

# SOCIAL BALANCE SHEET 2017

summary

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## 2017 FACTS AND FIGURES

**3.187** PEOPLE EMPLOYED

**124.729.178 €**  
VALUE OF PRODUCTION

**38.248.445 €**  
NET EQUITY

**2.549.727 €**  
PROFIT

**1.937.303**  
CARE, HEALTHCARE AND  
EDUCATION SERVICES  
PROVIDED IN DAYS

**72,4%**  
BIDS AWARDED

## AN INDIVIDUAL-CENTRED APPROACH

### Our customers

Our activities have been geared at providing the best service ever in our facilities, giving a central role to residents as well as to their families and the care-giving network with a view to service customisation and integration.

#### THE QUALITY AND WELFARE MODEL

*The model is aimed at examining and improving the quality of healthcare services delivered to elderly people through the measurement of standards such as affective life, humanisation, liveability, comfort and respect.*

#### FAMILY SATISFACTION SURVEY 2017

*Each year we measure the satisfaction of our customers' families because listening is the prerequisite for improving and innovating the services we offer.*

**2.885**

family members interviewed

**82%**

**Elderly Sector**  
*82% family members give the service a score ranging between 8 and 10.*

**92%**

**Child Sector**  
*92% family members say they are fully satisfied with the service.*

### Our employees

Our activities have been aimed at re-launching the role of “cooperative member”, starting the first phase of the organization review, and giving value to the role of the facility coordinator.

**3.187 PEOPLE EMPLOYED**

**68% ARE MEMBERS**

*and take part in corporate governance*

**SOLIDARITY FUND**

*For long-lasting diseases, to support members with an over 180 day disease rate*

**> 782 MEMBERS HAVE JOINED THE FUND**

**PROJECT “ME TOO!”**

*The project is intended to listen and to give value to the facility coordinators, to promote collaboration and to develop the competences required to tackle new professional challenges.*

