



Corporate Social  
Responsibility

Report

powered by EURHO - GR®

2010



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**Emidio Ettore Isacchini**

President, ALER Brescia

This new social responsibility report gives us the opportunity to outline a brief review of the activities carried out by our Company during 2010.

The ongoing worldwide financial crisis, which has seriously affected the markets, has also had significant impact on families. The unemployment increase, the number of employees being made redundant for long periods by companies making use of the government wages guarantee fund, and the resulting tightening of incomes have brought about a dramatic rise in faultless unpaid debts compared with the previous year. Consequently, a growth in evictions has also been seen in the private market, rising from 285 in 2007 to 564 in 2010.

In this difficult situation, Aler Brescia, faithful to its mission to provide a solution to the lodging needs of those in difficulty, has given a clear and firm response, by both extending its rental offer at social housing rates, as well as putting itself forward as an institutional interlocutor qualified in finding solutions which can help these families.

The attention and understanding of the Company towards those in need has also been clearly shown through the reduction of rentals, which have decreased by about 2%, and are now more bearable for the needy families that benefit from social housing. In 2010 alone, 320 requests for a reduction in rental were dealt with which were submitted due to the fall in income rates.

In this particular moment the Company is called to play an active role in reviving the economy through the promotion of initiatives for carrying out new interventions and requalification actions, mainly in terms of energy, on the housing property already in existence.

Pursuing these goals is made possible through continued communication with our stakeholders and by the profitable synergy between ourselves and local and regional institutions.

## ITALY

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

## FRANCE

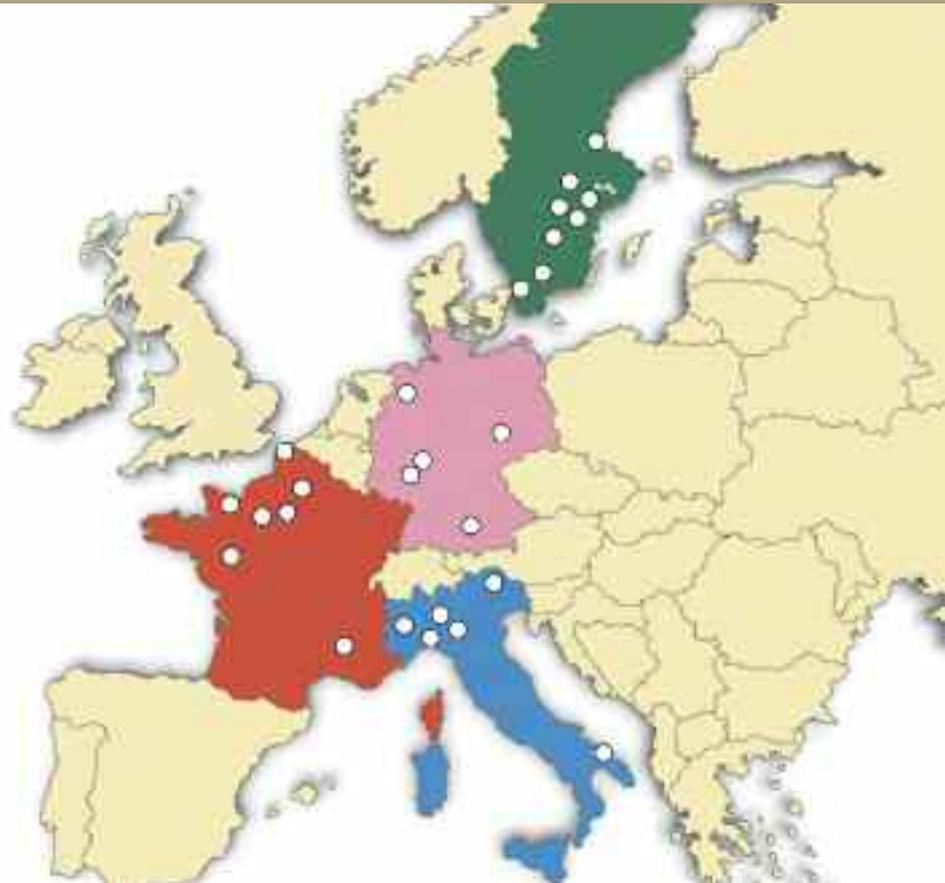
Delphis  
FSM  
Habitat 62/59 Picardie  
Le Foyer Rémois  
Le Toit Angevin  
LogyPais  
SDH Grenoble

