

“Open Krakow” Programme for 2024-2028

Draft resolution

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Introduction: rationale behind the Programme

As one of Poland's most important cities, Krakow is constantly evolving and adapting to changing social and economic realities. Having a strategic vision for managing a multicultural city, in an era of dynamic migration processes and related changes in local policies, is one of the priorities in planning the city's further development. The Municipality of Krakow, in cooperation with social partners, has taken a number of measures in recent years to develop such a strategy. One of the key measures taken in this regard is the Resolution of the Krakow City Council of 14 September 2016, adopting the "Open Krakow" Programme.

Since then, Krakow has seen dynamic changes in the city's demographic structure, and today it is estimated that between 15 and 20% of people living in Krakow are from migrant and minority communities. Key to these changes were:

- **Development of the modern business services sector.** There are 257 business service centres in Krakow (as of Q3 2021), 205 of which are owned by foreign entities. The centres serve customers in more than 30 languages. The number of employees working in BPO, SSC/GBS, IT and R&D service centres in Krakow (Q3 2021) is 82,600.¹
- **Migration related to the crackdown on public protests following the 2020 presidential election in Belarus.** According to the Social Insurance Institution (ZUS) registry, between 2021 and 2022, the population of Belarusians in Krakow doubled, reaching more than 6,000 people.
- **Full-scale war in Ukraine.** Nearly 49,000 refugees from Ukraine have received a PESEL number in Krakow². As of 2022 (data as of 1 April 2022), there were more than 177,500 Ukrainian citizens who arrived during the war.³

The cultural diversity that characterizes modern Krakow is not only a challenge, but also a valuable resource for the city. It serves the local community, bringing tangible economic, social and cultural benefits. That is why it is so important for the City to be prepared for possible migration crises, but above all to be able to draw on diversity.

The evaluation of the "Open Krakow" Programme (2016-2022) shows that its activities have been crucial in supporting refugees from Ukraine arriving in Krakow after 24 February 2022. A network of contacts and relationships established during the Programme were critical to organising support. The events of that period highlighted that successful cooperation of local government with the local community and civil society organizations was crucial for the smooth and effective functioning of the City.

The "Open Krakow" Programme, adopted by a Resolution of the Krakow City Council in 2016, was an important step towards integration and support for people belonging to minority and migrant communities. However, given the speed and complexity of migration processes and the fact that several

¹ *Modern business services sector in Krakow.* Report prepared for the Municipality of Krakow by the Association of Business Service Leaders (ABSL)

² K. Pędziwiatr, W. Magdziarz, S. Szkołut, S. Luchik-Musiyezdova, *Diagnoza sytuacji migrantów przymusowych na terenie Krakowa.* Żydowskie Stowarzyszenie Czulent

³ M. Wojdat, P. Cywiński, *Raport „Miejska gościnność. Wielki wzrost, wyzwania i szanse”.* Unia Metropolii Polskich

years have passed since its introduction, it has become necessary to update the same. Incorporating new trends and seven years of experience in taking action to build openness, requires updated strategies and support mechanisms – support not only for minority groups, but also for the city and its communities so that they can thrive by building on diversity as a local public good.

The preliminary draft resolution of the updated “Open Krakow” Programme was created in 2023 within the framework of a task commissioned to a non-governmental organization – Czulent Association, entitled *Partycypacyjne opracowanie rekomendacji do aktualizacji polityki integracji cudzoziemców oraz przedstawicieli mniejszości narodowych i etnicznych w Krakowie – Partycypacyjne opracowanie aktualizacji Programu „Otwarty Krakow”* [Participatory development of recommendations to update the policy of integration of foreigners and representatives of national and ethnic minorities in Krakow – Participatory development of an update of the Open Krakow Programme.] The public tasks were financed with funds from the City of Krakow.

Chapter I

Diagnosis of the socio-demographic situation of representatives of national and ethnic minorities and people with experience of migration in Krakow

For a precise understanding of the situation and needs of representatives of national and ethnic minorities and people with migration/refugee experience in Krakow, three groups were defined for the purposes of the diagnosis:

- **National and ethnic minorities.** Pursuant to the “Act of 6 January 2005 on National and Ethnic Minorities and Regional Language,” these minorities are singled out on the basis of six criteria, including mainly a population smaller than the rest of the population and the residence of the ancestors and ancestresses, members of the minority in question in the current territory of the Republic of Poland for at least 100 years. According to the above definition, Poland is home to nine national minorities: Belarusians, Czechs, Lithuanians, Germans, Armenians, Russians, Slovaks, Ukrainians, Jews, and four ethnic minorities: Karaites, Lemkos, Roma, Tatars.
- **People who have experienced economic migration.** For the purposes of the Programme, the group is defined as people who came to Krakow from abroad in order to: (1) take up employment (this applies to both low- and high-skilled positions), both short-term and long-term; (2) families of those mentioned in the first point; (3) people coming to Poland for educational purposes (students).
- **People who have experienced forced migration.** The category refers to the degree of voluntariness or freedom of movement of an individual or group. Motivations for forced migration include seeking refuge or flight triggered by an environmental or political emergency (such as an armed conflict).⁴

⁴ Pędziwiatr, K. (2022). Migracje globalne. In: A. Malewska, M. Filary-Szczepanik (red.), *Globalizacja i współzależność*. Krakow: Wydawnictwo Naukowe Akademii Ignatianum w Krakowie.

The division is due to the different legal frameworks that define the actions taken for these groups. Refugees and some with forced migration experience enjoy the protection of international refugee law, which imposes certain obligations on countries towards them. People having experienced economic migration do not enjoy the same legal protection, although they do have some basic rights in the countries where they settle. In contrast, national and ethnic minorities are defined in Polish law, and their identity and cultural heritage are protected and supported under the Act on National and Ethnic Minorities and Regional Language.

