



2022 SOCIAL REPORT



PROGETTO ARCA
IL PRIMO AIUTO, SEMPRE



To Ambra, colleague, friend and travel companion. We bring with us your smile, passion, sensitivity and infinite beautiful things that you have given us over the years. Bella ciao, Ambra

Fondazione Progetto Arca onlus
P. VAT and tax code 11183570156

Legal form
Established as an Association 25.03.1994 transformed into a foundation as of 01.01.2009. The non-profit organization is pending qualification under the Third Sector code.

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UNIVERSITÀ CATTOLICA del Sacro Cuore
ALTIS
ALLA SCUOLA
IMPRESA E SOCIETÀ
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For two years, Progetto Arca has been a finalist in the Oscar di Bilancio sponsored by FERPI.

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Letter from the President

“The man (...) who of many men saw the cities and knew the mind, and many sorrows he in the sea suffered in his own soul, seeking to secure his own life and the return of his companions.”

*So begins **Homer’s Odyssey**, of which we all know at least a few verses, learned at school but even more so in the common experience of our lives, which though distinct in an infinite variety of paths, meet in the same journey of Odysseus, in the same storms and the same **yearning to return home**. For Progetto Arca, too, the past 2022 and the current 2023, as indeed all of its nearly 30 years of activity, are an **attempt to bring as many people as possible home**, and to return there ourselves, in the turmoil of all that history brings us, educating us to keep a steady course and a soft heart ready for anything.*

*But **what is the home to which we would like to return**, together with the people who seek in Progetto Arca an answer to what they experience as lack? Certainly the tearing away from loneliness, understanding, listening and protection allow our guests to feel that they are in a newly built home in which there is care for the beauty of the environment and the harmony of living together. **Recovering an awareness of one’s worth will make it easier to get back on the path toward a future in which personal aspirations can be realized.***



*Like Odysseus, despite fearsome storms and resistance, **Progetto Arca does not stop** because there- with the poor, the migrants, families on the streets, Ukrainian women fleeing war and, today, the people deprived of everything because of an earthquake of gigantic dimensions - right there, we look for that home in which we can all stop together to regenerate, before **starting again**. **May it be for all of us a new time of gratitude and courage.***

Alberto Sinigallia
President of Fondazione Progetto Arca

Preface

Always respond to the expectation of good

“He does not interest me. A man cannot address these words to another man without committing cruelty and injuring justice.” Thus begins “The Person and the Sacred,” an extreme moment in Simone Weil’s religious and philosophical reflection, which continues later: “Something deep in the heart of every human being, despite the experience of crimes committed, suffered and observed, invincibly expects good to be done to it and not evil. It is this, first of all, that is sacred in every human being.”



What is sacred, says Simone Weil, a woman of thought but also of action, is her expectation of good, always, in every circumstance, in every condition, be it even the most complicated and tragic. Here, this reflection of Weil came back to my mind as I thought about the daily commitment of Fondazione Progetto Arca, a commitment that this Social Report recounts and details action by action. Every day, in every circumstance, the most common or the most exceptional (aggression on Ukraine or earthquake in Syria and Turkey), the volunteers and professionals of Progetto Arca make themselves meet the concrete need of each person, which is, Weil reminds us, need for good, need for an experience of good.

In 2022 I happened to accompany the President and volunteers of Progetto Arca to Ukraine, a few days after the outbreak of war. What promptness, what courage, what professionalism, what attentive care for people and things, what ability to innovate even the tools of aid (I think of the hot soup machine), what ability to field partnerships capable of being multipliers of solidarity and intervention on the ground. “First help, always” reads the Foundation’s claim, and these are not words in the wind, but a true commitment to oneself, to those most in need, to donors. Grateful to be able to tell you and share your actions of solidarity.

Riccardo Bonacina
Journalist, founder of Vita non profit

Methodological note

The **Social Report** is a public reporting document, required by Article 14 of Legislative Decree 117/2017, which meets the need for transparency and adequate disclosure to stakeholders and conveys the value generated by the work as it changes over time. Progetto Arca experiences the compelling process of drafting the Social Report as an opportunity of **internal reflection**, value communication and representation of how we played our responsibility in the continuous renewal of mission adherence.

The Social Report allows us to track and to reclaim the treasures veiled by hectic daily social action by handing them back, as a value gift, to the community.

- With this Social Report, Fondazione Progetto Arca reports on the activities carried out in the ear 2022
- This document adheres to the requirements of the Guidelines for Drafting of the Social Report of **Third Sector Entities, Decree of July 4, 2019**, and adopts the statement to represent activities through the value chain: inputs, activities, outputs, effects.
 - To ensure that the identity of the Foundation is fully represented, the drafting of the Social Report starts from a **participatory planning table**, which involves all functions of the entity and is an opportunity for knowledge, training and common growth.
 - The **Scientific Committee** validated the drafting approach of the Social Report as well as the methodology of data collection and evaluation of results and impact.
 - The data presented in this report are collected through a **widespread information system**, to which information from each individual offering unit converges.
 - Where possible, the Budget provides **data for the year 2022 but also for previous years**, as a comparative and indicative reference of trends, in order to represent a dynamic of evolving information.
 - To better represent the impact of our work, **direct testimonies** from recipients or staff employed were offered.
 - The Foundation represents its activities with **categories of intervention (street, health, shelter, housing and food)** rather than users, as it wants to start from the **value of the person never defined by the temporary circumstances in which they find themselves**.
 - The 2022 fiscal year budget includes the financial statements (Balance Sheet, Statement of Cash Flows Management and Mission Report) approved by the Board of Directors on 26 April 2023 and supplemented by this document, the report of the Controlling Body and the legal certification produced by the Company BDO S.p.A.

What's new in the Social Report 2022:

- Preface by distinguished stakeholder;
- 2022 history in pictures;
- Extension of customer analysis to principals and funding bodies;
- How Progetto Arca cares about staff, wide space for their testimonies;
- Mission value extraction in each section;
- Use of the QR Code in addition to videos for insights.

2022 in numbers

Input



50%
COVERAGE THANKS TO INSTITUTIONAL REVENUES

50%
COVERAGE THROUGH FUNDRAISING REVENUES

37	OFFICE RECEPTIONS AND LOGISTIC LOCATIONS
120	APARTMENTS
29.023	TOTAL SQUARE METERS OF REAL ESTATE
363.340	PAID STAFF HOURS
39.077	VOLUNTEER HOURS
22.484	HOURS OF CIVIL SERVICE, CURRICULAR INTERNSHIPS, AND SOCIALLY USEFUL WORK
€ 2.744.733	VALORIZATION OF DONATIONS IN KIND, FOOD AND OTHER BASIC NECESSITIES

Activities

44.065 HOURS OF HEALTHCARE	7.333 HOURS OF SOCIAL ASSISTANCE	20.492 HOURS OF EDUCATIONAL ASSISTANCE	4.366 MEDICAL VISITS	1.996 HOURS OF CULTURAL MEDIATION
4.210 HOURS OF PSYCHOLOGICAL ASSISTANCE	759 HOURS OF LEGAL ASSISTANCE	65.704 ITEMS OF CLOTHING	27.164 HYGIENE KITS	3.659.502 MEALS

Output

53.641 BENEFICIARIES	3.959 PEOPLE WELCOMED	354.282 DAYS OF RECEPTION	189.026 AID INTERVENTIONS	1.598 ROAD INTERVENTIONS AND MOBILE KITCHENS
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Effects



33% HOUSING AUTONOMY

28% CONTINUE THE JOURNEY

39% ORIENTED TOWARDS LOCAL SERVICES

ECONOMIC VALORISATION OF THE SOCIAL IMPACT

€ 14.895.906
SUSTAINED ECONOMIC VALUE

€ 36.552.014
ECONOMIC VALUE GENERATED

x 2,5
MULTIPLIER OF THE SOCIAL RETURN

Who we are



**EVERY PERSON HAS
AN IRREDUCIBLE VALUE
TO ANY SCHEME**

Vision

Progetto Arca believes in a world in which the **dignity, freedom** and **autonomy** of the individual are indispensable rights. **We protect, value and accompany** each individual, creating the necessary conditions for them to realize their **aspirations**.

Mission

- Intervene where answers are lacking;
- Always offer a chance;
- Awakening resilient responses;
- Educating for responsibility;
- Producing change;
- Listening without prejudice.

Updated to June 30, 2023

GENERAL INFORMATION ABOUT THE INSTITUTION LEGAL, ADMINISTRATIVE AND FUNDRAISING HEADQUARTERS

- Via degli Artigianelli 6, Milan

ROAD

Temporary and day care centers

- Via Aldini 74/A, Milan
- Via San Giovanni alla Paglia 7, Milan
- Via Bainsizza 24, Varese
- via Tonale 31, Varese

HEALTH

Social-health departments and outpatient clinics

- Via Agordat 50, Milan
- Via Aldini 74/A, Milan
- Via Mambretti 33, Milan
- Mirasole Strada Consortile 7, Opera (MI)

RECEPTION FACILITIES

Reception centers with differentiated receptivity

- Via Agordat 50, Milan
- Via Aldini 74/A, Milan
- Via Amantea 5, Milan
- Via degli Artigianelli 6, Milan
- Via Fortunato Stella 5, Milan
- Via Giorgi 31, Milan
- Via Mambretti 33, Milan
- Via Monte San Genesio 21, Milan
- Via San Giovanni alla Paglia 7, Milan
- Mirasole Strada Consortile 7, Opera (MI)
- Via Benedetto Croce 1/3, Corsico (MI)
- Viale Verdi 21, Venegono (VA)
- 25 apartments in Milan

HOME

Housing Apartments

- 81 apartments in Milan
- 6 apartments in Opera (MI)
- 2 apartments in Genoa
- 6 apartments in Rome

FOOD

Social market

- Viale Bodio 16, Milan
- Via Capri 11/12, Milan
- Via Sammartini 106, Milan
- Viale Lombardia, 36, Rozzano (MI)
- Via Tonale 31, Varese
- Via Filippo Corridoni 13, Rome
- Via Cappella 31, Monte di Procida (NA)

LOGISTIC LOCATIONS

Volunteering, warehouses, kitchen, laundry, checkroom, branch offices

- Via Agordat 50, Milan
- Via Aldini 74/A, Milan
- via Sammartini 122-124, Milan
- via Sammartini 108-110, Milan
- 110 Via Matteotti, Rescaldina (MI)
- Via Casale Farinelli 65, Rome
- Via Filippo Corridoni 13, Rome
- Via Cappella 31, Monte di Procida (NA)

General information about the association

Statutory activities

(Excerpt from Statute Art. 2)

"The Foundation exclusively pursues purposes of social solidarity, in all its meanings, (...), paying exclusive attention to disadvantaged people due to physical, mental, economic, social and family conditions. This purpose is implemented through the promotion and carrying out, (...), of the activities, aimed at subjects in a state of disadvantage within the meaning of d.lgs. No. 460/1997, in the following areas: social welfare, health care, charity, education, training, promotion of culture and art, and protection of civil rights."

In 2022 the following activities were carried out: social and social welfare, charity, civil rights protection.



READ THE COMPLETE STATUTE

Links With third sector entities

- **Temporary Purpose Grouping** with Progetto Mirasole Impresa Sociale for the management of Mirasole Abbey;
- **Partnership agreement** with Progetto Mirasole Impresa Sociale for the management of "Progetto IN" aimed at the social-work autonomy of fragile individuals;
- **Temporary Purpose Association** with Italian Red Cross for the integration of Milan Street Units;
- **Temporary Association of Purpose** with Fond. Eris, Italian Red Cross Milan and Galdus for the management of "Progetto IntegrAzione" addiction sphere;
- **Temporary Purpose Association** with Fond. Casa della Carità A. Abriani, Ass. San Fedele, Fond. Caritas Ambrosiana, Coop. Farsi Prossimo, Opera San Francesco per I poveri, Italian Red Cross, Consorzio SIR, Order of Malta Italian Relief Corps, Italian Volunteer Doctors for the management of "Experimentation of outreach facility for severe marginality in Milan."

Territorial diffusion

- SHELTERS
- SUPPORT IN THE STREET
- NUTRITIONAL SUPPORT
- DISTRIBUTION OF HYGIENIC AND MEDICAL PRODUCTS
- CHILD SUPPORT
- AWARENESS PROJECTS

PROGETTO ARCA IS PRESENT IN **252** ITALIAN CITIES

PROGETTO ARCA IS PRESENT IN 8 COUNTRIES AROUND THE WORLD: UKRAINE, POLAND, ROMANIA, INDIA, CAMBODIA, ARGENTINA, VENEZUELA, AND BRAZIL



- **Partnership agreement** with Progetto Mirasole Impresa Sociale, Italian Red Cross, Banco Alimentare della Lombardia, Ass. Banco Farmaceutico, Fond. Adecco, Spazio Aperto Servizi Coop. Soc., Libera Compagnia di Arti e Mestieri Sociali Coop. Soc., Pratica Coop. Soc., Marta Coop. Soc., Caritas Ambrosiana, Centro Servizi Volontariato, Codici Coop. Soc. for the management of the Cuore Visconteo program;
- **Partnership agreement** with Medici Volontari Italiani, Senza Margini, Sanità di Frontiera, Friendship Dinner to run the "InSalute" project;
- **Partnership agreement** with Italian Red Cross, Progetto Mirasole Impresa Sociale for the management of the project "An integrated socio-sanitary network to combat poverty and promote the right to food."
- **Partnership agreement** with Banco Alimentare of Lombardy, Italian Red Cross, Progetto Mirasole Impresa Sociale, Municipality of Rozzano and Distretto Visconteo to manage the "Food's Ways" project;
- **Partnership agreement** with Fond. The Tree of Life and REMAR for the management of "Emergency Initiative to Support the People of Ukraine."
- **Collaboration agreement** with Fond. Eris for the development of services in the field of addiction;
- Nine **implementation agreements** for the management of Mobile Kitchens and Social Canteens: Bari, Mestre, Monza, Naples, Padua, Pavia, Ragusa, Turin, Varese;
- Twenty-three **agreements with charities** and ETSS for food support throughout Lombardy covering thirty-eight municipalities.

Our History



On March 25, 1994, the **Progetto Arca Association** was established by a group of volunteers who have become friends through their service at the Fratel Ettore Boschini Shelter in Milan, and opens the first reception center for homeless drug addicts, with the help of the Ambrosian Solidarity Center.

In 2008 **Progetto Arca** became a **Foundation**. It started: **Street Unit in Milan**, apartment reception for homeless people and the response to the North Africa Emergency.



The following services were born: **social housing project**, **refugee** reception, **food support program**.

Post Acute for Homeless opens, the Foundation participates in the first Cold Plan of the Municipality of Milan. The following are created: housing for drug addicts; reception of Syrian refugees, Street Units in Rome and Naples, Housing in Rome, reception for unaccompanied minors; Housing First experimentation and initial support for projects abroad, in India.



They start: **direct management of the refugee hub** in the Central Station, awareness campaign **The soup of goodness**, support for projects in Eritrea, Libya and Lebanon. In 2016 **Progetto Arca** participated in the establishment of **Progetto Mirasole Impresa Sociale**.



Strong development of the Housing line for individuals and families. The first social markets were born in Bacoli (NA) and Rozzano (MI). On March 25, 2019 **Progetto Arca** celebrates its twenty-fifth year with the mayor of Milan Sala and Archbishop Delpini.

The first mobile kitchen project on the street is launched. Response to the Covid-19 health emergency through: health surveillance, opening of temporary structures, intensification of street units, increase in food parcels.



The first multifunctional center for poverty is born with reception of homeless people with dogs. The Mobile Kitchen, after Milan, reaches four other Italian cities. The following are developed: Vaccination hub on the street, four health clinics, new reception service for unaccompanied minors, homes for reintegrating prisoners, humanitarian reception of Afghan families, expansion of the food parcel distribution network with specific attention to products for children.



1994

1998
2001

2002
2007

2008
2011

2012
2014

2015
2016

2017
2019

2020

2021

Our 2022 in pictures



MOBILE KITCHENS IN 8 CITIES

Progetto Arca boosts Mobile Kitchen service to distribute hot dinners and breakfasts to homeless people. Eight Italian cities reached: Milan, Varese, Turin and from 2022 also Padua, Rome, Naples, Bacoli (NA) and Bari.



ON THE FRONT LINES OF THE UKRAINIAN EMERGENCY

Four days after the outbreak of the conflict, a Progetto Arca humanitarian convoy left for Siret, on the Romanian-Ukrainian border, to bring assistance to thousands of refugees fleeing the bombs. Over the course of the year, aid also multiplied through drop-in centers in Milan.



SOLIDARITY WITHOUT BORDERS

Together with Fondazione Fiera Milano and thanks to the immense generosity of citizens, companies and foundations, 25 trucks loaded with basic necessities were sent to the border with Ukraine and to the initial reception centers in Poland.



CANTEEN, SOCIAL MARKET AND SOCIAL WARDROBE

Cascina Vita Nova, in Milan, grows and becomes a citadel of solidarity. Three new help spaces open to the community: canteen, social market and cloakroom, add to the accommodation of homeless people with their dogs in apartments.



PROGETTO ARCA IS ON AIR WITH COSÌ VICINI

A podcast series is launched, in four episodes, starring the voices and faces of Progetto Arca: stories of those who make "first help, always" a reason for living and of those who receive that first help every day.



HUB 126 FOR SOCIAL EMERGENCIES

Hub 126 is inaugurated near the Central Station of Milan: Emergency center for social emergencies and hub for contact and services for people living in conditions of serious marginalization.

Structure, governance and administration

The composition of the supervisory bodies

THE BOARD OF DIRECTORS

Five members of the Board of Directors were reappointed on April 22, 2020, and two were appointed on March 31, 2021, to comply with the September 10, 2020, amendments to the bylaws. The present Board of Directors will serve for the current fiscal year. It is responsible for all the powers of ordinary and extraordinary administration.

The total compensation allocated to board members for the year 2022 was €102,000.

2022 board meetings: **18**

Average participation: **93%**.

Main resolutions: final budget, Social Budget, budget, purchase of real estate, major contracts, amendments to bylaws, powers of attorney, acceptance of large donations, activation of new operational headquarters.

Other topics covered: quarterly forecasts, financial situation updates, supplementary collective agreement, plans of investment, strategy and goals, planning real estate purchases and renovations.

The BoD approved this Balance Sheet as of May 31, 2023



Alberto Sinigallia

*General Manager
Progetto Arca
President since 03/25/1994*



Laura Nurzia

*Control and Planning Director
Progetto Arca
Vice president since 03/25/1997*



Luca Capelli

*President and General Manager
of Social Enterprise
Councilor since 04/26/2017*



Roberto Corno

*Employment Consultant Director
Councilor since 03/31/2021*



Luca Degani

*Lawyer
Councilor since 04/26/2017*



Monica Poletto

*Dr. Chartered
Accountant Director from 31/03/2021*



Stefano Sanfilippo

*Director of communication company
Councilor since 04/26/2017*

THE CONTROLLING BODY

The Control Body was reappointed, on April 26, 2023, by the three organs stipulated in the Statute, serves for three years.



Gian Mario Colombo

*President, certified
public accountant elected
by Windrose Foundation*



Giuseppe Pio Garbellano

*Certified public accountant
elected by Federazione
Lombardia CNCA*



Nunzia V. N. Radoia

*Certified public accountant elected by
the Institute of Chartered Accountants.
Accountants in Milan and Lodi*

The total compensation allocated to the members of the Board of Auditors for the year 2022 was €18,000.

In 2022, the Board of Control, in addition to fourteen appearances at the Boards of Directors, met five times for quarterly audits related to the proper management of accounting and financial data and the preparation of the report to the 2022 budget. In addition, the Body met three more times to review issues related to management aspects of the Entity in addition to two other meetings for audits of reporting activities.

The Audit Board acknowledges that the Foundation has prepared this Social Report 2022 in accordance with the guidelines issued by the Ministry of Labor and Social Policy (Ministerial Decree July 4, 2019) and the provisions of Accounting Standard 35.

THE SUPERVISORY BODY

The Supervisory Board was reappointed on April 26, 2023, serving a term of three years.



Piero Aliprandi

President, Accountant



Giuseppe Pio Garbellano

Accountant



Andrea Lopez

Lawyer

The total compensation allocated to the members of the Supervisory Board for the year 2022 was €18,000.

In 2022, the SB met six times and carried out constant verification and monitoring activities on the following issues:

- Procedures stipulated in the Organizational Model and updating;
- Purchasing procedures and supplier register;
- information flows;
- training to employees.

The stakeholder map

Stakeholders are all persons or entities that are directly or indirectly related to the work of Progetto Arca. **Direct stakeholders** are those who have a close relationship of dependence with the Foundation, for example, beneficiaries of services or staff employed, while **stakeholders indirect** are involved in the work at different levels of involvement, e.g. patronage, donors, suppliers, etc. Identify who the stakeholders are and their relationships with the Foundation's activities has allowed for a greater awareness of the scale of its outreach.

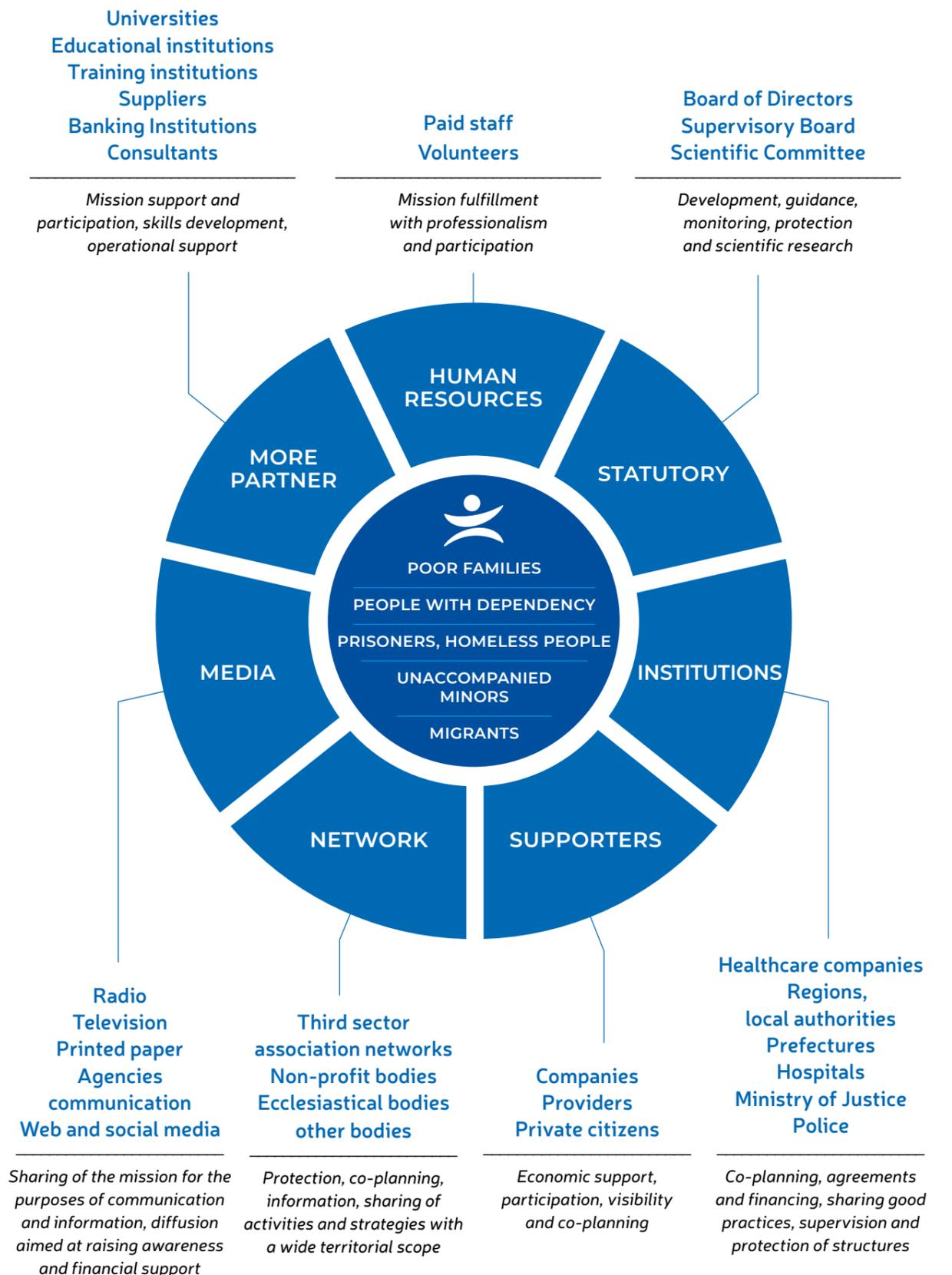
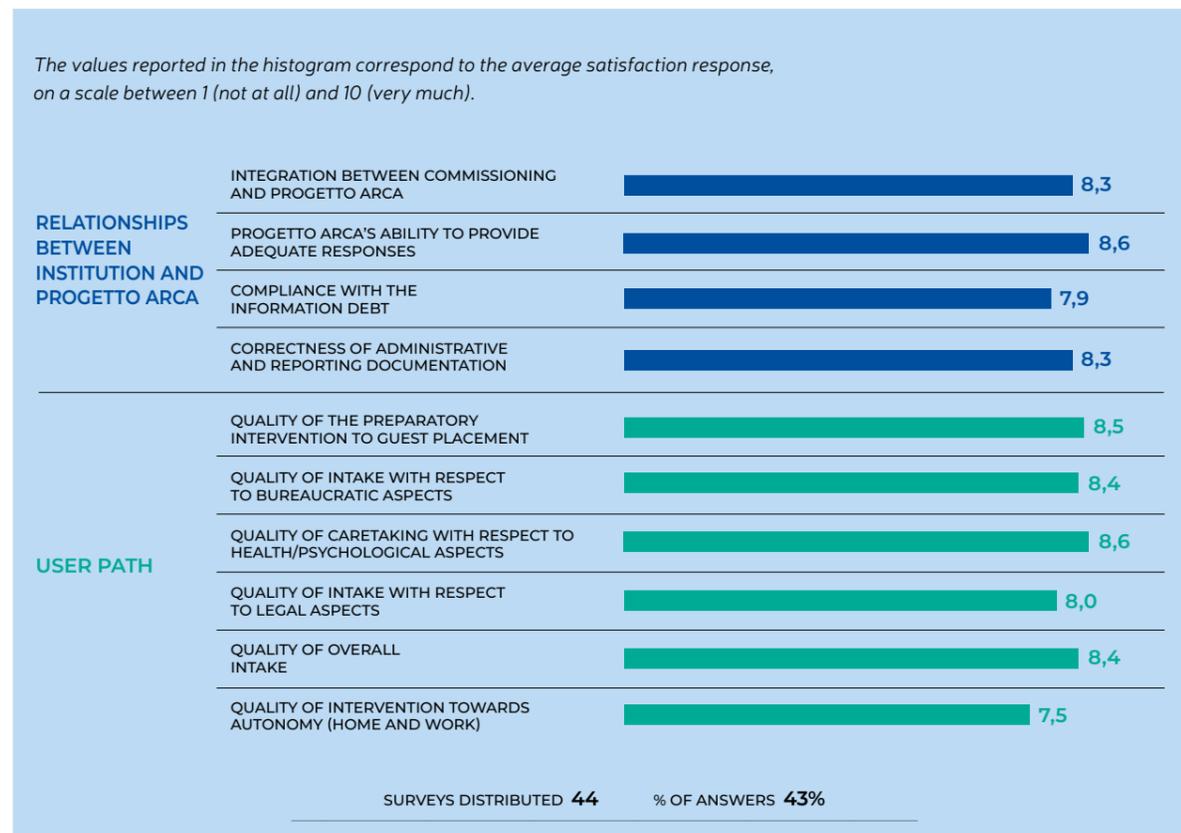


The map on the opposite page expresses the **centrality of the beneficiaries of Progetto Arca's activities** and how all other stakeholders act as a **protective ring**: through sharing the mission, in fact, they enable and support the interventions for those at the center.