## GERMANY

bauverein AG  
Dogewo 21  
GBG Mannheim  
GWG München  
LWB

## SWEDEN

AB Helsingborgshem  
Familjebostäder  
Gavlegårdarna  
Hyresbostäder  
Mimer  
ÖrebroBostäder  
Stängästad  
Vätter Hem



The European Social Housing Network, Eurhonet, is a network that groups together approximately thirty social housing organisations in 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



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.

## 2010 FIGURES

- Rented houses: 10,784 owned by Aler and 3,841 owned by Municipalities and managed by Aler.
- Average rental rates:
  - social housing: 2.07 €/mq
  - controlled rate housing: 5.00 €/mq
  - free market housing: 6.6 €/mq
- Minimum rental: 20.00 € per month, applied to 10.94% delle famiglie
- Percentage of houses suitable for disabled or elderly people: 46.80%
- Percentage of tenants over 65: elderly people over 65 constitute 26.54% of Aler population and 47.57% of the total number of tenants
- Turnover: 21,235.67 K€
- Housing Average age: 30 years
- Number of employees: 93 employees



**Lorella Sossi**  
Aler Brescia CEO

An examination of the management data and results for the year 2010 confirms once again that the Company is financially healthy, despite these difficult times, and is committed to continuing the process of technical and social improvement of our neighbourhoods.

For this purpose, the Company has started, in partnership with other public and private bodies, the Neighbourhood Contract - Torre Tintoretto. The project provides for the construction and procurement on the market of more than 150 new houses which the families living in Torre Tintoretto – the subject of requalification – can move to, and to be assigned to families waiting for housing. The project responds to the need to find a balance between the necessity of restoring the urban and commercial texture of the area, promoting social integration, combating urban decay and guaranteeing safety.

A holistic approach has been chosen for the subject of public Social housing, resulting from the analysis of the criticality of an urban district, to accomplish a project of improvement in the quality of life and housing in vast parts of the city. It is an innovative and ambitious project, but it is precisely for this reason that it has gained the recognition and financial support of our Region.

The process of demolition and re-design of Residence Prealpino (a residential development) in the town of Bovezzo has been completed with the same goals in mind.

# 01

## Promoting local social sustainability

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### PREVENTION OF ILLEGAL HOUSING OCCUPANCY SERVICE

In 2010 the **Safety Plan** was started, in which some actions were identified to prevent illegal occupancy of housing, a problem that, even though

numerically marginal for ALER Brescia, must nonetheless be kept under control, all the more in a period of tension such as we are experiencing at the moment due to evictions increase in private sector.





Among the measures adopted was the starting up of an experimental service geared to containing the risk of abusive occupancy, also through the involvement of people present in the apartment blocks themselves, (such as committees, reference people, those in charge of staircases etc) and residents.

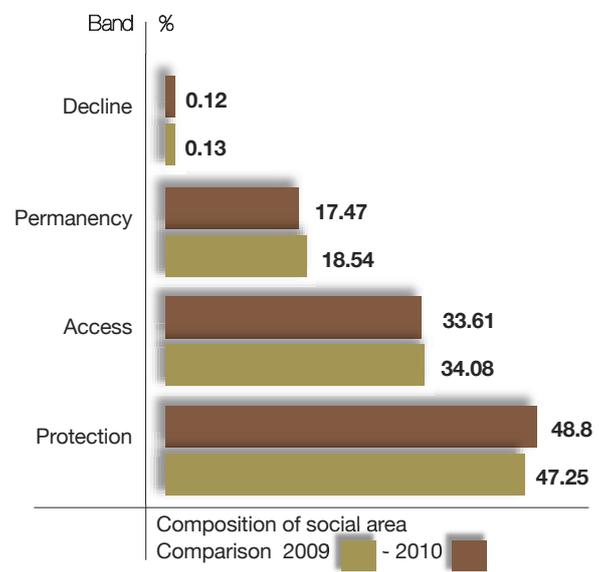
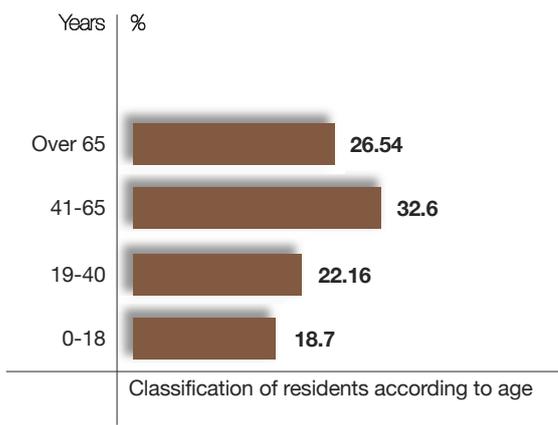
« This safety measure does not aim exclusively at sheltering the Company from illegal situations which are often connected with marginalization, exclusion and decay, but also to make the tenants “feel better” in their housing context and to encourage forms of active citizenship. »

