

A young girl with dark hair in pigtails, wearing a white dress with a red and black pattern, is holding a yellow and white toy house. She is looking down at the house with a focused expression. The background is a vibrant, colorful mural featuring a blue sky with birds, a yellow sun, and pink and red flowers. The overall scene is bright and cheerful.

*A challenge,  
a hope*

REPORT ON ACTIVITIES  
IN RESPONSE TO COVID-19

[SECOND EDITION; EXPANDED AND UPDATED]

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## *Broken hugs*

### Foreword to the second edition

**First we downplayed it. After being alarmed so many times by a virus from the Far East, caution ensured we took this one relatively calmly. Then, in a tragic drip that grew into a flood, came the cases, the hospital admissions, the unsustainable pressure on the health system and, regrettably, the deaths, which the mass media recited like a litany every day. At that point, governments all round the world decreed lockdowns, the degree of strictness depending on the public health situation they were experiencing. After that, de-escalation, which made masks, “chinstraps”, face coverings, call them what you like, an everyday item that allowed us to interact with people, while hiding our expressions of joy or sadness. Little by little we were returning to normal, the “new normal”. We could meet up again with friends, colleagues**

**or relatives missing from our lives for months and, as we drew nearer, we felt a spontaneous desire to hug them. But before we got that close, like a spring, as if we were possessed by the inverse polarity of two magnets, and without wishing to, we repelled each other, stepped back reducing our contact to a minimum, merely bumping elbows and then just maintaining a fixed gaze. With the new normal came broken hugs. Like the exile who returns to the homeland he once left, we had returned but not come back.**

In March 2020, when there were more uncertainties than certainties, Fundación MAPFRE took a step forward and organized a comprehensive plan based on three pillars –research, medical aid and social assistance – with an allocation of 35 million euros. In June we published the first version of this report, in which we explained the plan, the actions under way and the results obtained, data we can update now we are concluding the project, as well as including the new initiatives rolled out in the second half of the year.

We are better than in March, than in June. We can already see the light at the end for the tunnel. Many countries have launched ambitious vaccination plans. Others, unfortunately, will have to wait. In the medium term, the pandemic will abate, but in the meantime, we will witness the macabre dance of increasing numbers of cases, hospital admissions and deaths on a cyclical basis. When we thought we had seen everything, when we were starting to feel optimistic, the pandemic and its mutations sent us back to the beginning again. Until the virus has been eradicated, we cannot, or rather, we must not lower our guard.

When the medical solution arrives, as it will, we will not have finished. Then it will be time to continue taking action to deal with the social crisis that has been generated, which, if we do not remain alert, could cause as many victims as the disease itself. We must persist in our efforts to combat the syndemic, that interaction between the biological and the social which prevents health being enjoyed by everyone, as the doctor and anthropologist Merrill Singer aptly put it. It is an ethical duty to synthesize a social vaccine against the inequality and poverty generated, which always afflicts the most vulnerable sectors. Therefore, in 2021, 28% of our budget will be allocated to continuing the fight against COVID-19.

We are very aware that the foundation’s initiatives are very long-term projects, that tend to act more on the causes than on the consequences, which is the only way a lasting social transformation will be achieved. Urgent matters have forced us to put off and adjust the important ones. We have prioritized and acted with the flexibility and capacity to adapt that the situation required, taking the right decisions quickly. Difficult times are also times of learning, of adopting solutions that help us to overcome the crisis we are immersed in. Without a doubt, they are times that will temper our character and help us to become better, both

individually and collectively. That will be the only positive thing we take out of this tragedy, something we cannot see now but that we are confident future generations will.

We are very proud of everything achieved and, without a shadow of a doubt, it would not have been possible without the altruistic collaboration of thousands of volunteers all over the world who have guaranteed that aid has reached those most in need. They are the ones responsible for ensuring that at some point, those broken embraces will be restored because, even though a poet pointed out that distance does not exist when love prevails, we need to change the polarity of our relationships and, instead of repelling, attract one another. We all need a big hug. So let’s go for it. ☺

**Antonio Huertas**  
CEO Fundación MAPFRE

**Fundación MAPFRE against COVID-19 (3.30 min.)**





## *The time for solidarity*

**First it was a distant rumor that came from the East. The Chinese government could not confirm that what was coming out of a market in Wuhan were the first steps of an epidemic. In fact, the WHO has called it COVID-19, which is not a random number. The first cases notified by the health authorities in the province of Wuhan to the World Health Organization (WHO) were on December 30, 2019. At the time, the whole world thought that this pneumonia of unknown origin was just another iteration of atypical pneumonia, Type A influenza, SARS or MERS, previous situations that alarmed us but with limited consequences both in terms of the geographic spread and the number of cases and victims. We were wrong.**

We now know that on December 30, 2019, a rapid change was beginning on a global scale which we are now immersed in. At the end of January, cases started to be reported in various parts of the world. At that point it was still possible to reconstruct the infection chains and the victims were largely elderly and/or showed the presence of previous pathologies. But there was still only the relative danger of a pandemic and, compared to the seasonal flu, it was not very lethal. Before long, cases started to appear in patients who had not been in China, nor could it be certified that they had been in contact with people who had been there. The chains of infection had been broken. The pandemic was a reality, and the infection and fatality rates of the SAR-CoV-2 virus, which manifested itself through the disease COVID-19, were higher than expected. At that moment we realized we were facing a serious public health problem of unpredictable economic and social consequences.

Many governments and institutions took a step forward to keep the pandemic in check. At Fundación MAPFRE, we designed a strategy to safeguard our employees and suppliers, so all those who benefit from our activity would continue to do so. Anticipating the states of emergency that were gradually being decreed by various governments, we opted decisively for working from home, so our business would continue and we could protect the health of our workers.

Fundación MAPFRE has launched a series of initiatives geared towards halting the spread of the disease and alleviating its consequences, as agreed at an extraordinary meeting of the Board of Trustees held last March 30. Taken together they mean a huge economic and human effort made possible thanks to our capacity to adapt both the roles and the objectives of all Fundación MAPFRE workers and which takes the form of a total investment of 35 million euros in 2020. This will go on research to find out more about the disease and develop a vaccine (5 million), the acquisition of medical supplies and their distribution in 27 countries (20 million), economic programs to support businesses and the self-employed which will help to maintain employment, and assistance programs for the most vulnerable groups who have been hard hit by the disease (10 million). In the following pages we offer a detailed account of all those initiatives and we commit to updating the information in the future, depending on the progress made.

At Fundación MAPFRE we have spent 45 years trying to make the world a better place, committed to increasing the quality of people's lives and helping those who need it most. We are experiencing an extraordinary situation that can only be compared to the flu pandemic of 1918, which cost the lives of 50 million people. Now is not the time for reproaches or wondering whether the pandemic could have been foreseen or not; or whether there has been enough investment in research and health in recent years. It is obvious from the initial economic consequences that no government should spare resources when it comes to

ensuring that they have vigorous health systems and a robust scientific fabric. However, the important thing now is to act. We are ready for that at Fundación MAPFRE and we do not want to be paralyzed by fear or uncertainty because, throughout all these years, we have shown that we know how to maneuver between the challenge and hope. We are sure that we are going to overcome this terrible situation and that we are going to do that with what defines us best: solidarity. And let us do that by being realistic, knowing perfectly well what we are facing, so that in the shortest possible time we achieve what today seems impossible. ✖

**Antonio Huertas**  
CEO Fundación MAPFRE

**United in the fight against COVID-19 (1.02 min.)**





*A challenge,  
a hope*



*Any measure adopted before a pandemic will seem exaggerated. Any measure we might want to adopt after will seem insufficient.*

Inscription at the entrance to the English village of Eyam, which was confined for a year by the plague of 1667.

**When Article 116 of the Spanish Constitution (establishing the state of alert) was drafted, no one ever thought that it would be applied in a situation like the one we find ourselves in. The exceptional circumstances envisaged were of a different kind but reality has imposed itself and, like Spain, numerous countries have been forced to declare more or less intermittent states of alert since March 2020. It was the political measure implemented to flatten the infection curve and, consequently, that of hospital admissions and victims. When we published the first edition of this activity report, the figure for people infected across the globe was approaching almost 6 million and more than 350,000 had died (data on 25.05.2020). Today's figures are over 108 million cases and more than 2.4 million dead (12.02.2021). In response to the pandemic, governments, covered by their legislation or adapting it to the situation, have been adopting unheard of measures to halt the spread of the disease, which are undoubtedly having and will continue to have grave economic, social and emotional consequences as well. At a time when uncertainty was taking hold of all of us it was the only way, drastic no doubt, to start to get a grip on the situation.**

COVID-19 has posed a tremendous challenge, and been a stress test for healthcare systems which in many countries have been on the point of collapse, however robust their infrastructure. That strength has allowed us to keep the death rate below 3% and enabled 81 million people to overcome the disease, but there are more than 25.5 million active cases in the world, of which 100,000 are grave or critical. The disease is still here and spreading around the globe. We have already experienced three waves and experts are now warning us of those to come, with mutations (South African, British and Brazilian) that could dramatically alter the situation. Despite the fact that treatments have improved, a factor in patients spending less time in hospital, the only solution to the problem is a worldwide vaccination campaign to immunize us against the known variants and weaken those to come. Today more than ever that requires solidarity. We cannot leave countries living on the threshold of poverty to their fate. The World Health Organization is leading the COVAX Initiative so the richer countries commit to ensuring the vaccine reaches everyone. If we do not

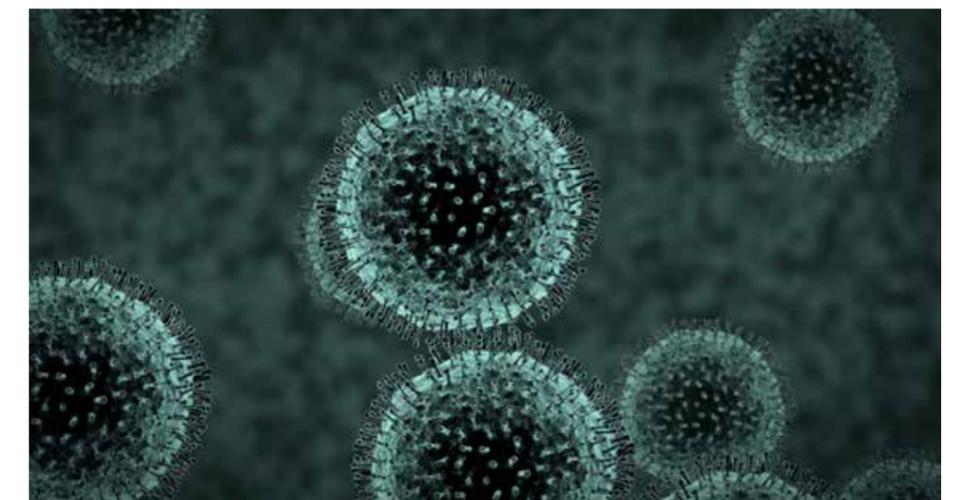
act diligently and show solidarity, the victim statistics will rise to higher levels and all of us will be affected because this is a global crisis. The virus does not understand borders and has shown that in a hyper-connected world it can travel from one part of the planet to another in a matter of hours. So helping others means helping ourselves. We are at one of those moments in history where collective action outweighs individual egotism. Either we save everyone or the latent risk will persist.

#### **COVAX Initiative**

What is a pandemic? The World Health Organization distinguishes between outbreak, epidemic and pandemic as phases of a process that spreads in time and space. Outbreak refers to an infectious disease that occurs at a given time in a specific space. As long as the number of people infected is rising and sustained over time but still restricted to a particular area, we can talk about an epidemic. Once the chains of infection have been broken and the infection is maintained over time on more than one continent, the WHO refers to it as a pandemic.

#### **COVID-19 in the world**

Pandemics are recurring events that have appeared throughout history. Plague, cholera, smallpox, influenza and AIDS have caused the death of millions of people. Leaving aside AIDS, which has caused the deaths of between 25 and 35 million people since 1981, according to WHO data and estimates, in the 21st century we have successfully dealt with SARS (2002-2003, 765 victims), Type A flu (2009-2010, 19,000), MERS (2012-2019, 851) and Ebola (2014-2016, 11,300), diseases with similar characteristics. One factor undoubtedly facilitating the spread of COVID-19 is the period of accelerating globalization we are living through. It took more than 10 years for the 14th-century plague known as the Black Death to reach Europe from the Far East, almost the time 4 pandemics have occurred in the 21st century. However, while globalization helps propagation, it also generates an enormous wealth of information and collaboration that enables pandemics to be tackled sooner with fewer deaths.

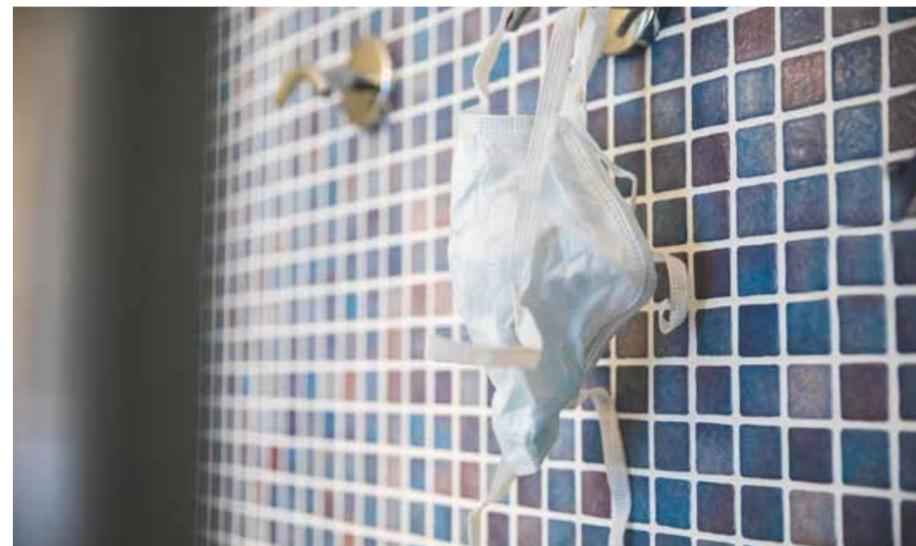


The current pandemic, COVID-19, can only be compared to the one known as Spanish flu in 1918. It has been calculated that this infected a quarter of the world's population. The most conservative estimates put the number of victims at 30 to 50 million, although recent exhaustive studies double that figure. The transport of troops during World War One explains why it spread rapidly. While COVID-19 is comparable in terms of its geographical spread, we are confident it will not be comparable in terms of the number of people infected or the death toll. We are better prepared for responding to the virus, with a pathogen already identified and genetically sequenced; we have antiviral drugs that have shown their effectiveness in controlling the disease; and there are hundreds of teams across the world searching for a vaccine, with some already being administered. More people have already been vaccinated than the total number affected by COVID-19. All that is true, but the country that has made most progress on vaccination, Israel, has only completely immunized 29% of its population and the world average is 0.37%. There is light, there hope, but we must also recognize that, until we have worldwide vaccination, in the event of a new wave, lockdown and herd immunity are the most effective measures for halting the disease today, just as in 1918.

**+ Cuando la "gripe española" mató a millones. Conversación sobre la Historia**

**+ Vaccination in the world**

Besides the consequences for health, the state of the economy also requires all countries to show solidarity. It is too early to say whether the recession will be U-shaped, V-shaped or square root-shaped, where the recovery will follow a period of stagnation. What we do know is that the recession is here and the destruction of jobs and the business fabric foreshadows times when imaginative solutions mitigate the consequences which, like the disease itself, always hit the disadvantaged, those at risk of social exclusion, hardest. These have been years of a constant growth in inequality and fall in investment in science and healthcare systems, despite the many authoritative voices that warned us of the



danger and that this was no way to avert a risk that was more real than many governments thought.

In September 2019, the Global Perspectives Monitoring Board (GPMB), a body co-founded a year earlier by the World Bank and the WHO, published a report which took into account the experience of recent pandemics (Type A flu and Ebola) and specific information obtained from monitoring 1,483 epidemic outbreaks documented between 2011 and 2018 in 172 countries. The risk of a powerful pandemic was clearly visible on the horizon and they warned of its consequences, not only on lives but also on economic destabilization and social chaos. The report pointed out the convergence of different factors which accentuate our vulnerability, which it listed as follows: "population growth, increased urbanization, a globally integrated economy, widespread and faster travel, conflict, migration and climate change".

