

# CORPORATE PRESENTATION



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## INTERNATIONAL PRESENCE



## THE PRESIDENT'S MESSAGE



We appreciate your interest in our company. Here you can see more about us and what we do in every day work, the history and growth of the Balfin Group and what we aim to achieve in the future. Our business is focused on creating economic and social values in the markets where we operate.

We create economic values by exploring market opportunities, particularly in the areas of retail, real estate, mining, banking, tourism, energy, etc in the Balkans and beyond. Balfin Group is in a continuous further expansion through exploration of new opportunities in other market segments, using acquired market knowledge and professionalism.

We create social value by striving to be more than a growing business portfolio and especially a group of individuals active in the environment we operate. We work to meet our policies in the context of improving community life and development, environmental protection, cultural enrichment and education in every area present with our companies and employees.

Our business plans are aimed towards the development of new ideas by providing prosperity for the community and further growth of our group. We have designed our investments towards providing quality assurance and development. As we strive to establish quality standards in the industry, our products, services, and management companies work daily to improve processes.

Our performance constantly increases and reinforces relationships we have with customers, partners, communities and other interested groups. Balfin Group is in continuous development and growth as a result of previous investments and projects that have been successful. Even in the continuity we aim to maintain the same successful performance by further developing the quality, involvement in other economic sectors and geographical expansion of the Balfin Group.

*Samir Mane*  
President

## WHO WE ARE

Balkan Finance Investment Group is one of the most active private investment groups in the Western Balkan region. Group's investment portfolio can be classified in the activities of real estate development, retail, commercial and industrial space management and services, banking, mineral industry, tourism and energy. Balfin Group is a well respected actor in the international markets operating in 7 countries.

Balfin Group has already established a reputation of its own as one of the most active and innovative group, thanks to the successful investments ideas that have transformed and revolutionized not only the market but also the consumer behavior. Today, with headquarters in Tirana, Balfin Group is present with its activity in Albania, Austria, North Macedonia, Kosovo, Bosnia Herzegovina, Montenegro and Netherlands.

With an ambitious vision, a collective commitment to excellence, a dynamic and honest business approach, a strong financial and administrative structure and a vast experience gained over the many years of investment and growth, Balfin Group has built a very strong presence in the international markets.



With its beginnings in 1993, Balfin Group is one of the most successful and active Groups in South East Europe. All the companies, part of Balfin Group, represent a success story in itself, being the leader of the relevant sector. As the Group is always on the implementation of innovative ideas, it is creating successful businesses but also offering the regional markets a solid benchmark to be followed.

Balfin Group represents a reliable and firm partner in all its

operating markets. It duly offers an extensive experience and activity in major areas of the economy through proper expertise, highly qualified human resources and strong financial resources.

We take pride in solid co-operations with prestigious institutions such as: EBRD, AADF, LG, Samsung, Sony, Raiffeisen Bank, JUMBO, ARCELIK, Intesa Sanpaolo, Spar International, and more.

## FACTS AND FIGURES

Over **6'000** people work in our Group companies.



**Total Group Assets** on standalone financial performance is around 1.5 billion EUR.



In 2019, **Group net turnover** on standalone financial performance is reported around 620 million EUR.



**52 million EUR** taxes paid during 2018.



KidZone operates in **4 markets** in the Balkan region, with 16 large Jumbo superstores offering a vast variety of toys for all ages.



In 2019, Balfin Group became the major shareholder of **Tirana Bank**, the first private bank in Albania.



**Neptun International**, the leading retail chain operating in Albania Kosovo and Macedonia, is part of Balfin Group.



**Balfin Group** has built **QTU**, the first shopping center in Albania and **TEG**, the largest one in the country.



Balfin Group owns **AlbChrome**, one of the top 5 quality producers of ferro-chrome, and **NewCo Ferronikeli**, the largest exporter of Kosovo.



**Mane TCI**, a leading company setting standards in Project Management and Construction in Albania



Balfin Group owns **Green Coast Resort and Residences**, an elite tourism resort in Albania, with investments over 100 million EUR