The customer-facing

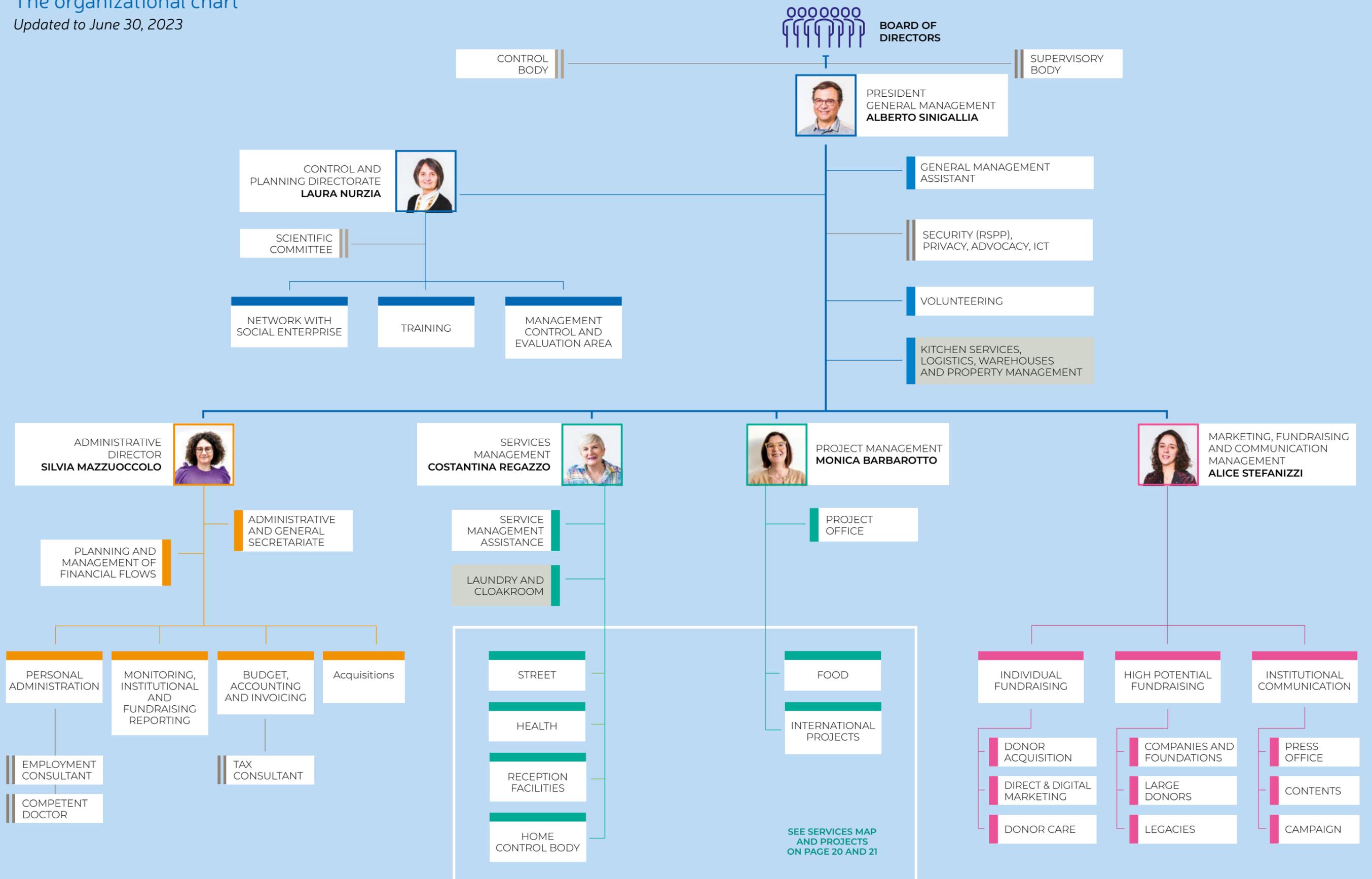
In 2022, for the first time, Progetto Arca conducted customer satisfaction research aimed at principals who support social interventions, including financially, through conventions and partnership agreements.

This **has strengthened relations with individual officials** by exchanging views on questionnaire topics, obtaining the information needed to trigger **improvement actions to raise the quality** of services. Institutional commissioning, also in 2022, involved the Foundation in co-design and co-programming. The values shown in the histogram correspond to the average satisfaction response, On a scale of 1 (not at all) to 10 (very much).



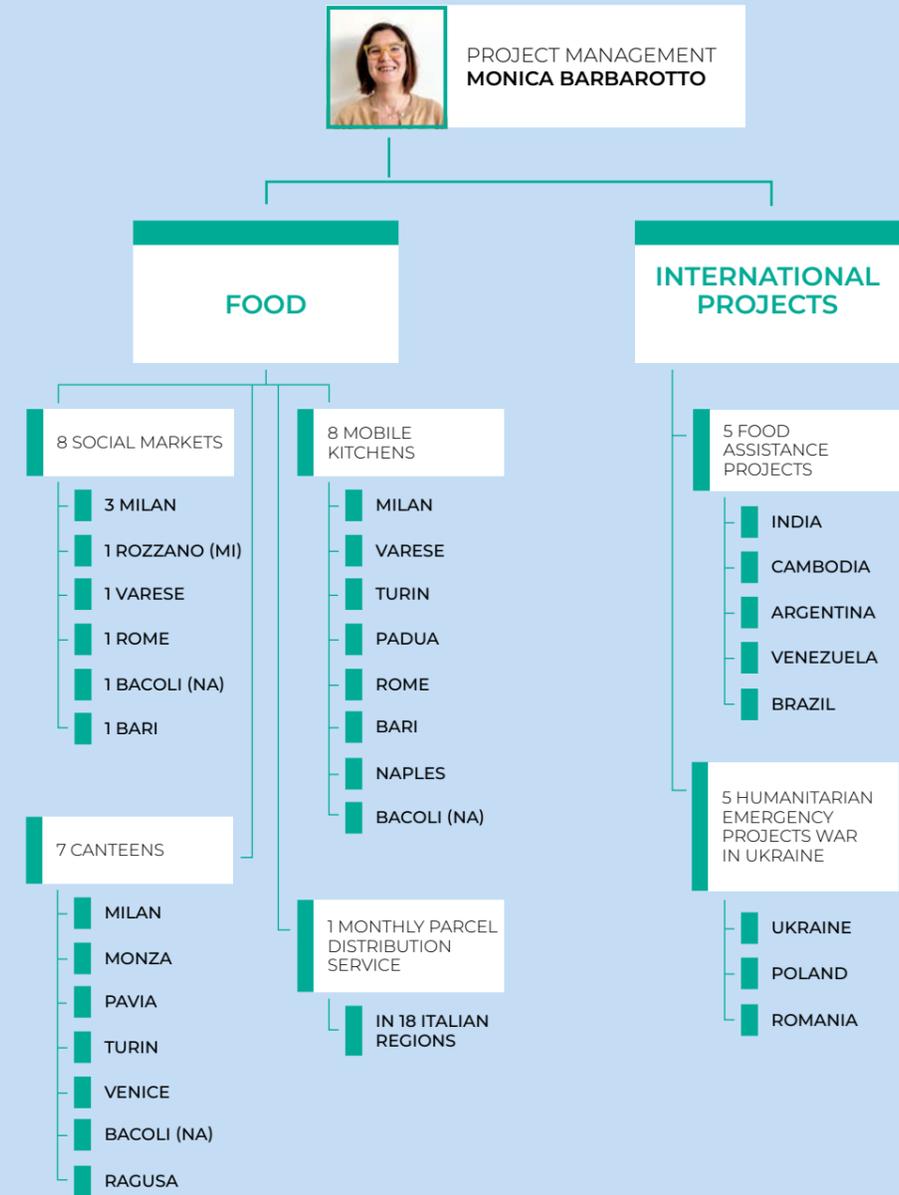
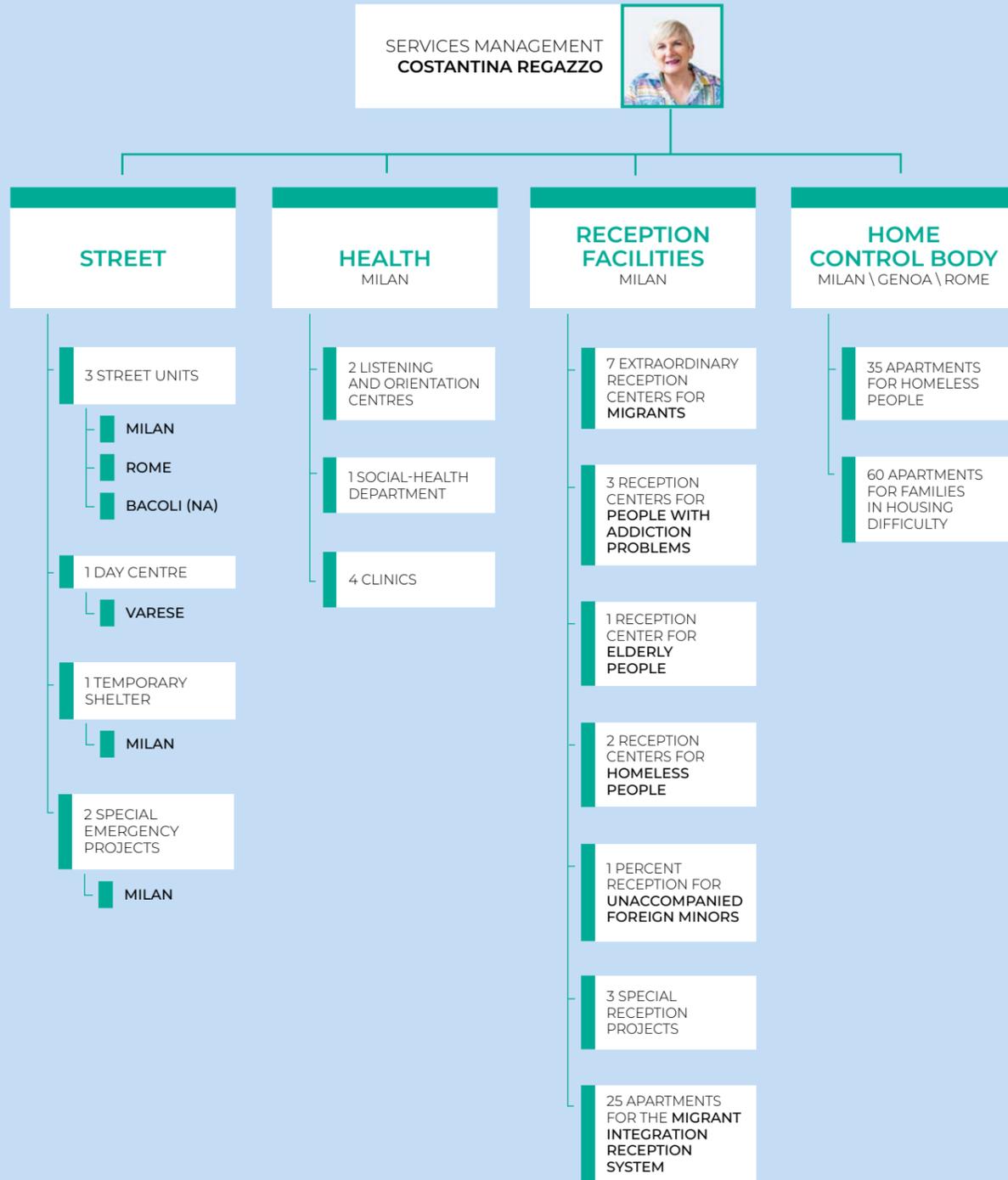
The organizational chart

Updated to June 30, 2023



The organization chart of institutional activities

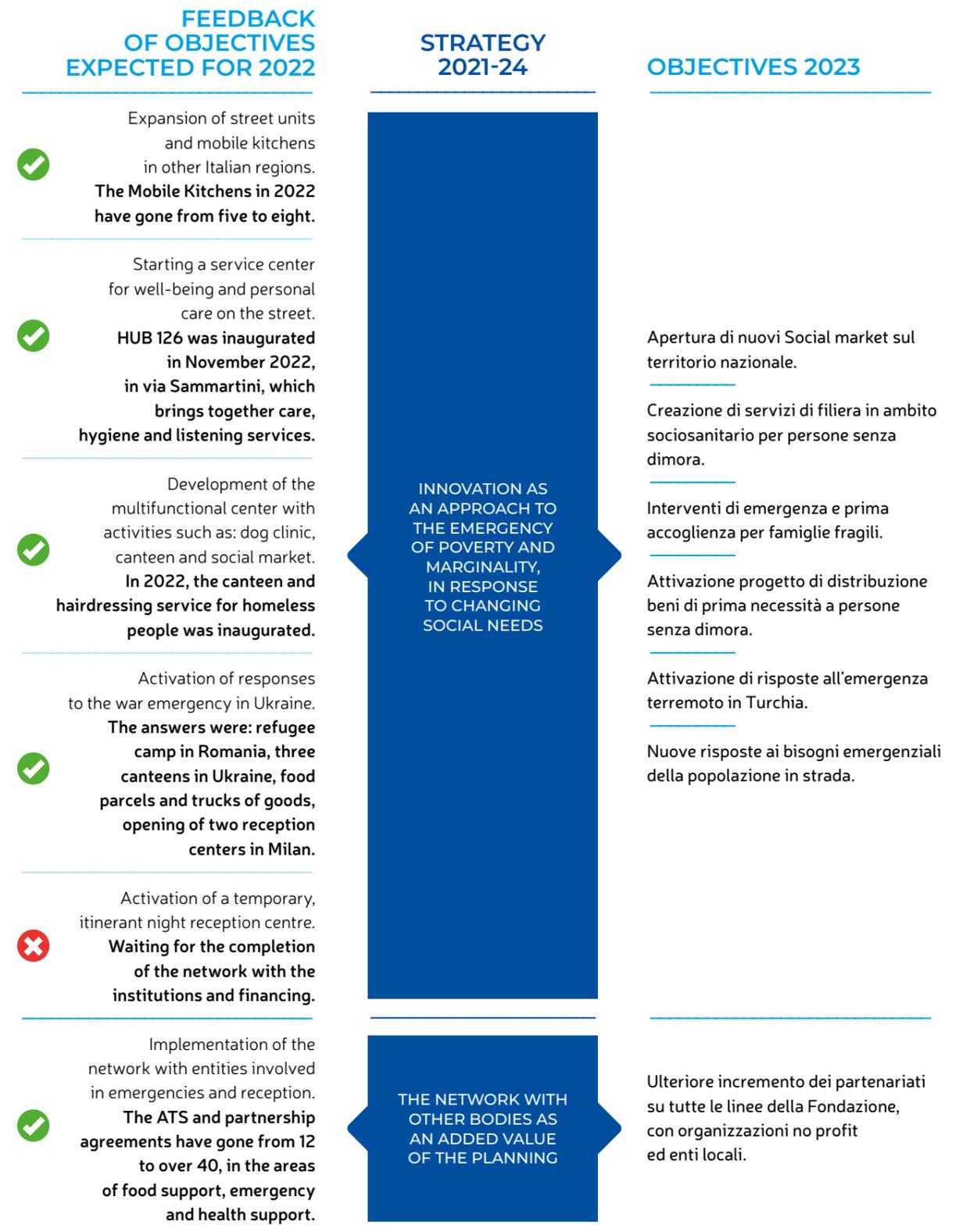
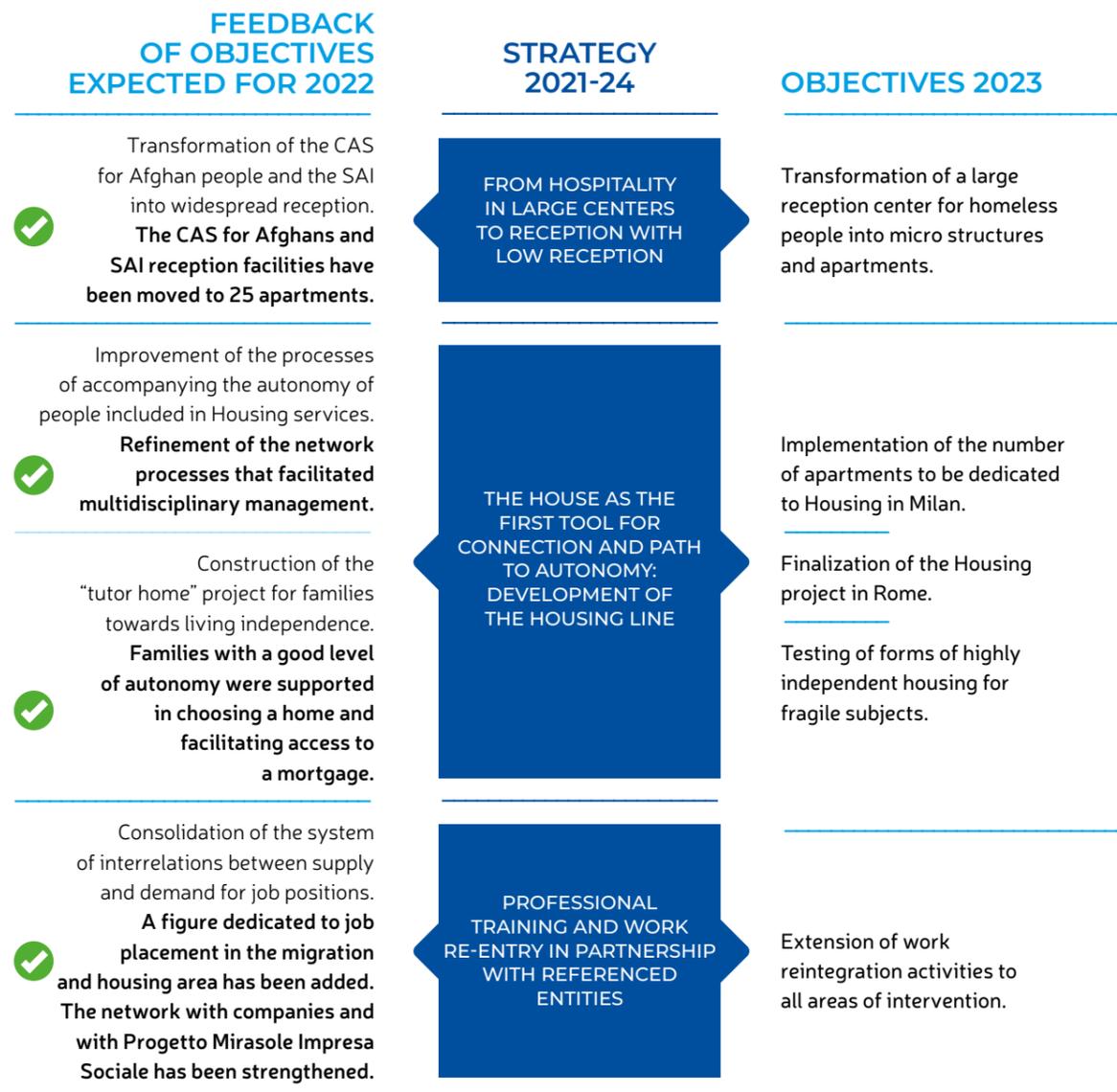
Updated to June 30, 2023

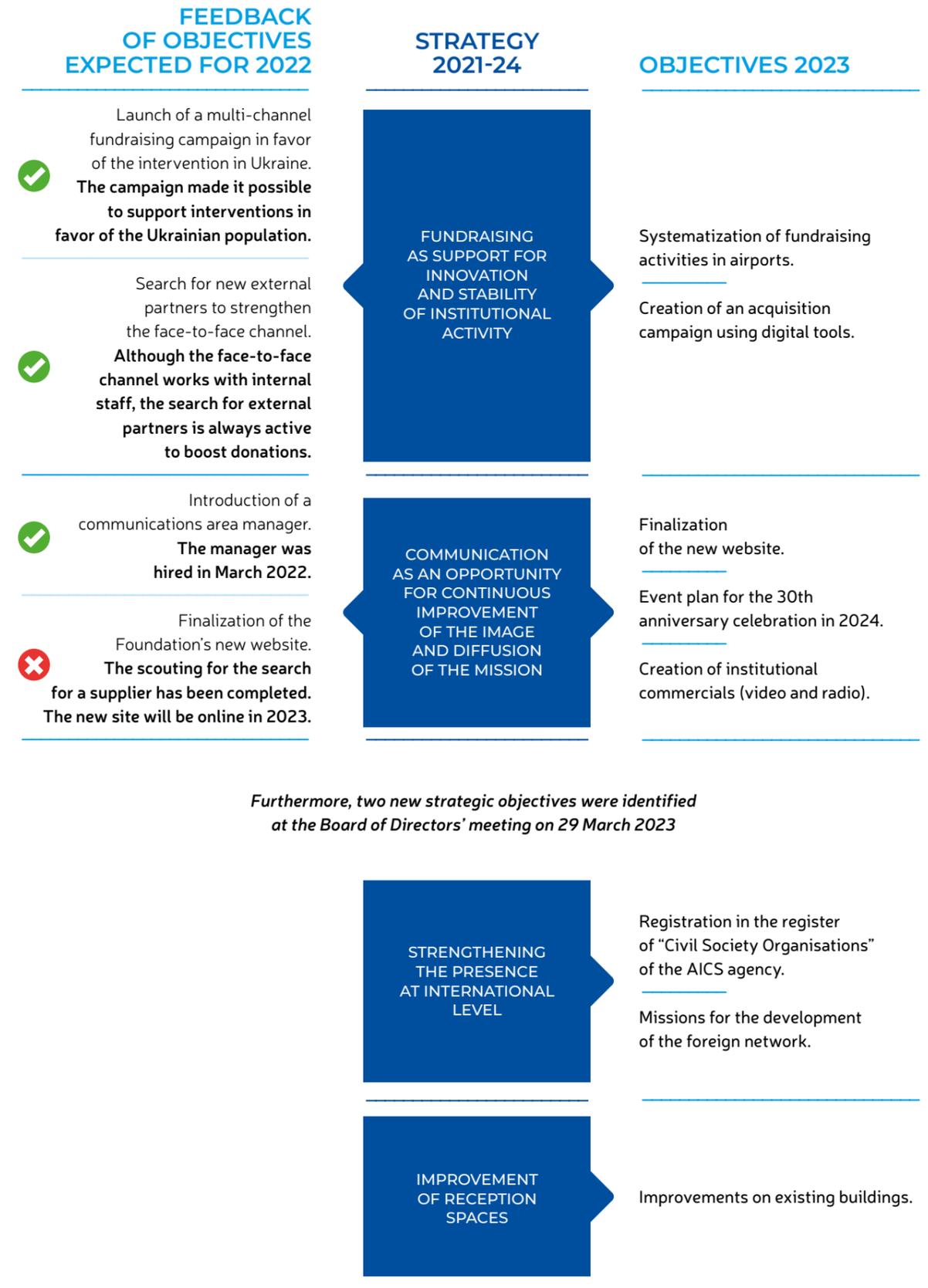


Three-year strategy and annual objectives

In compliance with the vision, mission and objectives for sustainable development Agenda 2030, the Progetto Arca Board of Directors has issued, starting from March 2021, the strategic objectives 2021-24, necessary to guide the development paths of the interventions and the processes of planning of the three-year period. From this medium-term strategy, which is implemented every year based on constantly changing social needs, the annual operational objectives and the related implementation actions are generated, which are reflected every year in the Social Report.

