

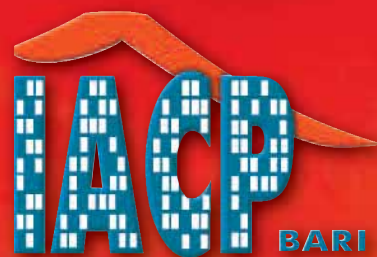


Corporate Social  
Responsibility

Report

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2011



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**Dott. Raffaele Ruberto**  
Special Administrator of the Bari IACP

In this 2012 edition I am pleased to present our second Report, which gives a true summary of the work of the Autonomous Institute for Council Housing in Bari.

The publication of this pamphlet is a clear and precise illustration of the work of the Bari IACP during 2011. The year was marked by a constant attention towards the weaker and less privileged parts of society. With the current deepening of the economic crisis our offices find it more and more difficult to find the necessary finance to meet the extra work caused by all the technical and social demands.

An assessment of the work and the results obtained shows that we have met the objectives set by this Authority, and in particular in the real innovations made in the management of the Institute.

For some time the Bari IACP has been creating a series of instruments to allow it to receive feedback, which is useful for checking the results obtained as a result of the choices made and the specific strategies used to satisfy the needs of the stakeholders: tenants, tenants' associations, building firms, trades unions, institutions etc.

I would like to conclude by saying that our work, our self-denial and our results all aim at the continuous reduction of the housing deficit in our towns and cities, and the strengthening of the image of the public administration as being on a human scale and in perfect harmony with its territory. I am certain that this is a challenge that we can meet.

**ITALY**

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

**FRANCE**

**Delphis** - Paris  
**FSM** - Melun  
**Habitat 62/59 Picardie** - Calais  
**Le Foyer Rémois** - Reims  
**Le Toit Angevin** - Angers

**GERMANY**

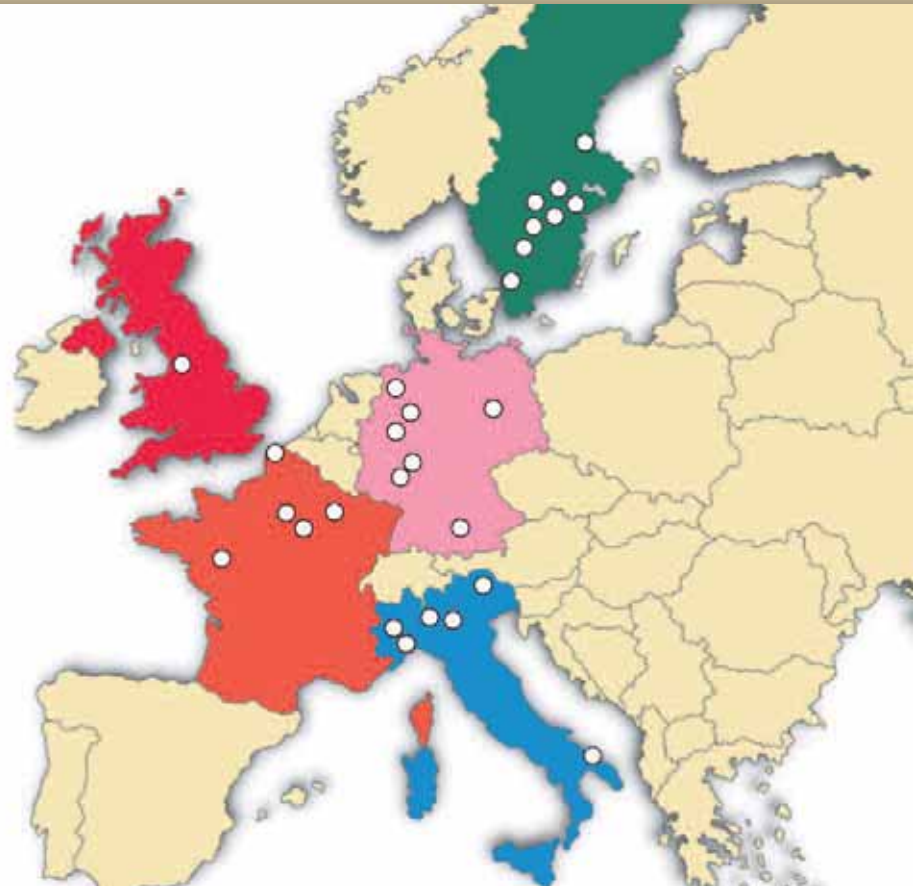
**bauverein AG** - Darmstadt  
**BWG** - Bielefeld  
**DOGEWO 21** - Dortmund  
**GBG Mannheim** - Mannheim  
**Gewoba** - Bremen  
**GWG München** - München  
**PRO POTSDAM** - Potsdam

**SWEDEN**

**Familjebostäder** - Stockholm  
**Gavlegårdarna** - Gävle  
**Helsingborgshem** - Helsingborg  
**Hyresbostäder** - Norrköping  
**Mimer** - Västerås  
**ÖrebroBostäder** - Örebro  
**Stångåstaden** - Linköping  
**VätterHem** - Jönköping

**UNITED KINGDOM**

**Bolton at home** - Bolton



The European Housing Network, Eurhonet, is a network that contains about thirty social housing organisations in France, Germany, Italy, Sweden and United Kingdom. The common denominator for all these organisations is the management of social or public housing. Although all the participating countries have different regulations governing the social housing sector, they all have a common aim: to work for a sustainable society where the impact on the environment is minimised by conscious actions.

Eurhonet manages various projects, one of which aims to produce a model for the associated organisations which will allow them to report on their work using criteria of Corporate Social Responsibility (CSR). This report has been written using the Eurhonet model.

The concept of social responsibility can be interpreted in various ways. Eurhonet's vision of social responsibility is to show how the associated organisations have voluntarily incorporated social aspects in their work in cooperation with their stakeholders. All this is done bearing in mind social, environmental and economic responsibility and sustainability, but at the same time maintaining an ethical attitude towards its employees.

# Social and environmental responsibility

## in public social housing

01

### PROMOTING LOCAL SOCIAL SUSTAINABILITY

- Answer the needs of the housing market
- Help disadvantaged families
- Promote activities to enhance social cohesion

02

### PROTECTING THE ENVIRONMENT

- Promote environmental sustainability in social housing
- Promote technological renovation
- Develop innovative energy saving projects

03

### PROMOTING ECONOMIC SUSTAINABILITY

- Help the local economy
- Practice responsible purchasing
- Maintain the quality of the rental housing

04

### PROMOTING DIALOGUE WITH THE STAKEHOLDERS

- Check the satisfaction of the stakeholders
- Encourage participation
- Work transparently and ethically

05

### DEVELOPING HUMAN RESOURCES

- Improvement of human resources
- Develop qualifications and training
- Promote reconciliation of working life and family life

05



# Key Numbers



Bari

Apulia

The Bari IACP is a non profit making public Institute. Although it has an independent organisation, its own fixed assets, independent administration, and accounts, it is monitored by the regional government and can consider itself as an **operative arm of the Regione Puglia**.

It operates in Bari and in **48 towns all over the province**, covering a vast area.

It is administered by a Board of Directors. Currently it is administered by a special administrator, **dr. Raffaele Ruberto**, under the terms of regional law 28/2000.

Since 1st January 2005, the Institute has been directed by the Director General **avv. Sabino Lupelli**. **It has 126 employees and one director.**

