## Compensation \& Benefits Survey

Financial Sector,Demo-Version
People Advisory Services Georgia, 2023

## Georgia

# Compensation \& Benefits Survey 

Financial Sector, Demo-Version

2023

## Table of contents

Contact information

How to use Compensation
$\&$ Benefits Survey Report

## How to use Compensation \& Benefits Report

This section of the survey contains information on how the data was put together, what it represents, and how to use the report in the most meaningful way possible.

This section sets out the methodology through which the survey was compiled, defines key statistical terms, describes main elements of pay and also gives a series of tips regarding easy access to various pieces of data.

It is strongly recommended that persons unfamiliar with the usage of such reports read this section carefully before going into the survey report. Even those who have used to deal with such data could find this section a useful.

## Methodology of the survey

## Participants

- Companies, which operate in the Georgian market (see the section "List of Participants").
- Survey covers information on persons employed in Georgia. Expatriate packages are not covered by the survey.


## Data Collection

We gathered the data about real jobholders (not the average data on a company level)

- The questionnaire was provided to the participants in the electronic format. Traditionally it consists of four sections:
- Section A covering general information about the company,
- Section B covering HR policies and practices in the company,
- Section C covering remuneration for particular positions.
- While completing the Questionnaire (Section C), participants matched jobs in their companies to the standard jobs defined by EY for reporting purposes. In this process, called job matching, the Job Descriptions Manual has been used.
- The Job Descriptions Manual was compiled and developed in the electronic format.
- We introduced a simple job classification table to help in job matching process; jobs were matched on the basis of responsibilities and not the job title itself. Clarifications were given by telephone in order to ensure that data was given for appropriate jobs and categories.
- While the questionnaires were being filled out and data submitted, EY representatives could be contacted by participants via a "hotline" for consultations and explanations.
- The information and data received from each participating company was put into the unified, protected database. Each incoming questionnaire was checked for accuracy and consistency. In case of any doubts, the consultants contacted participants for refinements and clarifications.

The degree to which the information provided corresponded to job duties was examined. Consultants evaluated the data by position, using a variety of indicators, such as high and low salary levels, accountability of a job holder official and other indicators, casting doubt on the representative nature of the information for each group of jobs. Any significant variations were then checked with the provider for accuracy.

- The aggregated data was published in a format guaranteeing confidentiality and preventing the possibility to identify data of separate companies.


## Timeframe

- Data on monthly base salaries was gathered as of June 30, 2023.
- Data on variable pay received by jobholders was gathered for a 12-month period ending June 30, 2023.


## Data presentation

Information about monthly fixed pay is expressed in GEL before taxation (gross). For companies, which denominate salaries in foreign currency, we used the exchange rate of the National Bank of Georgia as of 30 June 2023 ( 2.6177 GEL/USD, 2.8591 GEL/ EUR), if another exchange rate was not specified in a certain questionnaire.

- Salary data was presented in an aggregated format, with the use of statistical measures:

$$
\begin{array}{ll} 
& \text { deciles } \\
& \text { quartiles } \\
& \text { median } \\
& \text { average }
\end{array}
$$

- In addition to standard jobs, the report also provides information on job groups. Jobs with similar functions and tasks were included in groups (the level and experience of the jobs may differ). For example, the group FID110 «Accountants» includes such positions as: FID110.07.10 «Senior Accountant», FID110.08.10 «Accountant» and FID110.09.10 «Junior Accountant».
- The salary data was presented in the three sections: "Monthly Fixed Pay", "Annual Fixed Pay and Annual Total Pay" and "Remuneration on particular positions".
- Please note that statistics on monthly salary and annual total pay are calculated separately. Therefore, the sum of statistical measure on a monthly salary for 12 months and the corresponding statistical measure on variable pay, in general, will not correspond to the annual total pay of the position.


## Structure of the Compensation Package

The information was gathered for the following main elements of pay:

## Monthly Fixed Pay, including:

Monthly base salary

Allowances

Guaranteed payments

Basic element of compensation package; paid on a monthly basis or more frequently, usually guaranteed to the employee by the employment agreement.

Paid regularly (usually on a monthly basis), always in the same amount, in addition to the base salary; usually linked to the function or working conditions (e.g. allowance for harmful conditions). These allowances may be statutory or company-provided.

Payments predefined in the amount or percentage of a basic salary and are paid to employees. Payments that are not connected to employee or company performance. This type of remuneration is typically paid monthly or at the end of the year.

+ Variable Pay, including:

Annual performance-related bonus

Monthly, quarterly and semi-annual bonuses

13th salary and other guaranteed payments

Long-term incentive payments

Bonus paid only if company / employee meet certain annual goals. May be determined as a percentage of basic salary or based on other approach.

Bonus paid to the employee on a monthly/ quarterly/ semi-annual basis, if company/ employee meets certain goals in the respective period.

The 13th month pay is defined as a monetary benefit based of an employee's basic salary.

Cash payments to employees according to long-term incentive programs (e. g., bonuses based on the valuation of the company's shares, price of the company, company's key performance indicators, progress towards long-term projects, etc.)

Other forms of variable pay not covered in the previous categories.

## = Annual Total Pay

Sum of all the elements paid to a certain jobholder in annual terms. This is the main information for benchmarking, as it describes the overall remuneration for the jobholder.

In the final report we present information regarding total monthly fixed pay, total annual pay and each element of variable pay for each of the jobs. However, the most important information concerns:
> Monthly Fixed Pay

- Annual Total Pay


## Structure of the compensation package (Fixed / Variable)

The Survey also contains the proportion between the Fixed Pay and Variable Pay for each job. The average structure of the package shows how widespread are cash incentives within the compensation package for each position.

The average percentage of Variable Pay in the Annual Total Pay is calculated for each job. This figure is calculated by determining the percentage of variable pay for each jobholder and then taking the median of this data.

## Definitions of Terms used in the Survey

## Total number of incumbents

For each position, the number of employees reported by participants is presented. The higher the number, the more reliable are the results.

## Number of active incumbents

For each position, the number of lines with the data that were taken into account for analysis is indicated. To ensure the equal impact of all participants in the calculation of statistical measures for each position, up to three values from each participant in one city were taken into account. If there was more than three values on one position, minimum, median and maximum values were taken into account based on the level of the total annual pay. In some cases, less than three values were taken into account in order to ensure the principle of equal influence of all participants on the sample. The greater the number of active incumbents for each separate position, the more reliable the results are.

## Number of companies-participants

For each position, the number of companies that submitted information by this position is indicated. The higher the number of com-panies-participants for each specific position, the more reliable the results are.

## Deciles

For the purposes of statistical analysis, all the data is organized in an ascending order. Lower decile is the parameter that describes the first 10th percent of the sample. For example, if there were 100 employees on a Financial Analyst position and their salaries were organized in the ascending order, the 10th lowest salary would be the figure for the lower decile. Similarly, the upper decile describes the 90th percent point of the sample (in the above example - the 90th salary). Generally speaking, deciles "cut off" the lower and upper 10 percent of the sample, due to this they describe the sample much better than the minimum and maximum that can sometimes be misleadingly extreme.

## Quartiles

The abovementioned approach is used, the only difference is that quartiles represent respectively 25 th percent (first or lower quartile) and 75 th percent (upper quartile) of the sample, i.e., 25 th salary out of 100 and 75 th salary out of 100 . Quartiles are considered as a stable and valid measure, because they represent the middle 50 percent of the sample (i.e., 50 percent of the salaries are between first and third quartile).