**SPAR** Albania serves to more than 48000 clients per day.



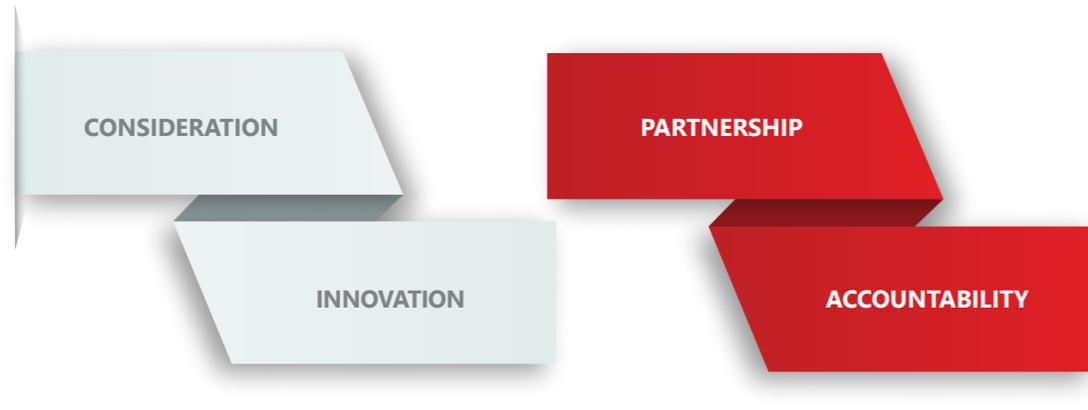
## HISTORY - TIMELINE



## HISTORY - TIMELINE

## MISSION, VISION AND VALUES

Operate as an undisputed local and regional investor in the targeted markets by anticipating customer's spending habits and offering a positive value proposition to serve those habits through excellent service, while creating attractive returns to the shareholder. Balfin's ability to convert challenges into value-creating business opportunities is the reason why we exist.



**VISION – FUTURE POSITION: “To become an international investor setting new standards of excellence in all areas of activity.”**

### OUR CORE VALUES

#### Partnership – we are your partner

We make our strongest contribution through collaboration and trusting relationships. Contributing with our expertise, professionalism and capitals we provide solid foundations to our partnerships and guarantee success. All Balfin Group companies, employees and partners benefit from the synergy and mutual exchange of experiences and achieve the best results.

#### We strive to be innovative

At Balfin Group, through our diversity we drive innovation and creativity in all aspects of our business. We achieve best results by preparing for the future, by taking risks, by learning from our experience and finding new ways to do things better. Present across many industries, we are enthusiastic about continuous growth through new projects and partnerships, through our passion and attention to details.

#### Consideration – we care

We treat our staff, our partners and our customers with respect, honesty and fairness. We value the opinion of our staff, our partners and our customers; we engage them in the decision making. We encourage different perspectives, promote and recognize high performance. We do our best to stay connected and engaged through the open exchange of ideas with our partners, employees and Group Companies. Believing in our staff and our partners, recognizing their feedback and contribution facilitates our way of growing further.

#### We are accountable

We do what we say, completely accountable and ethical. We show maximum responsibility and respect for employees, partners, customers and local communities where we invest. Balfin Group improves the conditions of local communities by increasing employment and by supporting projects aimed at economical and social development.

## CORPORATE GOVERNANCE

Governance is not just about adherence to a set of recommendations. It is a way of doing business and is at the heart of everything we do.

### Balfin's Corporate Governance objectives include:

- Promote integrity, transparency, accountability and responsiveness
- Ensure appropriate checks and balances
- Cultivate ethical business behavior through the Code of Ethics and Professional Conduct

### Corporate Governance Framework

Effective corporate governance requires a clear understanding of the respective roles that constitute the management of the group and their relationships with others in the corporate structure.

which has brought success in the past while introducing the best aspects of professional management.

Balfin Group's competitive advantage comes from developing its human capital. We have established talent attraction and nomination procedures for top management positions in the Group and the subsidiary levels and have increased the awareness and knowledge of managers on good governance benefits, thus involving them in governance improvement plan.

Balfin Group is continuously adopting and implementing principles, policies and practices of advanced corporate governance and is devoting sufficient resources to consistent implementation, that includes proper and ongoing corporate governance monitoring, corrective and evaluation mechanisms.



This is performed in line with the overall objectives, plans and goals of business. Corporate Governance is integrated into a business` strategy and objectives and is not viewed simply as a compliance obligation, separate from the business` long-term business prospects, plans and objectives.

Corporate governance is one of its strategic priorities and its` development contributes to the goal of the Group to become a regional and international leader.

The Governing body of Balfin Group is the Management Board, which is composed of:

- CEO of Balfin Group
- 4 Vice Presidents
- CFO of Balfin Group
- Partner for Kosovo & North Macedonia

One of the main indicators of Balfin's success is the ethical behavior of its people. Our reputation, both as individuals and as corporate, depends on it. Everyone in Balfin Group has a responsibility to make sure that in their every day doing, they ensure that the name "Balfin" remains synonymous with excellence and professionalism. Balfin Group's customers place their trust and money in us and in the work that we do. Each employee adheres to the highest ethical standards, not only providing services of the highest quality, but creating a business environment that reflects the fundamental beliefs of the Group including integrity, confidentiality and responsibility.

In our Corporate Governance we are guided by the principles that conserve the best aspects of an entrepreneurial culture

## RETAIL

Balfin Group is a pioneer for the creation of retail chains by proposing clients brands and quality products at the best prices. Retail activities are concentrated in electronics, clothing, groceries, food and industrial products, children's toys etc.