The division is also due to the different needs and challenges of these groups. People having experienced forced migration often need urgent humanitarian assistance, protection and psychological support. They may be more vulnerable to trauma and various health problems. Those with experience of economic migration, on the other hand, may be more likely to need support in terms of integration, vocational training or access to the labour market. In their context, we are more likely to talk about cross-cultural activities. In contrast, national and ethnic minorities more often focus on activities that build their cultural, national, ethnic identity. They are also involved in multicultural activities.

The three groups we have defined are also distinguished by their different political perspectives. Public debates on migration are often based on stereotypes, misunderstandings or even information manipulation regarding the motivations and goals of people with migration experience, which are used to provoke negative emotions and create an unfavourable image of this group. In the context of national and ethnic minorities, the debate is more often related to the foreign policy as pursued and to the relations with minority countries of origin. As a result, the public debate on national and ethnic minorities often focuses on the issue of loyalty to the country of origin and Poland, while for those with migration experience, the main issues to discuss include security, economic impact and cultural differences.

National and ethnic minorities

In Krakow, the most numerous statutory minorities are the Armenian, Russian, Slovak, Czech, Ukrainian and Jewish communities, as well as ethnic minorities such as the Lemkos and Roma. They have tangible cultural heritage in the city and are active through local and national NGOs based in Krakow. They are mostly engaged in cultural initiatives, national and ethnic identity building and religious activities. The results of the report assessing the situation of minorities in Krakow⁵ show that these groups have a low level of identification with the activities of the “Open Krakow” Programme.

Because of their familiarity with the language and cultural contexts, they are more likely to notice signs of discrimination, making them more sensitive to these issues. In the work environment, they face discrimination based on “racism,”⁶ prejudice and misunderstanding of religious requirements. They are often judged by identity rather than competence. Cultural differences are a barrier, especially for older generations. In the area of health, they experience difficulties in accessing health care due to cultural barriers and insufficient knowledge of diversity among medical personnel.

⁵ A. Makówka-Kwapisiewicz, E. Mirga-Wójtowicz (2023), *Diagnoza sytuacji mniejszości narodowych i etnicznych w Krakowie*, Żydowskie Stowarzyszenie Czulent

⁶ The word “racism” is commonly used in the context of discrimination based on ethnicity or skin colour, and is also used in Polish and international laws. However, it is noteworthy that according to the current state of scientific knowledge, the division of humanity into “races” has no basis in biological reality. The term has deep historical and social roots. The consequences of “racism” are very real and affect the lives of many people. It is important therefore to approach the term with appropriate sensitivity and awareness of its importance in the social context. This is why we use the word “racism” in quotation marks.

Security is a key issue for minorities in Krakow. Their sense of insecurity is heightened by hate crimes, activities of extreme groups and the ambiguous approach of authorities to incidents with the hallmarks of a hate crime – all of which occur in public spaces. Minorities feel isolated, lose trust in institutions and see growing tensions between communities. They feel that actions undertaken for their benefit are often only symbolic, while their real needs are overlooked.

National and ethnic minorities in Krakow have certain expectations from the city authorities regarding their representation, communication and inclusion in the local community. They express the need for open dialogue, the establishment of regular forums and meetings in the magistrate's office, and the formation of advisory committees composed of their representatives. They also expect the implementation of diversity training programmes for city officials, the increase of their representation in city institutions, the promotion of diversity in education, and the creation of initiatives to promote their active involvement in public affairs. In addition, they stress how important it is to work with minority community organizations and to recognize the forms of discrimination and exclusion they face.

People who have experienced economic migration

According to data from the report “Diagnosis of the needs and expectations of economic migrants vis-à-vis urban integration”, created within the framework of the commissioned task “Participatory development of recommendations to update the policy of integration of foreigners and representatives of national and ethnic minorities in Krakow – Participatory development of an update of the Open Krakow Programme,” Krakow in 2022 recorded a significant increase in the number of foreigners from different regions of the world.

The most dynamic growth was observed in the registration database of the Krakow City Office, where the number of non-EU residents, mainly Ukrainians, increased by 62% to 15,000 individuals. In the Social Security contributor database, on the other hand, there was a marked increase of 70% in the number of African nationals/citizens, and 55% – in the number of Asian ones. Those with migration experience from Asia became the second largest group of contributors, while the largest group was non-EU Europeans, reaching 43,000. Representatives of migrant communities employed in Krakow concentrated primarily in the fields of administrative services, information technology and construction.

In the nationality analysis of people with migration experience in Krakow, Ukrainians dominate, accounting for 80% of the population, followed by Belarusians (10%) and Russians (5%). Among EU and UK citizens, the majority are Italians (14%) and Spaniards (11%). It is noteworthy that in Krakow, there is an increase in the number of IT specialists coming from Belarus due to the relocation of companies from that country. In terms of employment, the majority of people with migration experience work full time, with a smaller percentage running their own businesses. In general, people with migration experience in Krakow have a higher level of education, and younger generations present a higher level of education than older people.

When analysing statistical data, it is possible to notice an increase in diversity among people with experience of economic migration in Krakow, bringing the need to provide them with support in the process of adaptation in the city. Many of these people have higher professional qualifications and represent a younger working age, creating the potential for fuller social inclusion. Nevertheless, there are challenges, such as the need to improve the sense of security among these people, language support, and increasing the quality of public services tailored to their needs. Many people with migration experience face language barriers and difficulties in accessing information and participating in public

life. In addition, the housing market in Krakow needs to be regulated to ensure proper treatment of tenants and landlords.

