

III CLECE SOCIAL REPORT



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01

A round-trip
journey

01

A round-trip journey

Our social project is simply to be close to society and help by providing everything we can.

CRISTÓBAL VALDERAS ALVARADO
Chairman of Clece



We are a company of people for people, close to society, which provides several services entrusted to us by public administrations. These services are often essential for society such as people care, and also critical to our future like the protection of our environment or the improvement of our cities.

We have a large staff of more than 73,300 people. A team with very different jobs and mostly composed of women.

And what is what we do best? To care for people. It is something we have been doing for decades and is in the DNA of our people.

On this basis, we were sure that our social duty as a company was to solve people's problems, and take advantage of what we are, have and know to increase the rates of integration of vulnerable groups and the social awareness of their problems; to develop employability; and to improve the quality of life of the users of our services, mainly elderly people and children.

Our company can get where administrations or the third sector cannot do. We go beyond the service we provide to the different administrations and we get people of socially vulnerable groups to enter the job market, by finding an opportunity in our company. It is what we call "to close circles". Today 9.8% of our staff comes from disadvantaged groups, twice as many as 4 years ago.

"9.8% of our staff comes from disadvantaged groups"

This is not everything. We also develop initiatives to increase society awareness -such as the Forums for Integration- and to recognize the work of those who already strive to improve the lives of vulnerable groups, such as the Compromiso Awards. In addition, we work to improve a greater development and social integration of elderly people, recognizing their important social role.

The intrinsic naturalness of our social project is also the success of its growth. I am not talking about figures, but people. Today our project is within each worker of Clece and I see their potential when I have the opportunity to talk to some of them.

"I am not talking about figures, but people. Today our project is within each worker of Clece"

Their overcoming stories, their smiles, are a source of joy and pride for all of us, but also a reminder that we can still help many more people.

In order to continue closing circles, it is important that some administrations take more steps. The development of social services should go in line with the evolution of the society in which we live and for which we work. That is why the general interest social clauses, such as employability, equality or labour integration should be given priority in contracts for the provision of services, whether public or private.

"We can still help many more people"

Only from the collaboration between administrations, enterprises, social organizations and many other actors, we can achieve that this common dream about employability, social integration and improvement of people's quality of life is a success story.

Committed to people
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02

Our social
commitment

02

Our social commitment

€·social represents the social commitment of Clece, the contribution of the company to achieve a more cohesive and inclusive society, with equal opportunities for all.



A social project that emerges as a logical response to the evolution of the company and linked to its business. Clece is defined as a company of people for people. Every day more than 73,300 employees work to improve the life of thousands of people, through the several services it provides. Personal relationships are therefore a permanent feature in Clece and reach a greater impact in areas such as educational and social services.

This sensitivity is transferred to Clece Social whose main purpose is to help the most vulnerable people. People with disabilities, victims of gender-based

violence, people at risk of social exclusion and unemployed young people. But also elderly people and children. For that purpose, Clece Social acts in four axes: employability, integration, awareness and people care.

The labour integration is one of the main action areas. The clear commitment to employment of Clece as a means of social inclusion indicates that 9.8% of its staff is composed of workers from disadvantaged groups.

In this work, Clece has a single value: its employees. They feel Clece Social as their own project, which

enables them to turn their work environment into an integrating one, and their own work into a daily commitment to the welfare of thousands of people.

In the light of the difficult context in recent years, where the most vulnerable have been more affected by the crisis, Clece has redoubled its efforts, which has favoured the boost of the social project, reaching more and more people and involving in its objectives a growing number of social actors, administrations and social entities. In the last year, we have achieved important results. The present report shows the most outstanding milestones and achievements.



Committed
to people

DISADVANTAGED GROUPS:

- To facilitate job opportunities for people with special difficulties to access the labour market.
- To promote effective and sustainable integration processes over time.
- To increase the employability of persons of disadvantaged groups through training.

EMPLOYEES:

- To provide a framework for labour relations based on equal opportunities, non-discrimination and the diversity consideration.
- To capture, boost and retain talent. To provide training and qualification to workers.
- To ensure a safe and healthy work environment.
- To foster the personal and professional growth of all people, making them part of the business project.



CLIENTS:

— To promote cooperation actions for the work integration of socially vulnerable groups and for the awareness about their reality.

— To contribute, together with administrations and sectoral entities, to the development of increasingly broad, efficient and quality social services.

— To provide complementary activities to hired services as an added value for users and clients.

USERS:

— To improve the quality of life and promote the well-being of users.

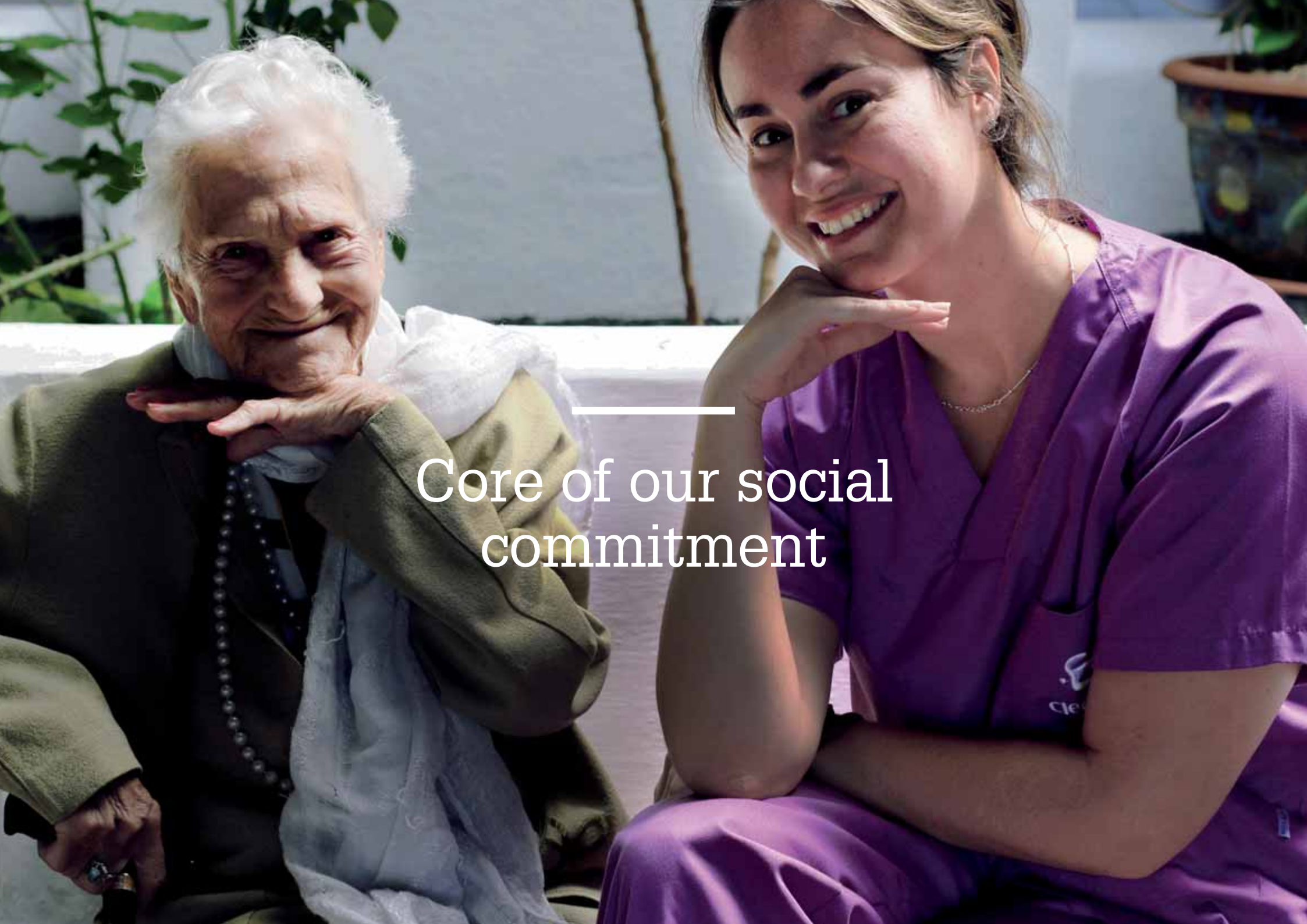
— To protect the interests of groups requiring special social care, such as children and elderly people.

— To encourage actions of interrelation between the groups helped by Clece.



**SOCIETY:**

- To develop awareness and education projects that promote social values of equality, respect for diversity and solidarity.
- To sensitize to the need for an integrating and responsible society with the most vulnerable people.
- To fight prejudices and stereotypes which become an element of stigmatization, marginalization or social exclusion.
- To report on the social reality of vulnerable groups through different actions and communication channels.



Core of our social
commitment

Clece Social is in tune with the most concerning social issues for citizens today. Issues such as unemployment or the situation of the most unprotected people. To achieve the same possibilities to access the labour market and social welfare, Clece Social tackles four lines of action:



EMPLOYABILITY



INTEGRATION



AWARENESS



PEOPLE CARE

EMPLOYABILITY:

To stimulate job creation and improve working conditions for the professional growth of workers.

