

  
Clece  
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2013 CLECE SOCIAL REPORT



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LETTER  
FROM THE  
*managing  
director*



*Our social commitment is based on job stability, helping people from vulnerable social groups find work, and improving the quality of life of the people that use the services we provide.*

# A WORKFORCE OF 65.000

MORE THAN A MILLION PEOPLE LOOKED AFTER

AT THE END OF 2013, A TOTAL OF 3,534 PEOPLE FROM DIFFERENT DISADVANTAGED SOCIAL GROUPS ACTIVELY WORKED WITHIN THE CLECE ENVIRONMENT

WE CARRIED OUT CLOSE TO 150 SOCIALLY RELATED ACTIVITIES, INCLUDING CARE THERAPIES, AGREEMENTS WITH OTHER ORGANISATIONS AND AWARENESS-RAISING ACTIVITIES

CLECE'S ENVIRONMENTAL CONTRIBUTION IS FOCUSED ON ENERGY SAVINGS, REDUCING CO<sub>2</sub> EMISSIONS AND RAISING AWARENESS OF ENVIRONMENTAL ISSUES



FIRST SOCIAL REPORT

The aim of this first social report is to act as a letter of introduction for Clece's social and environmental project, one that is exciting, sincere and very human. And most importantly, it is sustainable. The company's economic stability and the very concept of the project mean it is a project with staying power.



Clece's commitment to society has been an inherent part of the company from its origins. It is only in recent years that we have felt the need to systematise all our activities to improve how they are undertaken, increase their reach and present them to society in the best possible way. That's how we define an exciting, people-focused project.

This report is a reflection of this grand project and of all the hard work put in by Clece on social issues. It is also an exercise in transparency, of being accountable for the unavoidable impact that business have on society, not just at an economic level, but also in terms of conducting business in a responsible way that promotes social wellbeing.

Clece's social commitment hinges on people. The explanation is simple: we have more than 65 thousand employees, providing services for more than a million people a year. In line with our high capacity for managing teams and out own activity, which is closely linked to providing services aimed at people, our social commitment is based chiefly on job stability, helping people from vulnerable social groups find work, and improving the quality of life of the people that use the services we provide.

Clece ended 2013 with 3,534 people from different disadvantaged social groups actively working in the company: people with disabilities, women who have suffered gender-based violence, people at risk of social exclusion, and young people with problems finding work. These are people with names and surnames that have found in their work an opportunity and a key form of help to continue writing their authentic stories of over-

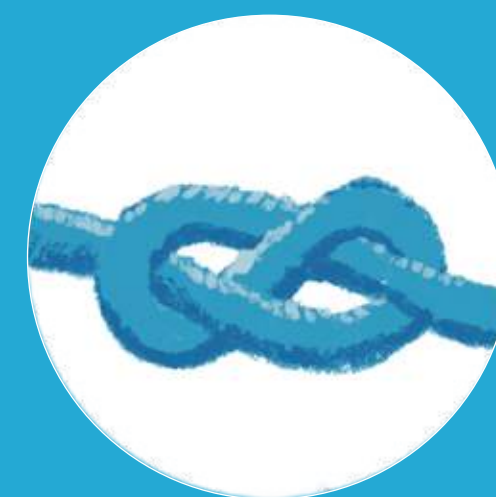
coming difficulties under the premise of normality, of feeling valued for their abilities and not for a particular social or personal condition.

Along the same lines, at Clece we promote a range of activities aimed at improving the quality of life of service users and raising awareness of the situation that they and people from other social groups find themselves in. This is the case with our children and our elderly, who also require special protection and care, particularly when taking into account the complex times we live in. In recent years we have carried out almost 150 socially related activities, including special care therapies for users of our services, collaboration agreements with other social organisations and awareness-raising activities. At an environmental level, our commitment also goes hand in hand with our own activity, where environmental and energy efficiency services are becoming increasingly important. Clece's environmental contribution is focused on energy savings, reducing CO<sub>2</sub> emissions and raising awareness of environmental issues.

The aim of this first social report is to act as a letter of introduction for Clece's social and environmental project, one that is exciting, sincere and very human. And most importantly, it is sustainable. The company's economic stability and the very concept of the project mean it is a project with staying power.

The results attained motivate us to continue working toward the same goal. It only remains for me thank to all those who, day after day, have made it all possible: staff, clients, suppliers, associations, foundations, etc. Our aim now is to continue to evolve and push forward with this great social project, with new goals, with new challenges and with the involvement of our people.

**Cristóbal Valderas Alvarado**  
Managing Director



*Clece*  
COMMITMENT



# The essence of a social business

Clece sees its commitment to society not as a duty that the company must fulfil or a specially designed social responsibility strategy, but rather as something that is inherent to its origins and its development; in other words, as part of its very essence. It is on this basis that the company structures its commitment to people. This is an aspect that is closely linked to the history, activities and business culture of the company, which is important to recognise when considering how the firm defines itself and how it has developed.

The focus of social responsibility could only ever be on people in a company such as Clece, where human capital means everything, as the workforce exceeds 65,000, providing services for more than a million people a year.

The company carries out four kinds of social activity: promoting job stability, helping people from disadvantaged social groups find work, raising awareness of the problems these people face, and providing care. Through these interventions, Clece provides different direct and indirect benefits or people from vulnerable social groups, for clients, for staff and for society as a whole.

At an environmental level, among the activities that Clece provides, environmental and energy efficiency services play a fundamental role of increasing importance. Based on this, the company has developed its own vision on matters of sustainable development, focused on energy savings, reducing CO2 emissions and raising awareness of environmental issues.



## VULNERABLE SOCIAL GROUPS

- ▶ Generating opportunities for people to find work in a complicated economic and professional environment
- ▶ Providing an alternative source of income to welfare and subsidies
- ▶ Creating an environment that fosters a sense of belonging and self-esteem
- ▶ Encouraging integration and normality in professional, personal and social development

## WORKFORCE

- ▶ Fostering a business culture based on people and concern for one's colleagues
- ▶ Using various measures to help people find their place in the workforce and overcome personal situations
- ▶ Recognising the hard work put in and the role that employees from vulnerable social groups have at Clece



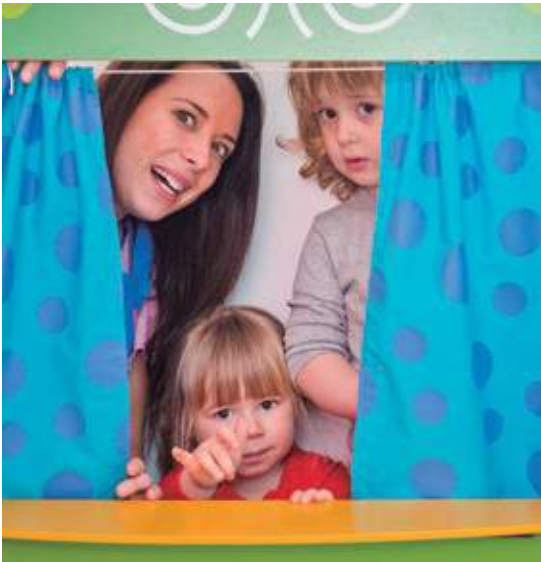
## ENVIRONMENT

- ▶ Promoting energy efficiency as a sustainable solution, both economically and environmentally
- ▶ Developing and managing projects that help to reduce CO2 emissions into the atmosphere
- ▶ Driving initiatives to raise awareness among users of the services provided
- ▶ Creating and implementing environmental education programmes in schools and the community



## CLIENTS

- ▶ Promoting active involvement in the project to integrate people from disadvantaged social groups
- ▶ Together with public administrations, helping to develop broader, more efficient and higher-quality social services
- ▶ Helping businesses comply with legislation on the social integration of people with disabilities
- ▶ Developing activities that complement the services contracted as an added value for the user



## SOCIETY

- ▶ Collaborating to reduce the unemployment rate among people from vulnerable social groups
- ▶ Creating job opportunities for people, particularly young people, through different initiatives
- ▶ Promoting quality social services that ensure better care for people from disadvantaged social groups
- ▶ Raising awareness of the problems faced by the most vulnerable people in society

# The seven pillars of social responsibility at Clece



Being socially responsible is not something a business can make up as it goes along. It is a form of being that is developed over time, with a will to improve, an ability to relate and to project for the future.

Clece has grown socially with its work and its usual commitment, which has led to a sustainable business, a company of and for people, with values that provide what society needs, a business with top-down commitment, one of actions rather than words, and with a commitment both to people and to the environment. Below are the seven pillars of this social responsibility projects, the seeds of which Clece sowed more than 15 years ago, and which it continues to nurture and cared for.

**1 A sustainable business** Clece is based on the premise that only through effective business management is it possible to invest and develop a solid and lasting social policy. The sustainability of the company's business project, by sticking to the same path of growth over the past 15 years, is what will ensure the continuity and increased scope of the company's social commitment into the future.

**2 A business of and for people** For Clece, human capital is the company's main strategic asset and added value. The company has more than 65 thousand employees, working intensely to provide a range of services for more than a million people a year. Many of these are aimed at elderly people, children, people with disabilities, people at risk of social exclusion and women who have suffered gender-based violence. Their reach is extended through the many areas where Clece operates, such as cleaning, energy efficiency, environment and facility management, among others, of which people are the ultimate beneficiaries.

