

REPORT
EURHO-GR[®]

2017



ACER FERRARA | CORPORATE SOCIAL RESPONSIBILITY

EURHO-GR 2017



OVERVIEW

The present report is based on the EURHO-GR® standard, developed by Delphis for measurement of the corporate social responsibility of social and public housing companies in Europe.

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All data refer to the year 2017.

KEY INDICATORS

Code	Indicator	Unit
0.1	Housing Stock	
	Overall housing stock	6.912 dwellings
	- owned by the company	126 dwellings
	- owned by the municipality and managed by the company	6.776 dwellings
	- owned by privates and managed by the company	10 dwellings
	Breakdown per category (rental level)	
	- social rent	97,31% of dwellings
	- controlled rent	2,69% of dwellings
	Breakdown per type (number of rooms)	
	- up to 2 rooms	36,62% of dwellings
	- 3 rooms	43,79% of dwellings
	- 4 rooms or more	19,59% of dwellings
	Breakdown per construction period	
	1) Before 1957	25,57% of dwellings
	2) Between 1958 and 1968	19,66% of dwellings
3) Between 1969 and 1979	12,23% of dwellings	
4) Between 1980 and 1990	29,32% of dwellings	
5) Between 1991 and 2001	6,86% of dwellings	
6) Between 2002 and 2012	4,36% of dwellings	
7) Between 2013 and 2017	2,01% of dwellings	
0.2	Rental rates	
	Average rent for social rent	2,027 €/m ² /month
	Average rent for controlled rent	5,299 €/m ² /month
0.3	Turnover	
	Total turnover	11.356.000 €
	Turnover from rents only	10.173.300 €
0.4	Number of Employees	
	Full time equivalent (average on the year)	58,83 full-time equivalents

PROMOTING LOCAL SOCIAL SUSTAINABILITY



SOC1. Contributing to the local housing supply and living environment

Code	Indicator	Unit
S1	Change in the rental dwelling supply	
	Change in the company's housing supply	+0,12%
S2	Proportion of dwellings suited to the specific needs of disabled and elderly tenants in the existing housing stock	
	Share of the stock accessible to elderly/disabled. Dwellings which "can be visited" by elderly/disabled: ground level/lift	46,11%
	Share of the stock suited to the needs of elderly/disabled tenants Dwellings which "can be inhabited by elderly/disabled: ground level/elevator, no-step, barrier free or few barriers in the whole dwelling	1,2%

SOC2. Social responsibility as a housing provider: responding to residents' housing needs and expectations

Code	Indicator	Unit
S3	Change in rental rates	
	Change in rental rates for social housing	+15,61%
S5	Tenant turnover	
	Internal tenant turnover. New contracts with internal tenants/total of new contracts. Excluding demolitions/renovation. Social rents only.	13,03%
S6	Social assistance to tenants and tenant eviction prevention	
	Number of ongoing "debt-clearance plans" by December 31st	687 debt-clearance plans
	Social support to households	
	- total amounts	83.620€
	- number of beneficiary households	107
	Number of evictions	49

SOC3. Contributing to social mix and local social development

Code	Indicator	Unit
S7	Financial support to local development projects led by residents associations	
	Investment in urban renewal areas and other areas with special needs	9.071.867,59€
	Part of these projects financed through public grants	25%

<p>S11</p>	<p>Social assistance to tenants Social assistance measures, including partnerships</p> <hr/> <p><i>Social mediation</i> Social mediation and conflict resolution play an important role in ACER. Social mediation is qualified by Regional Law 24/2013 as an institutional activity of the Municipalities, which through conventions/ concessions delegated this service to ACER Ferrara. This activity is carried out with internal staff and, for more complex situations, using professional brokers. It is declined in different ways:</p> <ul style="list-style-type: none"> - listening: at the Customer Desk, at the headquarters and in the Municipalities, and at the Social Carrier at the Barco district; - presence: on the territory through the figures of the condominium inspector, of the assessing agent and of the clerk of the condominium assemblies, through which one has the opportunity to know and resolve any situations of conflict, to intercept situations of unease for individual users or deterioration of the building and the common parts. <p><i>Attention to social unease</i> ACER reserves particular care for users who present situations of social unease. Working with professionalism and sensitivity of these situations, in close collaboration with the Municipalities and the Social and Health Services, means to contain the conflicts of neighbourhood, to avoid marginalization, to favour paths for social integration or projects for the recovery of people, and not least, preserve the state of maintenance of public housing.</p>
<p>S12</p>	<p>Dwelling allocation policy</p> <hr/> <p>In dwelling allocation we tend to look for an ideal social mix to promote social cohesion and limit potential tensions and conflicts.</p>
<p>S13</p>	<p>Social cohesion Social cohesion measures</p> <hr/> <p><i>The Social Concierge in Barco</i> Among the various mediation interventions implemented by ACER, the one active since July 2015 at Barco district (a Ferrara district which includes an important number of public housing apartments) deserves particular attention, for its continuity character. After the phase of accompanying the tenant in the new housing context of the 76 apartments of the Barco, the activity continued with the aim of offering a proximity service. The goal pursued by ACER is to make the Social Concierge become a point of reference for the residents, not only with respect to ordinary problems but also with reference to initiatives of aggregation and socialization, so as to encourage the spirit of solidarity between neighbours and to counter the various forms of exclusion and marginalization. No less important, then, is the goal of interacting with entities already existing in the territory, to strengthen the network of services to residents, such as services of a social-health nature, or to promote recreational or leisure moments. In fact, the Social Concierge actively collaborates with the "Viva Barco Viva" committee, which organizes various initiatives of aggregation, including the Neighbours' party. In the year 2017, the activity carried out at the Concierge has produced:</p> <ul style="list-style-type: none"> - 213 personal and telephone contacts - 106 meetings with families - 59 collective meetings with groups of residents - 21 meetings with stair referents - 5 moments of collective animation <p><i>Neighbours' party</i> Among the initiatives aimed at fostering neighbourly relations and helping to reduce the conflict between people, ACER promotes and supports the Neighbours' party, a convivial moment organized in individual buildings or neighbourhoods where there is more presence of public housing. In 2017 the party was organized in September and found a large participation.</p>
<p>S14</p>	<p>Tenants' health, safety and security</p> <hr/> <p>ACER carries out static checks, system checks, asbestos removal.</p>
<p>S15</p>	<p>Social procurement</p> <hr/> <p>No</p>

