Panattoni BTS Leroy Merlin | Piątek | Panattoni | 124 000 sqm | - |

Shopping malls

| | |
|--------------------------|-------------------------|
| Number of shopping malls | 14 |
| Total existing space | 480 000 sqm |
| Total empty space | 17 900 sqm |
| Prime rent** | EUR 40-44 / sqm / month |

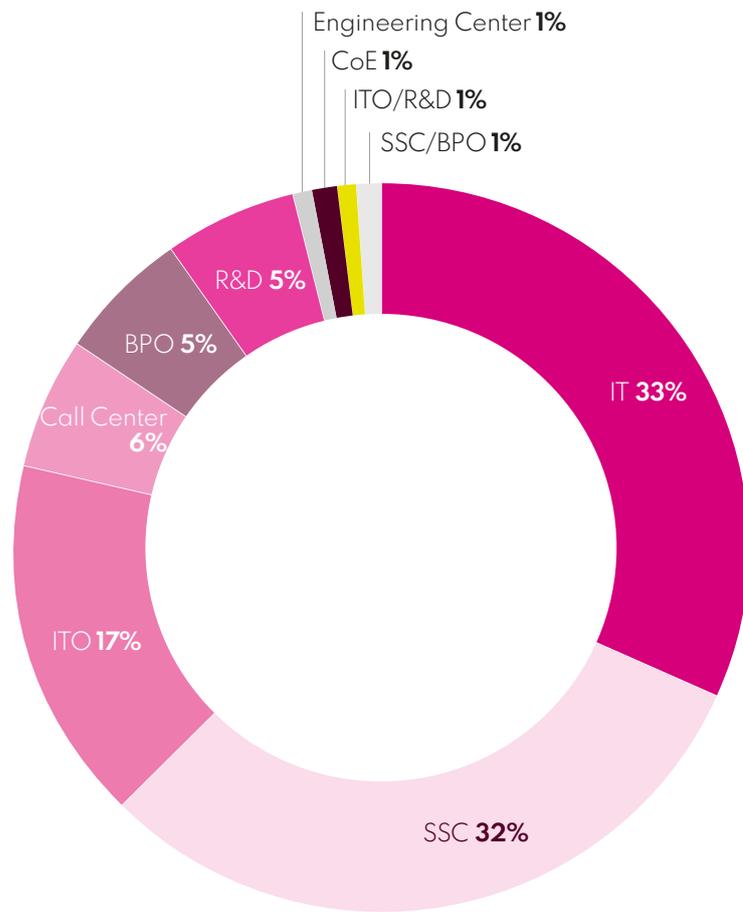
Selected shopping malls

| BUILDING | ADDRESS | DEVELOPER/OWNER | EXISTING SPACE |
|----------------|--------------------|--|----------------|
| Manufaktura | Drewnowska 58 | Union Investment | 109 500 sqm |
| Port Łódź | Pabianicka 255 | Ingka Centres | 102 300 sqm |
| Galeria Łódzka | Piłsudskiego 15/23 | DWS International GmbH / ECE Projektmanagement Polska | 45 000 sqm |
| Pasaż Łódzki | Jana Pawła II 30 | Stage Capital | 37 100 sqm |
| MI Łódź | Brzezińska 27/29 | EPP | 36 500 sqm |
| Tulipan | Piłsudskiego 94 | POERF | 33 000 sqm |

Source: JLL

* Data for Central Poland region, Q2/H1 2022.

**Prime rents definition for shopping centres relate to a well located 100 m² unit shop from the fashion and accessories category in leading shopping centres in a given city.



