

# CREATING OPPORTUNITIES





## Fundación MAPFRE annual volunteer report – 2018



The publication of this report is a testimony to the work that Fundación MAPFRE volunteers carried out in 2018. It was prepared based on texts and photographs that reflect this endeavor.

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# CREATING OPPORTUNITIES

Throughout 2018, all volunteers continued contributing our support to caring for others and the environment in which they live. In other words, we fulfilled our social responsibilities.

We are extremely proud to be 8,618 volunteers, with our own motivations and different personal situations. From Uruguay to the Philippines, from the United States to Malta, along with Spain, Mexico, China, Italy and the United Kingdom, a total of 28 countries in all, together we have cared for people suffering under conditions of poverty, people who are helpless, children who live in a home where they only receive one meal a day, teenagers with cancer and the elderly. Our goal was to be where we felt we were needed. But volunteers also need the people we help. Volunteering gives us a chance to grow as individuals. We develop relationships that strengthen and consolidate the moral values we believe in, and together we build a better, more egalitarian society. For these reasons, at the end of the day, it isn't clear who are the ones that give and who are the ones that receive.

Some of us choose to become involved with people at risk of social exclusion, while others focus their energies on improving the environment in which people at risk live and the attention, education and care they need. Others are motivated to improve the employability of people with mental disabilities or mental illness. Some of us prefer to offer companionship to the elderly or working to cover the basic nutritional needs of people who face obstacles in securing a healthy diet. There are as many reasons why people volunteer as they are volunteers. All are equally valid and

motivated by a sense of solidarity. They are the foundation on which our program is built, one that strives to change certain realities, reassure those in need of comfort and consolation, and improve the professional and social skills of people who are struggling for a better future. And beyond the objectives themselves, how we achieve them matters a great deal to us: equal treatment for everyone, regardless of their origin, resources or abilities. We volunteer because something inside of us compels us to be volunteers. Our program welcomes everyone.

With this report, you will be able to verify and judge for yourself everything we carried out in 2018. You can decide if you think something was worth the effort or if you find something missing. While we are extremely happy with our achievements, perhaps you have a suggestion for the future or, even better, you find a place in our program that you have been looking for where you can grow as a person and help others. If this is the case, don't hesitate: we'll be waiting for you.

For all this, thanks to each and every volunteer for making 2018 an exceptional year filled with solidarity. Thanks also to everyone who turned to our program in search of help, because it is through your efforts that things are able to improve.

Antonio Huertas  
President  
Fundación MAPFRE



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# 2018

# 28 COUNTRIES

# 8,618



## HEALTH

28 COUNTRIES 746 EVENTS 8,730 PARTICIPANTS

## EDUCATION

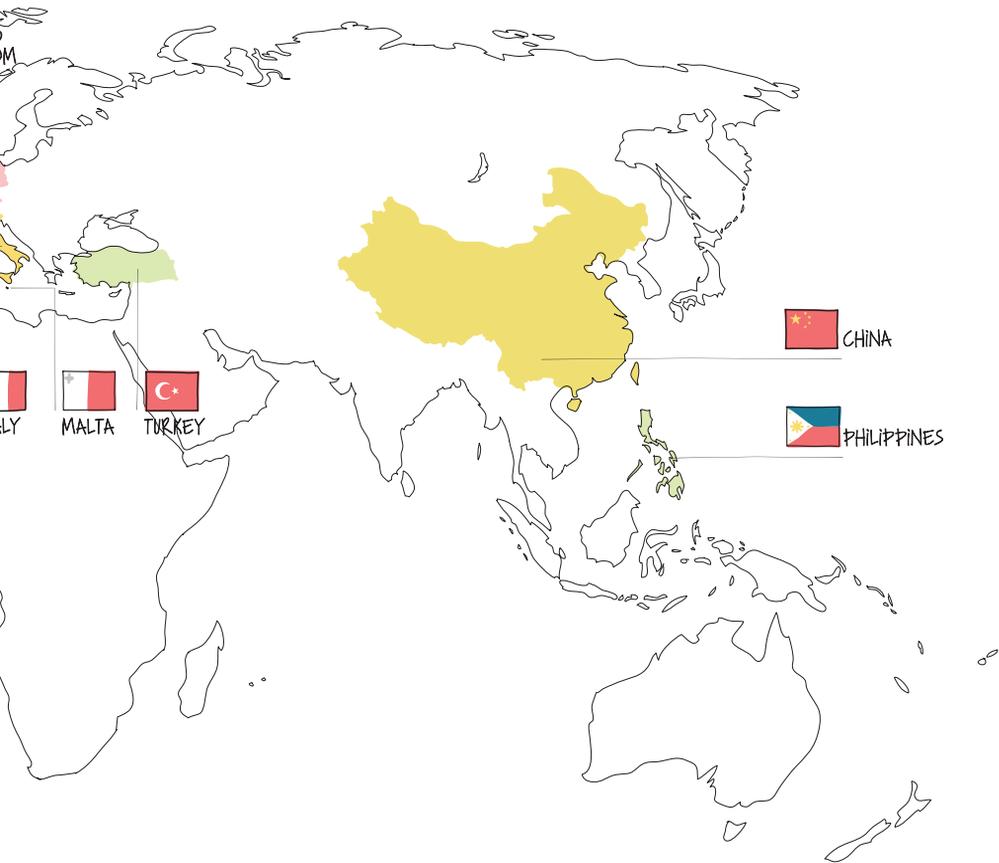
24 COUNTRIES 313 EVENTS 2,265 PARTICIPANTS

## NUTRITION

20 COUNTRIES 354 EVENTS 2,390 PARTICIPANTS

3 VOLUNTEERS

1,621 ACTIVITIES



## ENVIRONMENT

25 168 2,854  
COUNTRIES EVENTS PARTICIPANTS

## EMERGENCY AID

7 19 430  
COUNTRIES EVENTS PARTICIPANTS

## SHARING SOLIDARITY

43 51 625  
COUNTRIES EVENTS PARTICIPANTS



# INTRODUCTION

Through the Fundación MAPFRE Volunteer Program, we work to extend and consolidate solidarity throughout society thanks to the effort, dedication and commitment of each of our 8,618 volunteers, in 28 countries now with the incorporation of Italy and the United Kingdom. Again in 2018, the relationship with the companies MAPFRE, SOLUNION and VASS, now agents of change along with the Fundación, was strengthened. From a more business standpoint, the Volunteer Program has a direct impact on employee satisfaction and employees commitment to the company while simultaneously developing skills that directly impact their professional performance.

In this way, not only does the company become an agent of change. Rather this sense of empowerment is transmitted to all of its employees and related groups that make corporate volunteering what it is today.

For us, the essence of volunteering is providing direct, pure and disinterested help to people who need it. For this reason, we carry out specific actions that make a difference. Our volunteers live with the people they help. They are the driving force behind the initiatives that improve the living conditions of the groups we work with through the program and who are always willing to cooperate and help in one way or the other.

The pillars upon which every aspect of the Fundación MAPFRE Volunteer Program rests consist of five major lines of action:

**HEALTH / NUTRITION / EDUCATION /  
ENVIRONMENT / EMERGENCY AID**

We also have another line that groups together actions that affect and impact more than one line of action that we call **SHARE SOLIDARITY**. All six serve as guides for a program that embraces each agent of change that comprises it.

## HEALTH

Our volunteers develop activities that have an impact on the physical and emotional health of the people we help. They range from collecting hygiene articles, clothes, shoes and other goods to workshops that teach children about the importance of good dental hygiene. Volunteers spend time with cancer patients and their families. They help by collecting funds for specific health causes or to improve the conditions of facilities such as homes or refuges for children and the elderly. We help with blood and marrow donations throughout the world, raising awareness about heart disease, healthy lifestyles and rare diseases. And above all we are there. We are there for the young and the old and for people at risk of social exclusion. We provide mainly recreational activities, including sports for the disabled, in which our volunteers do everything within their power to make the time spent together a quality experience.

### HEALTH\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
28	716	8,730	2,328,528	22,370.41

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

# NUTRITION

The main activity carried out in this area consists of getting food to people who need it. We use different methods. Our volunteers participate directly in collecting non-perishable foods that are delivered to organizations that either use them to feed the people they serve or donate them directly to families or to a network of local organizations that serve the people who live in their neighborhoods. There are also volunteers who visit soup kitchens and help prepare the daily meal and serve it. Sometimes they prepare food bags for lunch and hand them out. In some countries, talks are given about food and nutrition to help educate families regarding the importance of having a balanced diet, to the best of their ability, and how it affects their health.

## NUTRITION\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
20	354	2,390	54,018	5,632.50

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

# EDUCATION

We have activities in which volunteers, through our professional volunteer service, provide specific training in financial education and sales to improve the employability of young people and people at risk of social exclusion for whom the training is intended. The goal is to provide them with more resources so that they will be able to take advantage of opportunities that, without minimum qualifications, would be unattainable. We also work to improve employability through different types of experience such as training in social skills and tutored professional experiences for adolescents.

We teach children values. They are the future of our society, and we want to instill in them the values that will help transform future generations. We also collaborate in the funding and renovation of libraries, classrooms and schools. In this area, we help raise awareness and provide training related to prevention and road safety.

By raising money for specific needs such as acquiring school materials and equipment, we also support access to education.

## EDUCATION\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
21	343	2,265	54,761	6,997

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

# ENVIRONMENT

We are committed to caring for and preserving the environment. Throughout the world, our volunteers work to keep natural areas, parks, beaches and riverbanks clean. We actively encourage and promote recycling, help raise awareness about taking care of the environment and mobilize to maintain landscaped areas in cities, support educational centers and homes for the elderly and keep their green areas and gardens in good condition.

## ENVIRONMENT\*

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
25	168	2,851	1,550,690	9,482.80

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

# EMERGENCY AID

2018 was less harsh than 2017 in terms of natural disasters and catastrophes. While last year our volunteers participated in 107 activities related to emergencies of this kind, this year they were only involved or took part in 19 such incidents.

In Brazil, in May, the burning and collapse of a building in the central region caused 83 people to lose everything they owned. Our volunteers mobilized to collect food that, thanks to the involvement of the Red Cross, was distributed to the families left homeless.

In Guatemala, Volcán de Fuego erupted on June 3. Volunteers in the area collected food and basic supplies that were distributed by local firemen, who were at the forefront of helping to alleviate the catastrophe. We would like to emphasize the fact that our volunteers in Panama, through a collection drive, were instrumental in getting help to those affected.

In El Salvador, donations were collected to address the consequences of the torrential rains last October. Volunteers in the United States collaborated with the Red Cross, after the devastating hurricane that struck Massachusetts, by donating money and non-perishable food.

In Peru, 699 people died of pneumonia due to low temperatures. COEN (National Emergency Operations Center) reported that since the frosts in the highlands and the extreme cold in the forest began, the homes, fields and cattle of more than 382,762 people have been affected. The efficiency of our volunteers in Lima, Cuzco, Arequipa and Huancayo once again was on display as they coordinated the arrival to Cáritas of basic supplies and blankets to help alleviate the consequences of the cold.

We wish none of our volunteers ever had to mobilize for these reasons. Still, we will always support the authorities and special units that respond to these events by assisting them in whatever they need and take direct action to the best of our ability by providing food, clothing and basic supplies in the wake of the disaster.

**EMERGENCY AID\***

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
7	19	130	383,879	184

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

# SHARE SOLIDARITY

This is our most complex line of action. The reason is not because we are unaware that it's what we want to do but because it's hard to define and incorporate into the others. The complexity lies in the fact that at times we have to act together in health, nutrition, environment and education actions. These are exceptional situations that require a little or a lot of what characterizes the other activities. But let's not get caught up in semantics. Beyond what things are called, the important thing is their meaning. There is nothing better than an example to clarify what we mean.

In Spain, our volunteers have been working with a social organization to help people at risk of social exclusion check their homes and make them more energy efficient. On the one hand, this helps to protect the environment, contributing to more responsible energy consumption in homes. At the same time, it also helps improve the physical and emotional health of these people, allowing them to live in better conditions and avoid possible sicknesses (colds, the flu). It is a matter of improving the impact on domestic economy. Also, we work to educate, providing training to people receiving assistance and volunteers to detect, identify and be able to respond effectively to incidents in order to improve energy efficiency in homes.

## SHARE SOLIDARITY

No. of COUNTRIES INVOLVED	EVENTS	PARTICIPANTS	DIRECT + INDIRECT BENEFICIARIES	ACTUAL VOLUNTEER HOURS
13	51	625	96,554	2,502.83

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

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



**MAPFRE** *People*  
*Talent and commitment*



Dear Volunteer,

Thank you for devoting part of your time to the people who need it most. Your solidarity is responsible for making MAPFRE corporate volunteering a point of reference today. You are one of more than 7,800 employee and family volunteers who in 28 countries have directly benefited more than 111,000 people. Your commitment has had an impact on their lives.



This *Volunteer Report* is merely a sample of some of the 1,604 activities carried out in 2018 that reflect the solidarity of MAPFRE volunteers and the social work that we do.

We are a social company. We are MAPFRE, where in addition to excellent professionals, we have people with the values that make us who we are. Being able to depend on you is a source of pride. Without you, corporate volunteering would not be the same. For this reason, I hope we can count on you again next year and that you continue to be an inspiration for your colleagues.

Thank you for your solidarity and commitment. MAPFRE people: willing to help.

