

C S R



A N N U

A L R E

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2017 CSR ANNUAL REPORT

CSR ANNUAL REPORT 2017

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Dear members,

I am very proud to present the twelfth Corporate Social Responsibility Report. We have several reasons to be proud. First of all, this publication reflects a well-established practice for us: the will to achieve new goals, to improve looking forward, to change without losing our identity. This is the key topic that Coopselios has been facing in these last few years.

In this regard, in 2017 the Cooperative featured other changes in addition to those of 2016. The Cooperative implemented the change processes in full awareness, in order to make its organization more effective and more focused on the objectives that we have set in the Strategic Plan: the objective of growing from service provision to designing and implementing solutions for the welfare problems and needs of our target customer-system, giving users a positive human experience.

This approach has led us to increase the centrality of people and services, being fully aware that, for a Cooperative, the most important asset is human capital. Our people and the spirit that they have always had in doing their job, the “wish to foster significant relationships and cooperative interaction”.

Nowadays, we can say that this is no longer just a “wish”, but it has grown into a democratic participation project in which the Cooperative’s members take part as privileged partners.

I would like to extend my best wishes to everyone for a successful work and a pleasant reading, hoping that this project might generate a greater participation and sharing of the challenges that we face from time to time. Thank you.

The President
Giovanni Umberto Calabrese

2017 HIGHLIGHTS

3,187

Workers

124,729,178

Euro/value of production

2,549,727

Euro/net income

1,937,303

days of assistance, care and education provided

68%

of workers are members

79,013

hours of training provided



Chapter 1

An overview of the Cooperative history and development, the changes currently underway and the policies implemented towards stakeholders and customers

IDENTITY, HISTORY AND VALUES



WHO WE ARE

Coopselios is a community-interest (type A) non-profit social cooperative, which was set up in 1985. Having been operating for over 30 years, the cooperative has evolved and become one of the leading players in Italy in the field of personal services. Today Coopselios has over 3,000 employees, operates in 7 Italian Regions and has started important internationalization and innovation projects in Italy and abroad.

Every day it provides services to over 6.400 people, acting as a strategic partner for state bodies and private citizens in designing and implementing advanced solutions to meet social-assistance, educational and healthcare needs that are constantly changing.

For over 30 years it has been directing its actions based on four founding pillars: reliability, expertise, social commitment and sensitivity. The focus point goes beyond the economic growth and extends to systematic improvement in the occupational conditions of the Cooperative's members and workers, to the policies for its development, to the provision of services and skills that are more and more consistent with the actual needs of its users and their families.

HISTORY

1982

Coop S.E. was set up in Piacenza

1985

The Elios Cooperative was set up in Reggio Emilia

1986

The Elios Cooperative runs Linus, the first cooperative infant centre, as well as services for children in Reggio Emilia

1995

The Coopselios Cooperative was set up from the merger between Coop S.E. and Elios

2005

First Strategic Plan

2014

Roll-out of the 2014-2018 Strategic Plan to support Coopselios growth in Italy and abroad

2017

Launch of Fondo Innovazione Salute (Health Innovation Fund)

HOW WE OPERATE

Coopselios was set up to pursue the general interest of the community, through human development and social inclusion of citizens. The Cooperative operates focusing on the enhancement of individuals, irrespective of whether they are its members, its workers or the people it takes care of every day. Within Coopselios, this is done by listening to its employees' needs, by enhancing its resources, but also by fostering the workers' participation in the enterprise governance, in taking responsibility for the principles that inspire the Cooperative in investing in training and in supporting employees who work in the field. As regards the outside, Coopselios constantly strives to enhance and improve the services provided to customers, by listening to families and institutions that entrust it with the provision of services, as well as through considerable efforts aimed at achieving social innovation in the communities of reference and at involving its stakeholders in designing strategies and activities and promoting sustainable solutions. Always ensuring that people are at the centre.

A NEW APPROACH

"The centrality of the person" has always been the founding principle guiding Coopselios operations. However, today this approach is different from the past: in a world where social needs are changing, the centrality of the person is becoming an increasingly ambitious and challenging guiding principle.