**> 78 PARTICIPANTS**



## HUMAN RESOURCES / Who we are



**11%**  
MEN



**89%**  
WOMEN

*(76% on permanent contract)*



**156**  
CONTRACTS  
converted into permanent contracts

**79.013**

hours of delivered training

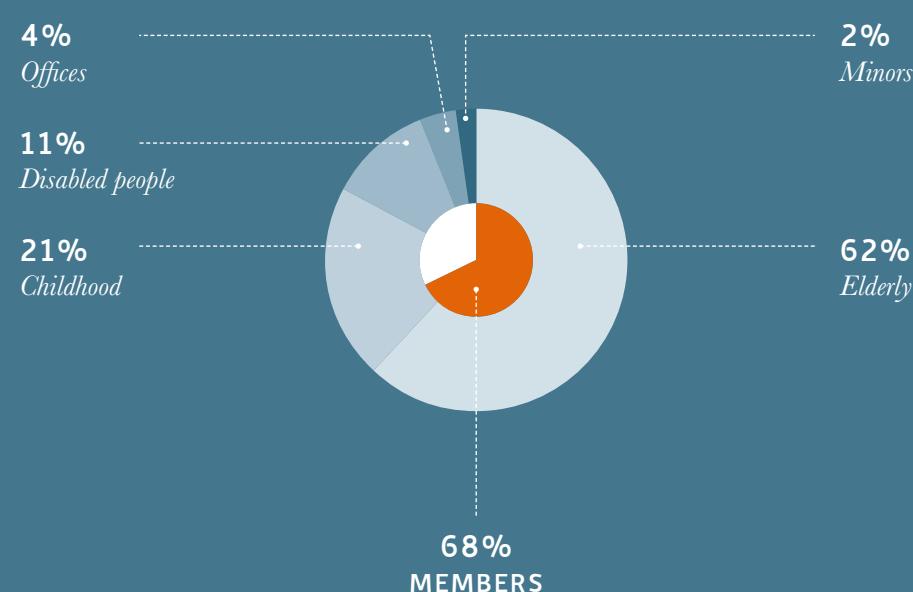
**42 YEARS**

average age of staff

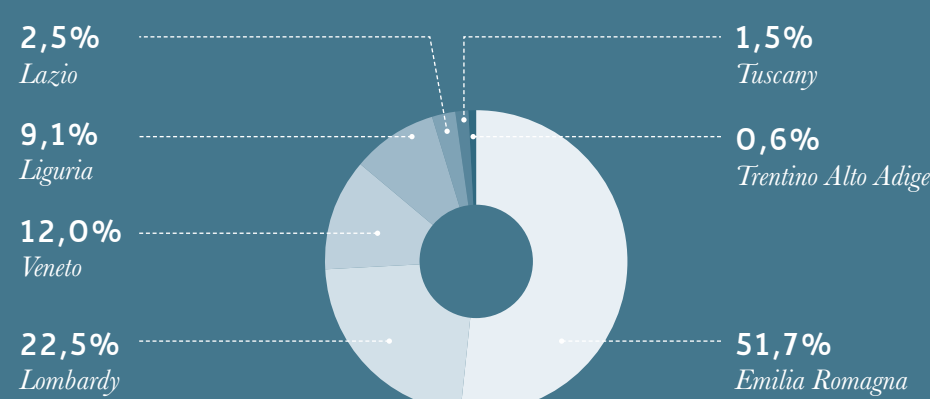
**7 YEARS**

length of service

People employed by sector



People employed by region



## INNOVATION AND DEVELOPMENT

### Our projects

#### BAMBINI SRL

We have established *Bambini S.r.l.* together with the editorial group “Gruppo Editoriale Spaggiari Parma Spa” with the intention of becoming a reference for the education and training of young people before adolescence, offering solutions through innovative technological channels.

#### DEVELOPING THE LEARNING BY LANGUAGES® METHOD

We have developed an advanced theoretical kit and a set of operational tools to support the design and implementation of innovative and quality educational services, both in Italy and abroad.

#### HEALTH INNOVATION FUND

We have set up the operating conditions required to establish a real estate fund in order to create more value for healthcare facilities.

