

# RESILIENCE AND COMMITMENT

Fundación MAPFRE annual volunteer report  
2020



volunteers  
Fundación **MAPFRE**

Fundación MAPFRE Annual Volunteer Report – 2020



The publication of this report is a testimony to the work that Fundación MAPFRE volunteers carried out in 2020. It was prepared based on texts and photographs that reflect this endeavor.

Coordination: Raquel Collazos García  
Editing: Miriam López  
Original design: Juan Antonio Moreno  
Layout: Gonzalo Serrano

© Texts: The authors  
© Illustrations: Elisa Lara Campos

This edition:  
© Fundación MAPFRE  
Paseo de Recoletos, 23  
28004 Madrid (Spain)  
[www.fundacionmapfre.org](http://www.fundacionmapfre.org)

Any form of reproduction, distribution, public communication or transformation of this content must be authorized by its owners, with the exception of cases foreseen by law.

Free material. Not for sale.

# RESILIENCE AND COMMITMENT



Antonio Huertas  
President  
Fundación MAPFRE

Once again this year, our volunteers have risen to the occasion in the face of the unprecedented situation of the COVID-19 pandemic. We have been able to channel this aid work through actions that, at first, during the lockdown imposed in many of the countries where we operate, were carried out virtually. We helped older people, by providing companionship, and gave support to children who, due to various circumstances, needed our help with their studies. As the lockdowns were relaxed, we began to provide on-site support to those families and individuals who were experiencing financial difficulties that prevented them from accessing food and basic necessities.

“Never have our volunteers been more necessary than in 2020”

Our large family of volunteers has been able to withstand this exceptional year. Certainly, circumstances have interrupted the trend of increasing the number of unique volunteers and have dictated a drastic reduction of events. However, despite all this, in 2020 our volunteers have worked hard to increase the number of people who have benefited by 17 %, and that is an amazing thing.

I can think of no other word to describe them other than heroes. You are an example to each and every one of us who make up the great MAPFRE family.

Many thanks!

# TABLE OF CONTENTS

11

## INTRODUCTION

19

## MAPFRE

24 HEALTH

32 NUTRITION

52 EDUCATION

56 EMERGENCY AID

59 SHARE SOLIDARITY

63

## SOLUTION

68 EDUCATION

70 HEALTH

73

## IN THEIR OWN WORDS

84

## EPILOGUE

87

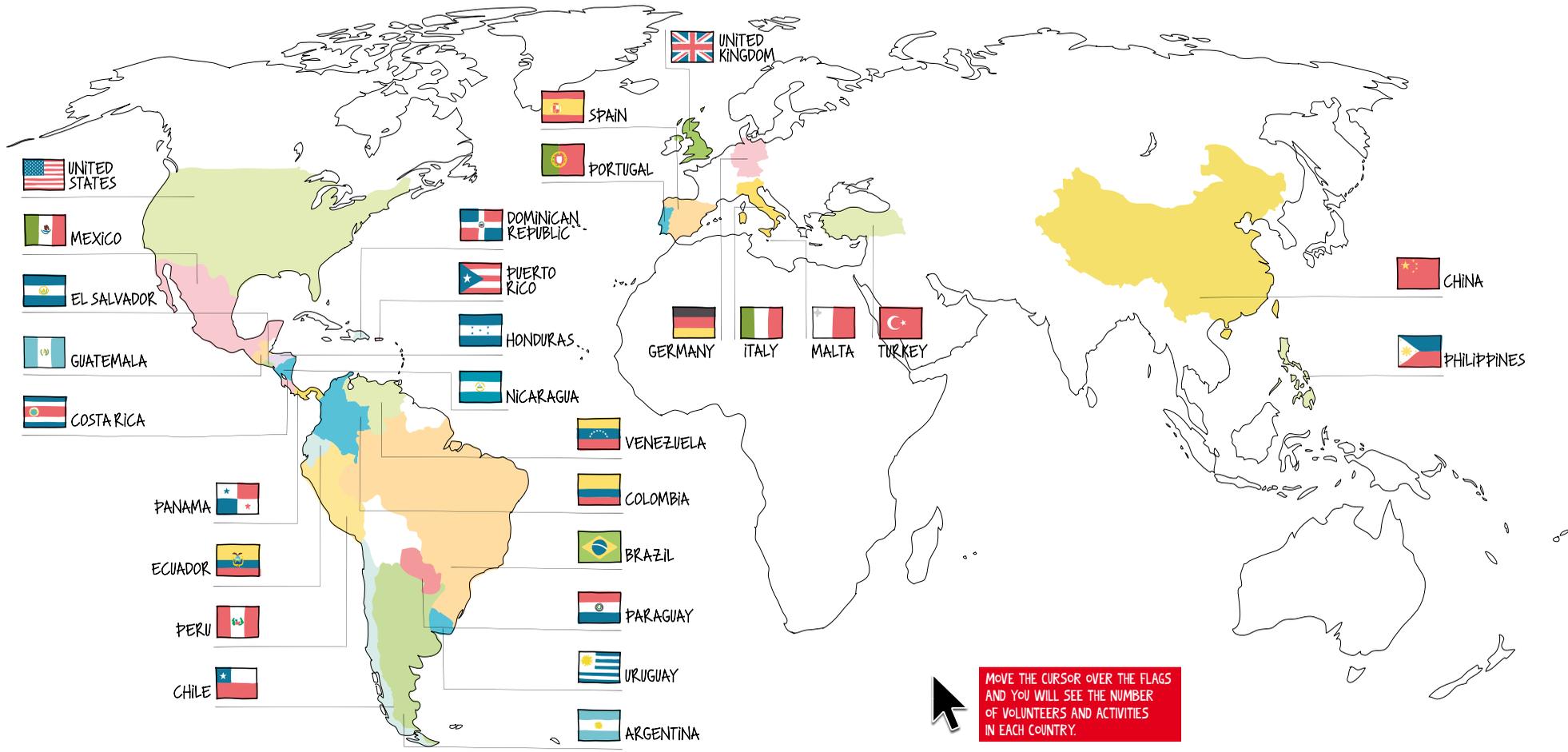
## APPENDIX

2020

28 COUNTRIES

5,006 VOLUNTEERS

978 ACTIVITIES



### HEALTH

23 COUNTRIES 255 EVENTS 2,055 PARTICIPANTS

### NUTRITION

28 COUNTRIES 478 EVENTS 3,185 PARTICIPANTS

### EDUCATION

17 COUNTRIES 107 EVENTS 1,495 PARTICIPANTS

### ENVIRONMENT

8 COUNTRIES 22 EVENTS 206 PARTICIPANTS

### EMERGENCY AID

8 COUNTRIES 25 EVENTS 304 PARTICIPANTS

### SHARING SOLIDARITY

13 COUNTRIES 94 EVENTS 806 PARTICIPANTS

# INTRODUCTION

*When things look dark,  
volunteers can spark lightning.*

**Susan J. Ellis**

Pioneering researcher in volunteering

The year 2020 has been a year of new challenges, where 5,006 volunteers from the three companies affiliated to our program (MAPFRE, Solunion, and VASS) have given more than 1,600 hours of their time in the 28 countries where we are present, where we operate and are active. This year, more than ever, we have witnessed a pandemic that understands neither countries nor borders. The whole world has faced, and continues to face, a situation in which solidarity and unity become the most effective weapons.

We have reinvented ourselves and the show of solidarity has come from all of us. At Fundación MAPFRE we have not only undertaken volunteer actions, but we have also implemented a series of initiatives aimed at mitigating the disease and alleviating its consequences; all of this has involved an immense human effort that was only possible thanks to our capacity to adapt. The following pages give a detailed account of all the actions we have carried out through our Volunteer Program.

The program designs and promotes all its activities within five areas of action: **HEALTH, NUTRITION, EDUCATION, ENVIRONMENT AND EMERGENCY AID**. The aim is to maximize the social impact and reach a greater number of beneficiaries, while offering opportunities to all our volunteers.

## HEALTH

This area of action includes all the activities carried out by our volunteers aimed at caring for people, both emotionally and physically. Activities such as "I am a donor" are run, in which blood or hair donations are organized, as well as events like "Refurbishment and conservation of health facilities" and those where our volunteers raise participant awareness of healthy lifestyle habits or rare diseases, and activities to support scientific research. They also support cancer patients and their families, people with disabilities and those at risk of social exclusion.

Thanks to all these actions we can say that, throughout 2020, a critical year in which health has played a key role in the lives of everyone, our volunteers have collaborated in 23 countries that make up the program's Health area of action.

### HEALTH\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
23	255	2,055	644,162	4,415

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

## NUTRITION

This area of action seeks to promote and improve the nutrition of all people in the countries where we collaborate. The crisis caused by COVID-19 has increased the demand for products from food banks, leading to a greater response during 2020 in each and every one of the countries where we are present. In addition, our volunteers have not only been supporting food banks, but they have also been taking specific actions with entities that have identified or have transmitted this need to them. Eating is and will always be a fundamental right and this pandemic has not made it easy for many families. At the Volunteer Program we have tried to ensure that all the people who, due to their situation have seen this right violated, have had something to eat.

### NUTRITION\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
28	478	3,185	820,418	9,656

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

## EDUCATION

Through our volunteer activities we continue to promote a comprehensive education, particularly for children and young people from disadvantaged communities. The pandemic has, once again, impacted this fundamental right and we tried to support all those families who, throughout these months, have needed assistance to ensure that the youngest members of the family were not left behind. Through *online initiatives*, volunteers have given the best of themselves and have supported us in our belief that a society with a future is one that favors the development of its population.

### EDUCATION\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
17	107	1,495	20,321	3,931

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

## ENVIRONMENT

In 2020, while knowing that healthcare priorities due to the pandemic have been directed towards nutrition and health, we have not neglected our most precious asset, the environment. Our Volunteer Program remains committed to the environment through support for environmental awareness and awareness-raising actions.

Our program plays an important role in contributing to managing climate risk by sharing knowledge about this situation. Our volunteers engage in cleaning initiatives in natural areas, parks and on beaches, as well as caring for landscaped areas, encouraging reforestation and promoting recycling.

Due to the COVID-19 crisis, the number of events connected to the environmental area of action has been scaled back, and more emphasis has been placed on activities related to other areas of action.

### ENVIRONMENT\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
8	22	206	3,344	599

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

## EMERGENCY AID

Over the past year, 2020, hurricanes Eta and Iota have compounded the humanitarian crisis caused by the pandemic in Nicaragua, Honduras and Guatemala. More than the winds, the rains have caused severe flooding in all three countries, as well as landslides that have buried numerous homes in at-risk areas.

These natural phenomena have resulted in the deaths of 200 people, as well as dozens of missing persons and thousands of displaced people from both rural and urban communities, in addition to the destruction of homes, bridges, roads, crops, and factories, among other things. But solidarity actions were not long in coming, and Fundación MAPFRE volunteers managed to deliver food to those most affected by the storms through the "Count on us" initiative in Honduras and Nicaragua. They also provided footwear, clothing and basic necessities in Guatemala.

### EMERGENCY AID\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
8	25	304	5,371	1,305

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

## SHARE SOLIDARITY

*Solidarity* is the cornerstone of all our activities. Shared solidarity is at the heart of every single one of them and, through "Share Solidarity", we bring together all those actions that, because of their nature, are linked to more than one area of action.

Sometimes we organize activities where we work jointly in the areas of health, nutrition, environment and education. In 2020, this area of action has been particularly relevant to psychosocial support activities, where we have been offering telephone support, primarily to older people. As part of the "A friendly voice" initiative, volunteers have been at the other end of the phone, offering care and companionship to people who were feeling lonely, sharing and chatting, generating a human exchange that, during this pandemic, has generated a positive and optimistic outlook.

### SHARE SOLIDARITY\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
13	91	806	7,047	1,483

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

We do not hold the solution  
to the world's problems.  
Optimism is the faith that leads to achievement.  
Nothing can be done without hope and confidence.

Hellen Keller

**MAPFRE** People  
ready to help



Elena Sanz Isla  
President MAPFRE Corporate Volunteer Committee  
General Manager, MAPFRE Human Resources

Dear Volunteer,

Once again, I would like to thank you for your commitment. I thank you from the bottom of my heart on behalf of myself and the entire Volunteer Committee. Thank you for devoting your time to the people who need it most. Your solidarity and generosity know no bounds. Even during this year, which has been difficult for all of us, you have shown that it is possible to help others, even from a distance. Corporate Volunteering is a source of pride for MAPFRE, and you, who take part in Corporate Volunteering activities, are the driving force impacting the lives of so many people. In 2020 we have directly helped more than 159,000 individuals.

We are an insurance company with social commitment at the very core of our essence, and you, the volunteers, embody that essence. You are talent with commitment and you are professionals with outstanding values that include a vocation for service.

More than 12% of the global workforce has volunteered over the course of the year and, although these figures are not comparable to previous years, we remain very proud of our volunteers. Through Corporate Volunteering we contribute directly to the Sustainable Development Goals

and the United Nations 2030 Agenda which, as you know, are the greatest global challenge we face and to which MAPFRE is fully committed.

In this Volunteer Report you can see some of the almost 1,000 activities that have been carried out in 2020. They are an example of the solidarity shown by MAPFRE volunteers and the social work that we achieve together.

I would like to convey my deepest condolences to those of you who have suffered the loss of family and friends. We have to look to the future and trust that this situation will improve. In the meantime, we must continue to be close to all the people who need us and reach out to them; it is time to give to others and this is *the part that falls to us*, as MAPFRE volunteers.

Now more than ever, we are "MAPFRE People, ready to help."

