

# Reporting for SMEs: Learn from Small Pioneers



# ACEFAT

## When

- ACEFAT was created in 1990 in Barcelona

## Who

- Shareholders: Aigües de Barcelona, Endesa, Gas Natural, IMU (City Council of Barcelona), Ono, Telefónica and, Red Eléctrica Española

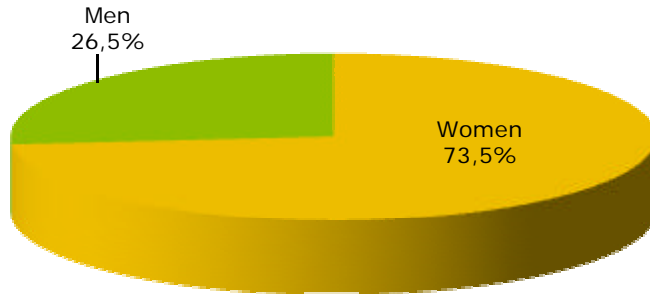
## What

- Manage and coordinate utility works (1990)
- Urban Quality: Monitoring of the utility works relating to the legal framework (2003)
- eWise: A worldwide Information System that provides common knowledge among utilities (2009)

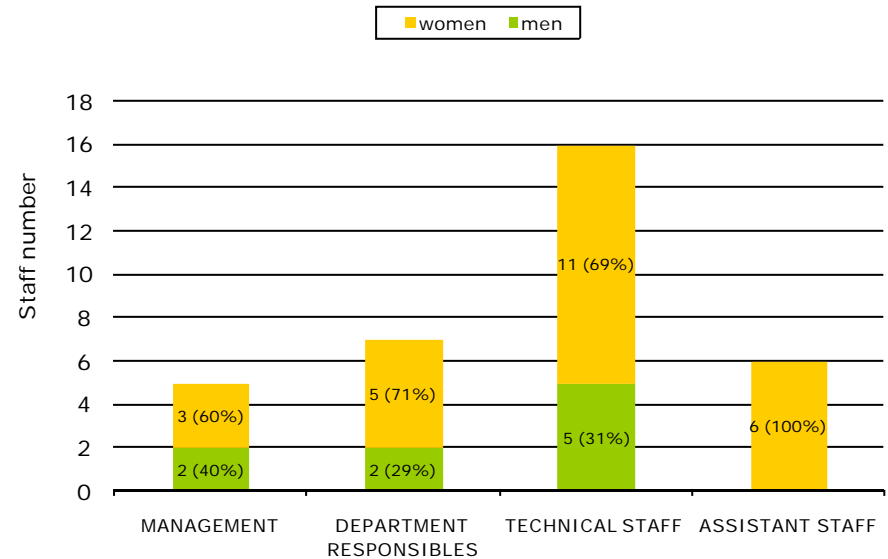


