



 **MAPFRE** | USASM

2018 VOLUNTEER REPORT

 **Compassion to Action** 

THANK YOU

I am pleased to share our 2018 MAPFRE USA Corporate Volunteer Report. At MAPFRE, we are committed to working together to make a difference in the lives of our communities, as well as our customers, agents and employees.



Employee volunteering is an important part of our culture to give back to our communities. In fact, the number of MAPFRE USA employees who have participated in volunteer activities increased 76.3 percent, from 2017 – 2018. The number of volunteer events rose 160 percent during the same period. I am very proud of our employees’ commitment, and I experienced it firsthand during MAPFRE’s Global Volunteer Day in October, when more than 90 employees participated in environmental cleanup activities in Massachusetts and Arizona.

The dedication of our employee volunteers does not go unnoticed across MAPFRE Group, as Fundación MAPFRE selected MAPFRE USA as the Best Volunteering Country in 2018. I am honored that our volunteering program has earned this recognition by Fundación MAPFRE, which works to drive economic, social and cultural improvements for society’s most disadvantaged people and groups around the world. In the United States alone, Fundación MAPFRE funded seven partnerships and twelve programs in 2018.

I would like to take this opportunity to thank all of our MAPFRE USA volunteers. I am confident that this year we will continue to grow the number of employees who participate in our community events.

I encourage you to read this report to learn more about MAPFRE’s overall volunteering and contributions program, and our employees’ passion for giving back to their communities.

Thank you.

Sincerely,

Alfredo Castelo
President & CEO
MAPFRE USA

CONTENTS

05

A message from Pepe Velasquez

06

A message from Pat McDonald

07

Volunteering by the Numbers

08

2018 MAPFRE USA Community Champions

10

Fundación MAPFRE in the United States

11

Fundación MAPFRE Around the World

12

Fundación MAPFRE Partners in the United States

14

Fundación MAPFRE Partners With Teach For America To Welcome Excel Academy Students For Career Day

16

Teach For America and Fundación MAPFRE Together on the West Coast

17

MAPFRE USA Western Region Hosts Frick Impact Academy for Career Day

18

Fundación MAPFRE Funds Grant to WCAC Nutrition Program

20

Winter Wonderland Fun with WCAC's Head Start Students

21

NPH and MAPFRE Celebrate Seattle Institute Graduates

22

Boston Children's Hospital and Fundación MAPFRE Injury Prevention Program - Safe Play Starts Here

24

Fundación MAPFRE Partners with Boston Children's Hospital to Raise Awareness for Accident Prevention and Safety

26

MAPFRE Employees Donate Over 800 Pounds of Supplies to Big Brothers Big Sisters of Central Mass/Metrowest

27

Gilbert Arizona Volunteers at Local Food Bank

28

MAPFRE Human Resources and the Pajama Program

29

2018 Toys for Tots Program at MAPFRE

30

Thanksgiving Food Drive

31

Columbus Ohio Blood Drive

32

MAPFRE USA Assists Families Affected By Webster Massachusetts Tornado

33

Gilbert, AZ Water Drive

34

Great Strides Cystic Fibrosis Walk, Putnam Connecticut

35

Florida Volunteers Walk to Support a Cure for Heart Disease

36

MAPFRE Volunteers Join Making Strides Walk in Support of Breast Cancer Awareness #Thinkpink!

37

Boston Children's Hospital Eversource Walk for Kids

38

United Way Day Of Caring

40

Over 100 MAPFRE People Gave Back on Global Volunteer Day

42

Get to Know Fundación MAPFRE

43

MAPFRE Volunteers at TouchTomorrow Event - A Festival of Science, Technology, and Robots

44

MAPFRE Insurance and Columbus Crew SC Players Serve Meals to Families at Ronald McDonald House

45

Backpacks for the Homeless

46

Giving Back to the Community: Summer Internship Day of Caring

47

Pan-Mass Challenge

48

Why I Volunteer

50

A message from Linda Johnson

As the Executive Vice President of Human Resources of MAPFRE USA, I am grateful for the hours our volunteers, and their family and friends, have committed to supporting our Corporate Volunteer Program. MAPFRE volunteers are passionate and amazing people who represent the heart and soul of our MAPFRE culture.



It is an awesome experience to give back. While taking part in the Making Strides Against Breast Cancer walk as part of Team MAPFRE, my family and I experienced first-hand the inspiring energy of our employees and the community who came together to support programs that aid the less fortunate.

Thank you to our 2018 volunteers; because of your passion and dedication, MAPFRE USA went from the number 23 MAPFRE volunteering country in 2017 to number one in 2018!

For those team members passionate about helping local communities and the environment, I encourage you to volunteer in 2019 and look forward to joining you as we grow the number of people we help each year.

Sincerely,

A handwritten signature in black ink that reads "Jose V." with a stylized flourish at the end.

Jose Velasquez
EVP Human Resources
MAPFRE USA

As the CEO of MAPFRE USA's Northeast Region, it is an honor to be included in this 2018 Corporate Volunteer Report. I feel privileged to work beside such altruistic colleagues. After 29 years with this great company, I continue to feel inspired by the dedication of our volunteers to take care of the environment and people in need in our local communities.



MAPFRE is fortunate to have amazing partnerships with diverse non-profit organizations who focus on initiatives like career guidance and employment training for individuals with intellectual and developmental disabilities, fighting the "War on Poverty" and road safety and accident prevention training for youth and parents, just to name a few.

Readers of this report will no doubt see first-hand the force with which our MAPFRE volunteers come together throughout the year to give back to those in need.

As a MAPFRE volunteer myself, I was lucky to be one of the hundreds of volunteers who gave their time, energy and hearts at more than 80 events in our Northeast region in 2018. My family and I particularly enjoyed volunteering at the TouchTomorrow event; a festival of science, technology, and robotics held by Worcester Polytechnic Institute in June last year. We joined more than 40 MAPFRE volunteers to help neighborhood families with hands-on experiments and lab activities on-campus at WPI, and are looking forward to helping to make this an impactful community event again in 2019. We also are actively involved with the Rhode Island Chapter of the Alzheimer's Association and participated in their 5K walk.

In addition to these events, there are many MAPFRE volunteer opportunities available throughout 2019. I encourage all MAPFRE team members to consider volunteering and reap the rewards of these experiences. People taking care of people and caring in everything we do is the MAPFRE way!

Thank you to all MAPFRE volunteers, and their family and friends, for selflessly supporting our commitment to improving the quality of life in our communities. You make me proud.