The interviews conducted as part of the diagnosis show that migrant communities expect initiatives such as the Multicultural Centre to continue and be strengthened. It is also advisable to conduct anti-discrimination training in the school system and support migrant community leaders. The city should also make information more accessible to people with the experience of migration, through better visibility of the Information Point for Foreigners and training of officials in intercultural communication. Moreover, it is important to include language needs in initiatives, such as the Citizens Budget. The city should take steps to regulate the housing market in Krakow, guaranteeing protection of the rights of both tenants and landlords.

People who have experienced forced migration

People who have experienced forced migration are a very important group of people living in Krakow. Although the vast majority of these people are from Ukraine and arrived in the city after 24 February 2022, they also include many people from Belarus, Russia and other parts of the world who have taken refuge in Krakow from persecution.

According to the report “Diagnosis of the Situation of Forced Migrants in Krakow,” due to the profile of this group, their situation in the housing, education and labour markets poses many challenges. Forced migrant women with little work experience who have underage children and dependents in their care are in a particularly difficult situation on the Polish labour market. In June 2023, in Krakow and the entire Małopolska province, those covered by temporary protection were mostly women. A large percentage are minors, and most of them were born between 2005 and 2023.

Although the presence of foreigners in Krakow is not new, the surge in the number of people with experience of forced migration is a new challenge for local public policies. People with forced migration experience in Krakow face many challenges related to integration, with the language barrier being the major one. The lack of adequate state support for learning the Polish language and the difficulty of adjusting to the Polish labour market, even for educated people, is marginalizing them. As such, tasks facilitating the adaptation of this group to the Polish labour market should include increasing the availability of Polish language courses (not only at the beginner level), streamlining the process of qualification recognition, and, if recognition is not possible, providing training and vocational courses to help migrants retrain and adapt to the Polish labour market.

In particular, women caring for children face additional barriers and discrimination in the labour market. In addition, people with experience of forced migration often experience wage inequality and problems arising from the fact that the validity of their residence permits depends on employment⁷.

People with refugee experience in Poland, particularly from Ukraine, face numerous difficulties in becoming independent in the housing market. Major challenges include growing rental prices, limited financial resources, landlords’ reluctance to rent space to refugees, and an insufficient supply of rental

⁷ National Bank of Poland (NBP) (2023). Sytuacja życiowa i ekonomiczna migrantów z Ukrainy. w Polsce – wpływ pandemii i wojny na charakter migracji w Polsce Raport z badania ankietowego, https://nbp.pl/wp-content/uploads/2023/04/Sytuacja-zyciowa-i-ekonomiczna-migrantow-z-Ukrainy-w-Polsce_raport-zbadania-2022.pdf, p. 39.

housing in Krakow. People with refugee experience from vulnerable groups, such as women experiencing violence, people with disabilities or ethnic minorities, face the greatest difficulties in this regard. The discriminatory and xenophobic narrative spread by some media outlets makes the situation even more difficult. There is a clear need for housing support for these people, whether from real estate agencies, NGOs or other entities.

Educational institutions have seen the increase of children of people with experience of forced migration, mainly from Ukraine. Despite this, many of them remain outside the Polish educational system. UNICEF estimates that this is up to two-thirds of the 600,000 Ukrainian children in Poland, aged 3-9, participating or not in Ukrainian remote classes. The increase in the number of students from Ukraine, but also from Belarus, India and Russia, is evident in various types of educational institutions in Krakow, with the most significant increase among children in kindergartens and students in elementary schools.

The analysis stresses that both now, in the face of the conflict in Ukraine, and in the future, given the possibility of an influx of people with forced migration experience into the city, Krakow must pay special attention to the need to create appropriate, scalable emergency response mechanisms in the event of a potential refugee crisis. In addition, it is important to introduce long-term, systemic mechanisms for supporting and integrating refugees into the social and economic fabric of the city.

The above division was used for the purposes of the diagnosis, but does not fully capture the complexity and fluidity of terms such as “migrant” or “minority.” Definitions of these terms are difficult to define clearly as they are often shaped by social, historical and political contexts. In the following chapters, the Programme’s target group is defined as “national and ethnic minorities and people with migration experience.” The Programme for Krakow’s intercultural community should take into account the complexity of these groups, especially those that have so far been overlooked. Why are such concepts fluid and ambiguous? Here are some examples:

- (1) A migrant from Ukraine, Belarus, Germany, Czechia or Slovakia, once they received Polish citizenship, is classified as a national minority member from the perspective of Polish law. Meanwhile, previously, as citizens of other countries, they were seen as migrants.
- (2) Children from migrant families who were born and raised in Poland, and after they obtain Polish citizenship as adults, may still experience social exclusion, for example because of their skin colour or religion, and despite having a Polish identity, they may still be perceived by society as a migrant.
- (3) Children from cross-cultural marriages who function well within their parents’ cultural circles, may, nevertheless, face exclusion due to multiple identities. Such children also do not fit into the common category of a “migrant.”
- (4) Polish emigrants’ children who grew up abroad and then returned to Poland with their parents, despite holding Polish citizenship, may be unfamiliar with local cultural codes, speak with an accent and require support in adapting.

These examples illustrate that issues of nationality, identity and belonging are more complex than one might think, which highlights the need for an insightful and empathetic approach to diversity in society. In this respect, “Open Krakow” Programme does not focus on integration and adaptation, which are sometimes the needs of certain people belonging to national and ethnic minorities and those with experience of migration, but on **relations and social solidarity**, on building an international community of Krakow.