Balfin Group has demonstrated that knows how to manage and expand the networks of retail stores in the Albanian market and how to adapt to the region market, as it has managed to expand the activity of electronic devices, clothing and toys stores in Kosovo, North Macedonia, Montenegro and Bosnia Herzegovina.

### ALBA TRADE

Alba Trade established in 1993 in Vienna, Austria, is a well known European and worldwide company in the wholesale mobiles and consumer electronic goods. It is represented in the markets with Neptun International chain of stores. This company manages and implements the annual distribution policies for each of the countries where Neptun International operates, supports and helps in studying the market in the Balkans and beyond, improves the business conditions in the actualization of the state of the market and competition, coordinating the budget plan for international expansion of Neptun International chain of stores.

[www.albatrade.at](http://www.albatrade.at)



### NEPTUN INTERNATIONAL

Neptun International Network offers the best brands of home appliances and home entertainment devices in the western Balkan countries such as Albania, Macedonia, and Kosovo. Neptun International consists of 29 stores in Albania, 21 stores in Macedonia and 7 stores in Kosovo. Offering the widest choice in latest technology of consumer electronics equipments, Neptun is the market leader in Macedonia, Kosovo and Albania. Currently Neptun International has agreements with international best market offering products of high-tech electronics.

**NEPTUN**

### NEPTUN ALBANIA

Neptun is among the companies with the highest growth in the Western Balkan region. Neptun network is present in all major cities of Albania. Neptun Albania is a strategic partner in the region for leading brands in consumer electronics such as LG, Samsung, Apple, Sony, Beko, Philips etc.

[www.neptun.al](http://www.neptun.al)

### NEPTUN NORTH MACEDONIA

Neptun is on the Macedonian market since 1998. The retail chain has been awarded Superbrand for 2011/2012 and has received the Best Buy Award for 2015/2016.

[www.neptun.mk](http://www.neptun.mk)

### NEPTUN KOSOVO

Neptun in Kosovo is the largest retailer of electrical and electronic goods in the country. Neptun has begun the expansion on the Kosovo market in 2007.

[www.neptun-ks.com](http://www.neptun-ks.com)

OVER  
**8.500**  
DIFFERENT  
PRODUCTS





## SPAR ALBANIA

SPAR Albania became part of Balfin Group in June 2016. Balfin Group is planning a major investment and an expansion of SPAR hypermarkets and supermarkets in Albania totaling a number of 100 supermarkets and 10 new hypermarkets, thus making SPAR the largest network of supermarkets in Albania. SPAR offers to customers quality and innovation with wider range of products. SPAR is setting a new standard for the market in Albania and beyond. SPAR Albania is part of the SPAR International.

SPAR was founded in 1932 in Holland. It is currently present in more than 42 countries around the world including the continent of Europe, Australia, Africa and Asia. Every day 12,176 stores are visited by more than 13 million customers with a turnover of 33 billion Euros.

[www.spar.al](http://www.spar.al)



**55.000**  
PRODUCTS

## KIDZONE

KidZone is the official franchise operator of Jumbo in Albania, Kosovo, Montenegro and Bosnia Herzegovina. A vast variety of toys for all ages and tastes, of well known brands as well as imported, baby care items, stationery, seasonal products, decoration and various home objects for "big kids", are only a few of the treasures that one finds in Jumbo. KidZone is continuing its expansion in the Balkans with new shops. Jumbo is also called "one stop shop".

[www.jumbo.al](http://www.jumbo.al)



## FASHION GROUP ALBANIA

Fashion Group is the first retail group established in 2005 with the aim of remodeling the Albanian retail market, which also introduced the novelty of franchise deals. Fashion Group has introduced the most successful brands in the world establishing a new standard of customer service and trade. Fashion Group is supplying the Albanian market with quality alternative products and proven this successfully, with the expansion of its brand portfolio.

Fashion Group is always introducing new brands that together with prices are chosen specifically to suit the needs of the market.

Currently Fashion Group manages 10 leading brands: Springfield, Geox, Parfois, Women'ssecret, GoldenPoint, Okaidi, Mango, Prenatal, Carpisa and Cortefiel with a distribution in over 19 shops.

[www.fga.al](http://www.fga.al)



## TOURISTIC DESTINATIONS & HOSPITALITY SERVICES



The most ambitious projects of Balfin Group consist in the development of residences in the most beautiful touristic areas of Adriatic and Ionian sea: Lalez Bay and Palasa respectively.

### VALA MAR RESIDENCES

Vala Mar Residences is a residential development and a touristic destination for individuals and families who wish to enjoy the nature by visiting the virgin and sandy beaches and those seeking security, construction quality and infrastructure. The residences include villas and apartments of various types located amidst the characteristic pines of the area, and face the golden coast of Gjiri i Lalzit. Extending 2 km in the Adriatic coastline, Gjiri i Lalzit offers one of the most beautiful beaches in the Adriatic Riviera.

