

FOCUS ON

Created by **Pro Progressio**

Łódź



4/ City

5/ Education

6/ Transport

12/ Real Estate

14/ Business

18/ Salaries

20/ Culture,
entertainment,
recreation



Monika Grzelak
Team Leader | Centre
for Investments, PAIH

Łódź is a mature location for the modern services sector, basing its competitive advantage on its central location at the junction of the most important communication routes in Poland, access to qualified staff, cost-effectiveness and a unique post-industrial character.

Excellent road and rail connections with Warsaw allow for convenient use of the Warsaw Chopin Airport, the largest international airport in this part of Europe. Infrastructural investments planned in the coming years are to bring both cities even closer to each other, strengthening the duopolis concept and stimulating further the development of Łódź.

As the third largest city in Poland, Łódź offers access to an extensive

labor market. Moreover, the growing quality of life in the city, the cost of living advantage in relation to other cities, as well as the growing importance of remote work translate into an increasing effectiveness of attracting talents from other regions to Łódź.

Many of the foreign investors contacting PAIH are well aware of the city's attractiveness, indicating Łódź as one of the considered locations in Poland. The city actively supports new investments, especially in the priority sectors. In the recent months Łódź has managed to attract new investments in the IT industry, which will soon strengthen the modern business services sector in the city.



Wiktor Doktor
CEO, Pro Progressio

Łódź – a city in the central part of Poland, which is a natural location for the activities of companies from the business support services sector. 2021 initiated the third decade since SSC and BPO operational centers began their expansion in the capital of the Łódź Voivodeship.

In the early 2000s, the city authorities prepared a development strategy plan for Łódź, where one of the city's business pillar was the BSS sector. These assumptions did not remain a theory, but as history has shown, they were meticulously implemented. The office buildings infrastructure, the development of studies in local universities, the expansion of road and rail transport hubs

brought Łódź closer to business in an exponential way.

The development and evolution of the BSS sector in Łódź has emerged from simple transaction processes and now shows the high maturity of the city and its operational centers for the implementation of advanced projects on a global scale.

The beginning of the third decade of the 21st century, access to human resources, office spaces and, above all, the city's business maturity, allow for the thesis that Łódź will continue to develop the BSS sector and strengthen its location on the European map of cities supporting the development of the business support services industry.