**+ A world at risk. Annual report on global preparedness for health emergencies**

The report affirms the poor will be the ones who suffer most from the disease but that the pathogen makes no distinction between rich and poor, and does not understand borders, even if they are closed. While the disease is spreading, we are all at risk. Moreover, it was clear: all economies are vulnerable and, taking the flu of 1918 as its reference, it calculates the economic consequences at 5% of global GDP. If the pandemic were less severe, it would be 2.2%. The conclusion: "the world is not prepared for a fast-moving, virulent respiratory pathogen pandemic".

Microsoft owner and philanthropist Bill Gates, someone who has been concerned about this matter for some time and one of the people who funded the report *Un mundo en peligro* sums up well how we need to act now this fear has become a reality. It requires global action that helps to ensure medical resources for combating the disease are distributed effectively and investment in R&D (Research & Development). Thanks to that we already have some highly effective vaccines that will continue to improve as their administration increases. In that regard, big data will become our ally. The cost of effective action against COVID-19 is exorbitant but the cost of doing nothing is even greater. That is why Bill Gates is calling for an agreement that unites as many governments as possible, with international bodies and the private sector, to establish a common front, a common policy for combating the disease.

**+ Masks, tests, treatments, vaccines — why we need a global approach to fighting Covid-19 now. The Telegraph.**

Faced with such a challenge, Fundación MAPFRE could not remain indifferent. Our DNA, which comprises our foundational goals, forces us to be proactive, to put our cumulative experience of 45 years' uninterrupted activity at society's

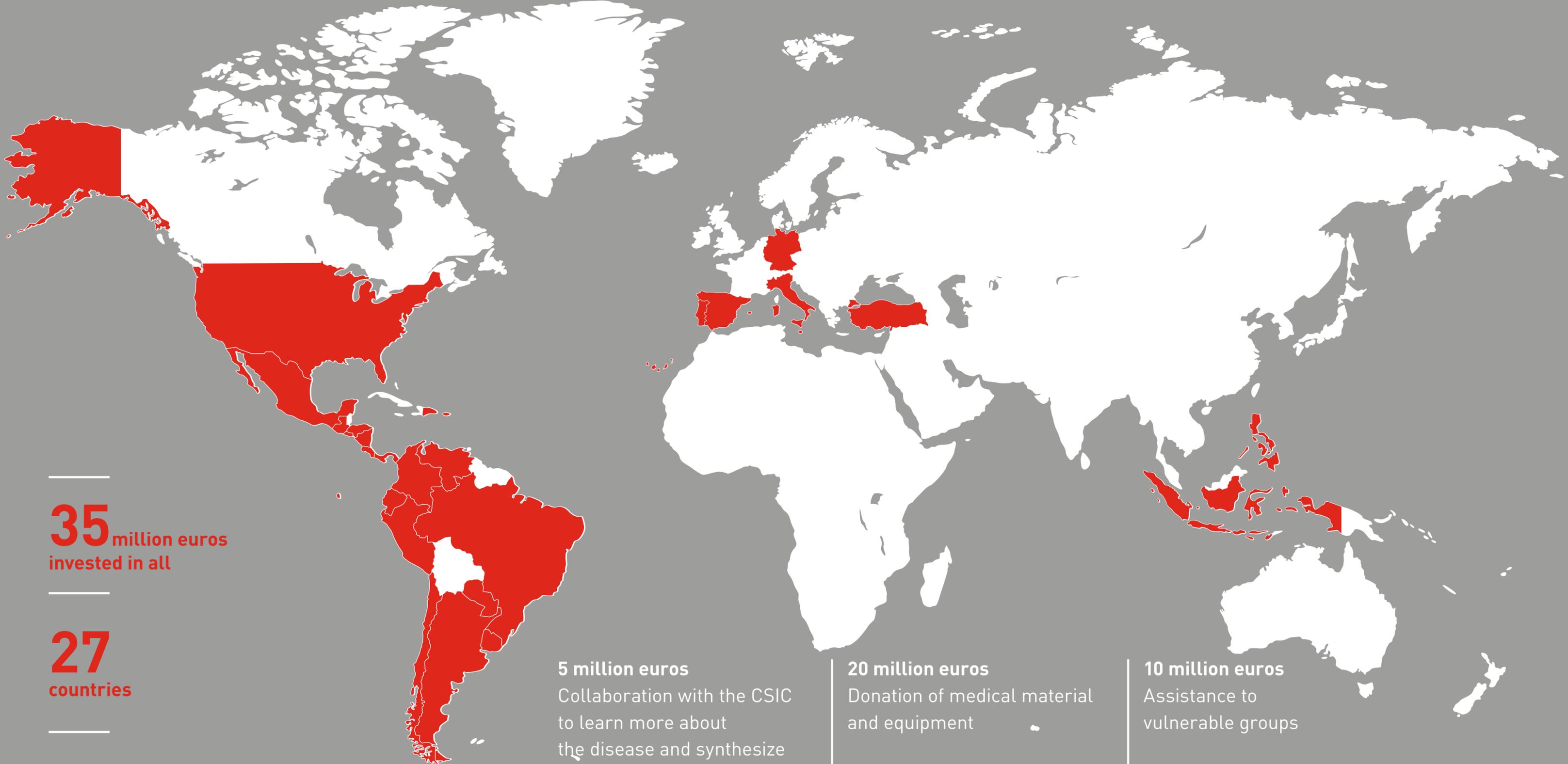


service. MAPFRE is a global company governed by sound social responsibility principles. Its initiatives have been geared towards protecting its clients, suppliers and employees, as well as contributing over 54 million euros to the solidarity fund of free life assurance policies for health workers. Furthermore, at Fundación MAPFRE, we have, in record time, designed a set of initiatives which will be explained in detail in the following pages and which consist of helping and protecting those who need it most, those in the front line of combating the virus, and ensuring we come through this crisis at the lowest possible cost. Our efforts are concentrated on three basic lines of action: support for the team of researchers at the Spanish National Research Council (CSIC) in finding out more about the disease, acquisition and distribution of medical material and emergency care actions.

We believe, like the WHO and World Bank Report, and in the words of Bill Gates, that COVID-19 understands neither countries nor borders. Now more than ever solidarity and unity in action are our most effective weapons. These are the principles that sustain the 21 actions we have carried out this year in 27 countries where we have the presence and infrastructure to offer efficient solutions, and which we have allocated 35 million euros to. As we like to say, people inspire us, they are the strength that drives us forward.

We would not like to finish this introduction without paying tribute to those who will never be able to benefit from our initiatives because, regrettably, we did not arrive in time. They are the countless disconsolate individuals and families that have lost a loved one. We will always be at your side, with the respect and solidarity you deserve. The challenge we face is enormous but we rise to it in the hope we overcome it, as the poet (José Martí) says, for all and for the good of all. ☺

# *A global effort*



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**35** million euros  
invested in all

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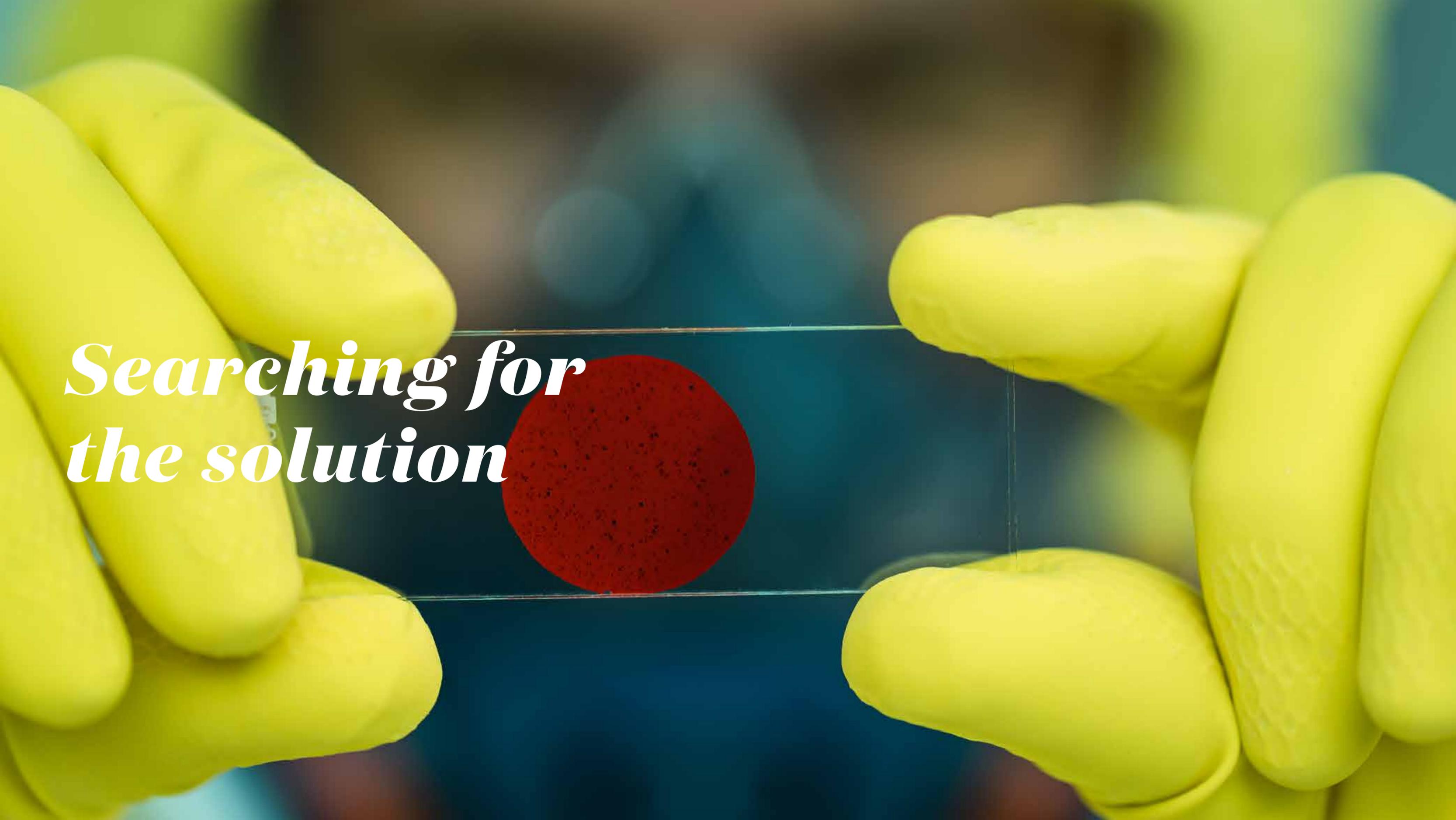
**27**  
countries

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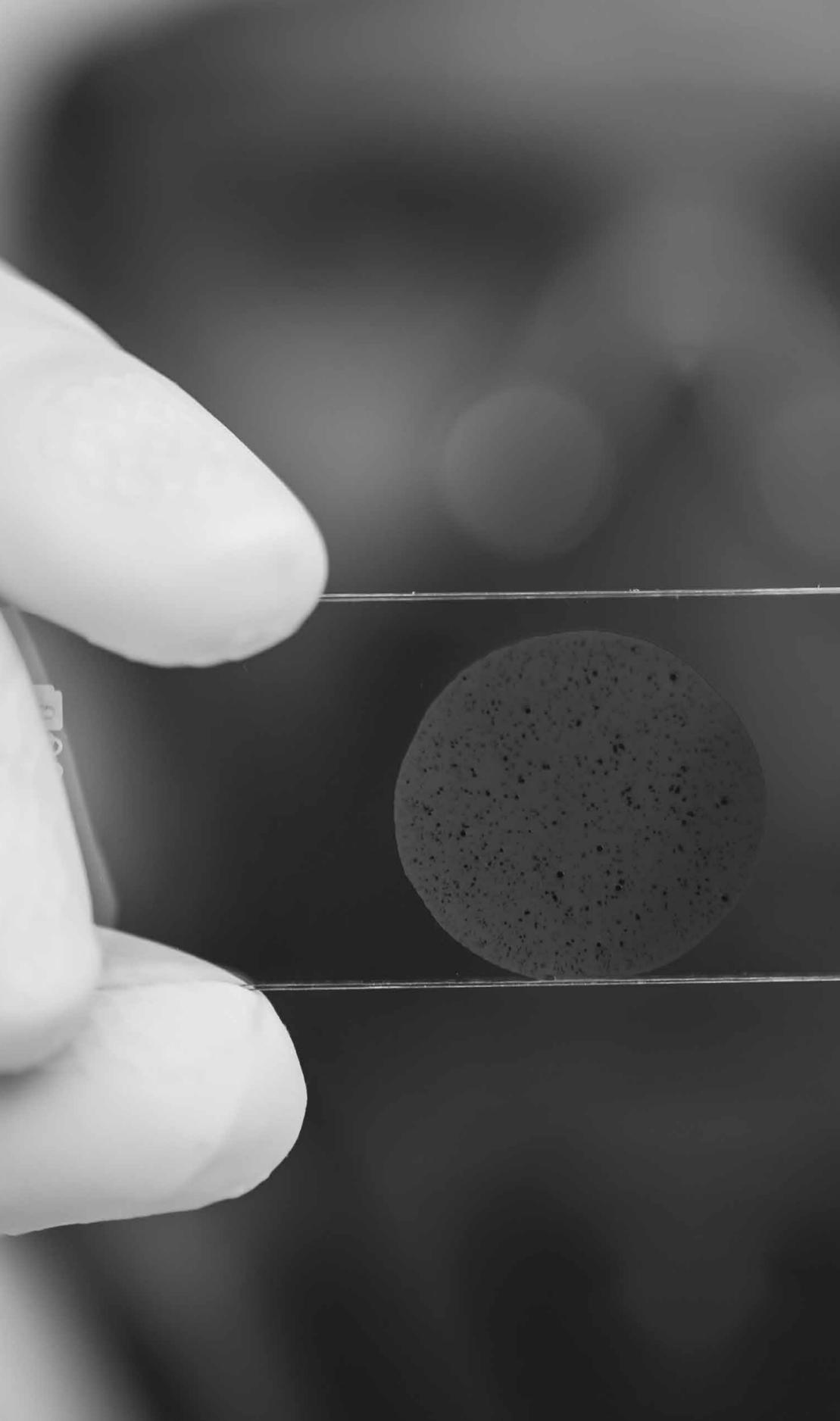
**5 million euros**  
Collaboration with the CSIC  
to learn more about  
the disease and synthesize  
a vaccine

**20 million euros**  
Donation of medical material  
and equipment

**10 million euros**  
Assistance to  
vulnerable groups



*Searching for  
the solution*



*If I don't know something, I research it*

Louis Pasteur

#### **Fundación MAPFRE-CSIC Collaboration**

**One of our basic lines of action has been to support advanced medical research that generates development and innovation (R&D&I) because we believe it is one of the most efficient mechanisms for contributing to social progress and combating certain diseases prevalent in the world. For some years now we have been collaborating with internationally renowned teams researching stem cells, Parkinson's, Alzheimer's and cardiovascular pathologies, all of them committed to finding effective therapies.**

Faced with the COVID-19 pandemic, we have to ask ourselves what a virus consists of and what its characteristics are. The word itself comes from the Latin "virus" and refers to a poison, toxin or noxious substance. A virus is a submicroscopic infectious agent that can only be observed through an electronic microscope, because it is a particle much smaller than a bacteria cell. Its structure is quite simple, formed by a small nucleus of DNA or RNA –which defines its characteristics and how it multiplies– and a protein coat. Viruses cause a wide range of diseases, including AIDS, measles, smallpox and poliomyelitis, and are at the limit of what could be considered a living being, because they need the cell of another living being to survive and reproduce. This host can be an animal, a plant, a fungus or a single-cell organism such as a bacteria. Once inside the host organism, the virus infects its cells, multiplies, liberates more viral agents and in that way spreads the pathogen throughout the organism.

There are millions of types of virus, with distinct forms and which affect different types of cells, which is why they can produce various illnesses. How can an unknown virus be suitably dealt with? The film *Contagion* (2011), directed by Steven Soderbergh who was advised by expert epidemiologists, explains it well. First it is necessary to find the origin of the outbreak, then try to control it and find patient zero so as to be able to break the infection chains. Once they are broken, the way to prevent the infection from spreading is to introduce stringent hygiene measures and isolate patients. In the flu pandemic of 1918, American Samoa imposed severe lockdown measures which ensured the disease was innocuous, while Western Samoa imposed no such measures and 22% of the population died. In the case of people with the disease, the most



suitable measures are to give them antiviral drugs and, depending on the gravity of the case, hospitalize them. But to defeat the virus, people need to become immune, which they can do naturally, by overcoming the disease and creating antibodies, or by means of a vaccine, the quickest and most effective way of destroying one of the simplest but also most lethal molecular forms.