**3 A business with values** This social commitment is supported by the company's own corporate culture, which is based on showing care and concern for the people we interact with every day, whether at work (service users, colleagues, clients or suppliers) or in a more personal context (family, friends, society).

**4 A company that has what society needs** Clece manages one of the largest workforces in the country, making it the third-largest private company in Spain in terms of workforce, with average growth of four thousand jobs a year. A full 85 per cent of the workforce is female, with a range of multidisciplinary profiles, such as engineers, technicians and lower-skilled positions. The company's business structure helps people from disadvantaged social groups find work.

**5 A business with top-down commitment** The social commitment of Clece is a priority objective for the company's senior management, which, by means of top-down communication and by measuring goals, forms part of the duties of everyone who manages people in the different regional departments and the various areas of activity in the company.

**6 A business of actions, not words** There are 3,534 people from different disadvantaged social groups actively working in the company: people with disabilities, women who have suffered gender-based violence and people at risk of social exclusion. To implement such a project, Clece collaborates with more than 200 associations, foundations, social entities and public bodies, as a source of selection and recruitment for people from disadvantaged social groups. The company also carries out annual interventions aimed at improving the quality of life of employees and users of the social services provided.

**7 A business committed to the environment** The commitment to sustainable development is an inherent part of Clece's business activities, which can be seen in its work as an energy services company, helping to reduce CO2 emissions, and in the areas where it develops programmes to educate and raise awareness on environmental issues. This concern for the environment can also be seen through the different initiatives and measures taken in the offices and centres that it manages for third parties.





COMMITTED  
TO  
*society*



# To the most vulnerable people

People are at the core of Clece’s social responsibility policies. This is a vision which, in recent years, affected by the economic crisis and the high rates of unemployment in Spain, has been aimed at providing a response to two major problems that many people in our society are facing: unemployment and the difficulty of people from socially disadvantaged groups to find work.

In this context, Clece defines its social commitment to people in three ways:

- ▶ Promoting job stability.
- ▶ Promoting equal opportunities by integrating people from disadvantaged social groups who find it hard to find work, such as people with disabilities, people at risk of social exclusion and women who have been victims of gender-based violence, as well as young jobless people.
- ▶ Improving the quality of life of the workforce through their job and of the users of the social services that the company provides, mainly elderly people, people with dependency needs and people at risk of social exclusion.

The social responsibility of Clece regarding employment, helping people find work and with society in general is possible because of the commitment shown by all workers and by the commitment of the company’s senior management. The social project at Clece therefore is both a strategic objective and a goal that runs through the very heart of the company.

## Integration as a reality

Clece ended 2013 with 3,534 people from different disadvantaged social groups actively working in the company. Most of them are people with disabilities, but in 2013 a greater effort was made to integrate women who had been victims of gender-based violence, reaching a total of 116 employees (160 per cent more than in the year before) and people at risk of social exclusion, who now total 135, four times more than in 2012.

To implement such a project, Clece collaborates with more than 200 associations, foundations, social entities and public bodies, as a source of selection and recruitment for people from vulnerable social groups. To ensure full and effective placement, Clece continually monitors both their performance and their needs. The company provides a motivating working environment.

## Normality as a way of acting

At Clece, the key is normalisation, and acting normally with people from vulnerable social groups means valuing and treating people for their qualities and their abilities, not because they have a particular disability or find themselves in exceptional personal circumstances. This is perhaps the best way to achieve integration: by giving people the same work opportunities, without discriminating for their particular situation or problem, and behaving and acting as one would with anyone else.

*Clece’s social responsibility is based on job integration and fostering employment among the most vulnerable social groups. That’s how we give them their chance.*

3.534

3,534 DISADVANTAGED PEOPLE WORKED AT CLECE IN 2013

EFFORTS MADE TO INTEGRATE WOMEN WHO HAVE SUFFERED GENDER-BASED VIOLENCE HAVE LED TO 116 WOMEN FROM THIS SOCIAL GROUP FINDING WORK AT CLECE

THE COMPANY COLLABORATES WITH MORE THAN 200 ASSOCIATIONS, FOUNDATIONS, SOCIAL ENTITIES AND PUBLIC BODIES TO HELP FOSTER INTEGRATION



## NORMALITY IS THE KEY

This is perhaps the best way to achieve integration: by giving people the same work opportunities, without discriminating for their particular situation or problem, and behaving and acting as one would with anyone else, valuing them for their qualities and their abilities.

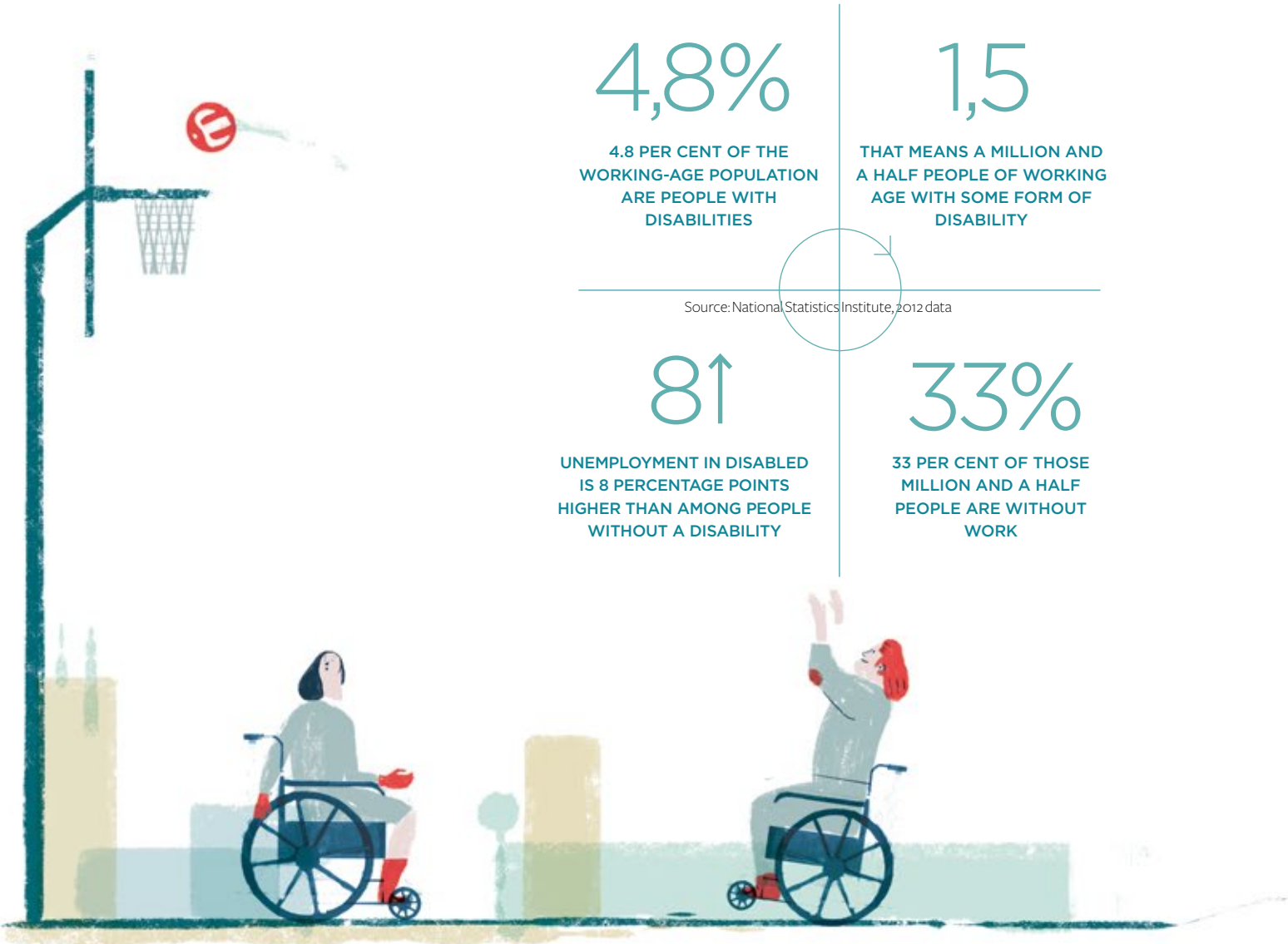
# People with disabilities

Helping people with disabilities find work is one of the main pillars of Clece's social responsibility policy. The company ended 2013 with 3,283 people with disabilities forming an active part of the workforce, a figure that is way over the two per cent minimum established by the Law on the Social Integration of People with Disabilities.

The challenge is tackle the problem from a position of normality, treating everyone fairly, breaking down the barriers of prejudices and stigmas by creating work especially for those people who are most affected by the economic situation, such is the case with disabled people. As a result of this philosophy, which is followed by everyone at Clece involved in human resources management

and selection, in 2103 the number of employees with some form of disability grew by 22 per cent compared with the previous year. In total, 592 people found their place in the company workforce, contributing their know-how and professionalism above their disability, and acting as an example of self-improvement and hard work for everyone at Clece .

It is important to highlight the company's role in helping people from this particular social group finding work through Integra, the Special Employment Centre, where people with disabilities account for 90 per cent of the workforce.



