

# **SOCIAL BALANCE**

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# **BALANCE SOCIAL**

## **2023**

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## Introduction

The Social Balance Sheet (Non-Financial Information Statement (NFIS) or Sustainability Report (SMR)) for the financial year 2023 of Agintzari S. Coop. attempts to put in worth his contribution to a development sustainable of the cooperative and of his around. To this end, it has been agreed to join the movement promoted by the United Nations (UN 2015) with the definition of the 2030 Agenda and the 17 Sustainable Development Goals (17 SDGs).

Sustainability reporting is a powerful stimulus for internal dialogue and sustainable decision-making regarding the contribution to the SDGs. These objectives can be used at all levels of an entity as a basis for determining strategies to achieve benefits in its activity.

This Social Balance Sheet will present relevant indicators in three areas: environmental, social and governance, and their results of verifiable and comparable actions, as well as the achievement of the SDGs.

Managing the information needed for its preparation has been a challenge and a determining factor in the continuity of the cooperative, apart from allowing for the optimisation of competitiveness and economic performance, obtaining advantages and benefits in its application (cost savings, improved reputation, better management of human resources by being able to act in a more objective and equitable manner, motivating, inclusive and sustainable culture, adaptation to future regulations, improved image, discouraging fraudulent or inappropriate behaviour, improving communication and the success of possible agreements and increasing service opportunities).

In addition, we have added the Added Value Statement (EVA), a financial report based on the data from the income statement, which shows the value generated by the cooperative and its economic contribution to both the internal agents as external related to Agintzari S. Coop

## Letter of the president of the Governing Council

TO all the people that we form part of Agintzari SCIS:

This year we give continuity to the elaboration of a Report in Subject of Sustainability with the desire to share the situation of our cooperative and make visible the impact it generates in environmental, social matter and of corporate governance. We think it is an analysis that is very aligned with the values of the cooperative, and that can serve us of guide for the continuous improvement in these aspects.

This Social Balance is complementary to the information financial that we perform annually, and focuses on the mark left by our cooperative in the three areas mentioned above, highlighting the social commitment we have made and in which we have been advancing over the years.

This 2023 us has made us living a period of transition in he that we have had that implement new ways of carrying out our professional work that allow us to take better care of ourselves. Take care of each other, take care of the people we care for and also of our natural environment.

We must be proud of the sensitivity and willingness shown by all members of the cooperative to address this challenge and the difficulties we have faced during this period.

I am therefore grateful to have the human team that makes up our house, since, thanks to your talent and involvement, the reference of our cooperative in the third sector continues to be strengthened.

Thank you by your trust and continuous support.



**Sarai Navarro Itxaso**  
**Chairwoman / President.**  
**06/27/2024**

## Description of the model of activity

### *SOCIAL INITIATIVE COOPERATIVE AND ORGANIZATION OF UTILITY PUBLIC*

Agintzari, S. Coop. (hereinafter Agintzari) is a social cooperative involved in community development that operates in the field of social intervention, working on the implementation of innovative proposals and the management of quality services aimed at overcoming the social needs of people and groups in difficult situations.

### *A SOCIALLY COMMITTED ORGANIZATION*

In the field of social intervention, the presence of the Agintzari collective dates back to 1977. The Agintzari Association acquired legal status in 1983 and since then has carried out a wide range of social reporting, research and care activities for minors and young people in situations of risk and lack of protection. In this stage the Association promotes and manages different Functional Homes and develops Programs Socio-educational of Education Familiar and of Street to through of the Community Intervention Teams.

In 1991, it was established as a Cooperative Society, identifying in this social economy model a socio-labor framework consistent with its social purpose and enabling democratic management and commitment to society.

In the year 2000, in the month of June, acquires the condition of Cooperative of Initiative Social, which implies a lack of profit motive, was declared a Public Utility Entity in September 2000 and, in June 2014, of Social Interest, by the Basque Government.

### *Philosophy*

Our philosophy of management HE base in three pillars that guide the forms of organize ourselves:

- The vision of belonging and creating collectively as a cooperative something further that a place of work.
- Be a organization more human, focused so much in the needs of people that integrate the cooperative as in the needs of the community, of the people users and clients.
- Be a reference in our sector and contribute to the development of the system of social services.

About these pillars we settle the concepts of management that guide our organizational dynamics :

- The autonomy of individuals and work teams. Co-participation of teams in management. Development of the concept of decentralization: proximity to the client, the user and the team. Search for leadership formulas focused on the figure of team coordination.
- An organization that accepts heterogeneity and respects internal diversity in line with its reality.

Agintzari manages services and programs with needs organizational specific in issues of schedules, required skills, intervention formats, etc Recognize this diversity and give it the required socio-labor treatment without detriment to developing the values that give us collective identity:



- Generating creative spaces in the cooperative. Breaking the binomial between people *"that do"* and *"the that they think"*, doing possible the co-construction between these two visions.
- Shared leadership:

We understand leadership as the action that is built jointly with other people from the perspective of responsibility for the processes and the shared objective.

### Transparency

Agintzari complies with the following tools of control and surrender of his activity through:

- Social Audit of compliance of parameters of entities without cheer up of profit Made by REAS.
- Model of quality implanted based in the rule ISO9001:2015
- Audit of accounts performed by BNFIX auditors.
- Audit of the centers residential by IZE auditors.
- Equality plan certified through collaboration with EMAKUNDE (Basque Women's Institute)
- Plan of compliance implanted.

Agintzari this registered in:

BODY	GUY OF RECORD
Basque Government	<p>Record of Contractors Country Basque</p> <ul style="list-style-type: none"> <li>Record of Cooperatives of Basque Country</li> <li>Municipal Registry of Citizen Participation Entities of the Bilbao City Council.</li> <li>State Registry of Training Entities to be able to provide training not included in the Catalogue of Training Specialties.</li> <li>Official Register of Bidders and Companies Classified of the Sector Public (ROLECE)</li> <li>Record in REAS Basque Country</li> <li>Record Statutory of Services Social of the Territory historical of Bizkaia</li> <li>Record Statutory of Services Social of the Territory historical of Gipuzkoa</li> <li>Record Statutory of Services Social of the Territory of Araba.</li> <li>Registry of Entities, Centers and Social Services of the Department of Social Services and Public Governance of the Government of La Rioja.</li> <li>Service Record Social of Castile-La Mancha.</li> <li>Record Volunteer of Bidders of the Government of Navarre.</li> <li>General Registry of Holders of Activities and Social Action Services and Centers of the Valencian Community.</li> <li>Record in the category III: Organization No governmental, subcategory Foundations and associations of the Generalitat de Catalunya-Department of Justice General Directorate of the Department of Legal Entities</li> <li>Record of Services Social of the Community of Madrid.</li> <li>Record of Groups of Interest.</li> <li>Record of Contractors Country Basque.</li> <li>Record of Cooperatives of Euskadi.</li> <li>Census of entities of the Third Sector.</li> </ul>

Related to the previous, we present all the information basic (statutes, home social, certificates from the treasury and social security, etc.) required.

Our page web is the major vehicle of external communication and where to access to the most relevant documentation and information regarding our activity.

Annually we published:

- The memory of activities, of information financial and in subject of sustainability.
- Annual Transparency Report of Agintzari, S. Coop. prepared based on the Bizkaia Transparency Regulation 1/2016, of February 17, which aims to guarantee transparency by making public information relevant to the following areas: Institutional, Economic-Financial and Public Management.

## **Mission, vision and values**

### *The keys of our Mission*

AGINTZARI, as a social enterprise, is a social initiative cooperative committed to society in addressing social needs and generating social value.

Our mission is to develop a project based on committed people and involved in the cooperation social, that working as a team through the continuous search for people's satisfaction, customers, collaborators and our around, allow improve the quality of life of the people and collectives in situation of difficulties to which we direct our activity, contribute to the legitimization of the public model of Social Welfare and therefore, to the promotion of a more just, supportive and cohesive society in its diversity, from a cooperative framework of communication, freedom and responsibility.



Our project cooperative this based in the people because our organization management, participation, experience and shared leadership among people who seek the excellence through the continue satisfaction of the people recipients of our services, those of our client and collaborating entities and the community in which we operate.

### *Values and beginning*

Our mission and vision HE based in the following values and beginning that guide and They shape our way of being and acting:



## **SOCIAL RESPONSIBILITY**

Understanding social responsibility as a fundamental and central value, understood as the commitment and involvement in promoting people with social needs and pursuing the satisfaction of clients, partners and collaborators.