#EnMAPFREMasUnidosQueNunca

A heartfelt embrace,

2020

28 COUNTRIES

4,572 VOLUNTEERS

956 ACTIVITIES

**MAPFRE**  
People  
ready to help

### HEALTH

23 COUNTRIES 248 EVENTS 2,025 PARTICIPANTS

### NUTRITION

28 COUNTRIES 476 EVENTS 3,456 PARTICIPANTS

### EDUCATION

17 COUNTRIES 99 EVENTS 1,473 PARTICIPANTS

### ENVIRONMENT

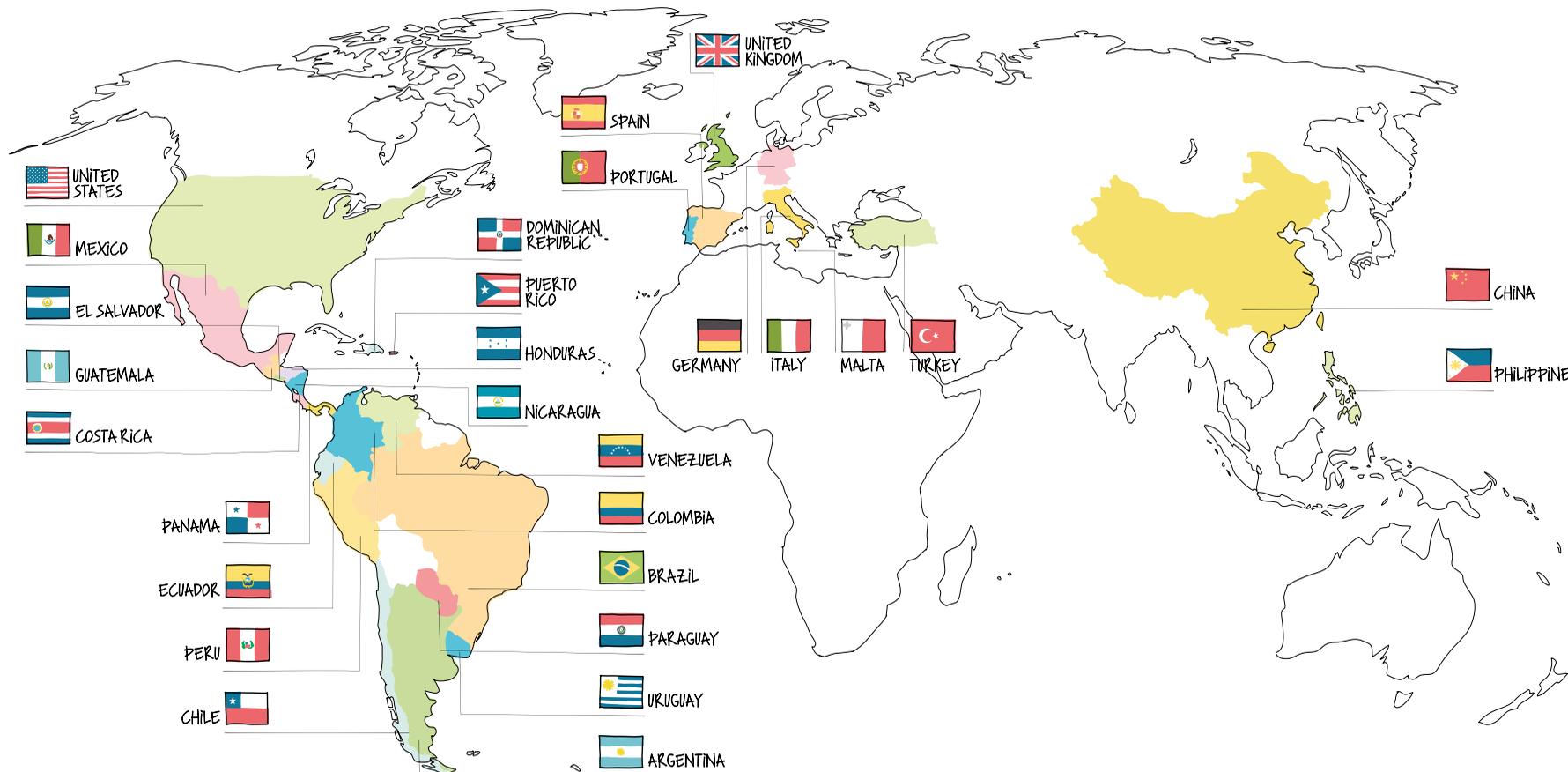
8 COUNTRIES 22 EVENTS 206 PARTICIPANTS

### EMERGENCY AID

8 COUNTRIES 25 EVENTS 304 PARTICIPANTS

### SHARING SOLIDARITY

13 COUNTRIES 86 EVENTS 792 PARTICIPANTS



# HEALTH

In **CHINA**, in early June 2020, Shanghai schools finally reopened six months after face-to-face classes had been suspended. It was thought that the schools would be able to solve certain pandemic prevention problems through their daily management, and, thanks to close communication with the teachers responsible for COVID-19 prevention at Changning Special Education School, on June 8, four of our volunteers delivered much-needed materials to this school for their students. In this case, the most urgently needed materials were not face masks, but hand sanitizer and disinfectant wipes.

In addition, educational material was prepared for the students on how to protect themselves in a pandemic, in their daily lives, on public transportation, in the classroom, and so on. Our volunteers showed the students of this school both the tools and the methods to protect themselves effectively against the virus.



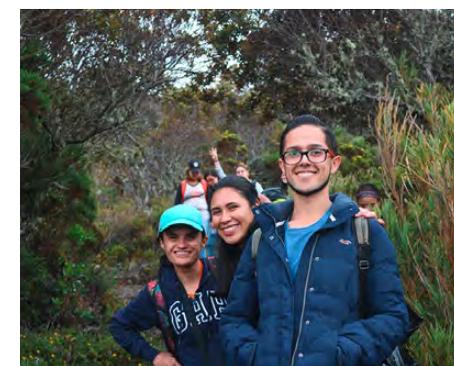
Changning Special Education School students after receiving virus protection material.

In **COSTA RICA**, for the seventh year running, Fundación MAPFRE sponsored the Friends Adventure Camp, on February 28 and 29 and March 1, 2020, where 50 young people with cancer enjoyed an enriching experience.

This camp is part of Proyecto Daniel, a non-profit organization that seeks to increase the visibility of young people between ages 13 and 25 with cancer in Costa Rica. Proyecto Daniel offers support and develops specific actions related to education and infrastructure with the goal of improving the quality of these young people's lives and surroundings so that they can face their daily struggles more positively. The camp gives young cancer patients the opportunity to feel supported and meet new adventurous companions.

With much enthusiasm, eagerness and desire to learn about the experience for the first time or even relive it, our volunteers shared, learned, and danced in an atmosphere that, from beginning to end, was an invitation to enjoy the four seasons: fall, winter, spring and summer.

Friends Adventure 2020 included workshops, adventures and recreational spaces, with activities such as abseiling, swinging in hammocks, playing soccer, basketball, board games and doing arts and crafts. Over this time, young people from different parts of the country who make up part of Proyecto Daniel had a chance to participate in fun activities.



The young people at the Friends Adventure Camp enjoying their experience.

In **GUATEMALA**, 2020 was atypical and very challenging due to the pandemic, for which reason it was not possible to hold retreats, as a preventive measure; however, in this country there is a great deal of need, which increased due to government restrictions and the precarious economic situation.

Our volunteer team organized a collection of basic necessities, which during the months of August and September they were able to deliver to various institutions, including: Asilo San Vicente Paul, Asocrita, Nuestra Señora Consoladora and Asilo Nueva Esperanza. This last scheme benefited 246 people, including the elderly and children.

Each establishment was given groceries, cleaning supplies and also COVID-19 prevention kits, including chlorine, quat, gel and antibacterial soap.

Our volunteers were pleased to be able to contribute despite the limitations placed on reaching these places, and to receive the gratitude and affection of so many people.



Our volunteers during the delivery of basic necessities to different establishments in Guatemala.

In February 2020 in **MALTA**, our volunteers organized an event in collaboration with Puttinu Cares to show their support for the patients in the children's ward of Mater Dei Hospital.

Puttinu Cares is a cancer support group for children that provides care at a specialist pediatric oncology unit at Mater Dei Hospital, now known as Rainbow Ward. The NGO is committed to providing financial support, accommodation for treatment abroad and counseling to both patients and their families, helping them cope with the ordeal ahead and giving them hope for a better future.

MAPFRE Malta and Puttinu Cares organized a "hot dog" day for the patients and families of this ward. In addition, Kersten Graham, a local musician, joined in with the event by playing lively music. Several volunteers from both entities toured the facilities handing out hot dogs and chatting with patients and their families.



Volunteers with local musician Kersten Graham at the Rainbow Ward for children.

As much as it can be, the atmosphere of the children's Rainbow Ward is cheerful and there are a number of facilities to entertain the patients. It also encourages a positive environment in every way, making it very different from other wards.

"Seeing these children with smiles on their faces was an incredible and touching experience. It shows that even the smallest of gestures can go a long way toward making other people happy," explained Ana Cristina Zammit Munro, director of *Marketing* at MAPFRE Middlesea.

In **PANAMA** the activity "A love letter to the elderly" was held. In this activity, 30 volunteers wrote letters of encouragement to each resident of the San Pedro de Nolasco Nursing Home.

Due to the COVID-19 pandemic, the letters were emailed to the People and Talent area, where they were then printed out and attached to bags containing basic necessities (hygiene items, masks and food items) to be delivered to the nursing home. Two volunteers participated in the delivery of these bags.

The volunteers were very pleased to learn that their letters were warmly received by the residents of this home, who appreciated the touching gesture of encouragement in times of uncertainty.



Volunteers showing their letters of encouragement to the residents of the Hogar de Ancianos San Pedro de Nolasco.

In **PORTUGAL**, after launching the blood donation initiative at the MAPFRE headquarters in 2019, the challenge was to repeat this in 2020.

And we rose to the challenge! On January 16, we ran the blood donation campaign promoted by MAPFRE Corporate Volunteering, in collaboration with the Instituto Português do Sangue e da Transplantação (IPST, the organization in charge of donations and transplants in Portugal), which provided nurses, doctors and assistants who gave all the support necessary for this initiative.

Once more, the doors of the MAPFRE headquarters in Miraflores were flung open to receive the donors who came to support this important charitable cause. 39 people registered, and although some people were unable to make the donation for specific reasons, 20 actual donations were made.

With the support of MAPFRE volunteers, this action was once again a resounding success!



A volunteer donating blood.

In the **DOMINICAN REPUBLIC**, as part of the "Drawing Smiles" campaign, and under the slogan "A3' vt! create - virtual camp", our volunteers organized a series of virtual creative encounters with the aim of providing an opportunity for healthy recreation.

The video tutorials were distributed through our company networks so that they could have a wider reach (collaborators, family members and the community in general).

The transmissions, which were run live on a weekly basis, included activities such as: easy recipes for cooking, how to do origami, crafts with recycled paper and bottles, crafts with paint, a home workout, how to make and decorate a breakfast tray, and or hat decorating.

During the virtual meetings, the volunteers had the opportunity to interact with the participants, answer questions, clarify doubts, making them a fun and enjoyable time for everyone.

In **TURKEY**, with the activity "Create a smile with happy stories!", the voices of volunteers transmitted hope to many children.

Although 2020 was a challenging year for the Volunteer Program due to the pandemic, the activities organized by our volunteers still managed to reach those in need. One of the highlights was the storytelling activity for children suffering from cancer.

In this activity, which we organized in collaboration with the "Association for the Better Laughing", our volunteers read stories to children with cancer who were being treated in hospitals. In addition, the association recorded these stories in MP3 format and delivered them to the hospitals.

It was a very emotional event for both the children and our volunteers. Although this activity had been run in previous years, the efforts our volunteers made to read more than one story, once again demonstrated their support and affection for these children suffering from cancer, and this is even more appreciated in times of pandemic.



Our volunteers in Turkey spreading smiles.



Books delivered to children in Turkey.

# NUTRITION

In **CHILE** the "Get active with MAPFRE" campaign was organized. This activity was carried out in May and its goal was to sort and deliver boxes of basic necessities to support the unemployed parents of children who were hospitalized with cancer at the Fundación Nuestros Hijos y Pueblo de Runge (Til Til).

Our volunteers were delighted to be able to deliver a little help to the most needy, specifically to 239 people, who welcomed them with a smile when they received the food parcel.



A volunteer in Chile delivering a box of food.

In **EL SALVADOR** the activity "Food for all" was held. At the beginning of 2020, before the quarantine period began in this country, a fundraising campaign was organized to buy food to provide meals for some 90 homeless people who visited the Comunidad Dei Verbum Pastor Padre Martín Ávalos soup kitchen, located in the Santa Ana department, in the west of El Salvador.

On January 18, a group of 27 volunteers, employees and family members arrived around 10 am, and with the help of the volunteers who usually cook in the dining room, they organized themselves into teams to prepare and cook the food. At midday, lunch was served to all the people who came to the dining room.

Our volunteers stressed that it was a very rewarding and constructive experience. It helped them realize that there are people who are less fortunate than them, and who appreciate any help they receive. They were very grateful and invited them to come back another day. In fact, they returned again in July, this time to provide a breakfast.

"Food for All" was the first activity to be run with volunteers. It was very warmly welcomed by them and, of course, by the people who benefited.



Our volunteers in El Salvador preparing food.

In **SPAIN**, 2020 has been fraught with uncertainty and, unfortunately, countless losses, both human and economic. However, a milestone was reached that we will remember in this atypical year: the participation of more than 400 MAPFRE volunteers in the preparation of 30,000 meals. But we have not been alone in this journey, as the NGO of chef José Andrés, World Central Kitchen, also collaborated in this initiative by heading up the kitchens and guiding our volunteers.

The cooking took place on December 21, 22 and 23 and was directed by Pepa Muñoz and Carles Tejedor, two of Spain's most renowned chefs. The kitchens of the Santa Eugenia Market were filled morning and evening with red vests preparing a Christmas Eve menu: roast turkey with dried apricots, red cabbage in cider marinade with pine nuts and truffled mashed potatoes, accompanied by a dessert with typical Christmas treats.



José Manuel Inchausti, Julio Domingo Souto, Mayor José Luis Martínez Almeida and Deputy Mayor Begoña Villacís, among others, ready for the distribution of the 30,000 meals at the Wanda Metropolitano stadium.

