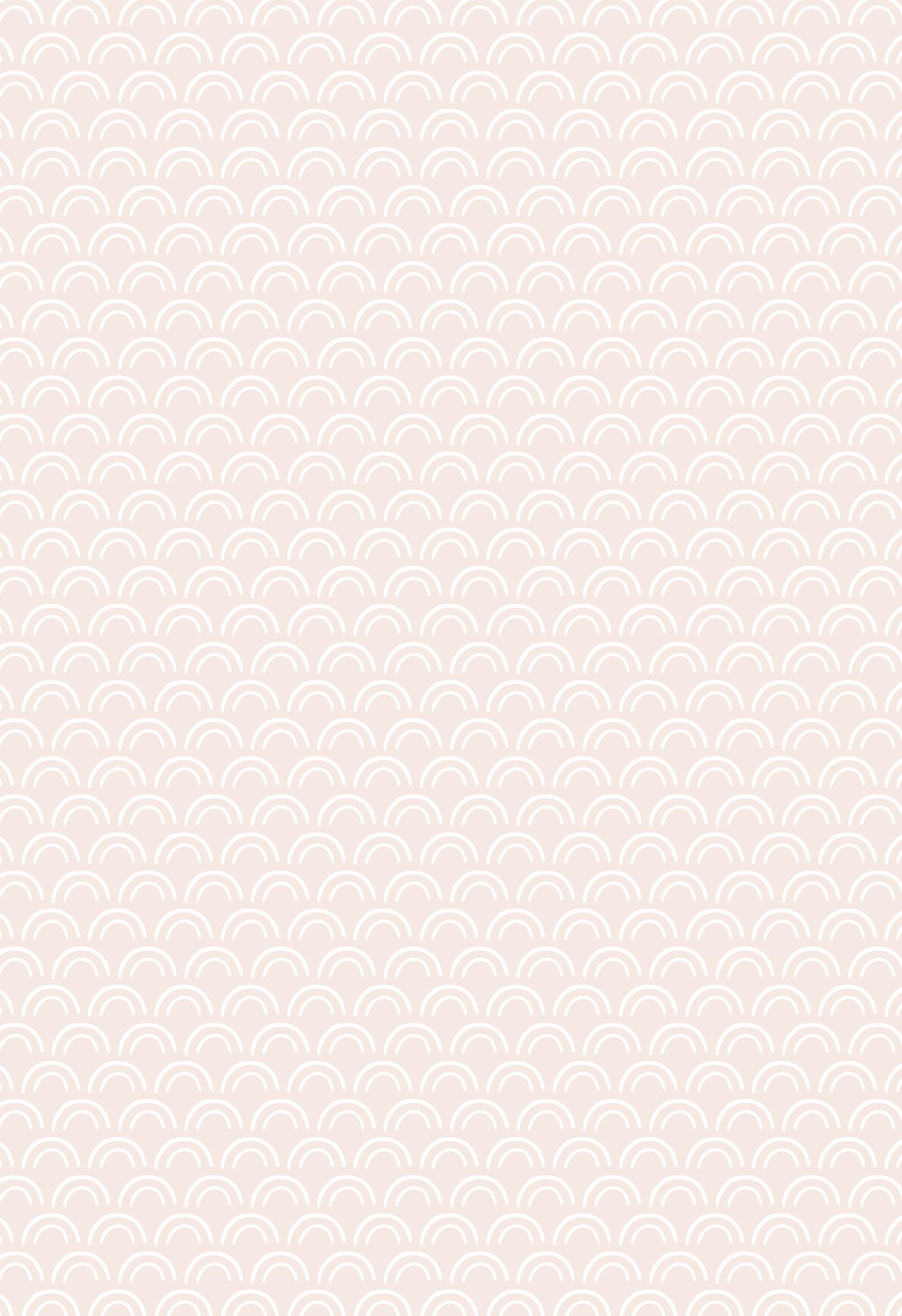


CSR
Annual Report
2016

R 2016



CSR Annual Report 2016

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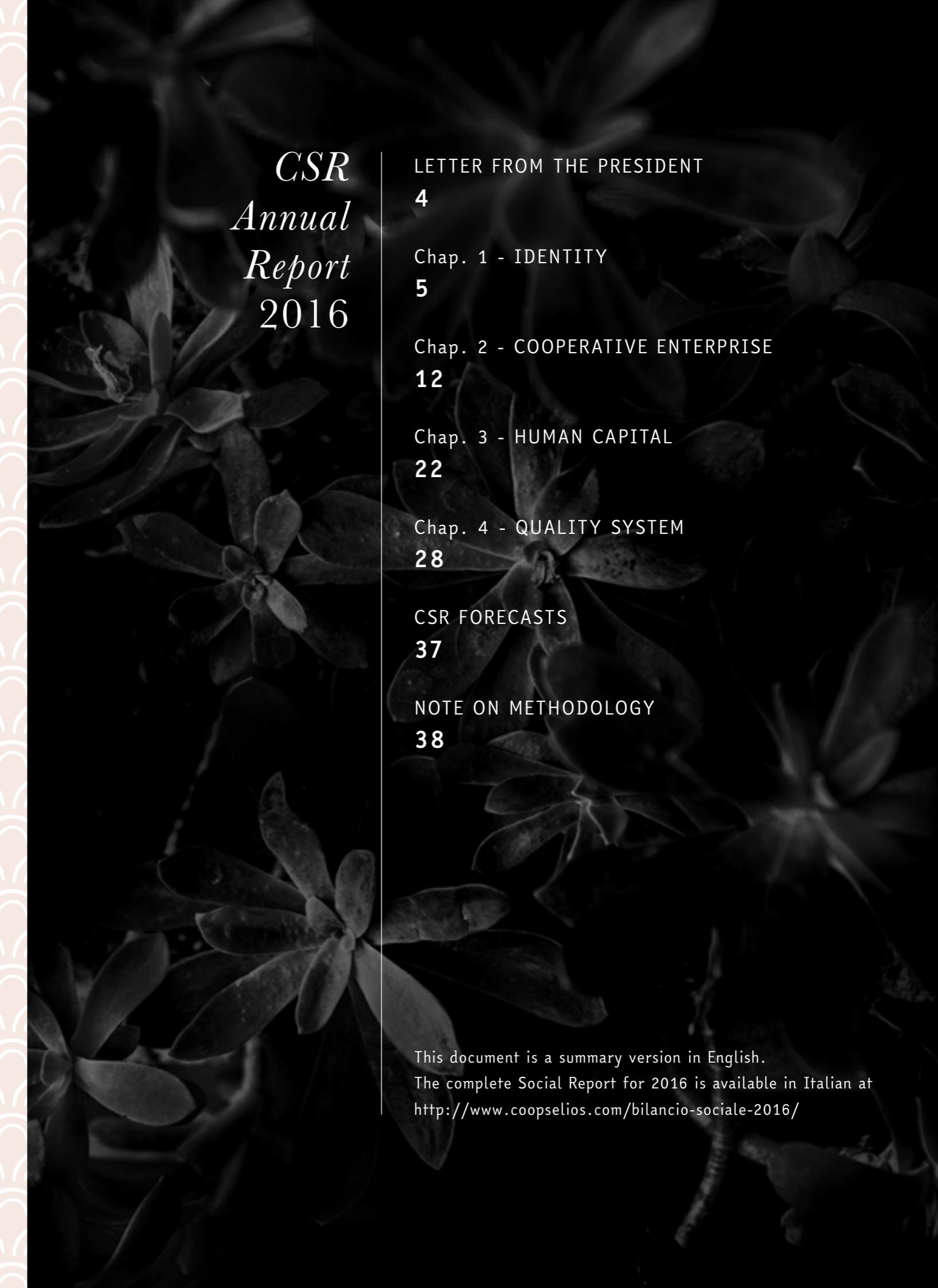
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This document is a summary version in English.

