

# WE ARE BALFIN

CORPORATE  
PRESENTATION



# contents

INTERNATIONAL PRESENCE	6
PRESIDENT'S MESSAGE	7
BALFIN AT A GLANCE	8
HISTORY	10
CORPORATE CULTURE	12
OUR VALUES	13
GROUP MANAGEMENT BOARD	16
GROUP INDUSTRIES	18
WHOLESALE AND RETAIL	20
REAL ESTATE	24
BANKING	34
TOURISM	36
MINING AND SMELTING	38
LOGISTICS	40
SERVICES	42
ENERGY	43
EDUCATION	44
B4STUDENTS	45
HUMAN CAPITAL	46
BALFIN INNOVATION SUMMIT	48
FINANCIAL HIGHLIGHTS	49
CORPORATE SOCIAL RESPONSIBILITY	50
OUR PARTNERS	52



THE STRONGER THE ROOTS,  
THE GREATER THE FUTURE.

Copyright © 2021 by BALFIN Group

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of BALFIN Group.

founded in  
**1993**

approximately  
**6,000**  
employees

2020 non-consolidated  
gross revenue  
**€639**  
million

**MANETCI**

**NEPTUN**

**A**  
ALBCHROME

**PJ**  
PJ INVESTMENT

**GREEN COAST**

**VALA MAR RESIDENCES**

**TBU**  
TIRANA BUSINESS UNIVERSITY COLLEGE

**SPAR**

**Rolling Hills**  
LUXURY RESIDENCES

**QTU**

**ON**

**TH&I**  
TH&I Energy GmbH

**energy supplier**

**fga**  
FINANCE GROUP ALBANIA

**TIRANA LOGISTIC PARK**

**TEG**  
Be happy!

**MILSPED**  
ALBANIA

**VLLAHEN MINING**

**JUMBO**

**ELEKTRO-SERVIS**

**STELLA MARE**  
AS AGENT OF MAERSK

**EAST GATE**

**BALFIN REAL ESTATE & HOSPITALITY**

**ACREM**  
ALBANIA (MEMBER OF THE ALBANIAN INVESTMENT GROUP)

**8**  
New Co Ferronikel

**TIRANA BANK**

BALFIN Group (Balkan Finance Investment Group) is one of the most significant and successful investment groups in the Western Balkans, with a non-consolidated gross revenue of € 639 million in 2020. We are a trustworthy partner, conducting business activities in a wide range of industries on a national and international scale, at the highest business and ethical standards with substantial financial capital, outstanding human resources, and a rigorous focus on innovation.

BALFIN Group was founded in 1993 in Vienna by Mr. Samir Mane, and is currently located and operating in Austria, Albania, Kosovo, Bosnia and Herzegovina, North Macedonia, Montenegro, and the Netherlands. The Group employs approximately 6,000 people, whose dedication and passion remain key to our success story.

BALFIN Group has made constant progress in overall growth by upgrading standards and shifting towards sustainability. Through economic development, employment opportunities, innovation, and social involvement, BALFIN Group challenges the status quo, fostering a positive impact on communities.

## INTERNATIONAL PRESENCE

With a wide presence in 7 countries, the scale of our global operations means that we have significant access to proprietary deal flow.



## PRESIDENT'S MESSAGE



Dear readers,

Our company has pioneered growth in recent years: based on our four strategic core values, we have made BALFIN Group a faster growing, more dynamic, more international and more diversified company. Conquering economic headwinds and an intensely competitive environment in all the industries we have invested in, BALFIN Group remained one of the most significant and successful investment groups in the Western Balkans region.

In time, BALFIN Group has built up its reputation on being there for our customers, partners and communities in extremely indispensable periods, such as the worldwide pandemic of 2020. Our mission is to carry on supporting our clients, caring for our people, and managing our corporation according to our shareholders' interests and the highest business principles.

At BALFIN, we are driven by results, and committed to implementing the necessary structures and the best practices to deliver them. The Group has created strong foundations and outlines for long-term success in all the countries and industries we are present.

We are devoted to doing business in a sustainable, respectful, and ethical manner. Our goal is to connect with our communities and create a positive impact for our customers, our people, shareholders, the economy and the social environment as a whole.

This brochure provides an overview of all BALFIN Group companies and activities. Thank you for your interest in our journey!

Yours sincerely,

**Samir MANE**  
President of BALFIN Group

## BALFIN AT A GLANCE

# FACTS & FIGURES



Approximately  
**6000 people**  
work in all BALFIN Group  
companies.



In 2020, Total Group Assets  
on standalone financial  
performance are around  
**€ 1.35 billion**



Non-consolidated gross  
revenue of over  
**€ 639 million**  
in 2020



Neptun International is the  
**leading retail**  
chain of consumer electronics  
operating in Albania, North  
Macedonia and Kosovo



KidZone present in 4 countries,  
with 21 Jumbo superstores,  
offering more than  
**30.000 products**  
for every buyer persona



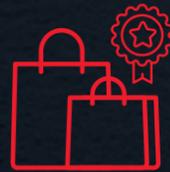
Balfin Real Estate &  
Hospitality manages a wide  
portfolio of assets that will  
grow to approximately  
**€ 750 million**



From 2019, BALFIN Group  
is present in the  
**banking sector**  
as the sole shareholder  
of Tirana Bank



**€ 53 million**  
taxes paid in 2020.



QTU and TEG are  
respectively  
**the first and  
the largest**  
shopping malls in Albania.



Enterprise Value of all  
BALFIN Group companies  
increased by  
**€ 755 million**  
in 2020



AlbChrome and New Co  
Ferronikeli are among  
**the largest  
exporters**  
respectively in Albania  
and Kosovo.



**East Gate**  
located in Skopje, is  
the largest shopping  
mall in the region.



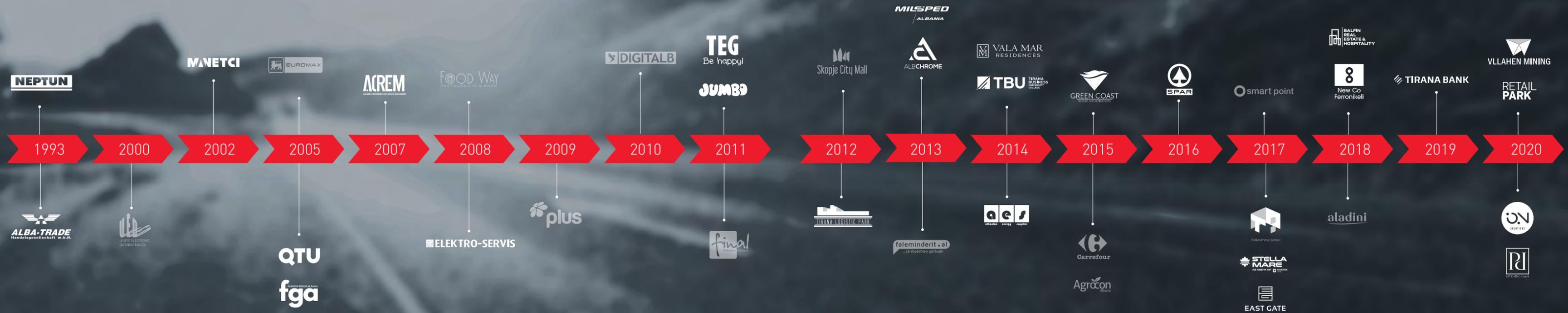
SPAR is the  
**largest  
international**  
chain of supermarkets in  
Albania, serving more  
than 25.000 clients daily.



