

# 2014

## Community Partners Report

 **MAPFRE** | INSURANCE®



Making a  Difference  
IN OUR COMMUNITIES

# Employees Making a Difference



Photo: Geoff Bolte

At MAPFRE Insurance, our focus is on taking care of people. Our employees are the heart of our organization and have shown their commitment to making a difference locally through The Community Partners Program. Built on a foundation of dedication and teamwork, the Program is a true testament to the kind of people that make MAPFRE Insurance what it is. Each and every contribution, no matter the size, has the opportunity to become something great.

**We are proud to take part in community events and initiatives that impact the lives of others through:**

- Improving the economy as well as the social and cultural conditions of the more disadvantaged people and sectors.
- Helping food banks, schools, and non-profit organizations with volunteer hours and support.

**That's MAPFRE... People who take care of people.®**

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# Contents



- 04 Blood Drives
- 06 Food Drives
- 08 Toy Drives
- 10 Salvation Army of Central Ohio's Adopt-A-Family Program



Photo: Geoff Bolte

- 12 Making Strides Against Breast Cancer Walks
- 14 United Way Day of Caring
- 16 Greater Philadelphia Insurance Day of Giving
- 17 UMass Military Family Event
- 18 Dress for Success Fundraiser
- 20 2014 Community Champion



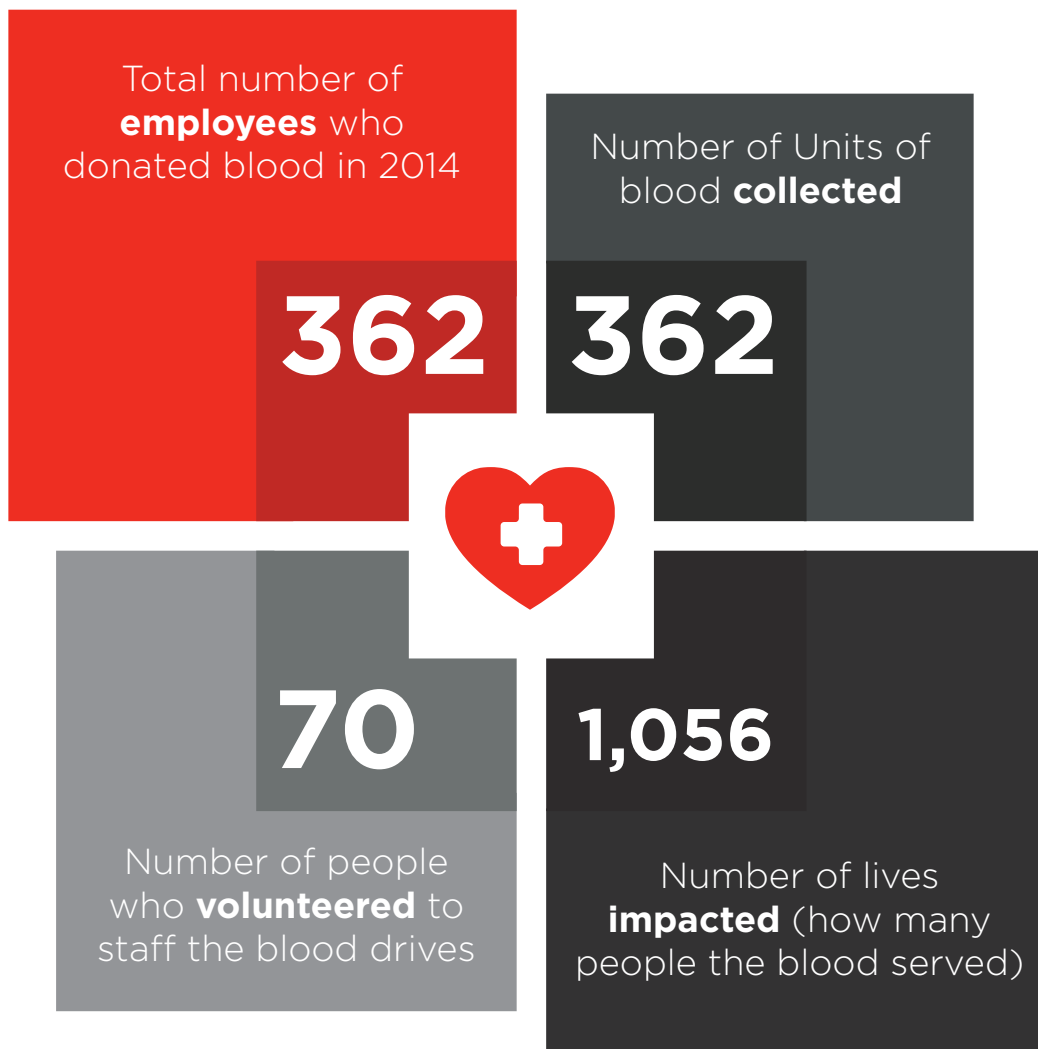
Although an estimated 38% of the U.S. population is eligible to donate blood, less than 10% actually donate each year. Each day, more than 41,000 blood donations are needed. These pints of blood cannot be manufactured and can only come from generous donors.