The complete Social Report for 2016 is available in Italian at
<http://www.coopselios.com/bilancio-sociale-2016/>

Letter from the President

Dear members,
This CSR Report has particular importance for us, also due to the fact that we received two important recognitions related to the report drawn up in 2016. We were among the finalists of the FERPI Reports Oscar (Fondazioni e Organizzazioni no-profit erogative e non erogative - Non-profit and non-disbursing Foundations and Organisations) and we won, for the second year running the Quadrofedele AIRCES, Donne al lavoro in cooperative (Working women in cooperatives) Prize.

We then considered how to best describe the complex context in which Coopselios operates... In these pages you will find the solution that we have come up with: telling the story from the point of view of our people, in the conviction that their work is one of the most powerful tools for social emancipation, development and transformation. And that is how our story should be interpreted. With great passion, professionalism and courage.

This Report is important to us because it is one of the many ways that a cooperative can promote participation and transparency. There are others... In the services provided as a team, in the enterprise's decision-making bodies and in social representation bodies, in informative meetings and, primarily and above all, in the General Meetings of Members.

There is one aspect that only the CSR Report manages to highlight and focus attention on: our particular ability to find the right balance between business enterprise and social cooperative. The CSR Report serves precisely this purpose: to show clearly and objectively, through quantifiable and concrete data, the passion and social vocation that lie behind the economic figures and values and which, year after year, support our social policies and initiatives to the benefit of the members and the community in which we operate.

The President
Giovanni Umberto Calabrese

In the light of these considerations, we have gathered all the information, data and experiences that characterise us. In order to tell our story.

The resulting account describes a very dynamic enterprise with great potential and solid foundations, attentive to the present but always looking to the future.

It's a sound and reliable organisation, a shared asset for the more than 3,200 people that work in it and for their families, in which we must continue to invest our energy, intelligence, values and ideals. And for us, here telling this story, and for all the people that will continue to write it tomorrow.

CHAPTER 1 - **IDENTITY**

Identity card

Name

COOPSELIOS

Date of birth

11 JUNE 1985

Profession

TYPE A NON-PROFIT SOCIAL COOPERATIVE

Residence

EMILIA ROMAGNA, LAZIO, LIGURIA, TUSCANY, VENETO, LOMBARDY, TRENTO ALTO ADIGE, UNITED ARAB EMIRATES.

Family unit

3,455 PEOPLE, INCLUDING MEMBERS, WORKERS AND EMPLOYEES,
VOLUNTEERS AND CO-WORKERS
2,059 MEMBERS

Distinguishing features

6,313 PEOPLE ASSISTED EVERY DAY
1,893,744 DAYS OF ASSISTANCE PROVIDED IN 2016

Our values

Sensitivity

Understanding the needs of a constantly evolving social community, with particular attention to the weaker sections of the population.

Reliability

Offering public and private institutions diversified and integrated services in compliance with legal regulations, certified for quality management and assurance, corresponding with the mission of a non-profit enterprise.

Social innovation

Conceiving and designing an innovative welfare model, operating in a logic of integration with institutions in order to offer services exclusively for those who need them. Enhancing the social mission through the cooperative's ability to invest and innovate.

Know-how

The desire to maintain quality as a priority objective, in the context of a modern, efficient and effective organisation, able to create new employment.

The centrality of the person

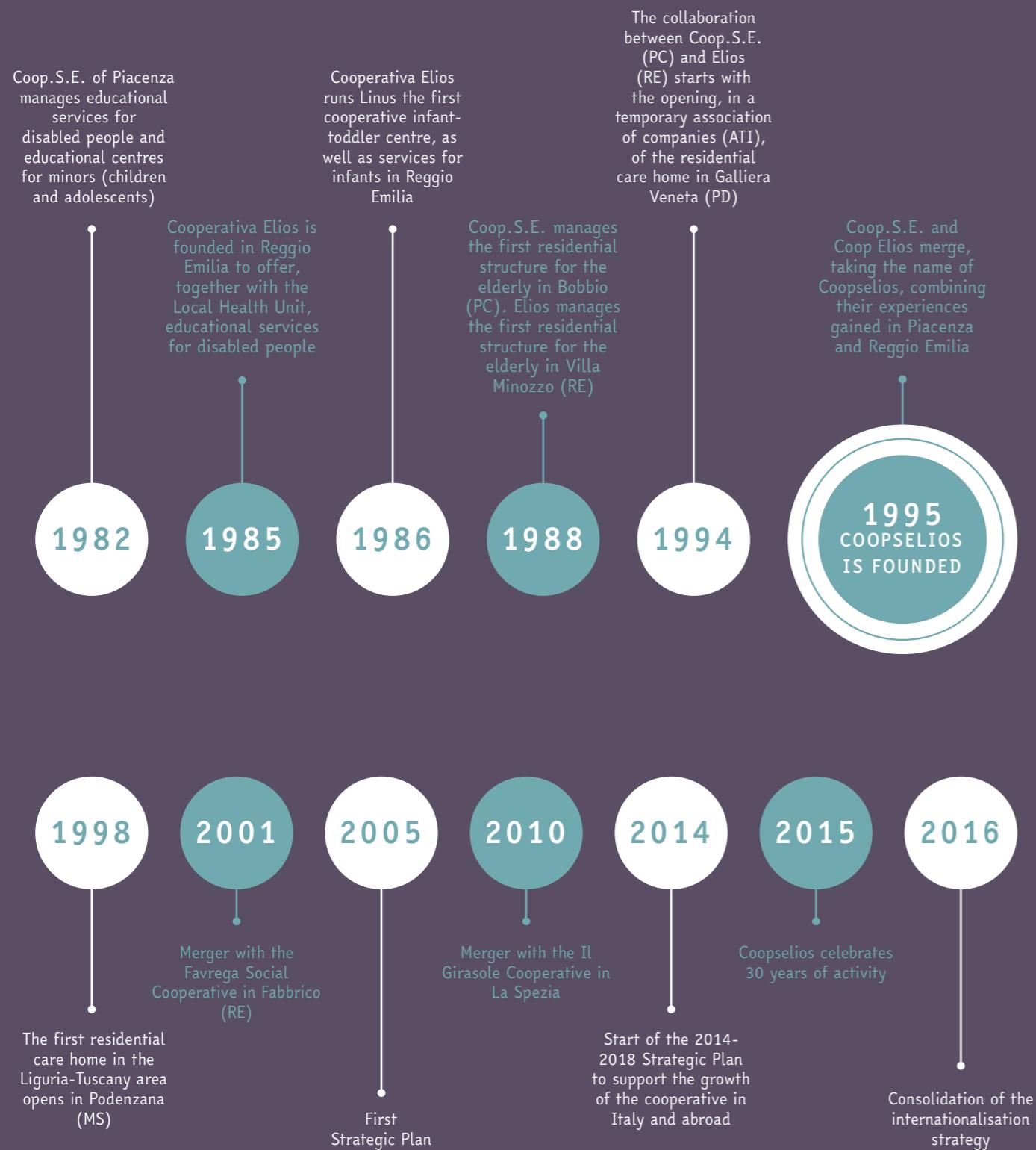
Promoting the work of members to systematically improve professional and working conditions. Enhancing the individual, taking account of an individual's potential, needs, attitudes and specific characteristics. Encouraging the taking of responsibility, participation in the governance of the enterprise and adherence to the principles of mutuality by members.

