



Call from the CITY



Professor Jacek Majchrowski
Mayor of the City of Krakow

The essence of the city's development is the use of science and the concept of social responsibility by the local government and business. It is no secret that Krakow strengthens its position of a smart city every year, implementing innovative solutions that improve the quality of life of its inhabitants. Such activities include cooperation with InPost, thanks to which we have facilitated the settlement of many official matters without the need to visit the office. The map of „I'm ACTIVE” local contractors, supporting contractors and residents is yet another example.

Let us remember that we are all involved in the development of the city, regardless of our origin. Thanks to the multicultural attitude of the worldwide-known companies present in Krakow, campaigns supporting culture and a healthy lifestyle or the „Open Krakow” program dedicated to foreigners we are perceived as a city worth discovering, falling in love with and living in for people from all over the world.

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Call for INNOVATION

Krakow official letters to be picked up at a parcel locker

The provision of services with the use of parcel lockers is another facilitation introduced by the Office for the residents of Krakow, including entrepreneurs for whom time is particularly valuable, especially in the current difficult times. The future launch of parcel lockers at the Grodzki Labor Office may be another step in facilitating the functioning of Krakow's business.

Maciej Nazimek, Deputy Director of the Vehicle and Driver Registration Department of at the Krakow City Office

Photo by Bogusław Świerowski



Three locations:

- al. Powstania Warszawskiego 10
- os. Zgody 2
- ul. Wielicka 28a

As of July 1, Krakow residents can use three dedicated parcel lockers located throughout the city, thanks to which they can collect official letters from the Driver and Vehicle Registration Department at their convenience. In turn, you can send an official letter from any parcel locker, as a regular letter or parcel. The aim of establishing cooperation with InPost was to introduce a solution limiting direct contact of residents with officials, thus ensuring the safety of both office employees and residents of Krakow in connection with the threat caused by the pandemic. The possibility of using parcel lockers is also a great help for residents in completing the necessary formalities in an efficient and timely manner.

The InPost 24 Hour Office service in Krakow

753 total parcels/letters sent and received, of which

77% were sent by officials

23% were sent by residents

17 parcels/letters per day (every business day)



Call for INNOVATION

Krakov official letters to be picked up at a parcel locker

The InPost 24 Hour Office solution is not only a response to the need for non-contact services. It is also a big step in implementing the idea of city management based on the assumptions of the so-called smart city, one of the main goals of which is to improve the living standard of its residents. Krakow has adopted the rule that the office's clients are served with documents that do not require confirmation of their receipt. Documents from parcel lockers can be picked up in the lockers located at the seat of the office where the application was submitted. On the other hand, if the application was submitted electronically, the documents can be collected from the parcel locker at al. Powstania Warszawskiego 10.



Photo by Bogusław Świerowski

From September 29, the Department of Administrative Affairs also enabled the service of delivering selected official parcels by the parcel locker. A detailed list of matters that you can settle without a visit at the office is available [HERE](#). In the longer term, the parcel lockers will be used by the Registry Office and another, fourth parcel locker will be installed at the Grodzki Labor Office in Krakow.

Thanks to the InPost 24 Hour Office service at the Krakow City Office you can e.g.

- obtain an extra license plate for the back of your vehicle
- replace a registration certificate due to insufficient space for a technical inspection
- obtain a duplicate registration certificate
- obtain a duplicate vehicle card
- obtain duplicate license plates
- obtain a duplicate driving license

The full catalog of official matters that you can handle through the parcel locker is available [HERE](#).



Call for COOPERATION

A green campus in the business heart of Krakow

They employ more than 4,000 employees, including many residents of Krakow. They have been involved in the sustainable development of the city for years - Shell Business Operations Krakow is not only a leading employer in the Malopolska Region, but also a place where people think about the future of themselves and their surroundings. SBO Krakow is one of the five Shell operational centers in the world. Since 2006, it has been gradually increasing its international role, contributing to the development of Krakow as a leading European business center. SBO employees actively support the city in its efforts to improve air quality and protect the environment, promoting attitudes that support sustainable development.



Shell Business Operations Office in Krakow

ENVIRONMENT

SAFETY

COMMUNITY

Three pillars of SBO activities related to sustainable development.

In 2018, SBO Krakow developed a holistic plan to reduce CO₂ emissions and waste generated by the office. Initiatives related to the optimization of energy consumption and waste management are implemented within it at the SBO campus located in Krakow's Ruczaj District . Achieving tangible results is supported by modern buildings awarded with the BREEAM sustainable construction certificate. Last year, the SBO campus was equipped with an electric car charging station, available free of charge for employees and guests of SBO Krakow. Thanks to the solutions, energy consumption in 2019 was reduced by more than 20%, as compared to 2018.

