

525,600 MINUTES

8,760 HOURS

365 DAYS

1 YEAR OF SOLIDARITY

Annual report on volunteering at Fundación MAPFRE – 2017



VOLUNTEERS

Fundación **MAPFRE**

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Fundación **MAPFRE**

This publication is a testimony of the work carried out by the volunteers of Fundación MAPFRE throughout 2017 and is elaborated from the texts and photographs that give an account of it.

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Last March 2017, over 150 people were killed due to the effects of Coastal El Niño. Months later, hurricanes *Irma* and *María* devastated Puerto Rico, leaving 60 dead in their wake. Shortly after, the earth shook in Mexico and 400 people lost their lives. Can we avoid natural disasters? Unfortunately not, but we can be prepared to face them and mitigate their consequences as soon as possible. Our volunteers know a lot about that. They were the first to act, bringing the victims the most urgent aid along with support, comfort and solidarity.

It is at these times, in the glare of the media, when their work is most evident. But outside these situations, which we all find so upsetting and which drive us to react, our volunteers carry out their silent, anonymous activity, for which they expect nothing in return and which they hope will bring benefits for all. They all agree in saying that despite the time they give up being with their family and friends, despite sacrificing their leisure time, they get back much more than they give. And they're certainly sincere: this is the only possible explanation that can justify why anyone would take more care of others than of themselves.

Our volunteers go where their presence is needed. In human emergencies, supporting older people and educating children in values, seeking to ensure basic necessities, health and nutrition are available to people who have trouble obtaining them for themselves, and taking care of the environment. Little by little, they modify social reality and make the world a better place to be.

There are people who simply pass through life, and others who leave their mark on life. There is no doubt that some of our 7,333 volunteers are in this

latter category. I find your behavior, your achievements and all the skills you've demonstrated a source of incredible satisfaction. In summary, we're extremely proud of you all and I'm sure that in the future that feeling will grow and serve as an example so many others will come to consider our project as their own. We'll be ready for them.

Antonio Huertas

President

Fundación MAPFRE

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2017

26 COUNTRIES

7,333



NUTRITION

22 COUNTRIES 485 EVENTS 1,728 PARTICIPANTS

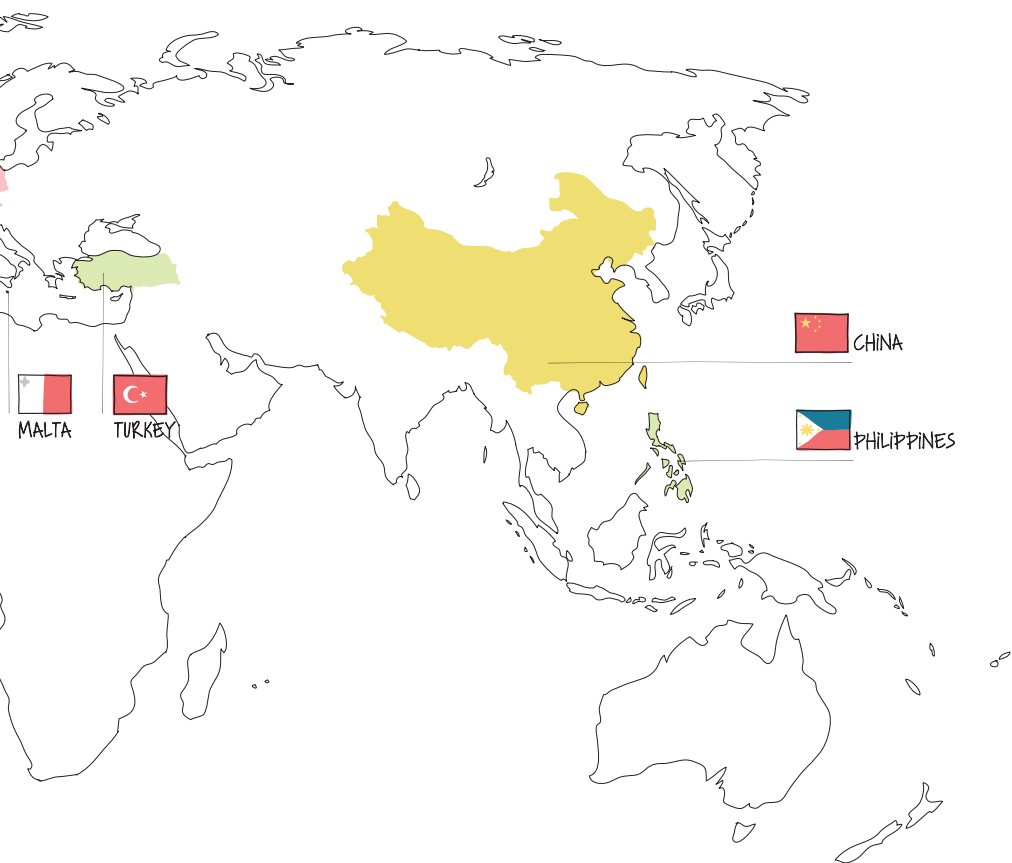
EDUCATION

22 COUNTRIES 318 EVENTS 2,788 PARTICIPANTS

ENVIRONMENT

25 COUNTRIES 98 EVENTS 1,994 PARTICIPANTS

3 VOLUNTEERS 1,263 ACTIVITIES



SHARING SOLIDARITY

12 39 546
COUNTRIES EVENTS PARTICIPANTS

HEALTH

26 516 7,280
COUNTRIES EVENTS PARTICIPANTS

EMERGENCY AID

10 107 904
COUNTRIES EVENTS PARTICIPANTS

INTRODUCTION

An increasing number of people are becoming genuinely aware of how important it is to stop for a moment in this hectic bustling world of ours and look at the situation around us, and at the needs of people who – either because of their condition, their environment, or something that may have happened to them – do not have access to everything they need. This is when solidarity takes on its true significance and prompts anonymous people to choose to devote their time, resources, enthusiasm and dedication to helping the people who need it most.

Fundación MAPFRE's Volunteering Program seeks to channel all their solidarity with the sole objective of helping improve the living conditions of people who need it most, and contributing to caring for the environment. This is why our volunteers devote their time, hard work and enthusiasm to each of the activities carried out throughout the year in different points of the planet.

They can be grouped into five main action lines:

HEALTH / NUTRITION / EDUCATION
ENVIRONMENT / EMERGENCY AID

In addition to these five pillars, which are the cornerstone of our Volunteering Program, there is a sixth line called **SHARING SOLIDARITY**, which includes some specific activities that because of their nature would be impossible to classify within a single line of action.

All our activities are aimed at certain groups, which can be classified into childhood, adolescence, people with disabilities, elderly people, people under social risk, people with illnesses and society in general.

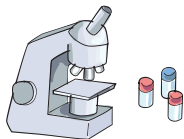
2017 was a year of consolidation and growth for us. Growth due to the incorporation of two countries, Germany and Malta, bringing us to a total of 26 countries; growth too because more and more of us are becoming committed to the cause, and we are now 7,333 volunteers all over the world, 1,244 more than in 2016. And growth also because in 2017 we carried out 171 more activities than in 2016, with a total of 1,263 for the whole year.

And not only people, but companies – both large and small – have also understood that through volunteering activities their employees can be useful to society as a whole, over and above the work they do for their companies. Fundación MAPFRE helps them develop their corporate volunteering projects within our program to guarantee the success of these charitable initiatives.

In 2017, along with MAPFRE as a company committed to solidarity, we were also joined by SOLUNION, Seguros de Crédito, who came on board Fundación MAPFRE's volunteering program to encourage solidarity among their employees. Their activities demonstrated the volunteers' high level of commitment to the cause. Twice a month for eight months, they visited children with cancer in the Hospital Infantil del Niño Jesús in Madrid, where they spent afternoons engaged in leisure activities. They also took part as volunteers in the Foundation's I Solidarity Fair, organized blood donation campaigns and delivered 100 soft toys to children being cared for by Mensajeros de la Paz. Both MAPFRE and SOLUNION have showed their strong commitment as socially responsible companies to their employees, their families and society at large.

HEALTHFULLY

AWARENESS-RAISING CAMPAIGN
TO SUPPORT MEDICAL
RESEARCH AND THE FIGHT
AGAINST DISEASES



AWARENESS-RAISING
CAMPAIGN ABOUT
HEALTHY HABITS



I'M A DONOR

HAIR
DONATION
BLOOD
DONATION

TRAINING ACTIVITIES

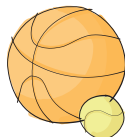
SPECIFIC TRAINING
ACTIVITIES ON
HEALTHCARE ISSUES

RAISE
AWARENESS ABOUT
THE INCIDENCE
OF HEART DISEASE
IN WOMEN.

WOMEN AND HEART DISEASE

No BARRIERS SPORT

ADAPTED SPORTS
ACTIVITIES



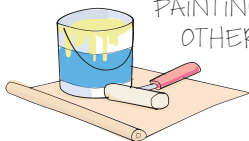
REHABILITATION AND MAINTENANCE OF FACILITIES

COLLECTION AND CLASSIFICATION
OF MATERIALS FOR HOSPITALS

CLEANING
HEALTHCARE
FACILITIES



PAINTING, RESTORING AND
OTHER ARRANGEMENTS



ACCESSIBILITY
OF FACILITIES
AND HOMES

SUPPLYING
HEALTH
CENTERS



SHARING ILLUSIONS



A TOY,
A JOY

CHILDREN'S
CELEBRATIONS

HEALTH

26

COUNTRIES

516

EVENTS

7,280

PARTICIPANTS

SHARING LIFE

AWARENESS-RAISING
CAMPAIGN ABOUT
THE IMPORTANCE
OF DONATION

SOS BREATHE

TRAINING AND RAISING
AWARENESS TO FIGHT
AGAINST DEATH
BY CHOKING

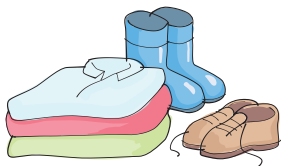
FUNDRAISING



BASICS WITH HEART

COLLECTION,
CLASSIFICATION
AND DELIVERY OF BASICS:

CLOTHING, SHOES,
HYGIENE ARTICLES,
BLANKETS,
EYEGASSES
AND BABY'S ARTICLES



RAISING SMILES



COMPANIONSHIP
FOR PEOPLE
IN HOSPITAL

ACTIVITIES WITH ELDERLY
PEOPLE IN SPECIAL CARE
HOMES AND PEOPLE
WITH DISABILITIES



ACTIVITIES IN NURSING HOMES FOR
PEOPLE AT RISK OF SOCIAL EXCLUSION

HEALTH

In the healthcare action line there are a range of different types of volunteering actions grouped into different activities:

- **BASICS WITH HEART:** everyone who needs it should have access to the essentials: hygiene, clothing, shoes and so on. Our volunteers take steps to make this a reality.
- **SHARING ILLUSIONS:** we're thinking about young children, and about making sure their leisure time is full of joy. Our Un juguete, una alegría (A toy, a joy) campaign collect toys for children who otherwise would not have any. This year we collected 10,434 toys.
- **RAISING SMILES:** our volunteers support various groups including people in hospital, elderly people in special care homes, people with disabilities, etc.
- **I'M A DoNoR:** this includes all the specific blood donation and hair donation actions. Every June 14, on World Blood Donor Day, MAPFRE launches a global blood donation initiative.
- **SPORT WITHOUT BARRIERS:** the main aims of this program are inclusion and health, to enable people with some kind of disability to take part in sport.
- **REHABILITATION AND MAINTENANCE OF HEALTHCARE FACILITIES:** these actions involve equipping and refurbishing hospitals or health centers and helping maintain them in the proper conditions of hygiene for providing health care.

- **SHARING LIFE**: our volunteers take part in activities to raise awareness of the importance of donating blood and bone marrow.
- **HEALTHFULLY**: actions for raising awareness about healthy life habits, support for research and specifically for the fight against diseases like cancer or what are known as rare diseases.
- **SoS BREATHE**: one of Fundación MAPFRE's own projects to fight against death by choking, where our volunteers train and raise awareness of this cause of death with the help of healthcare professionals who teach the Heimlich maneuver.
- **MUJERES POR EL CORAZÓN** (Women and heart disease): a project headed by the Foundation's health area, whose activity involves highlighting the incidence of heart disease in women. Our volunteers help raise awareness about preventing heart attacks.
- Specific **TRAINING ACTIVITIES** on healthcare issues.
- **FUNDRAISING** for health-related causes.

