

#30YearsofTelefonoAzzurro

2016 ANNUAL REPORT

HIGHLIGHTS



#30yearsofTelefonoAzzurro

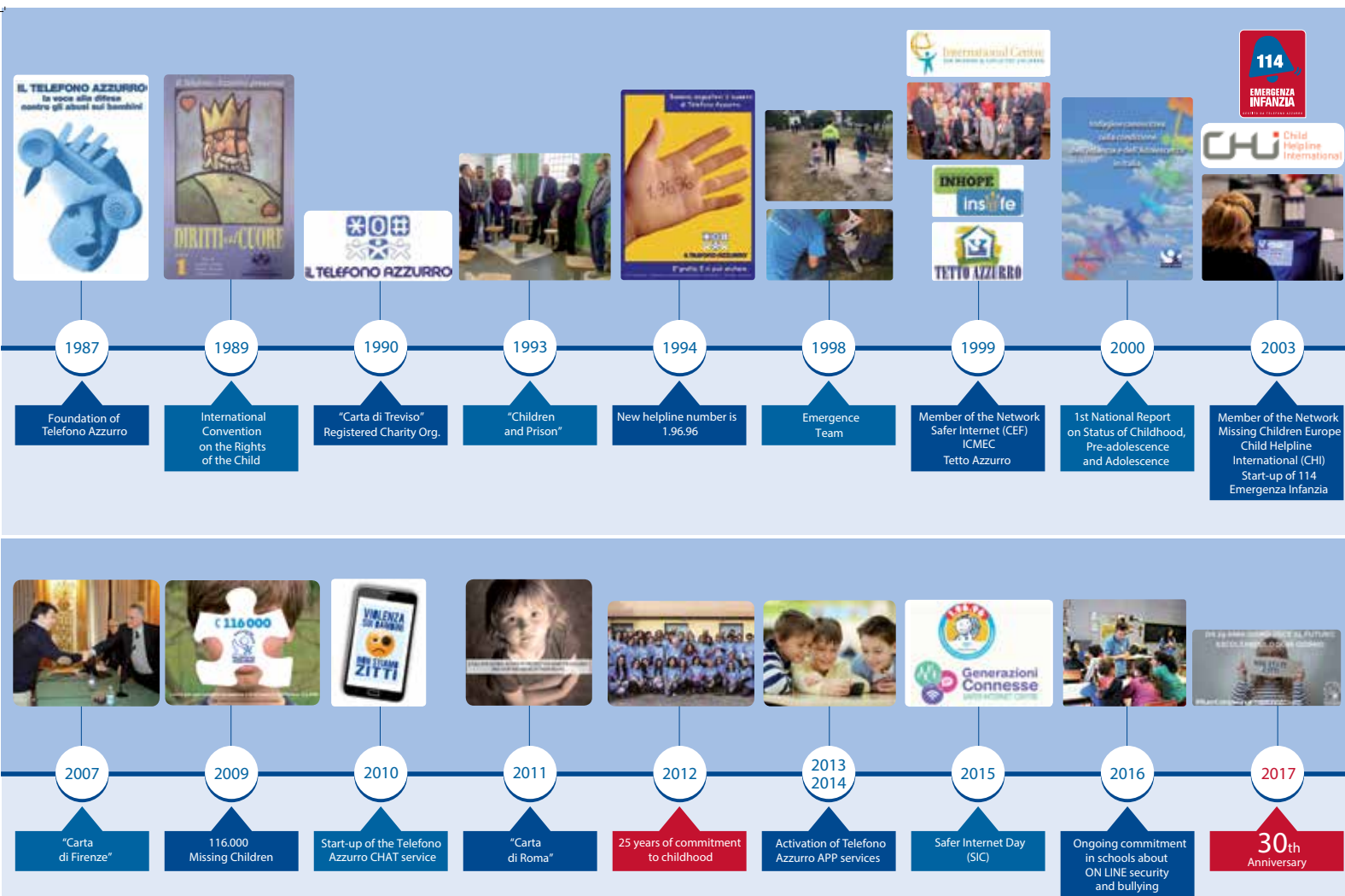
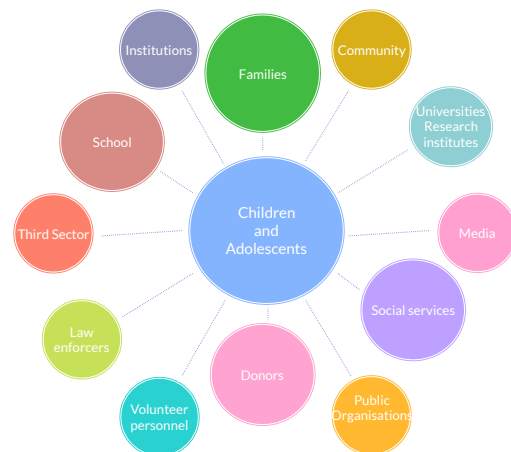
How can we give immediate, concrete and safe help, based on professionalism and sensibility, to all those children who, in silence, suffer abuse and violence? This question, 30 years ago, gave life to a story to be told: on 8 June 1987 Associazione SOS Il Telefono Azzurro Onlus was established in Bologna. Over 30 years we have helped more than 72,000 children and teenagers.