## Median

Median represents the salary of the middle employee in the sample (or the average of the two middle employees if the number of data points in the sample is even). It is used for the purposes of compensation analysis due to its stability. Median shows the value that is considered to be "the most representative" for the distribution. For example, the answer to the question "How much is HR Specialist paid?" would be the value of the median.

## Average

Standard arithmetic average calculated as a sum of all the salaries divided by the number of incumbents. Average itself is not a good measure, because it is highly sensitive to the extreme minimum and maximum values. However, it is commonly used together with the median, because it serves properly as a "control parameter", and the comparison of both values gives additional information on the distribution of the sample.

## Description of the job code formation

The scheme below shows an example of job code formation, and also the link between the organizational structure and individual job code.

| Warehouse worker |  |  |  |
| :---: | :---: | :---: | :---: |
| LOG |  | $10$ | $40$ |
| Function (In example Logistics) | Number of subfunction to which the given position is matched (In example - The Department of Warehousing as Logistics subfunction) | Level of position (1-10) | Number of position in the given subfunction at the given level. <br> For example, if subfunction at one level has three positions, the last digits of their codes will be, respectively, 10, 20 and 30. |

## "Where should I look if I want to know..."

| ...what "lower decile" really means? | How to use this salary survey |
| :--- | :--- |
| ...what is the average remuneration for middle <br> management? | Monthly Fixed Pay and Annual Total Pay - information by levels |
| ...what is the monthly fixed pay of HR <br> Director? | Monthly Fixed Pay |
| ...what is the annual fixed pay and annual <br> total pay for a Senior Accountant? | Fixed Pay and Total Pay |
| ...how much I should pay my Sales <br> Representative? | Remuneration on particular positions |

## Description of Categories and Levels

| Job categories used in the <br> survey | Level | Examples of job titles |
| :---: | :---: | :---: |
| Top Management | 1 | CEO / President |
|  | 2 | First Deputy of CEO / First Vice-President |
|  | 3 | Vice-President / Director |
|  | 4 | Head of Department / Directorate |
| Middle Management | 5 | Head of Division |
|  | 6 | Head of Division (Unit) / Manager |
| Professional | 7 | Chief / Leading Specialist |
|  | 8 | Specialist |
| Clerical / Manual Workers | 9 | Junior Specialist / Worker 5-6th grade |
|  | 10 | Assistant / Worker 1-4th grade |

Monthly Fixed Pay

Gross monthly fixed pay expressed in GEL, including allowances and "guaranteed" payments as of 30 June 2023

| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Administrative Department |  |  |  |  |  |  |  |  |  |  |
| ADM100.08.05 | Office Administrator | 8 | - | - | - |  | - |  | 6 | 6 |
| ADM100.08.20 | Personal Assistant to General Director | 8 |  |  |  |  |  | - | 3 | 3 |
| ADM400.06.10 | Head of Record Management Unit | 6 |  | - | - | - |  | - | 4 | 4 |
| ADM400.08.10 | Documentation Coordinator/Records Management Specialist | 8 | 660 | 870 | 1,050 | 1,488 | 1,557 | 1,139 | 7 | 14 |
| ADM400.08.20 | Archives Head | 8 |  |  |  |  |  | - | 3 | 9 |
| ADM400.10.10 | Archivist | 10 | - | - | - | - | - | - |  | 33 |
| ADM500 | Drivers | - | - | - | - | - | - |  | 7 | 30 |
| ADM500.10.10 | Car Driver | 10 | - | - | - | - | - |  |  | 29 |
| ADM600.10.40 | Cleaner | 10 |  | - | - |  |  |  |  | 15 |
| Call Center |  |  |  |  |  |  |  |  |  |  |
| CAC 100.06.10 | Head of Call Center | 6 | - | - |  |  |  |  | 7 | 8 |
| CAC 100.07.10 | Call Center Supervisor | 7 |  | - | - |  |  |  | 4 | 28 |
| CAC100 | Call Center Operators | - | - | - |  |  |  |  | 17 | 435 |
| CAC100.08.10 | Senior Call Center Operator | 8 |  |  |  |  |  | - | 3 | 4 |
| CAC100.09.10 | Call Center Operator | 9 | - |  |  |  | - | - | 14 | 431 |
| CAC110.07.10 | Chief Call Center Active Sales Specialist | 7 |  |  | - |  | - | - | 6 | 13 |
| CAC110.08.10 | Call Center Active Sales Specialist | 8 |  |  |  |  | - | - | 11 | 140 |
| Collection |  |  |  |  |  |  |  |  |  |  |
| COLOOO.04.10 | Collection Department Head |  |  |  |  |  |  | - | 3 | 3 |
| COL100.06.10 | Head of Light And Hard Collection Unit | 6 |  |  | - | - |  | - | 4 | 4 |
| COL100.09.20 | Call Center Operator (Collection) |  |  |  | - | - |  | - | 5 | 123 |
| COL110 | Light Collection Specialists (20-60 days of debts) |  |  | - | - | - | - | - | 10 | 188 |
| COL110.08.10 | Light Collection Specialist (20-60 days of debts) | 8 |  | - | - |  | - | - | 6 | 150 |
| COL120 | Hard collection Specialists (more than 60 days of debts) | - | - | - | - | - | - | - | 47 | 151 |
| COL120.08.10 | Hard Collection Specialist (more than 60 days of debts) | 8 | - | - | - |  |  | - | 45 | 138 |
| Economics And Finance |  |  |  |  |  |  |  |  |  |  |
| EFD000.06.10 | Economic and Finance Unit Head | 6 |  |  |  |  |  | - | 3 | 3 |
| Finance Department |  |  |  |  |  |  |  |  |  |  |
| FID100.04.10 | Head of Financial Department | 4 |  | - | - | - |  |  | 4 | 4 |
| FID110.05.10 | Chief Accountant | 5 |  | - | - | - |  |  | 4 | 4 |
| FID110 | Accountants | - | - | - | - | - | - | - | 23 | 38 |
| FID110.07.10 | Senior Accountant | 7 | - | - | - | - | - | - | 9 | 12 |
| FID110.08.10 | Accountant | 8 | - | - | - | - | - | - | 9 | 20 |
| FID110.09.10 | Junior Accountant | 9 |  | - | - | - |  | - | 5 | 6 |
| FID130 | Finance Analysts/Economists | - | - | - | - | - | - | - | 15 | 17 |
| FID130.08.10 | Finance Analyst/Economist | 8 | - | - | - | - | - | - | 10 | 11 |
| FID130.09.10 | Junior Finance Analyst | 9 |  |  |  |  |  | - | 3 | 3 |
| FID500 | Corporate Financing Unit Specialists | - |  | - | - | - |  | - | 4 | 4 |
| FID500.08.10 | Specialist of Corporate Financing Unit | 8 |  |  |  |  |  | - | 3 | 3 |
| Financial Monitoring |  |  |  |  |  |  |  |  |  |  |
| FMD000.05.10 | Financial Monitoring Division Head | 5 |  | - | - | - |  | - | 4 | 4 |
| FMD200 | Financial Monitoring Unit Specialists | - | - | - | - | - | - | - | 17 | 21 |
| FMD200.07.20 | Leading Specialist of Financial Monitoring Unit | 7 |  | - | - | - |  | - | 4 | 4 |
| FMD200.08.10 | Financial Monitoring Unit Specialist | 8 | - | - | - | - | - | - | 13 | 17 |
| Human Resources Department |  |  |  |  |  |  |  |  |  |  |
| HRD200.06.10 | Human Resources Manager | 6 |  | - | - | - |  | - | 4 | 4 |
| HRD200 | Human Resources Generalists | - | - | - | - | - | - | - | 7 | 8 |
| HRD200.07.20 | Leading Human Resources Generalist | 7 |  | - | - | - |  | - | 4 | 4 |
| HRD200.08.10 | Human Resources Generalist | 8 |  |  |  |  |  | - | 3 | 4 |