**€ 116 million**  
total group investments  
planned for 2021

# HISTORY

Founded in 1993 in Vienna, BALFIN Group is present in 7 European countries and operates in 9 main industries.



## CORPORATE CULTURE

BALFIN Group is an organization that aims to create comfortable ground for economies, businesses, and people to grow and perform better. We invest in innovation, outstanding service, and the highest ethical and business standards. Through our sustainable operations, we create value for our shareholders and communities.

BALFIN Group's values are an integral part of the organization so that all our employees, in all Group's companies, can work and succeed together. BALFIN Group takes corporate culture and our values to heart, and we believe that the way we achieve results is of the same importance as the results themselves.

## OUR VALUES

At BALFIN Group, we build our business on the talent of our people, the synergy of our partnerships, continuous innovation, the courage to challenge the status quo, and good relationships with our shareholders. The values of our company have always been the strong fundamentals of our success.



### ACCOUNTABILITY

Ethics drive us

We practice and influence the highest business standards in a transparent and ethical way. We treat our employees, our partners and our customers with regard, dignity, honesty and impartiality. We encourage novel perspectives, do our best to stay connected and engaged through the open exchange of ideas and recognize high performance. Believing in our people and our partners, recognizing their feedback and contribution facilitates our way of growing further.



### PARTNERSHIP

Achieving together

We make our strongest contribution through collaboration and trustful 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.



### INNOVATION

We solve problems

We constantly strive to redefine the standard of excellence in everything we do. Therefore, we are open to ideas that challenge the conventional views and drive innovation. The only constant in life is change and we believe that in order to stay relevant we must constantly improve, upgrade and innovate. Through embracing human values and diversity, we drive innovation and creativity in all aspects of our business.



### CONSIDERATION

We are Responsible

We show maximum responsibility and respect for employees, partners, customers and communities where we invest. We invest in businesses that create opportunities for the society, developing economies and creating values for our communities.

## CORPORATE GOVERNANCE

BALFIN Group complies with reliable corporate governance procedures, laws, and regulations applicable in all countries where it operates, as well as with its Code of Ethics and Professional Conduct. At BALFIN Group, good corporate governance is not simply about adherence to a set of recommendations and proposals. It ensures that our processes, procedures and policies are implemented according to the principles of transparency and accountability. Group Corporate Governance is integrated into the business strategy and long-term prospects, plans and milestones. We will continue to pay special attention to all corporate governance developments.

### CORPORATE GOVERNANCE FRAMEWORK

Corporate Governance Framework summarizes the concrete principles and guidelines designed for result-oriented performance and ethical behavior towards business partners to ensure active and efficient management within the Group. Dedicated to create and boost shareholders' values and lower risk, BALFIN Group relies on:

Comprehensive and Objective Business Ethics;

Aligned Business Goals;

Strategic Management;

Efficient Administration;

Disclosure, transparency and accountability;

Innovation and continuous development;

Compliance with laws and regulations in force and BALFIN's "Code of Ethics and Professional Conduct";

Human resources management.

These standards are implemented in conjunction with existing programs support, in order to stand for accountable corporate management to long-term value creation in BALFIN.

## GOVERNANCE BODIES

BALFIN Group has the following decision-making bodies:

- ▶ Shareholder and President of BALFIN Group
- ▶ CEO of BALFIN Group and Chair of Group Management Board
- ▶ Group Management Board
- ▶ Vice Presidents
- ▶ CEO of Group Companies

## PRESIDENT OF BALFIN GROUP

The highest governing body is the **Shareholder**, who is also the **President of BALFIN Group**. The shareholder holds key decision-making authority in strategic activities of the Group and investment decisions above a required threshold. Additionally, BALFIN Group's Shareholder and President appoint Group CEO and Group Management Board Members.

## GROUP MANAGEMENT BOARD

The Board is in charge of approving and authorizing major investments in new projects or business acquisitions, proposing the sale, closure, or divestment from existing companies, subsidiaries, or joint ventures to the Shareholder. Additionally, the Board stipulates, improves, and executes the Group Strategy, as well as reports to the Shareholder on progress.

The Board is responsible for preparing and arranging the strategy implementation plan, sanctioning Group Policies and Procedures, the corresponding budgets for the Group Companies and their long-term strategies.

The Board monitors the Group Financial Performance and non-performing companies, therefore carrying out the required measures to align performance in conjunction with the Group Strategy.

## EXECUTIVE LEADERSHIP TEAM

Another important body is the **Executive Leadership Team (ELT)**. ELT does not have executive functions and serves as a forum for sharing and discussing BALFIN Group's strategic objectives. ELT is composed of all GMB members, CEOs of all the Group's Companies and BALFIN Group, Head of Departments.

BALFIN Group has established **Committees** per each function, (HR, Marketing and Communications, IT, Audit and Project Management) to ensure, align and support joint strategies, practices, regulations and initiatives. Composed of high-level representatives and professionals, the committees gather periodically or whenever deemed necessary, to evaluate, propose and redirect Group functions and policies.

## THE GROUP MANAGEMENT BOARD IS COMPOSED OF:



**Edlira MUKA**

Chief Executive Officer of BALFIN Group and Chairwoman of GMB



**Steven GRUNERUD**

Vice President for Mergers and Acquisitions



**Julian MANE**

Vice President for Retail



**Ervin KAJNO**

Vice President for Corporate Projects



**Ardiana SOKOLI**

Vice President for Real Estate



**Arsim PAPANIKU**

Board Member



**Blerina DAKA**

Chief Financial Officer of BALFIN Group



## GROUP INDUSTRIES

BALFIN Group's business model is based on value creation through operational and financial synergies between its business units. Free working capital generated by the Group's overall activities, together with its access to different capital markets and funds provided by strategic and financial partnerships, enable the financing of its investment projects in these key industries:

---

REAL

TO

## WHOLESALE AND RETAIL

BALFIN Group is a pioneer in the creation of retail chains by proposing to clients' quality brands and products at the best prices. The group's retail activities are concentrated in electronics, fashion, food retail, groceries, department stores, etc.

