



2nd CLECE SOCIAL REPORT

*Committed
to people*

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CRISTÓBAL VALDERAS ALVARADO
CHAIRMAN OF CLECE



Completing cycles

Beyond corporate terms, I like to summarise in a simple way, that which defines Clece: we are people for people.

We are a team of over 71,000 people, meaning we are the third-largest private company in Spain by number of employees. We come together from numerous different professional backgrounds: cleaners, engineers, psychologists, nurses, physiotherapists, social workers, occupational therapists, gardeners, nutritionists, instructors, etc., and we hold positions with a highly varied range of qualifications... as well as management. We are a great multi-discipline team tending to millions of people on a daily basis, in retirement homes, schools, hospitals, day-centres, shelters, etc.

Performing such diverse activities so closely with society, allows us to get to know, live and understand the real situations and problems of each group: seniors, children, women who are victims of domestic violence, disabled people, etc. This daily interaction with them allows us to develop a sensitivity and social commitment present in all of the workers making up Clece.

In the daily execution of our duties, we find people who we term as being “open cycles”, that is, those people whose lives have become stagnant in a precarious situation with no apparent solution or course of action. People, who need that extra push to get on with their lives.

When we unify this sensitivity acquired through daily experience and our ability and determination to take action, we manage to complete cycles, offering them, in accordance with the collective, an opportunity to work in our company, or simply, a better quality of life through the application of innovative therapies that will help in simplifying life in their day-to-day.

But we do not stop there. We wish to make society aware regarding the circumstances of these groups, such that they too will understand the problems and barriers they are met with.

This exciting task would not be possible if we did not integrate social sustainability with the financial. It falls on our business, on our resources, on our effort as well as a growing and progressively more consistent cooperation with the Civil Service and other socially oriented organisations, to ensure our ability to continue completing cycles.

Thank you to all of you.



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.



Committed to people

€·social

Clece Social is our social project. The expression of its devotion to people. A pledge that is understood not as a duty of the company or a designed strategy for social responsibility, but as something inherent since its inception and development.

Clece Social fulfils its roles through 4 axes of action: Employability, Integration, Awareness and Care, of and for people. The different duties carried out by the company are framed within these core lines and seek to provide direct and indirect benefits to different social groups.

4 core lines of action



EMPLOYABILITY

The goal of Clece is to promote employment, striving for people's chance to have access to a position and towards their professional and personal development.



INTEGRATION

Fostering equal opportunity through integration of people from disadvantaged contexts, mainly the disabled, people with a high risk of social exclusion, women subject to gender-related violence, victims of terrorism as well as unemployed youth.



RAISING AWARENESS

Expressing the realities and circumstances to the population, of the groups most vulnerable in our society.



CARING FOR PEOPLE

Beyond its duties, Clece is committed to the improvement of the life-quality and to the complete social integration of the services' users, mainly the elderly and struggling children.

→ *employability*

Our human team is Clece's main defining aspect. It does after all, manage manpower among the largest in the country, 71,429 workers in size, while boasting an average annual growth of 4,000 job posts, a figure that stands out, in the face of the current job market's difficult circumstances. Clece's commitment is to promoting the professional and personal development of the workers, their continuous training, their equal opportunity and their safety and health in the workplace.

Many of the employees provide services relating to people's well-being – such as social services, care for the elderly, children, etc. – meaning they have a very unique profile, defined by a particular sensitivity and service vocation. A feature making the Clece human team a fundamental element in social responsibility as well as the channel through which the firm's values and social enterprise are embodied and effect change.

↳ *areas of action*

Professional development

Promoting professional development and training in the workers are key elements in Clece's people-management, leading to increased capability in the employees, improving their satisfaction and furthering the attraction and induction of talent. The 2014 training plan established the growing effort taking place in this area, as employees enjoyed access to greater range in available training with a total of 1,988 courses to choose from.

Equal opportunity

Clece pledges its firm obligation to respecting and enforcing employee regulations. To this effect, it demonstrates through specific actions its effort in preventing and eradicating gender-related or any other kind of discrimination.

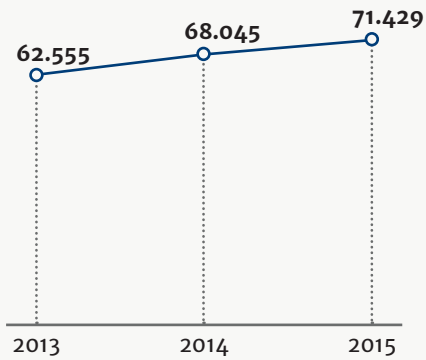
The pledge to equality among men and women is manifest in its Equality Plans, both those of Clece and those of its subsidiaries, which include eight core lines of action and which are annually updated. A frame of reference which among other measures, includes prevention protocols against workplace misconduct, sexual and gender-related harassment.

Workplace safety

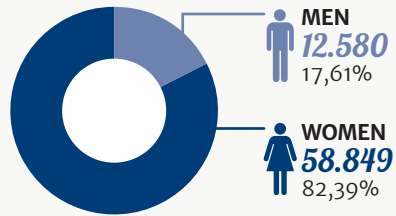
In keeping with the goal of constant improvement in employee health and safety, beyond legal requirement, Clece has established a health and safety manual fulfilling the provisions established by the OHSAS 18001 certification. A standard that was renewed in 2014 by Clece and its subsidiaries; Talher, Grupo Integra, Clece Seguridad and Lireba Serveis Integrats, S.L. Furthermore, it expanded its reach to Multiserveis Ndavant S.L., Zaintzen, S.A.U. and the joint-venture UTE Servicios Hospital de Majadahonda Clece-Valoriza.

On a further note, in 2014 Clece devoted 142.707 instructional hours to courses in work-place risk-prevention.