The 2023 annual objectives were approved by the Board of Directors on 29 March 2023.





Progetto Arca staff

940 people at work in 2022

PAID STAFF	N. OF PEOPLES	OF HOURS
EMPLOYEES	25229	5.646
COLLABORATORS	84	50.302
PROFESSIONALS	18	11.579
TEMP WORKERS	5	2.014
THIRD-PARTY WORKERS	8	2.540
EXTRACURRICULAR TRAINEES	3	1.260
TOTAL	370	363.341

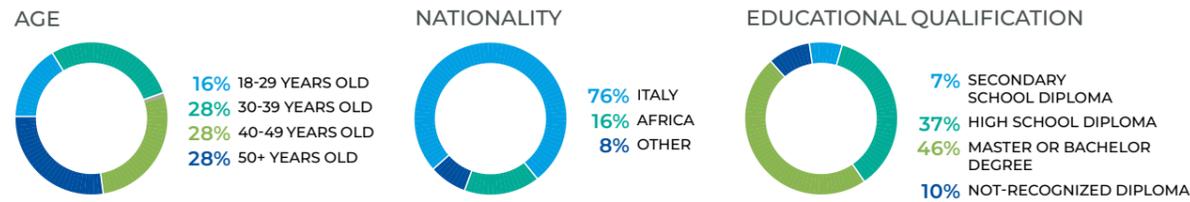
VOLUNTEERS	N. OF PEOPLE	N. OF HOURS
CURRICULAR TRAINEES	17	4.284
VOLUNTEERS \ UNIVERSAL CIVIL SERVICE CIVIC LEVERAGE	27	18.000
INDIVIDUAL OR COMPANY VOLUNTEERS	522	39.077
PUBLIC UTILITY WORK VOLUNTEERS	4	200
TOTAL	570	61.561

All employees, with the exception of managers (CCNL Commerce), are employed with the UNEBA National Collective Labor Agreement, prepared for the social welfare, social health and educational sectors.

Paid staff

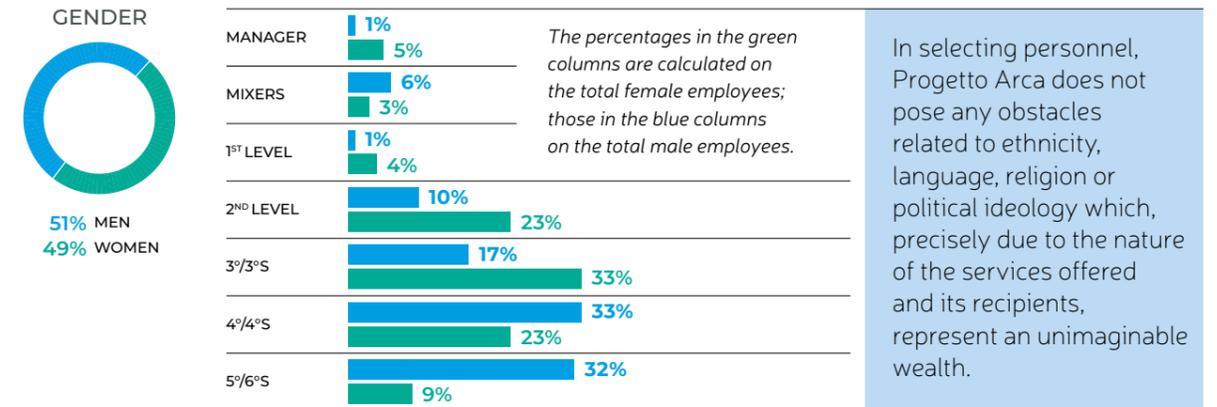
Data on the 263 workers active as of 12.31.2022, of which 198 employees

WHO ARE THE PROGETTO ARCA WORKERS

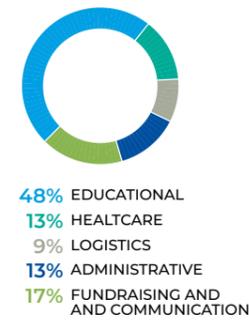


GENDER EQUALITY

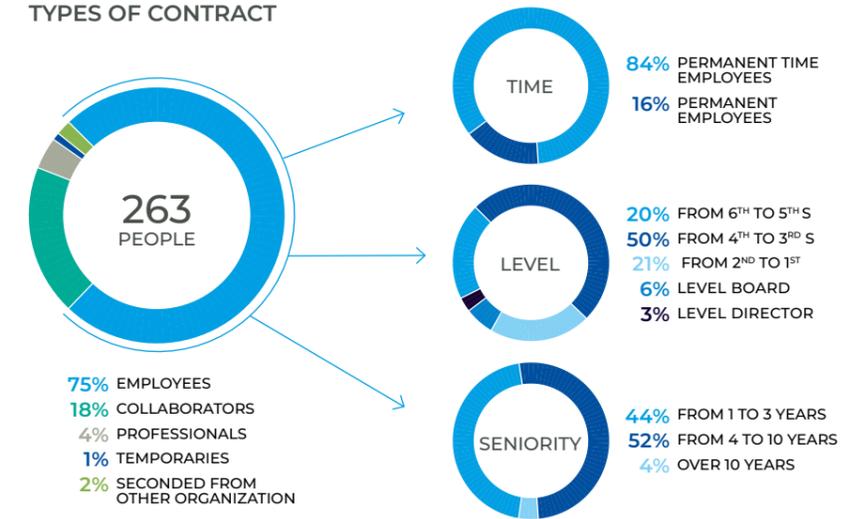
Progetto Arca carries out personnel selections always keeping the ideal of **equality at heart rights and duties between men and women** which also regulate the assignment of roles and remuneration. The histogram shows how the contractual levels and the related responsibilities, including top management, are distributed across workers of both genders.



OUR WORKERS' SKILLS



TYPES OF CONTRACT



In accordance with the art. 13, paragraph 1 of Legislative Decree 112/2017, the salary difference between employees is not greater than a ratio of one to eight, calculated on the gross annual salary.

EMPLOYEES' TURNOVER

IN FORCE AS OF 1/1/2022	191
HIRED IN 2022	61
TERMINATED IN 2022	54
IN FORCE AS OF 31/12/2022	198

DISPUTES

- 57% VOLUNTARY RESIGNATIONS
- 10% CONCILIATIONS
- 33% TERM OF FIXED-TERM CONTRACT

In 2022 Progetto Arca faced three disputes: contesting dismissal for just cause, contesting non-renewal of a fixed-term contract and claiming salary differences at the time of voluntary dismissal. All proceedings were closed with a good outcome for the Foundation.

Of all employees active in 2022, sick hours were a total of **3.9%** of workable hours while accident hours were **0.27%**.

HOW PROGETTO ARCA HAS TAKEN CARE OF ITS WORKERS

We report in the table the main tools that intervene positively on improving the worker's well-being within the working context as well as on reconciling time between private life and work.



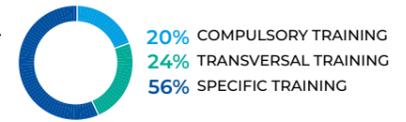
BENEFITS

% WORKERS

WORK FOR HOME	30%	FLESSIBILITÀ ORARIA IN TIME FLEXIBILITY IN ENTRY/EXIT AND LUNCH BREAK	20%
PUBLIC TRANSPORT	20%	PSYCHOLOGICAL COUNSELING TO THOSE WHO HAVE REQUESTED IT	100%
MEAL TICKETS	100%	GRANT OF LEAVE TO THOSE WHO HAVE REQUESTED	100%
COMPANY CAR	5%	GRANT OF STUDY PERMITS TO THOSE WHO HAVE REQUESTED IT	100%
SUPPLEMENTARY HEALTH POLICY ALSO FOR FAMILY MEMBERS	100%	SPECIFIC TRAINING BY COMPETENCE	75%
WELFARE PAYMENTS IN THE FORM OF SPENDING VOUCHERS	100%	ADMINISTRATION OF COVID SWABS DELIVERY OF HEALTH EQUIPMENT ON REQUEST	100%

Training

	PARTICIPATION	N. OF HOURS
WORKERS	590	4.027
VOLUNTEERS	608	1.571
TOTAL	1.198	5.598



Having fulfilled mandatory training consistently in past years, in 2022 the Foundation expanded its range of offerings with increasingly **specific contents** to offer to different professional roles, dedicating more space to **specialist and transversal training** opportunities. Training needs find increasingly focused responses to strengthen and deepen the skills necessary to respond to constantly evolving social needs.

The main proposals for 2022 were:

- **fundraising area:** improvement in staff recruitment processes, refinement of communication techniques on social media, techniques for legacy campaigns, participation in the Fundraising Festival;
- **administration area:** impacts of the Third Sector reform on ETS reports, budgets and taxation; insights into reporting processes with ad hoc laboratories, updates on new regulations;
- **institutional activity area:** residential courses on Housing First methodology and insights into the approach to trauma in the helping relationship;
- **for all staff:** training sessions on delegation, time management, project management, improvement of IT knowledge.

The **training activity aimed at volunteers** was interesting and on the one hand filled the needs relating to legal certifications (HACCP), necessary for food support interventions and on the other it allowed the volunteers to enter the world of the Foundation's services, including the nature of the needs to which it offers answers.



SPECIAL PROJECTS

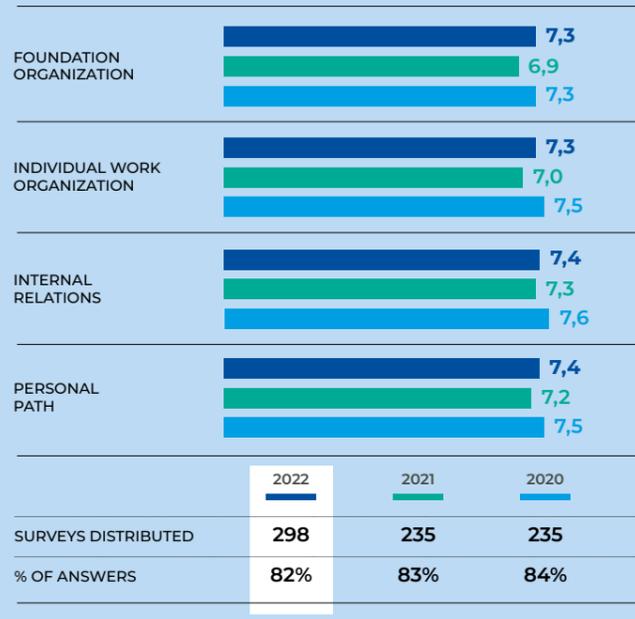
- Consolidation of **partnership with Fio.PSD and registration in the Italian Housing First Community** - courses structured on the Housing First model and its operational variations in different national and European contexts. Participation in the Consensus Conference was significant;
- managerial paths: **Masters with the Sole 24 Ore Business School and SDA Bocconi** (Finance for non Finance Mgr, Leadership, Empowerment, Change Management);
- **collaboration with ESAE:** internal path dedicated to the help relationship;
- training course - **coaching, with a tutorship**, in the administrative field on reporting issues;
- **managerial training** of managers: strategies and organizational analyses.

The worker customer



Progetto Arca has been carrying out customer satisfaction surveys for many years, with the aim of knowing the **opinion of its workers** on the organisation's work and the **desired changes**. The analysis is enriched in the dynamic dimension of **comparison** with the previous two years. The customer results, represented here as unified data across the entire Foundation, are presented, in the specific version for each individual service, to all Foundation workers during the **summer plenary meeting** and become the subject of working groups aimed at continuous improvement. There is evidence of a revival of **workers' well-being**, put to the test in recent years by the emotional and organizational fatigue caused by the pandemic.

The values reported in the histogram correspond to the average satisfaction response, on a scale between 1 (not at all) and 10 (very much).



“ WORKERS' VOICE

Anonymous responses to the open question “Describe how working at Progetto Arca has made you grow professionally and personally”, included in the customer questionnaire addressed to workers.

I grow together with the stories I encounter every day, going beyond appearance to discover the beauty behind all the rubble of a life... and in the midst of the rubble a flower always blooms.

*Progetto Arca allowed me to **grow with the freedom to find my place**, developing the role that I felt was most similar to me: my ideal dimension is fully valorised.*

I share the mission and the “madness” necessary to take action starting from a need. I have witnessed growth and change that have involved me greatly but which, at times, require reflection on what we are willing to lose in the name of the emergency response.

*I have developed the desire to dare, I have understood the importance of timeliness and interconnection between even apparently distant projects, I am improving in **managing complexity**.*

Helping others is the job I love and I would like to grow while ensuring the dynamism of responding and the quality of action.

I have always worked in the social sector but with Progetto Arca I discovered effective, innovative and dynamic solutions.

*Working with Progetto Arca has exponentially highlighted my sensitivity towards others, making me **a better person**.*

*The utmost trust placed in my work was an incentive to always do the best possible. Being immersed in fragility and trying, all together, to ignite **sparks of change** has made my sense of social responsibility grow.*

*Working with Progetto Arca has allowed me **to go beyond stereotypes** and prejudices, to enhance the dignity and freedom of people while always respecting their beliefs and culture.*

In reacting to emergencies, subsequently building work processes, there is a lot to learn and a lot of margin for error.

I'm bringing out the best in myself by helping people without any interest.

*Getting to know people on the margins helped me **remember who I am**.*



Volunteering

	N. OF PEOPLE	N. OF HOURS
VOLUNTEERS \ UNIVERSAL CIVIL SERVICE	522	39.077
CIVIC LEVERAGE INDIVIDUAL OR COMPANY VOLUNTEERS	27	18.000
PUBLIC UTILITY WORK VOLUNTEERS	4	200

2022 saw the commitment of the many volunteers grow and strengthen in all the Foundation's sectors of intervention: from reception centers to the streets, from social markets to European borders. **Their commitment is the strength of Progetto Arca: thank you!**

VOLUNTEERS AND THE WAR IN UKRAINE

The first aid to the Ukrainian refugees took place in the first hours of the conflict thanks to employees and volunteers who, on the **Romanian-Ukrainian border** of Siret, offered basic necessities, help and human warmth. In Milan, one of the first Italian transit cities, volunteers guaranteed the opening of a **Hub, always open**, which placed hundreds of disoriented and confused people in reception centers, seeking protection.

ONE YEAR OF CIVIL SERVICE

In 2022, young people engaged in the Civil Service were able to experience themselves alongside the staff and volunteers of Progetto Arca, working every day **to provide first aid** and experiencing firsthand an experience that will accompany them on their life journey.

THE COMPARISON TABLES

2022 saw a revival of in-person meeting opportunities: parties, meetings and debates. The working method of **discussion tables** was adopted on the three thematic areas that most involve volunteers: the street, food support, proximity to the guests of the reception centres. These tables, promoted by volunteer representatives, reinforce **good practices** and promote moments of reflection on the complexities of the services and their relative fragilities. The discussion between volunteers thus becomes the greatest opportunity for **human and relational exchange**, starting from their emotions and their experiences in the meeting with the beneficiaries.

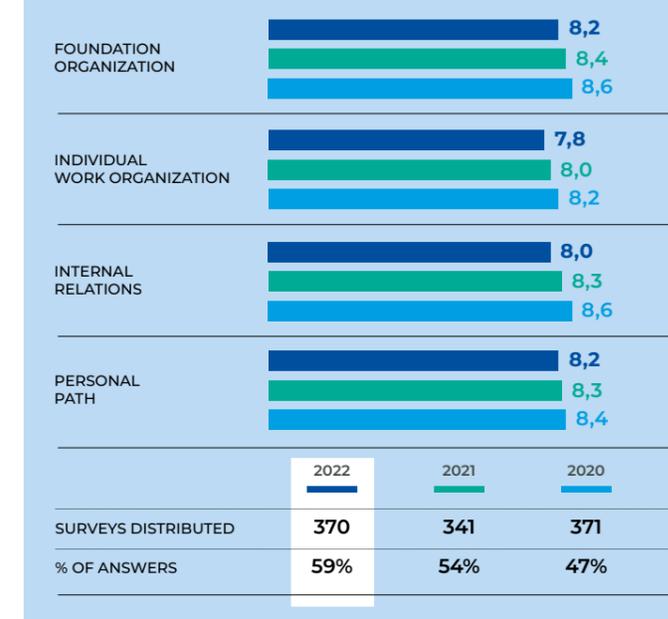


By distributing dinners to homeless people I learned empathy and compassion towards others, without falling into fake rhetoric of convenience. This changed me. Thank you. Giovanni



Volunteers' customer

The values reported in the histogram correspond to the average satisfaction response, on a scale between 1 (not at all) and 10 (very much).



In 2022 there was a slight decline in customer data which we attribute to the complexity of the roles covered by volunteers, on the front line on the front of emergencies also abroad.



Evaluation



EVALUATION: AWARENESS AND IMPROVEMENT

Progetto Arca believes that any **experience** cannot be defined as such if it does not involve its **evaluation**. Free judgment on the work completed produces **awareness** of the impact of actions: the first commitment of our **responsibility**.

Evaluation allows us **to compare** the results achieved and the objectives conceived, developing intelligence on the meaning of the things we do.

The data culture helps us to be serious in using the **common assets** entrusted to us (donations, volunteering, lives, hopes), allowing us to identify areas for **improvement** and to always add new **value** to our work.



DOWNLOAD
THE VOLUME
"VALORI DATI"
THE CARE EVALUATION
FOR PROGETTO ARCA

Our Scientific Committee

The Scientific Committee was reappointed by the Board of Directors on 26 April 2023, holds office for three years and is responsible for supporting and developing data culture and evaluation processes.

In 2022, in addition to continuous support on the evaluation processes, the Committee carried out the following activities:

- identification of **quality indicators** by extending the work, already carried out on the Post Acute for Homeless department, also for the chain of services aimed at drug addicts;
- writing of texts for the **volume “Dati di valore – la sostenibilità tra impatto e valore sociale”**, to be hosted in the fio.PSD series edited by Franco Angeli, on the theme of data culture as a development factor for the Third Sector and, in particular, for those who operate in the context of extreme poverty;
- contribution to the creation of the publication **“Valori dati. La valutazione della cura per Progetto Arca”**, in its second edition;
- contribution to the **impact research** on the presence of Progetto Arca reception centers in some **Milanese neighborhoods**.



Stefano Gheno
Coordinator of the Scientific Committee
community psychologist, President of Cdo Opere Sociali, effective member of the National Council of the Third Sector



Irene Bengo
professor of economics at the School of Management of the Polytechnic of Milan



Giuseppe Guerini
former national President of Federsolidarietà, President of Confcooperative Bergamo, member of the European Economic and Social Committee (EESC)

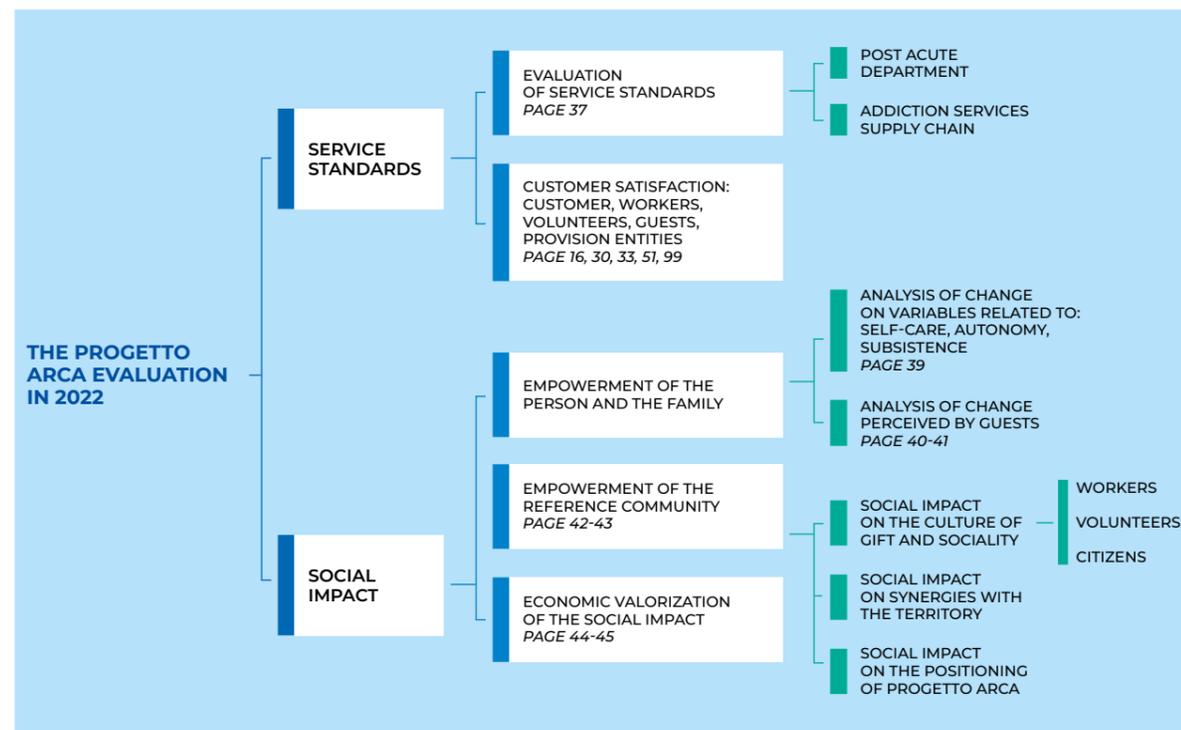


Laura Nurzia
control and planning director of Fondazione Progetto Arca



Luca Pesenti
professor of sociology at the Faculty of Political and Social Sciences of the Catholic University of the Sacred Heart of Milan

Also participating in the Committee are **Massimo Salvatore**, head of management control and evaluation area, and **Daniela Taneggi**, manager of training area.



The evaluation of service standards

The analysis of service standards allows the Foundation to verify the **deviations between expected and achieved objectives**, understanding the reasons, to trigger **continuous improvement processes** in the daily management of field activities. The work of building this system started from a **discussion table**, led by the **Scientific Committee**, which saw the operational staff, the service management and the management control and evaluation area dialogue on the individual objectives of the offering units. We then shared, on the basis of historical data, the potential for achieving the objectives in relation to the characteristics of the users, the institutional demands and the current socio-economic situation. The system of objectives and the indicators suitable for measuring them have been inserted into the information system which is fed daily by the operational staff. The evaluation of service standards was applied, in 2022, to the **social and healthcare area**: Post Acute department and addictions area service chain.