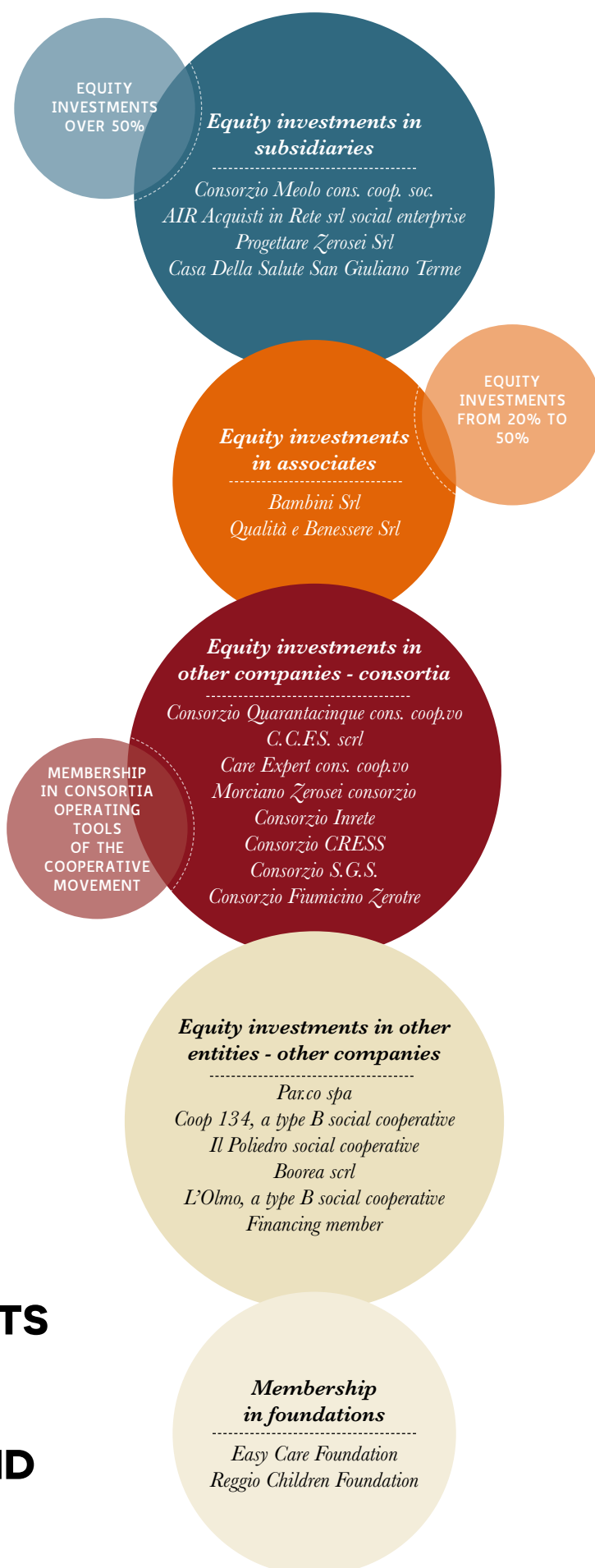
Today, for Coopselios, it means standing by the users of its services in a more and more extended way: the "centrality of the person" principle does no longer refer to the individual recipient of the service, but to his or her entire family and to the caregivers making up the specific ecosystem. This is a little yet big revolution set out in the 2014-2018 Strategic Plan, which, in the last few years, has markedly affected the Cooperative's choices and which is at the basis of its considerable steps forward for an increasingly important integration of services, both for private citizens and for state bodies. Examples of this are the authorizations obtained in Lombardy for chronic condition care (which no longer regards only elderly people, but includes also services to disabled people) and the experiences of RSA Quarenghi of Milan and the CRA Nuova OTI in Sorbolo, the Q&B Trademark (Qualità e Benessere) and the several divulgation and awareness-increase projects started in the last few years. In a changing domestic scenario, in a few years, Coopselios has succeeded to define a new horizon, thus laying the foundations to become the leading player in Italy for global care of vulnerable people.

Nowadays, Coopselios focuses on the relationship with the entire household and the network of caregivers that composes the ecosystem of the Cooperative's direct customers.

THE GROUP

Evidence of its will to take global charge of social-assistance, educational and health-care needs is also the fact that Coopselios is now one of the leading cooperative players in Italy through its many equity investments, external cooperation agreements and special projects. Today, the Cooperative is part to several networks and projects, both national and international, the most significant of which are: AIR Acquisti in Rete srl, Progettare Zerosei srl, Bambini srl, Qualità e Benessere srl, Consorzio Quarantacinque srl, Consorzio Care Expert, Fondazione Easy Care, Fondazione Reggio Children. The most significant trademarks and partnerships include: Q&B (Qualità e Benessere), Netico, Learning by Languages®, Social Cohesion Days, OCIS International Observatory on Social Cohesion and Inclusion, Prontoserenità®, Bewelfare.

**IN 2017
COOPSELIOS
CONSOLIDATED
ITS POSITIONING
AS A NATIONAL
PLAYER,
ALSO THROUGH ITS
SEVERAL EQUITY
INVESTMENTS,
MEMBERSHIPS AND
COOPERATION
AGREEMENTS.**



Chapter 2

*2017 Income Statement data and
analysis of wealth generation and
added value distribution*



Income and financial performance, asset management and added value

OVERVIEW

2017 was an important year for Coopselios that implemented the major changes outlined in the 2014/2018 Strategic Plan: increased financial strength of the Group, enhanced ability to innovate its services and, thus, to ensure a global takeover, a significant increase in investments, in line with the previous years.

With a **39.5% increase in equity** in the 2014/2017 three-year period and with a **4.64% increase in allocated reserves** vs. 2016, the Cooperative has given evidence of an intergenerational management able to consolidate its enterprise system in a long-term perspective.

The secondary liquidity ratio (1.38 in 2017) also expresses Coopselios's good ability to meet its short-term financial commitments.

In 2017 the Coopselios Group's own funds and financial profile markedly improved, an objective pursued in order to provide families, institutions and businesses new opportunities of integrated development in care, assistance and education services.

The value of productions also continued to grow, in line with the last three years and stands at 124.7 million Euro. Moreover, in the reporting year the service portfolio showed once again an excellent diversified composition based on the type of management and the residual duration of the contracts, which ensures the Cooperative's stability.

