

Corporate Social
Responsibility

Report

powered by EURHO - GR®

2009



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Methodology and glossary



Emidio Ettore Isacchini

President, ALER Brescia

After the experience of the first edition in 2008, I am proud to present this new report which is a summary of the results of the work of Aler Brescia in the constant search to satisfy the needs of the stakeholders – tenants associations, unions, companies, local institutions and even citizens.

The activities, which we give an account of in the report, at times represent experiences of innovative planning, but more often are activities that have been consolidated over time, with the aim of providing even better quality activities. What is innovative however is the desire to check the impact of these activities on the social fabric, or to ascertain if an effective comparison was made between the concrete needs of the tenants and what they were offered.

The endeavours that ALER Brescia lavished during 2009 was characterised by the constant attention to difficult situations – which were accentuated by the economical crisis – the weakest and most fragile components which Aler undertook to respond to in a concrete and efficient manner.

The publication of this report provides everyone with a precise, transparent and coherent picture of our company. It is confirmation of constant management commitment and real estate development. I hope that the report itself becomes an opportunity for readers to reply and a stimulus to reflect on the work carried out.

In conclusion, I would like to thank all those who have dedicated themselves to improving the quality of the company operation through continuous dialogue with our speakers and all those who knew how to document it as in this report.

ITALY

ALER Brescia
ALER Milano
ATC Torino
IACP Bari
IPES Bolzano
ITEA Trento

FRANCE

Enmâus Habitat
FSM
Habitat 62/59 Picardie
Le Foyer Rémois
Le Toit Angevin
LogyPais
DELPHIS

GERMANY

bauverein AG
GBG Mannheim
GWG München

SWEDEN

Familjebostäder
Gavlegårdarna
Mimer
Hyresbostäder
Stångåstaden
Vätter Hem
ÖrebroBostäder

UK

Canterbury City Council



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

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

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

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

Social and environmental responsibility

in public social housing

01

PROMOTING LOCAL SOCIAL SUSTAINABILITY

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

02

PROTECTING THE ENVIRONMENT

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

03

PROMOTING ECONOMIC SUSTAINABILITY

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

04

PROMOTING DIALOGUE WITH STAKEHOLDERS

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

05

DEVELOPING HUMAN RESOURCES

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

05



Key Numbers

ALER Brescia



Brescia Province



06

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 92.

9,199 families live in social housing flats by Aler Brescia. Among them, 46,31% are over 65 senior citizen families whereas 16,5% have foreign-born householders. 47,5% of Aler tenants belong to the protected housing sector (yearly income below the 9,000 Euros conventional threshold).

The average monthly rent is 143,27 Euros, while the minimum fee is € 20.00 per month, applied to 12% of households. In 2009 maintenance expenses totalled 2,627,000.00 Euros and building costs totalled 9,292,000.00.



Lorella Sossi
Director General, Aler Brescia

The process of assimilating the various elements of social responsibility, which has been ongoing for the last year, has reached a good level in terms of processing by the company.

Also, the indicator system identified at a European level has been perfected and for the first time it's been possible to make a first comparison based on some indicators which are shared with other partners from the CSR project. This experience, even though limited to the launch phase and some indicators, was productive and allowed us to relate the results in different scenarios.

The innovative method of sharing and participating with stakeholders, which was already tested in the last edition, will be re-proposed. A path based on listening to the problems which have a social impact emerged.

Compiling the Social Responsibility report represents, each year, an occasion to reflect on the ways the company mission is carried out, on what can be improved and therefore on the future objectives needed to plan the activity required to progress.

The Social Responsibility report proves to be an important opportunity to demonstrate the professional competences of this company and the planning skills both in the technical and social fields.

01

Promoting local social sustainability

08

IMPROVE QUALITY OF LIFE AND SECURITY

A social concierge service has been running for some years at two public residential housing buildings which are particularly critical from a social point of view. This is a mix between condominium concierge and social assistant aimed at improving the quality of life and security for tenants, as well as improving behaviour and cleanliness in the communal spaces.

In 2009 the positive experience of the social concierge caused Aler and the Municipality of Bre-

scia to extend the initiative to 13 additional buildings in the city where the allocation of housing has at times created a concentration of multi-problematic situations with a consequent negative impact on the quality of life in the condominium and the area. The up and running service is mobile, and therefore travels around the area, and involves workers with experience in the social, education and mediation fields as well as experts in the surveillance and security sector. The service is organized in such a way as to guarantee a presence during the day and through the night.





« The mobile social concierge provides a secure point of reference for the residents, provides support to families and those who may feel uneasy or fragile, encourages people to take responsibility and promotes solidarity among residents.