293,3 km²

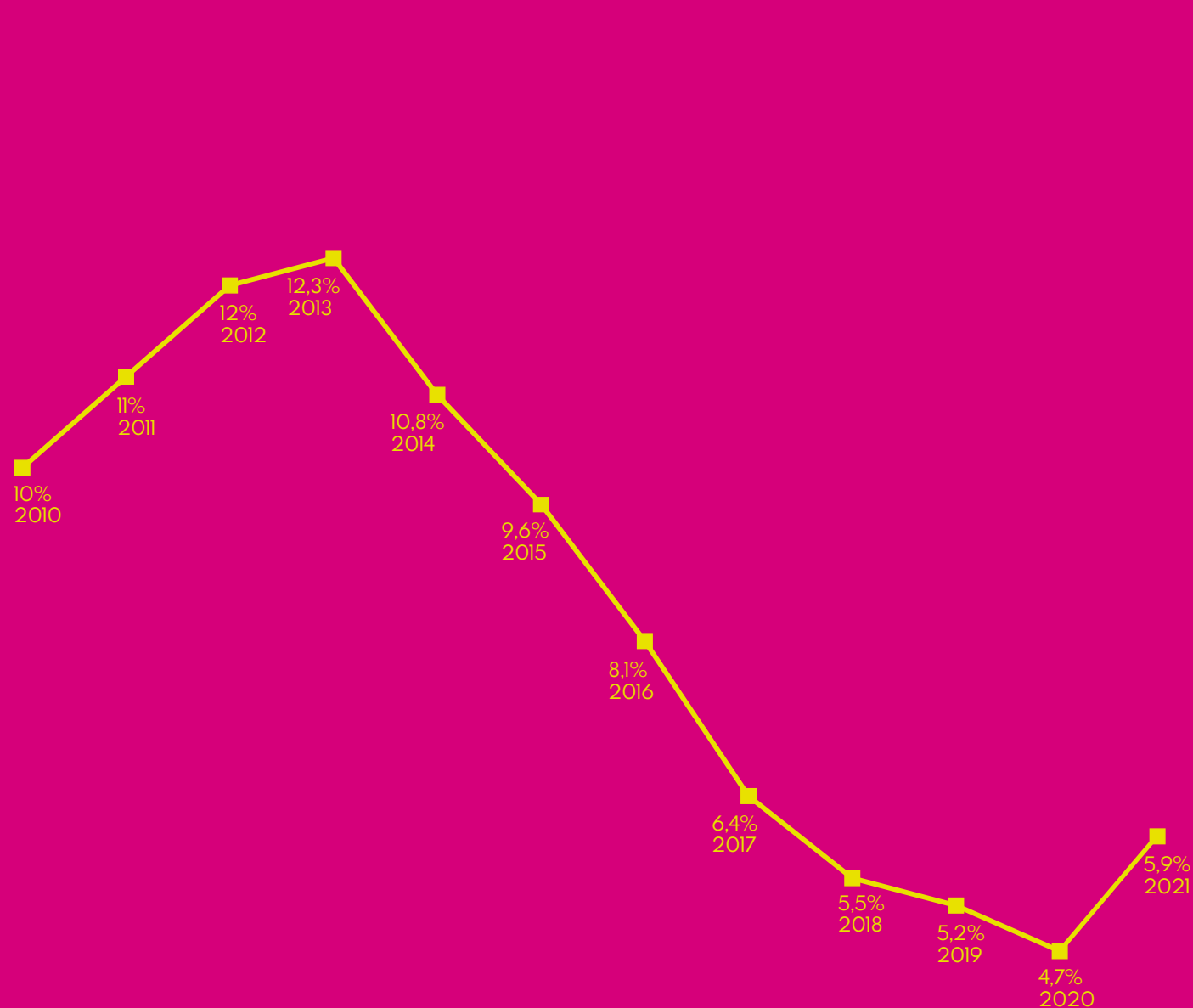
Town area

677 286

Population

about 1 100 000

Population of the Łódź
Metropolitan Area (ŁOM)



Unemployment rate

19



universities

6 public

18 954

13 private

75 853

218



kindergartens

147 public

71 private

Primary schools:

90 39 915

Highs schools:

28 12 668

Technical schools:

18 8 558

	SELECTED UNIVERSITY FACULTIES	
3 145	philology (foreign languages)	784
16 621	administration, business and law	4 975
4 252	IT/ICT	941
6 731	engineering and technology	1 618
2 586	logistics	755
1 987	architecture and construction	460

Graduates

Students

* data for Łódzkie Region

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

www.mlodziwlodzi.pl

/Transport

 **16** car rentals

 **60** hybrid vehicles for rent

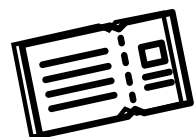
 **11** taxi companies

4 006 taxis
about 6 PLN initial charge
2 PLN cost per 1 km

 **19** tram lines

 **107** bus lines

94 day bus lines
13 night bus lines



Public Transport tickets

PLN 3 20-min. ticket price
PLN 3,8 40-min. ticket price
PLN 12 one-day ticket price
PLN 96 monthly ticket price

60 mopeds for rent

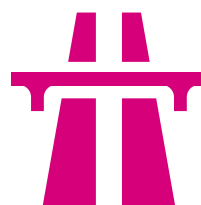


300 electric scooters for rent



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



Roads

- 2 highways
- 2 express ways
- 2 regional roads
- 4 national roads

DUOPOLIS: ŁÓDŹ – WARSAW

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.