**+ [Developing Covid-19 Vaccines at Pandemic Speed.](#)**  
**[New England Journal of Medicine](#)**

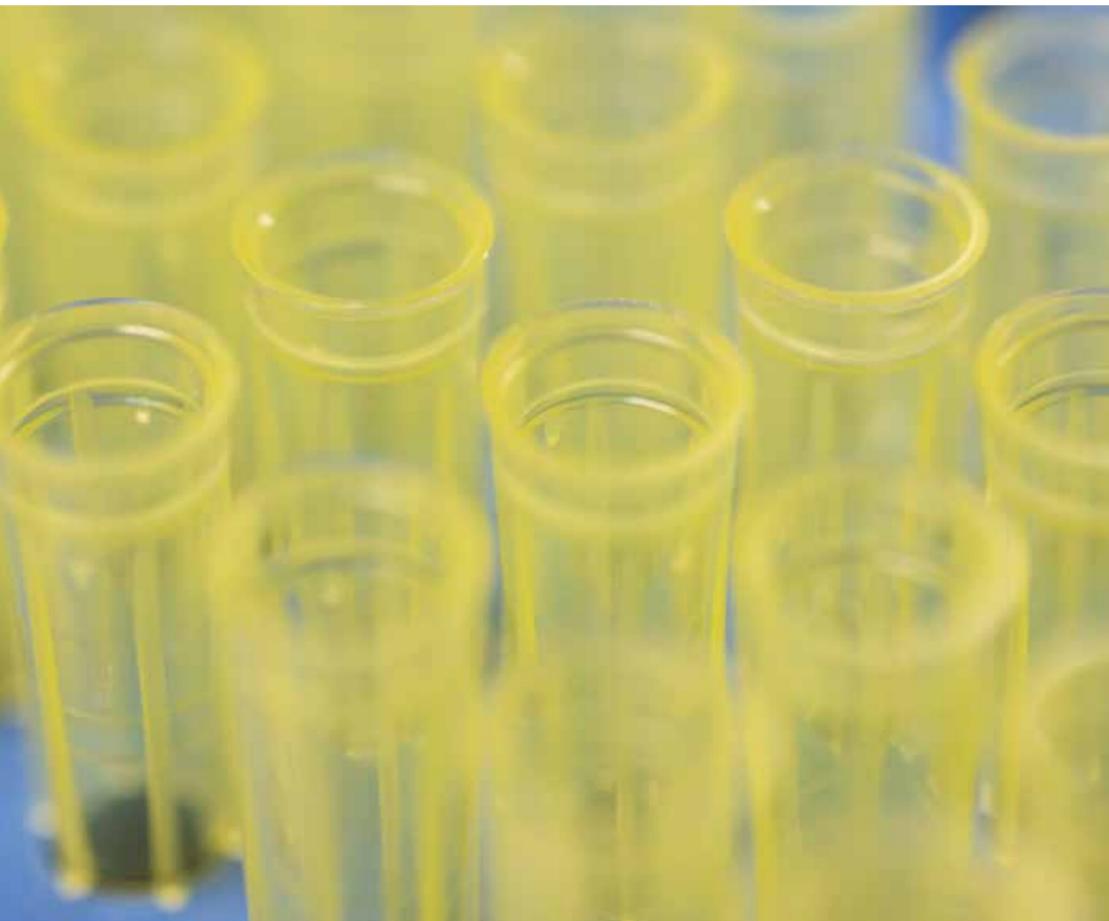
**+ [On viruses.](#)** **[National Human Genome Institute](#)**

The English physician Edward Jenner developed the first vaccine at the end of the 18th century, although the definitive impulse came from the French scientist Louis Pasteur over a century later. Since then, whenever a new virus has appeared, a race has begun to obtain a specific vaccine. The development of the pharmaceutical industry has helped but basic, ongoing medical research has proved to be the most effective approach, as it constitutes the necessary cumulative knowledge for treading on firm ground. In the 21st century, we have witnessed the development of vaccines against the human papillomavirus and

Type A flu, while considerable progress has been made in achieving others against hepatitis C and malaria, the latter an important catalyst for poverty.

When Fundación MAPFRE became aware of the debacle caused by COVID-19, we calculated the solution would come through better knowledge of SARS-CoV-2 – the virus known as severe acute respiratory syndrome coronavirus 2, which was observed for the first time in Wuhan (Hubei, China) and is the cause of the infectious disease COVID-19 – as well as an overall view of the disease itself, in order to be able to combat it in the most appropriate way possible. If this pandemic has taught us something, it is that we should never again talk about cost but rather investment in research, in fact, one of the most profitable forms of investment. There is a direct relationship between the percentage of GDP that States allocate to research and their position in the UN Human Development Index.

### Covid-19 and human development



This conviction is what lies behind the donation of five million euros to the Global Health Interdisciplinary Thematic Platform (PTI) of the Spanish National Research Council (CSIC), which encompasses 12 projects and 150 research teams with different specialties. A joint effort to address the challenges posed by the coronavirus SARS-CoV-2 epidemic and find solutions in the short, medium and, above all, long term. The platform is coordinated by Margarita del Val, a researcher at the Severo Ochoa Molecular Biology Center, supported by a committee of experts in the various fields involved.

### La plataforma Salud Global del CSIC lanza 12 proyectos científicos para abordar la pandemia del coronavirus

According to CSIC Vice President of Research Tomás Marco, “these are projects that will give us a much better understanding of virus transmission, its dynamics, and its clinical and epidemiological characteristics. They will also develop new diagnostic technologies, test new combinations of antivirals, and contribute to developing a new, effective vaccine based on antibodies”.

The CSIC will be free to use Fundación MAPFRE’s contribution, thus enabling it to carry out a comprehensive study of the pandemic, acquire in-depth knowledge of the virus and its transmission mechanisms, and facilitate not only a vaccine against it but also the scientific basis for protecting the population better against future pandemics. The CSIC National Biotechnology Center (CNB-CSIC) previously played a pioneering and, with its genetic engineering techniques, decisive role in developing the SARS vaccine in 2002.

### Las vacunas del CSIC

In the words of Fundación MAPFRE CEO Antonio Huertas, “ we are living in times when we have to take firm steps to help society overcome an extraordinary situation, and find a way out of this crisis with as little impact as possible. We are all called upon to undertake coordinated, joint action, so we are very proud of contributing to this research the CSIC is leading and we hope that more organizations will join in this effort to develop the vaccine the world’s population needs”.

### World Health Organization: On SARS-CoV-2

### ¿Vacunas? Por interés propio y por solidaridad (15.47 min.)



### What Immunity to covid-19 Really Means. Scientific American

#### Technical medical innovation

**Fundación MAPFRE believes in the practical application of science to solve specific social problems. Three years ago, we began holding the Social Innovation Awards to boost the creativity, talent and good work of entrepreneurs committed to making a positive change, where technology and innovation are at the service of those who need it most. For this year's edition, we have put the emphasis on promoting projects with an impact on the fight against the pandemic.**

### Fourth edition of the Fundación MAPFRE Social Innovation Awards

**The Open Ventilator**, a ventilator prototype developed by a team of researchers led by Javier González with the support of the Rey Juan Carlos University, Alcorcón University Hospital, Onrom, Airbus and Celera, a network of young talent, is just the kind of applied science that we like to promote, even more so at this time, when access to this medical infrastructure could avoid many deaths.

It is easy to make, using materials that can be found in any mechanical workshop with no need to resort to 3D printers, which can be a big help in developing countries where resources and access to technology is more limited. This is a non-profit, open-source project, as the researchers want the

ventilator to be within everyone's reach. Its low production cost of little more than 3,000 euros makes it a suitable alternative in the fight against COVID-19, when the standard ventilators are in short supply. It is currently awaiting authorization from the Spanish Agency for Medication and healthcare Products (AEMPS) to test it on patients. The prototype is at the Alcorcón and Vall d'Hebron hospitals.

Fundación MAPFRE has backed the project with 100,000 euros, thinking about its possible use in the Latin American countries where we have an active presence. In 2020, we delivered 36 prototypes to various countries: Ecuador, Peru, Uruguay, Brazil, Guatemala and Mexico.

#### The Open Ventilator (3.44 min.)



#### + Celera y la URJC desarrollan un respirador artificial seguro y de bajo coste

In addition to the Open Ventilator, we have participated in two more initiatives. Together with the São Paulo University Polytechnic School we have developed the **INSPIRE** project, which intends to make a thousand ventilators, of which 130 have already been delivered to various Brazilian hospitals. Likewise we are working with Peru's Catholic University on the **MASI** project, thanks to which 275 ventilators have been produced. For the most part these have been donated to Peru's health ministry.



The high demand for health care caused by the pandemic has meant that **personal protective equipment**, better known by its initials, PPE, has been in short supply at a time when it is needed to safeguard both health workers and their patients, given that it is the only way to avoid infection if you are less than two meters away from the infected person.

At the start of the pandemic we saw all kinds of solutions for overcoming the lack of professional PPE, a situation common to all the countries that have suffered the scourge of COVID-19. The impossibility of buying them on the open market was compounded by the difficulties of producing them at an affordable price and ensuring they complied with the relevant certifications.

To avoid these situations and equip medical staff with safe equipment, we reached an agreement with the Universidad Francisco de Vitoria, whose volunteers and the company E-Rescue took charge of production.

The Ávila Rotary Club, along with volunteers from Cullera and Favara in the Valencia region, has subsequently joined this initiative, to which we have allocated a budget of 30,000 euros.

We know less about SARS-CoV-2 than we actually know. Science is striving to find medications that will effectively combat its effects and to synthesize a vaccine. Regarding transmission, we know this is a virus that spreads through the air, that it is transmitted via the respiratory tract when an infected person coughs, sneezes or just speaks. So we are talking about droplet or aerosol transmission. The secretions may also be deposited on different surfaces and retain their capacity for infection. Consequently, if someone enters into contact with them and then touches their mouth, nose or eyes, the pathogen finds an entry point into their body. There is no definite information on whether the virus survives when it is deposited on a surface. It depends on the environmental conditions and the viral load. Therefore, systematic disinfection of public spaces is one of the most effective measures that must be adopted to halt infection, regardless of whether infection from fomites is more or less relevant in transmission.

#### + Así se propaga el SAR-COV-2. El País

Cities must be equipped with enough disinfection equipment that is economical and as effective as possible. Fundación MAPFRE has invested more than 15,000 euros in an Alcalá University project with that aim. It consists in producing high-tech equipment that acts on all kinds of surfaces in closed or open spaces, and which can spread the liquid disinfectant in nanoparticles, for more thorough disinfection. This equipment is designed for use by the National Police and ideally suited to the vehicles they use. ☺

#### + La Policía Nacional se equipa con tecnología revolucionaria de la Universidad de Alcalá para desinfecciones masivas. La luna de Alcalá TV

#### + Un novedoso sistema con nanopartículas desde un camión antidisturbios desinfecta la Comisaría de Ávila. La Vanguardia



*Act now!*



*Letters, like flowers, like fruit, like peoples, often suffer from epidemics that devastate and disfigure them.*

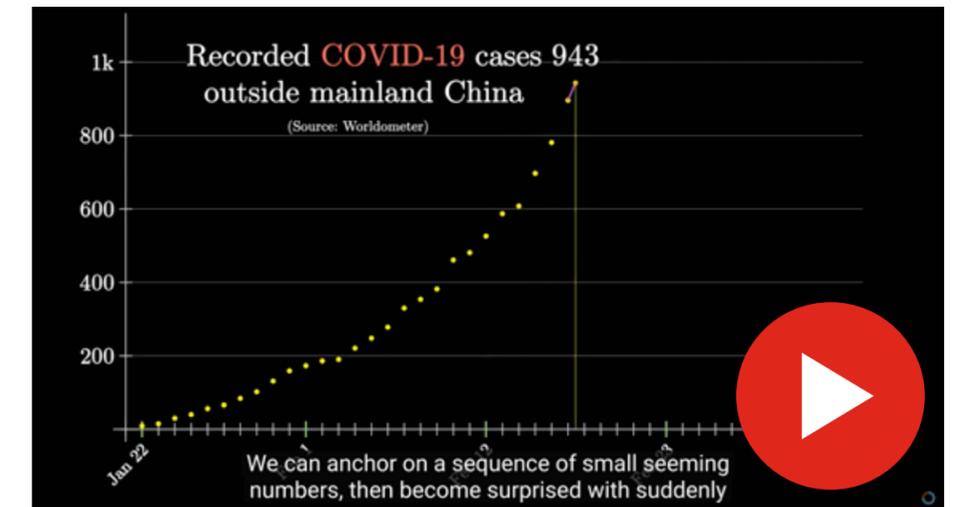
Rubén Darío

Science will find the definitive solution but what can we do in the meantime? We are living in strange times where the victims are heroes merely because they stay at home. States have adopted active public health policies to reduce the number of cases and ensure medical care for the sick. Epidemiologists use the code 80-15-5 which are the incidence percentages of a virus such as SARS-CoV-2. At some time 80% of the population will experience the disease without realizing it or showing any symptoms; 15% will contract pneumonia, requiring some kind of medical care and, possibly, hospitalization; the remaining 5% will require prolonged hospital care and probably intensive care. In the absence of a vaccine and antivirals that have been shown to be effective, the solution depends on the health system not collapsing, in other words, the 5% of people who are going to need intensive care must arrive gradually, so they can all receive proper care.

**+** *Geometría de una pandemia. El País*

The situation of being confined to home that most of the world's population find themselves in is aimed at achieving that objective. The economic consequences of that measure are disastrous but leaving the infection to spread at its natural pace would be even worse and the number of victims would increase fourfold. It is something we are going to experience more of. The communication technologies that have made it possible for many people to work from home have helped but it is clear that, however much we want to isolate people, there will always be informal workers, homeless people or people at risk of social exclusion and, finally, those who are essential for a particular activity but cannot stay at home. They include health workers, wardens and cleaners who combat the disease in hospitals and health centers; those who work in old people's homes; firefighters, police and security forces that maintain public order; workers who transport people or goods; pharmacy and food shop staff; crop and livestock farmers who ensure food production and distribution never stops; street cleaners; funeral parlor workers, and so on. We depend on them and must give them the means to ensure they do not fall ill and, in turn, spread the disease.

Exponential growth and epidemics (8.56 min.)



Where can the necessary supplies be obtained? On the world market, which every country has turned to in a chaotic fashion at the same time, with the disadvantage that demand is infinitely greater than supply. In other words, we are faced with what economists call inelastic demand, because, in a situation like the one we find ourselves in, an increase in the price of the good supplied does not lead to a fall in demand in the same proportion. On the contrary,



we are in a situation where demand is stable or even increasing. The market is not as effective as required. As the months have gone by, it has gradually regulated itself and much of that has to do with the coordinated procurement of organizations such as the European Union, which has had an impact on the price of vaccines. Despite that, they are still at a price where a sufficient quantity is out of the reach of many countries.

Fundación MAPFRE has had established emergency plans for years that enable us to act swiftly and efficiently where a disaster occurs, always in coordination with the authorities of each country and relying on a large network of volunteers as well as the logistics that a global company such as MAPFRE provides us.

Taking all that into account, when the pandemic began to wreak havoc we decided to allocate a budget of 20 million euros for investment in 27 countries where MAPFRE has a presence and, by extension, the capacity for immediate action. The money has been allocated towards buying medical equipment for health protection and ventilators, setting up emergency medical units and field hospitals, and carrying out diagnostic confirmation tests.

When it came to sharing out the budget by countries in the most equitable and objective way possible, we took into account their size and need by applying the Global Health Security Index (GHSI), developed by the John Hopkins University in the United States, which measures a country's degree of preparedness if faced with a possible pandemic.