The service contributes to educating compliance with the rules of good neighbourliness and correct use of the common spaces as well as preventing the deterioration of furniture, acts of vandalism and damage. »



Lorella Sossi
Director General of Aler Brescia

interview

EUROPEAN NEIGHBOUR DAY

Every year since 2005 Aler has organized the Neighbour Day. We believe that support for this European-style initiative constitutes an essential and necessary step in consolidating the relationship between those who share their daily lives. It is an opportunity to strengthen good neighbourly relationships and provide a moment of shared festivity.



SUPPORT MEASURES FOR ALLOTTEES

According to a law established by the Lombardy Region, the rent for social housing is proportionate to the economic capacity of the family.

In 2009 average rent amount was 143.27 euro; the minimum rent was 20 euro and it was applied to approximately 12% of families (507 out of 5,928), made up of mainly elderly and single people, situated in the protection area.

« During 2009, the Brescia economy registered the same negative figures from the crisis that affected the entire world economy: a falling employment rate and an increasing number of companies who resorted to the Temporary Unemployment Compensation Fund and had to close.

This worrying scenario meant it was necessary to give immediate and concrete responses in order to support families in receipt of social housing, the most vulnerable under the economic profile. »

Regional regulations provide two types of support for families in difficulty: review of rent payments and solidarity contributions.

Review of rent payments involves recalculating the amount on the basis of income effectively received by the family unit in order to adjust the rent in terms of concrete economic possibilities and to prevent overpayment.

Solidarity contributions are provided mainly to help with heating expenses, which are often an economic burden for families in the same way as rent payments.

GOOD PRACTICES

DOMOTICS FOR THE ELDERLY

In order to improve quality of life for elderly residents, Aler is dedicated to installing domotics in new buildings dedicated to the elderly.

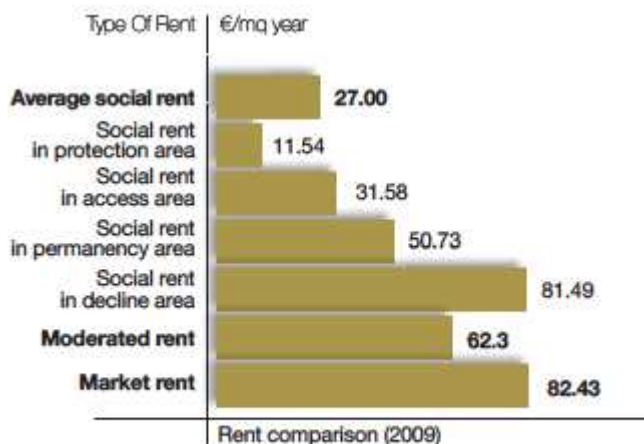
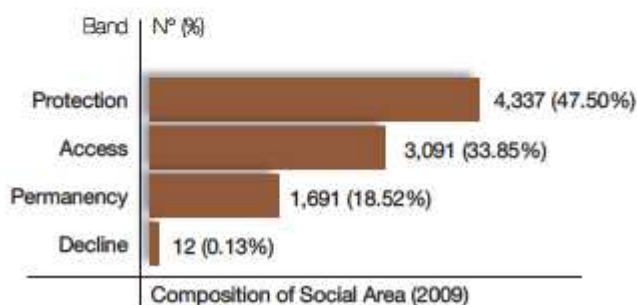
In a domotic house advanced technology allows lighting, heating, air conditioning, security control by a remote control device.

For example, the buildings are equipped with automatic shutters and, if needed, electric stairs, bathing lifts, electric beds and video entry phones, which can be activated using voice command.

Sensors are also installed inside each home so that if there are no signs of life, an alarm will be set off.

All this allows elderly users to increase their independence, minimise the risk of isolation and exclusion from social life and ensure that they can remain at home without needing to resort to any sort of care facility.

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In 2009, 600 rent reviews were carried out in order to reduce rent payments for families, which allowed for a reduction in rent proportional to the changing economical conditions that these families are faced with.

What's more, solidarity contributions totalling approximately 278,000 Euro were paid out, benefiting approximately 950 families.