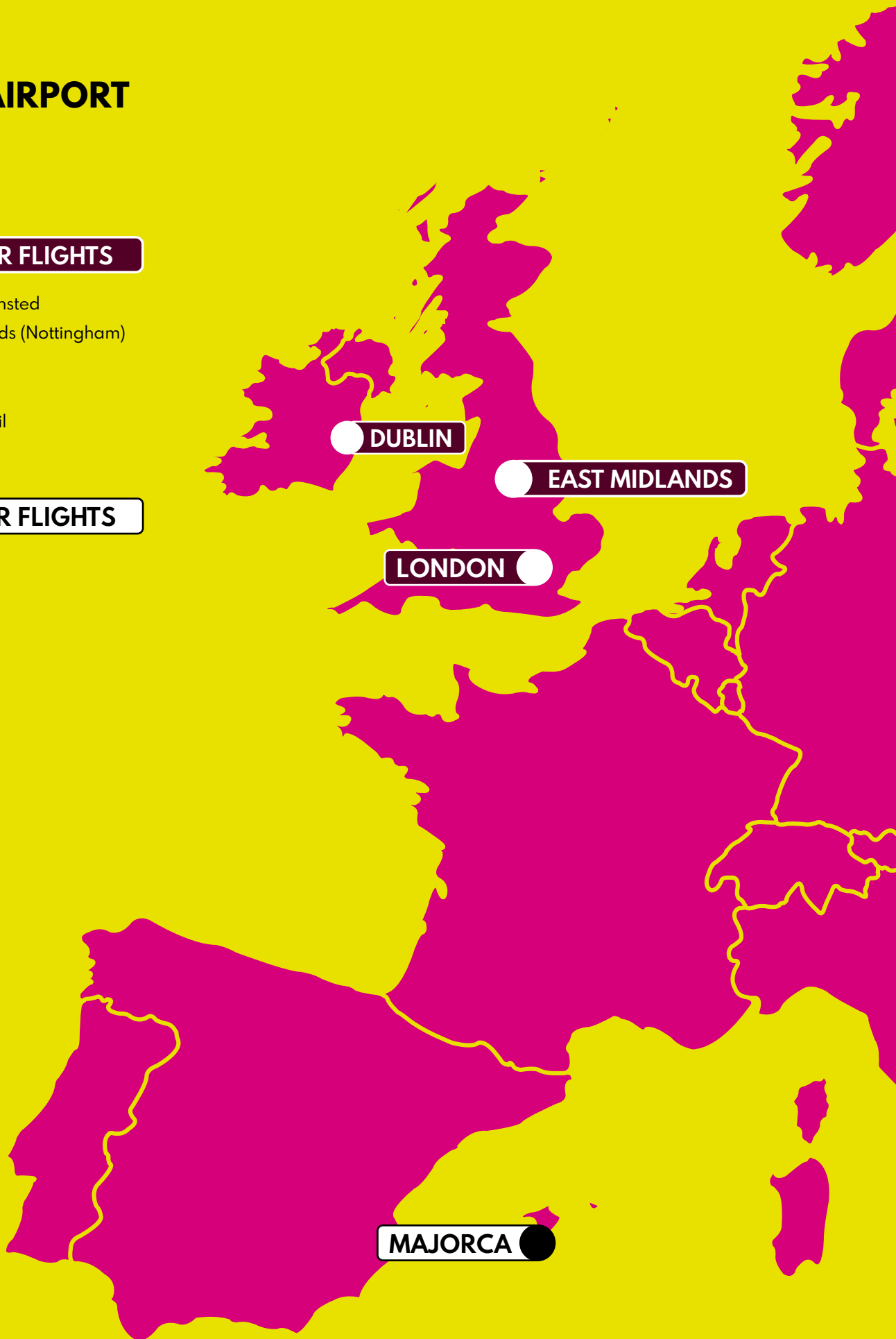
ŁÓDŹ AIRPORT

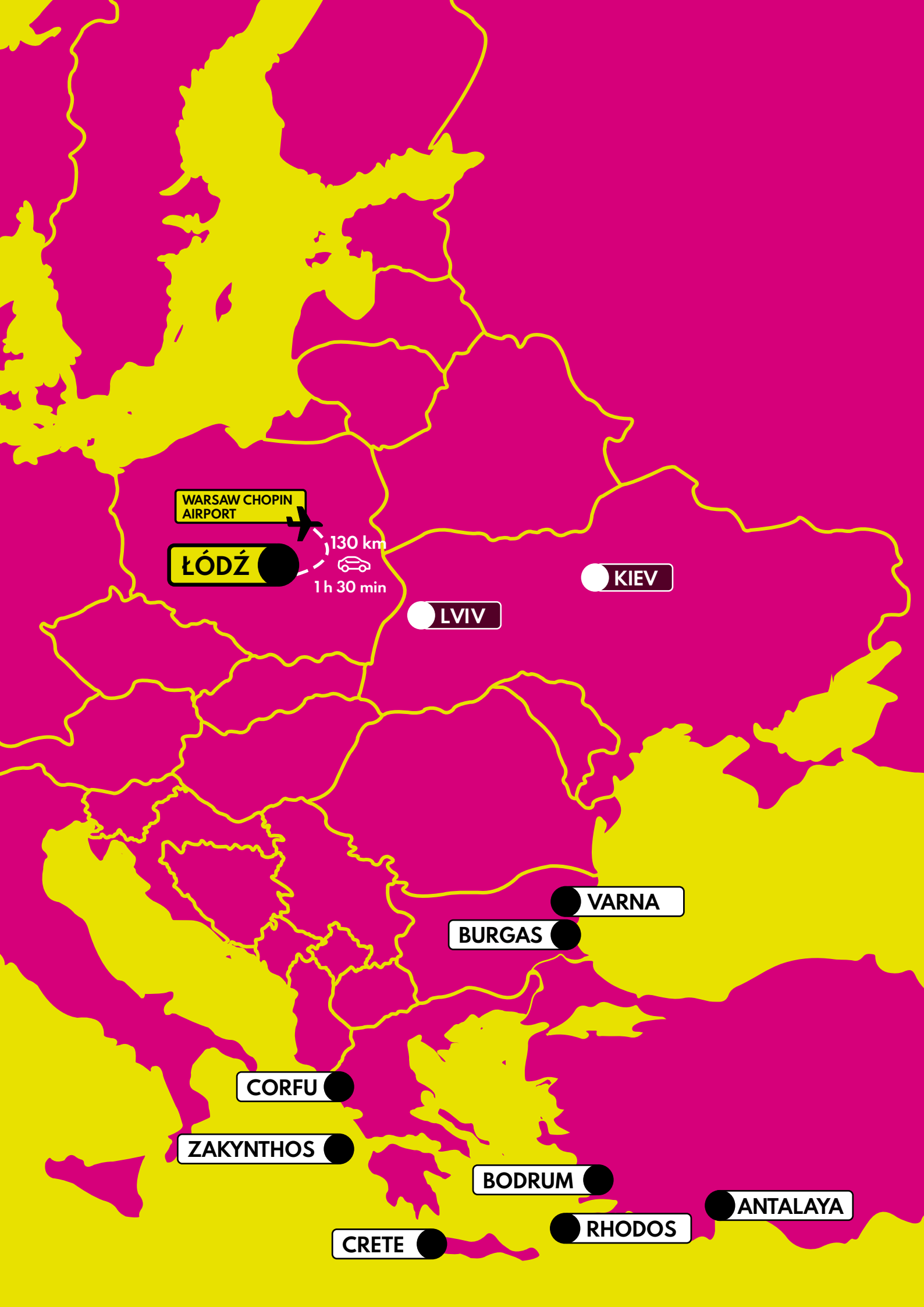
REGULAR FLIGHTS

-  London Stansted
-  East Midlands (Nottingham)
-  Dublin
-  Lviv
-  Kiev Boryspil