On December 24, the 30,000 menus were handed out at the Wanda Metropolitano stadium, with the support of José Manuel Inchausti, CEO of MAPFRE Iberia, Julio Domingo Souto, General Director of Fundación MAPFRE, the mayor of Madrid, José Luis Martínez Almeida, and the deputy mayor, Begoña Villacís, among others. No less than 60 social entities had access to this special menu and distributed it to the most vulnerable families.

Among all the activities that have been held in 2020, this one undoubtedly takes the gold medal for the breadth and complexity of its organization, but we cannot fail to mention the many initiatives that have been carried out throughout Spain, because, in one way or another, they all add up.

*Just to tell you about yesterday's experience. For those of us who were at the food handout it was very nice and rewarding on a personal level. We delivered food to 30 families in the Trinidad neighborhood ( Málaga), all of whom are at serious risk of social exclusion. The distribution was organized by families, maintaining strict safety measures. We delivered three bags per family plus a box of milk. The bags were classified as either hygiene and cleaning (bleach, detergent, etc.), fresh products (eggs, butter, meat, cold cuts, etc.), or dry products (cans, cocoa, pasta, rice, etc.).*

*All the families showed their gratitude and later the WhatsApp of Peque (director of Altamar) was ringing off the hook with messages of gratitude.*

*When we finished we went with Peque on a home delivery, a family from Morocco, a special case, one of those that really pulls at the heartstrings. In the middle of lockdown, in March, the child got sick and the mother crossed the border with the child in her arms and took him to the hospital in Melilla. Diagnosis: Leukemia. He was transferred to Malaga where he is being treated at the Materno Hospital. They asked Altamar if they could arrange to help them. They do not speak Spanish and have no income or any kind of help. The boy, who is just 5 years old, is a total sweetheart, but with a terrible diagnosis. There were MAPFRE volunteers there, bringing him their bags of food.*

**Francisco García López - SPAIN**

(account of another activity carried out by MAPFRE volunteers in collaboration with the Asociación Altamar in Malaga)

In the **UNITED STATES**, several activities were implemented in 2020, related to food deliveries for disadvantaged people, whose numbers have grown due to COVID-19.

Webster Dudley Food Share is an organization that collaborates with MAPFRE USA and helps Webster and Dudley (Massachusetts) residents who are in need. Before the pandemic, MAPFRE USA employees volunteered two days a week at the Food Share helping to unload food shipments, organize pantries and pack food boxes for the neediest members of the community.

In response to COVID-19, MAPFRE USA's Together We Give program was temporarily expanded to offer employees the opportunity to donate to food pantries in our communities. Webster Dudley Food Share, as one of



Our volunteers ready to pack the donated food.

the organizations that benefited from this initiative, received more than \$4,500 in funding.

Last October, in collaboration with United Way of South Central MA, our volunteers held a food drive, where they sorted and bagged donated items, to support food banks, with Webster Dudley Food Share being one of the beneficiaries.

MAPFRE USA also conducts an annual Thanksgiving food drive for Webster Dudley Food Share, but due to COVID-19 this food-collection campaign shifted to non-perishable foods, raising over \$6,600 in donations to support this organization.

In **ITALY**, on October 16, a food collection was organized to benefit the Food Bank. A stand was set up at the entrance of the VERTI building. Considering that most of the employees were still working remotely (due to the worsening COVID-19 situation and restrictions) and that only a few were actually coming to the office, the challenge was titanic.

However, thanks to the commitment of the four volunteers and the willingness of generous employees, some came that day for the sole purpose of delivering their food donations, even before or after work, the result was magnificent. They collected a total of 185 kilos of food, which helped 370 families.



Sample of the food collected for the food bank in Italy.

In **PARAGUAY**, the challenge in 2020 was to be able to deliver food to people who, as a result of the pandemic and quarantine, were the most economically disadvantaged.

It was possible to reach the settlements along the northern shore (the most vulnerable areas located on the banks of the river) thanks to Guiso Challenge, an organization that is in direct contact with the neighborhood committees and is in charge of distributing the meals.



In the city of Santa Rita there are solidarity refrigerators. With the aim of alleviating the hunger of the neediest people, a group of volunteers is responsible for replenishing the food in refrigerators installed at various points in the city center, to which these people have access free of charge.

In Ciudad del Este, food was distributed through a community canteen.

On October 3, to mark Global Volunteer Day, activities were held simultaneously in three cities in the country (Asunción, Ciudad del Este and Santa Rita).

Volunteer refilling the food plates at Santa Rita.

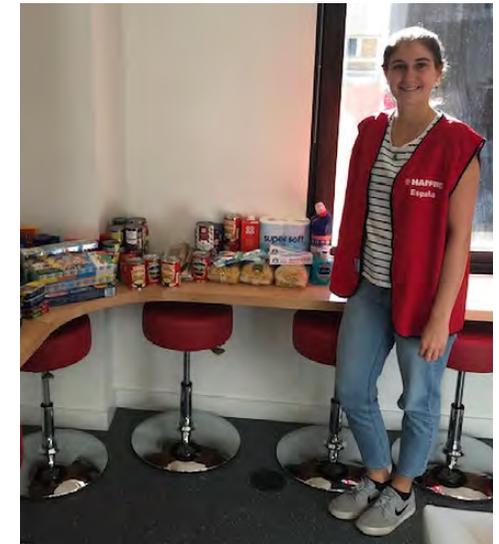
Our volunteers, complying at all times with the protocols of social distancing and mask use, were in charge of handing out containers and T-shirts in line with the commitment made by them and their families. Volunteer cooks and drivers were designated and the routes of the drivers were coordinated according to the where the cooking families lived.

Child volunteers also wrote heartfelt messages on the lids of the food containers, messages like "Made with love", "Bon appetit", "Enjoy".

As a result, thanks to the collaboration of 135 volunteers who prepared the delicious meals at home with their families, the children who creatively conveyed a message of love, and the drivers who made the timely deliveries possible, 867 plates of food "made with love" were handed out.

In the **UNITED KINGDOM** a solidarity initiative was implemented where each employee brought food and other essential products to the office to donate to the Square Mile Food Bank.

A solidarity collection was also organized among employees who worked from home and could not bring products to the office. It was a great success and the Food Bank was very grateful for our donation.



Volunteer showing the products collected for the food bank.

In the **DOMINICAN REPUBLIC**, as part of the "Food with Heart" campaign, our volunteers collected and delivered food to the San Francisco de Asís Home for the Elderly.

This institution, located in Santo Domingo, offers housing and specialized care for the elderly. It is run by the Congregación Hermanitas de los Ancianos Desesperados, whose mission is to nurture a "spirit of familiarity" in older people, so that they feel at home, offering them a selfless and loving service.

On this occasion, the team of volunteers and other collaborators joined forces to carry out the activity, with the aim of helping one of the most disadvantaged groups of people.

The volunteers once again demonstrated their passion for helping and their commitment in the coordination and organization of the food purchase, respecting the protocols and safety measures to ensure the timely delivery of the food to the home.



Our volunteers delivering the boxes containing essential products to the Hogar de Ancianos San Francisco de Asís.

The residents and service personnel also received healthcare material and protective equipment donated by Fundación MAPFRE to help contain and prevent the spread of COVID-19.

In **URUGUAY**, support was given to the CanastasUY project and an internal campaign was launched to donate food hampers to families in Los Pinos and the interior of the country. These are families living in a critical social context in the Casavalle neighborhood. About 70 % of the families in Los Pinos either lost their jobs or went on unemployment benefits as a result of COVID-19.

Many volunteers joined this initiative to help both financially and by volunteering their time to pack and deliver the food hampers. For each hamper donated, MAPFRE Uruguay donated two more, making a total of more than 2,400 basic food baskets to cushion the harsh reality that these families were experiencing.

Last April, our volunteers traveled across the country to deliver these food parcels, helping thousands of vulnerable families to cope with the isolation and uncertainty generated by the pandemic.

It was an initiative that involved the entire company, proving that MAPFRE is more united than ever in the face of this exceptional situation.



Our volunteers united in the delivery of food parcels for the most disadvantaged families.



## UNITED AGAINST HUNGER

In 2020, we had to adapt to the prevailing circumstances. COVID-19 is not only a health crisis of global dimensions, but it is also causing a significant increase in poverty in many countries where there were already many social needs. The economic reality of many families changed drastically and social needs became even more acute, which is why the Corporate Volunteering Committee proposed changing the theme of the global activity and decided that the fight against hunger was now the top priority for MAPFRE volunteers.

As is now traditional, on the first Saturday in October, the **MAPFRE GLOBAL VOLUNTEERING DAY** was held under the slogan "United against hunger". It is an important event that reflects MAPFRE's values and social commitment and the spirit of solidarity demonstrated by the company's people.

The goals of this global activity were:

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

The MAPFRE volunteers organized themselves, and brought kilos of hope and comfort to those who needed it most at that time. Numerous volunteer actions were carried out that helped to 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 contributing to the 2030 Agenda and directly impacting two of the priority Sustainable Development Goals: SDG 1 "End Poverty" and SDG 2 "Zero Hunger". Currently, according to the United Nations, almost 690 million

people around the world are suffering from hunger, a figure that has shot up by 10 million people in the last year and by 60 million in the last five years.

Volunteers from all countries were invited to participate in this global action through activities organized by volunteer coordinators. In many countries, various activities began in September, including food collections, sorting and deliveries. In others, activities were run throughout October, and in some countries there were one-off actions.

At the outset of the pandemic, a security protocol was established to ensure the safety of volunteers, this being adjusted to the different situations and health and safety measures adopted in each country.

Just like every year, numerous messages were disseminated from the volunteers' corporate and personal profiles on social networks, showing everything that the volunteers were experiencing through their participation in Global Volunteering Day. The *hashtags* they used were #MAPFREVolunteerDay, #LaParteQueNosToca and #VoluntariosMAPFRE.

The result of the activity was excellent. Despite the situation, there was a high level of participation in all countries. In total, 754 volunteers, including employees, family members and young volunteers from 23 countries participated in 138 activities organized around the theme of nutrition. More than 13 tons of food were collected and more than 15,000 people benefited directly.

The countries that organized activities under this slogan were: Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, Spain, the United States, the Philippines, Guatemala, Honduras, Italy, Malta, Mexico, Nicaragua, Panama, Paraguay, Peru, Portugal, Puerto Rico, the Dominican Republic, Turkey, Uruguay, and Venezuela.

Our volunteers are "MAPFRE People, ready to help", who's every action demonstrates their commitment, spirit of solidarity and effort to contribute to improving the society in which we live. We feel a very special sense of pride when we talk about their spirit of solidarity. We encourage you to continue contributing together to achieve a better world.

In **Germany** food collections were held in Potsdam and Berlin to benefit the food banks in in these two cities as well as Off Road Kids in Berlin.

In **Brazil**, various food collections and deliveries were organized and some volunteers collaborated as "cooks" in a soup kitchen, where the meals were handed out. In total, more than 100 volunteers participated, from the cities of São Paulo, Goiás, Minas Gerais, Rio Grande do Sul, Paraná, Pernambuco and Rio de Janeiro, in a total of 12 activities that benefited more than 1,600 people from numerous social entities: Instituto Pra Quem Precisa, Salesianos São Carlos, Sociedade Espirita Cinco de Setembro (Casa do Vovo), Associação Amigos Contra a Fome Rio Verde, Grupo Espírita Os Peregrinos Instituto de Brasil, Obra Social São Vicente de Paulo, Casa de Repouso Menino Jesus, Lar Samaritano da Mãe Operária, Creche Escola Maria de Nazaré, Espiritualista Holocentrica Padre Pio and Salesianos São Carlos.

In **Chile** an activity was run at the Sagrado Corazón de Jesús soup kitchen in Esmeralda, involving 12 volunteers. Their task included the preparation and delivery of food to 150 people.

In **China** two activities were proposed for the volunteers: the preparation of sandwiches and the production of *cookies* to be given out to the healthcare staff at Tongren Hospital and to the most vulnerable people in the XiZhen Neighborhood Community in Shanghai. Thirty-six volunteers, including employees and family members, participated in these two activities.

In **Colombia** an activity was carried out that involved volunteers from 16 cities: Armenia, Barranquilla, Bogotá, Bucaramanga, Cali, Cúcuta, Girardot, Manizales, Medellín, Montería, Neiva, Pasto, Pereira, Santa Marta, Tuluá and Tunja. To encourage participation, they produced a video starring volunteer managers from Colombia. In total, more than 200 employee volunteers took part, who managed to assemble 612 parcels of food and basic necessities for low-income families, with approximately 5,814 kilos collected. You can see the video of the activity here: <https://youtu.be/WWRrS9MVefQ>.

Volunteers from **Ecuador** decided to organize a special afternoon with the girls of the Fundación Sor Dominga Bocca. The mission of this NGO in Guayaquil is to provide shelter and refuge for girls who are victims of abuse and mistreatment. The volunteers are role models for these girls and prepared a special snack for them. In addition to sharing the meal with them, they spent the afternoon playing games.

In **Spain** many volunteer activities related to nutrition were implemented that ran throughout October. The demand for volunteers in the social entities was high due to the delicate health situation and mobility restrictions in the country. Volunteers from fourteen cities participated: Albacete, Alicante, Badajoz, Cáceres, Castellón, Córdoba, A Coruña, Granada, Madrid, Málaga, Murcia, Sevilla, Valencia and Valladolid. More than 100 volunteers took part in more than 40 activities, benefiting more than 5,000 people. The activities included food collections and deliveries to Amfremar, Asociación Altamar, Asociación Grupo Espiga, Asociación de Mujeres Rincón, Banco de Alimentos, Cáritas, Casa de Acogida Pepe Bravo, Cruz Roja, Futuro Cierto, Mensajeros de la Paz, Nantania, Pato Amarillo and SSVP.

In the **United States** there was a food drive in Providence for United Way Day of Caring.

In the **Philippines**, Muntinlupa City volunteers prepared and delivered snacks to 50 people at risk of exclusion.