# Our staff

% Men - Women Staff

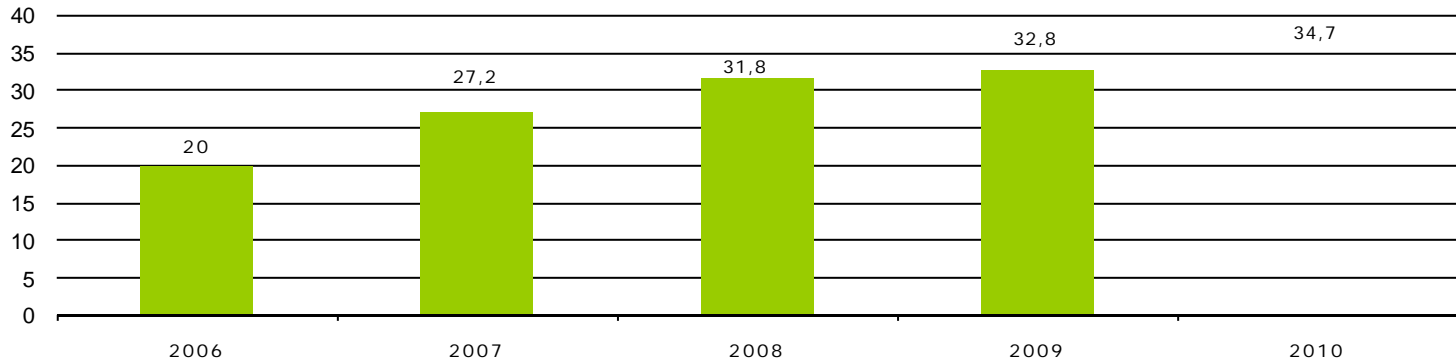


Profile of the staff by sex and labour category



# Staff's evolution

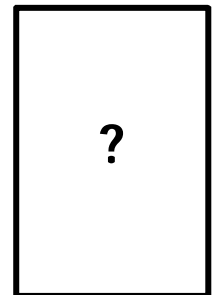
Equivalent Average Staff



Integrated Management System



RSE.PIME Program



# Integrated Management System

Implementation of the Integrated Management System → March 2007

Certification of the Integrated Management System → March 2008



PROCESS MANAGEMENT → CONTINUOUS IMPROVEMENT → INDICATORS



# RSE.PIME Program → CSR.SME Program

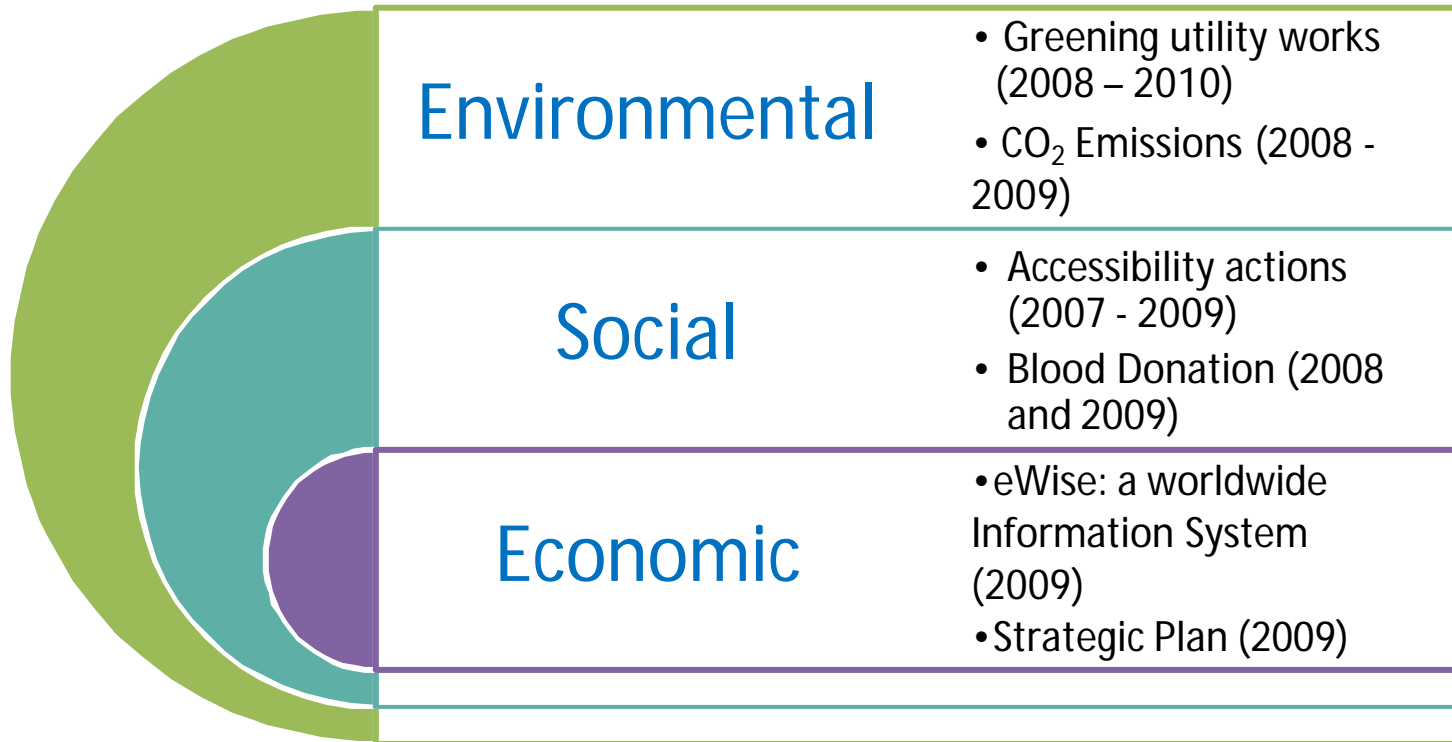
RSE.PIME  
(November 2008 – May 2010)



