



Introducing  
Deloitte Albania  
Taking you into  
new heights

**Deloitte.**



# Our firm

## Deloitte Albania in figures

### Since 1996

#### Model of excellence

Being a model of excellence is the vision that guides everyday services offered by Deloitte to its customers. Deloitte was the first international organization professional services in settling office in Albania. Since 1996, Deloitte contributes to the business excellence through professional quality and consistency of its people.

With office in Tirana, serving major local and international companies operating in the country. The company is registered in conformity with Albanian Corporate legislation and registered in the Institute of Chartered Accountants in Albania. Integrity, cultural diversity, mutual commitment and excellent value added, are the values that underpin a culture of collaboration and form the backbone of the Firm.

### More than 40 professionals in Albania

#### The quality of the people, the largest capital

The quality of a professional organization is closely linked to the people who compose it. Deloitte offers its customers the service of highly specialized equipment in the detection and resolution of problems of different industries operating in the market, adding quality, efficiency, integrity and innovation. Leading companies trust their business to Deloitte; the best professional career.

### Approximately 182,000 professionals on the world

#### The key to global success, local understanding

The global firm acts as a centralized technical and administrative support for the conduct of the practice. With a presence in more than 150 countries and approximately 182,000 professionals, through its

member firms, Deloitte is sensitive to the needs of each customer in different cities of the world where it operates. The active participation of Deloitte Albania in the international organization, ensures quick access to the expertise and resources of a global firm to serve their local customers.

### 100% value added

#### Competitive advantages for your business

The priority in the provision of professional services executives is to provide added value to improve the performance of their companies. The customer service standards to which Deloitte adheres are:

- Analyze the needs and professional services required, expectations and evaluating performance.
- Develop service objectives with the client and design a plan to achieve them efficiently.
- Execute the work plan emphasizing a proactive and team.
- Meet commitments, anticipate potential problems and develop appropriate solutions together.
- Develop a good relationship with the customer.

### Two Albanian speaking countries

#### Excellence without boundaries

Albania & Kosova Cluster is a cooperation of two affiliates of Deloitte Central Europe Holdings Limited, the member firm in Central Europe of Deloitte Touche Tohmatsu Limited. Albania and Kosova Cluster cooperation was agreed in July 2011, in order to align strategies in the region. The reorganization enables these two firms to share their human and technological resources in order to expand service capacity. Today more than 60 professionals work here, we have two offices and one Albanian Partner.

# Our Services

## 360° coverage

Deloitte is present in the market with multidisciplinary teams specialized for each industry.

Its deep understanding of the specific issues facing each sector allows it to offer appropriate responses.

The multidisciplinary capacity and focus to industries give Deloitte the possibility of bringing the most relevant expertise to the particular needs of the client.

The variety of services provides Deloitte the ability to solve complex business situations from different angles and diligent solutions.



# Our Services

## Audit & Advisory

### What are the services offered

- Statutory and International Standard Audits
- Financial Statement Transformations
- Financial Reporting
- IFRS Conversion Services
- Review of Accounting Systems and Internal Controls
- Accounting Advisory Services
- Training
- Computer System Assurance
- Internal Audit
- Data Quality and Integrity

### How we deliver the best services

Our people – have industry knowledge, specialized capabilities, and required qualifications to provide a high quality service. Our Audit & Advisory team consists of:

- 5 ACCA members,
- 1 CPA qualification and
- more than 20 ACCA students

**Deloitte Client Service Promise** – What Deloitte delivers – professional and/technical excellence – is absolutely crucial and remains top priority for us but at Deloitte we care most of How we can better achieve and meet individual client's specific needs and expectations. We take care of in optimizing the client experience and deliver high quality services with integrity, objectivity, and professionalism.

**Our methodology** – is customized to individual clients' goals and supported by sophisticated technology.

Throughout the world, our practitioners in our network of member firms work with the same tools and knowledge bases, enabling us to serve each of our member firm clients with a common audit language and consistent approach in all locations.

### Project I

Auditor of the leading banks and leading mobile operators in Albania and Kosova. Audit performed in accordance with Statutory and International Auditing Standards.

### Project II

Assistance on preparing first IFRS financial statements and extensive IFRS training of the main port in Albania.

### Project III

Agreed upon procedures on internal controls evaluation and completeness of accounting transactions of one of the leading call centers in Albania.