Gross monthly fixed pay expressed in GEL, including allowances and "guaranteed" payments as of 30 June 2023

| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| HRD300.06.10 | Training and Development Manager | 6 |  | - |  | - |  | - | 4 | 4 |
| HRD300 | Training and Development Specialists | - |  | - |  | - |  | - | 4 | 5 |
| HRD300.08.10 | Training and Development Specialist | 8 |  |  |  |  |  | - | 3 | 4 |
| HRD600.08.10 | HR Administration Specialist | 8 |  | - | - | - |  | - | 4 | 12 |
| Internal Audit and Compliance |  |  |  |  |  |  |  |  |  |  |
| IAC100.06.10 | Internal Audit Unit Head | 6 |  | - |  | - |  | - |  | 4 |
| IAC100 | Internal Audit Specialists | - | - | - |  | - | - | - |  | 17 |
| IAC100.07.20 | Leading Internal Audit Specialist | 7 |  | - |  | - |  |  | - 4 | 5 |
| IAC100.08.10 | Internal Audit Specialist | 8 | - | - |  | - |  |  |  | 12 |
| IAC300.06.10 | NBG Reporting Unit Head | 6 |  |  |  |  |  |  |  | 3 |
| IAC300 | NBG reporting Unit Specialists | - |  | - | . | - |  |  | 4 | 6 |
| IAC300.08.10 | NBG Reporting Unit Specialist | 8 |  |  |  |  |  |  | 3 | 3 |
| IT Department |  |  |  |  |  |  |  |  |  |  |
| ITD000.04.10 | IT Director | 4 |  |  |  |  |  |  | 3 | 3 |
| ITD000.06.10 | 17 Manager | 6 |  |  |  |  |  | - | 3 | 3 |
| ITD000.08.10 | IT Specialist | 8 | - |  |  |  | - | - | 7 | 19 |
| ITD200.07.10 | Database Administrator | 7 |  | - |  |  |  | - | 5 | 5 |
| ITD300.06.10 | Desktop Support Manager | 6 |  |  |  |  |  | - | 3 | 4 |
| ITD305 | Service Desk Specialists |  |  |  | - | - | - | - | 8 | 29 |
| ITD305.08.10 | Service Desk Specialist (Helpdesk) |  |  |  | - | - | - | - | 6 | 23 |
| ITD500.06.10 | Head of System Administration Unit | 6 |  |  |  |  |  | - | 3 | 3 |
| 1 ID500 | System Administrator |  |  |  |  | - | - | - | 17 | 26 |
| ITD500.07.10 | Senior System Administrator |  |  | - | - | - |  | - | 5 | 5 |
| ITD500.08.10 | System Administrator | 8 |  | - | - | - | - | - | 7 | 8 |
| Program Engineering |  |  |  |  |  |  |  |  |  |  |
| ITR110.07.10 | Senior Business Analyst | 7 |  | - |  |  |  |  | 5 | 8 |
| ITR110.08.10 | Business Analyst | 8 | - | - | - | - | - | - | 6 | 28 |
| $1 T$ Department (Development) |  |  |  |  |  |  |  |  |  |  |
| ITS000.05.40 | Scrum Master | 5 |  | - |  | - |  |  | 5 | 14 |
| ITS105.06.20 | Solution Architect | 6 |  | - |  | - |  | - | 5 | 7 |
| ITS110 | Developers, General | - | - | - | - | - | - | - | 20 | 51 |
| ITS110.07.30 | Senior Developer, General | 7 |  | - | - | - |  | - | 5 | 9 |
| ITS110.08.10 | Middle Developer, General | 8 | - | - | - | - | - | - | 6 | 16 |
| ITS211 | Testers, Manual | - | - | - | - | - | - | - | 7 | 39 |
| ITS211.08.10 | Middle Tester (Manual) | 8 | - | - | - | - | - | - | 6 | 27 |
| Legal Department |  |  |  |  |  |  |  |  |  |  |
| LEG100 | Legal Advisors | - | - | - | - | - | - | - | 25 | 26 |
| LEG100.06.10 | Head of Legal Unit | 6 |  | - | - | - |  | - | 4 | 4 |
| LEG100.07.10 | Senior Lawyer | 7 | - | - | - | - | - | - | 6 | 6 |
| LEG100.08.10 | Legal Advisor | 8 | - | - | - | - | - | - | 7 | 8 |
| LEG100.09.10 | Junior Lawyer | 9 | - | - | - | - | - | - | 6 | 6 |
| LEG200 | Claims and Litigation Lawyers | - | - | - | - | - | - | - | 38 | 62 |
| LEG200.06.10 | Head of Claims and Litigation Unit | 6 | - | - | - | - | - | - | 8 | 8 |
| LEG200.07.10 | Senior Claims and Litigation Lawyer | 7 | - | $\cdot$ | - | - | - | - | 9 | 16 |
| LEG200.08.10 | Claims and Litigation Lawyer | 8 | - | - | - | - | - | - | 14 | 27 |
| LEG200.09.10 | Junior Claims and Litigation Lawyer | 9 | - | - | - | - | - | - | 7 | 11 |
| Logistics Department |  |  |  |  |  |  |  |  |  |  |
| LOG100.05.10 | Head of Logistics Division | 5 |  |  |  |  |  | - | 3 | 3 |
| LOG100 | Logistics Specialists | - | - | - | - | - | - | - | 9 | 13 |
| LOG100.07.10 | Chief Logistics Specialist | 7 |  |  |  |  |  | - | 3 | 3 |

Gross monthly fixed pay expressed in GEL, including allowances and "guaranteed" payments as of 30 June 2023

| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| LOG100.08.10 | Logistics Specialist | 8 | - | - |  | - | - | - | 6 | 10 |
| LOG300.09.10 | Warehouse Administrator | 9 | - | - |  | - | - | - | 6 | 8 |
| Procurement Department (Purchasing) |  |  |  |  |  |  |  |  |  |  |
| LSS200 | Purchasing Specialists |  | - | - |  |  |  |  | 11 | 20 |
| LSS200.07.20 | Leading Purchasing Specialist | 7 |  | - | - | - |  | - | 5 | 5 |
| LSS200.08.10 | Purchasing Specialist | 8 | - | - | - | - | - | - |  | 14 |
| Marketing Department |  |  |  |  |  |  |  |  |  |  |
| MAR200.05.10 | Head of Marketing Unit | 5 |  |  |  |  |  |  | 3 | 3 |
| MAR200 | Marketing Specialists | - | - | - |  | - |  |  |  | 12 |
| MAR200.07.10 | Chief Marketing Specialist | 7 |  |  |  |  |  |  |  | 3 |
| MAR200.08.10 | Marketing Specialist | 8 |  | - |  | - |  |  | 5 | 6 |
| MAR200.09.10 | Junior Marketing Specialist | 9 |  |  |  |  |  |  | 3 | 3 |
| Methodology And Internal Projects |  |  |  |  |  |  |  |  |  |  |
| MET 100.06.10 | Head of Unit of Methodology of Banking Operations | 6 |  |  |  |  |  |  | 3 | 3 |
| Operations |  |  |  |  |  |  |  |  |  |  |
| OPD300.06.10 | Back Office Unit Head | 6 |  |  |  |  |  |  | 7 | 11 |
| OPD300 | Back Office Specialists | - |  |  |  |  | - | - | 24 | 387 |
| OPD300.07.10 | Chief Specialist of Back Office | 7 |  |  |  |  |  | - | 4 | 16 |
| OPD300.07.20 | Leading Specialist of Back Office | 7 |  |  |  | - |  | - | 5 | 14 |
| OPD300.08.10 | Back Office Specialist |  |  |  | - | - | - | - | 15 | 357 |
| OPD500.06.20 | Cash Office Head | 6 |  |  | - | - |  | - | 4 | 9 |
| OPD500 | Cash Transactions Unit Specialists |  |  |  | - | - | - | - | 13 | 140 |
| OPD500.07.20 | Leading Cash Transactions Unit Specialist | 7 |  | - | - | - | - | - | 6 | 21 |
| OPD500.08.10 | Cash Transactions Unit Specialist | 8 |  | - | - | - | - | - | 6 | 117 |
| OPD600.05.10 | Head of Credit Administration Division | 5 |  |  |  |  |  | - | 3 | 3 |
| OPD620 | Specialists of Credit Administration Unit (RB) | - | - | - | - | - | - | - | 32 | 285 |
| OPD620.07.10 | Chief Specialist of Credit Administration Unit (RB) | 7 | - | - | - | - | - | - | 6 | 7 |
| OPD620.07.20 | Leading Specialist of Credit Administration Unit (RB) | 7 |  | - | - | - |  | - | 4 | 21 |
| OPD620.08.10 | Specialist of Credit Administration Unit (RB) | 8 | - | - | - | - | - | - | 22 | 257 |
| OPD700.05.10 | Head of Payments and Correspondent | 5 |  |  |  |  |  | - | 3 | 3 |
| OPD730.07.20 | Leading Specialist of the International Payments Group | 7 |  | - | - | - |  | - | 4 | 6 |
| OPD730.08.10 | Specialist of the International Payments Group | 8 | - | - | - | - | - | - | 6 | 36 |
| Payment Cards |  |  |  |  |  |  |  |  |  |  |
| PCD100.06.10 | Monitoring and Dishonouring Unit Head | 6 |  |  |  |  |  |  | 3 | 3 |
| PCD300 | Specialists of Terminal Equipment Unit | - |  | - | - | - |  | - | 4 | 7 |
| PCD300.07.10 | Chief Specialist of Terminal Equipment Unit | 7 |  |  |  |  |  | - | 3 | 4 |
| PCD500 | Specialists of Payment Cards Transactions Support Unit | - | - | - | - | - | - | - | 10 | 12 |
| PCD500.07.20 | Leading Specialist of Payment Cards Transactions Support Unit | 7 |  | - | - | - |  | - | 4 | 4 |
| PCD500.08.10 | Specialist of Payment Cards Transactions Support Unit | 8 |  | - | - | - |  | - | 4 | 4 |
| Project Management Office |  |  |  |  |  |  |  |  |  |  |
| PMDD000.05.10 | Project Management Office Head | 5 |  |  |  |  |  | - | 3 | 3 |
| PMD000 | Project Management Specialists | - | - | - | - | - | - | - | 6 | 9 |
| PMD000.07.20 | Leading Project Management Specialist | 7 |  | - | - | - |  | - | 5 | 7 |
| Retail Banking, Small And Medium Business |  |  |  |  |  |  |  |  |  |  |
| RBDOOO.03.10 | Retail Banking, Small and Medium Business Head | 3 |  | - | - | - |  | - | 4 | 4 |
| RBD200.05.10 | Sales Management Division Head (RB) | 5 |  |  |  |  |  | - | 3 | 3 |
| RBD500 | Retail Business Development Specialists | - | - | - | - | - | - | - | 8 | 9 |
| RBD500.08.10 | Retail Business Development Specialist | 8 |  |  |  |  |  | - | 3 | 4 |
| RBD600.06.30 | Small and Medium Business Development Manager | 6 | - | - | - | - | - | - | 6 | 10 |
| RBD600 | Specialists of Credit Unit for small and medium businesses | - | - | - |  | - | - | - | 193 | 567 |

Gross monthly fixed pay expressed in GEL, including allowances and "guaranteed" payments as of 30 June 2023

| Job Code | Job Title | Job level | $\begin{aligned} & \text { Lower } \\ & \text { decile } \end{aligned}$ | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| RBD600.07.20 | Leading Specialist of Credit Unit for Small and Medium Business | 7 | - | - | - | - | - | - | 10 | 25 |
| RBD600.08.10 | Specialist of Credit Unit for Small and Medium Business | 8 | - | - | - | - | - | - | 27 | 82 |
| RBD650.08.10 | Senior Micro Business Specialist | 8 | - | - | - | - | - | - | 54 | 192 |
| RBD650.09.10 | Micro Business Specialist | 9 | - | - | - | - | - | - | 32 | 86 |
| RBD650.10.10 | Junior Micro Business Banker | 10 | - | - | - | - | - | - | 21 | 27 |
| Regional Network |  |  |  |  |  |  |  |  |  |  |
| REG300.05.10 | Deputy Regional Department Director (retail clients) | 5 | - | - | - | - | - | - |  | 21 |
| REG300.06.10 | Director of Large Non-Balance Branch (services to corporate clients, small and medium businesses, individuals) | 6 | - | - | - |  | - |  |  | 77 |
| REG300.06.20 | Director of Medium Non-Balance Branch (services to small and medium businesses, individuals) | 6 | - | - | - | - | - |  | 64 | 113 |
| REG300.06.30 | Director of Small Non-Balance Branch (services to individuals) | 6 | - | - | - |  |  |  | 33 | 48 |
| REG300.06.40 | Retail Services Unit Head | 6 | - | - | - |  | - |  | 31 | 136 |
| REG310.07.10 | Chief Cashier | 7 | - | - | - |  |  |  | 9 | 110 |
| REG310 | Cashiers | - | - | - | - |  |  |  | 177 | 644 |
| REG310.08.10 | Senior Cashier | 8 | - | - |  |  |  |  | 53 | 108 |
| REG310.09.10 | Cashier | 9 | - | - |  |  |  | - | 124 | 536 |
| REG320 | Transactions Officers | - | - | - |  |  | - | - | 58 | 555 |
| REG320.07.10 | Senior Transactions Officer | 7 |  | - |  |  | - | - | 28 | 92 |
| REG320.08.10 | Transactions Officer | 8 |  |  |  |  | - | - | 30 | 463 |
| REG330 | Joint Tellers |  |  |  | $\cdot$ | - | - | - | 190 | 934 |
| REG330.07.10 | Senior Joint Teller |  |  |  | - | - | - | - | 61 | 124 |
| REG330.08.10 | Joint Teller | 8 |  |  | - | - | - | - | 77 | 498 |
| REG330.10.10 | Meeter | 0 |  | - | - |  | - | - | 50 | 310 |
| REG350.09.10 | Specialist on Consumer Crediting to Individuals |  |  | - | - | - | - | - | 116 | 1061 |
| Risk Management |  |  |  |  |  |  |  |  |  |  |
| RMD200.06.10 | Head of Operational Risks Unit | 6 |  | - | - | - |  | - | 5 | 5 |
| RMD200 | Specialists of Operational Risks Unit | - | - | - | - | - | - | - | 12 | 13 |
| RMD200.07.10 | Chief Specialist of Operational Risks Unit | 7 |  | - | - |  |  |  | 4 | 5 |
| RMD200.08.10 | Specialist of Operational Risks Unit | 8 | - | - | - | - | - | - | 8 | 8 |
| RMD410.06.10 | Head of Risks Unit | 6 |  |  |  |  |  | - | 3 | 3 |
| RMD410.07.10 | Chief Specialist of Retail Risks Unit | 7 | - | - | - | - | - | - | 7 | 9 |
| RMD410.07.20 | Leading Specialist of Retail Risks Unit | 7 |  | - | - | - |  | - | 4 | 5 |
| RMD410.08.10 | Specialist of Retail Risks Unit | 8 | - | - | - |  | - | - | 11 | 97 |
| RMD500.05.10 | Head of Credit Analysis Division | 5 |  | - | - | - |  | - | 4 | 5 |
| RMD505.07.20 | Leading Credit Analyst | 7 |  | - | - | - |  | - | 4 | 6 |
| RMD505.08.10 | Credit Analyst | 8 | - | - | - | - | - | - | 7 | 7 |
| RMD510 | Credit Analyst (CB) | - | - | - | - |  | - | - | 17 | 48 |
| RMD510.07.10 | Chief Credit Analyst (CB) | 7 |  | - | - | - |  | - | 5 | 10 |
| RMD510.07.20 | Leading Credit Analyst (CB) | 7 | - | - | - | - | - | - | 6 | 14 |
| RMD510.08.10 | Credit Analyst (CB) | 8 | - | - | - | - | - | - | 6 | 24 |
| RMD600.06.10 | Monitoring and Mortgage Property Valuation Unit Head | 6 |  |  |  |  |  | - | 3 | 3 |
| RMD600 | Monitoring and Mortgage Property Valuation Specialists | - | - | - | - | - | - | - | 17 | 75 |
| RMD600.07.20 | Leading Monitoring and Mortgage Property Valuation Specialist | 7 | - | - | - | - | - | - | 6 | 10 |
| RMD600.08.10 | Monitoring and Mortgage Property Valuation Specialist | 8 | - | - | - | - | - | - | 11 | 65 |
| Security Department |  |  |  |  |  |  |  |  |  |  |
| SED200.05.10 | Head of Security Department | 5 |  |  |  |  |  | - | 3 | 3 |
| SED220.06.10 | Security Manager | 6 |  |  |  |  |  | - | 3 | 3 |
| SED220.08.10 | Security Shitman | 8 |  | - | - | - |  | - | 5 | 5 |
| SED220.10.10 | Security Guard | 10 | - | - | - | - | - | - | 16 | 253 |