**INTEGRATION:**

To boost the integration of people with special needs to enter the working world as a mechanism of social inclusion.

**AWARENESS:**

To give visibility to the socially vulnerable groups to achieve the involvement of society.

**PEOPLE CARE:**

To develop initiatives aimed at the care of the users of the services, mainly elderly people and children.



EMPLOYABILITY:

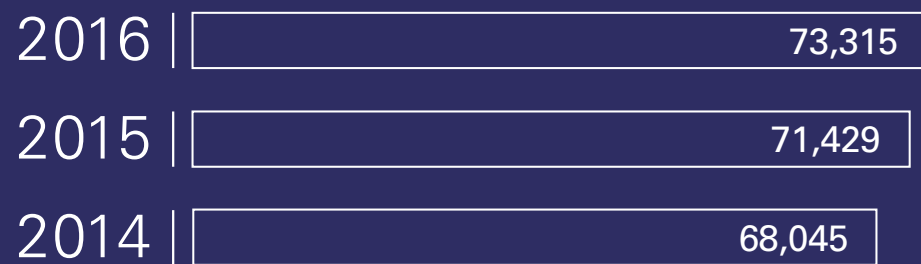


2.6%
Increase in
staff

The high rate of unemployment is one of the main social problems and firms play a fundamental role in the revitalization of the job market. The evolution of the company and the management of Human Resources have had a positive impact on both the growth in staff numbers, and the improving performance of existing jobs.

Following the trend set in recent years, the staff grew a 2.6% in the last 12 months, which puts Clece as the third largest employer in the country with more than 73,300 workers.

New recruits joining a great team where, regardless of the large volume, everyone adds, each person has her / his place. The management of talent, the commitment to integration, the promotion of equality, safety and health are the foundations of a diverse and collaborative professional environment, with equal opportunities for all. It is an environment which contributes to the personal and professional development of each employee, boosting the company evolution at the same time.



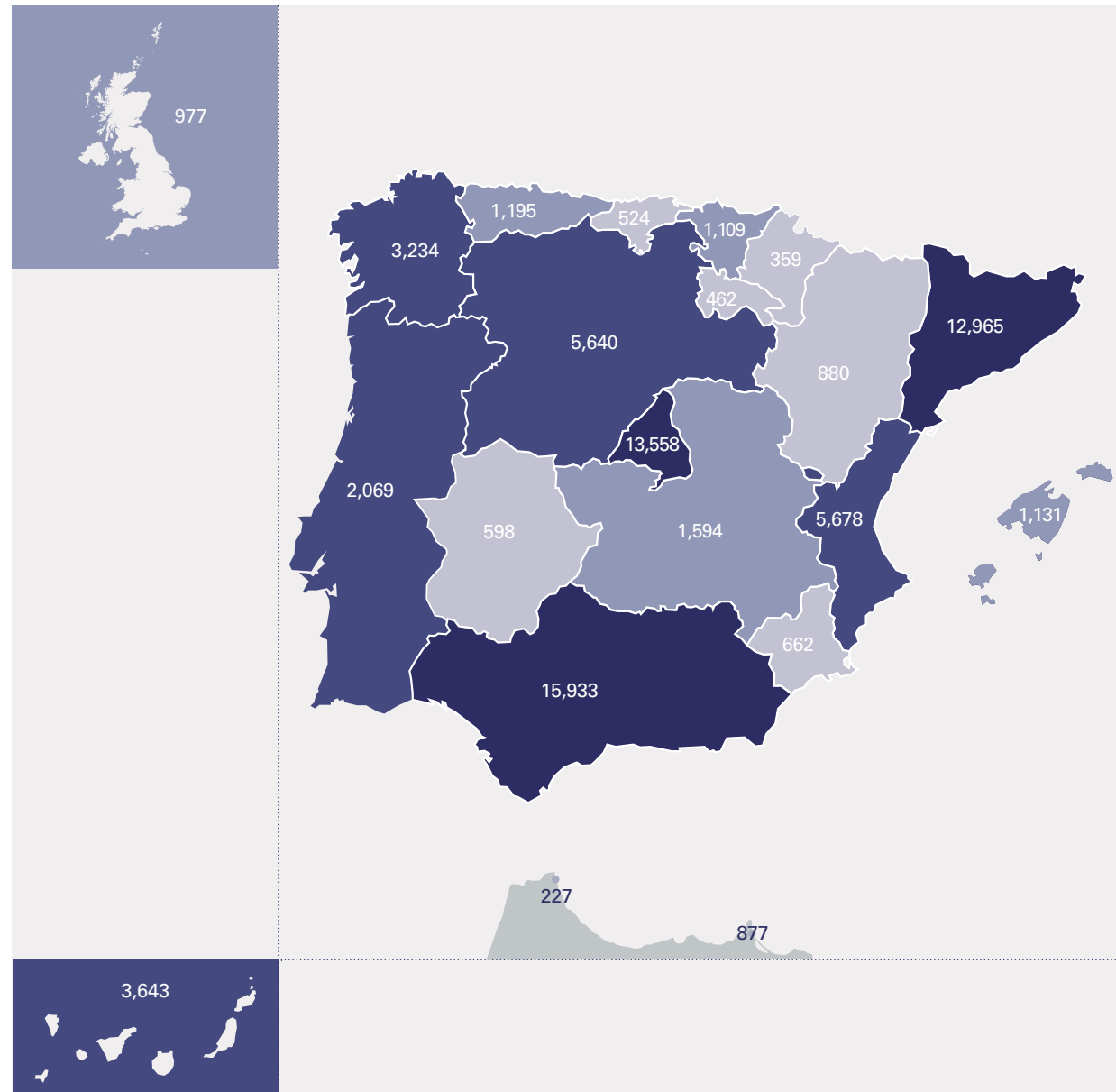
STAFF EVOLUTION
(Data in June 2016)



STAFF DISTRIBUTION
BY GENDER

MAP OF EMPLOYEES BY REGIONS

| | |
|---------------------|--------|
| Andalusia | 15,933 |
| Aragon | 880 |
| Asturias | 1,195 |
| Balearic Islands | 1,131 |
| Canary Islands | 3,643 |
| Cantabria | 524 |
| Castile - La Mancha | 1,594 |
| Castile and León | 5,640 |
| Catalonia | 12,965 |
| Ceuta | 227 |
| Extremadura | 598 |
| Galicia | 3,234 |
| La Rioja | 462 |
| Madrid | 13,558 |
| Melilla | 877 |
| Murcia | 662 |
| Navarra | 359 |
| Basque Country | 1,109 |
| Valencia | 5,678 |
| Portugal | 2,069 |
| United Kingdom | 977 |





TALENT MANAGEMENT

To capture, booster and retain talent. With this purpose, Clece provides training and qualification to its workers, favouring their professional and personal development in the company. In the last year 485,626 hours of training were given in 2,044 courses reaching a total of 25,500 workers.

COMPETENCY ASSESSMENT

The competency management model is a system of common and homogeneous assessment based on the necessary job skills for the performance of each position. The results are linked to specific plans for training and development.

More than 75% of the line positions are subject to this assessment system, which favours and promotes the professional development of our employees.



PROMOTION OF EQUALITY

The equality plans of the company are the frame of reference that allows us to correct and implement several actions linked to our commitment in this field. This year we have changed our harassment protocols to make them clearer and we have undertaken different awareness and training actions in key groups.

JOB SECURITY

The creation of an environment ensuring the health and safety of employees is a value present in all the activities and decisions of the company. To involve everyone in the prevention of occupational hazards, training is a basic tool as showed by the 149,426 hours given in this field.



PROFESSIONAL CERTIFICATES

Clece, together with the Council of Education, Culture and Sports of the Andalusia Regional Government and the Trade Union Confederation of Andalusia, have signed a collaboration agreement for the assessment and certification of professional skills of the home care workers through their professional experience.

“First announcement of selection, more than 3,500 applications managed by Clece”

At the conclusion of the first announcement of selection, **more than 3,500 applications** managed by Clece have successfully passed the assessment process. For that purpose, a team distributed throughout the region has advised the workers in the process.

INTEGRATION:



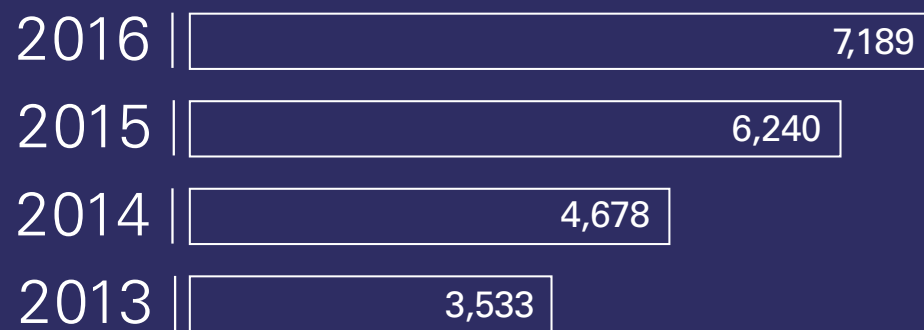
7,189
employees of
vulnerable
groups

One of the major determinants of exclusion is unemployment. This problem is particularly sensitive to the vulnerable groups to whom the unemployment rate affects more harshly. Thanks to the work of the entire structure of Clece, today 7,189 employees from these groups work fully integrated within the company, which represents a 9.8% of the staff.