### ***COLLABORATION***

Our social cooperative commits to collaboration with both public institutions and social agents in the sector.

### ***VALUES ETHICAL***

The assumption of ethical values such as Commitment, Co-responsibility, Equity and Solidarity, Honesty, Respect and those of the Professional Ethical Codes as a means and an end in themselves, both in our internal and external activities.

### ***EQUALITY OF WOMEN AND MEN***

The assumption and commitment to the principle of equality between women and men, as well as the express prohibition of any type of discrimination based on sex.

### ***TRANSPARENCY***

Understanding transparency in management, information and communication as a required requirement, both internally and externally.

### ***COMPETENCES***

We promote and integrate proactively the competencies essential, organizational and individual aspects of the cooperative, always pursuing maximum professional competence.

### ***INTERCOOPERATION***

Assuming that all the above values can remain alive as long as they are disseminated and, consequently, in the application of the spirit of solidarity in intercooperation, as a distinctive contribution based on the values of the cooperative movement and defined by the International Cooperative Alliance.

### ***PROFITABILITY SOCIAL, CORPORATE AND ECONOMIC***

And in particular and decisively the systematic search for economic, corporate and social profitability, understood as reinvestment of the economic benefits generated by the activity in the object and social purpose (without mood of profit), the promotion of the people and employment through associated work (corporate), and the generation of social and relational capital as a contribution to the promotion of social cohesion and justice.

### *People-based cooperative project*

Agintzari foundation its organization in self-management, participation, experience and shared leadership between people that They are looking for the excellence through the continue satisfaction so much of the people members of the cooperative, as of the people recipients direct and clients of the services it provides and promotes, as well as of collaborating entities, social agents and the community in which we carry out our activity.

### **Organization and Structure**

As cooperative the configuration of the same this established in the statutes, being governing bodies: the general assembly of members and the governing council.



The assembly general is he maximum organ of government

- Skills:
  - **Appointment and revocation** of the membership of the rest of organs social (CR, CV...)
  - **Exam of the management social, approval of accounts annual and of the distribution of surpluses or allocation of losses**
  - Modification of the **Statutes Social**
  - **Approval/modification of the Regulation Internal**
  - **Fusion, cleavage, transformation and dissolution** of the society
  - All decision that suppose, according to the Statutes, a modification substantial in the economic, organizational or functional structure of the cooperative.

## ORGANIZATION CHART OF THE COOPERATIVE



### DIRECCIÓN GENERAL

Mikel Gorostizaga

### DIRECCIONES

#### Consejo de Dirección Adaka

Dirección General Agintzari

#### **Direcciones de Actividad:**

Dirección: Ángel Sainz

Dirección: Blanca Angulo

Dirección: Itziar Etcheverry

Dirección: Maite Calleja

Dirección: Unai Zabala

Dirección: Josu Gago

Dirección: Janire Barcena

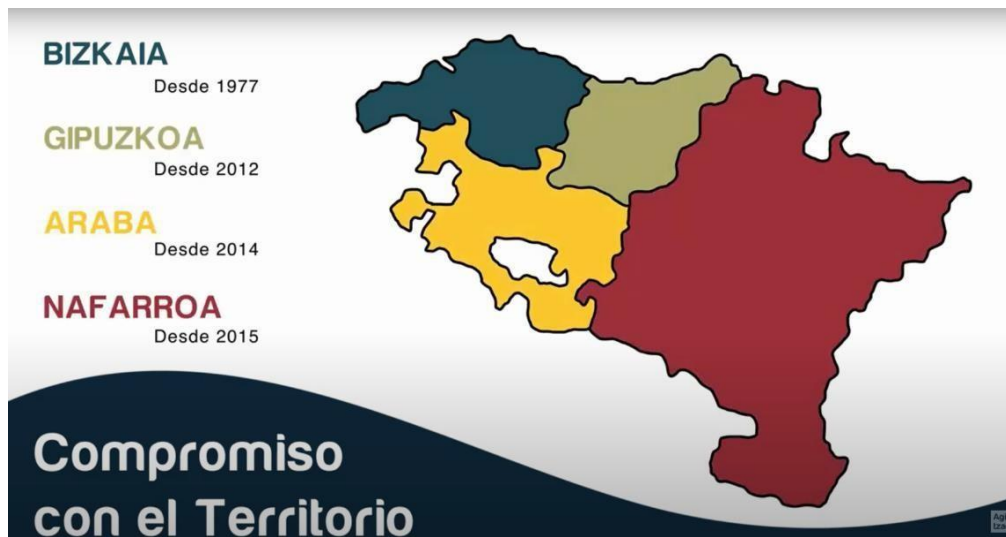
#### **Direcciones Transversales:**

Dirección de Personas: A. Solozabal

Dirección Financiera: R. Sáez

Dirección Des. Técnico: N. Moyano

## Geographic Presence



### *CLUSTER COOPERATIVE BOGAN*

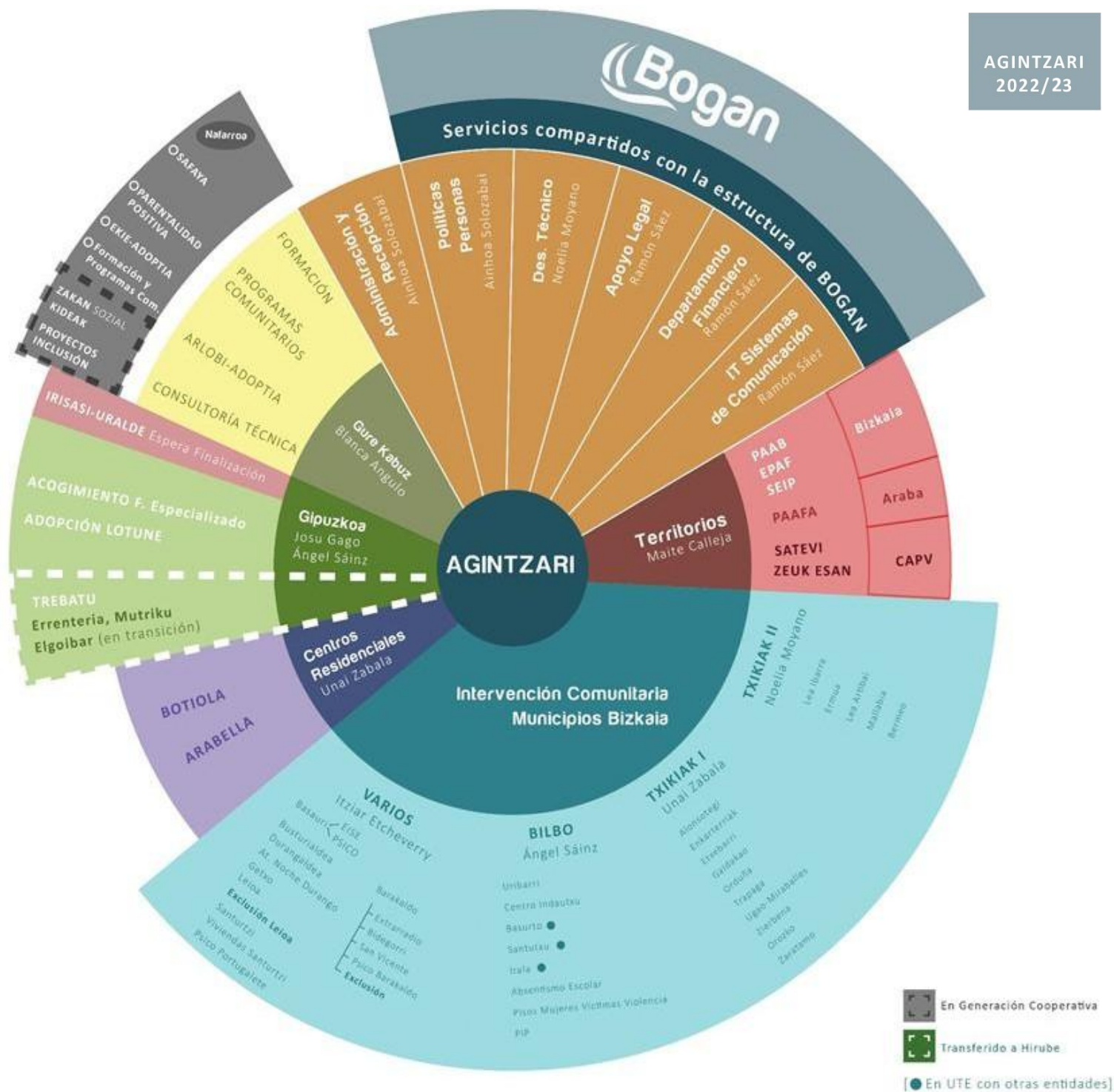
Agintzari together with Zabalduz in June of 2018 constituted BOGAN, S. Coop., as second-degree cooperative, creating the Bogan Collaboration Cooperative Group, which in 2023 is made up of:

- Agintzari, S. Coop.
- Zabalduz, Koop. Elk.
- Hirube, S. Coop.



