

I BELIEVE

Fundación MAPFRE annual volunteer report
2021

Fundación MAPFRE annual volunteer report - 2021



This publication is a testimony to the work carried out by the Fundación MAPFRE volunteers throughout 2021 and is based on the texts and photographs that illustrate their effort.

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I BELIEVE



Antonio Huertas
President
Fundación MAPFRE

The year 2021 has seen a slowdown in the growth rate of our volunteer program, due to the restrictions on face-to-face contact that we had to adopt in the 27 countries where our program operates.

However, this slowdown has not dented the spirit of solidarity that drives our group, which has remained intact, as evidenced by the fact that, despite the restrictions, we have increased both volunteer activities and the beneficiaries reached.

The COVID-19 pandemic has transformed us as people. It has given us the opportunity to develop new long-term and far-reaching volunteer actions

"Never give up trying to build a more humane world day by day, an objective that is now, more than ever, especially necessary"

and initiatives. It has allowed us to be in direct contact with beneficiaries hundreds of miles away. It has reinforced the need for robust IT tools to facilitate the management of our volunteer activity. In a certain sense, the pandemic has allowed us to strengthen our Volunteer Program by generating reflection, consolidating electronic tools and strengthening our network of local coordinators. This means that in 2022, we will not only achieve the volume that the program had in 2019, but actually surpass it.

Dear volunteers, I cannot thank you enough, once again, for your commitment and dedication in this unique year.

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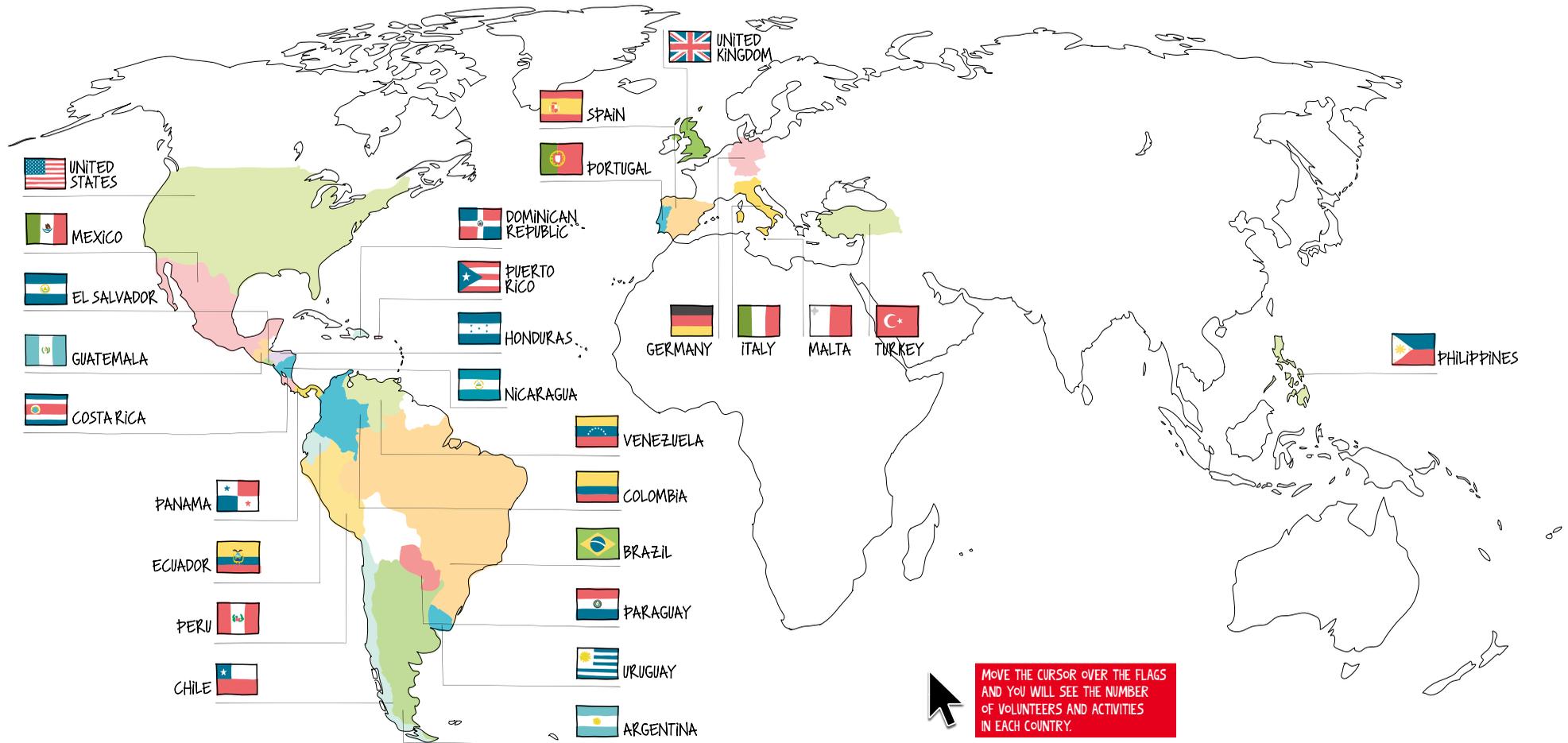
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2021

27 COUNTRIES

4,725 VOLUNTEERS

1,488 ACTIVITIES



HEALTH

22 COUNTRIES 367 EVENTS 2,372 PARTICIPANTS

NUTRITION

25 COUNTRIES 748 EVENTS 3,842 PARTICIPANTS

EDUCATION

20 COUNTRIES 266 EVENTS 1,485 PARTICIPANTS

ENVIRONMENT

49 COUNTRIES 65 EVENTS 823 PARTICIPANTS

EMERGENCY AID

5 COUNTRIES 13 EVENTS 55 PARTICIPANTS

SHARE SOLIDARITY

43 COUNTRIES 59 EVENTS 389 PARTICIPANTS

INTRODUCTION

*Life is a succession of lessons
that must be lived to be understood.*

Hellen Keller

American writer, speaker and deaf-blind activist

*This report is for you, who form part of this.
We hope you enjoy it, nothing would be possible without you.*
THANK YOU

This report presents the most outstanding work of the more than 4,700 volunteers who have been behind the 1,488 activities in the 27 countries where we were active in 2021. These volunteers make up a diverse group of committed individuals who dedicate their time to making the planet a better place for present and future generations.

In the report we review all the actions that played a key role in this, yet again, complicated year and that, from small experiences to large actions, in one way or another, have contributed to fulfilling the mission of Fundación MAPFRE.

The purpose of this document is to compile, showcase, recognize and celebrate the highlights of our volunteer work. To do this, Fundación MAPFRE has requested the collaboration of the various companies and their coordinators in the different countries, who have told us about the valuable

contribution their volunteers have made and the activities they have carried out.

In these pages it is not possible to show every single thing that took place in 2021, since there were countless activities, work with partners, training sessions, workshops and a lot of internal effort, but we hope to be able to show the spirit of this work that has been implemented thanks to a great deal of dedication and passion.

For those who do not know about this wonderful work, we hope that this report will reflect it fairly and raise awareness of the valuable contribution being made by our volunteers all over the planet.

To all the people who appear in this report, to those who made it possible to continue volunteering despite the difficult year we have had to live through, to those who dedicate their time and skills, and those who do their best to keep fighting day in and day out for a better and more peaceful world, thank you so much for sharing this little piece of your life with Fundación MAPFRE!



The program designs and promotes all of its activities within five guidelines — **HEALTH, NUTRITION, EDUCATION, ENVIRONMENT AND EMERGENCY AID**. The objective is to maximize our social impact and reach a greater number of people who can benefit from this, as well as offering opportunities to all of our volunteers.

HEALTH

At Fundación MAPFRE we work to improve people's health and quality of life through the prevention of non-communicable lifestyle-related diseases. Through this area of action, our volunteers carry out activities that impact people both physically and emotionally.

This year the vast majority of actions have focused on the health of children. Our volunteers have distributed clothes and toiletries to the little ones. Through the activity "Sharing the dream" our volunteers bring a smile to children and young people, in addition to education, medical and health care, and nutritional, psycho-pedagogical, psychological, and cultural support, allowing them to reverse the cycle of poverty and boost their capacities to contribute to their human development.

Thanks to all these actions we are able to say that throughout 2021 and in the 27 countries that make up the program through the area of action of Health we have had the following results.

HEALTH*

No. of COUNTRIES INVOLVED	EVENTS HELD	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
22	367	2,372	227,096	5,986

* Overall data on the participation of all Fundación MAPFRE volunteers.

NUTRITION

The coronavirus crisis is leaving many families on the poverty line who have never before been forced to turn to any form of public social aid. Without income and with soup kitchens and food banks operating erratically, they are unable to meet their basic needs. That is why the Volunteer Program spearheaded several actions with the aim of addressing basic needs.

One of these was the "Food Box" project, focused on reducing the nutritional deficiencies of children aged 0 to 6 years old in Latin America due to the damage inflicted on families as a result of COVID-19. This consisted of the delivery of a basic aid kit containing foodstuffs specially prepared for situations of malnutrition that required no refrigeration, as well as other educational and recreational items. The project was supervised by either a doctor or nutritionist from the local social organization with which we collaborate in each of the countries where the action was carried out. The children were monitored over the 3 to 6 months of the project and then a final evaluation was performed. Our volunteers helped with the logistics, assembly and delivery of the boxes to the families with the support of the collaborating organization in each country.

In the "Nutritional Cookie" project, we turned a simple cookie into a source of life. This was the goal of an initiative that distributed a total of two million nutritional cookies enriched with vitamins and minerals that helped to overcome the nutritional deficiencies of 20,000 families with dietary shortcomings.

In Spain, they were distributed through Fundación MAPFRE's "Sé solidario" project with the help of the Spanish Federation of Food Banks (Federación Española de Bancos de Alimentos; FESBAL) and Fundación MAPFRE's network of volunteers.

As well as these two projects, we have carried out actions with food banks, delivered food to people living on the streets, and so on, everywhere we have been most needed.

This area of action has obtained very good results. We have a total of 3,842 volunteers, and they have participated in 718 activities in 25 countries.

NUTRITION*

No. of COUNTRIES INVOLVED	EVENTS HELD	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
25	718	3,842	330,484	9,989

* Overall data on the participation of all Fundación MAPFRE volunteers.

EDUCATION

At Fundación MAPFRE, and more specifically the Social Action Area, we have 97 international social projects in which our goal is to promote the comprehensive education of individuals, particularly children and young people from underprivileged communities.

A society with a future is one that encourages the development of its population. At Fundación MAPFRE we consider comprehensive education to be all those areas that a person must have covered in order to develop to their fullest. That is why we work in collaboration with social entities and local organizations in projects that support education, nutrition, health, access to the labor market and female leadership.

This year, in the projects our volunteers collaborate in, the pandemic has once again taken its toll on these groups and we wanted to continue providing support where people need it most. As with last year's initiatives, online activities have helped us to keep supporting children and boosting their development.

EDUCATION*

No. of COUNTRIES INVOLVED	EVENTS HELD	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
20	266	1,485	13,496	4,299

* Overall data on the participation of all Fundación MAPFRE volunteers.

ENVIRONMENT

Restoring ecosystems means preventing, stopping and reversing this damage, shifting from exploiting nature to conserving it. Last year our volunteers participated in environmental care initiatives including reforestation and mountain, forest and beach clean-ups. Environmental awareness is one of the areas of action in which our volunteers are most involved. These two years of pandemic have made us prioritize other areas, but this does not mean that we are not committed to the environment.

In 2021, we carried out 65 activities in which 823 volunteers collaborated. Thanks to all our volunteers, we continue to demonstrate that the environment is important, no matter the situation we find ourselves in.

ENVIRONMENT*

No. of COUNTRIES INVOLVED	EVENTS HELD	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
19	65	823	71,787	2,775

* Overall data on the participation of all Fundación MAPFRE volunteers.

EMERGENCY AID

In the event of a natural disaster, our volunteers intervene immediately to offer help, supporting the authorities and special forces in this type of event. They provide support in whatever may be needed, offering food, clothing and basic necessities.

Last July, part of Central Europe was affected by a series of floods caused by heavy rains, and Germany ran various activities to support families affected by the floods.

Our volunteers once again stepped up their efforts in the face of these natural disasters. They participated in 13 emergency-related activities in 5 countries and were able to help 944 people.

EMERGENCY AID*

No. of COUNTRIES INVOLVED	EVENTS HELD	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
5	13	55	944	306

* Overall data on the participation of all Fundación MAPFRE volunteers.

SHARE SOLIDARITY

Occasionally, our volunteers are involved in more complex, specific actions that may encompass different areas of action. These actions are included in the area of action referred to as Share Solidarity. Our volunteers are able to take part in these activities, increasing their personal satisfaction, motivation and commitment, while at the same time acquiring general skills that can be transferred to different areas of their personal and professional lives.

Many of the activities carried out in this area of action are focused on psychosocial support, providing comprehensive care to families, or, for example, online support and care activities, such as the one organized for our seniors involving a virtual bingo event. Our volunteers shared their time, making support and care calls to the elderly, who have become one of the most vulnerable groups during this pandemic.

SHARE SOLIDARITY*

No. of COUNTRIES INVOLVED	EVENTS HELD	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
13	59	389	1,636	779

* Overall data on the participation of all Fundación MAPFRE volunteers.

The unselfish effort to bring cheer to others
will be the beginning of a happier life
for ourselves.

Hellen Keller

MAPFRE People
ready to help



Elena Sanz Isla
President of the MAPFRE Corporate Volunteer Committee
General Manager of MAPFRE's Human Resources

Dear volunteers:

As I do every year, I want to thank each and every one of you for your commitment. I thank you from the bottom of my heart and so does the entire Volunteer Committee.

Your generosity demonstrates that the change our society needs is possible, and it gives us hope to keep believing that a better world can be built through the help and effort of all of us. Change starts with oneself and you have already begun that change. Thank you for every effort and every minute you dedicate to helping others, because your actions in volunteering activities multiply the effect when it comes to improving the quality of people's lives.