#### Global Health Security Index

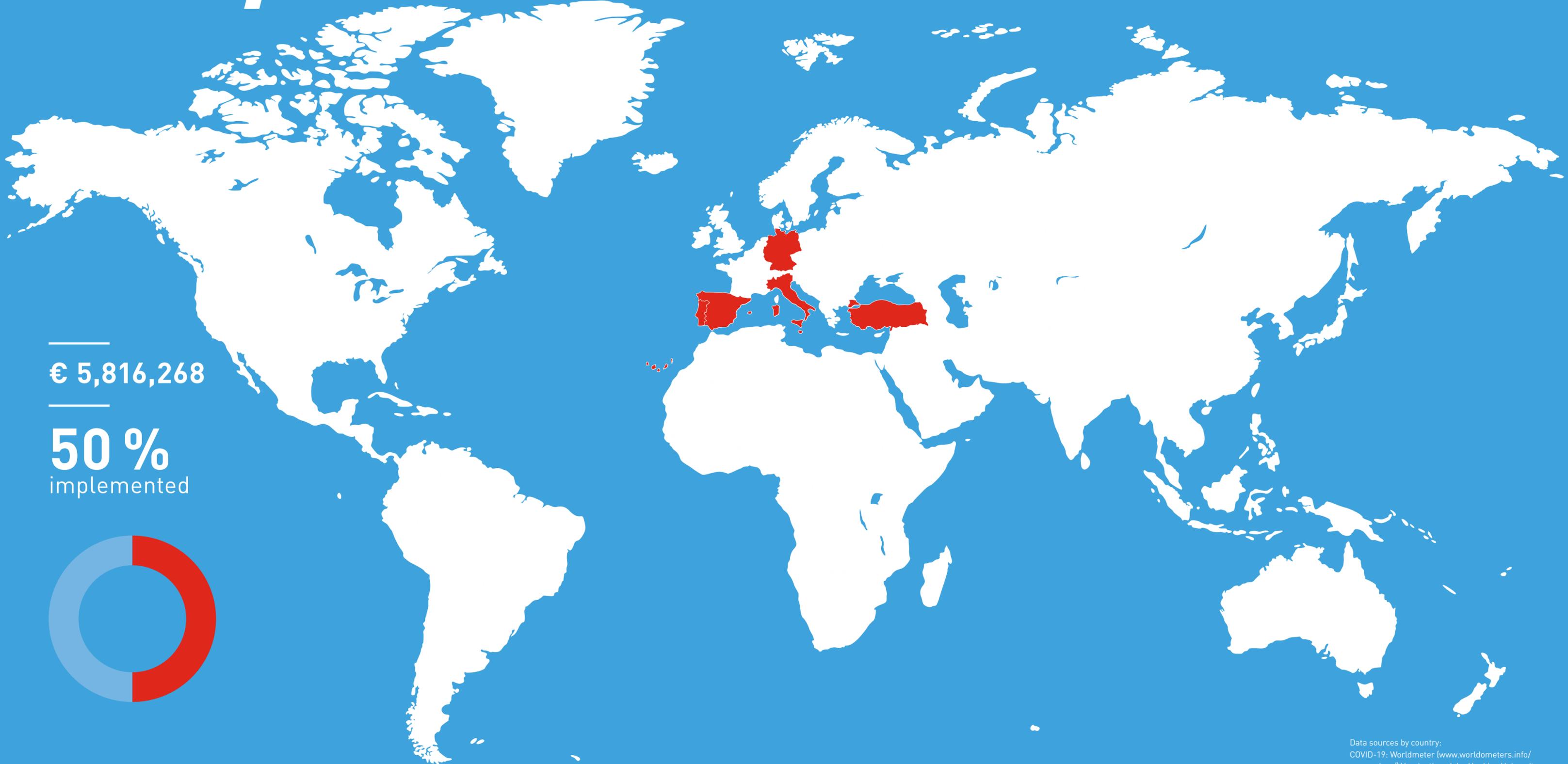
**How to act against COVID-19. A success model (36.48 min.)**



There follows a country-by country breakdown, as brief and specific as possible, of the aid delivered in the form of medical supplies in the fight against COVID-19. The information is preceded by a brief fact sheet on each country, a snapshot of the situation they are experiencing that tells us about their capacity to cope with the pandemic according to the GHSI and gives the budget allocated by Fundación MAPFRE along with the amount already spent.

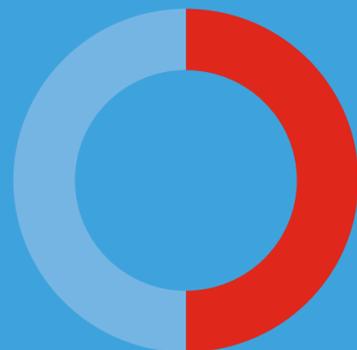
In 2020, we invested 88.5% of the budget, which will help to alleviate the situation of nearly 12.25 million people who are still ill (data 12.02.2021). It is a set of 27 countries with an average of 32,658 people infected and 738 deaths per million inhabitants. To put our figures in the global context, there are around 22.7 million active cases with an average of 14,115 people infected and 311.5 deaths per million inhabitants. All these figures have increased more than tenfold since our previous report published in May, partly because the pandemic has spread in time and space but also because the detection mechanisms have too: the number of tests per million inhabitants has also increased tenfold. According to the GHSI, of the 27 countries where we have carried out some kind of action, only 2 were very well prepared for tackling the pandemic, 22 were sufficiently prepared and 2 less prepared. ✖

# Europe

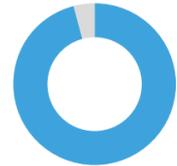


€ 5,816,268

50 %  
implemented



## Germany



Budget / expenditure (euros):  
€ 239,201 / 230,000

**96 %**

GHSI: **14**

### COVID-19 IMPACT

27,760 / 775 (people infected / deaths per million population)

164,386 active cases

1,410,239 / 1.70 (individuals completely vaccinated and percentage)

- ▶ **BERLIN EXHIBITION CENTRE HOSPITAL**  
28,750 diagnostic tests



## Spain



Budget / expenditure (euros):  
€ 3,500,000 / 1,350,600

**39 %**

GHSI: **15**

### COVID-19 IMPACT

65,347 / 1,384 (people infected / deaths per million population)

703,695 active cases

1,000,485 / 2.14 (individuals completely vaccinated and percentage)

- ▶ Donations have been made throughout Spain and have been distributed to public and subsidized homes for the elderly and people with disabilities, hospitals and other social organizations:  
188,000 FFP2 masks  
1,193,000 surgical masks  
3,200 safety goggles  
45,000 disposable gowns  
1,347,000 nitrile gloves  
4,500 coveralls  
8,200 visors

**+ Recursos oficiales digitales para combatir la covid-19**



## Malta



Budget / expenditure (euros):  
€ 973,260 / 349,701

**36 %**

GHSI: **98**

### COVID-19 IMPACT

44,084 / 651 (people infected / deaths per million population)

16,811 active cases

15,601 / 3.20 (individuals completely vaccinated and percentage)

- ▶ **MALTESE GOVERNMENT HEALTH AUTHORITIES**  
100,000 FFP2, FFP3 and N95 masks



## Portugal



Budget / expenditure (euros):  
€ 190,885 / 199,099.54

**104 %**

GHSI: **20**

### COVID-19 IMPACT

76,754 / 1,477 (people infected / deaths per million population)

113,450 active cases

194,530 / 1.89 (individuals completely vaccinated and percentage)

- ▶ **LISBON CENTRAL HOSPITAL**  
20,000 FFP2 masks  
185,000 surgical masks  
1,200 safety goggles  
1,055 coveralls  
4,500 face shields  
100,000 pairs of medical gloves
- ▶ **SÃO JOÃO HOSPITAL**  
20,000 gowns  
20,000 caps



## Turkey



Budget / expenditure (euros):  
521,954 / 395,328 €

**75.74 %**

GHSI: **40**

### COVID-19 IMPACT

30,297 / 321 (people infected / deaths per million population)

83,702 active cases

488,937 / 0.59 (individuals completely vaccinated and percentage)

- ▶ **NATIONAL SOLIDARITY CAMPAIGN OF THE TURKISH GOVERNMENT**  
Donation to the government's national solidarity campaign "Biz Bize Yeteriz Türkiye".
- ▶ **X DARÜŞŞAFAKA**  
Donation to meet the medical needs (gloves, masks, aspirators, cleaning supplies...) in its 4 residences.



- ▶ **LOCAL PUBLIC AUTHORITY**  
20,000 protective masks of different types.
- ▶ **X CAPA PUBLIC HOSPITAL**  
Adult intensive care beds, newborn intensive care beds, and refrigerators.
- ▶ **X DONATION TO 3 HOMES FOR THE ELDERLY**  
Healthcare and disinfection material.
- ▶ **X IZMIR MUNICIPALITY**  
Disinfectant gel and masks for the victims of the Izmir earthquake that occurred on 30 October, 2020.

## Italy



Budget / expenditure (euros):  
€ 390,968 / 390,000

**100 %**

GHSI: **31**

### COVID-19 IMPACT

44,652 / 1,540 (people infected / deaths per million population)

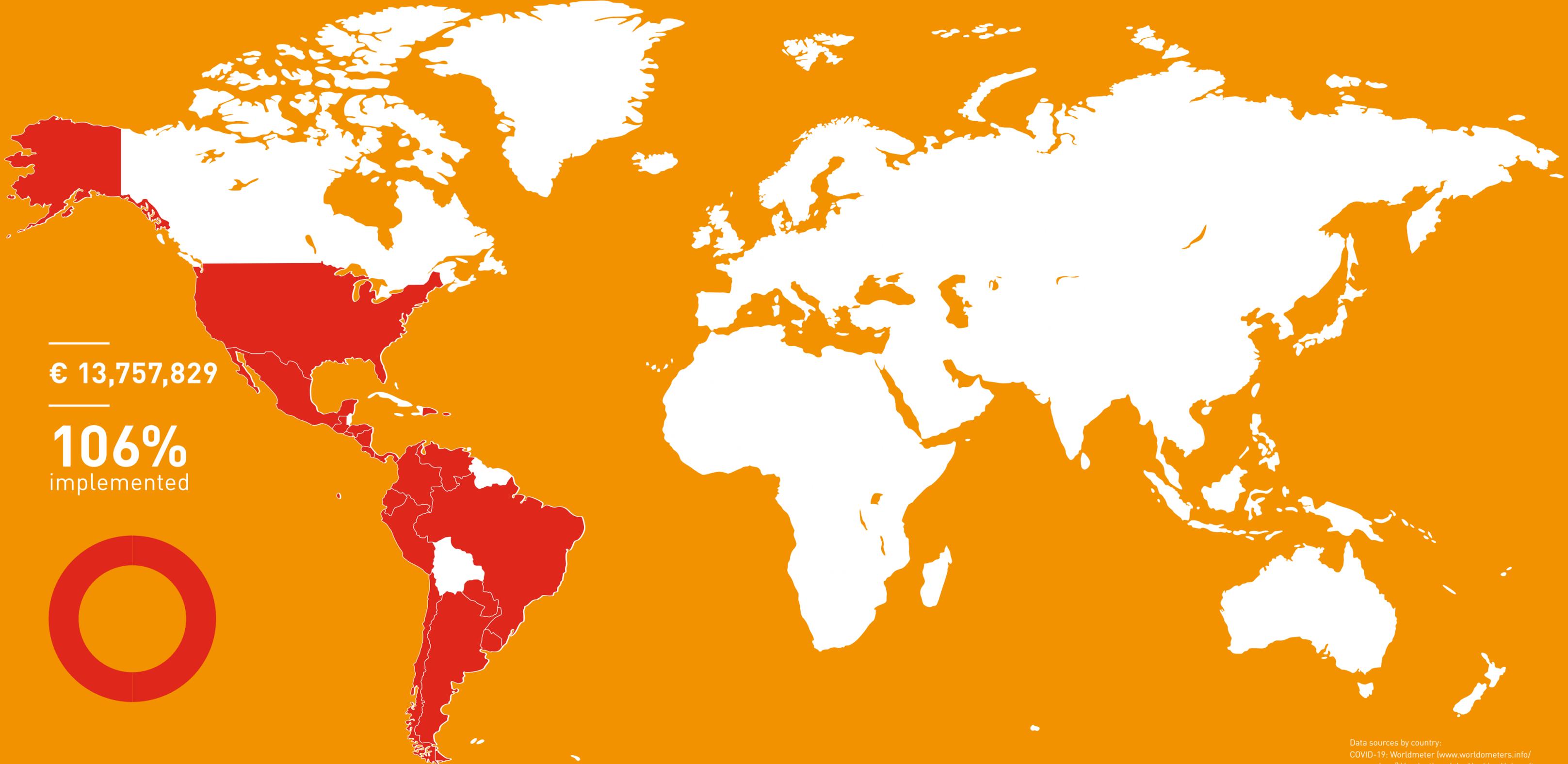
402,174 active cases

1,281,999 / 2.12 (individuals completely vaccinated and percentage)

- ▶ **BIELLA HOSPITAL**  
4 lung ultrasound scanners
- ▶ **SAN GERARDO DE MONZA**  
Donation to boost specialized resources (nurses and qualified medical staff), the intensive care capacity, and to purchase medical devices and healthcare material.
- ▶ **RESIDENCES FOR THE ELDERLY IN THE MILAN PROVINCE**  
Donation for the purchase of healthcare material.

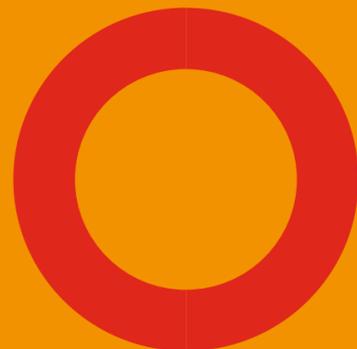


# America



€ 13,757,829

**106%**  
implemented



## Argentina



Budget / expenditure (euros):  
235,155 / 478,654 €

**204 %**

GHSI: **25**

### COVID-19 IMPACT

44,343 / 1,101 (people infected / deaths per million population)

151,307 active cases

237,483 / 0.53 (individuals completely vaccinated and percentage)

► Grants for professional courses linked to the care of critically ill patients suffering COVID-19.

► **SAN JOSÉ HOME FOR THE ELDERLY AND THE SANTA ANA AND SAN JOAQUÍN DAY CLUB-MESSENGERS OF PEACE**

Healthcare and cleaning supplies.



► **COLLABORATION WITH THE SOCIAL ACTION COOPERATIVE (COOPERADORA DE ACCIÓN SOCIAL-COAS)**

PPE kits for Hospital Dr. Bernardo Houssay-Vicente López, Hospital Central Dr. Melchor Ángel Posse, and Hospital Militar de Buenos Aires.

► **DONATION OF HEALTHCARE EQUIPMENT FOR PUBLIC HOSPITALS** Jujuy, Cordoba, Buenos Aires and Salta

## Brazil



Presupuesto / gasto (euros)  
3,081,127 / 3,232,841 €

**203.55 %**

GHSI: **22**

### COVID-19 IMPACT

45,742 / 1,113 (people infected / deaths per million population)

849,766 active cases

194,230 / 0.09 (individuals completely vaccinated and percentage)



► **HEALTH SECRETARIAT OF THE STATE OF SÃO PAULO**  
50,000 N-95/FFP2 masks  
100,000 pairs of disposable gloves

► **CAMPO MUNICIPAL HOSPITAL LIMPO-SÃO PAULO**  
50 ICU beds

► **PACAEMBU STADIUM, SÃO PAULO**  
10 Mobile ICUs for the field hospital

► **MATER - DEI BETIM HEALTH NETWORK, MINAS GERAIS**  
10 ICU beds

► **FUNDACIÓN FIOCRUZ, RÍO DE JANEIRO**  
Ventilators

Laboratory ship for the Amazon riverside communities.

► **SANTA CASA DE MISERICORDIA DE SÃO PAULO**  
200 beds

► **DONATION PROJECT INSPIRE POLI/ USP**  
1,000 ventilators

► **SANTO AMARO DIOCESE AND THE ARSENAL DE ESPERANZA SHELTER**  
Medicines, food, hygiene and cleaning products

► **AKHANDA INSTITUTE**  
Food, personal hygiene products, PPE and clothing

► **JO CLEMENTE INSTITUTE**  
Gloves, face masks, disposable aprons, and medical alcohol

## Chile



Budget / expenditure (euros):  
346,138 / 467,657 €

**135 %**

GHSI: **27**

### COVID-19 IMPACT

39,988 / 1,007 (people infected / deaths per million population)

23,181 active cases

54,583 / 0.29 (individuals completely vaccinated and percentage)

► **CONAPRAM AND SENAPRA HOMES FOR THE ELDERLY**  
200,000 masks  
45,000 shoe covers  
200,000 gloves  
50,000 open-backed gowns

► **HOSPITAL CLÍNICO DE LAS FUERZAS AÉREAS DE CHILE**  
10 flow generators with humidifier for humidified nasal high flow (NHF) therapy

6,000 N95 masks  
5,000 open-backed gowns  
1,000 acrylic face shields

► **HOSPITAL PADRE HURTADO**  
5 defibrillators

3 volumetric pumps with flow rate infusion and dose calculation



## Colombia



Budget / expenditure (euros):  
503,540 / 503,540 €

**100 %**

GHSI: **65**

### COVID-19 IMPACT

42,664 / 1,117 (people infected / deaths per million population)

55,180 active cases

0 / 0 (individuals completely vaccinated and percentage)



► **CLÍNICA SHAIQ**  
4 ventilators  
2 anesthesia machines  
24 monitors  
25 emergency stretchers  
24 electric stretchers

► **MEDICAL CAMP**  
The field hospital for 70 hospitalized patients, run in collaboration with various Spanish companies.