Its corporate purpose and functions are to promote, encourage, coordinate, complement and guarantee the development of the mission of the cooperatives that it groups within, offering the provision of technical, advisory, consulting, management, administration, accounting, legal, commercial and institutional representation services for both the second-degree cooperative and its member cooperatives.

### Performance areas

AGINTZARI  
2022/23



The cooperative manages services socio-educational, psychosocial and of consultancy and training mainly in the field of Social Services.

The management of these services is organized into lines of activity that are grouped by the characteristics of the services and, in some cases, by the territory in which they operate.

**The Community Intervention line** manages publicly owned socio-educational and psychosocial services that are part of the portfolio of social services under Law 12/2008, of December 5, on Social Services in the Basque Country.

They are municipal resources that are established as a special device and reinforcement of the Base social services and whose objective is to work with minors between 0 and 18 years of age and their families belonging to socio-family and community environments considered to be at risk of lack of protection. mild I moderate for the and the minors and that a intervention educational in the own context of life and relationship , focused in she minor, his family either both can change, people at risk of social exclusion and people at risk of dependency. This line also manages prevention programmes in the school and family environment.

Within the **secondary care services** , the entity manages centres for the protection of minors and specialised services in matters of family preservation, foster care and adoption.

We also have the Social Information Service for Children and Adolescents in Unprotected Situations and the Information and Assistance Service for Women Victims of Domestic Violence for Reasons of Sex, which are the **responsibility of the Autonomous Community** .

Besides of the services developed in it scope of the services social, The entity also develops services in other areas such as **Housing** through the Socio-Educational Support service for tenants or assistance care for adolescents with serious mental disorders in the **health field** .

In March 2023, the **Esnatu programme was also launched**, a psychological care programme for victims of gender-based violence against women run by the Provincial Council of Bizkaia.

Other services worth highlighting are the Lehen Urratsak programme for **social integration** of adolescents. supporting and reinforcing the linkage of the youth migrant with the community and the values of diversity and he project Hitzune in he scope **Community** of the people dams.

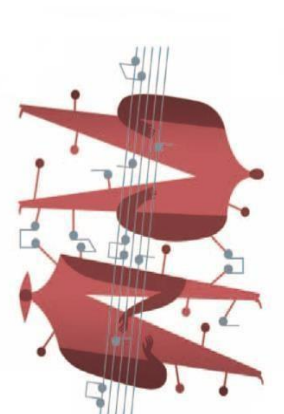
### *People recipients*

The people who benefit from the public services we manage are mainly users of primary or secondary care Social Services. We work with the child and youth population, adult and with families that HE find in situation of exclusion, lack of protection or dependency and that require socio-educational and psychosocial intervention as described in the portfolio of social services delimited to the protection of the law 12/2008, of social services .

Also eligible for the services offered are those individuals, families and entities that require psychosocial care and consulting. specialized in foster care and adoption by the means of the service Arlobi-Adoptia.

Moreover, prevention programmes in the school and family environment are aimed at the entire educational community, students, teachers and families.

Besides, the cooperative manages different projects of consultancy and of training aimed at professionals in the social services sector.



## Strategic aims

Agintzari, as a Social Initiative Cooperative, is recognized as a social entity involved in community development, which works on the implementation of proposals innovative and in the management of services of quality oriented to the overcoming of the social needs of people and groups in difficulty. This statement is reflected in our way of relating to the people and groups we serve, the institutions to which we provide services, the entities with which we cooperate and/or compete, and in general, in a transversal manner in all our activity.

We approach to the community and to the territory starts from the attention in the different lines and programs to more than 30,000 people. Some of these people correspond to the vulnerable population I difficulty familiar either social, where he approach and relationship with the Community resources is a very basic activity, since the philosophy of intervention highlights the importance of connecting people with their environment, relying on existing resources and social participation.

Thus, we commit to contribute to the sustainable future of our society and our economy by joining the 2030 Agenda on sustainable development promoted by the United Nations (UN) in 2015. The Agenda has 17 Goals: Sustainable Development Goals (SDGs), which include everything from eliminating poverty to combating climate change, education, gender equality, protecting the environment and the design of our cities.



As a cooperative dedicated to the social sphere, we have prioritized participating and contributing in the sectors further Influential in our case, as the equality of gender (SDG 5), reduction of inequalities (SDG 10), job decent and growth economic (SDG 8) and alliances for achieve the goals (SDG 17). However, we must not forget the other goals.

Next, we will analyze the cooperative's contribution to the SDGs. To do so, we will rely on in he model of Information Integrated of AECA, collected in he "chart integrated of indicators (CII-FESG) and his taxonomy XBRL", referenced, to his time, by the Guide of the CNMV, in the three most relevant areas in an entity: environmental, social and governance.

### **Risks management**

Agintzari has a risk management model called *the "Compliance Code "* to identify, classify and assess the risks that may affect all the cooperative's activities, So as establish the mechanisms of control and responsibilities of each one of them.

It should be remembered that among the values that inspire and guide the actions of Agintzari are social responsibility and transparency in management. These values find their projection in measures such as those included in this Code of Conduct. Thus, this Code compiles, to a large extent, the protocols and actions already existing in the cooperative, without wasting the opportunity to create a more complete and cohesive system in this regard.

Please note that the responsibility for compliance with the code falls on each member of the cooperative and the risks of non-compliance with the law are mentioned in different areas such as: relations with the Administration and public tenders, the Treasury, subsidies/aid, Social Security, labour relations, management of share capital, financial management, general management and payment of debts and civil liability.

In addition, we also have a contingency plan specialized by type of program/project. that gathers all the risks possible that they can affect in minor either to the cooperative. It is not easy to identify the possible factors that may complicate the performance of the activity, but the experience acquired over the years helps us to foresee them and combat them ahead of time.

## SUSTAINABILITY

Agintzari as cluster, system and entity dynamic and permeable continues moving forward in his social task, offering and implementing different projects, innovating and continuing other already consolidated ones, each of them reflecting its know-how, trajectory and ability to adapt to the needs, variables and reality of the social context.

This is the key to our 40-year journey as a collective that works for and with society, a reason, without a doubt, for encouragement and satisfaction, because we celebrate the professionalism in work, the enthusiasm and responsibility with which each person who makes up Agintzari takes on the task: our project.

It means taking the baton of that initial work co-constructing and promoting, from our values, the identity of Agintzari. A identity cooperative that about all comes marked for a management model based on participation and good practice, which has led us to share our knowledge and experience with other professionals from other territories.

At Agintzari, we not only seek social sustainability, but also economic and corporate profitability. All of this through the reinvestment of profits obtained during the year, in accordance with our principles and values discussed above.

### Commitments

Agintzari is a Social Initiative Cooperative committed to society in addressing social needs and generating social value. From our status as a social entity involved in the development of the community and the scope specific of the Intervention Social, we work on the implementation of innovative proposals and the management of quality services aimed at overcoming the social needs of people and groups in difficult situations.

Our mission is to develop a project based on people who are committed and involved in social cooperation, who, by working as a team through the continuous search for the satisfaction of people, clients, collaborating entities and our environment, allow us to improve the quality of life of people and groups in difficult situations to whom we direct our activity, contributing to the legitimization of the model. public of Welfare Social and by hence, to the promotion of a society further fair, solidarity and cohesive in his diversity, from a cooperative framework of communication, freedom and responsibility.



Our cooperative project is also a look to the future, which leads us to continue reflecting, not only on the internal but also on the external, on the importance of building, strengthening and participating in the different networks of the third sector, with the aim of consolidating the Social Sector.

## **Analysis of materiality**

Agintzari is carrying out a materiality analysis, based on the social activities it carries out, identifying needs to evaluate them and describing those that are considered most significant. for the cooperative, with the Objective of achieve the demands of the regulations on matter of sustainability to level international (GRI) and national, for determine the contents of this Social Balance Sheet.

