

G R O W I N G T O G E T H E R

Annual Volunteer Report
Fundación MAPFRE

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Fundación MAPFRE Annual Volunteer Report – 2019



The publication of this report is a testimony to the work that Fundación MAPFRE volunteers carried out in 2019. It was prepared based on texts and photographs that reflect this endeavor.

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GROWING
TOGETHER



Antonio Huertas
President
Fundación MAPFRE

It is with great satisfaction that we recognize how the spirit of solidarity that defines us a group is growing more and more each day through the extraordinary efforts of volunteers throughout the world.

In 2019, many people in need benefited from more than 1,630 volunteer events. These were organized in the 28 countries where our program is implemented. This annual report is a synthesis of this work. Its results cannot be expressed in mere numbers, since the full magnitude of the good it does is hard to measure.

I can only express pride in the achievements of this Volunteer Program, managed with such professionalism, thanks to the selfless and vocational dedication of so many people and groups. It is unquestionably the clearest and most evident expression of who we are and how we act, of our humanity and our spirit of solidarity, which has always been our fundamental purpose: helping others.

In spite of all we have done, we still have a long way to go, and many more challenges await us. The phenomenal changes the world is undergoing are opening doors to great opportunities but also creating gaps

and inequality. This is why a coordinated and humane action by our volunteers is so essential: workers that are always attentive to the most pressing needs of the societies where we provide this service.

This report represents, in addition to a written testimony of our efforts, the commitment to build a more humane future.

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2019

28 COUNTRIES

11,300



HEALTH

28 COUNTRIES 657 EVENTS 7,753 PARTICIPANTS

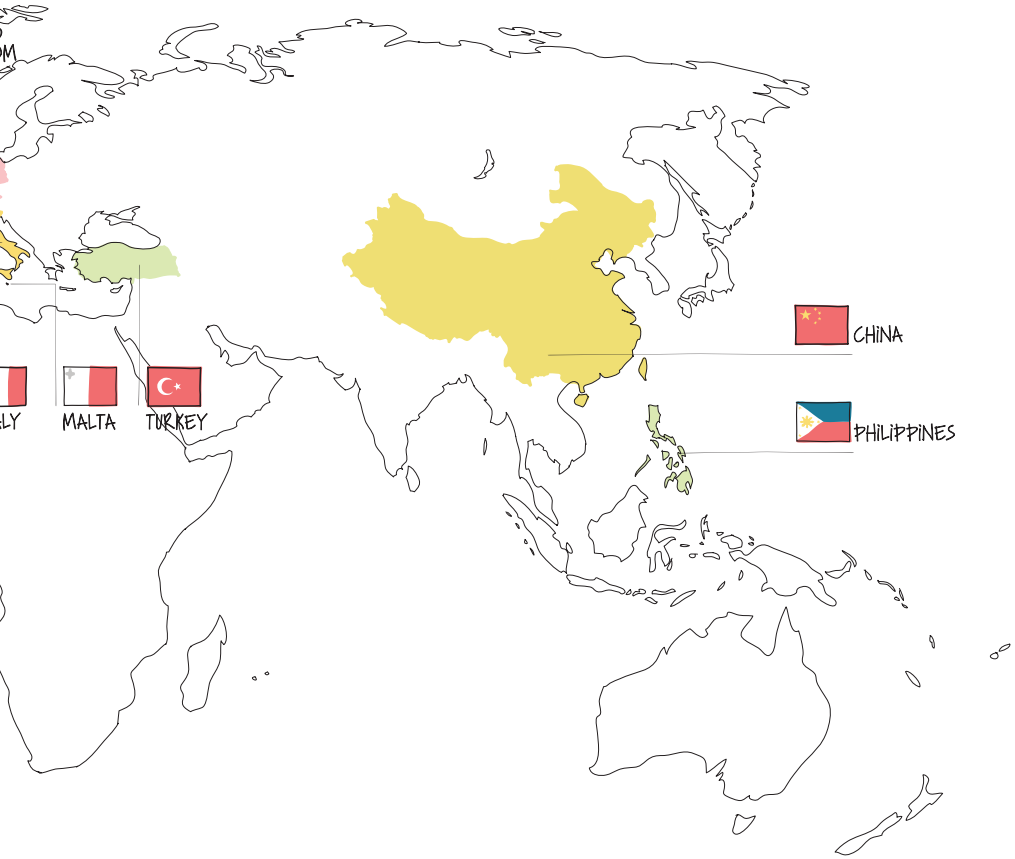
NUTRITION

20 COUNTRIES 390 EVENTS 3,164 PARTICIPANTS

EDUCATION

22 COUNTRIES 377 EVENTS 3,506 PARTICIPANTS

© VOLUNTEERS 1,637 ACTIVITIES



ENVIRONMENT

27 137 4,214
COUNTRIES EVENTS PARTICIPANTS

EMERGENCY AID

6 13 440
COUNTRIES EVENTS PARTICIPANTS

SHARING SOLIDARITY

12 63 985
COUNTRIES EVENTS PARTICIPANTS

INTRODUCTION

Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.

Margaret Mead

American anthropologist and poet

Once again, the Fundación MAPFRE Volunteer Program has channeled and promoted solidarity in 28 different countries, thanks to all the volunteers who selflessly offer their knowledge, excitement and time to help communities and the underprivileged.

2019 was a year of consolidation, during which we faced new challenges. 11,300 volunteers from the three companies participating in our program (MAPFRE, SOLUNION and VASS) donated more than 57,500 hours of their time as *solidarity ambassadors*, in order to make this world a more just, fair, environmentally friendly and humane place.

Our geographic scope is limited. This is why Fundación MAPFRE tries to make better tools available to our volunteers. This year, we introduced the *Global Volunteer Website*, a platform to help with comprehensive management of the program that will cover all countries where it is developed. It is a unique and shared solution for volunteers, activity managers and the coordination of the program. Fundación MAPFRE is a

recognized volunteer institution. As such, it is responsible for a series of legal aspects that make this website the best tool for managing volunteers, whom the Foundation is obliged to protect, train and help.

From our users' point of view, the goal of this website is to provide a place of reference where they can find activities in their area, sign up to volunteer and manage the relationship with the volunteer institution.

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

HEALTH

With this action area, we want our volunteers to be able to engage in activities that have both a physical and emotional impact on people's lives. Thanks to such activities as "Básicos con corazón" (Heart Basics), our volunteers organize activities to help people with less resources have access to hygiene items, shoes and clothes. We reach children through "Sharing Dreams", where volunteers support children by delivering toys in an entertaining way. Our volunteers also enthusiastically support people with disabilities through "Deportes sin barreras" *(Sports Without Barriers), helping with blood and bone marrow drives, and becoming involved in outreach activities and fundraisers for causes related to health, either with a specific goal or to help further along the renovation of facilities.

HEALTH*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
28	657	7,753	79,113	18,581.89

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

NUTRITION

One of the most common ways to promote and improve nutrition in the countries where we operate is by gathering non-perishable food, which our volunteers sort and then deliver to organizations. Another way to do this is by participating in soup kitchens and actively helping with the preparation of the daily menu and serving food at the tables.

Volunteers in some countries provide specific training about nutrition to help educate families about the importance of a balanced diet and how this affects their health and daily lives.

Through fundraisers, we have also been able to help renovate and preserve food storage facilities and soup kitchens.

NUTRITION*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
20	390	3,164	257,049	10,252.3

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

EDUCATION

We promote comprehensive education, especially for children and youths from underprivileged communities, through Fundación MAPFRE's international social projects. Our Volunteer Program tries to connect synergies to organize volunteering activities in all the projects that include feasible social actions, offering more resources to provide learning opportunities and promote social awareness.

This way, through awareness-raising actions, we highlight the difference that access to education can make in people's lives. Thanks to our volunteers, we organize training activities to improve the employability of girls at risk of social exclusion.

We work with children on educational values through play, health, nutrition, environment, culture, road safety and prevention, through the activity "Corazón de MAPI y pequeños solidarios" (MAPI's Heart and Children for Solidarity). Thanks to activities such as "Todos a la escuela" (Everybody to School), we help girls and boys gain access to an education where school supplies and uniforms are not lacking.

EDUCATION*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
22	377	3,506	105,568	10,283.45

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

ENVIRONMENT

Our Volunteer Program remains committed to the environment through support for environmental awareness and awareness-raising actions. Climate change, environmental footprint, caring for our surroundings... These are some of the issues that are addressed. This is why our volunteers actively participate in activities such as reforestation and cleaning up hills, forests and beaches, as well as direct actions related to recycling.

Our program plays an important role in contributing to managing climate risk by sharing knowledge about this situation.

ENVIRONMENT*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
27	137	4,217	24,664	14,736

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

EMERGENCY AID

In 2019, we organized thirteen activities linked to emergency aid. Four focused on mitigating the disaster that took place in Uruguay, where in June, more than 8,500 people had to be evacuated due to the heavy rains that fell in large areas. Thanks to the donation of cleaning supplies, blankets and clothing, the volunteers were able to reach the most affected zones and deliver all these items.

At Fundación MAPFRE Volunteer Program, we are aware that natural disasters are constant, year after year, and that their effect is devastating, especially for the most vulnerable groups. We believe that an immediate response is essential. This is why our protocol allows us to adopt the most adequate response, assessing the times and actions to implement in each case. This year, our help reached 2,300 people and organizations directly and nearly 106,000 people indirectly.

We believe that training in the field of Human Resources is essential to knowing how to act in each case. For this reason, as part of our program we offer specific training on how to act in case of an emergency. Throughout 2019, two training activities were organized through Bomberos Sin Fronteras (Firefighter Without Borders) in Madrid and Altamar in Málaga (Spain).

EMERGENCY AID*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
6	13	140	108,167	397.5

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

SHARE SOLIDARITY

Solidarity is the common thread that unites each line of action within volunteer activities. This is why, with this word, along with another that defines us very well, “*Share*”, we want to bring together activities that, because of their nature, are related to more than one line of action.

Sometimes we organize activities where we work jointly in the areas of health, nutrition, environment and education. For example, in our “*Mercadillos solidarios*” (Solidarity Markets) we collaborate with different organizations. Each activity is developed for one type of group and focuses on a single line of action.

This year, Share Solidarity was present through such activities as “*Mejorando mi ciudad*” (Improving my City), a Portuguese initiative adopted by Brazil, and other notable activities —which you can read about below— such as the visit to Hogar Luceros del Amanecer in Nicaragua, Hogar de Ancianos Santo Domingo in Paraguay, and the Istanbul Marathon in Turkey.

SHARE SOLIDARITY*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
12	63	985	23,274	3,315.75

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

We don't have the solutions
to all of the world's problems in our hands.
But to face the world's problems
we have our hands.

Emergency Pedagogy, Spain, Waldorf 100

MAPFRE People
ready to help



Elena Sanz Isla

President MAPFRE Corporate Volunteer Committee
Director General of People and Organization

Dear Volunteer,

Sustainability and social commitment are an essential part of who we are as an insurance company. It is present throughout the company; it is a way of being and acting shared by all of you.

Your solidarity helps MAPFRE be more committed every day to the people in our society who are most in need. We are MAPFRE People. We are here to help. We are part of a company with a heart, thanks to you and the more than 10,350 volunteers including employees and their families. Throughout 2019 we improved the lives of more than 125,000 people. More than 20% of our workforce had a volunteer experience this year, a significant increase compared to previous years. We are also very proud to include our families as volunteers. They know that a better world is possible. Instilling the value of solidarity in our children is a seed that will blossom in the future and contribute to making them better people.

MAPFRE Corporate Volunteering is carried out in 28 countries. In each one, people like you demonstrate with every little action that the vocation to serve is one of the values that makes MAPFRE volunteers stand out.

Next year, I sincerely hope you continue participating in volunteering activities, developing and acquiring new skills and abilities that, as you have seen, are transferable to your personal and professional life.

We are very proud to be able to count on you. I encourage you to continue developing your spirit of solidarity through MAPFRE's Corporate Volunteering and to be an inspiration to your colleagues.

MAPFRE people: willing to help.

A heartfelt embrace

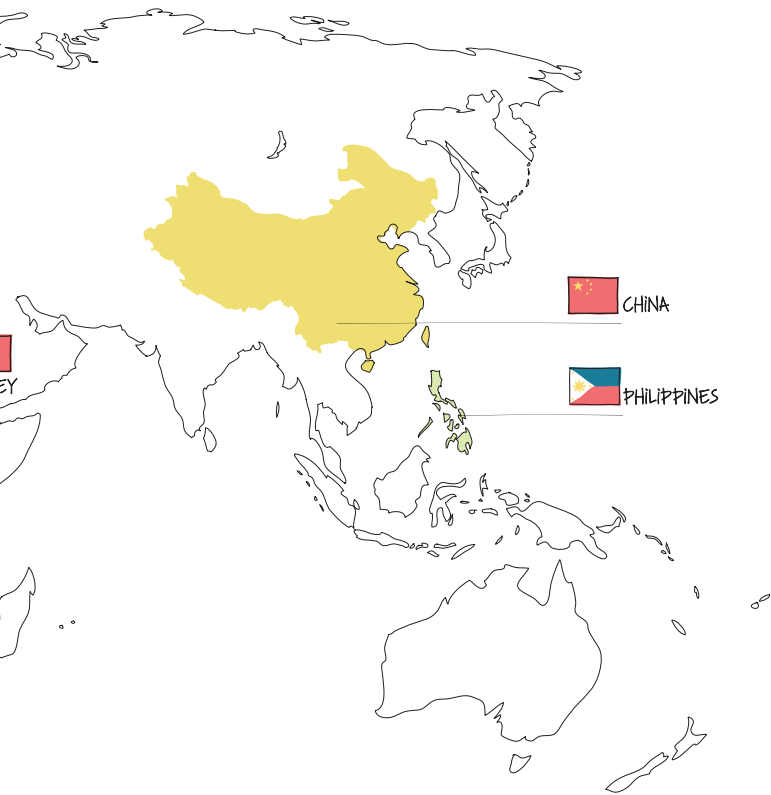
2019

28 COUNTRIES

11,231 VOLUNTEERS



TEENS 1,615 ACTIVITIES



MAPFRE
People
ready to help

HEALTH

28 655 7,740
COUNTRIES EVENTS PARTICIPANTS

NUTRITION

20 375 3,412
COUNTRIES EVENTS PARTICIPANTS

EDUCATION

22 375 3,504
COUNTRIES EVENTS PARTICIPANTS

ENVIRONMENT

27 137 4,247
COUNTRIES EVENTS PARTICIPANTS

EMERGENCY AID

6 43 440
COUNTRIES EVENTS PARTICIPANTS

SHARING SOLIDARITY

42 62 984
COUNTRIES EVENTS PARTICIPANTS

HEALTH

On **WORLD BLOOD DONOR DAY**, MAPFRE organizes an international activity in which for 24 hours, company employees can donate blood in all the countries where the insurance company is present. This effort is part of MAPFRE's Corporate Volunteer Program, under the campaign heading "MAPFRE 24-Hour Drive".