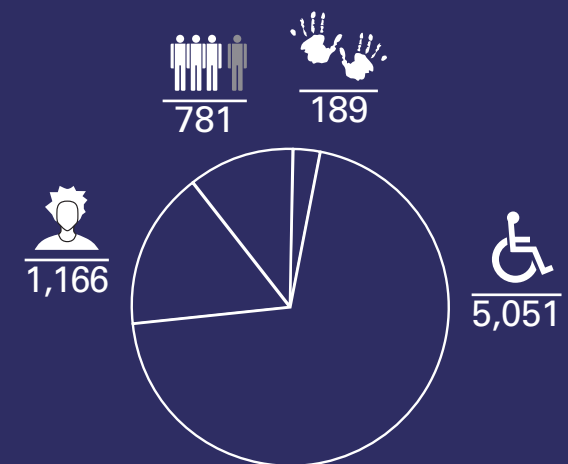
It should be noted that the integration process has been growing in recent years with a significant boost in the last year with the recruitment of 950 employees from disadvantaged groups. A notable volume that has been accompanied by a greater effort in the recruiting processes. And, in tackling the problem of unemployment among people in a situation of vulnerability, Clece aims to make the integration process as effective and sustainable as possible.

By removing the barriers to access to the job market, it is necessary to highlight the mutual benefit of recruiting people from vulnerable groups. Workers obtain from the job opportunity the most effective means for their autonomy and social participation. On the other hand, Clece adds value to its business and has more collaborative and caring work environments.

e·social



EVOLUTION OF WORKERS OF INTEGRATION AT CLECE
(Data in June 2016)



INTEGRATION OF DISADVANTAGED GROUPS
(Data in June 2016)

SUPPORT UNIT

In order to support the adaptation of workers from disadvantaged groups, we will implement the Support Unit to the Professional Activity.

Still at a very early stage, as a pilot experience, this is a resource focused on promoting the best conditions of inclusion in the working environment and adaptation to the workplace. The Unit offers services of specialized socio-labour care, of improvement of the psychosocial well-being and of social inclusion. Its role is key to detecting opportunities and resolving demands that may arise at any stage of the process –recruiting process, recruitment, maintenance and labour progression–, thanks to a personalized and quality monitoring.

COLLABORATION AGREEMENTS

Clece collaborates with 350 third sector organizations with which, through actions, joint programs and projects, works to improve the socio-labour situation of the most vulnerable groups. The cooperation extends to customers in both the public and private sector, where 80 agreements on social inclusion have been signed in the past two years.

“Clece collaborates with **350 third sector organizations** with which has signed **80 agreements** in the past two years”

THREE PARTIES PARTNERSHIP

A clear example of collaboration between the different actors involved in the process of labour integration is the project "Training with recruitment commitment".

Clece, Pinardi Foundation and the Public Service of the Council of Employment, Tourism and Culture of the Community of Madrid, started last year this project that enabled 100 women at risk of social exclusion to obtain the Certificate of Professionalism in the healthcare sector. More than 60% of them have been employed in the Home Care Service of Clece with a work contract and formal training, which allow them to become professionals and have a development opportunity in this area.

WITH THE CITY HALL OF VALLADOLID

The City Council of Valladolid and Clece join to promote the labour insertion of people from disadvantaged groups or at risk of social exclusion. Both entities, which collaborate in other programs such as the Home Care Service, agree the promotion by Clece of vacancies that may arise in the services contracted with the City Council of Valladolid to be occupied by people at risk or in a situation of social exclusion, victims of gender-based violence and people with disabilities.

In addition, Clece provides non-work internships in the occupational training courses of health care in institutions, developed by the Council of Social Services. The agreement includes other actions such as the dissemination of campaigns and social awareness messages.

AWARENESS:



To inform,
communicate,
disseminate
and raise
awareness

For the social initiatives to move up the path of sustainability and gain new supports, important awareness work is needed. The sum of efforts, cooperation and shared responsibility are key to the progress of the social project of Clece.

Through different initiatives, a large number of people and entities have been involved in the reality and challenges of the disadvantaged groups, motivating them to share their vision and participate in the change towards a fairer society with equal opportunities for all.

To inform, communicate, disseminate and awareness in order to achieve this commitment. A chain that has been driven in the last year with a full calendar of actions, including the celebration of events already consolidated like the Compromiso Awards or the Forums for

Integration, and new measures such as awareness campaigns held on the occasion of the World Day against Gender-based Violence on 25 November or the International Day of Persons with Disabilities on 3 December.

Awards, workshops, meetings, forums, gatherings, demonstrations, campaigns in social networks or the web page clecesocial.es. Different formats and channels to connect with an increasing audience, reaching companies, administrations, organizations and citizens.



COMPROMISO AWARDS

Seville was the stage of the second edition of the Compromiso Awards. These awards recognize the best local projects of assistance to vulnerable groups and attention to elderly people. After the first call in Madrid, the awards were held in Andalusia, Ceuta and Melilla. The four winners were:

- Under the category Disability, **Care Centre Children's Disabilities (CADI, in Spanish)** for its project "Inclusive sport".
- Under the category Social Exclusion, **Arca Empleo** for its project "Including the excluded".
- Under the category Victims of gender-based violence, **Adoratrices Almería Community** for its project "Emaús".
- Under the category Elderly People, **Association DYA-R** for its project "Hand to hand: older people changing the world".



FORUMS FOR INTEGRATION

Clece has continued the celebration of forums for integration, meetings in which different social actors, through dialog and debate, deal with the challenge of integration of socially vulnerable groups.

The celebration of two new editions has consolidated this format as a distinctive initiative of Clece. Under the slogan "A job to change a life," the III Forum for Integration was held in November in Las Palmas de Gran Canaria and was dedicated to people at risk of exclusion.

With the title "Recruiting talent," Valladolid hosted in June the IV Forum for Integration in which a global vision about job integration was given.



25N "A LIFE WITHOUT VIOLENCE"

"A life without violence, a life with respect". More than 10,000 people endorsed this motto on 25 November by joining the commemoration of the World Day against Gender-based Violence. With this awareness campaign, both clients and employees of Clece showed their rejection to gender-based violence and solidarity with the victims. Painted hands, canvas, violet ribbons, manifestos and silent gatherings took place in the different delegations and work centres of Clece. The Social Networks with the hashtag #unavidasinviolencia served as speaker to the campaign.



ÓXIDO

The photographic exhibition “Óxido” of the artist Sara Yun from the Canary Islands discovered the day-to-day of four of the twenty-two crew members of a boat abandoned by its owner in the Puerto de la Luz of Las Palmas in Gran Canaria, thousands of kilometres from their homes. The sample was produced and sponsored by Clece for the III Forum for Integration “A job to change a life”. After its premiere in November in the Space of Arts of Tenerife (TEA, in Spanish), the exhibition travelled in January to Gran Canaria Digital Space.





3D BREAKING BARRIERS

On the occasion of the International Day of People with Disabilities, held on 3 December, Clece participated in several actions to raise awareness on the need to eliminate the barriers that impede the inclusion and participation of persons with disabilities in the society. Among other initiatives, together with the City Council of Carlet in Valencia, the manifesto "Breaking our mental barriers to break the physical barriers" was signed. In Seville, in collaboration with Ranstad Foundation, "Put yourself in my shoes" was carried out, where employees of Clece played a wheelchairs basketball game. In Avilés, Integra CEE Asturias organized a day of citizen awareness with different associations and organizations.



LONG-DISTANCE RACE

Throughout the year, Clece has not hesitated to wear the bib to support several social causes. The company has been faithful to its annual appointment with races as "There is a way out of gender-based violence" organized by the Ministry of Health, Social Services and Equality and the magazine Mía; or with the race promoted by Dedines, the Association in Defense of Disabled Children with Special Needs in Getafe (Madrid).

Other solidary races have been the Race of Women Ejido 2015; the I edition of the #pinkrunning promoted by Cadena 100 Córdoba; the IX Running for the Functional Diversity in Xàtiva; the Family Color Run held in Ingenio (Gran Canaria); the II Intermón Oxfam Trailwalker in Madrid or the "12 hours running 2016" in Valladolid.



CLECE CHANNELS

The portals clecesocial.es and inclusionyempleo.es have followed their informative activity as places of consultation to find resources and documentation of interest and share the stories of the true protagonists of the social project. The social networks, through the Facebook and Twitter profiles have been a genuine point of interaction with 2,672 and 961 followers respectively the first year. There are people who share concerns and have been important speakers in awareness campaigns as the one held on 25 November with the hashtag #unavidasinviolencia.