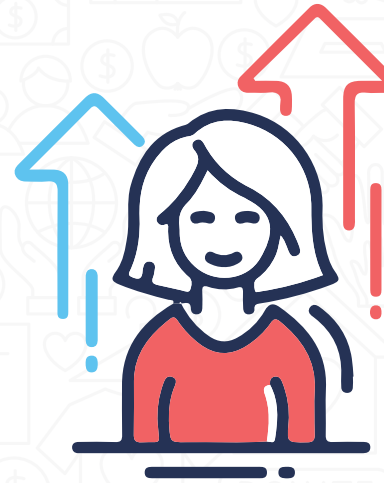
Sincerely,

A handwritten signature in black ink that reads "Patrick McDonald". The signature is written in a cursive, flowing style.

Patrick McDonald
CEO Northeast
MAPFRE USA

2018

CORPORATE VOLUNTEERING



661

EMPLOYEE
VOLUNTEERS



233

EMPLOYEE
BLOOD DONORS

248 PINTS OF BLOOD DONATED
IMPACTED **1,067** PEOPLE



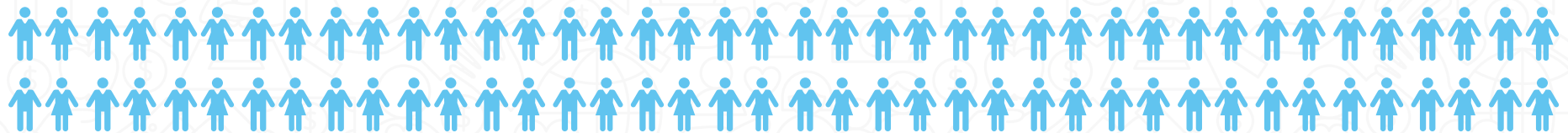
299

RELATIVES
& FRIENDS



117

VOLUNTEER
EVENTS



OVER 500,000 BENEFICIARIES

2018 MAPFRE USA COMMUNITY CHAMPIONS

This award is given annually to celebrate the community spirit of our employees by recognizing its outstanding volunteers. Employees are nominated by their peers for this award.



Jeanna Fortini

HR Generalist, Human Resources
Human Resources, Western Regional Office
Arizona

If I were to choose two events that I enjoy the most the first would be Making Strides Against Breast Cancer, as I have had both friends and family members impacted by breast cancer, so supporting the fight for a cure is near to my heart. The second event is our Operation Santa/Adopt-a-Family program that we sponsor for the holidays. Just to see the faces on the children as we bring the gifts to their home is overwhelming. I love being a part of making families Christmas' a little brighter and merrier! Rick Warren said it best... "your time is your life. That is why the greatest gift you can give someone else is your time". I am a volunteer!



Samantha Suss

Project Analyst, Business Process & Analysis
Insurance Operations
Massachusetts

I have always felt passionate about helping others whether it be simply helping a friend, participating in a fundraising walk or spending a day working to clean up a community area. I firmly believe that every small act matters and that as long as we are able to help we should.

In 2018, I was very fortunate to be able to join the Volunteer Committee here at MAPFRE Insurance. Being a part of this committee with other liked-minded employees has been an amazing experience, allowing me to really see the impact that we have on our communities. I look forward to 2019 and all of the opportunities for us to make a difference in so many lives.



Richard J. Staten

Assistant Vice President
Business Development
Washington

Volunteering means helping people and giving back to my community. I feel incredibly fortunate to work for a company that allows me the opportunity to be a part of such amazing organizations that directly impact our community in such a positive way.



Reinaldo Dominguez

Supervisor Casualty
Claims
Florida

Volunteering is a fulfilling experience. It allows you to connect with other members of the community and share a common interest. I recommend this to everyone.



FUNDACIÓN MAPFRE IN THE UNITED STATES

With Fundación MAPFRE programs, we contribute to the achievement of the Sustainable Development Goals (SDGs).

1

Social Action

SUSTAINABLE DEVELOPMENT GOALS



2

Culture

SUSTAINABLE DEVELOPMENT GOALS



3

Health Promotions

SUSTAINABLE DEVELOPMENT GOALS



4

Prevention & Road Safety

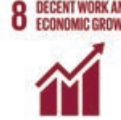
SUSTAINABLE DEVELOPMENT GOALS



5

Insurance and Social Protection

SUSTAINABLE DEVELOPMENT GOALS



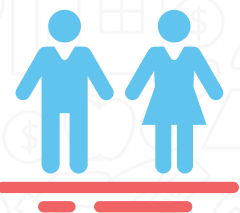


Fundación **MAPFRE** **AROUND THE WORLD**

OPERATIONS IN **34 COUNTRIES**

2017 BUDGET: 
€ 50 MILLION

 **8,400**
EVENTS ORGANIZED



MORE THAN
23 MILLION BENEFICIARIES



OVER
300
INITIATIVES
LAUNCHED

MAPFRE USA named **#1 Volunteering Country** by Fundación MAPFRE for 2018.

FUNDACIÓN MAPFRE PARTNERS IN THE UNITED STATES

Boston Children's Hospital

Boston Children's Hospital, the primary pediatric teaching affiliate of Harvard Medical School, is home to the world's largest research enterprise based at a pediatric medical center. Its discoveries have benefited both children and adults since 1869. Today, more than 2,630 scientists, including nine members of the National Academy of Sciences, 14 members of the National Academy of Medicine and 11 Howard Hughes Medical Investigators comprise Boston Children's research community. Founded as a 20-bed hospital for children, Boston Children's is now a 415-bed comprehensive center for pediatric and adolescent health care.



**Boston
Children's
Hospital**

Until every child is well™

**TEACHFOR
AMERICA**

Teach For America

Teach For America works in partnership with urban and rural communities in 51 regions across the country to expand educational opportunity for children. Founded in 1990, Teach For America recruits and develops a diverse corps of outstanding leaders to make an initial two-year commitment to teach in high-need schools and become lifelong leaders in the effort to end educational inequity. Today Teach For America is a force of 60,000 alumni and corps members committed to profound systemic change. From classrooms to districts to state houses across America, they're reimagining education to realize the day when every child has an equal opportunity to learn, to grow, to influence and to lead. Teach For America is a proud member of the AmeriCorps national service network.

United Way of Webster Dudley

For 52 years, United Way of Webster and Dudley has made the commitment to improve the lives of people in the local community. They continue this commitment with help from 17 partnering agencies that work with our local residents to maintain a strong family, healthy lifestyle and a positive outlook for the future of our children.