MAPFRE's social commitment is bolstered by the actions of all its volunteers, and your commitment to serving sets an example for all of us who are part of the company. Over this year, despite the numerous attendance restrictions imposed on MAPFRE activities, 12% of the global workforce has managed to volunteer in some way, and although these figures are not comparable to previous years, we are very proud of you, as we are aware how much effort you have all put in. Thank you for the more than

1,390 activities that have been made possible thanks to your participation, and thank you for continuing to be part of the driving force behind MAPFRE's social outreach.

Through Corporate Volunteering, you become key players in the United Nations 2030 Agenda - you are no longer mere spectators, instead you take direct action, contributing actively to the Sustainable Development Goals to which MAPFRE is committed.

Let us continue to move towards a more humane and better future for everyone, where "MAPFRE People, ready to help" continue to play an exemplary role in our society.

In this Volunteer Report you will find some of the activities that have been carried out in 2021 that illustrate the solidarity of MAPFRE volunteers and the social work that we undertake together with Fundación MAPFRE.

We will continue to stay close to those who need us most, giving them an opportunity to improve their lives.

The role of MAPFRE volunteers is to give to others, without expecting anything in return.

"MAPFRE people, ready to help" / #EnMAPFREMasUnidosQueNunca

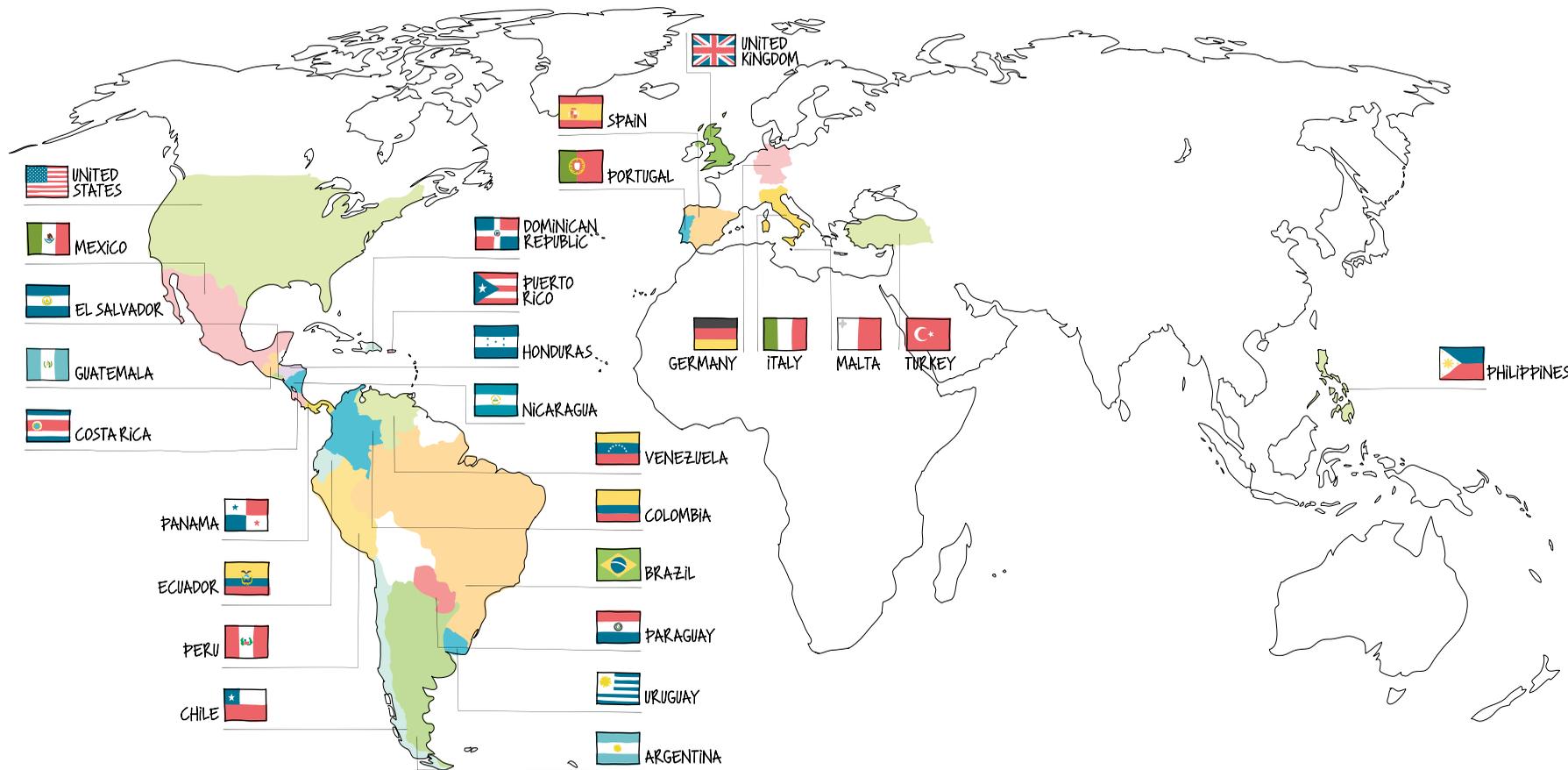
A heartfelt embrace

2021

27 COUNTRIES

4,469 VOLUNTEERS

1,391 ACTIVITIES



MAPFRE
People
ready to help

HEALTH

22 COUNTRIES 356 EVENTS 2,309 PARTICIPANTS

NUTRITION

25 COUNTRIES 658 EVENTS 3,541 PARTICIPANTS

EDUCATION

20 COUNTRIES 255 EVENTS 1,451 PARTICIPANTS

ENVIRONMENT

49 COUNTRIES 60 EVENTS 787 PARTICIPANTS

EMERGENCY AID

5 COUNTRIES 13 EVENTS 55 PARTICIPANTS

SHARE SOLIDARITY

43 COUNTRIES 49 EVENTS 324 PARTICIPANTS

HEALTH

In **ARGENTINA**, on the occasion of Children's Day, which was celebrated on August 15, teams of volunteers prepared special gifts for each child in the Colibrías de Mensajeros de la Paz home.

Colibrías is a group home that offers special care to 25 children who live in complex situations involving rights violations and who must remain temporarily away from their family environment, under a rights protection measure.

The instructions were that the gift should be educational, non-gendered and non-warlike, and that it should be accompanied by a positive, happy and affectionate message to surprise the recipient and make their day very special.

In addition to the gift, each team had to prepare a kermesse-style game for the celebration that included decorative accessories and treats.



Our volunteers preparing the games and gifts at the Colibrías home run by Mensajeros de la Paz in Argentina.



Using recycled materials and a lot of creativity, our volunteers prepared beautiful games that were the perfect excuse to have a real party in the home.

In the midst of the pandemic, volunteers, employees, family and friends joined together to support this common cause, where our goal was to fill Colibrías with magic and love. And we did it!

In **ECUADOR**, we carried out an activity related to the health and nutrition campaign aimed at children from the Pisulí and La Roldós neighborhoods.

The volunteers, together with an occupational physician, were able to care for a population of 100 young children and provide them with comprehensive support. These children live in a state of vulnerability and malnutrition. The doctor, after checking the heights of the children in the community and carrying out a comprehensive assessment of them, detected a high rate of malnutrition.



Our volunteers with the doctor before treating the children of the Pisulí and La Roldós neighborhoods in Ecuador.

The doctor treating a girl from the Pisulí neighborhood.

In **GUATEMALA**, given the situation in the national hospitals, we organized a collection of items for newborns, for which we collected clothes, diapers and wet wipes.

Our volunteers distributed, classified and counted all the items, which were then delivered to the association Gotitas de Amor y Misericordia.

Due to access restrictions imposed by COVID-19 protocols, the institute was in charge of collecting the clothes and other items for newborn babies. These were subsequently delivered to national hospitals, to support low-income families whose babies do not have a coat to put on to leave the hospital. They were given kits that include diapers, wet wipes, and a full set of clothes for their new baby.



The team of volunteers delivering items for newborns at the Gotitas de Amor y Misericordia association in Guatemala.

In **VENEZUELA**, a volunteer activity was carried out at Casa Hogar San José, which is part of the Hogares de la Esperanza children's social work network. This is an initiative of the "Jesús es Señor" Christian community that helps children and young people at risk, such as those who have been abandoned and who are malnourished, neglected by their parents or relatives, and who are in situations of vulnerability.

The mission of Hogares de la Esperanza is to boost the integral development of children and adolescents by providing them with education, medical and health care, as well as nutritional, psycho-pedagogical, psychological, cultural, sports, recreational and spiritual support that contributes to their healthy development, reversing their poverty and reinforcing their capabilities so as to contribute to their human development. In this way, more than 30 children and adolescents living in vulnerable conditions are guaranteed a childhood with a future.

Our activity was aimed at providing recreational opportunities and food to the group of children and adolescents who live in the institute and, complying with all the biosafety measures required at the moment, we shared a different kind of day with them full of fun, laughter, games and songs. At the end of the activity, they were offered refreshments and they received gifts.



Our volunteers providing a snack for the children of Casa Hogar San José in Venezuela.



This experience leads us to reflect on how much we can contribute to improving the quality of life of the most vulnerable people, reaching out to them with love.



Volunteers playing with the children who live at Casa Hogar San José.

NUTRITION

COLOMBIA is one of the countries where Fundación MAPFRE has launched the "Food Box" project. Its aim is to reach more than 12,000 children in a state of advanced malnutrition, children who have been identified through our main ally the ICBF (Instituto de Bienestar Familiar, or Family Welfare Institute). This project proudly involved volunteers, employees and family members, who gave the best of themselves to help those in need.

The activity took place at one of MAPFRE Colombia's sites, CISMAR, where more than 240 volunteers from different areas assembled and packed the boxes, as well as arranging the deliveries over the months of May to October 2021, involving a total of 24,000 food boxes.

All the volunteers were extremely satisfied and very proud to be part of a high-impact project such as this one.



The volunteers were so content after assembling and packing the food boxes for the most needy children in Colombia.

Last July, in **PARAGUAY**, in response to the increased number of hospitalizations due to COVID-19 in Asunción and Ciudad del Este, a group of volunteers led by a family from the city of Asunción collaborated to help the families of patients with COVID-19 who were waiting in the solidarity tents in front of the hospitals.

Volunteers from various cities in the country joined forces to support those most in need. In the city of Asunción, for example, our volunteers prepared and delivered 1,399 snack kits, which were distributed to 13 hospitals in the city. In Ciudad del Este, 150 snack kits and 50 blankets were prepared and delivered to the Alto Paraná Regional Hospital. In the city of Santa Rita, 220 kits were prepared and stocked into the solidarity fridges. These refrigerators were open to vulnerable people in the area. And in the city of Encarnación, 1,199 liters of cleaning supplies were donated to the Santa María Home for the Elderly.

A total of 107 volunteers and their families took part in this solidarity drive. Together they worked to help the people who needed it the most, surpassing all our expectations.



Volunteers preparing the snack kits to be delivered to hospitals in Paraguay.



Volunteers placing the snack kits in the solidarity fridge in the city of Santa Rita.

In **PORTUGAL** on September 25 and 26, 2021, a food drive was held at the Pingo Doce stores in collaboration with the NGO CASA. This association, dedicated to helping homeless people in extreme poverty, supports more than 4,000 people from at-risk families as well as over 1,000 homeless people.

MAPFRE Portugal volunteers, once again, demonstrated their charitable side and participated in the food collection in the Pingo Doce stores in Lisbon, Porto, Figueira da Foz and on the island of Madeira.



Volunteers taking part in the food drive at the Pingo Doce stores.

In the **UNITED KINGDOM**, essential products were collected and donated to the Food Bank.

Every employee in the London office brought some items to deliver to the local Food Bank: Whitechapel Mission.

Thank you

Thank you for your generous donation which will be used for the Mission's work of providing daily support for those people sleeping rough in London.


The Whitechapel Mission

Letter of thanks from the Whitechapel mission for the donation received.

In the **DOMINICAN REPUBLIC**, as part of the “Alimentos con corazón” (Food with Heart) campaign, our volunteers collected and delivered food to the Nuestros Pequeños Hermanos Foundation.

This institution, founded in 1954, is located in the province of San Pedro de Macorís, where it takes in underprivileged children, offering them integral care, access to healthcare, quality education and a home that boosts their emotional and overall stability.

On this occasion, the team of volunteers joined forces with other collaborators to carry out this activity, with the aim of helping the children. The volunteers demonstrated their passion for helping and commitment by coordinating the logistics for the food purchase, respecting COVID protocols and security measures, in order to make the opportune delivery to the foundation.



Our volunteers at the entrance of the Nuestros Pequeños Hermanos Foundation.



Volunteers preparing food to be delivered to the foundation.

In **URUGUAY**, with the aim of mitigating the impact of COVID-19 and prioritizing the health of everybody, our volunteers joined the “Granito de arena” (Grain of Sand) project.

This project is organized by a group of people that came together during lockdown. Several families from the same neighborhood joined forces to cook homemade snacks for children in critical social contexts who attended a local picnic area on a weekly basis. This action soon began to expand and today they deliver snacks to more than 28 picnic areas throughout Montevideo thanks to the contribution of volunteers and other donations.

MAPFRE volunteers did not hesitate to roll their sleeves up and cook. From home, and a spirit of family solidarity, each month they cooked for an assigned picnic area, which was attended by children from low-income families. In many cases, this snack was the only meal they ate that day.

Culinary skills were not a problem when it came to contributing to this cause. Around three volunteers were in charge of going to the houses to collect the food cooked by their colleagues, counting the donations and delivering the snacks to the corresponding picnic area.