### **EXTERNAL LEVEL**

We have identified the groups of interest to external level with the that we collaborate and which are of high importance at a material level for us, since we feel responsible and committed to strengthening the foundations of social value in society. The groups of interest are the following:

- **Society**

Agintzari settles its organization in self-management, participation, experience and shared leadership between people that They are looking for the excellence through the continue satisfaction so much of the people members of the cooperative, as of the people recipients direct and clients of the services it provides and promotes, as well as of collaborating entities, social agents and the community in which we carry out our activity.

In addition, manages the relationship with Suppliers strategic with the end of strengthen alliances, in an environment of collaboration and efficiency, sharing information, aligning strategies, seeking continuous improvement and promoting innovation. We are referring, for example, to non-profit entities and entities that share the values of sustainable development.

In total, Agintzari offers society around 80 services and projects throughout the Basque Country, mainly in Bizkaia (Annex 1). Detailed and updated information on these services and projects that can found in the Web of the cooperative ( [www.agintzari.com](http://www.agintzari.com) ) and in the transparency report prepared annually.

- **Networks/alliances**

### **Development of the community**

Agintzari, as a Social Initiative Cooperative, is recognized as a social enterprise involved in community development, working on the implementation of proposals innovative and in the management of services of quality oriented to the overcoming of the social needs of people and groups in difficult situations.

This statement is reflected in our way of relating to the people and groups we serve, the institutions to which we provide services, the entities with which we cooperate and/or compete, and in general, in a transversal manner in all our activity. The approach to the community and the territory begins with the attention in the different lines and programs to more than 30,000 people.

<b>People attended in 2023 by Agintzari</b>		
Girls (children and teenagers)	6.046	20%
Boys (children and teenagers)	6.515	21%
Women (adults)	12.641	41%
Men (adults)	5.360	18%
<b>TOTAL</b>	<b>30.562</b>	<b>100%</b>

Some of these people correspond to a population in vulnerability and/or family or social difficulties, where the approach and relationship with community resources is a very basic activity, since the philosophy of intervention highlights the importance of the connection of people with their environment, in the support of existing resources and social participation.

### *Institutional Relations*

In its relationship with institutions, Agintzari's commitment to a model of public responsibility is highlighted, which provides guarantees to citizens and which attends to the rights of individuals. In its own mission, Agintzari recognizes itself as a contributor to the legitimization of the public model of Social Welfare and, therefore, to the promotion of a more just, supportive and cohesive society in its diversity, from a cooperative framework of communication, freedom and responsibility. We understand that this public guarantee can integrate public-private collaboration, especially of the third sector and the social economy, in which we participate from the co-responsibility of the responses to social needs.

- Town halls and commonwealths of the CAPV.
- Deputation Statutory of Bizkaia. Department of Action Social, Institute IFAS AND Department of Employment, Social Cohesion and Equality.
- Deputation Statutory of Araba. Institute Foral of Social Welfare.
- Deputation Foral of Gipuzkoa. Department of social policies.
- Address of Policy Familiar and Community. Department of Employment and Social Affairs of the Basque Government.
- Address of Services Social. Department of Employment and Affairs Social of the Basque Government.
- Address of Innovation Educational. Department of Education, Universities and Innovation of the Basque Government.
- Department of Rights social of the Government of Navarre
- City hall of Iruña-Pamplona
- Commonwealth of Sakana (Navarrese)
- Ministry of Rights Social Consumption and Agenda 2030 of Spain
- Ministry of Youth and Childhood of Spain
- Diversity Communities Autonomous of Spain (Catalonia, The Rioja, Castile The Stain, Castile-Leon, Balearic Islands...)

### *Comissions (participation)*

- Commission Permanent of childhood of Basque Government.
- Advice Basque of Services Social of Basque Government.
- Commission of Childhood of the Deputation Statutory of Bizkaia.

- Advice Municipal of Welfare Social of the City Council of Bilbao.
- Commission of Childhood of the City hall of Bilbao.
- Immigration Forum of the Basque Government. Cooperation and relations with other entities in the sector HE has materialized in different formulas of cooperation as are the projects developed in Bilbao or in the Egüés Valley in Navarra.

### *Collaborations with entities*

In its relationship with institutions, Agintzari's commitment to a model of public responsibility, which provides guarantees to citizens and which takes into account the rights of individuals, is highlighted. In its own mission, Agintzari recognizes itself as a contributor to the legitimization of the public model of Social Welfare and, therefore, to the promotion of a more just, supportive and cohesive society in its diversity, from a cooperative, communication, freedom and social framework. and responsibility. We understand that this warranty public, can integrate the

public-private collaboration, especially in the third sector and the social economy, in which we participate through joint responsibility for responding to social needs.

- Project of cooperation with GO for the management of the services of socio-educational intervention in Zorroza, Basurto, Otxarkoaga and Santutxu.
- Project of cooperation with Gazteleku for the management of the services of socio-educational interventions of Irala and Rekalde.
- Project of collaboration with Kale Dor Kayiko for the management of the Program of School Absenteeism in the areas of Santutxu and Otxarkoaga.

### *Relations of collaboration with third entities*

- Institute of Work Social and Services Social (INTRESS)
- Association Vessel
- Foundation for the Attention Comprehensive of the Minor (FAIM)
- EKIE Innovation Educational
- Association School Basque Navarre of Therapy Familiar (EVNTF)
- MURGIBE, Consultancy of Equality
- School Official of Psychology of Bizkaia
- School Official of Educators of Bizkaia
- Cluster SSI
- Rocky place Cooperative
- EDE
- Association Margotu
- Ausartzen The card
- Association Sociocultural Mauritania Basque Country
- Caritas Diocesan of Bilbao
- Association Jatorkin To the Nahda
- Haurralde Foundation
- Association IMME
- Cross Red
- Save The Children
- Association Umeak Klean
- Association Tendel

- Prestaturik Association of professionals foreigners in Alava
- Foundation Itaka-Piarists
- Foundation for the innovation and he development interpersonal to through of the arts PHIDIAS
- Errontegiko Ainara Culture The card
- Bidegintza
- AFRO ASSOCIATION OF RESIDENTS AFRICAN AMERICANS
- BIGITE
- ELKARBANATUZ
- GU HAZIAK GARA
- SUSPERGINTZA

#### *Relationship of collaboration with associations of families*

- Association of Families Adopters and of Reception Rioja (AFAAR)
- Association of families adoptive of Navarre (AFADENA)
- Association of Families for the Aid to the Adoption in he World (AFAMUNDI Cantabria)
- Ume Alaia Bizkaia
- Ume Alaia Gipuzkoa

#### *Relationship of collaboration with Universities and Centers of Training and Research*

- University of the the Basque Country
- University of Deusto
- VIC University Central from Catalonia
- Mondragon University of Barcelona
- University Public of Navarre
- University of Leipzig, ALEP (Germany)
- Aeris, University of West Attica (Greece)
- Anna Freud Center (Kingdom United)

#### *Collaboration in Networks*

Agintzari's participation in sectoral movements in the field of social intervention and the cooperative movement is reflected in its membership of the following collective organizations.

- Innobasque
- Gizardatz
- REAS Basque Country
- Confession purchase
- FICE Spain
- Foundation ISocial
- BAI SAREA
- He Forum Global of the Economy Social (GSEF, Global Social Economy Forum)
- Sareen Sarea

- **Languages**

In 2019, at Agintzari we set out to obtain the BIKAIN certificate awarded by the Basque Government, that credits a certain level of normalisation in the presence, use and management of the Basque language in the entity.



In our quest to normalise the Basque language, we consider it important to give it its rightful place and, therefore, the criteria for the use of the Basque language have been renewed, guaranteeing its rightful place in our work dynamics, always being aware of our own cultural reality.

### INTERNAL LEVEL

On the other hand, we analysed materiality internally, specifically in the environmental, social and corporate governance areas. Below, we summarise the results obtained in the concepts considered relevant to our cooperative and then analyse them in depth.

