

Center for Strategic Research and Development of Georgia (CSRDG)



Annual Report 2024

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Civil Society Organization

2024 Annual report

29 year for you and with you!

Founded in 1995, CSRDG has been working nationwide for 29 years, serving public interests, promoting economic empowerment, and establishing sustainable institutions. Since its establishment, CSRDG has conducted numerous research projects, promoted various legislative initiatives, contributed to the creation of a network of community organizations across Georgia's regions, supported the development of social enterprises and social services, pioneered public awareness raising about corporate social responsibility, and advocated for consumer rights protection.

Foreword

For 29 years, our consistent pursuit of our mission and values has positioned us as a strong analytical and expert organization, widely trusted by partners and recognized for leadership in our core areas of work.

We are delighted to present an overview of Center for Strategic Research and Development of Georgia's activities in 2024.

Each year, we publish this document to ensure that our partners, beneficiaries, and the wider public remain informed about our work and the results we strive to deliver. It reflects our commitment to contributing to Georgia's economic, cultural, and social progress, advancing the Sustainable Development Goals, and upholding democratic principles.

This year's report integrates our annual program achievements along with our Communication on Engagement with the United Nations Global Compact.

In 2007, CSRDG has joined UN Global Compact Initiative. And since 2010, CSRDG has been an organizational supporter of the Global Reporting Initiative (GRI).



COMMUNITY MEMBER

2024

Global Reporting Initiative is an international network organization, which aims at elaboration and continuous improvement of universal standards of sustainable development reporting.

 This is our Communication on Progress in implementing the principles of the United Nations Global Compact and supporting broader UN goals. We welcome feedback on its contents.	UN Global Compact is the largest global initiative on corporate citizenship. It is based on organizations' voluntary initiatives to implement universal sustainability principles and take steps to support UN goals.
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Within this report, we reaffirm our ongoing support for the ten universal principles of the Global Compact across the areas of Human Rights, Labor, Environment, and Anti-Corruption.

We reiterate our dedication to integrating these principles into our activities and spheres of influence. Moreover, we commit to communicating our support for the Global Compact openly to our stakeholders and the wider public.

We further reaffirm our willingness to:

- Collaborate with the UN Global Compact and take part in its initiatives and events to the extent possible;
- Engage in partnership projects that advance corporate responsibility and sustainable development;
- Review the annual Communications on Progress submitted by other Global Compact participants, should such a request arise.

In this Communication on Engagement, we summarize the steps our organization has undertaken to support the UN Global Compact and its Principles, in line with the expectations for organizations of our type. We also commit to sharing this information with our stakeholders through our primary communication platforms and to welcoming any feedback regarding its content.

In 2024, CSRDG continued its work across three overarching directions of its core program: strengthening the civil society sector, advancing open and participatory governance, and promoting economic and social transformation. These strategic directions encompass programs such as Community Development, CSO Development, Good Governance, European Integration Promotion, Social Entrepreneurship, Corporate Social Responsibility, Consumer Rights Protection, and Social Service Development. Within these programmatic areas, CSRDG implemented eight ongoing projects throughout 2024, with detailed descriptions of each provided in this report.

Finally, I would like to extend my sincere appreciation to CSRDG's team, our partners, supporters, and all stakeholders. Their engagement and contributions have been essential for delivering the activities outlined in this report and for achieving our goals.

The year 2024 was marked by exceptional challenges for the country and for the civil society sector. In an environment shaped by significant legislative developments and a shifting context for Georgia's European integration aspirations, civil society organizations faced heightened uncertainties and risks. Against this backdrop, the steadfast dedication of CSRDG's team stands out even more. Their unwavering commitment to our mission,

their professionalism, and their resilience throughout a demanding year have been truly remarkable.

For this reason, I extend my deepest appreciation to every member of the CSRDG team, whose professionalism, perseverance, and strong sense of purpose enabled the organization—despite the constraints of an evolving environment—to carry forward its work and achieve meaningful results throughout 2024.

Eka Urushadze,
Executive Director, CSRDG

Geography

The area of our activities covers the whole of Georgia, however, within the framework of a separate direction, the organization works intensively in a separate target municipality. Namely, Lagodekhi, Kvareli, Sighnaghi, Telavi, Gurjaani, Sagarejo, Zugdidi, Chkhorotsku, Ozurgeti and Lanchkhuti.

Our head office is located in Tbilisi.

Mission, Vision and Strategic Objectives

Mission

Our mission is to promote good governance, stable and inclusive economic development, and the formation of an active civil society for the welfare of Georgian society.

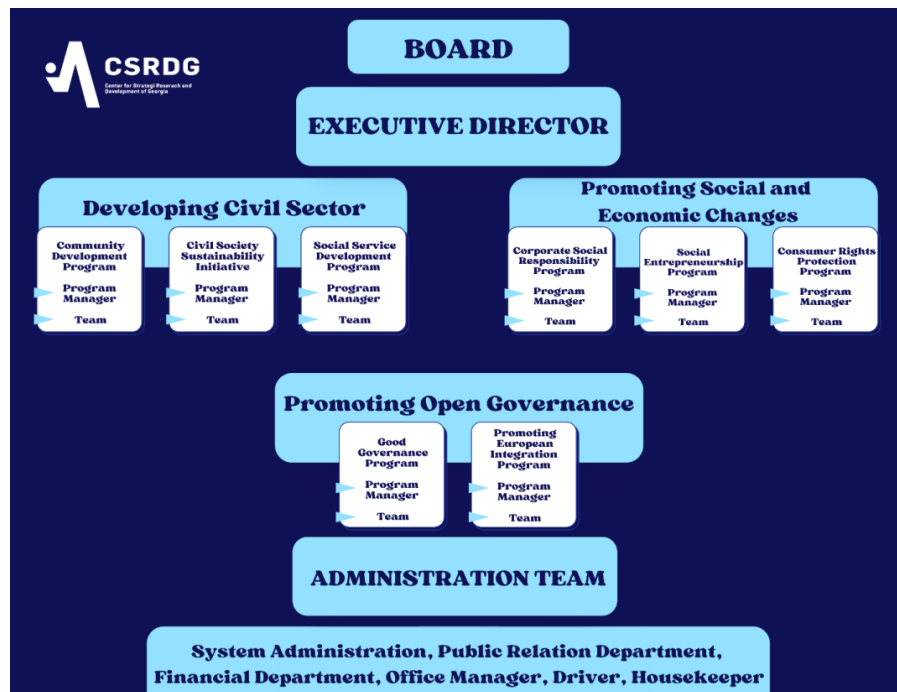
We contribute to the sustainable development of the country by promoting democratic values, and strengthening cross-sector partnerships.

Vision:

We respect the equality and human dignity; we believe that high civil responsibility, professional competence, mutual cooperation and solidarity are the prerequisites for the development of the country.

Strategic Objective: Promoting an active civil society, socially responsible business and good governance for poverty alleviation and sustainable development of the country.

Organizational Structure



Our team

1. Eka Urushadze	15. Tamar Gobejishvili
2. Eka Datuashvili	16. Lela Khoperia
3. Nino Vasadze	17. Nona Aladashvili
4. Vakhtang Kobaladze	18. Levan Rostomashvili
5. Maka Asambadze	19. Ketevan Kalandadze
6. Manana Mchedlishvili	20. Nia Chelidze
7. Kristine Kandelaki	21. David Chikvaidze
8. Dodo Gokadze	22. Ana Philauri
9. Ekaterine (Ana) Iluridze	23. Mariam Mchedlishvili
10. Natia Metreveli	24. Natia Chikovani
11. Zurab Tatanashvili	25. Nini Khugashvili
12. Ana Nadirashvili	26. Nini Gelashvili
13. Lia Todua	27. Gvantsa Gilauri
14. Nino Kituashvili	

Financial Statement for the Year Ended December 31, 2024

Funding from donors by years:

- 2020 – GEL 3,495,122
- 2021 – GEL 3,903,783
- 2022 – GEL 4,307,501
- 2023 – GEL 4,588,116
- 2024- GEL 3,898,703

Annual income - 2024

Source	2020	2021	2022	2023	2024
Funding from donors	3,495,122	3,903,783	4, 307, 501	4,588,116	3,898,703
From individual contributions	47,090	27, 222	126,241	190,962	81,299
Income from services provided	62,276	41, 786	3 390	139,602	234,075
Total	3,604,488	3, 972, 791	4, 437, 132	4,918,680	4,214,077

Brief Information on Activities Implemented in 2024

- We have 8 ongoing projects (grant contracts).
- A detailed educational camp program was developed for emerging community organization leaders, including the camp's objectives, tasks, topics, methodology, participant selection criteria, and registration procedures.
- In the area of financial support for community initiatives and projects, 7 projects were funded, all of which were successfully implemented.
- The Community Development Program, together with a consortium of regional organizations, worked intensively with 12 network member organizations and one initiative group.
- Within funded grant projects, 16 publications were prepared on the implementation of obligations under the EU–Georgia Association Agreement.
- 15 explanatory animations on topics covered by the Association Agreement were developed and published on the website asocireba.ge.