On June 14, MAPFRE employees joined in on the celebration of World Blood Donor Day. Our colleagues in the Philippines kicked off the campaign. They were later joined by MAPFRE employees in China and hours later, by our employees in Europe. This continued with other countries until the completion of the 24-hour blood drive in America, in countries such as the United States, Uruguay, Peru, Panama and Chile. At the same time, awareness talks about this solidarity action that saves lives were conducted at different MAPFRE branches.

This 24-hour blood drive, which reinforces the commitment of MAPFRE employees to society, has the additional goal of contributing to increasing the blood supply, especially necessary during the vacation period.

Thanks to the more than 1,300 blood donors who participated in the "MAPFRE 24-Hour Drive" last June. More than 4,000 sick people were able to get treatment for many diseases and undergo surgical procedures. In addition to celebrating this day in a special way, the idea is to promote blood drive campaigns throughout the year and in all countries. In 2019, a total of 26 countries joined in on the effort. 1,936 donations were recorded, helping more than 5,800 people directly.

DONATING BLOOD IS GIVING THE GIFT OF LIFE

On February 22, 23 and 24, in **CoSTA RICA**, Fundación MAPFRE sponsored the Aventura entre Amigos (Adventure Among Friends) camp, where youths with cancer stop being patients and become campers. 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.

During these days, youths from different parts of the country who form part of Proyecto Daniel had a chance to participate in fun activities.



Our Costa Rican volunteers involved in Project Daniel.

"A camp is a way to help these youths have different experiences, because their lives revolve around hospitals and medications. Camp sets them free, and they get to know other kids with the same problems. In the end, they create a network of friends and support."

Ligia Bobadilla, president of Project Daniel

In **HONDURAS**, our volunteers took advantage of the Children's Day celebration on September 10 to visit the Centro Cristiano Filadelfia's kindergarten, where the boys and girls were given toys, broke piñatas, ate cake and candy and enjoyed a fun kid's party.

In addition, they were showed how to correctly brush their teeth and received an oral hygiene kit.

The school's administrators thanked the volunteers for their great effort. The most valuable reward, however, were the smiles on the children's faces while celebrating their special day.



Our volunteers and the children from Centro Cristiano Filadelfia kindergarten after the party.

In **ITALY**, ABIO, in cooperation with VERTI, handed out 800 “welcome kits” to the pediatric unit at Hospital San Raffaele.

ABIO is a non-profit association. Active since 1978 in many Italian hospitals, it engages in the important task of providing support to children and their families from the critical moment in which they are hospitalized and throughout their stay.

VERTI chose to support ABIO's mission with a financial donation for the assembly of 800 welcome kits containing information leaflets and guides especially designed for children of different ages. The kit also included toys, gadgets and anything that can help them get through this difficult time in the best way possible.

Since January 2019, our employees have helped put together and distribute these kits in the hospital. The task was carried out in our offices together with ABIO volunteers with the aim of sharing their experiences in the pediatric units of different hospitals: difficult but gratifying.



Preparing the welcome kits.

In **MALTA**, we organized a visit to the Sant'Anna Rehabilitation Center in Bahar ic-Caghaq. Soccer player James Mallia sponsored the event.

Sant'Anna is a social reintegration center where prison inmates receive help reintegrating into civilian society. Often drugs are at the root of their problems. After assisting them with their rehabilitation project, our volunteers had the opportunity to talk with the inmates.

Robert Said, one of our volunteers, explains: “After listening to them share their experiences, you can clearly see that all of them, coming from different sectors of society, always had the potential to contribute. However, they faced challenges at a very young age, ones we never had to face. So they had to deal with both mental and physical setbacks. This only underscores the importance of believing in people and in giving them a second chance and the opportunity of making progress. Everyone gives what one receives”.

Another scheduled activity in Malta was the visit to Dar Papa Frangisku.



Volunteers from Malta after their visit to the center for social reinsertion.

In this activity, our volunteers installed beds for the residents and distributed meals for sporadic “guests”.

Robert Said explains: “One scene I won’t forget is that of a father with four children who came to eat. It was heart-wrenching. Especially since we are able to buy anything we want when we need it. Society must have collapsed around this family on their life’s journey. What I learned was that in life, happiness doesn’t come from getting all we want but from enjoying what we have. It also reinforced my conviction that it is the responsibility of all parents to take their children to these places to help as volunteers, too. It’s the best education they can get.”

On July 28, Payasotón is celebrated in **PANAMA**. This annual activity gathers a group of people to create “heart goals” in twelve foundations that house abandoned children and seniors.

Fundación MAPFRE supported this initiative with contributions for the different foundations. They included: wheelchairs, beds, linens, pillows, wall fans, shoes, sneakers, and dry food.

More than 50 volunteers happily participated in the different activities organized at each of the foundations, sharing their time with these children and seniors in need.



Nora Rodríguez, Gerardo Corrales, Ryan Rutherford, Savik Arosemena in the Hermanas Bethlemitas Children’s Home.

In **PERU**, our team of volunteers, in cooperation with the NGO CESAL, carried out two health campaigns in Lima aimed at 192 children with limited resources. They organized activities where the children were given health tips including how to eat better and how to care for their oral health. They were also given an oral hygiene kit (toothbrush, dental floss and toothpaste). The children really enjoyed this party aimed at caring for their health.



Children during an oral health activity.

In **PUERTO RICO**, due to an increase in cancer rates, an awareness and prevention campaign was conducted through a variety of activities.

One of them was organized with Ciclo Vida Tour, an organization that provides help to cancer patients. 20 volunteers trained every weekend to attain the goal of traveling 70 miles on their bikes, riding through several towns. In this way, they were able to spread the message of solidarity with everyone driving or walking on those roads.

The experiences were extensive. Best of all was the positive responses of people who were taking part in this volunteer activity for the first time. On a *WhatsApp* chat, they shared numerous emotional comments and reactions.

Our volunteers made a great impression, leaving each *Ciclo Vida* participant with an unforgettable learning experience.



Cyclists participating in the cancer prevention campaign in Puerto Rico.

Last April, in the **DOMINICAN REPUBLIC**, as part of the *Dibujando Sonrisas* (Drawing Smiles) campaign, our volunteers coordinated an afternoon devoted to beauty care with the girls from *Hogar Renacer*.

This non-profit organization, located in Santo Domingo, houses girls and teenagers who are the survivors of all types of abuse. It promotes protection, education, health, food, social assistance, psychological support and systematic monitoring of the families of the sheltered girls.



Our volunteers during a beauty session.

During this get-together, in an atmosphere of healthy fun, they organized different spaces where the girls could wash and dry their hair, enjoy all-natural face masks and have a manicure, among other beauty treatments.

Throughout the different activities, our volunteers talked to the girls about the meaning of beauty, with the goal of instilling the message that besides taking care of our exterior, it is important to take care and cultivate our interior beauty.

The activity concluded with a shared snack, songs and distribution of beauty and personal care kits to all the girls in the home.

NUTRITION

Lately, in **CoLoMBIA**, the ongoing urbanization of cities, particularly Bogota, has increased the settlement of rural families in the country's urban areas. The situation is made worse by the movement of displaced people due to the Venezuelan armed conflict and exodus, among other things.

This migratory flux has resulted in the creation of misery belts that lack the goods and services provided by the State. Poor housing and the absence of the most elementary services are a continuous threat to life itself. As a result, all members of the family must search for solutions to the problem of subsistence.

The Venezuelan migratory crisis is a humanitarian crisis that Colombia has been dealing with since 2016. Today, more than one million four hundred thousand Venezuelans are in Colombia. Their situation is complicated, and most of them live on the street.

MAPFRE collaborated with Fundación Domus Colombia, an organization that receives migrants, seniors and the homeless and provides meals as best it can. Our volunteers became involved in this project. They distributed meals and prepared breakfast for the people who typically visit the foundation. 75 migrants benefited from this activity.



Our volunteers prepare breakfast at Fundación Domus Colombia.

In **SPAIN**, the volunteer work that MAPFRE employees perform every week has never gone unnoticed by the associations and people that benefit from them. The displays of affection and recognition have always been numerous, both at the institutional and personal level, in connection with the activities in which they participate throughout the year.

Our volunteers take part in the food drive and the later sorting of food, thus helping promote the cycle of nutrition for people at risk of exclusion. In connection with these drives, a total of 29 food collection campaigns took place this year. The key activity, however, was the sorting tasks at the Food Bank, an initiative that became a recurring activity starting last February.

In 2019, our volunteers in Spain visited the different Food Bank offices throughout the country 35 times to help sort the food collected during the Great Food Drive and the various Kilo Operations. A total of 557 volunteers participated in these efforts.

On March 21, we received a very special recognition: the Food Bank inaugurated an avenue at their offices in Alcalá de Henares dedicated to our volunteers, with the corresponding plaque that reads: "MAPFRE VOLUNTEERS".



Volunteers from Spain after a day's work classifying food.



Our volunteers show pride in the plaque recognizing their fantastic work.

On July 19, in **HONDURAS**, our volunteers took essential food products to 60 boys and girls from the Emmanuel school.

This establishment supports children from families with limited resources. Receiving this food is like a party for them. The children welcomed the volunteers with open arms, and in response our volunteers made sure to fill the day with affection and fun.

The volunteers became educators, friends and artists, sharing fun experiences and anecdotes with the boys and girls.

The kids were so thrilled that they presented the volunteers with an appreciation certificate for their wonderful work.



Our volunteers with the boys and girls from Emmanuel school.

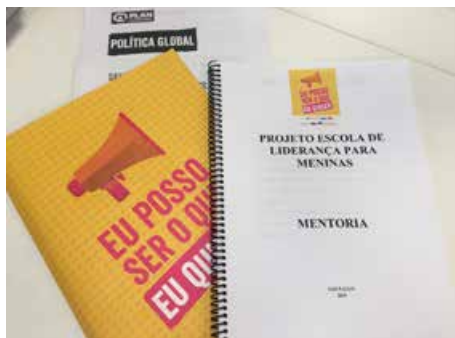
EDUCATION

In **BRAZIL** a mentoring program for girls was organized to help in their development.

Four meetings (group and individual) were held, once a month, during the months of July and October, in which ten MAPFRE volunteers were involved in this mentoring program for ten girls.

The objective of the project's tutoring activity was to stress the educational and professional life of young people, providing the girls with the opportunity to learn about other realities and inhabit spaces that usually would not be "intended for them".

The tutoring process is not sufficient, however, to meet all the challenges the girls face in their lives, both in terms of study and professional matters and their personal problems. Still, it is an opportunity for the mentors and the girls to share experiences and perspectives about certain things.



Images of source material and mentoring program policy.

The sessions contributed to the project Plan International Brazil (Plan) School of Leadership for Girls (ELM), funded by Fundación MAPFRE. The goal of this plan is to contribute to the empowerment of 40 girls in the territories of Capão Redondo and Paraisópolis, through the development of their abilities, leadership and knowledge of

rights, encouraging their participation as a citizens in the struggle for gender equality and the rights of girls.

In **CHILE**, school supplies were handed out in March to forty children with cancer from Fundación Nuestros Hijos through its program “Todos a la escuela” (Everyone to school). This initiative, which promotes education, supports childhood by providing school supplies and book bags donated by MAPFRE employees.

With this activity, MAPFRE strengthens its commitment to the communities and overall development of the country through its active support of education, ensuring that children have the development opportunities they need while at the same time promoting recreational and educational activities.

For Fundación MAPFRE representatives in Chile, it is an honor to provide this type of assistance to hundreds of children, contributing to society and helping their parents by providing the resources the children need to start the school year smoothly.



Our volunteers with the children from Fundación Nuestros Hijos.

COLOMBIA faces a major problem with children living on the street. They quickly become adults with responsibilities and break completely from their families. They are children who learn the rules of survival in the street and acquire the behavior patterns of street subculture: prostitution, sexual exploitation, criminal conduct and drug consumption.

Our volunteers worked with young people from Fundación Niños de los Andes in the emergency center in Casacorazones. There, children and teenagers found in the street and struggling with problems related to drugs, physical abuse, abandonment, sexual exploitation and involvement in the worst forms of child labor receive immediate comprehensive care.

14 volunteers organized a workshop with 29 teenagers that helped them strengthen their "soft" skills to be able to face and overcome their problems. The Colombian Foundation's coordinators assessed the activity and have included it in the center's educational program.



Volunteers after finishing a workshop with youths from Fundación Niños de los Andes in Casacorazones.

In **ECUADOR**, our volunteers took part in three emblematic projects. One of them is Fundación Cesal. This is one of our oldest projects, located in the Pisullí neighborhood, northeast of Quito, which currently provides shelter to 222 children and teenagers ranging in ages from two to seventeen.



Our volunteers with the children from Fundación Cesal.

Through the program PelCa, a group of mothers from the Pisullí neighborhood serve as teachers, take children into their homes and thanks to the help of Fundación MAPFRE, have arranged rooms with games where they do chores. At the same time, each mother takes responsibility for caring for and feeding these children.

Many families from the Pisullí neighborhood have benefited from this program that strengthens the relationship between diet, nutritional education and the childhood development of their children.

Another Fundación Cesal program is the project “Acompañando a una generación” (Accompanying a Generation), consisting of inclusive follow-ups of children who grew up in the neighborhood. Young university students visit the foundation to learn such crafts as pottery and baking, in addition to engaging in recreational activities such as chess and reading.

The Fundación MAPFRE group of volunteers in Quito have been carrying out social actions with Fundación Cesal for several years with the aim of collecting funds for school supplies and toys, which are then donated to the children involved in this project.

Our volunteers also have been cooperating for more than four years with Fundación Sor Dominga Bocca. This shelter, located in the city of Guayaquil, takes in girls and adolescents with psycho-social problems.



Our volunteers with the girls from Fundación Sor Dominga Bocca in Guayaquil.