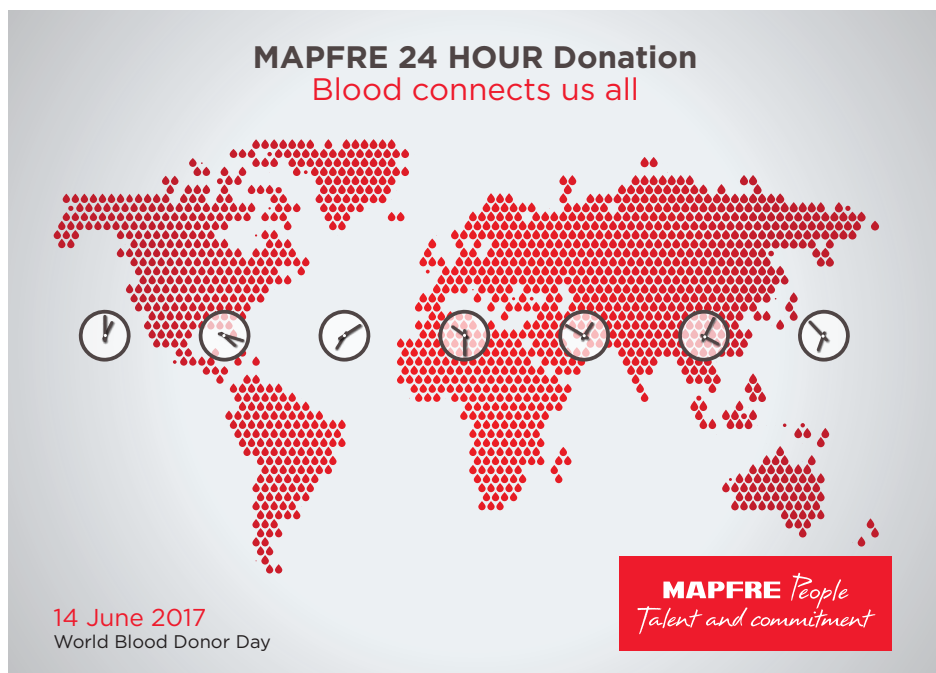
Throughout 2017, volunteering events related with this line of action were organized in the 26 countries that take part in the program, with the following results:

| NO. OF COUNTRIES INVOLVED | EVENTS ORGANIZED | PARTICIPANTS | DIRECT AND INDIRECT BENEFICIARIES | EFFECTIVE VOLUNTEERING HOURS |
|---------------------------|------------------|--------------|-----------------------------------|------------------------------|
| 26 | 516 | 7,280 | 2,157,760 | 17,073.5 |

In 2017, the global blood donation campaign promoted by MAPFRE among its employees around the world produced spectacular results. Thanks to this initiative, both in countries where the volunteering program is present

and in others where it has not yet been set up, volunteers and employees joined in wholeheartedly with this solidarity action in which we share the gift of life. Blood was donated in 19 countries and in places like Argentina, El Salvador and Turkey the campaign was also supported with actions to raise awareness about blood donation. Over 1,500 donors gave around 700 liters of blood that day. Our volunteers' commitment to blood donation continues the whole year round. In 2017 we succeeded in donating a total of 1,075 liters of blood.

Last December 9 our volunteers in **GERMANY** collaborated with the Haus Pius center for children and adolescent welfare. They spent a day of support and recreation with the 16 children in the refuge, sharing several activities like making Christmas decorations, writing Christmas wish lists together,



Poster designed and disseminated by MAPFRE to promote the global blood donation campaign.

decorating the Christmas tree and boxes of cookies, making Christmas cards, baking cookies, and writing and reading stories. Our volunteers had the chance to enjoy seeing the children having fun in a family-style Christmas setting where bonds of friendship were created.

The Cinemagine 2017 session took place in **BRAZIL** with the collaboration of the Cinemagine project and the Cinépolis Brazil movie theater network. On August 5, 2017, the film *Titanic* was screened simultaneously in the movie theaters in the Cinépolis network in the cities of Curitiba, Fortaleza, Salvador, São Bernardo do Campo and São Paulo.

39 volunteers helped people with visual disabilities in an activity aimed at telling stories with an audio track that was synchronized with the resources of a 4DX movie theater (where the audience can perceive smells and feel the water and the movement of the seats). A fantastic inclusive experience which enabled a sensory movie screening for the visually impaired and an awareness-raising exercise for the sighted, as everyone was given a blindfold.

This activity created a wellspring of respect for diversity for 306 people with visual disabilities from the following institutions: Associação Feminina de Amparo ao Deficiente e Recém Nascido (AFAN), Instituto



Cinemagine screening in Curitiba (Brazil).

Campineiro dos Cegos Trabalhadores, Instituto de Cegos do Ceará, Instituto de Cegos da Bahia, Associação de Pais Amigos do Deficiente Visual de São Bernardo do Campo e Instituto dos Cegos Padre Chico.

A highlight in **EL SALVADOR**, was the Ayudemos Corriendo (Let's help by running) race, which was first started in 2015 and whose aim is in some way to benefit the institutions and/or organizations involved in helping the neediest ones. In its first edition the beneficiary was the Benjamín Bloom Children's Hospital, which received a donation of wheelchairs; while the second edition saw the donation of cribs for mothers with few economic resources through the Fundación Cunas de Cartón.



Volunteers from MAPFRE who took part in the race in El Salvador.

In 2017 it was decided to tackle a greater challenge which would revolutionize the format of previous editions. The organization, headed by Fundación MAPFRE's volunteering group in El Salvador, invited several groups to join them and obtained 1,500 registrations.



Participants at the starting line of the Ayudemos Corriendo race.

The race was held on October 15 with the participation of approximately 1,200 runners. The donations included hospital beds and oxygen concentrators worth 10,000 dollars to the Divina Providencia Hospital a charitable institution that provides palliative care services for patients suffering from advanced stages of cancer.

Last June 10, in **SPAIN**, an adapted sports day was held with the Fundación Emilio Sánchez Vicario in Seville. 16 volunteers and 15 disabled athletes from the foundation took part in the event. The workshop consisted of a range of sporting activities (paddle tennis, tennis and basketball) with initiation classes, inclusive participation and exhibitions.

The aim of this workshop was to share integration in the world of sport with people with disabilities to show there are no barriers that prevent people from achieving their goals. Our volunteers saw how important it was for these young people with disabilities to partake in these workshops, not only because of the chance to learn the various sporting techniques, but also because of the personal satisfaction they receive from knowing that they are capable of putting their newly-acquired knowledge into practice.

As is normal at these events, our volunteers found their total engagement with the young people with disabilities to be very enriching; they all shared enthusiasm and laughter, once again demonstrating that you get back more than you give and learn excellent lessons about overcoming challenges.

Approximately 1,500 premature babies requiring respiratory treatment and/or assisted ventilation are born each year at the Hospital Materno Infantil in



Adapted sports day in Seville.



The volunteers with the babies from the Hospital Materno Infantil in Honduras.

HONDURAS, also known as the Hospital Escuela. This hospital serves people from all over the country, mostly those with very limited resources, which means it is difficult to attend to all patients with the existing equipment.

Our volunteers took on the task of collecting funds with the Corriendo por una Vida (Running for a Life) race, aimed at obtaining equipment for this hospital. This time the donations included a Micromax (Blender), which provides oxygen and air for oxygenation therapies; an Aguavent (humidifier), which creates high-flow therapies; Bubble CPAP for newborns; and a Neoflow (resuscitator) for oxygen therapy for babies suffering from sudden respiratory interruption.

Our volunteers attended the presentation of the hospital equipment, and, accompanied by the hospital authorities and members of the Fundación Angelitos – the organization that also collaborated in this activity – they took a tour of the newborns room where they had the chance to meet these tiny heroes and heroines.

In **MALTA**, we held a small Easter party for children and adults with social difficulties at the Centru Tbexbix. Our volunteers had the opportunity to mingle



Group of volunteers with the children and adults in the Centru Tbxebix in Malta.

and have fun while they danced to the sounds of a local band, accompanied by the children and adults in a very special afternoon where everyone felt loved and cared for. The sight of the smiles on the people's faces was a genuine satisfaction and made it all worthwhile.

In **MEXICO**, 66 volunteers have become students since 2015 in the recreational workshop entitled "Médicos de la risa por un día" (Doctors of Laughter for a Day), where they develop skills to promote a culture of joyfulness in elderly people's care homes in Mexico City. Our volunteers, wearing clown's noses, encouraged psychosocial development through laughter.

Since 2014, our volunteers have also visited the Un Granito de Arena care home to celebrate Grandparents' Day, where they create crafts project, take part in educational games, dance the *danzón* and enjoy a group



The volunteers from Mexico after the "Médicos de la risa por un día" workshop.

meal where they share experiences and anecdotes with the seniors, with the aim of giving them a day of fun and happiness.

At Christmas, 55 volunteers attended the MAPFRE-UP Community's Santa María soup kitchen in the town of Santa Fe, where they distributed 415 gifts and sweets to children, and also donated the food necessary to prepare the Christmas dinner to benefit 165 families in the community.

In 2017, Fundación MAPFRE's Volunteering Program in **NICARAGUA** launched the second edition of the Corta tu Cabello y Cambia una Vida campaign, (Cut your Hair and Change a Life), in benefit of children with cancer who are treated in the Blood Cancer Department of the Hospital Manuel de Jesús Rivera "La Mascota".



Volunteer from Nicaragua donating her braid to children receiving treatment from CONANCA.

The main aim of this campaign is to contribute to the psychological and emotional recovery of children with cancer who lose their hair as a result of the treatment they receive. The braids collected are delivered to the representatives of the Nicaraguan Commission for Aid for Children with Cancer (CONANCA), who arrange for wigs to be made from natural hair, which are then given to these children.

The braids were presented in October, the month that marks the fight against cancer. The first donations arrived through family members and friends of the volunteers, but

soon became more numerous. The campaign managed to reach more people through social media posts and thanks to the volunteers' participation in schools.

The main motivation for the volunteers who took part in this program was knowing how much these small gestures mean to children with cancer. After three months, they succeeded in obtaining 97 braids, many more than expected.

Last September in **PANAMA**, our volunteers held an adapted sports day, helping five sightless people have fun riding bikes. People who had never had the chance to ride a bicycle (other than a static one) were able to enjoy the sensation of pedaling outdoors, thanks to several tandems steered by volunteers. This activity was done in collaboration with the Paseo a Ciegas organization, which works tirelessly to ensure that people with visual disabilities can experience different emotions as they pedal along freely.



Adapted sports day in Panama.

Last August, on Children's Day in **PARAGUAY**, an activity was held in the Escuela Padre Francisco, a school undergoing rapid development which attends to the needs of children with few resources.

Our volunteers prepared a party for 280 children at the school, accompanied by their brothers and sisters. The children were given delicious snacks and



Group of volunteers from Paraguay who took part in the party.

drinks, along with surprises and gifts, and entertained with fun games that helped coax a smile from them all.

The children had a great time, and both the parents and the school repeatedly thanked us for giving the children an unforgettable morning.



Face painter on Children's Day in Paraguay.



A volunteer giving a gift to a little girl in the Escuela Padre Francisco in Paraguay.

In June 2017, in the **DOMINICAN REPUBLIC**, over 20 volunteers shared children’s songs, dances, balloons, games, face-painting and fun with 95 children under 7 cared for by the Fundación Amanecer Infantil in the Barahona area. They also distributed toys they had collected previously, producing a multitude of excited faces and making this one of the most special moments of the day. The volunteers also handed out food provisions at the event as part of the Food with Love campaign.



Volunteers participating in the workshops for children who attend the Fundación Amanecer Infantil in Barahona (Dominican Republic).

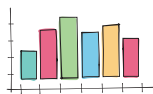
MAPI'S HEART AND SOLIDARITY KIDS

TEACHING VALUES



NUTRITION HEALTH
LEISURE CULTURE
THE ENVIRONMENT
ROAD SAFETY

TRAINING ACTIVITIES



FINANCIAL
EDUCATION



IMPROVE
YOUNG PEOPLE'S
EMPLOYABILITY

TRAINING ACTIVITIES
ON ROAD SAFETY

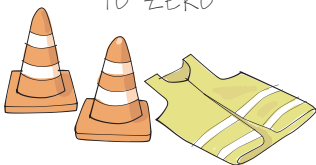


SCHOOL
TUTORING
OR REINFORCEMENT

SPECIFIC TRAINING
ON EDUCATIONAL
MATTERS

GOAL ZERO

CAMPAIGN WITH THE AIM
OF REDUCING THE FATALITIES
OF ACCIDENTS
TO ZERO



AWARENESS-RAISING
ACTIVITIES

CHILDREN'S
WORKSHOPS



WORLD DAY
OF REMEMBRANCE
FOR ROAD TRAFFIC
VICTIMS

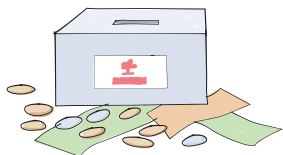
AWARENESS

AWARENESS-RAISING
CAMPAIGNS ABOUT
ROAD SAFETY



AWARENESS-RAISING
ACTIVITIES
ABOUT DISABILITY

FUNDRAISING



EDUCATION

22 318 2,788
COUNTRIES EVENTS PARTICIPANTS

EDUCA TU MUNDO/ EDUCATE YOUR WORLD

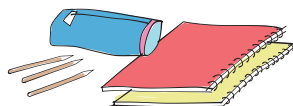


STORY CONTEST

VOLUNTEERS AND SMALL
WRITERS MEETING

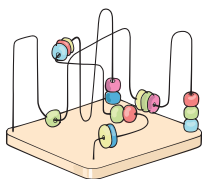
EVERYONE TO SCHOOL

COLLECTION, CLASSIFICATION AND
DELIVERY OF SCHOOL MATERIALS
AND SCHOOL UNIFORMS



REHABILITATION AND MAINTENANCE OF FACILITIES

PAINTING,
RESTORING
AND OTHER REPAIRING



PLAYROOMS



SUPPLYING
LIBRARIES
AND STUDY ROOMS

CLEANING
EDUCATIONAL
FACILITIES



COLLECTION AND
CLASSIFICATION OF MATERIALS
NEEDED TO SUPPLY
LIBRARIES AND STUDY ROOMS

EDUCATION

We aim to guarantee equal education, promote opportunities for learning, and encourage awareness among society of the importance of access to education to a person's overall development, and of the impact this has on the fight against social exclusion. Our volunteers' actions in this sphere of activity are classified as follows:

- **AWARENESS-RAISING ACTIONS** about education that highlight the difference that access to education can make in people's lives.
- **TRAINING ACTIVITIES**: these include professional volunteering by our volunteers with groups of young people, as in the case of Chile; with people at risk of social exclusion to improve their possibilities of employment, as in the case of Brazil; or for learning a specific profession in the insurance business, like our volunteers in Colombia.
- **CORAZÓN DE MAPI** (MAPI's Heart) and **PEQUEÑOS SOLIDARIOS** (Caring Kids): these deal with education in values for children through leisure, health, nutrition, the environment, culture and accident prevention and road safety.
- **EDUCA TU MUNDO** (Educate your World): educational projects for teachers, students and families with no resources, carried out by the Foundation through a large number of activities, educational workshops, resources and materials and divided into educational stages.
- **GOAL ZERO**: global program present in 24 countries organized through the Foundation's Road Safety area with the aim of reducing deaths from

accidents to zero. The idea is to raise awareness and sensitize society about the most common risk factors in accidents and help develop safe driving habits. Our volunteers are the standard-bearers of this project as they work in partnership with local authorities involved in all aspects to do with road safety, with social organizations that identify unsafe low-income areas and seek to implement measures to improve their conditions, and help raise awareness from a very early age.