THE ETHICAL CODE: A SOCIAL RESPONSIBILITY TOOL

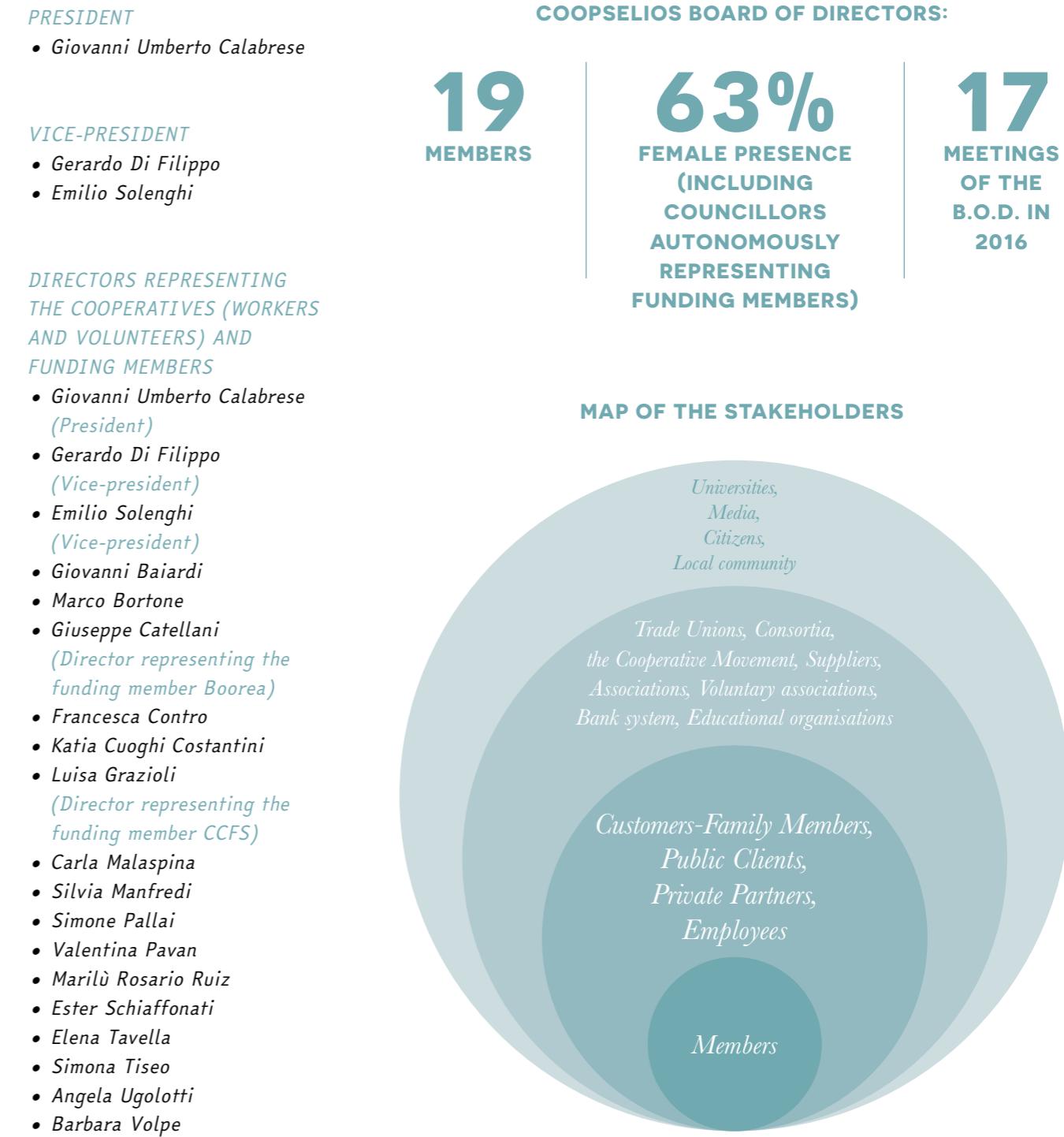
THE ETHICAL CODE SETS OUT COOPSELIOS' RIGHTS, OBLIGATIONS AND RESPONSIBILITIES TOWARDS ALL THE PEOPLE AND ENTITIES WITH WHOM OR WHICH IT HAS DEALINGS FOR THE ATTAINMENT OF ITS SOCIAL OBJECT. IT IS A MEANS FOR SELF-REGULATION THAT GUIDES THE DECISION-MAKING PROCESSES AND CONDUCT ACCORDING TO COOPERATIVE PRINCIPLES. THE ETHICAL CODE STRENGTHENS COOPSELIOS' SOCIAL RESPONSIBILITY POLICY SINCE THE CONSIDERATION OF SOCIAL AND ENVIRONMENTAL MATTERS CONTRIBUTES TO MINIMISING THE EXPOSURE TO COMPLIANCE AND REPUTATIONAL RISKS.



Our history

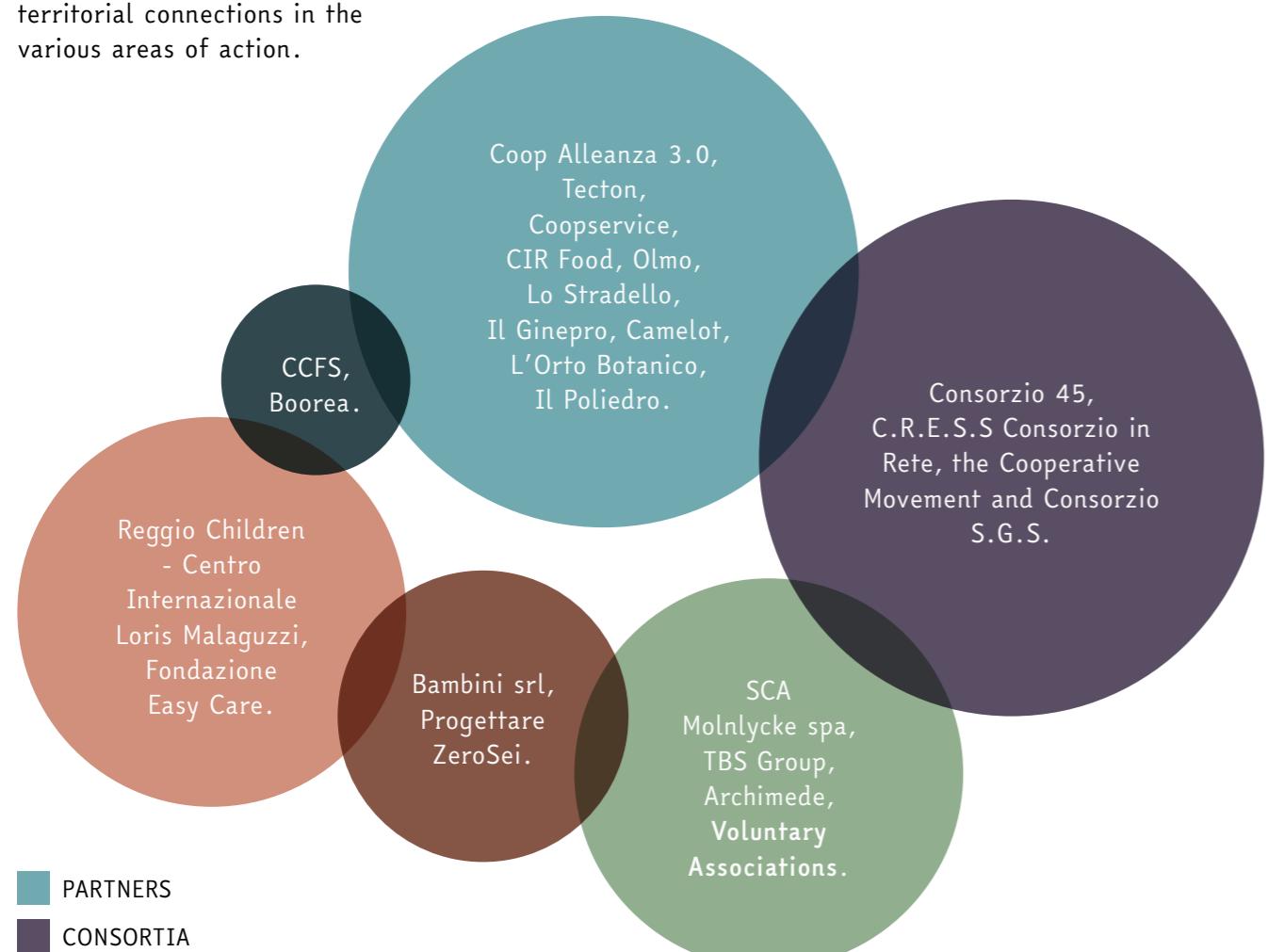


Governance and organisational structure



Equity investments, foundations and collaborations

Coopselios actively collaborates with other cooperatives and social enterprises and is a permanent member of a number of consortia, also with a view to deeper territorial connections in the various areas of action.