PEOPLE CARE:



The activity of Clece in the health care sector allows a daily contact with people with disabilities, children in difficulties, victims of gender-based violence or people at risk of exclusion, among other vulnerable groups.



145
nursing
homes
92
day centres

The link between Clece and elderly people is similarly close because it provides services at a national level in 145 nursing homes, 92 day centres and in home care looking after more than 86,800 people.

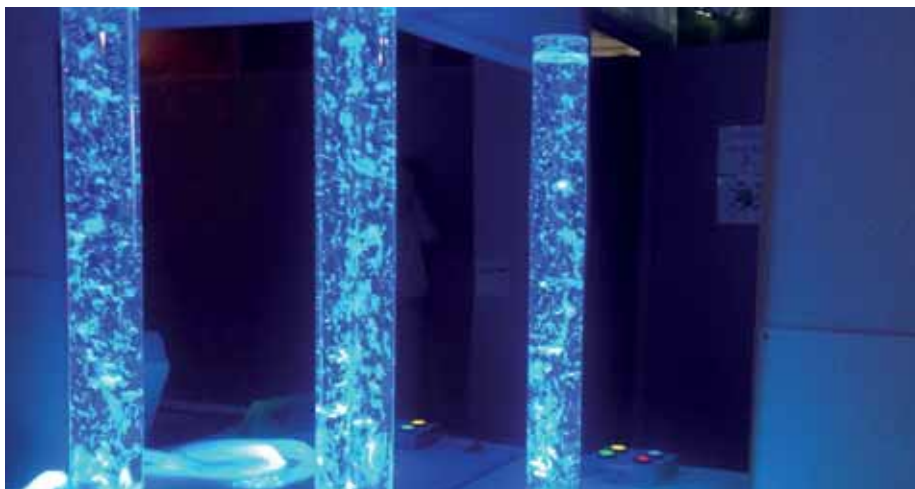
But the experience and contact of Clece with these groups goes beyond the merely professional. To know so closely their needs and concerns only fosters sensitivity and empathy towards their reality. Therefore, Clece takes a step further and devotes part of its social project to encourage and provide the best care to those who need it most.

Once again, the therapeutic activities have played a major role in this area and a wide range of alternatives have been offered to care for

the physical and mental health of people who, due to their condition or age, need it. Hydrotherapy, multi-sensorial rooms, horticulture, solutions 2.0 or animal-assisted therapy have been just some of the solutions aimed at improving their quality of life.

Along with the therapies, Clece has opted for the adoption of new protocols such as Comprehensive, Continuous and Person-centred Care (AICP, in Spanish) and the introduction of the certification "Unrestrained".

In the field of Nursery Schools educational, recreational and leisure activities have been promoted to stimulate the knowledge, sensitivity and solidarity of children, like intergenerational meetings, solidary workshops, or the collection and donation of food and toys.



INNOVATIVE THERAPIES

Humanoid robots and multisensory rooms

Humanoid robots and multisensory rooms are two of the latest therapies in the care of elderly people incorporated by Clece. In the Residential Home of Casillas del Ángel in Fuerteventura and in collaboration with the Rey Juan Carlos University in Madrid and the Inter-island Council of Fuerteventura, the robot Petete has been installed. This is a 45 centimetre droid used for music therapy and cognitive stimulation sessions with the objective of establishing a positive interaction with people with dementia. In the Centre of Social Integration, CIS, of Barakaldo a multisensory stimulation room Snoezelen has been implemented. Both through individualized or group treatment, it is especially suitable for people with severe cognitive impairment, with alterations of conduct or with the risk of falling.





UNRESTRAINED

The day centres of Parayas in Camargo and General Dávila in Santander, belonging to the network of day centres of the Cantabrian Institute of Social Services, ICASS, received the accreditation "Unrestrained" granted by the Spanish Confederation of Organizations for the Elderly People, CEOMA. Clece thus joins this new model of care looking for a rational use of the fasteners in long-term care centres and assumes the challenge of gradually accrediting its residences as "unrestrained".



INVOLVING THE ELDERS IN THEIR CARE

In collaboration with the Pílares Foundation, Clece has initiated the adoption of the model AICP, Comprehensive, Continuous and Person-centred Care, which promotes the integration of services as well as the guidance to the person beyond the classic individualized attention. In addition to meeting the needs by adapting to their individual characteristics, we encourage the person to participate actively in her/his care process, developing her/his autonomy and independence and highlighting the therapeutic role of everyday life.



TRAINING TO CARE

There are currently in Spain more than 45,000 people who care for their dependent family members, and in some cases with only the support of the Home Care Service. These are called non-professional carers. People who, in some cases due to a lack of economic resources and in others because they understand that it is their responsibility, do not ask for outside assistance. This constant attention causes that on numerous occasions the carers suffer stress, anxiety and even depression, among other difficulties. An interdisciplinary team of Clece composed of psychologists, social workers, physiotherapists, nutritionists and monitors of leisure are carrying out workshops in Málaga, so that these carers learn and put into practice techniques to maintain their own health and be in the best physical and psychological conditions to take care of themselves and their family.



EDUCATION. CONSTANT INNOVATION

This year, the 113 nursery schools managed by Clece have made a special effort in educational innovation by developing all sorts of projects to stimulate the capabilities, the creativity and the senses of the youngest.

This effort has been recognized with different awards. Example of this is the award for Excellence and Innovation in Education convened by the World Association of Early Childhood Educators AMEI-WAECE and Hermex Ibérica, achieved by the Infant School Los Sauces of Valdemoro in Madrid or the prizes to 5 schools managed by Clece and awarded by the professional magazine "Infant School" of the editorial Siena, in a contest in which 30 of our schools were finalists.

People with disabilities

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03

With the most
vulnerable



People with
disabilities



SITUATION OF DISABILITY IN SPAIN

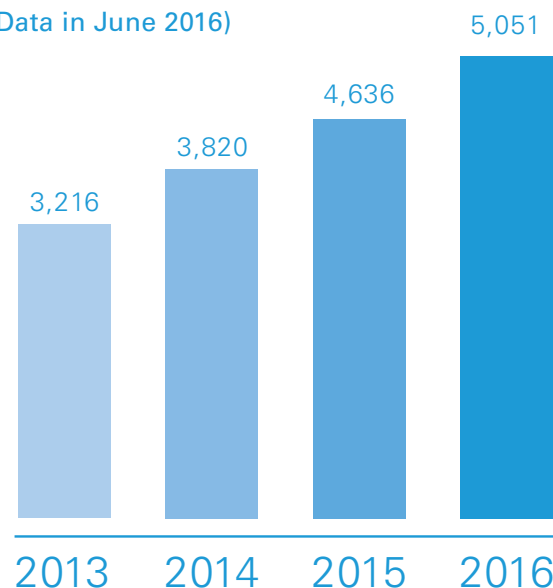
Source: National Institute of Statistics 2014

4.7% of the Spanish population in working age are people with disabilities

35% average unemployment rate for this group

72.1% youth unemployment rate from **16 to 24** years old

EVOLUTION OF THE INTEGRATION OF WORKERS WITH DISABILITIES IN CLECE (Data in June 2016)



Clece values the talent and working capacity of people with disabilities, as well as their contribution to generate good environment within the company and positive reference models. As result of this idea, the Company currently has 5,501 employees with some degree of disability. From their own experience and through the different awareness actions, Clece also contributes to break down barriers to the recruitment of these professionals.

In the healthcare scope, Clece manages various centres for people with disabilities. This activity allows to set in motion additional initiatives, such as therapies or leisure and socialization activities which contribute to their well-being and life quality.



PUT YOURSELF IN MY SHOES

Put yourself in somebody else's shoes means to identify and share her/his emotions. This is precisely what the initiative "Put yourself in my shoes" looks for, that people without disabilities are put in the place of people with disabilities and feel their main concerns.

On the occasion of the [International Day of Disabled People](#), Seville welcomed this action where the workers of Clece in the Sevillian capital played a game of basketball adapted in a wheelchair with the Team Vista Azul from Dos Hermanas. The sporting challenge was carried out in collaboration with the Ranstad Foundation in a location as emblematic as the Plaza de la Encarnación. On the court, the participants experienced at first-hand the challenges that people with disabilities face day by day.



FACING ADVERISTY

[To sow, harvest, collect...](#) The cultivation and maintainability of an urban garden has become the original way of facing the diversity of persons with intellectual disabilities of CAMP Reina Sofía in Las Palmas de Gran Canaria.

Twice a week, Mondays and Fridays, they spend their time taking care of a plot by performing tasks of compost, cleaning, planting, irrigation and seed selection. Together with the weekly activity, once a month, they meet with the other gardeners to review the functioning of the community. [Through the horticulture they get different therapeutic and social integration benefits.](#) The activity has become a very useful hobby for their physical and mental well-being.



SCHOOL FOR PARENTS

The families of people with a mental disability share feelings and concerns and face common challenges that usually require help and special resources. Aware off this reality, the [Home for persons with mental disabilities La Llum](#) of Carlet in Valencia has the School for parents and disability since two years ago.