#### STEP BY STEP: EACH MEASURE OF THE SAFETY PLAN

The first and most important measure in preventing illegal occupancy is the simple and immediate measure of activating the team and the procedure of first intervention. This measure firmly dissuades others from attempting to resolve their housing problem in the same way.

Other measures range from the prompt release of the lodgement and the consequent reduction of eviction time, to the action of the “social concierge service”, to periodical meetings with the neighbourhood committees and the apartment blocks representatives to the maintenance of proximity services such as social mediation and accompaniment to Public Social Housing, so that there is a constant presence in the area; from ensuring the security of the building entrances through the installation of video surveillance systems to starting up a workgroup for the co-design a service which also comprises aspects of property monitoring, without leaving out the involvement of the residential population to encourage active citizenship behaviour.

46.8% of dwellings are accessible for the disabled people or seniors with mobility problems



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« The service has been activated together with a social sector partner which developed a network of contacts with the main players in areas which include the social services of Brescia Municipality, law enforcement agencies, the local health authority ASL, the Hospital and the representatives of the apar-

tment blocks. The operators working in the project have brought to maturity, over the years, a precious experience in “social concierge service”, accompaniment for the tenants of Public Social Housing and social mediation, and they are well aware of the Public Social Housing contexts and of their characteristics, even the territorial ones. »





From the examination of the data and from the experience of the departments committed to combating illegal occupancy at ALER Brescia, it is clear that the phase of housing release, from the cancellation of tenancy to handing over the keys to a new resident, is the most critical.

The risk of fraudulent occupancy is more common and statistically higher than the risk of occupancy resulting from housebreaking. Furthermore, other material measures have been put in place to avoid occupancy after housebreaking.

## BEST PRACTICES

### **SUPPORTER FAMILIES**

*In a residential complex intended for older people, Aler has experimented for the first time with a service of assistance run not by professional social workers, but by other families who live there and who play a role in supporting their aged fellow residents. The supporter families guarantee a constant and active presence in order to improve the level of safety and to encourage social life within the building.*

*Welcoming and good neighbourhood is realised through the following activities:*

- *surveillance and guardianship*
- *environment and common spaces care*
- *health emergencies first aid, purchasing assistance, administrative procedures help.*

- *small maintenance works.*

*The families have been carefully selected and trained. Both young and older families have been selected.*

## 02

# Protecting the environment

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« In 2010 Ge.S.I. srl (management of integrated services) celebrated its 10th birthday. This company was founded by Aler Brescia and A2A s.p.a. and with the minor participation of ATC Torino. Ge.S.I. offers integrated and coordinated services in the field of facility management, that is, everything relative to the management of buildings and their systems (cooling and heating systems, electrical and plumbing systems etc). »

Since it came into being, various models have been fine-tuned: **models of management engineering, energy diagnostics and technical innovation projects aimed at saving energy**

## CECODHAS:

### WHICH SUSTAINABLE FUTURE FOR EUROPEAN CITIES?

In May 2010 Aler Brescia organised an event including seminars and meetings, in which more than 150 delegates from social housing companies and from 19 countries in the European Union participated.