- PARTNERS
- CONSORTIA
- COLLABORATIONS WITH ENTERPRISES
- EQUITY INVESTMENTS
- FOUNDATIONS
- FUNDING MEMBERS

Facilities/services in Italy

LOMBARDY 18

OF WHICH:

- FOR ELDERLY: 13
- FOR CHILDHOOD: 4
- FOR DISABLED PEOPLE: 1

LIGURIA 30

OF WHICH:

- FOR ELDERLY: 4
- FOR CHILDHOOD: 8
- FOR DISABLED PEOPLE: 4
- FOR MINORS: 13
- PSYCHIATRIC HEALTH: 1

TUSCANY 3

OF WHICH:

- FOR ELDERLY: 1
- PSYCHIATRIC HEALTH: 1
- FOR MINORS: 1

LAZIO 4

OF WHICH:

- FOR CHILDHOOD: 4

TRENTINO ALTO ADIGE 2

OF WHICH:

- FOR CHILDHOOD: 2

VENETO 10

OF WHICH:

- FOR ELDERLY: 5
- FOR CHILDHOOD: 4
- FOR DISABLED PEOPLE: 1

EMILIA ROMAGNA 145

OF WHICH:

- FOR ELDERLY: 53
- FOR CHILDHOOD: 48
- FOR DISABLED PEOPLE: 30
- FOR MINORS: 14

CHAPTER 2 - THE COOPERATIVE ENTERPRISE

Our 2016

3,455 PEOPLE

INCLUDING WORKERS, EMPLOYEES,
VOLUNTEER MEMBERS, COOPSELIOS CO-WORKERS

**120 MILLION
EUROS**

VALUE OF PRODUCTION

**2.28 MILLION
EUROS**

PROFIT

**OVER 75
MILLION EUROS**
ADDED VALUE

**31.8 MILLION
EUROS**
EQUITY FOR THE FUTURE
GENERATIONS

1,893,744

DAYS OF ASSISTANCE PROVIDED

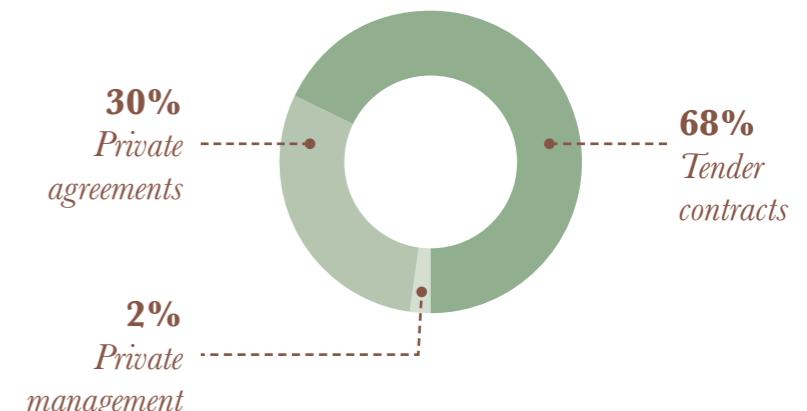
**CSR: COOPSELIOS RECEIVED
IMPORTANT AWARDS AND
RECOGNITIONS IN 2016**

*Distribution of the portfolio:
guaranteeing the cooperative's stability*

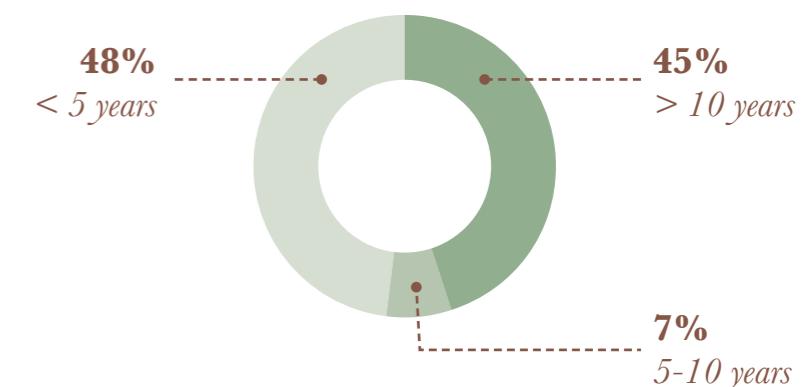
IN 2016 AN EXCELLENT DISTRIBUTION OF THE PORTFOLIO OF SERVICES ON THE BASIS OF THE TYPE OF MANAGEMENT AND THE RESIDUAL DURATION OF THE CONTRACTS IS CONFIRMED, GUARANTEEING THE COOPERATIVE'S STABILITY.

In 2016 turnover generated from services managed under tender contract stands at 68%; the turnover generated from private agreements is 30% while the turnover generated from private management is 2%. As in 2015, 45% of the turnover relates to contracts with a duration of more than 10 years, 7% to contracts with a duration of 5 to 10 years, while 48% relates to a duration of less than 5 years.

TURNOVER BY TYPE OF MANAGEMENT



TURNOVER BY RESIDUAL DURATION



In 2016 Coopselios consolidated its leadership position in the Italian social services market.

117.196

MILLION EUROS

TURNOVER



+ 1.92%

COMPARED TO 2015

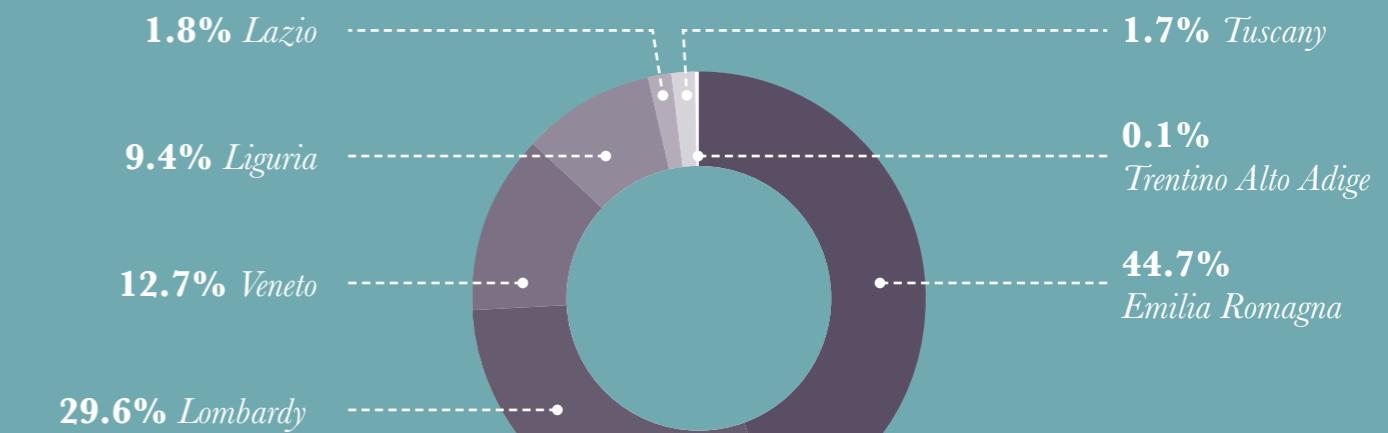
Overall, revenues from sales and services in 2016 show an increase of 1.9%, for a total turnover of over 117 million euros. The elderly sector, which represents 72% of the total, substantially stable compared to 2015 (-0.29%), is particularly important.

Compared to the previous year, the Disabled people and Minors are the sectors that have most increased their level of turnover, respectively 15.9% and 5.0%. Over 44% of the turnover was produced in Emilia Romagna, while the most significant increase compared to 2015 was recorded in Liguria and Lombardy.