At the end of 2013, the regions with the highest representation of people with disabilities among their workforce were the Balearic Islands and Asturias, where 13 per cent of the workers at Clece had some form of disability. They were followed by the Basque Country, at 10 per cent, and by Melilla, La Rioja and Ceuta, at close to 8 per cent. For the other regions the workforce included between four and five per cent of people from this particular social group, above the two per cent mark required by law.

2013 Clece workers

	Total workers	Total disabled workers		% disabled / total
	2013	2012	2013	2013
Andalusia	13.270	312	358	2,7
Aragón	1.036	23	36	3,5
Asturias	1.078	139	141	13,1
Balearic Islands	904	89	119	13,2
Canaries	4.091	188	203	5,0
Cantabria	864	22	35	4,1
Castile-La Mancha	1.865	48	59	3,2
Castile and León	5.005	136	169	3,4
Catalonia	10.758	536	568	5,3
Ceuta	229	15	17	7,4
Extremadura	608	4	14	2,3
Galicia	2.401	101	119	5,0
La Rioja	527	26	40	7,6
Madrid	13.342	662	958	7,2
Melilla	644	45	54	8,4
Murcia	717	42	43	6,0
Navarre	450	8	8	1,8
Basque Country	1.132	104	116	10,2
Valencia	5.698	193	226	4,0

Although job integration is currently the main contribution that Clece makes toward this social group, the company also works on other initiatives to help people with disabilities. For example, it promotes acquiring the products and services needed for daily activities (cleaning, maintenance, office materials, etc.) from Special Employment Centres, which are companies subject to the legal obligation to ensure 70 per cent of their positions are filled by people with disabilities. Additionally, the different regional divisions carry out initiatives of solidarity with associations linked to the world of people with disabilities.

For example, in 2013 the North-East Division of Clece collaborated on various dates of the year with different collectives of people with disabilities. At Christmas, artisanal cards were used made by people with Down's syndrome, and for the Sant Jordi celebrations, a rose was given to each member of staff as a gift, with flowers acquired from a Special Employment Centre, with a personalised delivery by employees with Down's syndrome.

And particularly through Integra, Clece organises and collaborates in events and conferences aimed at raising awareness and creating a social conscience regarding people with disabilities, promoting equal job opportunities in companies and breaking down barriers for hiring staff from among this particular group of people. In particular, on the European Day for People with Disabilities, on 3 December, Integra was involved in several

leisure and sports activities, as well as conferences to raise awareness among the population of the reality of living with a disability. Integra was also very active at the Disability and Employment fair in Barcelona, and the Employment and Disability fair in Madrid, two key events to help bring about contacts between candidates with disabilities and the companies that employ them.

Finally, within Clece itself, the company manages care centres for people with disabilities, with ongoing research and development work into new techniques and advanced therapies for improved treatment and better socialisation of the people cared for. These include therapies with animals, occupational workshops, coexistence events, etc. In many cases, these initiatives go beyond the contract signed with the public administration concerned, but rather are developed from a vocation to provide the highest level of care for the users of these centres, always seeking to contribute to their social integration, wellbeing and quality of life. In this regard, in 2013 the Canary Islands Regional Division of Clece implemented innovative projects in the centres that it manages, including programmes such as Surf for Everyone, animal-assisted therapy with horses, adapted padel tennis and animal-assisted therapy with dogs. In turn, the Regional Division de Andalusia began producing a magazine created by the users of the residential centre for elderly people with disabilities in Martos, in the province of Jaén.





## One of the family

Inmaculada has a sensorial disability with full hearing loss, and communicates using sign language. Before finding job stability at Clece, she was in a range of jobs, as a cleaner, hairdresser, beautician and sign-language teacher. She has now found her place caring for elderly people in the Domiciliary Care Service in Málaga, which is managed by Clece.

With her work colleagues and the elderly people she helps care for, “she feels like one of the family; she loves it and always goes to work with a smile on her face”. Her disability is no impediment for her to carry out her daily work, which she combines with caring for her children and teaching sign language twice a week, in her children’s school. In other workplaces she felt discriminated against for her disability, something she has not experienced since forming part of the Clece team.

## Surf for Everyone

Surf for Everyone is a social therapy project benefiting people with intellectual disabilities from the Mentally Disable Care Centre (CAMP) at San José de Las Longueras, in Telde, Gran Canaria. The gentle waves at La Laja beach are the perfect setting for the centre’s pupils to develop their sporting abilities, strengthen their psychomotor skills and enjoy the social integration involved in an activity of this kind. The project uses the water as the main area of work, and the beach as the educational context and a place for inclusion and self-realisation. The aim is for the

participants to enjoy a leisure activity that lets them integrate normally and with equal opportunities, combining sport, surfing and culture, while enjoying the benefits that surfing and the beaches have for a different kind of therapy. Surf for Everyone has been held three times now, and in 2013 was recognised by the Repsol Foundation through the awards it grants for social projects that can bring a smile to the faces of people from disadvantaged social groups.



## 100% able

Clece was awarded the cleaning service for the Virgen de la Torre hospital, en Madrid, and El Escorial hospital, in El Escorial, Madrid. To provide the service, Clece chose to employ a workforce consisting entirely of people with disabilities.

So through Clece’s Special Employment Centre, Integra CEE, 54 fully qualified people were chosen to provide the service. This was a pioneering initiative, as it is the first service of its kind to be covered 100 per cent by people with disabilities. These 54 people provide a cleaning service that includes 180 beds and an area of 26,800 square metres across the two hospitals, including cleaning critical and semi-critical areas such as operating theatres, delivery rooms and surgery units. These are spaces that also require the use of advanced technology for the various sterilising and disinfecting tasks involved, which are subject to strict quality criteria.

This is an experience that promotes equal opportunities in business and helps to break down barriers for people with disabilities.



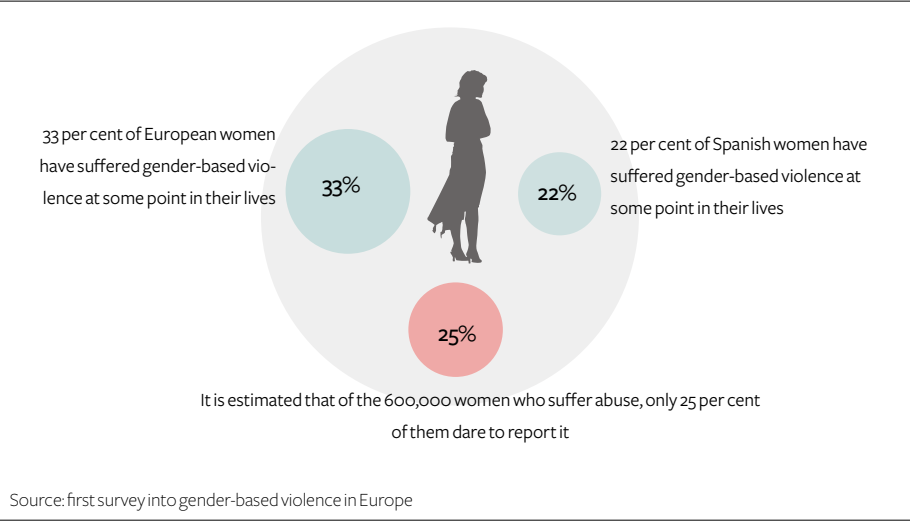
# Support for women who have been victims of gender-based violence

Gender-based violence is both a physical and a psychological problem for all the women who are or have been victims of this kind of abuse in their lives. For many it is also a situation where they feel isolated both at work and in society. The consequences go beyond the direct victims themselves, and also affects their families, friends and society as a whole.

It is a problem that the European Union has described as “a vast abuse of human rights”. According to data from the first European-wide survey into gender-based violence, 33 per cent of European women and 22 per

cent of Spanish women have suffered physical or sexual violence at some point in their lives, figures that reflect the gravity of the situation. In Spain, almost ten years after legislation came into effect with measures for full protection from gender-based violence, 641 women have lost their lives at the hands of their partners or former partners. In 2013, this tragic balance was 54 women killed and 42 minors orphaned for this reason. In only 11 of these cases was the abuse reported. It is estimated that of the 600,000 women who suffer abuse, only 25 per cent of them dare to report it.

Percentages of abuse in Spain and Europe



2013: abuse figures in Spain



## Support for job integration

This is a complex situation that needs the commitment of everyone in society. To form part of this commitment, Clece supports women who have suffered gender-based violence by promoting their integration and helping them find work. The consequences of abuse can make finding work hard, and yet joining the job market is one of the main ways to recover self-esteem, personal autonomy and economic independence, key factors for regaining control over their lives. Faced with this circumstances, Clece has made a major effort in recent years to give women in this situation the opportunity to find work, which affects their psychosocial wellbeing and quality of life. In 2013, Clece added 71 women who had been victims of gender-based violence to the workforce, which meant the year ended with 116 members of staff from this particular social group.

Along the same lines of integrating into the workplace, in 2013 Clece implemented a range of other initiatives, such as career guidance and non-employment work placements through collaborations with different organisations. For example, the company collaborated with the “Professional Practices, Pathway to Work” programme, promoted by the Women of Córdoba Foundation with Córdoba city council’s Delegation for Women and Equality, through which three people were given work placements with the Córdoba Domiciliary Care Service, managed by Clece, one of whom was eventually taken on permanently. With the Integra Foundation, Clece collaborated on a training workshop aimed at Career Guidance Officer from employment offices in the Region of Madrid specialising in career guidance for women who have suffered gender-based violence, teaching the ‘My first day at work’ module.

