

## Corporate Social Responsibility Report



# 2008



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# EDITORIAL

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This is our first Corporate Social Responsibility Report in a European framework. Aler Brescia self-confidence is grounded on the positive experiences with similar kind of projects at the local level.

By presenting our Corporate Social Report, we wish to present you all we did to support and nurture our community.

We wish to describe to you our way of doing things by paying responsible attention to social issues stemming from the community. We wish to explain to you the principles behind our actions – responsibility, timeliness of response, common values and cultural flexibility.

This is about giving an account of our choices and achievements while assessing the true quality of our work in terms of meeting needs and expectations. This is about mutual growth and shared goals that can positively affect the social quality of our communities.

When making corporate decisions, Aler Brescia has consistently made an effort to address and care for the weaker citizen bracket whose needs come first, and acted accordingly. On the other hand, we understand that along with the implementation of our social mission we must carefully evaluate its impact on the local environment and economy.

Through the use of conventional tools for corporate activity assessment, our Corporate Social Responsibility Report is an important means of communication that helps focus on the social component of our activity while providing a clear and exhaustive account of corporate decisions, resources involved and final achievements.

As Aler Brescia sees it, our Social Responsibility goes well beyond this report. We want to start a social and environmental accounting process that will let our stakeholders be in constant touch with us. This report will help strengthen our beliefs and capitalize all helpful advices from them.

For these reasons, we believe this report is just one step along the way to a collaborative relationship.

Emidio Ettore Isacchini  
ALER Brescia Chairman

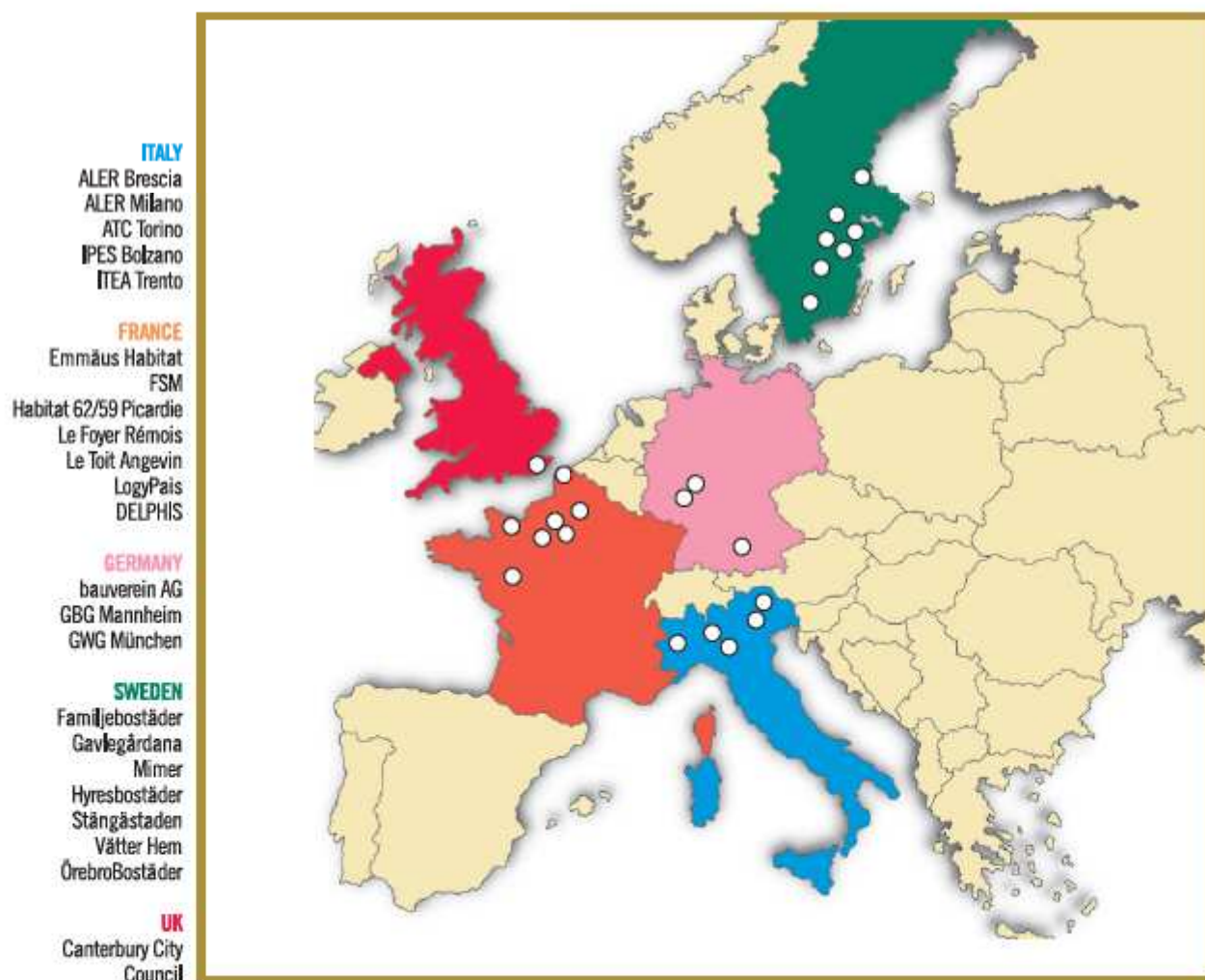
# Eurhonet & CSR

Sources:  
CSR Sweden  
International Chamber  
of Commerce, ICC  
EU-s whitebook from 2002  
Strategic CSR Communication,  
eds. Mette Morsing  
& Suzanne C. Beckmann

The European Housing Network, **Eurhonet**, is a **network** composed of almost **thirty housing organisations** within **England, France, Germany, Italy and Sweden**. The common denominator for **all** these companies is that they are **all working with public or social housing**. However **all** these participating countries have different legislation relating to how their housing organisations operate on the market. But they **all** have one thing in common, the need **to work towards a sustainable society** where the affect on the environment is minimised through conscious actions.