A heartfelt embrace,

Elena Sanz Isla

Volunteer

President MAPFRE Corporate Volunteer Committee

General Manager, MAPFRE Human Resources

2018

28 COUNTRIES

8,534 VOLUNTEERS



LEADERS **1,604** ACTIVITIES



CHINA



PHILIPPINES

## MAPFRE

*People*

*Talent and commitment*

## HEALTH

**28** **743** **8.742**  
COUNTRIES EVENTS PARTICIPANTS

## EDUCATION

**24** **310** **2.260**  
COUNTRIES EVENTS PARTICIPANTS

## NUTRITION

**20** **348** **2.350**  
COUNTRIES EVENTS PARTICIPANTS

## ENVIRONMENT

**25** **168** **2.854**  
COUNTRIES EVENTS PARTICIPANTS

## EMERGENCY AID

**7** **49** **430**  
COUNTRIES EVENTS PARTICIPANTS

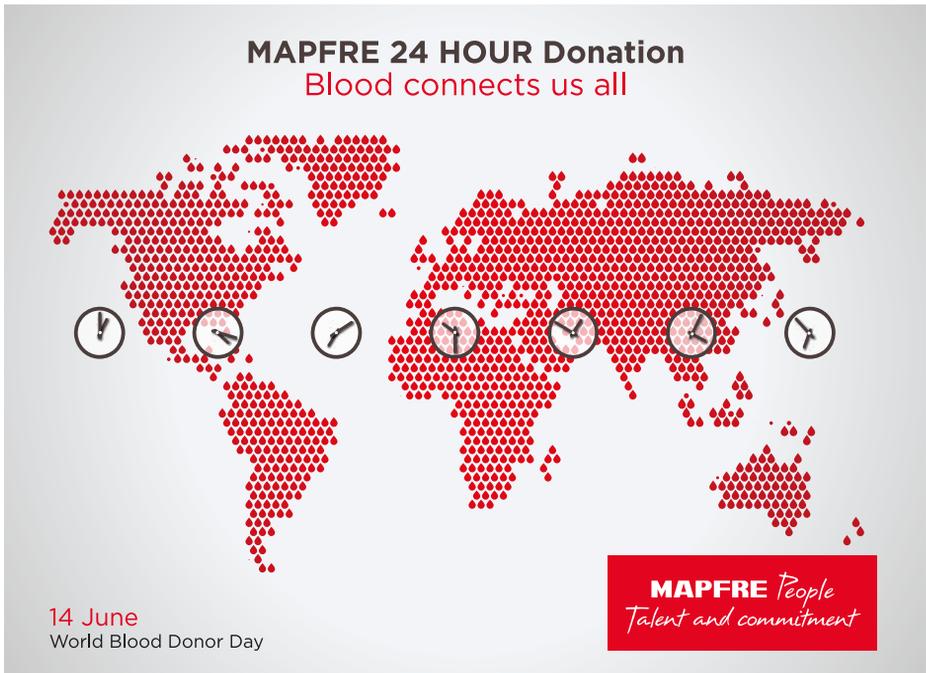
## SHARING SOLIDARITY

**43** **46** **606**  
COUNTRIES EVENTS PARTICIPANTS

# HEALTH

*Giving blood is giving life.* For this reason, 2018 was the third year in a row that MAPFRE Corporate Human Resources organized the global "24-hour MAPFRE Donation" campaign as part of World Blood Donor Day on June 14.

Under the motto "Blood connects us all", throughout the day MAPFRE employees all over the world donated blood, from the Philippines to China to Argentina and Chile. All together, 23 countries participated in this global initiative made possible by the work of our volunteers



Campaign sign.

At the same time, awareness talks about this solidarity action that saves lives were conducted at different MAPFRE branches. A total of 1,524 employees from all over the world took part in this solidarity initiative. The more than 700 liters of blood they donated were very useful in treating many illnesses and in surgeries, in addition to contributing to increasing blood reserves, something that is especially important during the holidays.

And beyond the celebration of World Blood Donor Day, our Volunteer Program includes initiatives that run throughout the year to ensure that blood is always on hand for those who need it. In 2018 alone, a total of 2,254 people donated more than 900 liters of blood.



Gratitude after participating in the "24-hour MAPFRE Donation".



Volunteers in Uruguay supporting the blood drive.



Donors waiting their turn in Venezuela.



Volunteers showing support for the follow-up of the campaign in Venezuela.

In **GERMANY**, the main offices of VERTI Seguros in Teltow embraced for the third time the "Step Jockey" challenge of climbing stairs in the name of solidarity.

In doing so, VERTI employees joined the "World Towers Challenge", in which each tower represents a milestone. For each building, moreover, the company donated an additional 250 € to the Berlin Cancer Association.

The 42 participants who completed the challenge were awarded 2,000 €. The CEO of the company, José Ramón Alegre, and the winning team presented the check to the organization.

Ralf Wagner, the association representative, was thrilled and grateful for the donation that the employees made. Thanks to this amount, VERTI employees were able to implement the free psycho-oncology support service for patients and their families in Berlin.



Volunteer scanning one of the challenge codes in the company offices.



Volunteers from the team that won the challenge.



Volunteers along with Ralf Wagner at the donation ceremony.

*This challenge provided us with opportunity to combine exercise with a good cause. We were happy to be able to use this activity to support a great project, because providing help and doing something good can be very easy.*

**Christian Dittfeld**

In 2018, volunteers in **ARGENTINA** actively took part in the Huerta Laboral Inclusiva (Inclusive Employment Garden). The initiative, part of the INTA Pro Garden Program, promotes the inclusion of people with intellectual disabilities, providing them with a study area and job opportunities. Our volunteers worked with them in the garden in the town of Martínez, helping them with everything related to tilling the soil, planting seeds and the harvest. Both long-time MAPFRE volunteers and many individuals who had joined the initiative for the first time participated.

This is a deeply enriching activity that highlights the importance of a healthy lifestyle and respect for the environment but, above all, the values of inclusion and sharing.

As a result of this volunteer experience, other proposals emerged such as collecting funds during the soccer World Cup by selling cakes and coffee to MAPFRE employees. With the funds raised, two gardens were donated to social institutions. The gardeners themselves (people with disabilities) planted the gardens, thereby obtaining a source of employment.



Our volunteers in the garden.

The "gardeners" also participated in Pequeñas Visitas (Small Visits), the annual activity that MAPFRE ARGENTINA organizes with the children of employees, teaching the kids how to plant an agroecological garden and the benefits of agroecology and caring for the environment. Without a doubt, this is a magnificent way to take part in the volunteer experience.

In **CHINA**, on a bright and sunny September day, our volunteers visited a care center for the elderly in Changning. During the morning, they spent time with the residents, learned about their lives and became more acquainted with the history of the country. The volunteers enthusiastically took part in the activity with love and affection.

China has quickly become an overwhelmingly elderly society, a reality clearly reflected in the Changning center. Some of the seniors that the center cares for do not have children, and the children of those who do



Volunteers during their visit to the elderly care center in Changning.

live far away. As a result, the opportunity to spend time with people of younger generations is needed. This is one of the reasons why the work our volunteers do is so important to the residents of the center.

That morning, our volunteers took part in two different activities. One was singing songs that were popular when the residents were young. The other was the special visit to seniors who do not have children and lack resources. They were thrilled to be able to spend the day with our team of young people from different countries around the world. Some of the seniors in the center even spoke English and were thrilled at the opportunity to put their linguistic skills into practice.

Activities like this stimulate and encourage the wellbeing of people most in need of affection and care.

In **COLOMBIA**, our volunteers organized activities with more than 400 young people in vulnerable situations at Fundación FANA. The aim was to contribute to defending and promoting the rights of children and teenagers to rest, recreation, play and other activities appropriate to their age.

The kids had fun and were showered with all the love and affection of our volunteers. Thanks to the solidarity of MAPFRE employees and their families, 71 piggy banks and 224 paints were given to the boys and girls of Fundación FANA. A group of volunteers decorated the piggy banks with the children, who had a chance to show off their creativity and artistic ability while listening to children's songs sung by a volunteer.



Volunteers sharing the day with boys and girls at Fundación FANA.

In **COSTA RICA**, the Aventura de Amigos camp provides the opportunity to get to know some of the Proyecto Daniel cancer patients a little better. The activity is very enriching for them. It allows the patients to share their experience with teenagers going through the same thing and feel understood.

In addition, the mere fact that patients are able to attend the camp represents an opportunity to momentarily spend time away from parents who tend to overprotect them because of their illness. Over the course of these three days, our volunteers have to give our very best. We work together to wash the glasses and plates that we use. We help the campers - many have a prosthesis or use a wheelchair. We are there for them and make sure they take their medicine. Or we simply listen when they need to let off steam about what they are going through.



*Camp is amazing. It changes the way you look at life. It fills you as a person, makes you value life and try to live it to the fullest. After the camp is over, the patients return with joy, determination and willingness to keep up the fight against cancer. After spending these days together, patients and volunteers end up being friends, part of the big orange family.*

**Ivelise Ortega Solano**



Children and volunteers at camp.

In **EL SALVADOR** we organized the 4th edition of our Ayudemos Corriendo (Help By Running) race, for Divina Providencia Hospital, which accommodates patients with advanced stages of cancer. Palliative treatment is provided in hospital facilities financed by people's charity.

Once again, our volunteers came together to support this activity, making possible the donation of equipment that facilitates this care and items the hospital needs to provide its patients with the best treatment possible. This year, the donation will be submitted at the request of the hospital.

The race was held on November 18. A total of 1,500 people paid the registration fee and more than 1000 runners took part in the race.



Different moments during the Ayudemos Corriendo race.

In **SPAIN** the star activity is the MAPFRE Way of Saint James, an event celebrated nationally on September 29, 2018. It consisted of a hike along a trail with people with disabilities that belong to different social organizations. Many cities chose to participate, and their wholeheartedly dedicated volunteers decided to don their red vests in support of this cause under the motto #MAPFREcamina (MAPFRE walks)

Ávila, Avilés, Benavente, Gijón, Guadalajara, León, Madrid, Oviedo, Ponferrada, Salamanca, Santiago, Segovia, Seville, Soria, Valladolid, Vigo and Zamora decided to dress in red and express their deep-felt solidarity. A

total of 86 employees along with 119 family members were responsible for everything going off without a hitch.

Thanks to their support, associations such as AFEMC (Salamanca Association of Family Members of the Chronically Ill), ANHIPA (Principality of Asturias Association for Hyperactive Children), ASPACE (Cerebral Palsy Association), Amigos del Camino de Santiago (Friends of the Way of Saint James), El Puente, Niños con Amor, PRODIS and Síndrome de Down Coruña were able to enjoy this unforgettable day.

To top it all off, refreshments were provided, allowing the participants to share experiences and recharge their batteries. Obradoiro Square in Santiago de Compostela welcomed a large group of walkers with an arch of red and white balloons that made for a very exciting arrival.



Volunteers arriving to Obradoiro Square.  
Right:Volunteers after the hike up Cercedilla.



*It was a spectacular morning. We went up Cercedilla, filled with excitement and, I have to admit, a little trepidation about being able to keep up. But when we were with the group of boys and girls from the PRODIS foundation, I realized that everything was going to be smooth and easy. It was an incredible experience. These boys and girls were as kind, grateful and loving as they could be. Seeing how happy they were with so little, and yet so much at the same time, makes you reflect and stop for a second in this crazy world we live in and appreciate the small things around us.*

**Antonio Taboada Abadías**

In the **PHILIPPINES**, last July 27, Fundación MAPFRE volunteers, through MAPFRE Insular, organized an activity for nutrition month with children from the Eugenia Ravasco Center. Everyone, especially the volunteers, had an amazing day. The children wore costumes thanks to the great efforts of all the parents, who dedicated their time to ensure that the children remained on their feet. Some of the children dressed as vegetables (eggplants) and others as animals (shrimp). For another year, the parents supported their children in spite of their scarce resources. They used cheap materials but the designs were truly spectacular, and their children got a real kick out of wearing their costumes.

The activity began with the regular prayer led by Sister Adriana, followed by dance routines performed by the children. The volunteers organized games related to the three main food groups ("See, grow and shine"). This impressed upon the children the importance of eating nutritious food so that they can grow up to be healthy and strong.



Children and staff from the center after the activity.

When the two-hour activity came to an end, our volunteers went home happy, knowing that they had just taken part in an important initiative to help others, in particular the less fortunate such as the children at the Eugenia Revasco Center.

In **GUATEMALA**, last September 1, our volunteers visited the Valle de los Ángeles orphanage, located at the end of the main street in the village of San José El Manzano Zona 6, in Santa Catarina Pínula. The orphanage is responsible for 210 young people between the ages of 7 and 18, most of whom are girls.

The home began as an orphanage but now functions as a boarding school for boys and girls with limited resources, providing them with an education, food and shelter during the school year. The parents visit them once a month and bring them toiletries and other personal care products.



Thirty-six volunteers between collaborators and family members attended. They were organized in groups by grades one to three and three to six, a basic group and a small mixed group.



After splitting into groups, the organizers led different activities,

*It was impressive how the participation of the children and their happiness filled our hearts even more after a little smile and a heartfelt hug.*

**Carolina Mérida**

Different moments during volunteer day with children from the orphanage.

encouraging unity and healthy competition, such as jumping rope, sack races, tug of war, soccer, dodge ball, and duck, duck, goose.

Later, the children were given a snack and hygiene and cleaning supplies.

In **HONDURAS** dental hygiene day, celebrated at Tomás Álvarez Dolmo school last November 7, stands out. Our volunteers took the opportunity to give talks about healthy dental habits using fun examples. Through pantomime, they demonstrated the best way to brush one's teeth.

The volunteers shared a fun-filled morning with more than 509 students at the school, taking the opportunity to provide each one with a dental hygiene kit so that they could put what they learned from the talks into practice. Later, the children enjoyed a delicious snack to round off the day.

Our volunteers describe this as an invaluable experience, one in which they were able to spend a fun time with the children in a friendly atmosphere. The school authorities, for their part, were grateful to the volunteers and Fundación MAPFRE for such an important effort and invited us back in the future.



Students, volunteers and teachers at the end of the day.

In **NICARAGUA**, for the fourth year in a row, our volunteers participated in the A Toy, A Joy - Toys Collection activity in which toys are collected for children with cancer. Generally, the activity is organized to benefit an economically disadvantaged school. However, in 2018, the campaign took a special turn, as the toys were donated to children with cancer being treated in the Hemato-oncology Department of Albergue and Hospital Manuel de Jesús Rivera “La Mascota”.

The main goal of this activity was to create a moment of happiness for children going through one of the stages of cancer treatment. To this end, a toy was brought to hospitalized patients or children staying in hospital housing who mostly live in areas far from the capital and stay here to be able to receive adequate treatment.

The activity was coordinated with CONANCA (Comisión Nicaragüense de Ayuda al Niño con Cáncer), a non-profit organization that coordinates care for children with different types of cancer.



Happy children and volunteers after the delivery of toys.

The toys began arriving in November through collaborators and insurance intermediaries. Eighty-seven toys were collected and delivered on December 14, in an activity in which eight volunteers took part.

For the children staying in the hospital's patient accommodation facilities, we organized a small party with music, piñatas, candy, cake and juice. We were only able to give the hospitalized children their toy, due to the fact that they are going through more sensitive stages of treatment.

The volunteers brought an amazing amount of effort and enthusiasm to the activity of collecting the toys and bringing joy to children who need hope and energy to overcome the numerous procedures they have to undergo to treat their illness.

In **PARAGUAY**, our volunteers visited the Nuestra Señora de la Asunción home for elderly women, which houses 48 senior women. The home seeks to provide women over the age of 60 with comprehensive care from a physical, psychological, spiritual, moral and social point of view.