The company also carries out various interventions to support female employees that have been victims of gender-based violence, such as providing legal advice, personal help, job redeployment and conciliation measures in an individual way. Accordingly, and making the most of its presence throughout the Iberian Peninsula, Clece helps women that have suffered this form of abuse relocate within the company to other regions of Spain, helping them to remake their lives far from the origin of the problem.

Another of the company’s lines of activity is taking part in different initiatives aimed at raising awareness about this problem. Among these, in 2013, Clece joined the Business Network for a Society Free of Gender-Based Violence, promoted by the Ministry of Health, Social Services and Equality. This helped to strengthen Clece’s

commitment to raise awareness in society and help women who have suffered abuse find work. As member of this network of companies, Clece shares the goals of raising awareness about equality and respect for fundamental rights, moving forward in building a society free of gender-based violence and help women who have been victims of gender-based violence find work. Furthermore, the company agrees to spread and communicate this commitment to its employees, supplier companies, clients and other organisations, trade unions and social agents.

Further to raising awareness, Clece took part in the first Conference of the Valencian Business Pact to Stop Violence against Women, geared toward the various companies that have signed up to the agreement and the Valencian Regional Government’s Social Welfare Department working together to find ways for women who have been victims of gender-based violence to find work, helping ensure that these women have the same opportunities to develop. Clece was also present at the first International Conference of Women Survivors, held in Valencia, where positive voices were heard of female survivors acting as agents of social change. At this Conference, Clece was one of the companies awarded for its outstanding involvement in the construction of an equal society free of violence against women in 2013.

The Integra Foundation also recognised Clece for the company’s special involvement and actions with people in a situation of social exclusion, during the meeting “Job Integration and CSR: values that transform”, and event that brought together 150 HR, CSR and communication managers to discuss the challenge of helping people at risk of social exclusion find work.





## Patricia's angel

"A guardian angel" That's how Patricia defines Clece. This young woman from the Canary Islands suffered psychological harassment and abuse from her ex-partner. Having found the courage to escape from her situation, she found herself alone with her two-year-old son, no job, no family protection and dependent on charity and welfare. When her benefits

stopped, she found a job opportunity with Clece and was able to rebuild her life. She currently works in the airport services division at Gran Canaria airport, helping passengers with reduced mobility embark and disembark. It is a job where she feels "useful and grateful" for being able to give back to society what she found in Clece.

## There is a way out

The continual abusive episodes forced Francisca to abandon her home. Her sudden exit led her to a new city, alone, with five children, without a job and without any kind of help. After finding an initial job, she is grateful to Clece for the understanding and the treatment that she received, particularly during a bout of depression that forced her to take time off work.

Once she has overcome the most difficult times, the company was able to find a friendly and trusting working environment that helped her get her life back together. At Clece she also found support for her family, with job opportunities for two of her five children.

## From nothing to everything

The initials J.M.M. hide a woman who is a fighter, an example of how it is possible to escape from gender-based violence. In that flight into a new future, Clece helped her move from where she lived and find a job where she could pursue her vocation to help others. Since then she has worked in the canteen of a centre for the elderly.

As well as the satisfaction her job brings her, it also provided a means of escape and a way out of her old life. Among other achievements, J.M.M. now makes her own decisions and says that when she looks in the mirror she sees "a much braver and decisive woman", and feels "like a new person, who's gone from nothing to everything". With her experience she hopes to show other victims of domestic violence that "there is a way out of it".



# People at risk of social exclusion

The economic crisis and the current job market have led to greater vulnerability among groups of people who are often at risk of social exclusion. The unemployment rate, the level of education, the difficulty in getting access to a home, low pay rates, job insecurity, an addiction problem, and discharge from a care centre or release from prison are some of the triggers of a situation of social exclusion.

Social exclusion percentages in Europe [Source: Eurostat]



Clece hiring people at risk of social exclusion



Project “Pathway to Work” by the Women in Córdoba Foundation to help unemployed women into work, and the Jaén Proempleo Project, with the chief aim of giving people seeking work a chance to find a job placement with suitable training.

The Arquimedes Programme in Andalusia, aimed at achieving normalisation and the full social integration of people with drug dependency and addiction problems, was another project that Clece collaborated on in 2013, hiring three of the people who took part. In Portugal, Clece was involved in other scheme aimed at helping people with drug dependency issues with the Vida-Emprego Programme, as a result of the agreement reached with the Drug and Substance Dependency Institute and the Portuguese Employment and Professional Training Institute, IEFP.

Together with the Foundation for Training and Employment of Castile and León (Foremcyl), Clece supported the incorporation of inmates and other people at risk of social exclusion, by providing work placements in Valladolid. Clece also renewed its collaboration for the third year running with the Roma Secretariat Foundation in Valencia to teach a professional cleaning course to 15

women at risk of social exclusion with the commitment to take on a third of the participants.

The efforts made in this field were recognised by another of the organisations with which Clece actively collaborates. The Ilundáin Foundation in Navarre awarded Clece for its support of young users of the Lan Sarreran programme, from which the company hired 38 participants.

Together with these job-creation initiatives, Clece also deployed other initiatives across the country to help people at risk of social exclusion, including donations and solidarity campaigns collecting food and basic necessities. Clece also took part in various “kilo operations” in collaborations with public administrations and local organisations. This was the case with the kilo operation promoted by the Domiciliary Care Service of Málaga, which donated a ton of food, and the campaign by the staff of the Domiciliary Care Service of Rincón de la Victoria, Málaga, which collected 1.2 tons of foodstuffs. The Domiciliary Care Services managed by Catalonia also collected a ton of items, which were all donated to food banks.



Clece is committed to helping people find work as one of the most effective ways of escaping from social exclusion. The company ended 2013 with 135 members of staff in this situation, four times more than in 2012. As well as fostering integration into the workplace of this kind, Clece also undertakes various initiatives aimed at helping people at risk of exclusion find work, for which it collaborates actively with different associations, foundations and administrations in occupational training activities for unemployed people, special collectives or people at risk of exclusion from society and the world of work. In this aspect, in 2013 Clece took part in various programmes, such as the Work Placements







## Employment and life

One of the most collectives most subject to situations of increased vulnerability is formed by people with drug addiction problems. Since 2012, the Clece delegation in Portugal has collaborated with the Vida-Emprego Programme of the Drug and Substance Dependency Institute and the Portuguese Employment and Professional Training Institute, helping drug addicts find their place on the job market.

This agreement meant that six people with drug problems now have the chance to work following their rehabilitation. Clece took three of them on for its team at the Hospital de Guarda, and the other three for the Hospital IPO in Lisbon.



## A new person

Margarita, better known as Servanda, is 49 years old and is from Santa Lucía de Vecindario, in Las Palmas de Gran Canaria. She suffers from fibromyalgia and osteoporosis. This diagnosis was on top of a highly complicated economic and family situation. She and her husband lost their jobs. When she stopped receiving welfare payments that meant she could pay her mortgage, she had to give her home over to the bank. Shortly after, her daughter was diagnosed with a degenerative disease.

Finding herself on the edge of situation of social exclusion, she began working for Clece in the Social Services division. This job turned her life around, as it gave her the resources she needed to look after her family. "We went from nothing to being able to pay the rent, afford my children's studies and get my sick daughter to the hospital," says Servanda. "I feel like a new person, I feel I have respect and I'm listened to."

## Renewed commitment

In 2013 Clece renewed its commitment with the Roma Secretariat Foundation in Valencia. For the third year in a row, Clece taught a 25-hour professional cleaning workshop for 15 women at risk of social exclusion, where they learned cleaning techniques for interiors, furniture, hospital environments and waste management.

Clece committed to hiring a third of the participants who completed the training and to help them with their professional development.



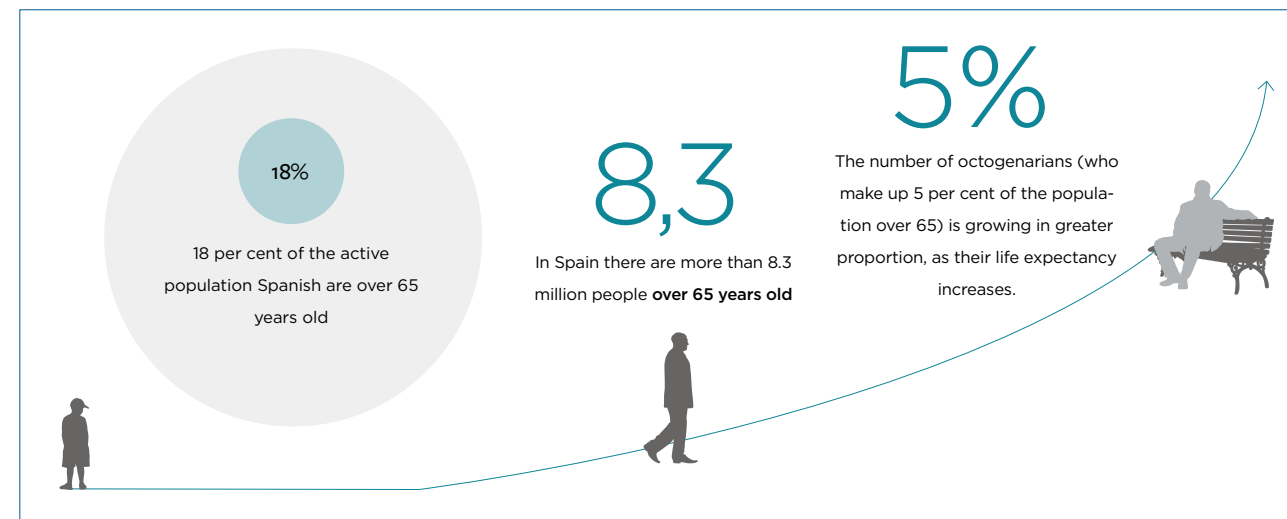
## Senior citizens

Through the Social Services division, Clece works with elderly people in close collaboration with public authorities. The company currently manages, either wholly or partially, almost 120 care homes and more than 50 day centres all over Spain. Clece cares for and ensures quality of life for more than 12,000 senior citizens in these facilities.