Type of business operations

Institutions supporting entrepreneurship

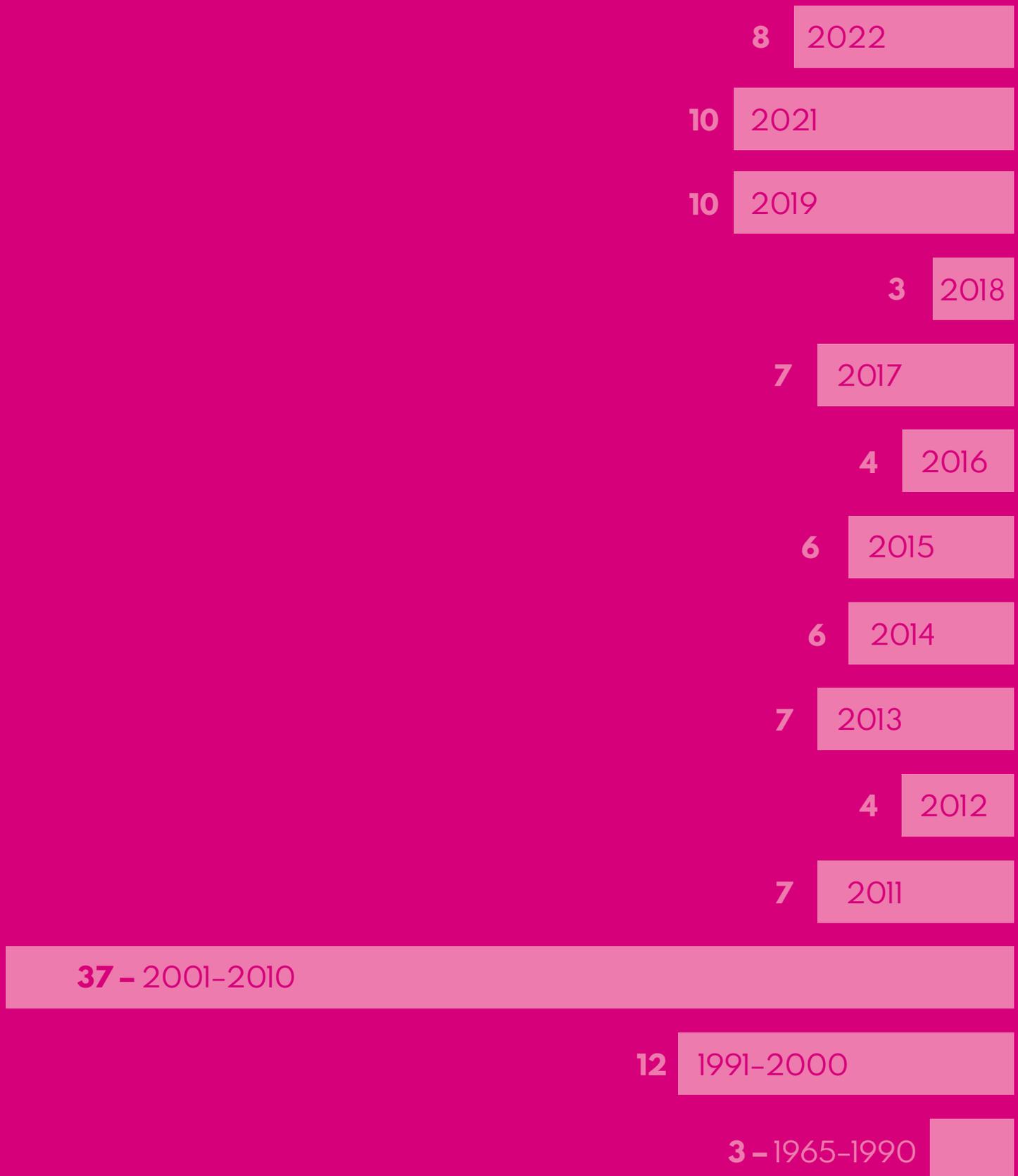
- Lodz Regional Development Agency
- Lodz Special Economic Zone S.A.
- Lodz Chamber of Industry and Trade
- Regional Economic Chamber
- Bionanopark Sp. z o.o.
- Foundation for Promotion of Entrepreneurship in Łódź
- Incubator Foundation
- Lodz Business House
- Brukowa Business Center
- Business Center Club
- SkyHab
- Art_Inkubator
- ICT Central Poland Cluster
- LODZistics Cluster - Logistics Business Network of Central Poland
- Advanced Technologies of the Textile and Clothing Industry Cluster
- Academic Business Incubators
- Center for Innovation and Technology Transfer of the Medical University of Lodz
- Center for Technology Transfer at the Technical University of Lodz sp. z o.o.
- Center for Technology Transfer at the University of Lodz
- Lodz Credit Guarantee Fund sp. z o.o.

Outsourcing centres using foreign languages

- | | |
|--------------------------|-------------------------|
| 🇬🇧 English: 105 | 🇹🇷 Turkish: 7 |
| 🇵🇱 Polish: 100 | 🇮🇹 Croatian: 7 |
| 🇩🇪 German: 44 | 🇮🇪 Hungarian: 6 |
| 🇫🇷 French: 29 | 🇳🇴 Norwegian: 6 |
| 🇪🇸 Spanish: 21 | 🇸🇰 Slovak: 6 |
| 🇷🇺 Russian: 18 | 🇷🇸 Serbian: 4 |
| 🇮🇹 Italian: 17 | 🇫🇮 Finnish: 5 |
| 🇵🇹 Portuguese: 14 | 🇱🇹 Lithuanian: 5 |
| 🇺🇦 Ukrainian: 11 | 🇱🇻 Latvian: 5 |
| 🇨🇪 Czech: 10 | 🇨🇳 Chinese: 4 |
| 🇷🇴 Romanian: 8 | 🇬🇷 Greek: 3 |
| 🇩🇰 Danish: 8 | 🇯🇵 Japanese: 2 |
| 🇧🇬 Bulgarian: 8 | 🇪🇪 Estonian: 1 |
| 🇳🇱 Dutch: 8 | |
| 🇸🇪 Swedish: 8 | |