During the conference entitled "Living the future: which sustainable future for European cities?", experts and technicians debated on energy saving and urban development.

The event represented an important moment of **dialogue and comparison between social housing organisations and operators working in the building and energy sectors**. The best practices adopted regarding new environmental-friendly materials and construction and restoration techniques were presented and explained.

Representatives of the project **Power House Europe** took part in the event.

This project involves promoting energy-saving strategies in the civil sector with the aim of circulating the results of the Intelligent Energy Europe Program (IEE) and of exchange experiences on the subject of energy improvement in social housing, exploiting the huge potential represented by the organisations which operate in Europe in this sector.



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whilst at the same time guaranteeing high standards of **safety and quality**.

Through Ge.S.I. Aler has been able to carry out the requalification of the thermal power stations serving numerous buildings, thus allowing for consistent cost saving, improvement of the level of comfort for the residents and reduction of

pollution emissions.

After the fine-tuning of the operations on the thermal power stations, the company will pursue the goal of energy requalification of the buildings by replacing doors and windows, installing individual distribution systems for heating and insulating covers.



**Bruno Bedussi**  
Ge.S.I. srl Technical Manager

“The **Energy Service** is one of the most successful activities carried out in the ten years of our company, in so far as through this service Ge.S.I. takes on the investment risks with the intention of sharing the expected benefits with the client. It is a solution designed to meet the specific requirements of the client, and guarantees the use of quality pieces of equipment, the execution of preventative and predictive maintenance as well as constant checks via remote systems.

Very much in advance compared to the applications and evolution of the regulatory framework, GeSI, right from its establishment, has proposed technical and financial models similar to the characteristics of the businesses classified as **ESCO**, and having obtained such status, it can be admitted to the new forms of incentive anticipated by the standards in favour of the accredited companies.”

## 03

# Promoting economic sustainability

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In October 2010 Aler promoted an opportunity for the main players in the public and private building sectors to meet and reflect.

The event brought together contributions from representatives of the professional and institutional world reunited to search together for possible answers to the problem of the building sector and of the housing emergency resulting from the economic difficulties of the current time.

« The forum constituted a stimulus for a recovery of the activities of the building sector, focusing on actions aiming at energy saving, environmental conservation and recovery of existing property. These last interventions have also been widely adopted in other European countries. »



## 04

# Promoting stakeholders dialogue

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## TENANTS' POINT OF VIEW

Following the starting up of the “social concierge service”, experimentally launched in some areas in support of social relations, good relations and safety in neighbourhoods, and also to prevent a decay in maintenance of the properties, a survey was carried out to assess the satisfaction level of the residents concerned.

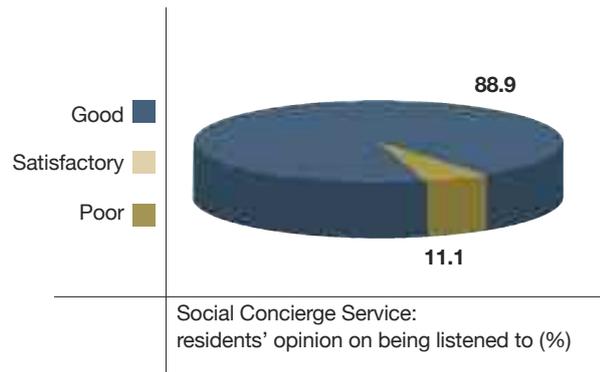
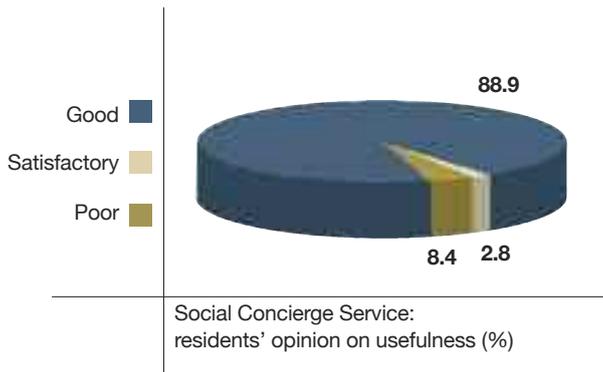
The tenants responded positively to the questionnaires, allocating an overall score for the service of 8.7 out of 10.