Four years ago, a psychology area was created to help the girls and teenagers. Psychologists and social workers provide them with the attention they need. They create spaces that encourage communication, dealing with psychological and emotional issues and improving the girls' self-esteem to help them become emotionally healthy people for their reinsertion into society.

Within this project, Fundación MAPFRE has allocated resources for schooling, health, diet and educational center mobilization.

The Guayaquil volunteers regularly carry out activities with the aim of raising money. These include bakery, painting and recycling material workshops, balloon classes and children's celebrations such as children's day, quinceanera celebrations and the handing out of toys at the end of the year.

Since 2016, Fundación MAPFRE has participated in another project in the city of Manta, where it covered the cost of rebuilding the "San José" nursery school destroyed in an earthquake. At this school, which now has new facilities, more than 60 children are provided with the food and care they need.

As part of this project, Fundación MAPFRE also provides for another work plan that seeks to train more than 45 women leaders on the nursery school teaching staff, offering education and care to all the children in the school.

In the **UNITED STATES**, MAPFRE USA hosted the first edition of Best Buddies "Explore Your Path to Employment" and the employment search fair.

Best Buddies International, an innovative non-profit organization founded in 1989 by Anthony Kennedy Shriver, is a global movement of

volunteers that seeks to forge friendships among equals, integrated employment, leadership development and an inclusive life for people with mental disabilities.



Volunteers in the United States in the first edition of Best Buddies.

Best Buddies and Fundación MAPFRE see a world where people with intellectual disabilities can obtain a job at the same rhythm as neurotypical adults. Fundación MAPFRE subsidized a classroom program that offers professional training and tutoring by companies to help students fulfill their professional ambitions. The program offers training about one's rights/

mentoring, the search for employment, job preparation and apprenticeship in the workplace environment.

Fundación MAPFRE provides the support and resources needed to ensure that people with mental disabilities can continue making progress through the use of educational and cooperative tools. This way of addressing the issue helps students feel secure, capable and, most importantly, inspired to achieve their dream of finding a place for themselves in the employment world.

In the first edition, fifty students visited the companies' stands and spoke with company representatives about possible employment opportunities at their companies. Different students from the Best Buddies Jobs program participated in a round table where they were able to talk about their professional path and what motivates them to work.

23 MAPFRE USA volunteer directors and employees also participated "Prior job training is extremely valuable for people who need help preparing to enter the job market," says Alfredo Castelo, the main Fundación MAPFRE representative in the United States. "We are very proud to support this initiative that seeks to help people with mental disabilities develop their abilities and acquire jobs that help them stay independent.

This exciting and innovative cooperation also provides MAPFRE USA and Best Buddies with the opportunity to work together on other initiatives. MAPFRE employees are committed to participating in the program e-Buddies Pen Pal and solidarity races to raise money.

In the **PHILIPPINES**, last December 10th was an extremely fun-filled and informative day at the elementary school in Mandaluyong. Automobile Association Philippines, in conjunction with Fundación MAPFRE/ MAPFRE Insurance, the Ministry of Education, Pilipinas Shell and the Phillipine initiative for the promotion of road safety(PGRSP), sponsored



Participants in the "Staying Bright" activity in a Mandaluyong elementary school.

the “Staying Bright” activity in the city of Mandaluyong, as part of the road safety campaign #3500LIVES, with the aim of educating young people about road safety.

MAPFRE Insurance and Automobile Association Philippines volunteers attended the event, along with management, teachers and some students from Mandaluyong elementary school.

The event included different interesting talks by the sponsors, a short but informative presentation by AAP, question and answer sessions, a dance performance in which members of the faculty showed off their talents, a short presentation by a local food chain and a photocall. Tee-shirts, reflectors, whistles and school supplies were handed out. MAPFRE Insurance also donated 500 HEKASI books to the students.

In **GUATEMALA** one of the first activities of the school cycle that begins in the middle of January was to visit a school in a hamlet named Chajones in Aldea Sacsuy, in San Juan Sacatepéquez.

This school has around 150 children whose parents are in the fireworks business. After leaving school, many of these children work with the gunpowder to help with the family business.

Karen Lone shares her experience as a volunteer: “For me, this experience has been extremely valuable. We were able to share with some of the children different activities including handicrafts and toys. We also distributed books to go toward their having a library, which became a reality thanks to a collection drive organized by the volunteers. More than 300 books were collected, and we used recyclable boxes to make shelves to hold them. The books included education, math, history, English, language, encyclopedias and elementary-level story books.

I believe education is crucial for our country. In these areas, it is difficult for the families to prioritize studying. This is because most of these children when they get out of school, work to help at home with the family business, risking their health when using and handling gunpowder, which is harmful for the body.

As volunteers, we wanted to provide them with a space where they have the opportunity to read and instill in them the desire to learn each day with their teachers. With a nice library, the books will serve as a useful resource for the teachers inside the classroom.



Our volunteers assemble shelves for the school's library.

In **MEXICO**, for seven weeks, more than 30 volunteers attended a Mexican sign language workshop to learn a new language with the aim of being able to carry out an activity with deaf people.

Last September 7th, our volunteers turned out to spend the day with young deaf participants at the institution *Inclusión Creativa*. In teams, the volunteers built a series of dynamics through games that they created especially for the occasion. The games were called *Caricasigns*, *Jeoparsigns*, *Into pieces signs* and *Sign lottery* in allusion to the course.

When the games were over, the young deaf people who benefit from *Inclusión Creativa* and who took part in the activity were very pleased.

They expressed their gratitude to all the volunteers for the incredible effort they made to learn a new language so that they could be together with them. They also said that they did not expect to have such a good time. In fact, it was surprising to discover that many of the games were new to them.

To end the day, our volunteers had one more surprise prepared. They sang two songs in sign language: “Calendario de amor” by the group Onda Vaselina, and “Vive” by Kabah, which were considered for their final evaluation.

The day was incredible, filled with joy and laughter. Creativity, teamwork and enthusiasm. And also the love they brought to the activities demonstrated, once again, the great virtues that distinguish our volunteers.



Volunteers in Mexico during an activity with deaf youths from the institution Inclusión Creativa.

In **PORTUGAL**, the volunteer team promotes several actions with Liga Portuguesa de Lucha contra el Cáncer (Portuguese League Against Cancer). In addition to a variety of communications and talks about healthy eating habits for those participating, with the help of this entity we continue promoting actions within the context of Octubre Rosa (Pink October).

This disease, very often silent, affects more and more women of all ages. In Portugal, nearly 6,000 new cases of breast cancer are detected annually, and nearly 1,500 women die from this disease.

Last October 19th, International Day Against Breast Cancer was celebrated, with more than 1,500 ribbons made by our volunteers for Liga Portuguesa de Lucha contra el Cáncer. Later, MAPFRE offered 500 ribbons to all its partners, thereby supporting this association that has contributed over the last few decades to raising awareness about cancer, cancer prevention and support for cancer victims in this country.

The day was marked by a meeting with the coordinator of Movimiento Vivir y Vencer (a movement that provides support to women with breast cancer and their families), who talked about prevention and early diagnosis of breast cancer. Our employees were able to follow this appearance via webinar so that this message could reach the entire company.



The coordinator of the movement Vivir y Vencer (Live and Defeat) speaks about prevention and early diagnosis of breast cancer.

ENVIRONMENT

In **GERMANY**, last year VERTI carried out various activities to raise awareness about sustainability, the environment and health. In addition to other activities for employees and volunteer days, it has a long-term initiative underway: the VERTI urban gardening team.

Elisa Wischeropp, from the Accidents department, has taken the lead in terms of both practical coordination and the ideas behind these activities. She is very satisfied with how the project has turned out. "Creating something that is useful (and delicious) for all employees is very gratifying," she explains. "It is also an excellent way to provide people from different departments with an opportunity to meet one another and grow their contact network."

The goals of the activities, however, go much further than that: they encourage environmentally aware behavior and show how sustainability is an integral part of the company's identity. This group, made up of ten volunteers, dedicated time and effort all year to preparing a flower bed in which different plants can grow.

The benefits of this work are multiple. First of all, the plants provide food not only for the people who come here —for example, everyone is allowed to openly eat the fruit— but also for bees and other insects. In addition, when the plants are in bloom, the flower bed is there for all employees to see (VERTI, other companies and guests) at the Teltow facilities near Berlin, sparking the interest of many people. The team has shown that it is possible —and very gratifying— to create green spaces and give something back to nature even in an urban setting.

Annika Krausz, from the VERTI legal department, has been a member of the urban gardening team for several months. "I am happy to be a part of this team and support sustainability at VERTI", she said. "At the same time, I also get to improve my gardening skills."

In addition to the different measures the company has implemented to be more sustainable, the urban gardening project is a great way to motivate people to act more conscientiously with respect to the environment.

With the aim of increasing the benefits of this project, the team also plans to install a feeder and bird bath so that more animals can benefit from the flower bed. For the coming year, the volunteers hope to grow the number of participants on the team and ensure that their efforts continue having positive results.



VERTI's urban gardening team after one of the gardening sessions in the Teltow facilities.

In **ARGENTINA**, in 2019, MAPFRE continued its collaboration with Mensajeros de la Paz (Messengers of Peace). This year, volunteers visited the Los Colibríes home, where 34 children live under legal custody.

Our MAPFRE volunteers, the team at the home and Mensajeros de la Paz created a mural together. This project was conceived so that our volunteers could become involved with the home in a meaningful way. The idea was to leave something behind that would last, that would identify the place and represent hope, joy and freedom for the children. Hence the idea of organizing with the help of a muralist, a beautiful work day in which eleven volunteers devoted their time to painting the work that today forms an important part of “Los Colibríes”. Without a doubt, it was one of the most beautiful activities of 2019.



Our volunteers paint a mural in the Los Colibríes home.



A team of volunteers pose for pictures next to the recently painted mural.

In **CHINA**, with the entry into force of new domestic waste management legislation in Beijing, last August 23rd an environmental education activity was organized regarding waste in which our volunteers sorted waste into four containers of different colors and types.

The activity was divided into two distinct parts: one focused on raising awareness while the other concerned taking action. First, a PowerPoint

was handed out to our volunteers and a questionnaire was sent by email with links about the waste classification process. Later, some of them were able to sort the different types of waste shown on the cards and find out if their classification method is correct. After the sorting process, these volunteers became qualified tutors who chose others to participate in this activity.

A total of 21 volunteers came together to carry out this classification activity individually. Activities like this demonstrate our social responsibility to help create a more environmentally friendly society.



Volunteers classify waste at the office.

In **COLOMBIA**, our volunteers cooperated with Fundación Artes sin Fronteras (Art Without Borders) to improve the appearance of four houses in the Bella Vista neighborhood in the town of Soacha, next to Bogotá.

Forced displacement, migrations and other factors have resulted in the concentration of the population in urban areas. For this reason, more and more people live in camps, that is, in a situation of poverty and exclusion.

The families that benefited were witnesses to a dream come true. Improving their conditions not only counters the effect of the camps. It also dignifies the people and families that live in these homes in which they have invested so much effort to build.



A view of the homes prior to their renovation.



Our volunteers paint the front of the homes.

In **EL SALVADOR**, for the first time, an activity was organized last September 14th to release turtles, accompanied by a talk about caring for the environment.

It began with a campaign to sponsor two turtle nests between the volunteers and MAPFRE partners in El Salvador. Later, money was collected for the purchase of two turtle nests. After that, our volunteers and their families traveled to San Diego beach, located in the department of La Libertad, to release the turtles.

The 48 people who participated in the activity were told how our actions impact the environment. They were also instructed in the correct way to release the turtles. A total of 48 ridley turtles were released.

Releasing turtles in El Salvador is very important because of groups of people who tend to sell turtle eggs as exotic food. This activity also encouraged the participants to help change this mentality to prevent the extinction of this species of turtle.



One of our volunteers from El Salvador shows an olive ridley sea turtle in San Diego.

In the **UNITED KINGDOM**, on November 6th, MAPFRE ASSISTANCE UK worked closely with the “One tree per child” initiative to celebrate Tree Care Day in Crox Bottom Park.

“One tree per child” is an international program that began in Australia and was implemented in Bristol in February 2015, in 130 schools. Its goal is to plant 36,000 trees for the 36,000 elementary school children in Bristol. The big news was that in April 2016, not only had it achieved its goal but 39,000 trees had been planted.

Our volunteers performed maintenance tasks on the trees planted three years ago. They removed all the plastic bags protecting the ground next to the trees and their roots, and they also dismantled the plastic pipes that had been supporting the trunks of the trees in their early years.

Under the supervision of the project team leader, our volunteers were able to collect a large amount of plastic and care for young trees to ensure their future growth. Not only did they enjoy working together as a team but also were thrilled to participate in an extraordinary cause.



One of the volunteers during tree maintenance days in Crox Bottom park.

The good news is that MAPFRE will continue collaborating with “One tree per child” in 2020 to maintain and ensure the growth of these trees.

In **VENEZUELA**, for the fifth year in a row, our volunteers demonstrated their commitment to the environment, doing so every third Saturday in September on International Coastal Cleanup Day.

In 2019, MAPFRE volunteers and their families, in addition to cleaning long stretches of sand, also sought to raise awareness and get people from different groups and of different ages involved in the shared responsibility of preserving natural spaces to ensure a more sustainable society.

More 2,645 pounds of trash were collected in the eastern regions of Zulia-Falcón and Gran Caracas. More than 160 volunteers cooperated to benefit communities at risk of social exclusion and the environment in general.



Different images of our volunteers on World Beach Day in Venezuela.

MAPFRE Venezuela, once again demonstrated its commitment and contribution as a socially responsible company, giving back to nature the benefits it provides through the beauty of its beaches throughout the country.

On October 5th we celebrated the **3RD MAPFRE VOLUNTEER DAY** with a global activity under the heading "All united for the environment". This important event reflects MAPFRE's values and social commitment and the spirit of solidarity of the company's employees.



The goals of this global activity are:

- For the volunteers to feel part of a global team.
- To promote care for and commitment to the environment.
- To reduce our carbon footprint and contribute to the social footprint.
- To contribute to Sustainable Development Objectives.

We mainly carry out two types of activities:

1. *Recovery or reforestation of degraded areas.* With this type of effort we help in the fight against climate change and its effects.
2. *Collection of garbage arriving from the sea to the beaches and cleaning up of marshes and shores.* Thanks to this effort, we will be able to preserve oceans, seas and marine resources to contribute to sustainable development, and also guarantee the availability of water and sanitation for everyone.

Some countries have also carried out *measures for the improvement and maintenance of public infrastructure* such as observatories, paths and parks. These types of activities seek to raise people's awareness to make cities and human settlements inclusive, safe, resilient and sustainable.