| COMPANY | TYPE | COMPANY | TYPE | COMPANY | TYPE |
|---|-------------|----------------------------------|-------------|------------------------------|--------------------|
| ABB | ITO | DXC Technology | BPO | Orange | SSC |
| Accenture | ITO | Epassi | IT | Payair Technologies | IT |
| AgreeYa Mobility | ITO | Ericsson | ITO | PGE Obrót | SSC |
| Amcors Specialty Cartons | SSC | Exaco | IT | Philips | SSC |
| AppYourself | IT | EY | CoE | Pixel Technology | IT |
| ArCADiasoft | IT | Fitqube | ITO | Pizza Portal | IT |
| Arynga | ITO | FlintGroup | SSC | PKO BP | SSC |
| Asseco | ITO | Fujitsu Europe Finance Services | SSC | PKP Energetyka | SSC |
| Atos | ITO | Fujitsu Technology Solutions | IT | PKP Informatyka | IT |
| Avient | SSC | Gabi | IT | Polkomtel | Call Center |
| Axalta | SSC | GE Power Controls | SSC | Poyry Poland Sp. z o.o. | R&D |
| Bank Pekao SA | SSC | Geberit | SSC | Prudential | SSC |
| Barry Callebaut | IT | GFT | ITO | PZU | SSC |
| Better Collective | IT | Giełda Papierów Wartościowych | IT | Recticel | SSC |
| BFF Banking Group | SSC | GlobalLogic | IT | Sanitec Koło | SSC |
| Billenium | IT | Godel Technologies | IT | Scanaqua | SSC |
| BinarApps | IT | Harman | ITO | Signify | SSC |
| Bluerank | IT | Hexagon | R&D | Sii | ITO |
| Bluesoft | ITO | HTD | IT | SoftServe | IT |
| BSH | ITO | Hycorn | IT | Solar | SSC |
| BSH | R&D | Idemia | IT | Stretto | ITO / R&D |
| BSH | SSC | Infopulse | IT | STX Next | IT |
| BSS - Business Support Solution S.A. | SSC / BPO | Infosys | BPO | T-mobile | Call Center |
| Capita | BPO | INTERsoft | ITO | Takeda | SSC |
| Cardif | Call Center | Iris Telecommunication | IT | Tate&Lyle | SSC |
| Ceri International | BPO | iTech Art. | IT | Taxcare | SSC |
| Change of Scandinavia | SSC | Know IT | ITO | Technitel | ITO |
| Citi Handlowy | R&D | La Soft | IT | TELMON | Call Center |
| Clariant Services Poland | SSC | LSI Software | ITO | TomTom | R&D |
| Collabera | IT | Lumileds | SSC | Transition Technologies | ITO |
| Comarch S.A. | ITO | MakoLab | ITO | Tricentis | IT |
| Commerzbank | SSC | Marel | SSC | UPS Global Business Services | SSC |
| Conduent | BPO | mBank | SSC | Veolia SSC/usługi SAP | SSC |
| Craftware | IT | McCormick Shared Services | SSC | Vistex | IT |
| Data Art. | IT | Media 4U | IT | Voice | Call Center |
| Deloitte Digital | BPO | Mellon | Call Center | Warta Insurance | SSC |
| Delv Global Services - Vox Financial Partners | IT | Mobica | ITO | Wella Company | SSC |
| DHL Express | Call Center | Netguru | IT | Wella Company | IT |
| Digica | IT | Nordea Bank Abp Branch in Poland | SSC | Whirlpool Company Polska | SSC |
| Digital New Agency | IT | Open R&D | R&D | Wielton | SSC |
| Digital Teammates | IT | | | XSYS | SSC |
| Digital Workforce | IT | | | ZF Group | Engineering Center |
| Docaposte | IT | | | | |

The year of inauguration of BSS companies in Łódź





Country of origin of companies
from the BSS sector

Call Center

Jobs - English speakers (PLN gross)



| POSITION | MINIMUM | MAXIMUM |
|-------------------|---------|---------|
| Junior Consultant | 3 500 | 4 500 |
| Consultant | 4 500 | 5 500 |
| Senior Consultant | 5 500 | 6 500 |
| Team Leader | 7 000 | 8 000 |
| Supervisor | 8 000 | 9 000 |
| Manager | 9 000 | 11 000 |

IT

Jobs - English speakers (PLN gross)



| POSITION | MINIMUM | MAXIMUM | MIN. B2B | MAX. B2B |
|---------------|---------|---------|----------|----------|
| Net Developer | 10 000 | 16 000 | 15 000 | 23 000 |
| C++ Developer | 11 000 | 18 000 | 13 000 | 21 000 |
| Help Desk | 7 000 | 12 000 | 9 000 | 15 000 |