02

Protecting the environment

GREEN HOUSING AND PROTECTING THE ENVIRONMENT

« In new buildings Aler intends to favour the use of eco-compatible processes and methods as well as preferably natural materials with a low environmental impact, that is, with a high re-use and recycle factor and a low environmental disposal cost. »

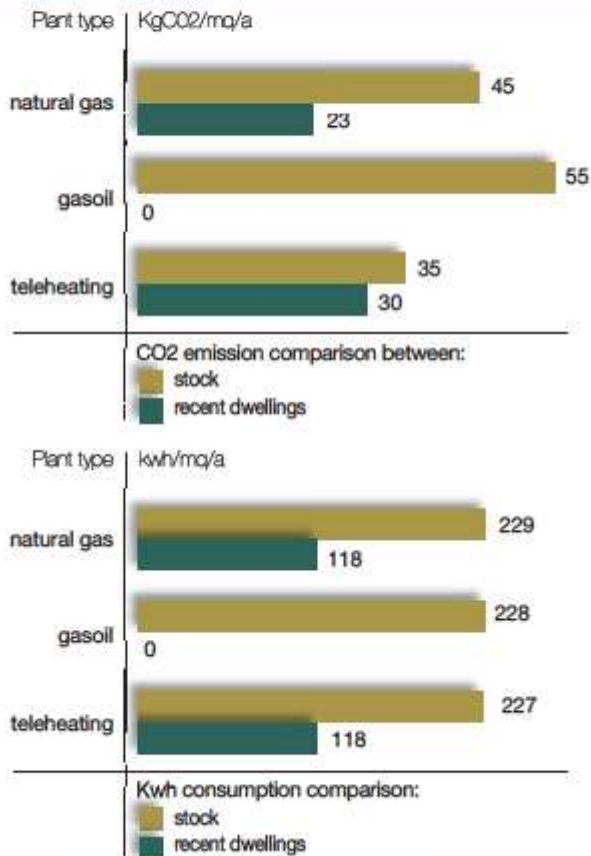
Where possible bioclimatic architectural principles are applied allowing for the construction of buildings which uses components that have energy functions such as, for example, capture, accumulation, conservation and return of solar energy. Cooling systems also tend to be obtained naturally, in particular through the use of geothermal energy. The aim is to keep the use of non-

GOOD PRACTICES

In their most recent project Aler intends to favour a holistic approach which takes into account the comfort of future users in thermohygrometric terms, psychological terms, etc., as well as economising on non-renewable sources in favour of sustainable sources.

This allows Aler to notably improve the overall quality of their product. In order to reach these objectives, meta-planning will be used which foresees environmental analysis (study of the microclimate for the definition of energy saving strategies), local analysis (to make the most of the characteristics of the planned site such as





renewable energy sources to a minimum. According to the research carried out by ENEA (The National Agency for New Technologies, Energy and Sustainable Economical Development), in Italy houses absorb 45% of the national energy store and are responsible for the consequent emission of carbon anhydride. And not only, Italy is one of the major consumers specified

per m² and per level/day. With the adoption of the bioclimatic design principles and the adoption of insulation devices which are clearly more efficient than those commonly used, Aler pursues the aim of protecting the environment and eco-sustainability.

the orientation of the building for maximum exposure to the sun and to make the most of natural ventilation) and the "building system" intended as a climate sensitive building. Here the most effective strategies will be used according to the season: capture and conserve in the winter and protect in the summer.



Simulation of light inside of a house



Ivan Ciochi
 Technical Director
 of Aler Brescia

interview

"With a view to protect the environment, Aler continues its efforts to improve the energy performance of its existing properties via energy re-qualification interventions despite the recent regulatory changes which excluded the possibility to access the tax benefits for energy saving interventions."

03

Promoting economic sustainability

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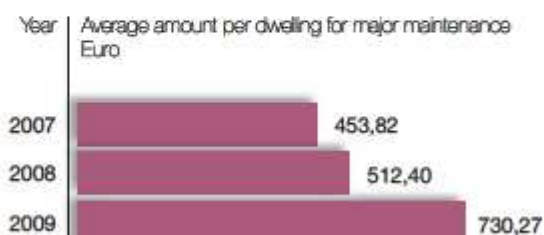
IMPROVE HOUSING QUALITY

« Aler organizes maintenance according to efficiency criteria via a programme that, besides rationalising expenses, foresees interventions that ensure greater comfort and security for tenants. »

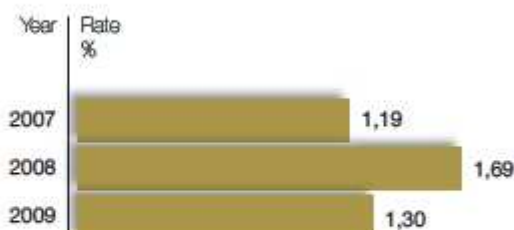


Emidio Ettore Isacchini
President of Aler Brescia

“The Contratto di Quartiere (CdQ) or Neighbourhood Contract financed by the Lombardy Region is the product of the collaboration with the Municipality of Brescia and the strong invol-



Major maintenance expenses per dwelling over a 5-years period



Vacancy rates per type of vacancy (turnover > 90 days)

The interventions, aimed at managing and conserving the real estate are carried out through the use of company economical resources. The commitment is made particularly difficult by numerous obligations, such as compliance with regulations on safety and on removing the architectural barrier.