The **method**, starting from the objectives shared in the working group:

- sorts the objectives into **areas** (reception, taking charge, quality of project support, discharge outcomes);
- identifies multiple **investigation factors** for each area (example on the reception area: times between reporting and admission, compliance of the guest profile with the eligibility criteria, saturation of places, etc.);
- identifies a **measurable indicator** and objective **intervals of results**, classifying them as **“good”**, **“acceptable”** and **“unacceptable”** (example for the “time between reporting and admission” factor: good if admission occurs within 3 days of discharge, acceptable if it occurs between 3 and 6 days, unacceptable if it occurs after 6 days);
- reports the result in a target graph positioning it in one of the three bands corresponding to “good” (in the center), “acceptable” (intermediate ring) and “unacceptable” (outer ring), thus highlighting the distance of the various results with respect to the expected one.

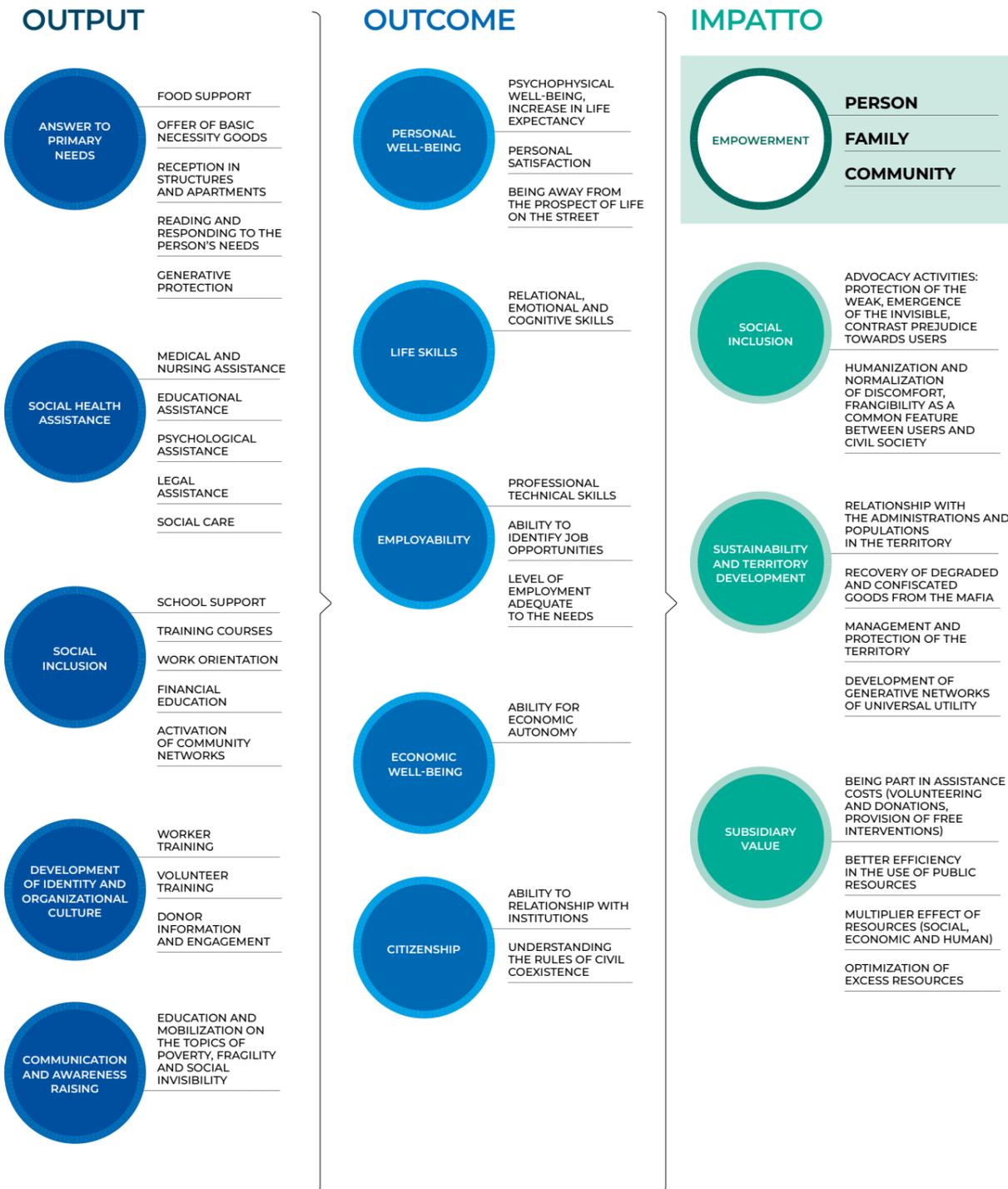
We report, only as an example, the first item of the evaluation system relating to the Post Acute social and health service and its exemplary representation using the target graph.



The social impact

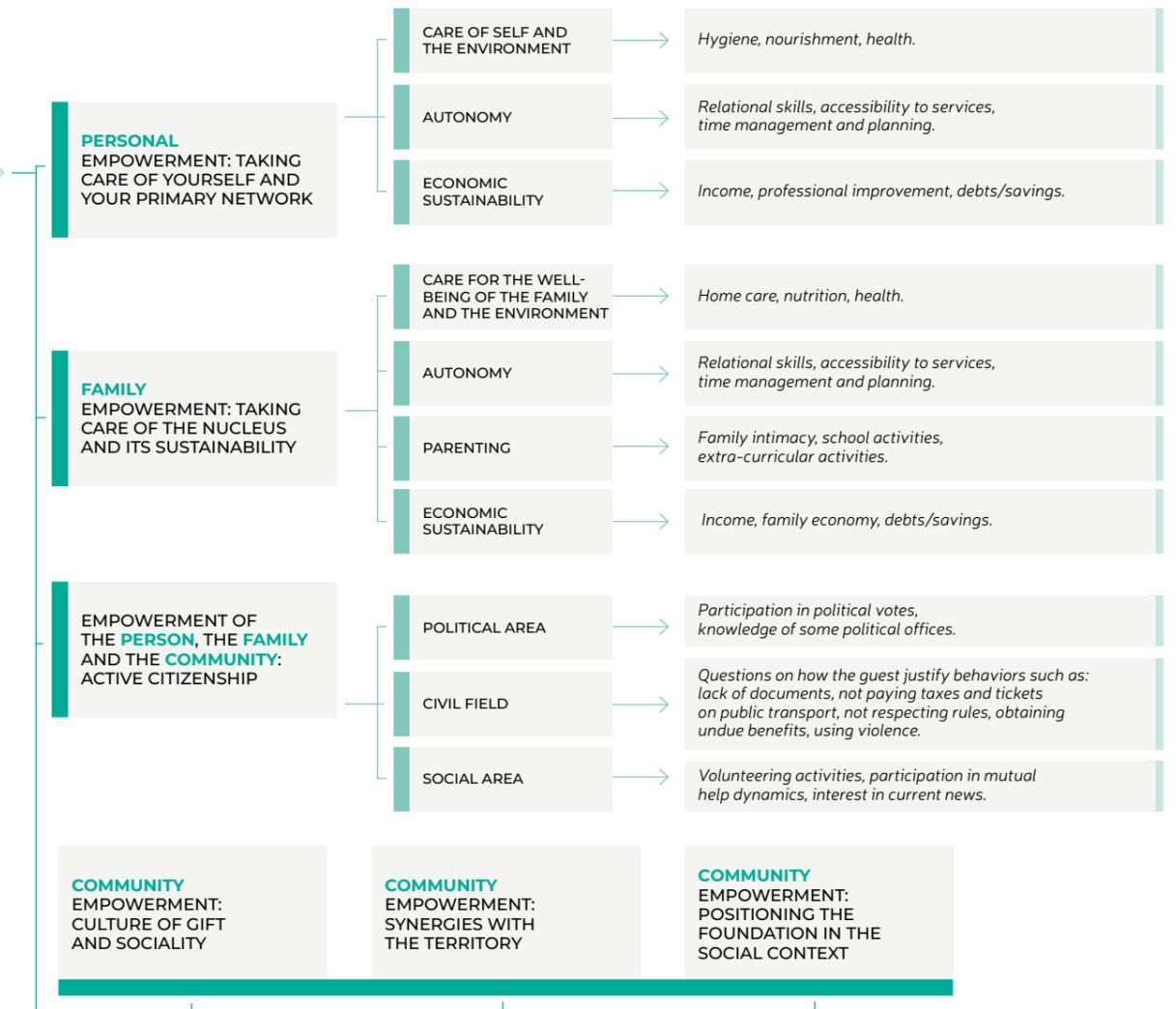
Social impact poster

The social impact manifesto reports the relationships between **outputs**, **outcomes** and the lines on which the Foundation wishes to produce **impact** and which it has begun to evaluate starting from 2021. It develops the strategic perspectives of the Board of Directors with respect to the **highest purpose of the work** which is at the service of the person, the family and the entire community.



Empowerment of the person and the family ANALYSIS OF CHANGE ON VARIABLES RELATED TO: SELF-CARE, AUTONOMY, SUBSISTENCE

Below we report the details of the questionnaires administered to individuals or members of families living in **social housing** apartments. Given that the integration paths for guests in the Housing area last from six to eighteen months, the first results of the evaluation process will be available starting from 2024.



In 2022 Progetto Arca **set up the data collection structure** and consequently implemented **specific modules of the information system**, starting from the area of empowerment of the person, family and community. The evaluation is conducted on the **guests of the Housing area**, as they are involved in a path towards autonomy and are certainly available after some time. Since January 2023, the **survey has been conducted at the time of reception, discharge and after 6 months**, in order to record the movement of the data in the time variable and how the Progetto Arca intervention has been able to impact on these changes. **Training moments** were organized to involve staff in this survey and to allow operators to carry out assessments on the levels of achievement of the beneficiaries' objectives starting from criteria also shared with the Scientific Committee.

Empowerment of the person and the family THE ANALYSIS OF THE CHANGE PERCEIVED IN THE HOSTS

Thanks to the methodological support of **ALTIS - Alta Scuola Impresa e Società of the Università Cattolica del Sacro Cuore**, Progetto Arca has been detecting the changes generated in the perceptions of beneficiaries since 2020. The methodology adopted mainly refers to the **stakeholder driven approach** thanks to which **the map of the impact dimensions** was defined, detailed in indicators and items which were then integrated into the satisfaction questionnaires submitted to users. Guests of accommodation facilities or apartments were asked the question: **“How much has the experience you are living with Progetto Arca given you the opportunity to...”**. The questionnaires, different by type of service, were discussed and validated by the focus groups and by the Scientific Committee. The results, detailed in the publication *“Valori dati. La valutazione della cura per Progetto Arca”* referred to in the **QR Code on page. 35**, tend to reflect the distinctive objectives of the offering units, which embrace the entire spectrum of social needs: from the solution of emergency and health problems to accompaniment towards living and working autonomy, with all the intermediate steps along the way.

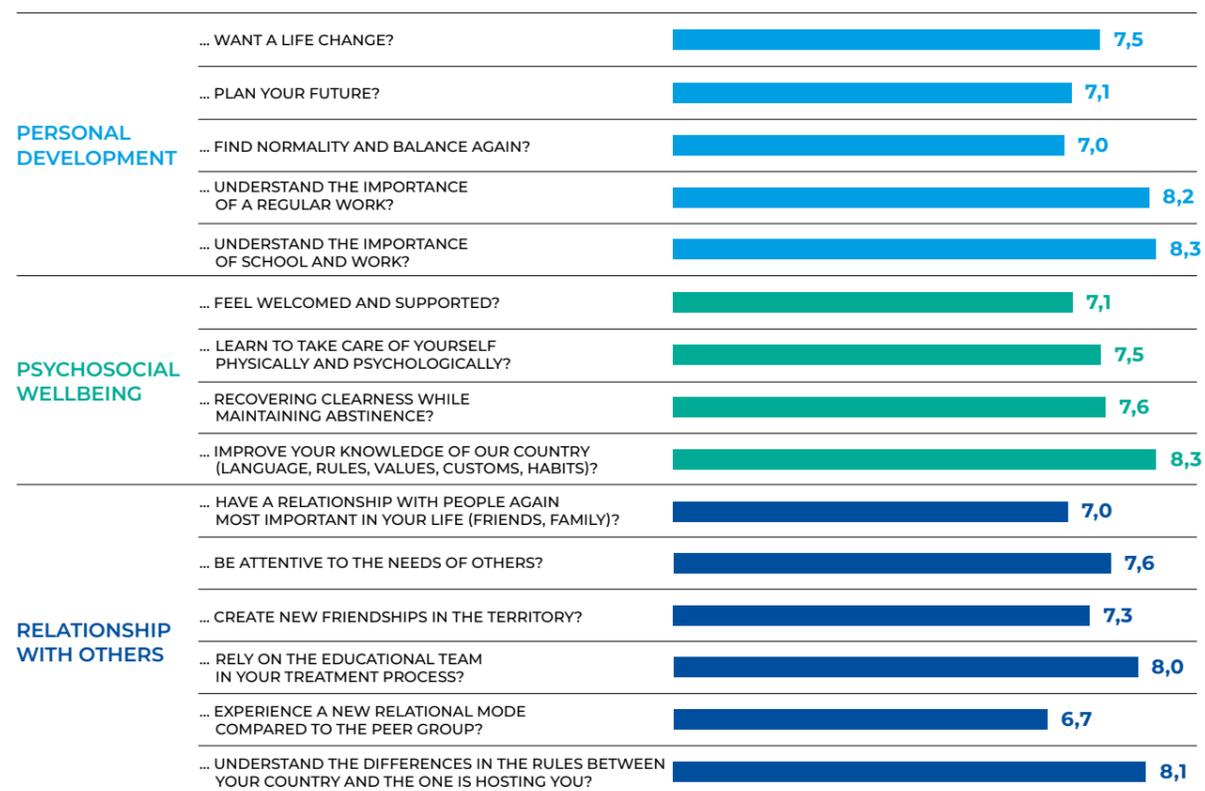
The questions were asked in closed form, on a scale of 1-10 (1 = not at all, 10 = totally). We report in the histograms the average response value between 1 and 10 of the entire battery of questions that make up the three areas of investigation: personal development, psychophysical well-being and relationships with others. In representing the results of the “Reception facilities” and “Home” areas, the results of the various services involved were combined into a single average data.

872 questionnaires distributed, response rate 49%

RECEPTION STRUCTURES

Reception centers for homeless people, drug addicts and migrants

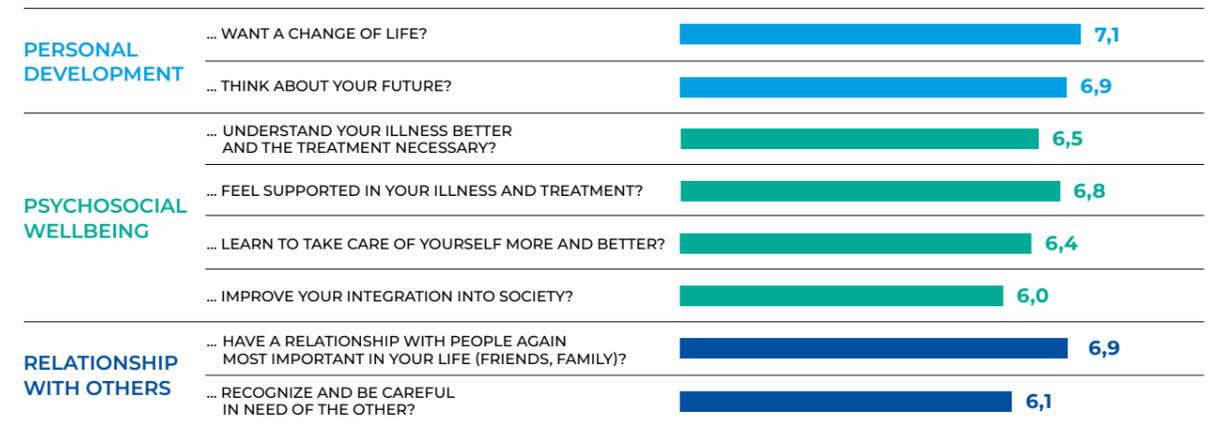
HOW MUCH THE EXPERIENCE YOU ARE LIVING WITH PROGETTO ARCA HAS GIVEN YOU THE POSSIBILITY TO...



HEALTH

Post Acute Department for Homeless

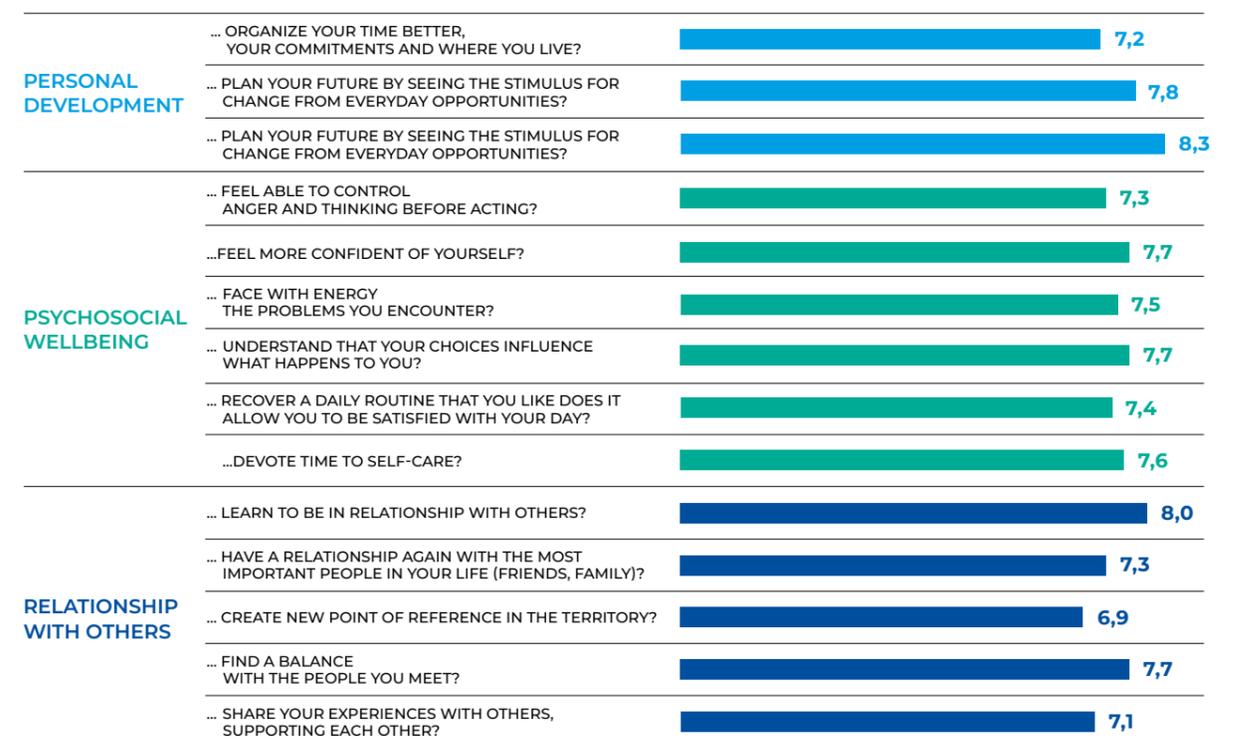
HOW MUCH THE EXPERIENCE YOU ARE LIVING WITH PROGETTO ARCA HAS GIVEN YOU THE POSSIBILITY TO...



HOME

Housing and cohousing for individuals and families

HOW MUCH THE EXPERIENCE YOU ARE LIVING WITH PROGETTO ARCA HAS GIVEN YOU THE POSSIBILITY TO...



Community empowerment

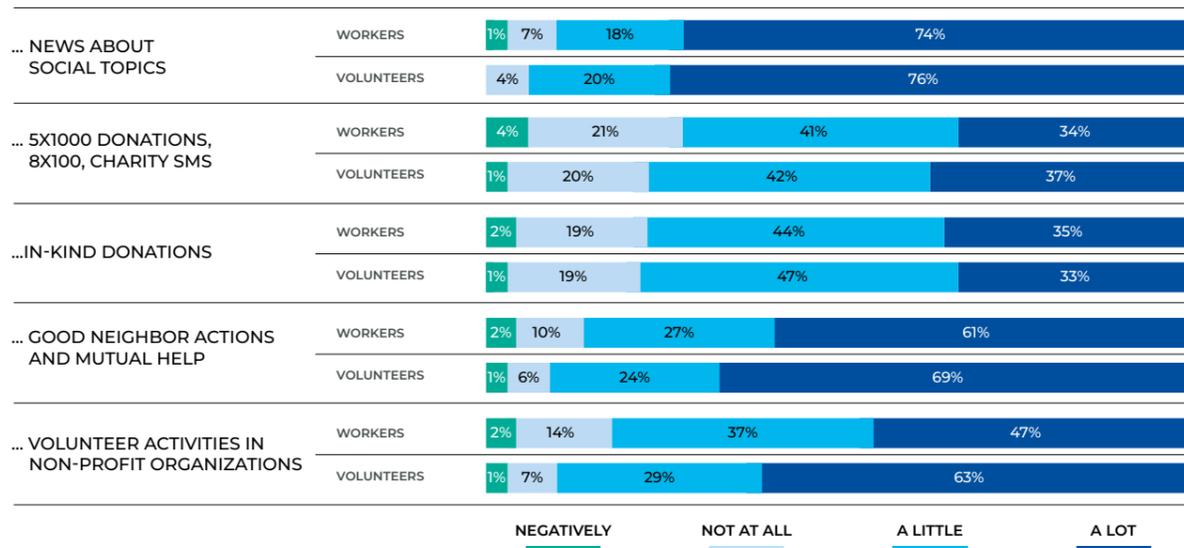
SOCIAL IMPACT ANALYSIS ON THE CULTURE OF GIFT AND SOCIALITY

Thinking about what impact Progetto Arca wishes to produce on the territory, in addition to that relating to reception and integration paths, everyone found agreement on the word **EDUCATION**. The Foundation moves towards the beneficiaries to improve the quality of their lives and towards other stakeholders and the territory to produce the **culture of solidarity, volunteering, respect for diversity** and **giving**. This is the intuition behind the impact analysis work of which we report an extreme summary below.

The subsequent histograms show the % of response on a scale of four values (negative, not at all, a little, a lot)

WORKERS (245 RESPONSES) AND VOLUNTEERS (218 RESPONSES)

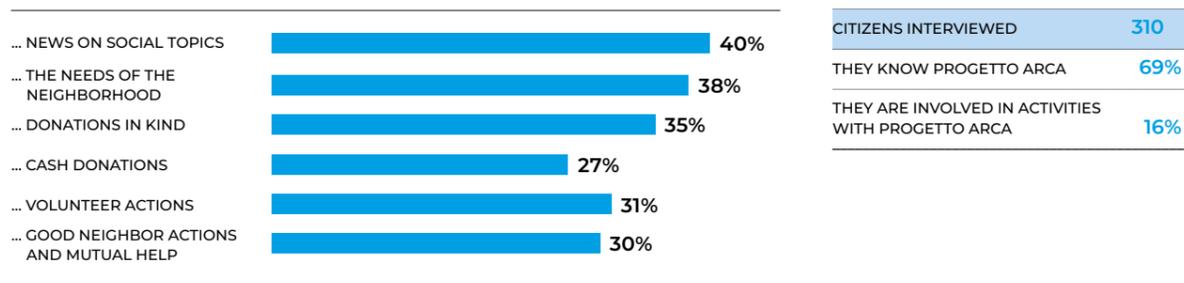
LEARNING ABOUT PROGETTO ARCA HAS INCREASED YOUR SENSITIVITY TOWARDS...



CITIZENS OF THE AREAS THAT HOST OUR RECEPTION CENTERS

For the first time, in 2022, Progetto Arca extended the impact assessment also to the neighborhoods affected by the presence of reception centres, to which questions were asked both to find out **how well the Foundation is known** from non-loyal stakeholders, and to understand the impact in terms of **sensitivity to solidarity**. The 310 citizens were intercepted on the street, in the area's recreational centers, in the parishes and also by telephone.

LEARNING ABOUT PROGETTO ARCA HAS INCREASED YOUR SENSITIVITY TOWARDS...