The services provided by the Cooperative as a contractor are constantly decreasing, whereas the projects promoted by the Cooperative and then offered to the Public Administration are

124.7
MILLION OF EURO
VALUE OF
PRODUCTION

+ 3.9%
VS. 2016

2.5
MILLION OF EURO
2017 NET INCOME

+ 0.3%
VS. 2016

38.25
MILLION OF EURO
EQUITY

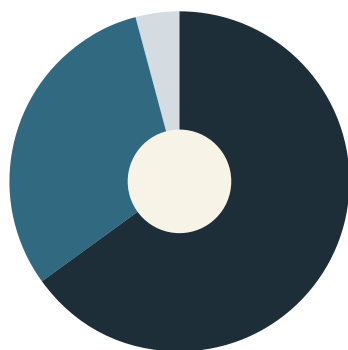
+ 39.5%
IN THE 2014-2017
THREE-YEAR PERIOD

increasing, which is evidence of its ability to develop true public-private partnerships that go well beyond service provision.

The net income increased in 2017, standing at 2.55 million

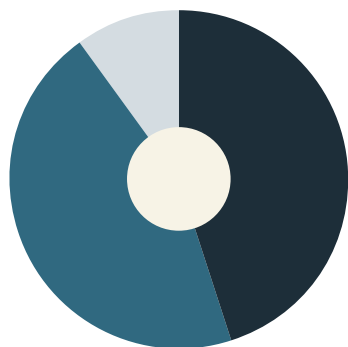
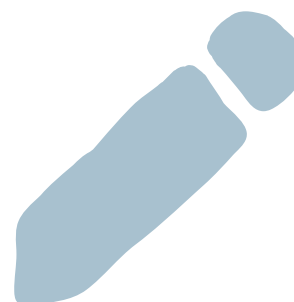
Euro and accounting for 2.17% of revenues from sales. The value of production increased from 120 million Euro in 2016 to 124 million Euro in 2017. The Cooperative's own funds also increased and, subsequently,

the Coopselios Group's financial profile markedly improved. In addition, efforts are continuing to improve debt collection and thus strengthen the Cooperative's financial liquidity.



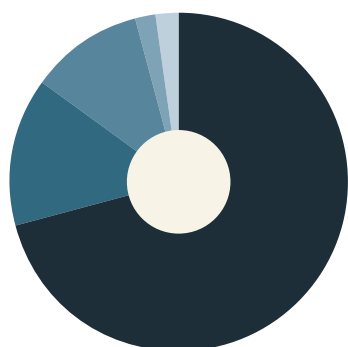
REVENUE BROKEN DOWN BY BUSINESS SEGMENT

- 65% Procurement contracts
- 31% Agreements with private entities
- 4% Privately managed accounts



REVENUE BROKEN DOWN BY RESIDUAL DURATION OF CONTRACTS

- 45% < 5 years
- 45% > 10 years
- 10% between 5 and 10 years



REVENUE BROKEN DOWN BY SECTOR

- 71% Elderly people
- 14% Childhood
- 11% Disabled people
- 2% Minors
- 2% Psychiatric/Healthcare

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



ADDED VALUE

In 2017, **added value amounted to over 76.7 million Euro.**

The qualitative and quantitative analysis of the social impact is shown by the added value distribution, which measures the real extent of the Cooperative's social

responsibility and indicates the effects, in terms of income, of the enterprise activity on the different categories of stakeholders: **93.61% of total added value is used to remunerate staff**, whereas the second expense item (2.28%) refers to the remuneration of the enterprise system.

Added value

76.7
million of Euro

CREATION OF ADDED VALUE (figures in Euro)**2016****2017**

REVENUES FROM SALES AND SERVICES	116,724,235	116,695,126
SUNDRY REVENUES AND INCOME	2,850,681	7,185,651
TOTAL PRODUCTION	119,574,916	123,880,777

COSTS OF PRODUCTION (figures in Euro)**2016****2017**

COST OF GOODS SOLD	3,926,065	3,862,912
COSTS FOR SERVICES	25,178,948	25,460,532
COSTS FOR LEASES AND RENTALS	8,046,858	6,955,727
OTHER PROVISIONS	2,824,586	974,595
OTHER OPERATING EXPENSES	1,529,804	6,471,287
TOTAL COSTS OF PRODUCTION	41,506,261	43,725,053
GROSS ADDED VALUE FROM CORE BUSINESS OPERATIONS	78,068,655	80,155,724
BALANCE OF NON-CORE OPERATIONS	-226,624	614,625
BALANCE OF NON-RECURRING OPERATIONS	-	-
GROSS GLOBAL ADDED VALUE	77,842,031	80,770,349
DEPRECIATION/AMORTIZATION AND WRITEDOWNS	2,522,923	3,991,106
NET GLOBAL ADDED VALUE	75,319,108	76,779,243

OWN FUNDS (figures in Euro)

	2016	2017
EQUITY	31,843,731	38,288,445
RESERVES	14,755,448	15,440,498
EQUITY TO FIXED ASSETS RATIO	0.63	0.80

SECONDARY LIQUIDITY

	2016	2017
ACID-TEST RATIO	1.34	1.66
CURRENT RATIO	1.13	1.38

INVESTMENTS (figures in Euro/000)