Vala Mar Residences combine experience & professionalism of the developer with advanced construction technology for the benefit of the residents, local community and the tourists visiting the area. With a total construction area of 33,221 m<sup>2</sup> and a total value of investment of €25 million, the construction completed in 2017.

The community provides a variety of services, facilities and entertainment alternatives that ensure a pleasant stay. The location close to the main cities in Albania provides an easy access to the urban centers and services.

Further development of the infrastructure makes Vala Mar Residences "the first station" in the Adriatic coast, as well as an oasis of tranquility.

[www.valamarresidences.al](http://www.valamarresidences.al)



### GREEN COAST RESORT AND RESIDENCES

Green Coast Resort and Residences is one of the largest investments in tourism in Albania, located in Palasa Beach. This is where the Mediterranean and Ionian sea meet to create a breathtaking seaside landscape as a prime destination in Albania. Palasa region is one of the rare places that preserved the nature and heritage of ancient cities/civilizations, continuing to astonish the visitors.

The resort contains a variety of house typologies, from elite villas to apartments. These spacious and stylized villas and apartments offer exceptional views of both sea and mountain. Green Coast Resort and Residences is applying new hospitality services, which were previously unknown in the Albanian market, such as Renting Program, Vacation Ownership and Property financing, by bringing innovation in management and offering to all customers an increase of the property value and a quick return on investment as well. Green Coast Resort and Residences will impact on changing perceptions of tourism management and property in coastal areas, as a strategic investment that exceeds 100 mln euros.

The resort is close to Vlora, Dhërmi, Himara, Saranda, the ancient city of Butrint and other villages where traditional crafts are still practiced. It is worthwhile to explore the region's exquisite natural beauty and its vivid history.

The positioning of Green Coast Resort itself offers a large variety of activities. Outdoor activities include sailing, swimming, canoeing, fishing, mountain biking, parachuting, diving, excursions, marine tours, diving, paragliding, and exploring the seaside caves of Karaburun by boat. Indoor activities vary from water sports to basketball, beach volley, meditation, etc.

[www.greencoast.al](http://www.greencoast.al)



## ➤ REAL ESTATE DEVELOPMENT & MANAGEMENT

Activities and projects of Balfin Group in real estate are concentrated in the construction and management of environments for living, business, commercial activities or industrial areas. Balfin Group is present with its real estate activities in Albania, Austria and North Macedonia.

### CONSTRUCTION OF:

**830.000**

**M<sup>2</sup>** gross space for housing, commerce and upbringing office

**142.700**

**M<sup>2</sup>** in shopping centers.

#### MANE TCI

Mane TCI is a company leader in the construction, investment and trade of development projects in Albania and the Balkan region. Founded in 2002, Mane TCI is specialized in commercial and industrial constructions such as shopping malls, residential buildings, social and cultural centers, industrial and civil engineering constructions.

[www.manetci.al](http://www.manetci.al)

**MANETCI**  
TRADE • CONSTRUCTION • INVESTMENT

#### BALFIN REAL ESTATE & HOSPITALITY

Balfin Real Estate & Hospitality is a marketing, sales, after sales services company, for all real estate projects developed by Balfin Group. It also offers consulting services to these real estate investor companies at various stages of project developments.

[www.balfinrealestate.al](http://www.balfinrealestate.al)

**BALFIN**  
REAL ESTATE & HOSPITALITY

#### BALFIN AUSTRIA

TH&B Immo was founded in 2018 and operates in the development of real estate in Austria. It is focused on construction and large investments such as the development of residential areas for housing, villas and resorts.

**TH&B**  
Immo GmbH

#### ACREM – ALBANIAN COMMERCIAL REAL ESTATE MANAGEMENT

ACREM is the Albanian leading company in the real estate management. The company currently manages two shopping centers in Albania (TEG, QTU), residential buildings (apartments, villas) and offices. Always offering expertise and customized techniques, ACREM's management concept is based on professionalism, integrity, accountability and quality service that guarantees maximum return on the investment by keeping the property at the highest standards.

[www.acrem.al](http://www.acrem.al)

**acrem**  
Albanian Commercial Real Estate Management

#### ROLLING HILLS LUXURY RESIDENCES

Rolling Hills Luxury Residences is a luxurious gated community, the best in terms of construction standards and the first of its kind in Albania. This community has a total construction area of 212,000 m<sup>2</sup> and a total investment value of €65 million, as well as a Recreational Park. "Rolling Hills Luxury Residences" is situated in the beautiful nature of Petrela, Tirana.

[www.rollinghills.al](http://www.rollinghills.al)

**Rolling Hills**  
Luxury Residences





## TEG - TIRANA EAST GATE

TEG is the largest shopping center in Albania. With 150 stores and 2,000 parking spaces, TEG is an attractive destination not only for Tirana, Elbasan but significantly for Kosovo too. With a construction surface of more than 95,700 sqm, this shopping center represents a lifestyle destination. It is built to be differentiated for the diversity of services and products, the introduction of exclusive brands, entertainment areas, restaurants, cafes, and maximum comfort for customers.