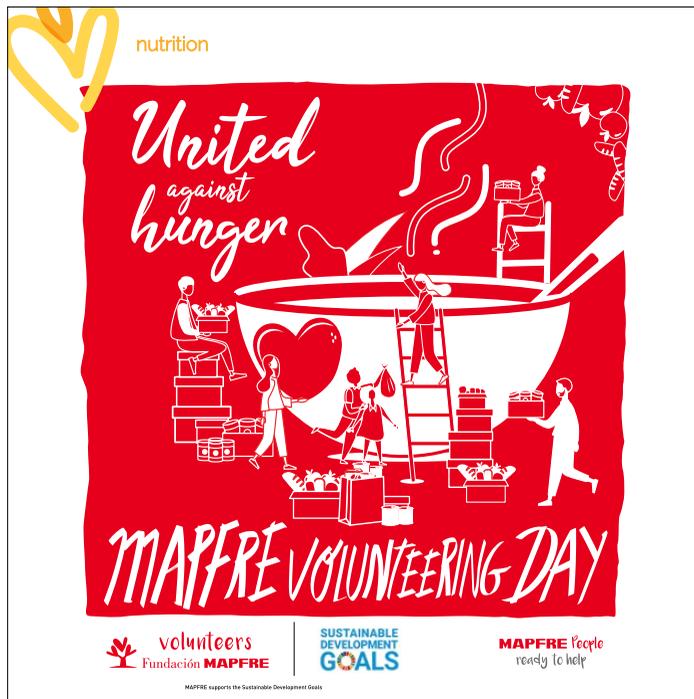
More than 600 children from the Nueva Esperanza, La Familia, La Hora Feliz, and Olla Bella Italia picnic centers received snacks made with love thanks to the invaluable contribution of our volunteers.



Volunteers showing off their solidarity snacks.

SECOND EDITION OF UNITED AGAINST HUNGER AND FIFTH EDITION OF MAPFRE'S GLOBAL VOLUNTEERING DAY

In 2020, we were forced to adapt to the circumstances that surrounded us due to the COVID-19 pandemic and we accepted the fact that we had to respond to the social needs that were emerging in many countries. The consequences of the pandemic continue to cause a significant increase in poverty and therefore, in 2021, we have repeated our global volunteering activity around the theme of nutrition. The economic reality of many families has changed drastically and social needs have become even more acute, which was the main reason why the Corporate Volunteer Committee proposed changing the theme of the global activity. The fight against hunger became the top priority for MAPFRE volunteers.



As we do traditionally, on the first Saturday in October, in this case October 2, we celebrated **MAPFRE'S GLOBAL VOLUNTEERING DAY**. The aim was:

- To make the volunteers feel part of a global team.
- To respond to local social needs that have been accentuated by the pandemic.
- To alleviate the effects of COVID-19 and help the most vulnerable people.
- To contribute to the SDGs and the social footprint, reflecting the work of our volunteers.

MAPFRE volunteers got to work bringing kilos of hope and comfort to those who needed it most at that time. Countless volunteer activities were carried out to help alleviate hunger in some way, and despite the limitations, food reached many homes. A reflection of the commitment of our volunteers and MAPFRE's firm commitment to contribute to the 2030 Agenda and directly impact two of the priority Sustainable Development Goals: SDG 1 "End Poverty" and SDG 2 "Zero Hunger".

Volunteers from all countries were invited to participate in this global action through the activities organized by the volunteering coordinators. In many of the countries, a number of activities have been organized since September, including food collection, sorting and delivery. In others, activities were run throughout October, while in others specific actions were implemented.

From the beginning of the pandemic, a security protocol has been established to ensure the safety of our volunteers, being adjusted to the different situations and health and safety measures related to COVID-19 in each country.

Just like every year, numerous social media messages were posted on the corporate and personal profiles of the volunteers, showing what



Brazil



Colombia



Mexico



Puerto Rico



Ecuador



El Salvador



Dominican Republic



Venezuela



Spain



Guatemala



Uruguay

the volunteers were experiencing through their participation in Global Volunteer Day. The *hashtags* used were #DiavoluntariadoMAPFRE, #LaParteQueNosToca and #VoluntariosMAPFRE.

The outcome of the activity was excellent and, in spite of the situation, there was a high level of participation in all countries. In total, more than 800 employee volunteers from more than 85 cities in 23 countries took part in more than 160 activities organized under the theme of nutrition.

The countries that held activities under this theme were: Brazil, Chile, Colombia, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Italy, Malta, Mexico, Nicaragua, Panama, Paraguay, Peru, Portugal, Puerto Rico, Spain, Turkey, the United Kingdom, the United States, Uruguay and Venezuela. Many of the countries involved in this initiative collaborated in various parts of their nations.

In addition, in the 5th edition of MAPFRE's Global Volunteer Day, we set a global challenge to the entire workforce: to collect 10,000 kilos of food to be donated from MAPFRE employees! We not only met this goal, we surpassed it by a long way. As a result of all the activities, over 23 tons of food were collected and more than 25,000 people benefited directly.

Our volunteers are "MAPFRE People, ready to help", whose every action demonstrates their commitment, their spirit of solidarity, and their efforts to help improve the society in which we live. We feel a special sense of pride when we talk about our volunteers' spirit of solidarity.

We have come to the end of a new edition of our MAPFRE Global Volunteer Day, which has been running for five years now and through which we have managed to make an enormous active contribution to SDG 1 "End Poverty" and SDG 2 "Zero Hunger".

In **Chile**, to mark MAPFRE's Global Volunteer Day, our volunteers helped to sort and serve 1,000 food rations for 800 families in the Toma Violeta Parra de Barrancas camp in the Cerro Navia district.

They say that a crisis always brings an opportunity, especially one full of heart, and our volunteer team demonstrated their tremendous commitment to public service after learning that, according to government surveys, some 693,000 households in Chile live in a situation of food insecurity. Undoubtedly, in the wake of the pandemic, hunger is a major problem that we need to address together.

The goal of this activity was to help the most vulnerable in the population to access a more nutritious diet - this contributes to mitigating the effects caused by the pandemic and improving their food security.



Our team of volunteers prepared for a food ration delivery at the Toma Violeta Parra camp in Barrancas.

The families and children were happy to receive commitment and support from Fundación MAPFRE. One of the reflections on this was: "Common pots do not only distribute food: they are not always 'pots', but they are always 'common' ".

In **Turkey**, food distribution activities were organized in two different regions for Global Day. In one case, six volunteers worked with the Embrace Life restaurant in Istanbul to deliver food, as it had a reduced seating capacity due to the pandemic.

This restaurant was founded by Mrs. Ayşe, who in the past was a homeless prostitute. During the day, the restaurant is open to everyone. At



Volunteers at the Embrace Life restaurant in Istanbul.

night, it offers a food delivery system to homeless people in the neighborhood. Meals for the homeless are prepared from the income generated during the day.

Our volunteers arrived at the restaurant on a Saturday afternoon to help with the preparation. At 8 pm, the volunteers began handing out food packages to people waiting on the street. Prior to the pandemic, these meals were eaten inside, but due to the current health conditions they now have to be distributed outside. The person in charge told the volunteers the story of each individual who came to the restaurant. Some took the food for themselves, but others took it for other homeless people in the neighborhood.

When they had finished the delivery, they cleaned and prepared the restaurant so it was ready for the next day. The experience hit the volunteers hard, and they remarked that it was a very moving and unforgettable activity that will stay with them forever.

The first event I attended for a long time was as a volunteer at the Embrace to Life restaurant. It was a truly inspiring experience. A lot of people suffer a great deal of hardship, the different lives and stories affected me and made me feel really bad that day. On the other hand, it was good for me to reach out to them in some way, to help them, to feel that I was useful. The structure of the Embrace Life restaurant is very well organized and the system works.

Elif Mercan - TURKEY

EDUCATION

In **BRAZIL**, the Week of Conferences and Roundtables was held, which is part of the "Sonhar-Preparando vidas" (Sonhar-Preparing Lives) project, developed by Aldeias Infantis SOS, an institute that has been supported by Fundación MAPFRE since 2014.

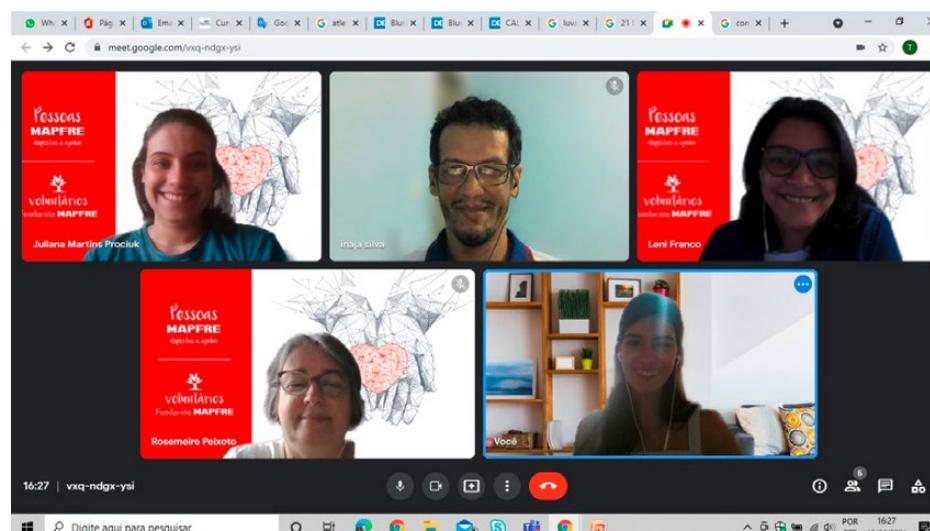
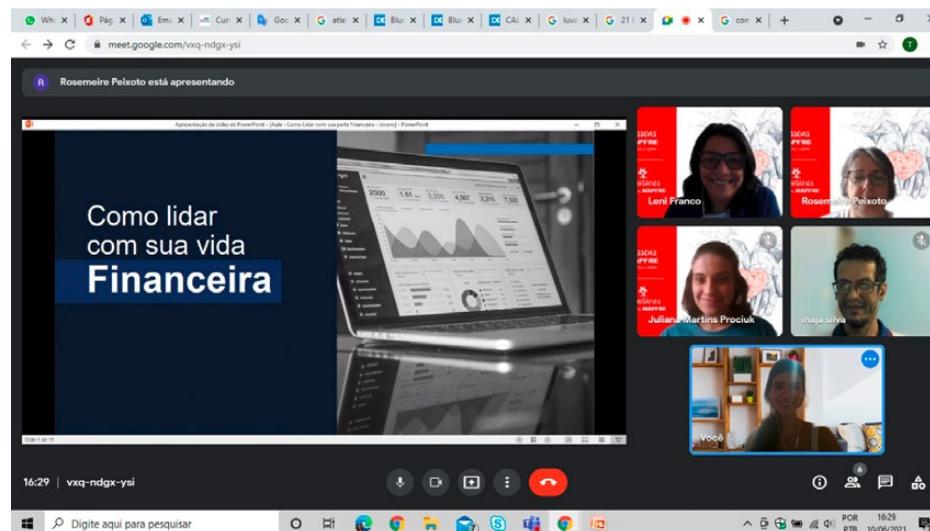
The project aims to promote the empowerment and development of 500 teenagers and young people from low-income backgrounds in different localities in Brazil. Aimed at young people between 15 and 22 years of age, it offers complementary activities in three specific areas: education, job training and life-skills training.

The purpose of this activity was to promote talks and conversation circles covering various topics related to the labor market, socioemotional skills, how the selection process for young people works, apprenticeship programs, and financial education for teenagers and young people.

In the conversation circles, our volunteers helped the teenagers and young people broaden their views on the business environment by sharing their experiences through the "mirroring" method in which the volunteer's professional success is added as an example of success in their professional career.

In addition to these roundtable discussions, talks were organized to explain how the young apprentice process works, as well as financial education.

A total of 8 online meetings were held between June 8 and 11, 2011, involving 21 volunteers and 377 beneficiaries, who were teenagers and young people.



Online meetings for the Week of Conferences and Roundtables in Brazil.

In the **UNITED STATES**, MAPFRE USA held its first face-to-face volunteer event in collaboration with the Best Buddies organization, on May 15, 2021. The Webster (Massachusetts) office hosted the annual Best Buddies Friendship Walk.

Best Buddies strives to improve the lives of young people and adults with intellectual and developmental disabilities through its friendship program, its employment program and its leadership development program. The students who take part in this project are trained to enter the working world by learning from professionals in different fields and positions.

Last year's "walk" included a car parade with decorated vehicles and fun activities for the participants. About 40 volunteers, including MAPFRE employees and their family members joined in with this event.



Our volunteers cheering people on at the Best Buddies Friendship Walk vehicle parade.

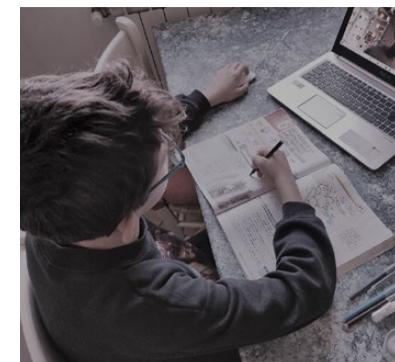
The Best Buddies students and their families followed the parade while the volunteers and special guests entertained them and cheered them on. After the parade, once the vehicles had been parked, the volunteers handed out pizza and ice cream to the people who had taken part. Afterwards, everyone was able to enjoy music put on by a DJ.

MAPFRE USA President and CEO, Jaime Tamayo, spoke to the Best Buddies participants and their families to thank them for attending the event and to express his pride in the collaboration with the Best Buddies organization.

In **ITALY**, a collaboration with the Associazione Angela Giorgetti was initiated as a pilot test during the COVID-19 pandemic emergency, involving two volunteers and online classes.

The project aims to involve even more Verti employees in the future. This NGO, based in Milan, has been present in primary and secondary schools in the Milan area for 30 years. Its activities are part of the Educational Offer Plan (Piano dell'offerta formativa; POF) and are completely free of charge, thanks to the support of professionals and volunteer experts who make this possible.

The volunteers provide ongoing support to the children, on a one-to-one basis or in small groups, motivating them in their studies and encouraging their academic success. This type of activity is carried out in a flexible manner, to respond to the needs of the users and the context: normally it takes place on two afternoons a week, but sometimes also during school hours, and more frequently, if necessary.



A volunteer tutoring a child.