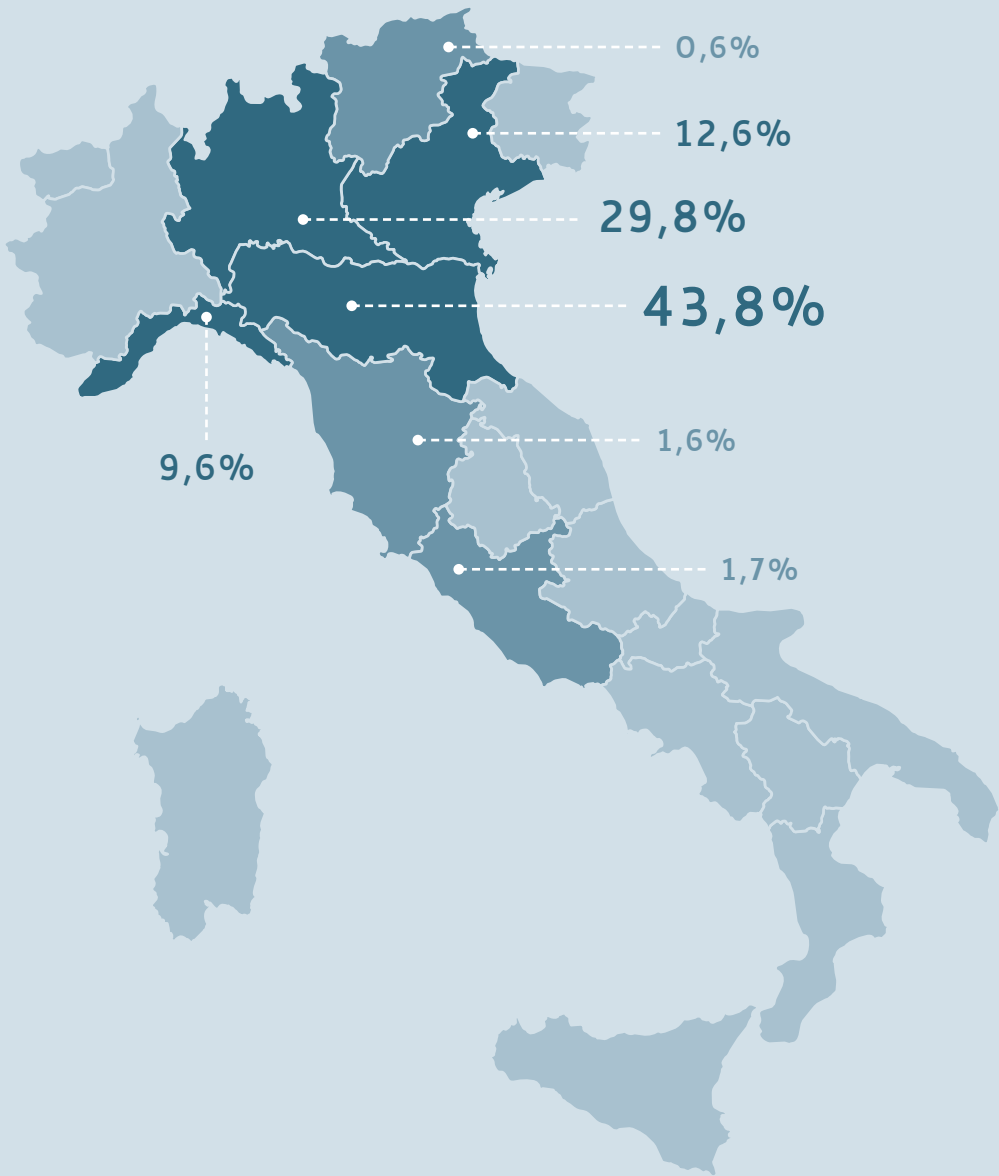
#### PROTECTION OF VULNERABLE INDIVIDUALS

This initiative was started to share and disclose the behavioural and ethical rules that govern the different aspects entailed in social and educational activities. We have trained 861 service operators.

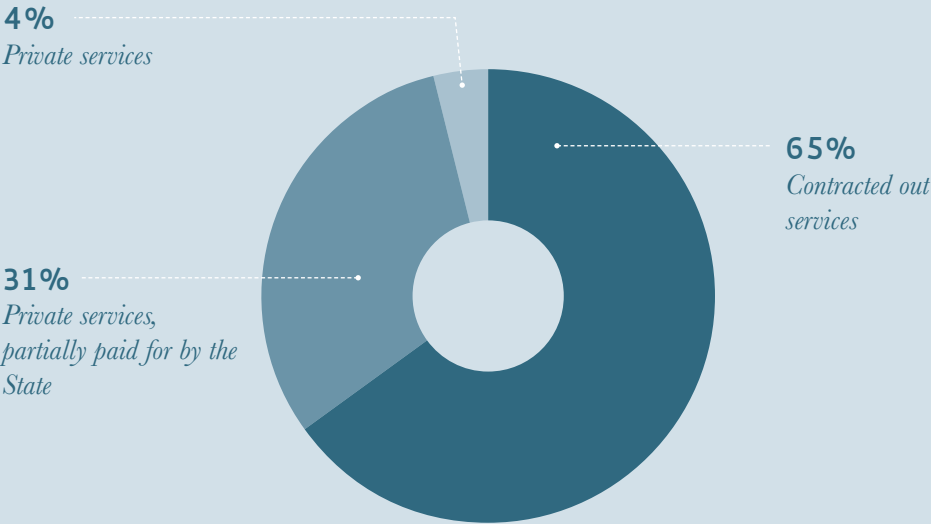
# BALANCE SHEET 2017

The year 2017 was characterised by a remarkable consolidation of the assets and the financial profile of the Coopselios group, which enabled us to offer families, public bodies and enterprises new integrated development opportunities in the healthcare and educational areas.