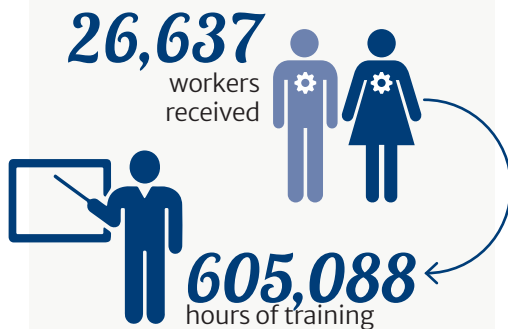
DEVELOPMENT TREND OF THE WORKFORCE
(AS OF JUNE)



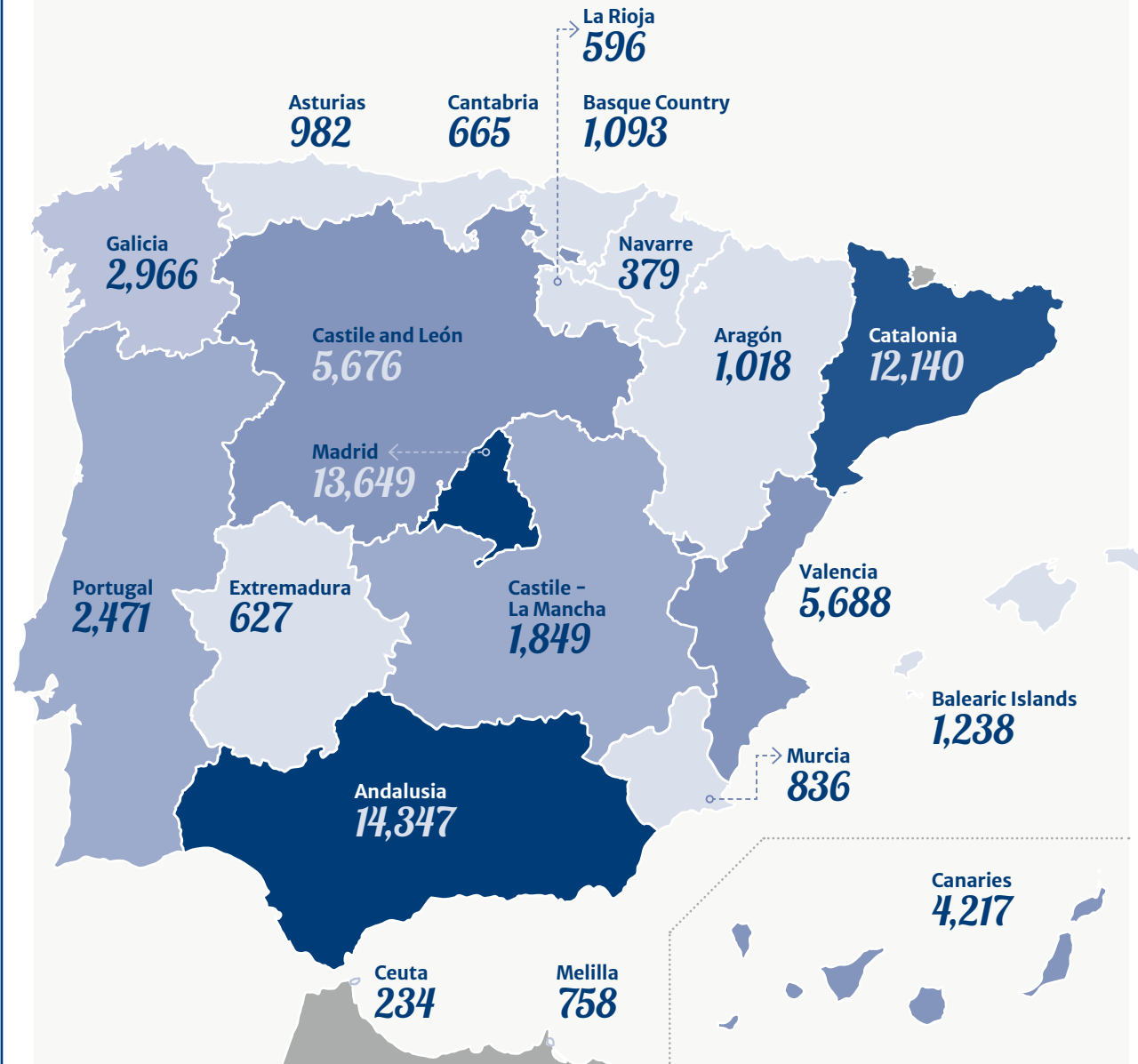
STAFF BY GENDER



PROFESSIONAL DEVELOPMENT



MAP OF EMPLOYEES BY REGION



4 CORE LINES OF ACTION

→ *integration*

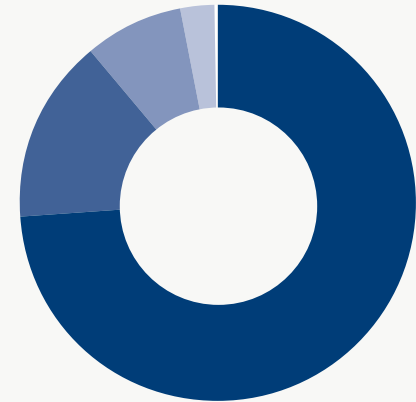
Today 6,256 workers at Clece belong to disadvantaged social demographics, a total 8.7% of the workforce. People with disability, women subject to gender-related violence, people at risk of social exclusion, unemployed youths and victims of terrorism all actively make up the business and constitute an example of pride and effort for all employees.

The company's steadfast conviction in this core line of action of its social project through workplace inclusion of these demographics, becomes clear in view of the annual increase in integration rates. There has been a 32% increase during the past year, in the number of people from disadvantaged social groups making up the workforce, with particularly noticeable growth in female victims of domestic violence, people at risk of social exclusion and unemployed youth.