In **NICARAGUA**, Fundación MAPFRE continues to work hand in hand with the Terre des Hommes Foundation on the project “Adquisición de mobiliario escolar y material didáctico” (Acquisition of school furniture and teaching material), to benefit teachers and students from 35 different schools in the North Caribbean Coast Autonomous Region (Región Autónoma Costa Caribe; RACCN), which were destroyed in 2020 by hurricanes Eta and Iota.

On this occasion, our volunteer team together with members of the Terre des Hommes Foundation managed to produce 331 school kits for primary school children aged between the ages of 7 and 12. These contained notebooks, notepads, pens, crayons, colored pencils, glue, a ruler, and so on. In addition to the kit, a chair and an individual desk were provided for each child.

The activity was very dynamic and everyone had fun. It was an opportunity to share with the children and hear about the difficulties they face in order to study in the communities in which they live, as well as what a



Our volunteers in Nicaragua after preparing school supply kits for primary school children.

tremendous help it is for them that we at Fundación MAPFRE can provide them with everything they need for their development.

In **PANAMA**, a painting workshop was organized for a group of children between the ages of 5 and 10 who are housed in a school run by Ciudad del Niño, a non-profit organization committed to the promotion, defense and exercise of the rights of children and young people in vulnerable situations, which simultaneously functions as an orphanage and a school.

After a year of isolation due to the pandemic, our volunteers were very happy to be able to organize the first outdoor group activity with these children.

Each volunteer was in charge of guiding a child through the workshop to create their own work of art. After the workshop, the children had a snack and played some fun sports with our volunteers.

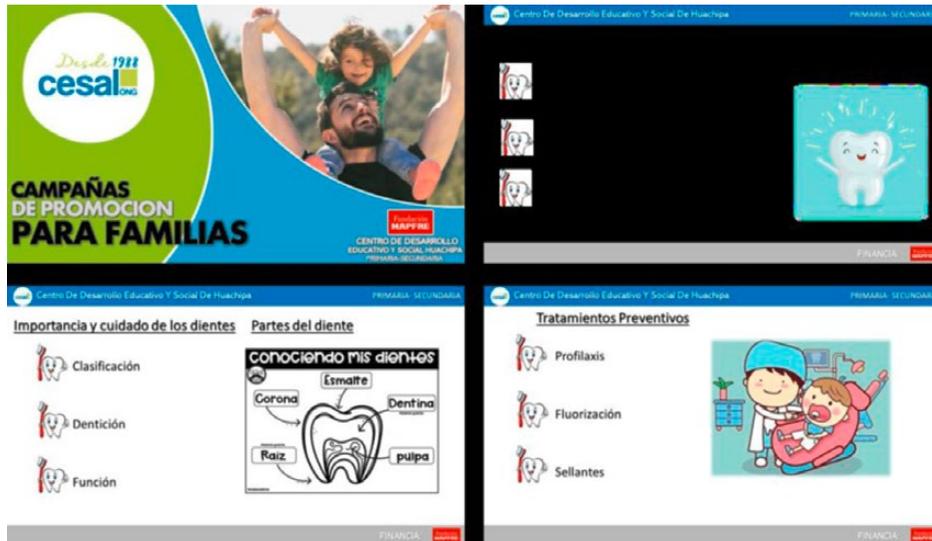
In addition, sheets of paper, notebooks, paints, pens, and pencils were donated to the school, as well as headphones to be used in virtual classes.



One of the children participating in the painting workshop organized together with Ciudad del Niño.

In **PERU**, the pandemic brought new challenges in different areas of action. The educational project “Training in times of pandemic”, has allowed us to publicize and emphasize professional volunteering, achieving a transformation, empowerment of talent and, above all, human value, through training, in other words, transmitting knowledge to those who need it most.

Our volunteers have been working alongside a number of NGOs in action plans on health, the plastic arts, storytelling, psychology and handicraft workshops, for all kinds of audiences, from children and adolescents, to mothers and fathers.



Virtual workshops on different topics held in Peru.

On August 7, in **PUERTO RICO** we delivered backpacks with school supplies to children in a village in center of the country.

Our volunteers selected a mountain village and delivered educational supplies to 70 children so that they could start school happily, while at the same time alleviating the economic burden on those who have very little.

Everyone, from the volunteers who collected and prepared the backpacks to those who were able to be present at the delivery, enjoyed this activity very much. Some imagined the joyful faces of the children when they saw the materials, while others actually got to see them. The children, were very happy and grateful, and could not contain themselves. They excitedly checked out all the school materials in the backpacks, ready to start their classes.

It was so rewarding to be able to experience this moment and to continue our mission of reaching out to the most needy. Leaving behind footprints and beautiful memories is the best legacy we can have as volunteers.



Our volunteers delivering backpacks to children in a village in the center of Puerto Rico.

ENVIRONMENT

In **HONDURAS**, we organized the “Sembrando el futuro” (Sowing the Future) activity, which once again demonstrated our commitment to the environment.

Volunteers joined in with this initiative, helping the Institute of Forest Conservation (Instituto de Conservación Forestal; ICF) to clean up and reforest this area of Honduras.

This activity consisted of cleaning and planting pine trees in the Zambrano - Las Moras sector, near Tegucigalpa.

Our volunteers planted around 150 pine trees to reforest an area that, unfortunately, some years ago was affected by the bark beetle, a pest that affects the pine forests in this sector.



Our volunteers after planting pine trees in the Zambrano - Las Moras sector.

In **MALTA**, a clean-up activity was carried out in Hal Gharghur, a rural area of Gharghur in Wied Dies.

A group of five MAPFRE volunteers went to a farm in Hal Gharghur, where Mario, the farm's owner and manager, needed help with maintenance. The farm's main activity is beekeeping, however, like any other agricultural activity, this requires constant maintenance.

Our volunteers helped clear two areas of bamboo shoots that were blocking the flow of water. Some 300 kilos of bamboo were removed, the good pieces were kept to create canopies and covers in various parts of the farm, while the rest were discarded.

During the course of the morning, Mario was able to give the volunteers an insight into the challenges faced by smallholders in Malta. As a result, they became aware of how important it is to maintain these small properties to sustain local production.

At the end of the activity, Mario, as a thank you, gave the volunteers a small sample of the honey and olive oil produced on the farm.



Our volunteers cleaning the bamboo shoots from the farm in Hal Gharghur.

In **MEXICO**, Fundación MAPFRE volunteers went to Ectágono, a complex located in the Barranca de Tarango, the last undeveloped area in Mexico City, to carry out the “Renacer del suelo” (Reborn from the Soil) activity with the organization Ríos Tarango.

Aware of the global environmental crisis and with the aim of restoring the soil that was damaged by fires in the area at the beginning of 2021, in addition to the normal urban deterioration, our volunteers to their hands dirty to help improve this space, which is currently one of the lungs in the west of Mexico City.

With the help of the entire team of specialists from Ectágono and Ríos Tarango, cacti, agaves and succulents were planted, which will gradually restore the soil's fertility and life, so that next year other species of shrubs and trees can be planted, thereby safeguarding this natural space.

This was the first face-to-face activity for more than a year, following the long wait for the lockdown to be eased and the limited possibility of carrying out activities in enclosed spaces. It was conducted in the spirit of helping our environment, in a natural and open space, always according to relevant health measures.



Our volunteers after carrying out the “Renacer del suelo” (Reborn from the soil) activity in Barranca de Tarango.

EMERGENCY AID

Last July, in **GERMANY**, a series of floods caused by heavy rains affected much of central Europe. In Germany alone, more than 180 people died as a result of flooding. In addition, the floods caused billions of euros worth of property damage. In fact, many areas of the hard-hit Ahr Valley remain without electricity and road access.

Although the German government has already pledged 30 billion euros in reconstruction aid for the area, financial assistance is still necessary, especially since most of this money will be used for public infrastructure and



Andrea from Verti Germany, one of the #PotsdamHilftDerEifel partners in Germany.

will not cover the personal losses suffered by the people affected (many of them do not have insurance against this kind of damage).

The private initiative #PotsdamHilftDerEifel starts where the emergency aid programs of the municipalities and federal states end. The initiative is aimed at organizing support to rebuild lost livelihoods and to provide those affected with a real home once more. Thanks to this effort, more than 130,000 euros in donations have already been collected and several relief transports to the flooded area have been organized.

The various volunteer activities range from on-site support to telephone counseling and the collection of donations. Each volunteer contributes what they can.

Among the many contributors to this initiative are Andrea from Verti Germany and her husband Ole. Both have supported #PotsdamHilftDerEifel practically from the beginning. After the birth of her son, Andrea used her maternity leave to help those affected and coordinate on-site assistance. Together, she and Ole have already invested more than 200 volunteer hours in this project.

SHARE SOLIDARITY

In **EL SALVADOR**, toys and money were collected for a Children's Day party at a children's center run by the CINDE Foundation.

This foundation's goal is to promote a culture of peace and for communities to develop properly, offering spaces for families without resources.

MAPFRE employees and volunteers donated toys and money to purchase piñatas, candy and a small snack for the children who live in this children's center.



Our volunteers from El Salvador next to the piñatas at the Children's Day celebration.

Seven volunteers were in charge of livening up the party with games for the children, in which toys were given as prizes. Afterwards, everyone was offered a snack, while some people were still trying to win a toy. The children really enjoyed this afternoon of fun in which they danced and jumped around. Between the shouts of joy and overflowing smiles, you could hear the thanks from every single one of them. Afterwards, they took it in turns to hit the candy-filled piñatas. And finally, all the children received a toy.

At the end of the activity, the volunteers were able to see, firsthand, the facilities at the children's center, as well as observing how these children spend a normal day, having classes and playing.

In **SPAIN**, because of the pandemic, many activities were organized via the internet.

Everywhere we hear that the pandemic has changed things. In 2021, the volunteering was mainly focused on food, but we could not ignore all the other groups that need us, so we reinvented ourselves with online volunteering. This type of activity offered us the opportunity to unite volunteers from all over Spain.

In March we celebrated World Down Syndrome Day with our friends from Down Valencia Treballant junts. Our goal was equal opportunities and personal empowerment. The common thread was a cooking workshop to make the traditional Easter cake, the "Mona de Pascua".

In July, without ever leaving home, volunteers from all parts of Spain travelled to Nicaragua and Panama. Through an online connection, the NGO Adventure Volunteer opened the doors of one of the workshops they run with the the "mujeres del maíz" (women of the corn), aimed at promoting the personal empowerment of women. Producing handmade macramé products provides these women with a dignified livelihood. However, the

actual workshop was canceled due to lack of funding, so this virtual visit served to boost motivation for them and everyone else who took part.

In the summer, our volunteers, together with their families and friends, made bracelets to donate to the children of "La Escuelita" during the December holidays. Bags of material were also delivered to ensure the continuity of the work.

The "Dona tu voz" (Donate your voice) workshop was another online initiative, where volunteers from all over Spain recorded audiobooks for blind children.

Our volunteers from all over Spain have felt the need and desire to develop activities taking into account all the relevant health measures to help the most vulnerable at a time when they needed it most.



Volunteers showing their Easter "mona" cakes during the cooking workshop held to mark World Down Syndrome Day.

In the **PHILIPPINES**, a one-hour interactive session was held with the children of Aldeas Infantiles SOS in the Philippines. They told stories to uplift the children in this time of pandemic. We understand the importance of mental health, especially in these difficult times. We know that it is also a challenge for young people, so our volunteers wanted to inspire them and have a fun time sharing stories together. There were also games and the children of Aldeas Infantiles SOS Philippines gave a performance.



Virtual meeting with the children and young people from Aldeas Infantiles SOS in the Philippines.

Every individual matters. Every individual has a role to play. Every individual makes a difference.

Jane Goodall



Direct



Laura Gonzalvo
Director of Communication
and CSR at Securitas Direct

At Securitas Direct, for more than three decades our core mission has been protection. We are people who protect people and, aware of the responsibility we have as a company, we have developed a Corporate Social Responsibility project with a clear work ethic that involves our entire team and is aligned with our business: to protect what really matters.

For this reason, our ESG strategy is closely linked to our rationale and revolves around two cornerstones: the protection of people, focusing on the protection of children, the elderly and women, particularly those who are victims of gender-based violence; and the protection of the environment.

As part of this strategy, our Volunteer Program is particularly important. It was Securitas Direct's own employees who promoted this, taking our culture of care and service above and beyond, and they are closely involved in the choice of causes, actions and associations with which we collaborate. Fundación MAPFRE has been crucial in this path that we continue to walk together and it is a privilege to work hand in hand with the common goal of having a positive impact on society.

And even more so after almost two years that have marked such a huge change in many aspects The pandemic tested us, but our employees

demonstrated their enormous levels of commitment and human qualities. We can proudly say that we have great people who went out of their way to help the most vulnerable at times when they needed it most, reaching the most remote places and working tirelessly. This is the key to and the rationale behind our Volunteer Program and for this we are immensely grateful to them.

Excited about a future full of challenges and opportunities, we would like to extend our gratitude to Fundación MAPFRE, for the extraordinary work they do, and because thanks to them we are increasingly more people who protect people.