00

## Key numbers in detail

N.	INDICATOR						
EURHO 01	<b>number of rented dwellings to 31/12/2011</b>	<b>Rented dwellings</b>	<b>Rented commercial premises</b>	<b>Total</b>	<b>Buildings (rented or mixed)</b>	<b>Historic buildings (rented + mixed + purch.)</b>	
	Units belonging to IACP	20,874	2,971	23,845	3,161	5,219	
	Units under management	3,097	0	3,097	435	441	
	<b>Total</b>	<b>23,971</b>	<b>2,971</b>	<b>26,942</b>	<b>3,596</b>	<b>5,660</b>	
N.	INDICATOR	2009		2010		2011	
EURHO 02	<b>Average rental for type of premises (€/m2)</b>						
	social rent (levels 1-6+9)					0.85	
	agreed rent or fair rent (levels 7-8)					2.99	
	<b>Average rental per level (€/m²)</b>	<b>Province</b>	<b>Bari</b>	<b>Province</b>	<b>Bari</b>	<b>Province</b>	<b>Bari</b>
	1 <sup>st</sup> level	4.37	4.33	4.33	4.40	4.34	4.42
	2 <sup>nd</sup> level	6.69	6.54	6.26	6.12	6.16	6.02
	3 <sup>rd</sup> level	11.86	11.67	11.51	11.48	11.51	11.48
	4 <sup>th</sup> level	15.52	15.24	15.16	14.89	15.08	14.87
	5 <sup>th</sup> level	18.93	18.66	18.49	18.25	18.56	18.20
	6 <sup>th</sup> level	23.71	23.71	23.62	23.61	23.58	23.59
	Fair Rent	26.04	28.65	18.40	19.45	22.53	21.42
	Agreed Rent	30.52	41.46	31.39	43.72	31.24	43.31
	Compensation for Occupation	25.10	25.69	24.73	26.44	25.59	26.50
EURHO 03	<b>Number of dwellings accessible to the disabled and the elderly out of the total renting stock</b>	<b>N°</b>	<b>percentage</b>	<b>N°</b>	<b>percentage</b>	<b>N°</b>	<b>percentage</b>
	equipped dwellings	970	4.6%	973	4.6%	982	4.7%
	accessible dwellings	9,590	45.0%	11,714	55.1%	13,801	66.1%
	inaccessible dwellings	10,751	50.4%	8,556	40.3%	6,091	29.2%
	<b>total</b>	<b>21,311</b>	<b>100%</b>	<b>21,243</b>	<b>100%</b>	<b>20,874</b>	<b>100%</b>
EURHO 04	<b>Percentage assignees &gt;65 years</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
	tenants under 65	14,120	59.87%	13,545	57.57%	13,271	56.36%
	tenants over 65	9,464	40.13%	9,981	42.43%	10,275	43.64%
	<b>total</b>	<b>23,584</b>	<b>100%</b>	<b>23,526</b>	<b>100%</b>	<b>23,546</b>	<b>100%</b>
EURHO 05	<b>Annual turnover (K€)</b>	26,614.00		23,793.00		23,195.00	
EURHO 06	<b>Average age of total stock:</b>						
	<b>rented buildings</b>						
	average age of stock	31		32		33	
	Total buildings	2,133		2,138		2,138	
	<b>mixed buildings (rented and purch.)</b>						
	average age of stock	50		51		52	
	Total buildings	977		977		977	
	<b>total buildings</b>						
	average age of stock	37		38		39	
	Total buildings	3,110		3,115		3,115	
EURHO 07	<b>Number of full time, or equivalent, employees</b>						
	full time or equivalent	126		125		124	
	part-time	3		2		2	
	<b>total</b>	<b>129</b>		<b>127</b>		<b>126</b>	

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### Avv. Sabino Lupelli

Director General IACP Bari

Creating the second edition of the report on Corporate Social Responsibility for the Autonomous Institute for Council Housing in Bari is yet another gamble that has been won in terms of renewal and innovation by the organisation of which I am director. 2011 was a particularly busy year, even more full of challenges than 2010: to match already satisfactory results is an important objective, but to manage to better performances has a very positive effect on our team work, testing a production process and an organisation that is already consolidated and becoming ever more efficient.

I am very proud, therefore, to present a table summarising the results of 2011 of an Institute that is always trying harder to listen to its interlocutors.

Our work is based on highly specialised skills, on scientific methodology and on innovative techniques, which require highly qualified professionalism, collaboration and interaction, also with centres of excellence. Yet, despite the complexity and specialised nature of our work, we have endeavoured to explain, directly and clearly, using numbers and text, the results of our work, the way we have put our ideas into practice to carry out the mission of our Institute, day by day.

Through gathering statistics and the will to improve we can show the efforts we have made and the results we have achieved. Thanks to this process of self-evaluation and by comparing ourselves with the other members of the Eurhonet European network, we have identified some of our weaknesses and drawn up strategies to improve them. Our data bank has been thoroughly updated, by correcting old inaccuracies, and in some cases this has produced a slightly different picture to the one we had in 2010. I believe it is important to improve and to clear away the shadowy areas that inevitably form, to gain a clear and faithful view of the Bari IACP.

The report on Corporate Social Responsibility is, therefore, an important document which gives value to the professional skills of the Institute and the daily efforts that it must make to reach ever more ambitious goals and to respond to the needs of our territory and our clients.

## 2011 IN BRIEF: KEY NUMBERS

2011	MARKER	MEASUREMENT	REF. Eurho-GR
ACCOUNTS	Annual turnover	€ 23,195 K	EU-05
STOCK	Total number of rented dwellings managed	23,971 units	EU-01
	N° of dwellings rented (property of IACP)	20,874 units	
	N° of rented dwellings managed (other institutes)	3,097 units	EU-06
	Average age of buildings	39 years	EU-03
Dwellings equipped for the disabled or elderly	4.7 %		
USERS	Dwellings accessible to the disabled or elderly	66 %	EU-02
	Total number of assignees	23,546	
	Minimum monthly rent	€ 25	
	Percentage of users on minimum rent	22 %	
	Average monthly rent	€ 77.75	
	Most frequent income level	2 <sup>nd</sup> level	
	Percentage of users on 2 <sup>nd</sup> level	31 %	
Average monthly rent 2 <sup>nd</sup> level	€ 40.13	EU-04	
Average rent per m <sup>2</sup> for "social rent" (levels 1-6 + 9)	€ 0.85 mq		
Average rent per m <sup>2</sup> for "agreed rent" or "fair rent" (levels 7-8)	€ 2.99 mq	44 %	
PERSONNEL	Percentage of assignees over 65	124	EU-07
	Number of full time employees or equivalent	2	
	Number of part-time employees	1	
	Number of Directors		

## 01

# Promoting local social sustainability

08

## STUDENT ACCOMMODATION IN BARI LIKE AN AMERICAN COLLEGE

The Bari IACP is currently diversifying its range of activities: hence the construction of **100 apartments for university students in the Mungivacca quarter of Bari.**

Good quality building standards and a high level of aesthetics and architecture are the new cornerstone of social housing, in contrast to the traditional approach based on poor quality construction and very basic architecture.

The Bari IACP strongly believes in social integration and its leading role in changing the fabric of

the city, and this is what inspires its policies.

The institute has just consigned the building work to the Aedes Aurora company from Bari for a contract fee of **7 million Euros** (the sum is financed by the Regione Puglia). The work will last approximately two years, and will create **one hundred mini-apartments** of two, three or four rooms, all with high speed internet access, kitchen, amenities and parking, for a total of over **three hundred beds**. These will be available for non-resident students of the “Aldo Moro” University of Bari and of Bari Polytechnic.

The innovative building programme is for the construction of **two blocks, one of five and the**





# BEST PRACTICES

## A ROOF FOR EVERYONE "OPERA SS MEDICI" FOUNDATION BITONTO (BA)

**Project:** "A roof for everyone"

PON FESR 2007-2013 Asse III – Type of intervention  
3.2 Action 3.2.1

**Proposed by:**

Opera "SS Medici" Foundation – Bitonto (Bari)

July 2011: presentation of the project to the Regione Puglia

**24th October 2011:** signature

**Total cost:** 552,931.54 Euros

**Contribution by Regione Puglia:** 221,172.62 Euros



other of six floors, surrounded by ample gardens. The Regione Puglia's agency for the right to university studies (ADISU) will assign these mini apartments using public lists based on earnings and academic achievements.

There will also be a library, a bar, a canteen, a laundry and common rooms and areas using only ecological, environmentally compatible materials.

The new structure will achieve two things:

- to give a clear contribution to increasing the number of residences for university students within the city and to reduce the phenomenon of black market renting;
- to redevelop the ERP "Borgata Operai" area in the Mungivacca quarter of Bari, an area that had become neglected and decayed, and has now been handed back to the city council. For this reason the plans include a square and communal areas available for the use of the residents in the quarter.

A number of factors will guarantee a social and generational mix, thus creating a significant integration and a valuable exchange of knowledge.

## A ROOF FOR EVERYONE: SUMMARY OF THE PROJECT

The "A ROOF FOR EVERYONE" project officially started in 2011, based on a proposal by the "Opera SS Medici" Foundation. Its aim is the creation of a **centre for temporary hospitality and assistance, with the aim of reintegrating people into society**. The Bari IACP adhered to the project, since it totally agrees with the work and its aims, which correspond to its own institutional mission. It became an **active sponsor, and made its own expertise available**, such as, for example the office responsible for proceedings (RUP), **contributing both from a technical and an administrative point of view to institutional and managerial communication** (procedures for the competitive tender).

