



WE CREATE SOCIAL VALUE

Sustainability report 2017

Abridged Edition



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A TRANSPARENT BALANCE

Managed services	205	221
Customers	40,344	44,208
Institutional clients	73	73
Private clients	942	1,011
Home care and assistance hours	2,976,906	3,287,674
Jobs	3,284	3,977
Staff	3,949	4,560
Members	1,074	1,143
Female staff	90%	90%
Training hours	35,100	46,559
Operating income	76,907,451 €	84,772.966 €
Equity	14,961,968 €	16,977,773 €

This sustainability report contains the activity of Suara Serveis SCCL from January 1st to December 31st, 2017, as well as the participation of the following temporary consortiums (UTE):

Suara Serveis SCCL - Clanser SA (50%) | SAD Lleida / **Suara Serveis SCCL - Surt Fundació de Dones** (50%) | CIRDA Barcelona / **Suara Serveis SCCL - Drecera SCCL** (50%) | SIFE Anoia / **Suara Serveis SCCL - Drecera SCCL** (50%) | SIFE Garraf / **Suara Serveis SCCL - Fundació IReS** (50%) | Programa Formació Vial / **Primer la Llar UTE, Sant Pere Claver-Suara-Garbet** (49%) | Primer la Llar Barcelona / **Sant Pere Claver-Suara-Garbet Dar Chabab UTE** (49%) | Centre Dar Chabab / **Fundació IReS - Associació APCL - Suara Serveis SCCL II** (33%) | Mesures Penals Alternatives / **Suara Serveis SCCL - Pla de Martís SCCL** (10% and 90%) | SAD Pla de l'Estany. The report also contains the non-economic activity of the following companies: **Suara Inversions SLU** (100%) | **Suara Equipaments SLU** (100%) | **Pla de Martís Equipaments SLU** (100%).

The content of this report has been created following the standards of the **Global Reporting Initiative (GRI): Basic option**. You will find the scoreboards and other technical content in the website: www.suara.coop/en/present/publications/

The sustainability report has been also created in accordance with the **materiality report**, which identifies the stakeholders' relevant elements. These relevant aspects, gathered through a stakeholders survey, are identified by the following symbol: 

Certain information of 2017 may differ of the sustainability report published the previous year, since the systems to collect information have been improved.

Gender-neutral language is used in this report. If it's not possible, the report uses the female gender in deference to customers and most professionals.

2016 2017

With the support of:

