

SOCIAL BALANCE SHEET 2017

summary

WWW.COOPSELIOS.COM



HUMAN RESOURCES /

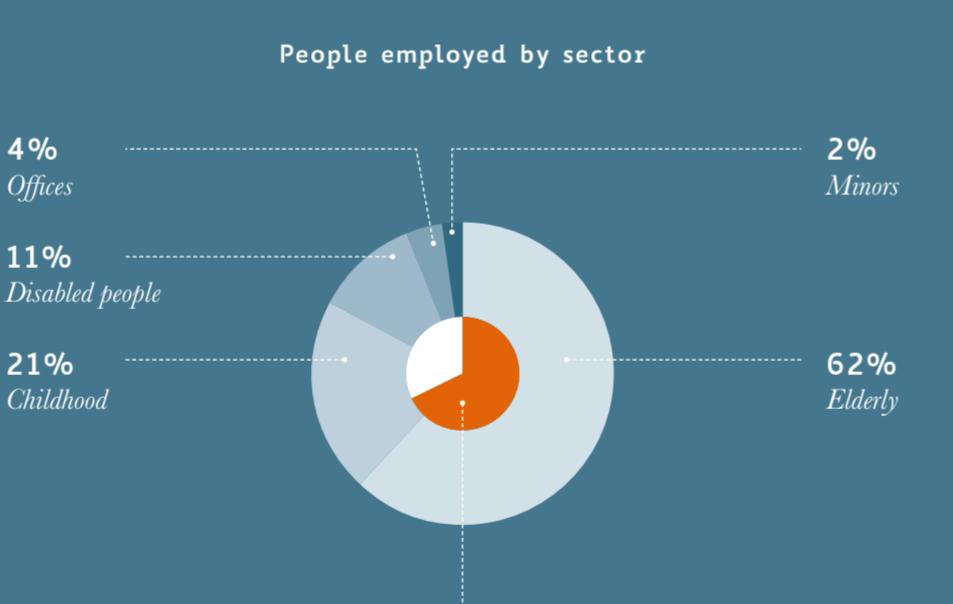
Who we are

♂
11%
MEN

♀
89%
WOMEN
(76% on permanent contract)

DOC
156
CONTRACTS
converted into permanent contracts

79.013
hours of delivered training
42 YEARS
average age of staff
7 YEARS
length of service



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

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.

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.