Furthermore, the tenants welcomed the presence of “social concierge service” operators and, according to the information gathered, particularly appreciated their courtesy, availability and capability.

Many users highlighted the fact that the service gave them a chance to be heard.

« The interview was also a chance to collect suggestions and observations for future improvements to the service. »





**Adriano Paroli**  
Mayor of Brescia

**ALER AND THE MUNICIPALITY:  
A WINNING COMBINATION FOR THE CITY**

“Aler is an essential interlocutor for the social and housing development of the city. For this reason there are many projects which this administration is undertaking in conjunction with Aler. These are important initiatives, in some cases excellent ones, which have been taken on board by other institutions, for example the B.I.R.D. project or the Neighbourhood Contract which concerns the **San Polo area**. Actually this last example is the first case in which the city of Brescia can be seen to approve a project as a Neighbourhood Contract.

Examples of excellence which have matured only through exceptional work devised between the Municipality of Brescia and Aler.

Allow me therefore to explain in detail the potential of the project which concerns the area of San Polo. This will involve pulling down a construction which has become obsolete and dilapidated and which today does not provide good standards of housing, on the other hand providing Aler and therefore also the city, with new houses which will enrich the communal Public Social Housing property guaranteeing better services and conditions to the weakest levels of society. It is a housing model which **will offer a new social and economic opportunity**, and a **new quality of housing** to very many people who today live in marginalised conditions.”

## 05

# Developing human resources

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## FLEXIBILITY OF WORK

In consideration of the difficulties that each employee meets in attempting to reconcile working hours with time spent on family and personal life, Aler distributes working hours based on **criteria of elasticity**.

This flexibility allows, for which each employee and on a monthly basis, for organizing working hours in such a way that any excesses or deficiencies in the term of performance of ordinary work is made up.

« Employees can arrive at the Company anytime within 45 minutes from the start of working hours and leave up to 40 minutes after the end of work, without needing to gain permission or authorisation for overtime. »

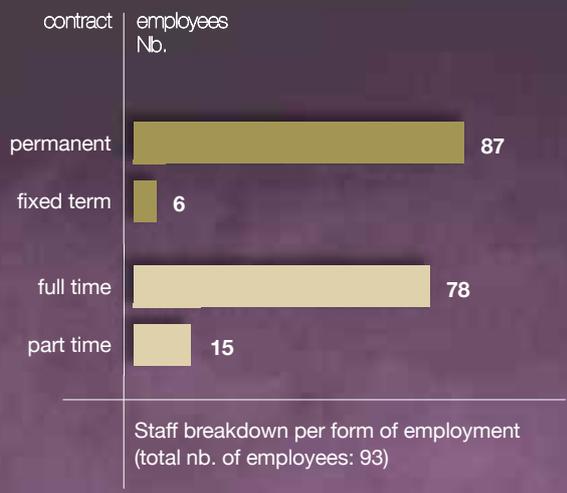


**Corrado Della Torre**  
Vice President, Aler Brescia

“Our Company, with the intention of fostering relations between other companies in the same sector, has promoted the participation of its own employees and administrators at **VIII Ski Trophy of Housing Companies sponsored by Federcasa** (the national association of public housing).

The event, organised by ATER Venezia, took place in February 2010 at the ski resort of Zoldo (province of Belluno).

Aler, on this occasion, promoted participation, funded necessary costs and granted authorised retribution to the six competition participants.”



### HR BANK

To allow more flexibility in working hours for employees and a more suitable distribution of work tasks which fit their requirements, the "Hour Bank" has been established.

Using this instrument, which consists of an individual account for each employee, the worker **can decide how to use hours of work completed during overtime.**

The Company records how much overtime has been performed and the employee can either opt for financial reimbursement or for corresponding days off in lieu. The hours accrued can be used for their further training or for personal or family needs.