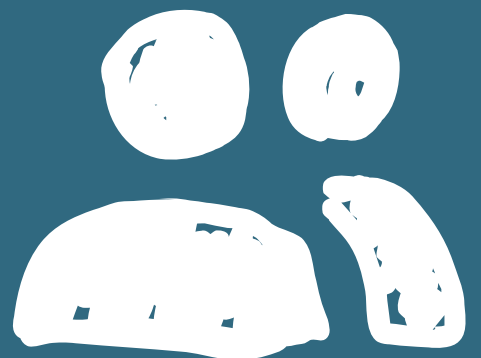
	TOTAL	TANGIBLE	INTANGIBLE	FINANCIAL
2016	20,201	16,875	885	2,441
2017	20,269	15,411	3,083	1,776

HUMAN RESOURCES

Chapter 3

SDGs Goal 5: achieving gender equality, to empower all women

SDGs Goal 8: fostering long-lasting, inclusive and sustainable economic growth and full and productive employment for all



SOCIAL ROLE

Coopselios workers have a strong bond with the Cooperative. Coopselios could not be what it is without its human resources, who represent a key asset for the Cooperative's present and future. On the other hand, being a Coopselios worker means playing an important role in today's society: **taking care of people**, especially the most vulnerable ones, taking full responsibility towards the others and towards the community. A complex and very valuable work, which entails full awareness of one's social role. This is the reason why every year Coopselios increases its **investment for its workers**, in order to constantly improve their work life and their personal life, training and enhancement, to create new jobs and to implement dedicated services.

62.06%

Management roles held by women



+2.8%

vs. 2016

76%

Women with permanent employment contracts

42 YEARS

The staff's average age

8 YEARS

Average work seniority

90

New mothers in 2017

WHO WE ARE

In 2017, the number of employees increased to 3,187, up by +0.4% vs. the previous year. Out of these, 2,181 are members, 1,006 employees, 190 external staff (freelance professionals, such as physicians, physiotherapists and nurses).

The number of permanent employment contracts was essentially unchanged, which is evidence of the Cooperative's firm intention to generate long-term stability. In addition, 2017 was characterised by a systematic improvement in internal qualifications, with an increased number of qualified and graduated staff, which indicates an ever-increasing effort to build a corporate reality made up for people with a higher level of education. In 2017, 156 employment contracts were converted into permanent contracts and 24 new jobs were created. The latter figure refers in particular to professional profiles included in the workforce to meet the needs of new increasingly and personalized services to families, institutions and businesses. The breakdown of workers by gender remained constant, with 89% of female workers (equal to 2,846 people), while the percentage of management roles held by women increased, supported by the career paths implemented by Coopselios. Thanks to the significant work-life balance initiatives put in place, part-time workers increased by 6.5%. In addition, 2017 was characterised by a systematic improvement in internal qualifications, with an increased number of qualified and graduated staff, which indicates an ever-increasing effort to build a corporate reality made up of people with a higher level of education.

3,187

EMPLOYED PEOPLE
UP BY

+0.4%

VS. 2016

2,181

MEMBERS OF THE
COOPERATIVE

+5.6%

VS. 2016

ORGANIZATIONAL WELLBEING

Many tools are used to improve organizational wellbeing in the Cooperative's facilities and services and to curb turnover, which is a very important objective also in order to ensure care continuity.

The tools and facilitations offered concern various areas of the work activity: organizational and management, vocational, administrative and remuneration and motivational, as well as analysis and management of work-related stress.

These policies have generated positive effects also on recruitment and absenteeism rates.

Indeed, the rate of recruitment of workers with permanent contracts has been increasing, which is evidence of a human resources policy aimed at ensuring stable employment conditions and at identifying profiles with skills that are more and more in line with the requirements of private customers and contracting entities.

In 2017, the absenteeism rate decreased by 1.42 percentage points, giving evidence of the increased organizational wellbeing.

However, room for improvement remains in terms of turnover, which, in 2017, increased by 3.81 percentage points vs. the previous year, also due to the general economic recovery that extended to the labour market and to the resumption of recruitment competitive procedures in the healthcare sector.

Finally, the fill rate decreased, which was mainly due to changes in the management of contracted services.



THE MOST SIGNIFICANT ACTIONS FOR WORKERS' WELLBEING

- Organizational and management area

The path to improve workers' wellbeing requires a structural analysis aimed at clearly defining roles, responsibilities and duties, in order to foster cooperation and taking of responsibility towards one's job, all the way to opportunities in terms of reduced working hours (from full-time to part-time), to the possibility to have a 6-month unpaid leave of absence and to the "Fattorine sociali" project.

In addition, new recruits are mainly selected in their territory of residence.

- Vocational and motivational area

In 2017, further efforts were made on permanent training, assessment and self-assessment opportunities. In addition, coordination and group meetings were implemented in order to ensure better cooperation between workers and facilities. The acknowledgment of the right to study and vocational re-training, the distribution of excess net income as additional remuneration (ristorno) to members, and the corporate agreements dedicated to workers go to the the direction of an appropriate motivational drive.

