



Corporate Social
Responsibility

Report

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2012





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Methodology and Glossary



Emidio Ettore Isacchini

Chairman ALER Brescia

2012 marks the fifth edition of the Aler Brescia Social Responsibility Report, through which our Company summarises the measures implemented with the aim of integrating the enterprise strategic vision with the ethic concerns.

Over the last years, the CSR conceptual model has firmly taken its place in our context becoming a methodological approach commonly applied to our company choices.

However, focus to social responsibility issues at times clashes with the shortage of available resources and the simultaneous need to cut costs and maximise results.

Thus, this calls for setting priorities as regards the goals to be achieved making the best of the available resources.

Albeit the economic recession and the high fiscal pressure our companies are subjected to, this year Aler managed to successfully implement various initiatives marked by focus on the impact from a social, economic and environmental point of view.

This report will further outline the projects we implemented from a social point of view through security and aggregation promotion measures, from an environmental point of view by experimentally building wooden houses and from an economic point of view through the research and innovation projects.

ITALY

ALER Brescia - Brescia
ALER Milano - Milano
ARTE Genova - Genova
ATC Torino - Torino
ATER Treviso - Treviso
IACP Bari - Bari
IPES Bolzano - Bolzano

FRANCE

Delphis - Paris
Dynacité - Bourg-en-Bresse
FSM - Melun
Habitat 62/59 Picardie - Calais
Le Foyer Rémois - Reims

GERMANY

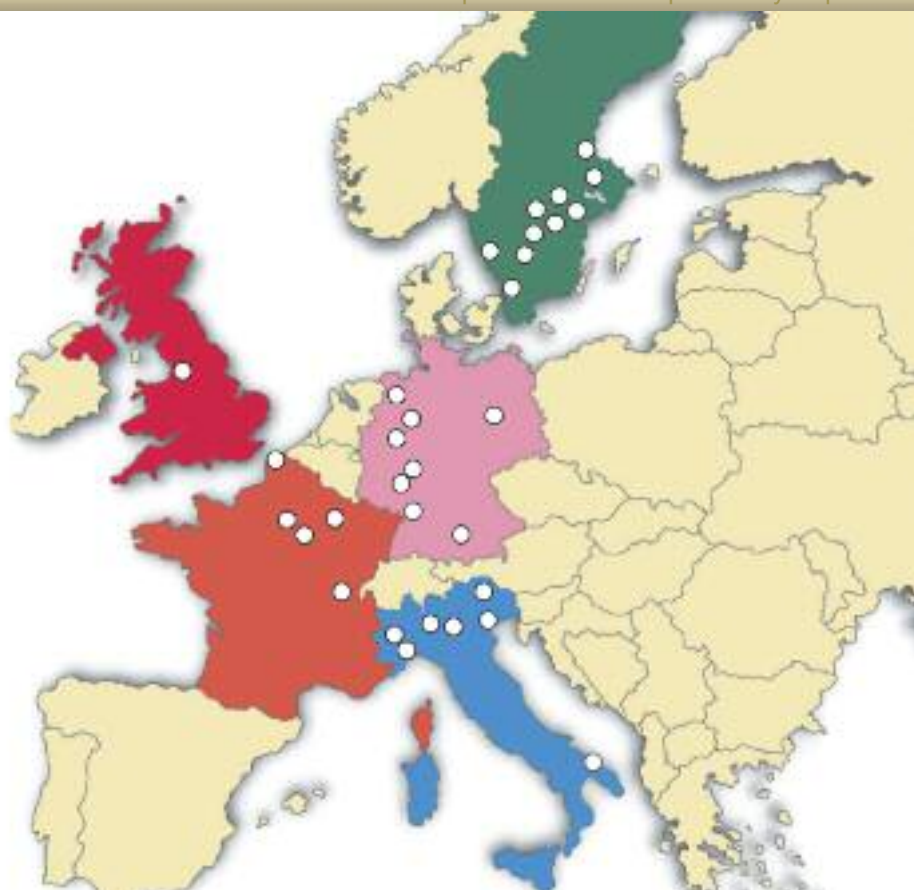
bauverein AG - Darmstadt
BWG - Bielefeld
DOGEWO 21 - Dortmund
GBG Mannheim - Mannheim
Gewoba - Bremen
GWG München - München
PRO POTSDAM - Potsdam
VOLKSWOHNUNG - Karlsruhe

SWEDEN

Bostadsbolaget - Göteborg
Familjebostäder - Stockholm
Gavlegårdarna - Gävle
Helsingborgshem - Helsingborg
Hyresbostäder - Norrköping
Mimer - Västerås
ÖrebroBostäder - Örebro
Stångåstaden - Linköping
VätterHem - Jönköping
UppsalaHem - Uppsala

UNITED KINGDOM

Bolton at home - Bolton



The European Social Housing Network, Eurhonet, is a network that groups together approximately thirty social housing organisations in France, Germany, Italy, Sweden and United Kingdom. The common denominator of these companies is the management of social or public housing.