The Eurhonet organisation operates a number of projects. One such project is to devise a model for companies to report on their operations based on **Corporate Social Responsibility –CSR–** criteria. This model forms the basis for this report.

The concept CSR can be interpreted in a numbers of ways. Eurhonet's view is that CSR is about how member companies **should voluntarily incorporate social and environmental aspects into their own operations** in cooperation with stakeholders. This based on the perspective of social, environmental and economic responsibility and sustainability and at the same time maintaining an ethical attitude towards employees.





# SOCIAL AND ENVIRONMENTAL RESPONSIBILITY IN PUBLIC SOCIAL HOUSING



## 1. Promoting local social sustainability

- fulfilling housing needs
- supporting disadvantaged families
- promoting social cohesion

## 2. Protecting the environment

- promoting the environmental challenge in social housing
- promoting energy improvement measures
- developing new energy-saving projects

## 3. Promoting economic sustainability

- supporting local economy
- promoting responsible purchasing
- protecting housing stock quality

## 5. Developing human resources

- valuing human resources
- boosting qualifications and training
- furthering work-family balance

## 4. Promoting dialogue with stakeholders

- ensuring stakeholder satisfaction
- boosting participation
- focusing on work ethics and transparency

## ALER BRESCIA: KEY NUMBERS

Azienda Lombarda per l'Edilizia Residenziale (A.L.E.R.) of Brescia is a finance local Public Housing Authority. Aler Brescia manages **10,244 housings**, which **6,526** are owned housings. The total number of **staff employed** by Aler Brescia is **97**.

**9,803 families** live in social housing flats by Aler Brescia. Among them, **50,9%** are **over 65** senior citizen families whereas **14,5%** have foreign-born householders. **43,37%** of Aler tenants belong to the protected housing sector (yearly income **below the 9,000 Euros** conventional threshold).

The **average monthly rent** is **138,13 Euros**.

In **2008 maintenance expenses** totalled **2,170,595,3 Euros** and **building costs** totalled **17,743,212,07**.



## CSR in ALER Brescia

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This report is the accomplishment of an ongoing process that started when our social responsibility awareness grew stronger. From this we moved to implementing management training appropriate to the strategic value of this project.

But at the root of it there is the decision to create a lasting and well-structured relationship with our stakeholders. We want our external partner to feel and share with us the social responsibility we have been developing over time.

We chose our stakeholders among public administration, ALER employees, tenant unions, tenant associations and nonprofit organizations and together we defined our shared target range.

Within Eurhonet CSR work team, we set a grid of indicators that identify not merely economic corporate data and performance, but also social and environmental-related outcomes. Such indicators, which are processed according to the European framework, are then adapted to the Italian context and finally to more regional frames.

The system we use is based both on interaction with our stakeholder and indicators and it is integrated within our corporate organization in order to meet our stakeholder interests and expectations while making sure they are being implemented.

This report is not our first step into the Social Responsibility realm. As fact, in 2008 we released a Social Statement showing some data that are very similar to those contained in this CSR report. Thanks to insights from our stakeholders and based on our statement data, we were able to make sure the outcomes matched our mission statement values. In addition, we were able to gather some useful hints to further improve our activity. Based on the 2009 data, we have already started to fix some improvement targets. For example, data showed that communications between partners may be too stiff and elaborate. To overcome this obstacle, we are going to completely review and renew our house organ. Based on specific requests from our social co-op stakeholders (nonprofit organizations) for better cooperation between social housing companies, we will participate in shared projects and round tables on employment, welfare and environment protection.

This is just the beginning of a new journey. Let's start it with good communication. It is the purpose of this report – to share our achievements with others.

Lorella Sossi  
ALER Brescia CEO



1



## PROMOTING LOCAL SOCIAL SUSTAINABILITY

### FULFILLING HOUSING NEEDS

A family's housing needs change over time with changes in the type of family that applies for social housing. Housing solutions **should then adapt to new situations.**

Over the last few years, the building market has been shifting to smaller-size flats that better suit the demands from an ever growing disadvantaged senior population.

**Differential-rent schemes** have also been introduced.

In addition to standard social housings, Aler has been promoting affordable **low-rent housing projects** that fit in between the social housing framework and the free market rates.

This is a good housing solution for those people who are not eligible for social housing and yet just can't afford to pay for free-market rental rates.





*“If we really want to respond to the social demands on housing, we must pay attention to how social needs have been changing over time.*

*The information Aler can provide in detecting new needs is greatly valuable.*

*Being a landlord and housing administrator for several municipalities, among them Brescia, Aler can provide important insights to be used in detecting new housing needs.”*

*Irene Marchina – Social Services Chief Officer – Municipality of Brescia*

## SUPPORTING DISADVANTAGED FAMILIES

In order to help individuals and families in financial strain to pay rent and other social services, a **solidarity fund** is made available to them as tangible and effective support.