- Detailed recommendations were developed for the design, standards, and implementation reform of the home-care program.
- To support the introduction of newly established social services, municipalities received assistance in developing operational tools, including registration forms, reporting templates, and application forms.
- In Khobi Municipality, through strengthening the capacity of the local NGO Toliskuri, access to a day center for children with disabilities was improved.
- In pro bono activities, 53 consultants from 16 companies were engaged, contributing a total of 814 pro bono hours. In total, 68 organizations benefited from these services.
- A bilingual Corporate Social Responsibility (CSR) Policy document was developed.
- The CSR web platform published 16 blogs, covering topics such as experiences of Meliora award winners and notable CSR practices at both local and international levels.
- The Consumer Rights Protection Program provided citizens with 81 consultations, addressing a wide range of legal and non-legal issues.
- Within the Pro Bono Mediation Framework, a series of consultative meetings were conducted, including a pro bono marathon and an annual networking event.
- The “Meliora 2024 – Georgia’s Responsible Business Awards” was conducted.
- Within the Social Entrepreneurship Program, we cooperated with 22 social enterprises.
- The program funded 6 social enterprises — 3 startups (Oda Care, Brili Art, Litkidi) and 3 growing enterprises (Dadari, Dediko, Tsisartkhela).
- CSRDG conducted 47 trainings, seminars, and workshops for social enterprises (SEs), community-based organizations (CBOs), NGOs, business representatives, and media. A total of 1,264 participants attended, including 983 women and 280 men.
- In 2024, CSRDG funded 78 individual and organizational projects, with total grant funding amounting to 1,179,621 GEL.

Publications

- Grantors prepared 38 reports assessing the fulfilment of obligations outlined in the Association Agreement. These reports can be seen on our web-site asocireba.ge

Explanatory animations illustrating the topics outlined in the Association Agreement

- [Water resources management](#)
- [Judicial Reform](#)
- [Public Procurement](#)

- [Entrepreneurial Law](#)
- [Air protection](#)
- [International Principles of Elections](#)
- [Elections are the foundation of democracy](#)
- [Electoral Systems](#)
- [European Union Foreign and Security Policy](#)
- [Competition law](#)
- [Management of Dangerous Chemicals](#)
- [Auto-transport regulation](#)
- [Corporate social responsibility \(CSR\)](#)
- [European food legislation](#)
- [Food of Animal Origin](#)

Events

- Meliora 2024
- Pro Bono Marathon 2024
- Pro Bono Forum 2024

Implemented and ongoing projects

- Civic Engagement, Social Responsibility and Good Governance(Donor: Brot für die Welt)
- Sustainable Models of Mobile Elderly Care in Bosnia and Herzegovina and Georgia (Donor: Austrian Development Agency)
- Empowering Women for Change (Donor: The United Nations Development Programme)
- COLLABORATE FOR IMPACT - Cooperation for change-Development of Social Entrepreneurship and Social Investment for Economic and Social Empowerment in Easter Partnership Countries (Donor: European Commission's Directorate-General for Neighborhood and Enlargement Negotiations)
- Civil Society Initiative -Sustainable, Open and Accountable Civil Society Organizations for the Development of Georgia (Donor: European Union; Konrad Adenauer Stiftung)
- Advancing Social Entrepreneurship for Sustainable and Inclusive Society (Donor: European Union; Brot für die Welt)

- Skill Building and Innovative Job Opportunities for Regional Development of Georgia (Donor: European Union)
- Capacitated Agricultural Practices and Consumer Awareness (Donor: European Union)

Relevance of our Programs with Sustainable Development Goals

Goal	CSR DG's Programs	Page
Goal 1 – No Poverty	Community Development; Social Entrepreneurship; Skill Building;	11; 23; 36;
Goal 2 – Zero Hunger		
Goal 3 – Good Health and Well-being	Rights Based Social Service	23;
Goal 4 – Quality Education	Community Development, CBO Development; CSR- Program; Social Entrepreneurship; Skill Building;	11; 20; 23; 36;
Goal 5 – Gender Equality	Community Development; Skill Building; European Integration;	11; 36; 40;
Goal 6 – Clean Water and Sanitation		
Goal 7 – Affordable and Clean Energy		
Goal 8 – Decent Work and Economic Growth	Community Development – Women Eempowerment for Change; CSR- Program; Social Entrepreneurship; Skill Building;	11; 20; 23; 36;
Goal 9 – Industry, Innovation and Infrastructure		
Goal 10 – Reduced Inequalities		
Goal 11 – Sustainable Cities and Communities	Community Development; Good Governance	11; 40;
Goal 12 – Responsible Consumption and Production	Community Development; CSR Development; Good Governance	11; 19; 40;
Goal 13 – Climate Action		
Goal 14 – Life Below Water		

Goal 15 – Life on Land		
Goal 16 – Peace, Justice and Strong Institutions	Good Governance	40;
Goal 17 – Partnerships for Goals		

Programs

There are three main strategic directions that serve to achieve the mission of the organization:

- Development of Civil Sector;
- Promotion of Economic and Social Changes.
- Promotion of Good Governance;

Programs that are part of our daily activities are grouped under these directions.

Development of Civil Sector represents one of the oldest strategic directions of CSR DG. It aims at supporting civil society to safeguard interests of, and to improve provision of relevant services for its target groups at local and national levels. Community Development Program, Civil Society Organizations' (CSO) Development Program, and Social Service Development Program operate under this strategic direction.

Community Development Program (Village and community levels) aims at improving institutional, advocacy and fundraising skills of the community, to enable community members to actively and significantly contribute to the local development.

CSO Development Program aims at institutional capacity building of local and national CSOs, thus enabling them to provide better services to their constituencies.

Social Service Development Program aims at developing of the rights-based social service in civil and public sectors in Georgia, to promote and respect social, cultural and economic rights of vulnerable individuals.

Community Development Program

CSR DG has been working on community development since 1998. The primary goal of this program is to empower civil society in various regions and provide support to community leaders, civil organizations, and initiative groups. The aim is to enable these groups to better represent their communities' interests and address the prevailing needs effectively.

To accomplish this, the program operates in the following key areas:

Enhancing the operational environment for community organizations and initiative groups.

Providing financial support for community initiatives and projects.

Strengthening existing networks of community organizations throughout the country.

Promoting philanthropy and introducing new mechanisms to mobilize local resources.

While the program's activities cover the entire country, it focuses intensively on regions such as Kakheti, Samegrelo, Guria, and Shida Kartli.

Improving the operating environment of community organizations/initiative groups/promoting connections and experience sharing among them (Networking)

In pursuit of this objective, the program encompasses various activities conducted by the Community Development Resource Center (CDRC.GE). This includes the maintenance of a database of community groups and organizations, regularly updating the map, provision of essential information and news to community organizations, and active participation in coalitions of organizations dedicated to national-level community development. The program also involves organizing collaborative meetings among community organizations, notably the annual forum for community leaders.

Community Leaders Educational Camp (CL2CL)

The camp is planned for 15 new community organization/group leaders selected on the basis of a preliminary competition. Its duration will be one week and it will be a mixture of theoretical and practical knowledge.

At the initial stage, in order to maximally adapt the camp program to the needs of community leaders, a survey of the interests of community organizations and organizations working in this direction was conducted. It was based on qualitative methodology, namely, using the ZOOM platform, seven semi-structured interviews were conducted; in addition, one focus group was conducted, in which seven people participated. The study used purposive sampling. The study was conducted in the following main directions: (1) Challenges that new community organizations/initiative groups face in the region; (2) Competencies that are important to expand among members of new community organizations; (3) The format of the educational camp, which can be as beneficial and interesting as possible for the participants; (4) The main topics to be discussed during the camp.

The study showed that such challenges dominate in emerging community organizations as - gaining trust in the community; effective communication with key stakeholders; attracting and retaining staff in the organizations and the lack of such important skills among members as - effective communication; leadership and team management; writing and coordinating projects; delegating tasks; In addition, low intrinsic motivation among the organization's representatives and concern for their own financial benefits and putting personal well-being before social ones were identified as important challenges.

Based on the study findings, a detailed program of the camp was prepared, which includes specific goals, objectives, issues and methodology of the camp, as well as criteria for selecting camp participants and registration details.

Community Groups/Organizations Database Updates

The map data undergoes regular updates to ensure accuracy and relevance, with the most recent update completed in April, 2024. The database now focuses on 117 active community organizations, reflecting the current landscape as some organizations have ceased operations. These updates help keep the community informed about the active organizations and their activities throughout the country.

Financial Support for Community Initiatives and Projects

Within the framework of the Community Development Program, a grant competition is announced almost every year across the country to support small community projects and initiatives. The topics of the grant competition vary, but their goal is always the same: a) solving local problems and responding to needs, through the efforts of local groups themselves and the involvement of the population, and b) through project implementation and intensive mentoring by the program team in this process, developing the capacities of community groups and leaders themselves, both through skills training and increasing self-confidence and recognition/trust in the community.

In July, following the entry into force of the Law on Transparency of Foreign Influence, a special competition was announced on the institutional sustainability and protection of CSOs. A total of 43 subjects participated in it, and 7 projects were funded by the decision of the Grant Commission. All of them were successfully implemented.