Donating blood can change lives, and that's just what MAPFRE employees strive to do! By donating 15 minutes of their time and one pint of their blood, they have the potential to positively impact up to three lives!

More than 400 MAPFRE employees donated blood and volunteered their time in 2014, living out our brand promise of people taking care of people.



**Did you Know?** If you began donating blood at age 17 and donated every 56 days until you reached 76, you would have donated 48 gallons of blood, potentially helping to impact more than 1,000 lives.



“For me it’s like holding the door for someone or helping someone retrieve an overhead bag on an airplane, it’s just something you feel compelled to do. When the Red Cross comes to MAPFRE I always try to fit a donation into my schedule. Many of us have had the need for blood, platelets or plasma following an injury or a surgical procedure, and if we haven’t experienced that need, surely we may have friends or family members that have benefited from a blood donation. It’s an easy choice when you think that someone you love may someday be in need of a blood transfusion.”

Steven Shiner, Claims (Webster, MA)





In 2014, MAPFRE employees were able to help feed more than 500 people across the country by giving much needed food items to local communities.

“Our office looks forward to this event every year. It builds a sense of community, togetherness, and this year, competition! We challenged ourselves to ‘out donate’ each other and by doing so, everyone won. I love how everyone comes together for the greater good during this event. I’m looking forward to what we can do next year!”

Jeffrey Alexander, Business Development (Columbus, OH)



1,500

Pounds of  
food **collected**

650

Families  
helped **feed**

"I volunteer to work for the annual Thanksgiving Drive because it makes me feel good to be able to help others out in their time of need. I have been fortunate enough to never have to worry about where my next meal was coming from and I have grown to truly appreciate how this has influenced my life."

Traci Lessard, Claims (Webster, MA)



Volunteering for certain organizations is my way of giving back. MAPFRE provided me with the opportunity to participate in the food drive, and we were able to collect over 200 cans of soup and 50 boxes of crackers for the community. I always try to give without remembering, and take without forgetting."

Jamie Segebart, Claims (Gilbert AZ)



**Did you Know?** In the U.S. 1 in 6 people go hungry each year and 50.1 million Americans struggle to put food on the table.

Fact Source: [www.dosomething.org/facts/11-facts-about-hunger-us](http://www.dosomething.org/facts/11-facts-about-hunger-us)



Every holiday season, boxes adorned with a bright red train and the words “Toys for Tots” are found in various locations around MAPFRE Insurance. These boxes hold toys that help bring joy to children in our communities. Approximately five years ago, the MAPFRE Insurance Toys for Tots Committee was formed to help enhance the Toys for Tots collections and increase participation among employees. The Committee has facilitated multiple Bake Sales, Bingo Nights and other events to help raise awareness for Toys for Toys and increase the number of donated toys each year.

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“Volunteering allows me to support my community by helping with projects that benefit others. Time is not something most people can give, but it is just as important as a monetary donation. By working on the Community Partners Events, I am helping MAPFRE show the community that our company cares. In addition, when I work outside the company on volunteer projects they know that I’m a MAPFRE employee that is willing to give my free time to support their cause.”