2021

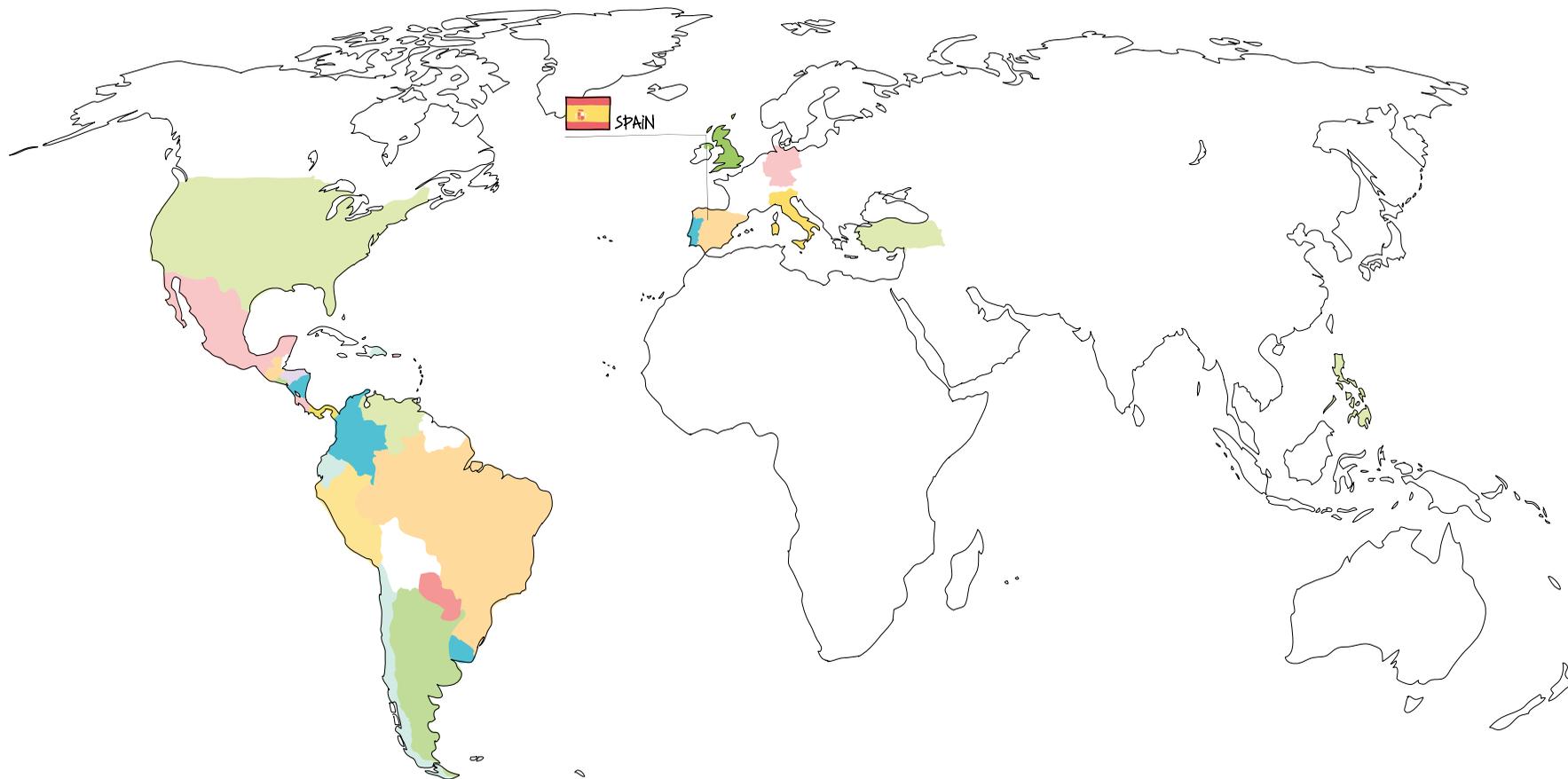
1 COUNTRY

134 VOLUNTEERS

77 ACTIVITIES



Direct



HEALTH

8 EVENTS 29 PARTICIPANTS

NUTRITION

53 EVENTS 444 PARTICIPANTS

EDUCATION

6 EVENTS 24 PARTICIPANTS

ENVIRONMENT

5 EVENTS 36 PARTICIPANTS

SHARE SOLIDARITY

5 EVENTS 56 PARTICIPANTS

HEALTH

One of our aims is to protect the most disadvantaged children. We have always been heavily involved in initiatives related to children and the improvement of their welfare. The COVID-19 crisis made us come up with new ways of engaging with them, especially hospitalized children, who are more vulnerable. So we decided to focus on the virtual smiles of hundreds of children all over the country.

On May 8, 2021, eight volunteers took part in a virtual storytelling event for hospitalized children that was broadcast on CCTV in hundreds of hospitals thanks to the collaboration of Fundación Theodora. The virtual story has already been seen by more than 150 children. Without a doubt, there is nothing more rewarding than a child's smile.



Participants in the virtual storytelling session held in collaboration with Fundación Theodora.

NUTRITION

Mensajeros de la Paz has always been one of our company's flagship associations. In 2018, we started to take part in the San Antón breakfasts. A couple of days a year, before Christmas, some of our employees went to the church in the center of Madrid to donate baskets full of food and share a very different morning with hundreds of people. For many of them it was a time of personal transformation. And that transformation, together with the desire to help that characterizes our people, means that our company now has its Volunteer Program.



Our volunteers delivering breakfasts at the San Antón church.

Of course, our first volunteering activity was with Mensajeros de la Paz, on May 1st last year, in the church of Santa Ana, in Barcelona. Since then, our volunteers have been regularly participating in the activities organized by Mensajeros de la Paz both in Madrid and Barcelona. Every Saturday we help deliver breakfasts at the Santa Ana church in Barcelona, and twice a month we join other volunteers at the San Anton breakfasts as well as dinners at the Robin Hood restaurant in Madrid. Our volunteers have thrown themselves into work in the kitchen, breakfast and dinner deliveries, and conversations with people who are used to being invisible to the rest of society.

Mensajeros de la Paz not only provides them with food, one of the most basic human needs, but also offers them a welcoming place, a dignified space.

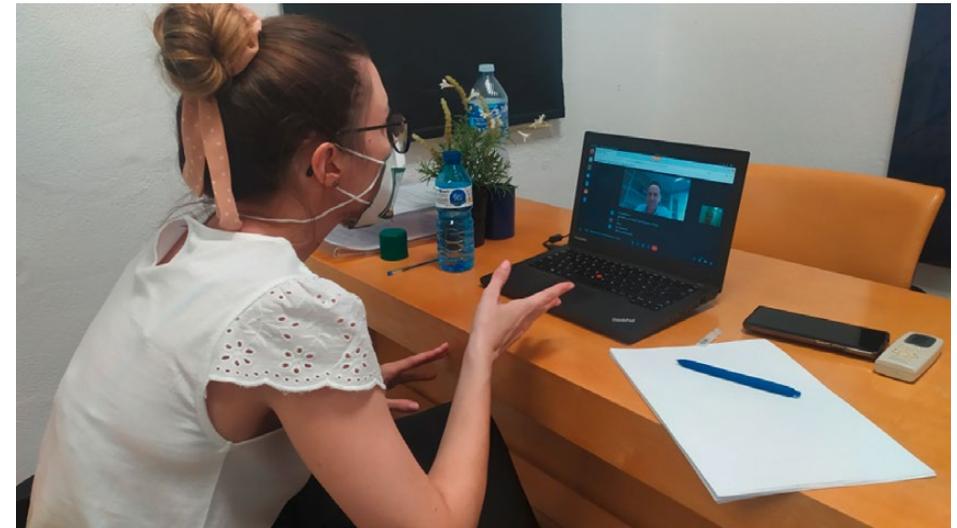
EDUCATION

On the occasion of International Women's Day, our company launched a campaign called "Marzo con M de mujer" (March with an "M" for Women), for which one of the activities was telephone mentoring, with the aim of supporting the inclusion of women in the workplace. We sponsored an intensive training course for 25 women thanks to our alliance with Fundación Quiero Trabajo.

However, we did not just want to finance this training activity, we wanted to be an active part of it. That is why 25 of the company's employees participated in the process through telephone mentoring, giving these women advice that will help them get a job and, with it, the longed-for economic independence.

Through telephone conversations, they updated the women's résumés, their LinkedIn profiles, role-played interviews, and so on, but, above all, they boosted their self-confidence and created bonds of friendship that remain intact to this day.

With just two weeks of mentoring, 96% of the women who took part in this training course were able to get jobs and, in fact, are still working today.



Participants in the telephone mentoring activity to boost job prospects.

ENVIRONMENT

In addition to protecting people, we focus on protecting the environment. On June 5, to mark International Environment Day, we ran a corporate volunteering event in Barcelona and Madrid. We conducted a cleanup blitz using the "Citizen Science" tool.

Our volunteers carried out clean-up sweeps in the vicinity of the two sites, taking all the waste they found. Since 80% of marine litter comes from the land, rivers and reservoirs are key to quantifying how much waste may end up in the sea. These types of activities, in addition to raising awareness and highlighting the problem of discarded waste, help with data collection to facilitate the development of future strategies to mitigate the problem of marine debris. Between the two locations we collected 38 kilos of waste. Thanks to Paisaje Limpio, at the end of the day we were more aware of the impact our actions have on the environment.



Volunteers in the waste cleanup activities.

SHARE SOLIDARITY

Older adults are a particularly vulnerable group and this has been aggravated by the health crisis we are still experiencing. Our elderly are suffering more than ever from isolation and loneliness. That is why we decided to join them in a volunteering action that would allow them to have fun while at the same time being inclusive.

With the help of Cooperación Internacional, we decided to organize a game of virtual bingo in an old people's home. We would have liked to do this activity in person, but in order to protect the health of these older adults and to comply with the strict health protocols, we ran this volunteering activity virtually.

We held our virtual bingo day on June 19 at the FUNDOMAR senior center in Seville. Ten residents and eight volunteers took part. Through this initiative, we managed to build a close relationship between the volunteers and the seniors, who in these times of pandemic have greater emotional needs. The volunteers were able to share their time and talk with these older adults who have a lot to contribute. Undoubtedly, a great experience for all of them.



Attendees at the virtual bingo at the FUNDOMAR senior citizens' center in Seville.

You must be the change you wish to see
in the World.

Gandhi

 **solunion**
SOMOS IMPULSO



Alberto Berges
CEO of Solunion

Solunion is a company with purpose. An intrinsic part of our commitment and *raison d'être*, of our way of acting and working in favor of business and society, is to contribute to the sustainable socioeconomic development of the countries where we operate, through activities related to our professional experience and the volunteer work of the people who make up our organization: the solunioners.

In this sense, Solunion offers various participation opportunities within the framework of its Volunteer Program, as part of the Social Responsibility and Sustainability strategy that we are developing together with Fundación MAPFRE in Spain, Mexico, Colombia, Chile and, as of this year, also in Argentina and Panama. All our campaigns and social contributions are linked to the Sustainable Development Goals (SDGs), which we want to actively promote, as is only natural.

Volunteering reinforces the spirit of collaboration, that team strength which is part of our values; it promotes personal development and contributes to the development of the communities in which we work. At Solunion, we dedicate a certain number of working hours per month to volunteering; this involves both professional volunteering, using our skills and experience; as well as other tasks, helping to improve people's quality of life.

In 2021, we implemented our volunteer portal in Chile, Argentina and Panama, in addition to those we have already had in Spain since 2019, and Colombia and Mexico since 2020.

I would like to highlight some of our most recent actions, such as our collaboration through sports scholarships with the Club de Gimnasia La Mina and Aravaca C.F. in Spain, and other recurring actions that reflect our commitment and involvement. These include the Entreculturas race, collaborations with associations and foundations such as Paidi, Cáritas, Fundación Mis Amigos and Aldeas Infantiles, and our participation in the AMIS and UNESPA insurance solidarity funds, as well as collections for the "One toy, one smile" initiatives, the San Vicente de Paúl soup kitchen and the donation of eyeglasses, among other things.

Despite the restrictions that, due to the pandemic, we have had to comply with in order to carry out face-to-face activities, we are very grateful for the efforts made to collaborate remotely with the Trientrenos solidarity challenge in all countries, school support with Tengo Hogar, translation with Mestura and support through Fundación Talismán.

Many thanks to Fundación MAPFRE for allowing us to be part of their contribution to change. And heartfelt thanks for the commitment and generosity of our solunioners who, by participating in these actions, help to make our world a fairer and more just place.

We work together to build a better future.

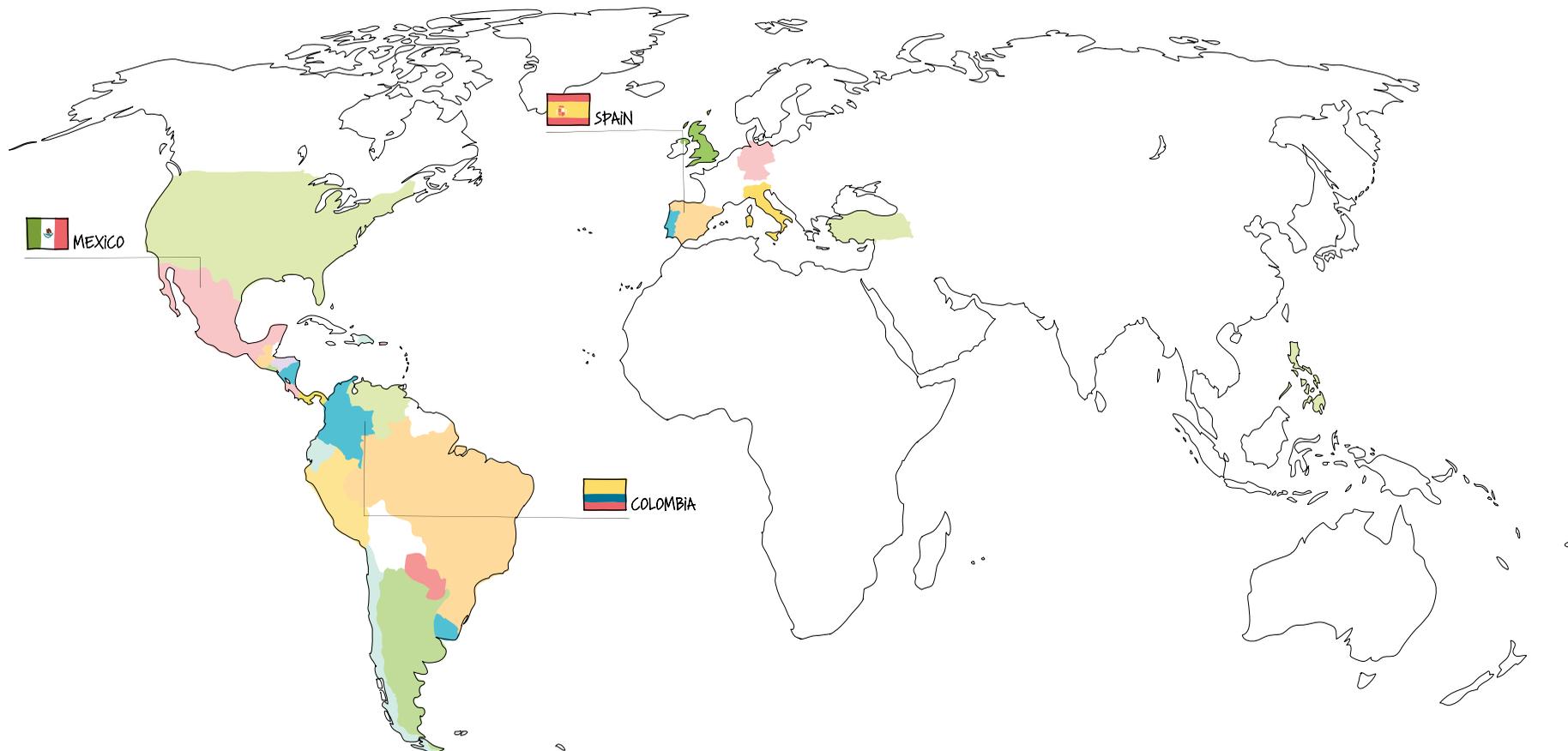
#SolunionersSolidarios #SomosImpulso.