Brief description of the projects:

Name of the organization	Project name	Objective
Scientific-Intellectual Club "Dialogue of Generations"	Supporting organizational sustainability under the new law	Continuing RICDOG's activities under the "Foreign Influence Transparency" Law and minimizing the damage associated with the implementation of the law's mechanisms.
Center for Regional Initiatives "Bright Future"	Strengthening NGOs and media operating in the Imereti region through awareness-raising	Providing legal advice to NGOs operating in the Imereti region; raising awareness of digital security and personal information protection for NGO representatives

Union of Social Workers	Strengthening the institutional resilience of social workers	Promoting the implementation of democratic principles in the management process of the Social Workers' Union and improving the quality of transparency and accountability of the organization
Association Anika	Anika's organizational strengthening to ensure sustainability	Strengthening Anika for sustainability - developing a communication strategy plan and conducting an audit
Green Sector	Organizational Support Initiative	Promoting the improvement of the organization's financial management and tax reporting processes
Guria Mediators Association	New reality – new opportunities	Supporting the adaptation, institutional strengthening, and resilience of public organizations operating in the Guria region to the crisis environment
Workers' Platform	Cybersecurity and database optimization cybersecurity	Strengthening the operational sustainability of the Broadcaster by implementing a centralized, secure data management system and cybersecurity practices

Strengthening the Network of Community Groups in the Country

This direction includes strengthening the 27-member network of community groups and organizations formed in targeted villages and towns of Kakheti, Samegrelo, Guria and Shida Kartli within the framework of the Center's various programs in previous years. In particular, through **technical (trainings, workshops and consultations) and financial (program funding) support to the network members.**

In 2024, the program worked intensively with the consortium of regional organizations, together with **12 member organizations of the network and the initiative group.** Along with the Center and representatives of its Telavi office, the consortium includes

representatives of the regional organizations: Georgian Civic Development Association - Kakheti, Development Center - Samegrelo and Democratic Development Union - Guria.

As for the 12 community organizations, these are community groups operating in the municipalities of Sagarejo, Gurjaani, Akhmeta (Iormuganlo, Vachnadziani and Maghraani), Kvareli and Signaghi (Akhalsopeli, Zinobiani and Bodbe), Zugdidi (Akhlabastumani, Chitaskari, Narazeni and Shamgona), Ozurgeti and Lanchkhuti (Askana and Supsa), which received a total of 4 trainings on topics such as: digital tools for increasing the visibility of the organization, planning and implementing crowdfunding campaigns, and community involvement and outreach.

For members of the network of community organizations, the cycle of online meetings called “Community Conversations” also continued. During the year, 4 two-three hour meetings were held on the following issues of interest to them:

- Involvement of community leaders in the school feeding program advocacy campaign
- Artificial intelligence and its use
- Meeting with a psychologist – how to protect yourself from stress
- Law “On Transparency of Foreign Influence” – regulations and legal consequences

A total of 91 people attended these meetings, 10 of whom were men and 81 were women.

In 2024, community groups supported, based on the experience gained in implementing action plans at previous stages and taking into account the current context (re-initiation of the draft law on transparency of foreign influence), prepared 3- and 4-month action plans. In accordance with the existing context, community groups have placed greater emphasis in their plans on raising awareness of European values and the importance of the country's European integration.

In total, **11 action plans** were approved and appropriate grant funding was provided for their implementation. All 11 projects started in June-July 2024 and were completed in October 2024 (before the parliamentary elections).

Promotion of philanthropy and introduction of new mechanisms for mobilizing local resources

The organization began its activities in this direction in 2020 and, along with taking the first important steps, has been able to accumulate considerable experience. The activities mainly include popularizing the concept in society, providing more information and education on its examples and forms, and introducing and promoting models such as Community Foundations and crowdfunding.

Auction of Ideas

The third in a row, the Auction of Ideas was planned for December of this year, accordingly, its preparatory work was carried out, a planning team was created and intensive meetings were held, the lists of nominated organizations were refined and updated, after which a competition for the selection of 3 initiatives to be presented at the auction will be announced for them in August 2024.

A total of 8 proposals were submitted to the competition, which were handed over to the jury members for consideration. In early October, a special jury, within the framework of the announced competition, selected 3 auction participants:

- Festival "Ulevi" - Martkopi Community
- Sasireti Youth Gym - Sasireti Community
- Literacy for a Better Future - Tsalka Community

A special online workshop and live training on the topic of pitching were held for selected civic groups.

Also, promotional materials were prepared for the auction, including two short videos that showcased the results of projects funded under the 2023 Ideas Auction. The videos were shared on the mailing list of direct supporters and donors, as well as on social media.

Unfortunately, due to the current tense political situation, the event was initially postponed to January 2025, but was ultimately canceled by the project team.

Initiating Community Funds

In the same vein, the popularization of the concept of community funds and the necessary work for its initiation continued in Telavi Municipality.

The CSRDG team supported the strategic planning process of the Telavi Initiative Group. As a result, the Telavi Community Fund developed a mission and a logical framework for the next 3 years of activities.

In early 2024, the Telavi Community Foundation was officially registered, and the implementation of the Foundation's further action plan began.

In early March, a working meeting was held with the Telavi Community Foundation team, with the participation of an invited expert, the purpose of which was to assist the Foundation in preparing a crowdfunding campaign plan. The final document developed envisaged supporting several local civic initiatives using various crowdfunding tools.

Unfortunately, due to the initiation and enactment of the Law on Transparency of Foreign Influence, the Target Community Foundation, by decision of its board, taking into account the difficult environment created, decided to temporarily suspend its activities. The Foundation still exists legally, but is currently not functioning.

Development of Civil Society Organizations (CSOs)

Within its CSO Development Program, CSRDG supports Georgian civil society sector by building its capacity, raising awareness and increasing public perception about it. We started the Program in 1998.

To achieve Program goals, we continuously offer CSOs tailored technical support, which enables them to improve organizational management systems, offer quality services to target audiences, and most importantly, ensure organizations' financial and institutional sustainability.

Program Activities

Project activities are generally distributed across CSRDG's various programs; however, all activities and results ultimately contribute to strengthening civil society in Georgia. Overall, in 2024, at the request of international and local organizations, CSRDG prepared and implemented 47 different seminars, trainings, and workshops, engaging a total of 1,264 participants.

Social Service Development Program

"The beneficiaries are not stranger, vulnerable individuals or groups, they are each of us, who fall in vulnerable situations in one or another stage of life and need support with dignity and respect to our rights" - Zurab Tatanashvili, head of the program.

Throughout 2024, CSRDG actively contributed to shaping social services, particularly in the area of homecare. Early in the year, CSRDG experts engaged in coordination meetings with the Red Cross and other organizations to review the implementation of the newly introduced state homecare program. These meetings provided an important platform for discussing challenges, such as the registration of service providers and beneficiaries, integration of primary healthcare, and quality standards.

CSRDG renewed its membership in two thematic groups under the National Coordination Committee for the Law on the Rights of Persons with Disabilities: (1) Implementing the Bio-Psycho-Social Approach and (2) Service Quality Improvement. Participation in these groups ensured that homecare and broader social service issues—including those affecting children and older adults—were part of the national policy dialogue.

In parallel, CSRDG developed and advanced an advocacy plan. The plan outlined the methodology for needs assessment, data collection, and regular stakeholder consultations, leading towards a National Homecare Conference. Later in the year, CSRDG elaborated a detailed study methodology to evaluate the first year of the state homecare program implementation. CSRDG managed to complete in-depth interviews with 38 stakeholders—including service providers, healthcare professionals, and beneficiaries—across six municipalities.

The study highlighted systemic flaws such as restrictive eligibility criteria ('bedridden' requirement), disparities between urban and rural models, low awareness among staff, and

barriers in beneficiary evaluation. Ninety-three recommendations were developed and shared with the Ministry and Homecare Working Group members, contributing to an evidence-based policy dialogue on improving the program design for 2025.

A strong focus of 2024 was placed on strengthening the capacity of local organizations and service providers to plan, deliver, and evaluate quality services.

From January to June, CSRDG experts conducted consulting sessions with municipal staff and local CSOs in Dmanisi, Gardabani, Tetritskaro, and Bolnisi, as part of a consultancy aimed at helping to set up new social services, to be funded by the local governments, developed in 2023 within a multi-actor groups. Support included developing action plans, beneficiary enrollment forms, drafting public announcements, creating templates for reporting, and providing technical advice on cost calculation. In Gardabani, CSRDG participated in developing tender requirements and designed monthly and annual report templates to strengthen accountability. In Bolnisi, the consultations mapped CSO interest and potential for delivering social services, paving the way for broader engagement of community-based actors.

Capacity building also extended to registered and potential homecare service providers. On May 30, CSRDG, together with Care expert facilitated training on the requirements of homecare quality standards, with a focus on documenting services and developing individual social work plans. Later in the year, sample templates, including a Social Intervention Form, were circulated to service providers to standardize practice.

Throughout July–December, CSRDG experts provided ongoing phone consultations and technical advice to service providers, ensuring they could address challenges during the piloting of the state homecare program and other social services. By sharing best practices and providing tailored tools, CSRDG contributed to building a more professional, rights based and accountable provider ground in Georgia’s social services sector.

In July, 2024 CSRDG experts provided training on rights based social service planning and provision for CSOs in Samegrelo region, where 8 participants from five organizations attended. Later on, one organization “Toliskuri”, willing to register as a social service provider for the state daycare program for children with disabilities in Khobi, Samegrelo, was selected to be consulted further. As a result, relevant trainings of staff and in depth consultations continued based on the preliminary organizational capacity assessment against the registration procedures and standards for the state program. Following activities were carried out during organizational capacity building activities: 1. Rights based case management training; 2. Study Visit in Zestaponi daycare center Orioni; 3. Series of consultations related to the registration procedures, cost calculations, service planning etc.

Key Results of the Year 2024

- Regular participation in homecare coordination meetings (January–December 2024).
- Renewed membership in two thematic groups under the National Coordination Committee.
- Six municipal consultations conducted in Kvemo Kartli, supporting local governments and CSOs.
- Training for homecare service providers on implementing quality standards (May 2024).
- Development and dissemination of Social Intervention Form template for service providers (August 2024).
- Conducted 38 in-depth interviews with providers, healthcare professionals, and beneficiaries in six municipalities.
- Produced a 50-page analytical report with 93 recommendations for improving the state homecare program.
- Organized a data validation meeting with stakeholders to refine findings and recommendations.
- Provided training for five organizations in Samegrelo on Rights Based Social Service Planning and provision.
- Built capacity of “Toliskuri” - the CSO in Khobi to be registered as a social service provider for the State Daycare Program for children with disabilities.