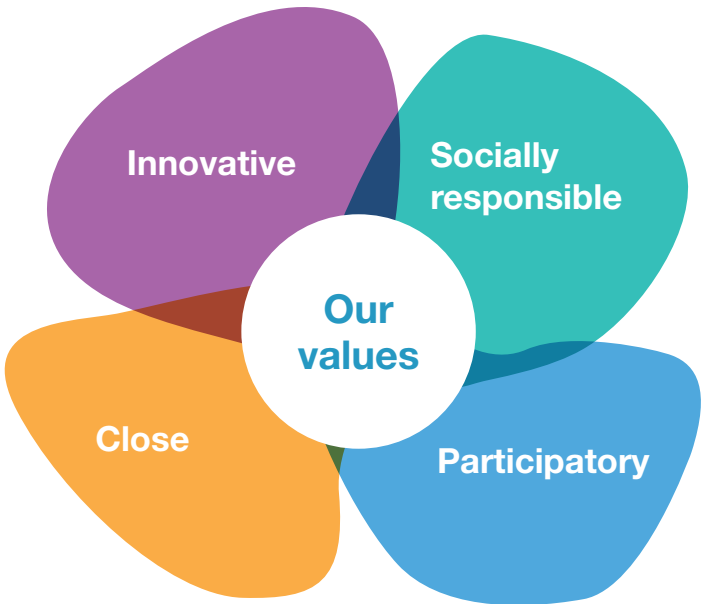




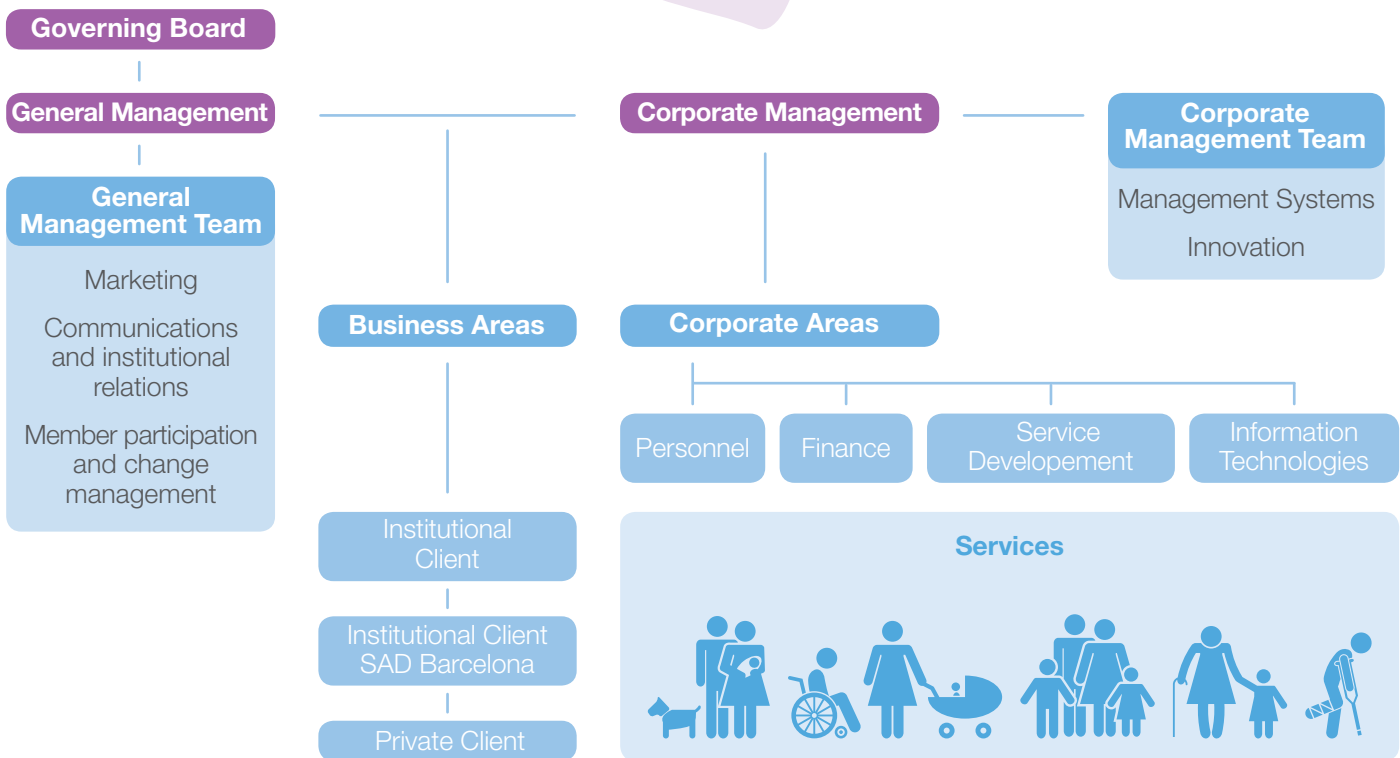
MISSION AND VALUES OF SUARA

Suara is a **social economy and non-profit cooperative** with more than 35 years of experience in the field of care for people. Suara manages a wide range of services and equipments: residential facilities, day and night equipments, schools and educational centers, counselling services, prevention and support services and home services, among others.

Suara aims to transform the social environment, improving the situation of people with quality services rooted in the region, to promote their welfare and growth, from a cooperative business project.



MEMBERS' ASSEMBLY



WE LISTEN TO OUR STAKEHOLDERS

Suara carries out its activity with the participation of all stakeholders. This allow us to deliver quality services which meet the needs of our clients and customers.

In 2017 we revised the identification and classification of our stakeholders, following the criteria of the **International Standard of Stakeholders AA1000SES**. This method allows us to identify the main stakeholders, which are represented in the following diagram:



COMMITTED TO PEOPLE

People attended by Suara benefit from **Person-centred Care Model**. In addition to protect and cover people needs, our intervention has to promote **the autonomy of people** and groups, to favour their **social inclusion**, to improve their **welfare** and to guarantee their **rights as people**. We work from **respect**, **confidence** and **transparency** focused to welfare of people in all dimensions: personal, relational and social.