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Tina Groleau, IT (Webster, MA)





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“What motivates me to donate my time and effort to the Toys For Tots charity is knowing that I helped place a smile on childrens’ faces in our community. The fact that we contribute to making less fortunate children have a memorable Christmas is motivation enough.”

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Amanda Sabourin, Claims (Webster, MA)



## Salvation Army of Central Ohio's Adopt-A-Family Program



MAPFRE's Columbus, OH office participated in the Salvation Army of Central Ohio's Adopt-A-Family program. This past holiday season, two local families were invited to provide a list of needed items allowing MAPFRE employees to fulfill these holiday wishes. Thanks to everyone's participation and support, employees were able to bring holiday cheer to these families.



**Did you Know?** The Salvation Army assists more than 42 million individuals throughout the year in the United States - almost 6 million of those are assisted during the holiday season alone.

# 118

Total items  
collected

# 20

MAPFRE  
employees  
participated

“Participating in the Adopt-A-Family Program was a truly heartwarming experience for me and everyone involved. We all played a part in helping out the families in need by shopping, supporting others or wrapping gifts. To see everyone having fun, working together and helping our community was a real blessing.”

Lisa Cornell, Sales Service Representative (Columbus, OH)



# Making Strides Against Breast Cancer



MAPFRE participated in the American Cancer Society's Making Strides Against Breast Cancer Walks in regions across the country. Employees from the Webster, MA, Garden City, NY, Columbus, OH, and Gilbert, AZ offices came together to support breast cancer research and fight to end breast cancer in their communities.



**Did you Know?** More than 3 million volunteers help the American Cancer Society save lives in communities across the country.

# Making Strides Against Breast Cancer



"I have been walking the Boston and Worcester Making Strides Against Breast Cancer Walk since 2003. I have had family and friends who have battled breast cancer. It is an unbelievable feeling to walk each year and see those who walk for the survivors, for the taken and for those still struggling to survive. Every step we take together, is one step closer to finishing the fight against breast cancer."

Patricia Kozicz, InfoSecurity (Webster, MA)



# United Way Day of Caring



Photo: Geoff Bolte

On Friday September 12, 2014 MAPFRE Insurance employees from the Webster, MA and Gilbert, AZ offices took part in the annual United Way Day of Caring. By taking the time to lend a hand in their communities, MAPFRE employees made a real difference and touched the lives of many people in need.

Those who volunteered for the Day of Caring headed out into their communities to assist with various projects like helping with yard-work, assisting with administrative duties, painting, cleaning and sorting food and clothing donations. The United Way Day of Caring continues to be an event that our employees look forward to participating in each year. Take a look at what volunteers had to say about their Day of Caring experiences!

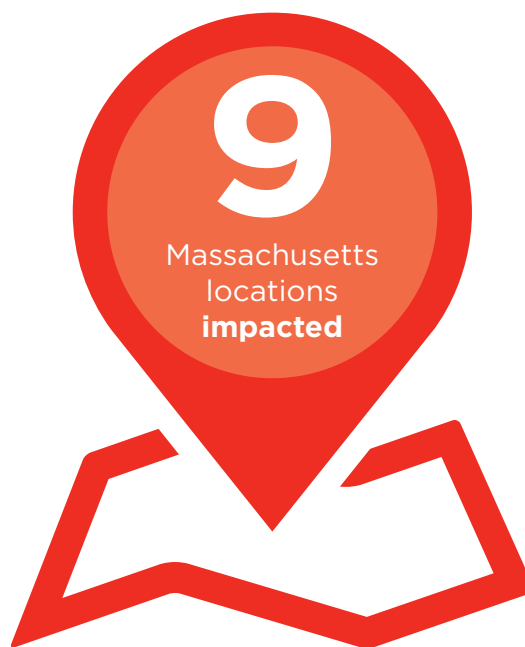
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“It was a wonderful experience. I thoroughly enjoyed the work especially knowing that it benefited the community. I also enjoyed meeting MAPFRE employees whom I’ve had email contact with frequently but had never met in person. The end result of the project was icing on the cake!”