CHARTER FLIGHTS

-  Burgas
-  Varna
-  Antalya
-  Bodrum
-  Crete
-  Rhodes
-  Corfu
-  Zakynthos
-  Majorca





WARSAW CHOPIN
AIRPORT

ŁÓDŹ

130 km
1 h 30 min

KIEV

LVIV

VARNA

BURGAS

CORFU

ZAKYNTHOS

BODRUM

CRETE

RHODOS

ANTALAYA

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** 

 **12 min**

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

  **60 min** 

Atlas Arena  **14 min**



  **10 min** 


 **6 min**

Piotrkowska street

  **11 min** 

University of Łódź  **5 min**

  **10 min** 

 **5 min**

ECL Łódź - City of Culture

  **53 min** 

University of Technology  **12 min**

  **26 min** 

 **12 min**

Manufaktura

  **20 min** 

Medical University  **10 min**

  **20 min** 

 **10 min**

Izrael Poznański's Palace



  **32 min** 


The Film School  **13 min**

  **36 min** 

 **12 min**

Księży Młyn

  **27 min** 

Academy of Fine Arts  **7 min**

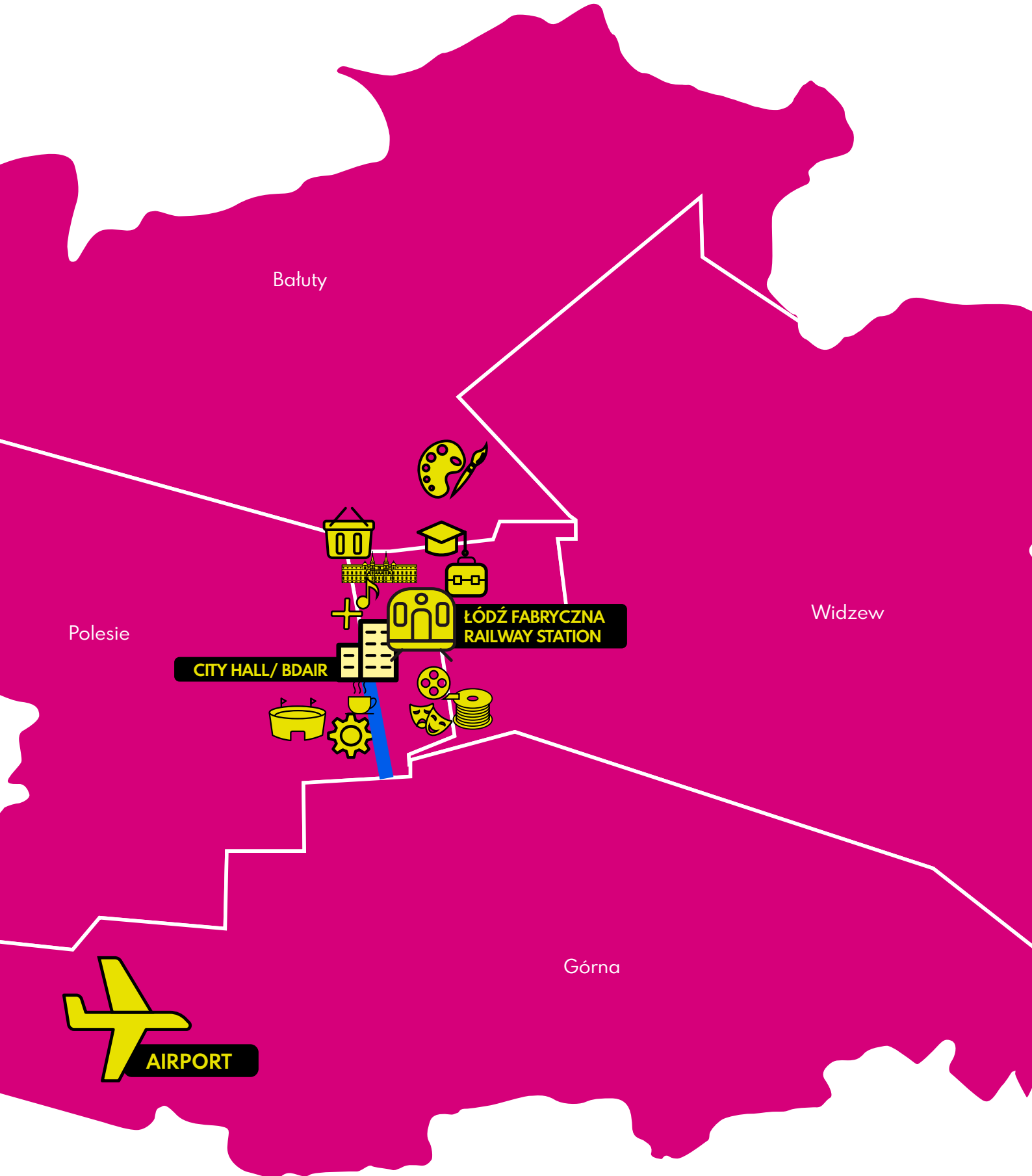
  **36 min** 

 **12 min**

The Film Museum

  **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	579 000 sq m
Total A/B+ Class office space under construction	91 000 sq m
Total A/B+ Class office space planned	150 000 sq m
A/B+ Class office spaces	95
A/B+ Class office spaces under construction	8
Planned A/B+ Class office spaces	11
Minimum rent in A/B+ Class	EUR 10 / sq m
Maximum rent in A/B+ Class	EUR 14.9 / sq m