Although the participating countries have different regulations which govern the activity of social housing organisations, all have a common aim which is to work for a sustainable company where the environmental fall out is minimized thanks to conscious actions.

Eurhonet manages various projects, one of which is aimed at producing a model for the associated companies which allows them to relate their company on the basis of social responsibility criteria - CSR. This report was drawn up using this model.

The concept of social responsibility can be interpreted in different ways. Eurhonet's vision of social responsibility is to show how associated organisations have voluntarily incorporated social and environmental aspects into their activity in cooperation with their stakeholders. Therefore, taking into account responsibility and social, environmental and economical sustainability, while maintaining at the same time ethical behaviour towards employees.

Social and environmental responsibility

in public social housing

01

PROMOTING LOCAL SOCIAL SUSTAINABILITY

- Fulfilling housing needs
- Supporting disadvantaged families
- Promoting social cohesion

02

PROTECTING THE ENVIRONMENT

- Promoting the environmental challenge in social housing
- Promoting energy improvement measures
- Developing new energy-saving projects

03

PROMOTING ECONOMIC SUSTAINABILITY

- Supporting local economy
- Promoting responsible purchasing
- Protecting housing stock quality

04

PROMOTING DIALOGUE WITH STAKEHOLDERS

- Ensuring stakeholder satisfaction
- Boosting participation
- Focusing on work ethics and transparency

05

DEVELOPING HUMAN RESOURCES

- Valuing human resources
- Boosting qualifications and training
- Furthering work-family balance

05



Key Numbers



Brescia Province

ALER Brescia is a public body subject to the obligation of balancing of accounts, with legal personality, entrepreneurial, organizing and accounting autonomy, and having its own statute, approved by the Regional Council.



00 Key figures

N.	INDICATOR	2010	2011	2012
01	STOCK			
	Number of rented dwellings (nb.)			
	owned by Aler	6,934	6,941	7,020
	owned by municipalities and managed by Aler	3,829	3,847	3,914
	total	10,763	10,788	10,934
	Breakdown per type of rent (owned by Aler) (%)			
	social rent	91.33	91.31	91.32
	controlled rent	0.46	0.46	0.46
	other	8.21	8.23	8.22
	Breakdown per number of rooms (%)			
	up to 2 rooms	22.70	22.88	23.16
	3 rooms	36.18	36.16	36.21
	4 rooms and more	41.12	40.96	40.63
	Breakdown per construction period (decades) (%)			
	decade 2002-2012	11.60	11.70	12.66
	decade 1991-2001	10.17	10.11	10.13
	decade 1980-1990	26.33	20.99	15.95
	decade 1969-1979	27.89	32.69	36.82
	decade 1958-1968	9.99	9.91	9.56
	until 1957	14.02	14.60	14.88
02	RENTAL RATES ACCORDING TO THE TYPE OF DWELLING UNITS			
	Average rental rate per type of dwelling (Euro/m²/month)			
	social rent	2.08	2.21	2.18
	controlled rent	5	5.05	5.07
05	TURNOVER			
	Overall turnover (Euro)	21,235,670	20,434,049	20,934,351
	Turnover generated by rents (Euro)	13,544,726	14,718,519	14,228,646
07	NUMBER OF EMPLOYEES			
	Number of employees (FTE)	89.04	85.84	88.39



Lorella Sossi
ALER Brescia CEO

In line with the principles of enterprise social responsibility, which have become the fulcrum of the company policy over the years, even in 2012 Aler integrated social and environmental concerns in the implemented choices and management of relations with the parties in question.

The implemented social awareness projects prove our great focus as a company at addressing issues related to our clients.

Efforts made towards setting up direction and information points, to be addressed in the sections hereinafter, are there to prove our endeavour in that sense.

Our strive towards innovative and particularly eco-friendly construction materials and techniques, like in the case of wooden houses built this year, shows our choices as regards eco-sustainable options.

Lastly, our collaboration with qualified partners such as universities, testifies Aler's strive to promote valid successful productive synergies in terms of technological innovation.

01

Promoting local social sustainability

PROMOTING SECURITY AND LAW ENFORCEMENT

Over the years, Aler Brescia has been tirelessly striving to guarantee security and law enforcement in the public residential areas.

Actually, measures aimed at preventing phenomena such as unlawful occupation of buildings or vandalism create a sense of improvement of the residential areas of interest and inspire the citi-

zens to a more responsible conduct which allows reducing cases of unlawfulness considerably over time. Aiming at attaining this goal, in 2012 Aler signed an agreement with a municipality in the province of Brescia, where our company owns more than a hundred houses, a **collaboration protocol** for the prevention of environmental degradation to be implemented through close collaboration between the institutions and active security measures taken by the very residents.