#### AGINTZARI

EXERCISE ECONOMIC: 2023

INFORMATION NO FINANCIAL: INDICATORS ENVIRONMENTAL, SOCIAL AND OF GOOD GOVERNMENT

	Denomination	Formulation	Worth optimum	Exercise 2022	Exercise 2023
<b>Indicators. Environmental</b>	Consumption of energy	Megawatt-hours (MVH) of energy consumed	Look for saving in consumption	185,014 MWh	136,950 MWh
	Consumption of water	Meters cubic (m3) of water consumed	Look for saving in consumption	± 2.769 m³	± 3.637 m³
	Generation of waste	Tons of waste	Look for re-use 100 % of the waste	722.80 kg	621.4 kg
<b>Indicators. Corporate Government</b>	Meetings of the Organ of Government (Advice Rector and Address)	Meetings maintained by the Governing Body	>4 meetings to the year	2 times to the month	2 times to the month
	Diversity of Gender in the Organ of Government: Advice Rector	Percentage of female members of the Advice Rector	>40%	71%	71%
	Diversity of Gender in the Organ of Government: Advice Address	Percentage of women members of the Advice of Address	>40%	50%	50%
	Corruption and bribery	Incidents due to cases of corruption and bribery in the breast of the Organ of Government in the exercise	0	0	0

Denomination		Formulation	Worth optimum	Exercise 2022	Exercise 2023
Indicators. Social	Right to the parental leave	Percentage of employed men that they have made use of permission Parental in relation to the total number of men who could to have it required	100%	100%	100%
	Right to the maternity leave	Percentage of female employees that they have made use of permission Parental with respect to the total number of women who could to have it required	100%	100%	100%
	Disability	Percentage of employees with disabilities	>2%	1.9%	2%
	Risk labor	Percentage of risks corrected regard to the total occupational hazards occurred.	100%	100%	100%
	Absenteeism	Days lost by accidents, illnesses of all kinds (professional or not), or due to any reason, for the entirety of employees	0 (either he minor possible)	(10.09%)	(8.47%)
	Creation net of employment	Number of contracts new – [Number of retirements + Number of low volunteers + Number of layoffs]	According to strategy, planning and resources	30	34.5
	Job seniority	Years of permanence of people employed in the cooperative	There is none (may vary depending on the years working in the cooperative)	9.78	9,11
	Training of the staff	Total, of hours of training received by the people employed during he year.	Minimum 20h annual per staff	7.049	8.706
	Percentage of staff covered by collective agreement	Employed persons whose working conditions are based on collective agreements, divided by the total of people employees and bliss division multiply it by hundred.	100%	100%	100%
	Chain Supply : supplier and clientele	Complaints interposed by the cooperative due to incidents with suppliers/customers by reasons of character labor, social or environmental.	0	0	0
	Chain Supply : supplier and clientele	Complaints interposed to the cooperative due to incidents with suppliers/customers for reasons of character labor, social or environmental.	0	0	0
	Respect of the Rights Humans	Incidents occurred during the year.	0	0	0
	Irregularities in corruption and bribery	Incidents and complaints received regarding corruption and bribery resulting in conviction, sanction either admonition, to throughout the year.	0	0	0

## **Policies, procedures and measures taken**

### **1-Environmental Indicators**

One of the most significant values in society is the responsible management of the environment, which is directly linked to the fight against climate change.

Given our nature as a third sector entity in the field of social services, we do not have significant figures in waste generation or polluting emissions, but we believe that all action is important and generates value for the achievement of general objectives.

As part of the process to achieve environmental sustainability, collective commitment is very important, which is why Agintzari shares a development awareness throughout the cooperative. sustainable through the use of resources further usual, as they can be energy, water and paper.

#### **Indicators on direct energy consumption**



In 2023, as an energy saving policy and to monitor and analyze the cooperative's energy consumption, the consumption of each location has been analyzed month by month. As can be seen in the following graph, energy consumption has decreased since compared to 2022. This is mainly due to the fact that the centers juvenile They have a high energy consumption and in 2023 we have stopped managing the Irisasi center.



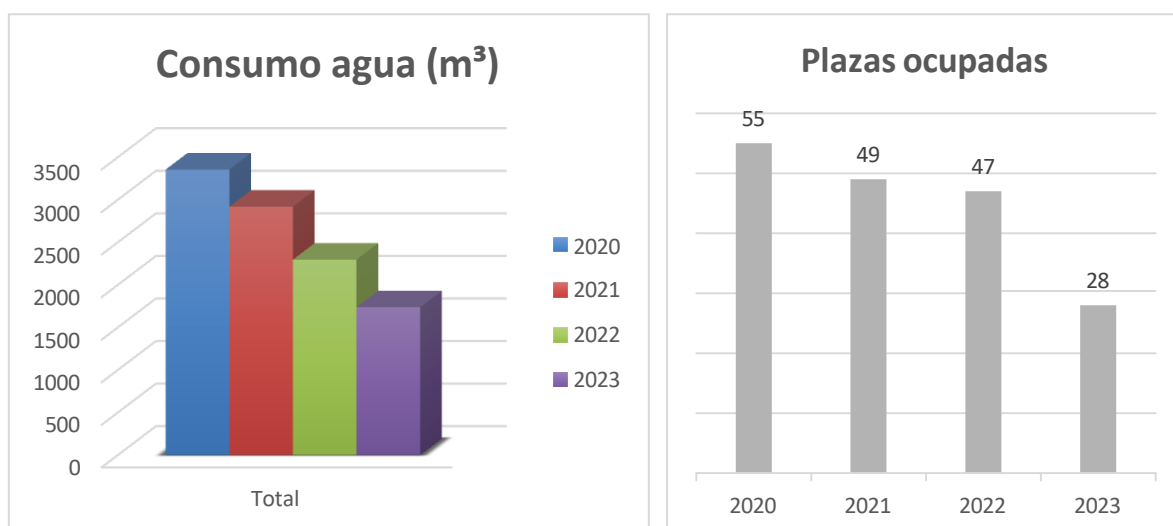
### Water consumption



As for water consumption, we believe that it is one of the most important resources to raise awareness about saving and sustainability. It is not necessary to remember that water scarcity affects more than 40% of the world's population and that this percentage is expected to increase in the coming years. In addition, 3 out of 10 people in the world lack access to drinking water services.

By it, also in 2020, in Agintzari us We proposed carry out a analysis about he consumption water, although aware of being an entity without much impact in this area.

Surprisingly, we evidence equal that in he exercise former a consumption high in residential centres compared to other premises used as offices, so the analysis of water consumption will focus on them.



*\*Data of the centers residential*

In the graphs we can see how over the years, along with the decrease in the number of places served, the annual water consumption has been decreasing. This is mainly due to the fact that, in 2021, one of the measures taken was to inform users belonging to the to the centers that we had to respect he environment and No consume further water than necessary.

Thanks to the fact that workers help to maintain this active awareness, the evolution is being positive and we hope to maintain these values in the coming years.

## **Waste Management**



At Agintzari we have found ourselves having to work remotely through online meetings and sessions. This has helped us understand that the use of materials such as notebooks, sheets of paper, pens, etc., can be replaced by digital documents, thus promoting savings.

The fact of not being able to physically interact with both colleagues in the cooperative and with people external us forced, by example, to exchange documents through online media and avoiding paper consumption. In the cooperative, we found this to be a rather interesting evolution of relations.

In this spirit, the various departments internally committed to continue working and exchanging documents through computer systems. But not only that, but the department financial informed suppliers that from now on of Now invoices will also be managed through this channel so that we can all contribute to the rational use of resources.

This policy does not prevent the total consumption of paper in the cooperative. Therefore, for the management of these waste we count with the aid of Dokudea, a pioneer center of excellence in Management Documentary created by the Lantegi Batuak Foundation. With the data in hand, in the office of Madariaga we have consumed a total of 722.81 kg of paper in he year 2022 and 621.4 kg in the year 2023.

As aspect positive fits mention the reduction of consumption of the paper in 2023 and that Everything has been recycled by Dokudea. We do not include this data in the main indicators, but we are committed to having an annual follow-up on consumption.

## **2-Corporate Governance Indicators**



Regarding the management structure, the Governing Council is made up of 7 people, of which 5 are women and he Advice of Address this composed of 11 Directors (5) men and 6 women).

The positions of responsibility (including middle management) of the entire cooperative represent 11.93% of the total number of jobs and taking into account that in Agintzari the women reach he 76% about he total of the workers, that between the charges of responsibility reach 60% see that there is no gender discrimination.

As regards decision-making, the Board of Directors meets approximately once a week. and two times to the month with he end of consult, deliberate, either take decisions promoting collaboration between the different managers of the company, providing them with an overall vision of the different topics and problematic. Besides, for analyze the situation economic, social and environmental of the cooperative the Governing Council also HE gathers of in the same way between one and two times a month.

### 3-Social Indicators



To date of 2023, Agintzari it integrate 511 workers of the which 244 are partners. Of Of all of them, women represent 81.96%.

The social commitment in the cooperative is paramount, by it that in it relative to topics as the wage gap and equality are very present in our daily action. We currently have the IV Plan of Equality through collaboration with EMAKUNDE (Institute Basque of the Women) and with protocols for the prevention and addressing of sexual harassment, based on sex, gender identity or sexual preference. In addition, a common awareness is shared throughout the cooperative about the utilization of a language inclusive and No sexist so much in the documents written as in verbal language.