Volunteers in **Guatemala** delivered food to the Gotitas de Amor Foundation, an organization focused on children with no resources, benefiting 25 children.

In **Honduras**, volunteers in Tegucigalpa collected food and delivered it to Prepace, a social organization based on the respect for rights, which works with people with disabilities and special educational needs. Thanks to the collaboration of the volunteers, 35 people from this entity benefited.

In **Italy**, volunteers were only able to participate in one volunteer activity in 2020 due to the pandemic. On the occasion of Global Volunteer Day they organized a food drive at the Milan headquarters where they collected 200 kilos of food for the Banco Alimentare and were able to benefit almost 400 people.

In **Mexico**, more than 100 volunteers participated from eight cities: Mexico City, Guadalajara, Mérida, Monterrey, Puebla, Querétano, Tampico and Tijuana. They focused mainly on collecting and delivering food for different social entities and benefited 900 people. The volunteers distributed more than 2 tons of food for beneficiaries of social entities, including the Casa de la Amistad (for children with cancer), Un Granito de Arena, Casa Otomi, the Secretaría de Participación Ciudadana del Ayuntamiento de Mérida, Cáritas de Puebla, Casa Simón de Betania, Asilo Asunción de María and the Misioneras de la Caridad de la Madre Teresa.

In **Nicaragua**, volunteers from Managua, Diriamba (Carazo) and Corinto (Chinandega) worked hard to collect food for two social entities dedicated to the elderly: Comedor Social La Purísima and Hogar de Ancianos Santa Eduvigis. This action benefited more than 80 older people.



Brazil



Brazil



Panama



Panama



Malta



Mexico



Puerto Rico



Mexico

During the peak of the global pandemic, our company continued to prioritize the organization of CSR activities despite all the constraints stemming from the COVID-19 situation. Although I thoroughly enjoyed the environment-related CSR activities organized during the last quarter of the year, MAPFRE's Global Volunteer Day surpassed all others. The MAPFRE Malta team collaborated with CCIF (Cross Culture International Foundation) Malta to prepare food that was delivered to different migrants and their families. I was assigned to a migrant family living in the south of Malta. After we had delivered the food parcels, the beneficiary was very grateful for our gesture and invited me into his home to meet his wife and young son. We talked about our experiences in Malta and how he feels indebted to the Maltese for welcoming him into the neighborhood and for his job. He explained that his goal is to continue studying to increase his job prospects and build a better future for his son, and he intends to settle down and continue raising his family here. I have stayed in touch with Abdul to this day, and we still communicate regularly through social media.

**Martina Camilleri - MALTA**

In **Panama**, volunteers in Panama City organized eight activities in favor of the Hogar Bolivar for the elderly, mainly collections and food deliveries. Sixty-five volunteers participated in the activity, benefiting 134 people with more than 250 kilos of food.

In **Paraguay**, almost 100 volunteers participated in Global Volunteer Day, cooking with their families and without leaving their homes. They prepared 8,000 servings of food, which they then handed out to the most vulnerable population through soup kitchens. This activity had a significant social impact in the country, involving the collaboration of part of the population. Our volunteers prepared, with all the preventive measures, almost 1,000 rations of "food with love" that were delivered to the most vulnerable population.

In **Peru**, due to severe restrictions, the volunteers carried out a collection of money to buy food. The four volunteers who instigated the collection raised just over 4,000 euros, which they gave to the OLI Foundation.

In **Portugal** various food collections and deliveries were made in the cities of Cascais, Castelo Branco, Funchal, Leiria, Lisbon, Porto and Setúbal. Sixteen volunteers participated and together they benefited close to 3,000 people.

In San Juan, **Puerto Rico**, our volunteers organized a food collection and delivery for Comedor de la Kennedy. The 11 volunteers who took part in this activity delivered food that directly benefited the 100 people who attend this soup kitchen.

In the **United Kingdom** a food collection was carried out to help the Square Mile Food Bank in London. Our volunteers benefited approximately 30 people.

In the **Dominican Republic**, volunteers organized a food drive in Azua for the Patronato de Ancianos Sagrada Familia. The older people who live in this residence received more than 150 kilos of food from our volunteers.

In **Uruguay**, a food collection was held for the Centro de Desarrollo Infantil de Nuevo París in Montevideo. The help offered by our volunteers benefited 300 people.

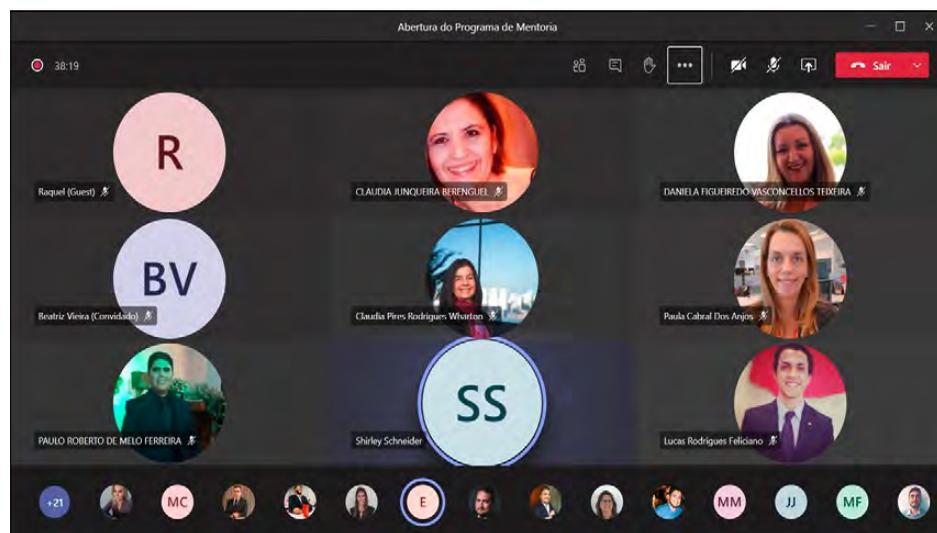
In **Venezuela**, 47 volunteers including employees and family members from the cities of Caracas, Valencia, Maracay and Lechería participated in several food collections and deliveries for a number of social entities, including: Fundación Madre María Luisa Casisa, Hogar San Pedro Clave, Sociedad Civil Obra Social de La Madre y El Niño, Fundación Asilo La Providencia, Fundación Comunidad Madre Emilia and Fundación Arepita Feliz. With the help of our volunteers, more than 4 tons of food were collected, benefiting more than 1,600 people.

# EDUCATION

In **BRAZIL** a mentoring program for girls was organized once again, to help guide their development. This is a 3-month *online* program aimed at emphasizing the educational and professional life of adolescents, providing the opportunity to teach them about other realities.

A total of 51 volunteers participated in this mentoring program for young people aged 18 to 26, broadening their views on school and the professional sphere, so that they can implement their plans and goals. In these mentoring sessions, the mentors and the young people shared their experiences and perspectives on certain topics.

The program consisted of nine modules with weekly meetings and content including: a profile test; a vocational exam; professions and careers; career

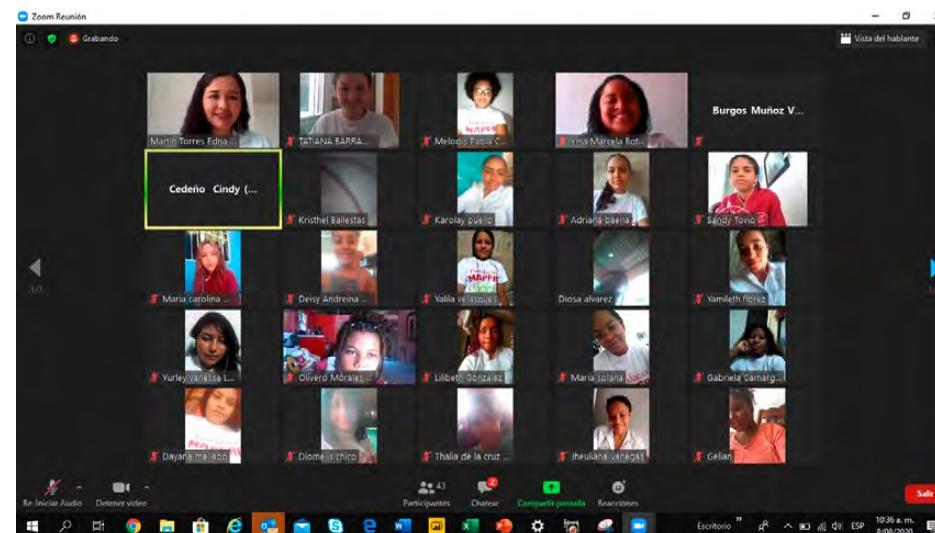


Online mentoring program for young people.

plan, life and goals; resume and LinkedIn; selection processes; networking; vacancies, relocation and study opportunities; and personal finance.

In **COLOMBIA**, on August 8 and 15, 2020, the seminar "Strategies to Improve Employability", a program by the Fundación Juanfe aimed at adolescent mothers in extreme poverty and vulnerability, was held virtually, with the goal of developing their personal and professional potential, and positively influencing their environment.

The program was developed and taught by ten professional volunteers who, over a period of approximately 14 hours, trained 102 young mothers who were beginning their work process, matching their knowledge and skills with the demands of the market, effectively enhancing their search.



Seminar "Strategies for improving employability".

In the **PHILIPPINES**, on September 28, thanks to the generosity and continuous support of MAPFRE employees and volunteers, necessary school supplies as well as other items such as disinfection kits were collected

and distributed. All the donations benefited the secondary students at the Anexo del Instituto Nacional de Secundaria CAA.

As COVID-19 continues to spread, the future has never looked so unpredictable. Although these are challenging times, nothing will stop our young people from being educated, not even this pandemic.



Our volunteers packing school supplies for delivery.

And as the school year began in October 2020, the students at the Anexo del Instituto Nacional de Secundaria CAA received their education in the comfort of their own homes, safe from the virus, thanks to a modular approach.

In **PERU**, Let's Learn Together is a volunteer program that was launched as a result of the lockdowns across the world resulting from the COVID-19 crisis. In these circumstances, the digital gap between the generations widened, so a program was required that shared not only knowledge about digital tools, but also experiences that contributed to professional and personal growth.

When developing this program, the participation of our 41 volunteer "mentors" (generation X and Y) was essential, who taught the 49 *baby boomers* about programs including Excel, Word, PowerPoint, Teams, LinkedIn, WhatsApp, SuccessFactors, Crezco and video design for 8 weeks, amounting to 204 hours of training and fellowship.



Videoconference for the Let's Learn Together training program.

# EMERGENCY AID

Last year **HONDURAS** suffered severe natural disasters that affected a large proportion of its population. The humanitarian crisis caused by the floods in the wake of hurricanes Eta and Iota in Honduras led to the declaration of a national state of emergency.

Our volunteers organized the activity "Count on us", whose objective was to collect all kinds of basic necessities to help, donate and share with the thousands of people affected by these phenomena, especially in the northern part of the country. Solidarity was not long in coming, and donations of food and clothing were received and delivered throughout the month of November, benefiting more than 2,190 people who were affected in the cities of San Pedro Sula and La Ceiba.



Our volunteers preparing the food donations in La Ceiba.



Our volunteers delivering basic necessities in San Pedro Sula.

In **NICARAGUA** the "Emergency Aid" campaign was conducted in support of all those affected by hurricanes Eta and Iota, which caused great devastation in the Atlantic region of this country.

Seventy-five volunteers participated, donating their vacation days. The collection totaled 189,743.44 Nicaraguan córdobas, nearly US\$5500, which was used to purchase food products. Two hundred food parcels were donated to the most vulnerable families.



Our volunteers preparing the food parcels.

In **PUERTO RICO**, just as 2020 began, the country suffered a series of severe earthquakes that hit the towns in the southern area particularly hard, including: Yauco, Ponce, Mayagüez, Guánica, Guayanilla and Peñuelas. Thanks to the solidarity of all the employees who wanted to help, several groups of volunteers were immediately set up to organize collections to provide aid to the victims. Collections were made of non-perishable food, bottled water, basic necessities, medicines, bedding, batteries, toys for children, and food for babies and the elderly, among other things.

The first activity that took place was the delivery of supplies to the most affected communities in the town of Yauco. The Ponce territorial office delivered aid to the camp that was providing refuge for older adults. The Mayagüez territorial office delivered items to the MAM Center, a non-profit organization that offers various educational services and therapies to women during pregnancy. A total of 231 people benefited from this action.



A volunteer carrying the boxes for delivery to the shelter.

*"This life lesson has helped us understand that we are vulnerable all the time and we should be grateful for small gestures, helping our fellow humans when they need it most."*



Our volunteers from Puerto Rico after the delivery of supplies.

## SHARE SOLIDARITY

In **ECUADOR** an integration activity was organized at the Fundación Sor Dominga Bocca orphanage, located in the city of Guayaquil, which takes in girls and adolescents with psychosocial problems.

Our volunteers offered a breakfast to the girls of this orphanage, with the purpose of spending a pleasant day in their company and getting to know the young ladies who benefit from this project.

The team of volunteers, who have been collaborating with this foundation for more than five years, welcomed the girls and offered them warmth and affection, which they greatly appreciated.

After breakfast, recreational activities were organized in a pleasant and relaxing atmosphere. This helped to reinforce their self-esteem and connect emotions through dance and play.



The team of volunteers and the girls from the Fundación Sor Dominga Bocca orphanage in Guayaquil.

In **MEXICO**, due to the situation resulting from the COVID-19 pandemic, the Volunteer Program organized several activities to support the hardest hit vulnerable groups.

As a result of the emergency, social distancing caused many low-income older adults living in nursing homes or alone in their homes to find themselves separated from their families or from any external contact, so our volunteers once again joined forces to support them from a distance in order to strengthen their psychosocial health.

Through the "A friendly voice" program, the volunteers made weekly calls to spend time with these elderly people, talking to them about the things they liked, the soap operas they watched, singing their favorite songs, and some even read them a book. During these six continuous weeks of remote fellowship from May to June, we were able to create bonds of unity and hope.