Main Achievements

- Elaborated detailed recommendations to reform homecare program design, standards and their implementation.
- Supported municipalities in developing operational tools (enrollment forms, reporting templates, announcements).
- Promoted access to daycare center for children with disabilities in Khobi municipality, by building capacity of the local CSO to register as a service provider for the state program.

Success Case 2024

One of the most significant achievements of 2024 was the successful development and completion of the independent study assessing the first year of the state homecare program. Despite obstacles, such as lack of access to data from the Ministry of Internally Displaced Persons from the Occupied Territories, Health, Labour and Social Affairs of Georgia and the State Care Agency to provide data and tensions between civil society and government, CSRDG conducted a comprehensive assessment of the homecare program piloting covering six municipalities.

The study collected perspectives from service providers, healthcare professionals, and beneficiaries, giving voice to those directly affected by the program. The findings not only highlighted shortcomings in program design but also offered practical, actionable recommendations—such as revising the 'bedridden' eligibility criterion, ensuring equal cost allocation for rural and urban service models, and introducing feedback mechanisms for beneficiaries.

The study was recognized by stakeholders as an important evidence base. Its recommendations were circulated among Homecare Working Group members.

Promoting Economic and Social Change – strategic objective of this direction is to increase the social responsibility of civil sector, business and citizens of Georgia. The organization has three programs running under this direction; these are Corporate Social Responsibility (CSR) Development, Social Entrepreneurship and Consumer Rights Protection Programs.

Corporate Social Responsibility (CSR) – CSR concept and practice contribute to the social and environmental welfare in all sectors. For business companies it is important to understand responsibility they have towards society and to play active role in sustainable development of the country.

Social Entrepreneurship (SE) – is the effective way for economic inclusion of vulnerable and socially unprotected groups in environmental and social problem solving processes. With help of SE it is possible to tackle social problems that aren't in the focus of business companies interest, and for solution of which there are no sufficient resources in government.

Consumer Rights Protection – works efficiently only when appropriate state policy mechanisms are in place. Business is more responsible towards consumers, while citizens as consumers are more actively protecting their own rights.

Corporate Social Responsibility (CSR) program

Since 2004, the Center for Strategic Research and Development of Georgia (CSR DG) has been implementing its Corporate Social Responsibility (CSR) Development Program, making it one of the first organizations in Georgia to actively promote CSR. Over the years, the program has sought to popularize the concept of CSR and raise awareness across all sectors, using tools such as research, public communication campaigns, training programs, seminars, stakeholder forums, conferences, and national awards. CSR DG works closely with state agencies, businesses of all sizes, higher education institutions, and the media to foster a culture of responsible and sustainable business practices in Georgia.

Activities carried out within the program:

Georgia's Responsible Business Awards – *Meliora*

2024 marked the fifth anniversary of Meliora, Georgia's national awards program for excellence in CSR and sustainability. Initiated by CSRDG in 2018, the competition has grown steadily, becoming the leading platform for recognizing companies that demonstrate significant social and environmental contributions.

The 2024 call for applications opened on 15 January, offering awards in nine categories covering core CSR areas, including thematic awards (such as: Green Initiatives; Responsible Employer; Marketplace Responsibility; Supporting Communities; Cross-sector partnership; Transparency and Reporting), a special "CSR Manager of the Year," and the Grand Prix for both large companies and SMEs demonstrating responsibility across their operations. All contest materials, including application forms, evaluation criteria, and rules, were published on the official website to ensure transparency.

Outreach activities included announcements via CSRDG's channels and those of partners, as well as multiple consultation sessions to help companies prepare their submissions. These included three online group meetings and an in-person session for Georgian Business Association members, alongside several one-on-one consultations. In total, **32 partner organizations**—including business associations, embassies, and CSOs—supported the awards, along with **nine media partners and four sponsors**.

By the submission deadline of 20 February, **59 companies had entered 86 projects** covering issues such as environmental protection, ethical business practices, labor rights, and community development.

The jury, made up of 34 respected Georgian and international experts from 12 countries, assessed entries through individual scoring and category panel discussions. For the first time, a "Long List" was introduced to acknowledge high-scoring applications that did not win.

The awards ceremony, held on 2 July at the Tbilisi History Museum "Karvasla," brought together over 200 guests, including company representatives, jury members, and key stakeholders from diplomatic, business, and civil society circles. Seven categories produced winners in both large company and SME segments, with projects ranging from green initiatives to community empowerment. Winners also received jury feedback to help strengthen their CSR work.

Promoting the Pro Bono Concept and Practice in Georgia

Since establishing the Georgian Pro Bono Network in 2015, CSRDG has facilitated cooperation between companies willing to share their expertise and civil society organizations in need of professional support. By 2024, the network had grown to 28 members from various sectors. CSRDG also coordinates the *Pro Bono Mediation Initiative*, matching corporate volunteers with organizations based on specific needs and expertise.

Pro Bono Marathon 2024: Preparations began in February, involving outreach to companies and non-profits, needs assessments, team formation, and planning meetings. The sixth annual marathon took place on 17 April, bringing together 33 consultants from nine companies to help seven organizations develop communication campaigns. Teams

worked intensively and presented their plans and materials to an audience at the event's close.

Pro Bono Mediations: During the year, CSRDG mediated 15 pro bono cases, including eight workshops and masterclasses and seven individual consultations on topics such as legal issues, HR, IT, branding, marketing, and stress management. Ten companies and 20 professionals contributed 332 hours of work, benefiting 61 non-profit organizations (CSOs, community-based organizations, and social enterprises).

Across both marathons and mediations in 2024, 53 professionals from 16 companies dedicated a total of 814 pro bono hours, supporting 68 organizations.

National Pro Bono Forum: On 19 November, the *Corporate Talents for Social Purpose* forum gathered over 50 private and civil sector representatives to discuss the role of corporate skills in addressing public challenges. The event featured a panel discussion with corporate volunteers, presentations from beneficiary organizations, a public lecture titled *Volunesia – The Freedom to Do Important Things*, and an interactive session linking pro bono to the Sustainable Development Goals. Awards were presented to *Pro Bono Leader of the Year* (Tegeta Holding) and *Pro Bono Champion* (Mariam Gelashvili, Hotsale.ge).

CSRDG also remained active internationally, participating in online activities of the Global Pro Bono Network and attending three General Assemblies during the year.

Supporting CSR among Businesses

In 2024, CSRDG organized training and awareness activities to help businesses integrate sustainability into their operations:

Masterclass “Building a Better Business: From Strategy to Certification” – Held on 1 July with around 40 participants, including Meliora applicants, and led by two international experts from Scotland and the Netherlands who volunteered their time. Topics included environmental sustainability strategies and the B Corp movement.

SME Awareness Meetings – Sixteen meetings for SME representatives provided guidance on CSR principles and sustainable business practices.

CSR Stakeholders Forum – Promoting Development of a CSR Policy Framework

Launched in 2022, the CSR Stakeholders Forum serves as a platform for dialogue on state policy to advance CSR. The Forum's expert group developed the *National Framework for the Development of Corporate Responsibility in Georgia*, which sets out recommendations for the Georgian Government. In February 2024, the [full English translation](#) of the document was completed and published on the CSR Hub website for wider dissemination.

CSR Web Platform

CSRDG's CSR Information Hub is the only online platform in Georgia dedicated to CSR, sustainability, and responsible business. It offers a range of resources, news, and practical examples from both Georgia and abroad.

In 2024, 19 new blogs were produced, 16 of which were published on the platform, covering topics such as *Meliora* winners' experiences and noteworthy CSR practices internationally and locally. (see more at: <https://csrgeorgia.com/ka/blog>)

Promoting CSR Media Coverage

CSRDG worked to engage the media in promoting CSR:

University Lecture: In March, a session on “CSR and the Role of Media” was delivered to journalism students at a leading Georgian university, engaging over 20 participants.

Media Grant Program: Launched in 2023, this grant supported four winning media outlets in producing CSR-related content during the first half of 2024. The winners included three national and one regional outlet. CSRDG provided monitoring and guidance during project implementation.

Overall Achievements of the Program in 2024

In 2024, the CSR Development Program maintained strong momentum, engaging hundreds of professionals, companies, and organizations in advancing responsible business in Georgia. Through awards, training, pro bono initiatives, stakeholder forums, online resources, and media partnerships, CSRDG strengthened the country's CSR ecosystem. The year's activities not only recognized and celebrated outstanding CSR practices but also provided practical tools, partnerships, and policy guidance to support the long-term growth of sustainable and responsible business nationwide.

Social Entrepreneurship Development Program

Since 2009, the center has strategically prioritized the Social Entrepreneurship Development Program. Through entrepreneurial support, we aim to address society's crucial challenges by fostering sustainable and entrepreneurial social networks. We collaborate with civil, private, and governmental organizations to contribute to societal development. We firmly believe that entrepreneurship is a means to ensure social welfare, economic inclusion, and to address public and environmental challenges.

The goal of the program is:

To achieve the goal, we work in two strategic directions:

- Strengthening existing social enterprises in Georgia and facilitating the creation of new ones;
- Improving the operating environment for social enterprises

Activities carried out in 2024 and results achieved:

143 participants attended the online information sessions about the competition. 57 applications were submitted, from which an independent grant committee selected 10 ideas. The selected teams underwent an intensive training program. In the final stage of the competition, 9 full business applications were prepared, 3 of which were funded.