Aler finances maintenance aimed at improving housing quality and increasing real estate value, by reinvesting part of the funds derived from rental income. During 2009 Aler Brescia carried out 5,628 maintenance interventions for a total value of € 4,581,000, of which € 2,627,000 was to maintain its own real



GOOD PRACTICES

2008-2009 was characterized by a strong recession as a consequence of the global economic crisis. Despite this, Aler invested – in counter-tendency to the other operators in the housing sector and despite the cancellation of tax breaks on the subject - notable funds into numerous building, restoration and maintenance interventions, both ordinary and extraordinary.

Entrusting the work to companies for over 15,000,000.00 contributed to sustaining the local and national economy, which has been penalized by the contraction of the property market.

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estate and the rest for property managed on behalf of third parties.

What's more, Aler participates in more shared re-qualification programmes promoted by the Lombardy Region (Area Contracts and Programme Agreements).

interview

vement of the social cooperation sector. The CdQ affects various areas of the city. With this intervention we are looking to re-qualify and rationalise public estate of Brescia and to revitalise the areas under the social profile, while at the same time ensuring improved security standards."



04

Promoting stakeholders dialogue

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GIORNALER il giornale di tutta la famiglia.

Nessuno
escluso.



il notiziario di casa,
il notiziario di ALER.



PERIODICO DI INFORMAZIONE DI ALER - AZIENDA LOMBARDA PER L'EDILIZIA RESIDENZIALE DI BRESCIA

THE NEW COMMUNICATION: SIMPLICITY AND CLARITY

For years Aler has published and sent out a free periodical providing information about the company to its allottees.

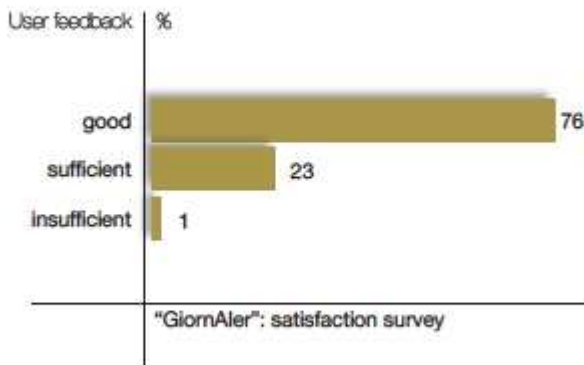
Convinced that this is an extraordinary means of offering its stakeholders a transparent and constantly updated window into the world of Aler, in 2009 the company renewed the visual aspect and content of the periodical, renaming it GiornAler.

The publication now represents a quick and easy source of information which proposes useful and



Massimo Bianchini
Councillor for Housing, Municipality
of Brescia

"Participating in the discussion for the preparation of the company accounts proved to be a useful experience. We analysed, with ALER and other stakeholders, the results of the management and the consequent social fallout. We proved that in carrying out urban



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updated indications on the services offered and the organisation, as well as on new initiatives adopted by Aler.

The magazine contains more detailed information on topics of interest and offers food for thought based on current topics in the world of housing.

An audit in this field, conducted with the aim of evaluating the usability, efficiency, usefulness and appreciation of the communication, gave a positive result in terms of general appreciation and offered some important suggestions as to how to improve the content offered.

interview

and social re-qualification interventions, such as for example the joint participation in the regional Neighbourhood Contract programme, positive synergy has developed.

The meetings showed to be an important opportunity to reflect on themes such as communicating information to the user and the transparency and certainty of the intervention duration."

GOOD PRACTICES

More than 3 and a half million domestic incidents that occur every year in Italy (over 68,000 of which involve children), lead Aler, in collaboration with the Municipality of Brescia, to launch a sensitisation campaign on the theme of domestic safety aimed at school-children.

In the sphere of the so-called Tutto A Posto? (All OK?) or TAP project, school pupils were given work sheets and games aimed at teaching and identifying the potential danger areas in the domestic environment and promoting prevention. At the end the children produced a logo to remind adults and children to avoid risky behaviour.

Aler then dedicated a special insert in GiornAler to the subject of domestic safety, highlighting the dangerous behaviour and precautions to adopt to prevent incidents.