The salaries of Agintzari employees are equal regardless of gender, but these can be modified by different aspects such as position or seniority. To do this, with the help of the company Errotik, we prepared a report on equality within the entity and carried out a more detailed analysis.

*Gap salary= ((Average salary man-average salary women) / salary half men) x 100*

*= 2.10%*

Thanks to this participation of Errotik we have been able to appreciate that the salary gap in the cooperative is minimum, being he optimum and it desired he result 0. Still So, Agintzari confirms that No exists none gap real in he salary of the workers already that this result HE due to the aspects mentioned above.

The health and well-being of the people who work in the cooperative is a priority for Agintzari, which is why the cooperative has developed measures, recommendations and guidelines to guarantee health and safety in the offices. Additionally, the teleworking format is offered for those people considered to be at risk (people over 60 years of age, pregnant women or people with certain diseases) and for the rest of the employees, measures were established shifts weekly rotating in which the personal situation of each person was taken into account (minor children in their care, living with a person from a vulnerable group, etc.), so that they felt supported.

In tuning with our policy of promotion of measures of conciliation and co-responsibility, Agintzari promotes conciliation, seeking to be a benchmark in good practices.

The cooperative prepares an annual training plan based on the proposals collected by all the teams that make up Agintzari. The training actions included in this plan respond to the needs of the technical development of the service and to the strategic objectives of the entity.

Our training plan integrates all the training actions that are intended for the entire group, in concrete HE offer 60 actions formative distributed in the following blocks:

- 1- Strategic: Actions required of the Plan of Management.
- 2- Electives: Actions proposals by the different services.
- 3- Transversal: Training actions to improve the competences of the cooperative's transversal policies (Basque, equality, digitalisation, data protection law, etc.)
- 4- New New additions: For the people newly incorporated.
- 5- Zaintza: Training activities aimed at personal and professional care, to avoid the prevention of psychosocial risks, mindfulness, team supervision, etc.

All employees and partners are entitled to 40 hours of training per year, which is higher than the employee statutes provide (20 hours/year): 25% Of the hours allocated to strategic training actions, 25% for transversal training actions, 40% for optional training actions and 10% for training actions. In turn, Agintzari employees and partners are offered private training in other training actions of the group.

At the beginning of the year, all the people in the cooperative sign up for the actions in the training plan, marking an average of 40 hours for the year. Once the training plan is activated, we encounter incidents where there are people who do not comply with the planned training hours:

- Absenteeism: average of 10 % of low by ITEM per year.
- Permissions paid.
- Incidents in services, responses to emergency situations that occur in intervention services.

### ***Indicator of satisfaction of workers***

Chord with the pillars of our philosophy, in particular he of be one organization further human focused on the needs of people, we consider feedback to be very important within the entity.

Every three years, the satisfaction of the organization's employees is assessed by means of a Staff Satisfaction Questionnaire addressed to the entire workforce, in which they are asked about the aspects of the organization's management that affect people. The results are compiled in a Report, which is presented to the entire cooperative in the different spaces defined above.

Through the contributions (feedback) of people, the appropriate improvement actions are established and included in the Management Plan for the following year.

He last questionnaire was done in November of the 2021, promoted by the Governing Council

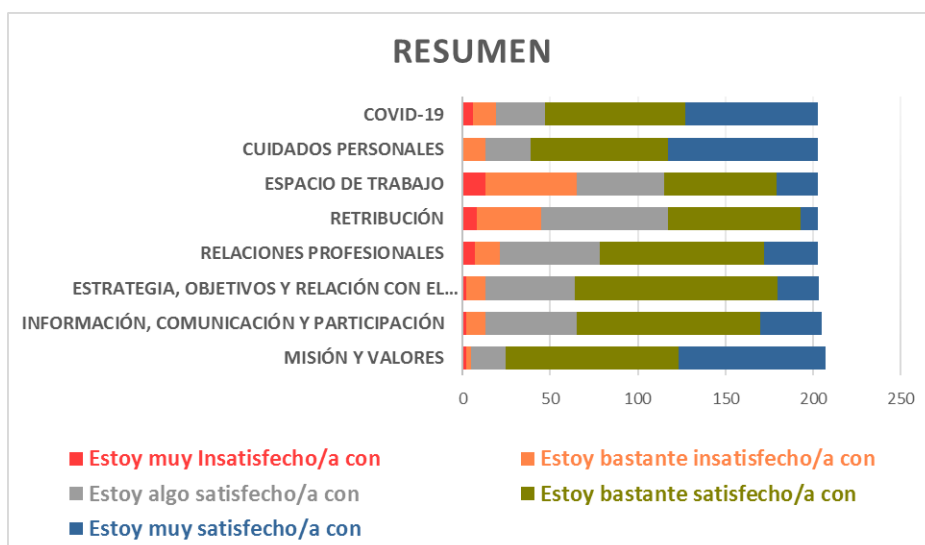
whose goals fundamentals are:

- ✓ Knowing the degree of satisfaction of people, from a direct measurement of his perception about of the different factors that the condition and determine.
- ✓ To enable comparison with the results of previous evaluations in future measurements.
- ✓ Have bases to identify strengths and areas for improvement, with the objective of guide properly the actions to undertake in subject people management.

The survey measures 57 items distributed across 8 factors considered to generate satisfaction in people. All of them are evaluated through a homogeneous 5-position response scale:

- 1: Very dissatisfied
- 2: Quite dissatisfied
- 3: Something satisfied
- 4: Quite satisfied
- 5: Very satisfied

In this graphic can find he summary of the results obtained thank you to the participation of 203 people from Agintzari.



It fits stand out the good results obtained in the different factors analyzed, demonstrating the entity's commitment to caring for people.

Additionally, we would like to highlight Agintzari's participation in Erroak this year, a process in which the cooperative's main guidelines and lines of work and policies have been established and updated from a broad perspective.

A method has been used that has facilitated the understanding of the strategic by the entire group (the best way to do this is to ensure the participation of people in its development). Agile process to update any orientation, incorporate new orientations and, to the same time, a vision for the half term.

Once the process is completed, a document is compiled with the improvement proposals

proposed in the cooperative, which highlights the need to take perspective of the daily practice of each service, allowing the perspective to be expanded for a time to the cooperative.

- **Suppliers**

Regarding our relationship with suppliers, Agintzari aims to maintain a relationship of closeness, trust and transparency. In the selection processes, priority is given to the ethical principles established by the entity, which are based on respect for labor rights, the transparency and the absence of discrepancies of guy social either environmental, but also in terms of quality and cost. That is why Agintzari works with non-profit organisations and is affiliated with organisations that share the values of sustainable development.

In 2023 we have 161 approved suppliers, whose approvals are reviewed annually. for that in he case of have some incidence either discrepancy HE value the need to take corrective action.

The average payment period is fundamental and one of the critical and fundamental aspects in management of any company. In our entity given that the most of our payments are very much short term (payrolls, Suppliers stable strong etc.), and that, besides, many times We are forced to advance expenses (investments in premises, costs of subsidies) before being financed, which makes it even more important. It involves a very short payment period compared to a long period of collection from clients.

Compared to the ratio of the previous year (14.63 days), we can see that the average payment period has increased (21.24 days). Although the average payment period has increased, it is still less than 31 days, so the situation is very controlled (customers pay on time) and allows relatively prompt payment to suppliers. This is well below the 30 days stipulated in Law 15/2010, of July, which establishes measures to combat late payment in commercial transactions.

- **Clients**

***Satisfaction Questionnaire***

Agintzari maintains close contact with the client regarding development and evolution of the services, and They count with important information direct either hint to through of current management. Maintaining high customer satisfaction is a crucial aspect of the business position, since trust in the provision is seen as the main tool for identify of manner early the issues either needs of improvement, and and therefore their loyalty.

To obtain this information, the cooperative prepares a biennial satisfaction questionnaire where, in the latest data obtained in 2022, we can certify that 95% of our clients feel positively satisfied. This result is a reflection of the good work done of the cooperative from years back, detecting the errors tasks and searching effective solutions.

Regarding incidents concerning respect for human rights as a result of the cooperative's actions, we must emphasize that a situation in this area has never occurred in Agintzari and that no claim, arbitration or judicial procedure has been opened resulting in a conviction, sanction or warning.

In 2019 the cooperative started a system of attention to situations of strain through the creation of a *Conflict Management Committee*, made up of cooperative professionals who have received specific training in this area.