Our volunteers delivered cleaning and hygiene articles and adult diapers that were collected prior to the visit. They spent a lovely morning with the ladies, with a snack, singing and lots of love.



Volunteers who visited the home for elderly women.

In **PUERTO RICO**, the Muscular Dystrophy Association 5K Challenge was held last April. The challenge consisted of forming teams of 20 or more people to help MDA patients complete the five kilometer route, overcoming the limited movement presented by their wheelchair or difficulty walking.

Thanks to our volunteers, we formed five teams with approximately 100 total participants. The teams cheered each other on to the finish line, which all of them reached.

Many volunteers were new and were thrilled to have been able to be part of the activity and share the experience with this special group of people.

Likewise, the MDA organizers highlighted the participation of MAPFRE in the event, making special mention during the activity, which made our volunteers feel very proud. Once again, we can say that at MAPFRE, there is a great deal of willingness to help others.

May MAPFRE's volunteering heart keep beating strong so that we can continue to help those who need it the most.



Team of volunteers helping their muscular dystrophy partner complete the challenge.

In the **DOMINICAN REPUBLIC**, last September, our volunteers organized an afternoon of games with girls from the Hogar Escuela Rosa Duarte home as part of the campaign Raising Smiles.

The atmosphere was one of good-natured fun and recreation at the facilities of the non-profit institution, located in Santo Domingo. The home offers comprehensive care to 120 underprivileged young girls and teenage girls in vulnerable situations (orphaned, extreme poverty or in a condition of social risk), providing residential care, protection, education, health, food, social support, psychological care and systematic monitoring of the families of the girls in the home.

During the visit, the volunteers organized exciting activities to encourage teamwork, healthy competition, communication and, of course, fun. For this, they used jump ropes, balls and rings, which were given to the girls at the end of the day.



They also sang children's songs and choreographed dances that highlighted the artistic gifts of the residents of Hogar Escuela Rosa Duarte.

The activity concluded with a snack in an atmosphere filled with smiles and joy.



Different moments during the day with the girls from Hogar Escuela Rosa Duarte.

This year, in **TURKEY** a variety of volunteer activities were organized. But one of the most memorable was the one developed with the Octopus Volunteers Association. The goal and mission of the organization was to obtain donations of used clothes, books, toys and any other basic need items for people with few resources. To this end, they cooperated with different foundations to collect donations and turn them into attractive items.

Sixteen volunteers began transforming the second-hand clothing for men, women and babies. A team washed and dried the clothes, another ironed, and a third team packaged and labeled the items and added them to the inventory.

It took 5 hours to transform 400 articles of clothing and make them ready to be worn. The result was a source of a pride. In this activity, our volunteers were able to transmit their friendliness and affection for people in need. And it was also proof that the most important aspect of this volunteer activity was sharing in the goodness instead of simply sending the articles. It was one of the most beautiful activities of 2018.



Turkish volunteers transformed articles of clothing.

# EDUCATION

In **BRAZIL** the Property Battle event was organized. This is a game based on the concept of a naval battle that focuses on spreading the culture of insurance and its importance for society. Through this activity, the participants learn about personal and family planning based on daily situations, keeping in mind the socioeconomic reality of the people who live in communities with high rates of vulnerability and risk of social exclusion.

Financial education plays a crucial role in the education of young people between the ages of 14 and 18, mainly because in Brazil this subject does not form part of the school curriculum.

The initiative is part of the education line of the MAPFRE Corporate Volunteer Program in response to certain social indicators related to the educational situation of Brazilian youths. The latest studies indicate that only 9% of *Brazilian teenagers are proficient in math when they complete their studies* (2014).

Brazil has 2,486,245 children and young people out of school. Of these, 62% are between the ages of

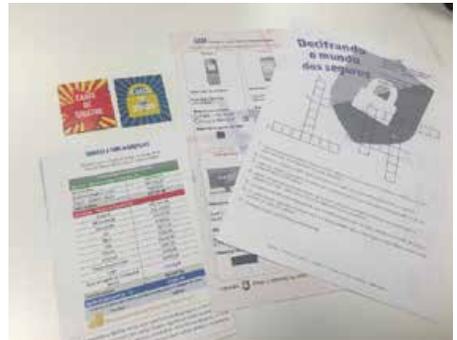


Image of pieces from the game Property Battle.



Volunteers who provide financial education training in Brazil.

15 and 17 (*Pesquisa Nacional por Amostra de Domicílios*. 2015). In addition, 39% of young people between the ages of 15 and 24 are unemployed (2017).

The activity is conducted in two stages. First, MAPFRE employees interested in volunteering for this initiative are trained to implement the project in classrooms and social organizations. Later, they apply the content and knowledge acquired to young people in public schools and social entities.

In 2018, the program was implemented in 8 schools and benefited 443 young people, thanks to the participation of 90 volunteers.

In **ECUADOR**, Fundación MAPFRE collaborates in several projects, including the most representative ones in the social sphere: the Sor Dominga Bocca House for Orphaned Girls in Guayaquil and *Acompañando a una Generación* (Accompanying a Generation) in Quito.

In Guayaquil, Fundación Sor Dominga Bocca provides a home to 25 orphaned girls between 6 and 17 years old, victims of abuse and abandonment.

Thanks to the collaboration of Fundación MAPFRE, a psychological clinic was created and two professionals in this field were hired. This has proved to be very helpful to the girls. Health products and school supplies are also distributed.

Our volunteers visit the center every week and organize different activities with the girls such as study halls, laughing therapy, handicraft workshops, breakfasts and children's celebrations.

In the handicraft workshops, they help the girls acquire skills that could be profitable for them in the future. For example, one of the activities is a

pottery workshop in which the girls learn how to make different ceramic pieces and how to treat, paint and varnish them so that they can be sold. They help them learn a trade that addresses psychological aspects, reinforces self esteem and provides the girls with resources for the future.

Acompañando a Una Generación is a Fundación MAPFRE project developed in cooperation with Fundación Cesal, which is located in Pisullí, an extremely underprivileged neighborhood at the top of a hill on the outskirts of Quito. It currently houses 222 children between the ages of 2 and 17.

The project includes daycare centers and a preschool at home program that consists of training a group of mothers from the community and paying them for their work at home. After successfully completing the training, the women create a space in their homes to serve in the mornings as a nursery and preschool, caring for 3 or 4 children of other mothers in the area who have to travel to the city to work.

Our volunteers in Quito carry out internal activities every year to collect school supplies, toys and other items vital to the children's development.



Volunteers with teachers from Fundación Cesal.



Group of volunteers from Quito.

In the **UNITED STATES**, Fundación MAPFRE began a collaboration with the federal agency WCAC (Worcester Community Action Council), donating \$57,000 in support of the Head Start nutrition program. The funds provided the 203 children enrolled in the program with the equivalent of 89 daily breakfasts.

The children are given breakfast, lunch and a daily snack in an informal setting, so that the teachers can also teach table manners, social communication skills and healthy nutrition.

“The children’s learning programs are important for child development”, explains Alfredo Castelo, Fundación MAPFRE representative in the United States. “Fundación MAPFRE is proud to support Head Start and help children in our communities start the day with a healthy meal”.

The collaboration with WCAC allows MAPFRE USA employees to volunteer in the nutrition program. During the summer, our volunteers visited the facilities of the association to meet the 200 preschool students in 12



A volunteer teaching children.

different classes and spend time with them reading, telling stories and sharing a meal.

In **PANAMA**, in a joint project between the mayor's office of Panama and Fundación Mónica Licona, with the support of Fundación MAPFRE, we made the opening of the first bike school a reality. The aim of the school is to raise awareness and encourage the responsible use of bicycles in the city.

The Bike School project is aimed at boys and girls from 3 to 8 years old. The project is free and takes place on Sunday mornings from 8 to 11. The initiative began on August 12, 2018, in the parking lot in front of Urracá Park on Balboa Avenue.

On September 30, 2018, 22 volunteers and 4 family members participated in this Fundación MAPFRE project. The activity consisted of applying a learning method that the volunteers shared with Fundación Mónica Licona to ensure that the children learned in a more active way. The same dynamic involves and strengthens family ties as the adults participate in the learning alongside their children.



I was extremely excited as a mother by this initiative. Implementing in the community a method of respect and culture is important so that our future entrepreneurs, in other words, our children, understand and acquire with ease and enthusiasm knowledge about traffic signals by handling their first vehicle: the bicycle. Thank you, Fundación MAPFRE, for this initiative that promotes a wonderful culture, helping us to be seen as a company concerned with improving road safety for our entire community.

**Johana González**

The goal of the Bike School is to gradually reduce the fear of losing one's balance on a bicycle, to be able to keep it upright, and finally to acquire the skills needed to ride a bicycle safely (turns, passing in small spaces, secure braking, walking with the bicycle, riding with one hand to signal).

*It's the most beautiful project in the city! Instilling values in this blank slate - children - to form the adults of the future, transmitted by the most important people in their lives: their parents*

**Lilibeth Rojas**



Track that incorporates an entertaining methodology for teaching while playing.

In **PORTUGAL**, on May 23, 2018, our volunteers participated in the second edition of National Child Safety Day, organized by the Portuguese Association for Child Safety (APSI) and hosted by the city of Lisbon, with Fundación MAPFRE as a collaborator.

Hundreds of children gathered in the Cerca da Graça garden to celebrate the day. The presence of the Portuguese president, Marcelo Rebelo de Sousa, who participated in all the recreational and educational workshops planned by the organizers, was a clear sign of his commitment and availability. The Fundación MAPFRE accident simulator was a hit with the kids and grown-ups. Meanwhile, Marcelo Rebelo de Sousa did not miss the opportunity to demonstrate to the children that wearing a seatbelt is mandatory and essential for staying safe.

Once again, our volunteers were present at the event. As part of the team offering support to the organization, their usual positive attitude and enthusiasm contributed to making the activity a success. It was a day filled with fun and happiness in the name of raising awareness about child safety.



The children were very engaged throughout the day.

# NUTRITION

Our volunteers in **CHILE** carried out a major non-perishable food campaign to benefit four organizations with which we collaborate in the country: Co-meduc, an organization that trains young people to improve their quality of life through entrepreneurship, civic training, job placement and higher education; Comedor San Felipe, an organization that provides meals to vulnerable people who are homeless; Hogar Santa Clara, which takes in children with HIV/AIDS; and Hogar de Ancianos San Ignacio, which provides a place to live to senior citizens in situations of distress, extreme poverty and social vulnerability, offering them a better quality of life in their later years. In all, 5,500 pounds of food were collected, which our volunteers classified and delivered to the four organizations, thereby helping the 614 people that these organizations care for.

*Being part of the MAPFRE team of volunteers has allowed me take part in this rewarding service, visiting homes for children and the elderly, where each moment spent with them is a unique experience, receiving their affection and gratitude. It is also an opportunity for my colleagues, who give the best of themselves in the campaigns we organize, through their work, time and contribution, to help our brothers and sisters. Let's not leave for tomorrow the good we can do today. There is always somebody waiting for us.*

**Marcela Soto**



Our volunteers classifying food in one of the homes in Chile.

In **HONDURAS**, on October 19, our volunteers organized the activity Alimentos con Corazón Hondureño!, where more than 60 children from the Enmanuel mixed rural school received food supplies as part of the nutrition action line of the Fundación MAPFRE Volunteer Program. Our

main goal with this initiative is to fight against the hunger and malnutrition of people with few resources.

This educational center is located in Amaratoca Valley, Francisco Morazán, a rural region inhabited by people with limited resources. For



Volunteers with boys and girls from Emmanuel rural school.

these children and their families, receiving food that is essential to their daily diet is a source of great joy.

The volunteers and boys and girls from the educational center enjoyed a morning of overflowing happiness and fun games, in addition to savoring a delicious snack.

In **MEXICO**, on Saturday July 14, 2018, volunteers from the company and Puebla joined forces with the organization Nutre a un Niño (Feed a Child) to help transform the lives of six families in the community of Cerrito de Tixmadejé, Acambay municipality, in the State of Mexico, with the aim of improving their diet.

Nutre a un Niño is a non-profit institution that works in impoverished rural communities in Mexico, cooperating with them through projects that help their social, economic and environmental development to improve child nutrition.

The community of Cerrito de Tixmadejé is located in one of the intervention areas of the institution, where the objectives of the activity were: expansion of hen houses, preparing paint from cactus juice to paint the exterior of houses and planting scallions in their gardens. This help not



Our volunteers with members of Territorial Oriente (Puebla).

only improves family nutrition but also increases their income due to the saving on the purchase of products such as eggs and garden vegetables, as well as the selling of surplus production.

Without a doubt, the participation of our 55 volunteers was extraordinary and helped improve the quality of life of these six families.

In **URUGUAY** a notably important project is Algo por Alguien (Something for Someone), which began in 2002. Its founders started out by going through the center of Montevideo handing out coffee thermoses to the homeless to help combat the cold during the winter months.

Unfortunately, demand grew and they were not able to meet it. As a result, they set up an operation center in one of the central squares of the city: Eduardo Fabini Square. Since then, every Wednesday night they bring pots of stew to serve to any homeless person in need of a plate of hot food.

The group stays afloat thanks to the solidarity contributions of people and the relentless commitment of its organizers and volunteers, who regardless of severe weather consistently show up for each meeting. They do not receive any financial support. The only help they get is from people willing to distribute food and create a safe space for people in a situation of vulnerability.

The group of MAPFRE Uruguay volunteers enthusiastically participated in this initiative. On Wednesdays during the winter, they served coffee, fruit and bread and interacted warmly with the diners. They also prepared bags of toys and candy to celebrate Children's Day with the 36 children who come to the square.

In addition to actively participating in the square, they also launched a non-perishable food drive for the people who bring the pots of food to the square every week. In all, the MAPFRE Uruguay collaborators collected 855 pounds of food and 213 warm articles of clothing.

Given the commitment of our volunteers and the enthusiastic acceptance by the group, no one wanted this to be an isolated action. For this reason, volunteers continue visiting the square once a month to spend time with and support the people who come with an empty stomach and are in need of love and affection. Thanks to their continued efforts, 700 people benefited directly and 400 others indirectly from the program.

To end 2018, Algo por Alguien joined forces with the candy shop Coruñesa in a collection drive. With the funds collected, the candy store provided a Christmas buffet in the square for all the diners on Saturday December 8. The MAPFRE Uruguay volunteers were in charge of collecting the funds and involving as many people as possible in the project.



Volunteers giving food to people who come to the square.