« Thus, Aler and the municipality identified referees representing a mutual interface to address the occurring problems through easy procedures. »

The signatories of the protocol also undertook to promote awareness actions amongst the residents in terms of collaboration with the institutions, creating grounds for dialogue and positive exchange of ideas in condominiums. The municipality referees take part in **condominium meetings** to ensure that any critical issues that may arise are promptly addressed and the residents have direct relations with the representatives of the administrative institutions. As regards resolving conflicts, Aler provided a social mediation service already active in the public residential buildings in the municipality of Brescia.

PUNTO FAMIGLIA: LISTENING, INFORMATION, ADVICE, ORIENTATION

Acli is one of the major social promotion organisations in Italy with which Aler has been collaborating to create **Punto Famiglia (Family Help-desk)** in a municipality in the outskirts of Brescia where numerous public residential buildings are located.

In addition, Aler managed to provide **listening, help, information and orientation points** for the families also by offering some of its rooms.

Sharing experience and resources in “Punto Famiglia” allows implementing social projects such as creating support shopping groups through which the families can save consistently as regards food products.

This allows **social cohesion and active involvement of the citizens** as concerns various initiatives such as gathering used clothing and children's items to be distributed to needy families.

In addition, Punto Famiglia provides **sewing and repair courses** thanks to which the participants learn skills they can apply to offer small tailoring services.



BEST PRACTICES

10

YOUTH GET-TOGETHER IN SANPOLINO

With the aim of implementing Asse Sociale e Sicurezza del Contratto di Quartiere di San Polo (literally San Polo District Social and Security Contract Project) a project aimed at the rehabilitation of district in the Southern part of Brescia, in conjunction with the municipality of Brescia, Aler created a get-together project for the youths living in the area of Sanpolino. Areas aimed at promoting recreational, sports, social and cultural activities amongst the youth were provided in order to facilitate the housing cohesion, socialisation and rehabilitation of the district.

We, at Aler, promoted the initiative by providing some of our rooms in one of the condominiums where the youths can spend some time together and take part in the proposed activities.



« Introduction of youths and reintroduction of the unemployed adults into the job market was attained through counselling and orientation activities as well as finding training opportunities. »

Events aimed at creating grounds for families to meet and exchange ideas with the aim of facilitating the development of family resources and also useful for resolving conflicts were set up.

01

Promoting local social sustainability

N.	INDICATOR	2010		2011		2012	
SOC. 1 SOCIETAL RESPONSIBILITY AS A PROVIDER OF A SERVICE OF GENERAL INTEREST: ENSURING ACCESS TO HOUSING FOR ALL							
SOC. 1.3	Growth of rental housing supply (%)	0.25		0.10		1.14	
SOC. 2.3	Progression of rents for social housing (%)	-0.13		0.76		-0.22	
SOC. 3.4	Debt clearance plans (nb.)	132		132		147	
	Social support funds (Euro and nb. of families)	Euro	families nb.	Euro	families nb.	Euro	families nb.
		142,108.00	595	156,667.00	600	164,279.00	722
	Partnership (nb. and description)	2 - Coop. Sociale Onlus La Rete - Gruppo Elefanti Volanti Andropolis		2 - Coop. Sociale Onlus La Rete - Gruppo Elefanti Volanti Andropolis		2 - Coop. Sociale Onlus La Rete - Gruppo Elefanti Volanti Andropolis	
	Social eviction preventions measures (description)	Evictions control plan, social services workshop		Evictions control plan, social services workshop		Evictions control plan, social services workshop	
SOC. 2 SOCIETAL RESPONSIBILITY AS A HOUSING PROVIDER: RESPONDING TO TENANTS' NEEDS AND ENSURING THEIR QUALITY OF LIFE							
SOC. 6.1	Company's housing supply accessible by disabled and elderly people (%)	46.94		47.07		47.78	
	Company's housing supply suited to the needs of disabled and elderly tenants (%)	2.15		2.16		2.14	
SOC. 3.1	Internal mobility rate (%)	2.30		6.65		16.08	
SOC. 7.1	Existence of security and tranquillity policy (description)	Social Concierge, surveillance, lighting, prevention of unauthorized tenancy, mobile social concierge		Social Concierge, surveillance, lighting, prevention of unauthorized tenancy, mobile social concierge		Social Concierge, surveillance, lighting, prevention of unauthorized tenancy, mobile social concierge, partnership with local authorities and institutions to ensure safety and legality	
SOC. 3 SOCIETAL RESPONSIBILITY AS A LOCATOR ACTOR: INVESTING IN COMMUNITIES' QUALITY OF LIFE							
SOC. 4.1	Social cohesion initiatives (description)	Social Concierge, social and cultural mediation, care service, neighbours-day, neighbourhood contract, social cohesion project of coesione sociale funded by Cariplo Foundation		Social Concierge, social and cultural mediation, care service, neighbours-day, neighbourhood contract, social cohesion project di coesione sociale funded by Cariplo Foundation		Social Concierge, social and cultural mediation, care service, neighbours-day, neighbourhood contract, social cohesion project di coesione sociale funded by Cariplo Foundation, aggregation projects for young people, social cohesion project and active involvement of the citizens	
SOC. 8.1	Part of turnover invested in urban renewal / areas with special needs (Euro - %)	Euro	%	Euro	%	Euro	%
		163,817.00	0.77	29,988.00	0.15	14,118,309.00	67.44
	Part of these projects financed through public grants (%)	0.00		98.40		45.00	