Average services fees in A/B+ Class	EUR 4 / sq m

Selected office spaces

BUILDING	ADDRESS	OWNER	TOTAL EXISTING SPACE	TOTAL PLANNED SPACE
Brama Miasta I	Kilińskiego 66	Skanska	25 500 sq m	-
Brama Miasta II	Kilińskiego 66	Skanska	14 100 sq m	-
Ogrodowa Office	Ogrodowa 8	Warimpex	24 700 sq m	-
Imagine I & II	Marszałka Józefa Piłsudskiego 79/87	Avestus Real Estate	14 800 sq m	-
Monopolis MI	Wydawnicza 4	Virako	7 000 sq m	17 500 sq m
Biurowiec TME	Rozalii 1	Transfer Multisort Elektronik	5 500 sq m	-
Cross Point C	Milionowa	Mermaid Properties	5 300 sq m	-
Łódź.Work	Dowborczyków 18A	Okam Capital	5 200 sq m	-

Warehouses

Total existing warehouse space	Łódź: 998 610 sq m Central Poland: 3 237 243 sq m
Total warehouse space under construction	Łódź: 13 246 sq m Central Poland: 46 691 sq m
Total planned warehouse space	Łódź: 422 166 sq m; Central Poland: 2 119 710 sq m
Average rent in warehouses (city and environs)	Łódź: EUR 3,50–3,60 / sq m / month Central Poland: EUR 2,50–3,60 / sq m / month

Selected warehouses

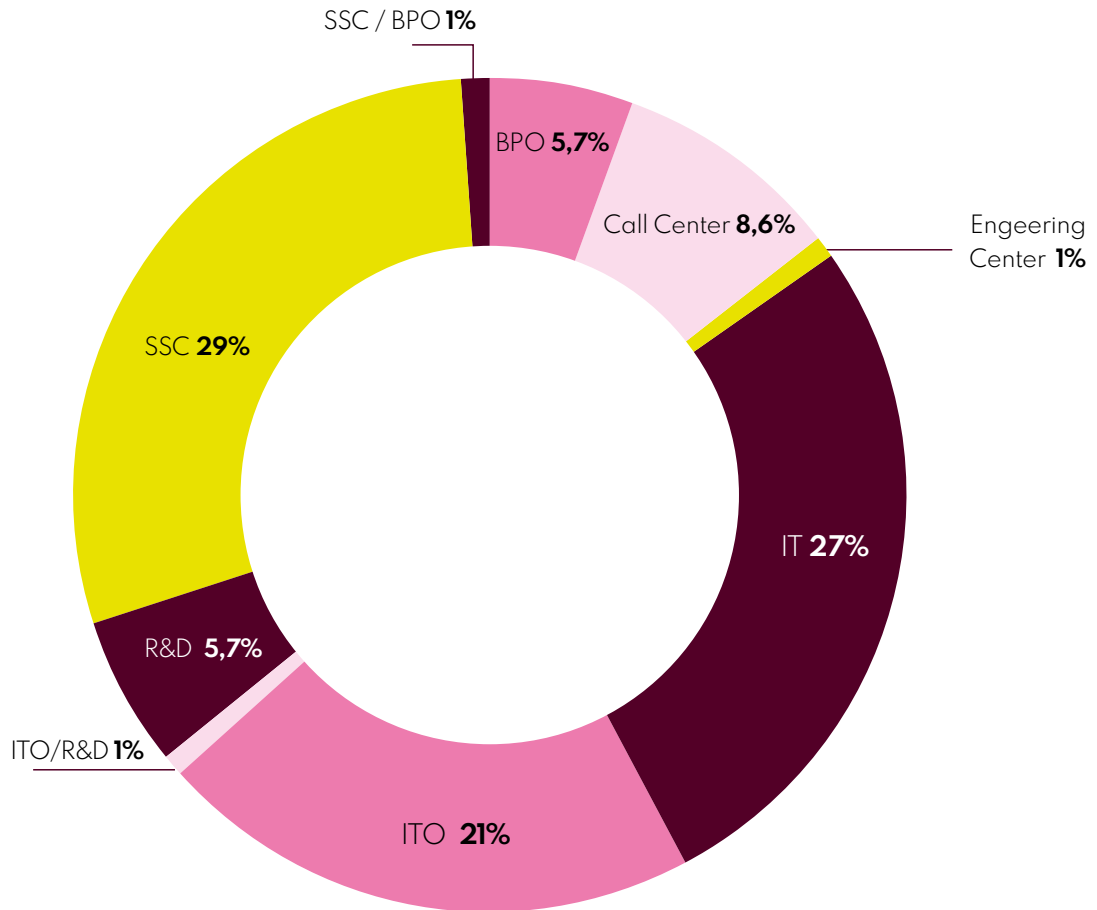
BUILDING	ADDRESS	DEVELOPER	TOTAL EXISTING SPACE	TOTAL PLANNED SPACE
Central European Logistics Hub	Jędrzejowska 45, Łódź	Panattoni Europe	345 000 sq m	3 800 sq m
Hillwood Łódź Górna	Józefów 3, 93-614 Łódź	Hillwood	72 960 sq m	87 409 sq m
7R Park Łódź East I	Brzezińska, Łódź	7R SA	-	100 411 sq m