At first they were released only via telephone, but today listening and intervention are based on a multi-channel communication: chat, web and social network.

Our history is not only an Italian story. We have always contributed internationally, encouraging the dissemination of knowledge regarding the International Convention on the Rights of the Child.

Today we are a privileged observatory on many topics including: pedophilia, child pornography, bullying and cyberbullying, missing children.

We are present where it is necessary to affirm a culture of the rights of children: in school, in prison, online and even whenever an emergency involves children and teenagers, as in the case of earthquakes.



HELP LINES

Listening National Center of Telefono Azzurro operates through:

- **1.96.96 Pronto Telefono Azzurro** telephone line
- **Ch@tta con Telefono Azzurro** online chat available at www.azzurro.it website
- **114 Emergenza Infanzia** emergency telephone number
- **116.000** telephone line and www.116-000.it online dedicated to missing children.

1.96.96 FREE HELPLINE FOR CHILDREN AND TEENAGERS



Line 1.96.96 provides two channels of aid: listening reserved for children and teenagers up to 18 years and confidential advice to adults.

It is a toll free number, active nationwide 24 hours 24, 365 days a year. In 2016:

calls received	more than 23.000
new cases managed	1.618
subsequent consulting	516

114 Emergenza Infanzia



The 114 is a service sponsored by the Department for Equal Opportunities and managed by Telefono Azzurro. The 114 Emergenza Infanzia is a free emergency number to be contacted when a child or an adolescent is in danger. In 2016:

calls received	75.000
new cases managed (111 via chat)	1.665
subsequent consulting	418

The Telefono Azzurro Ch@t



Available on www.azzurro.it, 7 days a week (8am to 6pm Monday to Friday and 8am to 8pm only Saturdays and Sundays). In 2016:

recorded contacts	3.421
new cases managed	712

116.000 (116 000 MISSING CHILDREN

The 116,000 is the dedicated number in collaboration with the Police, also online at www.116-000.it, to report, even in anonymous form, the disappearance of minors or information on sightings. In 2015:

new reporting	280
new missing cases	234
findings	22

#ChildrenandTeenagersToday



#Timeoftheweb

Being online is a status. Children and adolescents today are digital natives and technology accompanies every moment of their lives. This is confirmed by the data of the Telefono Azzurro and DoxaKids Observatory and. The young generations clearly perceive some risks, first of all to meet someone who is not someone who says they are (54%), followed by being contacted by strangers asking for address and phone number (50%), receiving sexually explicit requests from adults (47%), even in exchange for recharges (39%). They seem to perceive less the risk of continually visiting pornographic sites (28%), websites that exacerbate anorexia or suicide (25%) and the risks of illegally downloading music or video.

#Bullying

In 2016, almost 1 case per day of 2,315 received by the National Call Center reported cases of bullying and cyberbullying, for a total of 296 cases (12.8% of the total). In 241 cases bullying and cyberbullying are the main cause of contact, while in 55 cases it is a secondary element of discomfort with another prevalent cause. In 47% of the cases, Telefono Azzurro has informed the school and other services of the territory. The age of the victims is declining: a growing trend is seen as increasingly young children, even 5 years (22% of cases).

#PedophiliaandPedopornography

It is estimated that in Europe there are 18 million children who are victims of sexual abuse. Between 10% and 20% of European minors suffer sexual abuse during childhood and 20% of females and 5-10% of European males are victims of sexual exploitation (WHO 2013). Compared with 2015, cases of sexual abuse and pedophilia operated by Telefono Azzurro increased by 3.4%: a total of 301 emergency situations. At the line 114, one victim per two for sexual abuse is a child under 11 years of age, while more than one out of four reports of boys and adolescents (28%).