Chapter II

Obligations arising from Krakow's membership in the Intercultural Cities Programme (ICC) at the Council of Europe⁸

The Intercultural Cities Programme (ICC) was launched in 2008, originally as a joint programme of the Council of Europe and the European Commission. Due to interest and the need to expand the programme activities beyond European countries, after five years of joint operation, in 2013, the Council of Europe became the ICC's lead coordinator. Krakow joined the ICC Programme on 18 December 2020, becoming one of more than 150 cities in Europe and beyond (Australia, Canada, Israel, Japan, Mexico, Morocco and the United States).

The ICC programme brings together the most multiculturally active cities from Europe and other continents. This gives Krakow the opportunity to benefit from and share good practices in managing a city with a diverse national, religious, ethnic and social structure. Participation of Krakow in the ICC also provides the opportunity to receive support from internationally recognized experts, for example, in the process of updating and preparing strategies for managing an intercultural city, solving specific problems of the city, etc.

The key elements for intercultural cities, as adopted by the Intercultural Cities Programme and thus providing the basis for activities aimed at managing a multicultural city, are as follows:

- Creating spaces and opportunities for deep integration and co-creation between people of different cultural origins and backgrounds, to build trust, cohesion and solidarity, and thus realise the creative potential of diversity.
- Establishing a governance model that enables all community members, regardless of their background or status, to develop their potential, realise their talents and contribute to local prosperity.
- Power sharing – engaging people of different backgrounds in urban institutions, be they political, educational, social, economic or cultural.
- Fostering intercultural competence in public, private and civil society organizations.
- Embracing cultural pluralism and the complexity of identities through leadership discourse and symbolic actions.
- Building an inclusive narrative and positive conflict management, breaking down stereotypes and engaging in debate about diversity impact on and potential for local development.

⁸ I. D'Alessandro (red), *Praktyczny przewodnik po miejskim modelu integracji międzykulturowej*. Council of Europe

These principles are helpful in including all types of newcomers and, more generally, people from different backgrounds, regardless of the reason they settled in the city, length of stay or formal status.⁹ Membership in the Intercultural Cities Programme (ICC) of the Council of Europe is an important mechanism for supporting the implementation of the “Open Krakow” Programme and a platform for promoting Krakow’s good practices and building the brand of Krakow as a City of Multiculturalism.

Chapter III

General provisions

§ 1

The “Open Krakow” programme, hereinafter referred to as the Programme, envisages a number of activities at the institutional and social level, for the creation of a society living in community, using human, economic and cultural potential of representatives of national and ethnic minorities and foreigners for the development, while maintaining harmony and mutual respect.

§ 2

Whenever this Programme refers to:

- (1) Municipality – this should be understood as the Municipality of Krakow;
- (2) Office – this should be understood as the City Office of Krakow;
- (3) municipal units – this should be understood as organisational units created under the Act of 8 March 1990 on Municipal Self-Government (Dz.U.2024.609, consolidated text) and the Act of 5 June 1998 on Poviats Self-Government (Dz.U.2024.0.107, consolidated text), in order to perform the tasks of the Municipality of Krakow (as a city with poviat rights);
- (4) non-governmental organisation – this should be understood as the entities indicated in Article 3.2 and 3.3 of the Act of 24 April 2003 on Public Benefit and Volunteer Activities, whose statutory purpose is to prevent discrimination, “racism” and xenophobia, protect rights of foreigners, carry out activities for national and ethnic minorities and work for multiculturalism and promotion of tolerance;
- (5) minority organisations – this should be understood as organisations that meet all of the following conditions: (a) they define themselves as organisations that bring together persons belonging to a particular minority; (b) it follows from their statutes that they are organisations that bring together national, ethnic or migrant minorities; (c) they carry out activities for the benefit of the minority they represent;
- (6) Programme Coordinator – this should be understood as a separate organisational unit created by the Mayor of the City of Krakow, implementing the “Open Krakow” Programme and coordinating the implementation of the Programme in the Municipality of Krakow, responsible for supporting initiatives and cooperation with representatives of national and ethnic minorities and people with migration experience.

⁹ Miasto międzykulturowe krok po kroku. Praktyczny przewodnik po miejskim modelu integracji międzykulturowej. Council of Europe.

Chapter IV

Objectives, tasks and results of the Programme

§ 3

1. The main objective of the Programme is to implement and carry out the policy of openness of the city of Krakow to the representatives of national and ethnic minorities and people with experience of migration on the basis of an interdisciplinary approach to managing diversity and creating a space conducive to building community identity among people living in Krakow.

2. The specific objectives of the Programme are to:

(1) Improve the quality and accessibility of public services dedicated to national and ethnic minorities and people with migration experience;

through performance of the following tasks:

- (1) developing the activities of the information desk for people with migration experience in terms of comprehensiveness of services and visibility;
- (2) developing and implementing the Intercultural Communication Strategy for the Municipality;
- (3) upgrading the welcome package for those with migration experience;
- (4) conducting trainings for people employed in the Office, municipal units and Districts of the City of Krakow on the accessibility of the Office for national and ethnic minorities and people with migration experience, as well as on intercultural communication and anti-discrimination;
- (5) monitoring public services offered by the Municipality from the perspective of their accessibility for national and ethnic minorities and people with migration experience;
- (6) performing social research in the field of migration and multiculturalism, including through the implementation of the “Multiculturalism & Migration Observatory” Project;

so as to:

- (1) ensure equal access to services dedicated to national and ethnic minorities and people with migration experience;
- (2) increase the intercultural competence of people employed at the Office, municipal units and in the Districts of the City of Krakow;

2) Develop a systemic framework for interaction between the Municipality and representatives of national and ethnic minorities and people with migrant experience, based on social solutions of deliberative democracy;

through performance of the following tasks:

