

Standard activities

Group	Standard activity	Time per enterprise (hh:mm/sec)			External Costs (zł)			Description	Substantiation
		Small 0-10	Medium 11-250	Large > 250	Small 0-10	Medium 11-250	Large > 250		
Getting and sending forms	Get a form from a website	15/60	15/60	10/60				Look up a form on the internet, download it if needed or make a request via e-mail and make a print of the form.	Finding the required forms takes the most time. On average large companies are more familiar with were to find forms online and take less time.
	Get a form via mail (post)	20/60	20/60	20/60	6,00 zł	6,00 zł	6,00 zł	Write a letter with the request to send the form, frank the letter, go to the mailbox or post office and post the letter.	
	Personally collect a format at a government office	30/60	30/60	30/60				Find the right office window, request the desired form, and receive the form. Travel time is excluded from this activity.	The time needed for this activity varies greatly mostly depending on the waiting time at that office.
	Make copies or scan documents (per 10 pages)	8/60	5/60	3/60				Producing copies if more than one copy of the form, application or other documents need to be filed. Time also includes checking the copies and adding them to the forms.	Larger companies have more resources to do this. Small companies small companies might not have the resources to make to copies themselves.
	Digitally submit a form	5/60	5/60	5/60				Send the form via e-mail, a website or SMS.	SMS might not be used (yet) in Poland.
	Paying a fee for an application	5/60	5/60	5/60				When submitting an electronic application a fee might need to be payed. Waiting time is not part of this proces.	
	Submit a form via mail (post)	20/60	20/60	20/60	6,00 zł	6,00 zł	6,00 zł	Put the form and annexes in an envelope, frank it, go to the mailbox and post the letter.	
	Personally submit a form at a government office	45/60	45/60	45/60				Find the correct address for admittance, issue the forms and annexes, await response from the recipient and possibly give a verbal explanation. Travel is excluded from this activity.	Time spent on this activity differs per office. An average is used. In International Transport Office it takes more than 30 minutes (up to 3 hours). In voivodship office up to an hour including getting the decision.
Collecting and filling in of data	Fill in name and address	2/60	5/60	15/60				Look up and fill in the name and address of the applicant (and company) and sign the form.	In larger companies it can take a long time to get the needed signatures from the autorised people.
	Fill in correspondence number	1/60	1/60	1/60				Look up and fill in the correspondence number. This can be any number that is linked to your business, like the number of the Chamber of Commerce.	Business say they know the number by heart or can quickly find it.
	Fill in subject of the application (simple)	10/60	15/60	20/60				Fill in which activities, location, products and/or tasks an application concerns. This involves filling out data other than name and address. This activity might need to be done multiple times in one form if the form asks for information on multiple subjects	The needed time inscreases with the size of the company because, on average, the complexity of the activities increases as wel.
	Fill in subject of the application (complex)	30/60	45/60	60/60					
	Fill in permit data	15/60	15/60	15/60				Look up information from already available permits and fill in the required information. This is needed when relying on information that is already been discussed with the government in earlier permit applications of other types of forms.	Finding the needed information takes the most time.
								This empty row can be used to add new standard activities. To do so copy this entire row and fill in the information for the new standard activity. This will be added to the drop-down menu in the PxQ sheet automaticly,	

Specific investigation and plans	Hiring external parties (preparation only)	1440/60	1440/60	2160/60				Hiring external advisors to handle specific requests. This includes (for example) accountants and environmental experts to carry out audits or specific investigations (see further activities). This activity is only the time spend to find and contract such an external party.	
	Audit by an accountant	1200/60	2400/60	4800/60	10.000 zł	15.000 zł	20.000 zł	Financial statements, grants and other obligation require an audit by an accountant.	Larger companies need more time and costs because of complexer processes.
	Arranging acoustic investigation	480/60	480/60	960/60	45 zł	85 zł	600 zł	Having an acoustic investigation take place and guide the research team when necessary. IMPORTANT: costs do not vary based on the size of the business but on the complexity of the investigation. How to use: make a specific target group in the tab 'Q Data'. Determine the type of investigation: <i>Small</i> - Simple work place noise investigation <i>Medium</i> - Sound level measurement <i>Large</i> - Measurement of sound emission from installations and industrial plants. The costs are per point of measurement. Asses the average amount of measurement points and use these as frequency in the PQ sheet	Based on additional information gathered by the Ministry of Entrepreneurship and Technology.
	Arranging soil investigation	480/60	480/60	960/60	10.000 zł	25.000 zł	45.000 zł	Having an investigation take place in to possible <u>soil pollution</u> and guide the research team when necessary. Costs vary based on the size and complexity of the businesses but also on the environmental impact of the activities of the company	Based on additional information gathered by the Ministry of Entrepreneurship and Technology.
	Draft an emergency response plan	480/60	960/60	1440/60				For some applications an emergency response plan needs to be drafted. In case this is literally stated in the inquiry a time duration will be included in the model.	
	Make business plan (small)	2400/60	2400/60	2400/60				For some applications a simple business plan needs to be made. This describes in more detail the specific plans a company has and also includes the financial aspects like the necessary investments and possible return. In case this is literally stated in the inquiry a time duration will be included in the model.	
	Make business plan (big)	4800/60	6000/60	7200/60				For some applications an elaborate business plan needs to be made. This describes in more detail the specific plans a company has and also includes the financial aspects like the necessary investments and possible return. In case this is literally stated in the inquiry a time duration will be included in the model.	Larger companies have more complex proposels on average.
Looking up/finding specific information:	Look up identification	5/60	5/60	5/60				Look up I.D. (passport, driver's license, ID-card or residence permit) and make a copy.	
	Get or look up bank statement copy	15/60	15/60	15/60				Looking up a bank statement and make a copy or send a request to the bank (electroncly).	
	Look up and copy registration certificate of insurance policy	20/60	20/60	20/60				Look up insurance documents and make a copy.	

	Make/order an architectural map/plan	5/60	5/60	5/60				Make/order an architectural map/plan.	
	Get a detailed cadastral map	10/60	10/60	10/60				Look up and fill out name and address on the internet and make a print.	This can be done electronically.
	Make a certified copy of a document	60/60	60/60	60/60	6,00 zł	6,00 zł	6,00 zł	Find the right office window, wait, hand over copy, wait for the certified copy, pay and receive certified copy. This excludes travel time to notary or municipality.	External cost is per page
	Provide a photo	15/60	15/60	15/60				As additional substantiation of the provided information the government might ask for a photo of a situation.	
	Make a simple sketch	20/60	20/60	20/60				Make a simple site sketch to clarify the request. For example when applying for changes to a monumental building.	
	Extract of birth certificate	10/60	10/60	10/60				Find the right website, make a request for a form and receive and send the form.	This can be done electronically.
	Extract of municipal personal records database	10/60	10/60	10/60				Find the right website, make a request for a form and receive the form.	This can be done electronically.
Other type of activities	Visit the municipality	45/60	45/60	45/60				Travel time from and to the desired address.	Time differ greatly because of the local situation (rural/urban). Delays caused by heavy traffic are discarded in this case.
	Visit the regional government office	60/60	60/60	60/60				Travel time from and to the desired address.	
	Meet with a civil servant to discuss a request	30/60	60/60	120/60				Conversation with the employee of the government. This might be needed in order to discuss intended activities and the required government procedures.	Time becomes longer as larger companies have, on average, more complex situations to discuss.
	Telephone call with a civil servant to discuss a request	20/60	20/60	20/60				Conversation with the employee of the government. This might be needed in order to discuss intended activities and the required government procedures.	Finding the right person might take much additional time.