Turnover by region

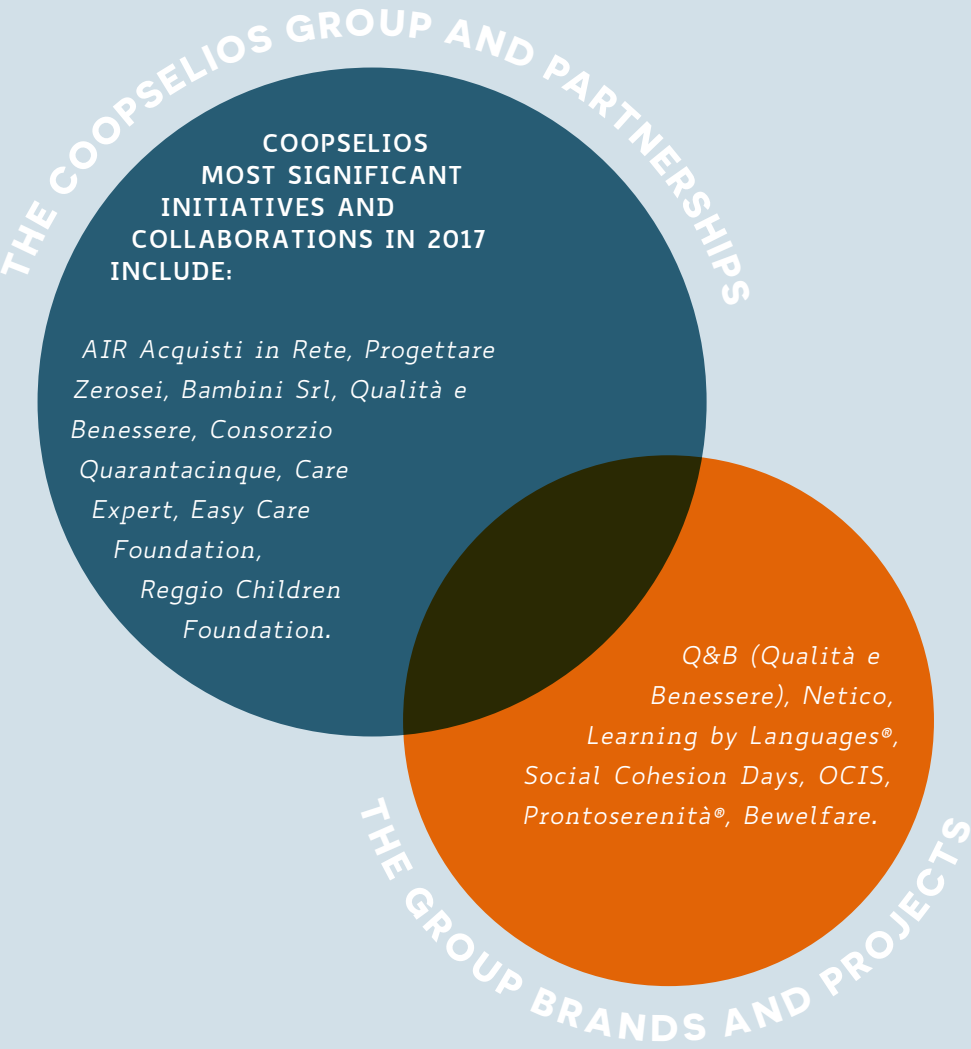
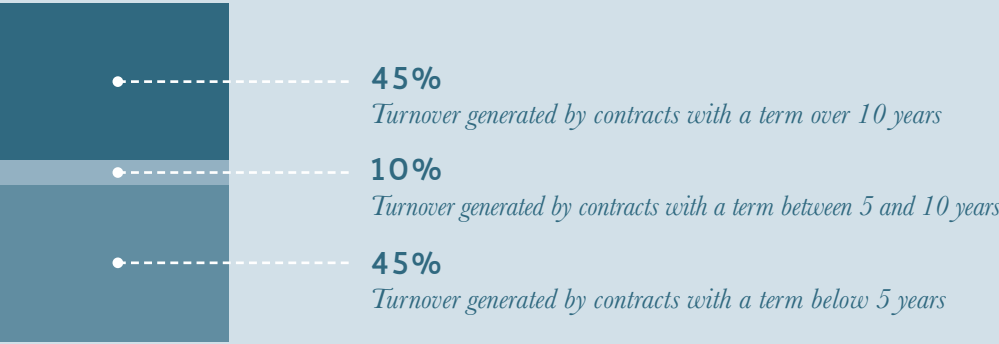