- Gender-neutral language
- Gender equality diagnosis
- Specific education
- CSR integrated in the business management
- Non-violence protocol
- Sustainability Report 2008
- Sustainability Report 2009

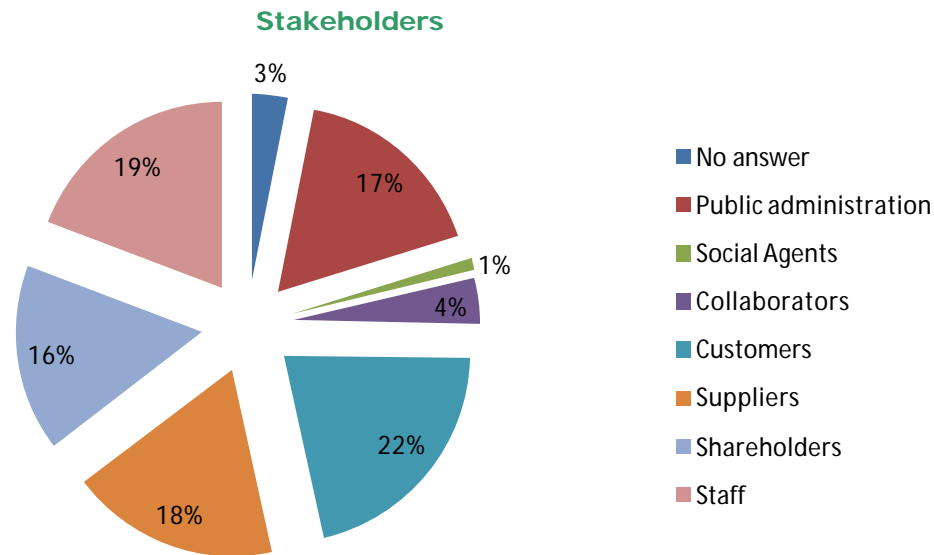


# Sustainability report



# Materiality survey

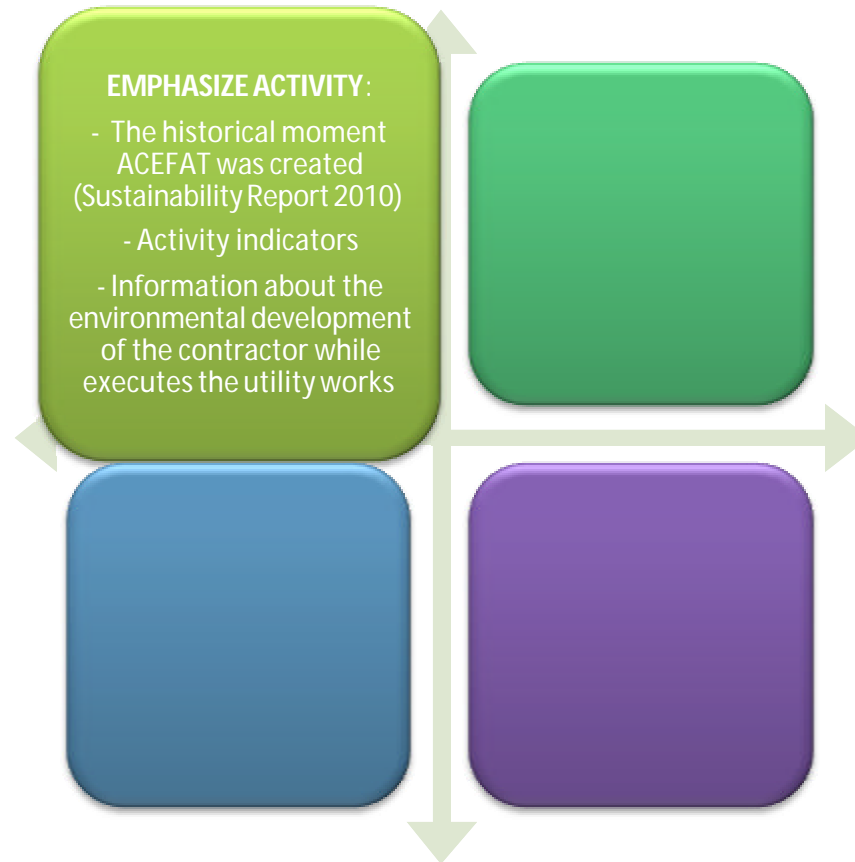
- 99 answers to the materiality survey sent with the Sustainability Report 2008