In all these years, BALFIN Group has shown its capacities in managing and growing in the retail sector in the Western Balkans. Today, BALFIN Group is one of the most influential groups in the retail industry operating in Albania, Kosovo, North Macedonia, Montenegro and Bosnia and Herzegovina.



### ELECTRONICS

#### NEPTUN INTERNATIONAL

Neptun International offers the best brands of household appliances and home entertainment devices in the Western Balkan countries. Currently, Neptun International has agreements with international best leading market brands, offering products of high-tech electronics. It is the exclusive reseller of LG and Beko in the region and has a long and stable cooperation with many other world-famous brands such as Samsung, Apple, Sony, Bosch, Philips, Tefal, Rowenta, Huawei, Braun, etc. Neptun International operates in Albania (est. in 1993), North Macedonia (est. in 1998) and Kosovo (est. in 2007), leading each market respectively. Neptun International consists of 29 stores in Albania, 25 stores in Macedonia, and 13 stores in Kosovo with expansion plan for other three within a year.

neptun.al  
neptun.mk  
neptun-ks.com



#### ALBA-TRADE

Alba-Trade, established in 1993 in Vienna, Austria, is a well-known European and worldwide company in the wholesale of mobiles and consumer electronic goods, represented by Neptun International's chain of stores. The company manages and implements the annual distribution policies for each country where Neptun International operates and coordinates the budget plan for its international expansion. In addition, Alba-Trade facilitates the market research in the Balkans and beyond, and improves the business conditions in the actualization of the state of the market and competition.

albatrade.at



## FOOD RETAIL



### SPAR ALBANIA

SPAR Albania became part of BALFIN Group in June 2016. The SPAR supermarket chain provides a wide variety of products to the Albanian market, at approximately 45,000 units in the food and non-food categories. SPAR provides quality and innovation based on a wide range of products to its customers. SPAR is setting new market standards in Albania. It is the only grocery chain with 2 hypermarkets in Tirana and it is part of "SPAR International".

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

MORE THAN  
**45.000**  
products

**SPAR**

## DEPARTMENT STORE

### KIDZONE INTERNATIONAL

KidZone is the official franchise operator of Jumbo in Albania (est. in 2011), Kosovo (est. in 2014), Bosnia & Herzegovina (2017) and Montenegro (2019). Jumbo is a household brand for all demographics because of its wide range of over 30.000 products, making it the leading company in its sector with 21 superstores. Jumbo is not only a store offering infinite alternatives with reasonable prices and good quality, it is an experience. A vast variety of toys for all ages and preferences, stationery, imported baby care items, seasonal products, decoration etc., enable customers of all ages and backgrounds to experience every season, trend, desire or hobby in one place. Kid Zone is in continuous expansion in the Balkans area.

[jumbo.al](http://jumbo.al)  
[jumbo-ks.com](http://jumbo-ks.com)  
[jumbo-mne.com](http://jumbo-mne.com)  
[jumbo.ba](http://jumbo.ba)

**JUMBO**

## FASHION

### FASHION GROUP ALBANIA

Fashion Group Albania, established in 2005, is the first organized fashion retail group in Albania, with the mission of remodeling the Albanian retail market, which also introduced the novelty of franchise deals. Fashion Group Albania established a new standard of customer service. Fashion Group introduced and manages 9 leading, international brands: Mango, Springfield, Geox, Parfois, Women Secret, Okaidi, Prenatal, Carpisa and Cortefiel. Fashion Group Albania is always introducing new brands that through favorable deals are specifically chosen to suit the market needs.

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

**fga**  
FASHION GROUP ALBANIA

## REAL ESTATE

Real Estate activities of BALFIN Group date since the year 2000. Nowadays, BALFIN Group is among the most distinguished investors in the real estate development realm in the Western Balkan countries. BALFIN Group is focused on the construction and management of residential facilities, shopping malls, touristic residences, business and commercial buildings, and industrial spaces. BALFIN Group is assiduously involved with its real estate activities in Albania, Austria and North Macedonia.

## DEVELOPMENT



### GREEN COAST RESORT & RESIDENCES

Green Coast Resort and Residences is the elite vacation destination on the Albanian Riviera. With a total land surface of 217,700 m<sup>2</sup>, the resort contains a variety of house typologies, varying from elite villas to apartments. This project that exceeds EUR 120 million is one of the largest tourism investments in Albania. Green Coast Resort and Residences is applying new hospitality services in the

Albanian market such as Renting Program, Vacation Exchange, Timeshare (Co-ownership) and Property Financing, by bringing innovation in management, offers to all customers, increase of the property value and as well as a good return on investment deals. The resort has first quality infrastructure and takes pride in the almost one-kilometer Promenade completed on both sides by different service units.

Green Coast Resort & Residences is an ideal place not only for vacation but also for living offering a unique project for people who want to enjoy the unparalleled beauty of the Palasë coast all year round. The resort provides easy access to archeological sites, cultural heritage monuments and national parks. These cultural and other attractions are an irreplaceable value of cultural tourism in the south of Albania.

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





## MANE TCI

“Mane TCI” is a one of the leading companies in the construction, investment and trade of developmental 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 projects. Main projects finalized by “Mane TCI” are the shopping malls QTU and TEG, the residential buildings Green Coast Resort and Residences, Vala Mar Residences, Rolling Hills Luxury Residences, Ambassador 1, Ambassador 2, Ambassador 3, and Park Gate.

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



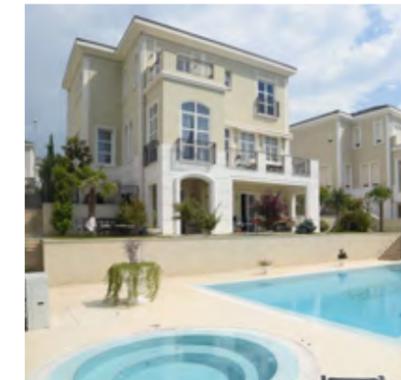
## VALA MAR RESIDENCES

Vala Mar Residences, located in the coast area of “Gjiri i Lalzit”, is a residential and touristic resort, and a recreational destination for individuals and families who wish to enjoy the nature, as well as demand security criteria, quality construction and infrastructure. The community has a total construction area of 33,000 m2 and a total value of investment of € 25 million.

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



## ROLLING HILLS LUXURY RESIDENCES



Rolling Hills Luxury Residences is a gated community – superior in terms of construction standards and the first of its kind in Albania. Rolling Hills Luxury Residences, a € 92 million investment, is situated in the beautiful nature and hill landscape of Petrela, Tirana. This community has a total construction area of 88,500 m2, including a recreational park. Due to high demand, the complex is undergoing an extension that will add 11 more villas in an area of 9,400 m2 with an investment value of EUR 7.7 million.