Protecting the environment

12



WOODEN HOUSES: ECO-SUSTAINABILITY AND ENERGY SAVING

In 2012, we built 4 buildings in the southern part of Brescia for an overall 72 flats entirely made of wood, the eco-compatible material par excellence.

« The construction technique, previously experimented in other areas of Italy, represents novelty for our town where wood has been used for the first time for building houses on several floors for public residential purposes. »





Using prefabricated laminated beam structures allowed considerably reducing the times required for building houses.

Performance of any interventions on the systems is made easier by the coupling structure of the wooden modules which allow easy removal and re-positioning thereof.

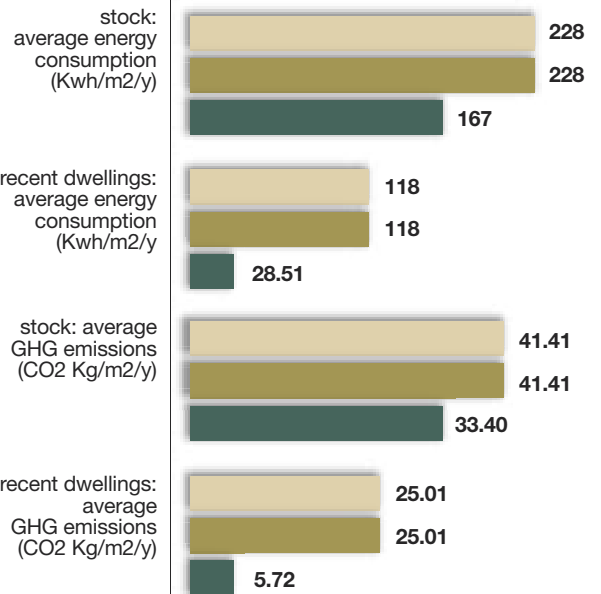
« Actually, the four buildings were completed in just 140 days, about half the time required for building using conventional methods. »

The laminated beams, wooden panels, laminated panels etc. are subjected to numerous processes which make the wood resistant to fire, wear, humidity and parasite attack thus reducing maintenance operations to which the house is to be subjected over the years to the minimum.





2010
2011
2012



ENV. 2.1 Energy performance and greenhouse gas emission of:
1. The stock - 2. Units of the last five years

14

LOWEST ENERGY CONSUMPTION

The use of wood conferred high energy performance to the buildings, hence allowing classifying them under class A in compliance with Casa Clima and Certened requirements.

This classification allows reducing winter heating costs to the minimum due to heat insulation and comfort.

During summer, this also allows reducing energy demand to the minimum thanks to the cool environment.

In addition, this technique allows considerable sound insulation which may help reducing environmental noise which may be generated by neighbours or surroundings.

Last but not least, the structure of the wooden flats meet anti-seismic requirements and thus they can efficiently resist stresses generated by an earthquake.