The project is for **the restructuring of premises adjoining the Foundation to create a homeless shelter** and services for the homeless, and the socially excluded who are in need of temporary shelter and assistance. The shelter also aims at **helping the reintegration of people** who are seriously socially excluded, by welcoming them in a place of temporary hospitality.



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The aims of the shelter are therefore as follows:

- to provide an **immediate solution**, even if temporary, **for urgent needs for shelter**;
- to help people gain empowerment of their own abilities **in order to make them self-sufficient in overcoming social exclusion**;
- to promote **social reintegration**;
- to **requalify their social background**;
- for them to get to know the **network of services available in the area**.

A maximum of 7 adults per day can enter the shelter (Italians, citizens of the European Union and elsewhere, and those seeking political asylum), and they can stay for a maximum of 21 to 30 days.

People are generally referred to the shelter by the social services, the police, the service for drug addiction (Ser. T) or the probationary service (UEPE) or the Prefecture.

Once the emergency has passed, together with the authorities who referred the person, a plan is drawn up for social reintegration, or backing is given to a request for council housing. For ex-con-

victs, efforts are made to find them work to help them avoid re-offending, and in some circumstances free legal aid may be provided. For victims of slavery or violence, there will be the possibility to use protected listening.

To make their stay at the shelter more productive there will be the chance to take part in sporting activities at the Foundation's sports centre, and/or to follow lessons in the multimedia classroom or literacy and culture lessons for immigrants.

To sum up, **the “a roof for everyone” shelter will be able to provide hospitality services including bed and board; social and legal assistance; cultural mediation; protected meetings with qualified workers; recreation and cultural opportunities.**

Emergency Social Services will also offer just shower facilities, a laundry, left luggage facilities, a canteen and a listening centre. Those who use the shelter, even after they have left, will be able to continue to use some of the services, such as collecting food packs once a week, showers for the homeless, legal aid, consultations with a psychologist and the chance to take part in workshop activities.



**Ing. Corrado Pisani**

Director of the Technical Department of the Bari IACP

interview

The public residential building assets of the Bari Autonomous Institute for Council Housing (IACP) are currently composed of approximately 21,000 dwellings, of which a large part are over 40 years old. We need, therefore, to broaden our horizons: from new constructions to reclaiming, redeveloping and regenerating urban areas. **Reclaiming** now has a very important role in the housing market with respect to new building work. This now makes up nearly 41% of the total value of production and about 46% of private and public investment. In this context, public residential building is now the biggest market in Italy for building regeneration.

The need, within public residential building, to reclaim and redevelop explains the **involvement of private companies**, also to make up for the **chronic shortage of public funds**. The demand to reclaim should be seen as **urban regeneration** to bridge the **gap between private and public residential building** and to finally bring quality products through the concept of **salubrity and ecological innovation** through the use of new materials.

In the past few years the Bari IACP has managed to introduce elements of environmental compatibility which its planners have to take into account. **Ecological construction**, and consequently **eco-friendly buildings** reinforces the concept of sustainable architecture and triggers strategies for a **policy of respect for the territory and its regeneration**. Together with this need, the professional ability and the level of qualifications of the private sector must grow, so that, through interaction with the Public Administration, it can take on a fundamental role in carrying out quality work and reversing the trends of the past.

For this reason, with the coexistence of new technical requirements in the field of construction and the new demographic profile of residential needs, the IACPs have returned to a central role in the public residential building sector. It is, in fact, undeniable that these institutes have a fundamental role in carrying out all the programmes of building regeneration, urban redevelopment and building. In particular, the Bari IACP is a fundamental institute with its own professional technical and management skills developed over 106 years of experience, but above all as a result of a process of restructuring and restoring financial stability.



**01**

## Promoting local social sustainability

N.	INDICATOR	2009		2010		2011	
<b>SOC. 1 HOUSING OFFER BASED ON LOCAL DEMAND</b>							
<b>SOC. 1.1</b>	<b>Number of dwellings per class of surface area</b>	<b>21,311</b>		<b>21,234</b>		<b>20,874</b>	
	up to 40 m <sup>2</sup>	1,267		1,263		888	
	from 40.01 to 60 m <sup>2</sup>	3,039		3,011		3,031	
	from 60.01 to 75 m <sup>2</sup>	2,585		2,569		2,545	
	from 75.01 to 95 m <sup>2</sup>	10,723		10,701		10,724	
	>95 m <sup>2</sup>	3,697		3,690		3,686	
<b>SOC.1.2</b>	<b>Type of dwelling built every year (N° and %)</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
	dwellings at "social rent"	0	0.00%	0	0.00	48	27.4%
	dwellings at "agreed rent"	0	0.00%	66	100%	127	72.6%
	other (subsidised and social housing)	0	0.00%	0	0.00%	0	0.00%
	<b>total</b>	<b>0</b>	<b>0.00%</b>	<b>66</b>	<b>100%</b>	<b>175</b>	<b>100%</b>
<b>SOC. 1.3</b>	<b>Increase in rental stock with purtenances (N° and %)</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
	dwellings	20,913	-0.51	20,831	-0.39	20,874	0.21
	commercial premises	453	0.00	454	0.22	457	0.66
	comm. premises/storage areas/cellars/purtenances	5,467	-0.05	5,463	-0.07	5,638	3.20
	<b>total building units</b>	<b>26,833</b>	<b>-0.41</b>	<b>26,748</b>	<b>-0.32</b>	<b>26,969</b>	<b>0.83</b>
<b>SOC. 1.4</b>	<b>Dwellings offered for sale</b>						
	% dwellings	1.52%		1.11%		1.12%	
	N° dwellings sold	111		80		80	
	<b>total dwellings for sale</b>	<b>7,286</b>		<b>7,207</b>		<b>7,131</b>	
<b>SOC. 2 CURRENT RENTS AND EXPENDITURE</b>							
<b>SOC. 2.3</b>	<b>Average increase in rent (%)</b>	-1.72		8.52		-4.85	
<b>SOC. 3 SOCIAL MIX</b>							
<b>SOC. 3.1</b>	<b>Level of internal mobility in the assigning of dwellings (%)</b>						
	assignment	395		574		59	
	change	28		4		10	
	<b>total contracts</b>	<b>423</b>		<b>578</b>		<b>69</b>	
	<b>% changes</b>	<b>6.62%</b>		<b>0.69%</b>		<b>14.49%</b>	
<b>SOC.3.2</b>	<b>Division of users by age (N° and %)</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
	up to 18 years	7,756	11.09	8,865	12.02	8,121	11.41
	between 19 and 40 years	19,979	28.58	21,465	29.11	19,677	27.64
	between 41 and 65 years	26,026	37.23	26,854	36.42	26,518	37.24
	over 65	16,151	23.10	16,551	22.45	16,885	23.71
	<b>general total</b>	<b>69,912</b>	<b>100</b>	<b>73,735</b>	<b>100</b>	<b>71,201</b>	<b>100</b>
<b>SOC.3.2a</b>	<b>Division of users by size of families (N° and %)</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
	1 member	4,508	19.11	4,168	17.72	4,752	20.18
	2 members	8,072	34.23	7,786	33.10	8,212	34.88
	3 members	5,358	22.72	5,361	22.79	5,348	22.71
	more than 3 members	5,646	23.94	6,211	26.40	5,234	22.23
	<b>general total</b>	<b>23,584</b>	<b>100</b>	<b>23,526</b>	<b>100</b>	<b>23,546</b>	<b>100</b>