- Area of analysis and management of work-related stress

In order to ensure the highest possible wellbeing to workers, several projects have been implemented focusing on stress management and on burn-out and corporate climate measurement, which are carried out every 4 years, with anonymous questionnaires and dedicated oversight paths.

- Administrative and remuneration area

In addition to the strict implementation of the Italian national collective bargaining agreement applying to Social Cooperatives, Coopselios has put in place the "Fondo solidale per le Malattie Lunghe" (solidarity fund for long illnesses), which is an important tool for employees that are on sick leave for over 180 days and has extended the eligibility to apply for easy-term loans. Recruitments with permanent work contracts are further guarantee of occupational stability.

Chapter 4

SDGs/Goal 9 Building a resilient infrastructure and promoting innovation and fair, responsible and sustainable industrialization

SDGs/Goal 3 Ensuring the implementation of sustainable production and consumption models

SDGs/Goal 7 Ensuring that everyone has access to affordable, reliable and up-to-date energy systems

Innovation and social development, quality and sustainability

For over 30 years
Coopselios has been
pursuing its mission:
“taking care of people”.



PEOPLE AT THE CENTRE

In a fast-changing world, which features new assistance, care and education requirements, Coopselios operates in a continuous social innovation perspective, able to self-generate starting from the Cooperative's core: the people. In order to responsibly play its social and entrepreneurial role, Coopselios started and developed several projects, aimed at its customers and stakeholders, and aimed at promoting an innovative and improvement-generating approach starting from its internal resources, in a circular perspective of listening, improving and transforming the various sectors in which the cooperative operates. Technical and technological

development and long-term projects in accordance with new social needs give evidence of this intention, as well as of the Cooperative's ability to interact with all players in its target communities. The same objective is pursued with the efforts to provide more and more customized services, an increasingly systematic and proactive cooperation with the public administration and with private entities, along with the objective of creating value for all stakeholders.

The challenge from now to the next few years is going to be the strengthening of exportable methods and models, the development of networks and the fostering of proactive participation in social inclusion and cohesion processes. In Italy and abroad.

STRATEGIC PROJECTS

FONDO INNOVAZIONE SALUTE

In 2017 Coopselios set up the first real estate fund specializing in homes for the elderly.

The fund objective is to foster an innovative and shared approach to the design and provision of elderly care services and to promote higher investments in the healthcare sector.

In 2017 Coopselios created the operating conditions to set up the "Fondo Immobiliare", the real estate fund that will be a driver for development and employment and will generate positive effects in financial and cash flow terms. The fund, which is intended mainly for institutional investors, aims at achieving 200 million Euro worth of investments.

BAMBINI SRL

Bambini S.r.l. was incorporated in 2017 as the result of the cooperation between the Spaggiari Parma S.p.A. publishing group and the Coopselios Group, and aims at becoming a benchmark in the preadolescence education and training system, at a national and international level, with specific focus on technological innovation, creative and divergent thinking, participation and sharing processes.

LEARNING BY LANGUAGES®

The Learning by Languages method, owned by the Coopselios Group, has further developed, with the preparation of an advanced set of theoretical materials and tools aimed at supporting the design and implementation of innovative educational services in Italy and abroad.

www.learningbylanguages.com

NETICO

Netico, which was designed in 2015, is the first and only portal in Italy dedicated to Third Sector players that pursue efficiency and responsibility. Netico creates connections between buyers and vendors, providing its customers with an exclusive catalogue and, thus, fostering trade exchanges and management practices. It is a registered trademark owned by AIR Acquisti in rete srl, a social enterprise controlled by Coopselios.

www.netico.it

Thanks to a new integrated approach, Coopselios is now a complete and flexible player for the design and implementation of customized projects and solutions, in cooperation with the communities in which it operates, the public administration, research entities and Universities.

EASY CARE FOUNDATION

The Foundation was set up in 2009 by Coopselios and other entities and it has grown over the years becoming a research, study and innovation centre within the social cohesion and innovation field. It promotes and commissions analysis and studies activities on topics regarding the development of welfare systems, it organizes events and debates to increase citizens' awareness, participates in sector-specific meetings and forums in order to establish connections and partnerships. Since 2015, it has been the promoter of Social Cohesion Days, the first international festival on social cohesion.

Thanks to this project and to other side ones, the Easy Care Foundation is now an important strategic member of national technical work groups and the promoter of the possibility of networking in order to propose new and innovative forms of welfare.

The Foundation had originally three founders - Coopselios, Consorzio Quarantacinque and the TBS Group - and, in 2017, its members are 13 entities that have various legal forms and are leaders in their respective sectors of activity. After an important cooperation relationship, in 2017 two new founding members joined the Foundation: the CADIAI social cooperative of Bologna and the Cesare Pozzo mutual aid company, which now have their representatives in the Board of Directors.

In 2017 the Foundation also strengthened the activities within the project that was started in 2016, namely the Observatory for social cohesion and inclusion (O.C.I.S), increasing its research and in-dept analysis activities, with publications and meetings throughout Italy.