2021

3 COUNTRIES

121 VOLUNTEERS

19 ACTIVITIES



HEALTH

3 EVENTS 34 PARTICIPANTS

NUTRITION

7 EVENTS 187 PARTICIPANTS

EDUCATION

4 EVENTS 12 PARTICIPANTS

SHARE SOLIDARITY

5 EVENTS 9 PARTICIPANTS

HEALTH

Over the Christmas season in Mexico, we took advantage of the festivities to make Christmas ornaments for the children of Fundación Paldi. In this volunteering action, each solunioner chose a sphere with a child's Christmas gift wish written on it. In addition to the gift, pajamas and sporting goods were donated to support them over this difficult year.

In 2021, due to the pandemic, the activity was carried out remotely, always ensuring the health of all the participants. Even so, all the wished-for gifts were collected and taken to the Paldi home for delivery.

During this delivery, the solunioners were able to watch the children of the Paldi Foundation open their gifts via videoconference. As a token of appreciation, the children sang a touching carol that filled us with emotion. Undoubtedly, despite the distance, we always stay close.



Children of Fundación Paldi.



NUTRITION

From April 26 to May 3, thanks to the II Solunion Solidarity Challenge, all our Solunioners were able to add up their kilometers and turn these into kilos of solidarity.

At Solunion, as a company committed to incorporating the SDGs into our daily lives, we want to advocate for the health of our immediate environment and have a positive impact on achieving a fairer and more just society.

In April and in an online format, we launched the Solunion Solidarity Challenge in collaboration with the Trientrenos sports club, the aim of which was to promote health and sport, and share solidarity.

For every kilometer of activity that we added through the Solunion Health and Challenge platform provided by Fundación MAPFRE, one kilo of aid was donated to the Food Banks in Spain, Colombia and Argentina, Fundación Paldi in Mexico, Fundación Aldea Nuestros Amigos in Chile, and Fundación Yo Pinto una Sonrisa in Panama.

For the challenge, we were able to record any type of physical activity on the platform, whether you were using an exercise bike, working out at home, walking or swimming.

Our commitment to sport and solidarity go hand in hand and 121 #SolunionersSolidarios registered for the activity, traveling more than 5,000 kilometers and transforming that into more than 5,000 kilos of food.

EDUCATION

Since 2003, the NGO Mestura has been providing professional and specialized social services to people at risk of social exclusion, particularly the migrant community. This assistance comprises information, guidance and support to facilitate their inclusion in society, which is so essential and necessary. The head office is located in A Coruña and the scope of action covers the Galician community.

The collaboration activities of Solunion volunteers are aimed at minimizing the language barrier that hinders the access of non-Spanish-speaking migrants to information in different areas of society: the organizational structures within the Spanish system, indications and protocols for action in times of COVID-19, and any interaction that facilitates their effective understanding. In this sense, volunteers try to facilitate communication through the translation and interpretation of information in languages such as French, Arabic, Russian, English and German, to name but a few.



Information and guidance for migrants in different languages, thanks to the NGO Mestura.

SHARE SOLIDARITY

Fundación Bambi is a children's aid organization that is dedicated to supporting children and young people deprived of their family environment, through nutritional recovery, the restoration of rights, and comprehensive care programs, with the aim of achieving their stable and sustained social reintegration.

In this case, at Solunion Colombia we supported the children during their celebration of Children's Day by preparing a gift for each one of them and delivering it to them to commemorate this special day.



The children at Fundación Bambi after receiving a gift on Children's Day.

IN THEIR OWN WORDS

This report has been compiled from the testimonies of our volunteers who, in their own words, with their own idioms, which enrich the expression and which we have tried to respect as much as grammar allows us, have transmitted their experience to us.

MAPFRE

Helping connects people. Therefore, in the end, volunteering benefits everyone involved.

Andrea Bemann - GERMANY

Everyone in the area must continue to earn a living, and volunteering is my way of giving back to society.

Ole Bemann - GERMANY

Volunteering makes us put aside individuality and come together with the same objective. It allows me to create a bond with people who have very different experiences from ours; listening to them helps us to know and understand their realities and needs a little better, and we can perform charitable actions that give them a joy and change their day. Their life stories, a smile, a thank you, a hug, give us the strength to keep going in our efforts. For me it is an honor to belong to the group of MAPFRE volunteers.

Fernando Venâncio Filho - BRAZIL

For me, volunteering is a way of life. It gives meaning to what I do on a daily basis, and it "grounds me". Knowing, understanding and learning about the society in which we live, valuing what we have and all that we can give to those who need it most. Carrying out activities with colleagues, friends, family and strangers generates lasting bonds and positive experiences are always gained. Volunteering allows us to give love, kindness, help and support. And these values represent what I believe is important in life. Above all, it is a good lesson for my children, who happily accompany me on many of the activities. Feeling that I can contribute a grain of sand and help to improve things makes me happy.

Victoria García Poulter - ARGENTINA

Being a volunteer means putting our heart into everything we do.

Adrián Basílico - ARGENTINA

Being a volunteer means being able to look beyond my world with a feeling of love and gratitude towards others, establishing bonds of solidarity and mutual trust, playing an active role in the transformation of society.

**Cristiane Palomares K. Calazans
de Souza - BRAZIL**

Being a volunteer is very rewarding, we know that we are giving to help others, but I feel privileged to get the thanks, and seeing the happiness on the faces of the people who receive our help is priceless.

Jabes Gomes Garcia - BRAZIL

Volunteering is personally fulfilling, an inner well-being derived from the pleasure of serving those in need. It is a feeling of solidarity and love for others, and a means of transformation to help establish socioeconomic sustainability in local realities.

Sandro Pinto de Moraes - BRAZIL

It is an activity that embodies nobility and generates unforgettable moments.

Christian Buenaño Garrido - CHILE

Contributing to create a more caring society and filling our hearts by helping others.

Mariela Aedo Berrocal - CHILE

Giving a little piece of your heart to people who need a moment of joy.

Jennifer Valenzuela Sepúlveda - CHILE

For me, being a volunteer is an opportunity to share a small part of my being, to transmit good energy, to give the best of myself so that someone receives a ray of hope, love and excitement, helping them feel that in this world there are opportunities and that we all have something to give and receive. It is the moment you encounter other people who feel heartfelt altruism and who identify with the vocation to serve.

Diego Romero - COLOMBIA

For me, being a volunteer is connecting with the vocation of service, it is meeting others to work for a common purpose that will bring well-being to all of society.

Liz Escobar - COLOMBIA

Volunteering is being able to contribute in a selfless and committed way to help vulnerable people and communities.

Tanya Daniela Lizarzavuru Andrade - ECUADOR

In general, human beings are consumers, and being a volunteer turns you into a provider: of time, talent and resources, to improve the quality of life of those in need. Time is a scarce resource that very few are willing to give away.

Adriana Granizo - ECUADOR

Being a volunteer has enabled me to help and to understand that even small deeds gladden the hearts of those most in need. Volunteering is the best experience.

Mónica Villegas - ECUADOR

Seeing the smile, gratitude and love of the people who help each other through these actions is worth more than all the gold in the world.

Manuel Aquino Ramírez - EL SALVADOR

It means making the time to help your neighbor, putting your heart into every action.

Wendy Monge Jandres - EL SALVADOR

In this company, satisfaction comes not only from professional success, but also from dedication to others.

Julián Redondo Martínez - SPAIN

Volunteering helps me to appreciate what we have even more: our anchors, our family, our friends, our life in general. It allows us to have enriching and unique experiences that will stay with us.

Sales Tamarit Vendrell - SPAIN

For me, volunteering means giving back to the community in which I live and being able to see the goodness it offers us. I also taught my son the importance of helping when you can. I appreciate MAPFRE for giving us this opportunity and allowing/encouraging employees to take part.

Lauren Berthiaume - UNITED STATES

I enjoy volunteering because it offers help to the community and to less fortunate people. Whether it's working with Pan Mass to raise money for cancer research, walking/fundraising on the Breast Cancer Walk or helping with food deliveries. All of this benefits the community as a whole and those who are experiencing difficulties in their lives. I often think about how much better this world would be if everyone would use their time to help others or cooperate in preserving our natural resources.

Celeste Riley - UNITED STATES

For me, volunteering is a way of giving back the blessings we have received and showing our love to other people without expecting anything in return. It is a rewarding feeling, as not only do you make others happy, you also enjoy making new friends outside the MAPFRE organization. I am glad I was able to share my "little time" with these precious children. In fact, it is better to give than to receive.

Amy L. Cruz - PHILIPPINES

For me, volunteering is a way to help others, it is not mandatory or an obligation. It is giving a person time, to help someone who may be in need. Through volunteering, you can also challenge yourself to try something different, to be kind to others. You can also use and share your own skills and talents. It is a great way for someone to interact with other people while helping them without any expectations in return.

Roseta B Parungao - PHILIPPINES

Volunteering is doing good for others without expecting anything in return. It gives you the opportunity to help others in a selfless way and gives you satisfaction.

Beverly D. Cruspero - PHILIPPINES

Being part of the volunteer program is a new experience for me. It is really nice to know that, thanks to my contribution, I am helping people who really need it and at the same time inspiring more people to give that heartfelt contribution without receiving anything in return.

Luz María Argueta Arias - GUATEMALA

For me, being part of the volunteer program is the opportunity I have to inspire others to help, since this works like a domino effect, where by moving one piece no matter how small it is, it will have an enormous impact on our lives, those of us who help, and even more so for the people to whom we give our help. It is not just about giving but also sharing from the heart, with good intentions, with people who need it at any time.

José Rodrigo Marroquín Samayoa - GUATEMALA

It is an opportunity to give back to others for the blessings we have received and thus make the world a better place.

Laura Daniela Melgar - HONDURAS

It is to serve others, there is no better gift than giving time and energy to help others.

Isabela Sofia Casco Castro - HONDURAS

It is the satisfaction of giving without receiving anything in return; it is making a difference through small actions that have a big positive impact.

Jenny Xiomara Meza Ruiz - HONDURAS

For me, this experience of volunteering as a tutor for young people with learning disabilities or difficulties at school began as a simple test, to find out whether this kind of action could get other Verti colleagues involved in the future. Supporting the children and helping them to study online rather than face-to-face, due to COVID-19 restrictions, was not easy at first, especially when trying to break down some of the initial barriers and gain their trust. But, week by week, it got easier to build this relationship and the results (good grades in school) finally came. I was happy for them (and also proud of myself).

Francesco Foresti - ITALY

I have taught three different girls from the Giorgetti Association. This type of activity is not at all easy, especially when it is done online and sometimes the students do not even attend the classes, without notifying the tutor. School performance is not the only problem, in some cases there are psychological problems and often the family situation does not make things easier for them. Probably the best of my three different experiences was with a Sri Lankan girl: she is very polite, punctual and exact. She is also a bit shy and insecure, but, anyway, little by little, she started to trust me and her results improved.

Laura Dell'Orto - ITALY

My favorite activity: the traditional summer ice cream day! In collaboration with Carl's Brain-Freeze... all the proceeds went to the YMCA. Being able to contribute to the common good is something really special and I love all the activities equally. But if I have to choose one of this year's, which was quite difficult because of the social distancing measures, it would be the ice cream day. Not only was I able to lift the spirits of my MAPPRE colleagues, passers-by and neighbors by serving them their favorite ice cream, but everyone contributed to the cause, and the proceeds went to this fantastic NGO dedicated to helping the homeless and creating a more just society. In life, no one has ever survived without the help of another person.

Margarita Díaz Romero - MALTA

In our company, all the CSR activities are planned with a lot of love for the community and nature. I am very proud to work in a company that dedicates part of its time to organizing this kind of activity, and since the day I joined MAPPRE MSV Life, I can say that I have hardly missed any of them. One of the activities I attended last year involved sorting clothes for the Inspire charity stores. Inspire's goal is to help its users live life as fully as possible, and with the utmost dignity. I really enjoyed doing something good for other people and, of course, I had a great time. I think we should keep this energy up and try to make our environment a better place to live in. We can all do our bit for the community. I want to take this opportunity to encourage all my colleagues to participate in these activities and do something good for themselves, the company and the world around them.

Jelena Milanovic - MALTA

One of the CSR activities I participated in this year was a clean-up in a valley in Gharajour. A local farmer, who is also a beekeeper, owns the farm. This activity was carried out in collaboration with the Merrill Foundation. The valley must be constantly maintained, so in addition to cleaning the site, our most important task was to cut down a large area of wild bamboo. This facilitates the flow of rainwater from the village, which helps the crops and trees in the fields, the wild plants and trees in the valley and prevents flooding in general. The most suitable bamboo shoots were selected and cut. These canes will now be made into a canopy, which will provide shade for the beehives and chicken coops. It was a fun activity, an enjoyable day in nature while helping these farmers and the environment. I highly recommend participating in these types of CSR activities. It is beneficial for everyone.