Without a doubt, the volunteers were able to make us feel that even at a distance we are more united than ever.



The senior citizens thrilled by the support of the volunteers from the "A friendly voice" program.

## **We thank all the volunteers who participated and contributed with such great dedication!**

*It is a great experience to know that you have brightened someone's day and for that person to know that there are so many people who take the time to greet them and talk with them. This is a really nice thing. Time is always too short for everything we have to talk about and I will keep calling them all month to let them know that there is someone who remembers them and loves them.*

**Jorge Alberto Cortes Pérez - MEXICO**

*Being able to give a little bit of myself in these terrible times that the world is experiencing due to the COVID-19 pandemic, in the activity "A friendly voice" dedicated to older people who are isolated from their families, was a touching and unforgettable experience in my life. To be able to talk about their childhoods, what they liked to play and listen to music from the 60's to remind them of their happy times. The most touching thing was the celebration that her husband and I threw for Mother's Day, and playing "Las Mañanitas" to celebrate that special day, and finally, giving them encouragement and advice to help them face this difficult situation that we are all having to live through. The most valuable thing was giving me the opportunity to get to know them and them to know me.*

**Leticia Olivares Pérez - MEXICO**

*I had the pleasant experience of chatting to Señora María Luisa, with whom, after a few minutes of initial nervousness, I was able to quickly develop a pleasant, natural and trusting conversation. The need to be listened to and to feel companionship was evident, in return the only thing she expected was to be treated decently and yes, to be actively listened to, by someone who showed interest and respect.*

*Once we had turned this corner, my initial nervousness transformed into a flowing conversation accompanied by laughter and anecdotes, where the only thing missing was to be able to put a face to the friendly voice with a pleasant tone. I sensed a great story behind María Luisa and we easily shared our views on life... Of course, she had a much more extensive and generous life experience than this humble volunteer from Fundación MAPFRE, so I learned from, what were for her small details, but for me, lessons; for example, when she spoke, and in the way she expressed herself, about her late husband... she was filled with admiration and pride, a decades-long walk by his side and from whom she had learned many things, for example, how to read... She was by his side until the last moment. We parted in good spirits and with the hope of talking again the following Wednesday, a chance for me to absorb all those details which life has, be they small or big, and to give them my undivided attention.*

**Francisco Irena Morales - MEXICO**

**S** **solunion**  
SOMOS IMPULSO



Alberto Berges  
CEO  
Solunion

At Solunion, we are committed to the sustainable socioeconomic development of the countries where we operate, particularly in times of such uncertainty, volatility and adversity as those we are currently experiencing; it is more necessary than ever to promote our solidarity, the protection, aid and development of those around us who need it most.

We, the *solunioners*, actively participate through different activities within the framework of our "Solunioners in Solidarity" Volunteer Program, which is part of the social responsibility and sustainability strategy that we develop together with Fundación MAPFRE in Spain, Mexico, Colombia and Chile.

Volunteering reinforces our team spirit, promotes personal development and helps the communities in which we operate. The COVID-19 pandemic has not diminished our spirit of dedication and service to others. Quite the contrary, it has strengthened our commitment, sensitivity and empathy towards those who need it most. In this sense, I would like to highlight the important effort made last year in terms of *online* volunteering actions, including the solidarity challenge with Trientrenos, donations to food banks, support for older people and schools, translation, collaborations with associations such as PAIDI, Talismán, Corazones del Futuro,

and so on, where our solunioners have performed both professional volunteering and contributed to improving people's quality of life.

I would also like to mention our collaborations in the context of the crisis for Cáritas (Spain), the solidarity funds of AMIS (Mexico) and UNESPA (Spain), PAIDI (Mexico), Fundación FAN (Colombia), Comedor San Vicente de Paul (Spain), Fundación Mis Amigos and Aldeas Infantiles (Spain), and the collections made for "A toy, a smile" and the campaign for donations of glasses, among others.

Our deep gratitude goes to Fundación MAPFRE and all our solunioners for their generosity and involvement in promoting all these actions that contribute, according to our possibilities, to creating a more supportive, more inclusive and more humane world.

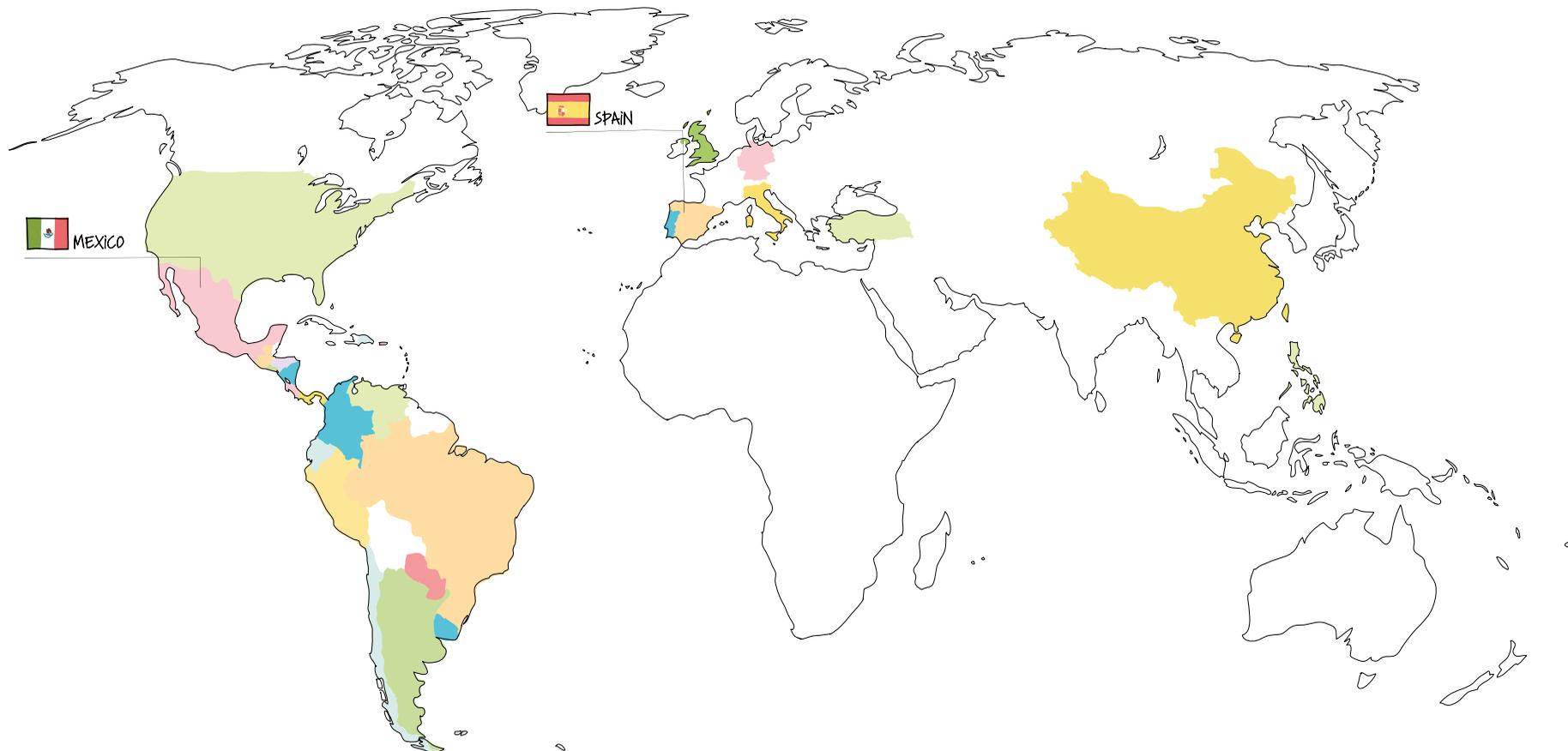
Do what you can. #SomosImpulso.

2020

2 COUNTRIES

94 VOLUNTEERS

21 ACTIVITIES



### SHARING SOLIDARITY

4 EVENTS 43 PARTICIPANTS

### EDUCATION

8 EVENTS 22 PARTICIPANTS

### NUTRITION

2 EVENTS 29 PARTICIPANTS

### HEALTH

7 EVENTS 30 PARTICIPANTS

# EDUCATION

*Helping those in need is not only our duty, it is a source of happiness. Helping makes us happy, makes others happy, and contributes to creating a better world.*

In **MEXICO**, in July, the campaign "Back to School with PAIDI - Sponsor a PAIDI child!" was launched in support of education, with the aim of providing children with a safe return to school, their school supplies and necessary materials, as well as correct footwear to be able to carry out their activities.

The response of the solunioners was immediate and the Foundation was able to provide 13 children with the necessary resources to start their distance learning classes on August 24. This achievement demonstrated

once again that by working together we can achieve any goal and help those who need it most.

Thanks to the Solunion Mexico collaborators and Fundación MAPFRE who added their support to this cause, more than 30 donations totaling 30,353 pesos, equivalent to 13 lists of school supplies and materials were received.

On September 2, there was a very moving virtual meeting with the PAIDI Foundation. The management of Solunion Mexico, the head of Fundación MAPFRE in Mexico, Itzel Contreras, and several solunioners with their family members were able to share time with the little ones who, with their smiles, words, and a song of thanks "La vida es un vals" by Diego Torres, made them feel that, despite the distance, they were closer than ever.

The goal was achieved: motivated, happy children, committed both to their education and to making our world a better place. It was once again evident that synergy and teamwork bear great fruit.



Solunion and Fundación MAPFRE posters for the "Sponsor a PAIDI child" campaign.

Together we are a driving force!



Virtual meeting with the children of from the Fundación PAIDI.

## HEALTH

As a company committed to incorporating the Sustainable Development Goals (SDGs) in our daily lives, Solunion wants to be an agent for promoting health in our immediate environment and have a positive impact on achieving a more just and egalitarian society.

In **SPAIN**, in November and in an *online* format due to the restrictions imposed by COVID-19, the Solunion solidarity sports challenge was launched in collaboration with Trientrenos, with the aim of promoting health and sport and sharing solidarity. To do this, from November 16 to 22, through the Solunion Health and Challenge platform provided by Fundación MAPFRE, for each kilometer of activity, one kilo of aid was collected to help the food bank.

For this challenge you could log any type of physical activity on the platform, even if you used a stationary bike, exercised at home, walked or swam.

Our commitment to sport and solidarity go hand in hand and 27 #SolunionersSolidarios registered for the activity in Spain, managing to cover 3,000 kilometers that were transformed into 3,000 € for the food bank.



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

**José Juan Navas**

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

**Patricia Márquez**

## IN THEIR OWN WORDS

This report was prepared from the testimonies of our volunteers, in their own words, including linguistically enriching regional idioms, which we have tried to respect as much as grammar allows us, and which help to transmit their experience.

### MAPFRE

Sometimes I am surprised when I hear the children's stories. But then I hear them laugh and I know why I do it and why my - our - commitment is so important!

**Kirsten Penquitt - GERMANY**

As a volunteer you look beyond your personal perspective, you come into contact with people from other social groups and are confronted with situations and conflicts that make you grow as a person.

**Jenny Arnim - GERMANY**

When the pandemic began, the desperate need for face masks in the spring led me to apply my self-taught tailoring skills. Originally, I wanted to protect my family, friends and colleagues with homemade masks. But I had so much fun sewing and it was such a great benefit that this prompted me to keep going and donate to non-profit organizations (like the Breast Cancer Center at Charité Clinic in Berlin, among others) and to support Verti colleagues with masks and sewing tutorials. So I was able to do my bit in the fight against COVID-19 and my sewing machine was my faithful companion as I produced several hundred masks.

**Janet Fuchs - GERMANY**

In this unusual year where more than ever we all feel so vulnerable, being able to help, perhaps only through a phone call, brought out some very deep emotions in me, it connected me with the feelings of those people who were having a similar experience to me, it was an important reassessment of the value of volunteering.

**Paula Patano - ARGENTINA**

For me, being involved in the Foundation this year was a way to act on the need to bring respite to people living in the most painful and distressing circumstances. For me volunteering is empathy and resilience.

**Luciana Cobacho - ARGENTINA**

I feel empowered as a volunteer and, based on my experiences, I am working to make this journey much more proactive, sharing my experiences, providing a much more broader view of the paths these people may wish to follow. I am very satisfied and I learned much more than I could teach.

**Washington Luiz Da Costa - BRAZIL**

Volunteering gave me the opportunity to share some of the knowledge I have received from my mentors throughout my career with a young person.

**Lucas Rocha Parra - BRAZIL**

Volunteering means feeling a sense of benevolence with myself and recognizing that I learn more than I teach. Truly.

**Maria Das Neves De Carvalho - BRAZIL**

It has been a challenging year in which there have been many needs and shortages, so it has become essential to do "something" for others, giving attention, time, help, commitment, respect and love to those who need it most today. Being part of MAPFRE Volunteering makes me rethink my life every day and connect with what really makes me happy: contributing everything in my power to the welfare of those who need it most. I am so grateful for this family of MAPFRE volunteers!

**Marcia Leal - CHILE**

Being one of the volunteers fills me with pride and strengthens my sense of solidarity. The pandemic has taught us the value of sharing and helping those who need it most, it has tested us to see how much solidarity we have with people in extreme situations. Through MAPFRE volunteers, we have strived to remain active, to keep helping and demonstrate the will and solidarity that characterizes us, even in these difficult times.

**Yasmery Morales Abreu - CHILE**

In volunteer work, when we see the smiles of the people we help and the results we achieve, it fills our hearts with happiness. From the humanity and inner satisfaction perspectives, helping others is helping ourselves. The more people who volunteer, the more good things happen.

**Tony Fang - CHINA**

If your personal circumstances allow you to do so, it is really fantastic to participate in volunteer groups and perform community service activities that are within your capacity, to help people in need. It makes me happy. So I think volunteering benefits not only the beneficiary but also me.

**Hank Zhu - CHINA**

Giving up some of our time and getting out of our comfort zone to help the most disadvantaged or those people who have been given fewer opportunities. 100% altruism.

