



Corporate Social
Responsibility

Report

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2013



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Methodology and Glossary



Emidio Ettore Isacchini
ALER Brescia Chairman

The sixth edition of our Social Responsibility Report confirms our commitment towards our stakeholders, the true recipients of the company policies and actions, to disclose the organisation's activities results.

This report is a true organisational governance instrument, suitable for continuous monitoring and reinforcement of relations with the Organisation.

The Report, which represents a social accountability model, is our contribution to responsibility and transparency. Not only does this facilitate the correct perception of the created value, but also promote an operating mode more and more aimed at paying heed to our stakeholders and the territorial needs.

Even this year, we focused on creating new and fruitful relation with our interlocutors as well as taking concrete and efficient measures towards improving the community and the environment.

ITALY

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

FRANCE

Delphis - Paris
FSM - Melun
Habitat 62/59 Picardie - Calais
Le Foyer Rémois - Reims

GERMANY

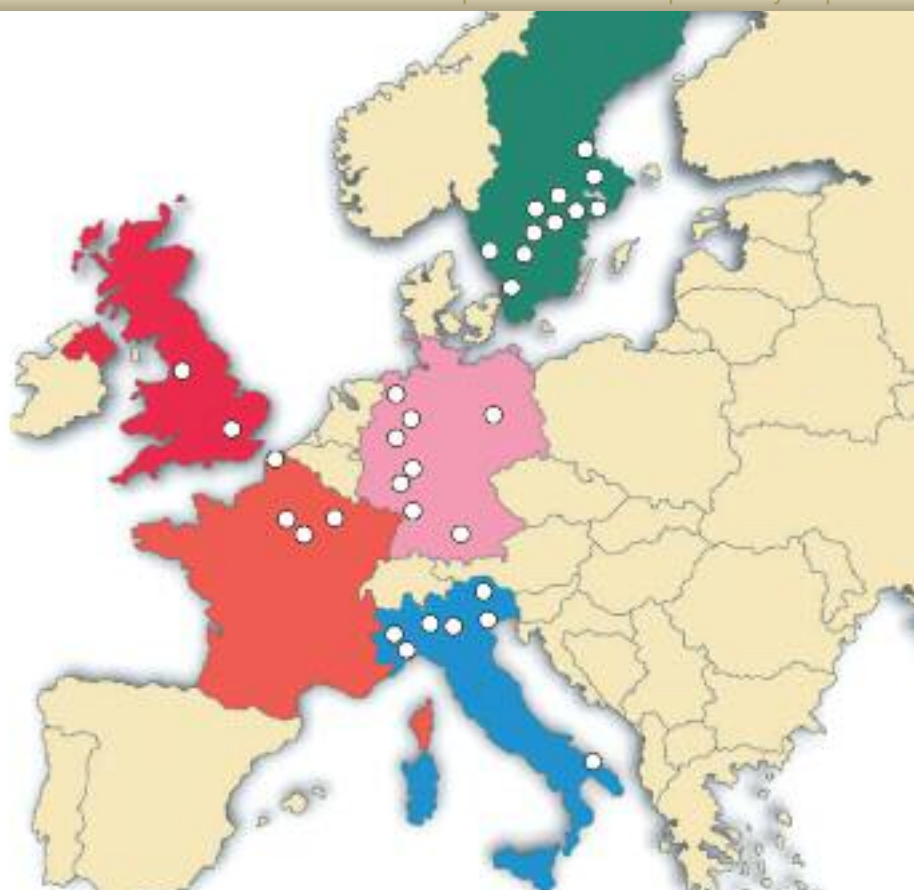
bauverein AG - Darmstadt
BWG - Bielefeld
DOGEWO 21 - Dortmund
GBG Mannheim - Mannheim
Gewoba - Bremen
GWG München - München
PRO POTSDAM - Potsdam
VOLKSWOHNUNG - Karlsruhe

SWEDEN

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

UNITED KINGDOM

Bolton at home - Bolton
Poplar Harca - London



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

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

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

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

Social and environmental responsibility

in public social housing

01

PROMOTING LOCAL SOCIAL SUSTAINABILITY

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

02

PROTECTING THE ENVIRONMENT

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

03

PROMOTING ECONOMIC SUSTAINABILITY

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

04

PROMOTING DIALOGUE WITH STAKEHOLDERS

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

05

DEVELOPING HUMAN RESOURCES

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



05

Key Numbers



Brescia Province

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



00 Key figures

N.	INDICATOR	2011	2012	2013
01	STOCK			
	Number of rented dwellings (nb.)			
	owned by Aler	6,946	7,025	7,159
	owned by municipalities and managed by Aler	3,840	3,902	3,914
	total	10,786	10,927	11,073
	Breakdown per type of rent (owned by Aler) (%)			
	social rent	91.29	91.30	91.05
	controlled rent	0.43	0.43	0.84
	other	8.28	8.27	8.12
	Breakdown per number of rooms (%)			
	2 rooms	22.88	23.15	24.31
	3 rooms	36.14	36.20	35.76
	4 rooms	40.99	40.65	39.94
	Breakdown per construction period (decades) (%)			
	decade 2003 - 2013	11.75	12.71	13.27
	decade 1992 - 2002	10.11	10.12	11.13
	decade 1981 - 1991	20.98	15.94	14.89
	decade 1970 - 1980	32.67	36.80	36.51
	decade 1959 - 1969	9.90	9.55	9.61
	until 1958	14.60	14.88	14.58
02	RENTAL RATES ACCORDING TO THE TYPE OF DWELLING UNITS			
	Average rental rate per type of dwelling (Euro/m²/month)			
	social rent	2.21	2.19	2.16
	controlled rent	5.05	5.07	4.98
05	TURNOVER			
	Overall turnover (Euro)	20,434,049	20,934,351	20,367,785
	Turnover generated by rents (Euro)	14,718,519	14,228,646	14,226,355
07	NUMBER OF EMPLOYEES			
	Number of employees (FTE)	85.84	88.39	88.05



Lorella Sossi
ALER Brescia CEO

As per our policy, we drafted this report based on ideas and goals shared with our stakeholders.

