



*Communication on Progress Report*

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### *Statement From Chief Executive Officer*




„With successful business activities of Wissol Group, we want to contribute to the economic development of Georgia and social well-being of its population. Strong business in its turn means employed people, technological and infrastructural development, highly professional human capital and sustainable development of the local economy. Besides, Wissol feels responsibility for environment protection and undertakes social investments, makes charity and implements community projects for social well-being of

the society at large. Thus Wissol shares GC principles and furthermore, it is an honor for me personally to serve as the Chairperson of the GC Local Network in Georgia.”

**Dr. Samson Pkhakadze**  
Chairman of Wissol Board of Directors

### *About Wissol Group*

Wissol Group, one of the largest business groups in Georgia, is not only the leading player in the country energy sector but it has also captured construction market and developed supermarket chain Smart. Since 2007 the group has been represented in the market by its sub-brands:

-  „Wissol Petroleum Georgia”
-  „Wissol Gas”
-  „Air Wissol”
-  „Wissol Bunkering”
-  „Wissol Gas Distribution Company”
-  „Wissol AutoExpress”
-  „Construction Company Delta Holding”
-  „Advertising Company Vellagio”
-  „Supermarket Chain Smart”
-  „Football Club Torpedo Kutaisi”
-  „Fitness Center Laguna Kutaisi”

J.S.C. Wissol Petroleum Georgia offers high quality petroleum products and services at its chain of nicely designed petrol stations. The company runs the largest network of petrol and (CNG) gas stations in Georgia and maintains its position as the market leader in this segment. With more than 3000 staff Wissol is the biggest employer in the Georgian oil sector.

### *Wissol Group's Five Core Values*

#### **1. Focus on quality**

The strategic goal of Wissol is to get established as a brand distinguished with its superior quality petroleum products. Wissol offers the latest European standard Italian fuel and the highest quality services, thus the company strives to create unique “Wissol experience” for customers. Every employee of Wissol Group is eager to fulfill the promises of ‘Wissol’ brand. Professional approach of Wissol staff provides ability to offer valuable relation to customers.

## **2. Quest for development**

Wissol is an innovator in the Georgian petroleum industry. All new products and services for individual or corporate clients in the Georgian oil sector are pioneered by Wissol. Quest for introduction of innovative technologies is every day job inspiration for Wissol employees.

## **3. Social Responsibility**

Wissol believes that, wherever it operates Georgian-wide, the company activities should generate economic benefits and opportunities and enhance quality of life of all its stakeholders.

## **4. Justice**

Wissol operates its business in a transparent and responsible manner. Wissol Group strongly believes that its activities should be conducted in full respect of the society in which the Group operates.






## **5. Patriotism**

Wissol contributes to the economic development of Georgia. The Company is one of the biggest taxpayers and the biggest employer in the country. Besides, Wissol makes considerable investments contributing not only to the Georgian economy but supporting development and promotion of national values, culture and sport.









### *Wissol Group's CSR Vision*

We believe that, wherever we operate Georgian-wide, our activities should generate economic benefits and opportunities and enhance quality of life of our stakeholders; that our conduct should have a positive influence; that our relationships should be honest and transparent; and that we should be held accountable for all our actions.





### *Our CSR policy focuses on six areas:*

-  Marketplace and Customers
-  Employees
-  Community and Society
-  Health, Safety and Environmental Performance
-  Business Partners







## *Marketplace and Customers*

-  We run businesses applying business code of conduct approved and signed at the auspices of the Association of Petroleum Product Importers and strive to set European standards in our country.
-  Quality I Trust is the slogan of Wissol Group. Therefore, the most modern quality control technologies are applied at every daughter brand of the Group and we try to consider the right of the customer at every step of our performance.
-  We have implemented the best practices of corporate governance and transparently run the business processes.
-  In reaching requests of our valuable customers, since December 2008 Wissol imports the latest European standard sulfur free Italian fuel from API (Falconara Marittima Refinery in Ancona) ([www.apioil.com](http://www.apioil.com)).
-  Customers have an opportunity to have transparent information on the company and communicate with it through `Your Voice` section on the web site. The company receives about 20 e-mails through the section per month. ([www.wissol.ge](http://www.wissol.ge))
-  Wissol toll free number \*1000 works for 24/7 to give customers any necessary information or help. Up to 3000 people call at hot line per year and all of them receive necessary feedback.
-  Wissol Petroleum Georgia conducts the full cycle of quality control of its products and services. The company operates three labs at its terminals and the express lab is the last chain of the quality control system.
-  Wissol Quality Control Unit gives advice to physical and corporate clients on recommended fuels for their vehicles that gives them opportunity to decrease their fuel consumptions and release less emissions in the environment. (<http://wissol.ge/index.php?eng&cat=98&type=1>)



## *Employees*












-  Wissol is the largest employer in the oil sector and nowadays, the company employs more than 3000 people.
-  Wissol supports professional development of employees. Therefore, in 2011 the company created Wissol Academy, where each employee of Wissol Group has an opportunity to raise qualification, develop new skills and competences and be promoted.
-  The company gives equal opportunity of promotion to all its employees.
-  Wissol practices the reward and bonus systems to motivate staff.