# ENVIRONMENT

In **PERU**, our volunteers motivated their colleagues to contribute to the collection of covers for crystal skin children (children with Epi-dermolysis bullosa, a condition in which the skin falls off at the slightest touch, causing wounds and blisters that look like severe burns) being treated at the National Children's Hospital.

While there is currently no cure for the disease, its complications can be avoided or delayed, the children's quality of life can be improved, and their pain can be reduced as much as possible. Their medical needs can be met with the collected covers. Our motto, our motivation is: "More covers, more smiles!"



Covers for a good cause.

In **VENEZUELA**, on World Beach Day, celebrated in September, for the fourth year in a row, our volunteers participated in the central coast cleanup day together with Foundation for the Defense of Nature (FUDENA).

The activity is highly appreciated because every one comes together to achieve a common objective: awareness-raising and sensitization in defense of nature, in particular caring for beaches. More than 40 people attended, including volunteers, family members and providers. They collected nearly 1,015 pounds of trash on Los Corales beach in the state of Vargas.



Volunteers in Venezuela are very committed to cleaning up natural areas in the country.

The inhabitants in the areas expressed their gratitude to the MAPFRE corporate volunteers for their work with the community and the environment. To show their support, they helped in the cleanup of the area. Also, they started an awareness-raising campaign with the users of the spa to promote the responsible use of beaches.

MAPFRE Venezuela wants to raise awareness about the environmental impact of pollution on beaches and in this way contribute to making our planet a better place to live on.

In 2018, we repeated our global volunteering activity, the main goal of which is for all employees to experience helping others as a team. To this end, last October 6, the **2ND MAPFRE VOLUNTEER DAY** was held, again under the motto "All together for the environment". This important event reflects MAPFRE's values and social commitment and the spirit of solidarity of employees of the company.

Currently, the Corporate Volunteer Program is active in 27 countries and carries out activities throughout the year. On the 2nd Volunteer Day, 1,586

volunteers in 25 countries participated, 20% more than in 2017, and 58 activities were organized in relation to the environment. As a result of the extraordinary effort of our volunteers, 1,720 trees and 113 species of native plants were planted while 35 tons of trash were removed.

With these activities, we strengthen our commitment to and support for two of the Sustainable Development Objectives that are a priority for MAPFRE: the ODS13 "Climate Action" and ODS11 "Sustainable cities and communities". Contribution is also made with two other ODS: ODS6 "Clean water and sanitation" and ODS14 "Underwater life".

For the second edition, we continued the three types of activities:

1. *Recovery and reforestation of degraded areas* to help combat climate change and its consequences.
2. *Removal of marine litter from beaches/cleanup of wetlands and banks* to contribute to sustainable development and guarantee the availability of water and its sustainable management and sanitation for everyone.
3. *Improvement actions and maintenance of public infrastructure* such as observatories, paths and parks. These types of activities seek to raise people's awareness to make cities and human settlements inclusive, safe, resilient and sustainable.

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

Many countries such as Argentina, Colombia, Spain, the United States, Mexico, Malta, Peru, Portugal, Puerto Rico, Turkey and Venezuela participated in this activity from different points within their countries.

In **China** a family volunteer activity was organized in which in addition to collecting trash, volunteers built toy cars out of recycled materials. The participants enjoyed a family day while also learning about the environment.

In the **Philippines**, our volunteers carried out upgrading and painting work at Muntinlupa National High School-Tunasan. Mainly, they painted walls in a bad state of repair, making the school much prettier and improving its condition.

In **Brazil**, International Volunteer Day was celebrated in three places: in Santos and Recife volunteers cleaned beaches, removing more than 110 pounds of trash; and in São Paulo, most of the volunteers helped to renovate all the common areas in E.E. Martinho da Silva public school. The activity involved 11 different actions: volunteers planted trees, painted walls and decorated them with graffiti, painted games on the floor and led a discussion about financial education. It was a full day that they also shared with their families.

In **Turkey**, more than 80 volunteers gathered to clean parks in Istanbul, Adana and Kocaeli. In all, they collected more than 440 pounds of trash.

In **Malta**, our volunteers organized two major activities: reforestation and beach cleanups in L-Ahrax tal-Mellieha. Along with family members, they collected 1,760 pounds of trash and planted 50 trees. They ended the day with a family meal.

Our volunteers in **Italy** joined together in the Puliamo il Mondo national campaign organized by the Legambiente association. Employees had the opportunity to work alongside their family members restoring parks and cleaning up beaches.



Volunteers in China during family environment day.



Group photo of our volunteers in the Phillipines.



Volunteers in Brazil help restore a green area at a school.



Volunteers participating in reforestration work.



Turkish volunteers after their cleanup day.



Turkish volunteers during cleanup day.



Volunteers in Malta after finishing their beach cleanup work.



Plaque that identifies each of the trees from reforestation day in Malta.

In **Costa Rica**, we repeated last year's activity of cleaning beaches in cooperation with ASVO, the volunteer association for the service in protected areas. More than 440 pounds of trash were removed from the beach.

**For the first time, Guatemala** celebrated international volunteer day with a beach cleanup activity in which nearly 20 volunteers (employees and family members) collected almost 330 pounds of trash.

In **Honduras**, our volunteers worked alongside the Tegucigalpa Ecological Foundation to restore a public park and clean up the surrounding areas.



Volunteers in Costa Rica receiving instructions from ASVO staff for the beach cleanups.



Volunteers in Costa Rica cleaning the beach.



Volunteers collected 330 pounds of trash in Guatemala.

In **Mexico**, volunteers organized activities at eight points within the country: Mexico City, Monterrey, Mérida, Guadalajara, Puerto Vallarta, Tijuana, Querétaro and Puebla. Our volunteers carried out tasks that included reforestation and cleaning beaches, parks and rivers. In all, more than 100 people took part, 200 trees were planted and more than 1,200 pounds of trash were collected. Mexico is an example of solidarity with the environment.

Finally, the situation in **Nicaragua** allowed our volunteers to participate in International Volunteer Day on October 6. They organized a reforestation activity with the entity Reserva Natura and planted approximately 200 trees.



Volunteers in Honduras restoring a park.



Volunteers in Mexico after their beach cleanup day.



Volunteers in Nicaragua at the end of their reforestation day.

In **Panama**, more than 50 volunteers helped clean a spectacular beach. They collected almost 3,300 pounds of trash.

In **the Dominican Republic**, our volunteers repeated the same reforestation activity as last year. Forty volunteers, including employees and family members, participated in the reforestation activity in cooperation with the Department of the Environment and Natural Resources. Together they planted approximately 800 trees, including mahogany, cedars and oaks.

In **Argentina**, volunteers from two points within the country participated in different activities: in Santa Fe they planted trees and in Buenos Aires they performed gardening tasks, mowed lawns, planted, and repaired lawn furniture at a senior center. A total of 60 volunteers, including employees and family members, participated.

In **Chile**, 24 volunteers helped plant trees and native plants and performed restoration work at Colegio Padre Pedro Arrupe of Fundación María Ayuda.

In **Colombia**, they organized different volunteer activities related to reforestation and the cleaning of beaches and rivers. Volunteers from seven cities took part: Bucaramanga, Medellín, Bogotá, Cali, Cartagena, Pasto and Ibagué. We would like to emphasize the high turnout of Colombia in this activity. A total of nearly 160 volunteers planted 220 trees and collected a half of a ton of trash.

In **Ecuador**, our volunteers organized a beach cleanup in the township of Playas Villamil district, where 15 volunteers collected 176 pounds of trash.



Volunteers in Panama ready to begin their activity.



Volunteers who participated in the activity at the senior center in Buenos Aires.



Volunteers in the Dominican Republic replanted approximately 800 trees.



Volunteers in Chile at Colegio Padre Pedro Arrupe.



Volunteers in Colombia at different times during reforestation day.



Volunteers in Ecuador performing cleaning work.

In **Paraguay**, volunteers celebrated International Volunteer Day by restoring and painting a public park in Asunción.

Our volunteers in **Peru** celebrated International Volunteer Day on different beaches within the country: in Lima they cleaned Playa Cavero, and in Iquitos they cleaned Santa Rita and Chiclayo. Together they collected more than 5 tons of trash.

In **Uruguay**, they celebrated volunteer day at a center from the disabled in Pronintegra, where they learned about plant and garden maintenance, soil preparation, sowing, irrigation and cultivation. In addition, our volunteers built a greenhouse so that they could continue growing during months of the year when it is not possible to grow outside.

In **Venezuela**, on World Beach Day, we carried out clean-up activities. Specifically, on MAPFRE Volunteer Day, our volunteers also engaged in clean-up activities but this time in the Caracas Botanical Gardens, where more than 20 volunteers collected 175 pounds of trash.

In **the United States**, we celebrated this day in different regions. In Massachusetts, volunteers participated in different clean-up and restoration activities in Douglas State Park and Webster Lake. In Phoenix, they planted flowers to ensure the survival of the Monarch butterfly. A total of 100 volunteers participated in the initiative, collecting more than 8 tons of trash.

In **Puerto Rico**, volunteers and family members from the main building planted 50 trees in the protected area of Pitahaya, in Canóvanas. Also, volunteers from the Ponce office went to La Jungla beach, in Guánica, where they performed cleaning work. Thanks to their efforts, they helped reduce the threat to our beaches and oceans.



Volunteers at the end of their day in Asunción, Paraguay.



Volunteers in Venezuela at the Caracas Botanical Gardens.



Volunteers in Iquitos, Peru.



Volunteers in Uruguay before starting cleanup work on Playa Carrasco.



Even the smallest volunteers helped with the reforestation of Pitahaya in Puerto Rico.



Volunteers in the United States mobilized for the environment.

In **Spain**, we organized different activities that brought 325 volunteers together under the motto “All together for the environment”. In Madrid, we offered family workshops on environmental education in the Guadarrama mountain range and prepared “green bombs” (seeds covered in clay). In Teruel, our volunteers participated in upgrading the picnic areas in a park. In Malaga, we organized workshops to raise environmental awareness about the port. In Palma de Mallorca, we planted 90 trees in an area that was burned several years ago in the municipality of Artá, in cooperation with IBANAT. In Avila, we opened the Aredis nursery, which will be a source of employment for this association for the disabled. And in Huevla, our volunteers participated in a reforestation initiative in Doñana Natural Park.



Volunteers in Madrid, Spain.



Volunteers in Avila, Spain, collaborating with AREDIS on the opening of its nursery.



Volunteers in Malaga, Spain.



Volunteers in Palma de Mallorca, Spain.

In **Portugal** more than 60 volunteers celebrated International Volunteer Day by helping to clean up beaches in Viana do Castelo, Aveiro, Leiria, Lisbon, Setúbal and Faro.



Volunteers cleaning beaches in Portugal.

Thanks to everyone for participating.

# SHARE SOLIDARITY

In **MALTA**, ice cream was sold to raise money for the NGO Dr. Klown.

At the beginning of the year, when I was asked to organize a volunteer activity, my only thought was that I was overwhelmed with work. Now, however, as the year draws to a close, I can honestly say the initiative to raise money for the NGO “Dr. Klown” was, for me, one of the highlights of the year. I feel lucky to have been part of the team that worked hard to make this activity a success.

Dr. Klown is a non-governmental organization that provides doctor clown services at Hospital Mater Die, the main hospital in Malta. A hospital can be scary, confusing and at times incredibly boring for children. The aim of this NGO is to provide them with smiles and fun, with entertainment that distracts them from their medical treatment, surgery and the inevitable long periods of recovery while they are sick. The clown doctors are not actual physicians but volunteers from all areas of life who have received artistic and psychological training in how to entertain hospitalized children. Their dressing up as clown doctors helps the children overcome their fear of real ones. For the clown doctors, the important thing is the person, not the sickness. Even when children are extremely sick, they are still children. If the clown doctors can get them to do nothing more than smile, they know they have helped. Various research studies have demonstrated that laughter is the best medicine and that it has real physiological and psychological benefits for patients. During their visits to the children’s rooms, the clown doctors improvise based on the situation and interests of each child. They encourage the children and their families to join in on the fun.

Each volunteer must undergo at least one year of intense training before "graduating" as a clown doctor, due to the severe psychological trauma they might encounter in their interactions with children who are sick and in some cases dying. Even after "graduation", there is continuous training and assistance programs for the volunteers. The NGO is only able to carry out these extensive and expensive training programs thanks to donations and aid.

Since we were not able to accompany the clown doctors on their visits to the hospital or attend the training, we decided to sell ice cream and donate the proceeds to this organization. Preparation for this event began approximately one week before it took place. An eight-member team representing different departments met and decided to sell the ice cream



Our volunteers in Malta with Dr. Kontra and Dr. oOpSiE.

coupons not only to our colleagues but also to all stores, companies and businesses in the area. We put up advertisements in cafeterias and public places and invited everyone to buy a solidarity ice cream to benefit Dr. Klown. We also sent emails to everyone in our contact network. Before the day in question, we had already received a large number of donations.

The day of the event was an incredible experience with cheerful music coming out of our ice cream truck, parked right in front of the MAPFRE Middlesea office building. Christine and Maurice Slaypen, founders of the NGO in Malta, prepared a table with information about the organization, books and Dr. Klown products, while two of its doctors, Dr. Kontra and Dr. oOpsie, entertained the crowd with their joyful and energetic pranks. Volunteers took turns selling ice cream and encouraging passersby to buy a delicious ice cream or make a donation to the cause. Even our CEO, Felipe Navarro, personally served the customers and, as a nice gesture, donned a clown's nose. This was quite a feat. Given his height, he had to crouch down in the ice cream truck!

When the activity was over, all the ice cream had been sold. The only thing left were happy faces. In all, we collected 1,000 € for Dr. Klown. A complete success! It also was a great experience in teamwork and strategic planning.





solution

It is a source of great pride to contribute for the first time with these words to the Fundación MAPFRE Volunteer Report. We have been collaborating with Fundación MAPFRE for six years now, doing what we can to help with volunteer activities.



At SOLUNION, we are convinced that corporate social responsibility is the way to give back to society part of what it gives to us. For this reason, one of the most important commitments that we assumed when we began our operations in 2013, was to develop as a socially responsible company in every respect: the environment, solidarity, in our service, with our employees, in our relations with customers, partners, shareholders and suppliers.

The law requires that companies comply with current regulations, but we can go further than that, and we must. Our ability to influence and our sphere of action are much larger than other social stakeholders. We have the infrastructure and the possibility to make ourselves heard but most importantly, the responsibility to do so.

Corporate social responsibility is an inherently global matter that concerns all the departments of a company and the different places where it develops its activity. For this reason, it must form an integral part of a company's strategy, reason for being and way of working.