According to this consolidated policy, our choices – as a company – over the last year took into account the social impact issues typically affecting Aler's field of operation.

As observable hereinafter, we once again addressed the "Social Concierge" issue, i.e. the social service we, as Aler, have been providing over the years within our buildings to facilitate harmonious living amongst the assignees, promote social life, enforce compliance with the condominium regulations and mutual respect amongst neighbours.

Besides the initial purposes of these services, we also added new goals such as reducing non-payment of rent by supporting families as concerns managing their obligations towards the organisation and providers of basic services.

We issued a report on activities regarding the rehabilitation of a private residence in Bovezzo, in the outskirts of Brescia. The residence was purchased by Aler and transformed from a degraded and overcrowded building for unlawful occupants into a modern and efficient facility meant to accommodate families that depend on the social housing project to meet their accommodation needs.

In addition, under the Eurhonet Retrofitting Together project, we – as Aler – addressed the energy saving and environmental sustainability challenges through innovative and shared solutions by implementing energy requalification interventions on a 23-house building in Desenzano.

01

Promoting local social sustainability

08

SOCIAL REHABILITATION IN BOVEZZO

For more than 25 years, the building in Bovezzo – erroneously defined as “Residence” - owned by several small private owners, was occupied by groups of extra-EU immigrants under very poor health and hygiene conditions.

The non-continuous and uncoordinated management by numerous owners never left room for properly addressing the issue.





As a matter of fact, the building rapidly deteriorated into a high criminality area thus becoming a source of social alarm in the area.

Interpreting its mission in the widest sense possible, Aler went to great financial lengths committing, in conjunction with the municipality and other involved institutions, to solve the problem by purchasing the property from the owners thus taking over as the sole owners of the building.

Though the entire transaction was rather complex, even due to the fact that negotiations were conducted with several people with different expectations and demands, Aler managed to purchase the property. The building was vacated immediately after amidst opposition by the occupants by all means, hence slowing the operations down.





BEST PRACTICES

THE "SOCIAL CONCIERGE" STRATEGIC SERVICE

Over the years, Aler has been promoting and implementing the so-called "Social

Concierge" service (a blend of traditional doorman service and social accompaniment service), in conjunction with the Municipality of Brescia.

This service aims at improving the living conditions, decorum and security in condominiums. Over the last years, this initially experimental service has proven to be of strategic importance from various points of view.

Creation of awareness around the regulation, monitoring and surveillance activities by the doormen improved the decorum and cleanliness of the area. In addition, maintenance operations to repair damage due to vandalism dropped considerably.

Mediation by the social guardian helped to considerably improve the relations between the tenants thus boosting the creation of harmonious living conditions amongst neighbours.

The tenants appreciated and explicitly expressed their gratitude for the service.

10

Thanks to mediation and effort to meet the demands expressed by the occupants, Aler reached an agreement with the former occupants.

As a matter of fact, in conjunction with the due organisations, we - as Aler - put our experience to work to solve the housing problems of those involved and found them better accommodation.

The building was subsequently demolished. Our technical department drafted and oversaw the rebuilding works, giving rise to 48 new housing facilities meant to meet the accommodation needs in the area.

This operation meant finally solving a problem that had led to high social tension and degradation in Bovezzo area over the years.