After the good results of the first edition, a workshop of spring menus inaugurated the second course of the School. At the workshop families were informed about menus and feeding patterns. With the school for parents, the residence opts for a model of relationship that encourages the meeting and training of parents and relatives.



BACK TO WORK

The injury caused by a traffic accident incapacitated Berta to continue working. A tragic event that radically changed her life affecting the family, social and labour scopes. The disability occurred at the age of 33 years and she had to quit her job as security guard and give up her profession.

With the help of Clece, [Berta got back to work](#) after 8 years of disability. Since September 2015, she is working in the Government Delegation in the Autonomous Community of the Canary Islands with a one-year contract and proposal of indefinite.



WITHOUT STOPPING FIGHTING

[Isabel has not ceased to fight.](#) With only 23 years old, the life of this citizen from Granada is a testimony of fight against social discrimination suffered by many people with disabilities, and experienced on her own. Her hearing disabilities marked her childhood and adolescence, but Isabel had the capacity to cope with the difficulties, be assertive and continue studying.

After completing compulsory education and passing a cycle of vocational training of Nursing Assistant, Isabel joined the working world. Although her disability has not prevented her from finding a job, she has not ceased in her struggle for equality. In fact, she left her employment in a Special Employment Centre because "it is not fair that the disability makes me different from any other person with the same skills". She currently works in the cleaning area at the University of Granada and aspires to work in the future as a Nursing Assistant.



Victims of gender-based violence



SITUATION OF GENDER-BASED VIOLENCE IN SPAIN

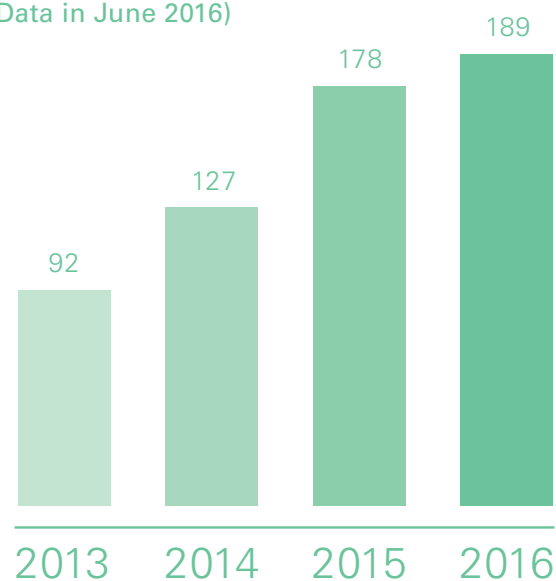
— **12.5%** of women residing in Spain have suffered gender-based violence by their partners or ex-partners

— **57** women died in **2015**

— **120,000** citizens report assaults every year

— **34,695** victims receive a reintegration allowance

EVOLUTION INTEGRATION OF GENDER-BASED VIOLENCE VICTIMS IN CLECE (Data in June 2016)



Clece is well aware of the dramatic reality faced by women who pain gender-based violence suffer, since the company manages Protection Centres and supervised flats that work in the recovery and reintegration of the victims.

A good reason to join the growing social mobilization against this violence. So year after year, Clece renews its commitment with the network "Companies for a Society Free of Gender-based Violence", showing its potential as agent of social awareness. It also participates in many other initiatives to support this group, making people aware of the fact that "There is a Way Out." With employment as the main resource for finding a way out, Clece has employed 189 victims of gender-based violence in its team.



A FEARLESS MOTHER AND GRANDMOTHER

The situation of Encarnación reached the limit: without light supply and on the edge of eviction. With three children and a grandson under her charge, the work as assistant of the Home Care Service of Granada was not enough to meet her family circumstances.

After hearing about the critical situation of Encarnación, a review of her contract was conducted to increase her working hours. The new conditions allowed her to have additional resources to try to recover normality and improve her complex personal situation.



A WOMAN TO BET ON

"Discreet, responsible, hardworking and loyal". This is what the colleagues of H.R. think about her. As a victim of gender-based violence, finding a way out has not been easy for this woman of Arab origin. She has also had to cope with the administrative, linguistic, cultural and social barriers of being an immigrant.

Her new path began in a centre for the protection of women where she lived with her daughters during six months, receiving attention for her psychological recovery and social rehabilitation. Without being able to prolong her stay, she had to start again without the protection of the centre. Transfer of residence, process of family reunification, search for an apartment... many steps and the need to find a job to make them a reality. The job opportunity came and she did not miss it. The employment has allowed her to be independent. Due to her capacity to overcome challenges, her colleagues are clear: "She is a woman to bet on".



TO MAKE THE MOVE

A victim of abuse, [Mary took a step forward and abandoned her husband](#) despite the opposition of their children. She found shelter in a centre for the Protection of Women managed by Clece, where she received comprehensive treatment and the means to rebuild her life in conditions of normality.

Step by step she recovered the emotional stability and got the resources to rebuild her life. A new home in a protected apartment and a job enabled her to have economic independence and regain her autonomy.



URGENT HELP

SURT Foundation, aimed at helping women who are victims of gender-based violence, gave the alarm to Ndavant after several attempts with other companies. [In only 24 hours Olulola's work and residence permit were going to expire](#). The return to her country meant the reunion with her aggressor.

With the extreme urgency of the case, all the internal mechanisms were activated to facilitate in a record time the work contract she needed to regularize her situation. She began to work as cleaner of Primary Care Health Centres, in the best working conditions the situation permitted.

As Olulola presented skills and academic studies suitable to develop in the administrative area, after a few months as cleaner, she was offered a position in the central offices of Ndavant. She is now fully integrated and involved in her new responsibility giving response to the confidence placed in her.



People at risk of
social exclusion



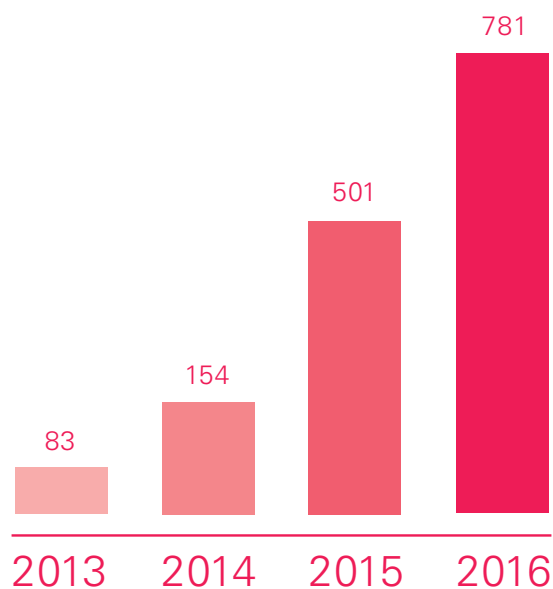
SITUATION OF SOCIAL EXCLUSION IN SPAIN

Source: Survey of Living Conditions (ECV)

—
The **28.6%** of citizens is at risk of social exclusion

—
The **13.7%** of Spanish homes ensures that they make ends meet with “great difficulty”

EVOLUTION OF INTEGRATION OF PEOPLE AT RISK OF EXCLUSION IN CLECE (Data in June 2016)



Two years after the end of the recession, the macroeconomic variables improve but the **pace of recovery of citizens is slower**. Almost three out of every ten Spaniards, 28.6 per cent of the citizens, is at risk of social exclusion, according to the Survey on Living Conditions of the National Institute of Statistics (INE). Although the data shows a favourable evolution with regard to the previous year, with a historic peak of 29.2%, the situation remains critical for many families.

Sensitive to this reality, Clece currently has 781 employees who have found in their job a way to get out of exclusion and poverty, which represents a growth of 55.8% in the last year. In addition, the company works very closely with this group, especially through local initiatives together with the administration and other social entities.



THERAPEUTIC HORTICULTURE

The horticulture and gardening can bring a multitude of therapeutic benefits. “Huerto de El Retiro”, managed by the environmental services company Talher in Madrid, seeks to bring these benefits to disadvantaged groups through different programs on organic farming, gardening and urban gardens.

One of these programs is directed to the users of the Centres of Support for Drug Abuse (CAD) of the Institute of Addictions of Madrid City Council. For people who are trying to leave problems such as alcoholism and drug addiction, working in this garden helps them to improve their quality of life thanks to the performance of activities that require dedication and concentration. They also develop personal skills such as the patience or pleasure from teamwork. According to the therapists, the key to success lies in moving from the immediacy of drugs to the patience required by horticulture.



TO GET HIS SON BACK

Charles, of Senegalese origin, has been living for 15 years in Spain. He always had a job to support his family but his reality suddenly changed when his company closed. Without work or compensation, his family situation worsened when he found himself alone in charge of his son of 4 years old after his wife abandoned them.

Without resources, he went to the Red Cross who gave him an allowance to access the rental of a house. However, Charles preferred to live in the street and to give that money to a family that could take care of his son. At this moment, a job allowed him to take back control of the situation: first in the cleaning services of the Málaga Provincial Government and later in the auxiliary services provided to IKEA. His situation is changing and his dream is to get his son back.