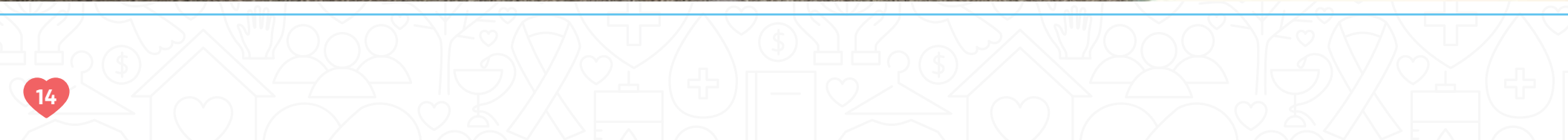
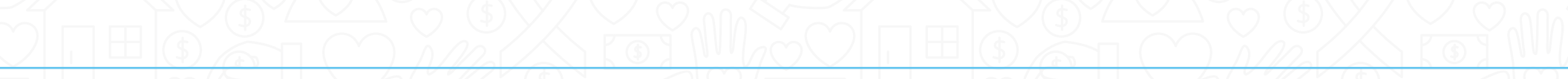
Nuestros Pequeños Hermanos (NPH)

NPH's Seattle Institute offers promising young adults a deep and advanced leadership formation experience in the U.S. Each year six university-aged students from NPH are selected to spend ten months in Seattle, enrolling in a full-time English program and participating in a comprehensive leadership development program. The goal of the program is to train talented youth to maximize their own potential and to serve others in their local communities.

Worcester Community Action Council (WCAC)

Since 1965, the Worcester Community Action Council has served as the federally designated anti-poverty agency for central and southern Worcester County, with a mission of helping people move to economic self-sufficiency through programs, partnerships and advocacy. WCAC's Head Start program serves families from the communities of East Brookfield, Leicester, Millbury, Oxford, Spencer, Southbridge and Webster. Families must meet income eligibility standards to qualify. Children in foster care, homeless children, and children from families receiving public assistance (Temporary Assistance for Needy Families or Supplemental Security Income) are also eligible for Head Start services regardless of income.





FUNDACIÓN MAPFRE PARTNERS WITH TEACH FOR AMERICA TO WELCOME EXCEL ACADEMY STUDENTS FOR CAREER DAY



Through a partnership with Teach For America–Massachusetts, Fundación MAPFRE welcomed students from Excel Academy East Boston’s eighth grade honor society to their North American headquarters for a career day at MAPFRE USA. Students were greeted by Alfredo Castelo, President & CEO of MAPFRE USA, representing Fundación MAPFRE in the U.S., and other MAPFRE leaders. “It is a privilege to spend time with the exceptional students from Excel Academy,” said Mr. Castelo. “We are thrilled to have the opportunity to impact the lives of these fine young men and women by sharing our business experiences and immersing them in MAPFRE USA’s corporate culture with this on-site day of learning.”

This visit was part of a year-long collaboration, which has included a \$75,000 investment by Fundación MAPFRE in Teach For America–Massachusetts to deepen the support that the organization offers its teachers and school leaders at Excel Academy East Boston. At the beginning of the school year, MAPFRE USA employees also donated school supplies to Excel Academy’s students and classrooms. “Teach For America corps members and alumni are one third of our faculty,” said Excel Academy East Boston’s Head of School and Teach For America alumnus, Jennifer Gallaspy. “These are leaders who understand the value of innovation in education and believe deeply in all children. We are fortunate to work with Fundación MAPFRE and Teach For America partnership on two different occasions this year and are excited to see the impact of this leadership trip on our students.”

By partnering with Teach For America–Massachusetts, Fundación MAPFRE is creating community impact through improved access to high-quality education for students, and customized local engagement aligned to the needs of Excel East Boston.

“Today in America, the circumstances of children’s births predict the opportunities they have in life. Children growing up in historically marginalized and disenfranchised communities lack access to a broad spectrum of resources and opportunities,” said Teach For America–Massachusetts Executive Director, Josh Biber.

Currently in their ninth year of partnership with Massachusetts public schools, Teach For America–Massachusetts has a network of over 2,200 alumni and corps members across the state who have made a lifelong commitment to ending inequity in education.

“We’re enormously grateful for MAPFRE’s partnership so that TFA can work alongside other great educators at Excel East Boston to create opportunities like today’s career day, allowing students to dream big and understand their own great potential.”

**– Josh Biber, Teach For America–Massachusetts,
Executive Director**

TEACH FOR AMERICA AND FUNDACIÓN MAPFRE TOGETHER ON THE WEST COAST

Fundación MAPFRE's partnership with Teach For America (TFA) has allowed MAPFRE Insurance employees to support schools in California, Massachusetts and Ohio through volunteer activities and drives. The partnership also provides support to TFA teachers and leaders including:

- One-on-one teaching observation and debrief sessions
- Mentoring of teachers
- Targeted workshops and skill-building sessions
- Cohort and subject-based learning communications
- Community-building activities

On May 7, 2018, volunteers from MAPFRE USA's San Ramon, CA office visited the Frick Impact Academy in Oakland, CA for an educational day of learning. Volunteers were paired with students for a game that demonstrated the importance of insurance and were presented with books donated by MAPFRE employees. The donation helped complete the academy's library and provided additional books for classrooms. MAPFRE employees were thrilled to be a part of this unique volunteer program and happy to connect with students to promote life-long learning.

This was the first Bay Area event in Fundación MAPFRE's partnership with TFA. In support of the Deep Partnership project, TFA received funding of 50,000 euros (\$59,600 USD) from the Fundación in 2018.

"Fundación MAPFRE is our pride! It is an awesome experience to be able to participate in the volunteer program, giving back to society, and to change the lives of these less fortunate children."