Shopping malls

Number of shopping malls	15
Total existing space	493 000 sq m
Total empty space	18 900 (3,8%) sq m
Average rents in prime spaces	EUR 40 / sq m

Selected shopping malls

BUILDING	ADDRESS	DEVELOPER/ OWNER	TOTAL EXISTING SPACE
Manufaktura	Drewnowska 58	Apsys / Union Investment	110 000 sq m
Port Łódź	Pabianicka 245	Inter Ikea/ INGKA Centres	103 000 sq m
Galeria Łódzka	Pilsudskiego 15/23	ECE Projektmanagement	45 000 sq m
Pasaż Łódzki	Jana Pawła II 30	Casino/ Pradera	37 000 sq m
MI Łódź	Brzezinska 27/29	Metro/ Echo Properties	36 500 sq m



Type of business operations

Institutions supporting entrepreneurship

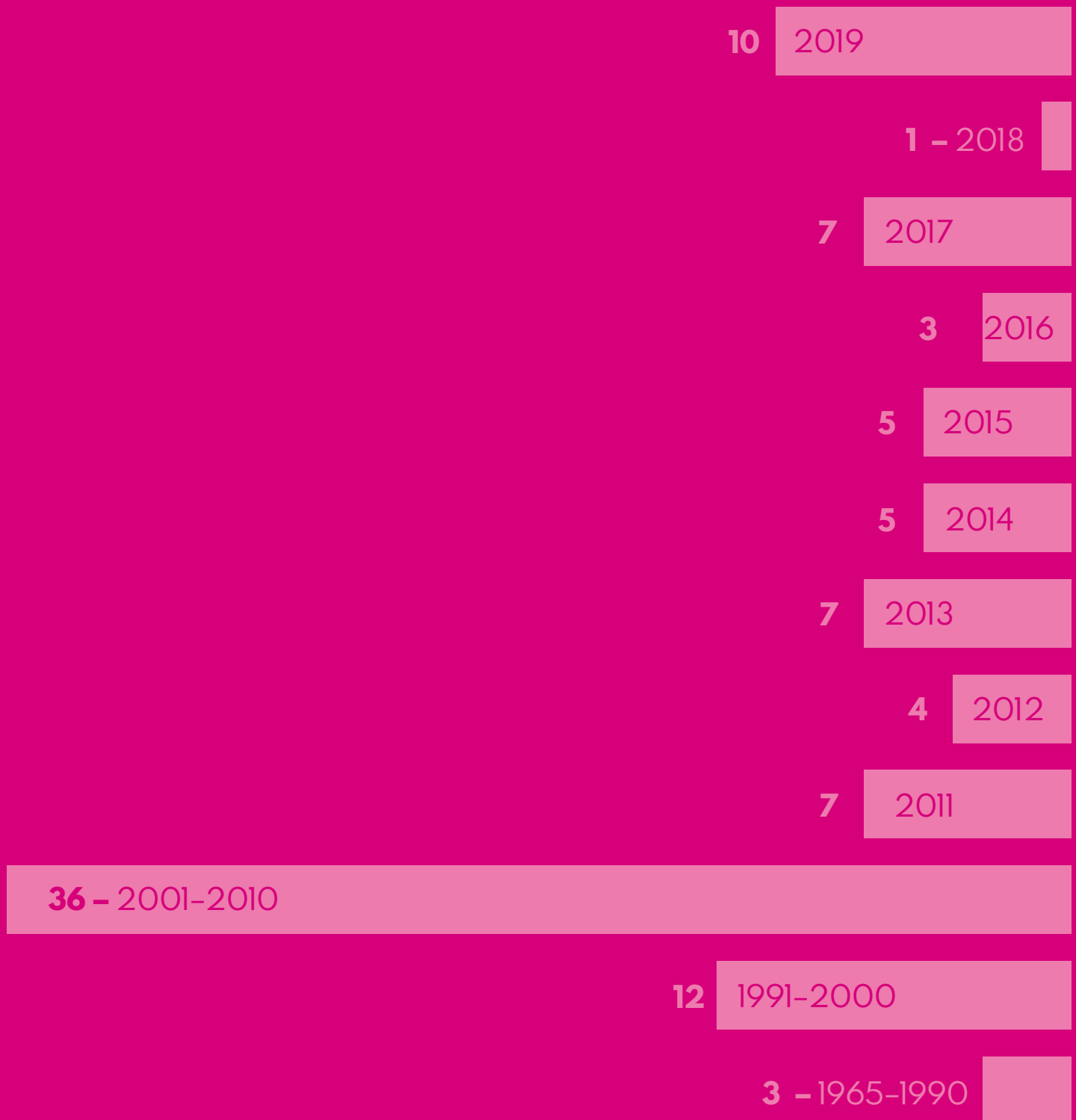
- Lodz Regional Development Agency
- Lodz Special Economic Zone S.A.
- Lodz Chamber of Industry and Trade
- Regional Economic Chamber
- Bionanopark Sp. z o.o.
- Foundation for Promotion of Entrepreneurship in Łódź
- Incubator Foundation
- Lodz Business House
- Brukowa Business Center
- Business Center 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.