- (1) establishing a framework for cross-sector cooperation: public administration, business, research centres, NGOs and the community, depending on the needs and current challenges.
- (2) creating – by the Mayor of the City of Krakow – a separate organisational unit in the Office of the City of Krakow, responsible for supporting initiatives and cooperation with representatives of national and ethnic minorities and people with migration experience;
- (3) cooperation between the Programme Coordinator and other organisational units of the Office and municipal organisational units, non-governmental organisations and other institutions and

services operating in the Municipality, including cultural and educational institutions and universities.

so as to:

- (1) increase the proficiency and confidence of representatives of national and ethnic minorities and people with migrant experience in the Municipality;
- (2) strengthen the voice of representatives of national and ethnic minorities and people with migrant experience to the Municipality;

(1) Support social inclusion processes and create spaces that promote inclusiveness and social cohesion¹⁰;

through performance of the following tasks:

- (1) developing the Multicultural Centre as a focal point for intercultural activities in Krakow;
- (2) supporting socio-cultural animation initiatives undertaken by municipal cultural institutions and cultural institutions in the districts of the city of Krakow;
- (3) promoting municipal programmes to support the establishment and development of NGOs among minority organisations, especially those of a self-help and self-advocacy nature;
- (4) promoting and increasing the accessibility of Krakow's participatory mechanisms for national and ethnic minorities and people with migration experience;

so as to:

- (1) increase the promotion of Krakow as a place to live that provides inclusivity and social cohesion;
- (2) increase the civic and social activity of foreigners and representatives of national and ethnic minorities;

(1) Develop the intercultural nature of Krakow and build the "Open Krakow" brand;

through performance of the following tasks:

- (1) organising events referring to the idea of multiculturalism, for example, in the form of conferences, seminars, debates, periodic festivals;
- (2) organising the competition for the title of "Krakow Ambassador of Multiculturalism" and promoting those honoured with the title;
- (3) providing patronage of, among others, the Mayor of the City of Krakow and other forms of support for projects, artistic, cultural, scientific and educational initiatives dedicated to contemporary multicultural Krakow.

so as to:

- (1) increase public awareness of Krakow's residents about the advantages of a diverse Krakow;

¹⁰Social cohesion refers to the shared values and sense of unity in a society that create strong ties and solidarity among its members. Identity plays a key role in these relationships, serving as a factor that influences our interactions and actions in a social context. Herbert Blumer emphasized the importance of identity as a mediator in social relations (Blumer 1969). Cohesion and social inclusion are closely linked. Societies with solidarity are characterized by cohesion, and people who are part of these societies experience a sense of being included in their structures. Social inclusion is the process of "integrating" marginalised people into the so-called mainstream of life through full participation in society, giving them the opportunity to participate fully in economic, cultural and social life, in accordance with standards accepted in a given society;

(1) Create a social platform to support the development of intercultural competence among those living in Krakow;

through performance of the following tasks:

- (1) preparing and implementing tools to support the development of intercultural competencies in the school environment, based on a system of workshops implemented by local NGOs, municipal cultural institutions and cultural centres;
- (2) preparing and implementing recommendations for school institutions on the processes of social inclusion of national and ethnic minorities and people with migration experience;
- (3) preparing and implementing tools to support the development of intercultural competence for the residents of Krakow, based on the activities of the city's cultural institutions, as well as local NGOs;
- (4) developing sensitivity to cultural diversity and the ability to use sensitive language in the context of cultural differences.
- (5) developing intercultural and Roma assistance.

so as to:

- (1) raise standards in intercultural education.

(1) Support groups at risk of social exclusion on the basis of nationality, ethnicity, language and religion, including to implement response mechanisms to “racist” and xenophobic incidents

through performance of the following tasks:

- (1) promoting information and supporting initiatives to sensitize and respond to manifestations of discrimination and bias-motivated violence;
- (2) performing risk analysis of potential intercultural, national, ethnic and religious conflicts based on statistical data obtained through multisectoral cooperation;
- (3) improving the competencies of people working at the Office and municipal units, the Police and the Municipal Police in the following areas: mediation, identifying and responding to discrimination and bias-motivated violence, conflict management and resolution;
- (4) including representatives of national and ethnic minorities and people with migrant experience in existing systemic urban activities focusing on security and crisis management of the city of Krakow;

so as to:

- (1) increase support and a sense of security for groups at risk of social exclusion due to national or ethnic origin.

3. The Programme contributes to the realisation of the city vision included in the “Krakow Development Strategy. This is where I want to live. Krakow 2030”, including to achieve the strategic objective: V Strong local government community of residents of Krakow and operational objective V.3 Social cohesion.

Chapter V

Financial expenditures and sources of funding for the Programme

§ 5

1. Funds for the implementation of tasks under the Programme will be planned annually in the budget of the City of Krakow.
2. For the performance of tasks under the Programme, financial resources will also be committed, within the limits of possibilities, from various entities involved in the implementation of the Programme, including, but not limited to:
 - (1) state budget funds,
 - (2) European Union budget funds,
 - (3) Council of Europe budget funds, including under the Intercultural Cities Programme (ICC),
 - (4) NGO funds,
 - (5) private and sponsorship funds,
 - (6) funds of other entities involved in the implementation of the Programme.

