



Prishtina Mall Health and Safety Policy

Prishtina Mall has the objective of preserving the health and safety of its employees, customers and other visitors. In this regard, we will do the following:

- Keep the focus on health and safety management in everything we do.
- Bring to the attention of all applicable regulations.
- Perform regular risk assessments.
- Conduct orientation training for all staff comprehensively.
- Establish and practice proper emergency action.
- Encourage health and safety policies and practices.
- Evaluating and controlling performance.

Prishtina Mall strives to ensure that its facilities are welcoming and accessible to all members of the community.

By embracing health and safety as our priority, Prishtina Mall reinforces the position of its stakeholders and affirms in actions as responsible corporate citizens.

Date: 01/06/2024

Álvaro Costa

Managing Director

Prishtina Mall Environmental Policy

Prishtina Mall is committed to protecting the environment and minimizing our impact on the planet. We believe that responsible environmental practices are essential for the long-term sustainability of our business and the communities in which we operate.



To achieve this, we will:

- Comply with all applicable environmental laws and regulations.
- Continuously improve our environmental performance through the implementation of best practices and new technologies.
- Reduce our greenhouse gas emissions and energy consumption through the implementation of energy efficiency measures and the use of renewable energy sources.
- Minimize waste by reducing, reusing, and recycling materials wherever possible.
- Engage with our tenants, suppliers and contractors to encourage them to adopt similar environmental practices.
- Communicate our environmental commitments and performance to our employees, customers, and other stakeholders.

We believe play an active part in the protection of the environment and believe that our employees, suppliers and all other parties will help protect the environment for the generations to come.

Date: 01/06/2024

Álvaro Costa
Managing Director

Quality Policy Statement

Prishtina Mall is the biggest shopping and entertainment mall in South-East Europe. With more than 200 premium local and international brands it is the main destination of the region, offering a diverse range of products and services to cater to the needs and desires of every shopper.



The management and colleagues of PRISHTINA MALL J.S.C. are fully committed to providing and maintaining high-quality, professional, and efficient service to ensure the satisfaction of all our customers and partners. This commitment will result in securing efficiency, a strong customer focus, and long-term sustainability within the company.

Our Commitment:

- We are committed to operating a world-class shopping and entertainment mall through our trained resources, stewarding the investments of our investors, offering a unique and infinite experience to our customers and partners, and adding value to all stakeholders.
- We are committed to adhering to the principles of Environmental, Social, and Governance (ESG), promoting sustainability, ethical business practices, and social responsibility throughout our operations.
- We are committed to upholding the highest standards of governance and management.
- All colleagues are committed to improving all business processes.
- We will continually improve our quality management system in conformity with ISO 9001:2015 Standards by training and motivating our team of dedicated professionals and partners.

At PRISHTINA MALL, we believe that success is built on a foundation of teamwork, innovation, and shared responsibility. By empowering our employees and creating a supportive, safe, and inclusive work environment, we foster a culture of excellence. Our commitment to ESG principles strengthens this culture, ensuring that sustainability, ethical practices, and positive social impact are at the core of everything we do. We will continue to invest in the development of our people, resources, and operations, striving to create value for our customers, partners, and the broader community. Together, we will maintain our position as a leading shopping and entertainment destination, dedicated to long-term growth and responsible business practices.

Date: 11/05/2021

Álvaro Costa

Managing Director