In order to carry out its project, Clece cooperates with over 200 associations, foundations, social institutions and public bodies, as sources for the selection and insertion of individuals from disadvantaged social groups. It further boasts a human resources team that prioritises the workplace induction of these groups, serving to raise awareness and as a specific source of internal familiarity in relation to those acting as employment agents within the company.

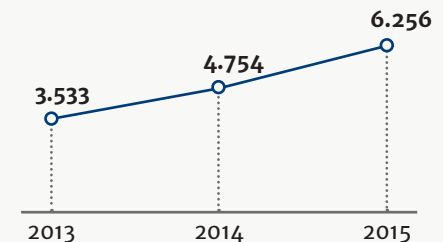
A workplace insertion policy that also involves a certain way of understanding integration, for Clece, complete and efficient insertion of those workers is only achieved through normalisation. This means valuing and treating people according to their qualities and disabilities, not because they have a particular handicap or live in an exceptional personal situation.

INTEGRATION OF DISADVANTAGED SOCIAL GROUPS



■ Disability	4,637
■ Unemployed Youths.....	937
■ Risk of Social Exclusion	501
■ Victims of Gender Violence ..	178
■ Victims of Terrorism	4
TOTAL.....	6,256

DEVELOPMENT TREND OF INDIVIDUALS FROM DISADVANTAGED GROUPS INTEGRATED IN CLECE (AS OF JUNE)





Inclusion & Employment

The project “Inclusion & Employment” is an initiative seeking to further job access by those with a disability, victims of gender-related or domestic violence, those at risk of social exclusion and long-term unemployed young people. The goal is to offer them tools and information (general, legal, work-related, etc.) that will facilitate their employment integration, and especially, in order to help them find an opportunity to grow professionally, whether this be at Clece or in other cooperating businesses. Clece has set in motion the website www.inclusionyempleo.es, which features helpful information for these individuals (rights, financial aid, advice, etc.) as well as for businesses wishing to opt for integration..



Cooperation agreements for the recruitment of disadvantaged demographics

Clece usually works with over 200 associations, foundations and social institutions both local and national as well as selection institutions for disadvantaged social groups. Highlights include the agreements signed with the Red Cross, for the workplace insertion of youths and women in social difficulties, alongside Fundación Randstad and Fundación La Caixa, in order to further access to the employment world by people at risk of social exclusion



Agreements with administrations for employment allocation

In order to facilitate job Access for vulnerable demographics, Clece has attained a variety of signed agreements with local, regional and state administrations. Highlights from the past year include the agreement signed with the regional council of Lanzarote, thanks to which long-term unemployed individuals or those belonging to families in which all members are unemployed were employed by Talher, a branch company of Clece, for the cleaning of this canary island’s coast-line. Also thanks to the program “Valencia Inserta”, promoted by the Valencia city council, job access was organised for women at risk of social exclusion, some of which were victims of gender-related violence.

→ *raising awareness*

↳ *areas of action*

“That which is unknown does not exist”. In this world-view, Clece not only aims to offer job opportunities to disadvantaged social groups but also to promote, organise and sponsor steps in bringing to light the problems faced by people with disability, women subject to gender violence and people with social exclusion risk. The goal is to sensitise society as to the reality and situation in which these people live and to involve businesses, administrations and other organisations.

Clece also takes different measures in raising awareness on issues regarding the elderly and children such as intergenerational get-togethers, information campaigns, activities with relatives and care-takers, among others. Also furthered from play and elementary schools as well as retirement homes managed by Clece, are the charitable activities such as bottle-lid collection or solidarity shopping.

Compromiso Awards

With the goal in mind of supporting the work of social institutions and non-profit organisations, Clece has created and organised the Premios Compromiso prizes, for the recognition of the best projects, on a regional level, in areas relating to help for the elderly, integration of the disabled, women subject to violence and people prone to an exclusive social life

In its first edition, the ceremony of which took place on the 2nd of March in the Community of Madrid, the jury awarded four prizes, one for each category. The winning projects were those put forth by the associations Dedines (disability category), Victoria (category of women and gender-related violence), Línea 10 (category of social exclusion) and Fundación Vianorte-Laguna (category for the elderly)



Four non-profit associations from Madrid received prizes in the Premios Compromiso ceremony.



Forums for Integration

With the goal of lessening the difficulties in accessing employment faced by different social groups, Clece organises debate forums in different Spanish cities bringing together the different agents involved (public administration, social institutions, businesses and vulnerable people) and who strive to sensitise employees, customers and other target audiences of the company.

After the 1st Convention-Talk “Clece for Integration: barriers in the hiring process of people with a disability”, which took place at Teatros del Canal, in Madrid, Clece organised the 2nd Forum focusing on female victims of gender-related violence, in Valencia. Through these forums, it is not only solutions that are sought, but also a greater understanding of the situations in which these individuals live, thanks to their own testimonies.



Clece Social Website

The best way to raise awareness is through the stories and anecdotes from Clece employees and by individuals benefitting from the services they provide and who belong to vulnerable social segments. Men and women with incredible stories of self-improvement, success, who are an example of the fact that there can always be a second chance. The website www.clecesocial.es collects these stories and other social initiatives with which it aims to sensitise society about the problems of these groups and to be a window of hope for those living through similar situations.



Cooperation with public bodies

Membership and participation in public awareness initiatives advanced by public entities constitute another of the core lines of action for the enterprise. With regards to gender-related violence, Clece belongs to the network Empresas por una Sociedad Libre de Violencia de Género (businesses for a society free of gender-related violence) and takes part annually in the “Hay Salida” race, an event set in motion by the Ministry of Health, Social Services and Equality, which strives to sensitise the population regarding this blight in society. Furthermore, recently and in tandem with the Instituto de la Mujer y para la Igualdad de Oportunidades (institute of the woman and for equal opportunity), Clece was the company chosen to present its model for integration of female victims of gender violence at the UN during the theme-day “More than a job, work breaks the cycle of gender-related violence”.

