

# AmCham.PL QUARTERLY

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## COMPANY PROFILE: **Jacobs**

*AMCHAM.PL QUARTERLY* IS A VOICE FOR FOREIGN INVESTORS AND THE AMERICAN BUSINESS COMMUNITY IN POLAND. IT STRIVES TO KEEP READERS UP TO DATE WITH AMCHAM NEWS AS WELL AS LEADING TRENDS IN BUSINESS AND POLICY. THE MAGAZINE ALSO PROMOTES AMCHAM MEMBER COMPANIES.

IN THIS DISPATCH, WE PRESENT AN INTERVIEW WITH **JONATHAN BILLINGS**, VICE PRESIDENT, COUNTRY MANAGER, AND HEAD OF INTEGRATED DELIVERY AT **JACOBS**, A TECHNICAL SOLUTIONS AND PROJECT MANAGEMENT COMPANY. WE DISCUSS HOW THE COMPANY CONTINUES TO DEVELOP IN POLAND TO SAFEGUARD THE COMPANY'S PROVISION OF GLOBAL EXPERTISE TO ITS LOCAL CLIENTS.

## Company Profile **Jacobs**

# ALWAYS FORWARD!

**What is the core business of Jacobs, and how would you describe the company's expertise?**

Jacobs is a solutions company made up of talented, multidisciplinary people who work across industries around the globe to reinvent the way

turing, turning abstract ideas into realities that transform the world for good. Our 55,000 employees globally, including over 1,700 in Poland, work every day to deliver impactful, innovative solutions for a more sustainable and connected world.

*AmCham.pl Quarterly*  
Editor Tom Ćwiok talks with **Jonathan Billings, Vice President, Country Manager, and Head of Integrated Delivery at Jacobs**, a technical solutions and project management company, about how the company is developing in Poland to provide global expertise to its local clients.



we will all live tomorrow. Our teams provide a full spectrum of professional services, including consulting, technical, scientific, and project delivery for government and private sector clients. We are challenging today to reinvent tomorrow by solving the world's most critical problems for thriving cities, resilient environments, mission-critical outcomes, operational advancement, scientific discovery, and cutting-edge manufac-

**What were the company's milestones in development in Poland?**

We have operated in Poland since 1991, initially as CH2M Hill, supporting infrastructure projects. In 1996, we established the first legal entity and grew from that point to become one of Poland's largest technical solutions providers, supporting our key sectors. Currently, we have over 1,700 professionals in project management,

strategic consulting, architecture, engineering design, project delivery, and business support functions. In recent years, we have invested in the development of Poland as a strategic operation, and we have made a long-term commitment to invest and grow here.

**Last year Jacobs announced an extension of its global delivery center, which would add 200 new engineering and project delivery jobs. How important are the Polish operations of Jacobs to the entire group?**

Our Polish operations are a key part of our company's *Global Integrated Delivery* approach to providing services for our clients. Our philosophy is to bring global expertise to local projects, with Poland integrated as a strategic delivery location. The Poland operation supports the entire global business, in addition to serving the local market. Our Kraków office is now one of the five largest sites in the Jacobs network and one of the few that supports every aspect of the business. On a typical day, our teams work on projects and activities with both our lines of business across five continents.

**What can you tell me about the company's value system and how it translates into corporate values?**

Our values are centered around integrity, inclusion, innovation, challenging the accepted, and being bold in our approach to developing solutions for our clients. This is encapsulated by four core values that serve as a guide for our company's high-performing, innovative, and empowered culture. The first value is that we do things right. It means that we always act with integrity, taking responsibility for our work, caring for our people, and staying focused on safety and sustainability. We make investments in our clients, people, and communities so that we can grow together. Another value is that we challenge the accepted. We know that to create a better future, we must ask difficult questions. We always stay curious and are not afraid to try new things. Our third value is that we aim higher. We do not settle and are always looking beyond to raise the bar and deliver with excellence. We are committed

to our clients by bringing innovative solutions that lead to profitable growth and shared success. And we live inclusion. This value means for us that we put people at the heart of our business. We have an unparalleled focus on inclusion with a diverse team of visionaries, thinkers, and doers. We embrace all perspectives, collaborating to make a positive impact.

**What personal characteristics do you seek in new job candidates?**

In addition to basic qualifiers such as educational background, domain experience, and English language skills, we look for candidates who are enthusiastic, that value inclusion, and would like to be a part of an organization defined by a culture of caring, knowledge sharing, and challenging the accepted. We appreciate individual contributors, but we also need people who can work in teams and communicate effectively with others, both locally and globally.

**Many companies in Europe find it difficult to hire the right talent. Do you see similar problems in Poland?**

We have generally been able to find the right talent for our business, which is a testament to the education system and the quality of the talent pool here in Poland. However, for niche areas, it can be a challenge to find the right candidate with all the skills needed for the role. In this case, we often hire the best available candidate, with a plan to provide training and development to help them to grow and be successful in the role. We currently have several positions open in Poland, supporting our business in architecture, engineering, project design, graphic design, finance, accounting, procurement, IT, and HR. We have strong links with a number of universities and provide internship opportunities in all areas. Our team of Jacobs University Ambassadors organizes various workshops, events, and meetings with students and graduates as part of our internship program. We also have a formal Graduate Development Program, a two-year structured development framework designed to help graduates integrate, perform, and develop long-term career and business skills.

**What is the impact of the Covid pandemic on your company in Poland?**

Our global business proved to be very resilient, and there were continued opportunities to support our global operations from Poland. As we have a mix of local and international work, we were relatively insulated from some of the impacts that working in a single geography or sector may have caused.

Overall, the effects on our organization in Poland were less dramatic than originally anticipated. While we did see some local contract delays and movement restrictions reducing construction site activities, this was balanced by our global support activities, where we benefited from our successful rapid transition to working from home. Our business continuity plan enabled a quick transition to home-working, and our teams were able to support other regions impacted by the pandemic in their geographies. Like many other companies, we slowed some of our investment activities in the middle of the year until we had a clearer picture of the changing environment and our priorities going forward.

**What are your strategic plans for Poland for 2020 and beyond?**

We are currently assessing the so-called future of work and considering how a changing operating model will impact our facility, technology, and team collaboration needs. We will continue to invest in new services and delivery capacity in 2020 and beyond. As mentioned earlier, we have several professional roles advertised to support activities in both the local market and in support of the global Jacobs business. Locally, we are focusing on supporting the sectors of advanced manufacturing, life sciences,

transportation, water, energy, aviation, and defense. These are areas in which we are optimistic about the Polish market and where Jacobs can provide solutions to help our government and private sector clients succeed.

*We are optimistic about the Polish market in all areas where we do business. Our continued growth is built on providing innovative solutions to ensure successful outcomes for our government and private sector clients.*