01

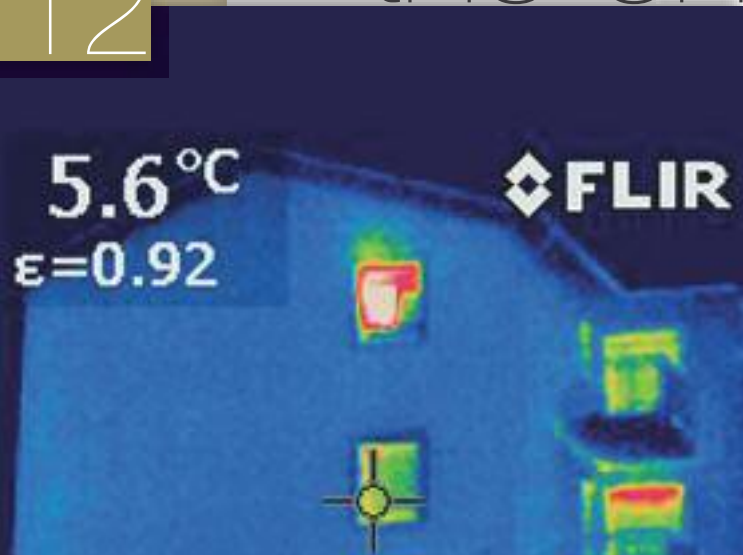
Promoting local social sustainability

N.	INDICATOR	2011	2012	2013
SOC. 1 SOCIETAL RESPONSIBILITY AS A PROVIDER OF A SERVICE OF GENERAL INTEREST: ENSURING ACCESS TO HOUSING FOR ALL				
SOC. 1.3	Growth of rental housing supply (%)	0.10	1.14	1.91
SOC. 2.3	Progression of rents for social housing (%)	0.74	-0.17	-0.11
SOC. 3.4	Debt clearance plans (nb.)	134	147	203
	Social support funds (Euro and nb. of families)	Euro families nb. 156,503.67 599	Euro families nb. 163,117.32 715	Euro families nb. 208,229.45 797
	Partnership (nb. and description)	2 - Coop. Sociale Onlus La Rete - Gruppo Elefanti Volanti Andropolis	2 - Coop. Sociale Onlus La Rete - Gruppo Elefanti Volanti Andropolis	2 - Coop. Sociale Onlus La Rete - Gruppo Elefanti Volanti Andropolis
	Social eviction preventions measures (description)	Evictions control plan, social services workshop	Evictions control plan, social services workshop	Evictions control plan, social services workshop
SOC. 2 SOCIETAL RESPONSIBILITY AS A HOUSING PROVIDER: RESPONDING TO TENANTS' NEEDS AND ENSURING THEIR QUALITY OF LIFE				
SOC. 6.1	Company's housing supply accessible by disabled and elderly people (%)	47.14	47.84	48.81
	Company's housing supply suited to the needs of disabled and elderly tenants (%)	2.15	2.14	2.21
SOC. 3.1	Internal mobility rate (%)	6.65	16.11	18.03
SOC. 7.1	Existence of security and tranquillity policy (description)	Social Concierge, surveillance, lighting, prevention of unauthorized tenancy, mobile social concierge	Social Concierge, surveillance, lighting, prevention of unauthorized tenancy, mobile social concierge, partnership with local authorities and institutions to ensure safety and legality	Social Concierge, surveillance, lighting, prevention of unauthorized tenancy, mobile social concierge, partnership with local authorities and institutions to ensure safety and legality
SOC. 3 SOCIETAL RESPONSIBILITY AS A LOCATOR ACTOR: INVESTING IN COMMUNITIES' QUALITY OF LIFE				
SOC. 4.1	Social cohesion initiatives (description)	Social Concierge, social and cultural mediation, care service, neighbours-day, neighbourhood contract, social cohesion project funded by Cariplo Foundation	Social Concierge, social and cultural mediation, care service, neighbours-day, neighbourhood contract, social cohesion project funded by Cariplo Foundation, aggregation projects for young people, social cohesion project and active involvement of the citizens	Social Concierge, social and cultural mediation, care service, neighbours-day, neighbourhood contract, social cohesion project funded by Cariplo Foundation, aggregation projects for young people, social cohesion project and active involvement of the citizens
SOC. 8.1	Part of turnover invested in urban renewal / areas with special needs (Euro - %)	Euro % 29,988.00 0.15	Euro % 14,052,681.00 67.13	Euro % 1,183,971.00 5.81
	Part of these projects financed through public grants (%)	98.36	45.00	43.41



Protecting the environment

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RETROFITTING TOGETHER: A COMMON GOAL

Aler actively took part in the energy saving workshop summoned to study and share ideas on new strategies to be implemented in the construction, building rehabilitation, and property maintenance processes within the Eurhonet (European Housing Network) project.

Alongside designers from several peer organisations across Europe, Aler took part in the Retrofitting Together topic group with the aim of identifying the most efficient instruments to be implemented in the energy rehabilitation sector.





As a matter of fact, energy saving may occur by executing interventions on the building enclosure such as the insulation of opaque walls, replacement of doors and windows or insulation of the first and last floor, or interventions on the solar/thermal heating installations as well as production of hot bathroom water or controlled mechanical ventilation with energy recovery.

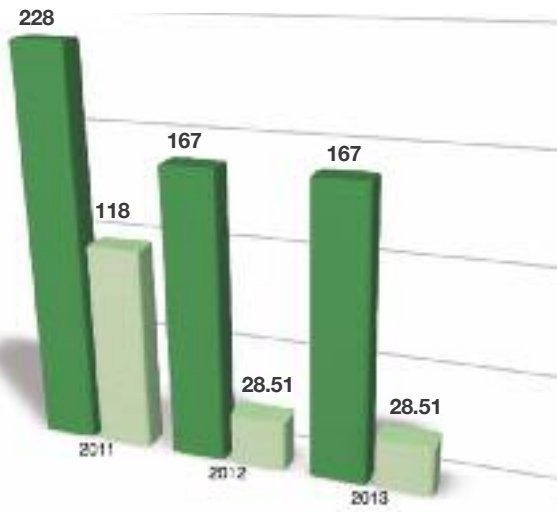
After defining the instrument, the member companies used it to carry out the energy analysis and diagnosis of their buildings starting from the current state, with the aim of identifying a building on which every company would simultaneously execute the works.

Thus, the team work allowed identifying shared best practices using the same instruments and methods.

