



Our social commitment

A social business

Committing to society is in Clece's DNA, a part of its very essence. A pledge supported by the enterprise's corporate culture, one focusing on tending and caring for the people with which it interacts every day, whether this be in a work context or a private one. Indeed, in a company where human capital is everything – over 71,000 employees assisting a million people each year – the focus of its devotion could not be placed anywhere other than on people, especially those most disadvantaged.

In the past years, Clece has worked on systematising and expanding the reach of this commitment, with the aim of building a solid social Project, strongly supported by its management – which actively takes part – equipped with more human and financial resources in order to achieve the complete and total identification of the whole workforce and to reach the established goals for integration and social awareness.

This philosophy, as well as its resulting efforts, which have yielded an exponential increase in the employment and placement rates of disadvantaged groups in the past years and the setting in motion of new operations for raising awareness, are all possible thanks to the sustainability of this enterprise project. Only an efficient administration of the business and sustained growth – something the company has produced in the past 16 years – will at the same time allow for investment and development in a solid and long-term social policy.

→ *social commitment*



Vulnerable demographics

- ✓ Promoting integration and normality in people's professional, personal and social development.
- ✓ Generating the opportunities for job placement in a complex economic and employment environment.
- ✓ Providing an alternative source of income to financial aid and subsidies.
- ✓ Offering a setting that promotes people's sense of belonging and self-esteem.



Employees

- ✓ Maintaining a work environment governed by professional ethics, the recognition of effort and human qualities that will advance professional and personal development.
- ✓ Fostering diversity in the workforce, understanding Clece as the sum of very different individuals in terms of their habits and customs, personal abilities, as well as diverse demographic, cultural and social factors.



Customers

- ✓ Furthering their active participation in the integration project for disadvantaged social groups.
- ✓ Helping to develop, alongside the administrations, social services that are more and more broad, efficient and higher in quality.
- ✓ Developing activities that complement the services provided, as added value for the user.
- ✓ Fomenting excellence in the services in order to reach the greatest satisfaction rates in the customer.



Users

- ✓ Improve the life quality and personal development of the users.
- ✓ Working towards social recognition of the elderly.
- ✓ Stimulation of solidary actions and interrelation among the social groups we tend to.
- ✓ Developing awareness and education projects that promote social values such as respect and sympathy.



Environmental

- ✓ Promoting energy efficiency as a sustainable solution, both economically and in terms of environmental friendliness.
- ✓ Developing and managing projects that help to reduce CO2 emissions into the atmosphere.
- ✓ Advancing environmental awareness measures among the users of our provided services.
- ✓ Creating and setting in place environmental education programmes in schools and for citizens.