Logo of the internal '3R Lifestyle' program



- The '3R Lifestyle' program** (Reduce, Reuse, Recycle):
- 30%** reduction in office paper consumption in 2019
- 70%** reduction of the use of paper cups in office cafes
- 15%** the planned reduction of waste production in 2020
- 10%** the planned reduction of CO₂ emissions in 2020.

In 2020, more than 80% of the energy used at the campus comes from renewable sources. The goal of the SBO is to achieve 100% recyclability of office waste by 2025.

More than 100 employees of SBO Krakow were actively involved in the "Cycling to work" municipal campaign. Large-scale internal events such as Think Circular Week or the Sustainability Days provide support in consolidating employees' attitudes. In turn, as part of the international competition organized by Shell, students from Polish universities participated in the '**Shell Eco-marathon Day**' which took place at the SBO Krakow campus in 2019. The idea behind the competition is to promote innovative solutions for the transport of the future.



Call for COOPERATION

Krakow's „Culture Resilient” to the pandemic

Bearing in mind the support of the cultural sector and creators and artists, as well as combating the effects of the pandemic, Krakow launched the action package entitled Resilient Culture in April. The value of the entire package is almost PLN 12 million. The program was addressed to individual creators, animators, non-governmental organizations, institutions and representatives of the most important creative sectors.



Photo: Capella Cracoviensis archive

„Culture on the Web” competition

41 projects with co-financing
PLN 1 million total amount of the grant

Competition „Artistic residencies and support for creative work at home”

10 projects with co-financing
PLN 250 K total amount of the grant

„Resilient Culture Program”

148 people received a scholarship
PLN 477,5 K total amount of awarded scholarships

The program financially strengthened the Creative Scholarship of the City of Krakow, the City of Krakow Awards and the Stanisław Wyspiański Theater Award. What is more, the „Purchase of artwork” program was implemented in the field of dance, visual and performative arts as well as grassroots - neighborhood initiatives. It was co-organized by four municipal cultural institutions: **Dworek Białooprądnicki Culture Center, Podgórze Culture Center, Krakow Culture Forum** and the **Nowa Huta Culture Centre**. As many as 90 projects with a total amount of PLN 222,85 K were selected under the program. Detailed information on the „Resilient Culture” program can be found [HERE](#).

Teatr KTO, Peregrinus, Krakow Main Square, 11.08.2020, photo by Bartek Cieniaw



RESILIENT CULTURE is cooperation, solidarity, mutual reinforcement and dialogue in the sphere of culture.

The city of Krakow has also created additional facilities for artists, non-governmental organizations and enterprises operating in the field of culture, including support in the reduction or extension of rents and other charges related to the rental or lease of municipal premises. What is more, activities are continued in the field of programs for the development of the cultural sectors and creative industries, such as the Program for Festivals, Music, Art, Film and Audiovisual Production or the Heritage City Management Plan.



Call for COOPERATION

The Open Krakow Program i.e. integration and support for foreigners

In response to the needs of the multicultural migrant community in Krakow, the One World-One Heart Foundation has undertaken the **“Feel Better - Migrant Women Empowerment & Integration”** workshop. The aim of the workshops held between July and September was integration and support for foreigners living in Krakow.

The project is supported by the **Open Krakow Program** and co-financed by the City of Krakow. Its aim is to strengthen the life skills of women coming from all over the world who face barriers to

active participation in Polish society and the Polish labour market. The project included workshops in the field of psychological and related support with the pandemic situation and adaptation in a new country, discussion of the Polish labour market and entrepreneurship, multicultural workshops for parents, classes aimed at strengthening the self-esteem and the identity of migrant women, and international culinary integration workshops.

A wide range of issues raised allowed for the development of knowledge and practical skills, facilitating adaptation in our country, and provided an opportunity to integrate people of different nationalities, education and qualifications: from women, taking care of home and family - to highly qualified representatives of international corporations. The project brought not only social and cultural benefits, integration with the inhabitants of Krakow, the opportunity to get to know the Polish culture and lifestyle better, but also real emotional and environmental support in the process of adaptation of migrant women.



BUILDING COMMUNITY
EMBRACING DIVERSITY



Statuettes in the competition „Krakow Ambassador of Multiculturalism”



The Open Krakow Program also includes many other initiatives responding to the diverse needs of foreigners living in Krakow. One of them is the **Information Point for Foreigners**. It was created in 2017 and is run by non-governmental organizations, headed by the „U-WORK” Foundation at Batorego 2 (Old Town). Since 2019, the City of Krakow, as part of the „Krakow Ambassador of Multiculturalism” competition, appreciates people and organizations who have made particular contributions to promoting cultural, ethnic and religious diversity and the integration of Krakow’s residents and foreigners.