N.	INDICATOR	2009		2010		2011	
<b>SOC.3.2b</b>	<b>Division of users by income level (% of total)</b>						
	1 <sup>st</sup> level	Nr. 4,492	% 19.05	Nr. 4,638	% 19.71	Nr. 4,748	% 20.16
	2 <sup>nd</sup> level	8,197	34.76	6,970	29.63	7,327	31.12
	3 <sup>th</sup> level	3,743	15.87	3,783	16.08	3,789	16.09
	4 <sup>th</sup> level	2,414	10.24	2,586	10.99	2,552	10.84
	5 <sup>th</sup> level	1,548	6.56	1,745	7.42	1,721	7.31
	6 <sup>th</sup> level	1,478	6.27	1,786	7.59	1,689	7.17
	fair rent	1,168	4.95	50	0.21	60	0.25
	agreed rent	118	0.50	1,481	6.30	1,087	4.62
	compensation for occupation	426	1.81	487	2.07	573	2.43
	<b>general total</b>	<b>23,584</b>	<b>100</b>	<b>23,526</b>	<b>100</b>	<b>23,546</b>	<b>100</b>
<b>SOC. 4 INITIATIVES FOR SOCIAL COHESION</b>							
<b>SOC. 4.1</b>	<b>Description of the initiatives for social integration and evaluation of the results</b>	yes		yes		yes	
<b>SOC. 5 SOCIAL WELFARE FOR THE TENANTS</b>							
<b>SOC. 5.1</b>	<b>Expenses for social welfare (social fund or other social welfare)</b>						
	total sum spent (€)	€ 270,000		€ 273,000		€ 418,000	
	n° of social building dwellings	21,311		21,234		20,874	
	average cost in € per dwelling	€ 13		€ 13		€ 20	
<b>SOC. 6 ACCESS FOR THE DISABLED AND THE ELDERLY</b>							
<b>SOC. 6.1</b>	<b>Expenses sustained for restructuring to make the dwellings more suitable for the disabled and the elderly</b>						
	expenses for restructuring for the disabled	€ 200,000		€ 450,000		€ 500,000	
	total expenses for restructuring	€ 5,000,000		€ 10,000,000		€ 10,000,000	
	% of total restructuring expenses	4.0%		4.5%		5.0%	
	total turnover	€ 26,614,000		€ 23,793,000		€ 23,195,000	
	% of total turnover	19%		42%		43%	
<b>SOC. 7 SAFETY POLICIES FOR THE NEIGHBOURHOOD</b>							
<b>SOC. 7.1</b>	<b>Initiatives and results of the safety policies</b>	Road resurfacing, renewal of lighting in the shared areas, pest control in the shared gardens		Fencing of the estates, lighting in the shared areas, pest control in the shared gardens		Fencing of the estates, pest control in the shared gardens	
<b>SOC. 8 URBAN RENEWAL</b>							
<b>SOC. 8.1</b>	<b>Percentage of annual investments in urban renewal projects (new buildings, demolition and restoration)</b>						
	total investment in urban renewal projects (€)	n.a.		n.a.		9,537,000	
	total investments	n.a.		n.a.		9,938,000	
	total investment in urban renewal (%)	n.a.		n.a.		96.95%	
<b>SOC. 9 CONSUMERS PROTECTION</b>							
<b>SOC. 9.1</b>	<b>Procedures for personal data protection</b>	yes		yes		yes	

# 02

## Protecting the environment

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### AN INNOVATIVE COMMUNITY GARDENING PROJECT IN BARI

For some years now community gardens – a spontaneous **creation of a vegetable plot or garden on waste land** -have become more common. The cities in Puglia suffer from a chronic shortage of public parks, most of the existing ones were created in the nineteenth century.

Even if the plans for the ERP areas of Bari originally included various parks and gardens, most of these are small and neglected, or else they were never created.

In recent years, however, there has been a tendency for citizens in the areas developed in the period of INA-Casa or before, to take over some of these areas and **create their own gardens**. Residents have bought their own plants, benches, holy statues and other ornaments, and take care of the areas themselves.

These are examples of spontaneous community gardening, with the disadvantage, however, that they are unauthorised (and unsupported) by the authorities, and created without the necessary technical know-how.



## IMPROVING THE SAFETY AND QUALITY OF PUBLIC GARDENS

Also in 2011 the Institute carried out work to improve the health and safety of residents and of the public. **Maintenance work** has been done in the **gardens** inside the San Marcello complex in Bari and inside the buildings in the area of Via Pitagora in the Japigia quarter of Bari.

**The Crispi complex has had a fence built around it** in the Libertà quarter of Bari, in order to create greater safety for the residents and make the buildings more presentable.

Finally, in the San Paolo quarter of Bari, a resident has been given permission to create a garden, which he will maintain, in order to make the building more attractive and help to increase the sense of civic pride of the residents



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For this reason, in April 2001, the **Garden Faber** association was born, to **encourage participation in the creation of public gardens**.

Garden Faber won the **regional Principi Attivi (Active Ingredients) competition** with a project

in **partnership with the Bari Autonomous Institute for Council Housing (IACP)** as well as the **SUNIA of the Province of Bari** (tenants' union). So far they have worked in the Via Bruno Buozzi area where they have created a communal garden that can be seen in the photos.

## BEST PRACTICES

### RESPONSIBLE PROCUREMENT, RECYCLING, ENERGY SAVING

*Green Public Procurement (GPP) is one of the mainstays of the Project for Rationalising Procurement. With the activation of the inter-ministerial decree which launched the National Action Plan for GPP in April 2008, greater impulse has been given to sustainable procurement.*

*The National Plan outlines the strategy for the adoption of GPP, the product categories, the environmental objectives to be reached, the general methodological aspects and the definition of minimum environmental criteria to include in the*

*procurement procedure. Within the Project for Rationalising Procurement, these criteria are introduced in public competitive tenders for supplying goods and services.*

*With a view to containing environmental impact, the procurement of goods and services is mainly made through the website of the programme for the rationalisation of public expenditure for goods and services (Consip) which participates in the Management Committee for the National GPP Action Plan. It integrates ecological criteria in its public calls for tender.*

*With the aim of reducing the environmental impact of goods and services used by the Institute, in 2011 the number of green projects and support for the Project increased considerably. The main eco-objectives involved the following areas: energy, goods and services, recycling materials and waste.*



## WASTE SEPARATION: PAPER, TONER, BATTERIES

In 2011 the Institute placed various bins on each floor for waste paper collection. Twice a week the cleaner of each floor empties the bins into the containers in the council recycling area. Printer toner is also collected separately, as well as batteries.



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## DIGITALISING THE PUBLIC ADMINISTRATION

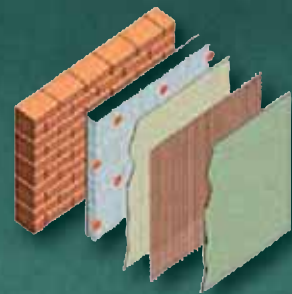


In line with the New Code for Digital Administration, the Bari IACP is encouraging the use of email and certified mail, both for internal and external communications, in order to reduce paper consumption.

It is also looking to adopt software to cover all the administration procedures sending documents by certified and digitally signed mail.

## ENERGY SAVING

To improve insulation and reduce heat loss, the old windows and doors in the central offices and in the branch offices have been replaced with thermal break frames. The whole building has also been insulated on the exterior.





## 02 Protecting the environment

ENV. 1	ENVIRONMENTAL POLICIES	2009	2010	2011
ENV. 1.1	<b>Action plan or environmental initiatives</b>			
	GPP tenders for supplies	yes	yes	yes
	GPP tenders for services	yes	yes	yes
ENV. 1.2	<b>Number of new and restructured dwellings with environmental standards higher than those required by national laws</b>	n.a	n.a	n.a
ENV. 2	FIGHTING CLIMATE CHANGE			
ENV. 2.1	<b>Average energy used by buildings built within the last 5 years (KWH/M2/Year)</b>	-	-	-
	<b>Average energy used by all the property (KWH/M2/Year)</b>	-	-	-
	<b>Average greenhouse gas emissions by all the property (KG CO2/M2/Year)</b>	-	-	-
	<b>Average greenhouse gas emissions by buildings built within the last 5 years (KG CO2/M2/Year)</b>	-	-	-
	<b>Distribution of dwellings according to energy class</b>			
	district heating	0%	0%	0%
	methane gas	98%	98%	98%
	fuel oil	2%	2%	2%
ENV. 2.3	<b>CO2 emissions by the Institute's vehicles</b>			
	Km/year	11,600	10,700	55,000
	number of vehicles	1	1	5
	emissions CO2 g/km	140	140	596
	tons of CO2/year	1.624	1.498	21.604
ENV. 4	URBAN AND LANDSCAPE ARCHITECTURE			
ENV. 4.1	<b>Total expenditure for green areas (€)</b>	600,000	n.a.	n.a.
	number of dwellings involved (nb.)	150	n.a.	n.a.
	expenses per dwelling (€/dwelling)	4,000	n.a.	n.a.
ENV. 5	AWARENESS CAMPAIGNS			
ENV. 5.1	<b>Creation of environmental awareness campaigns for residents, employees and service suppliers</b>	Event for energy saving "Watt-in"	Competition for ideas on photovoltaic systems "Daniela De Santis"	Garden Faber

## 03

# Promoting economic sustainability

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## CEGLIE DEL CAMPO: 48 NEW HOMES DELIVERED

After years of problems and delays, in 2011, 48 public residential apartments were finally delivered in three buildings between Via Gorizia and Via Ada Negri in Ceglie del Campo.