The Easy Care Foundation is a partner of Laboratorio per la Responsabilità Sociale d'Impresa Emilia Ovest and cooperates with the University of Modena and Reggio Emilia, FocusLab, Opera Università Cattolica del Sacro Cuore of Piacenza, Fondazione E35 for international project planning, Mondinsieme.

www.easy-care.it

www.socialcohesiondays.com



11

years of activity

13

Members

12

Study and research projects
completed as of 2017

+50

Organisations with which Easy Care
Foundation has developed partnerships

CARE EXPERT CONSORTIUM AND PRONTOSERENITÀ®

The Prontoserenità® model is a system for taking global charge of vulnerabilities, made available to households that need care and assistance. After the roll-out phase, which was completed in 2015, today Prontoserenità® is operational throughout Italy. In 2017, the number of households taken in charge and the provided services increased. The Care Expert Consortium was set up in order to start the trial of the Prontoserenità® model and then to manage it; in 2017 the Consortium established networks and entered into arrangements and collective agreements, such as the one with CRAL BNL – Milano. In 2017, Coopselios used the Prontoserenità® model to extend the range of private services it provides in the communities where this cooperation has long been in place, but also to meet the new requirements resulting from the disengagement of public services due to the decrease in resources.

This considerable performance is evidence that the Coopselios Group has become a leader in the field of global charge taking and assistance.

www.prontoserenita.net

1212

Assistance programmes provided in 2017

(vs. 998 in 2016)

41

Helpdesks operating in 16 Regions

BEWELFARE

In 2017, Bewelfare trademark became reality through the creation of a web portal designed to facilitate access to individual and collective company welfare plans.

The portal was created on the initiative of the Prontoserenità® network, to provide better solutions within corporate welfare programs and mutualistic packages offered.

For instance, in 2017, all Coopselios members from Emilia Romagna and Veneto, were able to convert the ERT institute into corporate welfare services, through the dedicated platform.

www.bewelfare.net

Q&B TRADEMARK

Respect, affectivity, humanization, freedom, liveability, comfort: these are some aspects that can make the difference in taking care and providing assistance to a non-self sufficient elderly person. These aspects are part of the indicators used by the Quality and Wellbeing (QB) trademark that was promoted by the Q.U.B.E. Company, of which Coopselios is a partner and which has the objective of identifying and spreading good practices in assistance giving. The Quality and Wellbeing (Q&B) trademark is a self-assessment and assessment model that was created in 2005 with a well-defined objective: being able to assess as accurately as possible the wellbeing and quality of life perceived by the elderly guests of a healthcare residential facility. Q.U.B.E. can rely on one hundred provider entities/services and on a practice community consisting of thousands of professionals

www.marchioqeb.it

QUALITY: MONITORING OF CUSTOMER AND STAKEHOLDER SATISFACTION

In 2017, a new policy started to be implemented on the management of the quality system, through a revision of the system itself, also in accordance with the requirements of the ISO 9001:2015 standard.

This new policy, which aims at improving the methods for process governance and at supporting the Cooperative's strategic decisions, is based on three guiding principles that will be implemented in 2018:

- process-based approach, which entail systematic definition and management of processes and the interactions between them;

- risk-based thinking, identifying a quality management approach based on the assessment of the final result, rather than on the application of the single procedures;
- understanding the scenario, in order to determine the factors affecting the organization's objectives and sustainability.

In this perspective, in 2017 Coopselios continued to work in order to ensure constant improvement in the services it

% OF RESPONDENTS TO INTERVIEWS ON SERVICE QUALITY:

98.0%	OF FAMILY MEMBERS IN THE ELDERLY - NURSING HOME SECTOR
90.1%	OF FAMILY MEMBERS IN THE ELDERLY SECTOR
93.8%	OF FAMILY MEMBERS IN THE ELDERLY - DAY CARE CENTRES SECTOR
93.9%	OF FAMILY MEMBERS IN THE NURSERIES, PRE-SCHOOLS AND CHILDHOOD SECTOR
75.9%	FAMILY MEMBERS IN THE DISABLED PEOPLE SECTOR
41.7%	FAMILY MEMBERS IN THE PSYCHIATRIC-HEALTHCARE SECTOR

provides to facilities, placing not only the facility guest at the centre, but also his/her entire family and the caregiver network, with a focus on customization and listening to the stakeholders' requirements.

The monitoring activity involved 85 facilities, for a

total of 2,885 people, equal to 95.7% of family members. Family members were asked to rate different aspects of the service, from the cosiness of the rooms to the activities organized in the facilities, from opening hours, to services, to the staff's skills and professional conduct.

3,015

**TOTAL NUMBER OF
FAMILY MEMBERS**



2,885

**TOTAL NUMBER OF
FAMILY MEMBERS
INTERVIEWED**



**EQUAL TO
95.7%**

82%

FAMILY
MEMBERS IN THE
ELDERLY
SECTOR WHO RATED THE
SERVICE WITH A SCORE
BETWEEN 8 AND 10

92%

FAMILY
MEMBERS IN THE
CHILDHOOD SECTOR
FULLY
SATISFIED WITH THE
SERVICE

86.8%

FAMILY
MEMBERS IN THE
DISABLED PEOPLE
SECTOR FULLY
SATISFIED WITH THE
SERVICE

QUALITY: MONITORING OF CONTRACTING ENTITIES' SATISFACTION

Every year Coopselios carries out a customer satisfaction survey to assess the perceived quality of the services contracted out and provided to families, regarding the local NHS agencies and municipalities.