#	Social enterprise	Project description	year
	Brilianti	The social enterprise “Brilianti” aims to promote economic development in the mountainous region of Adjara, in particular in the Chvana Gorge, and reduce migration from high-mountainous villages by popularizing ceramics as an ancient traditional craft and a modern art form. The enterprise is engaged in educational and scientific activities, cultural tourism, and the production of ceramics made from local clay. The social enterprise “Brilly Art” will support the opening of a ceramics workshop and the vocational training and employment of local women and youth. In addition, by attracting tourists to the region and offering them various services, the social enterprise will contribute to the development of cultural and agricultural tourism, employment of the local population, generation of additional income for them, improvement of the quality of rural life, and reduction of migration.	2024
	Litkid	Litkid is a digital guide to children's literature that brings together all children's books from different publishers on the market. It offers parents recommendations for children's books based on the child's age, tastes and needs, as well as a simplified way to purchase them. The project aims to help parents choose suitable literature for their children from an early age and start reading with them. In addition, Litkid will provide children's books free of charge to regions and mountainous villages, because according to a study by the United Nations Children's Fund, today 44% of children in Georgia do not have access to children's books.	2024
	Oda Care	The goal of “Oda Care” is to create and implement human rights-based social services for people with disabilities and the elderly over the age of 18 in the Lanchkhuti and Ozurgeti municipalities of the Guria region, including home care and personal assistant services. The social enterprise will enable people with disabilities and the elderly over the age of 18 to independently manage their own lives, engage in public life, participate in a variety of social and cultural activities, improve self-care skills, and have more control over their own health. With the help of a personal assistant and a home care specialist, people with	2024

		disabilities over the age of 18 will have the opportunity to manage their own lives. As for the elderly, home care specialists will provide medical manipulations, hygiene procedures, nutrition, food preparation, and technical support. Oda Care services will enable beneficiaries to feel independent and live their own lives. In addition, the services will ease the daily routine for beneficiaries' family members, allowing them to devote more time to their personal lives, have a job, and feel fulfilled.	
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Competition for financial and technical support for existing social enterprises whose goal is to support/employ people with disabilities

In 2003, the foundation was laid for the cooperation between the Center for Strategic Research and Development of Georgia (CSRDG) and Basisbank, the goal of which is to strengthen social enterprises operating in Georgia that aim to economically and socially integrate people with disabilities and special needs into society, through the development of their employment, education and skills development opportunities.

The cooperation successfully continued in 2024. The competition for social enterprises supporting people with disabilities was announced in June. 21 people attended the information and consultation meeting for interested parties.

As a result of the grant competition announced within the framework of the Memorandum of Cooperation signed between CSRDG and “Basis Bank”, the winner of the social enterprise was “Tsisartkela”, which received both financial and technical support.

The social enterprise “Tsisartkela” has been operating in the Kakheti region since 2017 and provides social services to children and adolescents with disabilities. The enterprise actively involves them in the production of various handmade items—including jewelry and accessories—thus contributing to their involvement and empowerment through both creative and economic activities.

The main results achieved within the project are:

A work and exhibition space was organized. By dividing a 75 sq.m. room, five independent zones were created: spaces for weaving, cutting and sewing, making jewelry and decorative items, and working with clay and polymer clay.

The enterprise is equipped with the necessary tools and materials for production (clay processing tools, fabrics, yarn, clay, polymer clay, paints, etc.).

Weaving trainings were conducted. - The training program included learning to weave on a loom, taking into account the interests of children;

Within the framework of the project, it is planned to organize an exhibition of the works of beneficiaries in the exhibition space in 2025.

In total, the grant amount issued to social enterprises during 2024 amounted to 421,923 GEL. Support for startups amounted to 193,709 GEL, and development grants amounted to 245,643 GEL (including 135,643 GEL for enterprises in the equity portfolio).

Consultations and customized technical assistance

As part of the program, we provide social enterprises with technical assistance tailored to their needs.

We offered trainings to interested social entrepreneurs: Introduction to Social Entrepreneurship, Planning and Managing Social Outcomes, Marketing, Financial Management, and more.

The consultations provided to social enterprises covered a wide range of topics and were tailored to the needs of each enterprise: refining a business plan, accounting, and financial management; Facebook page management, communications strategy, product development and design, cafe menu development, enterprise theory of change development, documentation management, B2B partnership strategy, and more.

Improving the operating environment for social enterprises

Activities are underway in several areas to improve the operating environment for social enterprises:

Popularization of social entrepreneurship among young people

In order to popularize social entrepreneurship among young people, the 2023-2024 competition was held in a revised format. The first stage of the competition was held in 2023, which included: accepting applications for the selection of young ambassadors of social entrepreneurship, information seminars and a summer school, in which 25 young people participated; preparing and reviewing project applications, of which the best 6 projects were funded. Young ambassadors of social entrepreneurship implemented their projects in the following regions by December 2023: Guria, Kakheti, Svaneti, Imereti, Kvemo Kartli, Samtskhe-Javakheti.

The summary of the competition results and the final event were held on February 24, 2024.

The President of Georgia and the Presidential Administration were active supporters of the project in its second year, and the event to identify the best young ambassador was again held at the Orbeliani Palace.

The event was attended by the President of Georgia, the Ambassador of the European Union, the Ambassador of the Kingdom of Sweden to Georgia, the Ambassador of the Republic of Latvia to Georgia, and more than 100 invited guests. The event was actively supported by business representatives and social enterprises, and awards were given to the project participants. The best young ambassador for social entrepreneurship was selected, who became Irakli Tevzadze from Imereti (Kutaisi).

"My goal is for the young people living around me to have more opportunities for education, entertainment, recreation, and organizing their free time." - Irakli Ambassador in Imereti.

Program activities were carried out within the framework of the following projects:

The main program of the Center Civic Engagement, Social Responsibility and Good Governance, continuation - "Bread for the World" (Germany) Financial support

Development of social entrepreneurship for a sustainable and inclusive society - Financial support from the European Union

Cooperation for positive change - Development of social entrepreneurship and social investments for economic and social empowerment in the Eastern Partnership countries - Financial support from the European Union

A joint project of the Basis Bank and CSRDG to support social enterprises aimed at employing people with disabilities.

Impact Fund Actio

The Impact Fund Actio was established in 2022 by the Center for Strategic Research and Development of Georgia (CSRDG). Actio operates under CSRDG's umbrella and is not a separate legal entity. This model allows Actio to benefit from CSRDG's accumulated resources, including its reputation and trust with society and partners, its local and international networks, and its human and administrative resources.

Actio was founded with the financial and technical support of the EU-funded project "Collaborate for Impact." The project's lead implementing organization, Impact Europe, played a crucial role in supporting the development of an impact investing ecosystem in Eastern Europe.

Actio's mission is to create tangible, positive social impact together with social enterprises, impact investors, and partners in areas such as: work integration and education of vulnerable groups, environmental protection, and preservation of cultural heritage.

Actio's ambitious plan for 2023–2027 is to strengthen at least 10 social enterprises with sustainable business models, increasing their economic, social, and environmental impact.

Investors of Actio

Actio is able to provide financial and technical support to social enterprises thanks to EU funding combined with contributions from investors.

The following resources have been mobilized for financing social enterprises:

European Union	Impact investors	Impact partners	Impact supporters
€ 300,000	€ 108,000	€ 9000	€ 1800

Together with the European Union, the investors of Actio are:

Impact Investors	Impact Partners	Impact Supporter
Microbank MBC	Vladimer Sakvarelidze	Ketevan Tchitanava
Nikoloz Alavidze		Maia Tsereteli
Magic Foundation		

As of now, Actio has mobilized sufficient funds to finance 7 social enterprises. To reach the 2023–2027 target of supporting at least 10 social enterprises, Actio requires a total budget of €600,000. This covers financing for social enterprises, technical assistance, and administrative expenses.

By the end of the reporting period, €418,800 had already been mobilized. Actio continues active communication with investors to raise the remaining funds.

As of now Actio's portfolio is comprised of 6 social enterprises: Babale, Istoriali, Tene, Champy, Dadari, and Dediko. The selection was carried out in two stages, and final decisions were made by the investment committee.

Babale

The social enterprise Babale was founded in 2015. Its mission is to support the independent living of people with Down syndrome through employment and the development of professional skills.

Babale produces both decorative and functional items made of wood, ceramics, and textiles. Among its mass-produced goods, its socks and kitchen accessories are especially well known.

Before partnering with Actio, Babale had already developed a sustainable business model that enabled people with Down syndrome to be involved in production, while also generating revenue to periodically finance vital programs for them.

Given its stable social and economic results, Babale's founders believed the enterprise had strong growth potential in both business and social terms. Previously, in ceramics and textiles, Babale relied on ready-made materials provided by partner companies (e.g. ceramic blanks or fabric bags), which were then decorated and packaged at the enterprise. Partnership with Actio allowed Babale to create completely new products and expand on-site production capacity. As a result of its expansion, Babale engaged more young people with Down syndrome and made a significant contribution to improving their quality of life.

Contract signing date with Actio: May 1, 2023
Financial support from Actio

Grant: €49,915.42

Loan: €9,791

With Actio's support, Babale expanded its scale of operations, improved management processes, diversified existing products, and developed entirely new products and services. Consequently, Babale's revenues grew significantly, which in turn was reflected in its growing positive social impact.

Progress and Achievements:

In 2024, Babale achieved stable growth in both its social and economic results. In January, Babale began preparing its spring and Easter collection. Through active engagement with the corporate sector, the enterprise secured up to 10 large corporate orders for ceramic Easter decorations.