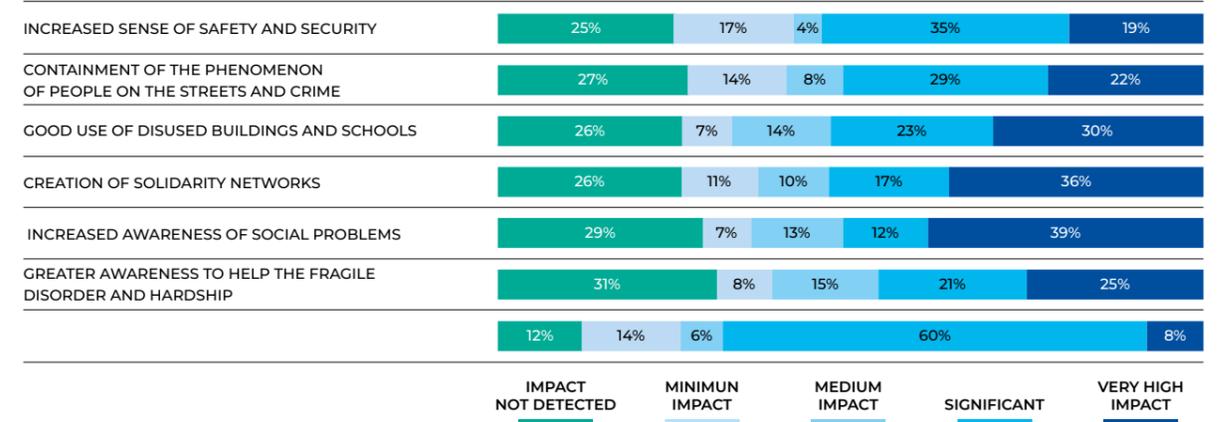


SOCIAL IMPACT ON SYNERGIES WITH THE TERRITORY

This analysis is based on the data collected through the previous questionnaires, which were submitted to the citizens themselves and aims to record how the Foundation's presence has impacted on the life of the neighbourhood and its inhabitants.

The histogram represents the responses, on a scale of five values (impact not detected, minimal, medium, significant, very strong).

WHAT CHANGES ATTRIBUTABLE TO PROGETTO ARCA HAVE YOU PERCEIVED IN YOUR NEIGHBORHOOD?

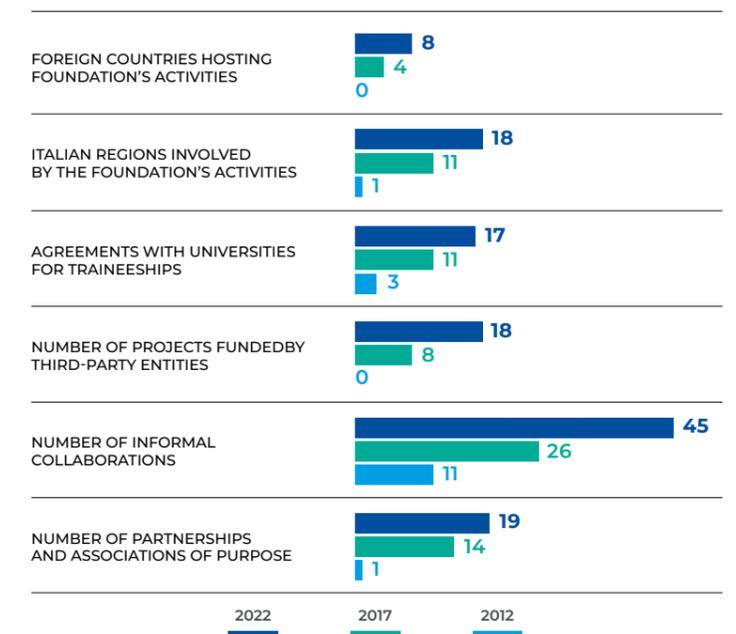
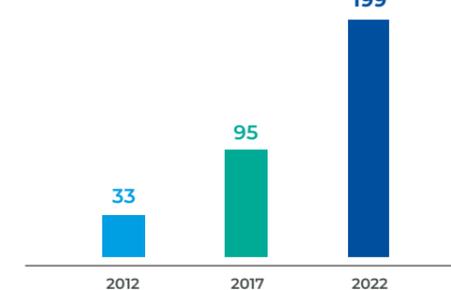


It is noted that the presence of Progetto Arca in neighbourhoods has had a **very positive impact**. On average, 70% of the answers give a good assessment of it. Undoubtedly it is necessary to improve the nuisance factor which, especially in Quarto Oggiaro where there are two reception centres with a large reception area, is considered significant in 60% of responses.

SOCIAL IMPACT ON THE FOUNDATION'S POSITIONING

In 2022, the Foundation investigated on its positioning in terms of **recognisability**, taking into considering the indicators shown in the histogram, **photographed over 5-year intervals**.

TOTAL NUMBER OF STAKEHOLDERS



The economic valorisation of social impact

Progetto Arca is a **non-profit**, socially useful organisation and, as such, **enjoys benefits** such as: tax breaks, in-kind and monetary donations, availability of voluntary work, agreements for services at reduced prices. Its nature also makes it careful to make the **best use of the resources** made available to it such as real estate and disused goods, surplus food or any kind of good, and to avoid any kind of waste, optimising every possible resource with **gratitude**.

Applying this attitude to the economic sphere we can state that the economic value sustained by Progetto Arca, passing through this **filter of benefits and optimisations**, sees its **multiply its value**, returning a higher economic value to the community. Let us see how this happens in the three areas of activity characteristic of the Foundation's interventions: the reception in accommodation facilities, the response to basic needs and rehabilitation activities. We will see that for each sector the economic value sustained is multiplied by an index, which we will call the **social return multiplier**.



The expenses shown in the schedules on the following page are not comparable with those for to general interest activities shown in the budget as, here, reference is made exclusively to direct charges of individual care and reception services, excluding items of provisions and other charges.

ACCOMMODATION IN RECEPTION FACILITIES			SOCIAL RETURN MULTIPLIER		
ACTIVITY	NUMBER	SUSTAINED VALUE	VALUE	GENERATE VALUE	MULTIPLIER
HOSPITALITY DAYS IN RECEPTION CENTRES	238.930	€ 4.945.633	COST OF ONE NIGHT IN A HOSTEL IN MILAN € 28	€ 6.690.040	1,4
DAYS IN MEDICAL WARDS	6.753	€ 211.171	COST OF ONE NIGHT IN HOSPITAL EXCLUDING SERVICES SPECIALIST AND HOTEL SERVICES € 150	€ 1.012.950	4,8
DAYS OF HOSPITALITY IN FLATS	108.599	€ 1.922.891	AVERAGE DAILY COST OF A FLAT TO RENT IN MILAN € 24	€ 2.606.376	1,4

ANSWER TO BASIC NEEDS			SOCIAL RETURN MULTIPLIER		
ACTIVITY	NUMBER	SUSTAINED VALUE	VALUE	GENERATE VALUE	MULTIPLIER
ITALY MEALS	2.153.293	€ 5.089.218	COST OF A MEAL VOUCHER € 8	€ 17.226.344	3,4
UKRAINE MEALS	611.609	€ 437.944	AVERAGE COST MEAL IN UKRAINE € 3	€ 1.834.827	4,2
ASIA AND SOUTH AMERICA MEALS	894.600	€ 219.161	AVERAGE MEAL COST IN ASIA AND SOUTH AMERICA € 1,5	€ 1.341.900	6,1
CLOTHING	65.704	€ 286.890	AVERAGE COST OF A CLOTHING ITEM € 15	€ 985.560	3,4
HYGIENE KITS	27.164	€ 38.030	SUM OF THE AVERAGE COST OF INDIVIDUAL PRODUCTS ON THE MARKET € 12	€ 325.968	8,6
VOLUNTEER HOURS	43.708	€ 139.511	AVERAGE COST PER HOUR OF A SOCIAL WORKER € 18	€ 786.744	5,6

REHABILITATION ACTIVITIES			SOCIAL RETURN MULTIPLIER		
ACTIVITY	NUMBER	SUSTAINED VALUE	VALUE	GENERATE VALUE	MULTIPLIER
MEDICAL ASSISTANCE AND HEALTH CARE	48.431	€ 850.093	AVERAGE HOURLY COST OF A NURSE € 50	€ 2.421.550	2,8
SOCIAL EDUCATIONAL ASSISTANCE, CULTURAL MEDIATION	29.833	€ 567.771	AVERAGE HOURLY COST OF AN EDUCATOR € 22	€ 656.326	1,2
PSYCHOLOGICAL SUPPORT	4.210	€ 92.236	AVERAGE HOURLY COST OF A PSYCHOLOGIST € 60	€ 252.600	2,7
LEGAL COUNSELLING	759	€ 38.374	AVERAGE HOURLY COST OF A LAWYER € 80	€ 60.720	1,6
VOLUNTEER HOURS	17.853	€ 56.983	AVERAGE HOURLY COST OF A SOCIAL WORKER € 18	€ 321.354	5,6

SUSTAINED ECONOMIC VALUE	GENERATED ECONOMIC VALUE
€ 14.895.906	€ 36.523.259

2,5

What we do



EACH INTERVENTION AIMS AT OBJECTIVES THAT RESPOND TO THE NEEDS OF THE TERRITORY, THE NATION AND OF THE ENTIRE WORLD

In 2015, 193 countries of the United Nations, including Italy, signed the **Agenda 2030**, which defines 17 goals aimed at **Sustainable Development** to be achieved by 2030.

Thanks to its activity of **taking** in poor people, **food support**, **hygienic personal care**, the management of **socio-medical wards**, the hospitality of **women with minors** aimed at social reintegration, the commitment on the front of **reintegration housing and employment**, rapid intervention in cases of **humanitarian emergencies**, Progetto Arca operates with these objectives:



PROGETTO ARCA onlus
IL PRIMO AIUTO SEMPRE

Targets

Homeless people

The condition of those living on the street is to be considered as **one of the most severe forms of material deprivation and social exclusion**. Separation from a spouse, loss of a stable job, health-related factors, denial of political asylum or loss of the requirements for retention of a residence permit are among the events, often combined with each other, that contribute to the occurrence of homelessness, and the consequent sudden loss of civil and social rights. Fio.PSD (Federation Italian Federation of Organisations for Homeless People) estimates at approximately **70,000 people in condition of extreme poverty in Italy**.

Families in poverty

Family poverty worsens in Italy. The pandemic first and now, the soaring of energy and food prices (inflation rate never so high in over 35 years) fatigue those already living in conditions of precariousness. According to the 2022 Istat report, **absolute poverty is confirmed at an all-time high reached in 2020 with almost 2 million households**, (5.6 million individuals) unable to meet the minimum expenses to lead an acceptable life. It is also a housing emergency for 150,000 families **facing evictions, 90% of which are due to inculpable delinquency**.

Migrants

After the collapse in the number of landings in the last four years, in 2022 immigration to Italy resumed. Egypt, Tunisia, Bangladesh, Syria and Afghanistan are the main countries of origin of more than 105,000 refugees (data from the Ministry of the Interior), **more than twice** as many as in 2021. Compared to more than 77,000 requests for international on the other hand, **Italy is last in the reception of asylum seekers among the large EU countries**, after Germany, France and Spain (Eurostat). These figures do not include the **173,000 Ukrainian refugees** in our country, who granted temporary protection, 90% of whom are women and children.

Foreign minors unaccompanied

The term foreign minor defines a young person, under the age of 18, without European citizenship, arrived in Italy or in one of the Member States without parents or adults legally responsible for him or her. Given the **particularly vulnerable** condition of these children, the Italian law (L. 47/2017) establishes that they have the right to access a protection system dedicated to them. According to data from the Viminale, as of 31 December 2022 there **are 20,089 foreign unaccompanied minors** present in our country (+64% compared 2021), of **which 25% are Ukrainian**.

People with problems of addiction

The latest Report on drug addiction of the Ministry of Health notes that the **123,871 drug addicts assisted** in Italy, by 574 Ser.D, are, in prevalence, men (86%) of Italian nationality (91%), with increasingly younger age. Heroin remains the most widely used drug, however, cocaine is the primary substance of abuse among new users. Very young people are in treatment for the use of cannabinoids. To the use of narcotics should be added other forms of addiction, **alcohol and pathological gambling**, which in many cases lead to a condition of social marginality social marginalisation without access to care services.

Prisoners in alternative measure

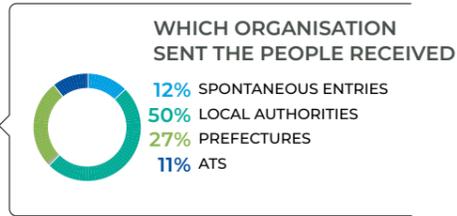
In 2022 the number of detainees in Italy is increasing, after falling in previous years as a result of the pandemic, with almost 57,000 people compared to 51,000 places. **Suicides are also increasing: 84 in the last year**, 20 times more than in the in the free world (Report by the Antigone Association). The positive fact is the constant growth in the number of people, approximately 34,000, who are serving their sentence thanks to an **alternative to detention** (probation to social services, home detention social services, home detention and semi-release) that, by facilitating social reintegration, fights recidivism.



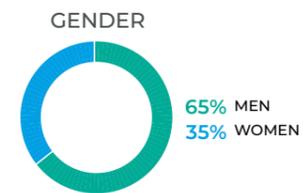
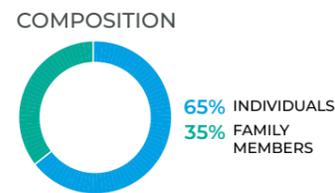
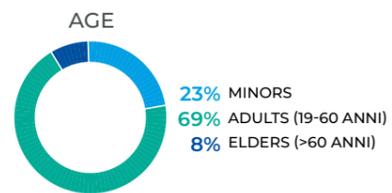


HOW WE HELPED BENEFICIARIES

LISTENING DESK	16%
STREET SUPPORT	9%
FOOD SUPPORT IN ITALY	19%
RECEPTION IN ACCOMMODATION FACILITIES	6%
ACCOMMODATION IN FLATS	1%
FOOD PROJECTS ABROAD	49%



WHO ARE THE PEOPLE ACCEPTED



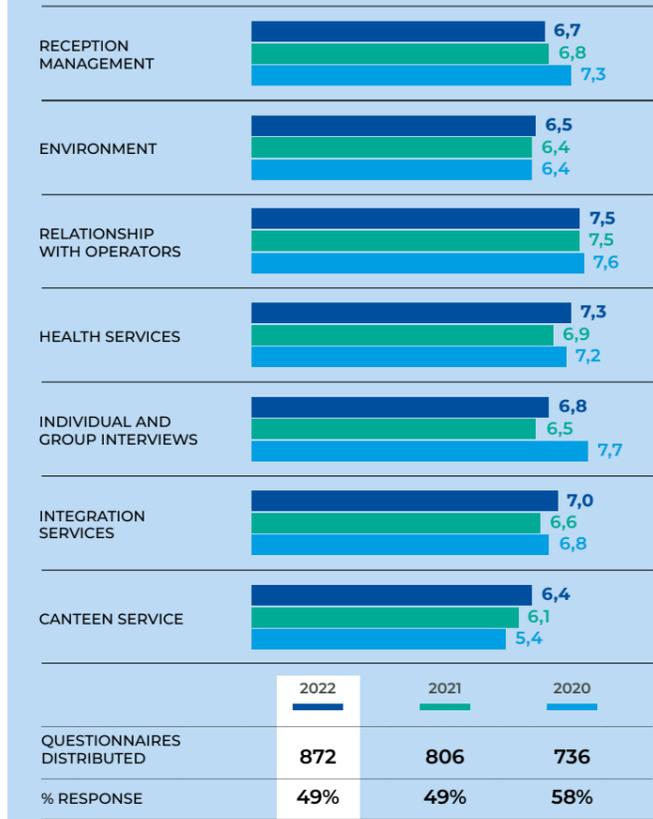
“ I was only able to remember my value as a person when, entering all dirty in the reception centre, they looked me in the eyes, shook my hands and smiled at me. Arriving in my new room, I was moved. Pietro ”

Customer satisfaction addressed to people received

Within the evaluation actions aimed at continuous improvement, Progetto Arca administers customer questionnaires to the **guests of the residential reception services**, at the time of discharge or, in any case, once a year.

We report the results of the comparative customer **analysis on the three-year period (2020-2022)** which shows a minimal fluctuation in the degree of satisfaction. The questionnaires, circulated during the summer plenary of the Foundation, are then the subject of **in-depth discussion within the education staff**.

The values shown in the histogram correspond to the average response of satisfaction, on a scale of 1 (not at all) to 10 (very much).



The Work Programme

For almost 30 years, Progetto Arca has been working in the field of reception, responding to basic needs and assisting in the process of social and housing reintegration, but never before its **work** become the **pivot** around which every yearning for autonomy and personal development revolves. It is, in fact, an **inalienable human need** that, in addition to responding to the primary **need for subsistence**, drives him to realise himself, making his **aspirations** blossom and enhancing his **supreme dignity**. Work, as a collective necessity in which everyone can invariably recognise themselves, is a unique opportunity for **social recognition**, as it allows the creation of an identity through the professional role.

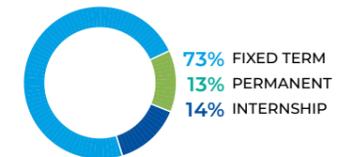
Being distinguished for the use of personal resources and skills in the service of the community, enables a continuous process of **learning**, individual enhancement, **growth of self-esteem and self-respect**, the basis for **autonomy**. For these reasons, in 2022, the Foundation opened a real area that, transversally to the reception services, is responsible for intercepting the needs of the guests, preparing them for the world of production through **work education**, basic training and **professionalisation courses** and wrapping them in a network of support services for the and **job placement**.



RESULTS OF THE WORK PROGRAMME

REPORTS RECEIVED	194
EMPLOYMENT CONTRACTS EXTERNAL BODIES (81%)	158
RECRUITMENT IN PROGETTO ARCA	15
TOTAL JOB PLACEMENTS 2022	173
ORIENTATION INTERVIEWS	377

CONTRACT PROPOSED AT FIRST HIRING



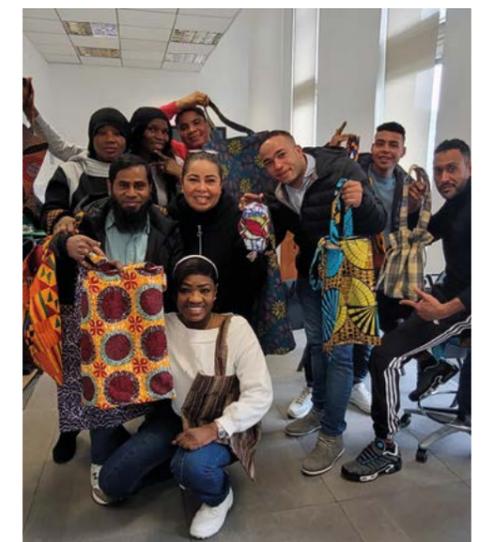
AREAS OF EMPLOYMENT



“ When my boss said 'bravo' to me for the first time I released all the tension and realised that I can give and receive like every other person in the world. What pride I felt! Ismael ”

A partner in this activity is **Progetto Mirasole Impresa Sociale**, in the constitution of which Progetto Arca participated in 2016 precisely with the aim of creating an entity, with the correct legal status, that could respond to work needs through commercial and productive activities. The **cases followed up directly by the enterprise** in 2022 were **53**, the beneficiaries directly employed **4**.

The reception of the **194 job applications** from the guests of the reception centres was followed by orientation interviews and relations with local companies that **hired 158 people. 15 guests** continued their existing work activities or were hired during the year, directly by Progetto Arca. The Foundation, in relation to the number and characteristics of available jobs, gives priority to the employment of disadvantaged people.



Street

Encounter \ Assistance \ Trust



THE VALUE OF OUR INTERVENTION

The first help is here

Taking to the streets allows us to reach out **to those who, spontaneously would not present themselves to the social services** in the area, thus remaining on the margins and without help.

The person at the centre

The heart of our intervention in the street is to establish relationships of **listening, trust and human warmth** where normally there is only mistrust and social distance.

We are bridges and social antennae

As a true **social observatory**, we intercept the needs of the most vulnerable citizens and bring them to our attention and to the institutions.

On the street beyond the street

The meeting in the street, with the delivery of basic products, is the **pretext** and **opportunity** to propose paths of **social labour** and **housing inclusion**, to restore security, well-being and dignity.



LISTEN TO
OUR PODCAST
"COSÌ VICINI"
EPISODE 4

Input



69%
COVERAGE THANKS TO INSTITUTIONAL REVENUES

31%
COVERAGE THANKS TO REVENUES FROM FUNDRAISING

4	RECEPTION CENTRES
5.740	STAFF HOURS RETRIBUTED
7.539	VOLUNTEER HOURS
€ 45.427	VALORISATION OF DONATIONS IN KIND FOOD AND OTHER BASIC NECESSITIES

Activities

470
HOURS OF EDUCATIONAL ASSISTANCE

5.211
CLOTHES

21.250
HYGIENIC KITS

9.128
MEALS

Output

2.512
BENEFICIARIES

2.939
DAYS OF ACCOMMODATION

37.783
INTERVENTIONS OF HELP ON THE STREET

649
OUTPUTS OF THE STREET UNITS

Effects



32% HOUSED IN TEMPORARY SHELTERS

68% ORIENTED TO SERVICES OF THE TERRITORY

ECONOMIC VALORISATION OF SOCIAL IMPACT

€ 317.809

ECONOMIC VALUE SUSTAINED

€ 638.584

ECONOMIC VALUE GENERATED

x 2,0

MULTIPLIER OF SOCIAL RETURN

Streets units

BENEFICIARIES **1.714** AID INTERVENTIONS **22.959** STREET UNITS OUTPUTS **649**

IN 2022 WE DELIVERED ON THE STREET

MEALS DISTRIBUTED BY THE MOBILE KITCHENS	171.029
WATER BOTTLES	11.000
LITRES OF HOT DRINKS	1.440
BLANKETS AND SLEEPING BAGS	1.100
HYGIENE PRODUCTS	21.250
OTHER BASIC NECESSITIES	6.334

SERVICE-ORIENTED **100%**

Going out to meet people where the need is most urgent:

this is the principle that guides Progetto Arca's **Street Units**, supported, where possible, by the Mobile Kitchen service. The distribution of hot meals and basic necessities is an essential part of **aid that is never just material**. Offering a response to basic needs not only alleviates the discomfort of those living on the street but opens up the possibility of a **relationship of listening and trust**, the first indispensable step towards **orientation and approach to social and health services**. Also in 2022, thanks to the 'Integration' project, a **specialist street unit** worked on actions aimed at harm reduction and engaging homeless people with alcohol and substance addiction problems.



“ On the street, without friends, one dies of loneliness. If one person takes an interest in you, everything already changes. Paola ”

TYPE OF SERVICE	STAFF	COMMISSION
3 STREET UNITS - MILAN, ROME, BACOLI (NA) 1 ON-CALL INTERVENTION - MILAN 1 'INTEGRATION' PROJECT - MILAN	PART TIME SOCIAL WORKERS 164 VOLUNTEERS	MUNICIPALITY OF MILAN OTHER SOCIAL BODIES

Temporary shelters



Sociality and protection: two essential needs for homeless people. Progetto Arca supports the activities of the Il **Viandante day centre** in Varese, a place for listening and socialising, and manages the **Piccolo Rifugio** in Milan, an emergency night shelter in support of the Street Units, open all year round and with greater intensity in the winter months, the most dramatic for those who live below zero, without shelter. The services are both **spaces of respite from life on the street**, which also fulfil the role fundamental role as a **bridge to more structured care and shelter**.

TYPE OF SERVICE	STAFF	COMMITTENZA
 1 NIGHT CENTRE - MILAN 1 DAY CENTRE - VARESE	2 SOCIAL WORKERS PART-TIME EDUCATORS PART-TIME DOCTORS/ NURSES	MUNICIPALITY OF MILAN AND VARESE

Hub 126 for social emergencies

On 23 November 2022, in one of the tunnels under the Milan Central Station, the Hub 126 was inaugurated for social emergencies. **Versatility** is the watchword: intended, in the first months of the year and in another place, to **activities of orientation and reception of Ukrainian refugees**, in the emergency it has become a **pole of engagement for homeless people** who here can have, in addition to the **listening desk**, a **hairdresser** and a **social wardrobe**.

The idea that every path of inclusion has the care of oneself as a starting point, fundamental element for **self-esteem** and social relations, has generated this experimentation. From November 2022 in Via Sarmartini 126 the space, of 336 sqm., was made available and renovated thanks to Fondazione Fiera Milano.

“ I have been a hairdresser for 40 years but due to a health problem I could not stand and had to close the shop. Then the savings ran out and the eviction notice came. I slept in my car, in the dormitory, but I never threw myself out. Here at the Hub I went back to my job, which I do with the satisfaction of giving moments of beauty that help people feel better and love each themselves better. While I cut hair, I often tell my story. I hope it can help those who are in a difficult time to find some strength not to stop looking forward.