## 00 Key numbers

N.	INDICATOR	2010
01	<b>Stock</b> Number of rented dwelling (nb): owned by Aler owned by municipalities and managed by Aler total	6,943 3,841 10,784
02	<b>Breakdown of types of rental dwellings according to the price of the rent (Euro/m<sup>2</sup>)</b> social rent controlled rent free market rent	2.07 5.00 6.6
03	<b>Part of dwellings accessible to the disabled and elderly in the existing housing stock (%)</b>	46.80
04	<b>Tenants over 65 years (%)</b>	47.57
05	<b>Turn-over (KEuro)</b>	21,235.67
06	<b>Average age of the stock</b>	30
07	<b>Number of employees (nb)</b>	93

## 01 Promoting local social sustainability

N.	INDICATOR	2008		2009		2010	
<b>SOC. 1 HOUSING SUPPLY BASED ON LOCAL DEMAND</b>							
<b>SOC. 1.1</b>	<b>Average of surface per type of dwelling (m<sup>2</sup>)</b>						
	1 room + kitchen	37.42		37.21		37.36	
	2 rooms + kitchen	46.37		46.38		46.31	
	3 rooms + kitchen	66.56		66.57		66.54	
	4 rooms + kitchen	83.64		83.69		83.63	
	5 rooms + kitchen	96.13		96.07		96.07	
<b>SOC. 1.2</b>	<b>Types of dwellings produced each year (nr./%)</b>	<b>nr.</b>	<b>%</b>	<b>nr.</b>	<b>%</b>	<b>nr.</b>	<b>%</b>
	social rent	100	100	79	84.04	95	100
	controlled rent	0	0	0	0	0	0
	other type	0	0	15	15.96	0	0
	total	100	100	94	100	95	100
<b>SOC. 1.3</b>	<b>Growth of the rental offer of the company (%)</b>	0.63		1.08		0.82	
<b>SOC. 1.4</b>	<b>Selling offer (%)</b>	0.43		0.19		0.33	
<b>SOC. 2 RENT AND RUNNING COSTS</b>							
<b>SOC. 2.3</b>	<b>Progression of rents (%)</b>	14.23		5.14		-1.88	

SOC. 3 SOCIAL MIX		2008		2009		2010	
<b>SOC. 3.1</b>	<b>Part of internal mobility in the allocations of dwellings (%)</b>	n.tenants 518	n.mobility 13 2.51%	n.tenants 713	n.mobility 16 2.24%	n.tenants 532	n.mobility 10 1.88%
<b>SOC. 3.2</b>	<b>Social distribution of tenants by age (%)</b>						
	0-18 years	17.48		18.77		18.70	
	19-40 years	23.08		21.94		22.16	
	41-65 years	32.96		32.79		32.60	
	over 65	24.48		26.50		26.54	
	<b>Social distribution of tenants by family structure (%)</b>						
	1 comp.	38.65		40.15		39.22	
	2 comp.	29.98		29.23		29.31	
	3 comp.	13.95		13.28		13.42	
	> 3 comp.	17.42		17.34		18.05	
	<b>Social distribution of tenants by income (%)</b>						
	protection area (Euro 0-9,000.00 Isee Erp)	47.35		47.25		48.80	
	access area (Euro 9,000.00-14,000.00 Isee Erp)	34.25		34.08		33.61	
	permanency area (Euro 14,000.00-28,000.00 Isee Erp)	18.06		18.54		17.47	
	decline area (> 28,000.00 Euro Isee Erp)	0.34		0.13		0.12	
<b>SOC. 3.6</b>	<b>Dwelling allocation policy (non discrimination policy)</b>	yes		(Regional Regulation n. 1/2004) yes		yes	
<b>SOC. 4 SOCIAL COHESION INITIATIVES</b>							
<b>SOC. 4.1</b>	<b>Description of social cohesion initiatives and evaluation of results</b>	Social Concierge, Social and cultural mediation, Care Service, Social Cohesion project, Neighbours-day, Symphony project		Social Concierge, Social and cultural mediation, Care Service, Neighbours-day, Neighbourhood contract		Social Concierge, Social and cultural mediation, Care Service, Neighbours-day, Neighbourhood contract, Social Cohesion project funded by Cariplo Foundation	
<b>SOC. 5 SOCIAL ASSISTANCE TO TENANTS</b>							
<b>SOC. 5.1</b>	<b>Expenses for social assistance</b>						
	total amount (Euro)	324,232.00		278,000.00		305,373.00	
	nb. of dwellings social rent (nb)	5,878		5,873		5,933	
	average cost per dwelling (Euro)	55.16		47.33		51.47	
<b>SOC. 7 NEIGHBOURHOOD SECURITY POLICY</b>							
<b>SOC. 7.1</b>	<b>Initiatives and results of the security policy</b>	Social Concierge, surveillance lighting		Social Concierge, surveillance lighting		Social Concierge, surveillance lighting, Prevention of unauthorized tenancy. abusivismo, Social Concierge: positive answer= 88.9%	