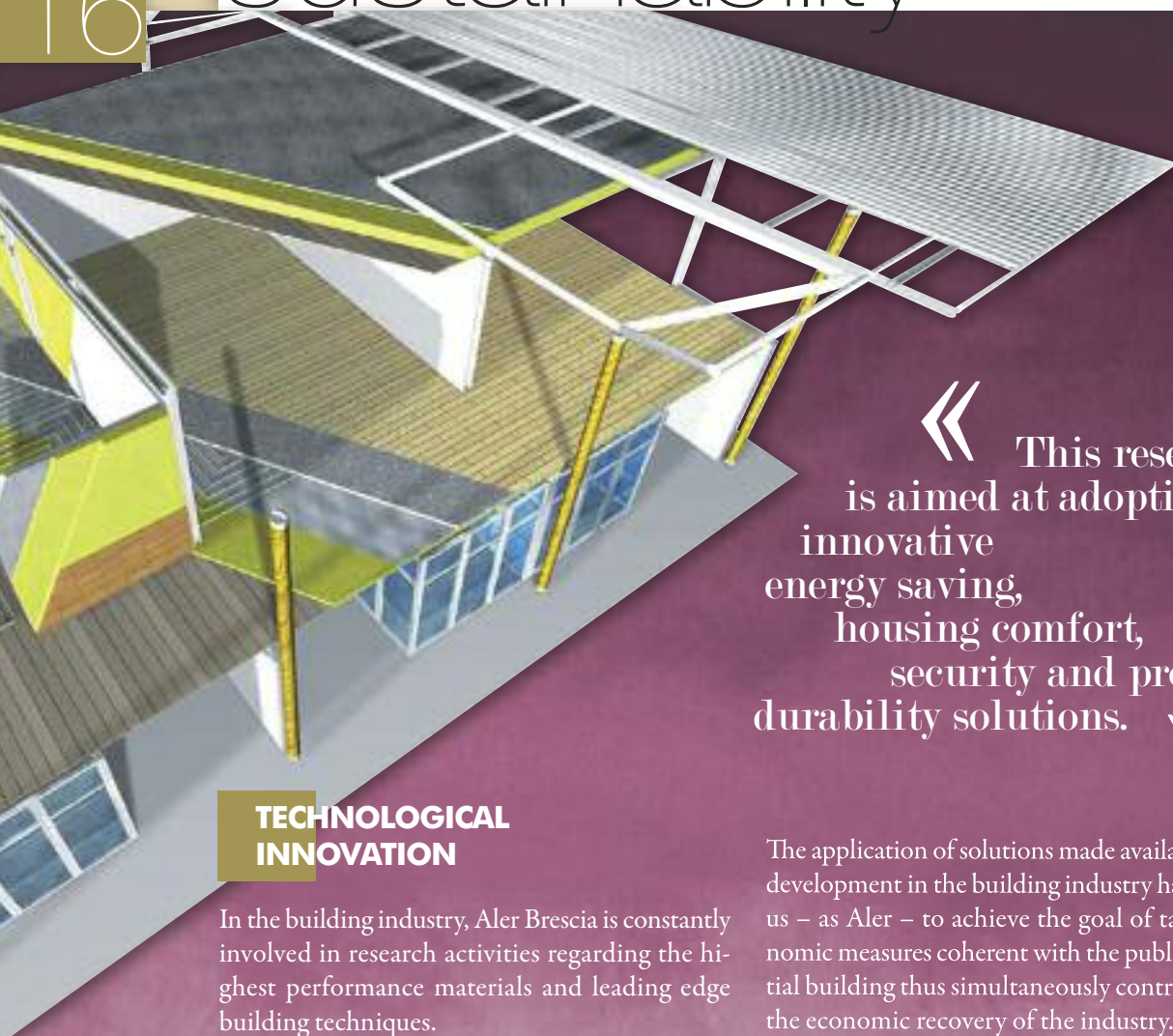
02 Protecting the environment

N.	INDICATOR	2010	2011	2012
ENV. 1	REDUCING HOUSING STOCK'S IMPACT ON CLIMATE CHANGE AND ENERGY RESOURCES			
ENV. 2.1	Energy performance and greenhouse gas emission of: 1. The stock - 2. Units of the last five years			
	stock: average energy consumption (Kwh/m ² /y)	228	228	167
	recent dwellings: average energy consumption (Kwh/m ² /y)	118	118	28,51
	stock: average GHG emissions (CO2 Kg/m ² /y)	41.41	41.41	33.40
	recent dwellings: average GHG emissions (CO2 Kg/m ² /y)	25.01	25.01	5.72
ENV. 2.2	Proportion of the housing stock supplied with renewable energy (%)			
	geothermal energy - solar panels - photovoltaic system	0.75	0.75	0.74
	gas-fired plants with solar panel	1.47	1.47	1.60
	Total dwellings	2.22	2.22	2.34
ENV. 2	REDUCING HOUSING-RELATED ENVIRONMENTAL IMPACTS			
ENV. 3.1	Proportion of the housing stock equipped with water-saving devices (%)	0.00	0.00	0.00
	Proportion of the housing stock equipped with water-harvesting system (%)	0.00	0.00	0.00
	Awareness-raising campaigns towards residents on water saving	no	no	no
ENV. 5.1	Environmental awareness-raising towards residents (besides waste and water issues)	no	yes Project "Con-dividere la sostenibilità"	yes Project "Con-dividere la sostenibilità"
	Awareness-raising towards stakeholders on sustainable behaviours and production within its sphere of influence	yes - Project "La meta è la meta" - GPP	yes - Project "La meta è la meta" - GPP	yes Project "La meta è la meta" - GPP

03

Promoting economic sustainability

16



TECHNOLOGICAL INNOVATION

In the building industry, Aler Brescia is constantly involved in research activities regarding the highest performance materials and leading edge building techniques.

« This research is aimed at adopting innovative energy saving, housing comfort, security and product durability solutions. »

The application of solutions made available by the development in the building industry has allowed us – as Aler – to achieve the goal of taking economic measures coherent with the public residential building thus simultaneously contributing to the economic recovery of the industry.



« With these goals in mind Aler and the Engineering Department of Politecnico di Milano entered a collaboration agreement for the experimental re-designing of the energy aspect of an entire district of Brescia »

ahead of the Europe 2020 strategy of the European Union aimed at a smart and sustainable growth towards an economy based on an efficient use of resources (20% primary energy saving target by 2020 with respect to the predictions).