→ *taking care of people*

↳ *areas of action*

Clece carries out different social activities that go beyond the service entailed in the agreement with the corresponding administration. The goal is to improve the quality of life of those users, encouraging their development and social integration. A commitment that often begins on inherent initiative and self-less devotion of our employees.

The initiatives developed in this sense are varied, from awareness-raising measures, such as intergenerational get-togethers or theme-days with family members; research and development of innovative and wellbeing-related forms of therapy, integration initiatives such as games and cultural activities with senior citizens; or charitable activities such as clothes-drives and toy-drives to help disadvantaged children.



Intergenerational Gatherings

Among its support activities to social services offered to the elderly, Clece organises multi-generational meeting days for said senior citizens with children from primary schools which it also manages and, on other occasions, with youths from secondary schools. Besides contributing to improving interpersonal relations between different generations, the activities taking place in these gatherings benefit the elderly through cognitive stimulation and motor skills, as well as to enhancing the values and morality of the little ones.



Innovative therapies

Within the services it provides, Clece carries out a continuous research effort towards offering innovative and cutting-edge therapeutic solutions aiming to give greater attention to aspects such as the social, sanitary and cultural needs of these groups.

Therapy with animal pets, music therapy programs and activities such as horticulture and Tai Chi aimed at elderly people receiving the Home Help Service (Servicio de Ayuda a Domicilio) such as day centres and retirement homes, contribute to more active and healthy aging. In this manner, taking part in arts&crafts programs, hydrotherapy or the organisation of sports activities for people with disability, helps these demographics to improve their functional and physical capability, to build on interpersonal relations, and to improve their self-esteem.



Working with and for the most vulnerable

In Spain there are millions of people in vulnerable circumstances, whose difficult reality has become aggravated in the last few years due to the financial crisis. In order to support these social groups, Clece encourages their social integration and promotes initiatives for sensitisation in order to convey the reality in which they live.

→ *people with disability*

Clece includes 4,636 people with disability in its workforce, meaning 6% of the total staff, a percentage that is much higher than the average in Spanish businesses.

Besides opting for job placement with this social group and within the management activity of state-owned assistance centres for people with disability, Clece develops a variety of initiatives that strive for the treatment and sociability of the people it tends to, improving their social integration, well-being and quality of life.

THE CURRENT STATE OF DISABILITY IN SPAIN

There are

1.4 million

disabled people of working age

Meaning some

4.7%

of the working age population

The unemployment rate for disabled people is

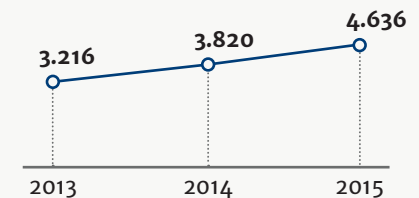
35%

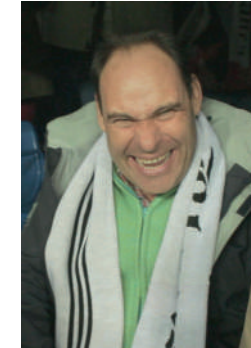
9 points

above the non-disabled population

SOURCE: NATIONAL STATISTICS INSTITUTE 2014.

DEVELOPMENT TREND FOR INTEGRATION OF PEOPLE WITH DISABILITY IN CLECE (AS OF JUNE)





Unconditional following

At the residential and occupational center for intellectually disabled people in Colmenar de Oreja (Madrid), work takes place day to day with people who, not due to a disability, cease to have hopes and enthusiasm for goals. From the centre, where therapeutic programs are on offer for preventing the loss of users' abilities, the realisation of one of their dreams was made a priority, to go and watch a Real Madrid match in the Santiago Bernabéu stadium. This undertaking helped them step out from their daily routine and contributed to improving self-esteem and their feeling more integrated in society; and which also became an unforgettable day for all of them, seeing and cheering on their team's players and being able to personally greet the president of this key Madrid institution.

Improvement with a lot of flair

It was through the Down Syndrome Foundation that Manuel reached Clece in order to take on a three-month internship at the Servicio de Ayuda a Domicilio in Córdoba, a domestic assistance service managed by the company. Thanks to his effort and perseverance he attained employment in filing and paperwork. Today, Manuel takes care of the archive and tends to both reception and to the service's users.

Having reached his first objective and now fully integrated, his dream was to couple this with his greatest passion: Flamenco singing, a passion which his father instilled in him from a young age. He did not hesitate in turning to a speech therapist, for help with vocalisation and after a year's dedication he managed to act in public and even to share a stage with great artists such as Miguel Poveda and Pasión Vega.

Manuel's recommendation to people, who as he does, live in complicated situations, is that they "not falter but fight, because everything is possible".





“Besides working, I am doing good things for the people who I serve”

Victor is 33 years old and is a neuropsychologist by profession. He has been working for the past six years at the Centro de Alzheimer Fundación Reina Sofía de Madrid, where he tends to dependent individuals, their relatives and the professionals serving them, helping them to deal with their problems. Victor also suffers from a disability, allowing him to better empathise with his patients.

Originally, Victor was hired for his capabilities, as is every other employee, and he feels especially proud of his position. “As my disability began at birth, I have never really seen it as a story of self-improvement, but only as another aspect of my person, just as he who is taller, thinner, or smaller”, explains Victor. “I work with the elderly, the intellectually disabled, with many different groups. The fact is you are giving people dignity: both to those working in this sector and those of us we are treating”

→ female victims of gender-related violence

According to the specifically relevant survey Macroencuesta de Violencia contra la Mujer 2015 (large-scale survey on violence against women), carried out by the Ministry of Health, some 12.5% of women over the age of 16 living in Spain have been subject to physical or sexual violence at the hands of their partner or ex-partner over the course of their life. For many of them this also means a true case of personal isolation. Providing them with an employment opportunity, far from their environment, where they can grow and begin developing a new life is, in many cases, a way out of the problem.