Security

Gross monthly fixed pay expressed in GEL, including allowances and "guaranteed" payments as of 30 June 2023

| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of <br> active <br> incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SMD100 | Bill Collectors | - | - | - | - | - | - | - | 15 | 54 |
| SMD100.09.10 | Senior Bill Collector | 9 | - | - | - | - | - | - | 7 | 11 |
| SMD100.10.10 | Bill Collector | 10 | - | - | - | - | - | - | 8 | 42 |
| SMD400.06.10 | Information Security Unit Head | 6 |  | - | - | - |  | - | 4 | 4 |
| SMD400 | Information Security Unit Specialists | - | - | - | - | - | - | - | 8 | 8 |
| SMD400.07.20 | Leading Information Security Unit Specialist | 7 |  | - | - | - |  | - |  | 4 |
| SMD400.08.10 | Information Security Unit Specialist | 8 |  | - | - | - |  | - |  | 4 |
| Service Quality |  |  |  |  |  |  |  |  |  |  |
| SQD000 | Service Quality Improvement Specialists | - | - | - | - | - | - |  | 8 | 17 |
| SQD000.08.10 | Service Quality Improvement Specialist | 8 | - | - | - | - |  |  |  | 13 |
| Treasury |  |  |  |  |  |  |  |  |  |  |
| TRD000.04.10 | Treasury Department Director | 4 |  |  |  |  |  |  | 3 | 3 |
| TRD200.06.10 | Head of Dealing Operations Unit | 6 |  |  |  |  |  |  | 3 | 3 |
| TRD200 | Specialists of Dealing Operations Unit | - | - | - |  |  |  |  | 10 | 11 |
| TRD200.08.10 | Specialist of Dealing Operations Unit | 8 | - | - |  |  |  | - | 8 | 9 |

## Annual Fixed Pay and Annual Total Pay




## Call Center

| CAC100.06.10 | Head of Call Center | 6 |
| :--- | :--- | :--- |
| CAC100.06.10 | Head of Call Center | 6 |
| CAC100.07.10 | Call Center Supervisor | 7 |
| CAC100.07.10 | Call Center Supervisor | 7 |
| CAC100 | Call Center Operators | - |
| CAC100 | Call Center Operators | - |
| CAC100.08.10 | Senior Call Center Operator | 8 |
| CAC100.08.10 | Senior Call Center Operator | Call Center Operator |
| CAC100.09.10 | Call Center Operator | 8 |
| CAC100.09.10 | Chief Call Center Active Sales Specialist | 9 |
| CAC110.07.10 |  | 9 |
| CAC110.07.10 | Chief Call Center Active Sales Specialist | 7 |
| CAC110.08.10 | Call Center Active Sales Specialist |  |
| CAC110.08.10 | Call Center Active Sales Specialist |  |

## Collection




| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| COL120.08.10 | Hard Collection Specialist (more than 60 days of debts) | 8 | - | - | - | - | - | - | 45 | 138 |
| COL120.08.10 | Hard Collection Specialist (more than 60 days of debts) | 8 | - | - | - | - | - | - | 45 | 138 |

Economics And Finance
EFD000.06.10 $\quad$ Economic and Finance Unit Head
EFDO00.06.10
Economic and Finance Unit Head

| - | 3 | 3 |
| :--- | :--- | :--- |
| - | 3 | 3 |

Finance Department

| FID100.04.10 | Head of Financial Department | 4 |
| :---: | :---: | :---: |
| FID100.04.10 | Head of Financial Department | 4 |
| FID110.05.10 | Chief Accountant | 5 |
| FID110.05.10 | Chief Accountant | 5 |
| FID110 | Accountants | - |
| FID110 | Accountants | - |
| FID110.07.10 | Senior Accountant | 7 |
| FID110.07.10 | Senior Accountant | 7 |
| FID110.08.10 | Accountant | 8 |
| FID110.08.10 | Accountant | 8 |
| FID110.09.10 | Junior Accountant | 9 |
| FID110.09.10 | Junior Accountant | 9 |
| FID130 | Finance Analysts / Economists |  |
| FID130 | Finance Analysts / Economists |  |
| FID130.08.10 | Finance Analyst/Economist | 8 |
| FID130.08.10 | Finance Analyst/Economist |  |
| FID130.09.10 | Junior Finance Analyst | 9 |
| FID130.09.10 | Junior Finance Analyst | 9 |
| FID500 | Corporate Financing Unit Specialists | - |
| FID500 | Corporate Financing Unit Specialists | - |
| FID500.08.10 | Specialist of Corporate Financing Unit | 8 |
| FID500.08.10 | Specialist of Corporate Financing Unit | 8 |

Financial Monitoring

| FMD000.05.10 | Financial Monitoring Division Head | 5 |  | - | - | - |  | - | 4 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| FMD000.05.10 | Financial Monitoring Division Head | 5 |  | - | - | - |  | - | 4 | 4 |
| FMD200 | Financial Monitoring Unit Specialists | - | - | - | - | - | - | - | 17 | 21 |
| FMD200 | Financial Monitoring Unit Specialists | - | - | - | - | - | - | - | 17 | 21 |
| FMD200.07.20 | Leading Specialist of Financial Monitoring Unit | 7 |  | - | - | - |  | - | 4 | 4 |
| FMD200.07.20 | Leading Specialist of Financial Monitoring Unit | 7 |  | - | - | - |  | - | 4 | 4 |
| FMD200.08.10 | Financial Monitoring Unit Specialist | 8 | - | - | - | - | - | - | 13 | 17 |
| FMD200.08.10 | Financial Monitoring Unit Specialist | 8 | - | - | - | - | - | - | 13 | 17 |