TEG is the host of many of the well-known brands internationally and the home of Inditex Group with premium brands (Zara, Massimo Dutti, Bershka, Pull & Bear and Stradivarius), Cineplexx, SPAR etc.



## QTU - UNIVERS SHOPPING CENTER

QTU is the very first shopping center in the history of Albania and its opening set off a major turning point in the retail system of the country by revolutionizing the way Albanians used to shop. Balfin Group finished the construction of Univers Shopping Center in 2005. In 2018 the shopping center was expanded further.

The renovated QTU offers an additional shopping space of 14.000 m<sup>2</sup> with new brands and services, bringing back the mall to a contemporary and modern hotspot for shopping.

QTU offering has been elevated through the time and it is serving market changes as part of its commitment to provide diverse retail options and superior customer experience to the community.

[www.qtu.al](http://www.qtu.al)



**47000**

M<sup>2</sup> CONSTRUCTION SURFACE

QTU IS THE VERY FIRST SHOPPING CENTER IN THE HISTORY OF ALBANIA

**85** POPULAR BRANDS

**7.1** MILLION VISITORS ANNUALLY

**95.700** M<sup>2</sup> CONSTRUCTION SURFACE

**9.6** MILLION VISITORS ANNUALLY

[www.teg.al](http://www.teg.al)





## SKOPJE EAST GATE

Skopje East Gate is an investment of about 350 million Euro.

The company is developing the first mixed-used real-estate development project, estimated to be largest private investment of this type in Macedonia.

Situated just two kilometers from the city center and close to main road arteries, the project includes a shopping mall, a residential housing segment as well as a high-class office park.

Skopje East Gate is planned to be built in a space of 143,000 m2, in which will be built around 458,000 m2 of construction.

This investment is expected to bring a further impulse to the ongoing economic activity in Skopje, creating thousands of new jobs and opportunities.

[www.eastgate.mk](http://www.eastgate.mk)



EAST GATE

**350** MILLION EURO INVESTMENT

THE FIRST MIXED-USED REAL-ESTATE DEVELOPMENT PROJECT IN MACEDONIA.

## BANKING



Balfin Group is the majority shareholder of Tirana Bank, operating as an independent bank managed by experienced professionals. Led by an international board, Tirana Bank will continue to expand its activity in Albania.

## TIRANA BANK

Tirana Bank is the first privately owned bank in Albania. It was founded in 1996 and today, it is a consolidated bank in the market, offering a wide range of products and services that respond well to the demands of its customers.

Tirana Bank continues to grow and expand, but rigorously retains its philosophy of providing quality services and to be the frontrunner in providing new banking products in Albania.

Tirana Bank has 39 branches and agencies in most of the major cities, industrial zones and border crossings, and has a large network of ATMs throughout Albania. The high professional standard of its customer service helps clients to find solutions for every requirement or financial need.

Tirana Bank became part of Balfin Group in February 2019, when acquired all shares of the Bank from Piraeus Bank in Greece.

[www.tiranabank.al](http://www.tiranabank.al)



TIRANA BANK



## MINERAL INDUSTRY

Balfin Group has made significant investments in the mining sector. Through AlbChrome, the Group has been managing the chrome concession in Albania since 2013. AlbChrome is a leading company in the mining and metallurgy industry in the region. Balfin Group also manages NewCo Ferronikeli, the largest exporter of Kosovo and one of the largest producers of Nickel in Europe.

### NEWCO FERRONIKELI

NewCo Ferronikeli is a two line nickel production plant, as well as potentially rich mineral deposits beneath the surrounding landscape. It is a significant strategic asset to the Republic of Kosovo, with great importance to the larger economy. NewCo Ferronikeli was built in 1984 using largely Soviet technology, but with certain elements such as the electric furnaces, rotary kilns and casting machines, based on Western designs.

Balfin Group plans to make additional investments in NewCo Ferronikeli to be able to realize the full potential of the mining sectors in Albania and Kosovo and increase the production of nickel in over 10 000 MT per annum.

[www.ferronikeli.com](http://www.ferronikeli.com)



### ALBCHROME

With a vast experience in production of high quality ferrochrome, ore chrome enrichment and processing capabilities, AlbChrome is the only vertical integrated producer of High Carbon Ferrochrome in Europe. With the main focus on exports, mainly towards developed industrial countries in Europe, Asia and America, AlbChrome has developed an important network of international partners.

The company has undergone a complete investment plan that aims to increase production through accessing new chrome ore reserves, improvements to technological processes, improvements of general conditions including health and safety in all company's assets in Bulqiza, Burrel, Elbasan, etc.



### BULQIZA MINE

Bulqiza is the richest area with chromium mineral in Albania and has a high quality mineral. This mine has over 65 years that is operational and is one of the largest. Shaft No. 9, an investment of 20.5 million USD, is expected to bring about an annual production of 100,000 tons of chrome ore. It will prolong the life of the mine by at least 20 years, which promises also new job opportunities for the locals. As part of Bulqiza Mine is also the sector of Qafë Buall which is expected to have an output of more than 40,000 tones of chrome mineral per year.