**VARIATION OF TURNOVER
BY TERRITORY
COMPARED TO 2015**

<i>Emilia Romagna</i>	-2.27%
<i>Lazio</i>	-2.67%
<i>Liguria</i>	+16.29%
<i>Lombardy</i>	+3.55%
<i>Tuscany</i>	+4.16%
<i>Trentino A.A.</i>	+25.79%
<i>Veneto</i>	+1.03%

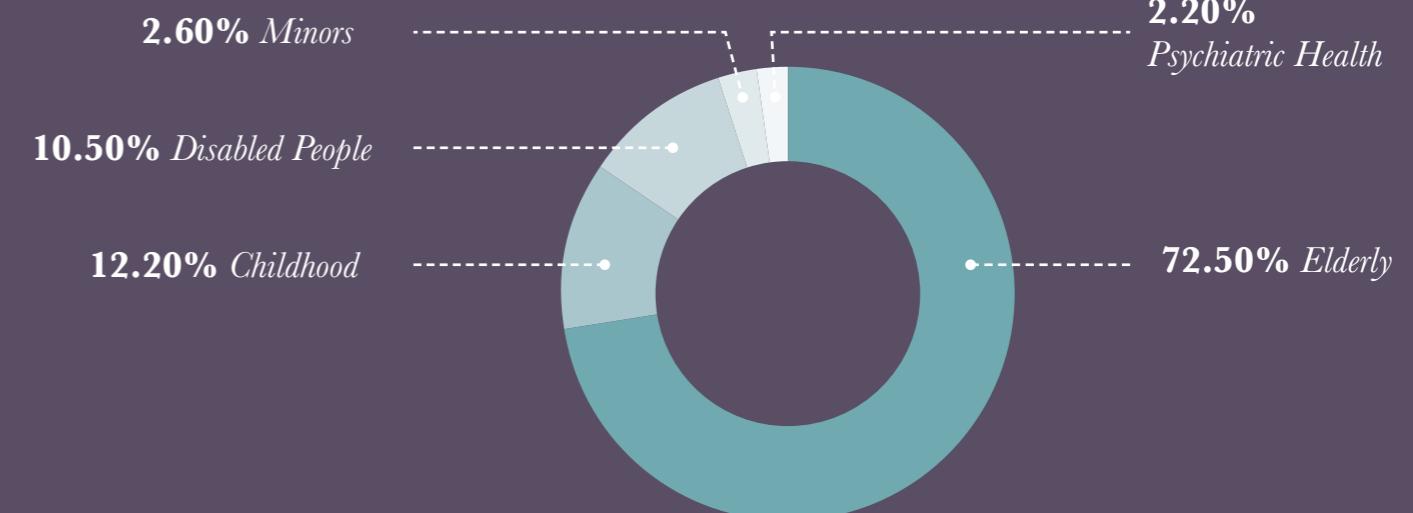
TURNOVER BY TERRITORY



**VARIATION OF TURNOVER
BY SECTOR
COMPARED TO 2015**

<i>Elderly</i>	-0,29%
<i>Childhood</i>	+0,70%
<i>Disabled People</i>	+15,93%
<i>Minors</i>	+4,93%
<i>Psychiatric Health</i>	+1,02%

TURNOVER BY SECTOR



Added value is an extremely significant figure because it represents the creation of wealth, deriving from the enterprise's core business, to the advantage of the community.

Distribution of wealth

During 2016 Coopselios produced an added value of over 75 million euros, with an increase of 12.08% in the last 5 years. The qualitative and quantitative analysis of the social impact is shown by the distribution of the added value, which measures the real extent of the social responsibility assumed and indicates the effects, in economic terms, of the activity of the enterprise regarding different interested categories. 94.41% of the added value was employed in remunerating staff.

CREATION OF ADDED VALUE	2016	2015	2014
<i>Net revenues from sales and services</i>	116,724,235	114,916,187	111,203,899
<i>Various revenues and proceeds</i>	2,850,681	3,328,666	3,099,851
<i>Total value of production</i>	119,574,916	118,244,853	114,303,750

COSTS OF PRODUCTION	2016	2015	2014
<i>Cost of goods sold</i>	3,926,065	3,779,582	3,638,385
<i>Costs for services</i>	25,178,948	25,284,434	25,792,492
<i>Costs of leased assets</i>	8,046,858	8,209,645	7,748,339
<i>Other provisions</i>	2,824,586	2,642,407	1,483,385
<i>Other operating costs</i>	1,529,804	1,744,790	1,791,886
<i>Total costs of production</i>	41,506,261	41,660,858	40,454,487
<i>Gross added value from core activities</i>	78,068,655	76,583,995	73,849,263
<i>Accessory activities</i>	226,624	701,815	1,599,400
<i>Extraordinary activities</i>	-	-	-
<i>Gross global added value</i>	77,842,031	75,882,180	72,249,863
<i>Depreciation and write-downs</i>	2,522,923	3,345,416	2,210,139
<i>Net global added value</i>	75,319,108	72,536,764	70,039,724

Strategic vision

COOPSELIOS'S PRIMARY OBJECTIVE IS TO PLAN AND IMPLEMENT SOCIAL INNOVATION. THE TECHNICAL AND TECHNOLOGICAL DEVELOPMENT OF STRUCTURES AND SERVICES IS A DEMONSTRATION OF THIS INTENTION, AS WELL AS THE ABILITY TO DIALOGUE WITH ALL THE USERS AND THEIR FAMILIES IN ORDER TO DEVELOP INCREASINGLY EFFECTIVE SOLUTIONS TO OLD AND NEW NEEDS.

Long-term vision

With an increase of 8.04% in equity and an increase of 4.64% in reserves (considered as legal reserves) compared to 2015, the cooperative has an "intergenerational" management that serves to consolidate the business over the long-term. The current ratio (1.13 in 2016) shows Coopselios's capacity to face its short-term financial commitments.

EQUITY

	2016	2015	2014
	31,843,731	29,474,469	27,413,338

RESERVES

	2016	2015	2014
	14,755,448	14,101,195	13,544,949

Figure net of the amount allocated as a distribution of the 2016 profit.

CASH RATIO

	2016	2015	2014
	1.34	1.51	1.50

This "democratic attention to needs" is also reflected in the participation of members in business choices, a sign of openness, cooperation and sharing in the management of the cooperative. Outside the enterprise, this dialogue-based approach is expressed in the commitment in projects with an international scope, making Coopselios a leading partner to do business with.

Innovation and development: 2016 projects and experiences

EASY CARE FOUNDATION AND THE PRONTOSERENITÀ® MODEL

Created in 2007 with the aim of exploring and innovating themes relating to the assistance, care, education and wellbeing of vulnerable people and their families, the Easy Care Foundation is organised and built around an innovation project regarding welfare systems, the ProntoSerenità® model. This model, initiated in concrete terms by the Care Expert Consortium, is a system for the global care of vulnerability available to families with assistance needs for a family member. Today ProntoSerenità® is present throughout Italy, with 41 help desks in 16 regions.

In the meantime, the Easy Care Foundation has established itself as a centre of research, study and the production of innovation in social cohesion sectors, starting with the members of welfare systems. Thanks to the Technical Scientific Committee, a body composed of researchers and academics that actively cooperates

with the foundation and participates in research work, the Easy Care Foundation commissions analysis and proposal activities regarding the basic systems of social protection, organizes and promotes meetings and debates and participates in important conferences and forums. In 2015 Easy Care planned and organised the Social Cohesion Days, a festival of great strategic importance with a strong impact on the national territory. Today the Easy Care Foundation is a strategic interlocutor in important national technical committees, promoting the creation of networks between different entities in order to innovate welfare.

Created by three founding promoters - Coopselios, the Quarantacinque Consortium and the TBS Group – the foundation today has a corporate structure composed of more than twenty entities of various legal status, leaders in their sector of activity.

CARE EXPERT CONSORTIUM

The Care Expert Consortium represents a group of leading Italian operators in the areas of personal care and welfare. It is the Italian licensee of ProntoSerenità® and is the entity to which the Easy Care Foundation has assigned development, operational and monitoring activities linked to the model. Today it manages more than fifty thousand users with more than four hundred assistance programmes in operation.