– Miguel Coello, SVP Regional Director Western, Officers

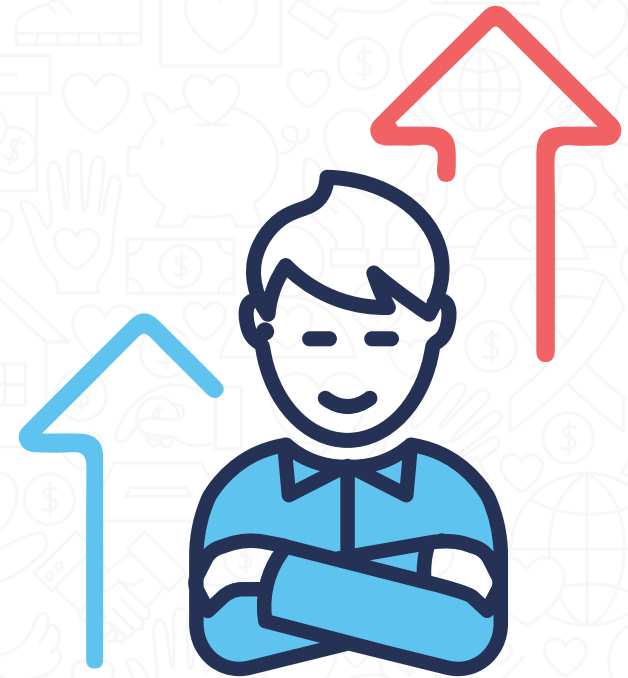


MAPFRE USA WESTERN REGION HOSTS FRICK IMPACT ACADEMY FOR CAREER DAY

On November 8, 2018, volunteers from MAPFRE's San Ramon, CA office hosted a Career Day as part of Fundación MAPFRE's partnership with Teach For America (TFA). Students and teachers from Frick Impact Academy visited the office with representatives from TFA and participated in a panel discussion about the importance of education and insurance. Students asked MAPFRE panelists many questions including what led to a career in the insurance industry, what types of benefits are offered at MAPFRE and what part of their jobs might be stressful. Students and volunteers from departments across the company then broke into groups for a more in-depth discussion on the many available career paths at MAPFRE.

"One of the best-spent couple of hours and most heart-warming experiences for me. It is another reason I feel proud of working for MAPFRE. This initiative inspires me to continue to support the MAPFRE foundation in its work to better society."

**– Vicky Corcoran, MAPFRE Insurance Manager,
IT Business Applications**





VOLUNTEERS

Fundación MAPFRE



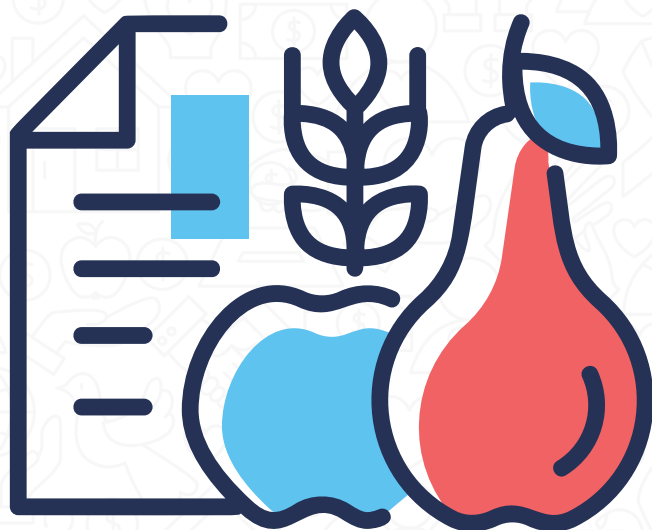
FUNDACIÓN MAPFRE FUNDS GRANT TO WORCESTER COMMUNITY ACTION COUNCIL NUTRITION PROGRAM

In 2018, Worcester Community Action Council (WCAC) received a **\$57,000** grant from Fundación MAPFRE to support nutrition initiatives at the agency's Head Start program.

Healthy nutrition is crucial for a child's immediate success and provides a solid foundation for healthy growth and development throughout the course of their lifetime. Children enrolled in WCAC's Head Start program receive a nutritional breakfast, lunch and snack each day to help promote a healthy lifestyle.

The United States Department of Agriculture (USDA) reimburses a portion of the cost to provide healthy food to students, but the initiative is not fully funded. The grant provided by Fundación MAPFRE will provide each of the 203 children enrolled in the program the equivalent of 89 daily breakfasts.

Children enjoy their meals served family-style so teachers and staff can model table manners, sharing and social interaction lessons.



"Early childhood learning programs are important to the development of our children," said Alfredo Castelo, Fundación MAPFRE representative in the U.S. "Fundación MAPFRE is proud to support Head Start and help children in our local communities begin their day with a healthy meal."

Team members from MAPFRE toured WCAC's Head Start program in August 2018 to and read stories in classrooms before joining the youngsters for lunch.



"Breakfast is arguably the most important meal of the day - ensuring that youngsters start their day nutritionally balanced and ready to learn. We are most appreciative of Fundación MAPFRE's strong support for this important component of our Head Start program."

— Jill C. Dagilis, WCAC, Executive Director

WINTER WONDERLAND FUN WITH WORCESTER COMMUNITY ACTION COUNCIL'S HEAD START STUDENTS



Worcester Community Action Council's Head Start students were visited in November 2018 by friendly volunteer 'elves' from MAPFRE Insurance who spent time decorating gingerbread houses with each classroom. Covered in sprinkles, candy and a good amount of frosting, a fun time was had by all! Completed houses were on display for the children and staff to pick a favorite.

Additionally, the children showed off their new winter coats that they received through WCAC's Coat Drive for Kids. MAPFRE employees donated over 100 new coats for the students.



NUESTROS PEQUEÑOS HERMANOS USA AND MAPFRE CELEBRATE SEATTLE INSTITUTE GRADUATES

Fundación MAPFRE is proud to announce that it has renewed its partnership with Nuestros Pequeños Hermanos USA (NPH) by providing more than **\$85,000** to support NPH International's Seattle Institute, which develops future generations of service leaders in Latin America and the Caribbean.

On June 30, 2018, NPH and MAPFRE celebrated the graduation of six students from the institute. Each student who spoke at the ceremony expressed their appreciation of the partnership with Fundación MAPFRE and the encouragement received by MAPFRE USA employees.

NPH student Farid Jonathan Morel shared, "I am grateful to MAPFRE for all of their generous support of our great family, Nuestros Pequeños Hermanos, but especially of their support of the Seattle Institute."



BOSTON CHILDREN'S HOSPITAL AND FUNDACIÓN MAPFRE INJURY PREVENTION PROGRAM - SAFE PLAY STARTS HERE

The injury prevention program educates the community on effective injury prevention strategies. The Boston Children's team of experts travel to visit classrooms, parent groups, safety fairs and other events throughout Massachusetts to provide tips and resources for children, parents, clinicians and caregivers on how to stay safe and prevent injuries.