**Henzcer Mauricio Peña Iguavita - COLOMBIA**

It is the opportunity to serve with love and give back to life what it has given me.

**Adriana Rivera Rodríguez - COLOMBIA**

For me it means getting involved, because when you help others it is really you who grows.

**Ángela Pedroza Urrego - COLOMBIA**

Volunteering translates into making a joint effort to achieve a common goal; changing your routine, helping without expecting anything in return, you get the satisfaction of doing things differently, creating a moment of happiness for a child, turning a worry into a moment of calm for a mother, and making a grandfather feel remembered once again.

**Juan David Estarita - COLOMBIA**

For me, volunteering is an opportunity to serve and to give back a little for all the blessings I have received. It is the opportunity to meet extraordinary people who inspire and give us hope.

**Liz Andrea Escobar - COLOMBIA**

Being a volunteer is having the ability to sow a smile in new hearts in need, is feeling privileged to create new worlds and pleasant situations, is being able to connect to your family, to bring us closer and strengthen our ties.

**Leidy Johana Villa - COLOMBIA**

One comes to serve the Foundation's activities and leaves served.

**Yahaira Retana Navarro - COSTA RICA**

It feeds my soul and makes me see life differently.

**Carla Mata Cedeño - COSTA RICA**

For me volunteering is doing activities without expecting anything in return, with an altruistic intention that not only encompasses the social aspect but also the emotional element and the satisfaction of being able to serve others.

**Karen Cuadros - ECUADOR**

Volunteering is a commitment that we take on with passion, it is about feeling empathy, trying to put ourselves in the shoes of others in order to experience things from the human perspective.

**María Julissa Maldonado - ECUADOR**

It is an act of solidarity and empathy for other people, to help and support them with the various situations or needs that arise.

**Andrea Huevo - EL SALVADOR**

To me, MAPFRE Volunteering means sharing the blessings I have received.

**Lilian Teresa de Figueroa - EL SALVADOR**

For me, MAPFRE Volunteering represents the dedication that every human being gives to their fellow man, and helping them.

**Franklin Ernesto Sandoval - EL SALVADOR**

Volunteering is part of MAPFRE's DNA. We are a company with a vocation to support people at difficult times. For me, volunteering is a way for people to show others that they are not alone on their path through life, that we will not leave them behind, that we care about them and want to share their life experiences with them; it is undoubtedly one of the best ways to grow as a person and throughout this journey I have met wonderful people who will stay in my heart forever.

**Eduardo Campos - SPAIN**

Being a volunteer means going to each activity carrying a backpack full of love, peace and the desire to help, and returning home with two backpacks even fuller of everything beautiful you can imagine. When you volunteer, in the end you always get back more than you give.

**Amaya González - SPAIN**

I volunteer to set an example for my son. With so many things in the world, it's important that we dedicate some time to doing something positive for our community. It teaches him that it's okay to do something good for others without expecting anything in return. When you volunteer, what you feel makes it all worthwhile.

**Angela Caiani - USA**

I'm not sure if there is a specific reason or an easy explanation as to why I volunteer. Everyone has their own motivation or purpose as to why. There was a time when my own family benefited from the goodwill and generosity of others. Certainly, this has contributed to my willingness to want to give back to society. I also feel incredibly fortunate to have had the opportunities and the life I have. If I can pass on knowledge, experience, time or resources to help someone, we should all want to do this. Volunteering also lets me connect with people in my community and with my colleagues, and by doing this I hope it makes me more aware of what's going on around me. Even the smallest actions of kindness and compassion can make an impact. For whatever reason, I think most volunteers would also agree if I say that spending time volunteering positively impacts your own well-being.

**Melissa Boivin - USA**

Being able to help, in even the simplest way, in the middle of a pandemic makes me feel really good. And, at the same time, it is rewarding to know that I was able to help them and to see them smile when they receive our help.

**Kriss Tavor Ercilla - PHILIPPINES**

For me, volunteering is about offering whatever help we can give to those in need. As Barack Obama once said: "The best way not to feel hopeless is to get up and do something."

**Cristel Rose Belen - PHILIPPINES**

Doing an activity can be exhausting, but very satisfying at the same time, especially when you see the smiles of the people who benefit from your work.

**Jastine Joy Ledesma - PHILIPPINES**

My experience in delivering supplies is something that fills my life with joy, it is doing my bit to help people in need.

**Flor García - GUATEMALA**

For me, the fact that in the middle of the pandemic I can have this experience of doing my part for this person who really needs the help, fills my heart and I thank God for the blessings he gives me in life.

**Carlos Pimentel - GUATEMALA**

More than giving a donation, we give love at every visit, and receive looks that inspire and make people feel that they are not alone.

**Edgar Flores - GUATEMALA**

Volunteering makes us realize the needs of others and understand how to help them. Even though it is about helping other people, we also help ourselves because we open our hearts and go the extra mile for others. It is something that one does from the heart and not because we are forced to, because we know that we are working for the greater good.

**Natalia Alejandra Azzad Haddad - HONDURAS**

Volunteering is sharing our own humanity with others.

**Edith Sarai Flores Obando - HONDURAS**

This year was the first time I had the opportunity to take part in a company volunteering initiative, and I must confess that it was really rewarding and fulfilling. Perhaps the recent events that have affected so many of us have triggered a need to be helpful to people who are suffering, especially in these difficult days. I am sure that volunteering will become, from now on, an important part of my life.

**Luca Grassato - ITALY**

I am proud to say that, even in such an extraordinary time, I was able to do something tangible to help my community. Sharing this time with colleagues was essential. It helped us continue to feel united and to try to alleviate this difficult situation, at least for a few moments.

**Cassandra Armani - ITALY**

For me, volunteering already has an intrinsic value, regardless of whether it is done inside or outside the company, in our private lives: it allows us to take care of others in a selfless way. Independently of any thanks we receive from others, it is still rewarding to dedicate time and money to people in need of help. In addition, corporate volunteering is essential as it allows employees to see the company not as an impersonal entity, but as an enterprise that is interested in others, not just in making a profit: improving the regard employees have for the company makes them feel proud and more motivated. You feel like you are really part of something!

**Claudio Mantegazza - ITALY**

Although all CSR activities are important, the one that impressed me the most was the time we went to help clean up one of the bays in Marsaxlokk. There were less than ten of us volunteers due to COVID-19 restrictions, but we managed to collect a lot of trash! I can't describe how bad I felt seeing all the garbage there and how good we felt after we managed to clean the whole beach. Overall, I am grateful to work for a company that provides this opportunity for employees to get exposure to a wide variety of issues/problems and activities.

**Adriana Ranieri Felice - MALTA**

Of all the CSR activities, olive picking was my favorite. The culture of olive picking has been revived against all odds on a small scale thanks to the establishment of farming cooperatives. Due to COVID-19 health restrictions we were limited to a group of ten volunteers. After a brief presentation by the farm owner on what was expected of us, armed with gloves, visors, masks and rakes, we began harvesting the olives from between 15 and 20 olive trees. It is important to note that there is a specific 24-36 hour timeframe for harvesting this product and our assistance was equivalent to picking the olives without adding to the farmers' production overhead. On the day we were informed satisfactorily that a total of 225 kg of olives had been sent to be pressed to produce the final product, which is Maltese extra virgin olive oil, all the volunteers were extremely satisfied, me included, and it made us understand first hand that olive farming is an extremely difficult and laborious undertaking that leads to the production of extra virgin olive oil, better known as green gold. After this unforgettable experience, I will certainly be looking out for local olive oil products on store shelves, in an effort to maintain our fragile indigenous farming community that works so hard to produce such an exquisite delicacy cherished by so many.

**Adrian D'Agata - MALTA**

If we collaborate with each other, life is better lived.

**José Carlos Rodrigues Vergara - NICARAGUA**

Volunteering for me means offering to do something in a generous and emotional way for those who need it.

**Luis Antonio Mayorga Reyes - NICARAGUA**

For me, volunteering signifies a group of people who are willing to work together as a team to achieve a common goal.

**Edén David Sequeira Novoa - NICARAGUA**

For me, volunteering is giving back to others, supporting them with all that God gives us. It is a way of being able to touch the lives of the people we affect with our actions.

**Fulvio Ledezma - PANAMA**

It is a gesture of intangible value that gives to both the giver and the receiver; being a volunteer is the opportunity to share support, smiles, sincere words, it is to see the value of the simple things.

**Ángela Hernández - PANAMA**

For me it means investing my time to help those people who need support to get ahead, or simply brighten their day. Also some social activities that care for our home (the earth and its environment).

**José Javier Rincón - PANAMA**

It is an opportunity to offer support to those who need it most in trying times, giving up some of our time in exchange for a smile of hope.

**Francisco Pon - PANAMA**

For me, volunteering is the opportunity to feel useful to the society we live in, from sharing with other people who are going through difficult situations, giving them a smile and a helping hand, to carrying out activities that improve the way we live with nature and the environment. There is nothing more gratifying than learning from the society around us and doing our bit to make the world a better place.

**Ipza Núñez - PANAMA**

Being a volunteer is an opportunity to contribute, to get to know, and to experience other realities. For me, in particular, it reenergizes me, I love doing it. And being part of it is a source of pride.

**Silvia Raquel Delvalle - PARAGUAY**

For me, being a member of MAPFRE Volunteering fills me with pride, because it gives us the opportunity to put love into action and we are able to dedicate part of our time to our fellow man, who often just needs a smile, a hug and a little attention. Here with MAPFRE Volunteering I have the opportunity to do this and it makes me proud, grateful and a better human being in general. Being a volunteer is the greatest expression of respect for human dignity and thanks to Fundación MAPFRE I can experience this.

**Fabiula Nogueira - PARAGUAY**

Many tiny people, in tiny places, doing tiny things, can change the world.

**Esperanza Britéz - PARAGUAY**

Volunteering is not only about participating in a charitable activity. Being a volunteer is a feeling of satisfaction, it is empathizing with the most vulnerable parts of society, it is serving with love. So many times we are a bridge between a smile and the reality (often not pleasant) of the people we touch. Seeing the tear-filled eyes of children when they get a surprise, the happiness of the elderly when they no longer feel forgotten, actions that truly fill the hearts... these are the things that truly enrich the soul. I am immensely happy to have had several volunteering experiences, the best memories are imprinted on my heart.

**Cynthia Alfonso - PARAGUAY**

Taking part in MAPFRE Volunteering is a way we can rejoice both physically and spiritually; it is a unique feeling that one experiences when giving others a helping hand. The phrase that comes to mind is "volunteering is a way of being, it is the willingness to give and act for those who need it".

**César Manuel González - PARAGUAY**

For me, being a volunteer means serving with love and selflessness, it means looking at realities and giving a little bit of hope to those who are often forgotten; being part of this is a giant hug for the heart.

**Rocio Iriarte - PARAGUAY**

Being a volunteer is doing whatever you can, whenever you can, to make someone else's reality, whoever they are, better. It is a way of life, where you give the best of yourself, without expecting anything in return.

**Laura Adriana Hurtado Castro - PERU**

Stopping thinking about yourself and focusing on those who need it. Enjoying, motivating, empathizing during the process, is helping without expecting personal gain, but enjoying what it gives to other people.

**Daniel Augusto Ramos Ramella - PERU**

Being a volunteer begins with the will to make a difference, to want to help others and their causes. And, indeed, this may seem a very weak argument, because there is little to separate it from selfishness. The selfishness of feeling good. But as with love, we quickly realize that volunteering is much more than that. Above all, it is respect, availability and commitment.

**Carla Quinteiro - PORTUGAL**

For me, being a volunteer... is a way of living life and participating in society; it is actively contributing to the construction of a more generous world, regardless of the specific cause you collaborate with; it is an expression of solidarity, generosity, commitment and citizenship; it is giving without expecting anything in return and receiving, always, much, much more; it is believing; it is doing it with the heart; it is LOVE!

**Teresa Lopes - PORTUGAL**

Sowing seeds of love, joy and hope.

**Shalimar Vázquez Hernández - PUERTO RICO**

Extending a hand to those who need it most, bringing a breath of fresh air, giving hope and joy to others in a totally unselfish way. If our lives have a purpose, it is precisely this.

**Kenneth Haddock Garcia - PUERTO RICO**

Serving unconditionally in all areas of our lives.

**Leanabel Reyes Quiñones - PUERTO RICO**

I think it is very important, especially in these difficult and challenging times, to always try to volunteer to help others who may be less fortunate. As people who may need help are sometimes reluctant, hesitant, scared or embarrassed to ask for it, for various reasons, it is always appreciated when individuals volunteer. It is not only expected that this action serves to help others, but also brings a feeling of meaning and purpose to the volunteer themselves.

**Andrew Malcolm - UK**

Volunteering gives me the opportunity to give something back to the community, to those people who need a helping hand, especially in the current situation. It's very easy to withdraw into your own world in everyday life, but it's important to open your eyes to what's going on around you, and volunteering provides this opportunity.

**Gregory Harris - UK**

Being a volunteer is, for me, a ray of light in the midst of darkness; it makes me feel that life has a special purpose and we should be grateful for the blessings we receive. And the fact that my daughters are also part of our volunteer family fills me with pride, as it teaches them new values and responsibility towards others and the environment. They love being of service and bringing joy to others.

**Ninoska Ricardo - DOMINICAN REPUBLIC**

In a word, what moves me to volunteer? Gratitude.

**Carmen Minor - DOMINICAN REPUBLIC**

A passion for helping.

**Ramona Lindsay - DOMINICAN REPUBLIC**

What motivates me to be a volunteer is solidarity, to be able to collaborate unconditionally with all those people who, in one way or another, need help, even if that's just to give them a hug.

**María Rene Rodríguez - DOMINICAN REPUBLIC**

I am motivated to volunteer by the opportunity to improve someone's life situation. To bring hope, joy, comfort to those in need. To leave a footprint, a mark, a message that everything can be better.

**Rosangela Peña - DOMINICAN REPUBLIC**

For me, volunteering is synonymous with altruism, a human attitude in which people act in favor of others without the expectation of receiving something in return.