## 02 Protecting the environment

ENV. 1	ENVIRONMENTAL POLICY	2008	2009	2010
<b>ENV. 1.1</b>	<b>Environmental action plan or initiatives</b> green public procurement: amount for supply (KEuro) amount for service (KEuro)	21.937 52.440	3.40 88.63	10.53 83.82
<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
ENV. 2	FIGHTING CLIMATE CHANGE			
<b>ENV. 2.1</b>	<b>Energy used and greenhouse gas emitted by the stock and units of the last five years</b>			
	average energy consumption of the stock (Kwh/m <sup>2</sup> /y)	228	228	228
	average GHG emissions of the stock (CO <sub>2</sub> kg/m <sup>2</sup> /y)	41.66	41.43	41.41
	average energy consumption of recent dwellings (Kwh/m <sup>2</sup> /y)	118	118	118
	average GHG emissions of recent dwellings (CO <sub>2</sub> kg/m <sup>2</sup> /y)	25.05	25.01	25.48
<b>ENV. 2.3</b>	<b>CO<sub>2</sub> emission from company vehicles (tCO<sub>2</sub>/y)</b>	n.vehicles: 14 23.56	n.vehicles: 14 22.15	n.vehicles: 14 20.83
ENV. 5	AWARENESS CAMPAIGNS			
<b>ENV. 5.1</b>	<b>Development of environmental awareness campaigns for resident, employees and service providers</b>			
	employees	wast separation, environmental training	wast separation, environmental training	wast separation, environmental training
	residents	social budget: environmental responsibility	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	2008		2009		2010	
ECO. 1.1	<b>Part of renovated old housing stock each year (%)</b> (concerns renovations over 10,000 Euros and dwelling for more than 25 years-old stock)	1.047		0.333		1.34	
ECO. 1.2	<b>Major maintenance expenditure per dwelling over a 5-years-old stock</b> average cost of work per dwelling (Euro)	293.10		255.38		273.83	
ECO. 1.3	<b>Vacancy rates</b>	<b>Brescia</b>	<b>Province</b>	<b>Brescia</b>	<b>Province</b>	<b>Brescia</b>	<b>Province</b>
		1.69	1.68	1.30	2.54	1.20	2.17
ECO. 2	LOCAL ECONOMIC SYSTEM						
ECO. 2.1	<b>Income from activities redistributed to stakeholders (%)</b>						
	employees	17.67		20.43		21.97	
	authorities	5.03		6.16		6.51	
	banks	3.10		2.39		2.36	
	supplier and service providers	74.15		70.98		69.12	
	contribution	0.04		0.05		0.04	
ECO. 2.2	<b>Annual investment on new stock (KEuro)</b>	17,763.07		21,157.13		19,918.49	
ECO. 3	RESPONSIBLE PURCHASING						
ECO. 3.1	<b>Description of ethic and eco-friendly practices</b>	green public procurement		green public procurement		green public procurement	

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## 04 Promoting stakeholders dialogue

GOV. 1	DIALOGUE AND SATISFACTION OF RESIDENTS	2008	2009	2010
GOV. 1.1	Number of meetings with residents organised or financed by the company in order to promote dialogue	9	13	11
GOV. 1.2	Results of resident satisfaction surveys (%)	Care Service: 82.6% positive answers  Repair Service: 62% positive answers	Reporting Service: 82% positive answers  New house-organ: 95% positive answers	Social Concierge: 89% positive answers
GOV. 1.3	Action plan for increasing of the tenants' satisfaction	yes	yes  safety plan	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  review report  previsional budget	yes  quality policy  annual goals plan  review report  previsional budget	yes  quality policy  annual goals plan  review report  previsional budget
GOV. 5	ASSESSMENT OF THE ORGANISATION AND COMPETENCE OF SURVEILLANCE AND DECISION-MAKING COMMITTEES			
GOV. 5.1	Proportion of women in the management positions board and management group (%)	10	16.6	16.6