The facilities involved in the survey were 69: the average perceived quality was 5.12 on a 1 to 6 scale (where 6 is the highest score).

2015

4.85

2016

5.07

2017

5.12

CERTIFICATIONS

For Coopselios, quality is a matter concerning different aspects of its operations.

The challenge is to provide services with a constant approach aimed at innovation, in order to meet the social and economic changes required today. It also means being perceived and acknowledged as a reliable organization with specific technical skills, which constantly interacts with users and their families, continuously increasing the efficiency of the service production and provision processes through systematic search for sustainability solutions.

This is why Coopselios has an ongoing commitment to quality and Corporate Social Responsibility, thus substantiating the various certifications it holds: **Uni En Iso 9001**: it was obtained in 2015 and was renewed in accordance to the 2015 standard; it covers the design and provision of social-assistance, nursing, social-rehabilitation, home care, educational and socio-educational services.

Uni 11034:2003: it was obtained in 2009 and covers the design and management of early childhood services.

SA8000: its purpose is to provide a standard, based on international human rights norms and national labour laws, that protects and contributes to the participation of the staff involved in carrying out the activity of a company, of those who produce goods or provide services for the company, including personnel employed by the company itself, as well as those employed by its suppliers/subcontractors, sub-suppliers and outworkers. [Ref. SA 8000 Section I - Purpose and scope of application].

2017 PROJECTS

Chapter 5

SDGs/Goal 8 Fostering long-lasting, inclusive and sustainable economic growth, full and productive employment and decent work for all



A NEW CONCEPT OF INNOVATION

Thanks to a new integrated approach, Coopselios is now a complete and flexible player for the design and implementation of customized projects and solutions, in cooperation with the communities in which it operates, the public administration, research entities and Universities. By listening to and analyzing its target ecosystem and an increasingly strong integration of services, also through the several cooperation agreements established in recent years as a Group, Coopselios demonstrates an increasing capacity for innovation, in terms of both strategy and customized way of operating in the different target communities.

- Opening of the **CRA Nuova OTI**, Sorbolo (PR), a social-healthcare residential facility that is very innovative since it has been designed to meet the constantly evolving care needs of the community and various degrees of assistance needs.

- Extension and opening of the **kindergarten Kaleidos**, Viano (RE), inside the school centre.

- Opening of the **Home Care Service, Castellarano** (RE).

- Completion of the renovation of the **Rehabilitation and Recreational Service Centre** that is part of the **Giovanni Paolo II° Multifunction Centre** of Lugagnano in the municipality of **Sona** (VR).

- Implementation of a **Home Care Service**, in cooperation with Farmacie Comunali Riunite of **Reggio Emilia**.

"**Abbiamo cura di te**" (we take care of you) is the name of the project that was started to provide professional and specialized nursing care customized for all clients of Farmacie Comunali Riunite di Reggio Emilia and of Coopselios.

- Activation of the **Helpline/Remote Assistance systems** for users living in Reggio Emilia and in its province. In 2017, the project involved the first 30 users.

- Opening of the **Social Aggregation Center for Elderly, Baiso** (RE). It is the first social aggregation centre for the elderly and an example of aggregation aimed at keeping the elderly in their community, at preventing and reducing social vulnerability caused by isolation that is often worsened by the demographic features of the community.

Aggregation Centres are reference places that foster recreational and aggregation activities for the elderly.

- Launching of a trial project at the **CRA Villa Minozzo** (RE), which provides for a nurse on duty at the facility 24 hours a day.

- **Coopselios has been acknowledged** by the Lombardy Regional Government as a suitable player to take charge of the needs of patients with chronic conditions, implementing the new healthcare reform on chronic conditions.

- Design of the **Social-healthcare territorial centre of San Giuliano Terme** (PI), providing elderly and disable people with various services including residential care with nursing homes, intermediate care, clinics and rehabilitation areas for different levels of care.

- Design of a **Multifunctional care and assistance Centre** with a prevailing healthcare component in **Genoa**, to provide treatment and assistance to patients with conditions requiring medium-high degrees of assistance and for disability recovery.
- Design of the **Residential Care Home for the Elderly** of **Casalgrande** (RE), which can provide personalized assistance to guests that are reliant on others to various degrees, including a Special Unit for Dementia.
- **Project Financing** proposal for the extension and management of a **Multifunctional Centre** in the municipality of **Sarzana** (SP).
- Start of the procedure to obtain the permit for the extension of the **RSA Felicia, La Spezia**.
- Application for accreditation regarding places requiring high intensity of care at the **I Tigli Elderly Service Centre**, Meolo (VE).
- New areas for the **Reggio Emilia** premises of the **Home Care Service**, of the **Bambini srl company** and **Prontoserinità®**. In 2017 investments were made in the properties of the three services, in order to upgrade the premises and to make them adequate to the projects' mission. The offices, which are next to the Reggio Emilia Headquarters, have completed the Cooperative's range of services provided to the community.