With these activities we continue strengthening our commitment and support for two of the Sustainable Development Goals (SDG) that are a priority at MAPFRE: SDG13 "Action for the climate" and SDG11 "Sustainable cities and communities". In addition, we contribute to achieving two more goals: SDG6 "Clean water and sanitation" and SDG14 "Underwater life".

The results of the activity were excellent. Employees and their families from 25 countries participated in a total of 78 activities organized around this subject. More than 1,300 employees and more than 1,000 family members participated in these activities: a total of more than 2,300 volunteers in all working together for the environment.

The countries that organized activities under this motto were: Argentina, Brazil, Chile, China, Colombia, Costa Rica, Ecuador, El Salvador, Germany, Honduras, Malta, Mexico, Nicaragua, Panama, Paraguay, Peru, Phillipines, Portugal, Spain, Turkey, United Kingdom, United States, Uruguay and Venezuela.

In **Germany**, our colleagues at VERTI participated with their children in a waste clean-up in Teltow. There, the 43 volunteers split into four groups and collected around 1550 kilos of garbage. They were surprised to find a bicycle. The mayor of the town welcomed the volunteers and thanked them for the job they did together.

In **Argentina**, the activities involved gardening, reforestation and cleaning of green areas in two establishments for seniors in Buenos Aires and Santa Fe. In addition, they enjoyed with their families the vegetable garden and a created a mural with an environmental theme.

Our colleagues in **Brazil** performed volunteering activities in ten different cities: Guaruja, Sao Paulo, Fortaleza, Campinas, Recife, Londrina, Parana, Sao Jose dos Campos, Franca and Sao Carlos. A total of more than 300 volunteers, between employees and their families, joined this initiative. They collected more than 1320 pounds of trash in the beaches, parks and squares. In addition, reforestation tasks were carried out in the cities of Sao Carlos and Sao Paulo, where 69 trees were planted.

In **Chile**, 60 volunteers, including employees and their families, met at Mahuida park to participate in a reforestation activity. Together, they planted 300 trees.

In **China**, our colleagues and their children took part in a volunteer activity that involved cleaning up natural areas. A total of nearly 40 volunteers removed garbage from a natural area.



3rd Volunteer Day in Germany.



Green space cleaning day in Sante Fe, Argentina.



Volunteers after performing waste collection tasks in Sao José dos Campos, Brazil.



Volunteers from Sao Paulo, Brazil, before planting trees and flowers.



Employees and their families in Chile's Mahuida park.



Chinese volunteers with their families after performing cleaning tasks in a natural area.

In **Colombia**, more than 270 volunteers, including employees and their families, participated in volunteer activities in eight different cities. In Barranquilla, Santa Marta, Pereira and Cartagena the tasks involved cleaning beaches and natural areas. The volunteers collected almost half a ton of garbage. Meanwhile, in the cities of Bogota, Cali, Medellin and Neiva, volunteers performed reforestation tasks, planting almost 300 trees.

In **Costa Rica**, 17 volunteers wanted to join International Volunteer Day by cleaning natural areas in collaboration with ASVO, the Volunteer Association for the Services of Protected Areas.

In **Ecuador**, 20 volunteers came together through Fundación Cesal to plant 400 trees.



Volunteers from Medellín, Colombia, after finishing cleaning tasks.



A group of volunteers at the foothills of the Barva volcano in Costa Rica.



Volunteers plant trees in Ecuador.

In **El Salvador**, 14 volunteers joined the international activities by cleaning beaches. They collected 8 large bags of trash.

In **Spain**, volunteers from MAPFRE joined International Volunteer Day from twelve cities. Different efforts were organized in different cities around the collection of garbage: Guadarrama (Madrid), Barcelona, the area of Albufera in Valencia, Linares, Málaga, Bilbao, Murcia, Teruel, and Las Palmas. Between all volunteers, almost 3 tons of garbage were collected. In Seville, Oviedo and Avila, volunteers participated in a reforestation activity in which they planted almost 200 trees.

Volunteers from the **United States** participated in International Volunteer Day with two fantastic activities. One of these activities took place in Gilbert (Arizona), as in the previous year. More than 20 employees planted 1,000 flower plants that guarantee the survival of the Monarch butterfly, a species in danger of extinction. On the other hand, almost 60 volunteers attended an event in the town of North Grosvenordale where they rehabilitated or created paths and wood cabins. A great deal of physical effort was required to do this. The project was ambitious and exhausting for the volunteers, who literally shone bright with their solidarity.

In the **Philippines** our colleagues organized a reforestation activity in which 16 volunteers participated. They planted 16 trees in the city of Nasugbu, Batangas.

In **Honduras**, through the Forest Preservation Institute and with the help of students from the Oswaldo López Arellano school, more than 40 MAPFRE volunteers participated in a reforestation activity in which they planted more than 300 trees. In addition, within the context of International Volunteer Day, seven volunteers carried out beach cleaning tasks. Between all of them, they collected four garbage bags full of trash.



Volunteers from El Salvador show garbage bags after cleaning the beach.



Volunteers after cleaning green areas in Spain.



Cleaning of beaches in Spain.



Volunteers from the United States on International Volunteer Day.



Volunteers from the Philippines after planting trees in Nasugbu, Batangas.



A group of volunteers during reforestation tasks in Honduras.

On Ġnejna beach, in northwestern **Malta**, volunteers had the opportunity to witness firsthand how sea turtles raised in captivity were being released. The 73 volunteers that participated collected almost a ton of garbage on the beach.

As Felipe Navarro López de Chicheri said: “It was a marvelous experience to see the turtles released into the sea. We are delighted to be able to help collect all the trash that is invading Ġnejna beach. In this day and age, it is very important to commit to environmental sustainability. It is our duty to keep on acting responsibly. Undoubtedly it was a like a breath of fresh air to see so many of our employees and their families coming together to help the environment”.

In **Mexico** volunteers joined International Volunteer Day from eleven different cities. A total of 220 volunteers, including employees and family members, participated. In Mexico City, volunteers cleaned Coyoacan's Centennial Garden; in Monterrey, La Huasteca Ecological Park; in Merida, the Progreso beach; in Guadalajara, Loma Bonita's Sports Unit; in Villahermosa, Sol beach; in Veracruz, Isla del Amor beach; and in the cities of Queretaro and Reynosa, different areas of both municipalities. The volunteers from these eight cities collected almost two tons of garbage. In Tijuana, Chihuahua and Puebla, volunteers performed reforestation tasks. Between them, they planted more than 50 trees.

In **Nicaragua**, 49 volunteers came together in a natural reserve with the goal of planting 500 trees.

In **Panama**, an awareness activity was coordinated that gathered more than 200 volunteers. They informed residents from the Eastern Coast about the importance of reusing plastic bags and distributed more than 2,000 bio-reusable bags. They also participated in a reforestation effort on Arraijan farm, where they planted 68 trees.



Releasing turtles on Ġnejna beach, Malta.



A message in the sand on Ġnejna beach, Malta.



Volunteers in Mexico showing garbage bags from several beaches.



Cleaning and reforestation tasks in Mexico.



Volunteers plant trees in Nicaragua.



Delivery of reusable bags in Panama.

Volunteers from **Paraguay** participated with their families in a reforestation activity. 24 participating volunteers planted 200 trees on Ñemby hill, municipality of Ñemby. The fruit trees will produce food for endangered birds that breed in the area.

In **Peru**, our colleagues organized activities in different areas of the country such as Arequipa, Huacho, Ica, Piura, Lima and Chimbote. A total of more than 70 volunteers, including employees and their families, collected almost six tons of garbage.

In **Portugal**, volunteers took part in an activity devoted to picking up garbage in Monsanto Monsanto Forest Park, in Lisbon. The 63 volunteers participating in the activity collected 243 pounds of garbage. They also took the opportunity to plant some of the acorns they found while searching for trash.

In the **United Kingdom**, it was the first time we celebrated International Volunteer Day. 18 volunteers participated in beach cleaning tasks.



Cleaning tasks in different cities in Peru.



Volunteers show garbage bags in Güneydogu Bölge, Turkey.



Cleaning tasks in Istanbul, Turkey.

Although the weather was not ideal because of the cold, rain and wind, no one backed down. In the end they collected 176 pounds of garbage.

Volunteers from **Turkey** cleaned the parks of nine cities in the country: Ankara, Çankaya, Eskisehir, Gaziantep, Adana, İzmir, Samsun, Konya and Istanbul. In total, 165 volunteers, including employees and their families, collected 529 pounds of garbage.

In **Uruguay**, 21 volunteers, including employees and their families, participated in a reforestation activity and planted 14 trees.

Volunteers from **Venezuela** organized two activities in Caracas, one of them at Universidad Simón Bolívar (Núcleo Vargas) and another at Henry Pittier National Park. They were joined by children from the Comunidad Camurí Grande school, which takes part in Fundación MAPFRE's program Formando Comunidad (Building Community). Together, they were able to collect more than 1543 pounds of trash. They also planted 5 trees.



Thanks to everyone for participating.

EMERGENCY AID

Last June in **URUGUAY**, climate conditions greatly compromised the situation in the country. Constant rain required more than 8,500 people to be evacuated from their homes, resulting in the loss of nearly all their possessions.

Our volunteers, with the hope of mitigating the consequences of the rain, launched a campaign involving all of the company's employees and the network of delegates to cover the main needs of the evacuated families in the affected areas. Employees and delegates were in charge of receiving the donations, serving as the main collection center.

Thanks to the commitment of the entire delegates network, they were able to extend the campaign throughout the territory, thereby better meeting the needs of people evacuated because of the flood. The joint action of the departments of Rocha, Paysandu, Tacuarembó, Flores, Florida, Durazno, Montevideo, Maldonado, Canelones, Río Negro and Montevideo resulted in more than 800 liters of cleaning articles, 115 blankets and more than 700 warm garments.



A group of volunteers from Uruguay.

The volunteers classified the donations and traveled to the most affected areas to deliver the goods. There, they observed firsthand the shortages after the flood and, at the same time, helped mitigate the impact of this harsh reality.

SHARE SOLIDARITY

On November 9, in **NICARAGUA**, our volunteers visited the Luceros del Amanecer home, a non-profit organization that receives financial help from Fundación MAPFRE and is located 70 miles from the capital. The organization is committed to the development of the Camoapa community, in Boaco department, and promotes programs that benefit children, teenagers and families in a situation of poverty.

On this first visit, a total of 57 volunteers, including employees and their families, had the opportunity of getting to know the home and the main activities developed for the benefit of the community. They were organized in three groups to prepare bags of dirt used in the Bosque Verde nursery and ranch, one of the home's projects that promotes reforestation and protection of water sources.

The 57 volunteers filled 8,237 bags with dirt in record time. They will be used to plant new plants, donate them to education centers and sell them in the nursery to help cover the home's expenses.

After filing the bags, the administrative staff prepared lunch for the volunteers in appreciation of their hard work.

It was an activity full of joy, enthusiasm and hard work by our volunteers. They were genuinely moved at being able to help the Luceros del Amanecer



Volunteers in Nicaragua filling bags with dirt at the Luceros del Amanecer home.

home and its various projects, which have so much influence within the community.

The 2019 volunteer activity that had the most impact in **PARAGUAY** was the visit to the Santo Domingo retirement home to celebrate Father's Day.

The home offers meals, medical care and a home to 48 elderly people, most of them abandoned by their families, so that they can live with dignity during the last years of their lives.

On Father's Day, 30 volunteers shared with them a joyful morning of music and dance, as well as interesting conversations, stories and jokes while enjoying a refreshment. In addition, our volunteers delivered cleaning items, diapers and non-perishable food.

The visit was unforgettable for all of us. "Seeing this sad reality about growing old in Paraguay, and realizing that with very little one can do so much good for these people whose families can't or don't want to deal with them, is more than a volunteer effort. It's an outreach campaign", explains a volunteer.



Volunteers in the Santo Domingo Nursing Home in Paraguay.

"Volunteer activities sensitize us when we see the lack of care and affection these people suffer, and the irreparable damage this causes. They are left abandoned, waiting for their children to celebrate Father's Day but they never come".

Every year, one of the most outstanding efforts in **TURKEY**, and one that attracts a lot of participation, is the Istanbul Marathon.

The opportunity of running between Asia and Europe draws thousands of runners from every corner of the world to the city. Behind the scenes of this famous race, however, are the fundraising campaigns for people in need of help.

Every year, one month before the marathon, the runners receive donations for NGO's through a platform created especially for that purpose. This platform, called Adim Adim (Step by Step), which originally included only five NGOs, currently accommodates scores of them.

MAPFRE Sigorta also participates in these giving campaigns. Every year, our employees decide for which NGO they want to run. Also, donations are collected for the NGO working on the five most popular matters. Runners receive donations via their personal emails, as well as their social media accounts.

"After completing the Istanbul Marathon, the nicest thing is the feeling of satisfaction when crossing the finish line - this after enduring a rigorous race, supporting and coaching someone, offering them treatment and other needs for a month".

"Our small contribution as volunteers in the Istanbul Marathon makes us proud, and this is why this is the most fun event of the year".



Volunteer runners before the start of the Istanbul Marathon.



solunion



Ernesto Rodríguez Gaztelumendi
Corporate Director, Area of People
and Sustainability
SOLUNION

At SOLUNION we are happy to contribute, once again, to the *Fundación MAPFRE Annual Volunteer Report* both with our words and, especially, our actions.

We are absolutely convinced that contributing to the socioeconomic development of the countries where we are present through all these activities and especially through our volunteers is an excellent opportunity to achieve a better world.

This is why we are so proud to be able to give everyone who is a part of SOLUNION the opportunity to participate in these social projects. Together we all take part in something that allows us to give the best of ourselves and receive much more in return.

Being a volunteer is a very personal decision, one made after considering the reasons for doing it: our concerns, capacities, skills, and the needs of society and our environment. This is why we are especially grateful for the participation of all of SOLUNION's volunteers in these projects, because their contributions generate incalculable value for society.