Fortunately, SOLUNION has always had MAPFRE, a genuine point of reference in corporate social responsibility, as an example. Our close ties to our shareholder have allowed us to mark on our calendar a variety of initiatives promoted by Fundación MAPFRE in which our active participation, coupled with our own actions, forms our plan of action. This plan

seeks the involvement of everyone through ongoing efforts at raising awareness and a call to action. We have far exceeded our expectations, extending our focus of attention more and more.

I am deeply grateful to Fundación MAPFRE for its invaluable support and to the members of the SOLUNION team, who are heart and soul of this company. Nothing we do would be possible without them.

Sincerely,

Fernando Pérez-Serrabona  
General manager  
SOLUNION

2018

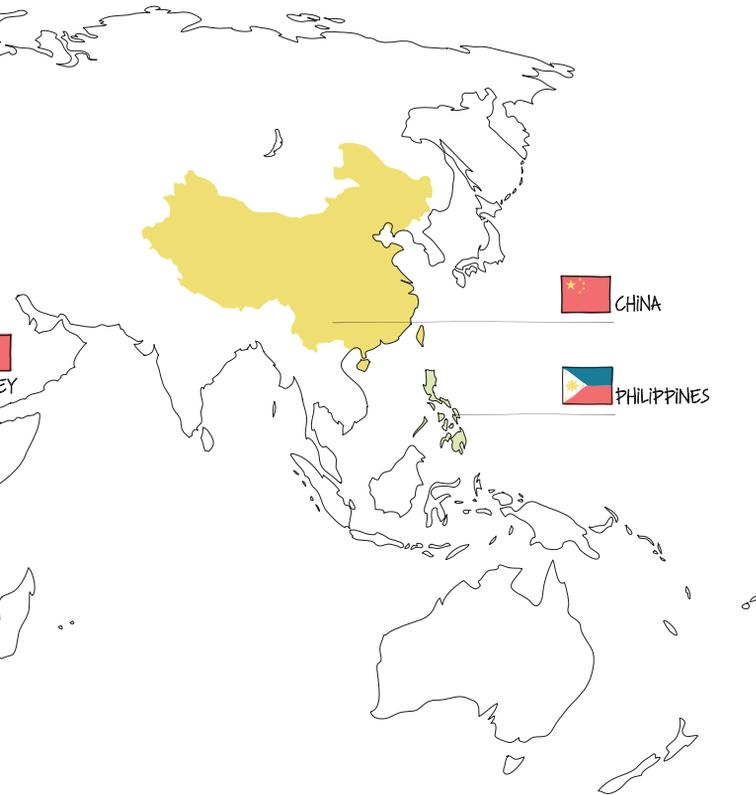
SPAIN

22 VOLUNTEERS



ERS

# 6 ACTIVITIES



## NUTRITION

3 45  
EVENTS PARTICIPANTS

## HEALTH

1 12  
EVENTS PARTICIPANTS

## SHARING SOLIDARITY

2 5  
EVENTS PARTICIPANTS

# NUTRITION

Saturday June 23, September 1 and December 8, 2018, several Fundación MAPFRE volunteers, employees of SOLUNION, collaborated with Sociedad de San Vicente de Paúl on their meal service to help homeless people and people without financial resources. The volunteers helped prepare the meals and set up the dining room. They welcomed and served the diners, handed out trays and cleared the tables. It was an enriching experience that helps to brighten the reality of many people (the soup kitchen serves 250 people a day) for a few hours.



Volunteers helping in the soup kitchen.

On June 23, I had the opportunity, thanks to SOLUNION, to visit the Sociedad San Vicente de Paúl soup kitchen. There some colleagues and I helped prepare the dining room and worked in the kitchen. It was not only gratifying to do my little bit to contribute to the work they do. I was also able to learn more about the history of the organization and everything it does: from providing hot food and clothes and other donated objects to preparing censuses. Without a doubt, it is worth dedicating a little bit of your time to helping people who need it most. Just a few hours of your time can mean the world to them.

**Mirna Baltasar del Rosario**

An unforgettable experience working alongside the Talismán team and the guys. We'll definitely do it again!

**Ana Fernández García**

When I see a child smile, receive a heartfelt hug or someone thanks me, even if it's just with a look, I know it was worth waking up at dawn and arriving home late. These are the times when I realize that I have received much more than I have been able to give.

**Carmen Marcos**

I had never volunteered in the company before. I think it is a great project. We leave behind for a moment the egotism we have grown accustomed to and empathize with other people's realities. Without a doubt, I would do it again.

**Karolay Landaeta García**

I thought being a volunteer only meant helping others by contributing some of your time and energy, but I was wrong. It is an experience that makes you grow as a person, where you learn to appreciate what you have and recognize what really matters.

**David Coronel**

# HEALTH

Last September 29, our volunteers and their families collaborated with the Talismán Association, which works to improve the quality of life of people with intellectual disabilities. They participated in a workshop in the association's nursery, in the Madrid neighborhood of Martín de Valdeiglesias, where they sowed, transplanted, identified fruit and carried out other activities.



Different moments during ecosolidarity day in collaboration with the Talismán Association.

VASS 20

ANIVERSARIO

At VASS, since 2007, corporate social responsibility has been a fundamental pillar of our talent management differential policy. We strongly believe in the work we must do as companies to raise awareness and impress upon our professionals the importance of values such as solidarity, teamwork and empathy. This is because actions with a social purpose are essential to contributing selflessly to the betterment of our society.



Companies must train their employees not only *inhard and soft skills* that allow them to grow professionally. We also need to go a step further and encourage social and solidarity habits within their development plans so that growth also occurs on a more personal and emotional level. In addition to excellent professionals, we need to cultivate excellent people.

For this reason, at VASS we have the program "1, 2 AcciónVASS" where 2% of the profits from the previous year is allocated to initiatives that encourage the values of teamwork, cooperation and solidarity through races or other sports activities with a social purpose. In addition, we have the annual Solidarity Awards, where a contribution is made by donating to social action projects that VASS employees submit jointly with an NGO/ Association/Foundation of their choice. The 1% represents the time that our participants have to carry out volunteer activities during the working day (a maximum of two days per year), in addition to the time they can devote to these causes on the weekends.

We are grateful to Fundación MAPFRE for the support they have been providing us for more than two years. Thanks to its collaboration, we have been able to give shape to our corporate volunteer actions, enabling us to work with a range of associations and NGOs whose values are in line with

our own, as well as offering an extensive variety of social actions that our corporate volunteer network embraces enthusiastically.

I also want to express my gratitude for the effort and good cheer of our corporate volunteers who are requesting more and more actions from us. It is gratifying to see how helping others humanizes organizations and makes working and collaborating with each other on a daily basis much easier.

Thank you for helping us contribute to making the world a better place to live in.

Paula Rodrigo Lon  
Director People & Talent  
VASS

# 2018

# SPAIN

# 41 VOLUNTEER



RS

# 11 ACTIVITIES



## EDUCATION

3 EVENTS 5 PARTICIPANTS

## HEALTH

2 EVENTS 6 PARTICIPANTS

## NUTRITION

3 EVENTS 25 PARTICIPANTS

## SHARING SOLIDARITY

3 EVENTS 44 PARTICIPANTS

VASS is committed to innovation, training, raising awareness and research. These are the four pillars that support a social action program that contributes value to the company, its employees and society, aligned with the company's mission: helping companies in their digital transformation process with the aim of supporting part of their DNA.

In keeping with this support mission, in June 2017, a collaboration agreement was signed with Fundación MAPFRE with the aim of channeling solidarity through the #SéSolidario program. As a result, the possibility of making, on the one hand, microdonations to finance small causes with financial support through our participation and, on the other, carrying out corporate volunteer actions during working hours and outside of them was implemented at the company. In this way, solidarity is aligned with the 1,2 AcciónVASS program:

- The 2 refers to the percentage of profit before tax from the previous year allocated to social orientation initiatives: 2% of annual financial contributions to social actions.
- The 1 corresponds to the time VASS employees can devote to corporate volunteer actions during working hours (at least 2 days per year).

According to VASS's philosophy, the actions must be associated with four social pillars:

1. *Innovation (technology)*: organize working days with ideally small and medium-size social organizations to provide them with high-level advice to meet their technological needs.
2. *Training-education*: organize technology workshops with identified interest groups (people with special abilities, the elderly, children and

adolescents at risk of social exclusion, improving the employability of young people), as well as tutoring and mentoring programs.

3. *Raising awareness*: through the participation of volunteers in support of specific causes, establishing one specific cause per year and working on an annual plan with specific quarterly actions that support raising awareness, not only through communication campaigns but from firsthand experiences.
4. *Research*: support specific causes that allocate funds to research diseases such as cancer, collaborating with *partners*.

Therefore, in line with the Fundación MAPFRE Volunteer Program, our activity is underpinned by the action lines of education, health and nutrition.

More than 192 working hours have been devoted to volunteering in which a total of 41 volunteers have participated.

# EDUCATION

Last May 30, Fundación MAPFRE decided to organize a series of customized workshops for small social organizations that belong to its collaboration network. The aim was working together, in small groups of 3 to 5 organizations, on how they need to adjust their activity to the new General Data Protection Regulations, addressing practical cases that can be applied to the management of their organization.

Our volunteer Gabriela García Castellanos, from the & Business Value Innovation Department, an expert in the new data protection regulations, attended the workshop as professional volunteer, selflessly devoting her time to explaining the regulations and answering questions.



Gabriela García Castellanos answering questions during the workshop on the new data protection regulations.

Gabriela was able to resolve everyone's doubts, while also helping several associations address small incidents involving the implementation of the regulations.

Last September 5, the program *PonteaPunto* was introduced. Through this initiative, the association *Avanza ONG* provides comprehensive and quality training to the unemployed and people at risk of social exclusion through customized courses adapted to the personal and human situation of the group.

This project provides professional training to more than 30 people at risk of social exclusion. The program helps them with the job search, offering opportunities and preparing them for interviews and work situations.

Two annual courses that last a total of 220 hours are offered. Each course is free for the students. *Avanza ONG* also provides them with a complete work uniform and a transit pass to make it easier for them to come to class. Our volunteers participated for one day helping to simulate work situations and personal interviews.



Members and volunteers of the *Avanza ONG* workshop.

Three volunteers from the selection area spent the whole day simulating work interviews and offering advice to unemployed people, providing them with the skills to face their next job interviews with a more positive attitude and increasing their self-confidence.

# HEALTH

The association Avanza ONG needed help preparing Christmas baskets and organizing the warehouse to classify the toys they had received and label clothing and non-perishable food products. Our volunteers helped to classify and inventory the toys, clothes and food for more than 5,000 people at risk of social exclusion in Madrid for the 2018 Christmas campaign.

In addition, VASS organized a toy collection campaign at the end of the year. Our volunteers helped classify and distribute the toys to the children of Fundación Tomillo.



Images of two of the days that VASS volunteers visited the warehouse that Avanza ONG uses to store the material for Christmas baskets.

# NUTRITION

Every Friday during the month of September, 25 volunteers helped in the San Vicente de Paúl soup kitchen by cooking and serving breakfast and lunch.

Sister Josefa manages the dining room. Her goal is to cover one of people's basic needs: eating. The soup kitchen serves men, women and families in a situation of vulnerability due to the lack of financial resources.

Guaranteeing regular meals allows many families to continue paying their rent and helps them avoid more severe deprivations.

In addition to the work carried out on solidarity day, the training and care that Sister Josefa provides is astounding. She is indispensable to the smooth functioning of the soup kitchen.

This volunteer experience was such a success that the action will be continued throughout 2019.



Sister Josefa with volunteers at the soup kitchen.

*It's much better to give than to receive, especially when you give your time putting your heart into it and receiving smiles in return. Volunteering is an opportunity to recognize the world around us, to help those who need it most and to grow as a person. I definitely recommend volunteering to everyone!*

**Rebeca Martín Redondo**

# IN THEIR OWN WORDS

## MAPFRE

*For me, volunteering means delving deeper into the humanitarian and compassionate spirit.*

**Roxana Espeche - ARGENTINA**

*First of all, I'm a team supervisor. So I want to take the initiative in volunteer activities to serve as an example for the members of my team. Also, I'm a mother. Volunteering makes me a role model for my daughter. And last but not least, I'm a daughter, and I want to make my parents proud and show them respect through the volunteer activities and programs that I'm committed to. This is why volunteering is important to me.*

**Emma Zhu - CHINA**

*Through last year's volunteer activities, we brought smiles to the faces of children and senior citizens and protected the environment, among other things. As a result of these actions, we benefit our community, our society and the environment to some extent, which gives our actions meaning. This is why I believe volunteering is so important.*

**Young Yang - CHINA**

*By interacting with children and the elderly, as a volunteer I have discovered the joy of serving others. I've learned that we all have stories*

*to tell and things to show, from the youngest to the oldest, and we all have a child inside of us who is happy when engaging with others.*

**Liz Andrea Escobar Vargas - COLOMBIA**

*The importance of supporting and helping people who really need it, of being able to make children happy who need it and contribute our grain of sand to the wellbeing of humankind.*

*The importance of participating in the Fundación MAPFRE volunteer program is being able to provide all the communities we visit with joy, quality of life and togetherness. It's an amazing experience!*

**Linda Nora Ángel Azuero - COLOMBIA**

*Thanks, Fundación, for giving me the opportunity to help make someone smile who needs it.*

**Ivelise Ortega - COSTA RICA**

*"If I want to fly but I can't, I make some wings." Elmer Gamboa taught me that "I can't" exists only in my head, that "I can't" is an illusion. If I want something, I have to fight for it to make my dreams come true and achieve my goals and aspirations.*

**Michael Alfaro Gutiérrez - COSTA RICA**

I think it is a unique opportunity, an educational experience in values incredibly enriching for our children. If we want to provide them with a better education, in addition to languages and technology, we must not forget to help them develop as well-balanced individuals with the necessary human values. Instilling a sense of solidarity is something that cannot wait.

**Victoria Ferreiros Ripoll - SPAIN**

Possessing the volunteering spirit allows you to be part of something bigger.

**Irene Joy C. Abainza - THE PHILIPPINES**

Volunteering helps people develop in a way that it is impossible within the four walls of an office.

**John Eric L. Mendoza - THE PHILIPPINES**

For me, participating in the MAPFRE volunteer program has been a blessing because it has allowed me to be in the service of others.

**Nery Alejandro Arana Sánchez - GUATEMALA**

The MAPFRE volunteer program has meant forme sharing and bringing smiles to the faces of others, being a light that brightens the way, which makes me feel very special.