EVENTS
COMPLETED

165

CHILDREN/FAMILIES
REACHED

488,979

MILES ON
THE ROAD

8,990

MASSACHUSETTS
COMMUNITIES SERVED

42





safe play starts here.
Boston Children's Injury Prevention Program

safe play starts here.
Boston Children's Injury Prevention Program

 Boston
Children's
Hospital
where every child is well

Fundación
MAPFRE
fundacionmapfre.org

CAT
Rental Power

S84684
COMMERCIAL

FUNDACIÓN MAPFRE PARTNERS WITH BOSTON CHILDREN'S HOSPITAL TO RAISE AWARENESS FOR ACCIDENT PREVENTION AND SAFETY

More than 29 million children under 15 are treated for some kind of accidental injury in ERs (Emergency Rooms) every year across the United States. Over 4,000 die from their injuries, with the majority stemming from road accidents. In Massachusetts, on the eastern coast of the United States, road accidents take 20 young lives every year. We sit down with the Director of the Trauma Center at Boston Children's Hospital, one of the most innovative and renowned medical centers in the country, where Fundación MAPFRE is developing an awareness-raising program on the importance of accident prevention and road safety.

Not only the teaching hospital of Harvard University, it is also one of the country's leading pediatric hospitals, receiving the most serious and complex cases, those for which no solution can be found anywhere else in the world. And this is a source of pride for David Mooney (Missouri, 1973), who for the last 20 years has been treating the injuries of patients who arrive at the hospital, many of them the result of falls, one of the most frequent accidents among young Americans, as well as road accidents. He is the first to acknowledge that there is much to be done. Half of the children who die on U.S. roadways are not properly restrained in mandatory child seats.



"Thanks to Fundación MAPFRE's commitment and the training and awareness work done, during this time we've managed to double our community participation and this makes us very happy.

– Dr. David Mooney, Director of the Trauma Center at BCH

MAPFRE AND BOSTON CHILDREN'S HOSPITAL TEAM UP TO HELP LOCAL FRIENDLY HOUSE SHELTER

On March 3, 2018, MAPFRE volunteers worked with Boston Children's Hospital at Friendly House, a family shelter in Worcester, MA. Volunteers were tasked with "childproofing" the shelter to prevent potential injuries. Residents welcomed the group who worked to protect from possible falls, bumps and electrical accidents. The day was spent installing children's safety bed rails, outlet covers, cabinet locks and more. Volunteers also walked throughout common areas and bathrooms securing heavy furniture with safety straps, covering outlets with safety plugs, installing toilet seat locks and stocking bathtub thermometers to identify when bath water reaches a safe temperature.

"This event demonstrated how the MAPFRE USA and Boston Children's Hospital partnership can make a difference in people's lives. The MAPFRE volunteer team was great to work with!"

– Lisa Flink, MAPFRE Insurance Sr. Program Manager– Strategy / Digital Transformation Office

"A great experience to work as a team to childproof the shelter. The residents were so appreciative. It was a heartwarming day!"

– Kathleen Messina, MAPFRE Insurance Supervisor– Casualty Claims

"I was honored and blessed to have been part of the incredible MAPFRE team who installed safety items at Friendly House this past weekend. It was a very humbling experience, and the families were all so grateful for our time and efforts. It is volunteer events like these that remind us of how truly lucky we are."

– Melissa Widing, MAPFRE Insurance Manager– Legal Office



MAPFRE EMPLOYEES DONATE OVER 800 POUNDS OF SUPPLIES TO BIG BROTHERS BIG SISTERS OF CENTRAL MASS/METROWEST

In the summer of 2018, MAPFRE volunteers led a donation drive for Big Brothers Big Sisters of Central Massachusetts/Metrowest. The teams came together to deliver 12 large boxes of donated items such as sporting equipment, board games and school supplies. The donated items weighed in at 873 pounds!



"The staff of Big Brothers Big Sisters of Central Mass/Metrowest wants to thank you, MAPFRE and all of its employees for your generous contribution of over 800 pounds of games, toys, sports equipment and art supplies for the children in our program! This was an incredible gift to us and one that will be used by our programs for a long time in the future. We were truly overwhelmed by your generosity and appreciate companies like MAPFRE who work with us to enrich the lives of the at-risk children we serve. Your thoughtfulness makes it possible for us to do more for our Littles than we could do otherwise."

— Maurice Boisvert, Interim Chief Executive Officer

"I arrived back from my vacation today to see an incredible amount of donated items from your team. All I can say is WOW — thank you so much for this, these supplies will go a long way for our programs! Thank you so much for your help and support!"

— Jackie Lyon, Assistant Director of Marketing & Special Events, Big Brothers Big Sisters of Central Mass/ Metrowest, Inc.



GILBERT ARIZONA VOLUNTEERS AT LOCAL FOOD BANK

On January 20, 2018, MAPFRE volunteers from the Gilbert, Arizona office gave their time to the United Food Bank to help the local community. During the event, volunteers sorted through donations and packaged over 3,000 pounds of food. The effort supplied over 2,700 meals to Arizona families in need.

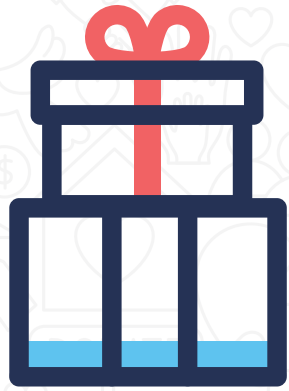


MAPFRE HUMAN RESOURCES AND THE PAJAMA PROGRAM

During the 2018 holiday season, MAPFRE's Human Resources team in Webster, Massachusetts took the opportunity to collect pajamas and books for a local Pajama Program called "Good Nights Are Good Days." 38 books and 44 pairs of pajamas were donated to this worthy cause.

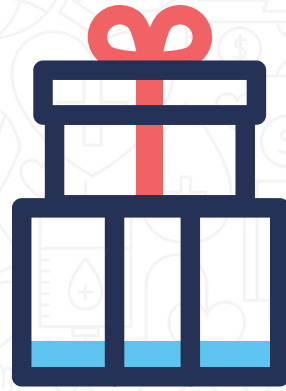


2018 TOYS FOR TOTS PROGRAM AT MAPFRE



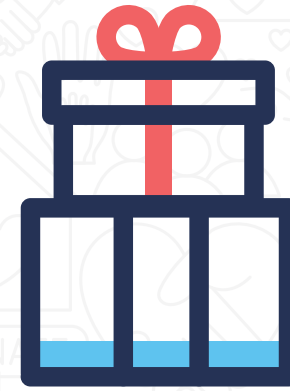
176

GIFTS DONATED
TO TOYS FOR TOTS



129

GIFTS DONATED
TO WEBSTER
PUBLIC SCHOOLS



305

**TOTAL GIFTS
DONATED**



THANKSGIVING FOOD DRIVE

In November 2018, over 30 MAPFRE volunteers and family members helped pack boxes, collect turkeys and deliver donations to the United Church of Christ - Webster/Dudley Food Bank and St. Vincent De Paul Charities at Sacred Heart Church in Webster, MA.