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



## TH&B IMMO



TH&B Immo was founded in 2018 and operates in the development of real estate sector in Austria. It focuses on the development of residential areas for housing, villas and resorts. The company has started an investment of several million euros, which consists of a residential project located in the Altmünster area in Austria.



TH&B Immo GmbH

## PJ 137 LIVING



PJ 137 Living GmbH was founded in December 2019, and it is a subsidiary of BALFIN Holding. Its main focus is the development of residential complexes. One of the latest projects comprises a residential building in Vienna, between the Döbling and Währing districts. It is an investment of approximately € 10 million and is expected to be completed in 2022.



PJ 137 LIVING GmbH

# SKOPJE EAST GATE

Skopje East Gate is the first mixed-use development project in the country that incorporates a shopping and entertainment center, a residential complex and an office park. Its mission is to raise the living and business standards, and bring new energy in the heart of Skopje by introducing a new lifestyle concept. With a total land development area of 500.000 m<sup>2</sup>, the project is composed by three main branches:

- East Gate Living
- East Gate Shopping
- East Gate Business

eastgate.mk



EAST GATE

**25.000 m<sup>2</sup>**  
GREEN AREA

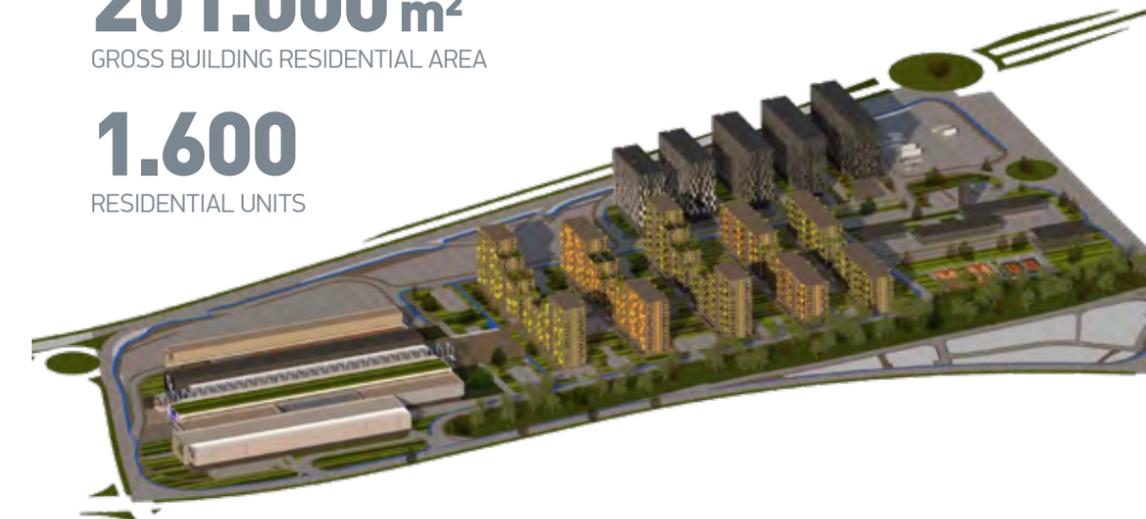
**57.000 m<sup>2</sup>**  
GROSS LEASABLE RETAIL AREA