Assurance Statement

SGS Italia S.p.A. was commissioned by the Management of COOPSELIOS to undertake an independent assurance of the Company's Annual Report 2017 (the 'Report') to provide conclusions regarding the accuracy and quality of the information made public about their social performance.

Our responsibility in conducting the work commissioned from us, in accordance with the term of reference agreed on with the Organization, is solely towards the management of COOPSELIOS.

This Independent Assurance Statement is intended solely for the information and use of COOPSELIOS stakeholders and is not intended to be and should not be used by anyone other than this specified parties.

RESPONSIBILITY OF THE DIRECTORS FOR THE REPORT

The Directors are responsible for preparing the Report, and for that part of internal control that they consider necessary to prepare the Report that is free from material misstatement, whether due to fraud or unintentional behaviours or events. The Directors are also responsible for defining the sustainability performance targets of COOPSELIOS, for reporting the sustainability results, as well as for identifying the stakeholders and the significant aspects to be reported.

SGS Italia S.p.A. expressly disclaims any liability or co-responsibility in the preparation of any of the material included in this document or in the process of collection and treatment of the data therein.

INDEPENDENCE OF THE AUDITORS AND QUALITY CONTROL

SGS Italia S.p.A. SGS affirms its independence from COOPSELIOS, being free from bias and conflict of interests with the Organization, its subsidiaries and stakeholders.

SGS Italia S.p.A. maintains an overall quality control system that includes directives and procedures on the compliance with the ethical principles and with the professional principles.

AUDITOR'S RESPONSABILITY

The responsibility of SGS Italia S.p.A. is to express an opinion concerning the reliability and accuracy of the information, data and statements contained in the 2017 Report and to assess the compliance of Report with the reference requirements, within the below mentioned assurance scope, with the purpose to inform all Interested Parties.

We conducted our engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) – Assurance Engagements other than Audits or Reviews of Historical Financial Information (ISAE 3000), issued by the IAASB (International Auditing and Assurance Standards Board) for limited assurance engagements. The standard requires that we comply with applicable ethical requirements, including professional independence, and that we plan and perform our work to obtain limited assurance that the Report is free from material misstatement.

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ASSURANCE METHODOLOGY

The audit was conducted through the random application of audit techniques, including:

- verification of policies, missions, values, commitments;
- review of documents, data, and methods of gathering information;
- interviews with members of the working group for the preparation of the Report;
- interviews with company representatives of various functions and services, as well as members of the Top Management;
- overall verification of the information and in general review of the contents of the 2017 Social Report.

The audit team was assembled based on their technical know-how, experience and qualification of each member in relation to the various dimensions assessed.

Audit activities were carried out during September 2018 at the headquarters in Via A. Gramsci 54/s - Reggio Emilia and we believe we have obtained sufficient and adequate evidence to support our conclusions.

The audit focused on the entire Social Report, with the following clarifications: for economic and financial information, SGS Italia limited itself to verifying its consistency with the Financial Statements and with the Consolidated Financial Statements at 31/12/2017, which have not been verified.

RESTRICTION

The SGS audit focused on the 2017 report, Italian version. For any further information, refer to the Italian version.

CONCLUSIONS

Based on the work performed, there were no negative indications regarding the reliability, accuracy and correctness of information and data contained in the 2017 Social Report.

In our opinion, the Report provides a reliable representation of the activities carried out by COOPSELIOS during the year and the main results achieved. The information is reported in a generally clear, understandable and balanced manner.

With the aim of forthcoming editions improvement, we suggest you develop a materiality analysis, in order to identify the themes relevant for the purpose of reporting, on a case-by-case basis – also by systemic activities of stakeholder involvement.

Milano, 17 September 2018

SGS Italia S.p.A.

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METHODOLOGICAL NOTE

The 2017 Corporate Social Responsibility Report marks a turning point in Coopselios's approach to Corporate Social Responsibility. With this publication, we have implemented this new approach with the review and in-depth analysis of indicators, with the storytelling on our development plans and policies that are linked to the actions described above and making reference to the Sustainable Development Goals (SDGs-Agenda 2030).

Moreover, the Corporate Social Responsibility Report of this year has also been subjected to independent assurance by the company SGS. Therefore, this Corporate Social Responsibility Report has been designed to be even more user-friendly and concise, but also more focused on strategies and statements. We have made reference to the GBS 2013 Standards, to the Global Reporting Initiative – GRI Standards, to the guidelines issued by the former Agency for Nonprofit Organizations, to the Guidelines for preparation of the Corporate Social Responsibility Report of Nonprofit Organizations, to the Guidelines for the preparation of the Corporate Social Responsibility Report for Third Sector players and to the Guidelines for Corporate Social Responsibility Reporting – Third Sector Reform. The certification issued by SGS has also entailed a considerable process of analysis, verification and in-depth assessment of the contents, which has involved all those who have cooperated with the Communication Office for the preparation of this key tool: it has been a shared and participated process that has allowed in-depth analysis of technical and qualitative aspects, the result of which makes us very proud.

Communication Office

The text of the 2017 Corporate Social Responsibility Report uses the Bianconero font, the first highly legible font also by people with dyslexia. Paper comes from responsibly-managed sources.

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