Due to the incredible generosity of our employees, a grand total of 437 complete dinner boxes, 238 turkeys and more than 2,635 pounds of fresh vegetables we donated!



COMPLETE
DINNER BOXES

437

TURKEYS
DONATED

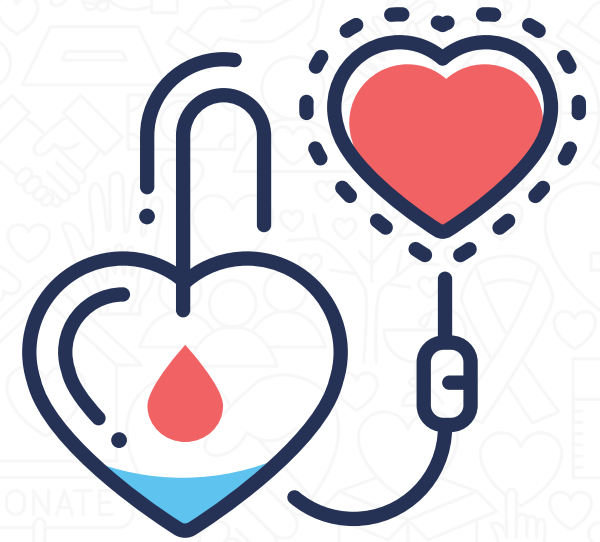
235

2,635

POUNDS OF FRESH
VEGETABLES

COLUMBUS OHIO BLOOD DRIVE

MAPFRE's Columbus, OH office sponsored a Blood Drive on Valentine's Day and July 24, 2018. The Red Cross collected 34 pints of blood with the potential to save over 100 lives.



34

PINTS OF BLOOD
COLLECTED

100

POTENTIAL
LIVES SAVED

MAPFRE ASSISTS FAMILIES AFFECTED BY WEBSTER MASSACHUSETTS TORNADO

Days after a tornado blew through Webster, MA in early August 2018, MAPFRE volunteers gathered to load their cars with water, Gatorade, and other supplies for delivery to the Webster Fire Station.

MAPFRE Insurance donated **\$10,000** to help families affected by the tornado, and worked with the American Red Cross to allow employees to donate additional funds for families in need in Central Massachusetts, including those impacted by the tornado.

Over 110 MAPFRE employees came together to donate over **\$5,000**, which the Red Cross used to support families in need after disasters such as Hurricane Michael, Hurricane Florence and the Merrimack Valley, MA gas leak explosions.

"Sincere thanks to MAPFRE Insurance for such a successful series of campaigns!"

– Erin Ryder, Regional Manager of Donor Relations, American Red Cross of Massachusetts



GILBERT ARIZONA WATER DRIVE

Gilbert, AZ Activities Committee sponsored a water drive in conjunction with the Town of Gilbert's Heat Relief Network program. This program supplies the various hydration stations located around the Town of Gilbert and also ensures water is in all police, fire and rescue vehicles to be handed out as needed. In total, 109 cases of water were donated to this program.

"Wow! I am impressed with your generosity and Gilbert spirit. That you for supporting the collection effort and for all you have done. What a gracious and wonderful donation."

– Robert Kropp, Program Coordinator – Town of Gilbert



GREAT STRIDES CYSTIC FIBROSIS WALK, PUTNAM CONNECTICUT

Over 100 MAPFRE volunteers, family members and friends gathered in Putnam, CT on September 15, 2018, to support their fellow colleagues and the continued search for a Cystic Fibrosis cure. MAPFRE's walking team was led by Kayla Costa, employee and volunteer committee member, whose boyfriend suffers from Cystic Fibrosis. The team came out in such a large number that they were presented with the "Team that Came Out in Force" award by the Cystic Fibrosis organization.

CF is a rare, genetic, life-threatening disease that makes it difficult to breathe. 30,000 people in the US are affected, and there are approximately 1,000 new cases every year. There is no cure at this time.

"There are approximately 30,000 Americans living with Cystic Fibrosis. They are moms, dads, sisters, brothers, daughters, sons, friends, and co-workers who struggle every day just to breathe. My boyfriend Mark is one of these brave people. He has lived with this terrible disease for 29 years. Mark has one of the most amazing attitudes even though he lives with CF. He's given me a new perspective on what is truly important in life. His attitude, along with all the great research, breakthroughs and hard work put in by the Cystic Fibrosis Foundation as well as families, friends, coworkers, volunteers, etc. of people living with this disease has truly inspired me to start doing my part. I want to give back to the Cystic Fibrosis Community because they are all truly extraordinary people!"

**– Kayla Costa, MAPFRE Claims Representative, II,
Physical Damage**



FLORIDA VOLUNTEERS WALK TO SUPPORT A CURE FOR HEART DISEASE

MAPFRE volunteers in Florida participated in the American Heart Walk on November 3, 2018. Employees and family members came together to walk in support of a cure. Thousands of people attended the walk at the University of Central Florida and \$710,000 was raised for the event. The funds will support research and advancement in the continued fight against heart disease.



MAPFRE VOLUNTEERS JOIN MAKING STRIDES WALK IN SUPPORT OF BREAST CANCER AWARENESS #THINKPINK!



In October 2018, over 50 MAPFRE employees, family and friends attended the American Cancer Society's "Making Strides Against Breast Cancer Walk" in Worcester, Massachusetts as members of Team MAPFRE. The team raised over **\$3,500**, contributing to the overall event total raised of **\$69,926**. The walk raises awareness, helps fund innovative research and provides free information and support for those affected.



BOSTON CHILDREN'S HOSPITAL EVERSOURCE WALK FOR KIDS

Through the Fundación MAPFRE partnership with Boston Children's Hospital, 13 MAPFRE volunteers gave their time to the Boston Children's Hospital Eversource Walk for Kids on June 6, 2018. The annual walk supports the care and research needed to give every child a healthy future. To date, the cause has raised over \$1,578,000.



"We had a ball! My older daughter spent some time at Boston Children's Hospital. The summer before her freshman year of high school she had a spinal fusion, they fused 11 vertebrae with two titanium rods and 22 screws to correct a condition known as kyphosis. Then she had to have hip surgery for dysplasia a few years later. BCH is an amazing hospital, with the best care. I am grateful that we live so close to such great care. I'm thankful MAPFRE provides a way to give back through this great event in our community."