# Our Services

## Enterprise Risk Services

### What are the services offered

#### Security, Privacy, and Resiliency

- Information Security Management System
- Business Continuity Management
- Application Security & Integrity
- Vulnerability Management
- Privacy & Data Protection

#### Internal Audit

- Assistance in establishing / developing effective Internal Audit functions
- Internal Audit Outsourcing / Co-sourcing
- IT Internal Audit
- Internal Audit Quality Assessment

#### Governance, Regulatory & Risk

- Developing Governance
- Enterprise Risk Management
- Regulatory & Ethical Compliance

#### Control Assurance

- Revenue Assurance
- Project Management
- Antifraud Policy & Response Plan

### How we deliver the best services

**Our people** – we have grown slowly but steadily. Our professionals hard work, their years of experience, CISA qualification in the field of expertise guarantee that individual client's need and expectation are met.

**Deloitte Client Service Promise** – Deloitte constantly strives to meet the expectations of our clients regarding the quality of our working practices. We have devised a comprehensive approach that appeals to clients in a variety of industry sectors, with differing business cultures and needs.

**Our methodology** – We structure our services and methodologies according to the client's needs, thus the methodologies are quite specific to the engagement. We are only bound by international standards, the Deloitte excellence and international best practices.

### **Assistance preparing IT security policies and procedures for a Large Albanian Owned Investment Group.**

Deloitte assisted the IT department developing IT policies and procedures for the following areas of the Information Technology:

- IS security
- IS operations
- Physical Security
- Change Management
- Project Management
- Hardware support and maintenance

Development of such policies and procedures was based to best practices (i.e. COBIT and ISO 27001 frameworks).

### **Assessment of the IT processes and IT controls for a Mobile Company**

Deloitte consultants performed a deep assessment of the IT processes and controls related to Network elements, Billing systems, IT equipments & SAP r/3 in accordance with known best practices and international standards (i.e. COBIT and ISO 27001), which resulted in a set of recommendations that Company can apply to further improve its IT processes and internal control environment related to:

- Access to Programmes and Data
- Computer Operations
- Programme Development and Implementation of New Systems
- Program Change
- Business Continuity Management

### **Business Continuity Management Current Capabilities Assessment & Assistance for Improvement of BCM Program for a leading Bank**

Deloitte consultants evaluated the current state and overall maturity of the Bank BCM program. The review was designed to be a strategic assessment of the measures Bank has taken to prepare for significant business disruptions and an evaluation of where the program stands in relation to both management expectations and industry preferred practices.

The assessment was performed in accordance with Deloitte methodologies which are based on internationally accepted best practices in that field, on international standards (BS25999, COBIT, ITIL and ISO27001) and on guidelines from industry specific associations (e.g. DRII and BCI). Based to the results of the assessment, Deloitte consultants worked closely with Bank staff to close the identified gaps, and improve the internal controls related to the Bank BCM program following the Deloitte proven methodology.

# Our Services

## Financial Advisory Services

### What are the services offered

#### Valuation Services

- Financial Reporting
- M&A Valuation
- Litigation

#### Financial Modeling Services:

- Evaluating Strategic Options
- Financial simulations of corporate transactions
- Performance Management - measuring business performance
- Modeling in Public Private Partnerships (PPP)

#### Transaction Support

- Due Diligence
- Private Equity Support

#### Corporate Finance Advisory

- Corporate Finance
- Sell – Side Advisory
- Buy – Side Advisory
- Debt Advisory
- Public Private Partnerships (PPP)
- Reorganisation Services

### How we deliver the best services

**Our people** – a dedicated financial advisory team with an average of more than 8 years of advisory experience. The team holds ASA, CF and ACCA qualifications. We are the only Big 4 in Albania to have a local experienced team for each of the service lines: Corporate Finance /M&A transaction Services (4 local professionals – average FAS time 9 years – experience in Albania, Kosovo, Romania, Bulgaria, Italy and Spain), Valuation and Modelling (4 local professionals – average FAS time 7 years – experience in Albania, Kosovo, Romania, Bulgaria, Croatia, Serbia, Czech Republic, Slovakia).

**Our Client Service Promise** – We perform to meet your standards, we deliver to meet your expectations and most importantly we listen to your needs. We promise commitment, dedication and a genuine interest in your business.

**Our Methodology** – We structure our services and methodologies according to the client's needs, thus the methodologies are quite specific to the engagement. We are only bound by international standards, the Deloitte excellence and international best practices.