Fighting against this scourge and offering an outlet to people in suffering is everyone's responsibility, not just that of the administration or associations but also for civil society and businesses. Committed to this vision, Clece supports female victims of gender violence by facilitating their job placement, and assisting them to regain their self-esteem, personal independence and autonomy. Clece counts 178 female victims of gender violence as part of its workforce, amounting to 40% more than in the same period of the previous year.

In line with their workplace engagement, Clece also takes part in different initiatives aimed at sensitisation and awareness regarding this problem. It is therefore that in 2014 it organised the 2nd Clece Forum for integration "There is a way out from gender-related violence"; it took part in the race "Hay Salida"; it is a member of the association Empresas por una Sociedad Libre de Violencia de Género (businesses for a gender-violence free society); and was recently invited by the UN to represent its model for integration of female victims of gender-related violence.

THE SITUATION OF GENDER-RELATED VIOLENCE IN SPAIN

12.5%

of women over the age of 16 have experienced violence at some point

7 of every 10

victims of gender-related violence have never reported it

Complaints of gender-related violence increased by

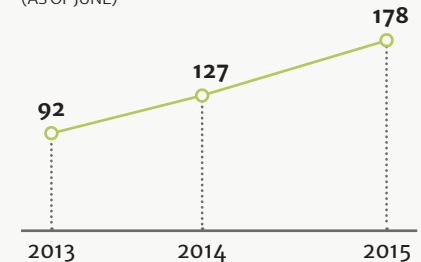
1.5%

in 2014 after having fallen for five straight years

SOURCE: NATIONAL SURVEY ON VIOLENCE AGAINST WOMEN 2015, CARRIED OUT BY THE MINISTRY OF HEALTH, SOCIAL SERVICES AND EQUALITY

TREND PROGRESSION FOR INTEGRATION OF GENDER-RELATED VIOLENCE VICTIMS AT CLECE

(AS OF JUNE)





Prize for solidarity with victims

The story of Marta Guerrero, a Clece employee, is synonymous with overcoming and fortitude. Her rough experience at the hands of gender violence, along with the subsequent support she received at the women's protection centre managed by Clece, Centro de Protección de la Mujer de Valencia, drove her to help other women who had had similar experiences to hers. For this important social endeavour in awareness and support for women, she received the honourable civil-merit accolade Orden del Mérito Civil from the hand of King Felipe VI in 2015.

In these efforts, Marta has worked with Policía Local de Valencia on two European projects in which women having suffered from gender violence or who still do, share their experience, contributing potential solutions to different situations they may be faced with. "When you share your experiences in a group, you help the woman listening to see there is a way out from any and every thing", she explains.

It is possible

When you chat with Ana and learn her story, there are many highly striking elements. Without a doubt, her ability to withstand 10 years of abuse on both her and her children, but what is most shocking are her fortitude, conviction and above all, her smile.

After a long time, Ana finally mustered the strength necessary to flee to her mother's home. She managed to get a restraining order against the aggressor and received legal and psychological support at a victims' association. What gave her a new impetus was the job she found at Clece. This allowed her to leave her maternal home and build a new home for her children. Thanks to stable employment and to her overcoming spirit, Ana today faces the future with optimism and enthusiasm, and one of her greatest desires is that her son will finish his law degree.





“One day you get up and say: ‘I can’t go on like this’”

“I had to leave my home with my daughter. I lived there with a GPS telephone because my ex-partner was forbidden to be within 200 metres of us and he repeatedly breached this”. Mari Carmen tells her chilling tale as a gender violence victim, and how thanks to her work at Clece, she overcame her fears and re-built her life. She hesitated for 29 years but finally after numerous threats decided to cut her losses, leave and start fresh.

Since five years ago, she has been working in the dining hall of a centre for the elderly managed by Clece, where she has begun to smile again. “I came here without any sort of joy or hope, very sad, but you then see you are appreciated at work, that you are happy there, and the grief goes away” she says.

“If it weren’t for the company I don’t know what my life would be like, I believe I’d have been another statistic on the victim’s list”, Mari Carmen adds, emotionally. “Everything has changed for me, I have become strong, full of joy, I have managed to start a new life and am glad to see my daughter is happy” she adds.

→ *people at risk of social exclusion*

Over 13 million Spanish citizens are prone to social exclusion. Unemployment, education level, difficulty of access to a home, low income, leaving an assistance or penitentiary facility, or an addiction problem are just some of the catalysts leading to social exclusion. Entering the job market is one of the most effective ways of facing these problems.

Aware of this problem equation, Clece believes in a more inclusive job market. Today there are 501 employees coming from this social segment working actively within the company, more than double the amount of the past year and six-fold that of 2013.

Beyond employment integration, the company cooperates with different associations, foundations and administrations, with the goal of advancing work for unemployed women, drug addicted individuals or ex-convicts, among others. Similarly, Clece develops on a local level, charitable activities for the benefit of individuals at risk of social exclusion as well as donations and food drives or basic necessity goods and items.