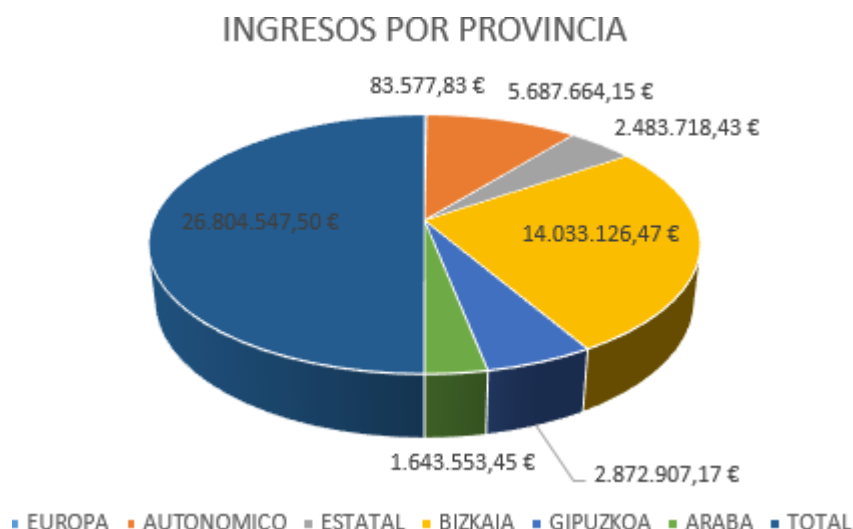
Its mission is to increase the effectiveness in the detection, analysis and management of conflicts that could appear in the organization, doing of this paradigm a worth for the Entity that can permeate procedures and programs carried out therein.

Ethics has always been the main value that has guided us in our actions. Therefore, corruption, fraud and bribery are intolerable, without prejudice to the fact that may have a very impact high for the company with the imposition of sanctions, loss of contracts, of customers or a deterioration in our reputation.

Agintzari is completely transparent in this sense. We pledge to tools of economic and accounting, social, quality control, etc., we even have a *compliance plan* implemented as a form self-regulation, with the end of ensure of that our activity is adjusts to the legality current. In the projects executed, is left over proven the absence total rejection of any practice related to fraud, corruption or other undesirable actions contrary not only to legality and transparent and committed management, but also to our founding values and our social mission.

## STATE OF ADDED WORTH (EVA REPORT)

2023 has been a year in that the volume of benefits of services of Agintzari has increased reaching this year a volume invoiced of 19,399,651.77 € forehead to the 18,920,993.81 € from the previous year with significant implementation in the three territories of the Basque Country and in Navarre.



For explain the distribution of the income we go to the model of analysis of worth activity addition (EVA).

In the Value Added analysis scheme, the data comes from the traditional profit and loss account, but is reconfigured according to other criteria and presented in a different location to provide another view of the management of the entity's mission, which is characterized by the absence of a profit motive. In this way, the creation and distribution to the community of the wealth produced by the organization is valued.

This report allows measure the contributions economic intended so much to agents internal and external aspects related to the cooperative. The information reflected in the EVA is important not only from an economic perspective, but also from a social and environmental perspective.

EVA uses as extent complementary to the proposed indicators for the GRI. He added and distributed value is adapted to non-profit entities, it is known as "Economic Value". Seeks create a model of worth added that have in account the idiosyncrasy typical of ESFLs, with the aim of assessing contributions to their stakeholders.

In summary, EVA samples the worth economic generated by the cooperative, as HE distributes and who has contributed to its creation.

**INFORMATION OF MANAGEMENT OF PUBLIC SERVICES****CONTRACTS**

Relationship with administrations to provide public services via contract / agreement

**PUBLIC MANAGEMENT SERVICES**

<b>Services of briefcase I of responsibility public in he scope of the Services Social</b>		
<b>Services social of Attention primary</b>		
<b>Service of Intervention socio-educational and psychosocial (1.3)</b>	<b>Entity</b>	<b>Company</b>
<ul style="list-style-type: none"> <li>Socio-educational Intervention Service and Psychosocial with Children, Youth and Family</li> </ul>	Barakaldo City Hall	Agintzari SCIS
<ul style="list-style-type: none"> <li>Socio-educational intervention service with people at risk of social exclusion</li> </ul>	Barakaldo City Hall	Agintzari SCIS
<ul style="list-style-type: none"> <li>Socio-educational intervention service and psychosocial</li> </ul>	Basauri City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>Service of center of Information for Women</li> </ul>	Basauri City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>Socio-educational intervention service Irala-Saint Adrian</li> </ul>	Bilbao City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>Socio-educational intervention service Santutxu-Bolueta</li> </ul>	Bilbao City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>Socio-educational intervention service Center Indautxu.</li> </ul>	Bilbao City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>Socio-educational intervention service Basurto- Altamira.</li> </ul>	Bilbao City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>Service intervention psychosocial Bilbao (PIP).</li> </ul>	Bilbao City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>Service of attention socio-educational, Psychosocial-Ases.</li> </ul>	City hall of Galdakao	Agintzari SCIS

Familiar and att. Teenagers		
<ul style="list-style-type: none"> <li>• “Weaving Networks of Help” framed in the promotion of Social participation in the field of Childhood and Family</li> </ul>	Galdakao City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service and psychosocial from Getxo</li> </ul>	Getxo City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service and psychosocial from Ermua</li> </ul>	Ermua City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• <b>Socio-educational intervention service and psychosocial from Etxebarri (It is unified in this bid)</b></li> </ul>	Etxebarri City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service and psychosocial from Leioa <sup>1</sup></li> </ul>	Leioa City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention services, psychosocial and community of Orozko</li> </ul>	Orozko City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Services of assessment and psychosocial care for children, families, women in difficulties, People at risk of exclusion and people at risk of dependency, their families and caregivers</li> </ul>	City Council Portugalete	Agintzari SCIS
<ul style="list-style-type: none"> <li>• <b>Socio-educational intervention service and psychosocial from Santurtzi</b></li> </ul>	Santurtzi City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational Intervention Service, psychosocial and socio-community</li> </ul>	Trapaga City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational Intervention and Psychosocial Care Service with Childhood, Youth and Family in the Municipalities of Arakaldo, Arrankudiaga, Zeberio</li> </ul>	Ugao-Miraballes City Council and others	Agintzari SCIS

<sup>1</sup> Includes two lots, attention to the scope of childhood and family and other addressed to the risk of social exclusion

and Ugao- Miraballes.		
<ul style="list-style-type: none"> <li>• <b>Socio-educational intervention service of Urduña- Orduña</b></li> </ul>	<b>Urduña-Orduña</b> City Council	<b>Agintzari SCIS</b>
<ul style="list-style-type: none"> <li>• Socio-educational intervention service of Zierbena</li> </ul>	Zierbena City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service and psychosocial from Busturialdea</li> </ul>	Commonwealth of Busturialdea	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service and psychosocial from Durangoaldea</li> </ul>	Commonwealth of Durangoaldea. Durango Village	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service and psychosocial from Encartaciones</li> </ul>	Commonwealth of Encartaciones	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service and psychosocial by Lea Artibai</li> </ul>	Lea-Artibai Commonwealth	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational intervention service of Read Ibarra</li> </ul>	Lea-Ibarra Commonwealth	Agintzari SCIS
<ul style="list-style-type: none"> <li>• <b>Bermeo socio-educational and Bermeo psychosocial intervention service (integrated into the contract, prebentzio) programs, psychosocial care and supervision)</b></li> </ul>	<b>Patronage from Bermeo</b>	<b>Agintzari SCIS</b>
<ul style="list-style-type: none"> <li>• Socio-educational intervention service (attention by cases)</li> </ul>	<b>Mallabia</b> City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-Educational Assistance Service and Psychosocial</li> </ul>	Zaratamo City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Service of socio-educational intervention</li> </ul>	Alonsotegi City Council	Agintzari SCIS
<b>Service of support to people caregivers (1.4) and associates</b>	<b>Combined with Program Zainduz DFB</b>	
<ul style="list-style-type: none"> <li>• Service of intervention psychosocial and support to people</li> </ul>	City council of Zierbena	Agintzari SCIS