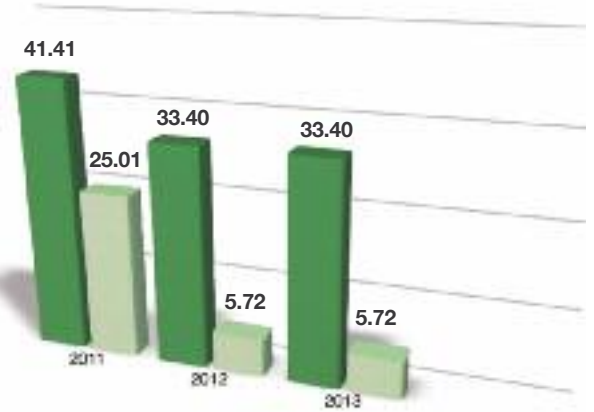
After sharing experiences and best practices in various organisations, the technicians subsequently came up with a common instrument made up of a calculation table called Thermal Tool. This table is to be used for building analysis and energy diagnosis.



ENV. 2.1 ENERGY PERFORMANCE AND GREENHOUSE GAS EMISSION OF:
 1. THE STOCK - 2. UNITS OF THE LAST FIVE YEARS



Average energy consumption:
 ■ stock (Kwh/m2/y)
 ■ recent dwellings (Kwh/m2/y)



Average GHG emissions:
 ■ stock (CO2 Kg/m2/y)
 ■ recent dwellings (CO2 Kg/m2/y)

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BEST PRACTICES

THE ALLERGY-FREE GARDEN

Cases of people affected by various forms of allergy, especially respiratory allergies, have unfortunately been on the rise.

This has also been due to the poor quality of the air we breathe today.

Besides focusing on energy saving issues as mentioned above (bearing in mind that the quality of air deteriorates in winter especially due to the heating of the buildings) Aler also tried creating hypoallergenic condominium gardens with the aim of fighting the allergy phenomenon as much as possible.

After identifying and excluding plants that are most likely to cause allergic reaction, our garden designers selected plants, shrubs and flowers whose characteristics reduce adverse immune system response to the minimum.

Thus, we created some gardens, in Sanpolino, using the selected plants to limit allergic reactions as regards the tenants.



02 Protecting the environment

N.	INDICATOR	2011	2012	2013
ENV. 1	REDUCING HOUSING STOCK'S IMPACT ON CLIMATE CHANGE AND ENERGY RESOURCES			
ENV. 2.1	Energy performance and greenhouse gas emission of: 1. The stock - 2. Units of the last five years			
	stock: average energy consumption (Kwh/m ² /y)	228	167	167
	recent dwellings: average energy consumption (Kwh/m ² /y)	118	28,51	28,51
	stock: average GHG emissions (CO2 Kg/m ² /y)	41,41	33,40	33,40
	recent dwellings: average GHG emissions (CO2 Kg/m ² /y)	25,01	5,72	5,72
ENV. 2.2	Proportion of the housing stock supplied with renewable energy (%)			
	geothermal energy - solar panels - photovoltaic system	0,75	0,74	0,73
	gas-fired plants with solar panel	1,68	1,81	1,77
	Total dwellings	2,43	2,55	2,50
ENV. 2	REDUCING HOUSING-RELATED ENVIRONMENTAL IMPACTS			
ENV. 3.1	Proportion of the housing stock equipped with water-saving devices (%)	0,00	0,00	0,00
	Proportion of the housing stock equipped with water-harvesting system (%)	0,00	0,00	0,00
	Awareness-raising campaigns towards residents on water saving	no	no	no
ENV. 5.1	Environmental awareness-raising towards residents (besides waste and water issues)	yes Project "Con-dividere la sostenibilità"	yes Project "Con-dividere la sostenibilità"	yes Tenants active participation to energy saving initiatives
	Awareness-raising towards stakeholders on sustainable behaviours and production within its sphere of influence	yes Project "La meta è la meta" - GPP	yes Project "La meta è la meta" - GPP	yes Project "La meta è la meta" - GPP

03

Promoting economic sustainability

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SOCIAL HOUSING MAKES ITS DEBUT IN THE CITY UNDER THE "CASE DEL SOLE" PROJECT'

Over the last years, the final part of Via Milano, a road leading to the Brescia city centre, has been subject of high deterioration with tens of extra-EU immigrants who have been abusively occupying disused houses.

Now, the area is subject of rehabilitation as requested by the Municipality of Brescia and Aler has been on the frontline of the first social housing project in the city.

At the end of the works executed by a private firm, there will be about 170 new vacant buildings. As of date, Aler has purchased 51 out of the 77 housing units built in a 14-floor tower. Aler purchased these units with the aim of attaining major objectives. One of the objectives is contributing to boosting the recovery of the

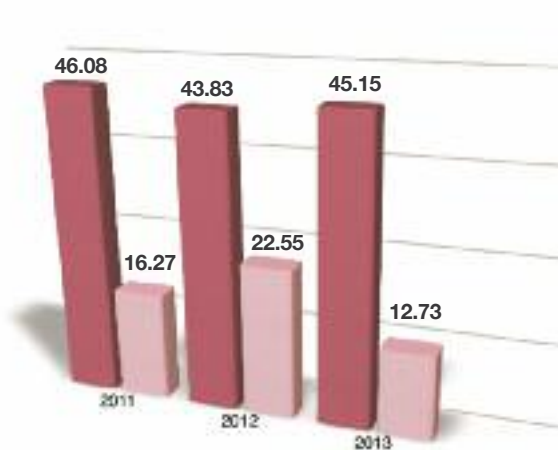


real estate market which has been suffering due to the serious economic crisis that affected it. Another objective is to provide well built housing units for rent with high energy efficiency for people caught in the grey zone of those too rich to gain access to social housing projects and too poor to meet the private market cost demands.