- **REHABILITATION AND MAINTENANCE OF EDUCATIONAL FACILITIES**, above all helping schools with very few resources to improve their facilities so students can learn in safe and decent conditions.
- **EVERYONE TO SCHOOL** is our volunteers' way of obtaining school material and uniforms for children who have no access to them due to lack of resources.
- **FUNDRAISING FOR EDUCATION**.

22 countries in the education line have carried out some action related to this aspect. The following results were obtained:

| NO. OF COUNTRIES INVOLVED | EVENTS ORGANIZED | PARTICIPANTS | DIRECT AND INDIRECT BENEFICIARIES | EFFECTIVE VOLUNTEERING HOURS |
|---------------------------|------------------|--------------|-----------------------------------|------------------------------|
| 22 | 318 | 2,788 | 45,161 | 10,459 |

For one week in 2017, from May 8 to 14, the Fourth Global Road Safety Week was held around the world, under the auspices of the United Nations Organization (UNO), and coordinated by the World Health Organization (WHO). This edition focused on speeding as the key factor in reducing deaths and injuries caused by traffic accidents, and our volunteers supported the awareness-raising campaigns on social networks promoted by Fundación MAPFRE.

The Foundation collaborated by asking people to become involved by flooding social media with photos and messages urging people to drive more responsibly at low speeds under the worldwide hashtag #Slow-Down, promoted by the United Nations.



#SlowDown Campaign.

Volunteers and employees from 24 countries took part, we were sent 1,100 photos, and almost 2,000 people got involved in this campaign.

A highlight in **BRAZIL** was the Financial Literacy Program, which has been teaching young people about financial literacy, the spirit of enterprise, the importance of education and personal finances since 2015. The topics covered are taken from situations in everyday life, so it challenges young people



Participants in the Financial Literacy Program in Brazil.

to develop practical skills based on the interaction with their social reality. The young people who take part in this program are aged 15 and over and are about to finish, or have just completed their studies. They are not currently active in the labor market and live in the Jardim São Luis, a neighborhood where 80 percent of families have a monthly income lower than the minimum wage, and 25 percent of households have no basic sanitation services. There is also a very high rate of domestic violence.

In its three years of activity, the Financial Literacy Program has provided teaching for 60 young people (20 each year), and its main achievement is the fact that 80 percent of the beneficiaries are currently in gainful employment.

Experiencia Empresa (Company Experience) takes place each year in **CHILE**, and involves children from the Padre Pedro Arrupe school undergoing 10 days of work experience, thanks to MAPFRE, which collaborates in their placements. This initiative is aimed at students in the third year of secondary



Students at the Colegio Padre Pedro Arrupe who took part in Experiencia Empresa in Chile.

education and the idea is for them to experience the workplace first hand and see what it is like to have all the duties and rights of a real employee. The purpose is to incentivize them to complete their secondary or advanced education, and to show them a real and accessible future in the world of work.



Student with her certificate after her work experience at MAPFRE Chile.

Colegio Padre Pedro Arrupe is located in one of the most populated areas of Santiago and has high vulnerability indicators. Students study for free and have real possibilities of continuing with their further education due to a variety of agreements and scholarships established by the school itself with some universities and professional institutes.

MAPFRE began collaborating with this volunteering action six years ago. The tutors who coach the students are volunteers who are responsible for their care and for helping them with their homework assignments. As with any educational activity, the students who spend this time at the company are assessed at the end of their experience, with a talk given before the company's managers and their tutors, where they explain everything they have learned in their ten days' experience as just another employee.

This activity gives students the chance to have real experiences in the workplace so they can maximize their technical and professional options, benefit more from the last stage of their schooling, better contextualize their school curriculum and discover their strengths and weaknesses.

An education in values activity was held on a lovely sunny October day in **CHINA**, where our volunteers spent a pleasant afternoon with the 30 children

in the Changning Special Junior School. Through their interactions with the children, our volunteers learned about the lives of this group – with a range of disabilities – in a loving and affectionate atmosphere.

That afternoon, the 20 volunteers who took part in the activity first visited an exhibition of some fantastic creations made by the students themselves. They then spent some time with the children making crafts projects together, took part in small competitions and even won prizes together. The volunteers were very surprised by the children's creativity and imagination, and their optimism and positive attitude. The various activities enabled our volunteers to learn more about the everyday lives of these children with special needs, and to understand the difficulties they had to overcome. They did everything they could to make sure they had an unforgettable afternoon.



Education in Values day at the Changning Special Junior School (China).

In **CoLoMBIA**, MAPFRE hosted the “Brindando Oportunidades para la Vida Laboral” program (Offering Opportunities for Working Life) since September 2016. The company aligns its social responsibility and solidarity with the employability of these groups by giving them an opportunity to access employment. This program is based on respect for people's individuality, the recognition of their differences and the elimination of any exclusive and discriminatory behaviors.

The volunteers convey and apply their professional knowledge and experience in this program, which seeks to aid the development of people with motor disabilities and mothers who are heads of households, so they can



Participants and volunteers in the “Brindando oportunidades para la vida laboral” (Offering Opportunities for Working Life) program in Colombia.

expand their knowledge and access the labor market. They themselves structure the program into eight modules, the topics of which include studying soft skills and acquiring knowledge of certain aspects of the insurance business that are necessary for their future employment in administrative areas and in customer service.

The beneficiaries of the program who passed their theoretical-practical training modules can then take part in the selection processes organized by MAPFRE Colombia’s Selection and Development of Human Talent Area, and anyone who meets all the company’s requirements then goes on to enjoy a working relationship with it.

Similarly, “Brindando oportunidades para la vida laboral” continues this process of access to employment by once again involving the volunteers, who act as godparents or tutors, offering regular support to the beneficiaries



Volunteers and students on the course in Colombia.

who are now MAPFRE employees in order to encourage them to make their life plans a reality.

In **ECUADOR**, we collaborated with the Fundación Sor Dominga Bocca, a non-profit organization that for 17 years has been taking in little girls and young women who have become homeless or are living on the streets, and ensuring that they receive a basic education. They also offer them protection, security, food and love. They look after 25 girls aged between 6 and 17 who have been victims of mistreatment and abuse. Fundación MAPFRE supports this organization through its Volunteering Program and its International Social Projects program.

Our volunteers cooperated enthusiastically with the organization, which offers the girls housing, training and care to ensure they have every chance to develop normally. They attend individual and group therapy sessions,



Volunteers who delivered toys for the girls cared for by Fundación Sor Dominga Bocca in Ecuador.

workshops and talks so they can improve their self-esteem and ensure their positive reinsertion in society.

The volunteers review and monitor their tasks throughout the academic year. Every Friday, three or four volunteers help them with their homework, and also with revision during the exams period. They also take part in other activities with them, like on Children's Day, when they went to the movies and to the foundation, where they were treated to some delicious cakes and presented with toys.

Our volunteers in the **UNITED STATES** have a special relationship with United Way in Webster Dudley (Massachusetts), an organization that for 52 years has been committed to improving the quality of life of needy people in their local community. They do this by collaborating with 17 organizations who work closely with local residents to help ensure strong families with a healthy lifestyle and a positive outlook for the future of the children.

Last September 22, 75 volunteers collaborated in the United Way Day of Caring promoted and coordinated by this entity, which focused on ten different organizations located in the Webster-Dudley area. They included the Webster Middle School, Dudley Public Library, the Veterans Home, the Veteran's Memorial Court of Honor and local Pearle L. Crawford Library. Our volunteers performed all kinds of tasks, ranging from landscaping and painting to cleaning up trash.

According to Janet Scheffler, executive director of United Way in Webster-Dudley, "It's amazing how much can be accomplished when people come together with a common goal. Everyone has a wonderful time, the opportunity to make new friends from other companies and the results are very rewarding and really awesome! We receive letters of appreciation from the project site beneficiaries. Children from the schools paint thank-you posters and hang them in the classroom windows for volunteers to see



Volunteer doing gardening work in the Webster-Dudley area (United States).

while they are working. Thanks Fundación MAPFRE for making our Day of Caring a success!”

A workshop was organized with Dreams Academy in **TURKEY** to support psychosocial development. This is a dance academy where young people with disabilities have the opportunity to recognize or identify their talents and express themselves in different ways.

In May 2017, volunteers from Turkey accompanied the staff of the academy to incentivize young people with disabilities and make them feel valued, by having them participate in workshops. During these courses, the volunteers and disabled students enhanced their dance skills, all the time accompanied by lively music. They even improved their skills through improvisation. It was an excellent opportunity for all the volunteers, who created close bonds with everyone who needed their help.



Volunteer workshop at Dreams Academy.

Last May 27 in **URUGUAY**, our volunteers went to the department of Florida to share a day with the kids at Aldeas Infantiles, an international non-profit organization that guarantees the rights of children and adolescents to coexistence in a community and family. The Aldea offers a protected environment and support for 92 children aged between two and 12, and has 12 houses and 35 “aunts” who look after them, cook for them, and help them do their homework.

Our volunteers carried out different activities, including a celebration for the kids, consisting of fun and games for different ages, and baked an apple and oat pudding with them. The recipe was previously selected in a competition organized by MAPFRE among its employees to mark Mother’s Day with the name “The best recipe is my mom’s”. Collaborators sent in a recipe that reminded them of their moms and the ones with the most votes were selected for the activity.

The volunteers then had lunch with the children and the “aunt”, with different menu options that were previously prepared by each of the volunteers. For dessert, they sampled the puddings they had baked in the morning. And finally, as Mother’s Day falls in May, our own homage to the aunts in the Aldea was to give them a cooking kit to say thank you for their daily work and for welcoming us at the Aldea to share some time with them and the children.



Poster for the workshop.

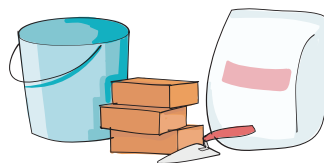


Volunteers from Uruguay preparing the workshop to make the apple and oat pudding.

REHABILITATION AND MAINTENANCE OF FACILITIES



SUPPLYING OF SOUP KITCHENS
OR SOCIAL CANTEENS



PAINTING, RESTORING
AND OTHER REPAIRING



COLLECTION AND CLASSIFICATION
OF ARTICLES TO EQUIP
SOUP KITCHENS

CLEANING
OF FACILITIES



COMMUNITY NUTRITION

SPECIFIC TRAINING
ON NUTRITIONAL
ASPECTS



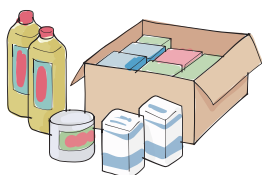
FUNDRAISING



NUTRITION

22 185 1,728
COUNTRIES EVENTS PARTICIPANTS

FOOD WITH LOVE

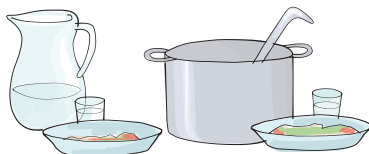


FOOD
COLLECTION



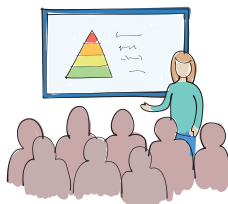
PREPARATION AND DELIVERY
OF FOOD BAGS

SOUP KITCHENS /
SOCIAL CANTEENS



AWARENESS-RAISING ACTIONS

AWARENESS-RAISING
TALKS ON FOOD
AND NUTRITION



NUTRITION

Our way of collaborating in the fight against hunger and improving nutrition is to promote volunteering actions that seek to obtain and distribute food for the people who need it most, raise awareness and educate about the importance of nutrition based on healthy habits, and improve the facilities that provide meals for groups at risk of exclusion. Some of the actions in the area of nutrition are:

- **FOOD WITH LOVE:** this includes all the activities that have to do with collecting food, distributing food packages, participating in soup kitchens and similar. Thanks to this activity over 255,000 kilos and more than 25,000 liters of food were collected in 2017.
- **FUNDRAISING** for nutrition issues.
- **COMMUNITY NUTRITION:** this project started in Paraguay where a volunteer – who happened to be a healthcare professional – suggested giving training in nutritional topics so people would have a better knowledge of how to identify healthy foodstuffs, avoid saturated fats, learn how to design a balanced diet and more.
- **REFURBISHMENT AND MAINTENANCE OF FOOD FACILITIES:** this includes spaces intended for food storage that are then distributed to various segments of the population, and others that are used for serving meals to people without resources, so they can have a free hot meal.
- **ACTIONS TO RAISE AWARENESS ABOUT NUTRITION.**

In 2017 we achieved the following results through our nutrition activities:

| NO. OF COUNTRIES INVOLVED | EVENTS ORGANIZED | PARTICIPANTS | DIRECT AND INDIRECT BENEFICIARIES | EFFECTIVE VOLUNTEERING HOURS |
|---------------------------|------------------|--------------|-----------------------------------|------------------------------|
| 22 | 185 | 1.728 | 340,165 | 4,660.55 |

In **ARGENTINA**, each year when Christmas draws near, we encourage all the volunteers, their families, friends and workmates who for some reason have perhaps been unable to participate in the program during the year, to take part in “Nochebuena para Todos” (Christmas Eve for Everyone).