**Haendel Soler - DOMINICAN REPUBLIC**

Although we work in the same company, I have had the opportunity to meet people who I only knew through their work address, and to see their more charitable side through these solidarity actions. So, we socialize both with colleagues from the company and with the people in the environment where we work as volunteers. The activities that have marked me the most have been the possibilities of mingling with our elders at the Kasev nursing home and with the children of the Fundación Koruncuk. By devoting a little of our time to volunteering, we actually swap our hearts and mutually nourish each other's souls. I would like to thank the team of volunteers for giving us this opportunity and allowing us to do our bit. Thanks to you, I have been able to collaborate twice.

**Medine Tanriverdi - TURKEY**

How many times can you rewrite a story?  
How many times can you be someone's hero with a single word?

But how far can you chase a dream without tiring?

If you volunteer, always.

We, with our voice.

With every story we read to a child before bedtime, we become the hero of that story.

We, with our steps.

We run miles without tiring so that a brighter generation will grow up with a future.

In short, we become a bridge between those who want to do good and those who need it.

All's well that ends well, we are volunteers!

**Önder Akçollu - TURKEY**

For me, volunteering is being able to see that with every action, effort and contribution we make, we can help others or the environment, and also grow personally.

**Damián Aicardi - URUGUAY**

Volunteering is an activity that fills my soul and makes me proud to be able to help others at a vulnerable time in their lives.

**Natalia Bellomo - URUGUAY**

Volunteering for me is solidarity, it is offering a helping hand to someone who is not going through a good time.

**Daniela Cova - VENEZUELA**

Being part of MAPFRE Volunteering is having the privilege and the power to transform moments into joy and hope, bringing a smile to someone's face.

**Eglis Moreno - VENEZUELA**

## SOLUNION

Volunteering for me is the most authentic and sincere gesture that we can make towards others, whether they need it or not; it is giving a little of yourself, serving and giving selflessly. It's the best way to thank God and the universe for all the good that I have received, along with my daughters, it is demonstrating that you love your neighbor, which is a fundamental law.

**Patricia Medina**

For me, volunteering is the perfect way to share all the blessings that come into my life, directing them towards the people who need them. And in that way I can generate a positive change in my environment.

**Yareni Bocanegra**

## EPILOGUE

Looking back, in 2020 few things happened as planned. But, without a doubt, we have the satisfaction of having implemented a large number of projects with which we have supported all the entities that today make up the Fundación MAPFRE Volunteer Program, helping them to face the difficult situation that our society as a whole has been going through.

However, nothing that has happened during 2020 has stopped us. We have reinvented ourselves, we have done everything in our power not to neglect the people who have been most disadvantaged by this pandemic. Through activities such as "A friendly voice" or "A flower for our elders" conducted in several of the countries where we are present, we have benefited and supported one of the most vulnerable groups in this pandemic: our older people. We have given them a voice, we have listened to them, and we will continue to do so, because today more than ever, all our volunteers are willing to give the best of themselves.

Throughout 2020, Fundación MAPFRE has rolled out a very significant range of activities to help alleviate the consequences of COVID-19 in the more than 30 countries where we operate. In this endeavor, our volunteers, characterized by their unwavering commitment to the most vulnerable, have also collaborated in innumerable ways.

This report and the testimonies from each of the countries clearly show the great work being accomplished by all our volunteers and it is an honor for us to be able to give a voice and visibility to the effort and solidarity that lies behind each of the words that make up this document.

Thank you for making this program a reality and for believing in a much more humane future.

Julio Domingo Souto  
CEO  
Fundación MAPFRE

# APPENDIX

ARGENTINA 265 VOLUNTEERS

BRAZIL 182 VOLUNTEERS

CHILE 34 VOLUNTEERS

CHINA 41 VOLUNTEERS

COLOMBIA 642 VOLUNTEERS

COSTA RICA 10 VOLUNTEERS

DOMINICAN REPUBLIC 83 VOLUNTEERS

ECUADOR 83 VOLUNTEERS

EL SALVADOR 27 VOLUNTEERS

GERMANY 56 VOLUNTEERS

GUATEMALA 20 VOLUNTEERS

HONDURAS 68 VOLUNTEERS

ITALY 6 VOLUNTEERS

MALTA 57 VOLUNTEERS

MEXICO 433 VOLUNTEERS

NICARAGUA 29 VOLUNTEERS

PANAMA 171 VOLUNTEERS

PARAGUAY 121 VOLUNTEERS

PERU 70 VOLUNTEERS

PHILIPPINES 60 VOLUNTEERS

PORTUGAL 33 VOLUNTEERS

PUERTO RICO 126 VOLUNTEERS

SPAIN 1,188 VOLUNTEERS

TURKEY 131 VOLUNTEERS

UNITED KINGDOM 2 VOLUNTEERS

UNITED STATES 944 VOLUNTEERS

URUGUAY 30 VOLUNTEERS

VENEZUELA 94 VOLUNTEERS



ARGENTINA  
265 VOLUNTEERS

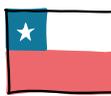
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS*	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>5.00</b>
Everyone at school	1	3	3	5.00
<b>Health</b>	<b>6</b>	<b>49</b>	<b>302</b>	<b>95.00</b>
Drawing smiles	6	49	302	95.00
<b>Nutrition</b>	<b>3</b>	<b>242</b>	<b>293</b>	<b>244.00</b>
Food with heart	3	242	293	244.00
<b>TOTAL</b>	<b>10</b>	<b>294</b>	<b>598</b>	<b>344.00</b>



BRAZIL  
182 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>5</b>	<b>64</b>	<b>88</b>	<b>1,273.00</b>
Training activities	5	64	88	1,273.00
<b>Health</b>	<b>12</b>	<b>69</b>	<b>313</b>	<b>129.00</b>
Essentials with heart	8	44	183	64.00
Sharing hope	1	5	50	5.00
Soy donante (I am a donor)	3	20	80	60.00
<b>Nutrition</b>	<b>14</b>	<b>104</b>	<b>1,741</b>	<b>292.00</b>
Food with heart	14	104	1,741	292.00
<b>TOTAL</b>	<b>31</b>	<b>237</b>	<b>2,142</b>	<b>1,694.00</b>

\* Note for all the tables: Volunteers in the country can participate in different events throughout the year. The participant numbers reflect the number of volunteers who attended each of the events.



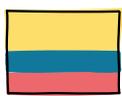
CHILE  
34 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>2</b>	<b>15</b>	<b>12</b>	<b>86.00</b>
MAPI heart: education about values	1	11	12	66.00
Renovating and maintaining educational facilities	1	4	0	20.00
<b>Environment</b>	<b>1</b>	<b>1</b>	<b>24</b>	<b>0.75</b>
Training activities	1	1	24	0.75
<b>Nutrition</b>	<b>8</b>	<b>44</b>	<b>1,744</b>	<b>189.00</b>
Food with heart	8	44	1,744	189.00
<b>TOTAL</b>	<b>11</b>	<b>60</b>	<b>1,780</b>	<b>275.75</b>



CHINA  
44 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4.00</b>
Training activities	1	1	0	4.00
<b>Health</b>	<b>2</b>	<b>20</b>	<b>287</b>	<b>17.80</b>
Essentials with heart	1	4	240	10.00
Training activities	1	16	47	7.80
<b>Nutrition</b>	<b>2</b>	<b>36</b>	<b>332</b>	<b>137.00</b>
Food with heart	2	36	332	137.00
<b>TOTAL</b>	<b>5</b>	<b>57</b>	<b>619</b>	<b>158.80</b>



**COLOMBIA**  
**642 VOLUNTEERS**

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>2</b>	<b>10</b>	<b>102</b>	<b>14.00</b>
Training activities	2	10	102	14.00
<b>Emergency aid</b>	<b>1</b>	<b>13</b>	<b>500</b>	<b>134.00</b>
Solidarity cooperation	1	13	500	134.00
<b>Environment</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4.00</b>
Committed to the environment	1	4	0	4.00
<b>Health</b>	<b>10</b>	<b>246</b>	<b>1,319</b>	<b>268.00</b>
Collection of funds	1	3	445	9.00
Drawing smiles	1	206	617	206.00
Essentials with heart	3	21	243	37.00
Healthy: awareness-raising actions	3	13	0	13.00
Training activities	2	3	14	3.00
<b>Nutrition</b>	<b>13</b>	<b>405</b>	<b>637</b>	<b>641.00</b>
Food with heart	12	91	637	327.00
Solidarity cooperation	1	314	0	314.00
<b>Share solidarity</b>	<b>29</b>	<b>223</b>	<b>338</b>	<b>255.50</b>
Psychosocial support	29	223	338	255.50
<b>TOTAL</b>	<b>56</b>	<b>901</b>	<b>2,896</b>	<b>1,316.50</b>



**COSTA RICA**  
**10 VOLUNTEERS**

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Health</b>	<b>2</b>	<b>7</b>	<b>60</b>	<b>80.00</b>
Drawing smiles	2	7	60	80.00
<b>Nutrition</b>	<b>1</b>	<b>6</b>	<b>500</b>	<b>24.00</b>
Food with heart	1	6	500	24.00
<b>Share solidarity</b>	<b>1</b>	<b>4</b>	<b>1,468</b>	<b>24.00</b>
Solidarity markets	1	4	1,468	24.00
<b>TOTAL</b>	<b>4</b>	<b>17</b>	<b>2,028</b>	<b>128.00</b>



DOMINICAN REPUBLIC  
83 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>8</b>	<b>33</b>	<b>1,112</b>	<b>144.25</b>
Everyone at school	3	9	19	8.25
Training activities	5	24	1,093	136.00
<b>Health</b>	<b>6</b>	<b>17</b>	<b>252</b>	<b>29.00</b>
Drawing smiles	1	4		2.00
Essentials with heart	3	9	117	22.50
Healthy: awareness-raising actions	1	2	62	2.50
Share life: awareness-raising actions	1	2	73	2.00
<b>Nutrition</b>	<b>6</b>	<b>48</b>	<b>155</b>	<b>97.75</b>
Food with heart	6	48	155	97.75
<b>TOTAL</b>	<b>20</b>	<b>98</b>	<b>1,519</b>	<b>271.00</b>



ECUADOR  
83 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>1</b>	<b>2</b>	<b>19</b>	<b>2.00</b>
Training activities	1	2	19	2.00
<b>Emergency aid</b>	<b>5</b>	<b>10</b>	<b>98</b>	<b>10.00</b>
Training activities	5	10	98	10.00
<b>Health</b>	<b>2</b>	<b>5</b>	<b>19</b>	<b>10.00</b>
Essentials with heart	1	1	19	2.00
Renovating and maintaining healthcare facilities	1	4	0	8.00
<b>Nutrition</b>	<b>11</b>	<b>89</b>	<b>193</b>	<b>242.00</b>
Food with heart	11	89	193	242.00
<b>TOTAL</b>	<b>19</b>	<b>106</b>	<b>329</b>	<b>264.00</b>



EL SALVADOR  
27 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Nutrition</b>	<b>2</b>	<b>31</b>	<b>395</b>	<b>124.00</b>
Collection of funds	1	4	305	16.00
Food with heart	1	27	90	108.00
<b>TOTAL</b>	<b>2</b>	<b>31</b>	<b>395</b>	<b>124.00</b>



GERMANY  
56 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Environment</b>	<b>4</b>	<b>17</b>	<b>0</b>	<b>18.00</b>
Renovating and maintaining facilities	4	17	0	18.00
<b>Health</b>	<b>6</b>	<b>34</b>	<b>12</b>	<b>114.00</b>
Healthy: awareness-raising actions	2	26		110.00
Soy donante (I am a donor)	4	8	12	4.00
<b>Nutrition</b>	<b>3</b>	<b>5</b>	<b>250</b>	<b>10.00</b>
Food with heart	3	5	250	10.00
<b>Share solidarity</b>	<b>4</b>	<b>52</b>	<b>112</b>	<b>31.00</b>
Collection of funds	4	52	112	31.00
<b>TOTAL</b>	<b>17</b>	<b>108</b>	<b>374</b>	<b>173.00</b>



GUATEMALA  
20 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Health</b>	<b>5</b>	<b>12</b>	<b>227</b>	<b>13.50</b>
Essentials with heart	2	4	100	2.50
Sharing hope	3	8	127	11.00
<b>Nutrition</b>	<b>3</b>	<b>12</b>	<b>313</b>	<b>75.00</b>
Food with heart	3	12	313	75.00
<b>Share solidarity</b>	<b>1</b>	<b>15</b>	<b>0</b>	<b>30.00</b>
Collection of funds	1	15	0	30.00
<b>TOTAL</b>	<b>9</b>	<b>39</b>	<b>540</b>	<b>118.50</b>



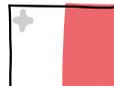
HONDURAS  
68 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Emergency aid</b>	<b>5</b>	<b>164</b>	<b>600</b>	<b>769.50</b>
Solidarity cooperation	5	164	600	769.50
<b>Health</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2.00</b>
Collection of funds	1	4	0	2.00
<b>Nutrition</b>	<b>3</b>	<b>7</b>	<b>35</b>	<b>13.00</b>
Food with heart	3	7	35	13.00
<b>Share solidarity</b>	<b>3</b>	<b>18</b>	<b>0</b>	<b>10.00</b>
Psychosocial support	3	18	0	10.00
<b>TOTAL</b>	<b>12</b>	<b>193</b>	<b>635</b>	<b>794.50</b>



ITALY  
6 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Nutrition</b>	<b>1</b>	<b>6</b>	<b>370</b>	<b>15.00</b>
Food with heart	1	6	370	15.00
<b>TOTAL</b>	<b>1</b>	<b>6</b>	<b>370</b>	<b>15.00</b>