**50.000 m<sup>2</sup>**  
GROSS LEASABLE OFFICE AREA



**201.000 m<sup>2</sup>**  
GROSS BUILDING RESIDENTIAL AREA

**1.600**  
RESIDENTIAL UNITS



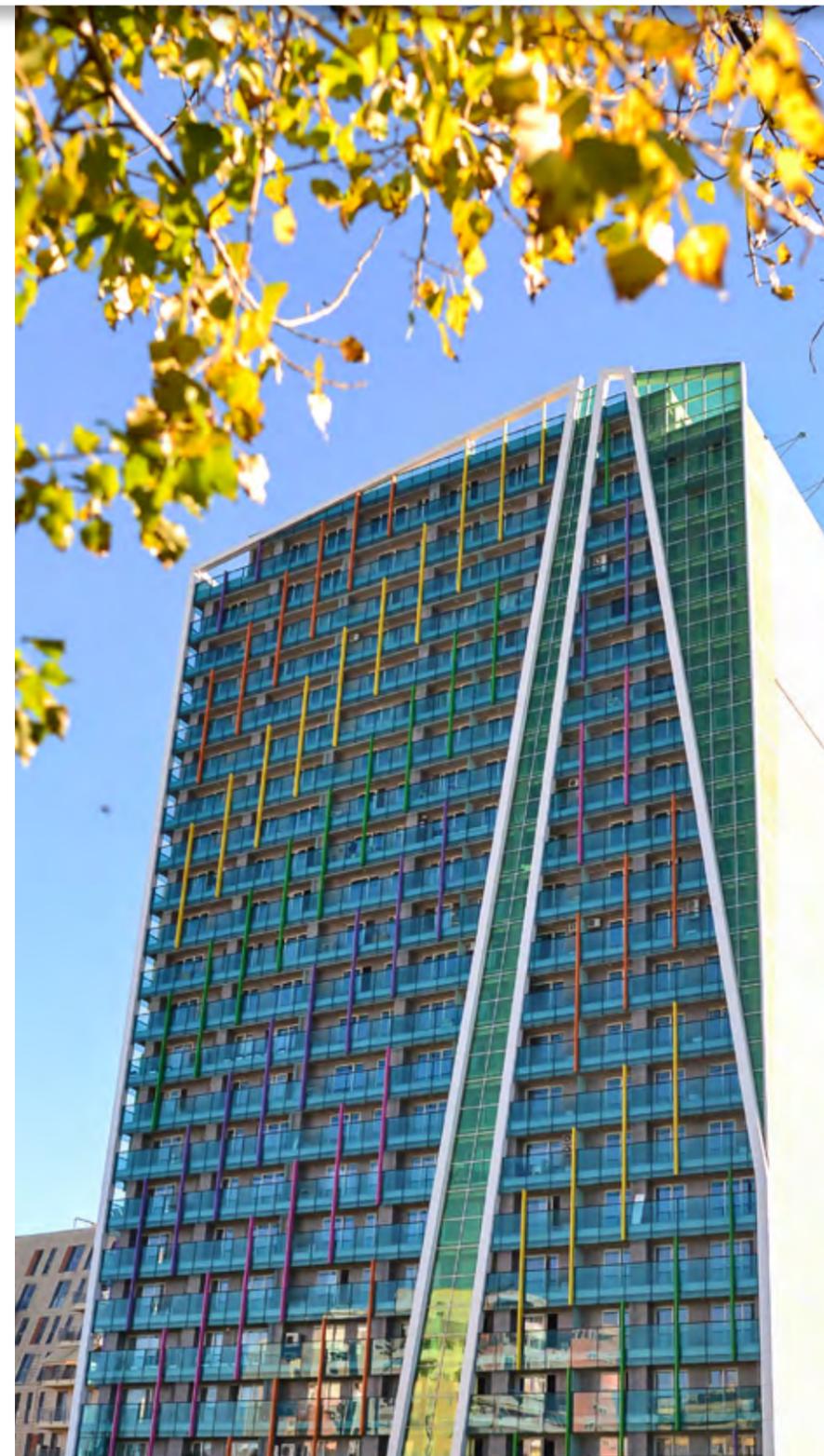
## MANAGEMENT



### ACREM

ACREM (Albanian Commercial & Real Estate Management), established in 2007, is the Albanian leading company in real estate management. ACREM introduced and implemented the highest standards and best international practices in managing industrial, commercial and residential properties. The company currently manages two shopping centers in Albania (TEG, QTU), residential buildings (apartments, villas), logistic parks and offices. With a large network of professionals, ACREM provides a broad range of services to enhance the management of property assets.

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



### BALFIN REAL ESTATE & HOSPITALITY

Balfin Real Estate & Hospitality is a marketing, sales, and after-sales service company dedicated to real estate projects developed. It also provides consulting services to all relevant real estate investor companies at various stages of project's development. The activity of the company also includes market research, preliminary consultancy for new projects, property management, etc. For the first time Balfin Real Estate & Hospitality introduced to the Albanian market new concepts in Real Estate management, such as Time Share, Renting Program, etc. Balfin Real Estate & Hospitality manages a wide portfolio of assets that will grow to approximately € 750 million.

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



SHOPPING CENTER



TOTAL GLA  
**41.212m<sup>2</sup>**

**TEG - TIRANA EAST GATE**

TEG is the largest shopping center in Albania, whose grand opening dates in 2011. With 150 stores and 2000 parking lots, TEG is an attractive destination for customers from Tirana, Elbasan, and Kosovo as well. Settled in building surface of more than 95,700 m<sup>2</sup>, this shopping center represents a whole lifestyle journey. It is designed to be differentiate for the diversity of services and products, the introduction of exclusive brands, entertainment areas, restaurants, coffee shops and maximum comfort for customers. TEG is the host of many well-known international brands such as Inditex Group with premium brands (Zara, Massimo Dutti, Bershka, Pull & Bear and Stradivarius), Cineplexx, SPAR, KFC, Adidas, 1A Classe, JYSK, Levis's, Original Marines, Swarovski etc.

teg.al

MORE THAN  
**9.6 MILLION**  
visitors annually

**TEG**  
Be happy!



TOTAL GLA  
**27.150m<sup>2</sup>**

**QTU - UNIVERSE SHOPPING CENTER**

QTU is the 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 completed the construction of Universe Shopping Centre in 2005. During 2018, the shopping center was renovated and expanded, with an additional investment of € 11 million, a completely new modern interior design, new brands and new services, including Cineplexx cinema and the children`s playground area. Additionally, QTU provides new gastronomy concepts indoors and outdoors with a spectacular terrace view. The total GLA area is 27,150 m<sup>2</sup>.

qtu.al

**QTU**



TOTAL GLA  
**57.000m<sup>2</sup>**

**EAST GATE MALL**

East Gate Mall is envisioned as the new urban center of the city. As one of the biggest shopping and entertainment centers in the region with a Gross Leasable Area of 57,000 m<sup>2</sup>, East Gate Shopping will be constructed in 5 floors and it will be the first choice when it comes to shopping, with more than 220 brands available, a place where people will enjoy spending time with their families and closed ones. The Shopping center will offer new, unique gastronomic experiences and a real coffee culture.

eastgate.mk

**EAST GATE**

## BANKING

BALFIN Group made its debut in the banking industry in 2019, by acquiring Tirana Bank. The Group's approach to this industry stands on the "real banking" philosophy, which means providing real solutions to real needs and achieving tangible results. Our business model is based on central support through local expertise, providing our local clients with a wide commercial offer. As a locally owned bank, we have our customers' long terms needs and views in focus, and are therefore a much more stable bank.

TIRANA BANK



### TIRANA BANK

Tirana Bank is the first privately owned bank in Albania. It was founded in 1996 and since then there has been a great development, spreading its branches throughout Albania. Today, Tirana Bank is well positioned in the market, offering a wide range of products and services that respond well to the demands of its customers. Tirana Bank has 35 branches in most major cities, industrial zones and has a large ATM network throughout Albania. Tirana Bank continues to grow and expand while rigorously retaining its philosophy on providing quality products and services by being the frontrunner of innovative banking solutions in Albania. In 2021, Tirana Bank plans to open a representative office in Prishtina, Kosovo.

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



## TOURISM

BALFIN Group has always had a consistent focus to tourism development projects and offering unique and meaningful experiences, especially in Albania. Our tourism strategy is to accelerate hotel developments, through both organic growth and partnerships with world leading brands. Our aim is to take a more selective approach to this sector, based on luxury, lifestyle, resorts and residential areas. The first company to introduce in Albania the Hospitality Smart Investment through Renting Program, Vacation Exchange and Timeshare Experience, the group's activities have significantly improved the offer of Western Balkan Region in this industry.



### GREEN COAST – MGALLERY

Green Coast - MGallery is the latest project of BALFIN Group in the tourism industry in partnership with Accor. The hotel will offer a variety of spaces for visitors, such as a restaurant, lobby with exclusive views of the surrounding nature, executive club lounge, VIP club, banquet and conference hall, swimming pool as well as a dedicated space in the beach area. The 112-room hotel located in Palasë, Vlora will welcome the first visitors in April 2024, and will mark an important moment for the Albanian tourism industry.

## MINING AND SMELTING

BALFIN Group is well positioned in this industry, owning two of the most important companies in the region, AlbChrome in Albania and New Co Ferronikeli in Kosovo. Albchrome is the largest chrome mining company in the region and leading integrated producer of high quality Ferrochrome in Europe. New Co Ferronikeli is the largest exporter of Kosovo and one of the largest producers of Nickel in Europe. Vllahen Mining, established in 2018, is the holder of the mining exploitation permit for the Vllahen chrome mining facility, owned as well by BALFIN Group.