Actually, the greatest energy saving potential occurs due to the energy efficiency of the components and the systems used within the buildings.

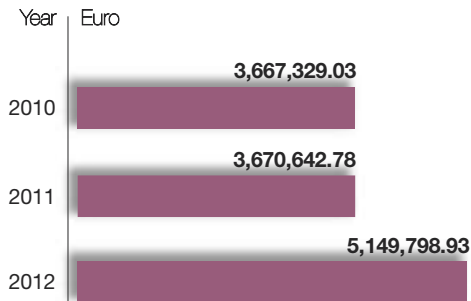
For these purposes, the guidelines to be outlined at the end of this experience shall represent an instrument that can be reapplied to similar cases.

POWER STATIONS:

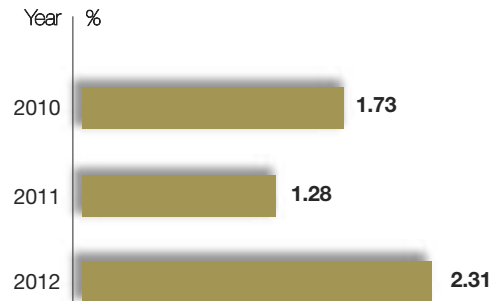
A PROGRAMME FOR THE REHABILITATION

Still with the aim of experimenting new energy saving instruments, over the years, Aler – through Gesi (an Aler affiliated company specialised in real estate global market) has been running a programme for the rehabilitation of the power stations and interventions on buildings aimed at reducing energy consumption.





ECO. 1.1 Average annual investment in stock increase through acquisition (Euro)



ECO. 1.1 Share of turnover invested in the existing stock (%)

BEST PRACTICES

EXPERIMENT OF THE ACTIVE ENERGY SAVING POLICY

With the aim of implementing energy rehabilitation measures (usually costly and met by the company alone) even during these hard times of financial crisis,

Aler entered an agreement with assignees of a public residential condominium of the Municipality of Brescia, also signed by the client's trade union representatives, aimed at a collective contribution between lessees and the lessor.

Aler meets all costs in advance whereas the lessees meet part of the costs by undertaking to pay, over the first 13 years subsequent to the works, the heating rates calculated according to the mean amount of the last heating seasons prior to the works, thus temporarily waiving the right to economic advantages related to energy saving.

With the aim of facilitating the assignees over this period of time and promote wise usage (in terms of energy) of the buildings through good practices (e.g. maintaining the house at a temperature not exceeding 20°), a 30% discount was applied on the heating cost leading to saving energy by more than 50%.

From the 14th year henceforth, the lessee shall instead resume paying according to the actual consumption thus fully benefiting from the works.



EURHO - GR[®] grid

03

Assuming its economic responsibility

N.	INDICATOR	2010	2011	2012
ECO. 1 RESPONSIBLE MANAGEMENT TO MAINTAIN AND DEVELOP THE ACTIVITY				
ECO. 1.1	Average annual investment in stock increase (Euro)	10,934,775.21	10,252,277.77	10,008,592.10
	Share of turnover invested in stock increase through construction (%)	50.00	45.00	44.00
	Average annual investment in stock increase through acquisition (Euro)	3,667,329.03	3,670,642.78	5,149,798.93
	Share of turnover invested in stock increase through acquisition (%)	16.69	16.27	16.06
	Average annual investment in the existing stock, per dwelling major maintenance (Euro/dwell.)	54.72	41.60	75.05
	Share of turnover invested in the existing stock (%)	1.73	1.28	2.31
	Annual ordinary maintenance expenditures (Euro/alloggio)	477.14	352.46	410.41
ECO. 1.3	Overall vacancy rate (31/12) (%)	6.16	5.95	7.31
	Technical vacancy rate (31/12) (%)	1.01	0.58	1.18
	Commercial vacancy rate (<3 months) (31/12) exc. technical reasons (%)	0.95	0.81	0.94
	Commercial vacancy rate (> 3 months) (31/12) exc. technical reasons (%)	4.20	4.57	4.22
ECO. 2 CONTRIBUTION TO RESPONSIBLE AND SUSTAINABLE ECONOMIC DEVELOPMENT				
ECO. 2.1	Economic value redistributed to stakeholder (KEuro)			
	authorities	1,991.90	2,028.90	3,445.59
	employees	6,725.71	6,562.27	6,510.97
	suppliers and services providers	21,157.97	10,488.82	22,171.08
	contributions	12.09	8.56	7,486.89
	banks	721.74	838.44	871.25
	total	30,609.41	19,926.99	40,485.78
	Added value	11,043.38	11,284.87	10,828.58
	Average settlement period for suppliers (days)	38	46	46.14
	Proportions of bills paid within 60 days after receipt (%)	85.62	79.31	74.17

04

Promoting dialogue and good governance

20



SIMPLIFICATION AND ORIENTATION: NEW HOUSING INFORMATION HELP-DESKS

Deep knowledge of the territory, involving local people and working in synergy are the elements on which Aler and Regione Lombardia decided to lay the foundations for a more efficient dialogue with the citizens.