COUNTRY-SPECIFIC/OPTIONAL INDICATORS

SOC2. Social responsibility as a housing provider: responding to residents' housing needs and expectations

Code	Indicator	Unit
4	Rental rates	
	A rate – Protection	62,77 €/month
	B rate – Access	183,46 €/month
	C rate – Stay	322,93 €/month
	D rate – Decay	357,49 €/month

Classification valid since October 2017

PROTECTING THE ENVIRONMENT



ENV1. Limiting the environmental impact of the housing stock and its occupation

Code	Indicator	Unit
E1	Energy performance and greenhouse gas emissions	
	Overall stock	Undetectable data
	Recent dwellings (< 5 years)	
	- average energy performance	59,78 kWh/m ² /years
	- average CO ₂ emissions	12 KgCO ₂ /m ² /years
E2	Integration of renewable energy sources	
	Total share of stock supplied with renewable energy. Regardless the proportion of renewable energy within the whole energy supply	5,75% of dwellings
	Share of stock supplied with renewable energy through solar panel, geothermal energy, photovoltaic systems. Regardless the proportion of renewable energy within the whole energy supply	5,75% of dwellings

ENV2. Limiting the impacts of the organization's production and functioning practices

Code	Indicator	Unit
E3	CO₂ emissions due to work-related car travel	
	Total of CO ₂ emissions in the year	0,679356 tons of CO ₂
	Number of km in the year	6.012 km
	Average CO ₂ emissions/10.000 km	1,13 tons of CO ₂

QUALITATIVE INFORMATION

Supporting residents' environmental-friendly habits and practices

ACER creates various information tools for residents to promote sustainable behaviour and habits, such as the publication of the "La coccinella and ant" brochure, the compilation of thematic inserts in the "La Casa" business magazine, the preparation of special thematic attachments to invoices.

Promoting environmental-friendly practices within the organization's sphere of influence

ACER develops informative activities to make users aware of the topic of energy saving, such as controlling the use of thermostats in numerous lodgings.

Environmental requirements for material and products in construction contracts

Building Information Modeling (BIM)

Building Information Modeling (BIM) is a work methodology that is becoming more and more established in the construction world in recent years and is introduced for public procurement by Legislative Decree no. 50/2016. Through the use of BIM, the building artefact is conceived and represented through a three-dimensional model characterized by components with a precise identity.

ACER Ferrara has taken into account the use of BIM since 2008 through the installation and use of Revit.

Some members of the staff of ACER Ferrara attended the II level Master "eBIM: existing Building Information Modeling for the management of the intervention on the built" at the University of Ferrara.

The first project created by ACER Ferrara, using BIM, is the Argenta Children's School.



SUPPORTING ECONOMIC SUSTAINABILITY

ECO1. Sustainability and development of the organization and its housing stock

Code	Indicator	Unit
EC1	Annual ordinary maintenance expenditure	
	Annual expenditure in ordinary maintenance per unit	250,93€
EC2	Average annual investment over the last five years	
	Average annual investment in new stock constructions	340.000 €/year
	Average annual investment in housing purchase	0%
	Average annual investment in existing stock (includes investment and major maintenance)	2.327.794 €/year
EC3	Vacancy rates	
	Overall vacancy rate (at Dec. 31st: number of vacant units/total number of units)	13,08% of total number of dwelling units
	Vacancy rate for technical reasons (ex: upkeep, renovation, dwellings to be demolished or renovated...). Number of vacant units for technical reasons/total number of units	10,92% of total number of dwelling units
	Vacancy rate for commercial reasons (for less than 3 months). Number of units vacant for less than 3 months (excl. technical reasons)/total number of units	0,41% of total number of dwelling units
	Vacancy rate for commercial reasons (for more than 3 months). Number of units vacant for more than 3 months (excl. technical reasons)/total number of units	1,75% of total number of dwelling units