#MissingChildren

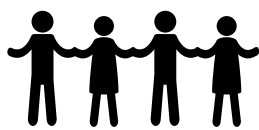
According to Europol's consolidated data, 89,000 unaccompanied children arrived in 2015 in the EU (23,000 in 2014) and about 10,000 lost track in Europe. There will be 17,245 Non-Accompanied Foreign Minors present on Italian territory, according to the latest census of the Ministry of Labor and Social Policies (November 30, 2016). Telefono Azzurro manages for Italy the European single number 116 000, coordinated by Missing Children Europe (MCE), the European Sexual Disabled and Exploited Children's European Union, in 27 out of 28 EU Member States, plus Albania and Serbia.

#Earthquake

The earthquake that struck the center of Italy in August 2016 marked the lives of thousands of children, teenagers and their families. Telefono Azzurro has been active since the day after the first shock in collaboration with Civil Protection. It was then activated the Telefono Azzurro Emergency Team composed of operators and volunteers, who since 25 August 2016 is present in the territory of Amatrice.

Territorial Centers

Since 1987, Telefono Azzurro has enhanced its telephone helpline with operational activities on field: Centers of volunteers that work daily throughout Italy to promote prevention and to raise awareness for the protection of children's rights. Telefono Azzurro can guarantee a more capillar presence and intervention capabilities, according to the specific needs of the territory, through the Territorial Centers of Turin, Treviso, Florence, Naples and Palermo. The primary purpose of the Territorial Centers is to implement the intervention model of Telefono Azzurro: to build a network together with the services of the territory and to work, thanks to the irreplaceable help of the volunteers, to carry out projects that by their very nature have a connection with the belonging communities, such as in schools and in prisons, and for an awareness raising activity that involves not only children, but also adults - parents, teachers and operators.



520

**Volunteers engaged
in awareness-raising initiatives
on the territory**

224

**Volunteers engaged
in the Children and Prison Project**



150

**Volunteers engaged
in the School Project**

At school, in prisons, on the web, in the roads, on the phone. Telefono Azzurro is alongside children and teenagers, 24 hours a day, in many different ways, through its projects. All this is possible thanks to hundreds of volunteers, unique resources that every day engage with passion and professionalism throughout the country.

Volunteers

520 volunteers (+ 20% compared to 2015) and 35 active groups in the area. Agrigento, Albenga, Bari, Biella, Bologna, Campobasso, Catania, Cerignola, Domodossola, Florence, Forlì, Foggia, Genoa, Lavagna, Martina Franca, Massa Carrara, Rapallo, Ragusa, Reggio Emilia, Rimini, Riolo Terme, Rome, Rovigo, Turin, Trapani, Treviso, Verona.

- Development of the Children and Prison project at the Casa Circondariale di Chiavari and start of the project in Livorno
- Digital Supporter campaign: volunteers become “active sentinels” for reporting suspect or dangerous online content
- Starting in Treviso of the Civil Service project “With T-shirts in the network”: awareness on the issues of network security and bullying based on peer education, and the web and social networks as a privileged tool for the spread of good practices to follow for children's and adolescents. In 2016, 3 workshops were completed and 1658 primary and secondary students were involved.



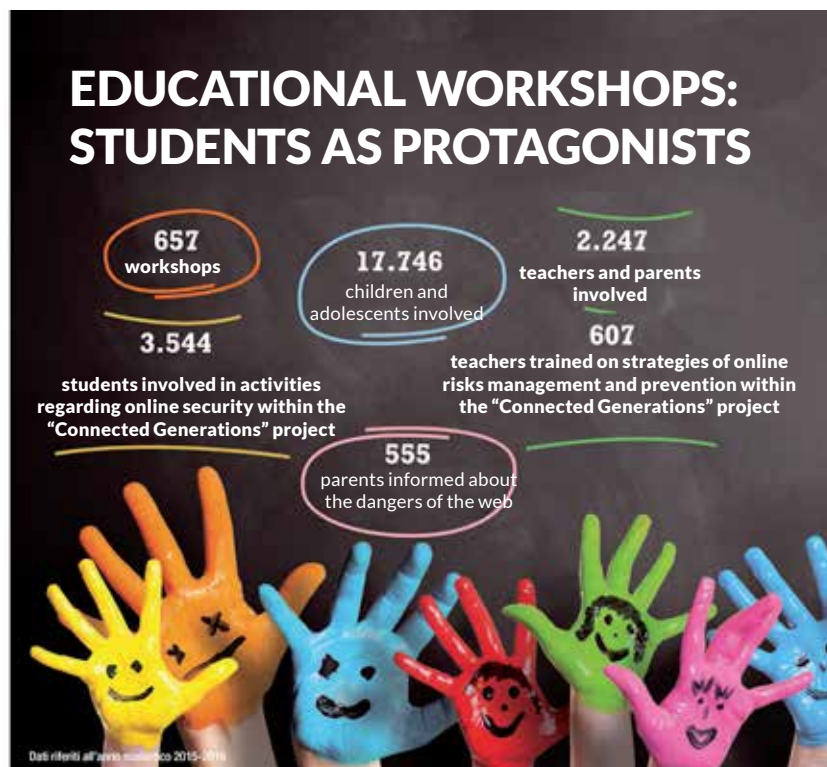
#TrainingandInternationalActivities

Training

Telefono Azzurro Education Sector employs a dynamic and multidisciplinary staff with significant experience in the world of childhood as well as well-formed volunteers.