Attended people are the **protagonists of their vital projects**, becoming the focus of the service organization and the different professional actions. We apply a different perspective to get closer to people.



SERVICE VOCATION

Suara rendered their services in 2017 to 73 public and institutional clients (public administrations, foundations and private organizations) and to 1,011 private clients, with a total of 44,208 attended people.

	Public and institutional clients	Private clients	People attended
2017	73	1,011	44,208
2016	73	942	40,344

The **attended people** punctuated Suara with **an average score of 8.70** to value the service, on the basis of 8,048 interviews. 75.79% of respondents punctuated the service with a grade equal to or higher than 8.



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Range of provided services during 2017 by Suara Serveis and the companies in which it has shares, with comparative figures regarding 2016*:

HEALTH, PROMOTION OF AUTONOMY AND CARE FOR DEPENDENCY

Home care		Day centers for elderly		Residential services for elderly		Other: health and autonomy
Year	Attended people	Offered places	Attended people	Offered places	Attended people	Attended people
2016	15,689	307	335	310	372	1,255
2017	19,655	307	383	310	362	1,241

SOCIAL SERVICES

Care for family and women		Care for homeless people		Care for children and young people	
Year	Attended people	Offered places	Attended people	Offered places	Attended people
2016	2,555	344	1,957	704	2,649
2017	2,276	348	1,962	877	4,146

EDUCATION

Nursery schools			Adult education		Information point for students (PIJCES)
Year	Offered places	Attended people	Offered places	Attended people	Provided care
2016	1,647	1,625	779	736	2,031
2017	1,662	1,636	866	718	1,517

DYNAMIZATION AND PARTICIPATION

Dynamization and participation	
Year	Attended people
2016	2,786
2017	4,704

JUSTICE

Training and housing	
Year	Attended people
2016	435
2017	472

OTHER SERVICES OF SUARA

Online platform (Parentalis)

Specialized content, activities, advice and store for families with children.

*In some cases, all the figures are not available, which are managed by the client. Some services are not counted by places.

WE TAKE CARE OF OUR PEOPLE

We create stable employment

	2016	2017
Jobs (31/12/2017)	3,284	3,977
Hired people (31/12/2017)	3,819	4,560
Members (31/12/2017)	1,074	1,143
Contracts of indefinite duration + members (31/12/2017)	2,139	2,287
% jobs covered by collective agreement	99%	99%
Average age of staff (years)	44	44
Average age of women / men staff (years)	44 / 40	44 / 41

Employment increased by 21% in 2017, with the **incorporation of 693 jobs**, equivalent to **438 full days**. The cooperative model of Suara favours **labour stability** of professionals through the increasing incorporation of members.

We promote integration

30% of new contracts in 2017 came from programs managed by **Fundació Intermedia**, which works to improve people employability and their possibilities to find a job.

Training and internships

	2016	2017
Training hours	35,100	46,559
Total training cost	151,794 €	222,089 €
No. of internship agreements	332	313
Internship contracts turned into employment contracts	(no data)	85

Equal opportunities

	2016	2017
Staff		
% of women	90%	90%
% of men	10%	10%
Assembly		
% of women	89%	88%
% of men	11%	12%
Governing Board		
% of women	89%	89%
% of men	11%	11%
Management team		
% of women	70%	57%
% of men	30%	43%
Directors / coordinations of service		
% of women	81%	75%
% of men	19%	25%

Member participation

	2016	2017
Participation hours	12,759	13,052
Support to General Assembly	74%	65%
Support to preparation spaces of the General Assembly (EPAG)	51%	49%
Participation plan		
Counterpoint spaces (participants)	48	56
Routes with members (participants)	156	88
Coffees with the Governing Board (participants)	-	88
Revision of the Internal Regime Regulation (participants)	131	294
Tutors Project		
No. of tutors members	107	123

In 2017 the participation action has focused its efforts in the revision and the update of the Internal Regime Regulation of Suara, which plans to finish during 2018 with the approval of the last chapters and the entry into force of all modifications.