### FERRO-CHROME PLANT OF BURREL

Built in 1979, the plant was one of the first investments in the mineral industry in Albania, with a strategic geographical position, very close to ore mining reserves. The plant covers an area of 14 hectares and was re-opened in 2014 by Balfin Group after a long period in conservation. The Plant, in its full capacity, can produce more than 33,000 MT of High Carbon Ferro-Chrome a year. There is in place an investment plan that will renew important units of the plant.

### FERRO-CHROME PLANT OF ELBASAN

Ferro-Chrome Plant of Elbasan is currently working with two furnaces for the production of high-carbon ferrochrome. AlbChrome has invested more than four million dollars turning such furnaces into double-level melting technology. Today AlbChrome produces ferrochrome with high carbon of "premium" quality. Current production capacity in the Plant of Elbasan is about 33'000 tons of ferrochrome a year.

[www.albchrome.al](http://www.albchrome.al)



**One of the 5  
HIGHEST QUALITY  
FERRO-CHROME  
IN THE WORLD**

## SERVICES

Balfin Group activities in services category include a wide range, from immovable properties management to the giant spaces for the development of entrepreneurial activities. The services provided by Balfin Group include full professional systems that provide easy access for the individual consumers as well as the companies.

### TIRANA LOGISTIC PARK

Tirana Logistic Park is the biggest logistic and industrial park in Albania. Businesses present have the possibility to get various logistic services inside it, like: storage, intralogistics, inventory management, order management, local distribution, freight forwarding, value added services (packing, prepacking, processing, labeling, kitting), etc.

Tirana Logistic Park is quickly becoming a hub, which connects businesses throughout Albania and those of the region, especially from Kosovo and Macedonia. By allocating their business activities into Tirana Logistic Park premises, businesses reduce their operational costs and improve their customer service levels.

[www.tlp.al](http://www.tlp.al)



### MILSPED ALBANIA

Milsped Albania is a joint venture company of Balfin Group and Milsped Group, an international company with offices in Serbia, Croatia, Albania, Montenegro, Slovenia and Bosnia Herzegovina. The company offers its services in warehousing, distribution, customs agency, customs warehouses, organization of international road transport, organization of air, ship and rail transport.

[www.milsped.com](http://www.milsped.com)



### STELLA MARE

Stella Mare, a joint venture of Milsped and Balfin Group, is the representative of Maersk Line and Seago Line, two of the largest groups of shipping containers in the world, offering to Albanian, Kosovo and Macedonian clients, container transportation from almost any place in Europe and the rest of the world. Maersk offers the fastest service in Albania for refrigerated containers from South America as well as dedicated service from all Asian and European ports to Albania.



### ELEKTRO-SERVIS

Elektro-Servis is the largest service provider of its kind in Albania and the region and provides the best service for the maintenance and repair of electronic products. It has exclusivity rights from the most renowned brands of the world (such as Samsung, LG, Philips, Huawei, etc.) to offer such services.

[www.elektroservis.al](http://www.elektroservis.al)



## ENERGY

### ALBANIAN ENERGY SUPPLIER

Albanian Energy Supplier was founded in 2014. This company operates in the field of importing, exporting, wholesale and retail trading of electricity. AES also offers its expertise in the construction, development and management of the facilities and systems of production, distribution and transmission of electricity.



## PARTNERSHIPS

In the Groups portfolio there are companies where Balfin Group is only an investor and doesn't manage them. We chose to become part of these companies even if we are not managing them because we believe in our partners' ability to develop these companies.

### TIRANA BUSINESS UNIVERSITY COLLEGE

Tirana Business University College is a university dedicated to Business Administration and Business Law in Albania. It fills in the need that business and economy have today for professionals of business administration and business law, equipped with contemporary knowledge and background to respond to new development conditions of the highly competitive global market.

[www.tbu.edu.al](http://www.tbu.edu.al)



## FINANCIAL HIGHLIGHTS

The year 2019 was obviously a great year for Balfin Group. The year-end performance results were driven by a successful growth allowing the Group to optimize the existing portfolio, diversify the geographical strategy and continuously seek new opportunities. The small improvements made each day with dedication and full commitment, result to achieved targets as of the year-end 2019.

In February 2019, Balfin Group acquired the shares of Tirana Bank reported, a new industry added in the diversified portfolio of the Group. The new acquisition was after two acquisitions reported in 2018, respectively in the international market – NewCo Ferronikeli operating in mining industry and national market – NetTrade operating in e-commerce.

Real estate industry highly depends on sales recognition of the sold units of the main projects such as Vala Mar, Rolling Hills, Park Gate and Green Coast. The Group launched a new real estate project in Austria for two residential areas with three-store buildings located in a well-known touristic area.