caregivers		
<b>Service of Reception Nocturnal (1.8)</b>		
<ul style="list-style-type: none"> <li>• <b>Service of benefits Social of the Service of Reception Nocturnal</b></li> </ul>	<b>Commonwealth of the Merindad of Durango</b>	<b>Agintzari SCIS</b>
<b>Floor of reception for women victims of violence domestic (1.9.1)</b>		
<ul style="list-style-type: none"> <li>• Service of support socio-educational to the Social Intervention Program with women victims of domestic violence and material management of the flats assigned to the program</li> </ul>	Bilbao City Council	Agintzari SCIS
<b>Others services No included in briefcase</b>		
<ul style="list-style-type: none"> <li>• <b>Service for detection, prevention and care of absenteeism school in Bilbao</b></li> </ul>	<b>Bilbao City Council</b>	<b>Agintzari SCIS</b>
<b>Services social of Attention secondary</b>		
<b>Centers residential for people minors of age (2.4.4.)</b>		
<ul style="list-style-type: none"> <li>• <b>Center residential of IRISASI specialized reception</b></li> </ul>	<b>Provincial Council of Gipuzkoa</b>	<b>Agintzari SCIS</b>
<ul style="list-style-type: none"> <li>• <b>Center residential of URALDE specialized reception</b></li> </ul>	<b>Provincial Council of Gipuzkoa</b>	<b>Agintzari SCIS</b>
<ul style="list-style-type: none"> <li>• <b>Center residential BOTIOLA ETXEA</b></li> </ul>	<b>Provincial Council of Bizkaia</b>	<b>Agintzari SCIS</b>
<ul style="list-style-type: none"> <li>• <b>Center residential ARABELLA</b></li> </ul>	<b>Deputation of Bizkaia</b>	<b>Agintzari SCIS</b>
<b>Services of intervention socio-educational I psychosocial with family (2.7.3.1)</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	
<ul style="list-style-type: none"> <li>• Intervention service in situations of abuse sexual (SEIP)</li> </ul>	Provincial Council of Bizkaia	Agintzari SCIS
<b>Services of promotion and support technical to the foster care familiar ( 2.7.6.1)</b>		
<ul style="list-style-type: none"> <li>• Service of foster care Bizkaia family (EPAF)</li> </ul>	Provincial Council of Bizkaia	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Service of foster care Araba family (PAAFA)</li> </ul>	Provincial Council of Alava	Agintzari SCIS
<ul style="list-style-type: none"> <li>• <b>Service of foster care specialized family of people</b></li> </ul>	<b>Provincial Council of</b>	<b>Agintzari SCIS</b>

<b>minors of age in situation of unprotection (PAFE)</b>	<b>Gipuzkoa</b>	
<ul style="list-style-type: none"> <li>Social concert for the management of programs and services for Care for families and minors (Lot 5-SAFAYA)</li> </ul>	Government of Navarre	Agintzari SCIS
<b>Services of promotion and support technician for adoption ( 2.7.6.2)</b>		
<ul style="list-style-type: none"> <li>Service of support to the adoption Bizkaia (PAAB)</li> </ul>	Provincial Council of Bizkaia	Agintzari SCIS
<ul style="list-style-type: none"> <li>Service of support to the adoption Gipuzkoa</li> </ul>	Deputation Foral of Gipuzkoa	Agintzari SCIS
<b>Social information service for children and to the adolescence in situation of vulnerability (2.7.1.1)</b>		
<ul style="list-style-type: none"> <li>Service of attention Telephone to childhood and adolescence (ZEUK ESAN)</li> </ul>	Basque Government	Agintzari SCIS
<b>Information and care service for women victims of violence domestic to by reason of sex (2.7.1.2)</b>		
<ul style="list-style-type: none"> <li>Service of attention Telephone to women victims of violence ( SATEVI)</li> </ul>	Basque Government	Agintzari SCIS
<ul style="list-style-type: none"> <li>Psychological Care Service for Victims of Violence sexist against women (Esnatu)</li> </ul>	Deputation Foral of Bizkaia	Agintzari SCIS
<b>Others Services</b>		
<ul style="list-style-type: none"> <li>Socio-educational support service individual of the tenants of the park of housing managed by Alokabide in Bizkaia</li> </ul>	Alokabide	Agintzari SCIS
<ul style="list-style-type: none"> <li>Development and management of zero plus initiative projects</li> </ul>	Alokabide	Agintzari SCIS
<ul style="list-style-type: none"> <li>Program of “Growing up “With you” in public and private schools of Education Preschool and Primary</li> </ul>	Pamplona City Council	Agintzari SCIS

<ul style="list-style-type: none"> <li>• Prest Gara: Lot 5 and 9 Special Educational Needs. Batch 16, Coexistence and Lot 53 Interculturality.</li> </ul>	Basque Government	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Service of management of the Center Information for women</li> </ul>	Basauri City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Performance of the professional functions of Social Intervention and educational in the Day Hospital care for teenagers with severe mental disorder</li> </ul>	Osakidetza	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Socio-educational support service for tenants of municipal housing, as well as socio-educational intervention with users of the service attention diurnal for people in social exclusion</li> </ul>	Santurtzi City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• <b>Supervision of Cases of the Social Workers of the Commonwealth Mungialdea of Social Services</b></li> </ul>	<b>Mungialdea Commonwealth</b>	<b>Agintzari SCIS</b>
<ul style="list-style-type: none"> <li>• Social innovation project for the transformation of coexistence in the around of Public housing, in the developments of Ortutxueta Kalea (Bilbao)</li> </ul>	Alokabide Bidegintza Cooperative Society of Initiative Social	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Service of the program Nagusilagun</li> </ul>	Orozko City Council	Agintzari SCIS
<ul style="list-style-type: none"> <li>• Psychosocial care service (SAPS) for groups in situations of social vulnerability</li> </ul>	Orduña City Council	Agintzari SCIS

In black, awarded before 2023 via tender

In **bold**, awarded in 2023 via tender (open or invitation competition) In grey, submitted for tender in 2023 pending resolution

In blue, awarded via agreement

In orange, awarded via minor contract In green, services closed in 2023

In purple, contract transfer in 2023

## SERVICES EITHER PROJECTS FINANCING VIA GRANT

PROJECT	ENTITY FINANCING COMPANY
BBK Behari	Foundation BBK
Aukerak Suspertzen	BASQUE GOVERNMENT
TEILAPEAN-DEVELOPMENT OF THE PROGRAM TEILAPEAN OF HOUSING TUTELAGED FOR YOUTHS IMMIGRANTS IN HE MUNICIPALITY OF BILBAO 2020	Bilbao City council f
CCR: Resource for prevent breakups relatives and the exclusion social of youths victims of abandonment I negligence in his breeding	BASQUE GOVERNMENT
Screening of suspicion founded of abuse sexual childish	BASQUE GOVERNMENT
UZTARTU 2021	BASQUE GOVERNMENT
HORNITU; grants directed to entities and companies of the economy social for the development of projects aimed at the creation of companies and entities of the social economy oa the improvement of the competitiveness and support for the consolidation	CEPES
EURO-UMM. Reinforcing the training of technical and managerial staff working with unaccompanied migrant and refugee minorities and youths through innovative technically, institutionally and geographically complementary intervention models	EUROPEAN COMMISSION
BERTAN. DESIGN AND IMPLEMENTATION OF SERVICES INNOVATIVE FOR ACTIVE AND HEALTHY AGEING IN RURAL REGIONS OF THE CROSS-BORDER AREA	INTERREG POCTEFA. Community the Pyrenees. Joint Secretariat
Teknoadineko	KUTXABANK Foundation
Challenges of the aging asset and healthy. Adinberri. (Agreement between Agintzari, Zabalduz and Hirube)	Deputation of Gizpuzkoa
Program Preventive group of resilience and mentalization for teenagers in social difficulty	Pamplona City Council Government of Navarre
Grant for the implementation of innovation projects in the field of prevention of institutionalization, deinstitutionalization and development of services of support community. Pilotage Reception Familiar Specialized. (Project in collaboration with FICE and Resilis)	Ministry of Social rights and Agenda 2030
Program "Berritze" of accompaniment and attention psychological in situations of duel lived by the population refugee and displaced in Basque Country to cause of the invasion in Ukraine	BASQUE GOVERNMENT
OurArt. Sensitization and catchment of people hostesses for the inclusion of people teenagers and youths migrants either refugees	Government of Navarre
"Trapezistak" pilot program of personalized and comprehensive itineraries to promote the processes of inclusion and transition to the life adult of the people migrants youths without grid of support familiar in Euskadi.	BASQUE GOVERNMENT
Projects aimed at improving residential care and foster care models for children and adolescents, under the "recovery plan, transformation and resilience- funded by the union European Next Generation EU"	Board of Castilla la Mancha
Plan for the use of Basque language	BASQUE GOVERNMENT