RECOVERING HIS LIFE

Juanjo has been one of the victims of the real-estate bubble. Unemployed in the construction sector in the midst of the crisis, he received training by Clece in an association that works with the gypsy community in the neighbourhood of La Coma de Paterna, in Valencia. Through this course he got his first contract of one month in the Gran Turia Shopping Centre, managed by Clece. Shortly after the company returned to count on him for a position in the Bonaire Shopping Centre. However an accident on his way to work complicated his incorporation.

Once he recovered, Juanjo got a second chance that he did not waste and he been linked to Clece for a year. His change of attitude, the quality of his work and the new conditions of the service with the Shopping Centre favoured his indefinite recruitment. Currently, Juanjo has managed to integrate himself on the staff and channel his life.



A VICTIM OF THE CRISIS

Francesc of 52 years old came to Clece to do an administrative internship since his long career was stopped by the crisis. A crisis that for years has made the job market practically inaccessible to people over 45 years.

Francesc came in a very delicate situation, with a mortgage that he could not pay, an unemployed wife and studying children at his expenses, with an allowance of only 426 euros to cover all. After completing his internship, his persistence and motivation to join Clece led him to cover a temporary position as support for the Accounting Department. From there, he changed to the Delegation of Activities. His involvement and appreciation from the first minute were so much greater to those expected that today he has an indefinite contract.



Young people



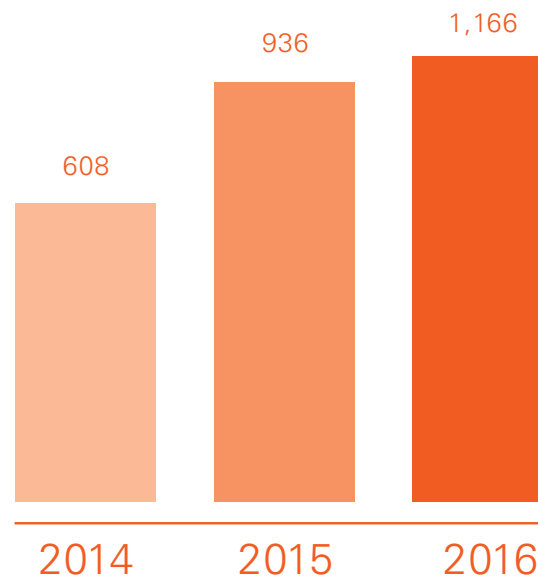
SITUATION ON UNEMPLOYMENT OF YOUNG PEOPLE IN SPAIN

Only **20.8%** of those under 30 years get emancipate themselves.

The Spanish youth is the group that has **the highest risk** of poverty.

Almost half of the people under 25 years is **unemployed**.

EVOLUTION OF INTEGRATION OF UNEMPLOYED YOUNG PEOPLE IN CLECE (Data in June 2016)



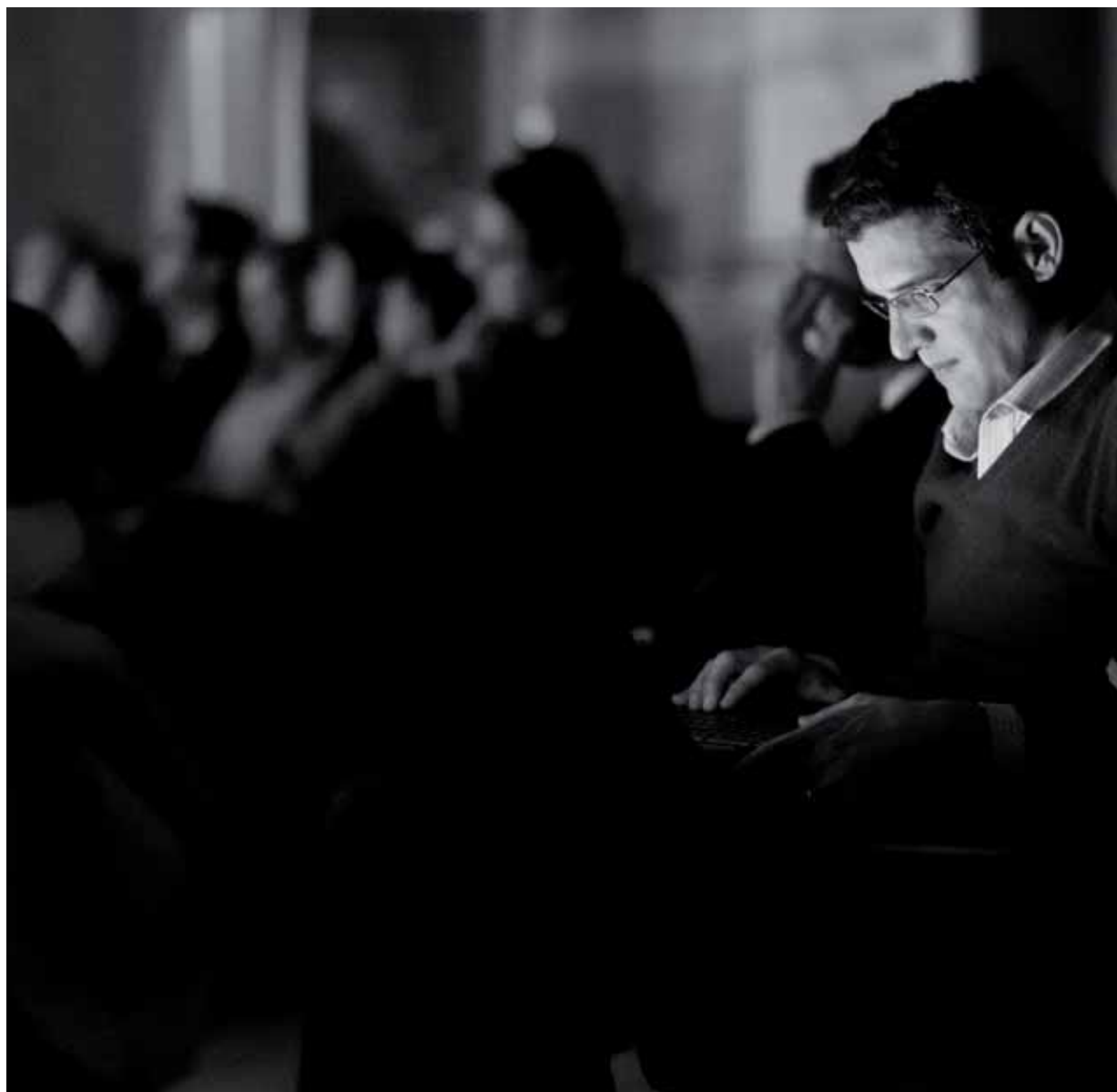
The young people has been one of the groups more affected by the crisis. To the fragile situation of the job market the harsh conditions of the housing market are added. The data are difficult to digest: almost half of the people under 25 years is unemployed and only 20.8% of the people under 30 years get emancipated. Behind the coldness of these figures, there are stories of many young people who seek their chance, many of whom have decided to emigrate in search of work.

Within its social project, Clece has 1,166 young people in staff, thanks to programs such as Non-work Internships and University Scholarships. The company works together with other social actors in different initiatives to increase employability and promote the recruitment of this group.

COMPANIES WITH HEART

The Empreses amb Cor Program (Companies with Heart) and Clece signed a collaboration agreement with Diocesan Càritas Foundation of Barcelona. Within this framework, there were seminars on good practices in universities.

During the conferences held at the Pompeu Fabra University, the University of Barcelona and the Abat Oliba University, the social project of Clece was introduced to the students, most of them studying Economy and Business Administration. It is an initiative of particular interest because it is directed to an audience full of social and labour future agents, who will face real cases and good practices of Social Responsibility.





EMPLOYMENT FOR YOUNG PEOPLE IN EXCLUSION

The delegation of Clece in Catalonia promotes the employment of young people at risk of exclusion through recruitments of a year of duration, where they alternate between training and cleaning services. Of the total number of participants in the last year, a 30% was integrated into the organization with indefinite contracts and, in some cases, young people returned to studying to continue advancing in their professional careers. To follow with the initiative, the delegation has undertaken new training and internship projects aimed at people under 30 years.



ROUND-TRIP JOURNEY

Jesús is 19 years old and works at the Day Centre Plantó in Ponferrada. A few years ago, he was the one who received assistance in a centre managed by Clece. His family's precarious situation gave him access to social benefits for people at risk of exclusion.

During his stay in the centre he studied a course of restoration that helped him to carry out internships that, eventually, became a stable employment. Today, from his current position, he greatly returns the help he received before. In addition, he is the sole breadwinner and maintains his parents and siblings with his salary.



SITUATION OF THE POPULATION AGEING IN SPAIN

One in five inhabitants in Spain is over **65 years**

More than **270,000 people** live in nursing homes, a **68.6%** of them are women

One in five inhabitants in our country is older than 65 years, data affected by a greater life expectancy thanks to the social and health improvements. The growing weight of the older population is a great challenge that requires a political, social and economic suitable approach in order to face in a sustainable manner the demographic changes. These demographic changes also bring us a new concept of old age. On the one hand, increasingly more active elderly people and with fewer health problems. On the other hand, a growing number of elderly octogenarians in a situation of dependence.