### **Consultant to Tirana International Airport, 2004, Albania**

**The Project:** Advisory services for a BOOT Concession of Nene Tereza Airport

**Methodology:** We performed the following:

1. Investor search
2. Preparation of marketing materials
3. Due diligence
4. Financial model for feasibility and calculation of value-for-money
5. Tender procedures and evaluation

Our value added: The Tirana Airport Concession is a success story for the PPP implementation in the aviations.

### **Consultant to Prishtina International Airport, 2005-2006, Kosova**

**The Project:** Incorporation of the four largest utility companies and the Prishtina Airport in Kosovo

**Methodology:** We performed the following:

1. Due diligence and Opening Balance Sheet
2. Incorporation and ring-fencing
3. Valuation of fixed assets
4. Preparation of business plans and Information Memorandums
5. Post-incorporation training in accounting, management accounting and finance

Our value added: The POEs were successfully incorporated and prepared for privatization.

### **Consultant to USAID, 2010, Albania**

**The Project:** Assistance in the preparation of a financial model for the electricity distribution business in Kosovo and a paper on privatization risk mitigation mechanisms

**Methodology:** We performed the following:

1. Built a complex financial model for the calculation of the feasibility and project indicators
2. Incorporated in the model details of the business for all the divisions: extraction, generation, transmission and distribution.
3. Identification of risk factors and mitigation

Our value added: The privatization was successfully ended.

### **Major International Oil Company , 2011, Albania**

**The Project:** Advisory services for the acquisition of a top oil trader

**Methodology:** We performed the following:

1. Financial and tax due diligence
2. Identification of key transaction and business risks
3. Assistance in the valuation of the company
4. Assistance in the negotiations

Our value added: The client obtained an adequate level of information and a clear understanding of the target's business.

### **Major International Bank , 2011, Albania/Romania**

**The Project:** Valuation of a non-performing portfolio

**Methodology:** We performed the following:

1. Collection of information from valuation companies, collection agencies, real estate agencies with respect to the market offers and discounts
2. Performing the calculations with the NPL database data
3. Estimate the discount rate
4. Estimate the haircut ratio

Our value added: The Client chose Deloitte due to the local and regional experience with NPL.

### **International bank and local brewery , 2004, Albania**

**The Project:** Independent business review and business planning

**Methodology:** We performed the following:

1. Financial and business analysis of the brewery
2. Identification of key business and financial factors for the lack of liquidity
3. Identification of business processes and products
4. Drafting of a complex financial model detailing business and cash performance

Our value added: The brewery obtained a restructured loan by the bank.

# Our Services

## Tax Services

### What are the services offered

#### Tax

- Strategic Tax Guidance
- International Tax Structuring Solutions
- Indirect Taxation & Customs Advisory Services
- Transfer Pricing Advisory Services
- Tax Due Diligence
- Monthly Tax Review
- Tax Audit Assistance
- Assistance with Double Tax Treaty Applications

#### Business Process Outsourcing Services

- Tax Compliance Services
  - Corporate Tax Compliance Services
  - Review of Non Deductible Expenses
  - VAT Declarations & Compliance Services
- Bookkeeping Services
  - Financial Statements & Tax Returns
  - Payroll Calculation & Tax Compliance
  - Accounts & Inventory Reconciliations

#### How we deliver the best services

**Our people** – Our team is comprised of talented and hard working individuals dedicated to exceed our client's expectations. Our skills and expertise enable us to act as partners of some of the largest investors in Albania, assisting them with all of their business needs. Nine members of our team are on their way to achieving ACCA degrees while we also hold one CPA member.

**Our Client Service Promise** – In today's world of dynamic change, our closely linked teams of industry and tax service specialists monitor key tax and business issues, to provide knowledge to our clients and keep you current on the latest changes that impact your business.

**Our Methodology** – We have structured our tax practice to serve multinational businesses, and we operate as one client service team throughout the world. We work to understand our clients' needs, expectations, businesses, and industries. Our staff is continually trained and up to date with latest tax legislation and information systems, so that we may strive to offer the best quality service out there.

#### Tax Advisor to Raiffeisen Bank of Albania

Tax Advisory Services with regards to non performing loans. Tax advisory services with respect to VAT implications in the sector of land and construction buildings.

#### Bookkeeping, Tax Compliance Services and Advisory Services to Nokia Siemens Networks

Preparation of monthly accounting records, reconciliations with parent company, and preparation of statutory financial statements.

#### Tax Compliance to MSC Shipping

Monthly tax review /audit of the company's major transactions in order to assess compliance with the current Albanian legislation as well as tax advisory services.

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