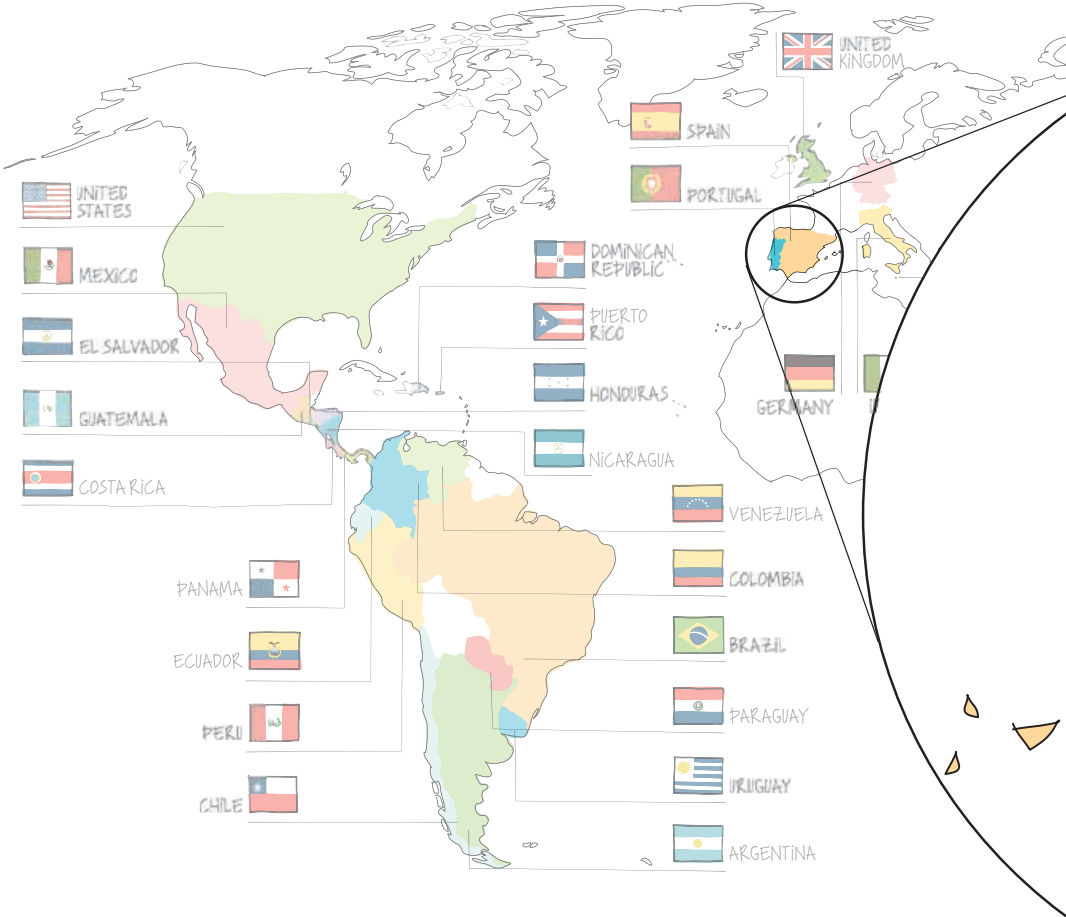
For us, it is a privilege to include in our agenda the initiatives promoted by Fundación MAPFRE. We can actively participate in them, and together with our own efforts, this give us more opportunities to raise awareness and call to action.

For this reason, we deeply are indebted to Fundación MAPFRE for its incalculable help in “Ayudarnos a ayudar” (Help us Help), as well as the people that make up the SOLUNION team, who are the heart and soul of the company.

2019

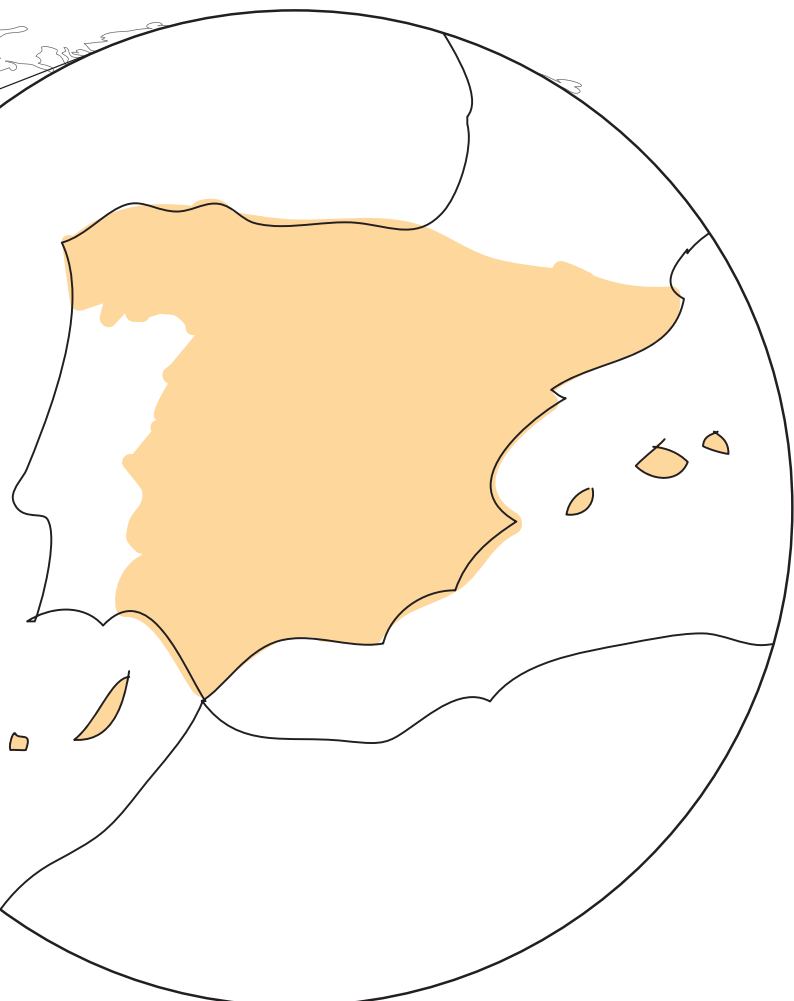
SPAIN

52 VOLUNTE



ERS

11 ACTIVITIES



NUTRITION

6 33
EVENTS PARTICIPANTS

HEALTH

2 43
EVENTS PARTICIPANTS

SHARING SOLIDARITY

1 4
EVENTS PARTICIPANTS

EDUCATION

2 2
EVENTS PARTICIPANTS

NUTRITION

In June, July, September and November, SOLUNION collaborated, as always, with the San Vicente de Paúl Society in the dining room, helping all the homeless people or people without resources who use this service regularly.

One of our volunteers tell us how rewarding this experience is:

Thanks to SOLUNION, on June 28, I had the opportunity to help at the San Vicente de Paul Society's soup kitchen. Together with my colleagues, I helped prepare the dining room and the kitchen. It was very gratifying to contribute my small share to the work done there. In addition, I was able to learn about the history of this organization and all it contributes, whether that is warm plate of food, clothes, other donated items or the preparation of social censuses. Without a doubt, devoting some of your time to helping people that need that assistance is worth millions. Just a few hours can mean a whole lot to another person.

Eva Muñoz



SOLUNION volunteers help out in the San Vicente de Paul's soup kitchen.

HEALTH

During the month of June, our volunteers, including employees and their families, participated in an activity within the “Dibujando sonrisas” (Drawing Smiles) program, organized by the Talismán association. They worked together with 22 people with intellectual disabilities to improve the *Jardín de los Sentidos* (Garden of the Senses) facilities: they repaired gazebos, prepared seedbeds and seed packages, planted firethorns and ivy by the fence, and fixed the greenhouse, among other things.

When I see a child smile or feel someone's heartfelt embrace, or when someone thanks me just with their eyes, I know it was worth getting up early or getting home late. Those are the times when I feel like I've gotten more than I've given.

Carmen Marcos

SHARE SOLIDARITY

SOLUNION joins MAPFRE's volunteers to support the organization and launch of a solidarity market promoted by Fundación MAPFRE in the month of December, just before Christmas celebrations.

December 13 and 14, 2019, were filled with solidarity, our main purpose, in the AZCA Moda Shopping area. The proceeds collected by the Fundación MAPFRE market stalls, where our SOLUNION volunteers immersed themselves in the task, were allocated to Asociación Asperger Madrid, which strives to improve the quality of life of people with Asperger syndrome, and Fundación Luchadores AVA, which offers comprehensive care to people with severe neurological disorders.

WASS



Paula Rodrigo Lon
Director People & Talent
VASS

Since 2007, at VASS, corporate social responsibility has been a fundamental pillar of our strong talent management policy.

We firmly believe in the work that companies must do to promote among our professionals awareness of and commitment to important values such as solidarity, team work and empathy. Therefore, actions with a social objective are crucial in the development of this altruistic contribution.

As companies, we need to train our employees not just in *hard* and *soft skills* that allow them to grow in their professional career. We also need to go a little further and promote social and solidarity habits within their development plan. Their growth must also take place at a more personal and emotional level. In addition to excellent professionals, we need to nurture excellent people.

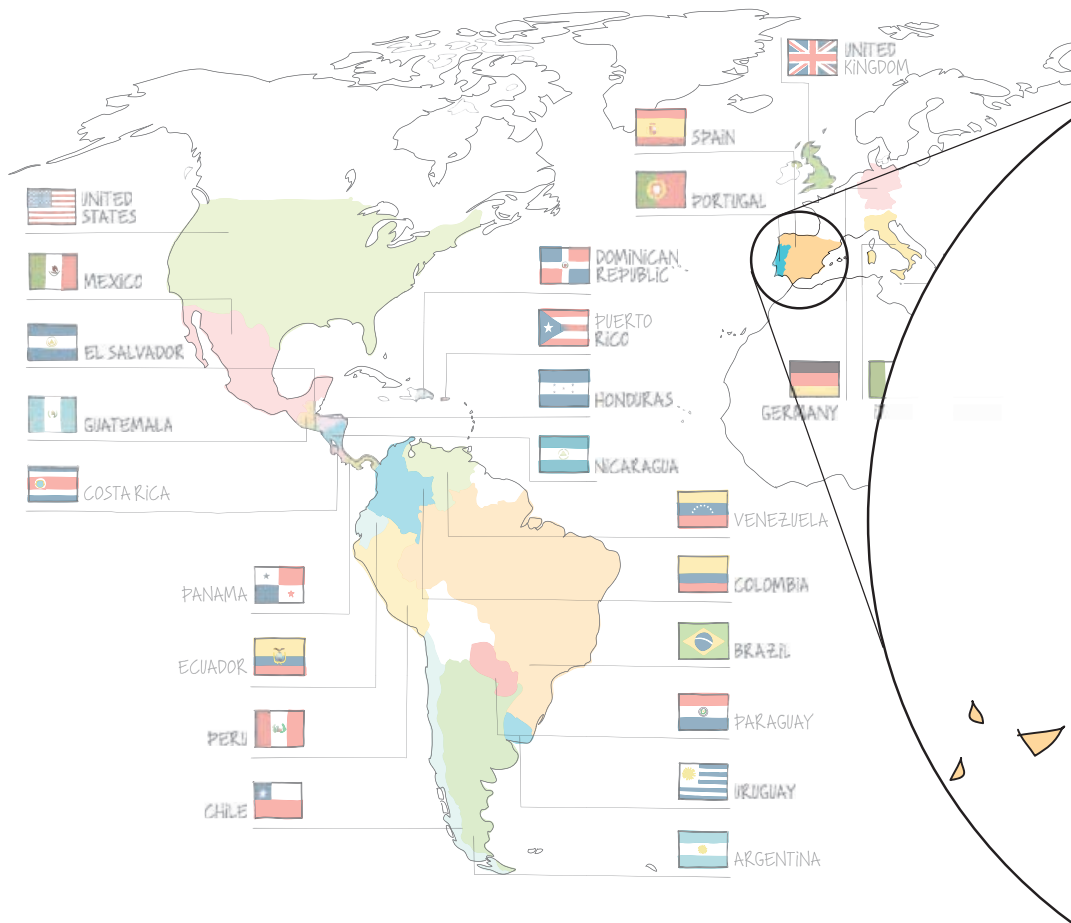
This is why at VASS, we have developed the “1, 2 AcciónVASS” program. 2% of the profits from the previous year is devoted to initiatives that promote values such as teamwork, cooperation and solidarity through races and other sports activities with social purposes. Another initiative is the annual Solidarity Awards call, where we contribute through donations to

social projects that VASS employees submit jointly with an NGO, association or foundation of their choosing. Regarding the 1 %, this corresponds to the time all our employees have available to carry out volunteer activities during the work day (a maximum of two work days), in addition to ones that can be organized over the weekend.

2019

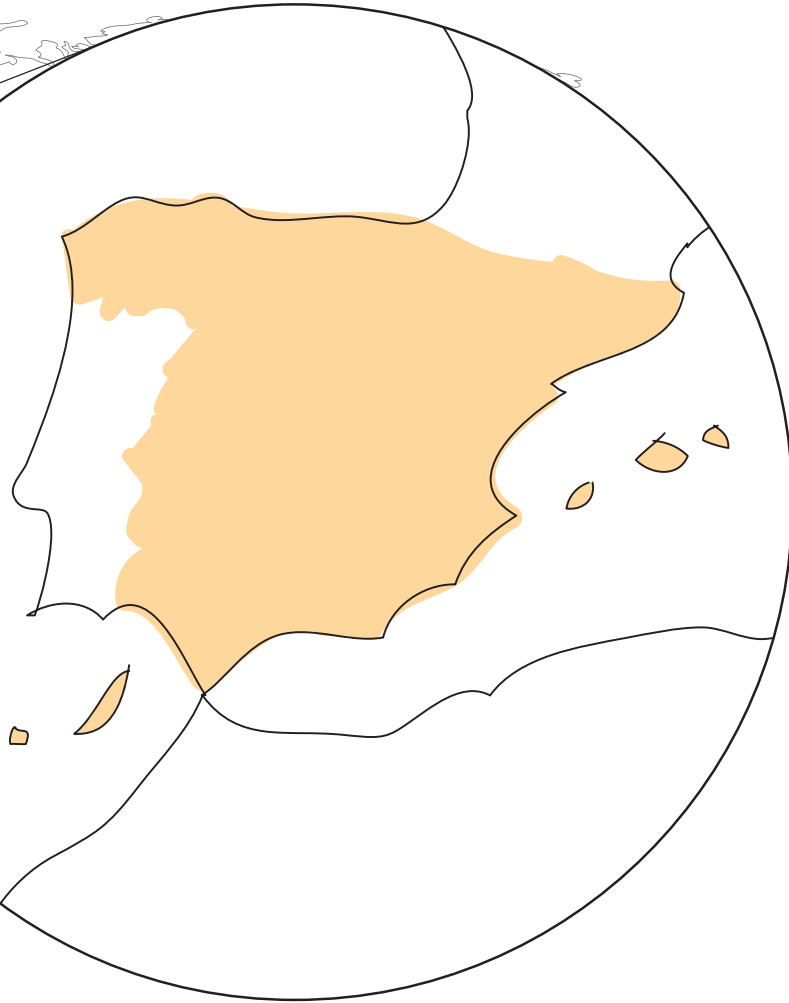
SPAIN

19 VOLUNTEER



RS

41 ACTIVITIES



NUTRITION

41 49
EVENTS PARTICIPANTS

In June 2017, a collaboration agreement was signed with Fundación MAPFRE to channel solidarity through corporate volunteer efforts carried out during the work day or outside of working hours. This agreement is renewed every three years, thus affirming our commitment.