Clece knows well the heterogeneity and diversity of this group, since it cares every day 108,600 elderly people in residences, day centres or through home care. For them, the company develops and implements innovative programs and therapies with the objective of improving their quality of life, autonomy and welfare. On the other hand, and to set the social value of this generation, Clece develops initiatives of awareness like conferences, intergenerational meetings and activities with carers and families.

MUCH MORE THAN PETS

The Animal Assisted Therapy is a type of therapeutic intervention designed to improve the cognitive, physical and social functioning of elderly people. The project "Friend dog" brings this therapy to six day care centres in Valladolid. A joint initiative of the City Council, the association Can Sonrisas and the managing companies of these six centres, Clece and Aralia. Through sessions and activities assisted with dogs, a wide range of aspects are worked, such as the fine and gross motor skills, attention, understanding, abstract-symbolic thinking, analysis capacity, follow-up of sequences, development of self-esteem, verbal expression or social relations.

In view of the great benefits of this type of therapies, Clece jointly with the Community of Madrid, the Rey Juan Carlos University and the Reina Sofía Foundation organized the "Technical Symposium about Animal Assisted Therapies for Elderly." It was held in the Auditorium of the Alzheimer Centre of Reina Sofía Foundation, and was aimed at professionals working in the direct care of elderly people in the diverse nursing homes of the Community of Madrid.





THE HOME CARE THROUGH THE EYES OF A CHILD

The home care services for the elderly and dependent people provide home, social, psychological and rehabilitative care to those who need it to facilitate their personal autonomy within their home. A technical definition for a service, the home help, which in practice is characterized by its closeness and warmth.

To highlight this emotional part, nothing better than the eyes of a child. The drawing contest for children carried out by the Home Care Service of several municipalities of Granada gathered a collection of emotional scenes of children, which emphasized the values of affection, gratitude and understanding between carers and people dependent on the service.

In the contest, there were children of the users and of the service assistants from the Granada's localities Alhendín, Gójar, Lugros, Carchuna-Calahonda and Polícar. The participant drawings were used to create notebooks and calendars.

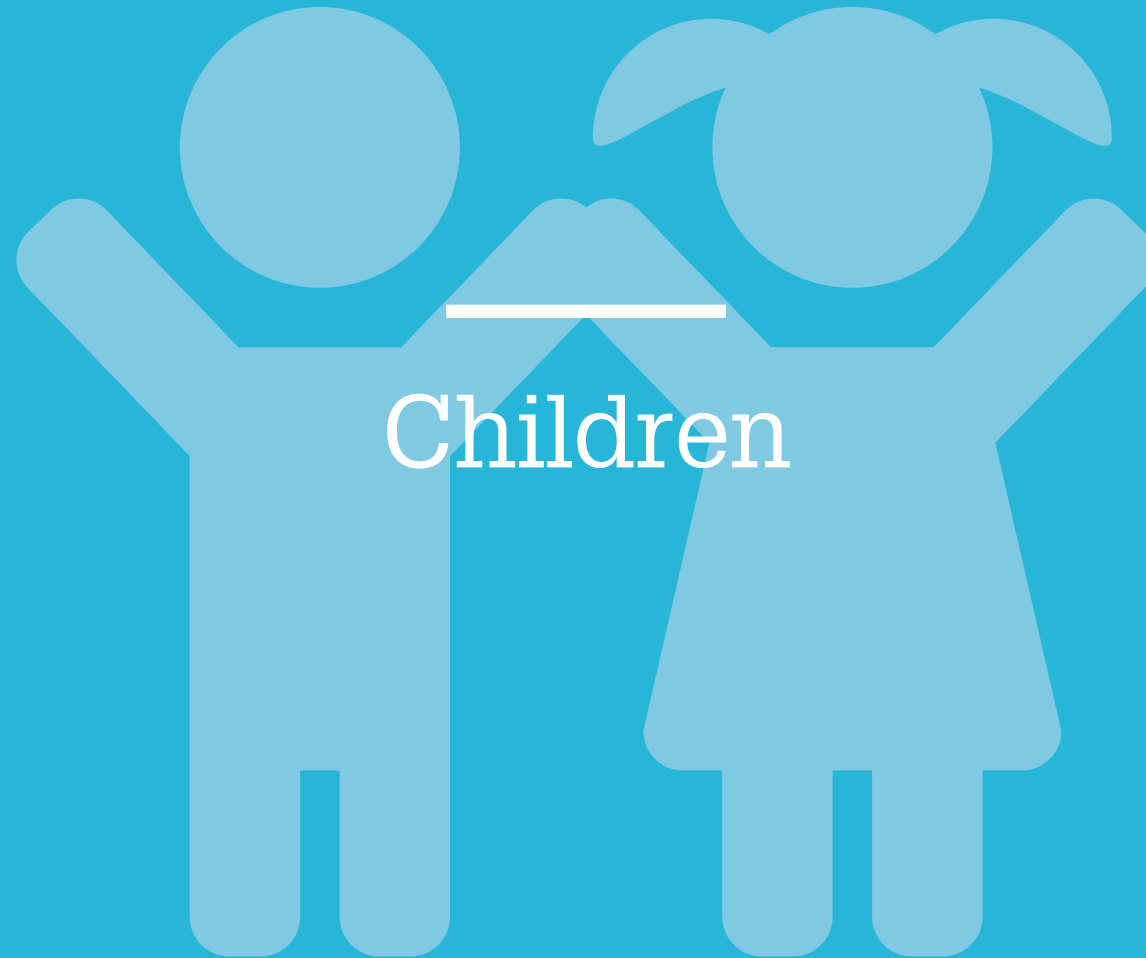
TWELVE MONTHS TO REMEMBER

They lived a difficult time and their personal stories are authentic examples of overcoming. The Home Care Service of Jaén wanted to pay tribute to the elderly people of the province with the edition of the calendar 2016. Most users of the service became the protagonists with photos of youth which immortalized their professions in years past.

Of the total of 80 photographs received, 12 were selected to edit and publish an emotive calendar. Águeda, household employee, was the image of January; Francisca, as hotel receptionist starred in February. Mercedes, Salvador, Ramona... and so on up to twelve faces of maturity and experience who completed a calendar full of life and history.







Children



EDUCATIONAL SERVICES MANAGEMENT IN CLECE

113 nursery schools

9,055 assisted children

More than **1,300** professionals

Children are a group characterized by a special vulnerability and need for additional protection because they are in a phase of growth. Education plays a key role in this regard by contributing to the full development of their personality and social integration.

The educational activity of Clece covers the integral management of 113 schools for children from 0 to 3 years old with a project aimed at enhancing the overall growth of children in each and every one of their skills: physical, affective and emotional, cognitive, social and ethical. The main aim is to achieve a comprehensive education based on an educational model that pursues their happiness and development. Therefore, Clece reinforces what was established by contract with programs and additional activities such as workshops with families; programs of multilingualism, solidarity initiatives and leisure or culture activities.

Clece also collaborates with initiatives to support children with difficulties for situations of poverty, disease or social exclusion. The collection and donation of food or essential goods; distribution of toys at hospitals or tree plantations are some of these actions.



ATRIMESTER, A REASON

Not all children have the same resources and the same opportunities to develop in full. The poverty, financial crisis, famine or disease are realities that surround thousands of children. To do our bit that helps to change this scenario, the Municipal Nursery School Triquitraque of Puerto Real in Cádiz launched the project "A trimester, a reason".

With all the educational team involved voluntarily, the project appealed to solidarity to collect toys, food and hygiene and healthy products for children in difficult situations. Every trimester the collection was about to a different product: first trimester: "A toy, a new illusion"; second trimester: "One food, one million thanks" and third trimester: "Good hygiene, good health".



LIFT UP YOUR HEARTS

Cardiopathy is the most prevalent congenital pathology in Spain affecting eight out of every thousand children born, which amounts to about 4,000 new cases each year. The Municipal Nursery School Las Camaretas and Menudos Corazones, foundation of aid to children with heart problems, joined to carry out the initiative "Lift up the Hearts" for the benefit of this non-profit entity in Soria.

For ten days, the initiative carried out different activities both in the school and outside. One of the most outstanding performances was a workshop of cardiopulmonary resuscitation taught at the same school by the doctors Marisa Serrano Madrid and Paula Díaz Fernández, paediatricians at the Santa Bárbara Hospital of Soria. During the workshop, three-year-old children learned with their own puppets, through games and songs, how to help a friend who needs this practice to live.



PINK PRINCESSES?

"The prevention of violence against women starting from the earliest education is a very interesting challenge when we talk about child education" according to the Municipal School "Fantasy" of Valladolid for children from 0 to 3 years. Children already learn the rules that govern the social coexistence in these ages, developing their own social skills and creating a diagram of the place that every person occupies within the social group: family-school-friends.

In this context, the school carried out the project "I also can" focused on the No-violence against women from the approach to change the stereotypes that are often imposed by society. Classic stereotypes like the "Pink princesses" or "Blue princes" on which the different activities carried out with children and families, such as a representation of puppets, crafts and collaborative murals.