05

Developing human resources

TOWARDS BETTER EFFICIENCY

With a view to improving the productivity and efficiency of the company's operation, in 2009 the



Board of Directors decided upon a significant reorganization of the offices.

After an in-depth study, the consultation of the workers via union representatives and a careful evaluation regarding the suitability of the resources assigned to single offices in relation to the growing competencies, the Board made some substantial changes to the organisational structure of the company in order to slim down the management procedures.

interview

"In accordance with the needs of the offices, Aler welcome part-time requests by employees that had become parents, seeking to facilitate, above all in the initial stages, the reconciliation between work and family time.

When the children reach one year of age, employees can request access to the company nursery. With the scarce number of public nursery places and the elevated rate of application for private nurseries, this is an advantageous solution for many profiles as the quality of service offered, the flexible working hours which cover the whole working day, and the fact that the company takes care of a large part of the monthly rate, calculated on the basis of the family income."



« The main inspiration for the changes was the rationalization of the distribution of skills according to the logic of greater functionality and balance in terms of work load. »

The services most affected by the changes were the Legal Service and the Management Service, which saw some matters transferred from one to the other.



GOOD PRACTICES

In 2009, even before the regulations on the matter were introduced, Aler carried out an evaluation of the risk of employee exposure to work related stress.

To this end, an analysis of the objective risk factors was carried out, the pivotal figures of the company Prevention and Protection System were interviewed and a questionnaire was issued to an extremely significant sample of employees, selected on the basis of their potential exposure to risk (front office) according to the indications provided by the Institute for Prevention and Safety and Work.

The analysis revealed critical areas and consequent possible improvement actions which are being implemented.

EURHO-GR[®] grid

01 Promoting local social sustainability

N.	INDICATOR	2007		2008		2009	
SOC. 1 HOUSING SUPPLY BASED ON LOCAL DEMAND							
SOC. 1.1	Average of surface per type of dwelling (m²)						
	1 room + kitchen	37,57		37,42		37,21	
	2 rooms + kitchen	46,16		46,37		46,38	
	3 rooms+ kitchen	66,56		66,56		66,57	
	4 rooms+ kitchen	83,70		83,64		83,69	
	5 rooms+ kitchen	96,20		96,13		96,07	
SOC. 1.2	Types of dwellings produced each year (%)	nr.	%	nr.	%	nr.	%
	social rent	62	79,49	100	100	79	84,04
	controlled rent	16	20,51	0	0	0	0
	other type	0	0	0	0	15	15,96
	total	78	100	100	100	94	100
SOC. 1.3	Growth of the rental offer of the company (%)	0,83		0,63		1,08	
SOC. 1.4	Selling offer (%)	1,86		0,43		0,19	
SOC. 2 RENT AND RUNNING COSTS							
SOC. 2.1	Breakdown of the types of rental (Euro/m²)	province	Brescia	province	Brescia	province	Brescia
	social rent	21,33	20,00	22,11	25,41	23,01	27,00
	controlled rent	57,36	60,10	59,36	61,06	59,67	62,30
	financial rent	61,17	62,28	60,58	63,36	60,82	64,24
	market rent	60,48	80,04	60,49	89,32	64,94	82,43
SOC. 2.2	Running costs per dwelling (Euro/m²)	12,99		11,83		14,10	
SOC. 2.3	Progression of rent (%)	4,37		14,23		5,14	
SOC. 2.4	Running cost/rent ratio (%)						
	average costs (Euro)	12,90		11,78		13,99	
	average rents (Euro)	19,95		24,44		25,78	
	% of spend (%)	39,26		32,51		35,17	
SOC. 3 SOCIAL MIX							
SOC. 3.1	Part of internal mobility in the allocations of dwellings (%)	n.tenants	n.mobility	n.tenants	n.mobility	n.tenants	n.mobility
		325	8	286	8	355	10
		2,46%		2,80%		2,82%	
SOC. 3.2	Social distribution of tenants by age (%)						
	less than 18 years	18,50		18,63		19,95	
	19 to 30 years	11,35		11,25		10,53	
	31 to 40 years	11,13		10,65		10,28	
	41 to 50 years	13,98		14,57		14,69	
	51 to 60 years	12,01		11,65		11,55	
	61 to 70 years	14,65		14,58		14,08	
	over 70	18,37		18,67		18,93	