WE WORK FOR COMMUNITY

Suara impulses additional initiatives to answer its vocation of transforming the social environment, which is collected in the mission of the Cooperative.

Transformation projects of the environment

Members of Suara impulsed the first edition of the Transformation projects of the environment in 2017, focused in the UN **Sustainable Development Goals: 10 projects** linked to the goal 'No poverty' were selected by Suara's members, who allocated a part of the company's results. The projects were also provided by professionals of the Cooperative.



Suport Ara Association

Suport Ara is a support tool for members of the association, **and between professionals of Suara Cooperativa**. It was driven to offer support to members in some aspects of daily life which have been turned into difficult or staple situations (housing, health, education, accident or death), with an exceptional nature and within the family unit.

Members

2016	85
2017	101

Approved support requests

2016	8
2017	6

Members

2016	53
2017	55

Volunteers

2016	94
2017	99

Services of Suara with volunteers

2016	21
2017	23

VAS Association

www.associaciovas.cat

The VAS Association (Volunteerism of Social Action) is a non-profit social initiative organization, formed by a group of people with different concerns committed to the social world, who dedicate some of their time to collaborate in this kind of projects. The VAS Association also **coordinates volunteers** who do their volunteerism in services managed by Suara Cooperativa.



OTHER INITIATIVES OF SOCIAL IMPACT

Suara participates in other initiatives of social impact:

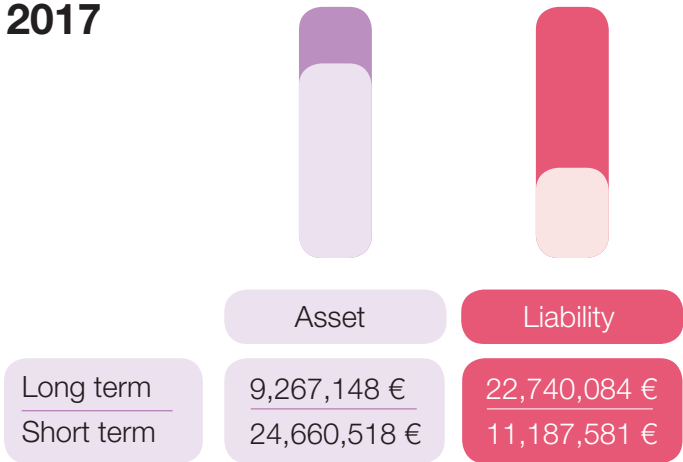


ECONOMIC IMPACT

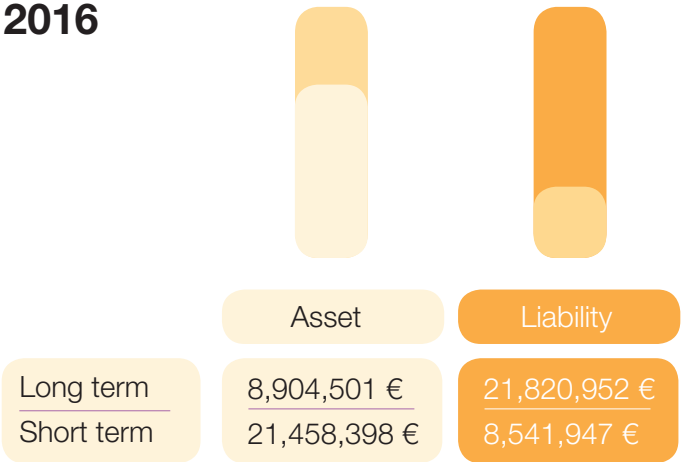
Asset and financial structure

Suara maintains its financial solvency and strenght. The working capital stand at 13,472,937 € at December 31st, 2017, 556,485 € above last year. A good capital adequacy ratio is maintained in the short term.

2017



2016



Operating income

The volume of business adds the operating income of Suara Serveis SCCL, together with the proportional part of the companies in which has shares. Sales volume grew by 10.23% in 2017.



SOCIAL BALANCE: WE MEASURE OUR IMPACT IN SOCIETY

As an exercise in transparency, in 2017 we publish the social balance for the first time, which is integrated in the sustainability report. The social balance of Suara allows to estimate the value created in society, beyond the economic impact.