SITUATION OF SOCIAL EXCLUSION IN SPAIN

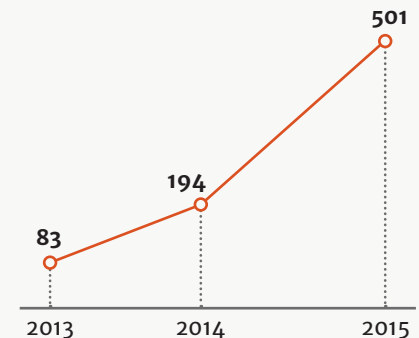
27.3%
of the Spanish population

1.3 million
people more than in 2009

2 points
more than the European AROPE rate average

SOURCE: REPORT ON THE STATE OF POVERTY IN SPAIN (EAPN-SPAIN)

TREND PROGRESSION FOR WORK PLACEMENT OF SOCIALLY EXCLUDED INDIVIDUALS AT CLECE (AS OF JUNE)





When the only future is to emigrate

Harouna is a Senegalese boy who at the age of 15 decided to cross Africa and get on a paddle-boat in search of new opportunities with a life in Spain. An adventure filled with danger which took 15 days.

After passing through countless centres for minors and shelters he arrived at the home “Campo Madre de Dios” managed by Clece in Córdoba, where he is helped to draw up a life-project, receiving training for the job market and teaching him abilities for his integration into society (managing his money, getting subsidies, etc.). And just when his maximum permitted shelter period was ending, his opportunity arrived: a job at one of the Clece businesses devoted to environmental services, Talher.

With his first earnings he rented a shared apartment and in 2015, 7 years after beginning his adventure, he managed for the first time to visit his home country. And to quote him upon his return, with a smile: “This time it only took 4 and a half hours to get to Spain”.

Lola reclaims her life

Lola's story is one of those with a happy ending. When she arrived at the halfway house centre "Campo Madre de Dios", managed by Clece, her situation was very difficult.

There, after overcoming a drug addiction problem, work was undertaken with her to lay out a personalised itinerary with the goal of finding a job, the best way to reintegrate with society.

Little by Little, and with the help of the centre's specialists, Lola managed to conquer and get over her issues. Besides this, finding a job as an assistant in Home Help Services at Clece provided her with the Independence and autonomy required in taking the first steps in reconnecting with her family and friends.

Today, Lola has found her place and is back to being her true self. Her life experience is an example of how social exclusion can also be escaped, with the necessary resources.





Starting again

The case of Raúl is a real example of improvement and will power. “I went through a series of difficulties that I was unable to face, which lead me seek refuge in drugs”, he explains. However his drug addiction for twelve years did not fully consume him and he built-up the will to get out of the hole he was in.

With the help of Proyecto Hombre and the job he got in the cleaning service in a hospital managed by Clece, Raúl was able to start again from scratch. Not only did it change his own life, but also those of all his loved ones: parents, wife, sisters and friends. “One must never lose hope, I began to believe in myself and thanks to that all of these things are coming together for me” he states, emotionally.

→ *the elderly*

There are 8.5 million people in Spain over the age of 65, constituting 18% of the population. As opposed to common misconception, senior citizens are an asset to our society. In accordance with how well we further the improvement of their life quality, their development and social integration, and their important role is recognised, we will thereby progress into a more just and prepared society.

Through the Social Services department and in close collaboration with public administration, Clece currently tends to 90,000 elderly people. In total 22,197 employees care for the well-being and life-quality of our senior citizens in the 131 homes and 60 day-centres, as well as the different home-assistance services throughout the nation.

Beyond the provision of the social service set out in the contract with the corresponding administration, Clece's professionals perform in a voluntary manner, innovative treatments for well-being and with the aim of improving the quality of life of the elderly people, nurturing their development and social integration: gardening activities, conviviality theme days, occupational workshops, familiarisation with surroundings and game or cultural competitions and activities.

In its awareness-raising role, Clece promotes initiatives such as theme-days, intergenerational gatherings, activities with relatives and care-takers to include issues of special interest to the elderly such as in recognition of their important role in our society, or charitable activities in which they are directly involved.

SITUATION OF SENIOR POPULATION IN SPAIN

There are

8,572,779

people over 65

A total

18.4%

of the entire Spanish population is over 65

Over

270,000

people live in retirement homes,

68.6%

of these are women



Joy despite difficulty

Vicente is the living example of the fact that, despite disability, one can be happy and make others happy too. After several operations he ended up wheel-chair bound, a fact that hasn't stopped him from enjoying an active life-style. A user of the home-assistance service in Jaén, managed by Clece, Vicente lives alone and has been through very hard times. "For me home assistance is everything, it is the greatest miracle to happen in my life", he emotionally assures. Yet in spite of his difficulties, Vicente is full of optimism and does not hesitate to take part in leisure activities and what's more, he makes an effort to help others.

It was in this way that he had the idea to get together with other people benefiting from the home-assistance service in his town of Jaén, and create what they themselves call, playfully, "The maimed club". All of them have some form of disability and nevertheless wish to continue enjoying what life has to offer them. They meet every morning in their village park and get away from what can be a tough routine for them. "We are always having a laugh, when we get together we leave all our grievances behind under the bed", explains Vicente with a smile. For all of them, their membership in the group has given them back the desire to fight, giving them joy in their daily life.



Loyal companionship

With this name (Fieles Compañías), an initiative was set in motion in Zaragoza for the advancement of adoption for pets by the elderly and people with a disability. A program from the Zaragoza city council, in collaboration with Clece, the Oficina Municipal de Protección Animal and the association “Zarapeludos Protección Animal”, which facilitates the adoption of abandoned cats and dogs by people benefiting from social services and with a suitable profile for the care and attention of pets.

It is proven that living with pets revitalises physical, psychological and social health. Clece therefore proposed the responsible adoption of cats and dogs for the more elderly users of the Home Assistance Service managed in Zaragoza. A project that has expanded to the Clece retirement homes in Villanueva de Gállego and Tardienta, in which animals may live with their owners all year round.





Life-filled kitchen gardens

The elderly in the day centre Centro de Día de La Paz in Baracaldo (Vizcaya) were able to rediscover enjoyment for rural life in the big city thanks to the horticulture and gardening activities, carried out by the centre in its goal of promoting a more active way of aging.