ECO2. Contribution to responsible and sustainable economic development

Code	Indicator	Unit
EC4	Breakdown of expenditure by type of stakeholders	
	Breakdown of expenditure by type of stakeholders	
	- employees	3.150.942 €
	- public administration	1.502.791 €
	- bank credit	18.417 €
	- shareholders (local public partners)	583.903 €
	- ACER	38.944 €
	- service providers	6.859.047 €

QUALITATIVE INFORMATION

Innovation effort

In tender procedures, ACER requires participating companies - as a qualifying element - the reduction of the environmental impact of work. The organization and the operating procedures of the construction site are evaluated to reduce the impact of the workings with respect to the environment surrounding the intervention area, and the participating companies are required to have an Environmental Management System certified according to the UNI EN ISO 14001.

On the construction sites are also adopted the Minimum Environmental Criteria (CAM) approved by Ministerial Decree October 11, 2017 and the BIM (Building Information Modeling) approach.

Description of ethical & eco-friendly procurement practices

ACER promotes the purchase of environmentally friendly and eco-compatible products by inserting criteria as a determining factor in the tender procedures for the cleaning of head office.

COUNTRY-SPECIFIC/OPTIONAL INDICATORS

Responsible management to maintain and develop the activity

Code	Indicator	Unit
1	Net cash flow/rents	8.672.224 €

Contribution to responsible and sustainable economic development

Code	Indicator	Unit
2	Average settlement period (for suppliers)	
	Average settlement period (for suppliers)	28 days
	Share of the bills settled within 60 days after receipt	100% of bills
3	Support to the economic fabric	1.502.791 € taxes paid



GOOD GOVERNANCE AND RELATIONS WITH STAKEHOLDERS

GOV1. Responsible decision-making and management system

Code	Indicator	Unit
G1	Gender balance in decision-making positions	
	Share of women in the Supervisory Board	0%
	Share of women within the top management: board of directors and heads of departments	33%
	Total share of women in management position	25%
	Total share of women in the company	54,2%

GOV2. Relations to stakeholders and consideration for their interests

Code	Indicator	Unit
G2	Residents' satisfaction monitoring	90,7%
G3	Employees' satisfaction monitoring	Data not detected

QUALITATIVE INFORMATION

Working conditions

Indicator	Unit
Code of conduct for contractors	Yes
Code of conduct for suppliers	Yes
Audit or evaluation of the contractors, definition according to law or the agreement with the union	No
Do we buy Fair trade products?	No

COUNTRY-SPECIFIC/OPTIONAL INDICATORS

GOV2. Relations to stakeholders and consideration for their interests

Code	Indicator	Unit
1	External evaluation or certification of management systems	ISO 9001:2008
2	Partnerships with associations	Unife, Cna, Confartigianato, Rigeneracity, Oipa, Nuova Quasco, Cecodhas, Federcasa

RESPONSIBLE HUMAN RESOURCES MANAGEMENT

HR

HR1. Equal access and employment conditions

Code	Indicator	Unit
H1	Staff breakdown per employment type and contract	
	Share of employees with permanent contracts	91,5% of total
	Share of employees with temporary contracts	8,5% of total
H2	Breakdown of employees by category and age	
	Breakdown of employees by category	
	- managers	6,77%
	- executives	3,38%
	- employees A	28,8%
	- employees B	61%
	Breakdown of employees by age	
	- 25-34 years	16,9%
- 35-49 years	45,8%	
- 50-64 years	37,3%"	
H3	Specific employment, including employment of disabled people	
	Share of special employment contracts	8,5%
H4	Wages	
	Breakdown of employees per payscale group	
	- managers	6,77%
	- executives	3,38%
	- employees A	28,8%
- employees B	61%	

HR2. Employability and career development

Code	Indicator	Unit
H5	Employees' training	
	Number of employees having received a training during the year	55 employees
	Number of training hours provided	199,40 hours
	Annual expenditure for external training, per full-time equivalent	6.091 €/TPE

HR3. Employees' health and well-being

Code	Indicator	Unit
H6	Absenteeism	
	Overall absenteeism rate (excl. maternity, vacation days and parental leave).	3,69% missed days/ total working days

COUNTRY-SPECIFIC/OPTIONAL INDICATORS

HR1. Equal access and employment conditions

Code	Indicator	Unit
1	Pay differential between lowest and highest salaries*	36%
2	Employee benefits	183.921 €

*Excluding managers and executives due to the different nature of the employment relationship

HR2. Employability and career development

Code	Indicator	Unit
3	Access to training	Supported
4	Internal promotion and mobility	Supported

HR3. Employees' health and well-being

Code	Indicator	Unit
5	Absenteeism caused by work-related accidents and diseases	0%
7	Part-time work	1,7% of staff
8	Contribution to work councils and social activities	None



Sede legale e amministrativa
Corso Vittorio Veneto, 7
41121 Ferrara

www.acerferrara.it