41
PRONTOSERENITÀ®
HELP DESKS
IN OPERATION

5,000
USERS SERVED

400
ASSISTANCE
PROGRAMMES
IN OPERATION

SOCIAL COHESION DAYS

COOPSELIOS HAS TAKEN PART, LIKE EVERY YEAR, IN THE ACTIVITIES OF THE EASY CARE FOUNDATION, WHICH IN 2016 MAINLY REVOLVED AROUND THE SECOND EDITION OF THE SOCIAL COHESION DAYS, FROM 26 TO 28 MAY IN REGGIO EMILIA. THE EVENT BROUGHT TOGETHER MORE THAN 70 SPEAKERS FROM THE WORLD OF RESEARCH, P.A., FROM THE TERTIARY SECTOR AND FROM CIVIL SOCIETY. OVER 3,000 VISITORS TOOK PART IN 17 EVENTS ORGANISED AROUND TOPICAL THEMES SUCH AS IMMIGRATION, CITIZENSHIP POLICIES FOR SECOND GENERATIONS, MEDIA EDUCATION, QUALITY AND INNOVATION IN EDUCATIONAL SERVICES, THE LIFE-WORK BALANCE, SOCIAL COMMUNICATION, MINIMUM INCOME.

**SOCIAL
COHESION
DAYS**

3,000
ATTENDING
THE 2016 EDITION

**THE POLITICS
OF HAPPINESS**
MAIN THEME
OF THE II EDITION

70
SPEAKERS

2 MILLION
ONLINE VIEWS

Internationalisation: the pilot project in the United Arab Emirates

The partnership between Coopselios and the Family Development Foundation continues in 2016 to develop a pilot project as part of an innovative educational programme of international scope that aims to develop, in the United Arab Emirates, the 0-6 Learning-by-languages educational model, widely consolidated in the early childhood educational (ECE) services managed by Coopselios. The objective is the development of an infancy research centre, aimed at promoting networking and sharing educational best practices and services. The project includes the opening of an infant-toddler centres (3 months - 3 years) and a preschool (3-5/6 years) offering services for 120 children. All the services developed will be based on innovative and inclusive practices for care, nutrition, research and the accreditation of international standards.



After the first 2 years of planning and technical assistance, the development phase started at the end of 2016: the next planned step is the construction and related management consultancy of a network of educational centres in the United Arab Emirates. In 2016 Coopselios welcomes numerous delegations and study groups from various parts of the world: from Brazil, USA, Sweden, South Carolina and Michigan among others.

TECHNICAL DEVELOPMENT AND INNOVATION PROJECTS

- Launch of I-Care, the latest generation technological platform for the management of home care. I-Care contains all the data and functions necessary for the care of users. The project has the aim of optimising the delivery of the care process.
- Launch of Zerosei on the web, an immediately and easily accessible platform for updating in real time families that use Coopselios ECE services. Exploitation of the platform is possible both through touch monitors installed in relative locations or through mobile devices. Zerosei on the web integrates with traditional communication and participation tools, extending opportunities and reinforcing the pact of alliance and co-responsibility between the educational services and families.
- Launch of D4Care, the digital health dashboard, designed to improve the quality of the service and define the care, social-rehabilitation and therapeutic programme for each user.
- Launch of the "Genitori Connessi" pilot project, developed by the Municipality of Reggio Emilia in collaboration with Coopselios Educational Sector. The project involved a total of 300 parents.



CHAPTER 3 - HUMAN CAPITAL

Human resources: overview

COOPSELIOS' WORKERS HAVE AN IMPORTANT ROLE IN THE SOCIETY: THEY TAKE CARE OF THOUSANDS OF PEOPLE EVERY DAY.

Providing services in nursery and preschool integration, in homes for the elderly and in social-rehabilitation centres. Being part of Coopselios means assuming full responsibility with respect to the community, people and families. For this reason every year Coopselios invests in its human resources, developing their potential and improving their professional and working conditions.

In the knowledge that every person is an important resource for the community and for the future of the cooperative.

COOPSELIOS' CONSTANT COMMITMENT IS TO GUARANTEE STABLE AND SKILLED EMPLOYMENT OPPORTUNITIES TO MEMBERS, WORKERS AND CO-WORKERS.

In 2016 this commitment meant strengthening both the quantity and the quality of the workforce. The total number of workers (+2.58%) as well as the number of worker members increased, a sign of an ever-increasing participation of employees in corporate governance. The distribution of workers by sector is stable, with the elderly area accounting for 64.09% of Coopselios's workers.

EVOLUTION OF MEMBERS AND EMPLOYEES IN THE 2014-2016 THREE-YEAR PERIOD

	2014	2015	2016
<i>Members</i>	2,072 (71.5%)	2,033 (65.7%)	2,059 (64.85%)
<i>Employees</i>	824 (28.5%)	1,062 (34.3%)	1,116 (35.15%)
<i>Total</i>	2,896	3,095	3,175

3,175
PEOPLE
EMPLOYED

OF WHICH

2,059
WORKING
MEMBERS

+ 80

EMPLOYED WORKERS COMPARED TO 2015

89%
FEMALE
PRESENCE

5,281,673
HOURS REMUNERATED
INCLUDING WAGES AND
SALARIES

WORKERS BY SECTOR

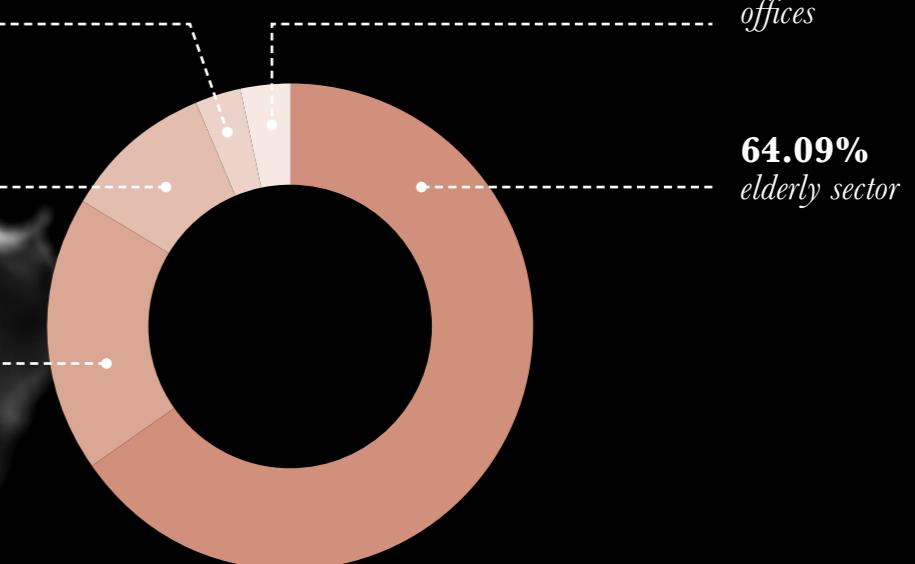
3.02%
minors sector

10.52%
disabled people sector

18.81%
childhood sector

3.56%
offices

64.09%
elderly sector



Women and Equal Opportunity: a constant improvement

The development of Coopselios has always been strongly characterised by women empowerment. Women account for the majority of the workforce (89.39% of workers).

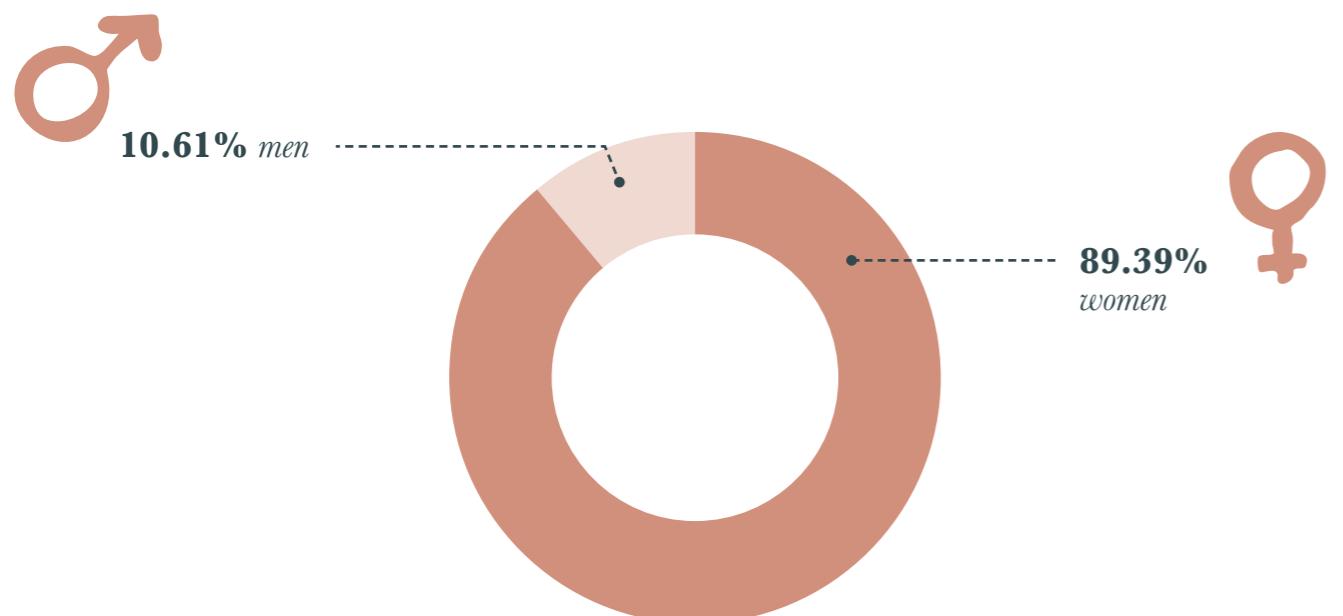
59.26% of management roles are held by women.