This activity, which is already part of their daily routine, has provided them with numerous therapeutic benefits arising from the emotional bond they establish with the plants.

Thanks to their work in the small organic kitchen garden, the seniors feel useful and have the chance to enjoy physical exercise, improve their self-esteem and lift their spirits in general.

This so-called “hortoterapia” has further contributed to a series of cognitive developments in attention, concentration and memory in the elderly.

→ *infancy*

The education of children in their earliest life-stage constitutes vital ground-work for their physical and mental development. Therefore, first-cycle infant education, ages 0 to 3 years, becomes a very important tool that helps to shape the character of the little ones, improving their potential to develop capabilities for social interaction and nurturing their Independence. Furthermore, from a physical perspective, infant education contributes to the improvement of coordination and motor skills in our very youngest.

Clece, from its Children's School division, tends to over 9,000 children in the 113 centres which it manages in a comprehensive manner throughout Spain. Over 1,300 professionals work every day for the well-being and education of the very little ones.

With the hope of providing a service that goes beyond what detailed in its contract, Clece performs in its schools activities that strive towards the development of the boys and girls tended to, such as music therapy workshops, multilingual programs and cultural outing days.

From the children's schools too, an arduous endeavour in raising awareness is undertaken with the children, towards their familiarity with social problems such as hunger, the environment or serious illnesses. In this sense, charitable events are held aiming to amass funds or goods for different social purposes, such as environmentally-focused activities.

FACTS FOR CLECE CHILDREN'S SCHOOLS

113

children's schools in comprehensive administration

9,055

children cared for

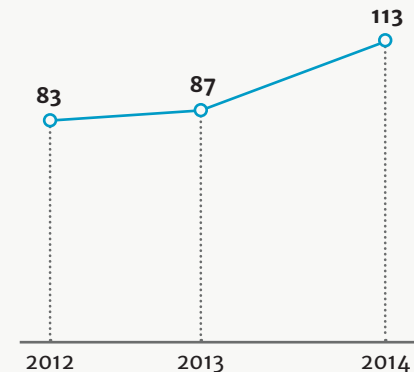
Over

1,300

professionals

CHILDREN'S SCHOOLS IN COMPREHENSIVE MANAGEMENT

(AS OF DECEMBER 2014)





Bottle-tops for Matías

With joy, excitement and hope. This is how little Matías, who suffers from cerebral paralysis, welcomed his gift from the hands of the pupils of the children’s school of Conxo, managed by Clece in Santiago de Compostela: a lovely mural made out of countless tops of different sizes and colours.

A truly special gift, since thanks to the sale of these bottle tops, a part of the funding was attained for a delicate operation that will allow Matías to walk.

From the educational team through to the students and their families, the entire school took action to help this little seven-year-old. In total, the school collected 100kg of bottle tops, part of them used to make the mural.

The school also wished to integrate this activity into its didactic programme, and thus included it in the children’s term’s art-project, instilling in them solidary values and helping others.

Learning a second and third language

In modern-day society, multi-culturalism requires one to learn several languages.

This is something that children's schools Gloria Fuertes and Europa have committed to. Managed by Clece, both are trailblazers regarding trilingual system education in Andalusia.

Trilingual teaching, in Spanish, English and German, contributes to children's learning of the bases of each of these languages from a very young age, subsequently being able to express themselves with use of simple vocabulary, thus freeing them from the fear and peer-related shame in the use of a language which they do not have complete command of.

Teaching with tri-lingualism, is integrated into the school programme, by using songs, games and routines that the children learn, particularly in a playful manner, helping them to assimilate more easily the knowledge of the three languages.





The day the foods left

Within the syllabus unit “Foodstuffs”, the municipal children’s school Escuela Infantil Municipal Castillo de Colores in Medina del Campo (Valladolid) included and organised a solidary activity devoted to the collection of kilos of food for the children most in need. The aim was to raise awareness in the very little ones as to the importance of food and the fact that not all children enjoy the same access to this basic necessity.

It was two educators who voluntarily contacted two foundations, Cáritas and Mujeres en Igualdad (Women in Equality), to explain that they wished to cooperate from their centre through the donation of food. From there, each family donated non-perishable goods that would cover the breakfast and afternoon snack needs of children. It constituted an experience that filled the little ones with joy, in giving these foods to needy children. A joy which they expressed to the associations receiving their donation, who no doubt were very thankful for this lovely gesture.



Awards and events

Thanks to its intense effort as a socially responsible business, Clece has received a range of prizes and recognitions on a national, regional and local level. It has also taken part, as a promoting or collaborating company, in numerous events of a charitable nature. Lastly, the signing of agreements for cooperation with different non-profit organisations and public entities has benefitted job placement for disadvantaged social groups.

→ awards

- ✓ **02/07/2015**
The Clece social project, Premio Senda prize for the innovative initiative
The Clece social project received the 2015 Senda Prize in the category Innovative initiative. Queen Sofía presided over the prize-giving ceremony, held in Madrid.
- ✓ **24/04/2015**
Clece receives the prize, Premio “Mayores del Año” from Granada
Clece received the “Mayores del Año” prize for the quality of its home assistance service Servicio de Ayuda a Domicilio in Granada, where it has been fulfilling this role for 10 years, tending to over 10,000 users.
- ✓ **27/03/2015**
Clece, awarded for its social commitment
Clece was prized in the category of Social Responsibility during the 15th edition of the Tarragona Business Owner’s Confederation Night.
- ✓ **19/02/2015**
Clece receives recognition as the charitably-minded business (Empresa Solidaria) of 2015 by the Lleida town council
The Lleida town council awarded Clece special acknowledgement as Empresa Solidaria for its commitment to the employment of people at risk of social exclusion.
- ✓ **23/01/2015**
Clece, elected among the most social businesses in Barcelona
The Barcelona city council has recognised Clece for its social involvement.
- ✓ **28/10/2014**
Clece receives the INCORPORA prize from the Obra Social La Caixa
Obra Social Fundación La Caixa has bestowed Clece with the Premio “Incorpora Castilla y León” prize in the category “Gran Empresa” or large business for its commitment to employing people at risk of social exclusion.
- ✓ **28/05/2014**
Clece is awarded the RANDSTAD prize for integration
Fundación Randstad has acknowledged the efforts of Clece in the 9th edition of the Premios Randstad award ceremony. Clece won in the Empresa category for its contribution in the job placement of 163 people at risk of social exclusion in 2013.