Human Resources Department

| HRD200.06.10 | Human Resources Manager | 6 |  | - | - | - |  | - | 4 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| HRD200.06.10 | Human Resources Manager | 6 |  | - | - | - |  | - | 4 | 4 |
| HRD200 | Human Resources Generalists | - | - | - | - | - | - | - | 7 | 8 |
| HRD200 | Human Resources Generalists | - | - | - | - | - | - | - | 7 | 8 |
| HRD200.07.20 | Leading Human Resources Generalist | 7 |  | - | - | - |  | - | 4 | 4 |
| HRD200.07.20 | Leading Human Resources Generalist | 7 |  | - | - | - |  | - | 4 | 4 |
| HRD200.08.10 | Human Resources Generalist | 8 |  |  |  |  |  | - | 3 | 4 |
| HRD200.08.10 | Human Resources Generalist | 8 |  |  |  |  |  | - | 3 | 4 |
| HRD300.06.10 | Training and Development Manager | 6 |  | - | - | - |  | - | 4 | 4 |
| HRD300.06.10 | Training and Development Manager | 6 |  | - | - | - |  | - | 4 | 4 |



| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| HRD300 | Training and Development Specialists | - |  | - | - | - |  | - | 4 | 5 |
| HRD300 | Training and Development Specialists | - |  |  | - | - |  | - | 4 | 5 |
| HRD300.08.10 | Training and Development Specialist | 8 |  |  |  |  |  | - | 3 | 4 |
| HRD300.08.10 | Training and Development Specialist | 8 |  |  |  |  |  | - | 3 | 4 |
| HRD600.08.10 | HR Administration Specialist | 8 |  | - | - | - |  | - | 4 | 12 |
| HRD600.08.10 | HR Administration Specialist | 8 |  | - | - | - |  | - |  | 12 |

## Internal Audit and Compliance



## IT Department




## Program Engineering

| ITR110.07.10 | Senior Business Analyst | 7 |
| :--- | :--- | :---: |
| ITR110.07.10 | Senior Business Analyst | 7 |
| ITR110.08.10 | Business Analyst | 8 |
| ITR110.08.10 | Business Analyst | 8 |



IT Department (Development)

| ITS000.05.40 | Scrum Master |
| :--- | :--- |
| ITS000.05.40 | Scrum Master |
| ITS105.06.20 | Solution Architect |
| ITS105.06.20 | Solution Architect |
| ITS110 | Developers, General |
| ITS110 | Developers, General |


| ITS110.07.30 | Senior Developer, General | 7 |
| :--- | :--- | :---: |
| ITS110.07.30 | Senior Developer, General | 7 |
| ITS110.08.10 | Middle Developer, General | 8 |
| ITS110.08.10 | Middle Developer, General | 8 |
| ITS211 | Testers, Manual | - |
| ITS211 | Testers, Manual | - |
| ITS211.08.10 | Middle Tester (Manual) | 8 |
| ITS211.08.10 | Middle Tester (Manual) | 8 |

Legal Department

| LEG100 | Legal Advisors | - | - | - | - | - | - | - | 25 | 26 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| LEG100 | Legal Advisors | - | - | - | - | - | - | - | 25 | 26 |
| LEG100.06.10 | Head of Legal Unit | 6 |  | - | - | - |  | - | 4 | 4 |
| LEG100.06.10 | Head of Legal Unit | 6 |  | - | - | - |  | - | 4 | 4 |
| LEG100.07.10 | Senior Lawyer | 7 | - | - | - | - | - | - | 6 | 6 |
| LEG100.07.10 | Senior Lawyer | 7 | - | - | - | - | - | - | 6 | 6 |
| LEG100.08.10 | Legal Advisor | 8 | - | - | - | - | - | - | 7 | 8 |
| LEG100.08.10 | Legal Advisor | 8 | - | - | - | - | - | - | 7 | 8 |
| LEG100.09.10 | Junior Lawyer | 9 | - | - | - | - | - | - | 6 | 6 |
| LEG100.09.10 | Junior Lawyer | 9 | - | - | - | - | - | - | 6 | 6 |
| LEG200 | Claims and Litigation Lawyers | - | - | - | - | - | - | - | 38 | 62 |
| LEG200 | Claims and Litigation Lawyers | - | - | - | - | - | - | - | 38 | 62 |
| LEG200.06.10 | Head of Claims and Litigation Unit | 6 | - | - | - | - | - | - | 8 | 8 |
| LEG200.06.10 | Head of Claims and Litigation Unit | 6 | - | - | - | - | - | - | 8 | 8 |
| LEG200.07.10 | Senior Claims and Litigation Lawyer | 7 | - | - | - | - | - | - | 9 | 16 |
| LEG200.07.10 | Senior Claims and Litigation Lawyer | 7 | - | - | - | - | - | - | 9 | 16 |
| LEG200.08.10 | Claims and Litigation Lawyer | 8 | - | - | - | - | - | - | 14 | 27 |
| LEG200.08.10 | Claims and Litigation Lawyer | 8 | - | - | - | - | - | - | 14 | 27 |
| LEG200.09.10 | Junior Claims and Litigation Lawyer | 9 | - | - | - | - | - | - | 7 | 11 |
| LEG200.09.10 | Junior Claims and Litigation Lawyer | 9 | - | - | - | - | - | - | 7 | 11 |
| Logistics Department |  |  |  |  |  |  |  |  |  |  |
| LOG100.05.10 | Head of Logistics Division | 5 |  |  |  |  |  | - | 3 | 3 |
| LOG100.05.10 | Head of Logistics Division | 5 |  |  |  |  |  | - | 3 | 3 |



| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| LOG100 | Logistics Specialists | - | - | - | - | - | - | - | 9 | 13 |
| LOG100 | Logistics Specialists | - | - | - | - | - | - | - | 9 | 13 |
| LOG100.07.10 | Chief Logistics Specialist | 7 |  |  |  |  |  | - | 3 | 3 |
| LOG100.07.10 | Chief Logistics Specialist | 7 |  |  |  |  |  | - | 3 | 3 |
| LOG100.08.10 | Logistics Specialist | 8 | - | - | - | - | - | - | 6 | 10 |
| LOG100.08.10 | Logistics Specialist | 8 | - | - | - | - | - | - |  | 10 |
| LOG300.09.10 | Warehouse Administrator | 9 | - | - | - | - | - |  | 6 | 8 |
| LOG300.09.10 | Warehouse Administrator | 9 | - | - | - | - | - |  |  | 8 |
| Procurement Department (Purchasing) |  |  |  |  |  |  |  |  |  |  |
| LSS200 | Purchasing Specialists | - | - | - | - | - |  |  | 11 | 20 |
| LSS200 | Purchasing Specialists | - | - | - | - | - | - | - |  | 20 |
| LSS200.07.20 | Leading Purchasing Specialist | 7 |  | - | - |  |  | - | 5 | 5 |
| LSS200.07.20 | Leading Purchasing Specialist | 7 |  | - | - |  |  |  | 5 | 5 |
| LSS200.08.10 | Purchasing Specialist | 8 | - | - |  |  |  | - | 6 | 14 |
| LSS200.08.10 | Purchasing Specialist | 8 | - | - |  |  |  | - | 6 | 14 |
| Marketing Department |  |  |  |  |  |  |  |  |  |  |
| MAR200.05.10 | Head of Marketing Unit | 5 |  |  |  |  |  | - | 3 | 3 |
| MAR200.05.10 | Head of Marketing Unit | 5 |  |  |  |  |  | - | 3 | 3 |
| MAR200 | Marketing Specialists |  |  |  |  | - | - | - | 11 | 12 |
| MAR200 | Marketing Specialists |  |  |  | - | - | - | - | 11 | 12 |
| MAR200.07.10 | Chief Marketing Specialist | 7 |  |  |  |  |  | - | 3 | 3 |
| MAR200.07.10 | Chief Marketing Specialist |  |  |  |  |  |  | - | 3 | 3 |
| MAR200.08.10 | Marketing Specialist |  |  | - | - | - |  | - | 5 | 6 |
| MAR200.08.10 | Marketing Specialist | 8 |  | - | - | - |  | - | 5 | 6 |
| MAR200.09.10 | Junior Marketing Specialist | 9 |  |  |  |  |  | - | 3 | 3 |
| MAR200.09.10 | Junior Marketing Specialist | 9 |  |  |  |  |  | - | 3 | 3 |