MALTA  
57 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>1</b>	<b>14</b>	<b>2</b>	<b>18.00</b>
Collection of funds	1	14	2	18.00
<b>Environment</b>	<b>3</b>	<b>24</b>		<b>68.00</b>
Awareness-raising campaigns	1	8		24.00
Committed to the environment	1	7		17.50
Training activities	1	9		26.50
<b>Health</b>	<b>1</b>	<b>8</b>	<b>25</b>	<b>32.00</b>
Drawing smiles	1	8	25	32.00
<b>Nutrition</b>	<b>1</b>	<b>10</b>	<b>800</b>	<b>30.00</b>
Food with heart	1	10	800	30.00
<b>Share solidarity</b>	<b>5</b>	<b>36</b>	<b>777</b>	<b>82.00</b>
Collection of funds	3	13	45	26.00
Psychosocial support	2	23	732	56.00
<b>TOTAL</b>	<b>11</b>	<b>92</b>	<b>1,604</b>	<b>230.00</b>

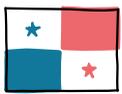
### MAPFRE

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>7</b>	<b>48</b>	<b>134</b>	<b>69.00</b>
Collection of funds	1	17	21	17.00
Training activities	6	31	113	52.00
<b>Environment</b>	<b>4</b>	<b>25</b>	<b>0</b>	<b>44.00</b>
Committed to the environment	4	25	0	44.00
<b>Health</b>	<b>30</b>	<b>232</b>	<b>984</b>	<b>827.50</b>
Drawing smiles	5	106	231	436.00
Essentials with heart	7	38	39	74.00
Sharing hope	18	88	714	317.50
<b>Nutrition</b>	<b>73</b>	<b>555</b>	<b>14,315</b>	<b>1,825.50</b>
Awareness-raising campaigns	2	2	26	3.00
Food with heart	71	553	14,289	1,822.50
<b>Share solidarity</b>	<b>31</b>	<b>294</b>	<b>519</b>	<b>515.00</b>
Psychosocial support	31	294	519	515.00
<b>TOTAL</b>	<b>145</b>	<b>1,154</b>	<b>15,952</b>	<b>3,281.00</b>

### SOLUNION

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>3</b>	<b>12</b>	<b>39</b>	<b>22.00</b>
Everyone at school	2	4	26	14.00
MAPI heart: education about values	1	8	13	8.00
<b>Health</b>	<b>5</b>	<b>28</b>	<b>56</b>	<b>52.00</b>
Drawing smiles	4	16	40	40.00
Sharing hope	1	12	16	12.00
<b>Share solidarity</b>	<b>3</b>	<b>11</b>	<b>39</b>	<b>53.00</b>
Collection of funds	3	11	39	53.00
<b>TOTAL</b>	<b>11</b>	<b>51</b>	<b>134</b>	<b>127.00</b>

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Emergency aid</b>	<b>3</b>	<b>34</b>	<b>200</b>	<b>17.00</b>
Collection of funds	1	2	0	1.00
Solidarity cooperation	2	32	200	16.00
<b>Health</b>	<b>12</b>	<b>33</b>	<b>531</b>	<b>58.50</b>
Collection of funds	1	3	0	1.50
Essentials with heart	5	14	531	36.00
Renovating and maintaining healthcare facilities	6	16	0	21.00
<b>Nutrition</b>	<b>4</b>	<b>9</b>	<b>88</b>	<b>9.00</b>
Food with heart	4	9	88	9.00
<b>TOTAL</b>	<b>19</b>	<b>76</b>	<b>819</b>	<b>84.50</b>



PANAMA  
171 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Emergency aid</b>	<b>2</b>	<b>19</b>	<b>0</b>	<b>35.00</b>
Solidarity cooperation	2	19	0	35.00
<b>Health</b>	<b>5</b>	<b>151</b>	<b>96</b>	<b>160.00</b>
Essentials with heart	3	149	90	158.00
Soy donante (I am a donor)	2	2	6	2.00
<b>Nutrition</b>	<b>18</b>	<b>98</b>	<b>912</b>	<b>366.00</b>
Food with heart	18	98	912	366.00
<b>Share solidarity</b>	<b>3</b>	<b>60</b>	<b>0</b>	<b>170.00</b>
Collection of funds	3	60	0	170.00
<b>TOTAL</b>	<b>28</b>	<b>328</b>	<b>1,008</b>	<b>731.00</b>



PARAGUAY  
121 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>1</b>	<b>1</b>	<b>46</b>	<b>1.00</b>
Everyone at school	1	1	46	1.00
<b>Health</b>	<b>9</b>	<b>18</b>	<b>2,108</b>	<b>46.00</b>
Drawing smiles	1	1	215	4.00
Essentials with heart	3	3	867	9.00
Sharing hope	5	14	1,026	33.00
<b>Nutrition</b>	<b>5</b>	<b>116</b>	<b>967</b>	<b>449.00</b>
Food with heart	5	116	967	449.00
<b>TOTAL</b>	<b>15</b>	<b>135</b>	<b>3,121</b>	<b>496.00</b>



TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>3</b>	<b>32</b>	<b>78</b>	<b>208.00</b>
Everyone at school	1	2	11	2.00
Training activities	2	30	67	206.00
<b>Environment</b>	<b>3</b>	<b>30</b>	<b>0</b>	<b>40.00</b>
Committed to the environment	3	30	0	40.00
<b>Health</b>	<b>7</b>	<b>18</b>	<b>228</b>	<b>40.00</b>
Essentials with heart	2	7	0	21.00
Healthy: awareness-raising actions	4	8	165	16.00
Sharing hope	1	3	63	3.00
<b>Nutrition</b>	<b>1</b>	<b>4</b>		<b>12.00</b>
Collection of funds	1	4		12.00
<b>Share solidarity</b>	<b>3</b>	<b>16</b>	<b>1,293</b>	<b>182.00</b>
Psychosocial support	3	16	1,293	182.00
<b>TOTAL</b>	<b>17</b>	<b>100</b>	<b>1,599</b>	<b>482.00</b>



TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>18.00</b>
Everyone at school	2	6	0	18.00
<b>Emergency aid</b>	<b>3</b>	<b>20</b>	<b>0</b>	<b>98.00</b>
Collection of funds	3	20	0	98.00
<b>Nutrition</b>	<b>2</b>	<b>11</b>	<b>50</b>	<b>44.00</b>
Food with heart	2	11	50	44.00
<b>Share solidarity</b>	<b>1</b>	<b>23</b>	<b>962</b>	<b>23.00</b>
Psychosocial support	1	23	962	23.00
<b>TOTAL</b>	<b>8</b>	<b>60</b>	<b>1,012</b>	<b>183.00</b>



**PORTUGAL**  
**33 VOLUNTEERS**

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>1</b>	<b>6</b>	<b>75</b>	<b>6.00</b>
Everyone at school	1	6	75	6.00
<b>Environment</b>	<b>1</b>	<b>15</b>		<b>7.50</b>
Awareness-raising campaigns	1	15		7.50
<b>Health</b>	<b>5</b>	<b>32</b>	<b>75</b>	<b>24.00</b>
Essentials with heart	1	2		2.00
Soy donante (I am a donor)	4	30	75	22.00
<b>Nutrition</b>	<b>29</b>	<b>40</b>	<b>4,173</b>	<b>51.00</b>
Food with heart	29	40	4,173	51.00
<b>TOTAL</b>	<b>36</b>	<b>93</b>	<b>4,323</b>	<b>88.50</b>



**PUERTO RICO**  
**126 VOLUNTEERS**

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>11</b>	<b>38</b>	<b>143</b>	<b>57.50</b>
Everyone at school	4	14	100	19.00
Training activities	7	24	43	38.50
<b>Emergency aid</b>	<b>5</b>	<b>47</b>	<b>231</b>	<b>213.00</b>
Solidarity cooperation	5	47	231	213.00
<b>Health</b>	<b>17</b>	<b>123</b>	<b>905</b>	<b>166.00</b>
Collection of funds	3	57	1	51.00
Drawing smiles	2	6	19	12.00
Essentials with heart	5	15	717	8.50
Renovating and maintaining healthcare facilities	1	2		2.00
Sharing hope	6	43	168	92.50
<b>Nutrition</b>	<b>3</b>	<b>11</b>	<b>100</b>	<b>36.00</b>
Food with heart	3	11	100	36.00
<b>TOTAL</b>	<b>36</b>	<b>219</b>	<b>1,379</b>	<b>472.50</b>

### MAPFRE

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>19</b>	<b>172</b>	<b>856</b>	<b>779.00</b>
Awareness-raising campaigns	2	9	30	33.00
Collection of funds	1	5		2.50
Everyone at school	2	5	100	18.00
MAPÍ heart: education about values	9	120	692	505.50
Training activities	5	33	34	220.00
<b>Emergency aid</b>	<b>1</b>	<b>7</b>	<b>50</b>	<b>28.00</b>
Renovating and maintaining facilities	1	7	50	28.00
<b>Environment</b>	<b>5</b>	<b>94</b>	<b>100</b>	<b>417.00</b>
Committed to the environment	5	94	100	417.00
<b>Health</b>	<b>70</b>	<b>656</b>	<b>4,581</b>	<b>1,415.50</b>
Collection of funds	1	48		168.00
Drawing smiles	10	243	229	741.00
Essentials with heart	8	23	503	49.50
Sharing hope	51	342	3,849	457.00
<b>Nutrition</b>	<b>226</b>	<b>1,126</b>	<b>84,832</b>	<b>4,318.00</b>
Collection of funds	2	4	600	7.00
Community nutrition: training activities	2	63	23	119.50
Food with heart	221	1,056	84,209	4,188.50
Renovating and maintaining facilities	1	3	0	3.00
<b>Share solidarity</b>	<b>2</b>	<b>32</b>	<b>128</b>	<b>40.00</b>
Solidarity markets	2	32	128	40.00
<b>TOTAL</b>	<b>323</b>	<b>2,087</b>	<b>90,547</b>	<b>6,997.50</b>

### SOLUNION

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>5</b>	<b>10</b>	<b>247</b>	<b>72.00</b>
Collection of funds	1	1		6.00
Training activities	4	9	247	66.00
<b>Health</b>	<b>2</b>	<b>2</b>	<b>11</b>	<b>8.00</b>
Drawing smiles	1	1	1	6.00
Essentials with heart	1	1	10	2.00
<b>Nutrition</b>	<b>2</b>	<b>29</b>	<b>23</b>	<b>142.00</b>
Collection of funds	1	27		135.00
Community nutrition: training activities	1	2	23	7.00
<b>Share solidarity</b>	<b>1</b>	<b>2</b>		<b>0.00</b>
Collection of funds	1	2		0.00
<b>TOTAL</b>	<b>10</b>	<b>43</b>	<b>281</b>	<b>222.00</b>

### VASS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Share solidarity</b>	<b>1</b>	<b>1</b>		<b>2.00</b>
Collection of funds	1	1		2.00
<b>TOTAL</b>	<b>1</b>	<b>1</b>		<b>2.00</b>



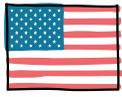
TURKEY  
131 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>3</b>	<b>92</b>	<b>205</b>	<b>116.00</b>
Collection of funds	1	12	200	36.00
Training activities	2	80	5	80.00
<b>Health</b>	<b>2</b>	<b>65</b>	<b>177</b>	<b>28.50</b>
Drawing smiles	1	16	30	4.00
Soy donante (I am a donor)	1	49	147	24.50
<b>Nutrition</b>	<b>1</b>	<b>26</b>	<b>150</b>	<b>78.00</b>
Food with heart	1	26	150	78.00
<b>Share solidarity</b>	<b>1</b>	<b>10</b>		<b>30.00</b>
Collection of funds	1	10		30.00
<b>TOTAL</b>	<b>7</b>	<b>193</b>	<b>532</b>	<b>252.50</b>



UNITED KINGDOM  
2 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Nutrition</b>	<b>1</b>	<b>2</b>	<b>30</b>	<b>4.00</b>
Food with heart	1	2	30	4.00
<b>TOTAL</b>	<b>1</b>	<b>2</b>	<b>30</b>	<b>4.00</b>



UNITED STATES  
**944 VOLUNTEERS**

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Education</b>	<b>31</b>	<b>936</b>	<b>1,931</b>	<b>1,036.00</b>
Awareness-raising campaigns	6	70	202	109.00
Training activities	25	866	1,729	927.00
<b>Health</b>	<b>23</b>	<b>272</b>	<b>3,536</b>	<b>556.00</b>
Drawing smiles	1	7	5	7.00
Essentials with heart	5	16	2,498	24.00
Healthy: awareness-raising actions	14	189	400	415.00
Sharing hope	2	23	540	55.00
Soy donante (I am a donor)	1	37	93	55.00
<b>Nutrition</b>	<b>20</b>	<b>81</b>	<b>5,860</b>	<b>160.00</b>
Food with heart	20	81	5,860	160.00
<b>TOTAL</b>	<b>74</b>	<b>1,289</b>	<b>11,327</b>	<b>1,752.00</b>



URUGUAY  
**30 VOLUNTEERS**

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Health</b>	<b>3</b>	<b>16</b>	<b>175</b>	<b>11.50</b>
Healthy: awareness-raising actions	2	15	100	10.50
Sharing hope	1	1	75	1.00
<b>Nutrition</b>	<b>13</b>	<b>30</b>	<b>5,540</b>	<b>50.00</b>
Food with heart	13	30	5,540	50.00
<b>TOTAL</b>	<b>16</b>	<b>46</b>	<b>5,715</b>	<b>61.50</b>



VENEZUELA  
94 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEER HOURS
<b>Health</b>	<b>12</b>	<b>70</b>	<b>4,162</b>	<b>231.00</b>
Essentials with heart	11	69	4,147	230.00
Sport without barriers	1	1	15	1.00
<b>Nutrition</b>	<b>9</b>	<b>75</b>	<b>1,705</b>	<b>202.00</b>
Food with heart	9	75	1,705	202.00
<b>Share solidarity</b>	<b>2</b>	<b>16</b>	<b>231</b>	<b>35.00</b>
Psychosocial support	2	16	231	35.00
<b>TOTAL</b>	<b>23</b>	<b>161</b>	<b>6,098</b>	<b>468.00</b>





Follow us on:



---

[www.fundacionmapfre.org](http://www.fundacionmapfre.org)