The biggest real estate project in Skopje, North Macedonia is Skopje East Gate, with a total land area of 143 000 sqm, is rapidly being developed. The development will take place in three separate phases: shopping mall, residential buildings and office park.

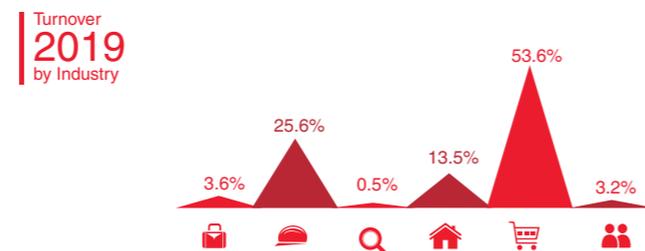
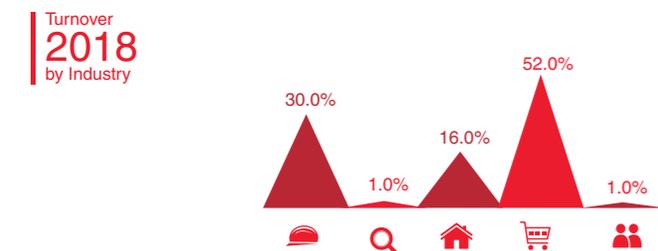
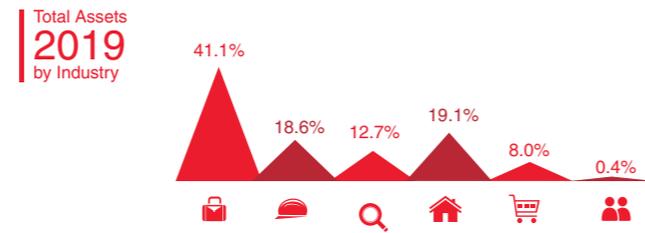
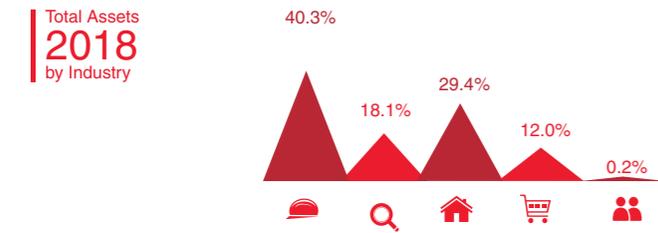
Overall the retail industry continues to expand and facing optimistic growth.

KidZone network opened a new shop in Podgorica, Montenegro during 2019 and additional expansion in Bosnia. Neptun electronic retail is maintaining the market position in operating countries offering the best brands of home appliances and home entertainment devices. During 2019, the supermarket chain Spar Albania expanded the food retail with new markets in the country. In September 2019 Spar Albania purchased the supermarket chain Hippo, opening the doors of 7 new supermarkets in Tirana.

Both shopping centers, QTU and TEG, continued to offer the best shopping experience in Albania with renovated QTU and TEG with new brands and services.

The companies operating in mining industry, mainly Alb-Chrome in Albania and NewCo Ferronikeli in Kosovo are continuing the investments in order to increase the production and improve the technological processes and the general conditions.

Looking ahead, Balfin Group is progressing in the right direction to achieve stability, profitability and growth. The same pace of growth shall be maintained for the coming year and consolidating its position as one of the most powerful Groups not only in Albania, but in the entire region. Balfin Group aim is to continue the expansion in other regions and acquire potential business.



## HUMAN CAPITAL

We are among the largest employers in the private sector in Albania. In Balfin Group companies work approximately 6,000 people. In our Group development strategy, the development of our employees play a key role because they are the driving power for the successes achieved by the Balfin Group. In Balfin Group we have professionals from various fields. These experiences interlaced to us, professionalism with energy, responding effectively to any challenge. Investing in our employees' professional development has made their promotion a continuous practice in Balfin Group's companies. As a Balfin Group employee, you will have the possibility to grow in your career and to evolve professionally thus giving your continuous contribution towards the Group's further progress.

### PROFESSIONAL DEVELOPMENT AND EXPERIENCE SHARING

Balfin Group is invested in the professional training and development of employees, through its Training Academy. Professional agencies are hired to offer their services in technical-professional training or in leadership, managerial competencies, specific fields, etc. For all employees that are devoted at work, are high performers and demonstrate quality and potential for development, we offer concrete plans enabling their guidance towards new career objectives. This process takes place in a diversified environment, which can be the classroom or on the job training. At the same time, during such processes, employees have the possibility of interacting and sharing experiences, giving and taking ideas, offering solutions, etc.