Rental rates for social housing are set according to the income of the renter as shown by the **ISEE (Indicator of Equivalent Financial Status) certification**. As needed, further decrease in rental payments may be approved.

## BY REGIONE LOMBARDIA



Mario Scotti  
Lombardy Councillor  
of Housing and Public Works

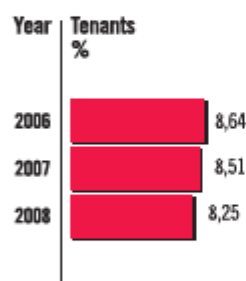
## RENT SUSTAINABILITY

“Based on the new regional law, more than 20,000 thousand families pay a monthly rent that is lower than before. No doubt some raises will be taking place, but the new law is going to be implemented gradually.

Besides, extra revenues will be used to carry out maintenance works that were long needed. All in all, rental rates are sustainable because they are calculated according to the ISEE certification (the only reliable means to ascertain a family’s real financial situation). And at any rate, even renters belonging to the highest income bracket will not end up paying more than 22% of their family net income.”



Rent and running costs by types of rental



Parts of residents receiving assistance for the payment of their

## PROMOTING SOCIAL COHESION

We at Aler believe that social cohesion projects are not just meant to lessen chances for social tension outbursts but **rather better quality of life** in specific areas, help social integration of foreign families with different customs and financially and socially support the disadvantaged families.

There are several projects either under way or being developed:

- **social concierge and guardian services,**
- **social and cultural mediation services,**
- **and support and special terms in ERP,**
- **The social cohesion project called “Sinfonia di Quartiere” (Neighbourhood Symphony) was recently approved.**



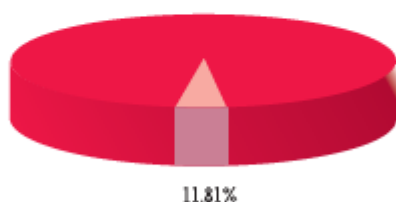
*“We welcome Aler’s new attitude towards housing: the house is not just where people live but also where their life story unfolds.”*

*We believe cooperation between Aler and other social service providers should be encouraged.*

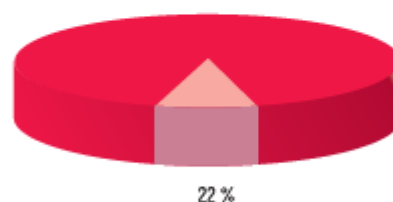
*As we see it, by paying more attention to housing needs we will end up finding better solutions to some social integration-related issues as well.”*

*Valeria Negrini,  
Chairwoman of La Rete Non-Profit Co-op*

Income average percentage dedicated to rent in Aler dwellings



% maximum percentage of income dedicated to rent by law





## GOOD PRACTICES



In order to effectively help the 195 families who live in the Tintoretto Tower and ease their housing problems, Aler has implemented the social concierge service – a mix of janitorial and social allowance service, for better housing comfort and safety and cleaner common areas. This project was made possible by the experience we gained over the years and the dialogue with the tenants and tenant's unions. Besides, tenants' different needs were taken into account (seniors, children and single-mothers).

Based on the positive data from a satisfaction survey filled out by the people involved in the project, we can tell this and other services (such as info work desks, play areas and exchange bulletin boards) have helped reach better housing and civil cohabitation.

Aler has invested significant resources in its social janitorial service because we believe this service can greatly help improve life in the neighbourhood.

*“We greatly value new social projects for better coexistence- In the short run they might be looked at as mere expenses, but they pay off in the long run: social strain and complaints decrease and we will eventually save on money and human resources.”*

*Adriano Papa – Director of SUNIA – Tenants' Union*





# 2



## PROTECTING THE ENVIRONMENT

### THE ENVIRONMENTAL CHALLENGE IN SOCIAL HOUSING

With its **786,000 flats**, social housing organizations are big energy consumers. Just think that the yearly energy demand for heating the whole stock is approximately **4,5 billion kWh/y**.

One third is needed for the 135,000 flats owned by ALER in the Lombardy region.  
Based on data from recent energy restructuring works on

existing building, bringing a flat from **energy class G to B class** (from over 175 kWh/m<sup>2</sup>/y to less than 58 kWh/m<sup>2</sup>/y) costs about **20,000 Euros**.

For the restructuring of 70% of Aler stock in the Lombardy region, **1,8 billion Euros** investment would be required.

The average energy consumption in an Aler Brescia flat is **160 kWh/m<sup>2</sup>/y**, which sums up to a yearly overall estimated consumption of **113,600 MWh/m<sup>2</sup>/y**. CO<sub>2</sub> production is **32 kg/ m<sup>2</sup>/y**.



## ENVIRONMENTAL POLICIES: ACTION PLANS

According to a recent law set forth by the Lombardy region, as of 1 July 2010 the entire stock must undergo energy certification. This will give us clear information as to energy consumption and based on these data, we will be able to outline our energy restructuring plans for existing buildings.

In 2008 we trained and qualified the personnel that will be in charge of this and we planned the certification schedule for 2009/2010 two-year period.

During this two-year period **652 certification will** be filled out, 50% of them during the first year. Their outcomes will allow us to set priorities as to energy restructuring operations, provided our resources allow this. Those who choose to invest money in energy saving plans should be allowed to benefit from this, of course.

## ENERGY RESTRUCTURING ACTIONS

Aler has been implementing multi-level energy saving plans in its stock since a while. One project of ours involves the **restructuring of fuel heating plants** in the province, which were replaced by **high performance methane-fired condensing boilers**. These new plants have helped cut down on management and maintenance expenses.