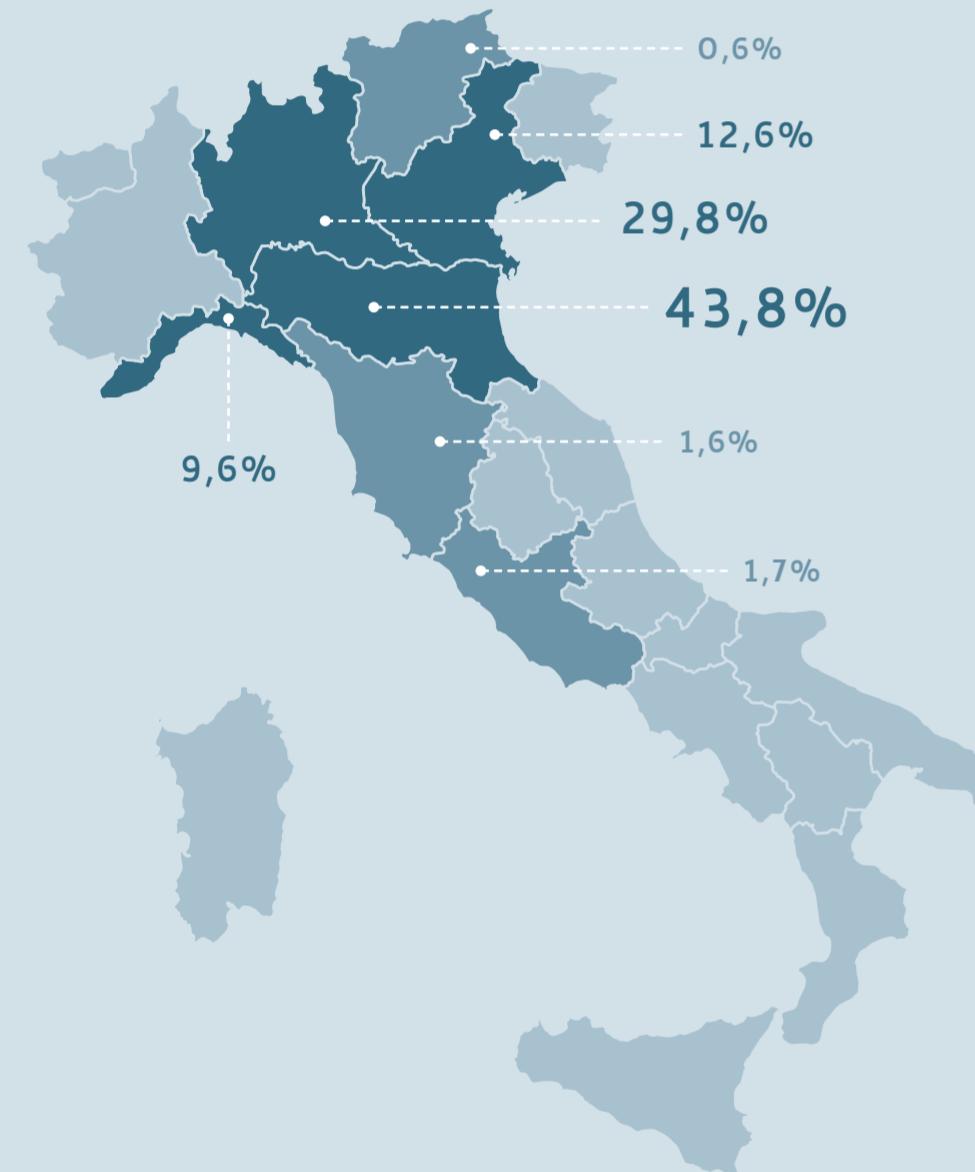
HEALTH INNOVATION FUND

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

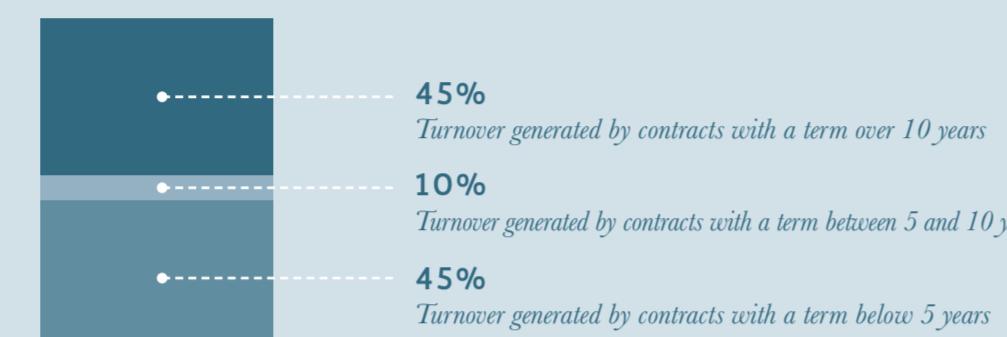
BALANCE SHEET 2017

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.