Emilio



Health

Comfort \ Care \ Rehabilitation



THE VALUE OF OUR INTERVENTION

Health is a right for all

Homelessness often precludes access to health care. Our daily commitment is to restore **the right to health** to the most vulnerable citizens, guaranteeing shelter, care, rehabilitation and prevention paths.

Relationship professionals

We are never alone in our illness

or the difficulty we are going through. Listening, support, empathy are an integral part of the work of our medical and nursing teams.

The value of self-care

The Post Acute Department for Homeless is much more than a therapeutic place, it is a **home** where people, once again feeling protected, begin to take **care of themselves** after a long time.

Never on the street again

The care of the guest is global and the health care stay is part of a broader project aimed at guaranteeing the **continuation of the rehabilitation process** after discharge.



EXPLORE OUR POST ACUTE FOR HOMELESS DEPARTMENT (RADIO 24 PROGRAM)

Input



52%
COVERAGE THANKS TO INSTITUTIONAL REVENUES

48%
COVERAGE THANKS TO REVENUES FROM FUNDRAISING

4	SOCIO-MEDICAL DEPARTMENTS AND AMBULATORS
27.112	STAFF HOURS RETRIBUTED
84	VOLUNTEER HOURS
1.260	HOURS OF CIVIL SERVICE, CURRICULAR TRAINEESHIPS AND SOCIALLY USEFUL WORK
€ 37.167	VALORISATION OF DONATIONS: IN KIND, FOOD AND OTHER BASIC NECESSITIES

Activities

18.329
HOURS OF HEALTHCARE

618
HOURS OF SOCIAL ASSISTANCE

1.286
MEDICAL CHECK-UPS

796
CLOTHES

444
HYGIENIC KITS

20.134
MEALS

Output

946
BENEFICIARIES

6.753
DAYS OF HOSPITALISATION

Effects



7% HOUSING AUTONOMY

83% CONTINUE THE REHABILITATION PROCESS

10% ORIENTED TOWARDS COMMUNITY SERVICES

ECONOMIC VALORISATION OF SOCIAL IMPACT

€ 1.025.460
ECONOMIC VALUE SUSTAINED

€ 2.170.204
ECONOMIC VALUE GENERATED

x 2,1
MULTIPLIER OF SOCIAL RETURN

The Social and Health Care Selection Units



The complexity of the living conditions of homeless people, often addicted to alcohol and substances and suffering from serious pathologies, requires a dedicated time and place of **attention and accompaniment**. Within an **active listening relationship**, which puts the person in the position of feeling welcomed and being able to trust, the Reception Selection Unit identifies the intervention solution that best corresponds to the specific needs of the individual. **Orientation to specialist services** and **reception in protected facilities** are the starting point for building health, rights and social inclusion pathways.



“ If no one listens to me, what can I do? I am too weak to change myself. Mario ”



Socio-healthcare reception



Progetto Arca responds to one of the main fragilities of homeless people, the health one, through the **outpatient clinics of its reception centres** and the **Post Acute for Homeless Department** that welcomes those who, having been discharged from hospital, have no home and need a **protected and therapeutic place** where they can convalesce. If in-patients, often with multiple and chronic illnesses, were to return directly to the street, they would be exposed to inevitable relapses and new hospitalisations. The medical and nursing staff work in teams with the social component of the staff and the territorial services to guarantee, after discharge, the **continuity of the rehabilitation pathway** in the most suitable facility.

“Life on the street took away my love for myself and I ended up to the intensive care unit. Today I am cured because those who took me remind me every day how valuable I am. Rosy”

TYPE OF SERVICE	STAFF	COMMISSION
 1 POST ACUTE DEPARTMENT FOR HOMELESSSES - MILANO	6 NURSES 2 DOCTORS 1 SOCIAL WORKER 5 OSS 16 VOLUNTEERS	LOMBARDY REGION ATS MILAN MUNICIPALITY OF MILAN

The health of women and their children

Women and children are the most vulnerable in emergencies and conflicts. That is why, in the Centres of Extraordinary Reception of the Foundation, special attention is dedicated to their well-being. Mothers are cared for by midwives, both in-house and from local health advisory centres, throughout the **pregnancy** and the puerperium period. The health programme also focuses on **prevention**, with screening activities and vaccination awareness, **sexuality education, aware motherhood** and **parenting support**, thanks to involvement of cultural mediators and psychologists. The objective is spreading the value of prevention and protection, support guests in protecting their health and that of their children, promote their health and that of their children, promote knowledge of the services of the health system and facilitate autonomous access to them.

“My name is Confort, June saw the birth of my baby girl, Jessica. During my pregnancy the centre workers always accompanied me to the health advisory centre where I used to met the midwife who explained how the baby was growing inside me, what would happen during delivery and how I should behave afterwards. The nice thing about these meetings was that with me there were also other girls and an operator who translated everything to me. After childbirth, in addition to the fact that i could always confront myself with the in-house medical staff, we had lessons on infant massage. I understood, in this way, how to take care of Jessica by entering into a relationship with her. Even though my family is so far away I never felt lonely.”

Confort



Reception facilities

Protection \ Relationship \ Project



THE VALUE OF OUR INTERVENTION

New rhythms of life

The **return to rhythms of life** marked by sleeping, waking, eating proper nutrition, time for self-care, moments of recreation, time to plan for the future, is the first step to **rebirth**.

The person is an indispensable value

Valuing the resources and also the limitations of people, rededicating them to their own **aspirations in life**, is the look with which we welcome our guests.

The quality of the environment

Beauty opens and broadens the horizons of human consciousness. Living in a comfortable, clean and harmonious way produces a beneficial shock with respect to street life that helps guests feel **deserving of beauty** and, therefore of a **new chance**.



WHERE IS HOME?
LISTEN TO
OUR PODCAST
"COSÌ VICINI"
EPISODE 1

Input



81%
COVERAGE THANKS TO INSTITUTIONAL REVENUES

19%
COVERAGE THANKS TO REVENUES FROM FUNDRAISING

13	SHELTERS
25	APARTMENTS
132.136	STAFF HOURS RETRIBUTED
11.484	VOLUNTEER HOURS
11.340	COMMUNITY SERVICE HOURS AND CURRICULAR PLACEMENTS
€ 652.491	VALORISATION OF DONATIONS: IN KIND, FOOD AND OTHER BASIC NECESSITIES

Activities

25.135 HOURS OF HEALTHCARE	5.390 HOURS OF SOCIAL ASSISTANCE	14.354 HOURS OF EDUCATIONAL ASSISTANCE	3.080 MEDICAL VISITS	1.631 HOURS OF CULTURAL MEDIATION
4.088 HOURS OF PSYCHOLOGICAL ASSISTANCE	750 HOURS OF LEGAL ASSISTANCE	35.398 CLOTHES	5.334 HYGIENIC KITS	717.735 MEALS

Output

10.463 BENEFICIARIES	264.080 DAYS OF HOSPITALISATION
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Effects



55% HOUSING AUTONOMY

39% CONTINUE THE REHABILITATION PROCESS

6% ORIENTED TOWARDS COMMUNITY SERVICES

ECONOMIC VALORISATION OF SOCIAL IMPACT

€ 8.977.769
ECONOMIC VALUE SUSTAINED

€ 14.534.355
ECONOMIC VALUE GENERATED

x 1,6
MULTIPLIER OF SOCIAL RETURN

The reception of homeless people

BENEFICIARIES 697	HOSTING DAYS 61.116	DISCHARGED 541	HOUSING AUTONOMY 22%	CONTINUING REHABILITATION 49%	ORIENTED TOWARDS COMMUNITY SERVICES 29%
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Progetto Arca accommodates homeless due to eviction, loss of work, family break-up, addiction, psychiatric fragility. In the highly receptive residential centre receptivity, in addition to the **satisfaction of primary and health needs**, the assistance of a **multidisciplinary team** is guaranteed and ensures **specific accompaniment** to each person or family unit.

The micro-communities host people further along the path to autonomy, already able to actively participate in the management of spaces and living together and, often, engaged in **working activities or training for work**. The centres emergency reception centres accommodate, for a few nights, **people waiting for a stable housing solution**.



“ *On the street I was so emaciated and dirty that when I looked in the mirror after my first shower in the reception centre, I no longer recognised myself. It was shocking to feel accepted even as I was before.* **Marcello** ”

TYPE OF SERVICE	STAFF	COMMISSION
<ul style="list-style-type: none"> 1 LARGE RECEPTION CENTRE - MILAN 2 MICRO COMMUNITIES - MILAN 2 EMERGENCY RECEPTION SERVICES - MILAN 	<ul style="list-style-type: none"> SOCIAL WORKERS 4 EDUCATORS 6 OSS 9 SOCIAL WORKERS PART TIME: FINANCIAL EDUCATOR CULTURAL MEDIATOR DOCTORS/NURSES PSYCHOLOGIST LEGAL ADVISER 25 VOLUNTEERS 	MUNICIPALITY OF MILAN

The reception of people with addiction problems



The history of Progetto Arca began with services for drug addicts and has evolved over time, **giving chain responses to all related problems**. The night centre accommodates **people still active in the problem** while the two residential services accommodate **people who choose to embark on a course of treatment** supported by interviews, support for de-addiction and the **construction of a rehabilitation project**. The entire pathway is supported by the educational team in continuous collaboration with the local addiction services (Ser.D, NOA, SMI public and private social services) and aims to allow the continuation of the project for the purposes of the **person's overall rehabilitation**.

TYPE OF SERVICE	STAFF	COMMISSION
 2 RESIDENTIAL RECEPTION CENTRES - MILAN 1 OVERNIGHT RECEPTION CENTRE - MILAN	7 EDUCATORS 9 SOCIAL WORKERS 5 VOLUNTEERS	LOMBARDY REGION ATS MILAN

The reception of migrants and lone minors



In 2022, Progetto Arca managed, in continuity with past years, one Extraordinary Reception Centre for men only and one for women with children. In response to the humanitarian emergency caused by the war in Ukraine, **three new reception services were also opened** dedicated mostly to **mothers with children**. The centres offer, in addition to meeting basic needs, assistance health care, socio-psychological and parenting support, legal orientation, support bureaucratic support, Italian language teaching up to vocational training courses. In 2022 the Foundation also structured the reception service for foreign adolescents that was launched, in emergency, in 2021. The service allows the continuation of studies, Italian schooling, psychological support, if necessary, and accompaniment to **placement in communities for minors**.



“ *I will never be able to hug my mother again, my brothers have been killed. My hunger for life has brought me here and with your help I can rebuild my lost home. Ismail* ”

TYPE OF SERVICE	STAFF	COMMISSION
 1 EXTRAORDINARY RECEPTION CENTRE MIGRANTS WOMEN AND CHILDREN - MILAN 1 EXTRAORDINARY RECEPTION CENTRE MALE MIGRANTS - MILAN 3 EXTRAORDINARY RECEPTION CENTRES MIGRANT FAMILIES - MILAN 1 RECEPTION CENTRE FOR UNACCOMPANIED MINORS - MILAN	2 SOCIAL WORKERS 2 EDUCATORS 4 DOCTORS/NURSES 29 SOCIAL WORKERS 2 ITALIAN TEACHERS 1 CULTURAL MEDIATOR 1 PSYCHOLOGIST 1 LEGAL ADVISER 70 VOLUNTEERS	PREFECTURE OF MILAN MUNICIPALITY OF MILAN

The Reception and Integration System



The Reception and Integration System (SAI), reserved for holders of international protection, is a second reception route that aims to achieve social, economic and housing autonomy within 6 to 12 months of entry. Italian language courses, legal counselling, psychological support, vocational guidance and support in the search for work and autonomous housing solutions are the main services that make up the educational project, defined with each guest. In 2022 we abandoned reception in collective facilities by switching to widespread accommodation in flats. This has allowed an even more effective educational accompaniment oriented towards autonomy and integration.

TYPE OF SERVICE	STAFF	COMMISSION
 25 APARTMENTS - MILAN	2 EDUCATORS 9 SOCIAL WORKERS 2 CULTURAL MEDIATORS 1 ITALIAN TEACHER LEGAL ADVISER PART TIME 12 VOLUNTEERS	MUNICIPALITY OF MILAN

Ukraine emergency: reception in Milan

Since the first days after the outbreak of war, in February 2022, Progetto Arca, together with the Milanese institutions, provided initial orientation for refugees who arrived in the city. Through the special Hub near Milan's Central Station, 7,673 refugees were listened to, oriented and accompanied to the reception services for 7,673 people, mainly women and children. In agreement with the Prefecture and municipal administrations, in Milan, Opera and Corsico, three extraordinary accommodation had been requalified and open. Ukrainian-speaking operators helped the guests to regularise their legal position, access healthcare or psychological support. In addition to the minors' school inclusion and courses to learn Italian, those who chose to stay in our country were offered support in finding employment and housing solutions.

“ In Mariupol I saw hell. Violence, blood, mountains of rubble everywhere. The bombs were falling every five minutes. We were without food, water and light. We drank snow. Before the city was completely surrounded, I managed to escape in time. My mother, however, did not want to come with me and for two months I had no news of her. Her house was gutted by bombs and I wonder how she will resist there next winter. Today Mariupol no longer exists. It's a pain I have to deal with every day. But now it is not the time to cry, I have to think about how to rebuild my life.

Anna



Home

Responsability
Perspective \ Freedom



THE VALUE OF OUR INTERVENTION

Home as an inalienable right

Home is an inalienable right of every person as it defines their **identity** and generates the **protection** necessary for the **quality** and stability of life. This is the generative idea of the **Housing First** model, which has been applied for years.

Autonomy, freedom and responsibility

Living in a house allows the guest to regain his or her own **intimacy** in the management of space and time, and the lost **freedom**. Dwelling trains to **empowerment** and to **care of oneself** and one's environment.

Design

The stability offered by living one's own space, generating wellbeing and health, facilitates the **introspective dimension and planning**, generating readiness for **change** and new behaviours.

Work

Home is the pillar on which to build the path towards **labour integration**, which is impossible to address by living in the street.



IN SEARCH OF SELF.
LISTEN TO
OUR PODCAST
"COSÌ VICINI"
EPISODE 3

Input



52%
COVERAGE THANKS
TO INSTITUTIONAL
REVENUES

48%
COVERAGE THANKS
TO REVENUES FROM
FUNDRAISING

95	APARTMENTS
26.654	STAFF HOURS RETRIBUTED
320	VOLUNTEER HOURS
€ 12.389	VALORISATION OF DONATIONS: IN KIND, FOOD AND OTHER BASIC NECESSITIES

Activities

601 HOURS OF HEALTHCARE	1.325 HOURS OF SOCIAL ASSISTANCE	5.668 HOURS OF EDUCATIONAL ASSISTANCE	365 HOURS OF CULTURAL MEDIATION
122 HOURS OF PSYCHOLOGICAL ASSISTANCE	499 CLOTHES	136 HYGIENIC KITS	96.036 MEALS

Output

376
BENEFICIARIES

80.510
DAYS OF
HOSPITALISATION

Effects



RESULTS OUT OF
165
DISCHARGED

86% HOUSING
AUTONOMY

12% CONTINUE THE
REHABILITATION
PROCESS

2% ORIENTED
TOWARDS
COMMUNITY
SERVICES

ECONOMIC VALORISATION
OF SOCIAL IMPACT

€ 1.755.396
ECONOMIC VALUE SUSTAINED

€ 2.732.053
ECONOMIC VALUE GENERATED

x 1,6
MULTIPLIER OF
SOCIAL RETURN

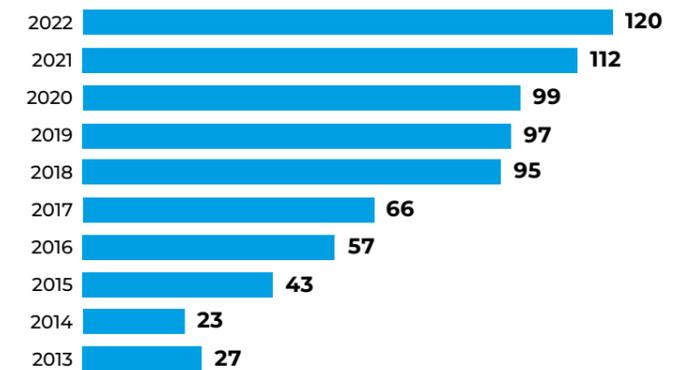
The Social Housing Strategy

The three-year strategic objectives of the Board of Directors include, with great incisiveness, the **desire to develop Housing interventions** that combine reception and assistance with **housing**, which allows people to **face the world of work** with security and serenity. On these **two pillars, home and work**, Progetto Arca has focused much of its efforts **in recent years**, putting resources into **finding housing**.

All of this is done through:

- calls for the use of municipally owned premises or ALER property;
- calls for the use of housing requisitioned to organised crime;
- purchase of new buildings;
- rent on the free market;
- gratuitous loans for use;
- testamentary legacies.

INCREASE IN THE NUMBER
OF SOCIAL HOUSING OVER THE LAST 10 YEARS



“ Marthin arrived in Italy, and was hosted by Progetto Arca, found work and had the courage to take out a mortgage to buy the house where he now lives with his reunited family. This first story has been an inspiration to many other young people who, after having managed to rise upstream from war, poverty from the contempt of others, have experienced the pride of a home of their own. In order to help multiply these stories, we support those who are facing economic autonomy, in the search for the best housing solution, supporting those in the conditions to buy a house, in the choice of a mortgage and notary fees. The urgency of increasing every year the number of flats to be allocated to Housing led us to seize the opportunity of the Superbonus 110% to renovate new properties that will help us to return to the community people and families able to take take charge of their lives and bring good fruits.

Laura Nurzia, Vicepresidente



Housing for families in difficulty



Social housing intended for families is designed to respond to different housing needs: **co-housing** for mother-child families, **temporary hospitality** for families evicted for innocent arrears, **housing education** for Roma families leaving camps, **independent housing projects** for low-income families who are unable to access housing solutions on the free market. The reception, **from 6 to 18 months**, free of charge or, if possible, with a contribution to expenses, is integrated into a broader project of **support towards autonomy implemented** by a **multidisciplinary team**: starting a savings plan, job search or professional courses, building positive relationships with the neighbourhood.

“ My family had broken up: my mother was living with an uncle, my brother at an acquaintance's, my father on the street and me in a foster home. Never has there been such joy to find us all together at the dinner table in the evening. Sabrina ”

Housing for homeless people



Progetto Arca accommodates people in individual or shared flats, with the aim of to support them in the **valorisation of their own resources** in a process of **progressive regaining** of **autonomy** and **psychophysical well-being**. Some flats are dedicated to welcoming people who, **living on the street with their dogs**, had given up their place in the dormitories in order not to be separated from them. The reference model is **Housing First** which, by breaking down the idea of the long between street life and the flat (pavement-dormitory-community-home), sees the **home as the starting point**, and not the end point, towards social inclusion. A multidisciplinary team defines an **individualised project** with each guest: management of the home, access to services in the territory, savings plan, training and work.



TYPE OF SERVICE	STAFF	COMMISSION
 <p>35 FLATS FOR SINGLE HOUSING - MILAN, ROME 60 FLATS FOR FAMILY HOUSING - MILAN, GENOA</p>	<p>2 SOCIAL WORKERS 11 EDUCATORS 2 SOCIAL WORKERS 26 VOLUNTEERS</p> <p>PART TIME: FINANCIAL EDUCATOR DOG EDUCATOR CULTURAL MEDIATOR DOCTORS/NURSES PSYCHOLOGIST LEGAL ADVISER</p>	<p>MUNICIPALITY OF MILAN MUNICIPALITY OF ROME MUNICIPALITY OF GENOA</p>

Food

Well-being \ Relationship
Nutrition education



THE VALUE OF OUR INTERVENTION

Well-being

By solving the primary urge to survive, we create the conditions so that people can **take charge of their own lives** (home, work, care of children) by listening to their deepest aspirations.

Relationship

In the choice and delivery of food, especially in social market and canteens, a valuable opportunity for **relationship**, on which to build subsequent **paths of integration**.

Food education

Dietary support is a primary tool of **education** to consider food not only as filling but as an opportunity **to take care of oneself** and of one's family, choosing the most appropriate **nourishment**.



BETWEEN NEEDS
AND DESIRES.
LISTEN TO
OUR PODCAST
"COSÌ VICINI"
EPISODE 2

Input



34%
COVERAGE THANKS TO INSTITUTIONAL REVENUES

66%
COVERAGE THANKS TO REVENUES FROM FUNDRAISING

8	HEADQUARTERS OF SOCIAL MARKET
8	LOGISTIC LOCATIONS
4.719	STAFF HOURS RETRIBUTED
12.529	VOLUNTEER HOURS
€ 916.792	VALORISATION OF DONATIONS IN KIND FOOD AND OTHER BASIC NECESSITIES

Activities

18.438
FOOD PARCELS

1.310.260
MEALS

11.203
FOOD BAGS

Output

13.551
BENEFICIARIES

2.967
FAMILIES SUPPORTED WITH FOOD PARCELS OR FOOD BAGS

Effects

ECONOMIC VALORISATION OF SOCIAL IMPACT

€ 1.748.882
ECONOMIC VALUE SUSTAINED

€ 9.146.789
ECONOMIC VALUE GENERATED

x 5,2
MULTIPLIER OF SOCIAL RETURN

Social markets and the shopping of the day



The eight Social Markets and the Shopping of the Day service are relevant opportunities **to fight food poverty** and **provide proximity for families in need** who are facing socioeconomic difficulties. Social markets materially **help families** who do their **shopping for free**, choosing dry and fresh products on the shelf. This method, **restoring the dignity** of the gesture, allows operators and volunteers to establish a **relationship of trust**, accompanying the groups in **food education** and guiding them to the most appropriate services. The Shopping of the Day service, created in Milan to strengthen food support for the most fragile families, delivers a **weekly bag of fresh food**, coming from the system for **collecting and distributing surpluses**.



“ *I had the problem of what to feed my children and I found much higher answers: I am now being looked after by social services and am attending a course to become a cook's helper. I've discovered that I'm very good at it!* Luisa ”

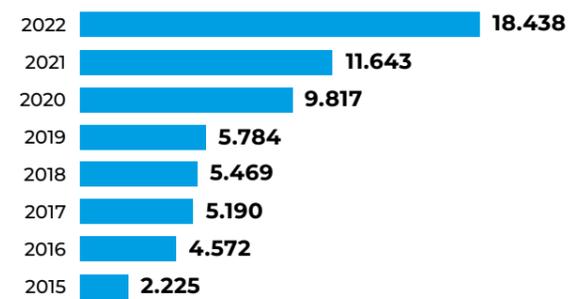
TYPE OF SERVICE	STAFF	COMMISSION
 <ul style="list-style-type: none"> 8 SOCIAL MARKET: 3 MILAN 1 ROZZANO (MI) 1 VARESE 1 ROME 1 BACOLI (NA) 1 BARI 	<ul style="list-style-type: none"> 1 EDUCATOR 2 SOCIAL WORKERS 15 VOLUNTEERS 	<ul style="list-style-type: none"> PARTNERSHIPS WITH LOCAL COMPANIES

Food parcels



To face the Covid-19 social emergency, since 2021 Progetto Arca has **intensified its support** towards families in need, through the monthly supply of **food parcels**. Thanks to the solidarity of **citizens, companies and foundations**, the help of **volunteers** and partnerships with **local authorities**, the Foundation has reached the most vulnerable families in the country by supporting them with **primary goods**. The parcels contain **food and household hygiene products**. In eight cities early **childhood kits** were also distributed.

INCREASED NUMBER OF FOOD PARCELS



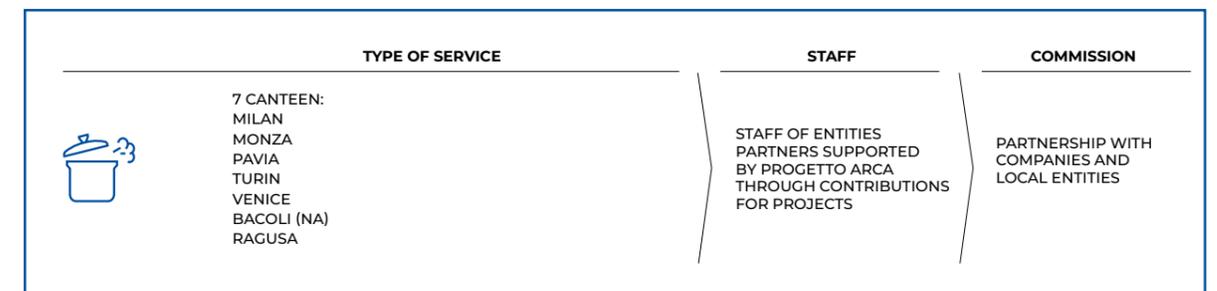
The canteens



With food packages, the Foundation reaches **families in poverty** at home. With financial support to non-profit organizations or ecclesiastical institutes, which manage public canteens, Progetto Arca **reaches people on the street** on the national territory. 2022 was dedicated to **strengthening interregional networks**, choosing the entities closest to the mission of Progetto Arca and more reliable with respect to the proper use of the contributions provided.