Chapter VI

Internal cooperation and implementation of the Programme

§ 6

1. Implementation of the Programme is coordinated by the Programme Coordinator and supervised by the Head of the Social Affairs Division.
2. The timetable for implementation of the Programme along with the partners cooperating in the development of the implementation concepts is shown in Table 1.
3. In order for the principle of inclusion processes horizontality for persons with migration experience and representatives of national and ethnic minorities to be implemented in the Office and in municipal units, and to improve the flow of internal and external information, Coordinators for cooperation in the implementation of the “Open Krakow” Programme are appointed by the Mayor of the City of Krakow in individual organizational units of the Office and in municipal units. The detailed scope of activities of the Coordinators is defined by the relevant order of the Mayor of the City of Krakow.
4. Partners cooperating in the implementation of the Programme are the organisational units of the City Office and municipal organizational units, as well as municipal cultural institutions and cultural centres, municipal institutions competent for, among other things:
 - (1) social affairs,
 - (2) health protection and promotion,
 - (3) education,

- (4) entrepreneurship and labour market,
 - (5) culture and national heritage,
 - (6) promotion and information,
 - (7) international cooperation,
 - (8) tourism,
 - (9) sports,
 - (10) security and crisis management,
 - (11) public spaces and public transportation,
 - (12) and others resulting from the implementation of the Programme.
5. The desks and municipal units of the Krakow City Office listed in paragraph 1 will conduct activities related to the implementation of the Programme in cooperation with:
- (1) Małopolska Provincial Office,
 - (2) Police,
 - (3) opinion and advisory bodies functioning at the Office,
 - (4) NGOs and other third-sector representatives;
 - (5) schools, educational institutions and universities,
 - (6) building administrations and housing cooperatives, housing communities, as well as representatives of private owners' organisations,
 - (7) industry corporations,
 - (8) media,
 - (9) consular posts and representatives of foreign countries accredited in Krakow,
 - (10) associations and inter-municipal associations,
 - (11) districts of the City of Krakow,
 - (12) other entities, public and non-state institutions within the framework of the Programme's operation.
6. Monitoring of the Programme's implementation will be carried out using the domain indicators specified in the Declaration of Results of the "Open Krakow" Programme, in Table 2.
7. Risks to the Programme are indicated in Table 3.
8. The Mayor of the City of Krakow presents a report on the implementation of the Programme for a given year to the Krakow City Council by 30 April of the following year.

Chapter VII Schedule of Programme Implementation

Specific objective	Tasks (“through”)	Performance measures	Completion deadline	Product name	Implementers and cooperating partners
1. Improve the quality and accessibility of public services dedicated to national and ethnic minorities and people with migration experience through:	(1) developing the activities of the information desk for people with migration experience in terms of comprehensiveness of services and visibility;	Number of beneficiaries benefiting from the assistance of the Information Point for Foreigners	continuous action	Strategy for the development of the Information Point	Programme Coordinator together with NGOs
	(2) developing and implementing the Intercultural Communication Strategy for the Municipality;	Number of translated documents, procedures (services) into foreign languages	continuous action	Intercultural Communication Strategy developed	Programme Coordinator with the cooperation of the substantive units of the Office and municipal units together with NGOs

	(3) upgrading the welcome package for those with migration experience;	Number of package updates	until 31 December 2028	Updated welcome package	Programme Coordinator with the cooperation of the substantive units of the Office and municipal units together with NGOs
	(4) conducting trainings for people employed in the Office, municipal units and Districts of the City of Krakow on the accessibility of the Office for national and ethnic minorities and people with migration experience, as well as on intercultural communication and anti-discrimination;	Number of trained individuals	continuous action	Training conducted	Programme Coordinator with the cooperation of the unit responsible for the organisation of training in the Office together with NGOs
	(5) monitoring public services offered by the Municipality from the perspective of their accessibility for national and ethnic minorities and people with migration experience;	Number of positive and negative assessments received in surveys	until 31 December 2028	Monitoring report prepared	Programme Coordinator with the cooperation of the units responsible for the operation of service points for residents

	(6) performing social research in the field of migration and multiculturalism, including through the implementation of the “Multiculturalism & Migration Observatory” Project;	Number of reports	continuous action	Research report prepared	Programme Coordinator together with scientific centres
2. Develop a systemic framework for interaction between the Municipality and representatives of national and ethnic minorities and people with migrant experience based on social solutions of deliberative democracy through:	(1) establishing a framework for cross-sector cooperation: public administration, business, research centres, NGOs and the community, depending on the needs and current challenges.	Number of meetings / Number of participants in meetings	continuous action	Social platform created, including a number of mechanisms from the field of participation.	Programme Coordinator together with NGOs, business and scientific centres.
	(2) creating – by the Mayor of the City of Krakow – a separate organisational unit in the Office, responsible for supporting initiatives and cooperation with representatives of national and ethnic minorities and people with migration experience.	The amount of funds allocated for the operation of the unit in question, including for the implementation of public tasks in the area: activities for the integration of foreigners and activities for national and ethnic minorities	until 31 December 2024	Order of the Mayor Information on the implementation of the budget plan	Programme Coordinator

	(3) cooperation between the Programme Coordinator and other organisational units of the Office and municipal organisational units, non-governmental organisations and other institutions and services operating in the Municipality, including cultural and educational institutions and universities.	Number of cooperation coordinators in the Office and city units and in other entities	continuous action	Contact database of coordinators, responsible for cooperation in the area of interculturalism in its department/unit/entity.	Programme Coordinator together with the Programme Partners referred to in § 6 of the Programme
3. Support social inclusion processes and create spaces that promote inclusiveness and social cohesion through:	(1) developing the Multicultural Centre as a focal point for intercultural activities in Krakow;	Number of beneficiaries of the Multicultural Centre; Number of events held within the framework of the Multicultural Centre	continuous action	Municipal premises donated for the Multicultural Centre	Programme Coordinator together with NGOs,
	(2) supporting socio-cultural animation initiatives undertaken by municipal cultural institutions and cultural institutions in the districts of the city of Krakow	Number of participants in initiatives, events	continuous action	Programs, initiatives, agreements, contracts developed	Municipal cultural institutions and cultural institutions with the cooperation of the districts of the City of Krakow
	(3) promoting municipal programmes to support the establishment and	Number of promotional activities	until 31 December 2028	Implemented promotional activities of the annual and multi-year program of cooperation of the	City Office unit responsible for coordinating cooperation with NGOs

