



Dear colleagues of SmartBe,

We are reaching out to you exceptionally, from the Board of Directors to the Management Board, given the exceptional nature of the situation we are experiencing.

The testimony of our colleague Emek Filogullari upon his return from Brussels, where he had the opportunity to attend the General Assembly of SmartBe and the meeting of the different entities that make up SmartEU, as well as the numerous expressions of support received so far, necessitate our reaction as the governing body of the SmartIb entrepreneurial cooperative.

We hereby denounce the climate of harassment that we have been experiencing from SmartBe for years. This climate of harassment has been exacerbated by a recent smear campaign based on misinformation and lack of transparency regarding the reality of our cooperative and its members. It is directed towards both the member associates of SmartBe and the other entities that compose SmartEU. We are unaware of the reasons behind this situation, but with this letter, we say 'ENOUGH IS ENOUGH'.

Beyond the striking lack of kindness and hospitality exhibited by the leadership of SmartBe towards our colleagues when they travel to Brussels as members of the SmartEU community (with the honorable exception of Sergio and Laure), during the SmartBe AGM held on June 20th, false information was conveyed to the members. Unfortunately, this tainted a macro-event that should have been considered as "cooperation" but instead fell into complete "division" by spreading false rumors that caught us by surprise, without any prior meeting or conversation. Consequently, we are now unjustly compelled, once again, to refute the accusations made against us. Regarding the four indications provided by SmartBe to ensure the viability of our cooperative, the following can be verified:

Guideline 1: "SmartBe cannot be the sole source of funding"

Negotiations are underway for a credit policy of €100,000 with Fiare Ethical Banking for the financing of the cooperative.

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## Guideline 2: "Increase SmartIb's margin"

In 2019, in collaboration with the academic research group affiliated with the Complutense University, "P2P Models," and Indaga Cooperative, a study was conducted on the conditions and employability of our members, as well as their remuneration. In 2021, based on the provided data, another study was conducted on the impact of increasing SmartIb's margin, also available [here](#). The conclusion of both reports is clear: increasing Smart's margin is unfeasible. Nevertheless, in the face of this unfeasibility, an adjustable SmartIb margin was agreed upon. In fact, in 2022, taking all the revenues into account, SmartIb's margin was 9.05%.

## Guideline 3: "Implement automation"

Since 2015, we have been developing an automation plan. This plan is based on different studies and sciences that explore automation as resource optimization, not relying on digitalization, which has already been addressed since our inception due to centralization. The technological aspect was initially developed with Julek and, subsequently, with an external entity with whom we are currently engaged in legal proceedings. Faced with obstacles arising from lack of understanding, we partnered with IDEIKON for the adaptation of their program. You can consult the automation report [here](#).

## Guideline 4: "Cut expenses"

In 2019, the structure of Smart Ibérica had a cost of €884,093.38. In 2020, it was reduced to €520,503.12, and there is a forecast of €438,362.88 for 2023. You can consult the report on the evolution of Smart Ibérica here, as well as the compilation of approved budgets at the AGM [here](#).

The fulfillment of the four criteria that, according to the management of SmartBe, would discredit the activities of SmartIb, is easily verifiable through the periodic reports, information, meetings, and conversations that we have provided in good faith and with the best spirit of collaboration to the management of SmartBe. That is why this campaign of discrediting surprises us doubly, both on a human level and purely in terms of business, as it is completely false and unfounded.

As a company with 10 years of activity in a sector known for its precariousness and intermittency, having overcome questionable management by the previous management team, as well as a pandemic and up to 147 successful labor inspections, we demand to be respected as a company and as a community of professionals.

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As a Spanish cooperative, we fervently defend a cooperation model based on the mutualization of resources and needs, the absence of profit, mutual assistance, as well as the generation of well-being for our community of member associates and the communities around us. The seven principles of the International Cooperative Alliance guide our actions and development, with the aim of contributing to the sustainability of our societies and our planet.

Therefore, considering the possibility of taking legal action, we demand that the SmartBe Board of Directors take the following two reparative actions immediately:

SmartBe must rectify the information provided about SmartIB to its member associates in Belgium and the rest of the SmartEU members through a written statement that summarizes the data contained in this letter.

SmartBe must refrain from referring to SmartIb in derogatory and discrediting terms, as it has been doing for the past two years.

We are aware that we have made mistakes, but the determination of our associates to renew what ceased to function and adapt to a new phase, where listening, shared responsibility, reciprocity, and humanity are the keys, has been even stronger. We are also fully aware of the hostile environment we face, but we will not allow this hostility to arise from those who should form a network. We are deeply concerned for our European colleagues, seeing how they are not part of a genuine shared governance that takes into account the work carried out in each country. We have consistently demonstrated, from the very beginning, our belief in the idea of a SmartEU based on a combination of core values and a business model, as well as the unique idiosyncrasies and richness of each of its parts.

Just as we have shown a strong commitment to transparency towards our associates, we have never ceased to provide all the information about our activities. We have sought advice, requested information and guidance, and expressed the doubts that are normal in a cooperative project guided by such principles.

We await your response and send you warm regards.