Christmas Eve for everyone is an affectionate gesture intended to bring strangers in completely different situations together: us, and a family living in a situation of poverty. This gesture of love takes the form of a Christmas box that allows us to share in the festivities and exchange experiences and good wishes. The box contains non-perishable food so the family can come together around the table to celebrate Christmas. It also has gifts for each family member – something personal to bring good cheer at Christmas – and everyone sends each other cards, notes with good wishes and messages of hope.

It is organized in teams, but many volunteers also take this activity into



Volunteers from Argentina preparing the Christmas boxes.



Christmas boxes ready for “Nochebuena para todos” in Argentina.

their own homes to prepare the boxes with their family and friends. The magical thing is to see everyone feeling goodwill toward their fellow humans, the spirit of teamwork, of coming together to decorate as beautifully as possible the gift that will be given to someone we don't even know, but who we're sure will be happy to receive it.

The day of the presentation dawns with an array of brightly colored boxes that makes for a really moving sight: these are gifts that are full of stories, hope and love. This is a moment that becomes imprinted on your mind's eye and in your heart.

Numerous companies, private individuals and volunteers of all kinds take part in this activity, which began 18 years ago thanks to the initiative of two women who were generous enough to share their idea and invite everyone who wanted to join in. Each year the volunteers from Argentina renew their commitment with the Christmas Eve for Everyone team because they find the experience incredibly valuable.

In 2017, Christmas Eve for Everyone directly benefited 173 people, thanks to the goodwill of 405 volunteers who became involved in this activity.

Last December 11 in the **PHILIPPINES**, our volunteers distributed 330 kilos of food and shared some fun and laughs at a Christmas party with the children at the Eugenia Ravasco day center.

The volunteers' goal was to bring Christmas to these young children by sharing their time with them. The children at the center staged a play about the birth of Jesus in the manger, they sang and had fun, and the parents also gave their own performances. There was a magic show that was much enjoyed by everyone, and a volunteer dressed as Santa Claus handed out gifts to the children.



Volunteers and children after the Christmas performance in the Philippines.

A notable activity that took place in **GUATEMALA** was the work done on the Jaasiel hostel, which came about in 2014, in response to the families of children with cancer at the Pediatric Oncology Unit (UNOP) who needed somewhere to stay while their children were receiving treatment at the hospital. This hostel allows low-income families in the interior of the country to stay with their children as they are treated. It currently houses 30 families.

On this occasion, 19 volunteers handed out food in this hostel, to coincide with an awareness-raising activity by a group of firefighters, who gave a talk on accident prevention and caring for the environment.



Volunteers visiting the families housed in the Jaasiel hostel in Guatemala.



Demonstration by firefighters in Guatemala after the talk on accident prevention and caring for the environment.

In collaboration with the Nutre a un Niño institution, our volunteers in **MEXICO** helped create vegetable gardens in the homes of low-income families in communities in the municipality of Acambay, in the state of Mexico. In the period 2016-2017, 12 families were supported by the creation of vermin-compost beds for producing organic manure, backyard vegetable gardens and the preparation of land for growing vegetables. They also installed chicken coops with the aim of having a positive impact on family health by giving them access to better nutrition and boosting their income by selling their production surpluses.



Volunteers from Mexico who helped create vegetable gardens in Acambay.

One of the most important volunteer actions in **PORTUGAL** last November was done in collaboration with RE-FOOD in Lisbon, an institution supported by Fundación MAPFRE for more than five years, which fights against food waste and hunger in every neighborhood around the country.



Volunteers with Hunter Halder, chairman of RE-FOOD in Lisbon (Portugal).

21 volunteers accompanied and helped in the process of collecting and preparing food in three of the RE-FOOD centers: Nuestra Señora de Fátima, San Sebastián de Pedreira and Lumiar. After a brief meeting with Hunter Halder, chairman of RE-FOOD, we learned about the association's operations, whose work is totally non-profitmaking and is ultimately focused on people who work for people.

Our volunteers who took part in this activity showed great team-work spirit and a willingness to help, which will continue in 2018, to maintain and reinforce the contribution of this team. Each month, in several Portuguese cities where RE-FOOD operates, groups of volunteers from Fundación MAPFRE give up their time to help with this project.



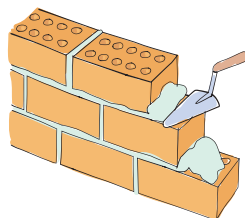
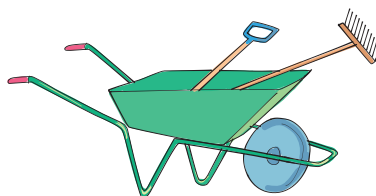
Volunteers from Portugal helping collect and prepare foodstuffs.

REHABILITATION AND MAINTENANCE OF FACILITIES



PAINTING
AND UPGRADING
OF FURNITURE
AND INSTALLATIONS

PARKS AND GARDENS
MAINTENANCE



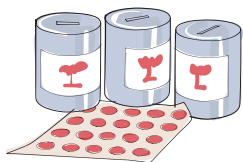
CONSTRUCTING
OR REPAIRING
PARKS AND GARDENS
INSTALLATIONS

TRAINING ACTIVITIES



SPECIFIC TRAINING
ON ENVIRONMENTAL
MATTERS

FUNDRAISING



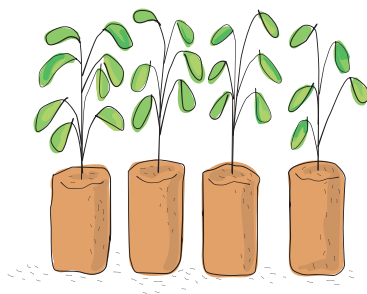
ENVIRONMENT

25 98 1,994
COUNTRIES EVENTS PARTICIPANTS

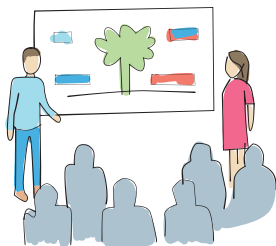
ENVIRONMENTALLY CONSCIOUS

CLEANING
NATURAL
AREAS

BEACHES,
FORESTS,
RIVERS,
LAGOONS



REFORESTATION



AWARENESS-RAISING ACTIONS

AWARENESS-RAISING TALKS
ABOUT THE PROTECTION AND
CARE OF THE ENVIRONMENT

ENVIRONMENT

We understand how essential it is to work to conserve our environment, as its care has important consequences that have a direct impact on improving the living conditions of society in general. It is as though we were starting a chain of positive effects from which our environment also benefits. We help take care of the environment through activities involving recycling, reforestation, cleaning nature areas, campaigns to raise awareness in children and adults about the importance of behaving responsibly toward the environment, and much more. That way we can be sure that we can benefit from these improvements to our environment. The volunteer actions that focus on caring for the environment are:

- **CAMPAIGNS TO RAISE AWARENESS** of respect for the environment around us.
- **ENVIRONMENTALLY CONSCIOUS INVOLVES** direct actions in which our volunteers recycle, clean nature areas, plant trees and much more. In 2017 we planted 5,166 trees and plants and collected more than 100 bags of garbage, representing over 10,000 kilos.
- **TRAINING ACTIVITIES.**
- **REHABILITATION AND MAINTENANCE OF FACILITIES.**
- **FUNDRAISING** specifically to support caring for the environment.

Our volunteers have enthusiastically taken part in activities to benefit the environment and shown their commitment to their surroundings.

| NO. OF COUNTRIES INVOLVED | EVENTS ORGANIZED | PARTICIPANTS | DIRECT AND INDIRECT BENEFICIARIES | EFFECTIVE VOLUNTEERING HOURS |
|---------------------------|------------------|--------------|-----------------------------------|------------------------------|
| 25 | 98 | 1,994 | 117,868 | 7,716 |

A national day of beach cleaning took place in **VENEZUELA** in September, aimed at improving the green spaces for recreation. The activity took place in the states of Anzoátegui, Aragua, Vargas and Zulia.

Together with the Foundation for the Defense of Nature (FUDENA) our volunteers managed to collect over three tons of solid waste. Over 60 people worked disinterestedly for five hours to help take care of the environment.

This activity takes place every year and is aimed at reducing the effects of pollution on the planet and reversing the damage to the ecosystem. The



Volunteers from Venezuela on national beach cleaning day.

volunteers from Fundación MAPFRE in Venezuela are very committed to continuing to collaborate in caring for the environment.

The day also served to highlight the importance of taking care of the beaches and the impact of solid waste. The aim is to encourage green spaces for the enjoyment of a better world, and for each volunteer to disseminate the importance of recycling.

2017 was a special year for the commitment to caring for the environment, and especially for MAPFRE, as it launched its first **MAPFRE GLOBAL VOLUNTEERING DAY**, aimed at volunteers who are company employees and their families, through the initiative entitled Vivir como equipo global el Voluntariado Corporativo de MAPFRE (Experiencing MAPFRE's Corporate Volunteering as a global team). This was an opportunity for volunteers to take part in activities to raise awareness of the importance of caring for the environment at the global level and under the same slogan: All together for the environment.



Poster for MAPFRE Volunteering Day.

October 7 was the date chosen to hold a range of activities promoted by the different volunteering teams in the various countries, although in some places they had to be postponed for a few days due to the weather. 46 activities were organized in 24 countries, with the participation of a total of 1,318 volunteers. Even the employees in Italy, a country that is still not part of the Volunteering Program, came together to benefit the environment with volunteers from Germany, Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Spain, United States, Philippines,

Honduras, Malta, Mexico, Nicaragua, Panama, Paraguay, Peru, Portugal, Dominican Republic, Turkey, Uruguay and Venezuela.

To maintain this idea of global unity in the activity, it was agreed that all the actions would revolve around:

- Restoration or reforestation of degraded areas.
- Clearing marine garbage from beaches/cleaning wetlands and riverbanks.
- Actions for improving and maintaining infrastructures for public use such as viewing points, paths and parks.

Each team of volunteers in each country chose the activity that was best adapted to the needs and opportunities in each area. Countries like Spain, Argentina, Colombia, Mexico and United States carried out more than one action, whereas others prefer to focus their efforts on a single issue.

In **Spain**, different activities were organized in cities like Madrid, Seville, Palma de Mallorca and Malaga. Groups of volunteers carried out reforestation tasks and cleaned garbage from nature spaces.



Participants in the reforestation tasks in Tres Cantos (Madrid).



Group of volunteers who took part in cleaning the natural environment in El Barraco (Avila).



Day of cleaning natural spaces in Seville.



Volunteers from Palma de Mallorca carrying out reforestation tasks.

In **Argentina**, volunteers tidied and refurbished the gardens at the Hogar San José de Mensajeros de la Paz, a care home for seniors in Buenos Aires. In Santa Fe, in the Barranquitas Sur municipal garden which is used by 130 children, our volunteers did gardening work and planted fruit trees.



Volunteers from Argentina before starting their gardening tasks in Santa Fe.



Volunteers after collaborating in restoring gardens in Buenos Aires.

In **Mexico**, activities took place in different points of the country. An activity was organized in Mexico City to plant plants in Chapultepec forest. Reforestation tasks were done with volunteers in the Paseo Verde and Ameyal parks in Puebla and Mérida. Volunteers in Tijuana cleaned beaches, and in Guadalajara and Querétaro they cleaned parks.



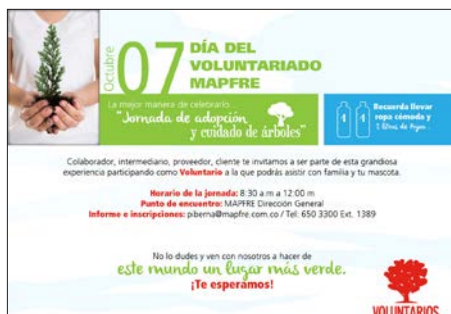
Group of volunteers from Mexico who took part in reforestation and cleaning tasks.



