



T B I L I S I   M A L L

The Communication on Progress

2019



## About Tbilisi Mall

Tbilisi Mall managed by Rakeen Uptown Development is the first and largest development in the Southern Caucasus to meet globally recognized standards. It is located in the west end of the city and combines leisure, retail and entertainment facilities. Tbilisi Mall provides an exciting family destination experience for residents of Georgia and tourists, offering a broad range of high street and internationally famous brands.

Since its opening in 2012, Tbilisi Mall has managed to bring together a significant number of internationally acknowledged brands to attract more than 8.5 million visitors per year.

The Mall occupies a total of four floors with a GLA of approximately 74,000 m<sup>2</sup>. It comprises more than 250 retail units, cafes, 2,000 parking spaces, a 15,000 m<sup>2</sup> hypermarket, 4400 m<sup>2</sup> foodcourt and a 1,000 m<sup>2</sup> entertainment center. Other features include a multi-screen cinema, contact zoo and Airsoft Arena on the upper levels. Tbilisi Mall also benefits from a multi-story free-of-charge parking space, spread over four underground levels.



## Suppliers and Contractors

In terms of the contractors, with the help of which different operations are conducted in Tbilisi Mall, to the greatest extent possible, Tbilisi Mall chooses to work with local individuals and companies. This results in the benefits both for our company, as well as for the small-scale businesses that work for Tbilisi Mall. This decision also affects the transportation waste, which is reduced to the local scale. Upon cooperation, these companies are observed and assessed by our team to make sure that we are collaborating with ethical, professional, anti-corruption and environmentally friendly suppliers.

## Tenants and Customers

Tenants at Tbilisi Mall are also following the ethics and rules of the company. Tenants have a direct relationship with the managers of Tbilisi Mall and are always free to address with issues or offers for collaboration. Tbilisi Mall also sends out monthly newsletters to keep the team and tenants updated about the events, new openings and changes at the mall.

In terms of the customers, their opinion is key for Tbilisi Mall, thus, for every big scale event taking place in the mall, our customer service is providing a survey, which asks customers about their opinion for the event they are attending, for their overall experience and suggestions, of what they would like to change in the mall.



## CSR Activities

One of the key activities performed by Tbilisi Mall all year round is the collection of clothes for charity. On two locations in the mall, there are wooden houses where customers are free to donate clothes that they no longer find useful. These houses are filled almost daily and our customer service team works on emptying them and placing them in a special storage. From there, different charity funds collect these clothes and deliver to people in need.

Tbilisi Mall is also often a part of charity events, supporting people in need. In 2018, on multiple occasions, we transferred the mall territory for free to the family members of people in need of medical help. The supporters hold concerts and collect charity with the help of Tbilisi Mall.

CSR activities are also a key component in planning of New Year campaigns: for the last New Year, Tbilisi Mall hosted kids from Gldani orphanage for Christmas tree light up and invited them for lunch as well.

On December 25, Tbilisi Mall also hosted a special one day program for kids from children's home Momavlis Gza, where kids were able to go to cinema, have lunch, play in our entertainment center and visit the contact zoo. At the end of the day, kids also got gifts from Tbilisi Mall.



Tbilisi Mall also continues to participate in Educational programs. Every year, we actively engage in organization and host events like Junior Achievement Georgia, which gives a special platform to young entrepreneurs, allowing them to present their ideas to the massive customer base of Tbilisi Mall.

This year, Tbilisi Mall also hosted a Job Fair for people with disabilities in partnership with EDEC (Education Development and Employment Centre). The event was a success, with more than 20 companies presenting job offerings for people with special needs.



## Guest Services

At Tbilisi Mall we offer a provision of full services in line with our main priorities to create a comfortable, pleasant environment and ensure that every visitor's experience is exceptional.

Tbilisi Mall has the following services at customer's disposal:

- Customer Service
- Medical Service
- Foodcourt
- Free WIFI
- Baby Changing Space
- Parking Facilities
- Children's Wrist Bands
- Lost and Found Service
- Banking Services & ATM'S
- Car Wash
- Dry Cleaning
- Nail Salon
- Gift Wrapping
- Gift Card



## Human Rights and Labor

Rakeen Uptown Development fulfils all its responsibilities according to Georgian law. In order to deliver quality services to customers and positive earnings to shareholders, Tbilisi Mall attracts and recruits competent employees. The company provides equal opportunities to both women and men and its team consists of balanced gender group. Currently 59 employees are working for Rakeen Uptown development including administration and technical department. Management team comprises of 9 employees out of which there are 5 male managers and 4 female managers.

Rakeen Uptown Development, Ltd (Tbilisi Mall) is actively involved in activities to support safe environment for its employees and employees of the tenants. There is special Health and Safety Department at the mall to control processes regarding human safety.



The working environment is comfortable and clean, equipped with all the necessary furniture and equipment, providing proper temperature, ventilation, lighting and sanitary norms.