► **TUMACO AND BOGOTÁ HOSPITALS**  
Donation of shields, gloves, boot covers, surgical caps, gowns, N95 valved respirators and masks.

► **CLÍNICA UNIVERSIDAD DE LA SABANA**  
5 ventilators

► **ALLIANCE FOR SOLIDARITY**  
Donation of healthcare kits to assist 320 families

## Costa Rica



Budget / expenditure (euros):  
318,648 / 274,725 €

**86 %**

GHSI: **62**

### COVID-19 IMPACT

38,882 / 530 (people infected / deaths per million population)

35,527 active cases

28,363 / 0.56 (individuals completely vaccinated and percentage)

► **NATIONAL MEDICAL UNION AND THE COLLEGE OF PHYSICIANS**  
25,000 N95 masks for medical employees in public and private hospitals across the country.

► **X ASOCIACIÓN DE EMPRESARIOS PARA EL DESARROLLO**  
20 COVID-19 rapid test machines.  
4,000 reactive tests

► **X EXCLUSIVE HOSPITAL FOR COVID-19**  
Ventilators for special care for 88 patients suffering complications.

## Ecuador



Budget / expenditure (euros):  
256,274 / 250,078 €

**98 %**

GHSI: **45**

### COVID-19 IMPACT

14,798 / 855 (people infected / deaths per million population)

27,899 active cases

0 / 0 (individuals completely vaccinated and percentage)

► **JUNTA DE BENEFICENCIA DE GUAYAQUIL**  
Purchase of test kits and biosecurity coveralls, masks, medical caps, eye and foot protectors.

► **FUNDACIÓN CARLA MORALES**  
125 emergency beds  
2,000 foot protectors  
60,000 masks  
2,000 medical caps  
250 protective coveralls



► **GUAYAQUIL FIREMEN**

5 ozone devices  
50 thermometers

► **NATIONAL NAVY**

The donation would be used to purchase N95 masks to distribute among the medical personnel at the Navy's healthcare facilities that are caring for COVID-19 patients and the personnel who are implementing operations to prevent the spread of the disease.

► **AZUAY-CUENCA CEREBRAL PALSY ASSOCIATION**

1,000 masks  
1,000 gloves  
250 medical caps  
250 coveralls  
100 liters of alcohol  
100 liters of bleach

► **LAS HERMANITAS DE LOS ANCIANOS DESAMPARADOS HOGAR CRISTO REY-CUENCA CONGREGATION**

3,000 masks  
1,000 gloves  
300 medical caps  
300 disposable gowns  
100 liters of alcohol  
100 liters of bleach

► **GENERAL TEACHING HOSPITAL- AMBATO**

Donation of 600 boxes of gloves (100 items per box) to be distributed among the 300 professionals working in the isolation area of the hospital.

► **FUNDACIÓN DE DESARROLLO INTEGRAL SEMBRAR-QUITO**

3,000 masks  
20 boxes of gloves  
300 medical caps  
300 disposable gowns  
100 liters of alcohol  
100 liters of bleach

► **FUNDACIÓN DISCAPACITADOS JACINTA Y FRANCISCO (SAGRADO CORAZÓN DE JESÚS)**

20 boxes of gloves  
2,000 masks  
1,000 gowns

► **FIRE DEPARTMENT OF THE METROPOLITAN DISTRICT OF QUITO**

4,000 masks  
1,000 gowns  
1,000 biosecurity coveralls  
1 portable ozone disinfection machine

► **CANTON MANTA**

Donation of 25,000 masks to be distributed to healthcare workers across the country.

► **CLÍNICA CRISTO REDENTOR**

2,000 gloves  
2,000 masks  
2,000 medical caps  
2,000 gowns  
2 oxygen tanks

► **MILAGRO FIRE DEPARTMENT**

30,000 masks  
200 biosecurity coveralls  
120 bottles of alcohol  
4 oxygen tanks  
3,000 gloves

► **DURÁN FIRE DEPARTMENT**

30,000 masks  
200 biosecurity coveralls  
120 bottles of alcohol  
4 oxygen tanks  
3,000 gloves

## El Salvador



Budget / expenditure (euros):  
434,427 / 426,722 €

**98%**

**GHSI: 65**

**COVID-19 IMPACT**  
8,826 / 265 (people infected / deaths per million population)  
3,718 active cases  
0 / 0 (individuals completely vaccinated and percentage)

► We have delivered **81,081** COVID-19 screening tests to the national authorities.

► **NATIONAL EMERGENCY HOSPITAL OF THE GOVERNMENT OF EL SALVADOR**  
150,000 KNP95 and N95 masks



## United States



Budget / expenditure (euros):  
1,911,310 / 1,918,743 €

**100%**

**GHSI: 1**

**COVID-19 IMPACT**  
84,607 / 1,483 (people infected / deaths per million population)  
9,573,871 active cases  
14,077,440 / 4.30 (individuals completely vaccinated and percentage)

► **CITY OF BOSTON RESILIENCY AID**  
Medical support and PPE for healthcare workers, children, the elderly, and families.

► **BOSTON MEDICAL CENTER**  
Ventilators for transport and critical care.  
N95 masks.  
Full face shields, gowns, gloves, and diagnostic kits.

► **HARRINGTON HOSPITAL**  
Donation of medical equipment and PPE.

► **UMASS/MEMORIAL HOSPITAL**  
Donation of medical equipment and PPE.

► **MASSACHUSETTS GENERAL HOSPITAL**  
Donation of PPE and diagnostic test kits.  
COVID-19 vaccine research.

► **TUFTS MEDICAL CENTER**

4,400 N95 masks  
6,300 KN95 masks  
4,400 face shields

► **BAY STATE MEDICAL CENTER**

4,400 N95 masks  
6,300 KN95 masks  
4,400 face shields  
1,900 safety goggles

► **REMOTE CARE MANAGEMENT- DUDLEY**

Nursing support through the remote work program that serves the elderly and vulnerable groups in the area. This is implemented via email, by telephone, and includes virtual health checks.

► **FOOD AND DINING SUPPORT- WEBSTER**

Delivery of food and basic items to public school students and families at risk of exclusion, to offset the suspension of the Public School system's meal plan due to school closures.

► **PAPR OR CAPR UNITS-WEBSTER**  
Assistance with medical equipment for Webster hospitals. The PAPR and CAPR units are used to transport intubated patients to hospitals.

► **EMERGENCY DAY CARE CENTER- WEBSTER-DUDLEY**  
As a result of the COVID-19 crisis, the Boys & Girls Club has become an emergency kindergarten. The donation will be used to purchase supplies necessary for it to act as such to facilitate the acquisition of sanitation, sports and social recreation supplies, non-perishable foods, and socks and shirts for the children.

► **POINT BREEZE RESTAURANT- WEBSTER**

Preparation and distribution of meals for medical staff from the Harrington Hospital, the police, firefighters and emergency staff.

► **WORCESTER COMMUNITY ACTION COUNCIL-WEBSTER- SOUTHBRIDGE**

Program so the curriculum can be regularly shared with families at risk of social exclusion via the Postal Service, to provide the children with learning opportunities while helping families to maintain the digital connection.

► **TELEBEHAVIORIAL HEALTHCARE & MEDICAL PPE SUPPLIES-UPTON**

Behavioral medical care for the vulnerable population plus delivery of healthcare supplies and personal protective equipment.

► **BOSTON MED FLIGHT**  
Purchase and distribution of protection equipment and supplies to decontaminate air ambulances for transporting COVID-19 patients in a critical condition to Boston's hospitals.

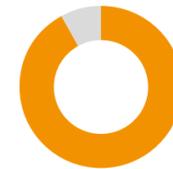
➕ **Coronavirus (COVID-19). National Institutes of Health**

➕ **Secretaría General Iberoamericana: "Iberoamérica frente a la covid-19"**

### Mask making in Guatemala (1.30 min.)



## Guatemala



Budget / expenditure (euros):  
475,673 / 436,561 €

**92%**

**GHSI: 125**

**COVID-19 IMPACT**  
9,177 / 334 (people infected / deaths per million population)  
7,306 active cases  
0 / 0 (individuals completely vaccinated and percentage)

► **GOVERNMENT OF GUATEMALA**  
Donation of mask-making machine.

► **HOSPITAL IN SANTA LUCÍA-COTZUMALGUAPA**  
Installation of electric wiring and a system for handling black water and sewage sludge at the hospital being set up in Santa Lucía de Cotzumalguapa.

## Honduras



Budget / expenditure (euros):  
564,861 / 662,568 €

**117%**

**GHSI: 156**

**COVID-19 IMPACT**  
15,833 / 384 (people infected / deaths per million population)  
91,526 active cases  
0 / 0 (individuals completely vaccinated and percentage)

► **DONATION FOR 2 HOSPITALS IN THE NORTH OF THE COUNTRY**  
7,000 caps  
7,000 safety goggles  
7,000 KN95 masks  
7,000 surgical masks  
7,000 gowns

► **DONATION FOR 9 HOSPITALS IN THE NORTH OF THE COUNTRY**  
Masks, gloves, gowns, etc.

► **MEDICAL COLLEGE-HOSPITAL MARÍA- HEALTH SECRETARIAT**  
27,000 surgical caps  
150,000 surgical masks  
27,180 KN95 masks  
1,580 face shields  
6,000 safety goggles



1,250 boxes of latex gloves  
14,000 surgical gloves  
2,800 surgical gowns  
10,500 shoe covers  
6,114 biosecurity coveralls

► **HOSPITAL CARDIOPULMONAR EL TORAX**  
Installation of a mechanical ventilation and air-conditioning system in 4 COVID-19 rooms at this public hospital in Tegucigalpa.

► **MARIO CATARINO RIVAS-SAN PEDRO SULA**  
Medical equipment (infusion pumps, portable electric aspirators, monitors of at least 6 parameters with their trolley and 12-channel electrocardiographs), to increase the quotas for dealing with COVID-19 patients.

► **HOSPITAL ATLÁNTIDA-LA CEILÁN**  
Personal protection equipment (caps, gowns, biosecurity coveralls, goggles, masks, gloves, boot covers, etc.) for medical staff at the hospital, which is attending to over 300 people affected in the area.

► **HOSPITAL LEONARDO MARTÍNEZ**  
The donation involve equipping a room for health workers at the hospital with 6 AIRVO, 6 beds, 6 stands, 6 monitors and 11 infusion pumps.

► **WORLD VISION**  
In addition to COVID-19, the populations of Villanueva and La Lima have been hard hit by hurricanes. To alleviate the situation we have delivered 600 hygiene and food kits.

## Mexico



Budget / expenditure (euros):  
1,028,140 / 1,195,483 €

**116.28 %**

GHSI: **28**

### COVID-19 IMPACT

15,170 / 1,320 (people infected / deaths per million population)

269,028 active cases

85,887 / 0.06 (individuals completely vaccinated and percentage)

### X ASILO UN GRANITO DE ARENA Y FUNDACIÓN SER HUMANO

Masks, soap and antibacterial gel, goggles, gloves, disposable gowns and alcohol (2 month supply).

### HOSPITAL GENERAL DEL VALLE DEL BRAVO-FUNDACIÓN DIBUJANDO UN MAÑANA

2,640 N95 masks and 5,280 personal protection kits (needed for 4 months)

### NATIONAL INSTITUTE OF MEDICAL SCIENCES AND NUTRITION SALVADOR ZUBIRÁN-NATIONAL INSTITUTE OF RESPIRATORY DISEASES (INER)

135 monitors with basic parameters  
3 patient monitoring stations  
2 complete video laryngoscope sets  
160 pulse oximeters  
6 electrocardiographs

### DONATION 5 TERRITORIAL ASYLUMS

Masks, soap and antibacterial gel, protective goggles, gloves, disposable gowns and alcohol (2 months supply).

### SUPPORT FOR MEDICAL STAFF

Breakfasts for medical staff

### FREE TELEPHONE CARE FOR HEALTH WORKERS

Service that tackles the COVID-19 emergency with professional medical resources, offering free psychological and thanatological advice over the phone.

### FUNDACIÓN IMSS

The donation consists in providing medical supplies (latex gloves, triple-layer and KN95 masks, disposable gowns) to be distributed among medical staff at various hospitals

### NATIONAL INSTITUTE OF RESPIRATORY DISEASES (INER))

10,000 gloves  
10,000 triple-layer masks  
5,000 N-99 masks  
10,000 protection kits (gown, trousers, cap, shoe covers)



### Entrega de material donado (49 sec.)

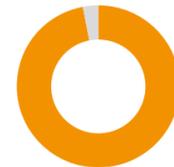


GERARDO CORRALES  
CEO MAPFRE PANAMÁ

de 38.2 millones de dólares que Fundación



## Nicaragua



Budget / expenditure (euros):  
347,451 / 335,818,90 €

**97 %**

GHSI: **73**

### COVID-19 IMPACT

951 / 26 (people infected / deaths per million population)

1,951 active cases

0 / 0 (individuals completely vaccinated and percentage)

### BAUTISTA AND AMOCSA HOSPITALS

Medical supplies and equipment to enable these institutions to cope with the COVID-19 pandemic and treat as many of those affected as possible. These are private hospitals but they are treating people affected by COVID-19 without charging people without insurance anything.

### MEXICAN SOCIAL SECURITY INSTITUTE (IMSS)

The donation consists of 3,500 oximeters for monitoring COVID-19 patients.

### HOSPITAL GENERAL DE SONORA-FUNDACIÓN DIBUJANDO UN MAÑANA

3 defibrillators  
3 emergency beds  
2 monitors with a trolley to bolster the hospital emergency room.

### HEALTHCARE MATERIAL FOR HOMES FOR THE ELDERLY

Medical supplies, plus sanitary and cleaning materials that help to boost prevention.

### HOSPITAL AMOCSA

Rental of a surgical medical center for three months to treat COVID-19 patients.

### NICARAGUAN MEDICAL ASSOCIATION

Supplies for the protection of medical staff in charge of looking after patients affected by COVID-19 in the various health units at local level.

### CHAMBER OF COMMERCE AND SERVICES OF NICARAGUA

Purchase and distribution of N95 masks, surgical mask, disposable surgical caps, surgical boots, waterproof gowns and disposable gloves between the country's hospitals.

### CLÍNICA DOCENTE CIUDAD SANTINO-SOCIAL PROMOTION AND STUDIES CENTER (CEPS)

Purchase of an oxygen therapy unit. This clinic is a non-profit center currently looking after approximately 200 people with breathing difficulties.

## Panama



Budget / expenditure (euros):  
551,203 / 585,862 €

**106 %**

GHSI: **68**

### COVID-19 IMPACT

75,974 / 1,284 (people infected / deaths per million population)

18,756 active cases

0 / 0 (individuals completely vaccinated and percentage)

### MINISTRY OF HEALTH AND SOCIAL SECURITY FUND OF PANAMÁ

6 monitors  
7 ventilators  
6,000 trifold respiratory exerciser kits  
1,000 oxygen cannulas  
300 masks  
50,000 gloves  
5 stretchers  
125,000 masks

### HOSPITAL GORGAS

32,750 SARS-CoV-2 extraction tests.

### MINISTRY OF HEALTH

5 non-invasive ventilators to be shared by the country's hospitals.

## Paraguay



Budget / expenditure (euros):  
851,794 / 792,393 €

**93 %**

GHSI: **103**

### COVID-19 IMPACT

19,842 / 404 (people infected / deaths per million population)

20,944 active cases

0 / 0 (individuals completely vaccinated and percentage)

### MINISTRY OF PUBLIC HEALTH AND SOCIAL WELFARE

4,000 coveralls  
50,000 gloves  
50,000 surgical masks  
5,000 face shields  
5,000 eye protectors  
30,000 KN95 masks  
50,000 shoe covers  
23,000 operating theater gowns  
50,000 caps

### HOMES FOR THE ELDERLY AND SCHOOLS-FUNDACIÓN LA SALLE

Protective equipment (masks, gloves and caps) and cleaning supplies for 9 homes for elderly people and 1 for children with cancer. In addition, 50 sinks with hygiene kits for two schools and a and a boarding school for informal settlements.