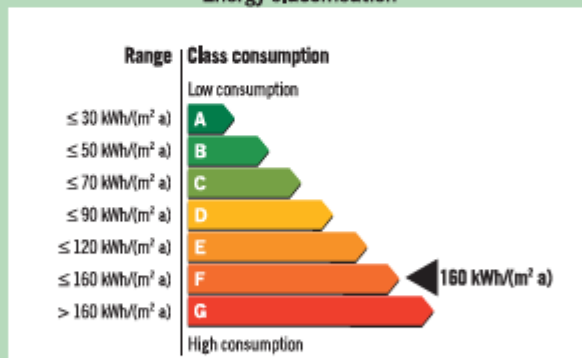
At the end of this energy saving project, **99,4% of Aler flats use teleheating** (district heating production and distribution based on cogeneration of energy production) in town and methane-fired boilers in the province.



Another restructuring project is taking place in the S. Bartolomeo neighbourhood of Brescia, where **11 buildings from the '50s will be insulated by plastering the walls and replacing window frames**.

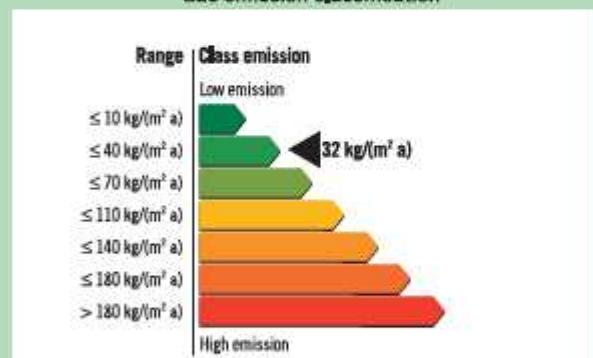
Heating energy consumptions should be cut off by **50%** and the buildings should pass from energy class G to C class (from 250 kWh/m<sup>2</sup>/y to 68 kWh/m<sup>2</sup>/y).

Energy classification



Average energy consumption in ALER stock

Gas emission classification



Average greenhouse gases emitted in atmosphere by ALER stock



Region of Lombardy Municipality of Brescia ALER of Brescia



Bioedilizia  
Inclusione  
Risparmio energetico  
Domotica

Sustainable building  
Inclusion  
Energy savings  
Home automation

**BIRD**

Innovatively designed residences for elderly people at Sanpollino (Brescia)



## AN INNOVATIVE PROJECT: BIRD (Bioedilizia Inclusione Risparmio energetico Domotica – Bio-Building, Inclusion, Energy Saving and Domotics)

Aler, with funds from the Lombardy region and Brescia municipality, has started an experimental project where **52 flats** and a service centre for senior citizen will be built. The buildings are designed according to **bio-building, bio-climate architecture and energy-saving standards**.

This project **has won the Next Energy prize**, thanks to its original planning and innovative solutions.





## INTERVIEW

**Mr. Danilo Scaramella**

Aler Brescia Construction Site Manager

**What are the energy saving measures used in the project?**

The “dry” structure, most of it steel, allows for good heat insulation without having to thicken the perimeter walls.

We used mainly wood fibres with thickness that allows for 0,15 W/m<sup>2</sup>K transmittance. This is a remarkable energy saving if compared to the 0,8 W/m<sup>2</sup>K required by the law valid when the project was developed.

**The project involves other innovative solutions?**

In addition to thermal insulation, the BIRD project provides for geothermic plant and heat pumps along with solar and photovoltaic systems.

This way the buildings will produce the energy necessary for heating, cooling and domestic water supply.

**What is Aler’s goal?**

To implement the first ever neutral energy project in the Lombardy region.

Aler Brescia commitment to environmental protection reaches other corporate areas such as low environmental impact purchase of goods and services.



## GOOD PRACTICES



In order to introduce environment-aware criteria to the purchasing staff and train them to work by them, Aler Brescia has been promoting a ‘green purchases’ policy over the last few years, in particular as far as goods and services are concerned.

So when we had to renew the contract with a cleaning company for our headquarters, we demanded the cleaning company use all environment low-impact and certified detergents, recyclable packagings and containers and low-consumption cleaning machines.

Also, some chemicals, such as ammonia and gas-propelled spray nozzles are forbidden and differentiated waste collection is mandatory.

# 3.



## PROMOTING ECONOMIC SUSTAINABILITY

### MANAGING THE BUILDING STOCK

Aler Brescia owns approximately **6,800 flats** and this figure keeps growing (+1,27% in 2008). In addition, it administrates some **3,700 flats owned by the province municipalities**, among them Brescia.

Some of the buildings are quite old — 8% of them were built more than 50 years ago — and their state of repair is not good, due also to the outdated building standards that were used so many years ago.

Aler Brescia is committed to improve housing quality by means of **maintenance works**.

In 2008 it invested **3,800,000 Euros** for about **5,000 maintenance works** — one million Euros more than the previous year. This was possible in part thanks to more revenues from an increase in rental rates.

As to building stock management, one major priority is **timely re-rental of flats**. In 2008, it took **85 days** on average to find a new renter for a public residential apartment. The Company is committed to keeping the re-rental times as short as possible.





## AN ECONOMIC SYSTEM THAT IS SOCIAL

In these days of crisis in the private building sector, restoring existing public residential buildings or building new ones is an important boosting force.