– Maggie Levasseur – CIC, AU-M, AINS, Senior Commercial Lines Analyst, MAPFRE Insurance



MASSACHUSETTS UNITED WAY DAY OF CARING

On September 14, 2018, United Way's Day of Caring, MAPFRE volunteers spent time at eight different organizations to help the environment.

- Webster Middle School
- Park Avenue Elementary School
- Dudley Public Library
- Boys & Girls Club Webster Dudley
- Dudley Elementary School
- Shepherd Hill High School
- New Hope and St. Vincent DePaul Society, Webster Town Hall
- The Bridge, New Beginnings Residential Group Home





OVER 100 MAPFRE PEOPLE GAVE BACK ON GLOBAL VOLUNTEER DAY

102 Massachusetts and Arizona employees volunteered on October 5, for Global Volunteer Day.

Gilbert volunteers supported MAPFRE's Global Volunteer Day at the Desert Botanical Garden by planting milkweed. The milkweed plant is the only plant that monarch butterflies can lay their eggs on and that caterpillars can eat. Loss of milkweed habitat is a major factor in the decline of the monarchs. Without milkweed plants, monarchs will not survive.

Massachusetts volunteers spent the day raking, painting and beautifying areas of Douglas State Park and Webster Lake.





GET TO KNOW FUNDACIÓN MAPFRE

On October 3, 2018, the Webster Massachusetts campus hosted an event for employees to “Get to Know Fundación MAPFRE”. MAPFRE partners from Boston Children’s Hospital, Teach for America and Nuestros Pequeños Hermanos (NPH), Spanish for “Our Little Brothers and Sisters, gave presentations on their respective organizations, with over 200 employees in attendance. The NPH presentation included a graduate of the program who shared her story of what life before NPH was like and how she has since progressed, stressing the importance of the support Fundación MAPFRE brings to the organization.

The following non-profit partners attended with booths available for employees to learn about their organizations and pick up literature.

- Boston Children’s Hospital
- United Way of Webster/Dudley
- Worcester Community Action Council
- Teach for America
- Nuestros Pequeños Hermanos (NPH USA)



MAPFRE VOLUNTEERS AT TOUCHTOMORROW EVENT - A FESTIVAL OF SCIENCE, TECHNOLOGY AND ROBOTS

On June 9, 2018, over 50 MAPFRE volunteers assisted Worcester Polytechnic Institute with TouchTomorrow, a free family event focused on encouraging interest in science, technology, mathematics and engineering methodologies.

Volunteers worked activity tables to help children make various gifts such as bookmarks, slime and stress balls.

"On behalf of the TouchTomorrow Volunteer Committee, THANK YOU for your support of the event! It was a terrific day, the weather was delightful and plenty of great STEM activities occurred. The employees, friends and family from MAPFRE/Verti were an excellent addition to the 400 volunteers required to make the day a success. Thank you again and hope we can make it an annual tradition. Mark your calendar – June 15, 2019."

— Sarah LaFrance, Corporate and Professional Education, WPI



MAPFRE INSURANCE AND COLUMBUS CREW SC PLAYERS SERVE MEALS TO FAMILIES AT THE RONALD MCDONALD HOUSE

In March 2018, Columbus Crew Soccer Club goalkeeper Zack Steffen and forward Gyasi Zardes joined six MAPFRE employees to serve dinner at the Ronald McDonald House of Central Ohio. The Crew players signed autographs, took photos and toured the Ronald McDonald House with our employees.

This event is part of the Crew SC Give Forward initiative presented by MAPFRE Insurance.

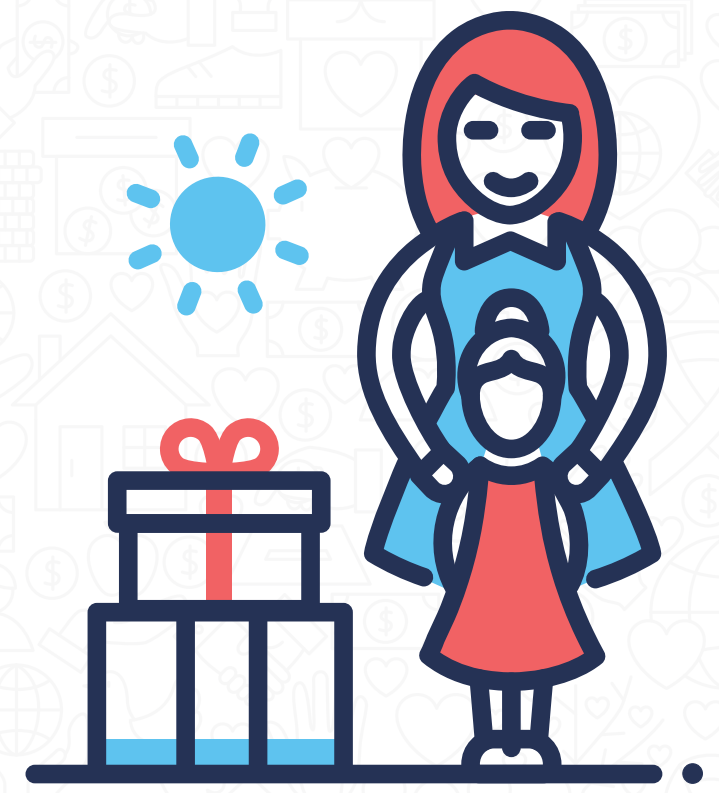


BACKPACKS FOR THE HOMELESS

In November 2018, MAPFRE employees and their families joined the Kindness Coalition to fill backpacks for the homeless. 1,000 backpacks were filled with blankets, hats, gloves, toiletries and more to help keep someone warm in the winter months.

"I joined the Kindness Coalition a year ago and it is near and dear to my heart. To witness so many people from my workplace come on their Sunday to assist was truly overwhelming. Seeing everyone's smiles, hearing laughter and watching new friends being made was truly amazing. It was a totally blessed and humbling day!"