In **Colombia**, 248 volunteers came together in four cities: Medellin, Bucaramanga, Ibague and Bogota, where they took part in reforestation activities with their families.



Families taking part in reforestation tasks in Colombia.



Poster for the Volunteering Day in Colombia.

In **Brazil**, our volunteers had the chance to create an Environment Space for the more than 1,000 children who attend one of the public schools in the area around Sao Paulo. They also organized a great humanitarian day, involving the following activities:

- Creating a vertical vegetable garden so students could consume the produce.
- Building a green wall to reduce the heat in the children's recreation area.
- Implementing a system to capture rainwater that can be used to irrigate the vegetable garden and the wall.



Volunteers from Brazil decorating a wall on Volunteer Day.



Group of volunteers after their activities in a public school in Brazil.

- Designing educational and environmental games on the walls and on the ground.
- Decorating the walls with graffiti with environmental motifs created by volunteers and local artists.

Various activities also took place in the **United States**. Volunteers from Webster began the day with cleaning tasks on Memorial Beach. More volunteers arrived in the afternoon, and they ended the day by restoring the furniture in Douglas State Park. In Phoenix, volunteers planted a specific type of plant to provide food for Monarch butterflies, an endangered species.



Volunteers who took part in Volunteer Day in the United States.

Volunteers from **El Salvador** cleaned the San Diego beach on the Costa del Sol. In **Panama**, they also carried out cleaning tasks on the bay at Costa del Este. In **Peru**, volunteers came together up on Miraflores beach and removed over two tons of garbage. Beach cleaning activities also took place in **Uruguay** and **Costa Rica**.

In **Venezuela**, volunteers cleaned the botanical garden in Caracas, and in **Turkey** they cleaned Maçka Parkı in Istanbul.



Volunteers after their cleaning tasks in Maçka Parkı in Istanbul.



Poster and volunteers from Venezuela on MAPFRE's Volunteer Day.



Cleaning tasks in the Costa del Este bay in Panama.



Volunteers on the San Diego beach in El Salvador.



Group of volunteers with the garbage collected on the Miraflores beach in Peru.



Volunteers from Uruguay after finishing their beach cleaning work.



Beach cleaning day in Costa Rica.



Poster for Volunteer Day in Uruguay.

Our volunteers carried out reforestation tasks in **Portugal, Dominican Republic, Germany, Chile, Malta, Nicaragua, Paraguay, Ecuador, Philippines** and **Honduras**. Over 1,526 trees were planted in those countries.



Volunteers after their reforestation tasks in Chile.



Volunteers from Germany on Volunteer Day.



Group of volunteers after their reforestation work in Malta.



Reforestation tasks in Portugal.





Group of volunteers from Paraguay on Volunteer Day.



Volunteers planting in the Dominican Republic.



Volunteers on reforestation and tree planting day in Nicaragua.



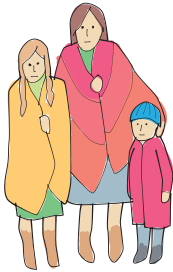
Group of volunteers from the Philippines after finishing their reforestation and tree-planting tasks.



Volunteers from Ecuador planting trees.

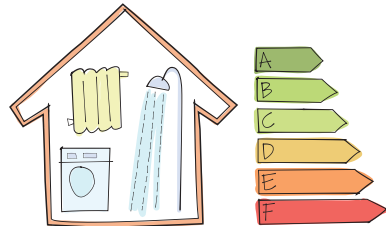
To mark MAPFRE's Global Volunteering Day, Elena Sanz, Group Chief Human Resources Office at the company, highlighted the spirit of solidarity and the excellent work of the more than 6,000 volunteers linked to the company worldwide, and said: "Being a volunteer at MAPFRE is all about commitment and vocation for service".

PSYCHOSOCIAL SUPPORT



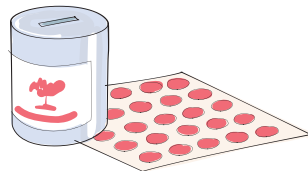
COMPREHENSIVE CARE
FOR FAMILIES REFUGEES
OF CONFLICTS

ENERGY POVERTY:
ASSISTANCE, SUPPORT
AND MATERIALS FOR
GETTING GREATER ENERGY
EFFICIENCY AT HOME



FUNDRAISING

RAFFLES

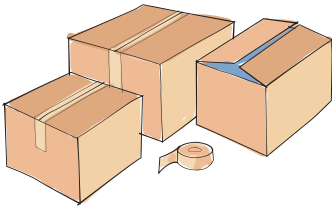


FUNDRAISING NOT
RELATED TO THE OTHER
LINES OF ACTION

SHARING SOLIDARITY

12 39 546
COUNTRIES EVENTS PARTICIPANTS

CHARITY MARKETS



CLASSIFICATION
OF PRODUCTS



CHARITY MARKET
OR BAZAAR

SHARING SOLIDARITY

Sharing Solidarity groups together all the volunteering actions directly linked to more than one of the lines of action in the Volunteering Program. It includes very specific activities that involve working to improve the quality of life of people at risk of social exclusion, and affects not only their health but also their education and sometimes even their nutrition. For the most part these are psychosocial support actions, although they may also include collecting money for causes unrelated with the rest of the action lines exclusively, and solidarity bazaars or markets.

The Energy Poverty activity was launched in Spain to provide assistance, support and resources to people or families who needed to improve the energy efficiency of their homes, so they could reduce their utility bills and improve their sanitary conditions at home. The aim was to give them sufficient knowledge of energy matters to enable them to apply it at any time without needing a person to advise them directly.

This line also includes the various different actions carried out with refugee families as a result of the armed conflict in their countries of origin. The aim is to mitigate their nutrition, education and health needs.

Improving my City is an activity carried out by volunteers from Portugal in which they help elderly people identify hazards or points where road safety could be improved in Lisbon, and then combine all their findings in a report that is submitted to a social organization that collaborates with local government authorities who set out to resolve these points. They not only work toward the safety of the whole neighborhood, but empower the seniors by making them feel part of the solution to a specific problem that affects public life in Lisbon.

Bazaars or solidarity markets are organized in several countries for the purpose of raising funds for certain social institutions or specific projects. The first solidarity market took place in Spain some years ago, thanks to the initiative of workers from Fundación MAPFRE. It was held before Christmas and run by the volunteers, who were also involved in organizing it. Little by little this activity grew and gave rise to similar initiatives in other countries. These humble beginnings finally produced their fruits in Spain in the form of the I Solidarity Fair, which was held in early December 2017 in collaboration with 22 social organizations. We welcomed over 10,000 people who between them helped us raise over 30,000 euros, and we collected 2,000 toys, one ton of food and more than 1,500 kilos of clothing which were sent to various social projects.

Twelve countries were involved in this line of action, which achieved the following results:

| No. of COUNTRIES INVOLVED | EVENTS ORGANIZED | PARTICIPANTS | DIRECT AND INDIRECT BENEFICIARIES | EFFECTIVE VOLUNTEERING HOURS |
|---------------------------|------------------|--------------|-----------------------------------|------------------------------|
| 12 | 39 | 546 | 45,727 | 1,974.5 |

In **CoSTA RICA**, Fundación MAPFRE collaborates with Asociación Proyecto Daniel as part of its international social projects. This organization carries out different actions to support adolescents and young adults aged 13-25 with cancer, and the volunteers this year took part in the Aventura entre Amigos (Adventure with friends) camp, where young people can stop being patients and become campers. This camp took place from 24 to 26 February. Ligia Bobadilla, chairman of Proyecto Daniel, said that during these days “the camp becomes a way of helping these young people to live through difficult times, as their life revolves around hospitals and medication. The camp sets them free and offers a chance to meet other boys and girls with the same problems, with whom they can form friendship and support networks”.

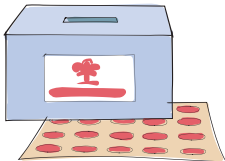
REHABILITATION AND MAINTENANCE FACILITIES

PAINTING, REBUILDING
AND OTHER REPAIRS



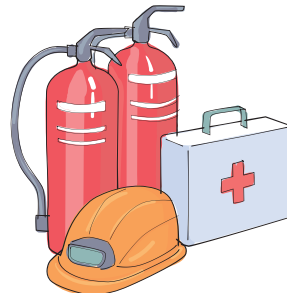
CLEANING
OF FACILITIES

FUNDRAISING



TRAINING ACTIVITIES

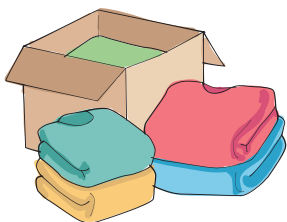
SPECIFIC TRAINING ON HOW
TO ACT IN EMERGENCIES



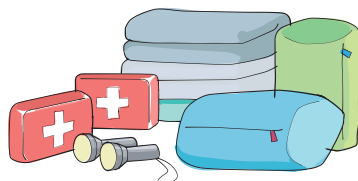
EMERGENCY AID

10 107 904
COUNTRIES EVENTS PARTICIPANTS

SOLIDARITY PARTNERSHIP



CLOTHES AND/OR FOOTWEAR
COLLECTION, CLASSIFICATION
AND DELIVERY



ESSENTIAL FIRST RESPONSE
MATERIAL COLLECTION,
CLASSIFICATION
AND DELIVERY

FOOD
COLLECTION,
CLASSIFICATION
AND DELIVERY



EMERGENCY AID

Volunteering work is defined by achieving a particular objective in a disinterested way, justified by a real need. All our volunteering activities fulfill these criteria and every day they contribute anonymously to improving conditions in society. The volunteers' work only attracts the glare of publicity at times when the challenge is urgent, conclusive, and definitive, when they are the only and most immediate solution. Unfortunately, this year we have suffered three major natural disasters – the effects of Coastal El Niño in Peru, the earthquake in Mexico, and hurricanes *Irma* and *María* which devastated Puerto Rico – which meant we needed to activate the aid activities in our Emergency and Natural Disasters Plan, where our volunteers and the institutions with which we collaborate reluctantly had to step into the spotlight.

Aware that year after year, natural disasters are a constant threat, and that their effects are more devastating for the most vulnerable sectors of society, at Fundación MAPFRE we have developed an action method that prioritizes immediacy in the response and the responsibility for managing resources, both aspects in which our volunteers play a vital role.

Each time there is a humanitarian emergency, the first task is to define it adequately and identify its scope. This allows us to adopt the most appropriate response, and to assess the times and actions necessary to implement it.

We then assess the most immediate tasks, and pinpoint the set of actions that resolve the most urgent basic needs from among the measures needed in the medium term to ensure the affected area can start to recover as soon

as possible. Our volunteers are at the forefront of aid in emergencies, the people who are actually on the ground in the affected communities to help them with their most pressing needs, but they are also essential for setting up actions that allow the victims to return to their normal routines. To ensure this second phase of action is as effective as possible, they work in partnership with local agents and social institutions.

We identify the emergency, define the response and then assess its framework of action. Whenever a request for international aid is issued by a government, our response will be channeled through this means. In the case that this request has yet to reach us, Fundación MAPFRE acts on its own initiative thanks to its volunteering base and in coordination with the public and private institutions directly involved in the emergency.

Finally, our emergency aid methodology requires us to carry out an assessment that allows us to improve the future management of economic and human resources. This allows us to make decisions about what to do with the teams that have been dispatched, whether it is advisable to repatriate them, relocate them to more accessible or strategic locations, or for them to remain on the ground as a basic infrastructure to cope with a future emergency, or for them to continue responding to another type of more permanent needs. This assessment also highlights the training needs for human resources to make future actions more efficient. Our volunteers are a key resource in both logistical aspects and training, and over the past year, sadly, they had ample opportunity to prove it.

Our volunteers were deployed in ten countries to help in the natural disasters that are the rationale behind this line of action.

| No. of COUNTRIES INVOLVED | EVENTS ORGANIZED | PARTICIPANTS | DIRECT AND INDIRECT BENEFICIARIES | EFFECTIVE VOLUNTEERING HOURS |
|---------------------------|------------------|--------------|-----------------------------------|------------------------------|
| 40 | 407 | 904 | 56,620 | 4,695.5 |

In early 2017 in **PERU**, the meteorological phenomenon known as Coastal El Niño brought violent storms that caused rivers to overflow, flooding, and seriously affected homes, farmlands and roads. In its wake it left cities with no communications, water and food shortages, fatalities, and homeless and missing persons. A state of emergency was declared for the north of Peru and several areas in the capital.

Fundación MAPFRE immediately started work by showing its concern for the communities that were most seriously affected, regardless of distance. The mission of our volunteers was to prepare 3,727 packages of non-perishable food and distribute them directly to each affected family. From the very start, the spirit of cooperation they showed exceeded all expectations and they successfully completed what seemed to be an almost impossible task.

The international organization CESAL offered great support to us in this work. They contacted the heads of the affected communities and acted as guides to the most inaccessible places, which was precisely where most help was needed, thus confirming that teamwork is crucial for helping in emergencies. It was an extremely arduous but also exhilarating and gratifying experience and a great source of pride to all the volunteers in the country.



Group of volunteers helping distribute food in Peru.



Volunteers from Peru distributing food packages to victims of Coastal El Niño.