As well as managing care homes, the other resources in this area that the company provides are telecare services and the Home Help Service. In total, more than 22,000 professionals work in the care of around 87,000 elderly people receiving close care every day to help them keep and recover as much personal autonomy as possible.

The company's professionals voluntarily develop innovative wellbeing therapies, and solidarity and awareness-raising initiatives. For example, in the care homes and day centres, or with users of the Home Help Service, a range of activities are organised, such as gardening, talks on coexistence, occupational workshops, activities to become more familiarised with the environment, competitions, and various other leisure and cultural activities. As part of its awareness-raising activities, Clece also promotes various initiatives, such as talks, intergenerational gatherings and activities with relative and carers to deal with issues of particular interest to senior citizens, in recognition of the major role that elderly people play in our society. Further, the various regional divisions of

Ageing of Spanish society [Source: National Statistics Institute]



The widest section of the population period is broadening, and demands an active, full and independent life.

To that end, Clece is always conducting research into new and innovative therapy solutions to provide the best cover for the health, social and cultural needs of elderly people.

As part of its social commitment, Clece undertakes various social activities that go beyond providing the social service contracted with the public administration in question. The aim is to improve the quality of life of elderly people, facilitate their social development and integration, and recognise the important role that elderly people play in our society.

the company donate items to elderly people lacking in certain necessities.

In 2013 the company undertook more than 60 social initiatives aimed at the elderly. Of all these activities, almost 60 per cent focused on applying the advanced therapies that the Clece teams develop in addition to their service contract. This includes various initiatives undertaken by Clece's Canary Islands division. At the Acaymo Centre of the Elderly in La Laguna, Santa Cruz de Tenerife, an urban kitchen garden was started, a therapeutic activity that benefits the elderly in various



ways, such as remembering past experiences, boosting their motivation and self-esteem, and developing their psychomotor activity. Also in the Canary Islands, the San Sebastián de La Orotava socio-sanitary centre in Santa Cruz de Tenerife set up an occupational gardening workshop, and thanks to the collaboration agreement reached with the Terriablue Association, the centre also started an assisted therapy programme with dogs outside of the care service contract.

Andalusia, where the company has a special presence in service provision for senior citizens in collaboration with regional and local public administration, was another main area where Clece took social action aimed at helping elderly people. The company promoted various leisure-type activities, such as the coexistence talk with users of the Community Workshops run by Jaén provincial council, attended by 300 elderly people in the Jaén town of Mengíbar, and the first edition of the Intergenerational Talks in Cártama, Málaga, with involvement from Las Dos Rosas nursery school and the Day Care Unit in Aljaima, Málaga, where the elderly and children could come together. The Day Centre in Aljaima was also a setting for various activities throughout the year, in which users and workers from the centre alike took part, along with relatives from both groups.

By understanding that leisure is a key element of wellbeing, Clece works to provide leisure activities that meet the needs and expectations of senior citizens, promoting a range of recreational and cultural activities. Some of the more noteworthy examples in 2013 include the performance by the African dance group Pachamama at the Massamagrell care home in Valencia, the tenth anniversary of Clece's comprehensive management at the Fort Píen care home in Barcelona, and the jazz events promoted by the Social Centre for the Elderly in Melilla.

Clece also showed its commitment to elderly people through various awareness-raising activities. The magazine *Únicos*, published by the Social Services department of the Central Andalusia Delegation, exemplifies the work done in this field. With three issues already released, it acts as a common space for workers, users and even clients of the different social services that Clece manages in the region.





## Unique senior citizens

Andalusia is the region of Spain where Clece provides social services to the largest number of users. Around 20 local and provincial administrations in Andalusia currently use the Home Help Service run by Clece. It also manages difference care homes and day centres, such as the Santo Cristo de la Salud residence for the elderly in Granada, the Arjonilla and Torrebermeja care homes in Jaén, the Centre for Elderly Persons with a Disability in Martos, and the Nuestra Señora de los Dolores care home in Málaga.

The extensive presence of Clece in this region has led the Social Services management to implement a joint initiative that will act as a point of union between all the people involved in these social services. The result is the magazine *Únicos*. This quarterly publication is aimed at sharing food practices, creating synergies and exchanging experiences between professionals and senior citizens, and is also open to involvement from clients. A place to come together, collaborate and get involved.



## Olympics in the Turia

To provide its residents with a different kind of quality leisure activity, the Palace de Raga Care Home and Day Centre for the Elderly in Valencia organised the “Raga-Olympics”. The day of sporting competition was held in April on the riverbed of the Turia river.

The event was attended by relatives of the participants, and proved a great day out. Benefits of the “Raga-Olympics” included increased self-esteem, improved psychomotor activity and a greater sense of togetherness.

## Motivation and self-esteem

The Acaymo Centre for the Elderly, managed by Clece, is located in the centre of San Cristóbal de La Laguna in Santa Cruz de Tenerife. It features a day centre and a day care unit. This unit is aimed specifically at elderly people with cognitive deterioration that translates into psychophysical or social difficulties.

In 2013, Clece staff started a kind of urban kitchen garden with the aim of using horticulture as a form of therapy for elderly people. The users at the centre who got involved benefit from improved motivation and self-esteem, as well as developing their psychomotor skills.



# Young jobless people

Youth unemployment is one of the problems that is of most concern to people in Spain at the moment. The figures reveal a complex reality, one that is not only compromising the present, it may also jeopardise the future. This is not just a generation of young people who are missing out on the chance to begin their working life and carve a career for themselves, society as a whole is affected by youth unemployment.

View of unemployment in Spain in 2013 [Source: National Statistics Institute Active Population Survey]



In order to get involved in the solution to the problem of youth unemployment, by its own initiative and in collaboration with other social agents, Clece participates in various initiatives aimed at increasing business training for young people and raising their prospects. It is a line of social action that has continued to evolve, in response to the progressive deterioration of the job market for young people.

Among the formulas aimed at improving access to employment and training for young people, Clece collaborates chiefly with work placement programmes organised by both the public and private sectors. The result is that 500 young people have found in Clece somewhere where they can take a job placement that complements their training and improves their employability.

Professional Experiences for Employment (EPES) was one of the programmes that Clece collaborated with in 2013. Implemented by the Andalusian Ministry of Economics, Innovation, Science and Employment, the aim is to help unemployed people find work by acquiring professional experience through work placements in different companies. Also in Andalusia, Clece was involved in the Seville Placement Awards. Promoted by Seville city council's Department of Culture, Education, Sport and Youth, in collaboration with the Cajal Sol Study Institute, the aim is to help young people from Seville develop their careers by providing economic aid and training-style work placements in different companies, including Clece.

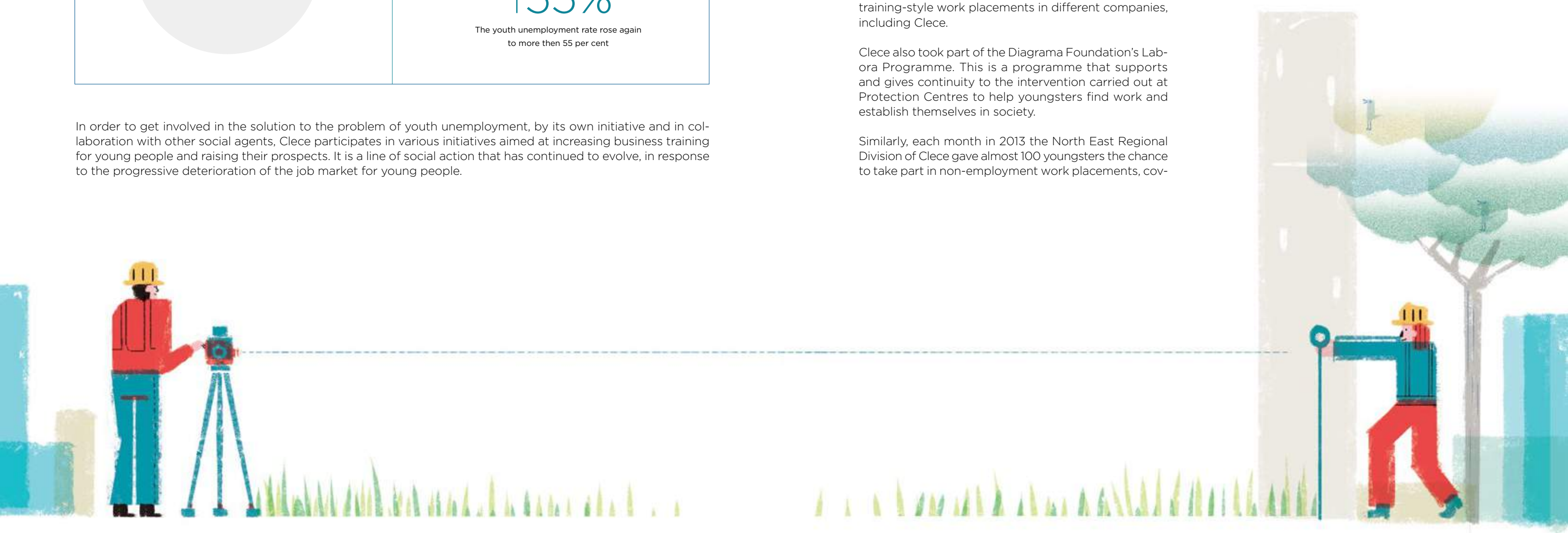
Clece also took part of the Diagrama Foundation's Labora Programme. This is a programme that supports and gives continuity to the intervention carried out at Protection Centres to help youngsters find work and establish themselves in society.