There were 96 new mothers in 2016.

This result is also due to numerous life-work balance initiatives dedicated to them and innovative gender equality policies.



WORKERS BY GENDER



EQUAL OPPORTUNITY COMMISSION

THE EQUAL OPPORTUNITY COMMISSION WAS SET UP TO PROMOTE THE FEMALE PRESENCE IN THE COOPERATIVE ENTERPRISE, MAKING THE ISSUE OF EQUAL OPPORTUNITY PART OF THE DEVELOPMENT OF HUMAN CAPITAL.

THE OBJECTIVES OF THE COMMISSION ARE:

- TO DEFINE AND IMPLEMENT BUSINESS POLICIES THAT INVOLVE ALL LEVELS OF THE ORGANISATION;
- TO IDENTIFY CORPORATE FUNCTIONS TO WHICH CLEAR RESPONSIBILITIES REGARDING EQUAL OPPORTUNITY ISSUES SHOULD BE ASSIGNED;
- TO OVERCOME GENDER STEREOTYPES;
- TO INTEGRATE THE PRINCIPLE OF EQUAL TREATMENT, BOTH IN DIFFERENT STAGES OF PEOPLE'S CAREER AND IN THE DEVELOPMENT OF HUMAN RESOURCES;
- TO MONITOR EQUAL OPPORTUNITY TRENDS AND EVALUATE THE IMPACT OF GOOD PRACTICES;
- TO IDENTIFY AND PROVIDE INTERNAL MEANS FOR EMPLOYEES TO ENSURE EFFECTIVE PROTECTION OF EQUAL TREATMENT;
- TO PROVIDE CONCRETE TOOLS FOR ENCOURAGING LIFE-WORK BALANCE.

The commission follows regulations with the objective of fighting against all forms of discrimination in the workplace with regards to gender, age, disability, religious faith, sexual and political orientation.

Professional development: Coopselios' virtuous cycle

Developing workers' professional skills is the primary objective of the training programmes set up by Coopselios. Numerous training activities dedicated to specific professional roles were organised in 2016:

- COOPSELIOS ACADEMY
- THEORY ON SHOW
- HEALTH COURSES
- DEVELOPMENT OF THE RAA (CARE ACTIVITIES MANAGER) SKILLS

Training activities focused particularly on professional development (83% of the hours, 93% of which in class) and compulsory training (17% of the hours), relating to health and safety.

81,949
HOURS OF TRAINING

1,872
WORKERS INVOLVED

The particular attention on training is demonstrated by the significant use of internal teachers and classes, ripple-effect training methods and the obtaining of regional funds earmarked for training. Again in 2016 Coopselios received significant funding from the Foncoop inter-professional fund to organise compulsory and professional training programmes.

TRAINING	
<i>Costs (values in euros)</i>	884,490
<i>Hours of training received by participants</i>	81,949

TYPE OF TRAINING	PROFESSIONAL DEVELOPMENT	COMPULSORY TRAINING
<i>Hours</i>	83%	17%
<i>Costs</i>	58%	42%

Being members

Coopselios is a non-profit social cooperative founded with the "aim to pursue the general interest of the community in human development and the social integration of citizens through the management of social-health and educational services".

Coopselios bases its business activities on the values of self-help, democracy, freedom, social justice, equality and solidarity. It does so thanks to everyone's contribution, particularly the members.

Being a member, therefore, is an important choice: it means taking part in strategic choices, being actively part of Coopselios, investing time to make individual contribution, sharing the organisation's values. Being a member means believing in honesty, transparency and paying attention to others, values which are expressed in the cooperative's mutual benefit to members, local communities and international solidarity.

2,059
WORKING
MEMBERS

117
NEW WORKING
MEMBERS

11.07
AVERAGE YEARS
OF SERVICE

2,184
REQUESTS FOR
CONCILIATORY
SERVICES

200
FEMALE WORKERS INVOLVED IN THE
FREE CAMPAIGN FOR THE PREVENTION
OF BREAST CANCER

3,175
workers

1,116
employees

2,059
working members

91.4%
women

8.6%
men

There were 117 new working members in 2016, a 95% increase compared to 2015. The cooperative's total share capital increased by 12% compared to 2015, while the capital subscribed by working members increased by 4.32% in 2016.

CHAPTER 4 - **QUALITY SYSTEM**

Vision

To guarantee the quality of its services, Coopselios plans and defines its quality management system starting from an understanding of the needs and expectations of the client, from the point of view of continuous improvement. The system is designed to define and monitor the qualitative characteristics of the product/service, the objectives to pursue and the management, organisational and operating methods to be adopted, as well as the effectiveness of processes.

Quality of the services: our objectives

- Establish ourselves as a professional and reliable organisation, a provider of specific technical skills.
- Implement Corporate Social Responsibility, adopting ethical business behaviour characterised by social equality and solidarity, and promoting a development model that respects the person and the environment.
- Satisfy all interested parties: constantly increasing the efficiency of delivery processes, creating an efficient social organisation, developing the business organisation.
- Increase and maintain the number of clients, territorial extension, penetration of new market areas/segments, consolidate the cooperative's existing presence in territories.
- Monitor quality indicators linked to the provision of services and update procedures to ensure the achievement of desired quality standards.
- Constant monitoring the level of customer satisfaction.
- Promote tools for dialogue and communication with clients, strengthening communication activities regarding the service offered and its evolution, informing clients on the results achieved and complaint procedures.
- Reduce complaints and disputes with clients and interested parties, and implement prompt corrective actions.
- Encourage innovation and promote innovative behaviour, the research and experimentation of new forms of organisation and provision of services to address social and economic changes.
- Demonstrate attention towards internal clients (members, employees, co-workers) as a major resource for the creation of value.

Families' Satisfaction (2016 survey)

FOR A NUMBER OF YEARS COOPSELIOS HAS BEEN COMMITTED TO MEASURING THE DEGREE OF CUSTOMER SATISFACTION THROUGH TELEPHONE INTERVIEWS WITH THE FAMILIES OF GUESTS IN ITS FACILITIES.

IN 2016
▼
70.27%
OF FAMILY MEMBERS
WERE INTERVIEWED,
EQUIVALENT TO
▼
3,078
PEOPLE OUT OF 4,380
(+10.72%
COMPARED TO 2015)



The gathering of data is commissioned to an external company, specialised in market analysis. During 2016 new indicators relating to the wellbeing of people and the quality of care were introduced. The implementation of the new indicators reflects both an opportunity to identify wider areas of monitoring and increasingly significant factors in critical areas of the care processes, as well as the need to take account of the requirements of regulations relating to the social-health services.