→ *events*

- ✓ **28/06/2015**
Clece sets itself in motion against gender-related violence in the “Hay Salida” race
Around a hundred Clece employees ran in Madrid’s 2nd edition of the open race “Hay Salida, por una sociedad libre de violencia de género” (There is a way out, for a gender-violence-free society). As a cooperating business, Clece shared 100 number tags among its employees and held workshops and activities free of charge for children through its Children’s Schools division (Escuelas Infantiles).
- ✓ **30/05/2015**
The charitable sports challenge “Get moving for a better world” (Muévete por un mundo mejor) brings together over 1,700 kilos of food for the most needy citizens of Huelva
In this initiative, organised by Clece Social in collaboration with Ciudad Deportiva de Huelva, a total 3 kg of food were donated by each of the 550 participants. Cruz Roja (red cross) and Fundación Valdocco, the institutions collaborating in the event, were the beneficiaries.
- ✓ **15/04/2015**
2nd Forum “Clece for integration”
At the 2nd Forum-Talk “Clece por la Integración”, different entities participating in the care of women who have been victims of gender violence debated regarding the main challenges in helping this social group and collaborating in its social integration.
- ✓ **18/03/2015**
Clece’s social commitment goes as far as the UN
Clece was the only business invited to present its integration model during the event “More than a job, employment breaks the gender-violence cycle”, held in the United Nations headquarters in New York. During the event, Clece’s representatives had the chance to explain how the company is integrating female victims of gender-related violence.
- ✓ **02/03/2015**
Clece presents the Premios Compromiso prizes to the most outstanding projects for integration and raised awareness for socially vulnerable segments of society
Clece held the awards’ ceremony for its Premios Compromiso prizes, which in this first edition went to the projects presented by the associations Dedines, Línea 10, Victoria and Fundación Vianorte-Laguna, for their endeavours benefitting socially vulnerable social groups.

→ agreements

✓ 14/07/2015

The Málaga city council and Clece sign an arrangement for the job placement of people at risk of social exclusion

The agreement will allow for the job placement of 70 recognised individuals at risk of social exclusion, as support to the workforce of the home-assistance service, Servicio de Ayuda a Domicilio (SAD).

✓ 02/06/2015

Arrangement for cooperation with the Red Cross regarding workplace insertion of youths and women in socially difficult circumstances

An agreement is signed with Cruz Roja for the organisation of volunteer training internships for people taking part in Proyecto Empoderamiento Laboral for youths and women in socially difficult circumstances.

✓ 14/05/2015

Clece encourages the recognition and credit of 5,000 employees' skills and experience in social and healthcare services in Andalusia

This is the first cooperation agreement for the recognition of professional experience, signed by a business in Andalusia. The new agreement allows for the crediting of workers' skills in the home-assistance service offered by Clece, Servicio de Ayuda a Domicilio.

✓ 18/02/2015

Signing of the agreement with the Community of Madrid

Clece signed an arrangement with the Community of Madrid general employment department with the goal of promoting access to employment for people with functional diversity.

✓ 09/02/2015

Clece, a cooperating entity of the Valencia county council in the processing of aid to gender-related violence

Clece and Generalitat Valenciana, through Conselleria de Bienestar Social, signed an arrangement for cooperation through which Clece is granted the status of cooperating business in the management of aid to gender violence victims.

✓ 23/01/2015

Signing of the agreement with Incorpora, of Fundació La Caixa, for the advancement of employment integration of people at risk of social exclusion

The companies in Grupo CLECE, Nдавant Multiserveis and Deyse, signed an agreement with the Incorpora program of Fundació La Caixa for the promotion of workplace integration of people at risk of social exclusion.

✓ 05/11/2014

The Adeje town council and Clece unite to promote job placement of social groups with difficult employability

The Adeje town council, through local development and employment policies and Clece will cooperate in the employment allocation of groups with difficulty in acquiring employment in the municipality of Adeje. The arrangement is directed towards the stimulation of workplace integration of people with disability, victims of gender-related violence and people suffering from social exclusion.

✓ 08/09/2014

Clece adds itself to Club de Empresas Solidarias of La Rioja

The program, set in motion by the La Rioja government, is established with the aim of facilitating the social and workplace integration of victims of gender-related, domestic or interfamily violence.

✓ 08/09/2014

Clece subscribes to an agreement with Spain's Ministry of the Interior for the encouragement of workplace integration for victims of terrorism

Clece has signed with the Ministry of the Interior an arrangement for cooperation to the benefit of workplace integration of unemployed or struggling terrorism victims.

*A greater
presence
in people's
lives*



Clece Social. Social Report June 2015

2015 Clece S.A.

Central Offices: Parque Vía Norte

Calle Quintanavides, 19. Bloque 4

28050 Madrid (Spain)

Teléfono: +34 91 745 91 00

www.clecesocial.es

Editing and coordination: Porter Novelli

Design and layout: Erica Takenouchi

Photography:

Enrique Perelátegui

Pedro Urresti (El Correo)

Luis Ángel Tejedor (Heraldo de Soria).

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