**Ana Clementina Torres Rubio - GUATEMALA**

Volunteering is more than a lesson. It is living, experiencing, learning and imitating models to be followed. It is connecting with others and making them happy. It is bridging gaps in society to further develop the concern for others and establish the foundation of peace and social coexistence.

**Noly Esmeralda Torres - HONDURAS**

To be a Fundación MAPFRE volunteer means to contribute your grain of sand and be a part of changes in places and in the lives of people. In every volunteer activity I participate in, I learn something new. Each smile I receive motivates me to be a different person.

**Sandra Yaquelin Zelaya - HONDURAS**

It requires a steady commitment with an organization that channels our efforts to help other people and society in general by developing such values as a sense of humanity, solidarity, sensitivity, altruism and empathy.

**Grethel Guissel Tórrez López - NICARAGUA**

Volunteering is an experience rich in knowledge and growth as a human being [...]. Volunteer work makes me happy, because I have the opportunity to help others without expecting anything in return. It allows me to show my son, who is still a child, what we have around us and how we must contribute to making a better world.

**Mariela del Socorro Suárez Día - NICARAGUA**

Being a volunteer is performing small acts with all of your heart to make the world a better place. My main interest is always being able to serve as an example to others, and especially children, to instill in them this beautiful calling and the spirit of service.

**Carlos Enríquez - PARAGUAY**

A true superhero is one that gives the most valuable thing she possesses (time) without expecting anything in return. A true superhero heals hearts with hugs and cures injuries with kisses. For a true superhero, nothing is impossible if she has faith in God.

Thank you, MAPFRE Paraguay, for showing us that the beauty of life resides in small things, putting aside so many meaningless worries. Thank you for showing us how to be PEOPLE and, most importantly, for making us feel ALIVE...

The experience of volunteering is the most beautiful thing because it transports you to a world where problems disappear, where pain is forgotten and where love and happiness reign supreme. Human beings easily forget what other people say to us but not how they makes us feel. The opportunity to be a part of something shows us that together we can do wonderful things for the world and in small gestures we can achieve great things.

**Cecilia Gauto - PARAGUAY**

For me, solidarity means much more than helping others. It means sharing with people who need more from us. It means giving a little bit of our time to people who need it the most. It means seeing the faces of children and the elderly who smile when we visit them. It's what brightens my spirit and soul. It means giving all of yourself.

**María Eugenia Acuña - PARAGUAY**

Being a volunteer means helping people who need it the most without expecting anything in return, whether it is time or money. What you invest in volunteering is of incalculable value for each person [...]. For me, I do it because I feel satisfaction and joy in my heart that fills me with positive energy and hope in life.

**José Negrón - PUERTO RICO**

To be able to help someone achieve their goals is priceless. Helping them achieve their goals while doing what you are passionate about is a feeling without comparison. [...] Volunteering is, beyond a doubt, one of the pillars of a community. Through it we achieve powerful, lasting and loving results.

**Karen Hernández - PUERTO RICO**

For me, being a volunteer is a *commitment* that we make with society and with ourselves to provide a spark of happiness to those who need it most and contribute to preserving and improving our planet. [...] Serving others is one of the most beautiful and satisfying experiences I've ever had.

**Cristina Álvarez - DOMINICAN REPUBLIC**

It doesn't make sense to be a volunteer unless you are compelled to help people going through a difficult period to feel they are important to our society, that they can get through their troubles and move forward.

**Luis Argenis González - DOMINICAN REPUBLIC**

I didn't realize how strong the emotional impact of volunteering can be. I didn't think it would have such a profound effect on me. I decided to participate in as many activities as I can to help people and build a better world, because I believe that we are all alive so that we can help each other.

**Çağdaş Kalaç - TURKEY**

The Volunteer Program has made me a more environmentally friendly person and more useful to others. Thank you for bringing together people filled with good intentions and for supporting us in these beautiful initiatives.

**Burçak Ertaş - TURKEY**

Learning with a group of young people was an incredibly emotional experience. Through a recreational tool, we had the opportunity to exchange knowledge and experiences.

**Ednea Cristina Guimarães Andrade - BRAZIL**

Participating in the implementation of the game was a phenomenal experience, one that was different from all the other volunteer work I have been involved in. I feel satisfied sharing with young people a little bit of insurance culture and knowledge in the area of financial education as pillars of social transformation.

**Leni Caetano Franco - BRAZIL**

When you volunteer, you immerse yourself in experiences that require applying all of your knowledge and abilities in the service of others.

**Janeth Guadamud - ECUADOR**

Mark and I were overwhelmed by the amount of people who donated and joined us to find a cure for cystic fibrosis. Getting to know them all was absolutely delightful. Having so many employees and their families supporting a good cause made me feel much more proud to work for a company filled with so many people who care. Again, from the bottom of our hearts, thank you and your families for helping us advance in the search for a cure to cystic fibrosis.

**Kayla Costa - UNITED STATES**

I've had the pleasure to work with MAPFRE employees who care and who selflessly and constantly sacrifice their time and resources to help others. I admire the degree of commitment that MAPFRE USA has shown through its participation in the MAPFRE Fundación Volunteer Program. The Fundación seeks to improve the living conditions of people who need it most in our community. For this, and for the degree of concern and care on the part of our employees, I am proud to be part of the MAPFRE family.

**Lisa Dalterio - UNITED STATES**

It is lifelong learning process that involves all of society.

**Ana Milheiro - PORTUGAL**

After working for more than 10 hours in a garden with 500 children, I arrived home with my heart full and a strong desire to participate in more initiatives.

**Tânia Ribeiro - PORTUGAL**

Fundación MAPFRE has encouraged our sense of solidarity and has made our hearts sensitive to the profound lack of love that one can observe in the world today. Through our participation, we will contribute to helping people have hope and experience a moment of happiness.

**Fany Melissa López - HONDURAS**

I have learned to share with the needy everything God gives us as an organization and as a person. I have learned to see material things differently, and to know one doesn't need to have a lot to be happy and to make those around us happy.

**Olinda Maribel Varela - HONDURAS**

Being a volunteer is sharing time and dedication, which translates into love and gratitude.

**Patricia María Escobar Andrade - MEXICO**

They say the world is always changing, and I wanted to know how to change the world. I began giving out smiles and I received happiness in return. Now I know that the difference lies in the willingness to serve and make others happy.

**Francisco Rodolfo Osegueda Jesús - MEXICO**

It gives us the opportunity to meet, share and help people whose realities are different from our own.

**Nicole Rezk - URUGUAY**

Volunteering is everyone's responsibility. We should do it always. Only this way will we be able to achieve a better world for everybody.

**Rodrigo Crespi - URUGUAY**

I've always liked helping others, doing social work, because when I do it, I feel good, happy and fulfilled. Nothing encourages us more than serving and helping others.

**Elsa Paz Segura - PERU**

Volunteering is an opportunity to do small things that overcome great obstacles. It is shared time that enlarges the soul.

**Alma Herrera Guerrero - PERU**

Volunteering gives you a healthy feeling of achievement and motivation. One of the greatest gifts we can give to the community is our time.

**Nadya Bianco - MALTA**

Being able to serve is a gift. It is an opportunity that life gives me to be able to offer my work, dedication and time, giving my best each day to help others who need our attention, tenderness and understanding. Often a single word, a look, a warm gesture is enough to fill someone's heart.

**Marcela Soto - CHILE**

## SOLUTION - SPAIN

Giving just a few hours of our time to other people can mean the entire world to them.

**Mirna Baltasar del Rosario**

When I see a child smile, receive a heartfelt hug or someone thanks me, even if it's just with a look, I know it was worth waking up at dawn and arriving home late.

**Carmen Marcos**

I thought being a volunteer only meant helping others by contributing some of your time and energy, but I was wrong. It is an experience that makes you grow as a person, where you learn to appreciate what you have and recognize what really matters.

**David Coronel**

## VASS - SPAIN

Implementing our values, unselfishly offering your skills, your knowledge and your experience to help people in need is a caring action of selflessness and generosity, where the most important thing is to empathize with others in a humanitarian way.

**José Luis García Martínez**

It's the best way to plant one's feet on the ground and be aware of what really matters. Today it's someone else. Tomorrow it could be me. Thank you.

**Rebeca Martín Redondo**

Volunteering is way to help society by contributing the best in each of us joyfully. In the experiences I have participated in, I've had the opportunity to learn about another reality that is so close but unfortunately very removed from our everyday lives. I hope that everyone can do their small part and together we can create a better world.

**Yolanda Sánchez Jiménez**

For me, volunteering is a way of helping others without expecting anything in return. It is a very enriching and rewarding experience because you are helping a good cause.

**Gabriela García Castellano**

## EPILOGUE

When we took stock of the results of our 2017 Volunteer Program, we expressed our desire to continue down the path we had set out on and to advance and establish synergies with other agents of change.

We promised to continue instilling the value of solidarity in our society and contribute to caring for those who need it the most, providing them with the basic necessities of nutrition, education and health.

We are satisfied that we have achieved what we set out to accomplish. As volunteers we have increased in number. We have also incorporated activities that require greater commitment on our part, an effort we have managed to combine with other more temporary but no less necessary initiatives. With the inclusion of volunteers in Italy and the United Kingdom, who participated in their first actions aligned with the Fundación's program in 2018, we have grown. Indeed, the Fundación MAPFRE Volunteer Program worked throughout the year to extend and consolidate solidarity thanks to the effort, dedication and commitment of 8,618 people who selflessly shared their time and energy and were involved in the difficult task of eliminating social exclusion.

Whenever we begin to prepare this report, we ask our volunteers to share their experiences of the work in which they participated. Among all the accounts that we received - all filled with a sense of gratitude, pride in being able to help and joy -, there was one in particular that we think sums up and defines perfectly everything it means to be a volunteer.

"For me, volunteering means...

Valuing the efforts and teamwork of those who volunteer. All of us contribute a grain of sand to this enormous world of solidarity.

Pride in being able to belong to a foundation that gives us a chance to help in everything we want and are able to.

The opportunity to get to know our work colleagues in a different way.

Joining forces to achieve the common goal of helping others.

Needing a space at work where we can be free of the restrictions of pairs and hierarchies and where everyone is at the same level.

Conveying to those who have not had the opportunity to volunteer that by volunteering they are actually helping themselves.

Treasuring every moment experienced. All the hugs, caresses, smiles and stories.

Remembering that every selfless act by us can be an invaluable treasure for the person who receives it.

Imagining a future in which we are so much more. To continue participating and most importantly, to continue growing as a society.

Consolidating connections forged with the different institutions we carry out this beautiful work with.

Enjoying when we are recognized for everything we do, because we are providing an example of worthy behavior.

Opportunities... To be a volunteer is to provide opportunities"

**Silvina Maricel Rodriguez**, volunteer in Argentina

Mirna, Ana, Marta, Pedro, Beatriz, Jorge, Nadya, Kaleb, Gabriela, Ednea, Marcela, Emma, Young, Liz, Ivelise, Karolay, Michael, Janeth, Antonio, Victoria, John, Noly, José, Luis, Alejandro... a long list of people who in 2018, in the words of Silvia, which we make our own, provided opportunities. Thank you for making our program a reality, for combining forces around the world to change things, for helping people, and for caring for others and for the good of everyone.

Julio Domingo Souto

General manager

Fundación MAPFRE



# APPENDIX

ARGENTINA 535 VOLUNTEERS

BRAZIL 851 VOLUNTEERS

CHILE 26 VOLUNTEERS

CHINA 66 VOLUNTEERS

COLOMBIA 775 VOLUNTEERS

COSTA RICA 45 VOLUNTEERS

DOMINICAN REPUBLIC 122 VOLUNTEERS

ECUADOR 61 VOLUNTEERS

EL SALVADOR 69 VOLUNTEERS

GERMANY 38 VOLUNTEERS

GUATEMALA 165 VOLUNTEERS

HONDURAS 352 VOLUNTEERS

ITALY 8 VOLUNTEERS

MALTA 135 VOLUNTEERS

MEXICO 848 VOLUNTEERS

NICARAGUA 41 VOLUNTEERS

PANAMA 344 VOLUNTEERS

PARAGUAY 102 VOLUNTEERS

PERU 433 VOLUNTEERS

PHILIPPINES 74 VOLUNTEERS

PORTUGAL 116 VOLUNTEERS

PUERTO RICO 197 VOLUNTEERS

SPAIN 1805 VOLUNTEERS

TURKEY 341 VOLUNTEERS

UNITED KINGDOM 26 VOLUNTEERS

UNITED STATES 960 VOLUNTEERS

URUGUAY 30 VOLUNTEERS

VENEZUELA 143 VOLUNTEERS



# ARGENTINA

## 535 VOLUNTEERS

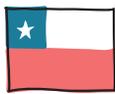
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS*	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>4</b>	<b>58</b>	<b>544</b>	<b>213.00</b>
Everyone to school	1	3	50	8.00
MAPI's Heart - Caring kids: Teaching values to children	1	15	85	105,00
Rehabilitation and maintenance of educational facilities	2	40	409	100.00
<b>Environment</b>	<b>8</b>	<b>120</b>	<b>468</b>	<b>708.00</b>
Fundraising related to environmental issues	2	22	34	11.00
Rehabilitation and maintenance of environment related facilities	6	98	434	697.00
<b>Health</b>	<b>26</b>	<b>345</b>	<b>3,525</b>	<b>1,908.00</b>
Basics with heart	4	34	761	47.00
I am a donor	2	49	147	24.50
No barriers sport	1	11	30	31.00
Raising smiles	13	199	663	1,512.00
Sharing illusions	6	52	1,924	293.50
<b>Nutrition</b>	<b>4</b>	<b>463</b>	<b>393</b>	<b>496.50</b>
Food with love	4	463	393	496.50
<b>TOTAL</b>	<b>42</b>	<b>986</b>	<b>4,930</b>	<b>3,325.50</b>

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



# BRAZIL 854 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>24</b>	<b>222</b>	<b>607</b>	<b>808.00</b>
Everyone to school	6	34	77	66.00
Rehabilitation and maintenance of educational facilities	2	14	2	42.00
Training activities related to educational matters	16	174	528	700.00
<b>Emergency aid</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>5.00</b>
Solidarity partnership	2	5	1	5.00
<b>Environment</b>	<b>17</b>	<b>153</b>	<b>981</b>	<b>476.80</b>
Awareness raising actions related to environmental issues	10	53	974	68.00
Environmentally conscious	6	45	6	78.80
Rehabilitation and maintenance of environment related facilities	1	55	1	330.00
<b>Health</b>	<b>78</b>	<b>1,005</b>	<b>6,738</b>	<b>2,665.00</b>
Basics with heart	24	197	2,894	983.00
I am a donor	32	389	1,318	385.00
No barriers sport	1	76	11	228.00
Raising smiles	13	242	1,730	703.00
Sharing illusions	6	96	702	358.00
Training activities related to health issues	2	5	83	8.00
<b>Nutrition</b>	<b>18</b>	<b>151</b>	<b>578</b>	<b>585.00</b>
Food with love	17	133	577	531.00
Rehabilitation and maintenance of nutrition facilities	1	18	1	54.00
<b>TOTAL</b>	<b>139</b>	<b>1,536</b>	<b>8,905</b>	<b>4,539.80</b>