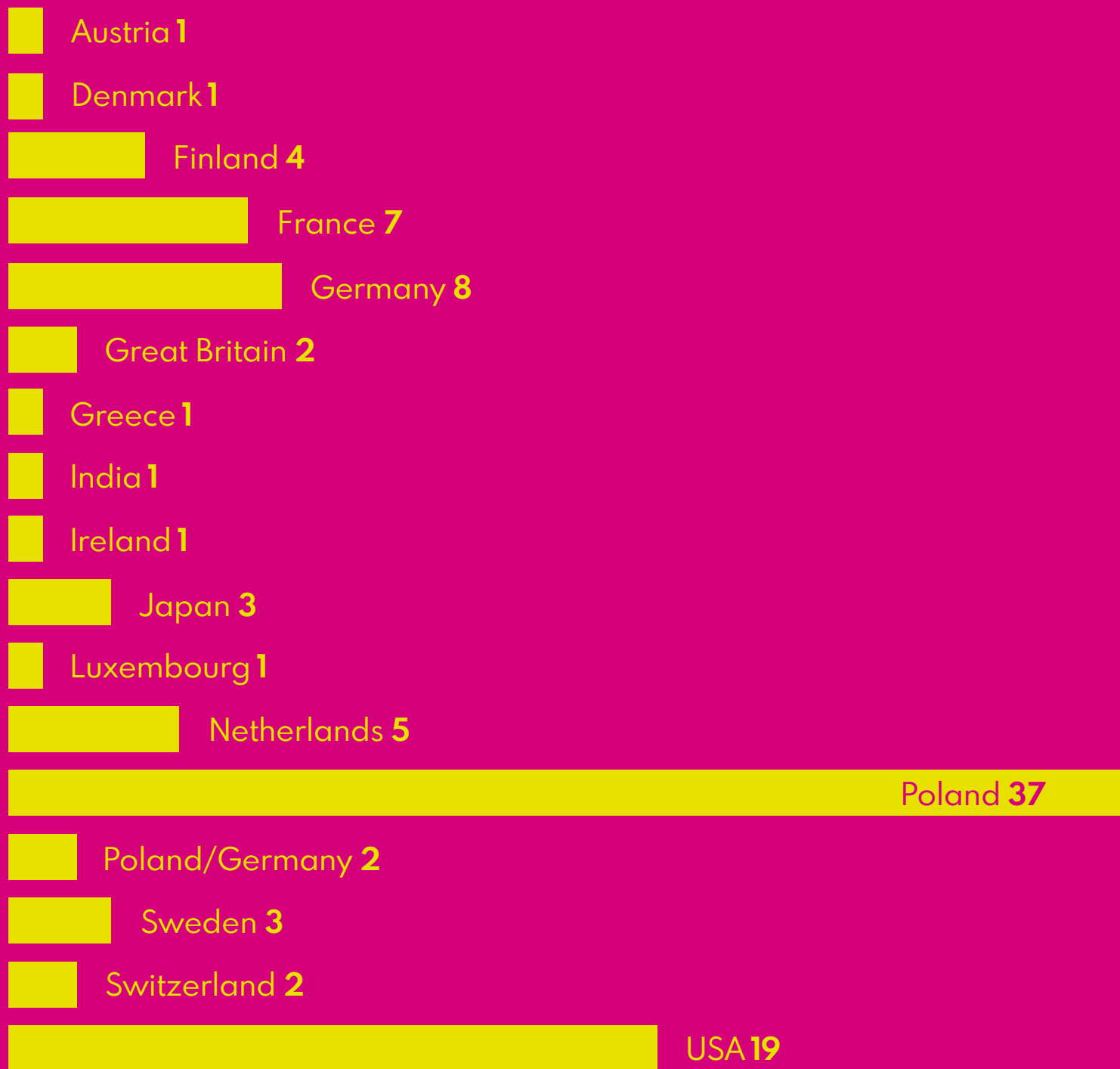
Outsourcing centres using foreign languages