Similarly, each month in 2013 the North East Regional Division of Clece gave almost 100 youngsters the chance to take part in non-employment work placements, cov-

ering all the activities and different companies run by Clece in the area. This positive experience led to a broad network of collaboration with training centres to provide continuity to the work boosting youth employment.

Clece also signed up to the Training for Employment Programme run by Madrid city council, aimed especially at groups of people most badly affected by unemployment, such as young people and the long-term unemployed. As a result of Clece's involvement, 109 students from the programme took non-employment work placements at our work centres.

In close collaboration with the Employment Agency, Clece provided the practical part of various courses in Maintenance, Data Gathering, Cooking, and Social and Health Care in Institutions.







## Boosting employability

As an additional improvement to the contract with the Isdabe centre for minors, in Estepona, Málaga, Clece proposed a series of pre-occupational workshops for its residents, as part of the programme to help with their social and work integration.

The programming for the workshops included one on cooking, which was very well received by the seven participants. At the end of the course, the youngsters were given placements at the Gloria Fuertes and the Europa nursery schools that Clece currently manages in Mijas, Málaga.

## Own merits

By recognising the merits of the best way to gain access to the job market, Clece was one of the companies collaborating on the "Seville Placements" Career Pathway Award. The programme, promoted by the Cajasol Study Institute and the Seville city council's Department of Culture, Education, Sport and Youth, helps the career development of people from Seville aged 18 to 35 who have not completed

more than two years of university or training relating to the social sciences, law and economic science. The 12 best participants were awarded €1,000 each and ten weeks of work placement in different companies. Clece worked with one of the 12 best academic records in Seville, in this case in matters dealing with labour relations.



## Ongoing work

Erik works at Clece. He joined the company when he started on a work placement scheme, the Training for Employment Programme run by Madrid city council, for which Clece was one of the collaborating companies. After completing the training and work placement as part of the municipal scheme, Clece offered him a job.

Erik is an example of how hard work and collaboration from all social agents is vital to boost youth employment. Together with Erik, 14 other participants in the scheme were hired after completing non-employment placements at Clece, which trained a total of 109 pupils as part of this initiative.



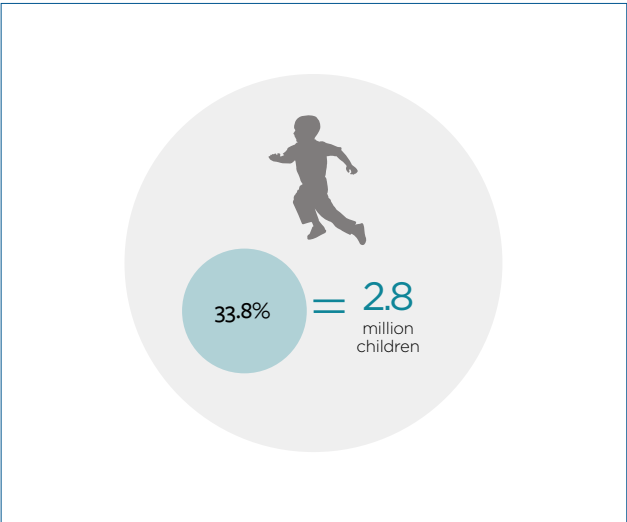
# Children in difficulty

Given the delicate situation that many children are going through in Spain, Clece has added direct social aid for children with fewer resources to its social action initiatives. The different regional divisions of the company carried out various initiatives of this kind in 2013. To help them achieve their goals, Clece worked with various associations throughout the year. Among other projects, Clece collaborated with “A Project for Life” by the Tiluchi Association, a campaign to collect used pens as a way to raise funds for homeless children. With the SEUR Foundation, various schools run by Clece collaborated in the collection of bottle tops to help provide medical treatment not provided by the health system and orthopaedic devices for children in need.

was the programme “Playing in Equality”, which was organised by the Association for Solidarity and Social Equality (ASIS) and which the nursery schools managed by Clece in Melilla were involved in. The initiative sought to collect toys for more than 500 children at risk of social exclusion. Other campaigns to collect toys included the schemes in Argenton in collaboration with the Red Cross, and in Seville with the Anabella Foundation and the Social Affairs department of Seville city council. In 2013 Clece donated Christmas gifts for children on the Oncology wards of the Vall d’Hebron Mother and Child Hospital in Barcelona.

Aware of how importance it is for young children to play and have fun, Clece also undertook various initiatives so that children lacking the resources could enjoy children’s activities such as magic shows, puppet shows, cinema, etc.

Children at risk of poverty in Spain [Source: Save the Children]



Initiatives by Clece to combat child vulnerability

Participation in various projects and programmes
Direct aid
Collaboration with associations
— Tiluchi Association-collecting pens to raise funds
— Seur Foundation: collecting bottle tops for medical treatments not provided by the health system
— Collect and donating food and other basic necessities
— Collecting and selling items to distribute funds
— Collecting and distributing toys at Christmas (with ASIS, Red Cross, Anabella Foundation, Vall d’Hebron)
— Fun activities for educating children lacking resources

To cover the most basic needs, Clece also promoted various campaigns to collect and donate food and other basic necessities. At the nursery schools run by the Central Regional Division of Clece, a campaign was organised to collect used clothing and utensils for babies, which were sold at affordable prices in the schools with the aim raising funds for disadvantaged families. Another initiative was the scheme implemented by the Fuentelucha nursery school in Alcobendas, Madrid, where a collection point was set up for food, non-perishable goods and basic necessities (shampoo, shower gel, creams, etc.) to coincide with the Christmas period.

Around 350 kg of items were collected, which were then given to the Social Services department of Alcobendas town council to be distributed among the children and families most in need. Attending to the emotional needs of children, also at Christmas, Clece was involved in various campaigns to collect toys. One example





## Magic and fun

As part of the Solidarity Magic Week, youngsters living at the children's home in Fuenlabrada, in Madrid, which is managed by Clece, were treated to a magic show, which tied in with the Foundation's objective of bringing magic and fun into children's lives. Solidarity Magic Week is organised once a year by the Abracadabra Foundation to bring magic to care centres for people with physical and mental disabilities, senior citizens, people with illnesses and children at risk of social exclusion.

The aim is to take a little magic and fun to people from disadvantaged social groups who do not get the chance to attend shows of this kind, as well as to raise awareness, through magic, of the need to take part in activities that show solidarity with others in society.