	development of NGOs among minority organisations, especially those of a self-help and self-advocacy nature;			Municipality with NGOs	
	(4) promoting and increasing the accessibility of Krakow's participatory mechanisms for national and ethnic minorities and people with migration experience.	Number of dialogue bodies operating in the Municipality that include national and ethnic minorities and people with migration experience	until 31 December 2028	Promotional campaign of dialogue bodies and available participatory tools dedicated to national and ethnic minorities and people with migration experience	The City Office unit responsible for dialogue and participation together with NGOs,
4. Develop the intercultural nature of Krakow and build the "Open Krakow" brand through:	(1) organising events referring to the idea of multiculturalism, for example, in the form of conferences, seminars, debates, periodic festivals;	Number of events	continuous action	Completed events	Programme Coordinator together with the Programme Partners referred to in § 6 of the Programme
	(2) organising the competition for the title of "Krakow Ambassador of Multiculturalism" and promoting those honoured with the title;	Number of applications submitted for the competition	continuous action	Organized gala to award titles	Programme Coordinator
		Number of meetings	continuous action	Meeting of Krakow Ambassadors of Multiculturalism with the Mayor of the City of Krakow	Programme Coordinator with the cooperation of the Office of the Mayor
	(3) providing patronage of, among others, the Mayor of	Number of patronages	continuous action	Patronages granted	Office of the Mayor

	the City of Krakow and other forms of support for projects, artistic, cultural, scientific and educational initiatives dedicated to contemporary multicultural Krakow;				
5. Create a social platform to support the development of intercultural competence among those living in Krakow through:	(1) preparing and implementing tools to support the development of intercultural competencies in the school environment, based on a system of workshops implemented by local NGOs, municipal cultural institutions and cultural centres;	Number of schools, educational institutions, cultural institutions participating in the activity	until 31 December 2028	Tools and materials developed.	Programme Coordinator, the City Office units responsible for education and culture, the city's cultural institutions and cultural establishments together with NGOs
	(2) preparing and implementing recommendations for school institutions on the processes of social inclusion of national and ethnic minorities and people with migration experience;	Number of school facilities that received recommendations	until 31 December 2028	Developed recommendations for the development of intercultural education	Programme Coordinator, the City Office unit responsible for education, school facilities together with NGOs,

	(3) preparing and implementing tools to support the development of intercultural competence for the residents of Krakow, based on the activities of the city's cultural institutions, as well as local NGOs;	Number of people, units of the Krakow City Office, municipal organizational units, NGOs involved in program preparation	until 31 December 2028	Tools and materials developed.	Programme Coordinator, the City Office unit responsible for education, the Office's unit responsible for culture, school institutions together with NGOs, scientific centres.
	(4) developing sensitivity to cultural diversity and the ability to use sensitive language in the context of cultural differences.	Number of trainings and workshops for teaching staff, parents and caregivers/Number of training participants	until 31 December 2028	Training Workshops	Programme Coordinator, the Office's unit responsible for education, NGOs,
	(5) developing intercultural and Roma assistance	Number of assistants/Number of children and youth assisted by assistants	continuous action	Contact database of intercultural and Roma assistants	Programme Coordinator, City Office unit responsible for education together with NGOs,
6. Support groups at risk of social exclusion on the basis of nationality, ethnicity, language and religion, including to implement response mechanisms to	(1) promoting information and supporting initiatives to sensitize and respond to manifestations of discrimination and bias-motivated violence;	Number of information measures undertaken; number of initiatives supported	continuous action	Developed brochure on the rights and obligations of people living in Krakow	Programme Coordinator, the City Office unit responsible for safety in the Municipality, NGOs,
	(2) performing risk analysis of potential intercultural,	Number of analyses; Number of entities involved in preparing risk	continuous action	Regular meetings of the risk monitoring team/group from the perspective of building	Programme Coordinator, the City Office unit responsible for safety in

“racist” and xenophobic incidents	national, ethnic and religious conflicts based on statistical data obtained through multisectoral cooperation;	analyses;		community cohesion	the Municipality, the Districts of the City of Krakow, the Krakow Contact Centre or its equivalent
	(3) improving the competencies of people working at the Office and municipal units, the Police and the Municipal Police in the following areas: mediation, identifying and responding to discrimination and bias-motivated violence, conflict management and resolution;	Number of trainings, seminars, workshops/Number of participants in trainings, seminars, workshops	until 31 December 2028	Trainings, seminars, workshops	Programme Coordinator with the cooperation of the unit responsible for the organization of training in the Office, City Office unit responsible for safety in the Municipality, together with NGOs,
	(4) including representatives of national and ethnic minorities and people with migrant experience in existing systemic urban activities focusing on security and crisis management of the city of Krakow;	Number of representatives of national and ethnic minorities and people with migrant experience involved in Safe Krakow actions	until 31 December 2028	Krakow City Council and NGO meeting on safety issues.	Programme Coordinator in cooperation with the City Office unit responsible for safety in the Municipality.