**In 2008, Aler put about 18 million Euros into these projects.**

The positive impact of the Company on the local economy does not end here. Over the same period, Aler distributed **some 8 million Euros into goods and services supply.**

In addition, Aler generated sources of income in the area by employing workers and dealing with financial backers.

Rental rates are calculated based on the family income and cannot be higher than 22% of the ISEE income. This too is kind of support to the local economy, since the renter can save money and invest part of the income on other sectors.



## GOOD PRACTICES



Within the second Neighbourhood Contract Program by the Lombardy region, Aler in partnership with the Municipality of Brescia has presented a renovation project for the Tintoretto Tower in Brescia. The Tintoretto Tower is a 17 storey building of 195 flats in the San Polo neighbourhood.

The project includes 4 stages: urban renovation, social cohesion, safety and economic enhancement and a higher number of flats – from 195 to 240 flats.

The estimated cost of the project, that has already passed the pre-selection and loan-bid stage, totals about 21 million Euros. Not later than 2011 the existing building will be pulled down and the families who live there will be spread over 6 different areas in the municipality area. Such moving will have been planned based on the 'needs and relationships' survey carried out by the social concierge service in the tower itself.

This project is an opportunity to renovate other buildings that may be used for relocating the families, by starting maintenance works on them and by making smaller flats out of big ones in order to house more families.



# 4



## PROMOTING STAKEHOLDER DIALOGUE

### TENANT STAKEHOLDERS – DIALOGUE AND SATISFACTION

A Company's success largely relies on the quality of its relationship with stakeholders.

Stakeholders are our recipients and we must respect them, and this holds true towards any relevant group.

**Willingness to listen and dialogue** are very important as they help us know our stakeholders' real and possibly unexpressed needs, and direct our plan of actions.

**We want to hear about our tenants' opinion** about quality and usefulness of our services. Their level of satisfaction and interest helps us offer ever better and relevant services.



#### Care service

% tenants satisfaction



82,6% satisfied

## INTERVIEW

**Lorella Sossi**  
Director General

### **On what values do you build the relationship with your stakeholders?**

Relationships with our stakeholders are based on transparency, equity and understanding.

We treat them with respect and warmth and we give them clear, exhaustive and correct information. If necessary, we set and explain the general norms and requirements that direct our service provision criteria and methods.

### **How does Aler Brescia ensure its activities are driven by ethics?**

In 2008 our Company outlined and took upon itself a Code of Ethics that all officers, workers and partners must abide by and behave accordingly.

Over the same period, the Company has adopted an organizational, management and control system.

### **How does Aler put into practice participation and dialogue with its stakeholders?**

We opened several communication channels with our stakeholders. Every year, our Company presents a survey to

all its recipients and workers. Whenever important laws are established, such as the new law on rental fees in public residential housing, we promote round tables on the subject. We do the same with neighbourhood restructuring projects and we make an effort to interact with the relevant neighbourhood committee, if any.

## GOOD PRACTICES



**On the occasion of its first Social Mission Report, Aler Brescia founded a Stakeholder Committee. The Committee is composed of representatives belonging to the Public Administration, Tenants' Organizations, tenants' trade, employees, non profit groups and entrepreneurs.**

**This newly established permanent Stakeholder Committee is meant to express Aler's appreciation to its recipients and share with them its corporate achievements.**

**It is an act of transparency towards the people who share our corporate choices. It is also an opportunity they have to examine the outcomes of our activities based on objective indicators and not on self-assessment only. Both this document and our Corporate Mission Report are based on listening and dialogue with the stakeholders belonging to the Committee.**





# 5



## DEVELOPING HUMAN RESOURCES

### PROMOTING HUMAN RESOURCES

Aler Brescia believes the professional growth of its workers is a key factor to providing good quality services. For this reason we have been investing on workers' qualification. And

*“workers know they have good professional skills they can offer to the Company”.*

The Company, on its side, is committed to provide them with a safe and pleasant work environment so that workers declared that:

*“it is common opinion our work situation is good, especially in comparison to other sectors”*

*by Luigi Troina – Aler Brescia Workers' SH*

Aler staff is composed of 97 workers - 40 men and 57 women.

Unlike other companies in the same sector, it is outstanding that at Aler Brescia quite a few female workers hold high-ranking roles: 40% of middle and senior executives are women.

This proves that non-discrimination is a corporate priority.



Expenses for workers training and number of training hours

## GOOD PRACTICES

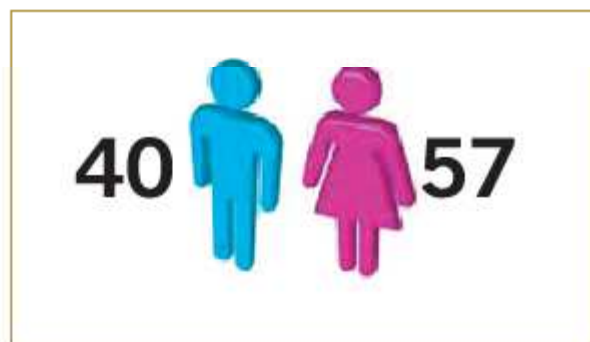


In order to have better work-family balance and help female workers' comeback from maternity leave, over the last few years Aler has been supporting an intercorporate 0 to 3 day nursery project for its workers.

The nursery offers quality services and excellent daily opening hours during the whole year, summer included.