Methodology And Internal Projects



| Job Code | Job Title | Job level | Lower decile | First quartile | Median | Third quartile | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| OPD600.05.10 | Head of Credit Administration Division | 5 |  |  |  |  |  | - | 3 | 3 |
| OPD600.05.10 | Head of Credit Administration Division | 5 |  |  |  |  |  | - | 3 | 3 |
| OPD620 | Specialists of Credit Administration Unit (RB) | - | - |  | - | - | - | - | 32 | 285 |
| OPD620 | Specialists of Credit Administration Unit (RB) | - | - | - | - | - | - | - | 32 | 285 |
| OPD620.07.10 | Chief Specialist of Credit Administration Unit (RB) | 7 | - |  | - | - | - | - | 6 | 7 |
| OPD620.07.10 | Chief Specialist of Credit Administration Unit (RB) | 7 | - | - | - | - | - | - |  | 7 |
| OPD620.07.20 | Leading Specialist of Credit Administration Unit (RB) | 7 |  | - | - | - |  | - |  | 21 |
| OPD620.07.20 | Leading Specialist of Credit Administration Unit (RB) | 7 |  | - | - | - |  |  |  | 21 |
| OPD620.08.10 | Specialist of Credit Administration Unit (RB) | 8 | - | - | - | - |  | - | 22 | 257 |
| OPD620.08.10 | Specialist of Credit Administration Unit (RB) | 8 | - | - | - | - |  |  | 22 | 257 |
| OPD700.05.10 | Head of Payments and Correspondent | 5 |  |  |  |  |  | - | 3 | 3 |
| OPD700.05.10 | Head of Payments and Correspondent | 5 |  |  |  |  |  | - | 3 | 3 |
| OPD730.07.20 | Leading Specialist of the International Payments Group | 7 |  | - | - |  |  |  | 4 | 6 |
| OPD730.07.20 | Leading Specialist of the International Payments Group | 7 |  | - |  |  |  | - | 4 | 6 |
| OPD730.08.10 | Specialist of the International Payments Group | 8 | - | - | - |  |  | - | 6 | 36 |
| OPD730.08.10 | Specialist of the International Payments Group | 8 | - | - |  |  | - | - | 6 | 36 |
| Payment Cards |  |  |  |  |  |  |  |  |  |  |
| PCD100.06.10 | Monitoring and Dishonouring Unit Head | 6 |  |  |  |  |  | - | 3 | 3 |
| PCD100.06.10 | Monitoring and Dishonouring Unit Head | 6 |  |  |  |  |  | - | 3 | 3 |
| PCD300 | Specialists of Terminal Equipment Unit |  |  |  | - | - |  | - | 4 | 7 |
| PCD300 | Specialists of Terminal Equipment Unit |  |  |  | - | - |  | - | 4 | 7 |
| PCD300.07.10 | Chief Specialist of Terminal Equipment Unit |  |  |  |  |  |  | - | 3 | 4 |
| PCD300.07.10 | Chief Specialist of Terminal Equipment Unit |  |  |  |  |  |  | - | 3 | 4 |
| PCD500 | Specialists of Payment Cards Transactions Support Unit |  |  | - | - | - | - | - | 10 | 12 |
| PCD500 | Specialists of Payment Cards Transactions Support Unit | - | - | - | - | - | - | - | 10 | 12 |
| PCD500.07.20 | Leading Specialist of Payment Cards Transactions Support Unit | 7 |  | - | - | - |  | - | 4 | 4 |
| PCD500.07.20 | Leading Specialist of Payment Cards Transactions Support Unit | 7 |  | - | - | - |  | - | 4 | 4 |
| PCD500.08.10 | Specialist of Payment Cards Transactions Support Unit | 8 |  | - | - | - |  | - | 4 | 4 |
| PCD500.08.10 | Specialist of Payment Cards Transactions Support Unit | 8 |  | - | - | - |  | - | 4 | 4 |

Project Management Office


Retail Banking, Small And Medium Business

| RBD000.03.10 Retail Banking, Small and Medium Business Head | 3 |  | - | - | - |  | - | 4 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| RBD000.03.10 Retail Banking, Small and Medium Business Head | 3 |  | - | - | - |  | - | 4 | 4 |
| RBD200.05.10 Sales Management Division Head (RB) | 5 |  |  |  |  |  | - | 3 | 3 |
| RBD200.05.10 Sales Management Division Head (RB) | 5 |  |  |  |  |  | - | 3 | 3 |
| RBD500 Retail Business Development Specialists | - | - | - | - | - | - | - | 8 | 9 |
| RBD500 Retail Business Development Specialists | - | - | - | - | - | - | - | 8 | 9 |
| RBD500.08.10 Retail Business Development Specialist | 8 |  |  |  |  |  | - | 3 | 4 |
| RBD500.08.10 Retail Business Development Specialist | 8 |  |  |  |  |  | - | 3 | 4 |
| RBD600.06.30 Small and Medium Business Development Manager | 6 | - | - | - | - | - | - | 6 | 10 |
| RBD600.06.30 Small and Medium Business Development Manager | 6 | - | - | - | - | - | - | 6 | 10 |



| Job Code |  | Job Title |
| :--- | :--- | :--- |
| RBD600 | Specialists of Credit Unit for small and medium businesses | Job level |
| RBD600 | Specialists of Credit Unit for small and medium businesses | - |
| RBD600.07.20 | Leading Specialist of Credit Unit for Small and Medium Business | - |
| RBD600.07.20 | Leading Specialist of Credit Unit for Small and Medium Business | 7 |
| RBD600.08.10 | Specialist of Credit Unit for Small and Medium Business | 7 |
| RBD600.08.10 | Specialist of Credit Unit for Small and Medium Business | 8 |
| RBD650.08.10 | Senior Micro Business Specialist | 8 |
| RBD650.08.10 | Senior Micro Business Specialist | 8 |
| RBD650.09.10 | Micro Business Specialist | 8 |
| RBD650.09.10 | Micro Business Specialist | 9 |
| RBD650.10.10 | Junior Micro Business Banker | 9 |
| RBD650.10.10 | Junior Micro Business Banker | 10 |