“ We need the support of Progetto Arca to respond energetically to the many people I let them in, smile and give thanks for not being alone in facing so much poverty. Padre Claudio ”



Mobile Kitchens

BENEFICIARIES **3.095** MOBILE KITCHEN EXITS **949** ITALIAN CITIES **8** MEALS **235.686**

Responding to the most urgent social needs is the guiding principle of Progetto Arca's Street Units and which generated the idea of the Mobile Kitchen. The service was tested in 2020 in **Milan**, as an experimental project to counter the closure of soup kitchens due to the pandemic. In 2021, the Mobile Kitchen also reached **Turin** and **Varese**, in 2022 it arrived in **Padua, Rome, Naples, Bacoli (NA) and Bari**.

The distribution of **breakfasts and hot meals**, by operators and volunteers, is supported by a network of companies and foundations. The intervention not only guarantees the fundamental human right to a complete, hot meal but also a **relationship and listening service**. Indispensable to intercept hidden needs.



“ For five years I have been volunteering with Progetto Arca, in Rome. First in Street Unit and now with the Mobile Day Kitchen in Piazza di Prima Porta, on the Cassia. I live nearby and when I arrive I already find many people in the queue, some unsuspected who had never asked for help before. We volunteers never ask anything, but if someone wants to tell us about their difficulties, we are ready to listen. By now we all know each other, the atmosphere is friendly and there is also time to joke, as with a man who calls me 'doctor'. With the Mobile Kitchen we don't just offer a meal, we meet those in need with all the delicacy and dignity they need.

Marcella



International Projects

Fighting poverty
Reducing inequalities
Sustainable development



THE VALUE OF OUR INTERVENTION

First aid has no borders

The mission of Progetto Arca is to respond to social need **promptly** and in any territory. In 2022 we have intensified our intervention in **international development** contexts and **humanitarian emergencies**.

Zero Hunger

Through food support we contribute to fighting world hunger, malnutrition and worsening social isolation. **Food** is a means to promote the **inclusion** of people in a condition of conditions of extreme marginality.

Reciprocity with the rest of the world

Networking and project exchange with local project exchange with local partners makes it possible to offer support to the needs of fragile communities around the world, **ensuring a continuous and proximity presence**.

Sustainability

Drawing on the expertise of **local partners**, rooted in the territories, we guarantee an intervention sustainable impact in the long **sustainable impact**, triggering processes of growth and continuous improvement in the entities and the community.



UKRAINE, OUR AID TO DISPLACED PERSONS OF WAR. WATCH THE VIDEO



Input



100%
COVERAGE THANKS
TO REVENUES FROM
FUNDRAISING

1.455	STAFF HOURS RETRIBUTED
714	VOLUNTEER HOURS
€ 1.080.467	VALORISATION OF FOOD DONATIONS

Activities

14.640
FOOD PARCELS

23.800
CLOTHES

180.578
HYGIENE PRODUCTS

1.506.209
MEALS

Output

26.250
BENEFICIARIES

151.243
AID OPERATIONS

Effects

ECONOMIC VALORISATION
OF SOCIAL IMPACT

€ 1.070.591
ECONOMIC VALUE SUSTAINED

€ 7.330.028
ECONOMIC VALUE GENERATED

x
6,8
MULTIPLIER OF
SOCIAL RETURN

Food support abroad

BENEFICIARIES	LATIN AMERICAN COUNTRIES	ASIAN COUNTRIES	MEALS
3.740	3	2	894.600

Also in 2022, food support will be at the heart of international projects, in collaboration with local humanitarian organizations. In **Argentina**, with Asociación aïme nendive, a soup kitchen was supported. In **Venezuela**, with Asociación trabajo y persona and in **Brazil**, with the Escola agrícola rainha dos apóstolos, Progetto Arca contributed to food days of students at risk of malnutrition. In **India**, with the Seva Kendra Calcutta Association, food parcels were distributed to families and a bakery was opened to feed homeless people in one of the city's poorest slums. In **Cambodia**, with the NGO Let us create futures, 14,640 food aid was offered to vulnerable families and children.



“

There is no greater joy than feeling united with people from distant worlds who, trusting in our stubborn smile and our dogged faith in life, allow us to change the course of many existences. Vajolet

”

Support for Ukraine at war



On 28 February 2022, in partnership with REMAR Romania Asociația Nisi, and REMAR Italy, the Progetto Arca left from Milan with the **first convoy formed by five vans**, to bring food and humanitarian aid to Ukrainians citizens fleeing the war. In 2022 we responded to the Ukraine emergency with:



- **setting up a reception camp in Siret**, Romania, close to the Ukrainian border, for refugee women and children, where food and life-saving goods were distributed and where **500 beds were also set** in a gym, granted by the municipal authorities;
- logistical procedures to **facilitate travel** and family reunification of refugees in other European countries;
- opening of three **canteens** in Chernivtsi, Oradea, and Mostyska, for war evacuees;
- opening, in Chernivtsi, of a social **wardrobe**, a **health clinic**, and a **space for mothers with children**;
- distribution of weekly **food parcels** in several places;
- sending 25 trucks of humanitarian aids to refugee camps in Warsaw and Poznan, Poland;
- launch of the **“Emergency Initiative to support the Ukrainian population”** project, funded by the Italian Agency for Development Cooperation - food assistance and protection of the health of minors.



“ The border soon became our second home: it welcomed us in the morning in the bitter cold, and it greeted us in the evening illuminated by the headlights. I remember how, in those days, I received so many messages from Italy: they were relatives and friends of refugees who were trying to leave Ukraine and wanted someone to help them once they crossed the border. I had downloaded the Progetto Arca logo onto my phone and was sending it to these people, still stuck in the long queues at borders, with the message: “when you pass, look for this symbol. We’re here waiting for you”. I cannot say how many people ran up to us to thanking and hugging us. They didn’t know us yet, but the mere fact of being there, ready to welcome them, had for them an inestimable value.

Simone



Cross services



The transversal services are all services through which the Foundation can ensure the proper functioning of its reception facilities, the quality of living of its guests, and prompt intervention in case of emergencies.

THE WAREHOUSES

The Progetto Arca warehouses are **the core** of various ordinary and extraordinary activities of the Foundation. **Collection, storage, and sorting hubs**, where they all collect purchases and donations

of goods intended for the proper functioning of reception facilities and care of guests. Every month this is where **food parcels** are prepared for families in need and **hygiene kits** are distributed by the Road Units. In recent years warehouses have also become the logistical and operational base for the aid shipments that the Foundation organizes, drawing on its **Emergency Fund, in response to humanitarian crises.**



THE KITCHEN

Attention to guest also passes through **the care of a meal that makes them feel welcomed.** Respect for **food traditions** and **ethical-religious choices**, and the nutritional needs of those in need of **personalized diets** (pregnant women, elderly people suffering from particular diseases, people with allergies or intolerances) are the main ingredients of breakfasts, lunches, and dinners served by the Foundation in its facilities. The Progetto Arca kitchen also promotes the social and **occupational inclusion of disadvantaged people** through the training and support of qualified personnel.



THE LAUNDRY

The laundry allows **weekly change of guests' bed linen and towels**, as well as, the **seasonal renewal** of blankets, duvets, and bedspreads and the **washing of clothes donated to the wardrobe.** Organized with professional washing machines, tumble dryers, and ironing machines, this service allows us to offer each guest, everything they **need to feel welcomed** and respected in primary needs, an essential condition to return **to take care of yourself.**



THE WARDROBE

Every year the wardrobe guarantees **three complete changes of dress per season for every guest** welcomed by the Foundation. Thanks to the solidarity of citizens and companies, about **80% of the clothing are the result of donations**, while shoes and underwear are purchased directly by Progetto Arca. The wardrobe also provides for extraordinary requests from reception centers: birth bags, nursery school sets, suitcases with everything needed for hospital admissions.



CLEANING

The **quality of living** in the Foundation's reception facilities is guaranteed by **daily cleaning** services carried out by staff, often in **work reintegration** and involved in **specific training.** The sanitation **protocols**, introduced with the pandemic, have become a consolidated practice in all areas, focusing on those of greater use, such as toilets, canteens, and infirmaries.



MAINTENANCE AND RENOVATIONS

The frequent rotation of spaces and the implementation of new structures, used for the different services, require the Foundation to carry out constant **ordinary maintenance work**, to keep the reception areas decent. It is also necessary to renovate apartments and buildings for new use to adapt them to the housing needs of the various offering units. In particular, to cope with the Ukraine emergency, two structures in Milan and one in Corsica have been entirely renovated and used to welcome women and children who are war refugees.



Economic resources



WHY PROGETTO ARCA RAISES FUNDS

The donations collected from people, companies, and distributors support the mission and work of Progetto Arca allowing:

- the **continuity of projects and services** whose costs are not fully covered by institutions;
- financial support for **start-ups and innovative projects** for which the Foundation identifies the needs thanks to its field observatory;
- the creation of an **Emergency Fund**, essential to ensure a timely humanitarian response to dramatic, non-programmable events such as wars, earthquakes, and disasters.

Having **continuous donations** allows us **to plan** long-term interventions and manage them in the most effective and sustainable way.

You can find out about all the ways of support for Progetto Arca on page 113 of this Social Report.



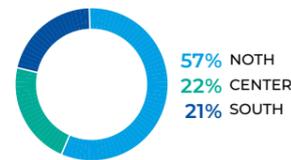
Who our donors are

People, companies and provision entities are the vital force of Progetto Arca, the essential resources for its work. Thanks to their support, the Foundation is able to give continuity to its services, start **new projects**, expand its intervention area and answer to humanitarian disaster with **timely actions**, drawing from **Fondo Emergenze**.

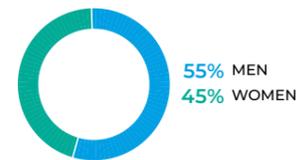
Individual donors

In 2022, over 180.000 people supported Progetto Arca with little and large donations, one-off and regular, with the 5x1000 of the tax return, answering with and SMS at the television appeal or even with a bequest. The humanitarian action of Progetto Arca for the **Ukrainian emergency** ignited solidarity of many donors and approached new categories of supporters. At Italian level, **street assistance** and **food support** projects were the most supported by donors that identify the Foundation as a reality capable of offering concrete responses to the most urgent social needs.

GEOGRAPHICAL ORIGIN



COMPOSITION



“ I’m 77 years old and I keep dreaming of a fairer world where everybody feels the need to limit the superfluous to help who doesn’t even have the minimum to live. To do my part with you makes me feel part of something bigger. ”
 Rosanna, donatrice di Progetto Arca



Major Donors and bequests

Between the individual’s donors, there are 206 people who contributed to Progetto Arca activities with major donations, renewing their support several times during the year. **Hospitality, food support and healthcare** are the projects closer to the hearts of major donors, prompt in responding with great solidarity also at international emergencies. In 2022 there were 160 people who have asked to receive the information guide on bequests and there was an increase in **life insurance policies** in favor of Progetto Arca.



Foundations

In 2022 Progetto Arca was able to count on the indispensable contribution of 18 important **banking, business and religious foundations**. Extraordinary was the momentum in supporting the help response in favor of **Ukrainian** population, but also have attracted interest in projects aimed to face the social consequences of the **pandemic** and the economic repercussions of the war, first of all food support interventions. Compared to 2021, the fundraising activity from foundations recorded a **growth of 30%**.



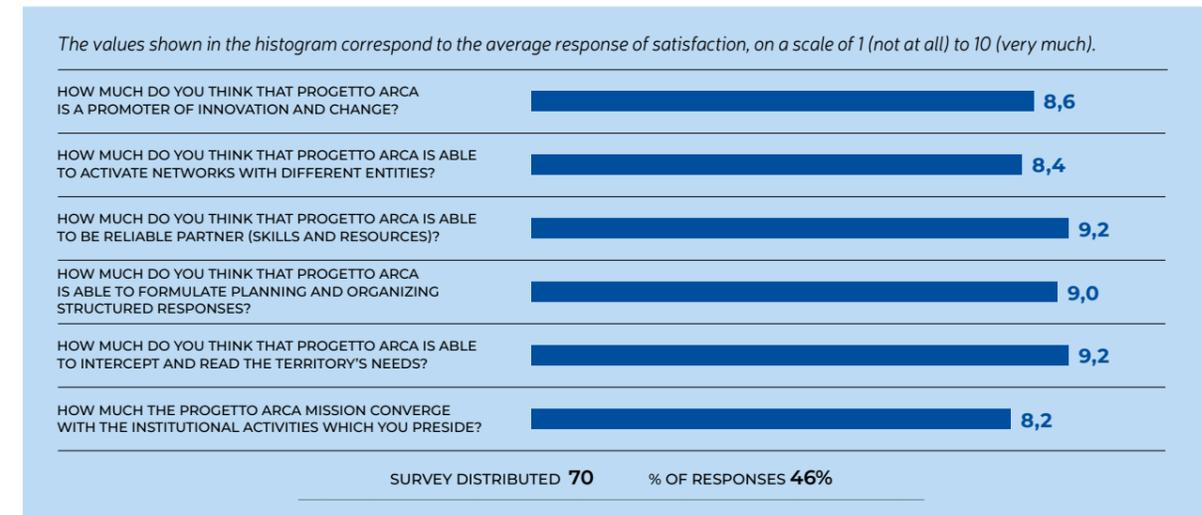
Companies

2022 also saw an interesting growth in the number of companies that supported Progetto Arca. Opposite of 51 in 2022, 79 medium and large companies have significantly supported the work of the Foundation in response to the **Ukraine emergency**, in the **opening of new social markets** and in launching **mobile kitchens in new cities**. 21 companies also participated in **corporate volunteering** initiatives involving more than 490 employees. Also, **donations of good** grew strongly, many of which were aimed to convey humanitarian aid for Ukraine and for the facilities for the reception of refugees.



Customer Satisfaction

For the first time, in 2022, a customer satisfaction survey was issued to the companies and provision entities, in order to test the quality of the relationship of trust and to trigger profitable exchanges for continuous improvement of the relationship. The values reported in the histogram correspond to the average satisfaction response, on a scale between 1 (not at all) and 10 (very much).



Fundraising tools

7.065

NEW REGULAR
DONORS

Face to face fundraisers

Recognizable from badge and white and blue vest, the fundraisers are the face of Progetto Arca in the main Italian cities: they spread the mission, they raise awareness on the issues in which it is involved and **motivate new people to become regular donators**. Fundraising face to face stations were hosted at **Milan Linate and Malpensa airports**. Today, the fundraiser team are present in Lombardy, Liguria, Piedmont, Veneto, Tuscany, Latium, Abruzzo, Campania, Puglia and Sicily.

5.003.667

LETTERS SENT

145.165

DONATIONS

Direct Mailing

There are over 110,000 updates and fundraiser letters sent to **loyal donators**. In fact, direct mailing, represents one of the main channels used by Progetto Arca to communicate with supporters and reach new ones. Every letter is accompanied by postal order that, also in 2022, confirm itself as one of the preferred donation methods, increasingly supported by bank transfers. Fundraising letters also remain an excellent channel for the acquisition of one-time donators.

Digital fundraising

The membership of those who chose to become a Progetto Arca donor are also collected through campaigns of digital fundraising that integrate **donation landing pages, automated dem cycles and social advertising campaigns**. The main collection campaign funds conveyed via digital channels of 2022 was **#EmergenzaUcraina** which raised funds for humanitarian assistance interventions, on field and in Italy, in support of Ukrainian refugees.

OVER
10.000

DONATIONS FROM
DIGITAL CAMPAIGNS



Donor Care

The objective of Donor Care is to **cultivate long-lasting relationships with donors** through telemarketing activities aimed at updating, involving, reactivating and, of course, thanking them. Every donor is unique and getting to know them better is essential **to keep the relationship alive** and the involvement high. For these reasons, in 2022, a **new database** was implemented that allows the collection and management of donors' profiles and donation history information. An important step towards in cultivating the relationship with ever greater care.

18.000

CALLS

2.100

DONATIONS

Solidarity SMS

Every winter, Progetto Arca runs a **solidarity numbering campaign** to raise funds **to support homeless people assisted** on the streets and in its shelters. In 2022 the Foundation collected 53,765 euro thanks to **10,682 donations** between SMS and phone calls from landlines. The decrease compared to the previous year is a consequence of fewer broadcasters television stations that provided free spaces to promote the campaign.

5x1000

Proceeds from the 5x1000 contribute to guaranteeing the Foundation's statutory activities: meals shelter and medical care for thousands of poor people assisted. In 2022 Progetto Arca received the funds for the 2021 tax return, amounting to 364,590 euros collected thanks to the **preferences of 8,878 people**, 1,482 more than the previous year.

Communication tools

465.000
VIEWS

232.000
UNIQUE VISITS TO THE SITE

Website

Progetto Arca's website, progettoarca.org, is one of the main communication channels the Foundation uses to inform about its daily work, raise funds for projects and services, open up the possibility of new collaborations and recruit new volunteers. In 2022 **232,000 users visited the website (+30% compared to 2021)**. The diary of Progetto Arca's humanitarian mission in Ukraine is among the most read contents of the year.

Social network

With 27,700 followers, **Facebook** confirms itself as the **main social network** for Progetto Arca to inform, raise awareness, raise funds and interact with its audience.

The presence on Instagram is growing: the account reached 7,800 followers (**+47% compared to 2021**). The reports of volunteers and beneficiaries are the posts with the highest interactions. Confirming the increasingly crucial importance of social networks, in 2022 we added a Social Media Manager in the communication and fundraising area.

Newsletter

Newsletters, **both paper and digital**, are indispensable tools with which Progetto Arca keeps its supporters updated on the progress of ongoing projects, promotes initiatives and campaigns, shares the stories of change of its beneficiaries and the reports of volunteers and staff.

In particular, **the magazine L'Arca** has a circulation of 105,000 copies per year and we share the online good news column **Con Te** every month with about 28,000 donors and subscribers to the mail lists.

Press office

The Foundation's commitment is communicated to the public also through constant press office activity both on the institutional front as well as covering events and campaigns. With 1,800 notes and **20 press conferences**, the voice of Progetto Arca in 2022 spread strongly through the Italian media. Overall, there was an increase in visibility in all types of newspapers, print and online news outlets, local and national.

Above all, the volume of **television reports grew, more than doubled compared to 2021**.

Mobile kitchens and the Ukraine emergency were the topics that received the higher attention. Among the main peaks of media coverage, there was the departure of the first Progetto Arca humanitarian convoy headed to the Ukrainian border.

105.000
COPIES DISTRIBUTED

28.000
DONORS REACHED
MONTHLY

1.800
PRESS RELEASES



Publications

Il primo aiuto non ha confini is the title of **the photo-story on Progetto Arca's humanitarian mission** to support the war-stricken Ukrainian population. The publication, through images and reports of operators and volunteers, traces the first aid operations in the aftermath of the outbreak of the conflict, on the border between Ukraine, Poland and Romania, and the reception services set up in Italy to give protection to women and children.

Events and testimonials

In 2022 Progetto Arca returned to the squares with **la zuppa della Bontà**, an awareness-raising and fund-raising event in support of homeless people. Some news from the eighth edition: the presence of mobile kitchens which, in **Milan, Turin, Rome, Naples and Bari**. The initiative, continued online on Rete of Giving, **raised funds for 35,000 hot soups** served on the streets during winter season. The appeal to help people in need during the most difficult months of the year without shelter was relaunched and amplified by the long-term friend and testimonial **Enzo Iacchetti**, protagonist of the campaign **"Si muore di freddo, non essere freddo"**.



Podcast "Così vicini"

In 2022, Progetto Arca chose the immersive power of the voice by producing the **podcast series "Così vicini"**. Four episodes that recount "the first help, always" through **stories of hope and future** in which everyone can recognize themselves. The narrator is the author and television presenter **Marco Berry**. **Così Vicini** ranked first place in the **Mediastars award** in the 'Social non-profit' category and was awarded with the "Special Star prize for Copy".



Special initiatives for the Ukraine emergency

Communication and fundraising initiatives took place throughout 2022 to report and support the humanitarian mission of Progetto Arca on the Ukrainian border:

- **charity auction Un'Arca per l'Ucraina** with an exceptional bidder, **Fabio Fazio**;
- **photo exhibition Qui Odessa: cronache di una città che trattiene il respiro** realized by leading Italian foundations;
- prestigious exhibition of the **Sony World Photography Awards** in favor of Progetto Arca;
- video spot in support of soup kitchens for war refugees, made by six **big names of Italian comedy, Enrico Bertolino, Raul Cremona, Elio, Andrea Pisani, Giacomo Poretti and Andrea Pucci**.

2022 budget

As of 2021, the balance sheet is drawn up in accordance with Article 13, paragraphs 1 and 3 of the Third Sector Code and ETS Accounting Standard No. 35. Both the balance sheet document, which expresses the financial situation and financial situation as at December 31, 2022, as well as the Management Report, which highlights income and expenses and reports on the results achieved by the management, have been drawn up according to a format with contrasting sections, compared with the previous financial year. The diagram only shows the values that have changed. All values are rounded to the nearest whole number.

BALANCE SHEET

ASSETS	2022	2021	LIABILITIES	2022	2021
B) Fixed assets	12.468.641	8.931.405	A) Net worth	3.901.266	3.730.710
C) Current assets	8.572.554	7.510.364	B) provision for risks and charges	1.992.684	1.604.575
D) Accrued income and prepaid expenses	169.671	205.675	C) Severance pay	1.340.456	1.166.558
			D) Debts	11.587.618	8.175.729
			E) Accrued expenses and deferred income	2.388.842	1.969.872
TOTAL ASSETS	21.210.866	16.647.444	TOTAL LIABILITIES	21.210.866	16.647.444

MANAGEMENT REPORT

A) LIABILITIES GENERAL INTEREST ACTIVITIES	2022	2021	A) INCOME FROM ACTIV. OF GEN. INTEREST	2022	2021
1) Raw materials, subsidiary, consumption, goods	1.516.434	1.575.764	4) Liberal supplies	977.712	-
2) Services	6.872.831	7.046.319	5) Proceeds of 5 per thousand	364.590	306.747
3) Use of property of third parties	493.136	517.448	6) Contributions from private parties	1.444.144	1.663.272
4) Staff	6.041.531	4.592.962	8) Contributions from public bodies	897.419	125.535
5) Depreciation	547.089	270.618	9) Proceeds from public contracts	8.412.257	7.633.330
6) Provisions for liabilities and charges	350.000	800.000	10) Other income and income	205.895	2.458.877
7) Miscellaneous operating costs	1.110.356	594.269			
9) Accant. to reserve reserved by decision of the institutional bodies	350.000	1.300.000			
10) Use the reserve by decision of the institutional bodies	-207.316				
TOTAL	17.074.061	16.697.378	TOTAL	12.302.017	12.187.760
			Deficit in general interest activities	-4.772.044	-4.509.618

C) FUNDRAISING CHARGES	2022	2021	C) FUNDRAISING PROCEEDS	2022	2021
1) Usual fundraising charges	3.893.263	3.452.572	1) Usual collection of funds	12.234.268	10.827.282
2) Charges for occasional fundraising	-	70.461	2) Proceeds from occasional fundraising	-	251.277
3) Other charges	1.769.124	349.294	3) Other income	-	102.406
TOTAL	5.662.387	3.872.327	TOTAL	12.234.268	11.180.964
			Surplus of fundraising activities	6.571.881	7.308.638

D) CHARGES FOR FINANCIAL ASSETS	2022	2021	D) INCOME FROM FIN. ACTIV. AND ASSETS	2022	2021
1) On banking relationship	38.698	24.795	1) From banking relationship	1.020	78
2) On loans	58.671	32.420	4) From other assets	72.000	60.000
6) Other charges	-	11			
TOTAL	97.369	57.226	TOTAL	73.020	60.078
			Surplus/Deficit financial assets and balance sheet	-24.349	2.852

E) GENERAL SUPPORT CHARGES	2022	2021	E) GENERAL SUPPORT PROCEEDS	2022	2021
1) Raw materials, subsidiary, consumption, goods	25.442	37.535	1) Income from personal secondment	-	16.255
2) Services	486.371	889.515	2) Other general support income	25.258	344.133
3) Use of third-party assets	45.143	39.750			
4) Staff	1.023.377	1.509.116			
5) Amortization costs	7.303	58.200			
7) Other charges	19.118	136.311			
8) Provision for a special reserve		300.000			
TOTAL	1.606.754	2.970.426	TOTAL	25.258	360.388

TOTAL CHARGES	24.440.571	23.597.358	TOTAL INCOME	24.634.563	23.789.190
			ANNUAL SURPLUS BEFORE TAX	193.992	191.832
			TAXES	23.435	22.988
			SURPLUS OF EXERCISE	170.557	168.845

RELAZIONE DELL'ORGANO DI CONTROLLO

Bilancio sociale al 31.12.2022

Fondazione Progetto Arca - Onlus

Attestazione di conformità del bilancio sociale alle Linee guida di cui al decreto 4 luglio 2019 del Ministero del Lavoro e delle Politiche Sociali

Ai sensi dall'art. 30, co. 7, del Codice del Terzo Settore, abbiamo svolto nel corso dell'esercizio 2022 l'attività di verifica della conformità del bilancio sociale, predisposto dalla Fondazione Progetto Arca - Onlus, alle Linee guida per la redazione del bilancio sociale degli enti del Terzo settore, emanate dal Ministero del Lavoro e delle Politiche Sociali con D.M. 4/7/2019, secondo quanto previsto dall'art. 14 del Codice del Terzo Settore.