SOC.3.2 Social distribution of tenants by nationality (%)	2007	2008	2009
Italian	82,95	81,56	80,35
UE	0,62	0,68	0,68
other	16,43	17,76	18,97
Social distribution of tenants by family structure (numbers of components) (%)			
1 comp.	37,83	38,65	40,15
2 comp.	30,60	29,98	29,23
3 comp.	14,95	13,95	13,28
> 3 comp. total	16,62	17,42	17,34
Social distribution of tenants by income (%)			
protection area	In 2007 a new low changed the income levels	58,14	47,50
access area		37,01	33,85
permanency area		2,95	18,52
decline area		1,90	0,13
SOC. 3.3 Part of residence receiving social assistance for the payment of their rent and running costs (%)	24,69	22,65	10,32

SOC. 4 PROMOTION OF SOCIAL COHESION

SOC. 4.1 Description of social cohesion initiatives and evaluation of results			
	Social Concierge, Social and cultural, mediation, Care Service, Neighbours-day	Social Concierge, Social and cultural, mediation, Care Service, Social Cohesion, Neighbours-day, Symphony project	Social Concierge, Social and cultural, mediation, Care Service, Neighbours-day, Neighbourhood Contract

SOC. 5 SOCIAL ASSISTANCE TO TENANTS

SOC. 5.1 Expenses for social assistance			
total amount (Euro)	552.490,00	324.232,00	278.000,00
nb. of dwellings social rent (nb.)	5.865	5.878	5.873
average cost per dwelling (Euro)	94,20	55,16	47,33

SOC. 6 ACCESS FOR DISABLED AND ELDERLY PEOPLE

SOC. 6.1 Part of dwellings accessible to the disabled and elderly in the existing housing stock (%)			
	43,81	45,02	45,49

SOC. 7 NEIGHBOURHOOD SECURITY POLICY

SOC. 7.1 Initiatives and results of the security policy			
	Social Concierge, surveillance, lighting. Positive answer: 74%	Social Concierge, surveillance, lighting	Social Concierge, surveillance, lighting

02 Protecting the environment

ENV. 1	ENVIRONMENTAL POLICY	2007	2008	2009
ENV. 1.1	Environmental action plan or initiatives green public procurement: amount for supply (KEuro)	21,155	21,937	3,40
	Green public procurement: amount for service (KEuro)	56,075	52,440	88,63
ENV. 1.2	Part of new and renovated dwellings according to environmental standards higher than the national legislation (%)	100	100	100
ENV. 2	FIGHTING CLIMATE CHANGE			
ENV. 2.1	Energy used and greenhouse gas emitted by the stock and units of the last five years:			
	average energy consumption of the stock (Kwh/m ² /y)	228	228	228
	average GHG emissions of the stock (CO2 Kg /m ² /y)	41,66	41,66	41,43
	average energy consumption of recent dwellings (Kwh/m ² /y)	118	118	118
	average GHG emissions of recent dwellings (CO2 Kg /m ² /y)	24,63	25,05	25,01
ENV. 2.3	CO2 emission from company vehicles (t CO2/year)	21,16	23,56	22,15
ENV. 2.4	Means of transport used by the staff for their commute, and average daily distance travelled by employee			
	individual car	nd	24,9	24,8
	car pooling	nd	206	206,2
	train	nd	60	60
	bus	nd	13,8	13,7
	motorcycle	nd	17,4	17,4
	bike	nd	4,9	4,9
on foot	nd	0,4	0,5	
ENV. 5	AWARENESS CAMPAIGNS			
ENV. 5.1	Development of environmental awareness campaigns for resident, employees and service providers			
	employees	wast separation, environmental training	wast separation, environmental training	wast separation, environmental training
	residents		Social budget: environmental responsibility	Social budget: environmental responsibility
	service providers	green public procurement	green public procurement	green public procurement

Promoting economic sustainability

03

ECO. 1	STOCK MANAGEMENT	2007		2008		2009	
ECO. 1.1	Part of renovated old housing stock each year concerns renovations over 10.000 Euro and dwelling for more than 25 years-old stock (%)	1,18		1,047		0,333	
ECO. 1.2	major maintenance expenditure per dwelling over a 5-years-old stock (Euro)	453,82		512,40		730,27	
ECO. 1.3	Vacancy rates (turnover > 90 days)	Brescia	Province	Brescia	Province	Brescia	Province
		1,19	1,86	1,69	1,68	1,30	2,54

ECO. 2 LOCAL ECONOMIC SYSTEM

ECO. 2.1	Income from activities redistributed to stakeholders (KEuro)						
	employees	5.435,97		6.388,00		6.498,16	
	authorities	1.788,57		1.819,32		1.958,01	
	banks	894,06		1.119,20		758,87	
	suppliers and service providers	15.494,59		26.800,45		22.575,08	
	contribution added value	12,89		14,63		15,47	
		8.681,75		11.990,97		11.193,75	
ECO. 2.2	Annual investment on new stock (KEuro)	nd		17.763,07		9.292,00	