Interest in Babale socks traditionally peaks in March, coinciding with World Down Syndrome Day on March 21. For March 2024, Babale launched a new sock collection featuring collaborative artwork by renowned Georgian artists and children with Down Syndrome.

In 2024, Babale established a dedicated sewing and textile workshop, including a fabric-printing area. A sewing constructor was engaged to retrain two employees. Although fully equipped, the workshop has not yet started operations due to the high demand for ceramics. The ceramics studio has been operating at full capacity, driven by both product sales and growing interest in ceramics workshops. During the reporting period, Babale conducted 93 ceramics workshops with 1,940 children.

Regarding social results of the social enterprise activities, it is worthwhile to mention that Babale finalized its four-stage Professional Orientation and Career Guidance Program. At the start of the year, 24 teenagers and young adults with Down Syndrome participated, with six completing the program by year-end. Currently, 18 beneficiaries are engaged across different stages:

- Creative stage – 4 beneficiaries
- Professional orientation – 8 beneficiaries
- Internship – 4 beneficiaries
- Supportive employment – 2 beneficiaries

Five graduates of the program are now employed at Babale's ceramics studio. Two interns are in the process of signing contracts with Hilton Hotels. Overall, Babale employs 10 full-time staff in its ceramics studio, including 5 young adults with Down Syndrome. For the New Year's collection, an additional 7 employees were hired.

Further achievements include:

- 9 beneficiaries explored 9 different professions.
- 6 beneficiaries tested new professional roles.
- 2 began studying at vocational colleges.
- 2 undertook internships in partner companies.
- 1 beneficiary transitioned from Babale to employment in another company.

Technical Assistance:

With CSRDG's support, the communication company Anagrama developed a comprehensive communication plan for Babale.

Economic Results:

Babale's revenues grew from 368,000 GEL in 2023 to 440,000 GEL in 2024, marking a 20% increase. 55% of the income was generated from ceramic product sales alone.

Istoriali

Social enterprise Istoriali was founded in 2000. Its mission is to support the economic sustainability and promotion of Georgia's tangible and intangible cultural heritage sector. Through the creation of jewelry, decorative, and souvenir products, Istoriali introduces Georgia's cultural heritage both within the country and abroad.

Before partnering with Actio, most of Istoriali's products were manufactured by outsourced partner craftsmen. This model limited the enterprise's ability to increase productivity while maintaining quality. Despite market demand and potential, the workshop could not expand production. At the same time, Istoriali saw the opportunity to increase and diversify its social impact. In addition to promoting Georgia's cultural heritage, the enterprise set the goal of popularizing the ancient profession of metal sculpting, offering relevant practice and educational masterclasses.

Contract signing date with Actio: April 27, 2023

Actio financial support:

Grant: €39,817.53

Loan: €10,000

With Actio support, Istoriali renovated and equipped a jewelry workshop. The updated facility allows Istoriali to increase in-house production of metal items, support the professional training of metalworking artisans, and further promote Georgian cultural heritage.

Progress and Achievements:

Following the contract with Actio, Istoriali renovated and refurbished its workshop in 2023 and developed two new collections—Tbilisi and Men's Line. In 2024, the enterprise began actively using the upgraded space and expanded its educational and creative activities.

Istoriali launched a practical training course for students of the Tbilisi State Academy of Arts, with five students already completing the program. In addition, five students and two teachers participated in a two-day workshop led by invited master Serzhan Bashirov. A master class was also held at the Ethnofest exhibition in October, attended by eight participants, alongside individual consultations for jewelers.

To strengthen its educational component, Istoriali developed a program of short- and long-term master classes. As a pilot, two free sessions were organized within the Arts and Crafts Week. Building on this, Istoriali plans to host paid master classes in metalworking, aimed at raising awareness among local residents and international visitors about Georgia's cultural heritage and jewelry traditions.

In the second half of the year, Istoriali enriched its product line with the Nike (Goddess of Victory) Brooch and the Svanetian Nesguni Cross. Guided by the brand book developed with Actio support, the enterprise also updated its catalogue and initiated gradual improvements to its branding, including logo, colors, and packaging.

In 2024, Istoriali increased the number of employed personnel. Prior to partnering with Actio, Istoriali employed 2 craftsmen and outsourced 3. By the end of the reporting period, the enterprise employed 4 craftsmen and collaborated with 9 through outsourcing.

Technical Assistance

As part of Actio's support, the consulting company TRIANGLE provided comprehensive guidance on communication and marketing. This collaboration resulted in the development of a communication and marketing plan as well as a brand book for Istoriali.

Economic Results

In 2024, Istoriali generated revenues of 133,025 GEL, a slight decrease compared to 2023 (143,597 GEL). Considering the challenging national context and temporary suspension of production during workshop renovations, revenues remained stable.

Istoriali also resumed exploring export opportunities. In June 2024, in partnership with an international exporter, the enterprise shipped a trial batch of products to the USA (valued at €1,130.45) for Anna Sinclair. Negotiations are ongoing, and a second order is expected in February 2025 once the initial batch is sold.

Tene

Tene was founded in 2021 to fight plastic pollution and raise public awareness of environmental issues. It is the first Georgian eco-friendly USB cable production enterprise, using recycled single-use secondary plastic in the process. Alongside USB cables, Tene develops other innovative eco-products, such as cup collectors and reverse vending machines for plastic bottles.

In production, Tene uses plastic bottle caps and transfers other raw plastic to partner factories. Since Georgia lacks a nationwide plastic separation and recycling system, Tene's role in reducing plastic waste is especially important.

Tene also contributes to the social and economic empowerment of vulnerable groups. Its factory is located in the Tserovani IDP (internally displaced persons) settlement, employing people displaced by the 2008 Russia-Georgia war.

Due to awareness campaigns, demand for plastic collection increased not only in Tbilisi but also in regions. However, Tene lacked resources to expand collection outside Tbilisi. Thus, its partnership with Actio focused on scaling plastic collection and developing sustainable collection schemes.

Contract signing date with Actio: September 28, 2023

Actio financial support:

Grant: €40,000

Loan: €9,990

With Actio's support, Tene expanded its plastic collection area and increased the volume of waste collection and recycling, which in turn contributed to the growth of USB cable production and other new products. In addition, Tene is actively working to raise environmental awareness. Through online and in-person campaigns and events, the enterprise provides the public with information on waste management and the importance of reducing harm to the planet.

Progress and Achievements:

In 2024, with Actio's support, Tene purchased a trunk car, a 3D printer, and six press machines. Plans are also in place to acquire a minibus to further expand plastic waste collection across Georgia. This will allow Tene to establish drop-off points nationwide, enabling collected plastic to be pressed, efficiently stacked, and transported either to Tene's facility or a partner recycling factory. Currently, two press machines are installed in Tbilisi and Tserovani, with four more to be placed in other Georgian cities.

Since January 2024, Tene has achieved significant progress in plastic collection and recycling:

The number of people handing in plastic increased from 2,000 to 5,300.

Green collection boxes in schools and organizations grew from 200 to 350.

25 awareness-raising campaigns and events were held, engaging more than 600 participants, including students.

Over 10,000 people received online information on environmental issues.

Monthly plastic collection doubled, reaching 4–8 tons.

A total of 55.6 tons of plastic were collected.

1,435 kg of plastic were processed at Tene's factory, and an additional 15.6 tons at a partner factory.

Tene has also initiated cooperation discussions with Sparklo, a global cleantech company known for its AI-powered reverse vending machines - "Sparklomats". Under the anticipated partnership, Tene will promote Sparklo in Georgia, while Sparklo will support Tene's plastic collection and transportation efforts.

Economic Results

Despite certain challenges in Georgia's plastic market in 2024, including a decrease in the purchase price of plastic, compared to 2023, Tene demonstrated a 28.6% increase in revenues (2023 – 659,223 GEL; 2024 – 848,069 GEL).

Champy SE

Established in 2016, social enterprise Champy works to strengthen the social and economic situation of villages near the occupation line in the Gori municipality through the production of innovative healthy snacks – apple chips. On one hand, Champy supports the employment of women living in the village of Ditsi and nearby areas, and on the other hand, contributes to the development of local farms by purchasing local produce. The enterprise also actively develops zero waste production, with its flagship product being “Tsmatsi”.

Champy has developed a unique apple-drying methodology, , resulting in the production of healthy, crispy chips and a fruit leather-like product “Tsmatsi”.

Champy employs women living in the village of Ditsi and collaborates with farmers from the surrounding area. The enterprise's operation near the occupied territory significantly contributes to strengthening the local economy and reducing migration from Ditsi and neighboring villages.

From its establishment, Champy's production and sales grew steadily. However, in recent years, productivity could no longer meet the demands of local and international markets. Expanding productivity became essential for further economic and social impact.

Contract signing date with Actio: November 2, 2023

Actio financial support:

Grant: €40,000

Loan: €10,000

With Actio's support, Champy re-equipped its production facilities, increased productivity, and achieved noticeable growth in both revenue and social outcomes.

Progress and Achievements

In 2024, Champy purchased, assembled, and installed new production equipment, with installation completed in June. Once productivity increases, the enterprise plans to gradually expand employment opportunities for women and strengthen cooperation with partner farmers.

Despite dedicating the first half of 2024 to equipment installation, Champy expanded its sales network by entering new outlets, including Ska Juice Bar, Terminal, Gulf Store, and four private schools. Moreover, Champy provided consultations to 9 farmers on managing perishable raw materials and their processing. Additionally, to reduce environmental impact, Champy processed 7 tons of apple waste.