The operation will also play an important social role. The different size of the houses (from one-bedroom to three-bedroom apartments) and the different background of the future occupants (couples, elderly people, families and singles) will lead to a mixed social community, deemed crucial to avoid the occurrence of new degraded housing situations.

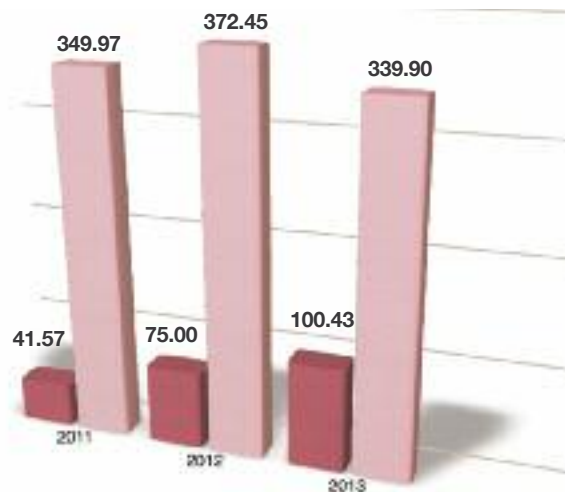


ECO. 1.1 RESPONSIBLE MANAGEMENT TO MAINTAIN AND DEVELOP THE ACTIVITY



Share of turnover invested in stock increase through:

- construction (%)
- acquisition (%)



Average annual investment in the existing stock per dwelling:

- major maintenance (Euro/dwell.)
- ordinary maintenance (Euro/dwell.)



In addition, the project features community services including a bilingual nursery school, shops nearby, a multifunctional hall available for associations and extensive green areas for amusement, playing and sports.

We would like to create a community of about 600 people with the aim of boosting social cohesion and harmonious living between social housing tenants, private tenants and owners of the houses.

In addition, besides enhancing social aspects, this community service will also help create new work opportunities and boost the economy of the area and city.

EURHO - GR[®] grid

03

Assuming its economic responsibility

N.	INDICATOR	2011	2012	2013
ECO. 1 RESPONSIBLE MANAGEMENT TO MAINTAIN AND DEVELOP THE ACTIVITY				
ECO. 1.1	Average annual investment in stock increase (Euro)	10,397,569.96	10,008,592.10	9,668,745.21
	Share of turnover invested in stock increase through construction (%)	46.08	43.83	45.15
	Average annual investment in stock increase through acquisition (Euro)	3,670,642.78	5,149,798.93	2,725,996.84
	Share of turnover invested in stock increase through acquisition (%)	16.27	22.55	12.73
	Average annual investment in the existing stock, per dwelling major maintenance (Euro/dwell.)	41.57	75.00	100.43
	Share of turnover invested in the existing stock (%)	1.28	2.31	3.36
	Annual ordinary maintenance expenditures (Euro/dwelling)	349.97	372.45	339.90
ECO. 1.3	Overall vacancy rate (31/12) (%)	6.02	7.39	8.38
	Technical vacancy rate (31/12) (%)	0,60	1,20	0,98
	Commercial vacancy rate (<3 months) (31/12) exc. technical reasons (%)	0.81	1.91	0.56
	Commercial vacancy rate (> 3 months) (31/12) exc. technical reasons (%)	4.61	4.28	6.84
ECO. 2 CONTRIBUTION TO RESPONSIBLE AND SUSTAINABLE ECONOMIC DEVELOPMENT				
ECO. 2.1	Economic value redistributed to stakeholder (KEuro)			
	authorities	2,028.90	3,445.59	2,919.69
	employees	6,562.27	6,510.97	6,348.08
	suppliers and services providers	10,488.82	22,171.08	25,022.59
	contributions	8.56	7.49	3.19
	banks	838.44	871.76	808.36
	total	19,926.99	33,006.89	35,101.91
	Added value	11,284.87	10,828.58	9,748.29
	Average settlement period for suppliers (days)	46.16	43.50	42.67
	Proportions of bills paid within 60 days after receipt (%)	78.04	78.80	81.45

04

Promoting dialogue and good governance

20



BLAMELESS NON-PAYMENT OF RENT: NEW INSTRUMENTS FOR FIGHTING NON-PAYMENT

Non-payment of rent has been on the rise over the last years.

The main reasons that led to this increase mainly lie in the widespread drop of income of the families heavily affected by the economic crisis that has led to loss of jobs and closure of businesses as well as the energy cost increase by about 20% recorded over the last three years.

These elements led to the impoverishment of families and thus the ever-rising increase of non-payment of rent, which is often blameless (i.e. not related to the family's inability to manage its budget).

Non-payment of rent rose from 6% in the 2008/2010 three-year period to more than 10% in 2013.



Basically, this is the overall social/economic picture that led Aler Brescia to find ways of fighting non-payment of rent in an effort to solve a problem that has reached alarming and unsustainable levels.

In addition, as regards areas where the experiment will be implemented, Aler Brescia observed other reasons that led to the increase of non-payment of rent.