### VLLAHEN MINING

Vllahen Mining Sh.p.k was established in 2018 and is the holder of the mining exploitation license for the Vllahen chrome mining facility. Vllahen Mining is owned 100% by BALFIN Group. The mine is one of the largest entities in the country, after the mines of Bulqizë and Kalimash. The exploitation mode of chromium ore within the mine is realized through underground development. Total mineral production is foreseen to be 1.22 million tons chrome ore, while the yearly average mineral production is foreseen to be 100,000.

### NEW CO FERRONIKELI

New Co Ferronikel Complex is a significant strategic asset to the Republic of Kosovo, with great importance and impact in the macro economy. The complex includes a two-line nickel production plant, as well as potentially rich mineral deposits beneath the surrounding landscape. New Co Ferronikel was built in 1984 using largely Soviet technology, but with certain elements, such as the electric furnaces, rotary kilns and casting machines, based on a Western design framework.

As a certified company, with ISO 9001:2015 standards regarding the quality control and with ISO 14001:2015 standards regarding environment protection, New Co Ferronikel succeeded to pass the auditing procedure without encountering any non-conformity criterion. BALFIN Group plans to make additional investments in New Co Ferronikel, to be able to realize the full potential of the mining and smelting sectors, and increase the nickel production over 10,000 MT per annum.



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

### ALBCHROME

Albchrome is a leader in the mining and smelting industry in the region and one of the biggest chrome rich resource management companies in Europe. 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. Albchrome is currently the second biggest exporter in Albania. The company has undergone a complete reinvigorating investment plan, aiming to increase production through accessing new chrome ore reserves, performing improvements to technological processes, and upgrading general conditions, including health and safety conditions and parameters in all company's assets in Bulqiza, Klos, Burrel and Elbasan. Part of Albchrome assets are the Bulqiza Mine, the Ferrochrome Smelting Plant in Burrel and Elbasan, and Klos Traverbank. The Metal Bulletin magazine has ranked Albchrome among the 5 highest quality producers of High Carbon Ferrochrome worldwide.

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



## LOGISTICS

BALFIN Group's companies provide a full package in logistic services, and the ability to offer customized solutions. Tirana Logistic Park, Milsped Albania and Stella Mare provide a superior service to a growing network of clients through a combination of modern solutions, technologies, and partnerships that provide easy access for companies in Albania, the region and worldwide.

### TIRANA LOGISTIC PARK

Tirana Logistic Park is a high-end quality logistic and industrial park in Albania. Companies have the possibility to get various logistic services inside it, such as storage, intra-logistics, inventory management, order management, local distribution, freight forwarding and value-added services (packing, pre-packing, processing, labelling, kitting). Tirana Logistic Park is quickly becoming a hub, which connects businesses throughout Albania and the region, especially from Kosovo and North Macedonia. By allocating their business activities into Tirana Logistic Park premises, businesses reduce their operational costs and improve their customer service levels.

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



### MILSPED ALBANIA

Milsped Albania, present in Albania since 2014, caters to clients who placed their trust in Milsped Group to deliver a full regional service. The company provides its services in warehousing, distribution, customs agency, customs warehouses, organization of international road transport, air, ship and rail transport. Milsped Albania is a joint venture company of BALFIN Group and Milsped Group, an international company with head-offices in Serbia, Croatia, Albania, Montenegro, Slovenia and Bosnia & Herzegovina.



### STELLA MARE

Stella Mare is the representative of Maersk Line and Seago Line, two of the largest groups of containers' shipping in the world, providing Albanian, Kosovar and North Macedonian clients with container transportation services from almost any place in Europe to the rest of the world. Stella Mare operates through weekly service in the Port of Durrës. Maersk provides the fastest service in Albania for refrigerated shipping containers from South America, as well as customized ports' services from all Asian and European ports to Albania. Stella Mare will continue the expansion of Maersk and Seago Line's presence in the region.



## SERVICES

Quality and high standard services are crucial for BALFIN Group. To support retail and other industries' customers or stakeholders, and enable a superior experience, Group's companies in the service sector provide 24h support and intel on consumers' behavior.



### ELEKTRO-SERVIS INTERNATIONAL

Elektro-Servis, established in 2008, is the largest service provider of its kind in Albania, Kosovo (2014), and North Macedonia (2013). The company provides professional after-sale and repair services for electronic products. Elektro-Servis is entitled to exclusive rights on these services from some of the most renowned brands of the world, such as Samsung, LG, Philips, Huawei, etc.

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



### ON SOLUTIONS

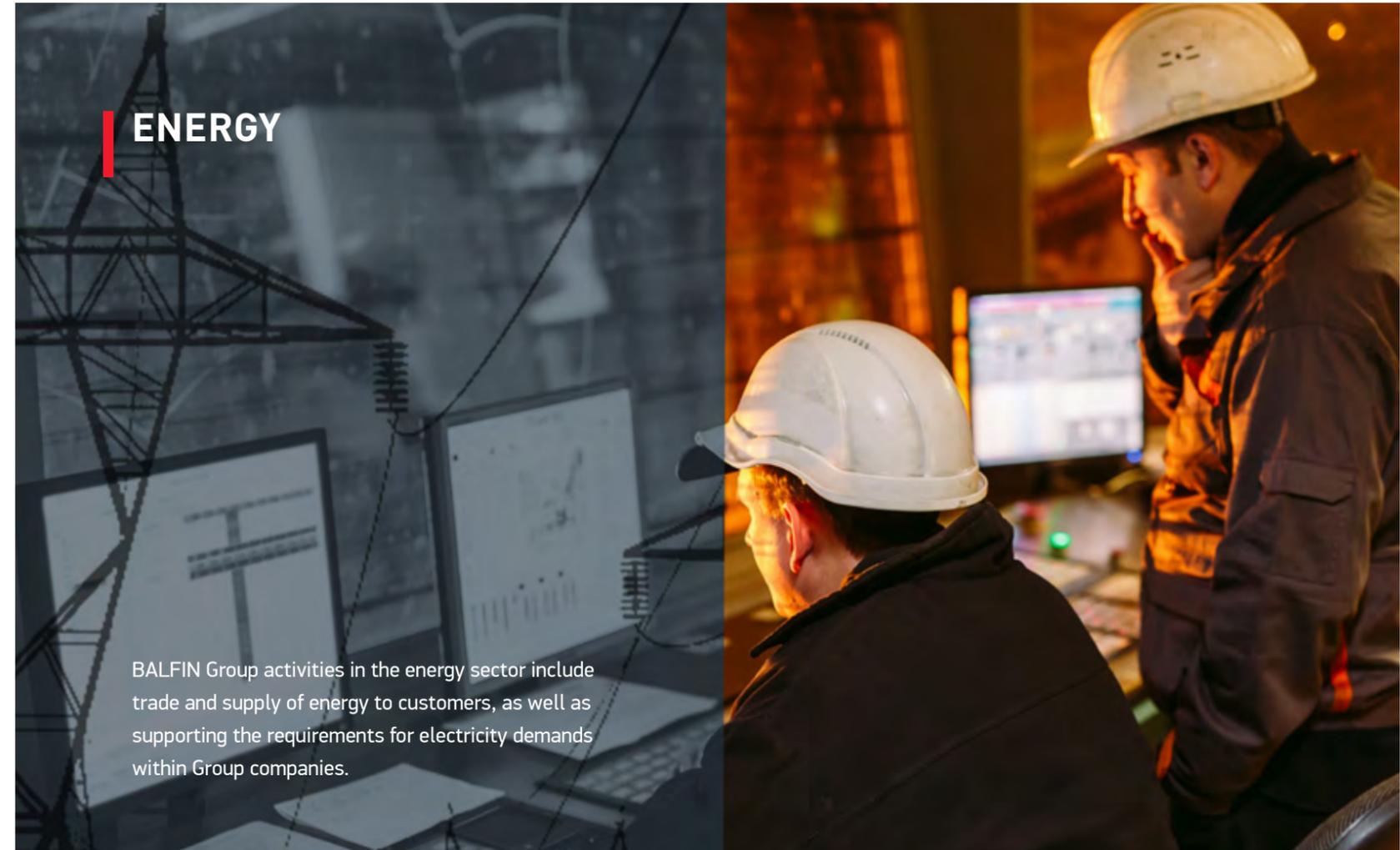
On Solutions, one of the newest companies of BALFIN Group launched in 2020, provides Customer Care, Loyalty Programs and market research services. On Solutions manages the biggest loyalty program in Albania, Happy, with almost 300,000 members being rewarded yearly. Happy Program is the only multi-brand scheme in Albania with a participation of four big retail companies Spar, Neptun, Jumbo, and Fashion Group Albania, and others are on the way to join soon. The company has expertise in Customer Care services, offering high-level experience to customers on daily basis. On Solutions is also responsible to run researches, surveys and measure customer satisfaction.