The cost of this service is calculated based on workers' income and the Company subsidizes the remaining part of the fees. Over the last three years, Aler contribution towards expenses has covered 60% of the fees.

Workers have shown appreciation to this service. We had 4 subsidized places when we started the project and we now have 6 of them.



## OUR TRAINING PLAN

The Company gives **high priority** to training programs and every year prepares a plan that fits corporate targets.

Over the three year period 2006-2008, the Company training plan focused on **communications and development of interpersonal relationships, including complaints handling.**

The plan also included project management, real estate marketing and condominium administration.

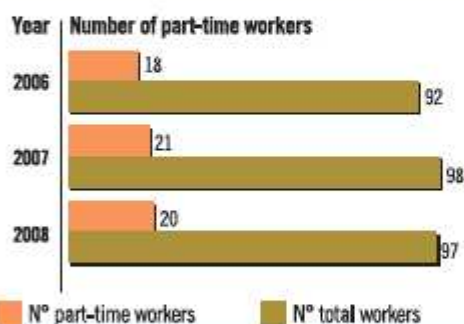
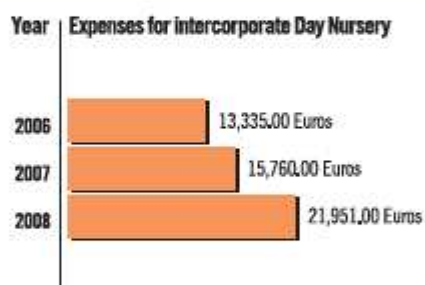
Special attention was given to **front-office workers' qualification.**

Over the same three-year period, the budget for training programs steadily increased and this confirms the importance we assign to workers' qualification and refresher training.

## OUR POLICY ON WORK-FAMILY CONCILIATION

Demand for **part-time** among female workers is massive and **33% of our female employees had their request accepted**, thanks to the willingness of the Company to reach out to meet the needs of working mothers of young children.

As a proof of good work-family conciliation policy, we show a high percentage of female executives.



Expenses for incorporate Day Nursery and number of part-time workers



## 1. PROMOTING LOCAL SOCIAL SUSTAINABILITY

N.	INDICATOR	RESULTS															
		2006		2007		2008											
<b>SOC. 1 AVERAGE OF SURFACE PER TYPE OF DWELLING</b>																	
<b>SOC. 1.1</b>	<b>Distribution of the dwelling according to their size</b> - up to 45 mq. - 45,01 to 60 mq. - 60,01 to 80 mq. - 80,01 to 100 mq. - > 100 mq.	1,472	2,655	3,144	2,583	282	1,507	2,671	3,210	2,602	288	1,564	2,762	3,310	2,615	292	
<b>SOC. 1.2</b>	<b>Types of dwelling produced each year</b> - social rent - controlled rent - other types - total	nr. 11	% 20,00%	nr. 40	% 72,72%	nr. 4	% 7,28%	nr. 55	% 100,00%	nr. 80	% 66,12%	nr. 23	% 19,00%	nr. 18	% 14,88%	nr. 121	% 100,00%
<b>SOC. 1.3</b>	<b>Growth of the rental offer of the company</b> - alloggi di proprietà Aler	+ 0,18%		+ 1,37%		+1,27%											
<b>SOC. 1.4</b>	<b>Selling offer</b> - vendite ex lege e agevolata	0,73%		1,17%		0,40%											
<b>SOC. 2 RENT AND RUNNING COSTS</b>																	
<b>SOC. 2.1</b>	<b>Breakdown of the types of rental (Euro/mq)</b> - social rent - controlled rent - financial rent - market rent	Province 19,58	Brescia 18,35	Province nd	Brescia 59,07	Province 62,22	Brescia 60,61	Province nd	Brescia nd	Province 20,52	Brescia 19,2	Province 21,72	Brescia 59,75	Province 59,4	Brescia 60,83	Province 62,9	Brescia 64,46
<b>SOC. 2.2</b>	<b>Progression of running costs per dwelling</b>	nd		20,00%		nd											
<b>SOC. 2.3</b>	<b>Progression of rents</b>	-3,37%		4,05%		14,25%											
<b>SOC. 2.4</b>	<b>Running costs / rent ratio</b> - average costs - average rent - % of spend	801,65	1,312,38	37,92%	798,46	1,365,50	36,90%	nd	1,560,13	nd							
<b>SOC. 2.5</b>	<b>Part of the income dedicated to rent for all tenants (%)</b>	rent calculation has been modified in 2007						11,81%									
<b>SOC. 3 SOCIAL MIX</b>																	
<b>SOC. 3.1</b>	<b>Part of internal mobility in the allocations of dwellings</b>	n.tenants 632	mobility 54	n.tenants 632	mobility 39	n.tenants 632	nr. mobility 63	8,54%	6,17%	9,97%							
<b>SOC. 3.2a</b>	<b>Social distribution of all tenants by age (%)</b> - up to 18 years - 19 to 40 years - 41 to 60 years - over 61 years - total	17,42%	21,09%	25,77%	35,72%	100,00%	17,90%	22,70%	26%	33,40%	100,00%	18,66%	21,90%	26,04%	33,40%	100,00%	