### Agradecimiento un granito de arena (32 sec.)





## Peru



Budget / expenditure (euros):  
826,582 / 935,089 €

**113 %**

GHSI: **49**

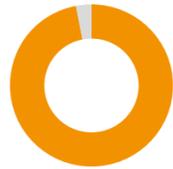
**COVID-19 IMPACT**  
36,709 / 1,301 (people infected / deaths per million population)  
54,162 active cases  
0 / 0 (individuals completely vaccinated and percentage)

- **DONATION FOR THE COUNTRY'S HOSPITALS**  
20 ventilators [in collaboration with the National Insurers' Association APESEG]
- **PERUVIAN MINISTRY OF HEALTH (MINSA)**  
4,000 safety coveralls  
1,000 disinfectants  
4,480 eye protectors  
30,000 shoe covers  
100,000 KN95/FFP2 masks, canvas sheets and marquees for triage

- **MINISTRY OF LABOUR AND COMMUNICATIONS (MTC)**  
2,000 face shields for public transport drivers conductors.
- **EPISCOPAL CONFERENCE OF PERU-USIL EDUCATIONAL GROUP-NATIONAL SOCIETY OF INDUSTRIES FOR THE BREATHE PERU PROJECT**  
Project managed by Caritas for the purchase of oxygen supply equipment.
- **AREQUIPA CHAMBER OF COMMERCE**  
Protective equipment for health workers in Arequipa
- **NATIONAL INSTITUTE OF REHABILITATION**  
Startup of a rehabilitation room.



## Puerto Rico



Budget / expenditure (euros):  
597,013 / 581,119 €

**97 %**

GHSI: **1**

**COVID-19 IMPACT**  
50,690 / 565 (people infected / deaths per million population)  
82,603 active cases  
113,075 / 3.53 % (individuals completely vaccinated and percentage)

- **SAN JUAN BAUTISTA DE CAGUAS SCHOOL OF MEDICINE**  
1,000 face shields  
1,400 KN95 masks  
3,600 disposable masks  
400 protective coveralls  
400 disposable protective coveralls  
350 gowns  
6,000 gloves
- **HOSPITAL DE LA UNIVERSIDAD DE PUERTO RICO DR. FEDERICO TRILLA-CAROLINA**  
1,000 face shields  
1,400 KN95 masks  
3,600 disposable masks  
1,000 protective coveralls  
1000 disposable protective coveralls  
1,000 gowns  
6,000 gloves
- **SCHOOL OF MEDICINE PONCE HEALTH SCIENCES UNIVERSITY-PONCE**  
1,000 face shields  
1,400 KN95 masks  
3,600 disposable masks  
200 protective coveralls  
200 disposable protective coveralls  
200 gowns  
6,000 gloves
- **PUERTO RICO COLLEGE OF NURSING PROFESSIONALS**  
36,000 face shields  
64,000 KN95 masks  
600 disposable masks  
13,800 protective coveralls  
3,000 gowns  
126,000 gloves
- **PUERTO RICO MEDICAL CENTER-TRAUMA HOSPITAL**  
Masks, N95 and KN95 masks, protective coveralls for COVID-19, face shields, transparent masks, gloves and gowns.
- **SCHOOL OF MEDICINE UNIVERSIDAD CENTRAL DEL CARIBE IN BAYAMÓN**  
1,000 face shields  
1,400 KN95 masks  
3,600 disposable masks  
600 protective coveralls  
600 disposable protective coveralls  
550 gowns  
6,000 gloves



## Dominican Republic



Budget / expenditure (euros):  
543,219 / 570,127 €

**105 %**

GHSI: **91**

**COVID-19 IMPACT**  
20,971 / 269 (people infected / deaths per million population)  
50,634 active cases  
0 / 0 (individuals completely vaccinated and percentage)



- **MINISTRY OF PUBLIC HEALTH-BHD LEÓN**  
28,000 diagnostic tests
- **MINISTRY OF PUBLIC HEALTH**  
250,000 pairs of gloves  
62,000 masks  
5,315 safety goggles
- **PERSONAL PROTECTIVE EQUIPMENT FOR HOMES FOR THE ELDERLY**  
Latex gloves, surgical masks, bleach, gel, gel dispensers, moist tissue paper and toilet paper to be distributed to three homes for the elderly: Hogar de Ancianos San Francisco de Asís in Santo Domingo, Hogar de Ancianos Los Discípulos Misioneros del Amor in the North Region and Hogar de Ancianos La Altagracia.

## Uruguay



Budget / expenditure (euros):  
483,627 / 469,347 €

**97 %**

GHSI: **81**

**COVID-19 IMPACT**  
13,739 / 151 (people infected / deaths per million population)  
5,335 active cases  
0 / 0 (individuals completely vaccinated and percentage)

- **HOSPITAL ESPAÑOL DE MONTEVIDEO-STATE HEALTH SERVICE ADMINISTRATION**  
1 tomograph  
Donation of 30 beds (in collaboration with Zurich and Banco de Santander).  
15 ICU beds  
11 hospital beds  
1 portable radiology machine  
1 mobile ecocardiograph  
1 broncho-fiberscope  
8,000 masks  
1,000 gowns  
1,300 disposable material
- **NATIONAL EMERGENCY SYSTEM-MINISTRY OF DEFENSE**  
10,000 masks  
200 boxes of gloves
- **SALTO AND PUNTA DEL ESTE HOSPITALS**  
Portable radiology equipment  
7 manual beds  
5 electric beds
- **STATE HEALTH SERVICES ADMINISTRATION**  
60,000 masks  
20 beds  
2,000 boxes of gloves
- **SCHOOLS IN URUGUAY**  
150 infrared thermometers to be distributed to a total of 38 schools.
- **DEPARTMENT THIRTY-THREE HOSPITAL**  
6 hospital beds



## Venezuela



Budget / expenditure (euros):  
401,647 / 364,733 €

**91 %**

GHSI: **176**

**COVID-19 IMPACT**  
4,659 / 45 (people infected / deaths per million population)  
6,739 active cases  
0 / 0 (individuals completely vaccinated and percentage)

- **PUBLIC SECTOR DONATION-SUPERINTENDENCIA DE SEGUROS**  
4,000 masks  
4,000 pairs of gloves  
4,000 gowns
- **DONATION TO HOMES AND RESIDENCES**  
Protective supplies: cleaning articles, gloves, masks, alcohol, antibacterial gel, chlorine, disposable adult diapers and bed protectors.
- **FUNDACIÓN MADRE MARIA LUISA**  
Personal and home cleaning supplies, to encourage the necessary health and hygiene conditions for preventing the spread of the disease. This aid is targeted at families in the Jenaro Aguirre community.
- **CHILDREN'S ORTHOPAEDIC HOSPITAL**  
Surgical medical equipment (masks, gloves, gauzes, caps and gowns for doctors and nurses), disinfectant material and multi-parameter monitors for the post-surgery recovery area at this hospital which treats over 100,000 patients a year.
- **GENERAL STAFF OF HEALTH IN THE STATE OF LA GUAIRA**  
Surgical medical equipment (masks, gloves, gauzes, caps and gowns for surgeons and nurses), as well as disinfectant material for this Health System, which includes 9 Comprehensive Community Health Areas (ASICs) and provides care for approximately 420,000 inhabitants.
- **HOSPITAL SAN JUAN DE DIOS**  
Surgical medical equipment (masks, gloves, gauzes, bed protectors, caps and gowns for surgeons and nurses, etc.) and disinfectant material (concentrated chlorine, disinfectant, spray and antiseptic alcohol) for healthcare staff at the hospital.
- **ASOCIACIÓN AUTISMO EN VOZ ALTA**  
Protection and cleaning supplies (thermometers, face coverings, protective screens, disposable gloves, disinfectant, chlorine, powder soap, antibacterial gel, liquid handwash, washing-up liquid, and paper hand towels) that will help the association to provide therapeutic and psycho-educational support to children and adolescents with autism and also their families.
- **COMUNIDAD MADRE EMILIA**  
Masks, nitrile gloves, gauzes, bed protectors, disposable gowns, adult diapers, antiseptic gel and concentrated chlorine.
- **URBANO TIPO III DR. RAFAEL AZUAJE**  
Nitrile gloves, gauzes, bed protectors, disposable gowns, adult diapers, antiseptic gel, alcohol and concentrated chlorine.

# Asia

€ 325,906

84.99%  
implemented





## Philippines



Budget / expenditure (euros):  
€ 185,038 / 181,995 €

**98 %**

GHSI: **53**

**COVID-19 IMPACT**  
4,936 / 104 (people infected / deaths per million population)  
33,152 active cases  
0 / 0 (individuals completely vaccinated and percentage)

### ► PHILIPPINE GENERAL HOSPITAL

Intensive care beds  
Ventilators  
IV Infusion Pumps  
Cardiac monitors



## Indonesia



Budget / expenditure (euros):  
€ 140,868 / 95,006

**67 %**

GHSI: **30**

**COVID-19 IMPACT**  
4,365 / 119 (people infected / deaths per million population)  
165,086 active cases  
0 / 0 (individuals completely vaccinated and percentage)

### ► NATIONAL HOSPITAL COVID-19

5,000 gowns  
50,000 masks  
3,000 gloves  
3,500 shoe protectors  
2,000 nursing caps

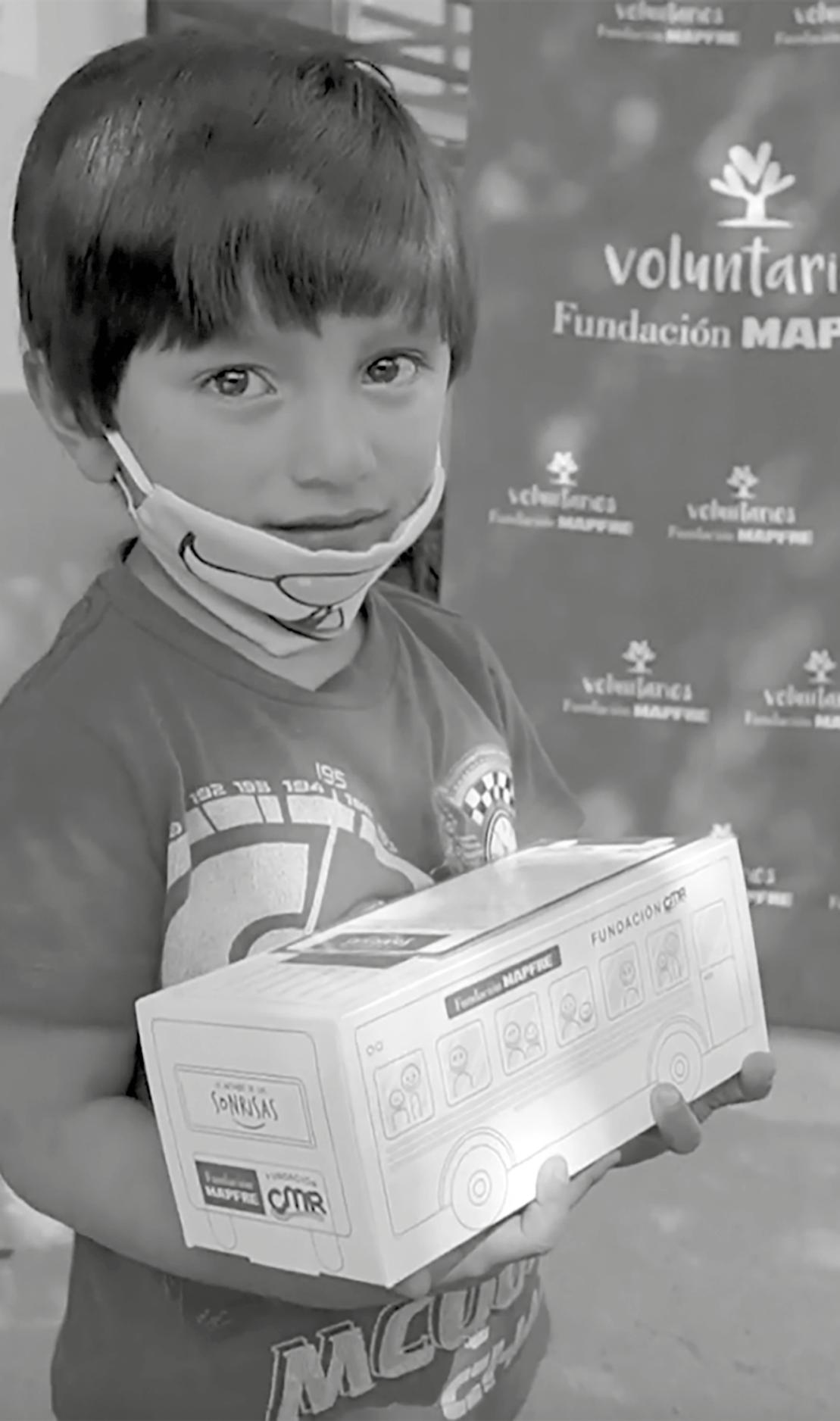




voluntarios

Fundación MAPFRE

*Helping  
those who  
need it most*



*We must be willing to let go of  
the life we planned so as  
to have the life that is waiting for us.*

Joseph Campbell

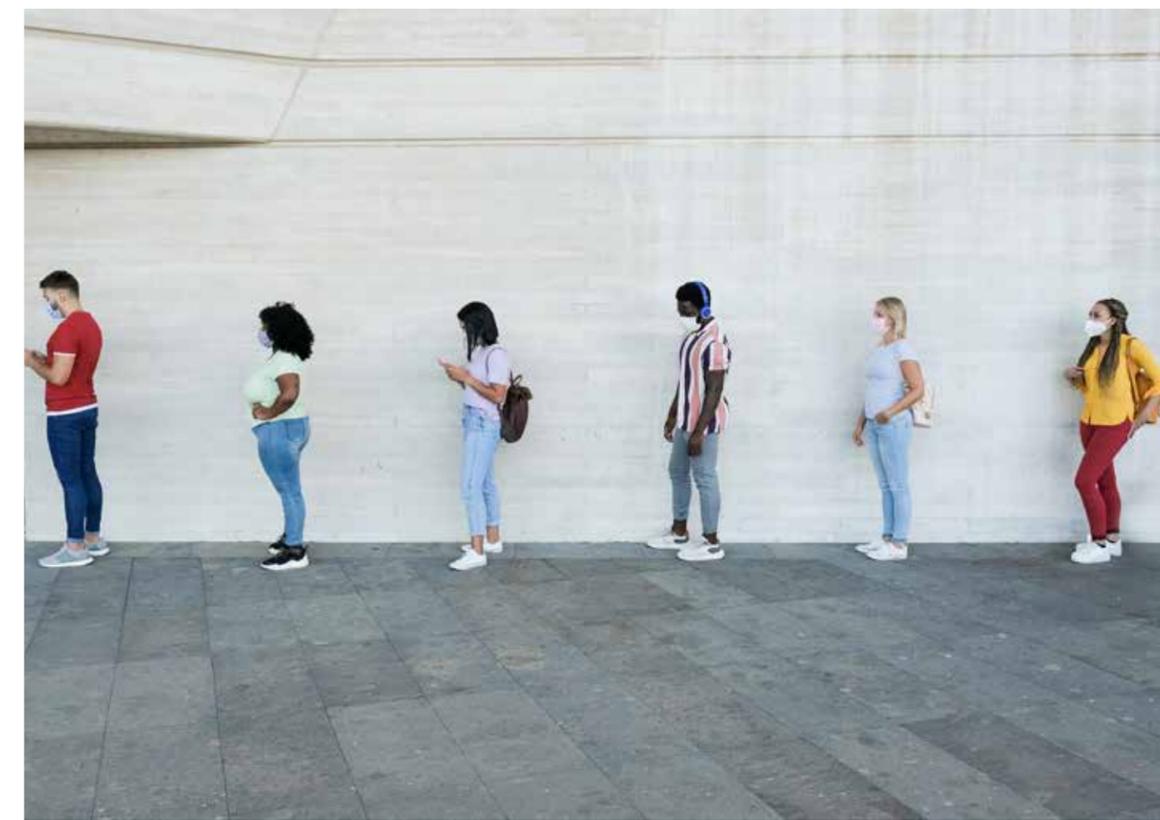
**In the previous edition of this report, we hoped that the vaccine would become a reality and begin to be dispensed. We were also praying for effective medical treatments which, even if not a cure, would tackle the disease better, reduce the length of hospital stays and avoid the associated greater evils. The pandemic is still spreading but our wishes have come true: the vaccines and treatments are already here. Now it is important that all of us have access to them all around the world. It is not the time to lower our guard but to fight against inequality and poverty, to tackle the consequences of the pandemic, to synthesize a social vaccine that helps those who need it most.**

To a greater or lesser extent, COVID-19 has disrupted everybody's lives. The coronavirus has behaved like an outlaw and forced us to choose: your money or your life. Lockdown has slowed the pace of the economy to a minimum, with disastrous consequences for employment. It has been calculated that around 250 million jobs were destroyed around the world in 2020. These numbers are the result of productive activity being effectively paralyzed. On April 19 the benchmark price for a barrel of oil in the United States was negative, that is, they paid you to buy it, and we could be talking about the product with possibly the longest ever ongoing inelastic demand. COVID-19 has shattered the typical correlation of supply, demand, distribution and consumption. New recipes need to be tried in order to straighten out the economy. After years of controlling public expenditure, States have forgotten about deficits and money flows. Previously reticent economic powers are now starting to see the guaranteed basic income as a solution. It seems the old certainties are crumbling. A huge effort is required to avoid a deep recession which we all long to be V-shaped. The data on GDP contraction drawn up by the International Monetary Fund (IMF) in October 2020 is overwhelming: Euro zone -8.3% (Italy, -10.6; Spain, -12.8; France, -9.8, and Germany, -6), Great Britain, -9.8; Japan, -5.3; Russia, -4.1 and India, -10.3, and Latin America -8.1 (Brazil, -5.8 and Mexico, -9). Only China is growing, with a pyrrhic 1.9 that does nothing to ease the global fall of -4.4 %. Although the forecast is that

in 2021 all the economies will make up a lot of lost ground and global GDP will grow by 5.2%, the uncertainty over when it will be possible to recover all activity points to a cloudy socioeconomic horizon where the most vulnerable will be the worst affected.