- | | |
|-----------------------|----------------------|
| Polish: 94 | Romanian: 5 |
| English: 82 | Slovak: 5 |
| German: 38 | Swedish: 5 |
| Spanish: 18 | Croatian: 4 |
| French: 23 | Serbian: 4 |
| Russian: 15 | Hungarian: 4 |
| Italian: 13 | Finnish: 3 |
| Portuguese: 11 | Chinese: 2 |
| Danish: 7 | Japanese: 2 |
| Turkish: 7 | Lithuanian: 2 |
| Czech: 6 | Latvian: 2 |
| Norwegian: 6 | Estonian: 1 |
| Ukrainian: 6 | |
| Bulgarian: 5 | |
| Dutch: 5 | |

COMPANY	TYPE	COMPANY	TYPE	COMPANY	TYPE
ABB	ITO	Digital New Agency	IT	Payair Technologies	IT
Accenture	ITO	Digital Teammates	IT	PGE Obrót	SSC
AgreeYa Mobility	ITO	Digital Workforce	IT	Philips	SSC
AppYourself	IT	Dimar	Call Center	Pixel Technology	IT
ArCADiasoft	IT	DXC Technology	BPO	Pizza Portal	IT
Arynga	ITO	Epassi	IT	PKO BP	SSC
Asseco	ITO	Ericsson	ITO	PKP Energetyka	SSC
Atos	ITO	Exaco	IT	PKP Informatyka	IT
Bank Pekao SA	SSC	Faurecia	SSC	Polkomtel	Call Center
Barry Callebaut	IT	Fitqube	ITO	Poyry Poland Sp. z o.o.	R&D
Better Collective	IT	FlintGroup	SSC	Prudential	SSC
BFF Banking Group	SSC	Fujitsu Services	ITO	PZU	SSC
Billenium	IT	GE Power Controls	SSC	Sanitec Koło	SSC
BinarApps	IT	GFT	ITO	Scanaqua	SSC
Bluerank	IT	Giełda Papierów Wartościowych	IT	Signify	SSC
Bluesoft	ITO	Harman	ITO	Sii	ITO
BMS	ITO / R&D	Hexagon	R&D	Sitel	Call Center
BSH	ITO	Hycom	IT	Solar	SSC
BSH	R&D	Idemia	IT	STX Next	IT
BSH	SSC	Infosys	BPO	Takeda	SSC
BSS - Business Support Solution S.A.	SSC / BPO	INTERsoft	ITO	Tate&Lyle	SSC
Capita	BPO	Iris Telecommunication	IT	Taxcare	SSC
Cardif	Call Center	LSI Software	ITO	Technitel	ITO
Ceri International	BPO	Lumileds	SSC	TELMON	Call Center
Citi Handlowy	R&D	MakoLab	ITO	T-mobile	Call Center
Clariant Services Poland	SSC	mBank	SSC	TomTom	R&D
Collabera	IT	McCormick Shared Services	SSC	Transition Technologies	ITO
Comarch S.A.	ITO	Media 4U	IT	Tricentis	IT
Commerz Systems	IT	Mellon	Call Center	UPS Global Business Services	SSC
Commerzbank	SSC	Mobica	ITO	Veolia SSC/uslugi SAP	SSC
Conduent	BPO	Netguru	IT	Vistex	IT
Cybercom	ITO	Nordea Operation Center	SSC	Voice	Call Center
Deloitte Digital	BPO	Open R&D	R&D	Warta Insurance	SSC
Delv Global Services	IT	Orange	SSC	Whirlpool Company Polska	SSC
DHL Express	Call Center			ZF Group	Engineering Centrum

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	4 200	5 000
Consultant	4 700	5 500
Senior Consultant	5 500	6 500
Team Leader	7 000	8 000
Supervisor	7 500	8 500
Manager	9 000	12 000

IT**

Stanowiska z językiem angielskim, wynagrodzenia brutto w PLN



POSITION	MINIMUM	MAXIMUM
Net Developer	10 000	25 000
C++ Developer	8 000	20 000
Help Desk	5 000	8 000

Gross average monthly salary
in PLN in Łódź

5 181.91

Accounts Payables / Accounts Receivables*

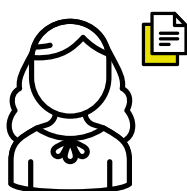
Jobs – English speakers (PLN gross)



POSITION	MINIMUM	MAXIMUM
Junior accountant	4 700	5 500
Accountant	5 500	6 500
Senior Accountant	7 000	8 500
Team Leader	9 000	11 000
Supervisor	11 000	13 000
Manager	12 000	14 000

General Ledger*

Jobs – English speakers (PLN gross)



POSITION	MINIMUM	MAXIMUM
Junior accountant	4 700	5 500
Accountant	6 000	7 000
Senior Accountant	8 000	10 000
Team Leader	9 000	12 000
Supervisor	12 000	14 000
Manager	15 000	17 000

Source: *Kelly Services / ** Devire

/Culture, entertainment, recreation

10  cinemas

19  theatres

15  shopping malls

17  museums

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
- Fotofestival – 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

62  festivals and art reviews

26  hospitals

28  hotels

7 four-star hotels ****

12 three-star ***

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



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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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