N.	INDICATOR	RESULTS		
		2006	2007	2008
SOC.3.2a	Social distribution of all tenants by family structure (numbers of components) (%) - 1 comp. - 2 comp. - 3 comp. - > 3 comp. - total	36,51% 30,69% 15,94% 16,86% 100,00%	37,80% 30,60% 14,90% 16,70% 100%	38,77% 29,95% 13,88% 17,40% 100,00%
	Social distribution of all tenants by income (%) - up to 10,000,99 Euro - 10,000,99 to Euro - 20,000,99 to 28,000,99 Euro - 28,000,99 to 999.999,99 Euro	In 2007 a new law changed the income levels		58,14% 37,01% 2,95% 1,90%
SOC. 3.3	Parts of residents receiving social assistance for the payment of their rent and running costs	8,64%	8,51%	8,25%
SOC. 4	<b>SOCIAL COHESION INITIATIVES</b>			
SOC. 4.1	Description of social cohesion initiatives and evaluation of result	Social and cultural mediation, Neighbours-day	Social Concierge, Social and cultural mediation, Care Service, Neighbours-day	Social Concierge, Social and cultural mediation, Care Service, Neighbours-day Social Cohesion, Symphony project
SOC. 4.2	Internal and external (outsourcing) cost of workers involved in social cohesion initiatives - annual cost	Euro 50,000,00	Euro 210,000,00	Euro 220,000,00
SOC. 5	<b>SOCIAL ASSISTANCE TO TENANTS</b>			
SOC. 5.1	Expenses for social assistance: - total amount (Euro) - nr. of dwellings social rent - average cost per dwelling (Euro)	315.210,00 5,858 53,82	552.490,00 5,865 94,20	324.232,00 5,878 55,16
SOC. 6	<b>ACCESS FOR DISABLED AND ELDERLY PEOPLE</b>			
SOC. 6.1	Part of dwelling accessible to the disabled and elderly in the existing housing stock (%)	36,82%	37,22%	38,17%
SOC. 7	<b>NEIGHBOURHOOD SECURITY POLICY</b>			
SOC. 7.1	Initiatives and results of the security policy		Social Concierge, surveillance, lighting.  Positive answer: 74%	Social Concierge, surveillance, lighting.



## 2. PROTECTING THE ENVIRONMENT

N.	INDICATOR	RESULTS					
		2006		2007		2008	
<b>ENV. 1</b>	<b>ENVIRONMENTAL POLICY</b>						
<b>ENV. 1.1</b>	<b>Environmental action plan or initiatives</b> - GPP: amount for supply (Euro) - GPP: amount for service (Euro)	25,812,00 52,860,00		21,155,00 56,075,00		21,937,00 52,440,00	
<b>ENV. 1.2</b>	<b>Part of new and renovated dwellings according to environmental standards higher than the national legislation</b>	100%		100%		100%	
<b>ENV. 2</b>	<b>FIGHTING CLIMATE CHANGE</b>						
<b>ENV. 2.1</b>	<b>Energy used and greenhouse gas emitted by the stock and units of the last five years:</b> - energy used by the stock (Mwh / year) - greenhouse gas emitted by the stock (t CO2 / year) - greenhouse gas emitted by units of the last five years (t CO2 / year)  <b>Breakdown of the dwellings by energy's classes:</b> -urban districtheating -methane -gasoline	energy consumption provisional estimate: 113,600 CO2 emission provisional estimate: 22,720  702					
				<b>CO2 emission</b> 0,75 Kg/Kwh 1,9 Kg/mq 2,66 Kg/l	<b>nr. dwelling</b> 3,564 6,057 60		
<b>ENV. 2.3</b>	<b>CO2 emission from company vehicles</b> - t CO2/year	nd		21,16		23,56	
<b>ENV. 2.4</b>	<b>Means of transport used by the staff for their commute, and average daily distance travelled by employee</b> - individual car - car haring - train - bus - motorcycle - bike - on foot	nd nd nd nd nd nd nd		nd nd nd nd nd nd nd		24,9 206 60 13,8 17,4 4,9 0,4	
<b>ENV. 3</b>	<b>WATER</b>						
<b>ENV. 3.1</b>	<b>Progression of water consumption in the administrative office</b>	<b>m3</b>	<b>m2</b>	<b>m3</b>	<b>m2</b>	<b>m3</b>	<b>m2</b>
		850	0,26	804	0,24	692	0,21
<b>ENV. 5</b>	<b>AWARENESS CAMPAIGNS</b>						
<b>ENV. 5.1</b>	<b>Development of environmental awareness campaigns for residents, employees and service providers</b> - employees  - residents  - service providers	wast separation, environmental training   green public procurement		wast separation, environmental training   green public procurement		wast separation, environmental training  <b>Social Balance:</b> environmental responsibility green public procurement	

### 3. PROMOTING ECONOMIC SUSTAINABILITY

N.	INDICATOR	RESULTS		
		2006	2007	2008
<b>ECO. 1</b>	<b>STOCK MANAGEMENT</b>			
<b>ECO. 1.1</b>	<b>Part of renovated old housing stock each year</b> - Aler stock - renovated housing - concerns renovations over 10,000,00 Euro dwelling for more than 25-years-old stock	6.544 0 0,00%	6.616 38 0,57%	6.806 39 0,57%
<b>ECO. 1.2</b>	<b>Progression of major maintenance expenditure per dwelling over a 5-years period</b> - amount (Euro) - nr. of renovated buildings - average amount per building (Euro) - Aler stock - average amount per dwelling (Euro)	0 0 nd 6.554 nd	3.999,246,41 38 105,243,33 6.616 604,48	nd 39 nd 6.806 nd
<b>ECO. 1.3</b>	<b>Vacancy rates per type of vacancy turnover &gt; 90 days</b>	nd	nd	26% Brescia 52% Province
<b>ECO. 2</b>	<b>LOCAL ECONOMIC SYSTEM</b>			
<b>ECO. 2.1</b>	<b>Income from activities redistributed to stakeholders KEuro</b> - employees - authorities - banks - suppliers and service providers - contributions - added value	5.390,42 nd 659,13 20.266,80 nd 8.789,29	5.435,97 1.788,57 894,06 15.494,59 12,89 8.681,75	5.795,96 nd 1.119,20 26.800,45 nd nd
<b>ECO. 2.2</b>	<b>Annual investment on new stock (Euro)</b>	nd	nd	17.763.212,07
<b>ECO. 3</b>	<b>RESPONSIBLE PURCHASING</b>			
<b>ECO. 3.1</b>	<b>Description of ethic &amp; eco-friendly practices</b>	GPP	GPP	GPP