Regional Network


Risk Management


| Job Code | Job Title | Job level | $\begin{aligned} & \text { Lower } \\ & \text { decile } \end{aligned}$ | First quartile | Median | $\begin{aligned} & \text { Third } \\ & \text { quartile } \end{aligned}$ | Upper decile | Average | Number of active incumbents | Total number of incumbents |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| RMD200.06.10 | Head of Operational Risks Unit | 6 |  | - | - | - |  | - | 5 | 5 |
| RMD200.06.10 | Head of Operational Risks Unit | 6 |  | - | - | - |  | - | 5 | 5 |
| RMD200 | Specialists of Operational Risks Unit | - | - | - | - | - | - | - | 12 | 13 |
| RMD200 | Specialists of Operational Risks Unit | - | - | - | - | - |  | - | 12 | 13 |
| RMD200.07.10 | Chief Specialist of Operational Risks Unit | 7 |  | - | - | - |  | - | 4 | 5 |
| RMD200.07.10 | Chief Specialist of Operational Risks Unit | 7 |  | - | - | - |  | - |  | 5 |
| RMD200.08.10 | Specialisis of Operational Risks Unit | 8 | - | - | - | - | - | - |  | 8 |
| RMD200.08.10 | Specialist of Operational Risks Unit | 8 | - | - | - | - | - |  |  |  |
| RMD410.06.10 | Head of Risks Unit | 6 |  |  |  |  |  | - |  | 3 |
| RMD410.06.10 | Head of Risks Unit | 6 |  |  |  |  |  | - |  | 3 |
| RMD410.07.10 | Chief Specialist of Retail Risks Unit | 7 | - | - | - | - |  | - |  | 9 |
| RMD410.07.10 | Chief Specialist of Retail Risks Unit | 7 | - | - | - |  |  |  | 7 | 9 |
| RMD410.07.20 | Leading Specialist of Retail Risks Unit | 7 |  | - | - |  |  |  | 4 | 5 |
| RMD410.07.20 | Leading Specialist of Retail Risks Unit | 7 |  |  |  |  |  |  | 4 | 5 |
| RMD410.08.10 | Specialist of Retail Risks Unit | 8 | - | - | - |  | - | - | 11 | 97 |
| RMD410.08.10 | Specialist of Retail Risks Unit | 8 | - | - |  |  | - | - | 11 | 97 |
| RMD500.05.10 | Head of Credit Analysis Division | 5 |  |  | - |  |  | - | 4 | 5 |
| RMD500.05.10 | Head of Credit Analysis Division | 5 |  |  |  |  |  | - | 4 | 5 |
| RMD505.07.20 | Leading Credit Analyst | 7 |  |  |  | $\cdot$ |  | - | 4 | 6 |
| RMD505.07.20 | Leading Credit Analyst |  |  |  | - | - |  | - | 4 | 6 |
| RMD505.08.10 | Credit Analyst | 8 |  |  | - | - | - | - | 7 | 7 |
| RMD505.08.10 | Credit Analyst | 8 |  |  | - | - | - | - | 7 | 7 |
| RMD510 | Credit Analyst (CB) |  |  | - | - | - | - | - | 17 | 48 |
| RMD510 | Credit Analyst (CB) |  |  | - | - | - | - | - | 17 | 48 |
| RMD510.07.10 | Chief Credit Analyst (CB) | 7 |  | - | - | - |  | - | 5 | 10 |
| RMD510.07.10 | Chief Credit Analyst (CB) | 7 |  | - | - | - |  | - | 5 | 10 |
| RMD510.07.20 | Leading Credit Analyst (CB) | 7 | - | - | - | - | - | - | 6 | 14 |
| RMD510.07.20 | Leading Credit Analyst (CB) | 7 | - | - | - | - | - | - | 6 | 14 |
| RMD510.08.10 | Credit Analyst (CB) | 8 | - | - | - | - | - | - | 6 | 24 |
| RMD510.08.10 | Credit Analyst (CB) | 8 | - | - | - | - | - | - | 6 | 24 |
| RMD600.06.10 | Monitoring and Mortgage Property Valuation Unit Head | 6 |  |  |  |  |  | - | 3 | 3 |
| RMD600.06.10 | Monitoring and Mortgage Property Valuation Unit Head | 6 |  |  |  |  |  | - | 3 | 3 |
| RMD600 | Monitoring and Mortgage Property Valuation Specialists | - | - | - | - | - | - | - | 17 | 75 |
| RMD600 | Monitoring and Morfgage Property Valuation Specialists | - | - | - | - | - | - | - | 17 | 75 |
| RMD600.07.20 | Leading Monitoring and Mortgage Property Valuation Specialist | 7 | - | - | - | - | - | - | 6 | 10 |
| RMD600.07.20 | Leading Monitoring and Mortgage Property Valuation Specialist | 7 | - | - | - | - | - | - | 6 | 10 |
| RMD600.08.10 | Monitoring and Mortgage Property Valuation Specialist | 8 | - | - | - | - | - | - | 11 | 65 |
| RMD600.08.10 | Monitoring and Mortgage Property Valuation Specialist | 8 | - | - | - | - |  | - | 11 | 65 |

## Security Department

| SED200.05.10 | Head of Security Department | 5 |  |  |  |  |  |  | 3 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SED200.05.10 | Head of Security Department | 5 |  |  |  |  |  |  | 3 | 3 |
| SED220.06.10 | Security Manager | 6 |  |  |  |  |  |  | 3 | 3 |
| SED220.06.10 | Security Manager | 6 |  |  |  |  |  |  | 3 | 3 |
| SED220.08.10 | Security Shitman | 8 |  | - | - | - |  |  | 5 | 5 |
| SED220.08.10 | Security Shitman | 8 |  | - | - | - |  |  | 5 | 5 |
| SED220.10.10 | Security Guard | 10 | - | - | - | - | - |  | 16 | 253 |
| SED220.10.10 | Security Guard | 10 | - | - | - | - | - |  | 16 | 253 |



| Security |  |  |
| :--- | :--- | :---: |
| SMD100 | Bill Collectors | - |
| SMD100 | Bill Collectors | - |
| SMD100.09.10 | Senior Bill Collecior | 9 |
| SMD100.09.10 | Senior Bill Collector | 9 |
| SMD100.10.10 | Bill Collector | 10 |
| SMD100.10.10 | Bill Collector | 10 |
| SMD400.06.10 | Information Security Unit Head | 6 |
| SMD400.06.10 | Information Security Unit Head | 6 |
| SMD400 | Information Security Unit Specialists | - |
| SMD400 | Information Security Unit Specialists | - |
| SMD400.07.20 | Leading Information Security Unit Specialist | 7 |
| SMD400.07.20 | Leading Information Security Unit Speciailist | 7 |
| SMD400.08.10 | Information Security Unit Speciailist | 8 |
| SMD400.08.10 | Information Security Unit Speciailist | 8 |
| Seric |  |  |


| - | - | - | - | - | - | 15 | 54 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| - | - | - | - | - | - | 15 | 54 |
| - | - | - | - | - | - | 7 | 11 |
| - | - | - | - | - | - | 7 | 11 |
| - | - | - | - | - | - |  | 42 |
| - | - | - | - | - |  | 8 | 42 |
|  | - | - | - |  |  | 4 | 4 |
|  | - | - | - |  |  | 4 | 4 |
| - | - | - | - |  |  |  | 8 |
| - | - | - | - |  | - | 8 | 8 |
|  | - | - |  |  | - | 4 | 4 |
|  | - | - |  |  |  | 4 | 4 |
|  | - |  |  |  | - | 4 | 4 |
|  |  |  |  |  | - | 4 | 4 |

## Service Quality



Remuneration on particular positions

```
Job title: Documentation Coordinator/Records Management Specialis
Job code: ADM400.08.10
Subfunction: Record Managemen
Job level: 
Job category: Professiona//Clerical
```

Job description

Receives and registers business correspondence and routes documentation to the internal departments. Controls document execution, maintains database and registration forms. Records incoming and upcoming business correspondence. Systematizes and stores archive documents.


## Contact information

## Contact information



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