In **PUERTO RICO**, a catastrophic event became an opportunity that brought out the best in Puerto Ricans and inspired a spirit of solidarity in which everyone helped their neighbors.

After hurricanes *Irma* and *María* swept through Puerto Rico and the Virgin Islands, the country's volunteers came together and mobilized for a single cause: to help those who needed it and to put the country back on its feet. They showed their trademark commitment and solidarity, and numerous actions to help the hurricane victims were carried out under the banner, Puerto Rico, estamos aquí para ayudarte (Puerto Rico, We're here to help you). 158 volunteers distributed essential items, non-perishable foodstuffs and water to over 1,800 affected families, and gave immediate assistance in a very difficult emergency situation.



Volunteers with the boxes of water and food that were distributed to families in Loíza (Puerto Rico).

The activities of the group of volunteers included the distribution of food in San Juan, Carolina, Bayamón, Arecibo, Caguas, Ponce and Mayagüez, and in the U.S. Virgin Islands (USVI). This made it possible to reach the affected sectors all over the island directly. The volunteers also worked on distributing donations with several non-profit organizations who approached us to continue the chain of aid in outlying and remote sectors. Similarly, on their own personal initiative, several employees took food and essential items on behalf of MAPFRE to care homes for the elderly, the bedridden and families in villages that were barely accessible by car, to help those in greatest need.

Finally it is important to highlight the activity involving the distribution of 850 food boxes and 850 water boxes to victims in the municipality of Yabucoa, the location where hurricane *María* first made landfall, leaving a trail of devastation and need among the entire population. Approximately 50 volunteers took part in this initiative.

The opportunity to help the underprivileged in our country enriches our lives and the spirit of human solidarity present in all of us reinforces the idea that we are all part of a single community.



Distributing boxes of water and food to victims in Yabucoa (Puerto Rico).

IN THEIR OWN WORDS

**We help
to build
dreams.**

Ivelise - COSTA RICA

**We can transform
many lives.**

Ángela Paola - COLOMBIA

**It makes me feel that life
has a special purpose.**

Nipska - DOMINICAN REPUBLIC

**Helping makes me
incredibly happy!**

Carmén - PERU

**As long as there are people
who listen to their heart and
who believe that small gestures
can change the lives of many
people, the world will be
a better place.**

Sílvia - PORTUGAL

**It helps
me give
something
back.**

Ertan - TURKEY



**A smile can change
the world.**

Michael Steven - COSTA RICA

**Someone who shares
does so from a position
of equality, empathy
and generosity.**

Nicolás - SPAIN

**There's no better feeling
in this world than
knowing I can give my
time and talent freely to
help someone.**

Melissa - UNITED STATES

**It's the best way
of feeling alive and
feeling that you're
doing something.**

Banu - TURKEY

**It helps me to be more
grateful for my life, for
everything I have, for what
I am, and for what I know
and can offer others.**

Carolina - VENEZUELA

**A different world
cannot be created
with people who are
indifferent.**

Allison - MEXICO

The spirit of volunteering seeks to improve
the world we live in.

Griselda Estefanía - ARGENTINA

It fills your soul with a feeling of peace
and love.

Silvina Maricel - ARGENTINA

This is a way to feel engaged, to be part
of something, to act, to participate. In short,
we have the opportunity to move forward
and do something for people.

Cláudia y Susana - PORTUGAL

Bringing light into darkness.

Jessica - DOMINICAN REPUBLIC

It makes your soul grow.

Jorman - VENEZUELA

Spread the spirit of solidarity.

Andrea del Pilar - COLOMBIA

Encourage people who have lost all hope
with our passion.

Mia - CHINA

Being a volunteer means loving with all
your heart, looking ahead with intelligence,
and doing things with dedication.

Fabiula - PARAGUAY

We find happiness in the simplest things.

Jastine Joy - PHILIPPINES

Learning something new with each life
story, and knowing that my help is part of
the growth of each young person we help.

Maria - BRAZIL

It makes me realize the needs that there
are in our society, and motivates me to act
to help to meet them.

María Cristina - NICARAGUA

Volunteers are not only concerned with
their own needs, but are also interested in
other people's needs, and take responsibility
for finding solutions.

Sergio - PUERTO RICO

It makes us more human.

Kevin - EL SALVADOR

Personal and spiritual growth.

Alejandra - CHILE

I learned some life lessons that made
me think and led me to make changes
in my day-to-day life.

Lily - PANAMA

We're drivers and agents of change and we
can have a positive impact on people's lives
and on the environment.

Wendy Vanessa - NICARAGUA

It makes me believe that a smile goes
farther than anything we can see...

Ángela - PANAMA

The work I do is positively transforming
those people's lives.

Claudia Biviana - COLOMBIA

It provides vital assistance for people
who need it most, for deserving causes
and for the community.

Jean Paul - MALTA

It helps to put smiles on faces that are
etched with sadness because of the hard
lives they lead.

Patricia - EL SALVADOR

I didn't think it was going to be so hard
and so gratifying at the same time.

María - SPAIN

My actions produce changes in other
people's lives.

Leda - HONDURAS



EPILOG

Volunteering has already been a part of the Foundation for ten years. As these ten years have gone by, the humanitarian spirit has become more widespread and consolidated in all of us. Ten years in which the project has matured to the point it has now become Fundación MAPFRE's Volunteering Program, an initiative that grows stronger with every additional gesture and every additional action by every volunteer who works together to make the world today a better place to live in.

2017 was a year of big figures. The MAPFRE and Solunion companies chose us to develop and enhance their corporate volunteering programs: we have 7,333 volunteers in 26 countries; 1,263 volunteering activities took place throughout the year, which directly and indirectly helped over three million people. And what does that mean? It means we have three million reasons to continue growing, to continue showing our solidarity and commitment to the different causes and organizations with which we collaborate. These are three million reasons that should drive us to continue seeking to change lives in any way we can. Three million reasons to keep on going.

And that's what we're going to do in 2018 and the years beyond: keep moving forward. We'll seek to raise awareness about how important it is to show solidarity and we'll ask for the help of what we call our "agents of change". These could be companies – of whatever size – who have the capacity to instill that humanitarian spirit in their employees and families and who promote collaboration and involvement in specific campaigns, one-off volunteering actions, other actions that require a greater commitment and even actions that transform the volunteers into what today is known as social entrepreneurs; or else organizations in the third sector, creating a network in

which we can all look for synergies to move ahead, to fight for shared goals that help us achieve such ambitious, albeit utopian, objectives like eradicating hunger and social differences in the world.

But this can't be done without volunteers. They are the most generous ones, the ones that get involved without expecting anything in return, the ones who devote their time, hard work and know-how to help those three million reasons. They are the drivers of the program. They are the ones who are and will be able to generate changes in the lives of the people we help, solidarity ambassadors and an example to follow for all the young people around them. They are the ones who have made volunteering a way of life, and the ones who ensure that everything we have set out to describe in these pages is not merely words, but reality.

Julio Domingo Souto

General Manager

Fundación MAPFRE

APPENDICES

ARGENTINA 470 VOLUNTEERS

BRAZIL 1,447 VOLUNTEERS

CHILE 49 VOLUNTEERS

CHINA 61 VOLUNTEERS

COLOMBIA 604 VOLUNTEERS

COSTA RICA 46 VOLUNTEERS

DOMINICAN REPUBLIC 64 VOLUNTEERS

ECUADOR 32 VOLUNTEERS

EL SALVADOR 144 VOLUNTEERS

GERMANY 68 VOLUNTEERS

GUATEMALA 77 VOLUNTEERS

HONDURAS 175 VOLUNTEERS

MALTA 57 VOLUNTEERS

MEXICO 605 VOLUNTEERS

NICARAGUA 97 VOLUNTEERS

PANAMA 193 VOLUNTEERS

PARAGUAY 93 VOLUNTEERS

PERU 348 VOLUNTEERS

PHILIPPINES 69 VOLUNTEERS

PORTUGAL 108 VOLUNTEERS

PUERTO RICO 265 VOLUNTEERS

SPAIN 1,220 VOLUNTEERS

TURKEY 242 VOLUNTEERS

UNITED STATES 485 VOLUNTEERS

URUGUAY 58 VOLUNTEERS

VENEZUELA 256 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS* | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|------------------------------------------------------------------|-----------|---------------|----------------------|------------------------------|
| Education | 9 | 53 | 1,061 | 279.00 |
| Everyone to school | 3 | 7 | 65 | 6.00 |
| Training activities related to educational matters | 1 | 3 | 35 | 9.00 |
| Goal ZERO | 1 | 4 | 1 | 1.00 |
| Rehabilitation and maintenance of educational facilities | 2 | 22 | 790 | 122.00 |
| Awareness raising actions related to educational matters | 1 | 1 | 45 | 2.00 |
| MAPI's Heart: Teaching values to employees children | 1 | 16 | 125 | 139.00 |
| Environment | 3 | 76 | 191 | 502.00 |
| Rehabilitation and maintenance of environment related facilities | 3 | 76 | 191 | 502.00 |
| Health | 30 | 181 | 2,425 | 720.00 |
| Basics with heart | 12 | 25 | 5 | 25.00 |
| I am a donor | 1 | 40 | 102 | 20.00 |
| No barriers sport | 3 | 28 | 159 | 96.00 |
| Raising smiles | 5 | 61 | 480 | 494.00 |
| Sharing illusions | 9 | 27 | 1,679 | 85.00 |
| Nutrition | 9 | 438 | 378 | 595.00 |
| Food with love | 9 | 438 | 378 | 595.00 |
| TOTAL | 51 | 748 | 4,055 | 2,096.00 |

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



BRAZIL 1,447 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|------------|--------------|----------------------|------------------------------|
| Education | 49 | 613 | 3,592 | 1,895.00 |
| Everyone to school | 8 | 65 | 519 | 35.00 |
| Training activities related to educational matters | 28 | 172 | 833 | 607.00 |
| Rehabilitation and maintenance of educational facilities | 7 | 217 | 191 | 935.00 |
| Awareness raising actions related to educational matters | 3 | 151 | 2,026 | 302.00 |
| Caring kids: Teaching values to children not employees children | 1 | 8 | 23 | 16.00 |
| Health | 64 | 1,488 | 15,779 | 4,586.00 |
| Basics with heart | 11 | 45 | 1,264 | 163.00 |
| I am a donor | 9 | 522 | 1,830 | 269.00 |
| No barriers sport | 1 | 41 | 5 | 123.00 |
| Raising smiles | 18 | 451 | 1,828 | 1,794.00 |
| Rehabilitation and maintenance of healthcare facilities | 1 | 19 | 1 | 76.00 |
| Sharing illusions | 19 | 349 | 10,805 | 1,120.00 |
| Sharing life: Awareness raising activities | 1 | 0 | 1 | 0.00 |
| Training activities | 4 | 61 | 45 | 1,041.00 |
| Nutrition | 26 | 280 | 3,004 | 1,479.00 |
| Community Nutrition: training activities | 1 | 5 | 31 | 20.00 |
| Food with love | 25 | 275 | 2,973 | 1,459.00 |
| TOTAL | 139 | 2,381 | 22,375 | 7,960.00 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|------------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 2 | 16 | 13 | 961.00 |
| Training activities related to educational matters | 1 | 15 | 12 | 960.00 |
| Educa tu mundo | 1 | 1 | 1 | 1.00 |
| Emergency aid | 3 | 20 | 2 | 28.00 |
| Solidarity partnership | 3 | 20 | 2 | 28.00 |
| Environment | 2 | 41 | 26 | 189.00 |
| Rehabilitation and maintenance of environment related facilities | 1 | 4 | 25 | 4.00 |
| Environmentally conscious | 1 | 37 | 1 | 185.00 |
| Health | 9 | 87 | 659 | 131.00 |
| Basics with heart | 3 | 19 | 12 | 64.00 |
| Fundraising | 3 | 15 | 32 | 12.00 |
| Healthfully: Awareness raising activities | 1 | 30 | 550 | 14.00 |
| I am a donor | 1 | 17 | 51 | 17.00 |
| Raising smiles | 1 | 6 | 14 | 24.00 |
| Nutrition | 8 | 12 | 863 | 12.00 |
| Fundraising for nutritional issues | 1 | 5 | 1 | 5.00 |
| Food with love | 7 | 7 | 862 | 7.00 |
| TOTAL | 24 | 176 | 1,563 | 1,321.00 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|----------|--------------|----------------------|------------------------------|
| Education | 3 | 43 | 135 | 107.50 |
| Everyone to school | 1 | 18 | 9 | 26.00 |
| Caring kids: Teaching values to children not employees children | 2 | 25 | 126 | 81.50 |
| Environment | 1 | 15 | 1 | 30.00 |
| Environmentally conscious | 1 | 15 | 1 | 30.00 |
| Health | 5 | 24 | 136 | 43.00 |
| Basics with heart | 2 | 9 | 50 | 9.00 |
| I am a donor | 1 | 7 | 5 | 21.00 |
| Raising smiles | 1 | 7 | 70 | 10.50 |
| Training activities | 1 | 1 | 11 | 2.50 |
| TOTAL | 9 | 82 | 272 | 180.50 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|----------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 19 | 129 | 239 | 289.10 |
| Training activities related to educational matters | 12 | 57 | 120 | 118.60 |
| Goal ZERO | 1 | 4 | 1 | 8.00 |
| Educa tu mundo | 6 | 68 | 118 | 162.50 |
| Emergency aid | 2 | 3 | 100 | 4.00 |
| Solidarity partnership | 1 | 3 | 100 | 4.00 |
| Fundraising related to emergency aid issues | 1 | 0 | 0 | 0.00 |
| Environment | 5 | 315 | 5 | 980.50 |
| Environmentally conscious | 5 | 315 | 5 | 980.50 |
| Health | 8 | 416 | 1,293 | 691.00 |
| I am a donor | 2 | 238 | 1,030 | 80.00 |
| Raising smiles | 1 | 29 | 44 | 87.00 |
| Sharing illusions | 5 | 149 | 219 | 524.00 |
| Nutrition | 1 | 23 | 37 | 92.00 |
| Food with love | 1 | 23 | 37 | 92.00 |
| TOTAL | 35 | 886 | 1,674 | 2,056.60 |