With increased production, Champy aims to further expand into export markets. In 2024, the enterprise shipped large batches of chips to the USA and Canada. To support this

goal, Champy also participated in two international exhibitions—Green Week 2024 in Berlin and the Amsterdam Private Label Trade Show 2024. Currently, negotiations are underway with six international companies.

Technical Assistance.

At Champy's request, consultations were provided on registration with the U.S. Food and Drug Administration (FDA). As a result, Champy successfully completed the registration. FDA registration strengthens Champy's credibility in the U.S. market and opens wide opportunities for collaboration with various distributors.

In addition, Actio assisted Champy in improving the product packaging design and preparing promotional materials.

Economic Results

The second half of 2024 was particularly successful for Champy. Following the renovation and re-equipment of its factory, revenues increased from 151,911 GEL in 2023 to 176,177 GEL in 2024, representing a 16% growth.

In November and December 2024, two new social enterprises joined Actio's portfolio. Since they received financial support at the end of the year, it is still too early to speak about their achievements. The information below reflects the plans that each of them has set as objectives to implement within the framework of cooperation with Actio.

Dadari

Dadari was founded in 2018. Its mission is to support the professional development and employment of people with special needs, including persons with disabilities and internally displaced persons. Dadari produces eco-friendly, safe, handmade wooden toys that bring joy to both children and adults.

The workshops of Dadari are located in Tbilisi and Zugdidi, while products are sold in Georgia and across Europe. With the rising demand for eco-friendly toys, Dadari needed to modernize production and explore new sales channels. Additionally, the enterprise had trained individuals ready for employment, but creating new positions was not possible without expanding production. Hence, the partnership with Actio focused on both business development and the economic empowerment of people with special needs.

Contract signing date with Actio: November 8, 2024

Actio financial support:

Grant: €37,492

Loan: €4,731

Actio Investment will enable Dadari to scale up its economic activities as well as its social impact. With financial support, Dadari will help individuals with different needs to develop professional and social skills, create better opportunities for stable employment, self-employment, and income generation.

Plans of Dadari:

Dadari will retrain 25 individuals with different needs in new labor and professional skills;

More than 20 people with different needs will have more opportunities for stable employment and/or self-employment and income generation;

The availability of environmentally friendly, health-safe wooden toys will increase in Georgia and abroad through the development of new local sales channels and export opportunities;

Dediko

Dediko was established in 2021 by the Constanta Foundation. The enterprise provides single mothers and women caring for elderly or disabled family members with opportunities for dignified living through employment, professional development, and personal growth.

The idea for Dediko emerged after the onset of the COVID-19 pandemic, when the crisis caused by the pandemic affected nearly all segments of society, particularly socially vulnerable groups. This crisis had a double impact on single mothers, as they had to face most challenges on their own. Dediko offered single mothers not only the opportunity to acquire a new profession and employment but also a work schedule and environment tailored to their needs. In 2024, Dediko expanded its target group to include middle-aged women who care for elderly or disabled parents. These women have very limited employment and income opportunities, while bearing a significant material and psychological burden.

Contract signing date with Actio: December 12, 2024

Actio financial support:

Grant: €31,600

Loan: €10,000

To strengthen and expand women's employment, Dediko needed to diversify products, increase productivity, develop new sales channels, and launch active marketing campaigns. Partnership with Actio was aimed at exactly these goals. Plans of Dediko : At least seven new products will be developed and launched; 20 women will be employed by the enterprise by the end of 2028.

Project: Skill Building and Innovative Job Opportunities for Regional Development of Georgia

The EU-funded project “Skill Building and Innovative Job Opportunities for Regional Development of Georgia” was completed on 31 January 2024. The project aimed to develop and retain local human capital in order to promote social and economic empowerment in the regions of Guria, Kakheti, and Kvemo Kartli.

The overall objectives included increasing regional potential in formal and non-formal education under two specific objectives:

To develop new employment opportunities via labour market demand-driven skill building for jobseekers and innovative linkages between jobseekers and potential employers.

To equip the young population in selected regions, studying in schools and VETs, with sufficient skills and knowledge to make use of relevant employment opportunities.

The project was implemented by the Centre for Strategic Research and Development of Georgia (CSRDG), in partnership with the Young Pedagogues’ Union (YPU) and the Georgian Civil Development Association (GCDA). Regional partner organisations included the Kakheti Regional Development Fund, the Bolnisi Adult Education Centre, and the Tetrtskaro Youth Centre.

Duration: 11.10.2020 – 31.01.2024

Budget: EUR 925,255

Donor Organisation: Delegation of the European Union to Georgia

Key Achievements & Impact

Within the project framework, services tailored to the interests of local populations were designed based on labour market research and needs assessments conducted in the target regions.

Learning and Employment Support Centres (LESCs) were established in six cities across three regions: Ozurgeti and Chokhatauri (Guria), Bolnisi and Tetrtskaro (Kvemo Kartli), Telavi and Lagodekhi (Kakheti). A team of career service management consultants was trained, targeted training programmes and seminars were developed, a cross-sectoral partnership network and resources were created, and innovative and inclusive employment opportunities were introduced.

The LESC provide a comprehensive suite of services for local jobseekers, ranging from career counselling to professional knowledge and skill development. By establishing liaisons with potential employers and exploring remote job opportunities, the centres foster innovative and inclusive employment through cross-sector collaboration. With the support of these centres, 301 local residents were employed, and 1,628 jobseekers received comprehensive services—including training, retraining, referrals, and the acquisition of additional skills necessary for employment.

To foster employment opportunities for vulnerable groups within the target regions, a grant competition led to the financing of six Work Integration Social Enterprises (WISEs):

Tanave (Pshaveli), Orbis Bude (Samshvilde), Blue Alaverdi (Alaverdi), Redo (Ozurgeti), Profesio (Rustavi), and Techgogo (Marneuli).

These enterprises, applying business approaches, address diverse community challenges and employ 32 people from disadvantaged groups, supporting their integration into the labour market.

To stimulate cross-sectoral collaboration and create new jobs in the target regions, two Business Projects were funded: Language Laboratory (Rustavi, Kvemo Kartli) and SoftLab (Ozurgeti, Guria). These initiatives employed 14 local residents, supported language training for vulnerable groups, and contributed to the preparation of IT specialists.

In 34 schools, “Ideas and Entrepreneurship Labs” (IELs) were launched, engaging 824 adolescents. These non-formal education school clubs are led by 56 facilitators, helping students identify their interests and capabilities. More than 630 teachers received training, over 150 independent initiatives emerged within the laboratories, and 23 small grant projects were funded.

To support the integration of entrepreneurship education and career management into school processes, the guide “How to Implement Entrepreneurial Education and Career Planning and Guidance in Schools” and the manual “Project Ideas for Developing Entrepreneurial Competence and Promoting Vocational Guidance in General Education” were published.

Active collaboration was established with five VETs to strengthen their organisational capacity. Labour market research tools were developed, enabling these institutions to independently assess local and municipal needs and design new programmes. As a result, three new short-term vocational training and retraining programmes were created.

As a result of the project “Skill Building and Innovative Job Opportunities for Regional Development of Georgia”:

- 347 people were employed;
- 55 local residents launched their own businesses;
- nearly 3,300 individuals benefited from project services in Guria, Kakheti, and Kvemo Kartli.

Consumer Rights Protection Program

The Center for Strategic Research and Development of Georgia started to work on consumer rights protection in 2009. The primary objective of this program is to establish an effective system for protecting consumer rights in Georgia.

Main Activities of the Program:

- *Raising public awareness*
- *Monitoring of state structures and consumer market*
- *Advocacy for improvement of consumer protection system*
- *Consultation of consumers.*

Raising Public Awareness

The program has developed a range of educational materials on food safety related issues: 7 short animations, 5 booklets, 3 online quizzes, and 49 electronic posters.

In a humoristic style, the above-mentioned information materials are ought to educate general public about overall food safety and healthy diet issues, as well as about importance of European integration for improvement of food safety conditions in the country.

The materials were published on the website and Facebook page momxmarebeli.ge. The animation *European Integration and Food Safety* was also broadcasted as a social advertisement on 7 TV channels. Animation views from the website momxmarebeli.ge reached up to 38,000. Hard copies of booklets were distributed to citizens in regions and Tbilisi. Online quizzes were published on the website on.ge (shared on the website and Facebook page momxmarebeli.ge) and gained over 30,000 views in total.

The program announced the competition for media representatives for the best media products that promote food safety in Georgia. 23 media products from 16 media entities were submitted to the competition. The applications were reviewed by the program staff and a jury comprised of three media/food safety experts. 6 winners were selected, which were awarded financial prizes.

The program conducted 19 informational-educational meetings in regions of Georgia on the theme 'The role of European Union and European integration in improvement of food safety in Georgia'. Representatives of non-governmental and educational organisations, media, local government and business attended the events - 591 persons in total.

The program consistently attracts media attention. Its activities are frequently covered, and program staff are often asked to comment on various consumer rights issues. In 2024, there were 47 such instances of media coverage, including on television, radio, online platforms, and print media in Tbilisi and across the regions of Georgia.

Monitoring of State Structures and Consumer Market

The program, in cooperation with its regional CSO grantees/partners, conducted monitoring on safety of honey in Georgia. Regional partners of CSR DG have taken 36 honey samples from the markets and small traders in 15 municipalities from Kakheti, Imereti, Guria, Racha-Lechkhumi-Kvemo Svaneti. The products were submitted to the State Laboratory of Agriculture (SLA) for testing on residues of 9 wide-spread antibiotics. Fortunately, the antibiotics were not detected in any of the samples. These results are not representative for the whole country. However, they prove that honey safety has improved in Georgia.