### 4. PROMOTING STAKEHOLDERS DIALOGUE

N.	INDICATOR	RESULTS		
		2006	2007	2008
<b>GOV. 1</b>	<b>DIALOG AND SATISFACTION OF RESIDENTS</b>			
<b>GOV. 1.1</b>	<b>Number of meetings with residents organised or financed by the company in order to promote dialogue</b>	nd	5	9
<b>GOV. 1.2</b>	<b>Results of resident satisfaction surveys</b>	nd	Social Concierge: 75% positive answers	Care Service: 82,6% positive answers  Repair Service: 62% positive answers
<b>GOV. 1.3</b>	<b>Action plan for th increasing of the tenants' satisfaction</b>	yes	yes	yes
<b>GOV. 2</b>	<b>ASSOCIATIONS</b>			
<b>GOV. 2.1</b>	<b>Number of ongoing agreements with associations and groups of residents, description and contributions</b>	nd	nd	2
<b>GOV. 3</b>	<b>PROMOTING TRANSPARENCY</b>			
<b>GOV. 3.1</b>	<b>Existence of a Code of ethics practiced by th Company</b>	yes	yes	yes
<b>GOV. 3.2</b>	<b>Existence of strategic paper (purposes and goals of the company) and evaluation</b>	yes	yes	yes



## 5. DEVELOPING HUMAN RESOURCES

N.	INDICATOR	RESULTS								
		2006			2007			2008		
<b>HR. 1</b>	<b>BUSINESS DEVELOPMENT</b>									
<b>HR. 1.1</b>	<b>Staff breakdown per form of employment</b>	nr.	%		nr.	%		nr.	%	
	- permanent	88	95,66%		89	90,81%		93	95,87%	
	- fixed term	4	4,34%		9	9,19%		4	4,13%	
	- full time	74	80,44%		77	78,57%		77	79,38	
	- part time	18	19,56%		21	21,43%		20	20,62%	
<b>HR. 1.2</b>	<b>Breakdown of hours, concerned employees and annual expenditure for training sessions per category of employees</b>	ore	nr. emp.	Euro	ore	nr. emp.	Euro	ore	nr. emp.	Euro
	- managers	32	2	22,866,50	87,5	2	48,029,56	61	4	3,540,00
	- executive	237,5	11	total	569	6	total	491,5	11	29,856,70
	- employees	597	23		1,021,5	27		1,777	48	19,211,40
	- total	866,50	36		1,678	35		2,329,50	63	52,608,10
<b>HR. 1.3</b>	<b>Internal promotion rate per employee category (%)</b>	20%			20%			10%		
	- executive	15%			31%			12%		
	- employees (A)	14%			19%			29%		
	- employees (B)									
<b>HR. 2</b>	<b>PERMANENT IMPROVEMENT OF WORKING CONDITIONS</b>									
<b>HR. 2.1</b>	<b>Policy to promote good health and compatibility between family lives and jobs</b>	nr. emp.	Euro Aler		emp.	Euro Aler		nr. dip	Euro Aler	
	- nursery	4	13,335		3	15,760		6	21,951	
	- part time	nr. emp.	M	F	nr. emp.	M	F	nr. emp.	M	F
		18	1	17	21	1	20	22	1	21
<b>HR. 2.2</b>	<b>Level of employee satisfaction</b>	positive			nd			positive		
	- work environment	nd			nd			to improve		
	- internal communication	nd			nd			to improve		
	- incentives system	positive			nd			positive		
	- training/qualification									
<b>HR. 2.3</b>	<b>Part of absenteeism caused by work-related accidents, sick and stress related to work</b>	%			%			%		
		3,80%			4,39%			3,65%		
<b>HR. 3</b>	<b>PROMOTING DIVERSITY AND EQUITY OF EMPLOYMENT</b>									
<b>HR. 3.1</b>	<b>Breakdown of employees and salaries by category and by gender</b>	M	F	Euro/year	M	F	Euro/year	M	F	Euro/year
	- managers	4	1	69,510,87	4	1	69,510,87	3	2	71,318,13
	- executive	5	5	36,057,00	5	5	38,064,74	6	4	39,567,08
	- employees (A)	10	3	24,381,00	13	4	25,704,84	11	5	26,762,96
	- employees(B)	22	42	21,469,00	22	44	22,701,00	20	46	23,597,00
<b>HR. 3.2</b>	<b>Special employment</b>				nr. 5 employee protected category			nr. 6 employee protected category		
	Specific contracts for the young, the unemployed, people with specific social difficulties									

## METHODOLOGY

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.

## GLOSSARY

**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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