« The creation of housing information help-desks - which represent a point for gathering information regarding housing from various institutional organisations including Aler, Municipalities, Regions, Universities and lessees trade union representatives - were set up with the aim of simplifying the citizen-client approach to the housing industry easier. »

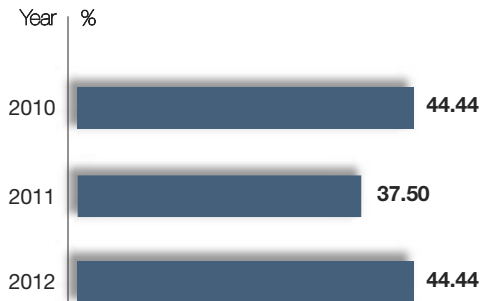


« In a single help-desk, managed on shifts by persons taking part in the initiative, you actually find all information you may require to find your way across the various activities and services which were usually provided separately by various organisations in the past. »

but also select the most useful and necessary information for the citizen. The help-desk activity is constantly monitored to improve the service and suit it to the needs expressed by the users.

The personnel designated for relations with the users was specifically trained not only to provide the available information in a complete manner,





ECO. 5.1 Proportion of women in a Management position (%)



ECO. 5.1 Overall proportion of women within the company (%)

BEST PRACTICES

THE NEW COMPANY WEBSITE

A clear, complete and user-friendly website definitely representing an ideal instrument for facilitating relations and dialogue between us and our counterparts.

In 2012, we redesigned our website with the aim of promoting efficient, constantly updated and available information.

Today, various Aler stakeholders, institutions, users, suppliers have safe access to information regarding them and some categories of reserved information, through access protected by authentication passwords.

Access to the portal is monitored to detect the number of users and most visited sections.

The current version of the website shall be subjected to continuous review and improvement, even according to the information submitted by the users who will soon be called upon to air their view regarding the operation and accessibility of the website.



EURHO - GR[®] grid

04 Promoting dialogue and good governance

N.	INDICATOR	2010	2011	2012
GOV. 1	RESPONSIBLE DECISION-MAKING AND AMAGEMENT STRUCTURES AND SYSTEM			
	System certification and/or CSR evaluation	yes ISO 9000:2008 (2001)	yes ISO 9000:2008 (2001)	yes ISO 9000:2008 (2001)
GOV. 5	PROPORTION OF WOMEN IN MANAGEMENT POSITIONS			
GOV. 5.1	Proportion of women within the Supervisory Board (%)	0.00	0.00	0.00
	Proportion of women within the Top Management (%)	50.00	50.00	50.00
	Proportion of women in a Management position (%)	44.44	37.50	44.44
	Overall proportion of women within the company (%)	55.32	56.04	57.61

Developing human resources

24

INTERNSHIPS

Aler promotes various internship opportunities in various company departments.

Actually, over the years Aler has been offering secondary school and university students a chance to live a professional working experience. In addition, the technical department also hosted

– on a training programme – an Argentinian architect who managed to escape the major credit crunch his country had been faced. The architect aimed at gaining the due experience and ability to enter the Italian job market.

There have been several students from secondary schools and various professional schools who have been on internship programme involved in various office tasks.





« Several engineering and architecture university students have been hosted in the Aler technical department, thus getting the chance to live a first-hand experience in terms of designing and managing construction works. »

Thanks to an agreement between Aler and the local health unit, a disabled youth got an internship post aimed at training and work orientation as well as verifying the capacity thereof to meet the hefty work demands on the ground. Training opportunities for interns represent a chance for recognised working processes implementation. Internships are variable in terms of duration even as a function of the study commitments of the interns.

BEST PRACTICES

PROMOTE AGGREGATION AND PERSONAL GROWTH

Aler believes in the importance of growth opportunities of all its personnel, even those not directly related to the professional activity. We, as Aler, entered an agreement with a training institute in Brescia which also offers, besides foreign language courses, art, hobby, inter-personal relations and general culture activities with the aim of facilitating adhesion to cultural activities.

These courses facilitate aggregation and development of personal abilities and skills. This agreement allows the participants to save in terms of enrolment and subscription costs.