# Stakeholders' comments

**Topics we will improve in the Sustainability Report 2009 thanks to the stakeholders' comments:**



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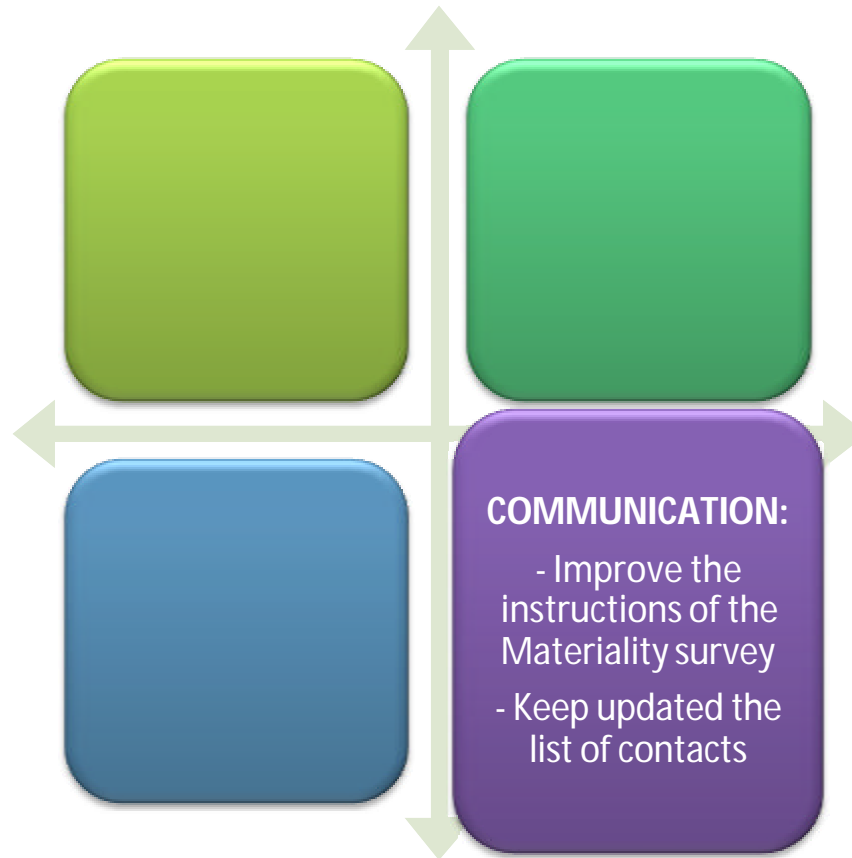
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# Conclusions



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Hartelijk dank voor uw aandacht  
Thank you very much for your  
attention

Muchas gracias por su atención