In the past year, we have been working with the Ministry of Education, University and Research (MIUR) to address two challenges: our presence alongside students in earthquake areas and a wider contrast to bullying.

Topics on which we are also developing e-learning courses: Abuse and Maltreatment, Bullying, Juvenile Justice, Child Labor, Online Security.



International Networks

Participation in projects of international relevance and confrontation with other Associations, Institutions and Services for the Prevention of Abuse and Rights Promotion is a key element in the activity of Telefono Azzurro. Sharing the knowledge of European best-practices allows to promote implementation of them at national level. At the Safer Internet Day 2016, Telefono Azzurro organized two days of debates on the theme of Internet for children and adolescents. From this debate were born Carta di Milano and Carta di Roma, submitted by Telefono Azzurro to the Italian and European politics, the Government, Parliament, the business world and the authorities with the aim of making them a point of reference for a clear and effective national governance on the topic of the online security.

Major projects of which Telefono Azzurro is partner: INHOPE is the international hotline on the Internet for illegal content reporting to make the Internet safer; INSAFE is a European network made up of the Safer Internet Center for the safe use of technologies; CHILD HELPLINE INTERNATIONAL (CHI) is the global network of 173 child helplines in 142 countries; MISSING CHILDREN EUROPE (MCE) is the European federation (28 NGOs in 19 countries) for missing and sexually exploited children; INTERNATIONAL CENTER OF MISSING AND EXPLOITED CHILDREN (ICMEC) is an international leader in the protection of children and families from sexual exploitation; CHILD AND YOUTH FINANCE INTERNATIONAL is a network that deals with the financial consciousness of children and young people; ENABLE - A European Network Against Bullying in Learning and Leisure Environments - a network for combating bullying according to a holistic approach that encourages young people to actively exercise their rights at home, school, classroom and peer groups; EENA is an independent Italian body that has been working for the knowledge and implementation of 112 in our country since 2002; EAN European Anti-Bullying Network European Anti-Bulletin.

STATEMENT OF ASSETS	2016	2015
Subscribed capital	4.650	5.700
ASSETS		
Intangible assets	4.407	8.884
Tangible assets	20.997	24.817
Financial assets	9.974	14.116
CURRENT ASSETS		
Real estate for sale	428.864	400.931
Stocks	-	-
Credits	345.957	747.530
Short-term financial assets	4.749.355	4.001.880
Cash equivalents	1.383.355	1.571.856
Accruals	32.222	37.704
TOTAL	6.979.780	6.813.418

LIABILITIES AND EQUITY	2016	2015
EQUITY		
Endowment fund	516.457	516.457
Allcated funds	667.709	681.056
Reserves	4.237.535	3.845.700
Management surplus/deficit	53.785	391.835
PROVISIONS FOR LIABILITIES AND CHARGES	380.402	518.492
Severance funds	186.793	169.056
DEBTS		
Supplier debts	693.313	489.022
Tax debts	49.388	42.214
Welfare institutions debts	31.502	24.423
Personnel debts	46.408	35.447
Subsidiary company debts	21.862	6.065
ACCRUALS AND DEFERRALS	94.625	93.651
TOTAL	6.979.780	6.813.418

MANAGEMENT REPORT

(Reclassified according to type of cost)

INCOME	2016	2015
Contributions and donations from private individuals	579.946	674.224
Contributions and donations from companies	67.713	155.951
Contributions and donations from associations/banks/foundations	31.395	81.718
Legacies	465.672	155.038
Contributions, conventions and donations for project funding	224.727	326.237
Income from national initiatives	991.313	1.174.324
Contributions 5 per thousand	508.683	431.509
Subscription fees	1.150	1.400
Insurance compensations and other incomes	62.076	292.842
Active rentals	1.114	-
Inventory stock variation	-	-
Income 114 Project	100.000	499.829
TOTAL	3.033.790	3.793.072