COSTA RICA

46 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-------------------------------------------|----------|--------------|----------------------|------------------------------|
| Environment | 1 | 15 | 2 | 45.00 |
| Environmentally conscious | 1 | 15 | 2 | 45.00 |
| Health | 7 | 81 | 802 | 404.00 |
| Healthfully: Awareness raising activities | 2 | 18 | 350 | 112.00 |
| I am a donor | 1 | 18 | 72 | 54.00 |
| Raising smiles | 4 | 45 | 380 | 238.00 |
| Sharing Solidarity | 1 | 8 | 100 | 134.00 |
| Psychosocial support | 1 | 8 | 100 | 134.00 |
| TOTAL | 9 | 104 | 904 | 583.00 |



DOMINICAN REPUBLIC

64 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 11 | 175 | 179 | 195.40 |
| Everyone to school | 4 | 39 | 106 | 30.40 |
| Training activities related to educational matters | 2 | 15 | 2 | 30.00 |
| Goal ZERO | 1 | 3 | 1 | 6.00 |
| Awareness raising actions related to educational matters | 1 | 25 | 25 | 75.00 |
| Caring kids: Teaching values to children not employees children | 1 | 5 | 1 | 10.00 |
| Educa tu mundo | 2 | 88 | 44 | 44.00 |
| Emergency aid | 3 | 58 | 3 | 38.00 |
| Solidarity partnership | 3 | 58 | 3 | 38.00 |
| Environment | 1 | 45 | 1 | 180.00 |
| Environmentally conscious | 1 | 45 | 1 | 180.00 |
| Health | 6 | 99 | 100 | 146.00 |
| I am a donor | 1 | 15 | 4 | 5.00 |
| Sharing illusions | 4 | 72 | 95 | 93.00 |
| Training activities | 1 | 12 | 1 | 48.00 |
| Nutrition | 2 | 61 | 95 | 38.00 |
| Food with love | 2 | 61 | 95 | 38.00 |
| TOTAL | 23 | 438 | 378 | 597.40 |



ECUADOR

32 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|----------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 13 | 152 | 220 | 210.00 |
| Everyone to school | 2 | 12 | 120 | 10.00 |
| Training activities related to educational matters | 9 | 118 | 80 | 172.00 |
| Awareness raising actions related to educational matters | 1 | 20 | 0 | 20.00 |
| Educa tu mundo | 1 | 2 | 20 | 8.00 |
| Environment | 1 | 20 | 1 | 120.00 |
| Environmentally conscious | 1 | 20 | 1 | 120.00 |
| Health | 8 | 124 | 370 | 222.00 |
| Sharing illusions | 7 | 110 | 370 | 110.00 |
| Training activities | 1 | 14 | 0 | 112.00 |
| Nutrition | 3 | 32 | 107 | 29.00 |
| Food with love | 3 | 32 | 107 | 29.00 |
| Sharing Solidarity | 1 | 5 | 0 | 10.00 |
| Fundraising for solidarity matters | 1 | 5 | 0 | 10.00 |
| TOTAL | 26 | 333 | 698 | 591.00 |



EL SALVADOR

144 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Environment | 4 | 100 | 127 | 508.00 |
| Environmentally conscious | 2 | 92 | 2 | 500.00 |
| Fundraising related to environmental issues | 1 | 7 | 0 | 7.00 |
| Awareness raising actions related to environmental issues | 1 | 1 | 125 | 1.00 |
| Health | 4 | 271 | 250 | 1,216.00 |
| Fundraising | 1 | 139 | 80 | 556.00 |
| Raising smiles | 3 | 132 | 170 | 660.00 |
| Nutrition | 4 | 11 | 0 | 22.00 |
| Food with love | 4 | 11 | 0 | 22.00 |
| Sharing Solidarity | 1 | 4 | 0 | 80.00 |
| Fundraising for solidarity matters | 1 | 4 | 0 | 80.00 |
| TOTAL | 13 | 386 | 377 | 1,826.00 |



GERMANY

68 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|---------------------------|----------|--------------|----------------------|------------------------------|
| Environment | 1 | 21 | 1 | 63.00 |
| Environmentally conscious | 1 | 21 | 1 | 63.00 |
| Health | 1 | 47 | 16 | 47.00 |
| Raising smiles | 1 | 47 | 16 | 47.00 |
| TOTAL | 2 | 68 | 17 | 110.00 |



GUATEMALA 77 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 3 | 21 | 150 | 105.00 |
| Everyone to school | 1 | 0 | 0 | 0.00 |
| Rehabilitation and maintenance of educational facilities | 2 | 21 | 150 | 105.00 |
| Environment | 2 | 36 | 61 | 146.00 |
| Environmentally conscious | 1 | 17 | 1 | 51.00 |
| Awareness raising actions related to environmental issues | 1 | 19 | 60 | 95.00 |
| Health | 17 | 228 | 1,192 | 705.00 |
| Basics with heart | 5 | 33 | 0 | 31.00 |
| I am a donor | 1 | 34 | 136 | 17.00 |
| Raising smiles | 6 | 83 | 619 | 365.00 |
| Sharing illusions | 5 | 78 | 437 | 292.00 |
| Nutrition | 2 | 6 | 860 | 3.00 |
| Food with love | 2 | 6 | 860 | 3.00 |
| TOTAL | 24 | 291 | 2,263 | 959.00 |



HONDURAS

175 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 24 | 183 | 973 | 636.50 |
| Fundraising related to educational matters | 1 | 10 | 1 | 36.00 |
| Everyone to school | 1 | 2 | 62 | 4.00 |
| Training activities related to educational matters | 3 | 22 | 500 | 88.00 |
| Goal ZERO | 10 | 56 | 10 | 223.00 |
| Rehabilitation and maintenance of educational facilities | 2 | 15 | 263 | 150.00 |
| Awareness raising actions related to educational matters | 4 | 53 | 4 | 120.00 |
| Caring kids: Teaching values to children not employees children | 1 | 20 | 125 | 5.50 |
| Educa tu mundo | 2 | 5 | 8 | 10.00 |
| Environment | 3 | 45 | 282 | 212.00 |
| Environmentally conscious | 2 | 35 | 2 | 172.00 |
| Awareness raising actions related to environmental issues | 1 | 10 | 280 | 40.00 |
| Health | 9 | 76 | 1,818 | 188.50 |
| Basics with heart | 4 | 37 | 97 | 126.50 |
| I am a donor | 1 | 18 | 51 | 23.00 |
| Rehabilitation and maintenance of healthcare facilities | 2 | 11 | 1,520 | 19.00 |
| Sharing illusions | 2 | 10 | 150 | 20.00 |
| Nutrition | 9 | 86 | 481 | 198.00 |
| Food with love | 9 | 86 | 481 | 198.00 |
| TOTAL | 45 | 390 | 3,554 | 1,235.00 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|------------------------------------------------------------------|----------|--------------|----------------------|------------------------------|
| Environment | 7 | 73 | 613 | 272.00 |
| Rehabilitation and maintenance of environment related facilities | 2 | 14 | 9 | 42.00 |
| Environmentally conscious | 5 | 59 | 604 | 230.00 |
| Health | 2 | 23 | 127 | 34.50 |
| I am a donor | 1 | 9 | 27 | 6.50 |
| Raising smiles | 1 | 14 | 100 | 28.00 |
| TOTAL | 9 | 96 | 740 | 306.50 |



MEXICO 605 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|------------------------------------------------------------------|------------|--------------|----------------------|------------------------------|
| Education | 21 | 186 | 857 | 726.00 |
| Everyone to school | 6 | 30 | 161 | 102.00 |
| Training activities related to educational matters | 4 | 10 | 0 | 40.00 |
| Goal ZERO | 4 | 41 | 603 | 141.00 |
| Rehabilitation and maintenance of educational facilities | 7 | 105 | 93 | 443.00 |
| Emergency aid | 33 | 262 | 2,190 | 1,108.50 |
| Solidarity partnership | 32 | 261 | 2,189 | 1,108.00 |
| Fundraising related to emergency aid issues | 1 | 1 | 1 | 0.50 |
| Environment | 21 | 159 | 70 | 415.00 |
| Rehabilitation and maintenance of environment related facilities | 2 | 39 | 2 | 177.00 |
| Environmentally conscious | 19 | 120 | 68 | 238.00 |
| Health | 48 | 624 | 1,888 | 1,965.50 |
| Basics with heart | 2 | 2 | 90 | 4.00 |
| Healthfully: Awareness raising activities | 1 | 7 | 1 | 3.50 |
| I am a donor | 3 | 97 | 142 | 104.00 |
| Raising smiles | 9 | 134 | 325 | 472.00 |
| Rehabilitation and maintenance of healthcare facilities | 1 | 7 | 90 | 21.00 |
| Sharing illusions | 31 | 373 | 1,240 | 1,357.00 |
| Sharing life: Awareness raising activities | 1 | 4 | 0 | 4.00 |
| Nutrition | 6 | 139 | 92 | 540.00 |
| Community Nutrition: training activities | 1 | 75 | 50 | 225.00 |
| Rehabilitation and maintenance of nutrition facilities | 1 | 37 | 30 | 222.00 |
| Food with love | 4 | 27 | 12 | 93.00 |
| Sharing Solidarity | 5 | 43 | 30 | 82.50 |
| Fundraising for solidarity matters | 1 | 4 | 6 | 8.00 |
| Charity markets | 4 | 39 | 24 | 74.50 |
| TOTAL | 134 | 1,413 | 5,127 | 4,837.50 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 1 | 3 | 125 | 6.00 |
| Caring kids: Teaching values to children not employees children | 1 | 3 | 125 | 6.00 |
| Emergency aid | 3 | 13 | 1 | 15.50 |
| Solidarity partnership | 3 | 13 | 1 | 15.50 |
| Environment | 2 | 33 | 108 | 153.00 |
| Environmentally conscious | 1 | 29 | 1 | 145.00 |
| Awareness raising actions related to environmental issues | 1 | 4 | 107 | 8.00 |
| Health | 10 | 89 | 472 | 104.00 |
| Fundraising | 1 | 2 | 1 | 2.00 |
| Healthfully: Awareness raising activities | 2 | 11 | 250 | 22.00 |
| I am a donor | 3 | 61 | 113 | 49.50 |
| Raising smiles | 1 | 0 | 1 | 0.00 |
| Sharing illusions | 3 | 15 | 107 | 30.50 |
| Nutrition | 1 | 3 | 190 | 6.00 |
| Awareness raising actions related to nutrition | 1 | 3 | 190 | 6.00 |
| Sharing Solidarity | 2 | 4 | 1 | 14.00 |
| Fundraising for solidarity matters | 2 | 4 | 1 | 14.00 |
| TOTAL | 19 | 145 | 897 | 298.50 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|----------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 6 | 101 | 152 | 348.00 |
| Fundraising related to educational matters | 1 | 46 | 0 | 184.00 |
| Everyone to school | 1 | 10 | 50 | 70.00 |
| Goal ZERO | 2 | 13 | 101 | 26.00 |
| Awareness raising actions related to educational matters | 2 | 32 | 1 | 68.00 |
| Emergency aid | 2 | 14 | 100 | 58.00 |
| Solidarity partnership | 2 | 14 | 100 | 58.00 |
| Environment | 3 | 100 | 5,002 | 207.00 |
| Environmentally conscious | 3 | 100 | 5,002 | 207.00 |
| Health | 20 | 135 | 1,020 | 450.00 |
| Basics with heart | 3 | 16 | 201 | 30.00 |
| Fundraising | 1 | 11 | 0 | 33.00 |
| Healthfully: Awareness raising activities | 1 | 7 | 20 | 21.00 |
| I am a donor | 1 | 7 | 21 | 21.00 |
| No barriers sport | 2 | 33 | 16 | 149.00 |
| Raising smiles | 5 | 19 | 119 | 62.00 |
| Sharing illusions | 6 | 36 | 642 | 128.00 |
| Mujeres por el corazón | 1 | 6 | 1 | 6.00 |
| Nutrition | 2 | 42 | 850 | 84.00 |
| Food with love | 2 | 42 | 850 | 84.00 |
| Sharing Solidarity | 1 | 11 | 1 | 33.00 |
| Fundraising for solidarity matters | 1 | 11 | 1 | 33.00 |
| TOTAL | 34 | 403 | 7,125 | 1,180.00 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 2 | 14 | 2 | 91.00 |
| Goal ZERO | 2 | 14 | 2 | 91.00 |
| Environment | 1 | 52 | 1 | 156.00 |
| Environmentally conscious | 1 | 52 | 1 | 156.00 |
| Health | 5 | 130 | 652 | 301.00 |
| Healthfully: Awareness raising activities | 1 | 3 | 1 | 9.00 |
| I am a donor | 1 | 59 | 224 | 45.00 |
| Raising smiles | 1 | 29 | 47 | 58.00 |
| Sharing illusions | 2 | 39 | 380 | 189.00 |
| Nutrition | 3 | 11 | 75 | 32.00 |
| Food with love | 3 | 11 | 75 | 32.00 |
| Sharing Solidarity | 2 | 48 | 2,300 | 316.00 |
| Charity markets | 2 | 48 | 2,300 | 316.00 |
| TOTAL | 13 | 255 | 3,030 | 896.00 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 4 | 61 | 401 | 160.00 |
| Rehabilitation and maintenance of educational facilities | 1 | 2 | 74 | 2.00 |
| Awareness raising actions related to educational matters | 2 | 49 | 42 | 98.00 |
| Caring kids: Teaching values to children not employees children | 1 | 10 | 285 | 60.00 |
| Emergency aid | 24 | 223 | 4,540 | 1,069.00 |
| Solidarity partnership | 22 | 217 | 4,540 | 1,045.00 |
| Fundraising related to emergency aid issues | 1 | 0 | 0 | 0.00 |
| Training activities related to emergency aid issues | 1 | 6 | 0 | 24.00 |
| Environment | 1 | 34 | 1 | 136.00 |
| Environmentally conscious | 1 | 34 | 1 | 136.00 |
| Health | 13 | 355 | 2,046 | 998.00 |
| Basics with heart | 1 | 23 | 101 | 92.00 |
| Fundraising | 2 | 67 | 2 | 134.00 |
| Healthfully: Awareness raising activities | 2 | 49 | 47 | 102.00 |
| I am a donor | 1 | 65 | 195 | 65.00 |
| Raising smiles | 1 | 8 | | 32.00 |
| Sharing illusions | 5 | 137 | 776 | 561.00 |
| Sharing life: Awareness raising activities | 1 | 6 | 925 | 12.00 |
| Nutrition | 3 | 15 | 89 | 30.00 |
| Community Nutrition: training activities | 3 | 15 | 89 | 30.00 |
| TOTAL | 45 | 688 | 7,077 | 2,393.00 |