— Donna Mullin, MAPFRE Subrogation Recovery Senior Adjuster



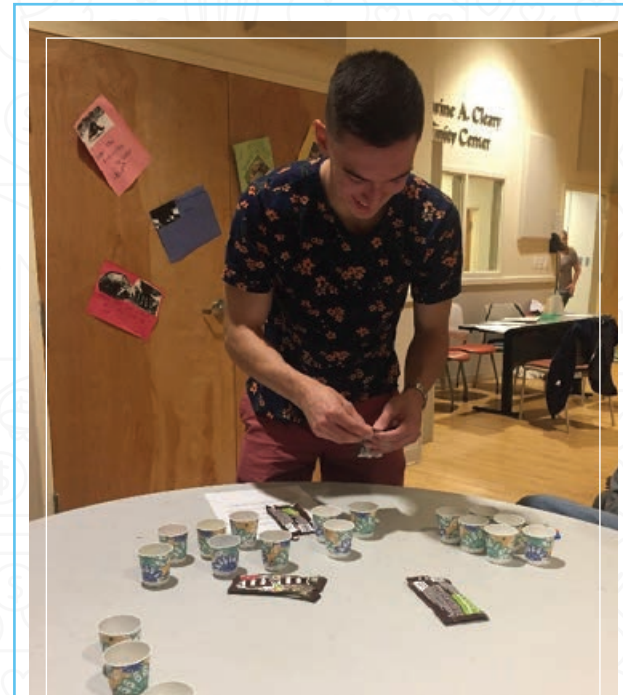
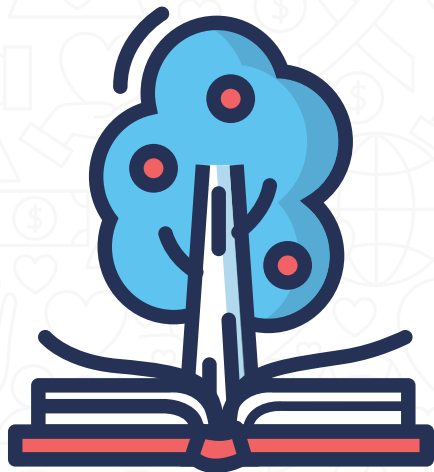
GIVING BACK TO THE COMMUNITY: SUMMER INTERNSHIP DAY OF CARING

MAPFRE is passionate about giving back to the community in many ways. On June 28, 2018, our summer interns volunteered their time for the fourth year in a row at the Seven Hills Foundation – ASPIRE! Program, in Worcester, MA. The organization was selected because of their dedication to helping people with disabilities gain skills and knowledge to help them grow.

“Seven Hills developed the ASPIRE! model of day programs to better support individuals with disabilities and other significant life challenges. ASPIRE! has restructured the way that day habilitation, adult day health, workforce readiness, and employment services are typically offered by promoting personal choice and self-determination in a dynamic, and dignified, community-driven environment.” (ASPIRE!, 2018).

The interns received a tour of the facilities and hosted activities for ASPIRE! participants to partake in. Some of the activities included Castle Defense, Scavenger Hunt, Family Feud and art projects.

After lunch, interns and participants were invited to visit the movie room or the dance room. It was an afternoon filled with smiles and laughter from the interns and participants, and was a rewarding experience to help brighten the day of so many.



PAN-MASS CHALLENGE

MAPFRE has proudly been the official auto insurance provider of the Pan-Mass Challenge (PMC) since 2015. We are proud to support all the cyclists who train relentlessly to fundraise money for the Dana-Farber Cancer Institute. In 2018, MAPFRE has helped to raise over **\$321,000** for cancer research.

MAPFRE EMPLOYEES
AND FAMILY RIDERS

15

MAPFRE EMPLOYEES
AND FAMILY VOLUNTEERS

24

MAPFRE RAISED
\$321,003



“Over the last few years, MAPFRE has supported the PMC event and many coworkers have joined Team MAPFRE as a volunteer, rider or supporter. Team MAPFRE’s financial support of the vent is significant and appreciated by the PMC. However, the comradery generated by Team MAPFRE is infectious and increases our engagement at work. It is nice to work for a company that has core values that supports these initiatives. ”

— John Kelly EVP, Northeast Region

“For me, participating in the PMC is something that is personally very rewarding. Cancer has touched several members of my family and this fundraiser gives me the opportunity to show my loved ones how much I care, while helping a world class great organization (Dana Farber) continue the fight against this terrible disease. The support the riders receive along the way from the volunteers and the people in every community that come out to support the cause is so inspirational, and contagious. It’s an amazing demonstration of just how many generous, kind, and caring people there are in our world who willing give their time to help others. And the more you see it and feel it, the more it makes you want to be part of it.”

— Steven M. Shiner, CPCU
Senior Vice President Claims

WHY I VOLUNTEER

"Working at MAPFRE has afforded me opportunities that have far surpassed my expectations. I am very fortunate in many ways and I truly love the idea of giving back and supporting the community."

— Amy Hazzard

"Volunteering has been my LIFE. It is a passion, it is what makes me feel as though I can make a difference in the world."

— Melissa Widing

"I volunteer because I enjoy working alongside colleagues in an environment outside of work. Volunteering allows me the opportunity to help others and remind me of how grateful I am for the things I have and the people in my life."

— Deborah Woodford



"To support worthy causes and to be engaged with the larger MAPFRE employee community."

— Jennifer O'Meara

"I love to help others and make a difference, however small, and that makes me feel great."

— Thais LaMar

"Giving back is just a small way to show my gratitude for what I have been blessed with."

— Beth Poplawski

"I volunteer as much as I can in my community. I feel good by helping others."

— Annette Claderon



With this report, we celebrate the work of our partner organizations and employees with pride.

As I look back on 2018, I cannot express how impressed and inspired I am by the passion, commitment and accomplishments of our MAPFRE volunteers. They came together with family and friends in solidarity, participating in over 100 volunteer activities to help improve the environment and the lives of those in need in our local communities. I would like to extend a special thank you and recognition to the employees who were members of the 2018 MAPFRE USA Volunteer Committee. Their hard work, dedication, leadership and caring to give back to the community was pivotal to MAPFRE achieving such significant volunteer results.



Because of these efforts, we broke previous MAPFRE USA volunteering records and MAPFRE USA was named #1 Volunteering Country by Fundación MAPFRE for 2018!

Our major 2018 accomplishments included:

- 661 employee volunteers
- 299 family & friend volunteers
- 233 employee blood donations – helping 1,067 people
- 117 volunteer activities
- Over 490,000 beneficiaries

I would also like to recognize and thank our 2018 partner organizations. We are fortunate enough to collaborate with purposeful non-profit institutions that provide education and leadership opportunities for young people, food and nutrition programs for those in need, and education on injury prevention for road, bicycle, fire and pedestrian safety for children and adults.

I look forward to 2019 with great anticipation as we continue to build partnerships and unleash the passion and excitement of our volunteers who come out in force to serve the communities in which we work.

Sincerely,

A handwritten signature in black ink that reads "Linda Johnson". The signature is written in a cursive, flowing style.

Linda Johnson
Assistant Vice President
Corporate Social Responsibility

I am a
Volunteer!

I am a
Volunteer!

I am a
Volunteer!

a
er!





volunteers

Fundación **MAPFRE**