Each building is made up of eight floors and a portico, making up a total of 48 homes, of which 32 have a floor area of approximately 95 m<sup>2</sup>, 14 with an area of 78.31 m<sup>2</sup>, and 2 with an area of 81.56 m<sup>2</sup> destined for disabled residents. There is covered parking space for 24 cars, and an uncovered parking area, as well as gardens. The area involved has a total surface of 4,383.00 m<sup>2</sup>.

The Institute, together with Bari city council, has managed to overcome the problems of a complicated and unfortunate project to finish what was started many years ago and deliver the buildings. The site was, in fact, blocked for many years because of administrative and accounting problems, as well as problems with the building

### Director General of the Bari IACP:

Avv. Sabino LUPELLI

**Works Supervisor:** Geom. Gennaro NAMOINI

**Process Manager:** Ing. Corrado PISANI

**Planning:** Ing. Michele NOTARISTEFANO

**Auction starting price for the works:** 2,607,613.11 Euros

**Net contract value:** 2,097,758.04 Euros, of which  
181,926.50 Euros fixed price for safety provisions

**Building Contractor:** A.T.I. Caradonna ing. Paolo s.r.l./  
Tecno Edilizia Meridionale/Essecie s.r.l. from Bari

## **BARI JAPIGIA REDEVELOPMENT OF THE COUNCIL HOUSING IN THE 1179 SECTION**

The Bari IACP has started proceedings for the restoration and redevelopment of the ERP complex situated in the 1179 compartment of Bari in the area between Via Peucetia, Via Caldarola, Via Salapia and the Valenzano creek.

The project is part of the urban redevelopment programme being promoted by the CER and with funds destined for the Regione Puglia.

The buildings concerned are made up of a total of **552 dwellings** and the funding is for **12,911,422.48 Euros**, of which **5,164,569 Euros** is for experimental building work, and **7,746,853.48 Euros** for ordinary work.

In addition there is a **total of 5,164,469 Euros for redevelopment of public spaces and parks.**

### **State of the places**

The buildings have deteriorated through damp. The inside of the homes is of poor quality because of the type of external frames used and insufficient insulation in the vertical walls. There are no meeting areas, and pathways, access points and connecting routes are not clear. Poor maintenance of the road surfaces means that rainwater puddles are easily formed.

### **The redevelopment**

The experimental redevelopment work will include the creation of a heat shield with the removal and replacement of all the damaged outside fixtures (railings, balconies, ...) and subsequent rebuilding and extension. There are also plans to install solar panels on the flat surfaces to produce hot water. Above each stairwell there will be twelve solar panels and a boiler.



The ordinary works will include the rebuilding of the loggias, the removal of aluminium verandas and their replacement with a system of opaque panels forming a parapet and sliding double-glazed windows; the creation of a heat shield on the exterior, with the prior removal of all the damaged parts and their replacement.

There will also be the strengthening of the building through work on the columns and the creation of a ventilated exterior cavity wall to limit rising damp.

### **Times and methods**

The work will last about 30 months and will be carried out with innovative construction techniques, with quality planning and with particular attention to energy efficiency and environmental sustainability.

This work is part of a redevelopment programme in a poorly structured suburb where buildings have been erected without proper planning and the road system has been poorly designed.

**The city of Bari is changing, replanning and redeveloping its urban layout and its housing patrimony, in particular in the Japigia quarter, which has recently changed from outskirts to "new" town centre.**

contractor. Thanks to its determination, the Bari IACP has finally managed to complete these houses, which were greatly desired. They are well finished and architecturally pleasing, and com-

pare well with "private housing". Local politicians and the many citizens have expressed great satisfaction, with celebrations, tears, joy and champagne, as they moved into their new homes.



## MAINTAINING THE QUALITY OF THE BUILDINGS FOR LETTING

### CREATION OF A SQUARE IN THE "BORGATA OPERAI" COMPLEX IN MUNGIVACCA, BARI

After a careful examination of the buildings and the everyday habits of its residents, a proposal for the evolution of the existing buildings with development of the external areas in order to improve their morphological quality and their use has been used

to complete the "Borgata Operai" in Mungivacca (Bari). The aim of the project was to create an urban space that is exemplary in terms of architectural quality, integration and providing opportunities for socialisation, thus correcting, as far as possible, the anomalies inherent in the complex.

Particular attention has been paid to the architecture of the buildings and the surrounding area (paving, facings, street furniture, plants and gardens). **The internal area has been closed to traffic, traffic systems and footpaths** have been rearranged, and gardens and street furniture have been redeveloped, with the creation of **communal areas**, the building of two levels of **underground parking**, below the central **pedestrian square**, with one garage for each home.

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## THE EFFORT TO INNOVATE

### San Girolamo quarter

On 8th November 2011 a contract was drawn up for the Redevelopment Programme for the San Girolamo Quarter.

### Realisation of the Regional Residential Building Programme

Nearly all the projects financed by the regional law n° 20/2005 have been completed. Planning and works have now started for some of the 16 Plans for the Redevelopment of the Suburbs submitted by the Institute, after the signing of the Conventions with the Town Councils.

### Building restoration – New Buildings – Utilisation of funds from 560/93 Law – Town Redevelopment

In 2011 about 8.5 million Euros were used from

the finance available for the Renewal and Restoration of Buildings, and 2.5 million Euros for New Buildings. Furthermore, the Institute intends to carry out restoration work on its buildings for a value of 3.5 million Euros.

### Art. 18 – Law n° 203/91 – State funded Building – New Buildings

The State Funded Building of 100 homes in the Bari-Poggiofranco area has nearly been completed. Following the assignment of land by Bari City Council in the area between Japigia and Torre a Mare, in the locality known as Sant'Anna, a convention has been drawn up to transfer the land to the Institute in relation to the 1st section of earthing system 22, and the final plans are currently being drawn up.

Regarding the Plan for the Urban Restoration of the San Paolo Quarter of Bari, the preliminary Project has been completed and submitted to Bari city council and to the Regional government to be approved. In 2011, 48 dwellings were delivered in Bari Ceglie and the construction of 24 dwellings in Locorotondo has been assigned to the Institute.

### Urban Restoration of the Madonella Quarter

Work on the III part of the scheme has been



## 03

### Promoting economic sustainability

ECO. 1	MANAGEMENT OF THE PATRIMONY	2009		2010		2011	
<b>ECO. 1.1</b>	<b>Number of old dwellings renovated every year</b>						
	total lacp dwellings	20,913		20,831		20,874	
	total lacp dwellings more than 25 years old	15,590		16,265		16,991	
	renovated dwellings (>€10,000 and 25 years)	122		357		172	
	% remaining dwellings over 25 years and >€ 10,000 renovated out of total lacp dwellings over 25 years	0.78%		2.19%		1.01%	
	% remaining dwellings over 25 years and >€10,000 renovated out of total lacp dwellings	0.58%		1.71%		0.82%	
<b>ECO. 1.2</b>	<b>Average extraordinary maintenance expenses per dwelling in a period &gt; 5 years</b>						
	cost of work	€ 108,466,704.95		€ 122,321,358.21		€ 131,018,198.70	
	n° of renovated buildings	1,407		1,447		1,567	
	average cost of work per building	€ 77,090.76		€ 84,534.46		€ 83,610.85	
	n° of lacp dwellings renovated	11,827		12,231		13,187	
	average cost of work per dwelling	€ 9,171.11		€ 10,000.93		€ 9,935.41	
<b>ECO. 1.3</b>	<b>Rate of empty lodging per type of empty lodging</b>						
	turnover more than 3 months (95 days) (%)	<b>Bari</b>	<b>Province</b>	<b>Bari</b>	<b>Province</b>	<b>Bari</b>	<b>Province</b>
		0	0	0	0	0	0
<b>ECO. 2</b>	<b>LOCAL ECONOMIC SYSTEM</b>						
<b>ECO. 2.1</b>	<b>Income distribution for SH (€K) (employees – suppliers – PA)</b>						
		%	absolute value	%	absolute value	%	absolute value
	expenses for staff	17.73	4,718	19.48	4,635	20.22	4,691
	tax (PA)	18.14	4,828	17.57	4,181	19.16	4,444
	banks	1.11	295	0.15	36	0.01	3
	service suppliers and outsourcing	25.89	6,891	31.49	7,492	30.00	6,959
	N.I.	4.41	1,173	4.35	1,035	4.98	1,154
	Value Added distribution	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
	annual total turnover	100	26,614	100	23,793	100	23,195
<b>ECO. 2.2</b>	<b>Annual investment in new buildings</b>						
	investment in new buildings (€K)	11,850	45%	17,600	74%	12,496	54%
	total annual turnover	26,613		23,793		23,195	
<b>ECO. 3</b>	<b>RESPONSIBLE PURCHASING</b>						
<b>ECO. 3.1</b>	<b>Description of ethical and eco-compatible (GPP)</b>	Green Public Procurement Crispi Group (renovating green areas)		Green Public Procurement Mungivacca (renovating green areas)		Separate collection of rubbish Consip-paper: green purchasing	
<b>ECO. 5</b>	<b>INNOVATIVE EFFORT</b>						
<b>ECO. 5.1</b>	<b>Description of innovative projects</b>	See "The Effort to Innovate" p. 20-21					

completed, regarding the restoration of the building facing onto Piazza Diaz, on the seafront in Bari, which has a preservation order from the regional board of the Ministry of Cultural Heritage and Environmental Conservation. Work has also been completed on the strengthening of the buildings on Via Giulio Petroni and Via Zara.