All these efforts are free, without any economic payment by VASS. It only requires time from our employees.

Keeping in mind the VASS philosophy, the efforts must be linked to our four social pillars:

1. *Innovation (technology)*: organizing work sessions with social organizations, preferably small or medium-sized, to offer them high-level advice regarding possible solutions to their technological needs.
2. *Training - education*: organizing technology workshops with identifiable interest groups such as people with special skills, seniors, children and youths at risk of social exclusion, improving the employability of young men and women, etc., as well as tutoring and mentoring tasks.
3. *Awareness*: through the volunteers and their participation in the support of certain causes, establishing one specific cause per year, and working on an annual plan with specific quarterly actions that support awareness, not just through communication campaigns but also through firsthand experiences.
4. *Research*: supporting specific causes that devote funds to research of diseases such as cancer and collaborating with *partners*.

NUTRITION

In the past year, Vass volunteers helped the Hijas de la Caridad de San Vicente de Paul soup kitchen perform tasks in the kitchen and hand out breakfasts and lunches eleven times.

The soup kitchen helps men, women and families in a vulnerable situation due to their lack of economic means. It provides care in Madrid, every day of the year. Its services include providing sustenance, accommodation, intervention and social support to a daily average of 750 people.

The soup kitchen is a project that not only enables covering the basic need of food by offering a welcome place and a dignified space. It also



Our volunteers at the Hijas de la Caridad de San Vicente de Paul soup kitchen.

entails social intervention geared toward the integration of people and families in a vulnerable situation or that are simply excluded.

With the aim of carrying out a coordinated and efficient social intervention, it supports family units previously referred by municipal social services centers and other entities. All the members of the family unit are given pre-cooked food that they eat in their homes. The service is accessed through a waiting list, depending on available spots.

Volunteering?... To me, for sure, it's a gift. Thank you for teaching me to grow as a person and letting me contribute to a world that is a little more free.

I always arrive with the intention of helping and contributing the best of myself. However, I always end up receiving and learning more. I will cherish the faces of the children when we finished preparing the baskets to be delivered to the social integration families.

I won't forget any step on the asphalt that added minutes to cancer research, or the incredible experience in the soup kitchens...

Each effort multiplies the reward, and each action, even small, adds a new grain of sand.

Thank you, volunteer team, for bringing out the best in me and putting it at the service of others...

Ana María Franco

IN THEIR OWN WORDS

This report was prepared on the basis of the testimonies of our volunteers in their own words, including linguistically enriching regional idioms. We did our best to respect the original formulations as much as grammar permits so as to transmit their experiences as faithfully as possible.

MAPFRE

To me, being a volunteer is a way of life. It's putting society first. Everything you contribute recharges you with energy and love. Being a volunteer teaches me and shows me every day that demonstrating solidarity and empathy is the way I want to live my life.

Martina Mojoli - ARGENTINA

To me, participating as a volunteer is one of the most comforting experiences. It means giving back and giving a part of myself, not just time, but love, sympathy, help and empathy.

It's devoting oneself to others and being closer. It's sharing a space where we're all equal. We volunteers are people who are looking to devote ourselves to others.

Ruth Benítez - ARGENTINA

I've participated in other mentoring programs but this Girl's Leadership School project was very special for its added value. Each one of the meetings was extremely enriching, mainly because of the interest and confidence demonstrated by my mentor, D.N. Her dedication, integrity and clarity about plans for the future inspired me to reflect on my career and how to overcome life's obstacles. She also gave me hope for the future! I'm sure D.N. is very talented and has bright future ahead of her. Gratitude is the word that expresses the opportunity of being a mentor in this program and getting to know such a courageous person.

Claudia Pires Rodrigues Warthon - BRAZIL

Exchanging experiences with a young woman of 16 was spectacular. It is impressive to see how the questions that torment us are still very similar. I remembered that time and saw myself as a girl with the same doubts, and I realized how good it would be for me to have someone to talk to. Some to tell me to follow my dreams...

Simone Negrão - BRAZIL

I'm immensely grateful to MAPFRE for giving me the opportunity to participate in the mentoring program. The meetings exceeded my expectations. I offered guidance but I also learned a lot. I learned about another reality, a new generation of girls with many dreams and goals. And being able to somehow contribute to this was very gratifying.

Thálita Nemeth - BRAZIL

Being able to contribute young people's development and show them that everything is possible in life if you work hard and, if possible, have people around to help you overcome challenges; and also sharing a little of what we have learned and, without a doubt, continue learning. This was a great pleasure. It gives me the strength to keep on contributing to this type of project.

Rosemeire Peixoto - BRAZIL

It is a great pleasure to participate in this very well-organized mentoring program. It is very gratifying to know that our professional career may inspire these girls. They have many dreams: going to college, learning, specializing, entering the job market, changing their lives and helping others. Their dreams were our dreams! And now, we have the opportunity to share our experiences.

Ana Paula Schmeiske - BRAZIL

To do something for others. To devote your attention to them. To devote time to them, when this is something they rarely receive. To be a part of MAPFRE and to do more has become very important for me... Being part of all of this.

Dustin Yepsen - CHILE

It is always a joy to participate in MAPFRE Chile's volunteer activities. The experience is incredible, bringing smiles and help to others. Without a doubt, this connects us. And it challenges us to be better people on a daily basis.

Inga Castro - CHILE

I believe that being a volunteer means doing something important in our free time, making sure we spend our time more valuably. I love the joy I feel very deep in my heart when I help others and devote time to volunteer activities. I like to see the happiness on people's faces when they receive this help. I'm pleased that my contribution helps the environment and society in general.

Zhang Yong - CHINA

I'd like to give an example of an activity in which I participated this year that affected me. It involved cleaning up litter within the framework of MAPFRE Volunteer Day. This volunteer activity to preserve the environment will increase our awareness of the need to protect the environment and what it means to work as a team. Although the activity doesn't last very long, I still believe it is very meaningful. This is why volunteering is such an important thing for me.

Jiang Zhiming - CHINA

To me, volunteering means being grateful for the things I have and am able to share with the people that most need them. Seeing the happy faces of children and adults is a very powerful thing.

Volunteering to help mitigate the damage we do to the environment on a daily basis is a way to promote our awareness of the need to preserve our natural resources.

Carolina Martínez Castañeda - COLOMBIA

Life is full of experiences. Those that nourish us most are the ones in which we truly and selflessly share our time and willingly serve others. In exchange, we receive an unexpected gift: the happiness and gratitude of many hearts, the smiles full of emotion and humility.

In the years that I've been a volunteer at MAPFRE, I've contributed enthusiastically to cooperative spaces with communities that require support. I'm so grateful to all of the beneficiaries of these programs. I've received from them much more than I thought I was contributing. They have allowed me, together with my children, to see other realities. Also, it helps my children value their opportunities more. It reminds us that we need to be more empathetic, to work as a team, strengthening the bond within our family.

Leonardo Andrés Larco Ardila - COLOMBIA

I'm grateful for the experience. Participating as volunteer at Fundación MAPFRE helped me connect with the community. It helped me discover the different realities that surround us, realize that it is possible to improve society by doing something really small and remind me of the value of small acts.

Each one of Fundación MAPFRE's volunteer activities is like a blind date where we establish fleeting and invisible relationships, where we meet infinite faces with the sincerest smiles, where we set out to give the best of ourselves and end up receiving more than we contributed.

Lida Marcela Reina Urón - COLOMBIA

"There's nothing stronger than the heart of a volunteer" (James H. Doolittle). This sentence left a mark on me. In activities such as Project Daniel, patients would thank me for giving them a smile, a hug, a caress, and they would tell me that in spite of that day not being great because of their disease, the simple fact of that smile, hug or caress, given from the heart, helped change the day. For a moment, all worry, fear, sadness, even if just for a second, would disappear. This is why the heart of a volunteer is so strong and why a simple gesture truly from the heart can change lives and get rid of sadness, anxiety and fear.

Michael Steven Alfaro Gutiérrez - COSTA RICA

These youths are so spirited, so eager to live, that you learn to be grateful for your own life. Seeing how despite the demands of their illnesses, they never lose their smile, teaches you to value the smallest things. When you learn about Project Daniel, it is impossible for your heart not to turn into an orange heart.

Gabriela Solís Chaves – COSTA RICA

I've been volunteering for Fundación MAPFRE for seven years. What I've learned is that you can make children happy with very little. Bringing happiness to vulnerable children or children with psycho-social issues and just giving them a hug or keeping them company may help unburden their heart and fill it with love in a very special way.

Personally, it makes me aware of the different realities in our society, and that human beings are capable of surviving and moving forward with joy if they set their minds to it.

This is bidirectional therapy where I help but am also enriched by the experience. By being part of the volunteer group, I feel happy and grateful for my participation in the task. Fundación MAPFRE gives us the opportunity to feel more aware and useful and, without a doubt, makes us into better human beings.

María Fernanda Intriago Pérez - ECUADOR

Being a volunteer means showing the whole world that a small gesture can change a person's state of mind. It can bring happiness, generate peace and friendship, and probably means more than we can ever imagine.

Jessica Yanira Villalobos Osorio - EL SALVADOR

Being a volunteer is to participate and cooperate in an altruistic way in activities that help contribute to society.

Lilian Jeorgina Herrera Mina - EL SALVADOR

A great human and professional experience of mutual gratitude between those who share knowledge and those who receive and need it.

Bartolomé Mulet Martorell - SPAIN

Being a volunteer is a personal reward. It is extremely satisfying when you discover that by giving just a little, you receive so much more in return.

Ángela Vélez González - SPAIN

When you're lucky enough to have everything you need, it is easy to take for granted that everyone else also has what they need. Being a volunteer helps keep my feet on the ground and be thankful for all I have. It helps me do my part. Thank you for this opportunity.

Simi Raviraj – UNITED STATES

There is nothing like the feeling you have when you help someone. I want to thank MAPFRE for the opportunity of not only representing the company but of working with our colleagues in a non-work-related environment.

Trudy Plante – UNITED STATES

Making ourselves available to others elevates us. I learned to give up my time. I realized that there is always something I can do to help others, and this makes my life meaningful. Often just a word, a look or a gesture is enough to fill the heart. It doesn't require riches – just the wealth we have in our heart.

Mayra Vicente - GUATEMALA

Being a volunteer, for me, has been a very humane experience. We helped so many underprivileged people – children and elderly people above all. They just stole my heart.

Carlos Pimentel - GUATEMALA

My experience as a volunteer taught me to value what I have, to be grateful, to realize that our small deeds can produce a smile in others, and this impacts our lives.

Laura Melgar - HONDURAS

Being a volunteer is to be generous with others. It's supporting people with limited resources. It's trying to create unique and joyful moments when we put our good will into practice with all our might and take part in MAPFRE's volunteer efforts.

Norma Andino - HONDURAS

Volunteering is our way to help, to bring joy and welfare to the people that most need it. It is a time to share, deliver warmth and love by means of actions that improve other people's lives...

It is being part of a change in our society.

Leda Carolina Baltodan - HONDURAS

Being a volunteer is the satisfaction of helping others without expecting anything in exchange. It is a feeling of well-being when realizing that you're helping someone in need. It is seeing gratitude in the eyes of the person in need. Being a volunteer makes you feel like you are a better human being.

Daniel Fernando Ramos - HONDURAS

For the second year in a row, on the prevention month/day organized by the group, we had the opportunity to host the "Corner per la campagna Nastro Rosa LILT" (corner in support of LILT'S pink ribbon campaign). It is always a pleasure to collaborate and actively participate in a fundraiser for prevention, early diagnosis, care and volunteering. Thanks to the group, with a strong focus on prevention, I had the opportunity to learn about LILT (Lega Italiana per la Lotta contro i Tumori, Italian League for the Fight Against Tumors) and do something for myself and for others. Because today, prevention is "fundamental"; it is the most important thing. Just by having an early diagnosis, we have already won part of the "battle" against this terrible disease. Thank you for this opportunity.

Giuseppina Leuzzi - ITALY

I'm very happy to have been able to actively participate with the non-profit ABIO volunteers. I feel I've grown as a person. In addition, sharing this initiative with my colleagues helped me with my daily interactions at work. These are the type of experiences that truly bring people together.

Cassandra Armani - ITALY

My favorite activity was the one that took place in July, when MAPFRE volunteers went on an outing with the residents of St. Patrick's Home. This activity had a positive impact on me because I realized how difficult it must be for such young children (under 16) to face daily challenges without the support of their families. I hope that our small help has given them a moment of joy to remember and cherish. I also hope that through these small efforts we can avoid future social problems.

Lina Muscat - MALTA

In my opinion, my favorite activity was Jays of Sunshine, on May 19. MAPFRE organised a picnic and games for children with cancer jointly with this NGO. It was incredible to spend time with these lovely fighters. Bringing some fun to their lives and alleviating some of their suffering was very inspiring.

Margarita Díaz - MALTA

In our lifelong learning process, we find ourselves facing circumstances different than ours and we don't realize how wonderful it is to let our love flow to others. Being a volunteer is the devotion to serve others with passion.

Francisco Osegueda Jesús - MEXICO

Being a volunteer is the possibility of turning good wishes into actions; it is being the change we want to see around us.

Patricia María Escobar Andrade - MEXICO

When I voluntarily devote part of my time to serve with joy and love people that need help, without expecting anything in return, what I receive is heightened awareness with gratitude. Because I'm always grateful for any opportunity to be on the side of the ones providing help instead of the ones needing it.

Alejandra Carrillo Delgado - MEXICO

Being a volunteer motivates you to change lives.

Damaris Moreno - NICARAGUA

Being a volunteer at Fundación MAPFRE is an inspiring and transformative service.