Chapter VIII Declaration of Programme results

Programme result:	Implementing and carrying out the policy of openness of the city of Krakow to the representatives of national and ethnic minorities and people with experience of migration on the basis of an interdisciplinary approach to managing diversity and creating a space conducive to building community identity among people living in Krakow					
through:	Specific objective 1: Improve the quality and accessibility of public services dedicated to national and ethnic minorities and people with migration experience;					
No.	so as to	Domain indicator	Weight	Base value	Expected value	Value for the year
1.	Ensure equal access to services dedicated to national and ethnic minorities and people with migration experience;	Number of beneficiaries benefiting from the assistance of the Information Point for Foreigners		5132	not less than 4,000 per year	2023
2.	Ensure equal access to services dedicated to national and ethnic minorities and people with migration experience;	Number of procedures translated into foreign languages		11	not less than 50	2023
3.	Increase the intercultural competence of people employed at the Office, municipal units and in the Districts of the City of Krakow	Number of trained individuals		150	not less than 100	2023

through:	Specific objective 2: Develop a systemic framework for interaction between the Municipality and representatives of national and ethnic minorities and people with migrant experience based on social solutions of deliberative democracy;					
No.	so as to	Domain indicator	Weight	Base value	Expected value	Value for the year
1.	Increase the proficiency and confidence of representatives of	Number of meetings of cooperation coordinators in the		0	2	2023

	national and ethnic minorities and people with migrant experience in the Municipality;	Office and city units and in other entities				
2.	Strengthen the voice of representatives of national and ethnic minorities and people with migrant experience to the Municipality;	Number of meetings / Number of participants in consultancy meetings		0	2 meetings/year min. 10 individuals/NGO	2023

through:	Specific objective 3: Support social inclusion processes and create spaces that promote inclusiveness and social cohesion;					
No.	so as to	Domain indicator	Weight	Base value	Expected value	Value for the year
1.	Increase public awareness of Krakow's residents about the advantages of a diverse Krakow;	Number of events held within the framework of the Multicultural Centre		150	not less than 100	2023
2	Increase the civic and social activity of foreigners and representatives of national and ethnic minorities;	Participation of foreigners and representatives of national and ethnic minorities in participatory tools – turnout in the civic budget and local initiative		0	5%	2023

through:	Specific objective 4: Develop the intercultural nature of Krakow and build the “Open Krakow” brand					
No.	so as to	Domain indicator	Weight	Base value	Expected value	Value for the year
1.	Increase public awareness of Krakow's residents about the advantages of a diverse Krakow	Number of applications submitted to the competition for the title of “Ambassador of Multiculturalism”		23	not less than 10	2023

through:	Specific objective 5: Create a social platform to support the development of intercultural competence among those living in Krakow;					
No.	so as to	Domain indicator	Weight	Base value	Expected value	Value for the year
1.	Raise standards in intercultural education;	Number of schools, kindergartens, facilities and residents covered by the actions;		148	150	2023

through:	Specific objective 6: Support groups at risk of social exclusion on the basis of nationality, ethnicity, language and religion, including to implement response mechanisms to “racist” and xenophobic incidents					
No.	so as to	Domain indicator	Weight	Base value	Expected value	Value for the year
1.	Increase support and a sense of security for groups at risk of social exclusion due to national or ethnic origin.	Number of actions for people at risk of exclusion		0	10	2023

Chapter IX Programme risks

No.	Specific objective	Risk name	Risk assessment	Response to risk
1.	Improve the quality and accessibility of public services dedicated to national and ethnic minorities and people with migration experience;	Unequal access to services for national and ethnic minorities and people with migration experience due to discrimination by office employees.	3	Preventing (training)
2.	Develop a systemic framework for interaction between the Municipality and representatives of national and ethnic minorities and people with migrant experience based on social solutions of deliberative democracy;	Loss of credibility of the Municipality as a partner.	1	Tolerating (monitoring)
3.	Support social inclusion processes and create spaces that promote inclusiveness and social cohesion;	Insufficient financial resources.	3	Preventing (needs analysis, financial plans)
4.	Develop the intercultural nature of Krakow and build the “Open Krakow” brand;	Low number of applications submitted to the competition for the title of “Ambassador of Multiculturalism”	3	Preventing (promotion and information)
5.	Create a social platform to support the development of intercultural competence among those living in Krakow;	Lack of interest in participating in training and educational activities	3	Preventing (promotion and information)
6.	Support groups at risk of social exclusion on the basis of nationality, ethnicity, language and religion, including to implement response mechanisms to “racist” and xenophobic incidents.	Increase in hate speech in public space.	4	Preventing (intervention)

We assess the risks as:

CRITICAL RISK (rating 7) – requires management’s response as quickly as possible, because the current situation may pose a risk of serious negative consequences –

Taking action should not be postponed

SERIOUS RISK (rating 5 or 6) – requires management’s response, the method of counteracting the risk depends on human resources, financial capabilities, etc. Activities should be planned, but their dates may be longer than in the case above

MODERATE RISK (rating 3 or 4) – counteraction recommended, especially where safety can be improved without significant expenditure. If the “risk owner” is willing to accept it, the action may be postponed after acknowledging its existence

LOW RISK (rating 1 or 2) – requires no action on the part of management because the current situation is satisfactory and ensures

Response to risk:

For each significant identified risk, the risk owner indicates the optimal response. The following risk responses are assumed:

- (1) tolerance – this will take place in cases where the costs of effectively counteracting the risk may exceed its potential benefits, ability to effective counteraction are limited to or beyond internal decisions and actions;
- (2) transfer – this will apply to the categories of risks in respect of which they will be transferred to another institution, including through insurance or outsourcing of services;
- (3) withdrawal – this will apply to a group of risks for which, despite the actions taken, their materiality could not be reduced to an acceptable level;
- (4) counteracting – this will apply to categories of risks that will require decisive, well-thought-out and planned actions leading to their elimination or significant reduction.