#### Programme for Urban Redevelopment in the Japigia quarter

The competitive tender for the Programme for Urban Redevelopment in the Japigia quarter has been carried out (law 1179). This important project consists of extraordinary maintenance work on nearly all of the buildings between Via Peucetia and Via Caduti Partigiani.

## 04

# Promoting stakeholders dialogue

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## THE BARI AUTONOMOUS INSTITUTE FOR COUNCIL HOUSING APPEARS ON

facebook

The IACP has a new free instrument to communicate events and projects of the Institute with immediacy: FACEBOOK, the most used social network. This can become a complimentary instrument, or could replace more traditional means of communication and information. This represents a new instrument for direct, two-way communication by the public administration with citizens. It is an innovative instrument that favours participation, interaction and transparency. [www.facebook.com/people/IACP-Bari](http://www.facebook.com/people/IACP-Bari)

## CREATION OF A PUBLIC RELATIONS OFFICE AT THE TOWN HALL IN BARLETTA

Given the number of buildings in the area (1,600 dwellings in Andria, 450 in Trani, 500 in Bisceglie etc.) the council in Barletta and the Bari IACP have created a "Front-Office Service" at the Town Hall to provide information and to complete administrative formalities for residents.

## PROMOTING TRANSPARENCY

Law decree n° 150/09 introduced new rulings on public employment; consequently the Institute has drawn up the following three year Programme for transparency and integrity:

1. Selection of data to publish;
2. Description of how to publish on-line data;
3. Description of initiatives;
4. Policy section;
5. Connection with the performance Plan;
6. Description of the process of involving the stakeholders;
7. Certified email.



# BEST PRACTICES

## DIALOGUE WITH AND SATISFACTION OF THE RESIDENTS

*To promote dialogue with and the satisfaction of the residents, the Institute has organised various types of meetings. These mainly consist of **press conferences** to convey simple and direct information. To conform with the “Directive of the Ministry for reforms and innovation of the Public Administration for a quality Public Administration” of 24th March 2004, the Press Office of the Institute has promoted Customer Satisfaction campaigns, based on listening and participation, in order to plan services targeted to the effective needs of the citizens. These surveys were carried out through questionnaires which were then analysed by personnel with a background in sociology.*



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The IACP will also undertake other steps to guarantee:

- an adequate level of transparency
- legality and development.

Among the initiatives already undertaken we would like to mention:

- The Ethical Code, to defend the values of transparency and legality.

- The on-line publication of the deliberations of the Special Administrator of the Institute.
- The Public Relations Office and the Front Office.
- The presence of an IACP profile on the main social networks Facebook and Twitter;
- The participation in “Mettiamo la Faccia”, an initiative of the Public Works Department for the evaluation of the services offered by the Institute.

## ORGANISATION, MANAGEMENT, CONTROL ORGANISMS

### THE STATUTE

Founded in 1906 the Bari IACP is an Institute of the Regione Puglia (regional government) and is regulated by a Statute, which defines its aims and its administrative organisation. The Institute is governed by a **Board of Directors** (representatives elected by the Regional Council, by the Provincial Council, by the Ministry, by the Unions and by the residents' associations), which governs for 5 years. A **Board of Auditors** oversees the working of the Institute, the auditing of the accounts and the approval of the annual budget plan and the final balance sheet. Since 2000 the IACP has been governed by a **Special Administrator**.

### BODY FOR EVALUATING THE DIRECTORS

The “Regulations for the organisation of the offices and services” of the IACP include the creation of an evaluating body to analyse and check the work of each director. **Given its role, the body has access to administrative documents and can ask for additional reports from directors and information from the offices. If necessary it can order direct checks. The work of this evaluating body is periodically reported to the Board of Directors.** The evaluating body is appointed for the same period as that of the Board of Directors, and has been active since 1999.

## SECURITY AND DATA PROTECTION

"RULES FOR PERSONAL DATA PROTECTION – LEGISLATIVE DECREE N° 196 OF 30th JUNE 2003 s.m.i.

The IACP updates its **Safety Planning Document (DPS)** annually, as required by Legislative Decree 196/2003, in order to guarantee the protection, integrity and safe storage of every item of personal data in its possession. The document first proceeds to **identify the Resources that need protecting**. These are resources that operate or have an important role in processing personal data. Through Risk Analysis, **all the threats to, and vulnerabilities of these resources are analysed**.

Finally a **Safety Plan** is drawn up to define the physical, logical and organisational measures to be taken to protect the data. Furthermore, to test the efficiency of these measures, a **Testing Plan** is drawn up and a **Plan for training on the risks, damage and preventative actions, for those responsible**.



## POLICY OF DIALOGUE AND COLLABORATION WITH THE LOCAL AUTHORITIES

The works carried out in the last two years continue to concentrate on limiting expenses, improving income flow and recognition of the active and passive relations of the Institute.

In particular:

**Protocol of Agreement with the town councils of Monopoli – Gravina – Spinazzola – Modugno**

The Protocol of Agreement with Bari City Council has now been defined, which in turn has allowed the definition of all the active relations between the two institutions, and in particular the important definition of the problem of ICI (council property tax) to be paid on the property of the ERP (Public Residential Building). The agreements with Barletta, Bisceglie, Molfetta, Minervino, Canosa and Corato have also been defined, and these too have resulted in the resolution of the old problems of ICI, as well as old technical – administrative disputes and, in many cases, the handing over of the management of the ERP buildings from the council to the Institute. During 2011, further Protocol Agreements were si-



## 04 Promoting stakeholders dialogue

GOV. 1	DIALOGUE AND SATISFACTION OF THE RESIDENTS	2009	2010	2011
GOV. 1.1	Meetings with the residents, organised and financed by the Institute to promote dialogue	yes	yes	yes
	Questionnaire to discover the degree of Customer Satisfaction in the Public Administration	no	si	no
GOV. 1.2	Results of the survey on residents' satisfaction		to be evaluated	
GOV. 1.3	Action plan to improve the satisfaction of the residents	Action plans and evaluation through customer satisfaction surveys are currently being studied		
GOV. 2	DIALOGUE AND SATISFACTION OF THE RESIDENTS			
GOV. 2.1	Agreements with associations and residents' groups and contributions to local associations	yes (delegation of the residents)	yes (delegation of the residents)	yes (delegation of the residents + SS medici)
GOV. 3	PROMOTING TRANSPARENCY			
GOV. 3.1	Existence of an ethical code practised by the company	yes	yes	yes
GOV. 3.2	Long term strategic document (aims and objectives of the company) which is regularly evaluated	yes	yes	yes
GOV. 4	DIALOGUE AND SHARING INFORMATION WITH LOCAL ADMINISTRATION AND POLITICIANS			
GOV. 4.1	Existence of specific information and a policy of dialogue with local authorities and politicians	yes	yes	yes
GOV. 5	EVALUATION, ORGANISATION AND ROLES OF THE MANAGEMENT AND CHECKS			
GOV. 5.1	Percentage of women in management positions	33.00%	0.00%	0.00%
GOV. 5.2	Document describing the role of the board of directors	yes	yes	yes
GOV. 5.3	Existence of a documented procedure for the evaluation of the management and the board of directors	yes evaluating body	yes evaluating body	yes evaluating body

igned with Monopoli, Gravina, Spinazzola and Modugno, and payments were made of old sums owing to the town councils of Capurso, Casamasima and Adelfa.

### Re-establishment of legality

The internal Legal Department, together with the

Contracts Office, has intensified action against illegal occupation of houses, including impounding and eviction. In some particularly serious cases, the Police, the Prefecture and the Council collaborated to organise raids in Bari and the Province against building speculation. These actions have brought about the demolition of illegal constructions in areas of Bari and its Province.