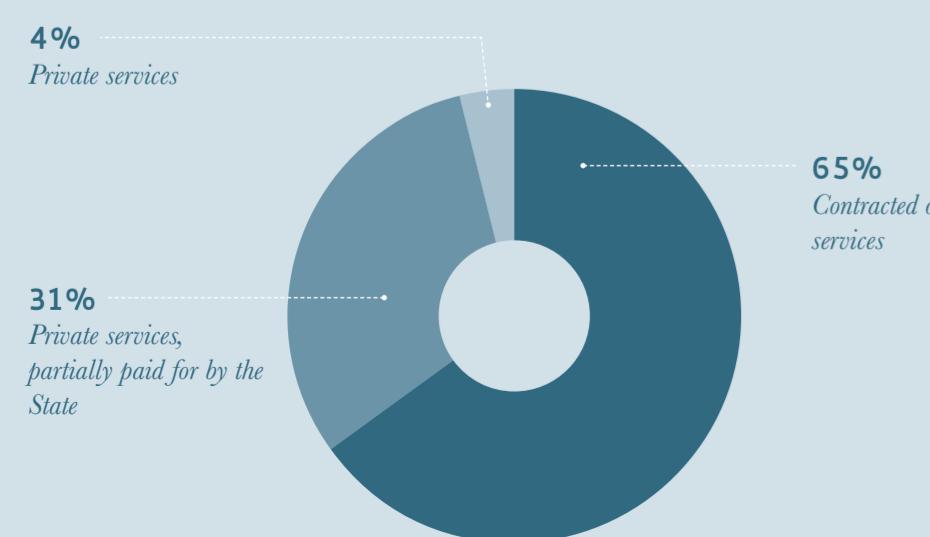
Turnover by region



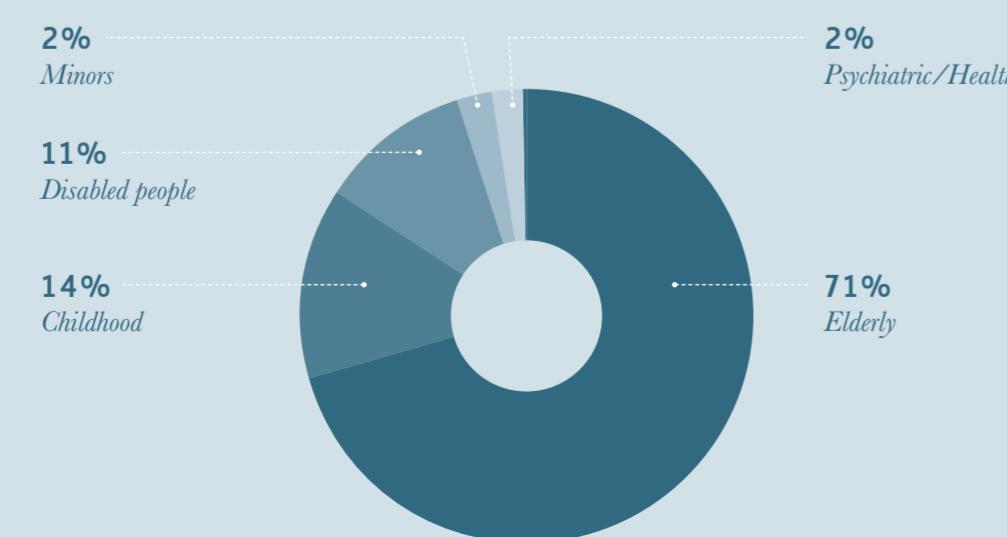
Turnover by contract term



Turnover by service type



Turnover by sector



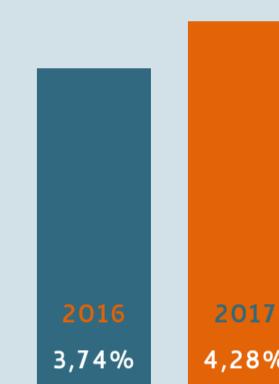
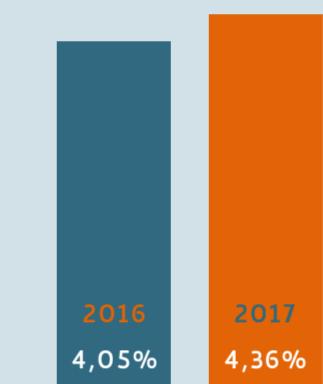
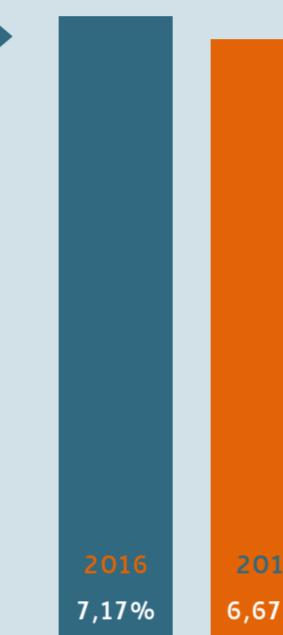
117.543.527 € TURNOVER

2.549.727 € PROFIT
124.729.178 € VALUE OF PRODUCTION

38.248.445 € NET EQUITY

+39,5%
COMPARED TO 2014-2017 PERIOD

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