CHILE  
26 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>3</b>	<b>32</b>	<b>12</b>	<b>164.00</b>
Goal ZERO	1	5	1	20.00
Rehabilitation and maintenance of educational facilities	1	26	1	104.00
Training activities related to educational matters	1	1	10	40.00
<b>Health</b>	<b>3</b>	<b>32</b>	<b>96</b>	<b>21.00</b>
I am a donor	3	32	96	21.00
<b>Nutrition</b>	<b>4</b>	<b>12</b>	<b>4</b>	<b>48.00</b>
Food with love	4	12	4	48.00
<b>TOTAL</b>	<b>10</b>	<b>76</b>	<b>112</b>	<b>233.00</b>



# CHINA 66 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>2</b>	<b>25</b>	<b>136</b>	<b>49.50</b>
Awareness raising actions related to educational matters	1	6	130	18.00
Fundraising related to educational matters	1	19	6	31.50
<b>Environment</b>	<b>1</b>	<b>49</b>	<b>1</b>	<b>159.00</b>
Environmentally conscious	1	49	1	159.00
<b>Health</b>	<b>3</b>	<b>17</b>	<b>127</b>	<b>34.00</b>
Basics with heart	1	5	100	3.50
I am a donor	1	3	2	7.00
Raising smiles	1	9	25	23.50
<b>TOTAL</b>	<b>6</b>	<b>91</b>	<b>264</b>	<b>242.50</b>

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS*	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>23</b>	<b>193</b>	<b>1,349</b>	<b>470.00</b>
Everyone to school	4	69	121	108.00
Goal ZERO	2	82	1,100	278.00
Training activities related to educational matters	17	42	128	84.00
<b>Environment</b>	<b>12</b>	<b>396</b>	<b>5,041</b>	<b>1,018.50</b>
Environmentally conscious	11	347	5,010	896.00
Rehabilitation and maintenance of environment related facilities	1	49	31	122.50
<b>Health</b>	<b>25</b>	<b>532</b>	<b>1,675</b>	<b>676.28</b>
Basics with heart	2	27	30	53.00
Healthfully: Awareness raising activities	5	32	146	15.28
I am a donor	5	226	992	113.00
Raising smiles	6	121	258	281.00
Sharing illusions	6	116	199	209.00
Sharing life: Awareness raising activities	1	10	50	5.00
<b>Nutrition</b>	<b>7</b>	<b>89</b>	<b>404</b>	<b>216.50</b>
Food with love	7	89	404	216.50
<b>TOTAL</b>	<b>67</b>	<b>1,210</b>	<b>8,469</b>	<b>2,381.28</b>

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



# COSTA RICA

## 45 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Environment</b>	<b>1</b>	<b>16</b>	<b>1</b>	<b>192.00</b>
Environmentally conscious	1	16	1	192.00
<b>Health</b>	<b>6</b>	<b>61</b>	<b>658</b>	<b>407.00</b>
I am a donor	1	17	68	17.00
Psychosocial support	1	5	150	40.00
Raising smiles	4	39	440	350.00
<b>Sharing Solidarity</b>	<b>1</b>	<b>20</b>	<b>1</b>	<b>120.00</b>
Fundraising for solidarity matters	1	20	1	120.00
<b>TOTAL</b>	<b>8</b>	<b>97</b>	<b>660</b>	<b>719.00</b>



# DOMINICAN REPUBLIC

## 122 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>15</b>	<b>49</b>	<b>95</b>	<b>70.50</b>
Everyone to school	3	30	83	38.00
Training activities related to educational matters	12	19	12	32.50
<b>Environment</b>	<b>1</b>	<b>40</b>	<b>1</b>	<b>120.00</b>
Environmentally conscious	1	40	1	120.00
<b>Health</b>	<b>7</b>	<b>45</b>	<b>376</b>	<b>81.75</b>
Healthfully: Awareness raising activities	1	4	190	8.00
I am a donor	1	5	5	3.75
Mujeres por el corazón	1	3	1	9.00
Raising smiles	2	21	180	53.00
Rehabilitation and maintenance of healthcare facilities	2	12	0	8.00
<b>Nutrition</b>	<b>3</b>	<b>51</b>	<b>19</b>	<b>36.50</b>
Food with love	3	51	19	36.50
<b>TOTAL</b>	<b>26</b>	<b>185</b>	<b>491</b>	<b>308.75</b>



# ECUADOR 61 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>7</b>	<b>55</b>	<b>164</b>	<b>171.00</b>
Everyone to school	3	18	60	42.00
Training activities related to educational matters	4	37	104	129.00
<b>Environment</b>	<b>1</b>	<b>20</b>	<b>1</b>	<b>60.00</b>
Environmentally conscious	1	20	1	60.00
<b>Health</b>	<b>14</b>	<b>145</b>	<b>488</b>	<b>220.00</b>
Raising smiles	1	5	10	10.00
Sharing illusions	9	100	478	170.00
Training activities related to health issues	4	40	0	40.00
<b>Nutrition</b>	<b>8</b>	<b>210</b>	<b>1,178</b>	<b>360.00</b>
Food with love	8	210	1,178	360.00
<b>Sharing Solidarity</b>	<b>16</b>	<b>152</b>	<b>388</b>	<b>333.00</b>
Charity markets	16	152	388	333.00
<b>TOTAL</b>	<b>46</b>	<b>582</b>	<b>2,219</b>	<b>1,144.00</b>



# EL SALVADOR

## 69 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Emergency aid</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>14.00</b>
Solidarity partnership	2	8	1	14.00
<b>Environment</b>	<b>2</b>	<b>74</b>	<b>1</b>	<b>148.00</b>
Awareness raising actions related to environmental issues	1	37	0	37.00
Environmentally conscious	1	37	1	111.00
<b>Health</b>	<b>2</b>	<b>51</b>	<b>230</b>	<b>139.00</b>
Fundraising for health issues	1	7	80	7.00
Raising smiles	1	44	150	132.00
<b>Nutrition</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>5.00</b>
Food with love	2	5	0	5.00
<b>TOTAL</b>	<b>8</b>	<b>138</b>	<b>232</b>	<b>306.00</b>



# GERMANY

## 38 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>1</b>	<b>4</b>	<b>525</b>	<b>16.00</b>
MAPI's Heart - Caring kids: Teaching values to children	1	4	525	16.00
<b>Health</b>	<b>6</b>	<b>67</b>	<b>104</b>	<b>114.00</b>
Basics with heart	3	7	0	28.00
Fundraising for health issues	2	26	2	52.00
I am a donor	1	34	102	34.00
<b>Sharing Solidarity</b>	<b>2</b>	<b>12</b>	<b>815</b>	<b>44.00</b>
Fundraising for solidarity matters	2	12	815	44.00
<b>TOTAL</b>	<b>9</b>	<b>83</b>	<b>1,444</b>	<b>174.00</b>



# GUATEMALA

## 165 VOLUNTEERS

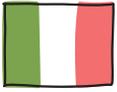
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Emergency aid</b>	<b>6</b>	<b>78</b>	<b>860</b>	<b>100.00</b>
Solidarity partnership	6	78	860	100.00
<b>Environment</b>	<b>2</b>	<b>62</b>	<b>2</b>	<b>273.00</b>
Environmentally conscious	2	62	2	273.00
<b>Health</b>	<b>12</b>	<b>218</b>	<b>672</b>	<b>478.00</b>
Basics with heart	1	5	225	2.50
I am a donor	1	32	60	17.00
Raising smiles	5	139	211	364.00
Sharing illusions	5	42	176	94.50
<b>Nutrition</b>	<b>4</b>	<b>19</b>	<b>594</b>	<b>24.50</b>
Food with love	4	19	594	24.50
<b>TOTAL</b>	<b>24</b>	<b>377</b>	<b>2,128</b>	<b>875.50</b>



# HONDURAS

## 352 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>12</b>	<b>129</b>	<b>1,693</b>	<b>410.50</b>
Awareness raising actions related to educational matters	1	19	200	57.00
Everyone to school	4	26	120	56.50
Goal ZERO	5	40	523	127.00
Rehabilitation and maintenance of educational facilities	1	18	50	54.00
Training activities related to educational matters	1	26	800	116.00
<b>Environment</b>	<b>3</b>	<b>215</b>	<b>19</b>	<b>854.00</b>
Awareness raising actions related to environmental issues	1	2	17	2.00
Rehabilitation and maintenance of environment related facilities	2	213	2	852.00
<b>Health</b>	<b>6</b>	<b>90</b>	<b>870</b>	<b>208.00</b>
Basics with heart	3	48	150	125.00
Healthfully: Awareness raising activities	1	16	520	48.00
I am a donor	1	20	60	20.00
Rehabilitation and maintenance of healthcare facilities	1	6	140	15.00
<b>Nutrition</b>	<b>6</b>	<b>54</b>	<b>345</b>	<b>107.00</b>
Food with love	5	46	344	91.00
Fundraising for nutritional issues	1	8	1	16.00
<b>Sharing Solidarity</b>	<b>2</b>	<b>44</b>	<b>2</b>	<b>107.50</b>
Charity markets	1	5	1	10.00
Psychosocial support	1	39	1	97.50
<b>TOTAL</b>	<b>29</b>	<b>532</b>	<b>2,929</b>	<b>1,687.00</b>



# ITALY 8 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Environment</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>32.00</b>
Environmentally conscious	1	8	1	32.00
<b>Health</b>	<b>1</b>	<b>6</b>	<b>18</b>	<b>3.00</b>
I am a donor	1	6	18	3.00
<b>TOTAL</b>	<b>2</b>	<b>14</b>	<b>19</b>	<b>35.00</b>

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Environment</b>	<b>5</b>	<b>132</b>	<b>104</b>	<b>369.00</b>
Environmentally conscious	1	12	1	36.00
Rehabilitation and maintenance of environment related facilities	4	120	103	333.00
<b>Health</b>	<b>4</b>	<b>91</b>	<b>199</b>	<b>267.00</b>
I am a donor	1	28	84	14.00
Raising smiles	3	63	115	253.00
<b>Sharing Solidarity</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>42.00</b>
Fundraising for solidarity matters	1	14	1	42.00
<b>TOTAL</b>	<b>10</b>	<b>237</b>	<b>304</b>	<b>678.00</b>



# MEXICO

## 818 VOLUNTEERS

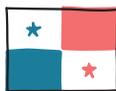
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>8</b>	<b>82</b>	<b>242</b>	<b>260.00</b>
Everyone to school	4	35	0	41.00
Fundraising related to educational matters	1	2	80	10.00
Goal ZERO	1	8	160	24.00
Rehabilitation and maintenance of educational facilities	2	37	2	185.00
<b>Environment</b>	<b>25</b>	<b>427</b>	<b>76</b>	<b>930.50</b>
Environmentally conscious	24	403	75	810.50
Rehabilitation and maintenance of environment related facilities	1	24	1	120.00
<b>Health</b>	<b>92</b>	<b>947</b>	<b>4,906</b>	<b>3,450.00</b>
Basics with heart	21	53	1,158	104.00
Fundraising for health issues	7	20	1	10.00
I am a donor	3	100	129	82.00
Raising smiles	18	238	1,049	973.00
Sharing illusions	42	526	2,568	2,271.00
Sharing life: Awareness raising activities	1	10	1	10.00
<b>Nutrition</b>	<b>14</b>	<b>191</b>	<b>1,133</b>	<b>903.00</b>
Food with love	13	136	1,097	573.00
Rehabilitation and maintenance of nutrition facilities	1	55	36	330.00
<b>Sharing Solidarity</b>	<b>5</b>	<b>47</b>	<b>54</b>	<b>141.00</b>
Charity markets	5	47	54	141.00
<b>TOTAL</b>	<b>144</b>	<b>1,694</b>	<b>6,411</b>	<b>5,684.50</b>



# NICARAGUA

## 41 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Environment</b>	<b>2</b>	<b>24</b>	<b>31</b>	<b>117.00</b>
Awareness raising actions related to environmental issues	1	3	30	1.50
Environmentally conscious	1	21	1	115.50
<b>Health</b>	<b>7</b>	<b>45</b>	<b>186</b>	<b>77.50</b>
Basics with heart	3	10	60	11.00
I am a donor	1	13	39	6.50
Sharing illusions	3	22	87	60.00
<b>Nutrition</b>	<b>1</b>	<b>2</b>	<b>84</b>	<b>2.00</b>
Food with love	1	2	84	2.00
<b>TOTAL</b>	<b>10</b>	<b>71</b>	<b>301</b>	<b>196.50</b>



PANAMA  
314 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>3</b>	<b>38</b>	<b>105</b>	<b>157.00</b>
Training activities related to educational matters	3	38	105	157.00
<b>Emergency aid</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>7.00</b>
Fundraising related to emergency aid issues	1	7	1	7.00
Environment	1	55	1	110.00
Environmentally conscious	1	55	1	110.00
<b>Health</b>	<b>14</b>	<b>362</b>	<b>1,271</b>	<b>590.80</b>
Basics with heart	3	35		35.00
Healthfully: Awareness raising activities	2	12	301	8.00
Mujeres por el corazón	1	11	1	11.00
No barriers sport	1	21	450	105.00
Raising smiles	4	234	376	182.80
Sharing illusions	3	49	143	249.00
<b>Nutrition</b>	<b>4</b>	<b>24</b>	<b>403</b>	<b>56.00</b>
Awareness raising actions related to nutrition	2	16	155	34.00
Food with love	2	8	248	22.00
<b>Sharing Solidarity</b>	<b>2</b>	<b>23</b>	<b>351</b>	<b>142.00</b>
Fundraising for solidarity matters	1	21	348	136.00
Psychosocial support	1	2	3	6.00
<b>TOTAL</b>	<b>25</b>	<b>509</b>	<b>2,132</b>	<b>1,062.80</b>