Turnover by service type

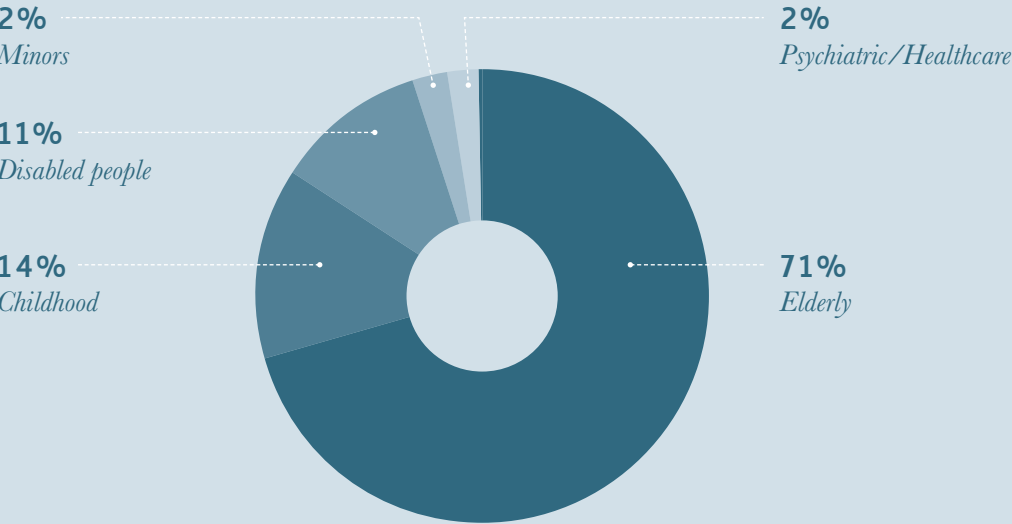


117.543.527 € TURNOVER

Turnover by contract term



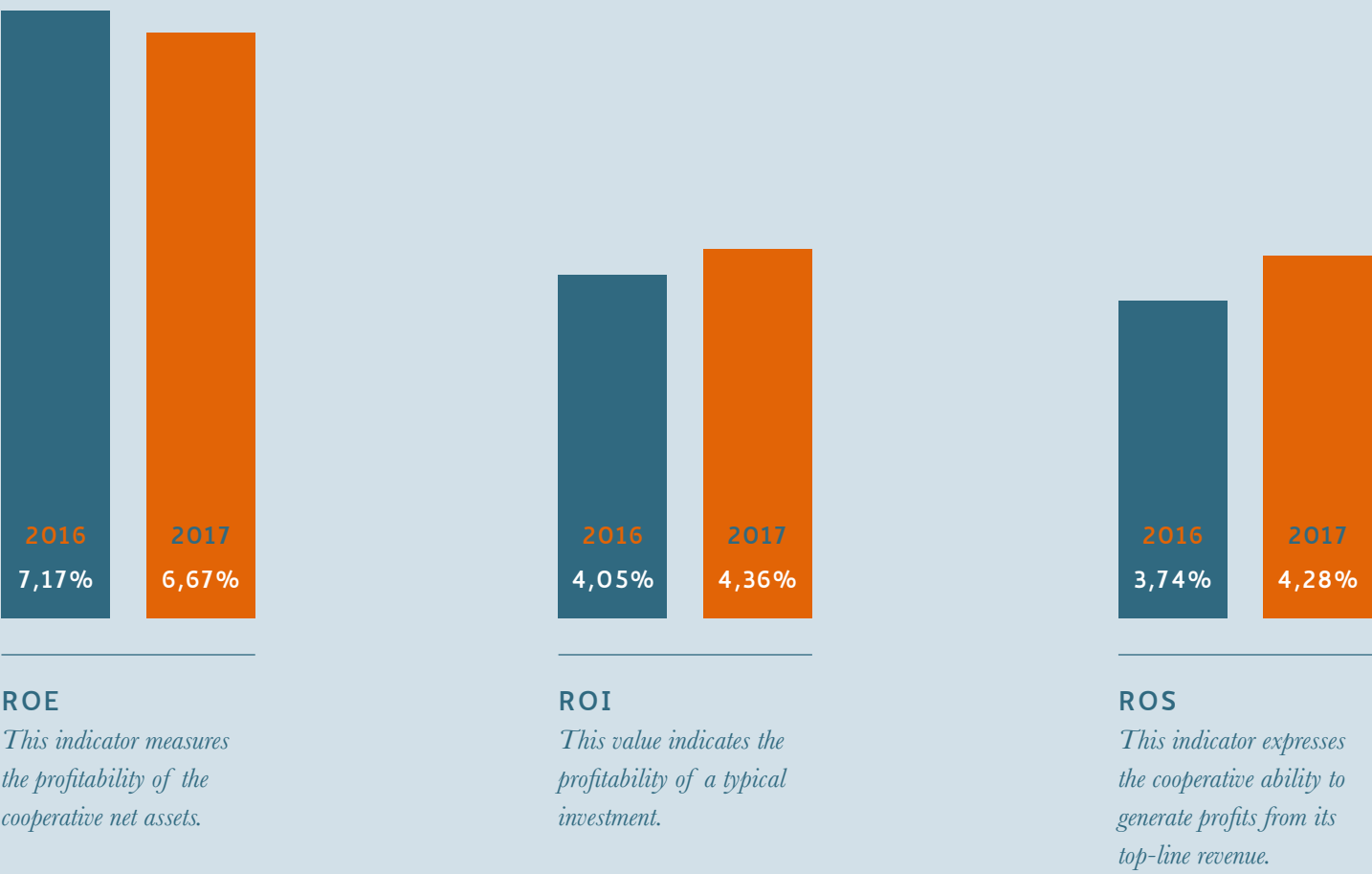
Turnover by sector



2.549.727 € PROFIT

124.729.178 € VALUE OF PRODUCTION

Profitability Indicators



Sustainable investment trends (values expressed in Euro/000)

YEAR	TOTAL	TANGIBLE	INTANGIBLE	FINANCIAL
2014	3.480	3.172	0	308
2015	6.815	4.120	616	2.079
2016	20.201	16.875	885	2.441
2017	20.269	15.411	3.083	1.776

Financial autonomy

INDICATOR	2015	2016	2017
Cash ratio	1.51	1.34	1.66
Fixed asset coverage ratio	0.78	0.60	0.75
Financial autonomy index	30.12%	29.24%	32.73%

Annual vs. consolidated financial statement (values expressed in Euro/000)

	Annual financial statement 2017	Consolidated financial statement 2017
Invested capital	116.854.585	147.132.115
of which tangible fixed assets and leasehold assets	35.754.569	71.232.728
Payables	64.488.339	89.283.854
of which financing (minority interests included)	34.225.478	58.775.042
Value of production	124.729.178	126.511.491
Net result	2.549.727	3.343.218
Equity, net of minority interests	38.248.445	40.546.872