Results of laboratory testing initiative were published on the website and Facebook page momxmarebeli.ge.

In parallel, CSR DG started a qualitative survey on safety of honey in Georgia. The survey report will be published in 2025.

Advocacy for improvement of consumer protection system

The Program continued advocacy on fulfilment of recommendations elaborated in 2023. The Ministry of Environmental Protection and Agriculture (MEPA) organized an official review meeting devoted to the report published by the program in 2023 Safety Threats and Official Control of Dairy Products in Georgia.

Besides, the program conducted a follow-up monitoring about fulfillment of appeals to the National Food Agency (NFA) as a result of testing of dairy products for falsification by using plant fat, conducted in 2023. The program has drafted a report summarizing its findings and added respective recommendations. The report was published on the website momxmarebeli.ge and sent to the NFA, MEPA and Parliament.

Hopefully, recommendations elaborated by the program will be considered in the implementation of state policy in the field of food safety.

Consultation of Consumers

The program provided 81 consultations to citizens on various legal and non-legal issues, which helped them protect their rights and interests as consumers.

Promoting Open Governance - direction is targeted at supporting cooperation between government and civil sector to introduce open and needs-based governance in Georgia. In order to achieve program objectives, we operate within two programs – Local Government Development Program, and Promoting European Integration Program.

Local Government Development Program - to introduce transparency, accountability and sustainable development principles into the governance process by local authorities.

Promoting the European Integration - to build CSO capacity to better identify, monitor and advocate for social, economic and cultural rights of citizens.

Local Government Development Program

Since 1998, we have been actively working on decentralization issues of governance systems. Years of work and many implemented initiatives made a significant contribution to the local self-government development.

Program activities:

Our experts have prepared practical studies and assessment reports on topics such as promoting fiscal transparency, managing program expenditures for self-governing units, considering citizens' interests in municipal property management, introducing innovative democratic governance systems, and enhancing activities under Georgia's Decentralization Strategy Action. These efforts aim to increase citizen participation in decision-making processes. Through these studies and recommendations, we assist central and local institutions in solving problems. Additionally, we actively participate in reform initiatives and projects both locally and internationally.

A key aspect of CSRDG's approach is combining monitoring and consultation with self-governance bodies. By publicizing the main issues identified through our monitoring, we help local governments focus on and address these problems. Providing recommendations and technical assistance, including consultations and active collaboration with local self-governments, lays a solid foundation for their improvement.

Promoting the European Integration Program

Since the signing of the EU-Georgia Association Agreement (EUAA) in 2014, CSRDG has been promoting the multifaceted engagement of Georgia's regional public organizations in monitoring and advocating for the timely and proper implementation of the agreement.

The purpose of this program is to inform the public about the obligations outlined in the Association Agreement. As it is crucial for civil society to oversee the implementation of

the association agreement and call upon the authorities to fulfil it properly, it is imperative to involve more civil society organizations in the country's European integration efforts.

Main activities:

- Preparation of expert assessments regarding the fulfilment of obligations outlined in the association agreement and visual representation of the progress made based on the obtained results.
- Conducting training sessions for representatives of public organizations on matters related to the association agreement.
- Providing open access to concise explanatory videos and addressing questions related to the association agreement.
- Offering small grants (ranging from €5,000 to €10,000) to support monitoring and advocacy efforts at the local and regional levels for the fulfilment of obligations outlined in the association agreement.

Trainings for representatives of public organizations on association agreement issues:

We conduct trainings on various topics within the association's agenda to strengthen public organizations and promote the country's European integration.

During the reporting period, one online training was conducted on fulfilling the obligations under the association agreement in the sphere of Intellectual Property Rights. 10 interested people attended the named training.

Open access to affiliate agreement short explanation videos and related questions:

The Georgia-EU Association Agreement encompasses over 30 different fields, making it a voluminous and technically intricate document. To ensure that the public can easily access information about the commitments made within the framework of the Association Agreement in a user-friendly manner, we create short, engaging videos covering various aspects of the agreement's agenda. These videos are accompanied by explanatory materials and quiz questions to assess your understanding. You can visit the Associreba page at <http://asocireba.ge/>.

During 2024, 15 explanatory animations illustrating the topics outlined in the Association Agreement were prepared and published on the asocireba.ge website.

- [Water resources management](#)
- [Judicial Reform](#)
- [Public Procurement](#)
- [Entrepreneurial Law](#)

- [Air protection](#)
- [International Principles of Elections](#)
- [Elections are the foundation of democracy](#)
- [Electoral Systems](#)
- [European Union Foreign and Security Policy](#)
- [Competition law](#)
- [Management of Dangerous Chemicals](#)
- [Auto-transport regulation](#)
- [Corporate social responsibility \(CSR\)](#)
- [European food legislation](#)
- [Food of Animal Origin](#)

Small grants (€5,000-€10,000) for monitoring and advocacy at the local/regional level for the implementation of the obligation under the association agreement

To actively engage public organizations in advancing the country's European integration, we announce grant competitions to support monitoring and advocacy efforts aimed at fulfilling the obligations outlined in the Association Agreement.

A relevant grant competition was announced in the end of 2023 and in the beginning of 2024 7 small grants were awarded to monitor and advocate fulfillment of different specific obligations under the association agreement. In two instances, the grant commission referred the applications to CSRDG's "Grants Laboratory" for further enhancement, and they were approved for funding only after significant improvements.

Preparation of expert assessments on the fulfillment of the obligations imposed by the association agreement and visualization of the state of fulfillment of the obligations imposed by the results obtained

In 2021-2024, the grantors prepared 38 reports assessing the fulfillment of obligations outlined in the Association Agreement. These reports were subsequently posted on the asocireba.ge website in 2024:

- [Five-year waste management plan of Aspindza municipality](#)
- [Anti-discrimination policy monitoring in self-governing bodies of Imereti](#)
- [Monitoring of waste management in Gori and Kareli municipalities](#)
- [Research of cheese and Beef business operators in Imereti region](#)

- [Cheese and Beef research of consumers in Imereti region](#)
- [Assessment of the implementation of the 9th recommendation of the European Union](#)
- [Media coverage monitoring report of the EU 12-point plan implementation process](#)
- [Georgia, Ukraine and Moldova - country policies to implement EU recommendations](#)
- [Monitoring of the activities of the Parliament in relation to issues of parliamentary control, elections and justice](#)
- [Monitoring report on compliance with food labeling/presentation and expiration date requirements in the Samegrelo region](#)
- [Analysis of political polarization through social media - using LLM models](#)
- [Analysis of the European system of production of regional statistics](#)
- [Analysis of the Georgian practice of production of regional and municipal statistics](#)
- [Georgian legislation related to energy efficiency, international obligations and assessment of their implementation in Abashi, Martvili and Khoni municipalities](#)
- [Waste management monitoring in Dusheti municipality](#)
- [Waste management monitoring in Tianeti municipality](#)
- [Monitoring of waste management plan in Adigeni municipality](#)
- [Research on the needs of aquaculture in Georgia and recommendations for the development of the field](#)
- [Child protection and support](#)
- [Monitoring of municipal departments in Telavi, Kvareli, Akhmeta and Gurjaani](#)
- [Assessment of implementation of several recommendations of the European Commission](#)
- [Strengthening of anti-corruption mechanisms\) performance monitoring](#)
- [Assessment of implementation of the 12 priorities of the European Commission on Georgia's application for joining the European Union](#)
- [Monitoring of waste management in Dusheti municipality](#)
- [Access to environmental justice: analysis of 6 cases](#)
- [Research of chemical composition of vegetables and fruits sold in Imereti region on food safety indicators](#)
- [Monitoring of several categories of food labelling](#)

- [Monitoring of Implementation of Georgia's Association Agreement Obligations in the sphere of Competition Law](#)
- [Research of Food Safety in Public Catering Facilities. Recommendations for improvement](#)
- [Promoting food safety in public catering establishments through monitoring and advocacy](#)
- [Monitoring the Implementation of HACCP in the Mtskheta-Mtianeti Region](#)
- [Monitoring Waste Management in Gori and Kareli Municipalities](#)
- [Anti-Discrimination Policies and Mechanisms in Imereti's Public Institutions](#)
- [Monitoring Compliance with the Energy Efficiency Law in Two Imereti Municipalities](#)
- [Monitoring Labor Rights Protection Guarantees in JSC Georgian Railway](#)
- [Energy Efficiency in Tsageri and Lentekhi in Light of the EU-Georgia Association Agreement](#)
- [Monitoring Human-Wildlife Conflicts in the Village of Sakhvlari](#)
- [Monitoring the Association Agreement in the Field of Tourism in the Racha-Lechkhumi and Kvemo Svaneti Region](#)
- [Building Energy Audit and Energy Efficiency Improvement Recommendations: Keda No. 1 Kindergarten](#)
- [Building Energy Audit and Energy Efficiency Improvement Recommendations: Zundagi Kindergarten](#)
- [Involvement of the Disability Community in Municipal Programs in Gori and Kareli: Monitoring Report and Recommendations](#)
- [Safeguarding the Interests and Rights of Children with Disabilities in Kharagauli, Zestaponi, Sachkhere, and Chiatura Municipalities – Research Report](#)
- [Research on Nitrate Levels in Vegetables and Herbs, and Analysis of Farming Practices](#)
- [Monitoring Enforcement of the Consumer Rights Protection Law in Kvemo Kartli](#)
- [Adoption of Energy Efficiency Practices in Georgia: Building Energy Audit](#)

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