05 Developing human resources

N.	INDICATOR	2010		2011		2012	
HR. 1 EQUAL OPPORTUNITY AND TREATMENT IN EMPLOYMENT							
HR. 1.1	Staff breakdown per employment contract (%)						
	% permanent	90.82		98.85		92.66	
	% fixed term	9.18		1.15		7.34	
HR. 3.1	Breakdown of employees by category and gender (FTE) (%)						
		% M	% F	% M	% F	% M	% F
	manager	3.37	2.25	3.45	2.30	3.39	2.26
	executive	6.74	4.49	6.91	5.76	5.66	5.66
	employees A	14.60	6.04	12.67	8.69	12.44	6.79
	employees B	22.27	40.24	22.60	37.61	22.28	41.52
	Breakdown of employees by age (FTE) (%)						
	20/35 years	15.57		13.82		11.16	
	36/50 years	54.30		54.93		60.75	
	51/65 years	30.13		31.26		28.09	
	Breakdown of employees by payscale group (%)						
	managers	5.62		4.66		4.53	
	executive	11.23		13.62		13.58	
	employees A	21.77		21.61		21.50	
	employees B	61.39		60.11		60.40	
HR. 3.2	Special employment (%)						
	share of special employemmen for the young, the unemployed people with specific social difficulties	7.13		7.40		7.18	
HR. 2 EMPLOYEES' PROFESSIONAL DEVELOPMENT AND GROWTH							
HR. 1.2	Number of training hours provided per category						
	executive	85.50		291.20		135.45	
	employees A	171.50		48.60		57.12	
	employees B	498.00		354.90		319.90	
	total	755.00		694.70		512.47	
	Number of trained employees per category						
	executive	11		7		10	
	employees A	19		2		19	
	employees B	58		8		16	
	total	88		17		45	
	Annual expenditure for external training (Euro/FTE)	187.47		258.18		188.94	
HR.3 GOOD WORKING CONDITIONS AND WORK-LIFE BALANCE							
HR. 2.3	Absenteeism rate (%)	3.38		3.64		2.41	
	Absenteeism due to work-related accidents and illnesses (%)	0.17		0.05		0.18	
	Rate of part-time employees (%)	21.28		23.08		18.48	
HR. 4 RESPECT FOR EMPLOYEES' INTEREST							
HR. 4.1	Level of employees satisfaction (%)	71.00		76.00		82.00	

The Company directly gathered the data this report is based on. Financial information comes from corporate general and management accounting. Additional data are taken from the internal information system and other corporate reports.

Data provided in this report and specifically the indicator grid, may vary depending on the specific regional laws used by the Italian company of the Eurhonet network.

CONTROLLED RENT: The rent money that is used to cover building / renovation / acquisition / management expenses. It is calculated based on objective data. Its value somewhere between the social and free-market rent rates.

SOCIAL RENT: The rent money that is used to cover building / renovation / acquisition / management expenses. It is calculated based on the social and financial condition of the tenant and on the type of housing.

TENANT'S POLICY: The document that the communal life of the building: tenants' rights and duties, services provided and their schedules and also control procedure. This tenants' Charter is the foundation of transparency as it describes the principles that direct corporate activities: equal opportunities, fairness and human dignity protection. The Charter of Services binds the Company and its organization to the principles it contains.

ENERGY CERTIFICATE: The document that verifies a building energy performance and energy performance class. The certificate must be written down by a certified technician.

PUBLIC SOCIAL HOUSING: The building stock built by contributions by State, Region or Municipality. It is used to fulfil housing needs of financially disadvantaged citizens.

PARTIALLY SUBSIDY HOUSING: Housing projects for first-time buyers. The State contributes towards some of the mortgage interest rates.

SUBSIDY HOUSING: Building projects for supplying flats whose entire rent is paid by the State. They are managed directly by the Municipality and by the public housing companies.

EURHO-GR®: Registered mark. Official standard used by ERP companies belonging to the Eurhonet group when filling out the social sustainability and environmental report. It is used as guidelines and it shows an indicator grid (both at municipality and nationwide levels) for data collection.

ECONOMICAL INDICATOR (ISEE): The Equivalent Economic Situation Indicator is used to assess a family's financial class. It is used to set eligibility or non-eligibility to services and to calculate the social rental fees.

REPAIRS: The repairing or restoration of the building areas or accessories with no increase in value or performance.

PLANNED MAINTENANCE: Restructuring or repairing actions that may increase the estate value or life.

STAKEHOLDER: Partners recipients that affect company management direction and activities. Stakeholder include: employees, the financial community, customers, suppliers, state, Public Administration, environment and others.

SUSTAINABLE DEVELOPMENT: The financial, environmental and social services that aim to better the quality of life of the entire community. It fulfils the present generation needs without disregarding next generation's expectations.



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ALER Brescia

ALER BRESCIA - AZIENDA LOMBARDA PER L'EDILIZIA RESIDENZIALE DI BRESCIA
VIALE EUROPA 68 - 25133 BRESCIA ITALY
TEL. +39 030 2117 711 - FAX +39 030 2006 423- www.aler.bs.it - e-mail: aler@aler.bs.it
EURHONET - 18 SQUARE DE MEEÛS B - 1050 BRUXELLES - www.eurhonet.eu