[onsolutions.al](http://onsolutions.al)



## ENERGY

BALFIN Group activities in the energy sector include trade and supply of energy to customers, as well as supporting the requirements for electricity demands within Group companies.



### ALBANIAN ENERGY SUPPLIER

Albania Energy Supplier (AES) is licensed from the Albanian Energy Regulatory Entity for trade and supply of energy to customers starting from March 2015. The total investment of the new substation in Elbasan is EUR 2.8 million. The AES supplies electricity to the needs of Group companies and other customers. Potential future expansion in energy trading is foreseen for commercial centers, such as TEG and QTU, Tirana Logistic Park, etc.



## EDUCATION

To BALFIN Group education is the most powerful investment for the future. Qualitative education can put people and communities on a path towards wellness, empowerment and employment.

### TIRANA BUSINESS UNIVERSITY

Tirana Business University is a high education institution in Albania, focused on Business Administration and Business Law education. It started its activity in 2010 and since then, it has grown to be a highly reputed university in the country. Tirana Business University has been established according to values, advanced and successful models and practices of the best European universities. This institution fulfills the demand that businesses and the economy have today for professionals graduating in Business Administration or Business Law, equipped with contemporary knowledge and proficient practical skills to respond to the new emerging conditions of the highly competitive global market.

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



### B4STUDENTS

B4Students is a dynamic program, entirely tailored-fit and fully dedicated to students, purposely contributing to their needs in relation to studies, practical experience, social initiatives, as well as the development of their potential and entrepreneurial ideas, powered by BALFIN Group.

[b4students.com](http://b4students.com)

B4Students consists of 4 areas, independently of each other and purposely harmonized, as following:

ENTREPRENEURSHIP	SOCIAL CLUBS	INTERNSHIPS & EMPLOYMENT	EMPOWERMENT
organization of competitions focused on Business Ideas, and Business Challenges.	promotion and support of initiatives and projects with tangible social impact.	promotion and support of initiatives and projects with tangible social impact.	infrastructure investment according to the needs of public HEIs.

## HUMAN CAPITAL

BALFIN Group is among the largest employers in the private sector in Albania. In all our group companies work approximately 6,000 people and around 4000 employed indirectly. Our group development strategy is focused on the development of our employees play a key role because they are the driving power for the successes achieved by the BALFIN Group. 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

BALFIN Group invests in the professional training and development of employees through its focused development programs. Professional agencies are hand-picked to conduct technical, leadership, and managerial training on a regular basis. We provide professional development opportunities to devoted, high-performing employees who demonstrate potential for progress, allowing them to advance to new career levels. This process takes place in a variety of settings, including the classroom, online and on-the-job training, where employees are motivated to interact, improve their skills, exchange experiences and ideas, facilitate solutions, etc.

### HR KEY FIGURES

- › 4 in 10 employees are women
- › 2 in 10 employees are in managerial positions
- › 4 in 10 top leadership positions are women
- › Approximately 300 promotions happen per year
- › 38 years old is the average age of our employees
- › 6 years is the average tenure of our employees in the company
- › Each employee receives 23 training hours on average

## WORKPLACE CULTURE AND REWARD

BALFIN Group, due to its strong investment power and diversified portfolio, offers employees a secure, sustainable and inspiring work environment with positively differentiated working conditions and a highly competitive compensations and benefits package. Above all, BALFIN offers a great progressive opportunity for career development and advancement. Employees are encouraged to engage, interact and inspire positive change in the workplace and beyond. Our corporate culture is driven by our Group values (Partnership, Innovation, Consideration and Accountability). We are dedicated to collaborating with BALFIN Group business units to maximize the potential of our greatest asset - our employees. We embrace change and are open to benefit from arising opportunities. We are committed to acquiring and catapulting talent, maximizing HR technology and are perpetrated to employee dedication and performance appraisal.



The BALFIN Training Academy represents one of the key pillars of the Group's strategy in further developing human capital. As a tailored procedure to reach our employee's needs, the training activities are designed in such a way, to support their professional growth in current and future positions. Each year the academy training activities contain more than 6,000 training/ coaching hours with more than 400 employees as participants. BALFIN Training Academy brings together experts from our companies, professors and technicians in the academic field, as well as professional trainers from home and abroad. This academy aims to create, maintain and develop valuable assets, competencies and professional employees, capable of growing and contributing professionally to their daily work responsibilities and environment, in order to be prepared and efficiently respond to any challenge.

## TALENT POOL

Talent Pool is a program that sets the new generation of BALFIN Group leaders. It consists of the identification, training and professional development of talents and their preparation for taking on the highest professional and managerial positions. The program identifies the progressive steps of this talented assembly 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.