## Bottle tops for a new life

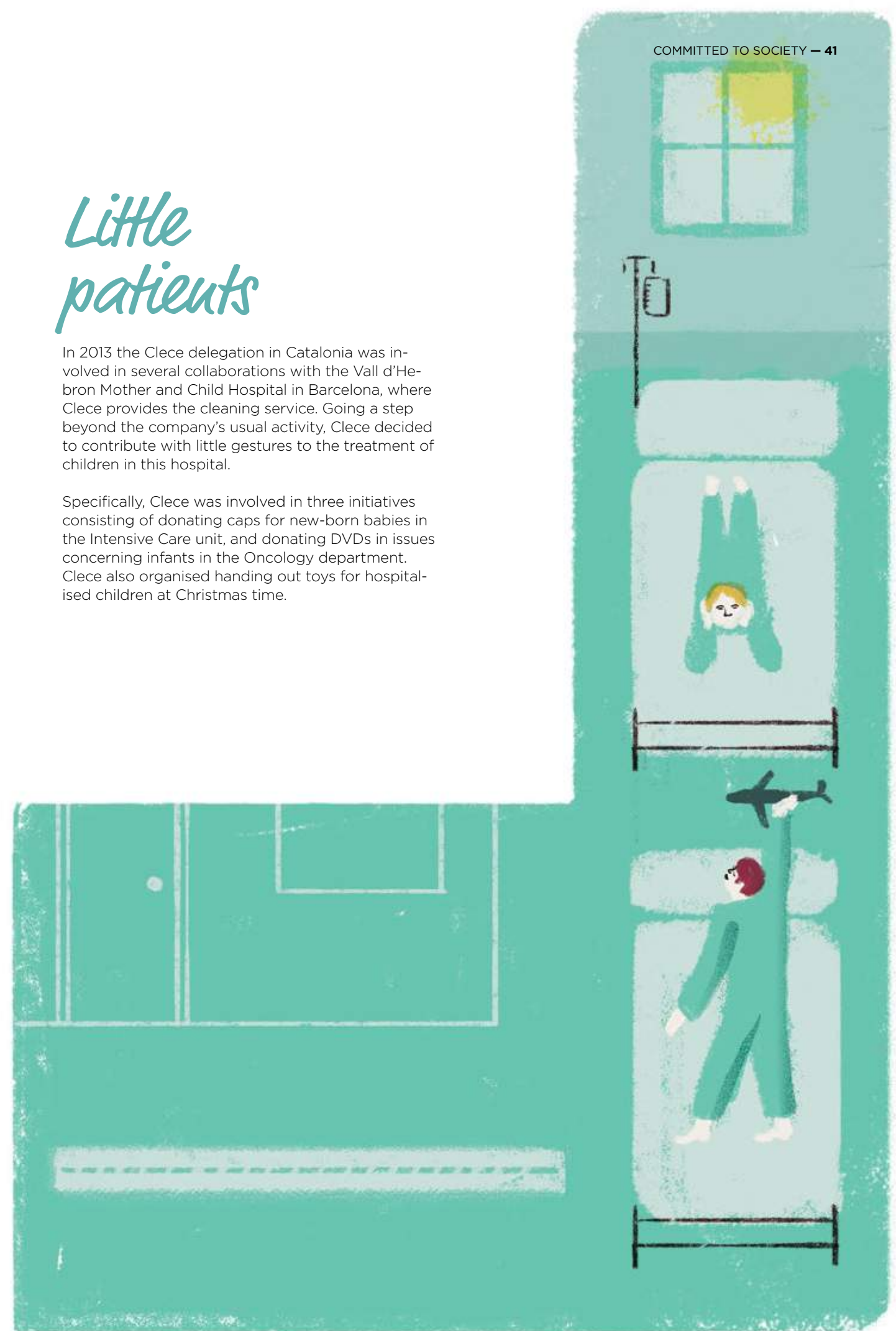
The "Bottle tops for a new life" initiative in 2013 involved users, relatives and staff at Madrid city council's Clece-managed Casa de Campo Day Centre. Clece decided to join the project organised by the SEUR Foundation to help ensure poorer children have access to medical treatments not provided by the health care system to help improve their quality of life, by recycling plastic bottle tops collected in its network of offices in Spain and Portugal.

To boost participation, Clece made sure to inform and raise awareness among workers and users at the centre, providing a container in the building where people could drop their bottle tops. The positive response of the initiative led to nine bags of bottle tops being delivered to the SEUR Foundation in 2013, with a continued collaboration on the "Bottle tops for a new life" project.

## Little patients

In 2013 the Clece delegation in Catalonia was involved in several collaborations with the Vall d'Hebron Mother and Child Hospital in Barcelona, where Clece provides the cleaning service. Going a step beyond the company's usual activity, Clece decided to contribute with little gestures to the treatment of children in this hospital.

Specifically, Clece was involved in three initiatives consisting of donating caps for new-born babies in the Intensive Care unit, and donating DVDs in issues concerning infants in the Oncology department. Clece also organised handing out toys for hospitalised children at Christmas time.







COMMITTED  
TO  
*our workforce*



# Committed to our workforce

People are the main asset at Clece. There are now 65,770 people on the workforce, making it the third-largest private company in Spain, in terms of staff numbers. In contrast with the difficult situation of the job market in Spain, Clece's workforce has enjoyed extraordinary growth in recent years. This trend continued in 2013, with 4,370 new members of staff taken on, 7.1 per cent more than in 2012. But the value of the people at Clece lies not in their number but in their human qualities. This distinguishing value is particularly noticeable in the 3,534 workers from vulnerable social groups, mainly people with disabilities, but also women who have been victims of gender-based violence and people at risk of social exclusion.

The human quality is something that runs through the entire workforce, who through their involvement form an integral part of the company's social project. In short, the people of Clece form an essential element in the strategic integration of social responsibility and the means through which the values and the social project of Clece are set out. In response to this great asset, Clece promotes the personal and professional development of its workforce,

ongoing training, equal opportunities and health and safety in the workplace.

### Personal and professional development

Committed to society, people and the environment. Clece has held SA 8000 Social Responsibility standard certification since October 2009.

This standard recognises respect for the Universal Declaration of Human Rights, the United Nations Convention on the Rights of the Child, and the main agreements on labour rights as advocated by the International Labour Organisation, and is responsible for ensuring that the various interest groups with links to Clece observe the requirements of the standard. The Clece Group companies Lireba and Talher also hold this certification.

### Equal opportunities

Clece is firmly committed to respecting and protecting workers' rights, taking specific action to prevent and

eradicate discrimination over gender or any other reason. This commitment to equality between men and women is laid out in the company's Equality Plan. This frame of reference includes protocols to prevent sexual and gender-based harassment in the workplace.

### Integration

Integration is one of the main hallmarks of Clece. For good reason one of the company's chief pillars is the integration of people from the more socially vulnerable groups of people in society. This includes young people, women who have suffered gender-based violence, people at risk of social exclusion, and people with disabilities. Clece currently has 3,534 people from these social groups among its workforce, 27 per cent more than in 2012.

### Work-life balance

For Clece, respect for the family and personal life of the company's workforce is a key aspect of how best to manage people. Accordingly, measures are taken to

help with the staff's work-life balance, helping people in the organisation who ask for assistance in this regard.

### Health and safety

Clece's commitment to health and safety in the workplace was clear when the company was awarded OHSAS 18001 certification, which sets out the requirements for a management system aimed at improving business management processes, and health and safety in the workplace, above the minimum levels required by law. Clece renewed the certificate in 2013, as did the subsidiary companies Talher, Lireba Serveis Integrats, the Integra Group, Cisba and Deyse. Clece Security also broadened the extent of its activities.

Because Clece considers training and information as key elements for creating safe working environments by preventing and removing unnecessary risks, 12,177 teaching hours were devoted to courses on occupational hazard prevention.

*Beyond the number, the value of the people at Clece lies in the human quality of the whole workforce, who through their involvement form an integral part of the company's social project. In response to this great asset, Clece promotes the personal and professional development of its workforce, ongoing training, equal opportunities and health and safety in the workplace.*



↑7.1%

In 2013, a total of 4,370 new members of staff were taken on, 7.1 per cent more than in 2012.

65.770

A total of 65,770 people now make up the workforce, making it the company with the third-highest number of employees in Spain.

↑27%

A total of 3,534 people from vulnerable social groups worked at Clece, 27 per cent more than in 2012.





COMMITTED  
TO  
*the environment*



# Committed to the environment

In terms of the environment and sustainable development, Clece's policy is twofold: to act and to raise awareness. Clece acts to reduce its own energy consumption and that of its clients, helping to reduce CO2 emissions into the atmosphere, and raising awareness of different environmental aspects through campaigns aimed at third parties. Most of what the company does is aimed at energy savings and efficiency, which are essential elements in dealing with the demands of mitigating climate change with any kind of guarantee, and are complementary to promoting renewable energy sources or sources that generate fewer greenhouse gas emissions.

In terms of raising awareness about environmental issues, where its subsidiary Talher is a pioneering company, Clece is active in environmental education. To this end it develops programmes to help change attitudes and behaviours for environmental, cultural and historic conservation and improvement, always from the perspective of sustainable development.

Three quarters of the companies have certification for environmental standards: Talher, Integra, Multiservicios Aeroportuarios, Clever, Lireba and Limpiezas Lafuente.

### Improved energy efficiency

For Clece, commitment begins with oneself, and beyond the company's activity as a provider of energy services for clients, Clece has implemented various measures to improve energy efficiency at its facilities at its facilities (both its own and those it manages for other clients).

Clece was the company to certify its facilities with the ISO 50001 standard, for example. To achieve this certification, at the company's head offices in San Sebastián de los Reyes (Madrid), Clece implemented the necessary requirements for lower, more efficient levels of consumption, with a consequent reduction in financial costs, lower levels of greenhouse gas emissions and a more appropriate use of natural resources, with a keen eye on alternative and renewable energy sources. As a result, the company reduced its electricity consumption by 33 per cent, and its gas by 50 per cent.

Since then, Clece has implemented an energy efficiency system based in the ISO 50001 standard in ten

more facilities, as a result of which energy savings of up to 22 per cent have been achieved, as is the case with the head offices of Clece Catalonia.. Other significant savings were at two centres that Clece manages, namely El Escorial theatre and the Teatros del Canal in Madrid, with savings of 12 and 16 per cent, respectively. The Teatros del Canal have become the first theatre space with ISO 9001 standard certification for quality, and the ISO 14001 Spanish environmental standard. To obtain this certification, Clece implemented a system to help reduce the environmental impact, and control and reduce costs.

Reducing CO2 emissions also requires adopting other measures. That is why Clece, which has a large fleet of vehicles throughout the Iberian Peninsula to provide services for thousands of clients, has started implementing a policy of acquiring electric cars to reduce the emission of greenhouse gases into the atmosphere.