Bertha Mairena - NICARAGUA

The team of volunteers that came to the Las Américas home had a beautiful experience with the children that live there. For three hours, the team brought joy and happiness to each and every child. We helped with the decoration of the rooms, we motivated them in the games and we helped clean the home.

Aisha Fong - PANAMA

It was very beautiful to share with the residents from Bol Retirement Home a different day filled with fun activities. We helped and brought joy to elderly people who don't have families to visit them. These seniors enjoyed themselves, and for us it was a truly marvelous experience.

Diego Velázquez - PANAMA

Sharing love, care and time with people that need it was a comforting experience. We felt useful to society, and it was wonderful to be able to include my family in this activity. We were able to spend time together while at the same time helping others. Thank you for the opportunity.

Julissa González Sanjur - PANAMA

Giving the most of oneself, before thinking just of yourself.

Norma Bartens Estrella - PERU

Solidarity is a feeling that motivates us to do something without expecting anything in return.

Gustavo Lazo Núñez - PERU

Volunteering for the Portuguese League Against Cancer (Pink October) was very gratifying and rewarding. To be able to devote part of my time to someone who often feels time moves too fast was an amazing opportunity, one that made me a more complete person. I'm thankful to MAPFRE for the initiative and the sense of citizenship it reveals and instills in its employees.

Maria João Alexandre - PORTUGAL

Being a volunteer is more than making part of our free time available. It's offering others the best of ourselves. A small gesture that sometimes we consider is nothing can make all the difference for the person on the receiving end. The Portuguese League Against Cancer, through an effort carried out with the help of MAPFRE volunteers, gave us the opportunity to share the values of commitment, sensitivity and respect for others. A little bit of our time shared between ribbons and pins to remind us of Pink October and to help this organization, which for more than 70 years has supported cancer patients and their families.

Margarida Martins - PORTUGAL

Being a volunteer represents brotherhood and the collective fight for those who struggle daily for the light of their lives not to be extinguished. For them, we all go out and come back together, happy to have given time for causes that inspire us to serve and not to be served.

Santos Martínez - PUERTO RICO

Being a volunteer is when I disengage from my daily chores to bring a ray of hope to those who live in sadness, solitude, pain, neglect and scarcity. It is the joy of seeing shared time transformed into the happiness of a child, a youth, an adult and an older person. This is the experience that is etched in my mind and my heart.

Glorimar Pérez - PUERTO RICO

Contributing to a great cause is always extraordinary. Contributing in a group is also incredible. These efforts gather a lot of people who don't necessarily work in the same department. Sharing this experience has been fantastic for all of us.

Thierry Bravo - UNITED KINGDOM

I walk my dogs around that area (in cold and warm weather) and I'm happy to give back.

Sadie Watkins - UNITED KINGDOM

This has been a great experience! Highly recommendable! It is quite satisfying to see how people come together to have a positive impact on nature. Helping the environment can be fun when you do it with a nice group of people. For sure I will be back in future editions!

Maria Maristany - UNITED KINGDOM

Being a volunteer is not about looking for old clothes, buying a few cans of food, or giving whatever we may have in the pantry.

Being a volunteer is not about appearing in magazines, getting awards or fake smiles.

Being a volunteer means to be grateful, being aware of our environment, and giving back what we ourselves have been given.

Being a volunteer can be summarized in the satisfaction of seeing the bright look in the eyes of a child hungry for affection, of restoring nature in a neglected area, of helping a group of people attain a goal that they could not achieve by themselves.

Carmen Minor - DOMINICAN REPUBLIC

It is not necessary to have a lot to help. You just need to be willing to give the best of yourself. What counts when being a volunteer is motivation and willingness...

Emerson Tobar - DOMINICAN REPUBLIC

One of the main reasons that connects me to MAPFRE, and also moves me, is the volunteer program; that everyone cooperates together as one. Being together the whole time is truly a commitment that's difficult to describe. And we can do this very well as a team. We all collaborate selflessly to help others and forget our own problems; together we look out the beautiful window that is life.

I'd like to talk about one day when we went to visit a foundation supporting children with cancer. I was very shaken. I'd also like to thank the volunteer team for giving us this opportunity and allowing us to support each other.

Serap Ayverdi - TURKEY

To me, being a volunteer is an island where I can breathe amid the vast ocean of life. Those not taking advantage of these opportunities and not helping in these volunteer efforts will lead an ordinary life and will be lost at sea.

Ertan Yılmaz - TURKEY

Being a volunteer is meeting people and rediscovering ourselves. This is an opportunity to reallocate some of the things life has gifted us.

Romina Romero - URUGUAY

Being a volunteer is participating in an effort that gives back much more than what one might contribute. Knowing that you're creating something positive for someone is extremely satisfying.

It's giving some of your time to others; seeing their happy faces when you give yourself completely is a great act of love. In addition, doing this with others who feel the same way is even more beautiful.

Isabel Amondarian - URUGUAY

Participating as a volunteer has filled me with many good experiences. Helping others always gives us great satisfaction. One of the many important things is also the friendly ties created with colleagues within the organization..

Lismar Silva - VENEZUELA

Volunteering at MAPFRE is, for me, the opportunity to be a more humane person; we are a family always willing to learn and contribute to a world we all long to achieve.

Johisbeth Exada - VENEZUELA

SOLUNION - SPAIN

I thought that being a volunteer only meant helping others by contributing some of your time and energy. I was wrong. It is an experience that helps you grow as a person, where you learn to value what you have, and identify what is truly important.

David Coronel

I had never been a volunteer in the company and I believe it's a great thing. For a little while, we put aside our usual individualism and empathize with other realities. There is no doubt in my mind that I would repeat the experience.

Karolay Landaeta García

EPILOGUE

*The better life is not the longest
but the most rich in good deeds.*

Marie Curie

The best way to conclude this report is by quoting the words of one of our volunteers in Nicaragua, Bertha Mairena: “Being a volunteer at Fundación MAPFRE is a service that *inspires* and *transforms*”. Berta's words and ideals are the ones that we, at the Fundación MAPFRE Volunteer Program, wish to communicate.

We wish to serve as an *inspiration* for all the employees and family members of the companies that have joined the program, so as to achieve change in society - change that makes us become better. Better in every respect: as people, workers, colleagues, mothers, fathers, children, siblings, audiences and speakers... simply better. We also want to be part of that *transformation*, the change we need to make this society the driving force for change, sharing a series of values that make us more human.

Giving without getting anything in return is something we think about when we speak about volunteering. However, nothing is farther from the truth. The evidence is clear: as a volunteer, one receives more than one contributes.

The testimonies are a clear example of that, and also of what this task means. Their enthusiasm, support and commitment is crucial to making

possible the participation of more than 1,300 volunteers in more than 1,647 activities that directly benefit 126,300 people. For these figures and the pride they inspire, we are grateful to each and every volunteer that make this report possible.

It has been an honor for Fundación MAPFRE to participate, compile and analyze this information so that the readers can be aware of the importance of this program. It is also important for us to understand the phenomenon of solidarity participation and the volunteering efforts of everyone involved in the Fundación MAPFRE Volunteer Program. The results of this report are varied and highly interesting. However, I want to stress that, together with the increase in the number of volunteers, the number of people benefiting from the program is also growing - and these are the people we want to, and must, reach.

This document is an homage to the effort of the volunteers and an invitation to follow their example.

Thank you!

Julio Domingo Souto

CEO

Fundación MAPFRE

APPENDIX

ARGENTINA 504 VOLUNTEERS

BRAZIL 1,336 VOLUNTEERS

CHILE 419 VOLUNTEERS

CHINA 62 VOLUNTEERS

COLOMBIA 823 VOLUNTEERS

COSTA RICA 51 VOLUNTEERS

DOMINICAN REPUBLIC 441 VOLUNTEERS

ECUADOR 65 VOLUNTEERS

EL SALVADOR 57 VOLUNTEERS

GERMANY 68 VOLUNTEERS

GUATEMALA 130 VOLUNTEERS

HONDURAS 215 VOLUNTEERS

ITALY 79 VOLUNTEERS

MALTA 122 VOLUNTEERS

MEXICO 1,166 VOLUNTEERS

NICARAGUA 120 VOLUNTEERS

PANAMA 404 VOLUNTEERS

PARAGUAY 129 VOLUNTEERS

PERU 686 VOLUNTEERS

PHILIPPINES 185 VOLUNTEERS

PORTUGAL 126 VOLUNTEERS

PUERTO RICO 463 VOLUNTEERS

SPAIN 2,348 VOLUNTEERS

TURKEY 356 VOLUNTEERS

UNITED KINGDOM 79 VOLUNTEERS

UNITED STATES 1,386 VOLUNTEERS

URUGUAY 52 VOLUNTEERS

VENEZUELA 328 VOLUNTEERS



ARGENTINA

504 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS*	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	4	24	774	40.00
Everyone to school	3	19	374	27.00
Rehabilitation and maintenance of educational facilities	1	5	400	13.00
Environment	4	55	183	353.00
Rehabilitation and maintenance of environment related facilities	4	55	183	353.00
Health	33	252	3,969	884.00
Basics with heart	5	14	1,427	72.00
I am a donor	2	58	153	29.00
No barriers sport	1	7	150	28.00
Raising smiles	22	141	1,929	618.00
Sharing illusions	3	32	310	137.00
Nutrition	5	408	667	392.00
Food with love	5	408	667	392.00
TOTAL	46	739	5,593	1,669.00

* Volunteers from the country can participate in different events throughout the year. The number of participants reflects the number of volunteers that attend each of the events.



BRAZIL

1,336 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	32	498	4,793	1,368.75
Awareness raising actions	3	22	79	48.00
Everyone to school	4	11	502	10.00
Goal ZERO	5	26	5	19.25
Rehabilitation and maintenance of educational facilities	6	235	3,821	863.00
Training activities	14	204	386	428.50
Environment	11	336	340	810.00
Awareness raising actions related to environmental issues	1	32	330	96.00
Environmentally conscious	10	304	10	714.00
Health	56	560	2,481	1,419.00
Basics with heart	27	122	1,068	289.50
Food with love	1	1	20	0.50
Healthfully: Awareness raising activities	2	14	21	42.00
I am a donor	3	20	80	30.00
Raising smiles	17	253	680	664.00
Rehabilitation and maintenance of healthcare facilities	3	122	207	284.00
Sharing illusions	3	28	405	109.00
Nutrition	26	125	2,192	147.00
Food with love	26	125	2,192	147.00
Sharing Solidarity	2	150	2	103.25
Fundraising	2	150	2	103.25
TOTAL	127	1,669	9,808	3,848.00



CHILE
119 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	10	40	157	1,213.00
Awareness raising actions	3	9	51	34.00
Everyone to school	3	15	42	57.00
Fundraising	1	2	50	2.00
Training activities	3	14	14	1,120.00
Environment	1	60	350	300.00
Environmentally conscious	1	60	350	300.00
Health	8	67	226	228.00
Basics with heart	2	15	15	69.00
Healthfully: Awareness raising activities	2	13	110	65.00
I am a donor	3	33	66	58.00
Raising smiles	1	6	35	36.00
Nutrition	16	63	405	667.00
Food with love	16	63	405	667.00
Sharing Solidarity	1	6	70	24.00
Fundraising	1	6	70	24.00
TOTAL	36	236	1,208	2,432.00



CHINA 62 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	2	15	207	22.50
Road safety education truck	1	7	30	4.50
Training activities	1	8	177	18.00
Environment	2	60	151	214.80
Environmental training activities	1	21	150	11.80
Environmentally conscious	1	39	1	203.00
Health	2	7	134	6.50
Basics with heart	1	5	133	2.50
I am a donor	1	2	1	4.00
TOTAL	6	82	492	243.80



COLOMBIA
823 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS**	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	8	38	84	81.45
Everyone to school	3	24	55	45.45
Goal ZERO	1	4	1	16.00
Training activities	4	10	28	20.00
Environment	10	408	131	1,517.50
Environmentally conscious	9	361	113	1,353.00
Rehabilitation and maintenance of environment related facilities	1	47	18	164.50
Health	33	562	1,570	899.09
Basics with heart	5	88	103	176.99
Healthfully: Awareness raising activities	1	16	50	32.00
I am a donor	11	178	497	88.10
Raising smiles	6	100	279	211.00
Sharing illusions	5	86	191	244.00
Sharing life: Awareness raising activities	3	31	3	11.00
Training activities	2	63	447	136.00
Nutrition	8	84	81	215.50
Food with love	8	84	81	215.50
TOTAL	59	1,092	1,866	2,713.54

** In Colombia, the participation of SOLUNION employees and their family members is included together with the groups related to MAPFRE.