# Developing human resources

05

HR. 1	JOB DEVELOPMENT	2008			2009			2010		
<b>HR. 1.1</b>	<b>Staff breakdown per form of employment (%)</b>									
	permanent	94.95			93.14			92.08		
	fixed term	5.05			6.86			7.92		
	full time	80.81			81.37			79.21		
	part time	19.19			18.63			20.79		
<b>HR. 1.2</b>	<b>Breakdown of hours, concerned employees and annual expenditure for training sessions per category of employees (hours/nb. emp./Euro)</b>									
		<b>h.</b>	<b>nb emp.</b>	<b>Euro</b>	<b>h.</b>	<b>nb emp.</b>	<b>Euro</b>	<b>h.</b>	<b>nb emp.</b>	<b>Euro</b>
	managers	79	5	4,852.00	146	3	2,650.00	64	1	1,000.00
	executive	518	11	9,945.00	306	6	7,531.00	146.5	5	3,064.00
	employees	1,818	48	38,572.00	437	15	13,766.00	667	35	12,778.00
	total	2,415.00	64	53,369.00	889	24	23,947.00	877.5	41	16,842.00
<b>HR. 1.3</b>	<b>Internal promotion rate per employee category (%)</b>									
	executive (Q)	20			11			10		
	employees (A)	17			47			20		
	employees (B)	30			9			15		
HR. 2	PERMANENT IMPROVEMENT OF WORKING CONDITIONS									
<b>HR. 2.1</b>	<b>Policy to promote good health and compatibility between family lifes and jobs</b>									
		<b>nb emp.</b>		<b>Euro (Aler)</b>	<b>nb emp.</b>		<b>Euro (Aler)</b>	<b>nb emp.</b>		<b>Euro (Aler)</b>
	nursery	6		21,785.89	4		12,822.55	4		9,515.86
	part time	<b>nb emp.</b>	<b>Men</b>	<b>Women</b>	<b>nb emp.</b>	<b>Men</b>	<b>Women</b>	<b>nb emp.</b>	<b>Men</b>	<b>Women</b>
		19	1	18	19	1	18	22	2	20
<b>HR. 2.2</b>	<b>Level of employee satisfaction (%)</b>	73			75			71		
	work environment									
	internal communication									
	incentives system									
	training/qualification									
<b>HR. 2.3</b>	<b>part of absenteeism caused by work-related accidents, sick and stress related work (%)</b>	0.021			0.25			0.18		
HR. 3	PROMOTING DIVERSITY AND EQUITY OF EMPLOYMENT									
<b>HR. 3.1</b>	<b>Breakdown of employees by category and by gender (men / women) (%)</b>									
		<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>
	managers	5.05	3.03	2.02	4.90	2.94	1.96	3.96	1.98	1.98
	executive	10.10	6.06	4.04	8.82	5.88	2.94	9.90	5.94	3.96
	employees (A)	17.17	12.12	5.05	18.63	11.76	6.86	19.80	12.87	6.93
	employees (B)	67.68	21.21	46.46	67.65	25.49	42.16	66.34	24.75	41.58
<b>HR. 3.2</b>	<b>Special employment (%)</b>									
	specific contracts for the young, the unemployed, people with specific social difficulties	6.52			6.52			6.93		

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2010	Performance 2010 organisation ALER Brescia	Eurhonet best performance	Name of organisation
<b>SOC. 1.3</b> Growth of the rental offer of the company (%)	0.82	6.90	FSM France
<b>SOC 3.1</b> Part of internal mobility in the allocations of dwellings (%)	1.88	70	Vätterhem SW
<b>ECO 1.1</b> Part of renovated old housing stock each year (%)	1.34	6.20	FSM France
<b>GOV 5.1</b> Proportion of women in the management positions board and management group (%)	16.6	42.80	FSM 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.



# ALER Brescia

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