MANAGEMENT COSTS	2016	2015
A) CHARGES FOR ACTIVITY OF LISTENING AND INTERVENTION		
1. Listening and emergency lines	-772.023	-817.310
2. Volunteering and territorial activities	-293.280	-543.933
3. Research & Development	-184.440	-224.509
B) ADVOCACY, FUND RAISING AND DEVELOPMENT ACTIVITIES	-1.097.105	-1.169.319
C) COMPLEMENTARY SUPPORT ACTIVITIES	-653.664	-622.338
TOTAL	-3.000.511	-3.377.408
OPERATING SURPLUS / DEFICIT	33.279	415.664
Provisions for risk funds	-	-151.238
Financial income/charges	38.839	141.825
Exercise taxes	-18.329	-14.416
Net Surplus / Deficit	53.785	391.835

The financial report as of 31st December 2014 was subjected to the volunteer auditing by Reconta Ernst & Young.

2016 highlights

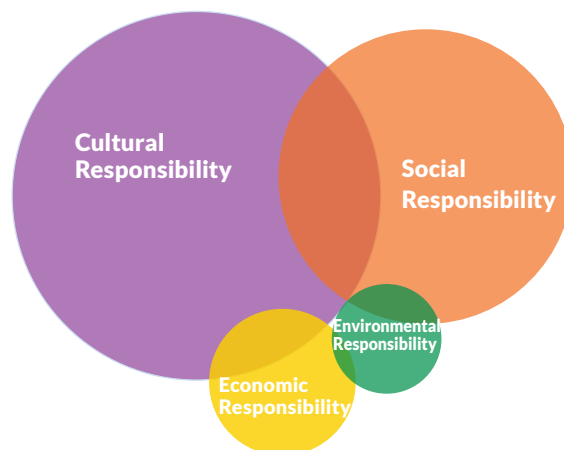
There are no significant changes during 2016

- A slight growth (+1%) of contributions and donations compared to 2015
- Decrease in proportion also the total costs, in line with a progressive containment of administrative costs starting from 2012

How much are the rights of children and adolescents worth?

It is widely known that the added value of the work done by Telefono Azzurro is its contribution given, since its foundation 30 years ago, to the creation of the rights of minors and to their respect. This annual report has been implemented by applying the SEECuRe (Social, Economic, Environmental, Cultural Responsibility) approach, which is the basis of the professional methodology developed by Un-Guru and which envisages the evaluation and integration of all impacts created by an organization. This is a particularly suitable choice for Telefono Azzurro, since the whole activity of the association has a specific cultural value by creating a culture of children's rights and their safeguarding. The social dimension is also of a particular relevance. The activity carried out by the association aims at reacting promptly to social changes affecting the lives of children and at encouraging, in any place of social and social interaction - school, family, aggregation sites, web and social channels - children and adolescents' welfare.

TELEFONO AZZURRO ACCORDING TO THE UN-GURU® SEECURE METHODOLOGY



#HowToSupportUs

What you can do

Donate your "5x1000" taxpayer contribution to Telefono Azzurro

Donating your five per thousand taxpayer contribution to Telefono Azzurro is easy.

Just do the following:

- Sign the square meant for Non-profit organisations (Onlus)
- Write the Telefono Azzurro Tax Code: 920 126 903 73.

Bank Transfer

You may donate through a single or recurrent bank transfer to SOS II Telefono Azzurro, at:

- Unicredit Banca
IBAN: IT28A 02008 02480 000101257157
- UBI Banca
IBAN: IT37A 05428 01600 000000098296
- Bancoposta
IBAN: IT77I 07601 02400 000000550400

Post Office

You may use a Post Office payment slip to account number 550400 addressed to SOS II Telefono Azzurro Onlus;

Cheques

Crossed cheques may be sent in a sealed envelope to: SOS II Telefono Azzurro Onlus

Via Emilia Est 421 - 41100 Modena, Italy

You may support Telefono Azzurro through a **bequest**.

You may opt to tag your **favours** and **gifts** with Telefono Azzurro label for donations.

Otherwise, you may choose to **volunteer** for Telefono Azzurro.

What you can do as a company

- Join our **Salary Program** and offer your donations through your payslips
- Opt for corporate **volunteering** with Telefono Azzurro
- Become a Telefono Azzurro **partner**.
- Purchase Telefono Azzurro **Christmas gifts**.

Tutte le informazioni su come sostenere Telefono Azzurro sono disponibili su **www.azzurro.it**.

Our offices

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An Italian Registered Charity Organisation

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20139 Milan, Italy

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The photographs and names used do not necessarily represent the people described in the text in order to protect the identity of children and people mentioned in this document.

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