ECO. 3 RESPONSIBLE PURCHASING

ECO. 3.1	Description of ethic and eco-friendly practices	green public procurement	green public procurement	green public procurement
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04 Promoting stakeholders dialogue

GOV. 1	DIALOG AND SATISFACTION OF RESIDENTS	2007	2008	2009
GOV. 1.1	Number of meetings with residents organised or financed by the company in order to promote dialogue	5	9	13
GOV. 1.2	Results of resident satisfaction surveys (%)	Social Concierge: 75% positive answers	Care Service: 82,6% positive answers Repair Service: 62% positive answers	Reporting Service: 82% positive answers New house-organ: 95% positive answers
GOV. 1.3	Action plan for the increasing of the tenants' satisfaction	yes	yes	yes safety plan
GOV. 3	PROMOTING TRANSPARENCY			
GOV. 3.1	Existence of a Code of ethics practiced by the company	yes	yes	yes
GOV. 3.2	Existence of strategic paper (purposes and goals of the company) and evaluation	yes quality policy annual goals plan previsional budget	yes quality policy annual goals plan previsional budget	yes quality policy annual goals plan previsional budget

Developing human resources

05

HR. 1	BUSINESS DEVELOPMENT	2007	2008	2009
HR. 1.1	Staff breakdown per form of employment (%)			
	permanent	89,90	94,95	93,14
	fixed term	10,10	5,05	6,86
	full time	79,80	80,81	81,37
	part time	20,20	19,19	18,63
HR. 1.2	Breakdown of hours, concerned employees and annual expenditure for training sessions per category of employees (hours and Euro)			
		h. nr.emp. Euro	h. nr.emp. Euro	h. nr.emp. Euro
	managers	88 2 48.029,56	79 5 4.852,00	146 3 2.650,00
	executive	589 6 total	518 11 9.945,00	306 6 7.531,00
	employees	1.022 27	1.818 48 38.572,00	437 15 13.766,00
	total	1.679 35	2.415,00 64 53.369,00	899 24 23.947,00
HR. 1.3	Internal promotion rate per employee category (%)			
	Q	30	20	11
	A	47	17	47
	B	14	30	9
HR. 2	PERMANENT IMPROVEMENT OF WORKING CONDITIONS			
HR. 2.1	Policy to promote good health and compatibility between family lives and jobs	nr.emp. Euro Aler	nr.emp. Euro Aler	nr.emp. Euro Aler
	nursery	3 15.760	6 21.785,89	4 12.822,55
	part time	nr. dip. M F 20 1 19	nr. dip. M F 19 1 18	nr. dip. M F 19 1 18
HR. 2.2	Level of employee satisfaction (%)	nd	73	75
	work environment			
	internal communication			
	incentives system			
	training/qualification			
HR. 2.3	Part of absenteeism caused by work-related accidents, sick and stress related to work (%)	2,45	1,90	2,42
HR. 3	PROMOTING DIVERSITY AND EQUITY OF EMPLOYMENT			
HR. 3.1	Breakdown of employees and salaries by category and by gender	M W Euro/year	M W Euro/year	M W Euro/year
	managers	4 2 121.814,87	3 2 146.784,61	3 2 147.858,41
	executive	6 4 81.593,31	6 4 97.123,48	6 3 108.825,74
	employees A	12 5 50.522,75	12 5 52.381,92	12 7 54.260,02
	employees B	22 44 36.844,89	21 46 37.824,25	26 43 36.866,80
HR. 3.2	Special employment (%)			
	Specific contracts for the young, the unemployed, people with specific social difficulties	5,43	6,52	6,52

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Benchmark Eurho-GR[®] in 2010

2009	performance 2009 organisation ALER Brescia	Eurhonet performance average	Eurhonet best performance	name of organisation	
SOC. 1.3	Growth of the rental offer of the company STOCK (%)	1,08	0,93	3,7	AB Gavlegårdarna Sweden
ENV 2.1	Average energy consumption of THE STOCK (Kwh/m²/y)	228	176,41	102	GBG Mannheim Germany
	Average GHG emissions of THE STOCK (CO₂ Kg/m²/y)	41,43	30,8	2,7*	AB Gavlegårdarna Sweden
	Average energy consumption of THE RECENT DWELLINGS (Kwh/m²/y)	118	149,71	65	ATC Torino Italy
	Average GHG emissions of THE RECENT DWELLINGS	25,01	23,84	16,25	ATC Torino Italy
ECO 1.1	Part of renovated old housing STOCK (%)	0,33	3,2	9,67	FSM France
ECO 2.2	Annual investment on NEW STOCK (k€)	9.292	24.028	87.000	Familjebostäder Stockholm Sweden
	per dwellings (k€)	1,42	1,76	8,52	Habitat du Nord France