#### **+ Perspectives for the world economy**

And, aside from the economic losses, we will have to find a way to alleviate the human losses and psychological effects too. The unknown and unexpected scares us, even more so if it brings with it grave consequences for our health that can lead to death. In that sense, COVID-19 has been devastating. Overnight, because of the action of a virus, we have lost friends, work colleagues, brothers and sisters, parents, and grandparents; people from all walks of life, even though, as always, the poor have reported higher mortality rates, particularly among people over the age of 70. Estimates for the people affected or who have died in homes for the elderly are as overwhelming as those for GDP contraction. A study published in February 2021 by *Sientific*



Reports, based on a sample from 81 countries on January 6, an analysis of the total number of deaths in those countries – nearly 1.3 million – and taking into account life expectancy there, calculates 20.5 million years of life have been lost.

Death is frightening. Humanity has developed cultural patterns to make it more bearable. That is the meaning of mourning, which begins by accompanying the person who died in their final moments and continues with the comfort their friends and close relatives receive in the days that follow. The terrible thing about COVID-19 is that, in many cases, those suffering from it have died alone, with no possibility of saying goodbye or feeling they were not alone in their final moments, while their relatives, isolated at home, felt only despair. The luckiest ones, those who returned to health after being hospitalized, left taking with them accounts of the pain and death of those who did not make it, who they had often come to share a room with. Once the fever, cough and choking have passed, the wounds of the soul still have to heal, and that takes longer.

At Fundación MAPFRE we have always had a special sensitivity towards all those people who suffer, who face a situation of physical, social, intellectual or emotional disadvantage. We have an area of social action designed by and for them, and this is not a rhetorical device: all our activities are carried out in collaboration with institutions of recognized prestige in the third sector that point out needs and invite us to take different initiatives. It is for that reason that the measures designed to alleviate the consequences of COVID-19, to which we have allocated a budget of 10 million euros, do not spring up out of nowhere but come from the experiences accumulated in more than 14 years of ongoing activity.

### “Sé Solidario”: micro-grants and educational support

For years now we have been running the “Sé Solidario” (Show Solidarity) program, which channels our aid to the people who need it most, so they do not suffer social exclusion and we ensure future opportunities for them. Our aid consists of structured projects, well suited to the situation we want to change, and which involves much more than just a financial contribution. For that we rely on the specialized work carried out by social organizations and associations.

 **Fundación MAPFRE: Programa Sé Solidario**



One of the consequences of COVID-19 has been to keep children away from school, which is bad for everyone but terrible for those who would have their most nutritious, and sometimes only, meal of the day there. It is not just a problem of the loss of skills and knowledge, it is also a problem of health, of malnutrition. Added to that, the digital gap means many children lack an Internet connection or have one that is not good enough for online schooling.

To combat this situation, we have developed a program of micro-grants, with up to 2,000 euros for each one, that go to social organizations (Asociación Mi Princesa Rett, Fundación Ana Carolina Díez Mahou, Fundación Tengo Hogar, Cáritas Diocesana and Altamar, among others) so they can buy basic necessities, such as food or cleaning and personal hygiene items.

With the resumption of the school year we have allocated 200,000 euros to buy school materials and provide free school meals. This initiative was backed up by a campaign to collect school materials, an initiative our volunteers undertake every year but with extra motivation this year.

As the pandemic has continued, many families have been thrust into poverty, a situation they never imagined they would have to face. To help cover their basic food needs we have launched a **family food card** in collaboration with Carrefour. Families with children under 16 who can justify their need will be able to use it to buy food and personal hygiene products.

No-one would have wished for it and hopefully it will not happen again, but we have had to celebrate the quintessential holiday, Christmas, in the midst of a pandemic. That is always a time when the difference between those who have everything and those who need everything is revealed more starkly than ever. Traditionally around that time, and in collaboration with a hundred social associations, we hold our solidarity market: two days when Fundación MAPFRE workers and volunteers work hard for a good cause. This year we have not been able to celebrate but we have not forgotten those who, at Christmas time, are more aware than ever of their lack of well-being. We created the **Christmas Card** so they could buy food, clothes and toys for their little ones. An initiative we have allocated 1.1 million euros to.

Also in relation to Christmas, we would like to mention our collaboration with the World Central Kitchen initiative sponsored by the chef José Andrés. Fundación MAPFRE volunteers put all their effort into the **Christmas Solidarity Meal**, based at the emblematic Wanda Metropolitano football stadium, which managed to distribute 30,000 evening meals. We have invested 80,000 euros in this initiative.

### 30.000 cenas de Nochebuena para familias vulnerables (2.00 min)



### Food support campaigns

In addition to the initiatives carried out as part of Sé Solidario, we have launched several food campaigns targeted at the most vulnerable sectors. The neighborhoods of Villaverde and Batán in Madrid and the cities of Cáceres and Badajoz in Extremadura have benefited from these campaigns, in which we have invested 300,000 euros.

In collaboration with the **Secretariado Gitano** we are running a specific campaign for Roma people, 40% of whom have difficulties in gaining access to food, while 32% cannot pay their electric bills and 53% survive thanks to social services. We have invested 70,000 euros in buying food and basic necessities.

According to an FAO report more than 85 million Latin American children are suffering an unprecedented food crisis as a consequence of COVID-19. To mitigate this situation we have created the **Fundación MAPFRE Caja Alimentaria**, a food box which contains nutritional supplements that do not require refrigeration, are recommended by the World Food Programme and ensure babies and children up to the age of 10 receive basic nutrients. Our boxes have reached Mexico, Colombia, Brazil and Peru. The budget for this initiative is a million euros.

### Autobús de la sonrisas (1.32 min.)



### Psychological support

We developed this initiative for those hardest hit by the disease. It involved setting up a telephone psychological support service for the relatives of COVID-19 victims in collaboration with Grupo Luria Psicología and the National Association of Funeral Services (PANASEF). In 45-minute sessions, psychology professionals would carry out a preliminary diagnosis, establish needs and find the most suitable specialist. In these cases it is necessary to identify emotional states that go beyond sadness (anger, guilt, being unrealistic), helping the patient to avoid painful memories and assume their new, unexpected role, where the family circle is vital. Based on this information, the appropriate therapy for overcoming the trauma was prescribed, even more so when the usual time spent with the patient, and then mourning, had not been possible.

Prompt psychological support is vital in preventing normal feelings of loss and pain from being perpetuated and giving way to what the specialists call persistent complex bereavement disorder (PCBD), which involves recurring episodes of deep sadness, longing, lack of concentration, resentment and a feeling of guilt. If not tackled in time, the possibilities of suffering anxiety, depression, post-traumatic stress and, in the most severe cases, psychotic disorders, are very high. To avoid, as far as possible, all that happening, Fundación MAPFRE allocated a budget of 50,000 euros to this initiative.

### Testimonio sobre el apoyo psicológico (1.39 min.)



### Boost to economic activities

The second victim of COVID-19 has been the economy. Big companies have financial resources and strong infrastructures that enable them to weather the crisis, but small ones and self-employed workers cannot withstand production being paralyzed. The threat of closure and the consequences for employment, given a big percentage of workers are employed by small and medium-sized companies, could be catastrophic for them and, by extension, the whole of the economy.

Fundación MAPFRE also has a track record of support for employment and the self-employed. Thanks to the “Accedemos” program, the doors to the labor market have opened for a lot of people. The program was launched in 2013 to alleviate the consequences of the big recession in 2008 and 3,500 people have benefited from it, most of them being given permanent contracts. In the present conjuncture we want to step up our effort and have allocated a budget of 5.5 million euros to that end. For nine months the program funds full-time contracts with € 500 a month and part-time contracts with € 300. This money is mainly targeted at self-employed workers, people over 50 and businesses with fewer than 5 employees in towns with up to 50,000 inhabitants. Those who need it most and those who, due to the situation of the market, find it more difficult to return to work.

 **Fundación MAPFRE: Convocatoria extraordinaria de Ayudas al Empleo**

Our second specific line of aid for reviving the economy is targeted at the self-employed, a group with whom we are maintaining close collaboration, thanks to the Self-Employed Workers Association (ATA). When the door of a bar, a restaurant, a bookshop or a workshop closes and no-one knows when it will open again, uncertainty takes hold of the owners who, in times of globalization, find it difficult to keep their businesses going, even under normal circumstances, as they have a difficult and delicate financial balance to maintain. Moreover, there is usually a self-employed worker behind them who, for better or worse, has to meet most, if not all, the expenses, without having the expected income. Through ATA we have put a legal service at the disposal of all those people which offers advice and helps them with the procedures of applying for public subsidies, deferring taxes and contributions, or any other matter involved in maintaining the viability of their businesses. As they have already been forced to call a halt by a circumstance outside their control, Fundación MAPFRE does not want them to have to take a step backwards. Therefore, in addition to a budget of 80,000 euros, we have created a series of infographics containing advice that is very useful at this time, which appears on the ATA and Fundación MAPFRE websites and has been widely publicized in social media.

#### **+ Fundación MAPFRE: ¿Cómo afronto mis obligaciones?**

#### **Other assistance and volunteering initiatives**

**#StopCorona** is a platform for startups, large digital companies and Internet investors that is geared towards finding healthcare solutions in response to COVID-19. For that we have launched a challenge to select the two best projects in three categories: data analysis, technological solutions and solidarity. We have allocated 30,000 euros to this initiative, which has helped us to publicize it, to contribute our experience in developing and scaling winning projects through mentoring and bringing the winners to the attention of possible financial backers and media; and an Accésit Fundación MAPFRE award valued at 3,000 euros for the project that best represented our goals.

A large part of what we are and what we do at Fundación MAPFRE lies with the thousands of altruistic **volunteers** who are the propagation vectors of our activities.

The age group that COVID-19 has had the biggest impact on are the over 70s. In many cases they are people who live alone or in homes for the elderly, where propagation of the disease has been devastating. Our senior

citizens are in the middle of the bull's-eye, necessarily isolated, and alone, either because they have no close family or because the digital inequality they experience makes it difficult to maintain active social relationships by means of the communication technologies that have proved so useful in these times of pandemic. For some, contact with reality is by TV or radio where the newsdemic, that superabundance of news which, on occasions, frightens more than it informs, increases their anxiety and stress.

It is not fair to leave those generations that have done so much for those that have followed them to their fate, especially when they are at that age when they are aware their life is coming to an end. For them we came up with the initiative **Una voz amiga** (A friendly voice) with a budget of 10,000 euros to highlight the strength of the spoken word so more than a thousand volunteers could offer company and comfort to those who need it most. Our intention is as simple as it is human and necessary. We want to talk, to tell them things and have them tell us things, in a fruitful dialog where they feel taken care of, listened to and, as far as possible, supported. For our senior citizens, Fundación MAPFRE's phone will never be off the hook.

Moreover, there are lots of volunteers who made the most of lockdown to make flowers for sale to obtain resources for homes for the elderly. Fundación MAPFRE has allocated 10,000 euros to these initiatives.

And we are also relying on you, dear reader. Our volunteering program is open to your participation but you can also do your bit with a small donation that Fundación MAPFRE will equal and, in that way, double the amount raised. We have a budget of 300,000 euros. All the money raised will go to our **Ahora, por ellos** (Now, for them) campaign, which is also part of the Sé solidario program. It is for vulnerable older people who live alone, who we will provide with food, medicine, health care and telecare. To ensure your contribution reaches its destination and does so as quickly as possible we are relying on the Spanish Confederation of Older People's Organizations (COEMA), well established throughout Spain.

A slogan that has become popular around the world is **Stay at home**. That is what we have to do at this time, when more or less strict lockdowns force us to remain in our own homes. To help you during lockdown we invite you to visit the "Stay at home" section of our website, where you will find cultural and other activities for your physical and emotional well-being.

#### **+ Fundación MAPFRE. Physical and emotional health**

#### **+ Fundación MAPFRE. Now more than ever**

#### **Emptying the ocean with a spoon**

At the end of the previous edition of this report we shared with you our pride in the many things we have achieved but also our despair that so much remained to be done to seriously combat a virus that has turned the world we know upside down. We told you then, and we say again now: we were emptying the ocean with a spoon, one that on 35 million occasions we have taken to the sea to fill, taking food, basic necessities, medical supplies and comfort to those who need it most which, in one way or another, is all of us. Yes, we are aware that we are building a utopia with our feet firmly set in a reality that is stubborn but, while we still have strength, we are going to persist in our effort. We will continue sowing solidarity, which we have spent 45 years doing. It has been the biggest foundational challenge we have accepted in all these years and we are going to carry on doing it while circumstances demand it.

In 2021, the fight against COVID-19 will again be the most important activity we will undertake. Ten million euros, which are ten million hopes going towards boosting education, employment, entrepreneurship and support for people with disabilities. We can already catch a glimpse of the light at the end of the tunnel but while the situation persists in the 27 countries where we have a presence, we will not lower our guard, we cannot allow ourselves to. A better world is possible and we all have a moral duty to build it. 🌍



# *Solidaridad day by day*

**3** Ven

**4** Sab

**5** Dom

**6** Lun

**7** Mar

**8** Mer

**9** Gio

**10** Ven

**11** Sab

**12** Dom

**13** Lun

**14** Mar



*Optimism is the faith that leads to achievement.  
nothing can be done without hope and confidence.*

Hellen Keller

No-one could have imagined living through a pandemic like the one we are currently experiencing. Although influential voices had predicted that this could happen, neither governments nor civil society had any specific plans to deal with it. Fighting COVID-19 has required an extraordinary effort from all of us. At Fundación MAPFRE, due to the very nature of our organization, we already had experience in emergency aid, in providing assistance to vulnerable populations, and a track record of collaborating with various scientific institutes in the field of healthcare. These factors certainly worked in our favor, but designing such an ambitious plan in such a short time, which involved reorganizing all our activities and budget, was no easy task, especially considering that events came to a head so quickly in the second week of March: on March 9 classes were suspended, museums were closed (our exhibition halls actually shut their doors on March 9 in Madrid and on March 11 in Barcelona), theaters followed suit, and the lockdown of the population in Spain was decreed, a measure that, some beforehand and others later on, has been adopted by almost all the countries in the world.