These reasons include **extra expenses** the new tenants are faced with in mixed condominiums (where some of the houses are in the social housing project whereas others are owned by private citizens).

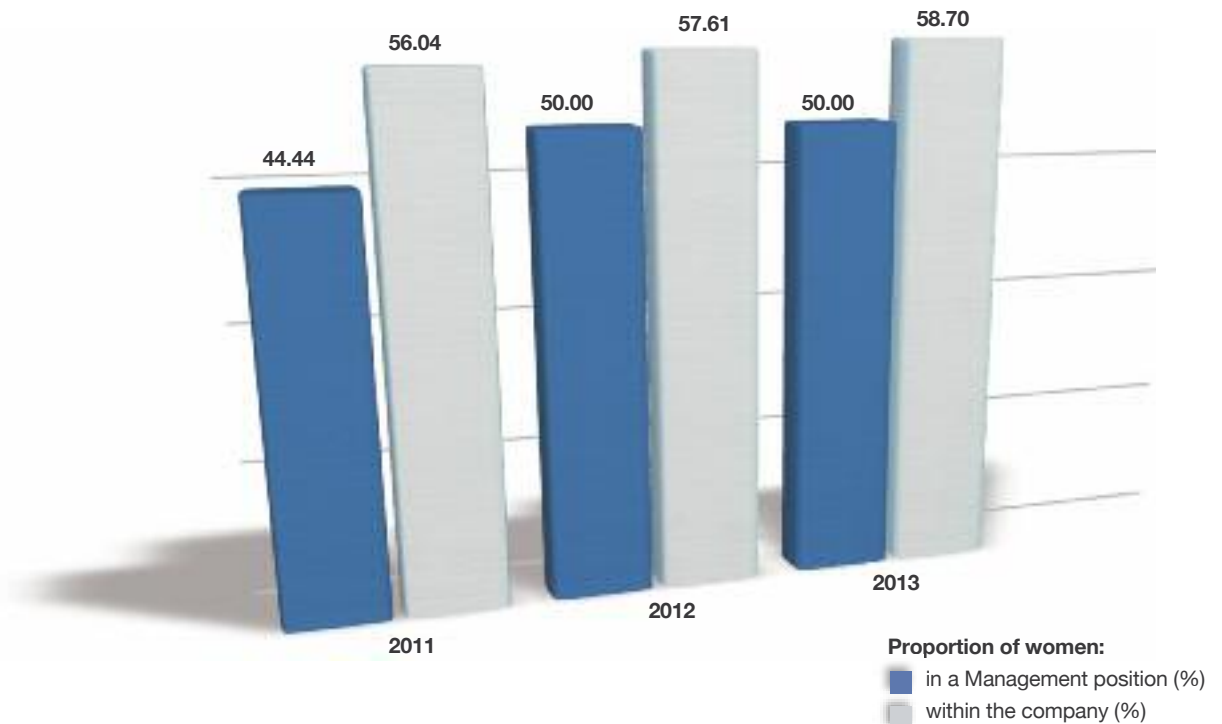
Another reason lies in the **expenses due to poor responsibility awareness** by the tenants as regards management of the leased property (e.g. running down the property due to negligence or misuse).

A third reason lies in the absence of appropriate participation when it comes to maintenance of decorum (littering shared areas thus increasing the cleaning expenses).

Following the tender called by Regione Lombardia, Aler Brescia - in conjunction with the Municipality of Brescia and Gruppo Elefanti Volanti Andropolis soc. coop. sociale - presented the project called “Teamwork – Strategies for fighting blameless non-payment of rent and social hardship” and was granted the funds.



GOV. 5.1 PROPORTION OF WOMEN IN MANAGEMENT POSITIONS



This project aims at addressing blameless non-payment of rent and social hardship by trying new strategies including involvement of the territorial network made up of organisations, associations, cooperatives, administrators, parishes etc.

The project mainly aims at:

- **restoring sense of responsibility in the tenants** as regards meeting rent and services payment obligations by guiding the families in the management of the family budget by carefully allocating the available resources even by training on budget planning;
- **directing families towards available forms of economic support** so that they can apply for contributions, help etc;
- **helping families to find jobs** by directing them towards the available channels;
- **creating awareness** around good living amongst tenants as well as correct management of the leased property so as to avoid degradation, increase of management and maintenance costs as well as limitation of access to the normally offered services.

04 Promoting dialogue and good governance

N.	INDICATOR	2011	2012	2013
GOV. 1	RESPONSIBLE DECISION-MAKING AND AMAGEMENT STRUCTURES AND SYSTEM			
	System certification and/or CSR evaluation	yes ISO 9000:2008 (2001)	yes ISO 9000:2008 (2001)	yes ISO 9000:2008 (2001)
GOV. 5	PROPORTION OF WOMEN IN MANAGEMENT POSITIONS			
GOV. 5.1	Proportion of women within the Supervisory Board (%)	0.00	0.00	0.00
	Proportion of women within the Top Management (%)	50.00	50.00	50.00
	Proportion of women in a Management position (%)	44.44	50.00	50.00
	Overall proportion of women within the company (%)	56.04	57.61	58.70