## BALFIN INNOVATION SUMMIT

The Innovation Summit is a key event of BALFIN Group turned into an annual tradition, where innovative and creative ideas from different Group's Companies and Companies' employees are shared and interactively discussed. It is an "instrument" to promote and award the potential of our employees and bring the innovation culture of our Group to an upper level. Looking ahead, BALFIN Group is always looking for new brand ideas, to strike a balance between more dynamic business and operating models, more proactive design of customer experience, corporate strategies, improve processes, generate new business ideas and set market trends, in order to address the issues of sustainable development.



## FINANCIAL HIGHLIGHTS

### BALFIN GROUP STANDS STRONG AFTER A VERY CHALLENGING YEAR.

The year 2020 was marked by the Covid-19 pandemic, which had a significant impact on the Group's activity. Despite the unprecedented crisis, BALFIN Group made important progress on its investments, accelerated digital transformation, and established e-commerce in the retail industry. To alleviate the effects of the pandemic, BALFIN Group Management assessed its impact on Group operations and implemented quick measures to preserve cash flows and maintain sufficient liquidity to continue to meet its financial obligations. As social and business restrictions were eased, the recovery was faster than expected and the Group returned to good financial standing already in the second quarter. Besides the challenges faced, our Group took a step forward to its organic growth by exceeding expectations. BALFIN Group has once again proven that it is able to adjust flexibly to changing circumstances, and that will continue to push ahead with important projects, even in the time of crisis.

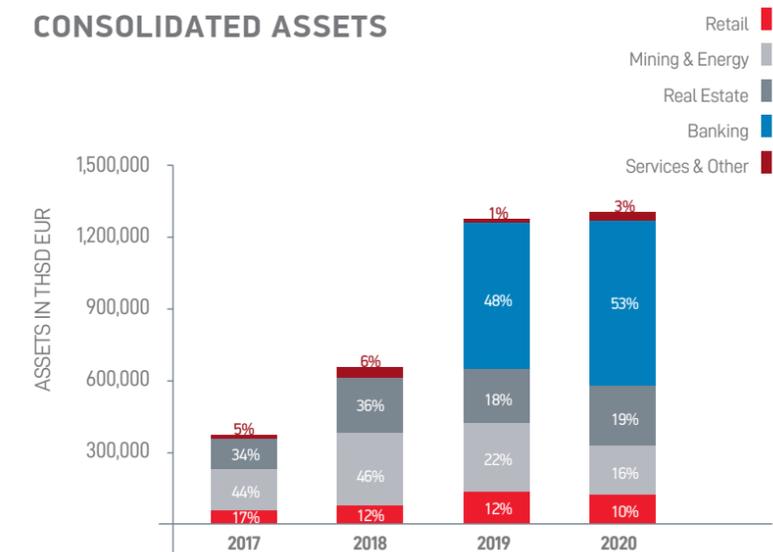
### TRANSPARENCY AND CORPORATE REPORTING

During 2020, BALFIN Group has undertaken an important step toward the standardization of financial reporting by publishing audited consolidated financial statements in compliance with IFRS accounting standards, and publishing the Annual Report for the first time. Our aim is to build a stronger company culture through transparent reporting, and applying a financial reporting framework like no other group does in Albania. The publication of these reports is management's opportunity to tell the Group's story within a framework of widely accepted, high quality standards of financial reporting to existing and potential investors, lenders, other key stakeholders and the public at large.

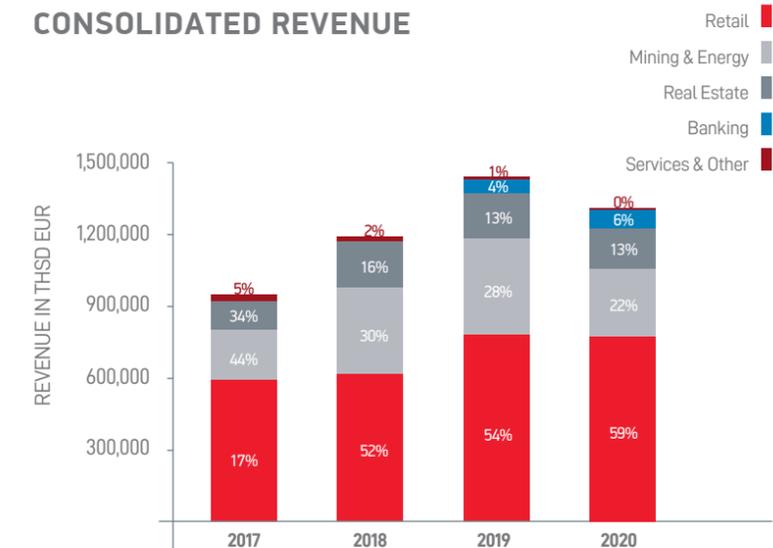


For the Annual Report 2019 scan this QR Code with your phone camera

### CONSOLIDATED ASSETS



### CONSOLIDATED REVENUE



## CORPORATE SOCIAL RESPONSIBILITY

BALFIN Group is committed to promoting the highest social values and taking care of the community and the environment. The Group and its companies positively engage with the neighboring communities nearby all locations where we operate. BALFIN Group is a strong supporter and promoter of United Nations' Sustainable Development Goals. Our Corporate Social Responsibility and contribution towards the community and society is a mission we take very seriously. We aim to ensure that our business activities weigh in as an investment in improving the employment conditions, infrastructure, health care and education in our communities.

BALFIN Group continually supports a large number of social investments and commitments, marking a valuable impact in various sectors such as education, health, environment, children, emergency responses, etc.)

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



For our full CSR Report scan this QR Code with your phone camera

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

By applying sustainable work models through economic integration, and considering the social and environmental factors into the company's decision, the Group creates mechanisms with the purpose of creating long-term values. BALFIN Group is focused on generating everlasting avail in all its work and in its future projects. Proactivity and sustainability are a goal-oriented conduct approach for all present and future activities. Our CSR strategy ties in with overall Group business strategy and addresses real social necessities. Our core values, in terms of social responsibility convert into

concrete actions throughout the organization, from strategies to everyday decision-making at-hand. We make sure that our businesses perform, and assist at the same time as investments to improve working conditions and standards, infrastructure, healthcare and education. Our most effective and charitable social contributions are reflected and echoed through strategic collaborations with prestigious organizations such as UNDP, World Vision, Terre des Hommes, and many other public institutions.

### OUR KEY PILLARS IN SOCIAL PROGRAMS ARE:



BALFIN Group has been rewarded the "Philanthropy Award" from Partners Albania for its great work in social responsibility and recently Best CSR Company South East Europe 2021 at the Global Banking & Finance Awards®.

## OUR PARTNERS

We take pride in solid co-operations with prestigious institutions active in all our markets, such as:



**SONY**



**MANGO**



**SAMSUNG**



**INDITEX**





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