Daniel Galea - MALTA

For me, volunteering has been a respite for the soul, it has allowed me to prove to myself that I still have something to give and better yet, that I have a lot to learn. Being there for others when I myself need others is the best gift I have had this year.

Mariana del Carmen Hernández Basarte - MEXICO

A different lifestyle with a commitment that I took on my own initiative. Knowing that I dedicate part of my free time to actions other than what I do on a daily basis fills my soul and I receive more than I give, I have learned to develop more empathy.

Leticia Olivares Pérez - MEXICO

I believe that volunteering means an opportunity to help others and cooperate with my co-workers in activities other than daily work.

Ernesto Cardoza - NICARAGUA

For me, volunteering is participating selflessly and dedicating your time to the solidarity action that will be carried out at the time, doing it from the heart for the good of people in need.

Heydi Rojas Martínez - NICARAGUA

Volunteering means solidarity with the most needy, bringing them human warmth.

Juan Morales Márquez - NICARAGUA

For me, volunteering means "giving love to others".

María Gabriela Lacayo - PANAMA

Being a volunteer means contributing to the growth of other people, ensuring equal opportunities and supporting them so that they have a better future.

Dianna Blanco - PANAMA

Volunteering is always being willing to support those who need it most and having a great attitude. It is as simple as smiling, sharing learning, supporting people in difficult moments and celebrating achievements together. It is truly an act of love, and the satisfaction of being able to help others is the best feeling in the world.

Rosa López - PANAMA

For me, volunteering is about giving love and affection to other people. Supporting them whenever needed and giving them a helping hand.

Ilsa Ibarra - PANAMA

Volunteering for me is giving love. I am particularly happy that in some way we can help people who really need it. And I am not referring to a lack of material things, but to emotional support. Every time I see the members of a family waiting for a food delivery, for example, I see the joy of feeling that they are not alone. And to be able to share a moment with the children and get to know a little bit about them in just a few minutes of conversation is really worth all the effort. And the only thing left to do is to be thankful because we truly lack nothing! I hope that many people experience love and joy through service.

María Paz Bernal Ramírez - PARAGUAY

For me, volunteering is an opportunity to help those in need in of the company of people who share the same spirit of solidarity and to form part of this; without a doubt, it is an experience that fills the heart.

Pamela Eleonor Angulo Escauriza - PARAGUAY

There is nothing stronger in this world than a caring heart.

Jhon Antonio Almeida Troche - PARAGUAY

For me, volunteering represents the opportunity to somehow give back the good things that life gives me, and being part of it makes me see the world from another perspective, helping me to be more empathetic and giving me a lot of personal satisfaction.

Margareth Sabrina Ríos Alarcón - PARAGUAY

Giving joy, happiness and sharing great moments with the hope of having contributed in some way and allowing people to feel that there is a better tomorrow every day.

Norma Salas Valdivia - PERU

Volunteering is the greatest demonstration of our purpose in this world, which is to serve others and improve someone's life.

Vilma Abanto Tacilla - PERU

It is to be always available, to stop thinking about oneself and think about others. Seeking the happiness and tranquility of others, working with love and receiving smiles.

Daniel Ramos Ramella - PERU

Volunteering is a way of being and acting, which allows us to translate into action the things our heart feels.

Federico Gonçalves - PORTUGAL

For me, volunteering is first and foremost personal fulfillment and satisfaction, because I feel that I am helping my neighbor and that, in some way, I am doing something so simple that helps those who have almost nothing. However little it may seem that we do, for those who receive it, it is usually extraordinary. Volunteering is not just about collecting food or clothing, it's not just about giving a warm meal or a warm coat to snuggle up in. Being a volunteer is also knowing how to listen to and smile at those in need.

Marisa Marques - PORTUGAL

The experience of being a volunteer has been rewarding, very nice. There are no words to explain the happiness you feel when you help others. This action marks us. The backpack delivery activity gave me hope for our Puerto Rico. Not all children get excited when you give them school supplies, however, these children totally did. Their little faces reflected their happiness in the form of thanks and they wanted to use the school supplies immediately. Definitely an experience that will stay in my heart forever.

Zenaida Cepeda Delgado - PUERTO RICO

The experience of bringing joy is unique! But if it is children, it is even better, since they express their emotions just as they are, genuinely. Seeing their curiosity, surprise and enthusiasm for what they receive, even if it is back-to-school items, is immensely gratifying. Seeing them smile with gratitude was the greatest reward for those of us who took part in this delivery. Contributing so that children from a disadvantaged community can receive our support that will improve, in some way, their quality of life is a great experience.

Nilda Sánchez Vélez - PUERTO RICO

I think giving back to the community is important. Small actions can have a huge impact on the local area.

Sarah Dodds - UNITED KINGDOM

It's great to be able to do something together as a team; a food drive is a fantastic way to do something useful in the local community.

Adam Bonham - UNITED KINGDOM

For me, being a volunteer is... being part of the wonderful appreciation of life, which will always knock on the door of those who open their hearts to receive it.

Marielly Cosme - DOMINICAN REPUBLIC

For me, being a volunteer is about serving others and bringing happiness and smiles through doing my part, as well as helping to care for and protect the environment.

Ana Guareño - DOMINICAN REPUBLIC

For me, being a volunteer is an honor and it is a privilege to promote altruistic work, which deeply touches and moves me, with the priority goal of adding to and furthering society every day through Fundación MAPFRE.

Omar Abreu - DOMINICAN REPUBLIC

First of all, I wish we could do the food aid event again. We are aware of life's difficulties, but living together has been much more effective. It felt great to see and be able to touch someone. I believe that volunteering is true awareness.

Asli Akman - TURKEY

Being part of Fundación MAPFRE's volunteer program gives me the opportunity to contribute my grain of sand to those who need it most, without expecting anything in return. Through the snacks that we prepare as a family for "Granito de arena" (Grain of Sand), we help to feed many children in a critical situation. And by cooking with love, we also feed the souls of these children, as well as ourselves. I love being able to volunteer as a family because it helps us, as a family, to place greater value on what we have, and it is a way of bringing work and family life closer together in a way that makes us grow as people.

Victoria Hobbins - URUGUAY

Being a volunteer comes from deep inside me, it is about being committed to the opportunity we have to help others. Knowing that with your action, whether it is cooking, shopping or helping to organize material to donate, whatever we do we can touch people's hearts, bringing joy and bringing smiles to their faces. That is the most heartwarming thing.

Natalia Bellomo - URUGUAY

Belonging to MAPFRE's volunteer program is seeing that expression of happiness, pleasure, joy and love on the faces of the children, teenagers and senior citizens as they take part in each of the activities.

Alberto Pérez - VENEZUELA

Being a MAPFRE volunteer is spreading a smile, in this world we live in, reminding others how valuable they are, with a gesture of kindness, help and generosity, offering a helping hand.

Eglee Chacón - VENEZUELA

Through MAPFRE Volunteering I can make the changes that I want to see in the world. Because by doing a little many times, we can achieve so much.

Eglis Moreno - VENEZUELA

SECURITAS DIRECT

In all the volunteer actions I have taken part in, I have always found a common thread - I have learned and received more than I have given.

Fahd - SPAIN

For those of us who want an inclusive, participatory and more humane society, volunteering is one of the best tools for achieving it. Let's go for it!

Franca Belforte - SPAIN

By volunteering we contribute to creating a better world. Thank you for giving us this great gift, taking part in these initiatives changes you, without a doubt you are different afterwards.

Adriana Gajate - SPAIN

SOLUNION

At Solunion, sport and solidarity go hand in hand. We contribute to a double challenge: health and solidarity aid.

Rocío Ferrari - ARGENTINA

I feel that this is a great opportunity to unite all of us as solunioners, contributing our grains of sand to help families in need. Every contribution to this challenge is welcome. It's time to take advantage of it!

Antonio Zárate - CHILE

With the solidarity challenge, we are not only activating our body and taking care of our own health, we are also supporting a good cause.

And what could be better than helping others with something that benefits us in every way!

Fabian Fonseca - COLOMBIA

Taking part in the solidarity challenge is a great motivation to exercise, move, do something for our health and, at the same time, know that we are contributing to a good cause and that the more kilometers we manage, the more families in Colombia will have the opportunity to receive food.

Karen Salazar - COLOMBIA

It's great to be able to combine solidarity and sport! Every kilometer we run in our sporting routines turns into a kilo of aid for those in need.

José Juan Navas - SPAIN

Sport is the best medicine. It involves discipline, fun and, of course, it brings a great deal of happiness! For me, sport is a way of life and I am very proud to have been part of this activity in which we have shown that, together, we solunioners are unstoppable!

Patricia Márquez - SPAIN

It is the well-being of others that tops up our own well-being. Donating is the best way to construct the world we want.

Mara Valencia - SPAIN

Little people who, with small acts, achieve great things. Volunteering strengthens the hearts of those who do it. That is why it is important to contribute our grain of sand and get involved in volunteering.

Tatiana Yepes - SPAIN

Being able to collaborate with Mestura, contributing with my knowledge of German, translating information related to health and other social aspects, and making it easier for these messages to reach groups of people who, due to language barriers, have difficulties in understanding, is very gratifying. No one should feel excluded or poorly informed because they have not fully mastered the language of the country in which they live. And knowing that you can share your knowledge with someone and contribute your grain of sand is very satisfying.

Carmen Marcos - SPAIN

Fantastic social inclusion work. Direct help to all people with linguistic barriers, providing information in their languages, so they can clarify their doubts and solve their day-to-day problems. Providing information on important and topical social issues, such as the devastating COVID-19 pandemic, the gender violence that unfortunately exists, social services and health centers, as well as immigration issues. Mestura makes life in our country easier for the needy and most vulnerable. Congratulations Mestura!

Isabel Secada - SPAIN

What you get back from this activity is immeasurably greater than what you give. Seeing them happy and content is the best gift at Christmas.

Andrea Obregón Hernández - SPAIN

Running and sharing make me feel alive.

María Luisa Munguía González - MEXICO

EPILOGUE

*Volunteering is healthy, it not only extends life,
it injects life into the years*

L. Rojas Marcos

When people engage with their communities, things change for the better. We have witnessed this over the past two years, as the COVID-19 pandemic swept across the globe and it became an international priority to limit its spread, save lives and find a solution.

“Social distancing”, “lockdown” and the use of masks have, over these last two years, become everyday aspects of our daily lives. In this context, volunteering has become particularly significant.

The pandemic has transformed us, and our volunteering has been no exception. We have had to adapt to the new circumstances, developing ways of helping to limit direct contact to avoid contagion, minimizing the on-site presence of volunteers due to capacity limitations, and organizing new activities with different objectives.

Fundación MAPFRE has developed many actions aimed at alleviating the most urgent needs in the societies where we operate, and our volunteers have been involved in all of them. Although in the year 2021 it has been impossible for us to involve our family members, we know they have always been willing to help nonetheless.

This report is a thank you to all our volunteers who, over the past two years, have made, if possible, an even greater effort to help others, always being at the side of those who need it most. To all of you, thank you for continuing to put on your volunteer hat, and for the enthusiasm, joy and commitment with which you participate in each and every one of the activities that have taken place throughout 2021.

Thank you for believing, I believe in you too!

Julio Domingo Souto
Managing Director
Fundación MAPFRE

APPENDICES

ARGENTINA 323 VOLUNTEERS	NICARAGUA 35 VOLUNTEERS
BRAZIL 372 VOLUNTEERS	PANAMA 159 VOLUNTEERS
CHILE 38 VOLUNTEERS	PARAGUAY 135 VOLUNTEERS
COLOMBIA 616 VOLUNTEERS	PERU 98 VOLUNTEERS
COSTA RICA 34 VOLUNTEERS	PHILIPPINES 8 VOLUNTEERS
DOMINICAN REPUBLIC 91 VOLUNTEERS	PORTUGAL 58 VOLUNTEERS
ECUADOR 67 VOLUNTEERS	PUERTO RICO 102 VOLUNTEERS
EL SALVADOR 38 VOLUNTEERS	SPAIN 1,106 VOLUNTEERS
GERMANY 35 VOLUNTEERS	TURKEY 110 VOLUNTEERS
GUATEMALA 21 VOLUNTEERS	UNITED KINGDOM 2 VOLUNTEERS
HONDURAS 57 VOLUNTEERS	UNITED STATES 379 VOLUNTEERS
ITALY 3 VOLUNTEERS	URUGUAY 33 VOLUNTEERS
MALTA 34 VOLUNTEERS	VENEZUELA 137 VOLUNTEERS
MEXICO 634 VOLUNTEERS	


ARGENTINA
323 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	2	10	138	12.00
Training activities	2	10	138	12.00
Environment	1	11	0	39.00
Committed to the environment	1	11	0	39.00
Health	12	82	1,524	306.00
Basics with heart	1	1	0	6.00
Drawing smiles	11	81	1,524	300.00
Nutrition	8	278	251	617.00
Food with heart	8	278	251	617.00
Share solidarity	1	2	483	14.00
Solidarity markets	1	2	483	14.00
TOTAL	24	383	2,396	988.00


BRAZIL
372 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	39	444	1,581	584.30
Everyone to school	7	124	592	124.00
Training activities	32	320	989	460.30
Environment	2	6	250	15.00
Committed to the environment	2	6	250	15.00
Health	12	22	366	41.50
Basics with heart	6	15	165	25.50
I am a donor	2	0	62	0.00
Sharing the dream	4	7	139	16.00
Nutrition	56	283	16,415	754.50
Awareness-raising action	1	2	32	3.00
Food with heart	53	277	16,346	733.50
Rehabilitation and maintenance of facilities	2	4	37	18.00
Share solidarity	4	17	36	17.00
Psychosocial support	4	17	36	17.00
TOTAL	113	772	18,648	1,412.30

* Note for all tables: Volunteers in the country may participate in different events throughout the year. The number of participants reflects the number of volunteers who attend each event.