PHILIPPINES

69 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|----------|--------------|----------------------|------------------------------|
| Education | 4 | 33 | 189 | 154.00 |
| Everyone to school | 2 | 3 | 63 | 13.00 |
| Caring kids: Teaching values to children not employees children | 2 | 30 | 126 | 141.00 |
| Environment | 2 | 35 | 2 | 280.00 |
| Environmentally conscious | 2 | 35 | 2 | 280.00 |
| Health | 1 | 12 | 36 | 6.00 |
| I am a donor | 1 | 12 | 36 | 6.00 |
| Nutrition | 2 | 8 | 66 | 20.00 |
| Food with love | 2 | 8 | 66 | 20.00 |
| TOTAL | 9 | 88 | 293 | 460.00 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 12 | 36 | 210 | 217.00 |
| Everyone to school | 1 | 6 | 79 | 57.00 |
| Awareness raising actions related to educational matters | 2 | 14 | 2 | 115.00 |
| Caring kids: Teaching values to children not employees children | 9 | 16 | 129 | 45.00 |
| Environment | 3 | 72 | 3 | 216.00 |
| Environmentally conscious | 3 | 72 | 3 | 216.00 |
| Health | 1 | 6 | 1 | 18.00 |
| Raising smiles | 1 | 6 | 1 | 18.00 |
| Nutrition | 9 | 51 | 87 | 107.00 |
| Food with love | 9 | 51 | 87 | 107.00 |
| Sharing Solidarity | 10 | 22 | 264 | 58.00 |
| Psychosocial support | 9 | 12 | 185 | 18.00 |
| Fundraising for solidarity matters | 1 | 10 | 79 | 40.00 |
| TOTAL | 35 | 187 | 565 | 616.00 |



PUERTO RICO 265 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|----------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 10 | 106 | 270 | 492.25 |
| Everyone to school | 7 | 47 | 245 | 67.00 |
| Goal ZERO | 1 | 27 | 1 | 6.75 |
| Rehabilitation and maintenance of educational facilities | 2 | 32 | 24 | 418.50 |
| Emergency aid | 26 | 248 | 2,189 | 2,196.50 |
| Solidarity partnership | 26 | 248 | 2,189 | 2,196.50 |
| Environment | 3 | 5 | 79 | 13.00 |
| Environmentally conscious | 3 | 5 | 79 | 13.00 |
| Health | 28 | 207 | 1,010 | 614.50 |
| Basics with heart | 6 | 24 | 193 | 56.50 |
| Fundraising | 2 | 33 | 2 | 75.00 |
| Healthfully: Awareness raising activities | 8 | 26 | 125 | 145.00 |
| I am a donor | 1 | 44 | 120 | 22.00 |
| Raising smiles | 4 | 56 | 440 | 246.00 |
| Rehabilitation and maintenance of healthcare facilities | 3 | 10 | 0 | 20.00 |
| Sharing illusions | 4 | 14 | 130 | 50.00 |
| Nutrition | 7 | 25 | 250 | 65.50 |
| Food with love | 7 | 25 | 250 | 65.50 |
| Sharing Solidarity | 1 | 8 | 24 | 24.00 |
| Charity markets | 1 | 8 | 24 | 24.00 |
| TOTAL | 75 | 599 | 3,822 | 3,405.75 |



SPAIN

1,220 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|----------------------------------------------------------|------------|--------------|----------------------|------------------------------|
| Education | 100 | 566 | 2,097 | 1,217.50 |
| Fundraising related to educational matters | 1 | 1 | 100 | 0.50 |
| Everyone to school | 24 | 28 | 616 | 14.00 |
| Awareness raising actions related to educational matters | 57 | 230 | 348 | 304.50 |
| MAPI's Heart: Teaching values to employees children | 18 | 307 | 1,033 | 898.50 |
| Environment | 7 | 246 | 100 | 1,283.50 |
| Environmentally conscious | 7 | 246 | 100 | 1,283.50 |
| Health | 158 | 1,727 | 11,283 | 2,098.50 |
| Basics with heart | 11 | 48 | 2,450 | 34.00 |
| Fundraising | 30 | 148 | 439 | 437.00 |
| Healthfully: Awareness raising activities | 28 | 210 | 1,050 | 228.00 |
| I am a donor | 33 | 941 | 2,744 | 470.50 |
| No barriers sport | 2 | 33 | 165 | 133.00 |
| Raising smiles | 24 | 221 | 1,151 | 603.00 |
| Rehabilitation and maintenance of healthcare facilities | 4 | 28 | 3 | 74.00 |
| Sharing illusions | 24 | 87 | 2,928 | 67.00 |
| Sharing life: Awareness raising activities | 1 | 9 | 353 | 36.00 |
| Training activities | 1 | 2 | 0 | 16.00 |
| Nutrition | 71 | 343 | 5,120 | 1,034.05 |
| Fundraising for nutritional issues | 1 | 2 | 1 | 6.00 |
| Food with love | 70 | 341 | 5,119 | 1,028.05 |
| Sharing Solidarity | 7 | 231 | 165 | 947.00 |
| Psychosocial support | 6 | 54 | 147 | 108.00 |
| Charity markets | 1 | 177 | 18 | 839.00 |
| TOTAL | 343 | 3,113 | 18,765 | 6,580.55 |



TURKEY

242 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|----------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 6 | 49 | 222 | 586.00 |
| Everyone to school | 1 | 0 | 1 | 0.00 |
| Training activities related to educational matters | 3 | 33 | 0 | 528.00 |
| Rehabilitation and maintenance of educational facilities | 1 | 6 | 1 | 48.00 |
| Awareness raising actions related to educational matters | 1 | 10 | 220 | 10.00 |
| Emergency aid | 2 | 28 | 110 | 112.00 |
| Solidarity partnership | 2 | 28 | 110 | 112.00 |
| Environment | 13 | 188 | 13 | 326.00 |
| Environmentally conscious | 13 | 188 | 13 | 326.00 |
| Health | 10 | 181 | 474 | 199.00 |
| Basics with heart | 1 | 8 | 12 | 8.00 |
| Healthfully: Awareness raising activities | 3 | 29 | 223 | 29.00 |
| I am a donor | 1 | 53 | 159 | 53.00 |
| Raising smiles | 2 | 9 | 28 | 21.00 |
| Sharing illusions | 1 | 6 | 50 | 12.00 |
| Sharing life: Awareness raising activities | 2 | 76 | 2 | 76.00 |
| Nutrition | 3 | 45 | 510 | 110.00 |
| Food with love | 3 | 45 | 510 | 110.00 |
| Sharing Solidarity | 3 | 35 | 7 | 105.00 |
| Fundraising for solidarity matters | 3 | 35 | 7 | 105.00 |
| TOTAL | 37 | 526 | 1,336 | 1,438.00 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|------------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 5 | 117 | 260 | 837.75 |
| Everyone to school | 3 | 17 | 250 | 38.00 |
| Rehabilitation and maintenance of educational facilities | 1 | 97 | 9 | 775.75 |
| Awareness raising actions related to educational matters | 1 | 3 | 1 | 24.00 |
| Environment | 3 | 77 | 3 | 512.00 |
| Rehabilitation and maintenance of environment related facilities | 1 | 40 | 1 | 312.00 |
| Environmentally conscious | 2 | 37 | 2 | 200.00 |
| Health | 19 | 446 | 2,140 | 618.00 |
| Basics with heart | 6 | 12 | 61 | 24.00 |
| Fundraising | 2 | 108 | 2 | 259.00 |
| I am a donor | 8 | 309 | 926 | 287.00 |
| Sharing illusions | 3 | 17 | 1,151 | 48.00 |
| Nutrition | 11 | 80 | 605 | 138.00 |
| Fundraising for nutritional issues | 1 | 11 | | 33.00 |
| Food with love | 10 | 69 | 605 | 105.00 |
| Sharing Solidarity | 5 | 127 | 5 | 171.00 |
| Fundraising for solidarity matters | 5 | 127 | 5 | 171.00 |
| TOTAL | 43 | 847 | 3,013 | 2,276.75 |

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|-----------------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 2 | 41 | 470 | 278.00 |
| Goal ZERO | 1 | 13 | 400 | 26.00 |
| Caring kids: Teaching values to children not employees children | 1 | 28 | 70 | 252.00 |
| Emergency aid | 9 | 35 | 650 | 66.00 |
| Solidarity partnership | 9 | 35 | 650 | 66.00 |
| Environment | 1 | 31 | 1 | 155.00 |
| Environmentally conscious | 1 | 31 | 1 | 155.00 |
| Health | 12 | 37 | 339 | 126.00 |
| Healthfully: Awareness raising activities | 1 | 8 | 0 | 40.00 |
| I am a donor | 1 | 2 | 8 | 1.00 |
| Sharing illusions | 10 | 27 | 331 | 85.00 |
| Nutrition | 1 | 8 | 0 | 8.00 |
| Food with love | 1 | 8 | 0 | 8.00 |
| TOTAL | 25 | 152 | 1,460 | 633.00 |



VENEZUELA 256 VOLUNTEERS

| TYPE OF ACTIVITY | EVENTS | PARTICIPANTS | DIRECT BENEFICIARIES | VOLUNTEERING EFFECTIVE HOURS |
|----------------------------------------------------------|-----------|--------------|----------------------|------------------------------|
| Education | 12 | 90 | 773 | 667.00 |
| Everyone to school | 2 | 29 | 68 | 58.00 |
| Training activities related to educational matters | 6 | 39 | 143 | 532.00 |
| Rehabilitation and maintenance of educational facilities | 3 | 13 | 550 | 50.00 |
| Educa tu mundo | 1 | 9 | 12 | 27.00 |
| Environment | 7 | 160 | 7 | 616.00 |
| Environmentally conscious | 7 | 160 | 7 | 616.00 |
| Health | 21 | 186 | 1,128 | 441.00 |
| Basics with heart | 1 | 8 | 0 | 4.00 |
| Fundraising | 3 | 46 | 3 | 124.50 |
| Healthfully: Awareness raising activities | 2 | 5 | 51 | 12.00 |
| I am a donor | 2 | 58 | 153 | 54.50 |
| No barriers sport | 1 | 3 | 9 | 13.00 |
| Raising smiles | 2 | 25 | 81 | 114.00 |
| Sharing illusions | 8 | 36 | 744 | 98.00 |
| Sharing life: Awareness raising activities | 2 | 5 | 87 | 21.00 |
| Nutrition | 2 | 9 | 384 | 18.00 |
| Awareness raising actions related to nutrition | 1 | 5 | 55 | 10.00 |
| Food with love | 1 | 4 | 329 | 8.00 |
| TOTAL | 42 | 445 | 2,292 | 1,742.00 |



A large, stylized orange tree graphic that occupies the right side of the page. It has a thick trunk and several rounded, leafy branches. There are some white, diamond-shaped cutouts within the foliage.

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