## 05

# Developing human resources

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### Working Group Eurhonet

from left: Valeria Laddaga (Coordinator), Nicola Gaeta (Topic Group "Social Integration"), Antonella Bernardini (General Manager Secretary), Giacomo Dachille (General Manager Press Agent), Annalisa Campobasso (Topic Group "Corporate Social Responsibility")

### VOCATIONAL TRAINING

The Institute has always expressed a desire to take part in initiatives to encourage vocational training. To this end, in 2011 three projects were launched:

- With the La Sapienza University in Rome – Architecture Faculty, Department for technological innovation in architecture and the culture of the environment – a masters course was organised at the Bari IACP with work experience for two final year student undergraduates for a total of 310 hours.

The aim was to allow them to carry out analyses, evaluation and checks on themes and case studies that will be developed on an applicational level in their final thesis.

- Together with UNIVERSUS CSEI Bari – a University Consortium for Training and Innovation, a 4 month (April – July) Masters course in Bioarchitecture was organised for two graduates in Architecture and Construction Engineering respectively.



#### IACP AND FORMEDIL:

#### A CONCRETE OPPORTUNITY FOR YOUNG PEOPLE

The Bari IACP and the vocational training institute FORMEDIL signed an agreement to organise a **Course for experts in the subject of the cadaster.**

The course objective was to create **multiple competences** in the building sector in order to have a complete knowledge of the **main theoretical and practical principles of the cadaster.**

Candidates for the course had to be young building surveyors or graduates of three year construction engineering degrees. They were selected by a committee of mixed Formedil and IACP members on the basis of their skills and merits. The 15 students selected were all unemployed residents in the Provinces of Bari and BAT.

The course lasted a total of 1,000 hours (September 2011 – April 2012), distributed as follows: 200 hours of formal lessons at Formedil in Bari, 200 hours of on the job training in the IACP offices, and 600 hours of field work in



which the participants took part in reconnaissance, surveying and preliminary work for archiving approximately 1,000 documents regarding dwellings in Bari and the province.

The students followed the course for free, and will be paid € 1.50 for every hour of attendance during the teaching phase, and € 5.00 for every hour of work experience. At the end of the course, all the students who have followed at least 80% will receive an Attendance Certificate and the skills they have learnt will be certified in their Training Booklet for the Construction Industry, which is valid throughout Italy.

- Finally, in collaboration with Bari Polytechnic Education Department, Post Graduate Training Section, four undergraduates were able

to carry out field work experience with technicians from the IACP in the works for the PRU (Urban Restoration Plan) in Japigia on a two month apprenticeship.



#### Angela Barbanente

Regional Councillor responsible for planning for the territory

“We hope this is money well spent. It is a tangible contribution to the training of young people, with the help of engineers and technicians, through a unique experience of registering property in the cadaster.” At a difficult moment, when the main problem is the difficulty that the school system has with providing young students with the knowledge and practical experience they need to join the world of work, this course of work/study provides a real springboard towards the immense ocean of work.” We know what a terrible state institutes like the IACP were in, but now they have become foundries for experimenting and innovating.

Registering the documents of the council houses at the cadaster used to be considered a way of giving sinecures to all and sundry. Today it has become a way to train young people to make a first step in writing reports and facilitating relations with the public administration. They gain valuable experience from the IACP technicians who are unable to work efficiently because of the overwhelming number of their responsibilities, but who can pass on their know-how. In this way both the IACP and the young trainees can benefit.



**Sabino Lupelli**

Director General of the Bari IACP

“This initiative aims to be a real injection of confidence for the young people, and a helping hand for them to join the world of work. It will give benefits not only to those involved, but also to all the territory”.

The objective is to create skills that will allow them to work in various sectors of the construction industry, and to have a complete theoretical and practical know-

interview

wledge of the main areas of the cadaster. The students will be guided by experts from the IACP who will act as company tutors. At the end of the course they will receive an attendance certificate and the skills they have learnt will be certified in their Training Booklet for the Construction Industry, which is valid throughout Italy through the Training Data Bank service of Formedil”.



**Michele Matarrese**

President of Formedil-Bari

“The course will be for 1,000 hours, between the classroom and the work experience, and will not only train new professional people, but will also achieve the registration of property through the use of team work”.

**Salvatore Bevilacqua**

Vice-president Formedil-Bari

“This course captures the stimuli and needs suggested by the market. Starting from the position of extreme discomfort of many young people who cannot easily find work, and looking at the professional and training needs of the construction companies in the area, we have tried to come up with an efficient answer, looking at new ways for the Institute to operate. It was created as, and has always been, an instrument for the use of the workers and firms in this sector”.



## 05 Developing human resources

HR. 1 DEVELOPING THE WORK		2009		2010		2011	
<b>HR. 1.1</b>	<b>Division of personnel according to type of job and type of contract or seniority (N° and %)</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
	open ended contract	129	100	127	100	126	100
	fixed term contractor	0	0,00	0	0,00	0	0,00
	full time	126	97.67	125	98.39	124	98.41
	part time	3	2.33	2	1.61	2	1.59
	<b>Total</b>	<b>129</b>	<b>100</b>	<b>127</b>	<b>100</b>	<b>126</b>	<b>100</b>
<b>HR. 1.2</b>	<b>Division of hours, of the workers involved and annual cost of training per category of worker</b>	<b>N° empl.</b>	<b>h.</b>	<b>Yearly cost (€)</b>	<b>N° empl.</b>	<b>h.</b>	<b>Yearly cost (€)</b>
	Managers	2	50		2	65	
	D	27	950		47	1,391	
	B	7	331		5	45	
	C	11	422		16	383	
	A	0	0		0	0	
	<b>Total</b>	<b>47</b>	<b>1,573</b>	<b>66,502.00</b>	<b>70</b>	<b>1,884</b>	<b>52,500.00</b>
					<b>67</b>	<b>1,964</b>	<b>61,910.00</b>
<b>HR. 1.3</b>	<b>Rate of internal promotion per category (*)</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
	A	0	0.00	0	0.00	0	0.00
	B	30/33	90.91	8/24	33.33	0	0.00
	C	28/34	82.35	9/32	28.13	2/32	6.25
	D	21/59	35.59	0	0.00	0	0.00
	<b>total/category</b>	<b>79/126</b>	<b>62.70</b>	<b>17/56</b>	<b>30.35</b>	<b>2/32</b>	<b>6.25</b>
	<b>total/n° employees (excluding managers)</b>	<b>79/126</b>	<b>62.70</b>	<b>17/125</b>	<b>13.60</b>	<b>2/124</b>	<b>1.61</b>
	(*) horizontal progression 2009/2010 – vertical 2011						
<b>HR. 2 CONSTANT IMPROVEMENT OF WORKING CONDITIONS</b>							
<b>HR. 2.1</b>	<b>Policies for improving public health and compatibility between family and working life</b>	<b>€</b>	<b>N° empl.</b>	<b>€</b>	<b>N° empl.</b>	<b>€</b>	<b>N° empl.</b>
	part time	0.00	3	0.00	2	0.00	2
	flexitime	0.00	2	0.00	2	0.00	3
<b>HR. 2.2</b>	<b>Level of satisfaction of employees</b>	The procedures for gathering this data have not yet been put in place					
	working environment/infrastructure	n.a.		n.a.		n.a.	
	internal communication	n.a.		n.a.		n.a.	
	incentives system	n.a.		n.a.		n.a.	
	training/qualification	n.a.		n.a.		n.a.	
<b>HR. 2.3</b>	<b>Level of absenteeism caused by accidents at work, work related illness and stress</b>						
	n° accidents	3		0		0	
	days absent	80		0		0	
	total working days per year for all workers	32,490		32,005		31,019	
	% total absences	0.25%		0.00%		0.00%	