-  Wissol Petroleum Georgia employees probationers cooperating with the Ministry of Corrections and Legal assistance of Georgia.
-  Wissol Group is involved in the Presidential, Mayor's Office or other governmental employment projects and gives job opportunities to socially vulnerable groups.
-  The company enforces a non-discriminatory policy when hiring its employees, and treats its employees equally irrespective of their gender, ethnicity, or religion.
-  For the effective internal communications Wissol Group operates intranet and releases electronic and printed corporate newsletters.
-  Wissol tries to involve its staff in company's social projects and sport activities. Within the charity project of Iavnana Foundation Wissol allocated 30 000 GEL for the construction of monastery of Iver Mother of God on Makhata Mountain. Furthermore, company employees donate certain amount of money from their salary per month till the end of construction of the monastery. Besides, there are 18 football and 2 rugby teams staffed with Wissol personnel. They do exercises every week and take part in internal championships to relax after hard working days. Furthermore, Wissol is happy to entertain its staff and invite them to all art events and community activities sponsored or supported by Wissol. The company organizes corporate parties as well for raising the corporate spirit.
-  Wissol has implemented the most advanced human resource management practices and techniques within Group companies.


### *Community and Society*

-  Wissol Group undertakes social investments, makes charity and implements community projects for well-being of the society at large.
-  Let's Save the Future Together - Paata Burchuladze laid ground for the International Charity Foundation „Iavnana” with this slogan and Wissol is an active supporter of Iavnana Foundation since its establishment in 2004. With the help of the joint projects 62 families have been granted a residential apartment, whereas 800 children have an opportunity to grow up in a family environment.





-  Wissol donated 30000 GEL for the construction of monastery of Iver Mother of God on Makhata Mountain. The company has constructed orthodox monasteries in Zestaponi and Sighnaghi regions as well.
-  In one of the weekly preaches His Holiness and Beatitude Ilia II, The Catholicos-Patriarch of All Georgia, addressed parish to support the Monastery of Saint Michael, Gabriel and George in Dariali Gorge. Wissol joined the initiative of the Patriarch and made donations to support the monastery built at the border with Russia.
-  Wissol supports the integration and education of children with disabilities. Therefore, Wissol has entered into multi-stakeholder partnership with Tbilisi Municipality and the Ministry of Science and Education of Georgia for enabling the disabled children and youth of Tbilisi #10 public school have access to education and be full-fledged members of our society)
-  Nika Tvauri, a Georgian professional swimmer sightless in both eyes and amputated right palm took the third place at the World Swimming Championship for Blind and was awarded with a bronze medal in Alania, Turkey in April. This was the first case in the history of Georgian swimming sport. Wissol supported Nika and gave him an opportunity to take part in the World Swimming Championship for Blind.
-  Wissol is the first member of Art Hall Trustee Council which is the platform for engaging children and youth in arts and advocate for the integration of disabled into society.
-  Wissol is the active supporter of Georgian Diabetic Children's Protection Association.
-  The Chairman of the Supervisory Board of Wissol Group – Dr. Samson Pkhakadze visits different leading business schools from time to time and shares his experience with the students.
-  With the initiative of “Union of Human, Law, Freedom” non-governmental organization Marketing Director of Wissol Group – Mr. Tornike Guruli visits different penitentiary institutions regularly and contributes to social integration of imprisoned people.
-  Wissol is an active supporter of Georgian Diabetic Children's Protection Association.
-  Wissol joined the initiative of “The Georgian Alliance for Safe Roads” non-governmental organization and conducted a socio-educational campaign for safe driving. The campaign was held within the framework of healthy lifestyle initiative project “Do Not Worry, Be Healthy” of the First Lady of Georgia and aimed at increasing awareness of accidents caused by driving automobiles in a drunk state. Together with Wissol ‘The Georgian Alliance for Safe Roads’ celebrated Europe Road Safety Day on October 13 in Tbilisi.
-  It is already five years that Wissol is the Season Sponsor of K. Marjanishvili State Drama Theatre.