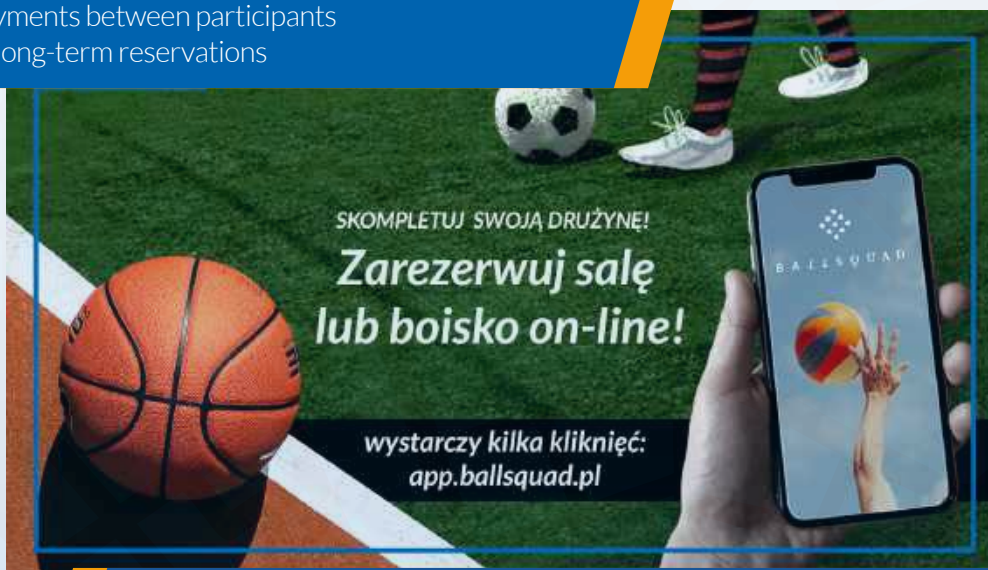
Call for ACTIVITY

Rent a sports facility with the BallSquad app

At the beginning of September, selected schools from Krakow made it possible to book school playgrounds and gyms via the **BallSquad** application. With just a few clicks on your phone, you can rent a suitable place for sports games, as well as set up a team among friends and other sports enthusiasts. Eleven local government schools from all over Krakow have joined the pilot on-line booking program. The BallSquad application is a smart city activity aimed at increasing the ease of access to sports infrastructure facilities. The city of Krakow is one of the first cities to use this solution as part of a pilot project carried out in the 2020/2021 school year. In order to use a gym, just go to app.ballsquad.pl and use the map, photos and a place search engine to find a convenient date and facility for rent.

The BallSquad application means:

- a simple booking system (website / mobile application)
- no additional formalities
- online payment
- sharing payments between participants
- one-off or long-term reservations



Schools participating from September in the pilot of renting sports facilities:

- Primary School No. 7 (Władysława Spasowskiego 8)
- Primary School No. 26 (Ignacego Krasickiego 34)
- Primary School No. 40 (Pszczelna 13)
- Primary School No. 85 (ZłotegoWiek 4 housing estate)
- Primary School with Integration Departments No. 105 (12 Słoneczne estate)
- Primary School No. 117 (Jana Kurczaba 15 St.)
- Primary School with Integration Departments No. 158 (ul. Strąkowa 3a)
- Secondary School Complex No. 13 (Kazimierz Odnowiciela 2)
- Complex of Energy Schools (Loretańska 16)
- VIII Secondary School (ul. Grzegórzecka 24)
- IX Secondary School of General Education (ul. Czapińskiego 5)



Call for the FUTURE

Supported events and city projects

Open Eyes Economy Summit Congress 2020

Meet inspiring people related to business, science and politics during this year's edition of the OESS. It will take place on November 17-18, 2020 online.

Find out more at www.oees.pl and register today!



Do you want to ACTIVELY support local business?

Take advantage of the Krakow map of local entrepreneurs „I am ACTIVE”!
Find out what is interesting in your neighborhood and look for:

- professionals
 - bakery
 - fresh fruit
 - florists
- many other service providers and products

Are you an entrepreneur? Do you want to become ACTIVE?

Complete the **survey** and let others find you!

SEE THE MAP



BUSINESS



KRAKOW



OPEN KRAKOW