### Project to reduce third-party consumption

As an energy services company, Clece helps many businesses and institutions improve the energy efficiency of their facilities and achieve significant energy savings. Today, Clece is one of the main companies in this market in Spain, directly managing more than 80 GWh, with average savings of around 22 per cent. Furthermore, Clece's involvement in this activity can be seen in its role as vice-chair of the Association of Comprehensive Maintenance and Energy Services Companies (AMI).

One of Clece's most significant projects in this area was for the Cuzco Complex, the first energy services contract in the General State Administration. The various improvement works resulted in a 14.9 per cent reduction in energy consumption, compared with the 10% initially proposed, a drop of 19.1 per cent of CO2 emissions, exceeding the original 10 per cent target, and an improved "C" energy rating for the complex, as planned.

Another major energy efficiency project was carried out to replace a third of the public lighting in Palencia. This renewal process meant changing 3,139 lights over to remotely managed LED technology, with energy savings of 70 per cent, and financial savings of €2

*Clece pursues two main lines of action: reducing its own energy consumption levels and those of others, and raising awareness about the importance of caring for the environment.*

## ENVIRONMENTAL CERTIFICATION

THREE QUARTERS OF THE COMPANIES HAVE CERTIFICATION FOR ENVIRONMENTAL STANDARDS: TALHER, INTEGRA, MULTISERVICIOS AEROPORTUARIOS, CLEVER, LIREBA AND LIMPIEZAS LAFUENTE.

One of the biggest energy efficiency projects was commissioned by Palencia city council and involved replacing a third of the city's public lighting (3,139 points of light) with LED technology, all managed remotely, which led to energy savings of 70 per cent and economic savings of €2 million. The scheme also cut down on CO2 emissions by 871 tons.



million, as well as 871 fewer tons of CO2 emissions. LED technology (which has advantages such as a longer useful life, lower maintenance costs and no heavy metals, making recycling much easier) and a remote point-to-point control system mean that the right amount and

intensity of light can be provided when and where it is needed; as a result Palencia has one of the most efficient lighting systems in Spain, as part of its Smart City strategy.





COMMITTED  
TO  
*continual  
improvement*



# Committed to continual improvement

In its commitment to achieving maximum satisfaction from its clients, the Clece Group has developed a complete comprehensive management system (CMS) covering the following aspects: quality, environment, energy efficiency, health and safety, corporate social responsibility and technological innovation. The CMS system is committed to three basic principles:

- ▶ Client satisfaction, meeting their expectations and anticipating their needs
- ▶ Strict compliance with legislation and all requirements as established by our clients
- ▶ Ensure the continual improvement of processes and management indicators

This system has accreditations in the following areas: Quality (ISO 9001), Environment (ISO 14001), Energy Efficiency (ISO 50001), Corporate Social Responsibility (SA8000), Occupational Hazard Prevention (OHSAS 18001) and Technological Innovation (UNE166002), and all under the umbrella of Information Security (ISO 27001), making it a system set for continual improvement.

In terms of innovation, Clece is always looking for new formulas to improve its services. R&D&I work by Clece can be divided into two main areas.

- ▶ Developing new processes, systems of production or forms of service provision, as well as technological improvements to materials, products and processes
- ▶ **Innovating how new products or processes are obtained, or improving existing methods.**

Knowing that excellence is based on a continued, ongoing effort, Clece continues to set new goals for improvement, and in 2014 the company approved the following nationwide goals:

- ▶ In energy efficiency, to implement and certify its public lighting and energy efficiency management work, based on the ISO 9001 and 50001 standards
- ▶ Environmental ISO 14001 certification for security activities

- ▶ Calculating the carbon footprint for the green market and airport services, on order to minimise and reduce levels
- ▶ Extending information security certification according to the ISO 27001 standard, including for the software systems used by social services.

## Corporate Social Responsibility SA 8000

Committed to society, people and the environment, Clece has been certified with the SA 8000 Social Responsibility standard since October 2009. This standard recognises respect for the Universal Declaration of Human Rights, the United Nations Convention on the Rights of the Child, and the main agreements on labour rights as advocated by the International Labour Organisation, and is responsible for ensuring that the various interest groups with links to Clece observe the requirements of the standard. The Clece Group companies Lireba and Talher also hold this certification.

## Health and Safety

LWorkers' health and safety is one of the basic pillars of the human resources policy at Clece, and applies to all of the group's units and activities.

Clece has a Health and Safety Management Manual that sets out the functions and responsibilities of all workers in this regard, with the aim of ensuring effective integration of health and safety matters throughout the company. In this area, Clece does not limit itself to complying with current legislation; it also ensures the process of continual improvement with OHSAS 18001 certification, which was renewed in 2013 following the corresponding successful audit.

The subsidiaries Talher, Lireba Serveis Integrats and Integra Group also renewed their OHSAS 18001 certification. In 2013 Clece Security met the specifications for this standard, which shows the division's commitment to occupational hazard prevention and the emphasis placed on health and safety in the workplace.

*The Clece Group has developed a complete comprehensive management system that covers aspects such as environmental quality and innovation.*

## TWO PILLARS OF R&D&I

TWO PILLARS OF R&D&I  
TECHNOLOGICAL IMPROVEMENT AND DEVELOPING NEW PROCESSES, PRODUCTION SYSTEMS AND SERVICE PROVISION

PROVISION  
INNOVATING HOW NEW PRODUCTS OR PROCESSES ARE OBTAINED, OR IMPROVING EXISTING METHODS





AWARDS  
AND  
*recognitions*



# Awards and recognitions

As a result of the hard work and commitment to the more human side of the company, in recent years Clece has won a raft of awards and recognitions for its social work and success at integration. The company has also helped organise events that reflect its social commitment:

## 2013

The Integra Foundation honoured Clece for the company's special commitment to helping people at risk of social exclusion. The award recognised Clece's collaboration with the Foundation in the common goal of helping people from vulnerable social groups find work and establish themselves in society, and particularly praised the company's work in 2013 with women who have suffered gender-based violence.

Clece was awarded the DisCert certificate, a European distinction that recognises and acknowledges businesses and organisations that help people with disabilities find work. The certificate is awarded following a verification process by certified organisations, depending not just on the legislation in force but other initiatives to improve the company's genuine commitment to people with disabilities.

The Ensanche de Vallecas Care Home for the Elderly and the Reina Sofía Alzheimer's Residence, both publicly owned and managed by Clece, won first prize in the competitions "Decorating the Garden" and "Growing the Garden", respectively, and which a high number of residential centres took part in. Both awards, promoted by the Region of Madrid, recognise activities that help the elderly to feel useful and recognised.

The Spanish Red Cross recognised Clece in the second edition of the Empresas Más awards in the Region of Madrid, for the company's collaboration with social integration initiatives, improving people's employability through empowerment, professional experience and access to open selection processes.

Initiatives Solidàries, the not-for-profit association from the city of Valencia, recognised Clece for its solidarity work in 2012. The award recognises the contribution of companies that help with culturally, socially and financially

disadvantaged people find their place in the job market and in society, through a range of initiatives including job placements, work experience with companies, corporate social volunteering, visits to places of work, donations and project funding.

## 2012

The Integra Foundation recognised the work done by Clece in Valencia regarding the company's support, commitment and sensitivity when dealing with job candidates from collectives at risk of social exclusion. Clece has collaborated with the Integra Foundation for seven years, with more than a hundred contracts signed with people from social groups at risk of exclusion.

The Cauces Network, made up of the Eslabón Association, the Prolibertas Foundation, the Arco Iris and the Grupo Lábor Association, recognised Clece for its work in helping people at risk of social exclusion in the Region of Madrid find work. These awards recognise the social responsibility of companies that show their commitment to these people, either by providing them with work, giving them training or donating materials.

Clece won an award from the Ilundain Foundation for the company's commitment to helping people find work. In 2012, Clece hired 38 people at risk of social exclusion, 11 of them permanently. Following an agreement with the Foundation, Clece committed to hiring young people at risk of social exclusion from the Ilundain Foundation if the company was awarded the cleaning contract for Pamplona city council municipal buildings.

## 2011

The Queen Sofía Foundation Alzheimer's Centre, which is run by the Madrid regional government and managed by Clece Social Service, hosted the "Physical Exercise and Dementia" Conference. It was organised by the centre in collaboration with the Regional Department of Social Affairs and the María Wolff Foundation. The symposium coincided with Alzheimer's International 2011, an initiative promoted by the Queen Sofía Foundation and the Pasqual Maragall Foundation, which Clece partnered with as a collaborating business.

*The continued work by Clece in the more human side of the business has also paid dividends in the form of various public recognitions.*

## AWARDS AND EVENTS

IN 2013, THE CLECE GROUP WAS AWARDED A DISCERT CERTIFICATE BY THE INTEGRA FOUNDATION IN THE COMPETITIONS "DECORATING THE GARDEN", "GROWING THE GARDEN" AND "PLUS BUSINESSES", AND WAS SINGLED OUT BY THE INITIATIVES SOLIDÀRIES ORGANISATION.



## 2010

The Integra Foundation recognised the work by Clece in helping groups at risk of social exclusion find work. The mentioned was granted by the Foundation for the company's support, commitment and sensitivity when dealing with job candidates at risk of social exclusion.

## 2009

The charity work of La Caixa Foundation awarded Clece an Incorpora Award, which recognised companies that show a spirit of integration in their hiring strategies. The main merits considered by the jury were the company's active work to hire and integrate people at risk of social exclusion with difficulty in entering the job market.

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