-  Wissol believes that young people in Georgia should be engaged in studying and sports, as a healthy lifestyle is a key to success on both personal and professional levels. Supporting Georgian Sports became a corner stone in Wissol CSR activities. Wissol has built 4 most modern sport centers at different locations in Tbilisi investing 25 million GEL for sport infrastructure development in total. Within the framework of the project 3 rugby stadiums and 4 modern football pitches have been constructed. Wissol has also built a 200 meter open, modern cycle track in Didi Digomi according to the project of a famous sports architect Sander Douma. Wissol has developed sport complex for wrestling and judo sports and developed in-house sports complex for playing and conducting matches in mini-football, basketball and volleyball. Sport Complexes care about healthy future of up to 3000 children per month in total.
-  Since 2010 Wissol Group is the owner of a legendary Georgian football Club Torpedo Kutaisi and the company invests millions for its development every year. European standard infrastructure, most modern sport management systems and devoted fans lay solid ground for the club success and development. Furthermore, Wissol Group builds children football academy at the base of Torpedo Kutaisi for the better future of Georgian football.
-  Wissol Group invested about a million GEL for the development of Laguna Fitness Complex in Kutaisi, western Georgia. The fitness center located at 2500 sq.m territory of Torpedo Kutaisi sports complex consists of the swimming pools designed for professional or amateur swimmers and kids, fitness halls, sauna, solariums and massage cabins with professional instructors and creates an ideal atmosphere “when you choose a healthy life”.

### *Health, Safety and Environment*

-  We fully accept our responsibility for the health and safety of our customers, employees and the community in which we operate; therefore, Wissol has put in place Company Health, Safety and Environmental Policy.
-  Wissol is the first and only oil company in Georgia which has received an ISO 9001:2008 Quality Management Certificate, having held it since 2006.
-  Wissol terminal in Tbilisi and the largest in-land oil storage facility in Samtredia follow strict safety regulations.
-  Wissol service stations are built according to all international safety standards .















-  From 2007 Wissol offers environmentally friendly Compressed Natural Gas (CNG) at its integrated service stations Georgian-wide.
-  Storage tanks at Wissol service stations are equipped with filters against oil evaporation and spill.
-  Oil products are transported by special fleet equipped with separate pipes for each six products available at Wissol and filters against oil evaporation.
-  Wissol traditionally celebrates 5th of June, World Environment Day, encouraging healthy lifestyle. Sport events are organized in cooperation with the United Nations Development Program (UNDP) representation in Georgia and the Ministry of Environment Protection and Natural Resources.
-  All Wissol employees have health insurance.
-  Pump attendants at Wissol service stations are dressed in nonflammable clothing.
-  Luckily we have never had a case of traumas at work.
-  At all Smart supermarkets customers can find bio corner and enjoy healthy products by German brand Bio Greno.

### *Business partners*

We believe in long-term relationships built upon understanding and trust to achieve mutual prosperity.

### *Control and Finance*

-  Wissol operates its business in a responsible manner and does not get engaged in any corruption practices.
-  The company contributes to the economic development of Georgia. Wissol is one of the biggest taxpayers in the oil sector.
-  Wissol has transparent financial management and displays its financial highlights audited by independent international auditors on its website as well as through mass media.
-  No cash payments are practiced. Wissol is engaged in electronic transfers.
-  In 2011 Wissol made 42 200 000 GEL investments and paid 69650 318 GEL in the state budget.

-  **2011** - Wissol Group - The Best Employer of the Year - National Business Award Mercury 2011;
-  **2011** - Chairman of Wissol Group Samson Pkhakadze - The Best Entrepreneur of 2011 - National Business Award Mercury 2011;
-  **2010** - Diploma - The biggest employer in the industry - The Union of Oil Products Enterprisers, Importers and Customers;
-  **2010** - Diploma - The owner of the largest network of service stations - The Union of Oil Products Enterprisers, Importers and Customers;
-  **2010** - Diploma - The company with the best infrastructure of land oil terminal- The Union of Oil Products Enterprisers, Importers and Customers;
-  **2010** - Diploma - The Company with high sense of social responsibility- The Union of Oil Products Enterprisers, Importers and Customers;
-  **2010** - Wissol Group won among 15000 business companies from 27 EU countries participating in the European Business Awards and was awarded among top ten successful European brands on 16<sup>th</sup> of November in Paris, France. Wissol is the only Georgian brand represented among winners of the award.





## **Contacts**

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