N.	INDICATOR								
<b>HR. 3</b>	<b>PROMOTING DIVERSITY AND EQUALITY IN THE WORKPLACE</b>								
<b>HR. 3.1</b>	<b>Distribution of employees' salary according to gender and category (M = male – F = female)</b>								
<b>YEAR 2009</b>		<b>Total expenditure</b>	<b>%</b>	<b>M</b>	<b>Salary</b>	<b>%</b>	<b>F</b>	<b>Salary</b>	<b>%</b>
managers		2,183,917	53.04	25	1,049,960	25.50	26	1,133,957	27.54
supervisors		239,463	5.82	2	69,326	1.68	6	70,137	4.13
executive employees		1,693,857	41.14	41	1,036,539	25.18	26	657,318	15.97
<b>General Total</b>		<b>4,117,237</b>	<b>100</b>	<b>68</b>	<b>2,155,825</b>	<b>52.36</b>	<b>58</b>	<b>1,961,412</b>	<b>47.64</b>
<b>YEAR 2010</b>		<b>Total expenditure</b>	<b>%</b>	<b>M</b>	<b>Salary</b>	<b>%</b>	<b>F</b>	<b>Salary</b>	<b>%</b>
managers		2,151,845	53.84	25	1,034,540	25.89	27	1,117,305	27.96
supervisors		427,493	10.70	8	213,747	5.35	5	213,746	5.35
executive employees		1,417,118	35.46	35	870,160	21.77	22	546,958	13.69
<b>General Total</b>		<b>3,996,456</b>	<b>100</b>	<b>68</b>	<b>2,118,447</b>	<b>53.01</b>	<b>57</b>	<b>1,878,009</b>	<b>46.99</b>
<b>YEAR 2011</b>		<b>Total expenditure</b>	<b>%</b>	<b>M</b>	<b>Salary</b>	<b>%</b>	<b>F</b>	<b>Salary</b>	<b>%</b>
managers		2,395,782	56.94	26	1,179,115	28.03	27	1,216,667	28.92
supervisors		390,194	9.28	7	171,011	4.06	9	219,183	5.21
executive employees		1,421,370	33.78	33	867,761	20.62	22	553,609	13.16
<b>General Total</b>		<b>4,207,346</b>	<b>100</b>	<b>66</b>	<b>2,217,887</b>	<b>52.71</b>	<b>58</b>	<b>1,989,459</b>	<b>47.29</b>
<b>N.</b>	<b>INDICATOR</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>					
<b>HR. 3.2</b>	<b>Special employment</b>								
	Specific contracts for young people, the unemployed or people with special social needs	n.a.	n.a.	n.a.					
	N° employees from protected categories (National contract for Regions and Local Autonomous areas)	9	10	11					
	% protected employees / total employees	6.98%	7.87%	8.73%					

The Company has proceeded directly to the collection of data that have allowed us to document and detail this report. Economic data are from general and management accounting, while other types of data are from the internal computer system or other company reports.

The data contained in this report, with specific reference to graph indicators, may vary due to specific regional sector regulations which each Italian Eurhonet Company participant adopts.

**MODERATION FEE:** is the fee that covers the costs of realization or recovery or acquisition as well as management, normally calculated on the basis of objective elements. It is fee located between social and market fees.

**SOCIAL FEE:** This is the fee that contributes to the costs of recovery of realization or recovery or acquisition as well as management, calculated according to the socio-economic condition and housing occupancy rates.

**SERVICES CHARTER:** document which describes the rights and duties of tenants, services, the methods and timing of delivery and checking procedures. The Charter is the instrument by which the principle of transparency is implemented and which lays down the principles on which the company is based: equality, impartiality and protection of human dignity. The Services Charter commits the organization and structure to respect what is within it.

**ENERGY CERTIFICATE (CERTIFICATE OF):** document certifying the energy performance and the class of the building, prepared and countersigned by a qualified professional.

**PUBLIC RESIDENTIAL HOUSING (ERP):** Real Estate achieved through the implementation of a set of actions funded by State, Region or Municipality, aimed at satisfying the housing needs of more economically disadvantaged members of the community.

**FACILITATED HOUSING:** housing interventions for the purchase of the first house in which the State bears a share of the mortgage interests.

**SUBSIDIZED HOUSING:** housing interventions for the realization of rental housing completely paid for by the government directly treated by the Municipality and local companies for public housing.

**EURHO-GR®:** official reference (registered trademark) adopted by ERP companies that adhere to Eurhonet for the compilation of the relationship of social and environmental sustainability. It serves as a guideline and contains a graph of indicators (both municipal and national) that are used for data collection in the report.

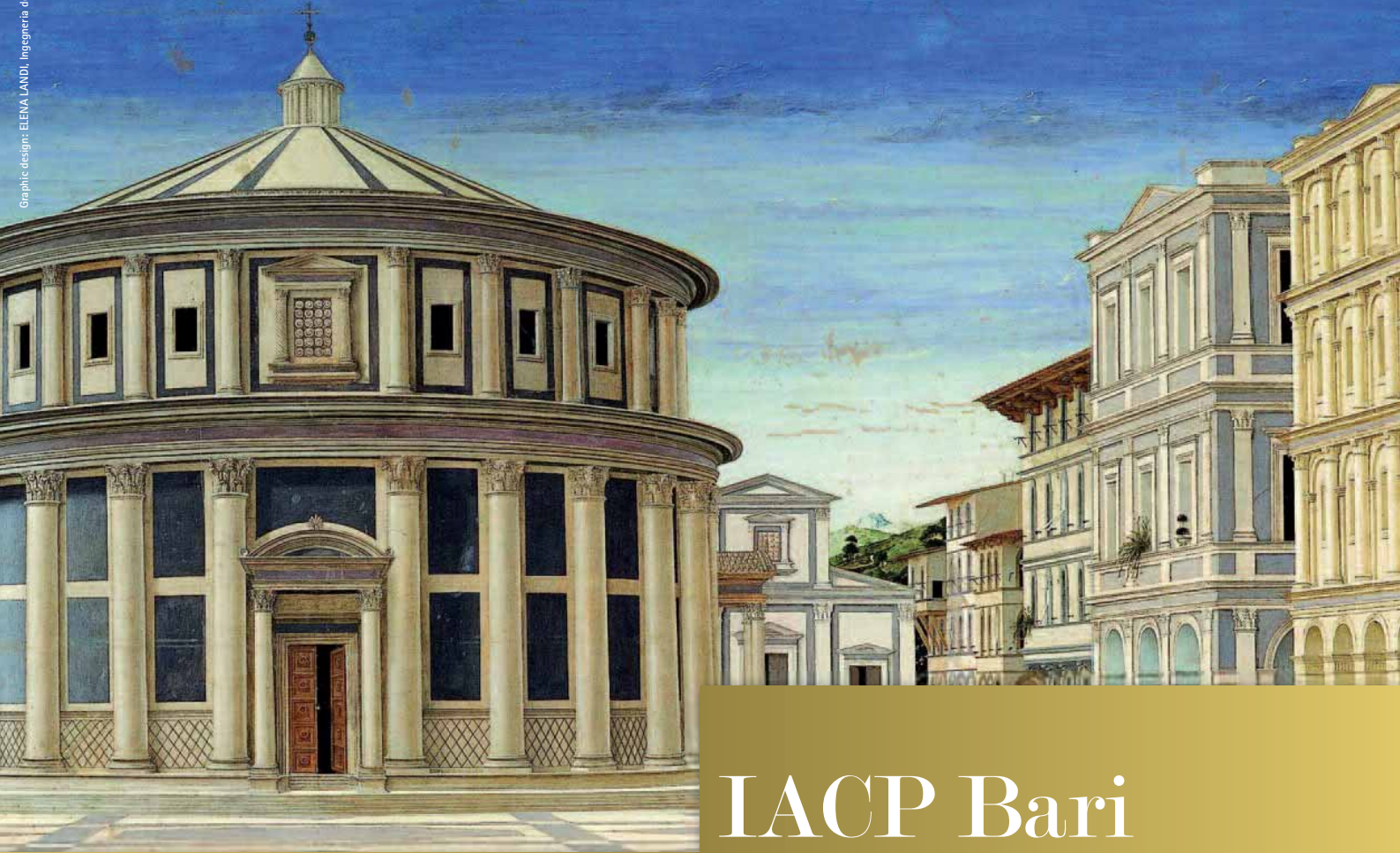
**ISEE:** indicator of equivalent economic situation designed to measure the economic conditions of the household and used to set limits of access or revocation to the ERP as well as for social fee calculation.

**REGULAR ONGOING MAINTENANCE:** activity whose purpose is to preserve in good condition all the parts and accessories of the real estate property without increasing its value or improving its performance.

**EXTRAORDINARY MAINTENANCE:** the set of actions for the improvement, auditing and the corrective actions that may increase the value of properties or prolong their longevity.

**STAKEHOLDER:** the stakeholders that influence the management decisions that may affect the activity and success. Stakeholders are: employees, the financial community, customers, suppliers, the State, Public Administration, the environment and so on.

**SUSTAINABLE DEVELOPMENT:** development that, by offering economic, environmental and social services to all members of a community, leads to an improvement in the quality of life, responding to the needs of the present generation without compromising the possible needs of the future generations.



# IACP Bari

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