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	11	22	311	324.00
Training activities	11	22	311	324.00
Environment	6	6	150	6.00
Awareness-raising action	6	6	150	6.00
Health	1	4	50	12.00
Drawing smiles	1	4	50	12.00
Nutrition	16	71	3,953	245.00
Food with heart	16	71	3,953	245.00
TOTAL	34	103	4,464	587.00

MAPFRE

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	16	35	687	193.50
Everyone to school	2	9	291	42.00
Goal ZERO	1	2	0	10.00
Training activities	13	24	396	141.50
Environment	1	177	0	419.00
Committed to the environment	1	177	0	419.00
Health	25	198	2,473	493.50
Basics with heart	6	15	1,125	75.50
Drawing smiles	16	180	924	415.00
Healthy: awareness-raising actions	3	3	424	3.00
Nutrition	30	453	19,126	1,532.00
Food with heart	30	453	19,126	1,532.00
Share solidarity	1	3	0	3.00
Psychosocial support	1	3	0	3.00
TOTAL	73	866	22,286	2,641.00

SOLUNION

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Nutrition	2	10	0	20.00
Money Raising	2	10	0	20.00
Share solidarity	2	3	0	19.00
Money Raising	2	3	0	19.00
TOTAL	4	13	0	39.00



COSTA RICA
34 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	1	3	65	25.00
Everyone to school	1	3	65	25.00
Environment	2	40	0	460.00
Committed to the environment	2	40	0	460.00
Health	1	3	0	24.00
Basics with heart	1	3	0	24.00
Share solidarity	1	30	0	30.00
Psychosocial support	1	30	0	30.00
TOTAL	5	76	65	539.00



DOMINICAN REPUBLIC
91 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	16	52	186	116.50
Everyone to school	13	35	186	42.50
Training activities	3	17	0	74.00
Nutrition	17	102	4,965	320.00
Food with heart	17	102	4,965	320.00
TOTAL	33	154	5,151	436.50



ECUADOR
67 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	10	112	260	260.00
Everyone to school	6	98	133	219.00
Rehabilitation and maintenance of facilities	1	10	100	30.00
Training activities	3	4	27	11.00
Environment	3	30	80	105.00
Committed to the environment	3	30	80	105.00
Health	10	66	385	187.00
Drawing smiles	1	4	25	8.00
I am a donor	2	2	7	3.00
Sharing the dream	4	43	148	124.00
Training activities	3	17	205	52.00
Nutrition	5	92	155	151.00
Food with heart	5	92	155	151.00
TOTAL	28	300	880	703.00



EL SALVADOR
38 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	2	13	44	13.00
Everyone to school	2	13	44	13.00
Environment	2	22	12	78.00
Awareness-raising action	1	12	12	48.00
Committed to the environment	1	10	0	30.00
Health	2	9	120	29.00
Sharing the dream	2	9	120	29.00
Nutrition	3	19	215	75.00
Food with heart	2	18	215	70.00
Money Raising	1	1	0	5.00
TOTAL	9	63	391	195.00

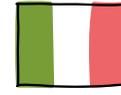
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS*	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Emergency aid	2	3	52	235.00
Solidarity cooperation	2	3	52	235.00
Environment	3	18	0	25.00
Refurbishment and maintenance of environment-related facilities	3	18	0	25.00
Health	10	15	56	35.50
Basics with heart	5	12	18	10.00
I am a donor	3	0	15	3.50
Sharing the dream	1	2	23	6.00
Sport without barriers	1	1	0	16.00
Nutrition	1	14	1,080	77.00
Food with heart	1	14	1,080	77.00
Share solidarity	3	4	5	9.50
Money Raising	2	3	3	8.5
Psychosocial support	1	1	2	1.00
TOTAL	19	54	1,193	382.00

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Environment	1	6	0	1.89
Committed to the environment	1	6	0	1.89
Health	7	34	689	51.89
Basics with heart	5	25	525	42.89
Sharing the dream	2	9	164	9.00
Nutrition	5	16	121	23.00
Food with heart	5	16	121	23.00
TOTAL	13	56	810	76.78



HONDURAS
57 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Emergency aid	3	6	0	5.00
Solidarity cooperation	3	6	0	5.00
Environment	1	27	0	108.00
Committed to the environment	1	27	0	108.00
Nutrition	5	16	49	28.00
Food with heart	3	12	49	24.00
Money Raising	2	4	0	4.00
Health	4	25	90	79.00
Drawing smiles	1	13	30	52.00
Sharing the dream	3	12	60	27.00
TOTAL	13	74	139	220.00



ITALY
3 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	1	1	1	4.00
Training activities	1	1	1	4.00
Nutrition	1	3	0	10.00
Money Raising	1	3	0	10.00
TOTAL	2	4	1	14.00

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Environment	3	13	0	52.00
Rehabilitation and maintenance of facilities	3	13	0	52.00
Nutrition	1	4	0	16.00
Food with heart	1	4	0	16.00
Share solidarity	7	41	68	88.00
Money Raising	4	22	12	35.00
Psychosocial support	2	13	56	41.00
Solidarity markets	1	6	0	12.00
TOTAL	11	58	68	156.00

MAPFRE

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	2	9	21	31.00
Money Raising	1	1	0	3.00
Training activities	1	8	21	28.00
Environment	10	184	0	347.00
Committed to the environment	10	184	0	347.00
Health	59	458	1,081	787.50
Basics with heart	17	201	130	279.50
Drawing smiles	5	106	334	206.00
I am a donor	4	11	13	45.00
Raising money for health	6	56	0	72.00
Rehabilitation and maintenance of facilities	1	3	54	3.00
Sharing the dream	26	81	550	182.00
Nutrition	63	319	12,400	815.50
Food with heart	63	319	12,400	815.50
Share solidarity	18	112	370	157.00
Psychosocial support	14	96	370	136.00
Solidarity markets	4	16	0	21.00
TOTAL	152	1,082	13,872	2,138.00

SOLUNION

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Health	2	32	32	26.00
Sharing the dream	2	32	32	26.00
Nutrition	3	61	57	122.00
Money Raising	3	61	57	122.00
Share solidarity	3	6	47	14.00
Psychosocial support	3	6	47	14.00
TOTAL	8	99	136	162.00

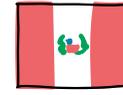
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	1	6	331	6.00
Everyone to school	1	6	331	6.00
Health	2	34	34	34.00
Basics with heart	2	34	34	34.00
Nutrition	2	40	90	40.00
Food with heart	2	40	90	40.00
Share solidarity	3	16	101	7.00
Money Raising	1	10	18	1.00
Psychosocial support	2	6	83	6.00
TOTAL	8	96	556	87.00

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	2	34	33	126.00
MAPI's Heart and Children for Solidarity	1	24	25	96.00
Rehabilitation and maintenance of facilities	1	10	8	30.00
Emergency aid	1	5	66	11.00
Solidarity cooperation	1	5	66	11.00
Environment	1	1	0	3.00
Committed to the environment	1	1	0	3.00
Health	3	38	28	86.00
Rehabilitation and maintenance of facilities	1	8	20	7.00
Sharing the dream	1	11	8	22.00
Sport without barriers	1	19	0	57.00
Nutrition	4	142	247	70.50
Food with heart	4	142	247	70.50
Share solidarity	2	47	0	68.00
Money Raising	2	47	0	68.00
TOTAL	13	267	374	364.50



PARAGUAY
135 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	1	5	40	20.00
Training activities	1	5	40	20.00
Health	6	29	148	47.00
Basics with heart	5	25	108	31.00
Healthy: awareness-raising actions	1	4	40	16.00
Nutrition	16	189	3,477	448.00
Food with heart	16	189	3,477	448.00
TOTAL	23	223	3,665	515.00



PERU
98 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	15	40	1,134	41.00
Everyone to school	1	20	500	20.00
Training activities	14	20	634	21.00
Emergency aid	1	2	50	2.00
Solidarity cooperation	1	2	50	2.00
Health	17	79	3,585	218.00
Healthy: awareness-raising actions	7	21	2,361	41.00
Money Raising	1	2	0	2.00
Sharing the dream	5	39	1,000	139.00
Training activities	4	17	224	36.00
Nutrition	7	41	655	59.00
Awareness-raising action	2	2	90	2.00
Food with heart	5	39	565	57.00
TOTAL	40	162	5,424	320.00



PHILIPPINES
8 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Health	2	6	2	45.00
Healthy: awareness-raising actions	1	6	0	18.00
I am a donor	1	0	2	27.00
Share solidarity	1	8	20	8.00
Psychosocial support	1	8	20	8.00
TOTAL	3	14	22	53.00



PORTUGAL
58 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Environment	1	10	0	50.00
Committed to the environment	1	10	0	50.00
Nutrition	20	76	4,581	326.00
Food with heart	20	76	4,581	326.00
Share solidarity	1	2	75	10.00
Solidarity markets	1	2	75	10.00
TOTAL	22	88	4,656	386.00

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	8	27	143	78.00
Everyone to school	6	18	101	54.00
Rehabilitation and maintenance of facilities	2	9	42	24.00
Environment	4	29	100	100.00
Committed to the environment	3	25	0	92.00
Rehabilitation and maintenance of facilities	1	4	100	8.00
Health	26	107	619	218.00
Basics with heart	13	22	344	37.00
Money Raising	5	64	0	101.00
Rehabilitation and maintenance of facilities	1	1	1	1.00
Sharing the dream	7	20	274	79.00
Nutrition	9	39	861	133.00
Food with heart	8	35	832	125.00
Rehabilitation and maintenance of facilities	1	4	29	8.00
TOTAL	47	202	1,723	529.00

MAPFRE

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	68	335	2,654	1,277.00
Awareness-raising action	11	130	607	359.00
Everyone to school	27	87	1,382	125.00
MAPI's Heart and Children for Solidarity	4	15	177	22.00
Money Raising	1	4	6	4.00
Rehabilitation and maintenance of facilities	2	5	309	11.00
Training activities	23	94	173	756.00
Emergency aid	6	39	776	53.00
Solidarity cooperation	6	39	776	53.00
Environment	13	101	305	453.25
Committed to the environment	3	33	80	142.00
Rehabilitation and maintenance of facilities	8	66	183	302.50
Training activities	2	2	42	8.75
Health	104	603	6,729	917.00
Basics with heart	33	117	4,295	164.50
Drawing smiles	12	40	387	126.00
Healthy: awareness-raising actions	9	35	678	122.00
Rehabilitation and maintenance of facilities	2	6	62	20.00
Sharing the dream	47	393	1,262	472.50
Training activities	1	12	45	12.00
Nutrition	352	1,090	62,789	3,126.20
Community nutrition: training activities	2	2	32	3.50
Food with heart	346	1,064	61,752	2,998.70
Money Raising	2	15	155	78.00
Rehabilitation and maintenance of facilities	2	9	850	46.00
Share solidarity	1	1	0	2.00
Psychosocial support	1	1	0	2.00
TOTAL	544	2,169	73,253	5,828.45

SECURITAS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	6	21	141	335.00
Training activities	6	21	141	335.00
Environment	5	36	9	123.50
Awareness-raising action	1	7	9	21.00
Committed to the environment	4	29	0	102.50
Health	8	29	292	76.00
Drawing smiles	8	29	292	76.00
Nutrition	53	114	6,215	259.50
Food with heart	52	112	5,940	249.50
Rehabilitation and maintenance of facilities	1	2	275	10.00
Share solidarity	5	56	91	185.00
Psychosocial support	5	56	91	185.00
TOTAL	77	256	6,748	979.00

SOLUNION

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	4	12	1,536	129.50
Everyone to school	1	2	32	4.00
Training activities	3	10	1,504	125.50
Health	1	2	25	4.00
Drawing smiles	1	2	25	4.00
Nutrition	2	116	0	232.00
Raising money for nutrition	2	116	0	232.00
TOTAL	7	130	1,561	365.50

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	2	13	130	28.00
Money Raising	1	11	100	22.00
Training activities	1	2	30	6.00
Environment	1	7	0	6.00
Training activities	1	7	0	6.00
Health	4	80	84	1,104.00
Drawing smiles	3	50	84	144.00
Training activities	1	30	0	960.00
Nutrition	3	21	400	53.00
Food with heart	3	21	400	53.00
TOTAL	10	121	614	1,191.00



UNITED KINGDOM
2 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Nutrition	1	2	0	2.00
Food with heart	1	2	0	2.00
TOTAL	1	2	0	2.00



UNITED STATES
379 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	46	239	3,530	568.00
Awareness-raising action	2	46	0	136.00
Everyone to school	2	22	525	53.00
Rehabilitation and maintenance of facilities	7	14	650	36.00
Training activities	35	157	2,355	343.00
Environment	2	23	0	90.00
Committed to the environment	2	23	0	90.00
Health	25	300	1,937	893.00
Basics with heart	4	13	1,088	46.00
Healthy: awareness-raising actions	11	207	2	364.00
I am a donor	4	29	240	46.00
Money Raising	1	20	0	320.00
Rehabilitation and maintenance of facilities	3	6	0	12.00
Sharing the dream	2	25	607	105.00
Nutrition	3	30	832	85.00
Community nutrition: training activities	1	7	0	28.00
Food with heart	2	23	832	57.00
Share solidarity	6	41	230	148.00
Psychosocial support	6	41	230	148.00
TOTAL	82	633	6,529	1,784.00

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	5	20	247	26.00
Everyone to school	2	8	200	13.00
Goal ZERO	1	8	0	8.00
Training activities	2	4	47	5.00
Health	3	13	170	22.00
Basics with heart	1	2	100	4.00
Sharing the dream	2	11	70	18.00
Nutrition	6	61	492	65.00
Food with heart	6	61	492	65.00
TOTAL	14	94	909	113.00

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
Education	7	31	60	91.00
Awareness-raising action	2	8	0	16.00
Road safety education caravan	3	15	0	51.00
Training activities	2	8	60	24.00
Environment	3	76	0	293.50
Committed to the environment	3	76	0	293.50
Health	21	104	257	249.50
Basics with heart	8	28	0	37.00
Drawing smiles	2	9	52	21.00
Healthy: awareness-raising actions	3	18	0	34.50
I am a donor	2	11	87	53.00
Sharing the dream	5	35	118	98.00
Sport without barriers	1	3	0	6.00
Nutrition	24	140	602	283.50
Food with heart	24	140	602	283.50
TOTAL	55	351	919	917.50



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