05

Developing human resources

24

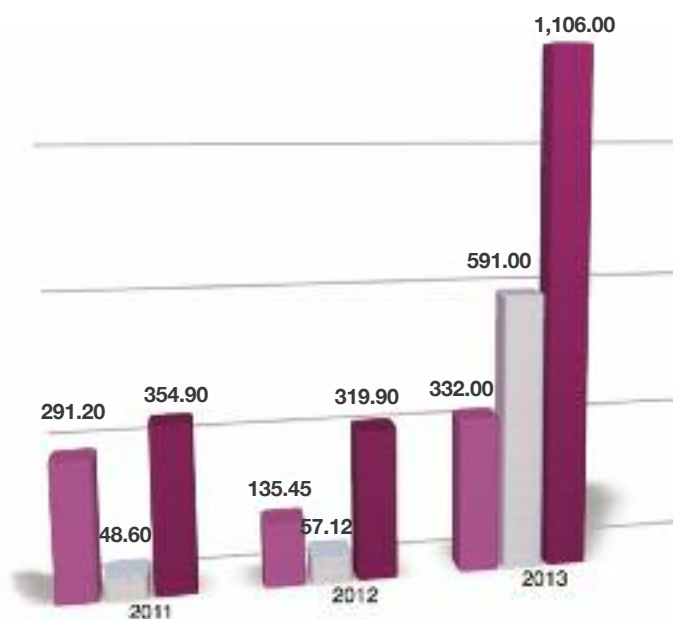
FUNDED TRAINING

An efficient company should be aware that most of its value and income comes from its personnel, their skills, experience and motivation. Considering human resources as a cornerstone of the organisation's capital (deemed professional richness of the company) naturally leads to opting to invest in boosting awareness, to ensure best performance and personnel satisfaction.

Though not providing anything instantly tangible, training promoted by the firm allows training people to make them independent, build trust in their abilities, make them proactive and mark their professional path.

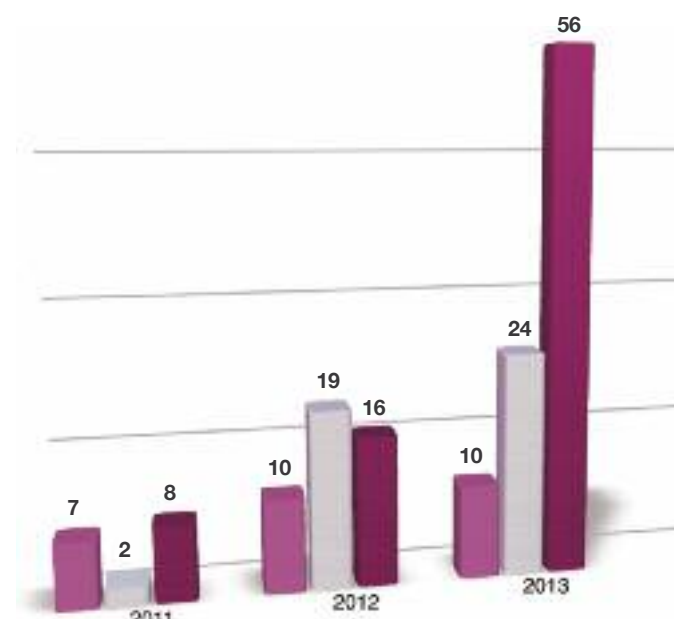
Thus, training and grooming personnel is the best investment a firm can make. Aler has always been aware of the importance of training its personnel.





Number of training hours provided per category:

- executive
- employees A
- employees B



Number of trained employees per category:

- executive
- employees A
- employees B

As a matter of fact, proper training guarantees transmitting the skills required to perform the assigned tasks in the most professional manner possible and allows the company improve its services both from a quality and quantity point of view in compliance with the effectiveness and efficiency goals Aler set for itself.

The training contents vary. As a matter of fact, besides update or training on specific topics, the contents include addressing the abilities and personal aptitude.

The critical economic crisis we are going through unfortunately reduced the resources the company can allocate to such an important aspect of the personnel management.

In addition, committing to take any path necessary to guarantee professional growth for its personnel, Aler particularly invested in raising funds for these purposes by bidding in numerous tenders by various organisations.

Thus, the funded training instrument allowed offering major professional and human growth opportunities for the personnel.

05 Developing human resources

N.	INDICATOR	2011		2012		2013	
HR. 1	EQUAL OPPORTUNITY AND TREATMENT IN EMPLOYMENT						
HR. 1.1	Staff breakdown per employment contract (%)						
	% permanent	98.85		92.66		98.88	
	% fixed term	1.15		7.34		1.12	
HR. 3.1	Breakdown of employees by category and gender (FTE) (%)						
		% M	% F	% M	% F	% M	% F
	manager	3.49	2.33	3.39	2.26	3.41	2.27
	executive	5.82	4.66	5.66	5.66	4.54	6.81
	employees A	15.14	8.43	12.44	6.79	13.63	14.31
	employees B	21.70	38.41	22.28	41.52	21.23	33.80
	Breakdown of employees by age (FTE) (%)						
	20/35 years	11.49		11.16		5.68	
	36/50 years	57.26		60.75		56.57	
	51/65 years	31.26		28.09		37.75	
	Breakdown of employees by payscale group (%)						
	manager	5.82		5.66		5.68	
	executive	10.48		11.31		11.36	
	employees A	23.58		19.23		27.94	
	employees B	60.11		63.80		55.03	
HR. 3.2	Special employment (%)						
	share of special employmen for the young, the unemployed people with specific social difficulties	7.40		7.18		7.21	
HR. 2	EMPLOYEES' PROFESSIONAL DEVELOPMENT AND GROWTH						
HR. 1.2	Number of training hours provided per category						
	executive	291.20		135.45		332.00	
	employees A	48.60		57.12		591.00	
	employees B	354.90		319.90		1,106.00	
	total	694.70		512.47		2,029.00	
	Number of trained employees per category						
	executive	7		10		10	
	employees A	2		19		24	
	employees B	8		16		56	
	total	17		45		90	
	Annual expenditure for external training (Euro/FTE)	258.18		188.94		188.32	
HR.3	GOOD WORKING CONDITIONS AND WORK-LIFE BALANCE						
HR. 2.3	Absenteeism rate (%)	3.64		2.41		3.56	
	Absenteeism due to work-related accidents and illnesses (%)	0.05		0.18		0.05	
	Rate of part-time employees (%)	23.08		18.48		19.57	
HR. 4	RESPECT FOR EMPLOYEES' INTEREST						
HR. 4.1	Level of employees satisfaction (%)	71.00		76.00		75.00	