COSTA RICA 51 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	1	5	1	20.00
Training activities	1	5	1	20.00
Environment	1	20	1	180.00
Rehabilitation and maintenance of environment related facilities	1	20	1	180.00
Health	5	50	625	298.00
I am a donor	1	20	80	80.00
Raising smiles	3	28	385	202.00
Training activities	1	2	160	16.00
TOTAL	7	75	627	498.00



DOMINICAN REPUBLIC

141 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	25	85	131	202.25
Awareness raising actions	1	1	15	0.75
Everyone to school	3	44	95	138.00
Training activities	21	40	21	63.50
Environment	1	58	1	174.00
Environmentally conscious	1	58	1	174.00
Health	3	24	40	78.25
Basics with heart	1	4	0	8.00
I am a donor	1	7	21	5.25
Raising smiles	1	13	19	65.00
Nutrition	3	35	165	38.75
Food with love	3	35	165	38.75
TOTAL	32	202	337	493.25



ECUADOR 65 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	15	127	378	267.00
Everyone to school	4	58	169	129.00
Training activities	11	69	209	138.00
Environment	1	20	1	60.00
Environmentally conscious	1	20	1	60.00
Health	6	75	471	150.00
Sharing illusions	6	75	471	150.00
TOTAL	22	222	850	477.00



EL SALVADOR 57 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Emergency aid	1	55	38	110.00
Solidarity partnership	1	55	38	110.00
Environment	1	48	1	48.00
Environmentally conscious	1	48	1	48.00
Health	2	50	138	128.00
Fundraising	1	11	80	11.00
Raising smiles	1	39	58	117.00
TOTAL	4	153	177	286.00



GERMANY

68 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	2	10	500	52.00
MAPI's Heart: Teaching values	1	1	480	8.00
Rehabilitation and maintenance of educational facilities	1	9	20	44.00
Environment	6	52	6	109.20
Environmentally conscious	2	21	2	56.50
Rehabilitation and maintenance of environment related facilities	4	31	4	52.70
Health	5	112	149	132.00
Healthfully: Awareness raising activities	1	12	1	24.00
I am a donor	2	38	114	38.00
Raising smiles	2	62	34	70.00
Nutrition	2	17	300	76.00
Food with love	2	17	300	76.00
TOTAL	15	191	955	369.20



GUATEMALA 130 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	3	50	198	140.50
Rehabilitation and maintenance of educational facilities	2	15	150	35.50
Training activities	1	35	48	105.00
Environment	1	30	1	90.00
Environmentally conscious	1	30	1	90.00
Health	13	123	534	298.00
Basics with heart	3	25	100	53.00
I am a donor	1	27	81	11.00
Raising smiles	3	32	159	96.00
Rehabilitation and maintenance of healthcare facilities	1	11	1	77.00
Sharing illusions	5	28	193	61.00
Nutrition	3	38	230	147.00
Awareness raising actions	1	11	0	33.00
Food with love	2	27	230	114.00
TOTAL	20	241	963	675.50



HONDURAS 245 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	9	95	737	376.50
Awareness raising actions	4	30	133	71.00
Rehabilitation and maintenance of educational facilities	4	37	4	193.50
Training activities	1	28	600	112.00
Environment	4	118	96	580.00
Awareness raising actions	1	6	93	30.00
Environmentally conscious	2	97	2	475.00
Rehabilitation and maintenance of environment related facilities	1	15	1	75.00
Health	10	94	314	213.00
Basics with heart	5	35	190	103.00
Fundraising	1	4	0	24.00
I am a donor	1	33	96	22.00
Rehabilitation and maintenance of healthcare facilities	1	12	1	36.00
Sharing illusions	2	10	27	28.00
Nutrition	8	71	264	197.50
Food with love	8	71	264	197.50
Sharing Solidarity	1	4	0	6.00
Charity markets	1	4	0	6.00
TOTAL	32	382	1,411	1,373.00



ITALY
79 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Health	2	63	809	61.50
I am a donor	1	3	9	1.50
Rehabilitation and maintenance of healthcare facilities	1	60	800	60.00
Nutrition	1	6	1	12.00
Food with love	1	6	1	12.00
Sharing Solidarity	3	15	3	30.00
Charity markets	3	15	3	30.00
TOTAL	6	84	813	103.50



MALTA
122 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Environment	2	91	2	264.00
Environmentally conscious	2	91	2	264.00
Health	9	93	468	155.50
I am a donor	2	31	93	15.50
Raising smiles	6	48	275	126.00
Rehabilitation and maintenance of healthcare facilities	1	14	100	14.00
Sharing Solidarity	2	24	32	106.00
Sharing life: Awareness raising activities	2	24	32	106.00
TOTAL	13	208	502	525.50



MEXICO

1,166 VOLUNTEERS

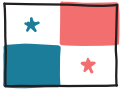
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	17	159	94	620.00
Everyone to school	4	20	21	95.00
Fundraising	2	10	30	21.00
Goal ZERO	4	28	4	70.50
MAPI's Heart: Teaching values	2	3	36	4.50
Rehabilitation and maintenance of educational facilities	5	98	3	429.00
Environment	22	782	85	1,570.00
Environmentally conscious	21	774	84	1,530.00
Rehabilitation and maintenance of environment related facilities	1	8	1	40.00
Health	74	871	3,063	3,059.50
Basics with heart	9	16	27	16.00
Fundraising	4	39	4	63.00
I am a donor	5	174	216	157.00
Raising smiles	30	467	2,534	2,234.50
Sharing illusions	25	167	281	581.00
Sharing life: Awareness raising activities	1	8	1	8.00
Nutrition	27	294	2,576	1,090.50
Community Nutrition: Training activities	1	39	40	234.00
Food with love	24	203	2,517	602.50
Fundraising	1	2	0	4.00
Rehabilitation and maintenance of nutrition facilities	1	50	19	250.00
Sharing Solidarity	9	200	53	923.00
Charity markets	9	200	53	923.00
TOTAL	149	2,306	5,871	7,263.00



NICARAGUA

120 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Environment	3	120	3	714.00
Environmentally conscious	2	63	2	315.00
Rehabilitation and maintenance of environment related facilities	1	57	1	399.00
Health	6	44	131	73.00
I am a donor	1	17	51	8.50
Raising smiles	2	10	33	23.50
Sharing illusions	3	17	47	41.00
Nutrition	3	19	3	41.00
Food with love	3	19	3	41.00
TOTAL	12	183	137	828.00



PANAMA 404 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	5	67	158	224.00
Awareness raising actions	1	20	1	80.00
Everyone to school	2	18	81	28.00
Rehabilitation and maintenance of educational facilities	1	8	17	32.00
Road safety education truck	1	21	59	84.00
Environment	4	308	2,038	502.00
Environmentally conscious	4	308	2,038	502.00
Health	26	248	1,088	618.30
Basics with heart	3	32	1	16.30
I am a donor	1	5	15	5.00
Mujeres por el corazón	1	1	0	4.00
No barriers sport	1	7	200	42.00
Raising smiles	16	122	703	324.00
Sharing illusions	4	81	169	227.00
Nutrition	3	30	200	93.00
Food with love	3	30	200	93.00
Sharing Solidarity	5	56	80	154.00
Charity markets	1	18	2	36.00
Fundraising	4	38	78	118.00
TOTAL	43	709	3,564	1,591.30



PARAGUAY

129 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Environment	1	29	1	87.00
Environmentally conscious	1	29	1	87.00
Health	10	195	1,183	590.00
Basics with heart	5	39	500	125.00
I am a donor	1	42	126	32.00
Mujeres por el corazón	1	4	1	24.00
Raising smiles	1	19	120	57.00
Sharing illusions	2	91	436	352.00
TOTAL	11	224	1,184	677.00



PERU
686 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	6	179	407	205.00
Awareness raising actions	3	10	372	18.00
Everyone to school	1	4	33	16.00
Goal ZERO	2	165	2	171.00
Emergency aid	2	17	1,501	111.00
Solidarity partnership	2	17	1,501	111.00
Environment	8	244	24	768.00
Environmentally conscious	8	244	24	768.00
Health	18	502	989	1,106.00
Basics with heart	1	3	1	6.00
Fundraising	2	8	29	13.00
Healthfully: Awareness raising activities	5	167	229	211.00
I am a donor	1	105	192	41.00
Raising smiles	2	32	150	128.00
Sharing illusions	7	187	388	707.00
Nutrition	1	11	12	44.00
Food with love	1	11	12	44.00
TOTAL	35	953	2,933	2,234.00



PHILIPPINES

185 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	5	265	182	892.00
Everyone to school	2	64	120	106.00
Road safety education truck	2	196	2	766.00
Training activities	1	5	60	20.00
Environment	1	16	1	176.00
Environmentally conscious	1	16	1	176.00
Health	4	98	194	61.50
Healthfully: Awareness raising activities	1	4	60	12.00
I am a donor	1	86	14	23.50
Raising smiles	1	2	60	8.00
Sharing illusions	1	6	60	18.00
Nutrition	1	1	60	4.00
Food with love	1	1	60	4.00
TOTAL	11	380	437	1,133.50



PORTUGAL

126 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	5	10	19	56.00
MAPI's Heart: Teaching values	4	7	18	38.00
Rehabilitation and maintenance of educational facilities	1	3	1	18.00
Environment	2	67	2	205.00
Environmentally conscious	2	67	2	205.00
Health	5	134	163	153.50
Healthfully: Awareness raising activities	1	18	1	25.00
I am a donor	2	60	156	18.50
Sharing illusions	2	56	6	110.00
Nutrition	29	48	17	96.00
Food with love	29	48	17	96.00
Sharing Solidarity	2	6	2	45.00
Charity markets	2	6	2	45.00
TOTAL	43	265	203	555.50



PUERTO RICO 163 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	9	55	697	162.00
Everyone to school	9	55	697	162.00
Environment	3	50	3	196.50
Environmentally conscious	3	50	3	196.50
Health	28	189	1,168	551.00
Basics with heart	17	38	997	106.50
Fundraising	2	3	2	8.00
Healthfully: Awareness raising activities	2	32	3	196.00
I am a donor	1	40	120	0.00
No barriers sport	1	43	1	129.00
Raising smiles	4	31	31	107.50
Sharing illusions	1	2	14	4.00
Nutrition	5	49	332	181.00
Food with love	5	49	332	181.00
TOTAL	45	343	2,200	1,090.50



SPAIN 2,348 VOLUNTEERS

MAPFRE

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	130	774	9,197	1,599.50
Awareness raising actions	81	349	6,338	587.25
Everyone to school	24	69	1,187	34.50
MAPI's Heart: Teaching values	18	310	1,532	765.75
Rehabilitation and maintenance of educational facilities	5	32	110	190.50
Road safety education truck	1	9	20	13.50
Training activities	1	5	10	8.00
Emergency aid	3	36	126	127.50
Solidarity partnership	1	2	100	2.00
Training activities	2	34	26	125.50
Environment	22	676	383	3,196.50
Awareness raising actions	1	21	22	84.00
Environmental training activities	8	236	348	1,543.00
Environmentally conscious	13	419	13	1,569.50
Health	196	2,055	9,446	4,202.75
Basics with heart	31	61	383	35.50
Fundraising	36	162	261	336.00
Healthfully: Awareness raising activities	8	54	264	208.50
I am a donor	44	962	2,858	483.25
No barriers sport	3	15	301	146.00
Raising smiles	49	670	1,870	2,670.50
Sharing illusions	20	104	2,959	295.00
Training activities	5	27	550	28.00
Nutrition	112	1,020	26,629	4,877.16
Community Nutrition: Training activities	4	12	147	39.00
Food with love	108	1,008	26,482	4,838.16



SPAIN 2,348 VOLUNTEERS

MAPFRE (cont.)

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Sharing Solidarity	12	155	294	766.50
Awareness raising actions	1	1	1	0.50
Charity markets	3	84	200	623.00
Psychosocial support	8	70	93	143.00
TOTAL	475	4,716	46,075	14,769.91

SOLUNION

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	2	2	16	8.00
Training activities	2	2	16	8.00
Health	2	13	52	52.00
Fundraising	1	0	30	0.00
Raising smiles	1	13	22	52.00
Nutrition	6	33	1,116	132.00
Food with love	6	33	1,116	132.00
Sharing Solidarity	1	4	2	20.00
Charity markets	1	4	2	20.00
TOTAL	11	52	1,186	212.00

VASS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Nutrition	11	19	11	52.00
Food with love	11	19	11	52.00
TOTAL	11	19	11	52.00



TURKEY

356 VOLUNTEERS

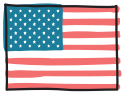
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	7	49	7	213.00
Awareness raising actions	1	11	1	88.00
Everyone to school	2	8	2	80.00
Fundraising	4	30	4	45.00
Environment	9	165	9	371.50
Environmentally conscious	9	165	9	371.50
Health	8	117	174	141.00
Basics with heart	1	14	2	56.00
Healthfully: Awareness raising activities	1	27	1	0.00
I am a donor	1	38	114	19.00
Raising smiles	4	22	56	50.00
Training activities	1	16	1	16.00
Sharing Solidarity	5	126	8	280.00
Fundraising	5	126	8	280.00
TOTAL	29	457	198	1,005.50



UNITED KINGDOM

79 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Environment	3	30	3	120.00
Environmentally conscious	3	30	3	120.00
Health	9	42	467	157.00
Fundraising	6	32	6	82.00
Healthfully: Awareness raising activities	2	8	460	68.00
Sharing illusions	1	2	1	7.00
Sharing Solidarity	4	20	4	14.00
Fundraising	4	20	4	14.00
TOTAL	16	92	474	291.00



UNITED STATES

1,386 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	66	873	18,608	2,269.00
Awareness raising actions	16	227	1,062	673.00
Everyone to school	8	43	3,174	130.00
Food with love	1	5	0	4.00
Fundraising	1	5	50	5.00
Goal ZERO	2	24	2	192.00
MAPI's Heart: Teaching values	2	36	320	104.00
Training activities	36	533	14,000	1,161.00
Emergency aid	2	4	632	4.00
Solidarity partnership	2	4	632	4.00
Environment	6	117	6	623.00
Environmentally conscious	6	117	6	623.00
Health	58	860	4,882	2,053.00
Basics with heart	3	26	1,065	100.00
Fundraising	1	12	1	24.00
Healthfully: Awareness raising activities	21	407	489	1,075.00
I am a donor	5	233	743	116.00
Raising smiles	19	91	438	356.00
Rehabilitation and maintenance of healthcare facilities	1	2	1	12.00
Sharing illusions	7	87	2,145	366.00
Sharing life: Awareness raising activities	1	2	0	4.00
Nutrition	104	689	9,250	1,540.89
Awareness raising actions	2	9	41	18.00
Food with love	102	680	9,209	1,522.89
Sharing Solidarity	16	219	1,323	844.00
Charity markets	4	73	407	166.00
Psychosocial support	12	146	916	678.00
TOTAL	252	2,762	34,701	7,333.89



TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	11	65	155	191.00
Everyone to school	5	30	95	41.00
Road safety education truck	5	31	5	142.00
Training activities	1	4	55	8.00
Emergency aid	4	23	2	35.00
Solidarity partnership	4	23	2	35.00
Environment	2	36	21	117.00
Environmentally conscious	2	36	21	117.00
Health	4	18	42	52.00
I am a donor	1	3	12	2.00
Raising smiles	1	5	15	10.00
Sharing illusions	2	10	15	40.00
Nutrition	12	53	780	47.00
Food with love	12	53	780	47.00
TOTAL	33	195	1,000	442.00



VENEZUELA

328 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
Education	3	21	101	60.00
Awareness raising actions	1	15	1	45.00
Everyone to school	1	3	60	6.00
Training activities	1	3	40	9.00
Emergency aid	1	5	1	10.00
Solidarity partnership	1	5	1	10.00
Environment	6	221	6	1,389.00
Environmentally conscious	6	221	6	1,389.00
Health	22	235	340	760.50
Basics with heart	11	104	26	271.00
Fundraising	1	25	1	100.00
Healthfully: Awareness raising activities	5	22	5	176.00
I am a donor	1	52	117	71.50
No barriers sport	1	11	60	51.00
Raising smiles	2	18	120	85.00
Training activities	1	3	11	6.00
Nutrition	4	51	82	161.00
Food with love	4	51	82	161.00
TOTAL	36	533	530	2,380.50









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