Tbilisi Mall collaborates with state and private companies that ensure safe working environment for employees and Tbilisi Mall shoppers. Rakeen Uptown Development appoints special external companies to carry out checks on specific issues. In 2017 regular check-ups were implemented by the above-mentioned companies to ensure that all the anti-sanitary and disposal works are performed in accordance to the required standards to ensure healthy working environment.

For every new employee and tenant Health and Safety Department provides training on evacuation in case of fire and each year evacuation test takes place in the whole mall.

*The shopping center has 4 levels of parking with 2,000 spaces including parent and child parking and parking for people with disabilities. These specially designed parking spaces are conveniently located on the levels.*

Rakeen Uptown Development is committed to protect labor rights, including elimination of forced and child labor, and the rejection of any type of discrimination in the human rights.



The shopping center has large parking with 4 levels including parent and child parking and parking for people with disabilities. These specially designed parking spaces are conveniently located on the levels.

In order to ensure safe environment for people at the shopping mall the security team is on site for 24 hours a day. Also, there is special medical point at the center to provide the first aid in case of necessity.

Tbilisi Mall is equipped with special parking for parents and people with disabilities. Toilets have special baby changing rooms to increase the comfort for customers.

Tbilisi Mall is highly devoted to further improvements for the good of its co-workers.



## Activities for Protecting the Employee Rights

The company fulfils all its responsibilities according to Georgian law including working hours, holidays, maternity leave etc. Rakeen Uptown Development has a friendly and courteous attitude, and a flexible, relaxed and enjoyable atmosphere without pressure. Strong corporate culture enables every individual to feel like a member of a big family, regardless of cultural, ethnical or religious belonging.



Tbilisi Mall supports people with disabilities to have comfortable working environment and gives them employment opportunity. Rakeen Uptown Development supports the CSR campaigns that implies hiring of persons with disabilities by organizations.

Employees of Rakeen Uptown Development enjoy competitive pay and benefit packages (including comprehensive health insurance, paid vacation, paid maternity leave, etc.). Salaries are always paid on time, without any delay.

*Employees of the company have the chance to attend local and international trainings to stay updated and qualified in their field.*

Despite the fact that Georgian Law does not require to pay salary during maternity leave Rakeen Uptown development cares about the welfare of its employees and pays them during 3 months of non-working period and guarantees to reserve their working place until they return back.

In case of health emergencies concerning the employee, or the family member of an employee, the company chooses to care about its employee's welfare and maintains their working place, as well as their salary, until they return back.

In order to create interesting working environment Rakeen Uptown Development cares about career development of its employees and provides opportunities for further development. Employees of the company have the chance to attend local and international trainings to stay updated and qualified in their field.



## **Environmental Protection**

Tbilisi Mall entirely recognizes the social responsibility regarding protection of the environment and takes actions against pollution.

Health and Safety department together with the technical team of Rakeem Uptown Development is checking on a regular basis the technical condition of the shopping units rented to its tenants to ensure their technical and safety condition.

The administration of the mall strictly controls the perimeter of the shopping center to avoid pollution and garbage distribution on its territory. Tbilisi Mall requires all the tenants obey the cleaning rules and be environmentally friendly.



Tbilisi Mall adjusts lights and heat according to climate to reduce the waste of resources and employees turn off computers at the end of the day.

Tbilisi Mall continues to participate in the campaign arranged by external organizer and collects used paper in the office and sent it for recycling. This process continues daily.

## **Fighting Against Corruption**

Georgia has significantly reduced its levels of corruption over the past several years. Georgia is the 58 least corrupt nation out of 180 countries, according to the 2018 Corruption Perceptions Index reported by Transparency International.

Rakeem Uptown Development supports anti-corruption in all its forms. Each year company financials are being audited by one of the big four audit companies in the country. Tbilisi Mall is a very strict tax payer and does not sign any agreement that involves bribery or any form of corruption.

The company acknowledges its responsibility towards fight against corruption and constantly monitors its operations and prevents the risks. Tbilisi Mall pro-actively shares its rules and attitude to its current and potential employees.



Rakeen Uptown Development strictly prohibits conflict of interest and informal employment.

The mall promotes the principles by implementing its ethical standard in contracts, in dialogue with our project groups and through our publications and social media activities.

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## **Measurement of the Activities**

We as a company recognize that there are many aspects that we have to develop. We've already succeeded in implementing on-line document flow procedure, which connects every department, involving all the participant employees to improve internal procedures and reduce the time of internal processes.

In order to have employees motivated and qualified the list of trainings both local and international for the upcoming year has already been developed and will be performed according to schedule.

*In 2019 five more employees will have the chance to attend international trainings and certified courses.*

Rakeen Uptown Development will continue to support anti-corruption actions together with its employees and partners.

The company will continue to protect gender equality and provide employees with comfortable working conditions and environment.

Rakeen Uptown Development is happy to be the part of such an important initiative as the Global Compact is and will continue to support the 10 principles. We fully acknowledge the responsibility we have towards our stakeholders, customers and the environment.