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

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

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

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

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

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

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

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

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

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

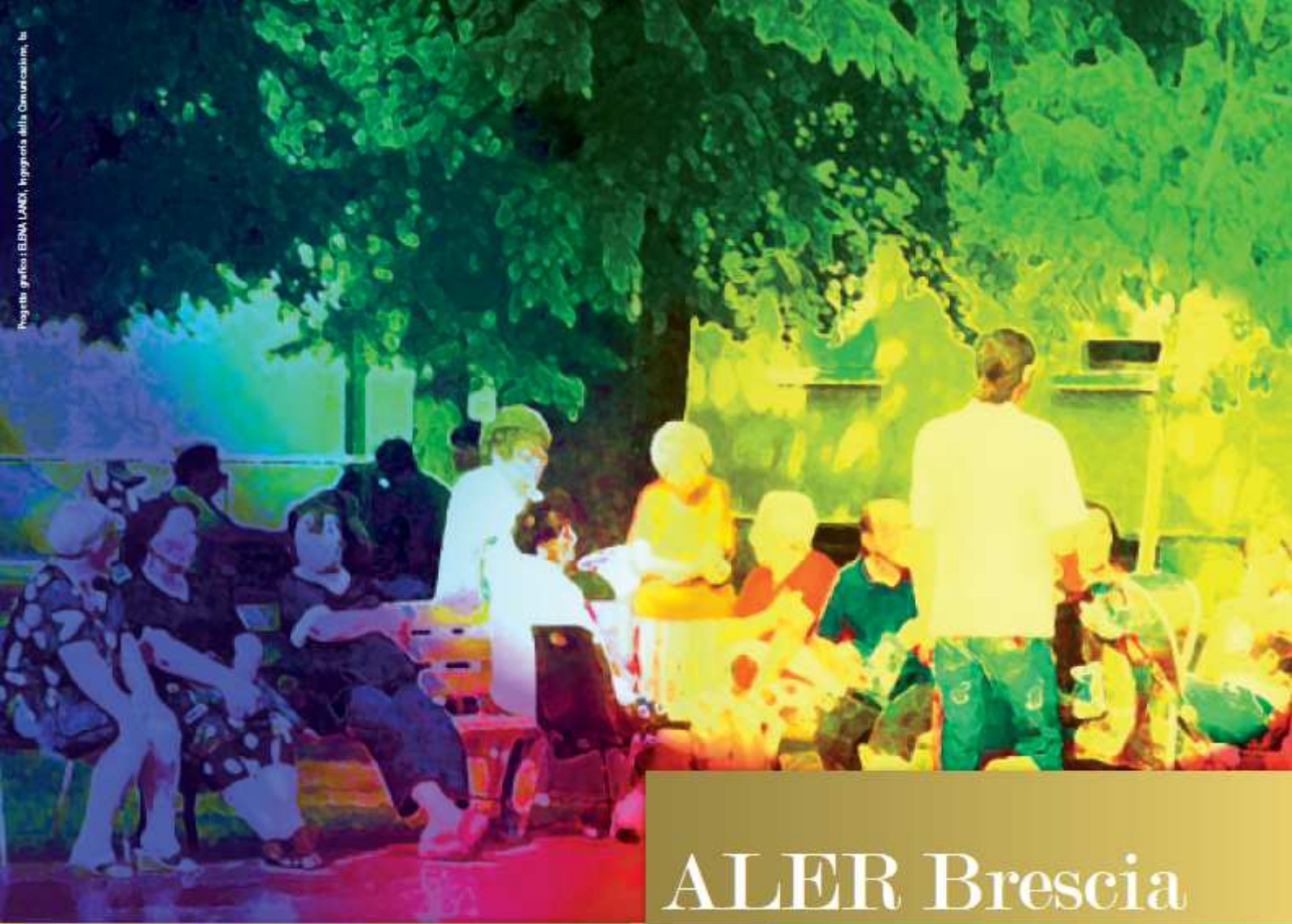
ECONOMICAL INDICATOR (ISEE): The Equivalent Economic Situation Indicator is used to assess a family's financial class. It is used to set eligibility or non-eligibility to services and to calculate the social rental fees.

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

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

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

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



Progetto grafico: BEM-LAND, riproposta della Comunicazione, la

ALER Brescia

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