# PARAGUAY

## 102 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>3</b>	<b>16</b>	<b>3</b>	<b>53.00</b>
Goal ZERO	2	13	2	44.00
Rehabilitation and maintenance of educational facilities	1	3	1	9.00
<b>Environment</b>	<b>1</b>	<b>34</b>	<b>1</b>	<b>170.00</b>
Environmentally conscious	1	34	1	170.00
<b>Health</b>	<b>15</b>	<b>260</b>	<b>1,222</b>	<b>564.00</b>
Basics with heart	6	13	200	15.00
I am a donor	2	113	330	54.00
Raising smiles	4	73	187	251.00
Sharing illusions	3	61	505	244.00
<b>Nutrition</b>	<b>1</b>	<b>1</b>	<b>50</b>	<b>1.00</b>
Food with love	1	1	50	1.00
<b>TOTAL</b>	<b>20</b>	<b>311</b>	<b>1,276</b>	<b>788.00</b>



PERU  
433 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>25</b>	<b>176</b>	<b>386</b>	<b>279.00</b>
Awareness raising actions related to educational matters	1	9	343	18.00
Everyone to school	2	51	41	61.00
Goal ZERO	21	88	2	88.00
Road safety education truck	1	28		112.00
<b>Emergency aid</b>	<b>4</b>	<b>15</b>	<b>1</b>	<b>30.00</b>
Solidarity partnership	4	15	1	30.00
Environment	23	158	25	395.00
Environmentally conscious	23	158	25	395.00
<b>Health</b>	<b>77</b>	<b>555</b>	<b>8,300</b>	<b>1,441.00</b>
Basics with heart	1	0	0	0.00
Fundraising for health issues	1	51	1	102.00
Healthfully: Awareness raising activities	44	164	7,347	263.00
I am a donor	3	61	168	86.00
Raising smiles	3	87	162	438.00
Sharing illusions	5	120	622	480.00
Sharing life: Awareness raising activities	20	72	0	72.00
<b>Nutrition</b>	<b>3</b>	<b>12</b>	<b>79</b>	<b>24.00</b>
Awareness raising actions related to nutrition	3	12	79	24.00
<b>TOTAL</b>	<b>132</b>	<b>916</b>	<b>8,791</b>	<b>2,169.00</b>



# PHILIPPINES

## 74 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>6</b>	<b>18</b>	<b>359</b>	<b>35.00</b>
Everyone to school	2	5	123	10.00
Fundraising related to educational matters	1	0	100	0.00
MAPI's Heart - Caring kids: Teaching values to children	1	2	44	3.00
Training activities related to educational matters	2	11	92	22.00
<b>Environment</b>	<b>1</b>	<b>43</b>	<b>5,100</b>	<b>172.00</b>
Rehabilitation and maintenance of environment related facilities	1	43	5,100	172.00
<b>Health</b>	<b>5</b>	<b>57</b>	<b>318</b>	<b>64.50</b>
Healthfully: Awareness raising activities	2	9	72	18.00
I am a donor	1	41	123	20.50
Raising smiles	1	5	63	20.00
Sharing illusions	1	2	60	6.00
<b>Nutrition</b>	<b>1</b>	<b>1</b>	<b>60</b>	<b>2.00</b>
Food with love	1	1	60	2.00
<b>TOTAL</b>	<b>13</b>	<b>119</b>	<b>5,837</b>	<b>273.50</b>



# PORTUGAL

## 116 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>6</b>	<b>12</b>	<b>114</b>	<b>84.00</b>
Everyone to school	2	5	79	45.00
MAPI's Heart - Caring kids: Teaching values to children	4	7	35	39.00
<b>Environment</b>	<b>5</b>	<b>62</b>	<b>5</b>	<b>186.00</b>
Environmentally conscious	5	62	5	186.00
<b>Health</b>	<b>8</b>	<b>51</b>	<b>119</b>	<b>130.50</b>
Basics with heart	2	10	79	80.00
I am a donor	2	11	33	0.00
No barriers sport	3	3	6	3.50
Sharing illusions	1	27	1	47.00
<b>Nutrition</b>	<b>138</b>	<b>331</b>	<b>162</b>	<b>679.00</b>
Food with love	138	331	162	679.00
<b>Sharing Solidarity</b>	<b>3</b>	<b>21</b>	<b>139</b>	<b>99.00</b>
Charity markets	3	21	139	99.00
<b>TOTAL</b>	<b>160</b>	<b>477</b>	<b>539</b>	<b>1,178.50</b>



# PUERTO RICO 197 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>5</b>	<b>18</b>	<b>80</b>	<b>52.00</b>
Everyone to school	3	5	44	5.00
Training activities related to educational matters	2	13	36	47.00
<b>Environment</b>	<b>4</b>	<b>51</b>	<b>4</b>	<b>167.50</b>
Environmentally conscious	4	51	4	167.50
<b>Health</b>	<b>17</b>	<b>240</b>	<b>750</b>	<b>828.00</b>
Basics with heart	2	2	90	2.00
Fundraising for health issues	6	42	3	22.00
Healthfully: Awareness raising activities	3	33	2	182.00
I am a donor	1	37	111	18.50
No barriers sport	1	106	34	530.00
Sharing illusions	4	20	510	73.50
<b>Nutrition</b>	<b>6</b>	<b>30</b>	<b>179</b>	<b>70.00</b>
Food with love	6	30	179	70.00
<b>Sharing Solidarity</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>22.00</b>
Charity markets	1	8	1	22.00
<b>TOTAL</b>	<b>33</b>	<b>347</b>	<b>1,014</b>	<b>1,139.50</b>



# SPAIN

## 1,805 VOLUNTEERS

### MAPFRE

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>106</b>	<b>624</b>	<b>2,619</b>	<b>1,266.50</b>
Awareness raising actions related to educational matters	58	195	54	97.00
Everyone to school	26	47	599	23.50
MAPI's Heart - Caring kids: Teaching values to children	21	373	1,958	1,137.00
Training activities related to educational matters	1	9	8	9.00
<b>Emergency aid</b>	<b>1</b>	<b>12</b>	<b>15</b>	<b>24.00</b>
Training activities	1	12	15	24.00
<b>Environment</b>	<b>8</b>	<b>306</b>	<b>1,289</b>	<b>1,298.00</b>
Awareness raising actions related to environmental issues	3	196	1,215	722.00
Environmentally conscious	4	103	73	480.00
Fundraising related to environmental issues	1	7	1	96.00
<b>Health</b>	<b>211</b>	<b>2,118</b>	<b>10,167</b>	<b>4,694.10</b>
Basics with heart	28	32	690	16.00
Fundraising for health issues	53	272	124	440.00
Healthfully: Awareness raising activities	28	201	40	426.50
I am a donor	35	900	2,657	458.00
No barriers sport	7	58	895	491.50
Raising smiles	34	539	3,014	2,577.00
Rehabilitation and maintenance of healthcare facilities	1	10	35	50.00
Sharing illusions	23	103	2,607	233.50
Sharing life: Awareness raising activities	2	3	105	1.60
<b>Nutrition</b>	<b>95</b>	<b>466</b>	<b>7,221</b>	<b>1,298.50</b>
Food with love	95	466	7,221	1,298.50
<b>Sharing Solidarity</b>	<b>5</b>	<b>173</b>	<b>53</b>	<b>1,036.00</b>
Charity markets	1	97	22	582.00
Psychosocial support	4	76	31	454.00
<b>TOTAL</b>	<b>426</b>	<b>3,699</b>	<b>21,364</b>	<b>9,617.10</b>



# SPAIN 1,805 VOLUNTEERS

## SOLUNION

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Health</b>	<b>1</b>	<b>12</b>	<b>22</b>	<b>42.00</b>
Raising smiles	1	12	22	42.00
<b>Nutrition</b>	<b>3</b>	<b>15</b>	<b>433</b>	<b>67.50</b>
Food with love	3	15	433	67.50
<b>Sharing Solidarity</b>	<b>2</b>	<b>5</b>	<b>23</b>	<b>21.00</b>
Charity markets	1	3	22	15.00
Fundraising for solidarity matters	1	2	1	6.00
<b>TOTAL</b>	<b>6</b>	<b>32</b>	<b>478</b>	<b>130.50</b>

## VASS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>3</b>	<b>5</b>	<b>40</b>	<b>22.00</b>
Training activities related to educational matters	3	5	40	22.00
<b>Health</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>24.00</b>
Sharing illusions	2	6	1	24.00
<b>Nutrition</b>	<b>3</b>	<b>25</b>	<b>930</b>	<b>125.00</b>
Food with love	3	25	930	125.00
<b>Sharing Solidarity</b>	<b>3</b>	<b>14</b>	<b>55</b>	<b>90.00</b>
Charity markets	3	14	55	90.00
<b>TOTAL</b>	<b>11</b>	<b>50</b>	<b>1,026</b>	<b>261.00</b>



# TURKEY

## 344 VOLUNTEERS

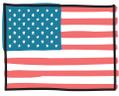
TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>5</b>	<b>29</b>	<b>137</b>	<b>44.00</b>
Everyone to school	3	27	115	40.00
Fundraising related to educational matters	2	2	22	4.00
<b>Environment</b>	<b>7</b>	<b>159</b>	<b>9</b>	<b>206.00</b>
Awareness raising actions related to environmental issues	2	36	4	9.00
Environmentally conscious	5	123	5	197.00
<b>Health</b>	<b>12</b>	<b>264</b>	<b>1,124</b>	<b>349.50</b>
Basics with heart	2	28	477	66.00
Healthfully: Awareness raising activities	1	0	1	0.00
I am a donor	2	94	279	51.00
Raising smiles	4	95	291	136.50
Rehabilitation and maintenance of healthcare facilities	1	0	60	0.00
Sharing illusions	1	40	16	40.00
Training activities related to health issues	1	7	0	56.00
<b>Sharing Solidarity</b>	<b>3</b>	<b>77</b>	<b>35</b>	<b>238.00</b>
Fundraising for solidarity matters	3	77	35	238.00
<b>TOTAL</b>	<b>27</b>	<b>529</b>	<b>1,305</b>	<b>837.50</b>



# UNITED KINGDOM

## 26 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Health</b>	<b>2</b>	<b>18</b>	<b>2</b>	<b>46.50</b>
Fundraising for health issues	1	3	1	1.50
Rehabilitation and maintenance of healthcare facilities	1	15	1	45.00
<b>Sharing Solidarity</b>	<b>2</b>	<b>14</b>	<b>2</b>	<b>7.00</b>
Fundraising for solidarity matters	2	14	2	7.00
<b>TOTAL</b>	<b>4</b>	<b>32</b>	<b>4</b>	<b>53.50</b>



# UNITED STATES 960 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>34</b>	<b>361</b>	<b>14,057</b>	<b>1,910.50</b>
Awareness raising actions related to educational matters	3	24	1,561	152.00
Everyone to school	1	24	100	168.00
Fundraising related to educational matters	1	25	30	50.00
Rehabilitation and maintenance of educational facilities	6	85	232	555.00
Training activities related to educational matters	23	203	12,134	985.50
<b>Emergency aid</b>	<b>3</b>	<b>5</b>	<b>155</b>	<b>4.00</b>
Fundraising related to emergency aid issues	2	0	105	0.00
Solidarity partnership	1	5	50	4.00
<b>Environment</b>	<b>32</b>	<b>169</b>	<b>99</b>	<b>960.50</b>
Rehabilitation and maintenance of environment related facilities	32	169	99	960.50
<b>Health</b>	<b>32</b>	<b>892</b>	<b>5,968</b>	<b>2,446.00</b>
Basics with heart	6	139	2,297	532.00
Fundraising for health issues	4	187	4	732.00
Healthfully: Awareness raising activities	7	233	1,105	636.00
I am a donor	7	260	770	81.00
Raising smiles	3	15	1,275	58.00
Rehabilitation and maintenance of healthcare facilities	2	18	105	71.00
Sharing illusions	3	40	412	336.00
<b>Nutrition</b>	<b>13</b>	<b>153</b>	<b>3,639</b>	<b>446.00</b>
Food with love	12	134	3,638	446.00
Fundraising for nutritional issues	1	19	1	0.00
<b>Sharing Solidarity</b>	<b>3</b>	<b>1</b>	<b>177</b>	<b>60.33</b>
Fundraising for solidarity matters	3	1	177	60.33
<b>TOTAL</b>	<b>117</b>	<b>1,581</b>	<b>24,095</b>	<b>5,827.33</b>

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>9</b>	<b>54</b>	<b>1,688</b>	<b>58.50</b>
Awareness raising actions related to educational matters	4	31	1,543	41.00
Everyone to school	4	11	115	5.50
MAPI's Heart - Caring kids: Teaching values to children	1	12	30	12.00
<b>Environment</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>24.00</b>
Environmentally conscious	1	8	1	24.00
<b>Health</b>	<b>10</b>	<b>61</b>	<b>239</b>	<b>110.50</b>
Basics with heart	1	5	1	5.00
Healthfully: Awareness raising activities	3	21	52	37.00
I am a donor	1	6	20	4.50
Sharing illusions	4	25	146	59.00
Training activities related to health issues	1	4	20	5.00
<b>Nutrition</b>	<b>16</b>	<b>85</b>	<b>827</b>	<b>79.50</b>
Food with love	14	78	826	72.50
Fundraising for nutritional issues	2	7	1	7.00
<b>TOTAL</b>	<b>36</b>	<b>208</b>	<b>2,755</b>	<b>272.50</b>



# VENEZUELA

## 143 VOLUNTEERS

TYPE OF ACTIVITY	EVENTS	PARTICIPANTS	DIRECT BENEFICIARIES	VOLUNTEERING HOURS
<b>Education</b>	<b>9</b>	<b>65</b>	<b>250</b>	<b>403.00</b>
Awareness raising actions related to educational matters	2	13	21	26.00
MAPI's Heart - Caring kids: Teaching values to children	3	25	141	109.00
Rehabilitation and maintenance of educational facilities	1	10	1	20.00
Training activities related to educational matters	3	17	87	248.00
<b>Environment</b>	<b>4</b>	<b>70</b>	<b>4</b>	<b>336.00</b>
Environmental training activities	1	4	1	12.00
Environmentally conscious	3	66	3	324.00
<b>Health</b>	<b>18</b>	<b>137</b>	<b>1,864</b>	<b>289.48</b>
Basics with heart	13	68	1,575	121.00
Healthfully: Awareness raising activities	1	1	1	1.00
I am a donor	1	42	99	41.48
Raising smiles	2	25	180	125.00
Sharing life: Awareness raising activities	1	1	9	1.00
<b>TOTAL</b>	<b>31</b>	<b>272</b>	<b>2,118</b>	<b>1,028.48</b>



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