For this reason, we consider it useful to include a timeline of the most significant activities implemented, which were approved by an extraordinary meeting of the Board of Trustees held on March 30. Behind each of the entries there is, in addition to tangible help, an enormous quantity of work, enthusiasm and shared effort. It has been an exhausting daily routine in which every small success has made up for everything and kept us persevering. You can see for yourselves that solidarity also spreads extraordinarily fast. ✕

**RES** RESEARCH

**DMM** DELIVERY OF MEDICAL MATERIAL

**SOL** SOLIDARITY AND SUPPORT ACTIVITIES

**25.03**

**SOL** GLOBAL

Implementation of volunteer actions.

**29.03**

**DMM** SPAIN

Delivery of the first urgent healthcare supplies in Madrid.

**30.03**

**RES** SPAIN

Board of Trustees approve the COVID-19 action plan.

Signing of the contract and delivery of funds to the Spanish National Research Council (CSIC).

**31.03**

**SOL** SPAIN

Launch of the micro-donation campaign.

**02.04**

**DMM** SPAIN

Autonomous Community of Madrid.

**03.04**

**SOL** SPAIN

Implementation of the support plan for self-employed workers and the psychological helpline. Urgent requests from care homes in the Canary Islands channeled through micro-aid.

**06.04**

**SOL** SPAIN

"A friendly voice" campaign begins.

**DMM** COSTA RICA

Unión Médica Nacional, Colegio de Médicos and Asociación de Empresarios para el Desarrollo.

**08.04**

**RES** SPAIN

Clinical trial of the Open Ventilator model approved by the Spanish Medicines Agency.

**DMM** SPAIN

Community of Castilla-La Mancha.

**DMM** ARGENTINA

Donations to the Hogar de adultos mayores San José and the Santa Ana y San Joaquín day club, by Messengers of Peace.

**09.04**

**DMM** BRAZIL

MaterDei health network and Fundación Oswaldo Cruz.

**10.04**

**RES** SPAIN

Delivery of the first Open Ventilator unit to Alcorcón Hospital for patient testing.

**13.04**

**DMM** SPAIN

Autonomous Community of Andalusia.

**DMM** UNITED STATES

Massachusetts General Hospital.

**14.04**

**DMM** CHILE

Delivery of healthcare material to homes for the elderly.

**17.04**

**DMM** SPAIN

Autonomous Community of Castile and León.

*I feel that just by dedicating a few minutes of our time we can bring smiles and joy to these people who have been unable to see their families for more than a month.*

**Kevin Jesus Quintero Vasquez**  
Fundación MAPFRE volunteer, Mexico

## Fundación MAPFRE a tu lado (1.07 min.)



## 20.04

**DMM** PORTUGAL

Centro Hospitalario Universitario Lisboa Central.

## 21.04

**DMM** URUGUAY

Donation of a tomograph for Hospital Español de Montevideo.

**DMM** BRAZIL

Pacaembu Stadium Field Hospital.

**DMM** TURKEY

Donation to nursing homes managed by Darüşşafaka.

**SOL** SPAIN

New volunteer actions directed towards children at risk of social exclusion, immigrants, and people with intellectual disabilities.

## 22.04

**DMM** UNITED STATES

City of Boston (Deputy Attorney General Office leading) and UMASS/Memorial Hospital.

## 23.04

**SOL** SPAIN

112 social entities receive 220,000 euros in aid.

**DMM** SPAIN

To the National Police.

**DMM** PARAGUAY

Ministry of Public Health and Social Welfare.

**DMM** HONDURAS

To hospitals in the north of the country.

## 24.04

**DMM** SPAIN

Two state-of-the-art disinfection devices.

**DMM** BRAZIL

Campo Limpo Municipal Hospital (São Paulo).

**DMM** VENEZUELA

Public Health Sector, hospitals and homes for the elderly.

**DMM** ECUADOR

Donation to the Fundación Carla Morales for the purchase of 125 beds.

## 25.04

**DMM** NICARAGUA

Bautista and Amocsa hospitals.

## 26.04

**DMM** PUERTO RICO

Medical Center and Trauma Hospital of Puerto Rico.

## 27.04

**DMM** PANAMA

Ministry of Health, Social Security Fund and Gorgas Hospital.

**DMM** DOMINICAN REPUBLIC

Ministry of Public Health.

## 29.04

**DMM** EL SALVADOR

To the hospitals in El Salvador, and in particular to the National Emergency Hospital.

**RES** ECUADOR

Junta de Beneficencia de Guayaquil. The first two Open Ventilators arrive.

**DMM** VENEZUELA

Donation to senior citizen centers and homes.

## 30.04

**DMM** SPAIN

To the Civil Guard.

**DMM** UNITED STATES

Boston Medical Center.

**DMM** MALTA

To the national health authorities.

**DMM** ECUADOR

Guayaquil firemen.

*The teamwork was coordinated and efficiency was increased minute by minute. The words of encouragement, the changing of roles, the continuous help and the toast afterwards marked a day of volunteering full of passion, satisfaction and pride.*

**Pablo Brandi**

Fundación MAPFRE volunteer, Uruguay

## 01.05

**DMM** COSTA RICA

Specific COVID-19 hospital.

## 02.05

**SOL** SPAIN

The advisors involved in the support plan for self-employed workers have dealt with more than two thousand queries.

## 03.05

**SOL** SPAIN

The psychological support plan reaches 44 appointments and 21 patients treated.

## 04.05

**RES** SPAIN

Manufacture of protective equipment: 9,018 shields, 3,093 masks and 3,200 gowns.

**SOL** SPAIN

The micro-donation campaign reaches € 149,441.96.

**DMM** MEXICO

Donation to nursing homes through Un Granito de Arena and Fundación Ser Humano.

## 05.05

**DMM** NICARAGUA

Donation of healthcare material to senior citizen centers.

## 06.05

**DMM** MEXICO

Donation to regional nursing homes.

**DMM** ARGENTINA

Hospital Central de San Isidro Dr. Melchor Ángel Posse.

**DMM** TURKEY

Donation to nursing homes managed by Darüşşafaka.

## 07.05

**DMM** MEXICO

Hospitals in Mexico City.

**DMM** PHILIPPINES

National Hospital Covid-19.

## 08.05

**DMM** DOMINICAN REPUBLIC

Ministry of Public Health.

**DMM** ARGENTINA

Dr. Bernardo Houssay de Vicente López Municipal Hospital.

## 09.05

**DMM** VENEZUELA

Donation to the Fundación Madre María Luisa.

## 13.05

**DMM** BRAZIL

Hospital Santa Casa de Misericórdia in São Paulo.

**DMM** TURKEY

National Solidarity Campaign of the Turkish Government.

## 14.05

**DMM** PUERTO RICO

Medical Center and Trauma Hospital Puerto Rico.

**DMM** TURKEY

Donation of healthcare equipment to the Local Public Authority.

## 15.05

**SOL** SPAIN

The Sé Solidario donation campaign comes to an end. We have raised € 74,721, an amount doubled by Fundación MAPFRE.

**DMM** URUGUAY

National Emergency System and Military Hospital.

**DMM** INDONESIA

National Hospital Covid-19.

## 16.05

**DMM** NICARAGUA

Nicaraguan Medical Association.

## 17.05

**DMM** NICARAGUA

Nicaraguan Chamber of Commerce and Services.

## 18.05

**DMM** VENEZUELA

Children's Orthopedic Hospital.

**DMM** ITALY

Hospital Biella, Hospital San Gerardo de Monza and homes for the elderly in Milan city and province.

## 19.05

**DMM** MEXICO

Valle del Bravo General Hospital.

## 21.05

**RES** GERMANY

Donation for research into COVID-19 analysis.

## 22.05

**DMM** ECUADOR

National Navy.

## 25.05

**DMM** VENEZUELA

Health Chief in La Guaira State.

## 26.05

**DMM** ARGENTINA

Hospital Militar Central.

## 27.05

**DMM** URUGUAY

National Emergency System and Ministry of Defense.

**DMM** TURKEY

Donation to homes for the elderly in Istanbul.

## 28.05

**DMM** HONDURAS

Hospital Cardiopulmonar el Torax.

## 29.05

**DMM** VENEZUELA

San Juan de Dios Hospital.

## 30.05

**DMM** UNITED STATES

Tufts Medical Center.

## Fundación MAPFRE en acción ante el coronavirus (4.10 min.)



## 01.06

**RES** SPAIN

Homologation of the Open Ventilator prototype.

## 02.06

**DMM** MEXICO

National Institute of Medical Sciences and Nutrition Salvador Zubirán and the National Institute of Respiratory Diseases (INER).

## 06.06

**DMM** UNITED STATES

Bay State Medical Center.

## 07.06

**SOL** SPAIN

The counselling and support campaign for self-employed workers comes to an end.30,282 queries received from 8,652 workers.

## 08.06

**DMM** COLOMBIA

Donation of healthcare material to two hospitals in Tumaco and Bogotá..

**DMM** URUGUAY

Salto and Punta del Este Hospitals.

## 09.06

**DMM** COLOMBIA

Clínica Shaio.

## 11.06

**DMM** HONDURAS

Hospital María.

## 14.06

**SOL** UNITED STATES

Remote Care Management and Food and Dining support (Webster).

## 15.06

**DMM** BRAZIL

Health Secretariat of the State of São Paulo.

**DMM** PERU

Donation of ventilators for the national hospitals.

**DMM** URUGUAY

Hospital Español.

## 16.06

**RES** PERU

Open Ventilator approved.

*During the long afternoons of lockdown, I was making flowers, and I am glad that what at the time was a distraction for me, serves as a small contribution to help our elders who have given us everything and in this case have been the most vulnerable. A flower for our elders.*

**Ángeles Canedo Allegue**  
Fundación MAPFRE volunteer, Spain

**17.06**

**DMM** UNITED STATES

PAPR and CAPR Units (Webster) and Emergency Day Care Center (Webster and Dudley).

**18.06**

**DMM** PORTUGAL

Central Lisbon University Hospital Centre.

**DMM** BRAZIL

Santo Amaro Diocese and the Arsenal De Esperanza shelter.

**DMM** PARAGUAY

Donation of protective materials, cleaning supplies, handwash and hygiene kits to homes for the elderly and schools.

**19.06**

**DMM** PORTUGAL

Hospital de São João.

**20.06**

**SOL** UNITED STATES

Meals for medical staff, police, fire fighters and emergency personnel through Point Breeze Restaurant in Webster.

**22.06**

**RES** PERU

Support to the ventilator manufacturing project of the Universidad Católica de Peru.

**25.06**

**DMM** URUGUAY

Donation of beds to Hospital del Departamento Treinta y tres, and thermometers for public schools.

**26.06**

**DMM** HONDURAS

Hospital Mario Catarino Rivas, San Pedro Sula.

**27.06**

**SOL** UNITED STATES

Worcester Community Action Council, in Webster and Southbridge, support of school children at risk of social exclusion.

**28.06**

**DMM** PERU

National Ministry of Health.

**29.06**

**DMM** HONDURAS

Leonardo Martinez Hospital.

**30.06**

**SOL** SPAIN

The campaign for the volunteer program comes to an end.

**SOL** SPAIN

Food support to the gypsy population through the institution Secretariado Gitano.

**SOL** MEXICO

The call-in campaign for healthcare staff ends.

**RES** COLOMBIA

Authorization for compassionate use of the Open Ventilator.

**01.07**

**DMM** BRAZIL

Donation to the Fundación FIOCRUZ Foundation to equip a laboratory ship.

**DMM** MEXICO

Fundación IMSS.

**DMM** CHILE

Hospital Clínico de las Fuerzas Aéreas de Chile.

**DMM** URUGUAY

State Health Services Authority.

**02.07**

**DMM** ECUADOR

Azuay Cerebral Palsy Association, Las Hermanitas de los Ancianos Desamparados Hogar Cristo Rey congregation, Hospital General Docente, Ministry of Public Health, Fundación de Desarrollo Integral Sembrar and Fundación discapacitados Jacinta y Francisco.

**03.07**

**SOL** UNITED STATES

Telebehavioral Healthcare & Medical PPE supplies, in Upton, for behavioral healthcare for vulnerable populations.

**04.07**

**DMM** ARGENTINA

Donation of healthcare equipment for public hospitals.

**DMM** PERU

Donation to the Peruvian Navy for ventilator calibration

**08.07**

**DMM** UNITED STATES

Boston Med Flight.

**09.07**

**SOL** SPAIN

The #StopCorona campaign comes to an end.

**13.07**

**DMM** DOMINICAN REPUBLIC

Donation of personal protective equipment for homes for the elderly.

**DMM** ECUADOR

Fire Department of the Metropolitan District of Quito.

**14.07**

**DMM** GUATEMALA

Donation of a face mask manufacturing machine to the Government of Guatemala.

**15.07**

**RES** SPAIN

The protective equipment manufacturing campaign comes to an end: 27,444 shields, 15,313 masks and 5,890 gowns.

**DMM** PANAMA

Donation of ventilators to the Ministry of Health.

**DMM** ARGENTINA

Grants for professional courses linked to the care of critically ill patients suffering COVID-19.

**DMM** CHILE

Hospital Padre Hurtado.

**17.07**

**DMM** HONDURAS

Hospital Atlántida, La Ceilán.

**20.07**

**DMM** HONDURAS

Fundación Apoyo H. Escuela.

**DMM** PARAGUAY

Ministry of Public Health and Social Welfare.

**22.07**

**DMM** VENEZUELA

Asociación Autismo en Voz Alta.

**23.07**

**DMM** PERU

Ministry of Labor and Communications.

**28.07**

**DMM** TURKEY

Donation to homes for the elderly managed by Darüşşafaka.

**29.07**

**DMM** PERU

Episcopal Conference of Peru, the USIL Educational Group and the National Society of Industries for the Breathe Peru Project.

**31.07**

**SOL** SPAIN

The telephone campaign for psychological support for the families of victims comes to an end. 365 consultations attended.

**SOL** SPAIN

The food support campaign comes to an end.

**01.08**

**DMM** GUATEMALA

Hospital in Santa Lucía Cotzumalguapa

**13.08**

**DMM** PERU

Arequipa Chamber of Commerce

**14.08**

**RES** BRAZIL

Open Ventilator approved.

**02.09**

**DMM** COLOMBIA

Sabana University Clinic.

**14.09**

**DMM** ECUADOR

Donation of healthcare material to Canton Manta and Clínica Cristo Redentor.

**24.09**

**DMM** ARGENTINA

Donation of healthcare equipment for public hospitals.

**01.10**

**DMM** COLOMBIA

Inauguration of the medical camp for COVID-19 patients.

**07.10**

**DMM** PUERTO RICO

Universidad Central del Caribe School of Medicine in Bayamón, San Juan Bautista School of Medicine in Caguas, University of Puerto Rico Dr. Federico Trilla Hospital, Ponce Health Sciences University School of Medicine and Colegio de Profesionales de Enfermería de Puerto Rico.

**09.10**

**DMM** PARAGUAY

Villa Elisa District Hospital, La Salle and Organización Savia.

**10.10**

**DMM** ECUADOR

Milagro and Durán Fire Department.

**14.10**

**DMM** PERU

National Institute of Rehabilitation.

**15.10**

**DMM** MEXICO

National Institute of Respiratory Diseases.

**20.10**

**DMM** PARAGUAY

Juan Max Boettner National Institute of Respiratory and Environmental Diseases.

**22.10**

**DMM** BRAZIL

Akhanda institute.

**DMM** BRAZIL

Jo Clemente institute.

**DMM** MEXICO

Mexican Institute of Social Security.

**DMM** VENEZUELA

Comunidad Madre Emilia.

**27.10**

**DMM** VENEZUELA

Urban clinic type III Dr. Rafael Azuaje.

**05.11**

**SOL** SPAIN

The Fundación MAPFRE food card campaign comes to an end: 10,000 cards for 3,400 families.

**DMM** TURKEY

Izmir municipality.

**20.11**

**SOL** MEXICO

Start of the Fundación MAPFRE food parcel campaign.

**30.11**

**SOL** SPAIN

The school support campaign ends with more than 2,000 kits handed out.

**DMM** MEXICO

Sonora General Hospital.

**01.12**

**DMM** COLOMBIA

Alliance for solidarity.

**23.12**

**SOL** SPAIN

Wanda Metropolitano Charity Christmas Dinner

**31.12**

**SOL** SPAIN

The Accedemos call has managed more than 1,200 grants.

**SOL** SPAIN

The Christmas Card campaign comes to an end.

*From moments as difficult as these wonderful things also emerge, thank you very much for the opportunity.*

**Elena Torres Espinosa**  
Fundación MAPFRE volunteer, Mexico

*Solidarity and resilience*