La Fondazione Progetto Arca - Onlus ha dichiarato di predisporre il proprio bilancio sociale per l'esercizio 2022 in conformità alle suddette Linee guida.

Ferma restando le responsabilità dell'organo di amministrazione per la predisposizione del bilancio sociale secondo le modalità e le tempistiche previste nelle norme che ne disciplinano la redazione, l'organo di controllo ha la responsabilità di attestare, come previsto dall'ordinamento, la conformità del bilancio sociale alle Linee guida del Ministero del Lavoro e delle Politiche Sociali.

All'organo di controllo compete inoltre di rilevare se il contenuto del bilancio sociale risulti manifestamente incoerente con i dati riportati nel bilancio d'esercizio e/o con le informazioni e i dati in suo possesso.

A tale fine, abbiamo verificato che le informazioni contenute nel bilancio sociale rappresentino fedelmente l'attività svolta dall'ente e che siano coerenti con le richieste informative previste dalle Linee guida ministeriali di riferimento. Il nostro comportamento è stato improntato a quanto previsto in materia dalle Norme di comportamento dell'organo di controllo degli enti del Terzo settore, pubblicate dal CNDCEC nel dicembre 2020. In questo senso, abbiamo verificato anche i seguenti aspetti:

- conformità della struttura del bilancio sociale rispetto all'articolazione per sezioni di cui al paragrafo 6 delle Linee guida;
- presenza nel bilancio sociale delle informazioni di cui alle specifiche sotto-sezioni esplicitamente previste al paragrafo 6 delle Linee guida, salvo adeguata illustrazione delle ragioni che abbiano portato alla mancata esposizione di specifiche informazioni;
- rispetto dei principi di redazione del bilancio sociale di cui al paragrafo 5 delle Linee guida, tra i quali i principi di rilevanza e di completezza che possono comportare la necessità di integrare le informazioni richieste esplicitamente dalle linee guida.

Sulla base del lavoro svolto si attesta che il bilancio sociale della Fondazione Progetto Arca - Onlus è stato redatto, in tutti gli aspetti significativi, in conformità alle previsioni delle Linee guida di cui al D.M. 4/7/2019.

Il Collegio dei Revisori

Dr Gianni Mario Colombo

Dr Giuseppe Garbellano

Dr.ssa Nunzia Radoia

Milano, 12/05/2023



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Viale Abruzzi, 94
20131 Milano

Relazione della società di revisione indipendente
ai sensi dell'art. 14 del D.Lgs. 27 gennaio 2010, n. 39

Al Consiglio di Amministrazione della
Fondazione Progetto Arca Onlus

Relazione sulla revisione contabile del bilancio d'esercizio

Giudizio

Abbiamo svolto la revisione contabile del bilancio d'esercizio della Fondazione Progetto Arca Onlus (nel seguito anche "Ente"), costituito dallo stato patrimoniale al 31 dicembre 2022 e dal rendiconto gestionale per l'esercizio chiuso a tale data e dalle sezioni "Parte generale" e "Illustrazione delle poste di bilancio" incluse nella relazione di missione. A nostro giudizio, il bilancio d'esercizio fornisce una rappresentazione veritiera e corretta della situazione patrimoniale e finanziaria della Fondazione Progetto Arca Onlus al 31 dicembre 2022 e del risultato economico per l'esercizio chiuso a tale data in conformità alle norme italiane che ne disciplinano i criteri di redazione.

Elementi alla base del giudizio

Abbiamo svolto la revisione contabile in conformità ai principi di revisione internazionali (ISA Italia). Le nostre responsabilità ai sensi di tali principi sono ulteriormente descritte nel paragrafo "Responsabilità della società di revisione per la revisione contabile del bilancio d'esercizio" della presente relazione. Siamo indipendenti rispetto a Fondazione Progetto Arca Onlus in conformità alle norme e ai principi in materia di etica e di indipendenza applicabili nell'ordinamento italiano alla revisione contabile del bilancio. Riteniamo di aver acquisito elementi probativi sufficienti e appropriati su cui basare il nostro giudizio.

Responsabilità degli Amministratori e del Collegio dei revisori per il bilancio d'esercizio

Gli Amministratori sono responsabili per la redazione del bilancio d'esercizio che fornisca una rappresentazione veritiera e corretta in conformità alle norme italiane che ne disciplinano i criteri di redazione e, nei termini previsti dalla legge, per quella parte del controllo interno dallo stesso ritenuta necessaria per consentire la redazione di un bilancio che non contenga errori significativi dovuti a frodi o a comportamenti o eventi non intenzionali.

Gli Amministratori sono responsabili per la valutazione della capacità dell'Ente di continuare a operare come un'entità in funzionamento e, nella redazione del bilancio d'esercizio, per l'appropriatezza dell'utilizzo del presupposto della continuità aziendale, nonché per una adeguata informativa in materia. Gli Amministratori utilizzano il presupposto della continuità aziendale nella redazione del bilancio d'esercizio a meno che abbiano rilevato l'esistenza di cause di estinzione o scioglimento e conseguente liquidazione dell'Ente o condizioni per l'interruzione dell'attività o non abbiano alternative realistiche a tali scelte.

Il Collegio dei revisori ha la responsabilità della vigilanza, nei termini previsti dalla legge, sul processo di predisposizione dell'informativa finanziaria dell'Ente.

Responsabilità della società di revisione per la revisione contabile del bilancio d'esercizio

I nostri obiettivi sono l'acquisizione di una ragionevole sicurezza che il bilancio d'esercizio nel suo complesso non contenga errori significativi, dovuti a frodi o a comportamenti o eventi non intenzionali, e l'emissione di una relazione di revisione che includa il nostro giudizio. Per ragionevole sicurezza si intende un livello elevato di sicurezza che, tuttavia, non fornisce la garanzia che una revisione contabile svolta in conformità ai principi di revisione internazionali (ISA Italia) individui sempre un errore significativo, qualora esistente. Gli errori possono derivare da frodi o da comportamenti o eventi non intenzionali e sono considerati significativi qualora ci si possa ragionevolmente attendere che essi, singolarmente o nel loro insieme, siano in grado di influenzare le decisioni economiche degli utilizzatori prese sulla base del bilancio d'esercizio.

Nell'ambito della revisione contabile svolta in conformità ai principi di revisione internazionali (ISA Italia), abbiamo esercitato il giudizio professionale e abbiamo mantenuto lo scetticismo professionale per tutta la durata della revisione contabile.

Bari, Bologna, Brescia, Cagliari, Firenze, Genova, Milano, Napoli, Padova, Palermo, Roma, Torino, Verona

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Inoltre:

- abbiamo identificato e valutato i rischi di errori significativi nel bilancio d'esercizio, dovuti a frodi o a comportamenti o eventi non intenzionali; abbiamo definito e svolto procedure di revisione in risposta a tali rischi; abbiamo acquisito elementi probativi sufficienti e appropriati su cui basare il nostro giudizio. Il rischio di non individuare un errore significativo dovuto a frodi è più elevato rispetto al rischio di non individuare un errore significativo derivante da comportamenti o eventi non intenzionali, poiché la frode può implicare l'esistenza di collusioni, falsificazioni, omissioni intenzionali, rappresentazioni fuorvianti o forzature del controllo interno;
- abbiamo acquisito una comprensione del controllo interno rilevante ai fini della revisione contabile allo scopo di definire procedure di revisione appropriate nelle circostanze e non per esprimere un giudizio sull'efficacia del controllo interno dell'Ente;
- abbiamo valutato l'appropriatezza dei principi contabili utilizzati nonché la ragionevolezza delle stime contabili effettuate dal Consiglio Direttivo, inclusa la relativa informativa;
- siamo giunti a una conclusione sull'appropriatezza dell'utilizzo da parte del Consiglio di Amministrazione del presupposto della continuità aziendale e, in base agli elementi probativi acquisiti, sull'eventuale esistenza di un'incertezza significativa riguardo a eventi o circostanze che possono far sorgere dubbi significativi sulla capacità dell'Ente di continuare a operare come un'entità in funzionamento. In presenza di un'incertezza significativa, siamo tenuti a richiamare l'attenzione nella relazione di revisione sulla relativa informativa di bilancio ovvero, qualora tale informativa sia inadeguata, a riflettere tale circostanza nella formulazione del nostro giudizio. Le nostre conclusioni sono basate sugli elementi probativi acquisiti fino alla data della presente relazione. Tuttavia, eventi o circostanze successivi possono comportare che l'Ente cessi di operare come un'entità in funzionamento;
- abbiamo valutato la presentazione, la struttura e il contenuto del bilancio d'esercizio nel suo complesso, inclusa l'informativa, e se il bilancio d'esercizio rappresenti le operazioni e gli eventi sottostanti in modo da fornire una corretta rappresentazione.

Abbiamo comunicato ai responsabili delle attività di governance, identificati a un livello appropriato come richiesto dagli ISA Italia, tra gli altri aspetti, la portata e la tempistica pianificate per la revisione contabile e i risultati significativi emersi, incluse le eventuali carenze significative nel controllo interno identificate nel corso della revisione contabile.

Relazione su altre disposizioni di legge e regolamentari

Giudizio ai sensi dell'art. 14, comma 2, lettera e), del D.Lgs. 39/10

Gli Amministratori della Fondazione Progetto Arca Onlus sono responsabili per la predisposizione della sezione "Illustrazione dell'andamento economico e finanziario dell'ente e delle modalità di perseguimento delle finalità statutarie" inclusa nella relazione di missione della Fondazione Progetto Arca Onlus al 31 dicembre 2022, incluse la sua coerenza con il relativo bilancio d'esercizio e la sua conformità alle norme di legge.

Abbiamo svolto le procedure indicate nel principio di revisione (SA Italia) 720B al fine di esprimere un giudizio sulla coerenza della sezione "Illustrazione dell'andamento economico e finanziario dell'ente e delle modalità di perseguimento delle finalità statutarie" inclusa nella relazione di missione con il bilancio d'esercizio della Fondazione Progetto Arca Onlus al 31 dicembre 2022 e sulla conformità della stessa alle norme di legge, nonché di rilasciare una dichiarazione su eventuali errori significativi.

A nostro giudizio, la sezione "Illustrazione dell'andamento economico e finanziario dell'ente e delle modalità di perseguimento delle finalità statutarie" inclusa nella relazione di missione è coerente con il bilancio d'esercizio della Fondazione Progetto Arca Onlus al 31 dicembre 2022 ed è redatta in conformità alle norme di legge.

Con riferimento alla dichiarazione di cui all'art. 14, comma 2, lettera e), del D.Lgs. 39/10, rilasciata sulla base delle conoscenze e della comprensione dell'Ente e del relativo contesto acquisite nel corso dell'attività di revisione, non abbiamo nulla da riportare.

Milano, 26 aprile 2023

BDO Italia S.p.A.

Vincenzo Capaccio
Socio

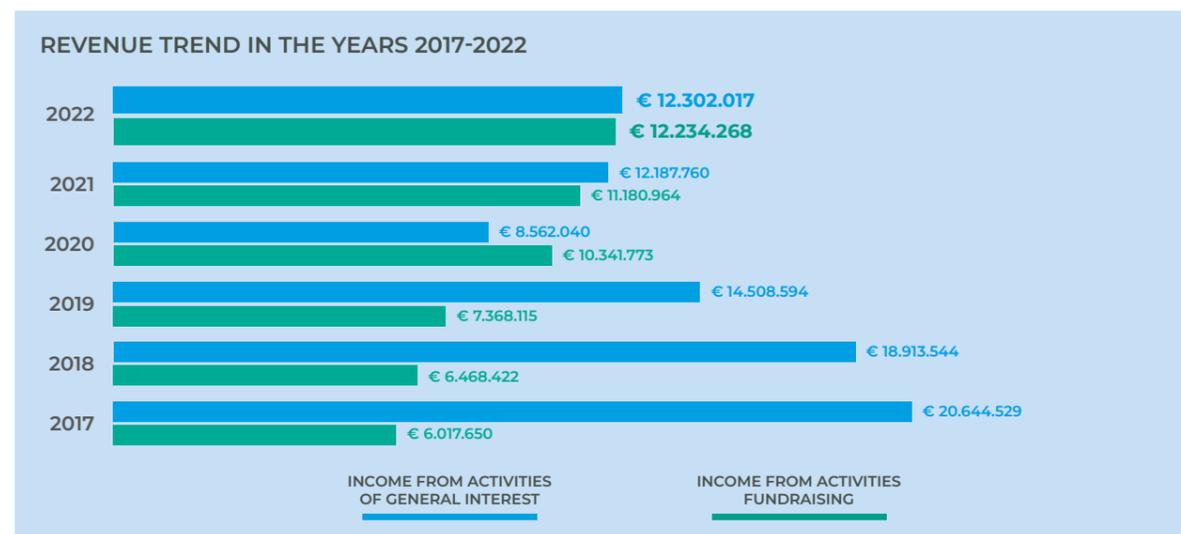
The economic value generated and distributed

The economic value generated in 2022

Through budget data, the Foundation expresses its ability to **generate value and to distribute** it for purposes statutory. The full economic value generated by Progetto Arca is used to support the interventions of mission, both directly **covering social activities**, both indirectly allowing the **development of activities that raise funds** essential to support projects that are not fully funded by the institutions.

The operating surplus It is a value that the Foundation retains and replaces for the pursuit of social goals. The **total revenues** for the year 2022 were equal to **€24,634,563**, of which 50% relates to income from activity of assistance and reception, which carry out the mission, the 49% concerns fundraising proceeds, necessary for support social interventions, where not covered by funds institutional and the remaining 1% from other income. Compared to the year 2021, revenues increased by more than one million euros, because fundraising activities contributions from private individuals, linked to specific projects, have been reclassified as income from activities of general interest.

These revenues are increasing significantly, both for continuity of services only partially started in the past operation, such as the reception of foreign minors unaccompanied, both because of the growth of contributions from individuals described above. Also significant is the activity of directly managed international cooperation in Ukraine.



50% INCOME FROM ACTIVITIES OF ASSISTANCE AND RECEPTION (GENERAL INTEREST)

- 62% LOCAL AUTHORITIES AND PREFECTURES
- 13% ATS MILAN METROPOLITAN CITY
- 19% PRIVATE INDIVIDUALS AND NON-PROFIT ORGANIZATIONS
- 6% OTHER INSTITUTIONAL INCOME



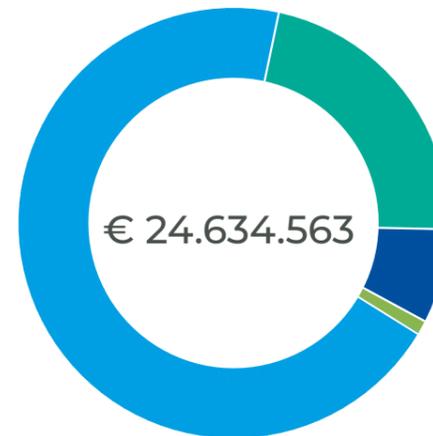
49% INCOME FROM ACTIVITIES FUNDRAISING

- 94% INDIVIDUAL DONORS
- 6% HIGH POTENTIAL, COMPANIES AND FOUNDATIONS

1% INCOME OTHER ACTIVITIES

Distribution of the economic value generated in 2022

The **total charges for 2022**, after taxes, amounted to **€24,440,571**, up commensurate with the increase in income. Assistance and reception services have absorbed 70% of the economic value generated, in line with the trends of previous years. The value Economic cost used to carry out the fundraising activity is equal to 22% of the total and has allowed to find the resources necessary to support the deficit of the activity of general interest ensuring that all interventions are carried out and respond, with promptness and quality, to constantly changing social needs.



70% CHARGES FOR ASSISTANCE ACTIVITIES AND RECEPTION (GENERAL INTEREST)

22% CHARGES PER ACTIVITY FUNDRAISING

7% GENERAL SUPPORT CHARGES, FINANCIAL MANAGEMENT AND TAXES

1% ECONOMIC VALUE WITHHELD (OPERATING SURPLUS)

Transversely to general interest and fundraising activities, the revenues generated are returned, as a **highly impactful value, to the community** to support its **development** and **well-being**. In fact, **36% of the value generated** makes it possible **to sustain the lives of others 200 families** of employed workers, helping to generate employment and income in favor of daily serenity and well-being in the relationship within the family. Other shares of the economic value generated are used for:



Staff training, which by developing skills impacts on the quality of the services provided but even more so on individual learning processes and personal growth. This, in addition to building awareness paths, increases the level of affordability of professional requirements.



The **renovation, maintenance and management of buildings** and apartments often **converted** for the purpose of receiving them from situations of degradation or misuse.



The creation of support services for reception activities (cleaning, cooking, maintenance, logistics) that, in addition to raising the **quality of hospitality**, employ **disadvantaged personnel** in vocational training and **job placement**.

Other informations

Progetto Arca and the environment CONSUMPTION 2022

LIGHT	2022	2021	2020
SQUARE METERS	29.023	21.184	23.353
KWH	1.195.715	1.252.491	1.357.750
COST	€ 607.766	€ 399.072	€ 297.844
AVERAGE COST SQ	€ 20,94	€ 18,84	€ 12,75
AVERAGE COST KWH	€ 0,51	€ 0,32	€ 0,22

GAS	2022	2021	2020
SQUARE METERS	29.023	21.184	23.353
SMC	147.492	175.314	172.829
COST	€ 233.264	€ 167.588	€ 116.710
AVERAGE COST SQ	€ 8,04	€ 7,91	€ 5,00
AVERAGE COST SMC	€ 1,58	€ 0,96	€ 0,68

WATER	2022	2021	2020
SQUARE METERS	29.023	21.184	23.353
LITERS	65.306.397	65.064.000	58.000.000
COST	€ 79.021	€ 56.970	€ 64.939
AVERAGE COST SQ	€ 2,72	€ 2,69	€ 2,73
AVERAGE COST LITER	€ 0,00121	€ 0,00088	€ 0,00112



THE PHOTOVOLTAIC SYSTEM

On the roof of the building in Via degli Artigianelli (headquarters of the administrative and collection offices) funds and a reception center for people with addiction problems) in July 2013, a **structure of photovoltaic panels** was built, which contributes to the production of the electricity needs of the entire building, thanks to a mixed, thermal/electrical system. During the day, all the domestic hot water, destined for the reception center, is produced by the sun's heat recovery system, which heats the water and accumulates it in a 500 liter tank.

SELF-PRODUCTION ELECTRIC ENERGY	KWP 15.430	SAVINGS % ON REQUIREMENTS OF THE PROPERTY OF VIA DEGLI ARTIGIANELLI (MI)	14%
PEAK OF PRODUCTION	KWP 19,5	REDUCTION IN USE OF CARBON DIOXIDE	KG 10.000




OTHER CHOICES FOR THE ENVIRONMENT

Even in 2022, through small gestures of direction, the Foundation **maintains the defense course of the environment** by increasing best practices at every step of business operation.

Attention to the environment has materialized on several fronts:

- progressive replacement of gas cookers in apartments, in favor of **electrical household appliances**, in order to increase their safety by reducing CO2 emissions;
- progressive replacement of **boilers** (thanks to **Superbonus 110%**) to electrical systems or to condensation, which guarantee lower consumption, lower emissions and greater safety;
- **renewal of old and polluting means of transport**, in favor of hybrid electric models-gasoline;
- elimination of all plastic products in favor of **compostable consumables**;
- installation of **purified water fountains** that, when used with bottles, avoid the use of bottles made of plastic.

SPECIAL WASTE DISPOSAL

Progetto Arca has activated, for the department Post Acute, as well for surgeries, the **waste disposal procedure special with a specialized company**, who picks up **sharp waste** every 15 days (syringes, needles, scalpels, etc.) and **infectious** (swabs, gauze, band-aids, gloves, lowers tongue, catheters) and expired medications. All information related to disposal are collected in a special register.



Insights

From 2020, Progetto Arca adopts the new Organizational Model (Legislative Decree 231/2011), which includes a series of principles and procedures that govern all activities in the field of **respect for human rights and struggle to corruption**. In particular:

- the **Code of Ethics**, which declares the principles of inspiration (transparency, fairness, loyalty, solidarity);
- the **internal control system**, aimed at providing the guarantee of compliance with laws and regulations;
- the **lines of conduct**, to guarantee the good governance of the Foundation;
- **internal control procedures** on administrative-management processes at risk.

On www.progettoarca.org/trasparenza it is possible to view these and the other main documents of utility and public interest related to the Foundation's activities:

- the articles of association and the statute;
- certified financial statements;
- this 2022 Social Report and those of previous years;
- the organizational model;
- contributions from public administration;
- the protocols for accredited services and the related service cards

In 2022, Progetto Arca has:



supported the independence and rehabilitation of **1.800** people equal to the **audience of the Scala Theater in Milan**



met over **53.000** people equal to the **inhabitants of the city of Trapani**



released almost **3.000** people from shelters equal to the number of passengers on **7 Freccia Rossa** trains



offered over **354.000** nights equal to **12 lives**



distributed **3.659.000** meals that could **feed all the inhabitants of Milan for an entire day**



used **29.000** sqm of properties equal to **4 regulation-sized football fields**

To implement the activities, Progetto Arca needed:



363.000 hours of paid personnel equal to **242 full-time employees**

39.000 hours of voluntary work equal to **26 people working full-time**

22.400 hours of civil volunteer service and internships equal to **15 people working full-time**



44.000 hours of medical assistance equal to **29 doctors working full-time**

Every day we offered on average:

14 medical examinations
14 psychological therapy sessions
3 sessions of legal advice



Since 23rd May 2023, Progetto Arca started sending staple goods to the people affected by the floods in Emilia Romagna.



YOUR HELP IS VALUABLE

YOU CAN SUPPORT US IN MANY DIFFERENT WAYS



Stop by and talk with our dialoguers/fundraisers.
They will explain how to activate a **regular donation**



Donate **on the account** of Fondazione Progetto Arca:
IBAN IT07 A030 6909 6061 0000 0014 086



Donate your **5x1000**. You just need to sign and indicate our **tax code 11183570156**



Go on our website **progettoarca.org**: just a few clicks and you will be able to donate once or regularly to your favourite project



Engage your company: from direct support to collective business volunteering, there are different options. Write to **fundraising@progettoarca.org**



Leave a **charitable bequest**. To know more, write to **lasciti@progettoarca.org**



Become a volunteer: enroll on **progettoarca.org** and join us!

www.progettoarca.org



DAI IL TUO 5X1000 A PROGETTO ARCA

1 | 1 | 1 | 8 | 3 | 5 | 7 | 0 | 1 | 5 | 6

Firma e inserisci il nostro **CODICE FISCALE** nell'area "Sostegno degli Enti del Terzo Settore..." della tua dichiarazione dei redditi. Grazie.

Dove va a finire il tuo 5x1000? Con Progetto Arca diventa pasti caldi e spese alimentari indispensabili per migliaia di persone povere. Ci prendiamo cura di loro ogni giorno, anche grazie a te.

5x1000.progettoarca.org

[#LoroLoSanno](https://twitter.com/LoroLoSanno)



PROGETTO ARCA^{onlus}
IL PRIMO AIUTO, SEMPRE