### CAREER DEVELOPMENT AND PROMOTION

Balfin Group, due to its very strong investment power and diversified portfolio, offers to the employees a secure and sustainable work environment with very positively differentiated working conditions and highly competitive compensations and benefits package and above all, a great progressive opportunity for career development and advancement. Our corporate culture is driven by our Group values (Partnership, Innovation, Consideration and Accountability). The Group is always looking for very qualified individuals to be part of our team, and for those employees, who adhere to our Group values, are high performers, demonstrate dedication, will and potential, offers the possibility of career and increasing rewards.

### TALENT POOL

Talent Pool is a program that sets the new generation of Balfin Group leaders. It consists in the identification, training and professional development of talents and their preparation for taking on the highest professional and managerial positions. The program identifies the developmental steps of this talent group and enables the creation of a well-prepared group of employees who are offered the opportunity to advance their career in leading and challenging positions that Balfin Group creates.

That is why we are always looking for professionals who have the necessary energy, enthusiasm and knowledge to join Balfin Group. If you believe that you meet the criteria for being part of our staff, you can contact us in: [hr@balfin.al](mailto:hr@balfin.al)

### EMPLOYMENT OPPORTUNITIES

Balfin Group is continuously expanding through new projects and further developing and consolidating the actual ones.

### STUDENTS' INTERNSHIPS

Balfin Group provides full or part time professional practice for all qualified students in all professional companies of the Group. The professional internship is a real contribution we provide for education and counseling of the future specialists and professionals. Thus, we perform one of the missions that we have set to ourselves, to contribute to the community by facilitating the integration of the young graduates in the labor market.

## ➤ SOCIAL RESPONSIBILITY

Balfin Group is committed to promote higher social values and show care for community and environment. We believe that business growth must be accompanied by a parallel community development and social growth culture wherever it operates. Therefore, we always appreciate and take active care of social and environmental policies and application development projects throughout Group network structure.

Our corporate social responsibility and contribution towards the community and society is a mission we take very seriously. We aim to make sure that our business activities weigh in as an investment in improving the social employment conditions, infrastructure, health care and education in the communities in which we operate.

Our core values in terms of social responsibility transform into concrete actions throughout the organization, from strategies to everyday decision-making. Our most effective and charitable social contributions are made through strategic collaborations with most prestigious organizations, which are dedicated to community awareness generating their direct involvement.

Our key pillars in social programs are:

**FAMILIES IN NEED • HEALTH •  
EDUCATION • CHILDREN • ENVIRONMENT**

In the light of modern globalization issues and environmental protection strategies, we consider it a special mission to consider these topics by assessing any potential impact during project implementation.

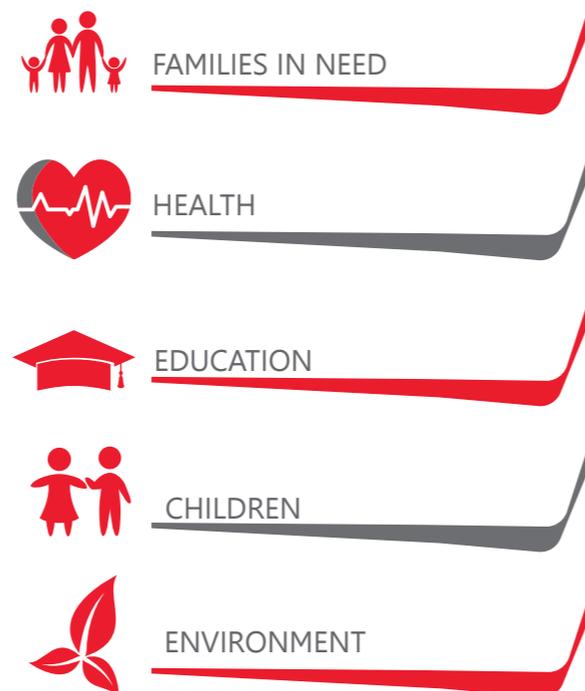
Balfin Group has received the Philanthropy Award from Partners Albania for its great work in social responsibility.

Balfin Group companies are not limited to providing jobs for local communities in which they operate but strive to make a positive impact in the lives of families and country.

Balfin Group is always engaged in serious efforts for social welfare, because of moral obligation and sustainability. Our CSR strategy ties in with overall Group business strategy and addresses real social needs.

During 2019 we have organized hundreds of CSR activities, which have had huge impact in communities and beyond. Balfin Group has given a wide contribution to the improvement of the quality of life of individuals and communities, has supported innovative ideas of young entrepreneurs, has given special attention towards institutions and organizations that provide services for children with Down Syndrome, people with autistic spectrum disorders, the elderly and persons with terminal illnesses, as well as shown awareness about environment protection, education, art and culture.

There are more than 70 activities organized every year. For 2020 a budget of **900 THOUSAND EUR** is allocated for this purpose.





# CORPORATE PRESENTATION

## ADDRESS

St. 'Papa Gjon Pali II',  
ABA Business Center, 11th Floor,  
Tirana, Albania

## BALFIN SOCIAL



[www.balfin.al](http://www.balfin.al)