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

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

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

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

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

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

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

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

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

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

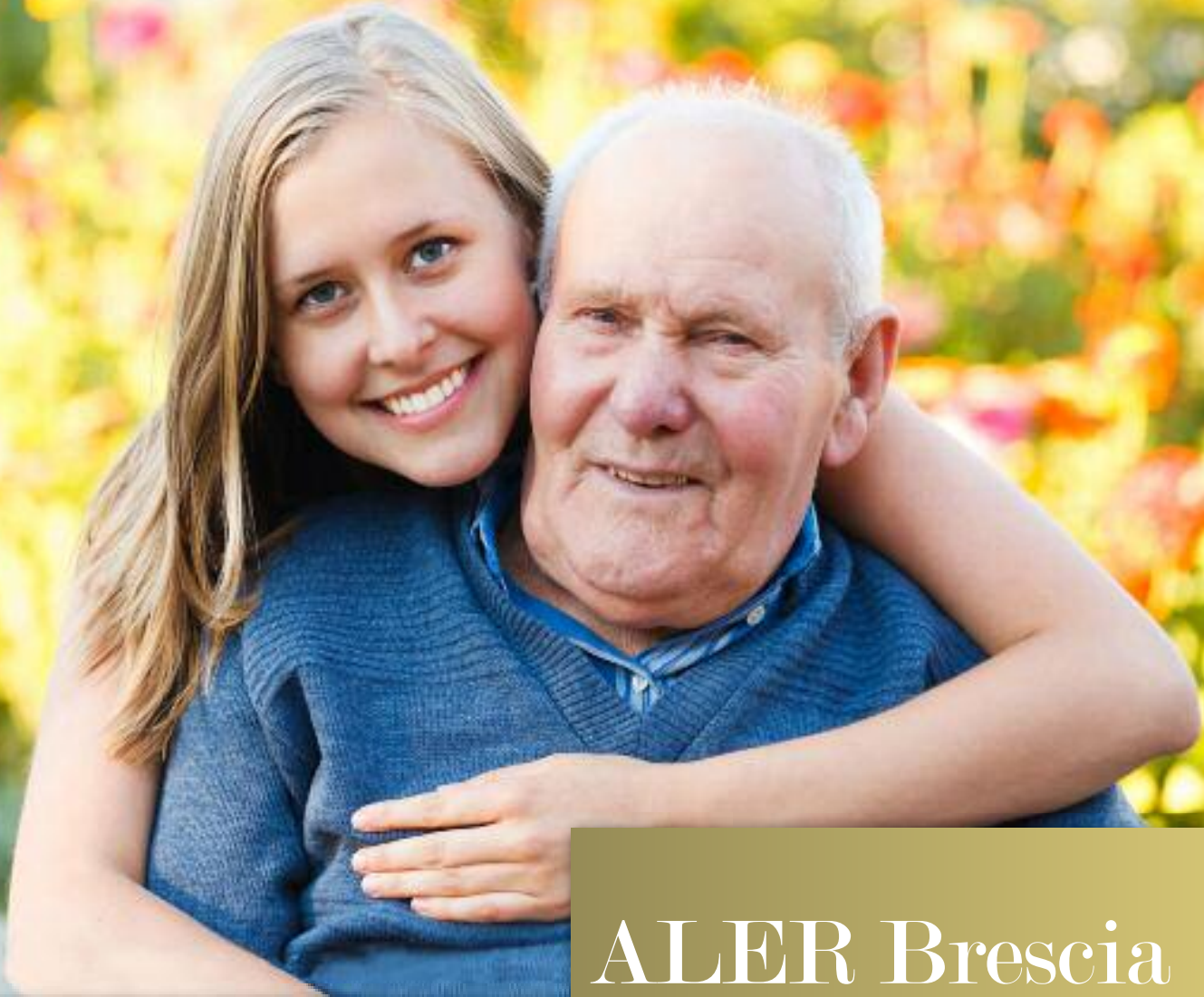
ECONOMICAL INDICATOR (ISEE): The Equivalent Economic Situation Indicator is used to assess a family's financial class. It is used to set eligibility or non-eligibility to services and to calculate the social rental fees.

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

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

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

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



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