ELDERLY / CARE HOMES

1,212

FAMILY MEMBERS INTERVIEWED

▼
EQUIVALENT TO
67.22%

74%

FAMILY MEMBERS SATISFIED
(SCORE FROM 8 TO 10)

79%

PEOPLE SATISFIED WITH THE
CLEANING OF THE FACILITIES
(SCORE FROM 8 TO 10)

72%

PEOPLE SATISFIED WITH THE
CARE OF THE PERSON
(SCORE FROM 8 TO 10)

ELDERLY DAY CENTRES

126

FAMILY MEMBERS INTERVIEWED

▼
EQUIVALENT TO
69.61%

61.1%

OF FAMILIES SATISFIED WITH THE
CARE SERVICE PROVIDED
(SCORE 9-10)

ELDERLY / HOME CARE SERVICES

449

FAMILY MEMBERS INTERVIEWED

▼
EQUIVALENT TO
55.7%

88.3%

FAMILY MEMBERS FULLY
SATISFIED WITH THE QUALITY OF
THE SERVICE (SCORE 9-10)

92.2%

FAMILY MEMBERS FULLY
SATISFIED WITH THE POLITENESS
AND ABILITY TO LISTEN OF THE
STAFF (SCORE 9-10)

91.5%

FAMILY MEMBERS FULLY
SATISFIED (SCORE 9-10)
REGARDING THE HEADING
"TRUST IN THE SERVICE
OPERATORS"

91%

FAMILY MEMBERS FULLY
SATISFIED (SCORE 9-10)
REGARDING THE HEADING
"PROFESSIONAL IMAGE OF
STAFF"

CHILDHOOD, INFANT- TODDLER CENTRES AND PRESCHOOLS

1,038

FAMILY MEMBERS INTERVIEWED

▼
EQUIVALENT TO
80.96%

74.7%

FAMILY MEMBERS FULLY
SATISFIED WITH THE SERVICE

DISABLED PEOPLE

240

FAMILY MEMBERS INTERVIEWED

▼
EQUIVALENT TO
81.63%

55.4%

FAMILY MEMBERS FULLY
SATISFIED WITH THE SERVICE

PSYCHIATRIC - HEALTH

13

FAMILY MEMBERS INTERVIEWED

▼
EQUIVALENT TO
92.85%

Suppliers

2,019
SUPPLIERS

8 MILLION EUROS INCURRED
FOR EXTERNAL CATERING

19%
NEW AND OCCASIONAL SUPPLIERS

97% PURCHASES IN THE
REGIONS IN WHICH COOPSELIOS
IS PRESENT

699
NEW SUPPLIERS

PURCHASES

	2014	2015	2016
<i>Total purchases (euros)</i>	40,357,034	45,698,854	41,603,173
<i>% acquired from habitual suppliers out of the total</i>	79%	77%	81%

COOPSELIOS UNDERTAKES TO GUARANTEE EMPLOYEES, CLIENTS AND STAKEHOLDERS HIGH QUALITY SERVICES CHARACTERISED BY RELIABILITY AND SUSTAINABILITY.

This approach is reflected in the choice and management of external suppliers, selected on the basis of Coopselios' values.

In 2016 Coopselios acquired goods and services from 2,019 suppliers, for an overall amount of over 41 million euros (-8.96% compared to 2015). 45% of Coopselios' suppliers are structures/ companies which the cooperative has been doing business with for some time ("habitual"): Coopselios acquires most of its goods and services from these (81%). 53% are "new" or "occasional": this figure demonstrates the will for the constant updating and care in the selection of suppliers. 20% of suppliers are from the cooperative world, 1% are non-profit organisations. 20% of the cost of purchases refers to social enterprises and non-profit organisations.



AIR: THE SOCIAL NETWORK OF SOCIAL OPERATORS

AIR OFFERS THE THIRD SECTOR A PLATFORM FOR THE ACQUISITION OF GOODS AND SERVICES. AIR LINKS VARIOUS ACTORS IN THE PROFIT AND NON-PROFIT SECTORS, PROMOTING ACQUISITIONS AND MANAGEMENT PRACTICES ORIENTED TOWARDS QUALITY, WHILE COMPLYING WITH ETHICAL AND RELIABILITY REQUIREMENTS.

AIR GENERATES CONCRETE ADVANTAGES FOR ALL THE ENTITIES INVOLVED:

- FOR THOSE WHO PURCHASE, BECAUSE ALL THE SUPPLIERS HAVE BEEN CAREFULLY SELECTED BY COOPSELIOS ON THE BASIS OF EFFICIENCY, RELIABILITY AND DELIVERY PUNCTUALITY CRITERIA;
- FOR THOSE WHO SELL, BECAUSE ALL PAYMENTS ARE CERTAIN (BANK TRANSFERS IN ADVANCE, THANKS TO PAYMENT GUARANTEES AND DEDICATED FUNDING).

AIR Acquisti in Rete s.r.l. impresa sociale is a group of cooperatives including the Quarantacinque Consortium, of which Coopselios is part. There are 49 cooperatives in the Quarantacinque Consortium, of which 44 are social in nature. Of these, 23 operate in the health, care and educational field and 21 in the employment of disadvantaged people.

AIR TURNOVER (EUROS)

	2014	2015	2016
	582,299	627,073	718,816

Increase of 15% in turnover compared to 2015
Increase of 12% in suppliers compared to 2015

Compliance and certifications

Suppliers are evaluated according to the ISO9001 and SA8000 standards. The criteria of this valuation are expressed in the "Preliminary qualification and periodic valuation of suppliers" procedure.

ISO9001

A supplier is initially assessed through an entry questionnaire and on a yearly basis through an evaluation with respect to:

- possession of a Quality System Certification;
- the quality of references;
- proposed delivery times;
- organisational structure;
- available equipment;
- assessment of the characteristics of the products/services proposed;
- technical service offered;
- commercial service offered;
- prices;
- payment times;
- financial capacity.



SUPPLIERS AND THE SA8000 STANDARD

Various methods are used to obtain relevant information regarding the effective ability of the supplier to meet the requirements of the SA8000 Standard:

- collecting the "Social Responsibility assessment questionnaire" (assessing the level of application of the Social Responsibility requirements);
- undersigning the "Commitment to compliance with Social Responsibility principles" document (suppliers commitment with respect to the Social Responsibility requirements, to the restoration of any critical situations found and the acceptance of possible inspections);
- sending the "Company policy on Social Responsibility" document to the supplier;
- the performance of audits with suppliers.

Environmental sustainability

Coopselios aims to use all resources wisely, promoting sustainable behaviour and actions to avoid waste as much as possible and minimise the impact on the territory. Over the years sustainable development objectives have becomes increasingly ambitious: this is why, the cooperative constantly performs environmental reporting to map environmental conditions and identify areas for improvement.

+ 82.21%

**PURCHASE OF RECYCLED PAPER
IN THE 2014-2016 THREE-YEAR PERIOD**

- 15.58%

PAPER CONSUMPTION FROM 2015 TO 2016

22%

**OF THE CAR FLEET ARE ELECTRIC FOR AN ANNUAL
SAVING OF OVER 56,000 KG OF CO₂**



CSR FORECASTS 2017

+ 2.89%
ELDERLY

+ 0.90%
DISABLED PEOPLE

+ 8.42%
CHILDHOOD

- 21.84%
MINORS

+ 3%
VALUE OF
PRODUCTION

+ 16.09%
HEALTHCARE

Note on methodology

The 2016 CSR Report consolidates the experience and skills of Coopselios in Corporate Social Responsibility. Over time, this tool has grown with the cooperative: it has become more complete, deeper and clearer. The G.B.S. (Study Group for enacting C.S.R. principles) indicators are flanked by those referred to

the GRI-G4 international standards, with a strong integration with the policies and principles relating to the SA8000 standard. It's a tool which, through tables, highlighted areas, analyses and overviews, gives the stakeholders a complete and transparent picture of corporate social responsibility. We put photographs taken inside our structures alongside the numbers. People are the protagonists of these photos: the operators and the users, but most of all, the guests of our facilities. We chose to describe the feelings, passion and challenges that this work stimulates and demands every day through their expressions, reflecting all their fragilities and strengths.

Communication Office

The texts of the 2016 Social Report have been published with the EasyReading font, a highly readable character, also for dyslexic people.

The paper on which this Social Report has been printed comes from responsibly managed sources.

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This volume is printed with EasyReading, a character easily read by all.

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