Gross average monthly salary in PLN in Łódź

Statistical Office in Łódź data

6 366

Accounts Payables / Accounts Receivables

Jobs – English speakers (PLN gross)



| POSITION | MINIMUM | MAXIMUM |
|-------------------|----------------|----------------|
| Junior accountant | 4 000 | 5 000 |
| Accountant | 5 000 | 6 500 |
| Senior Accountant | 6 500 | 7 500 |
| Team Leader | 8 000 | 9 000 |
| Supervisor | 9 000 | 11 000 |
| Manager | 12 000 | 15 000 |

General Ledger

Jobs – English speakers (PLN gross)



| POSITION | MINIMUM | MAXIMUM |
|-------------------|----------------|----------------|
| Junior accountant | 4 500 | 5 500 |
| Accountant | 6 000 | 7 500 |
| Senior Accountant | 7 500 | 8 500 |
| Team Leader | 9 000 | 11 000 |
| Supervisor | 11 000 | 13 000 |
| Manager | 13 000 | 16 000 |

Source: Cpl Poland

/Culture, entertainment, recreation

8



cinemas

17



theatres

16



shopping
malls

19



museums

Conference facilities

- Atlas Arena
- Bionanopark Łódź
- Centrum Biznesowe Synergia
– Przerwa Conference & Events
- Double Tree by Hilton Łódź
- ECI Łódź - City of Culture
- Expo-Łódź
- Art Factory
- Holiday Inn
- Ambassador Centrum Hotel
- Ambassador Chojny Hotel
- Ambassador Premium Hotel
- Andel's Hotel
- Campanile Hotel
- Focus Hotel
- Novotel Hotel
- Puro Hotel
- Rubin Hotel
- Łódź Special Economic Zone
- Qubus Hotel
- Stare Kino Cinema Residence
- Tobacco Hotel
- Orientarium Zoo Łódź
- Hotel Loom
- Hotel Hampton by Hilton

Examples of business, cultural and sports events

- Łódź Design Festival
- The Łódź Four Cultures Festival
- Soundedit
- The International Festival of Pleasant and Unpleasant Arts
- International Festival of Comics and Games
- Light. Move. Festival
- Łódź Young Fashion
- Festival of Science, Technology and Art
- Fotofestiwal – The International Festival of Photography
- The Tourist Regions Fair “At the Meeting of Cultures”
- Academic Job Fairs
- The Night of Museums
- The Festival of Colors
- Cinergia European Cinema Forum
- See Bloggers Łódź Festival
- The Man in Danger Media Festival
- Freedom Games
- Film Art Critics Festival - Serio Pro / Kamera Akcja
- Festival of Theater Schools
- The Karuzela International Theater Festival
- OFF PÓLNOCNA
- The Retroperspectives Festival
- Summer Jazz Academy Festival
- Freedom Piano Festival
- Folk Inspirations Festival
- International Tango Days
- Crime Festival
- Kite and Trumpet
- Touch the Theater
- National Festival of the Young Theater “Dziatwa”
- Robert Brylewski Festival
- Songwriter Festival
- Birthday Breakfast Festival
- The Orlen Cup International Athletics Meeting
- “Kapitularz” Łódź Fantasy Festival
- The International Triennial of Tapestry
- Literature Pulse Festival
- Polish Camerata to Its City Festival
- AŻ Festival
- Good Taste Festival
- Restaurant Week
- Fab In Field Improvisation Festival
- Great September
- FilmInteractive Festival
- Musica Privata Festival
- Animarkt
- Geyer Music Festival
- The Polówka Summer Film Festival
- Łódź’s Birthday
- LDZ Alternatywa
- The Festival of Science, Tech and Art in Łódź
- YAPA
- PL Music Video Awards

54  festivals and art reviews

28  hospitals

34  hotels including:

8 four-star hotels ****

18 three-star ***



The City of Łódź Office
Piotrkowska 104a
90-926 Łódź

☎ +48 42 638 59 39
✉ investinlodz@uml.lodz.pl
www.uml.lodz.pl



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.

Pro Progressio Tel: +48 22 213 02 45
Dziekońskiego 1 Street E: info@proprogressio.pl
00-728 Warszawa W: www.proprogressio.pl

In cooperation with:



The FOCUS ON Report may be disseminated or provided solely as a whole and with a reference to the Report source: www.raporty.proprogressio.pl. All copyrights to the FOCUS ON Report, including the right to publish in print, are owned exclusively by Pro Progressio. Duplicating, copying, providing and disseminating the Report in print or parts of is prohibited and each and

every time requires a permission by Pro Progressio provided in writing under pain of nullity. Content of the FOCUS ON Report is subject to protection as prescribed by provision of law and in particular by the Act on Copyright and Neighbouring Rights of February 4th 1994 (consolidated text Journal of Laws 2006 No. 90, item 631).