LET'S EAT FISH!

During the school year, a campaign was developed in the canteens of Salamanca to encourage the consumption of fish reaching 62 colleges and 3,200 school children. With the name "Let's eat fish!", it included various activities according to the educational level with the objective of motivating and knowing the benefits of the intake of fish.

The importance of good eating habits is a core idea that Clece also promotes in the 113 nursery schools that manages at national level. One example of this is "Let's have a Healthy Snack at your Nursery School" organized by the Municipal Nursery School of Alhaurín el Grande. The aim of this program was to introduce the youngest into the practice of good eating habits. For this purpose, the main food groups were taught every day through games, songs and crafts. Through a workshop led by a nutritionist, parents also became involved in knowing aspects such as the importance of a good breakfast or guidelines for healthy dinners.

Collaboration agreements

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Events

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A close-up photograph of two hands clasped together in a supportive grip. The hands are light-skinned and show signs of aging, with visible wrinkles and veins. The fingers are interlaced, and the thumbs are pressed against each other. The background is a soft, out-of-focus light color.

04

Working
together



COLLABORATION AGREEMENTS SIGNED WITH THIRD
SECTOR ORGANIZATIONS LAST YEAR.

| | | | |
|---|--|---|---|
| — Arca Empleo | — Proyecto Hombre Málaga | — Food Bank of Costa del Sol (Banco Sol) | — Association for Prevention, Reintegration And care of Prostituted Women (APRAMP) |
| — Shelter Association of Women and Children Amaya Gómez (ANMAG) | — Association for Rehabilitation of People with Mental Diseases (AREP) | — Down Syndrome Association of Almería (ASALSIDO) | — Plena Inclusión Extremadura |
| — Asperger Syndrome Association of Málaga and TEA | — Spanish Catholic Commission of Migration Association (ACCEM) | — Asperger Association Alicante (ASPALI) | — Iniciatives Solidaries |
| — Autism Seville | — Cooperation and Development of Nothern Africa (CODENAF) | — Foundation for the Deaf from the Canary Islands (FUNCASOR) | — Alanna Association |
| — Joia Foundation | — Association of Women who Survived Gender-based Violence (AMUSUVIG) | — Cáritas Barcelona | — Zapatelas |
| — La Salle Group | | — Surt Foundation | |

COLLABORATION AGREEMENTS SIGNED WITH PUBLIC BODIES LAST YEAR.

| | | | |
|--|--|---|--|
| — City Council of Paracuellos del Jarama (Madrid) | — City Council of Elche (Alicante) | — City Council of Pucol (Valencia) | — Council of Social Policies, Families, Equality and Justice of La Rioja |
| — Local Development Agency of Alicante | — City Council of Huelva | — City Council of Seville | — Directorate General for Justice and Home Affairs of La Rioja |
| — City Council of Alcalá de Guadaira (Seville) | — City Council of Linares (Jaén) | — City Council of Utrera (Seville) | — FCVPE (Foundation of the The Valencian Community for Employment) |
| — City Council of Carlet (Valencia) | — City Council of Lorquí (Murcia) | — City Council of Valladolid | — Fine Arts Museum of Seville |
| — City Council of Chiclana de la Frontera (Cádiz) | — City Council of Málaga | — City Council of Xàtiva (Valencia) | — Office of Victim Care of the Government of La Rioja |
| — City Council of El Molar (Madrid) | — City Council of Mijas (Málaga) | — Council of Salvaterra do Miño (Pontevedra) | |



EVENTS

07/
2015

—
Solidary Race
OXFAM INTERMON
TRAILWALKER "100 KM/
A REASON"

—
Solidary race with patients
of ELA (Vallgorguina.
Barcelona)

—
Award of Order of Civil
Merit granted by the
King Felipe VI to a worker
of Clece, victim of
gender-based violence

09/
2015

—
Fair in the intellectual
disability centre Gámez
Morón (Melilla)

—
Workshop "Therapeutical
art" in nursing home
Nuestra Señora de
Movera (Zaragoza)

—
Courses for relatives
and carers "Learning
how to treat Alzheimer
patients" in the
Reina Sofía Alzheimer
Foundation (Madrid)

—
Race DEDINES in favour
of Disabled People in
Getafe (Madrid)

11/
2015

—
Exhibition "Óxido, a fight
for dignity" of the artist
Sara Yung (Tenerife)

—
III Forum for the
Integration of Clece. "A
job to change a life" (Gran
Canaria)

—
Action "Up the hearts"
in nursery school Las
Camaretas (Soria)

—
IX Employment Fair in
Madrid for Disabled
People

12/
2015

—
Action to raise awareness
in favour of Disability "Put
yourself in my shoes"
(Seville)

—
Action to raise awareness
in favour of Disability
"Let's break our mental
boundaries to break phy-
sical barriers" (Valencia)

—
Action to raise awareness
in favour of Disability
organized by INTEGRA
CEE in Avilés (Asturias)
and in Madrid

02/
2016

—
Sport-solidarity day -
"Málaga moves for much
a better world"

—
Participation in Forum
Inserta of ONCE group

—
Internal Conferences of
Awareness about Down
Syndrome (Seville)

—
IV Elderly People Gala El
Ejido

—
I Elderly People Week
(Adra, Almería)

03/
2016

—
Responsible feeding
campaign "Let's eat
fish" in schools of
Salamanca

—
VI Edition of the Popular
Race "Mental Health
with Sports"

—
Fallas week in
nursing homes
(Valencia)

—
Participation in flashmob
"Life is not made of
chromosomes" (Almería)

04/
2016

—
Intergenerational meeting
in nursing Home of
XanXenso (Pontevedra)

—
II School for Parents and
Disability (Carlet, Valencia)

—
Race "Without barriers
there are no limits"
(Xàtiva, Valencia)

05/
2016

—
"Saving the distance of the
age." Intergenerational day
in the residential home El
Santo of Bembibre (León)

—
Coexistence of users SAD
of the Association Los
Valles (Santander)

—
II Edition Compromiso
Awards (Seville)

—
"Facing our diversity"
garden program for
people with intellec-
tual disabilities in the
CAMP Reina Sofía (Las
Palmas de Gran Canaria)

06/
2016

—
Celebration of IV Forum for
the Integration of Clece
with the motto "Recruiting
Talent" (Valladolid)

—
"Technical Symposium
about Animal Assisted
Therapies" in
Reina Sofía Foundation
Alzheimer Centre (Madrid)

—
II Good Practices Day
of Social Intervention
with the Homeless
(Córdoba)

—
Awareness raising day
"Put yourself in my shoes"
(Paterna, Valencia)

RECOGNITIONS

06/
2015

—
“Elderly People of the Year” award granted by Granada City Council, due to the tenth anniversary of the Home Care Service of the city, in which 1,800 assistant nurses have worked for more than 10,000 people.

—
Ndavant collects the Seal “Lábora” during a conference organized by the City Council of Barcelona, Ecas (Catalan Entities of Social Action), Red Cross and Fei Catpor due to their implication in the insertion of people at risk of social exclusion.

07/
2015

—
The social project of Clece has received the Senda Award 2015 in the category “Innovative Initiative”, due to its commitment for the awareness about the problems of elderly people through its website www.clecesocial.es.

10/
2015

—
Incorpora Award of La Caixa, in the category “Great Company”, in the Principality of Asturias and the Community of Madrid, in recognition of the commitment to the labour integration of vulnerable groups in both Communities.

12/
2015

—
The professional magazine Escuela Infantil, of the editorial group Siena, recognizes the education Project of Clece through the reward of five prizes in the first edition of the Escuela Infantil Award for relevant educational experiences in the classrooms from 0 to 3 years.

—
Ndavant receives the distinction Responsible Label promoted by Ingeniería Social, SAL and Responsibles Association, which proves its good practices in Social Responsibility.

03/
2016

—
Dona i Dona award granted by the Business Woman -Evap/ BPWValencia- to people from Valencia who stand out for their support to women at risk of social exclusion or are victims of gender-based violence.

—
The City Council of Adeje, in Santa Cruz de Tenerife, recognizes Clece with the honour ADEJE IMPULSA. The City Council yearly awards to companies or people that collaborate with the economic and social progress of the city.

04/
2016

—
The association ASSAT50 rewards Integra CEE with the honour “Committed Companies with Social Awareness” due to their collaboration to keep labour integration of people aged more than 45 and who seek an employment.

05/
2016

—
The programme Incorpora of “La Caixa” Foundation rewards Clece with a certificate for their integrative role in Malaga.

—
The Municipal Employment Agency of the City Council of Parla grants the Certificate of Responsible Company (RSP), recognizing the determination of the company to improve the employability and job opportunities for the unemployed population of the city.

—
The Nursery School Los Sauces of Valdemoro in Madrid, managed by Clece, has received the Award for Excellence and Education Innovation promoted by World Association of Early Childhood Educators, AMEI-WAECE and Hermex Ibérica. An award for the project Create aimed at boosting the creativity for the little ones.

Clece Social Report 2016
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