The benefits provided by its publication are three: to know about the social value that our activity provides to stakeholders, to report back to stakeholders and to

integrate it as a tool in decision-making.

We have followed a methodology driven by Dr. José Luis Retolaza from Deusto University and his team of GEAccounting. This methodology provides objectivity and displays the value created by an organization, according to the stakeholders assesment: the result is the Integrated Social Value.

WE PROTECT THE ENVIRONMENT

The kind of services provided by Suara, for the care of people, generate a low environmental impact. Even so, the Cooperative applies policies, good practices and measures to reduce it year after year.

Energy consumption

An electricity supply contract has been signed in 2017 with the company Agrienergia to supply all the services and projects of Suara. Agrienergia guarantees the **100% of the renewable energy**. The change of supplier is being completed by the end of the year.

Good practices

The services and the offices of Suara commits to the waste reduction and the pollution prevention. **97% of the paper bought in Suara is recycled**. The implementation of the application KinderTic in nursery schools has also taken a significant saving of paper. On the other hand, the municipal nursery school El Petit Montgrí, from Torroella de Montgrí, got the **Green School** certificate in 2017, which certifies the commitment of the school and the respect for the environment of the whole educational community.

Hybrid vehicles

The vehicle fleet of Suara incorporates, since 2017, various hybrid vehicles, which combine petrol and electricity or petrol and gas.



AN ETHICAL AND RESPONSIBLE MODEL

The management system of Suara is based in four principles:

- **Corporate social responsibility**
- **Continuous improvement**
- **Collaborative work**
- **Risk management**

In 2017 we have been working to give visibility to corporate social responsibility, integrated in management systems. Moreover, taking advantage of its adaptation to the **ISO 9001:2015 regulation**, corporate social responsibility elements have been incorporated and risk management methodologies have been implemented. The management system of Suara is endorsed by AENOR in relation to the ISO quality standards.

Two new structures to guarantee the policy of good government of Suara were enabled in 2017: the constitution of the **Compliance Committee** (to provide legal compliance to the penal risks of the company) and the basis to guarantee an ethical behaviour in the entire organization have been established. In 2018 the **Ethics Committee** shall be constituted and the documents and the linked tools will come into force.

It also has AENOR certification under the UNE 158301:2015 guideline of Home Care Service.



ER-0164/2004



AD-2013/0002

INNOVATION

Suara reinforces its commitment to innovation in 2017. The clearest sample is the design and the launch of **SuaraLab**, understood as the innovation lab of social projects to encourage the activity of the Cooperative. SuaraLab provides methodology and tools, and creates inspirational initiatives to the challenges of the organization. It provides a process of **capturing ideas** and **implementing preincubation, incubation and acceleration**. Moreover, it focuses on intrapreneurship and on work with *start-ups*, incorporating new methodologies and approaching technology to the service delivery.



In 2017 **hackathon** sessions (marathon of hackers) have been done. A hackathon is a two days collective experience that includes the participation of people with different profiles. The main objective of the hackathon is to give solutions to a social challenge through the innovation. One of the main bets linked to innovation has been the **implementation of technology in the provision of a service**. The most clear example is the implementation of the digital tool KinderTIC in the nursery schools managed by Suara.



CHALLENGES FOR 2018



- Commemoration of the tenth anniversary of Suara
- Partial renovation of the Governing Board members
- Constitution of the Ethics Committee
- Constitution of the Spaces of Ethical Reflection
- Development of the ethical code and the conduct code
- Approval of the new Equality Plan 2018-2021
- Move of the corporate offices of Barcelona
- Momentum of the plan of digital transformation
- Development of the social innovation laboratory: SuaraLab
- Promotion of the intrapreneurship and the start-up ecosystem
- Start of the incubation program with a tourism and dependency project
- Launching of the Infobarris app to create community networking
- Second edition of the transformation projects of the environment to answer to the objective Zero Hunger, selected in 2017
- Increase of the fleet of hybrid vehicles
- Integration of the environmental administration in the management system according to the ISO 14001 regulation
- Calculation of the carbon footprint through the emissions generated by the energy consumption



WE WORK FOR A BETTER SOCIETY

You can find the Sustainability Report 2017 in www.suara.coop



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