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Jody Bachand, Product (Webster, MA)





“Thank you for allowing my co-workers and me the opportunity to participate in this day. It was great to volunteer in the community. I enjoyed meeting other MAPFRE employees along with professionals from other businesses in the area. I am also thankful for the opportunity to model volunteerism to my daughter and teach the importance of being charitable.”

Susan Lannon, Claims (Webster, MA)



Photos: Geoff Bolte



“I really enjoyed being able to participate in the Day of Caring. It’s very nice to be able to give back to others who are less fortunate than myself. I was able to help organize donations and clean the kitchen that helps to feed those in need. I’ve spoken with a representative from the United Way who advised me of other volunteer events to participate in. I am so glad that MAPFRE supports volunteer events in the Gilbert office. I’m proud to work for a company that gives back to the community, and I look forward to participating in future events.”

Lauren Jenkins, Underwriting (Gilbert, AZ)



**Did you Know?** United Way envisions a world where all individuals and families achieve their human potential through education, income stability and healthy lives.

United Way’s mission is to Improve lives by mobilizing the caring power of communities around the world to advance the common good.

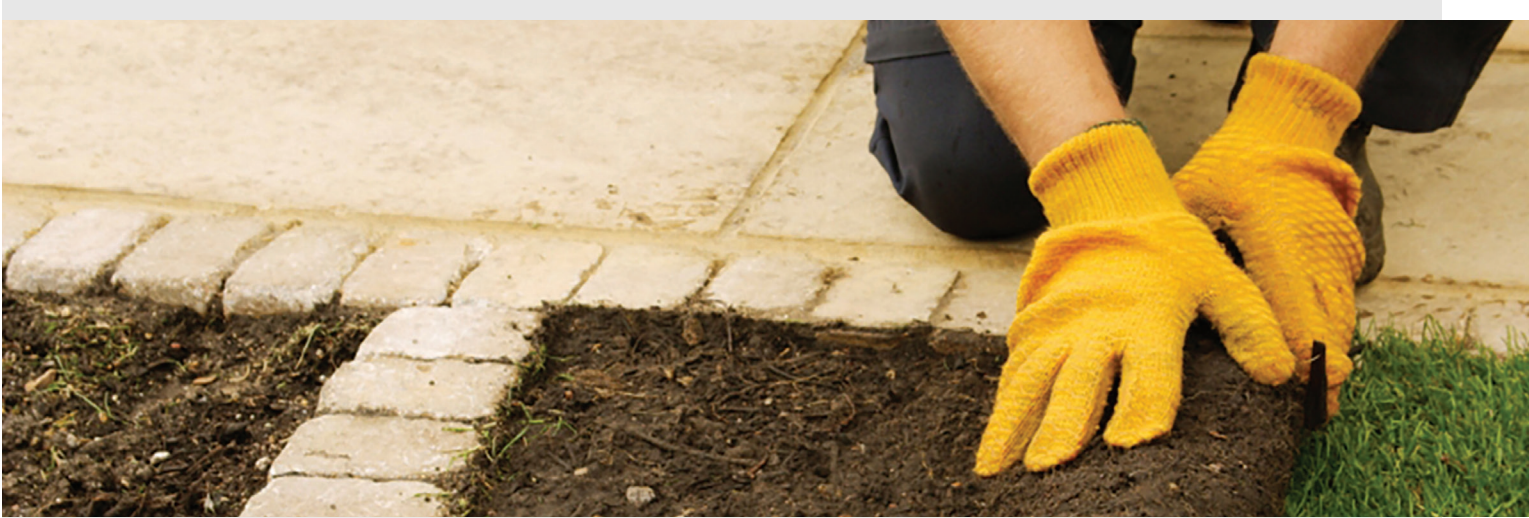


“The United Way Day of Caring experience was amazing and such a blessing to be a part of! I am so proud to work for a company that recognizes and fulfills the need to help out the community.”

Jessica Glass, Underwriting (Gilbert, AZ)



# Greater Philadelphia Insurance Day of Giving



Members from our King of Prussia, PA branch office participated in the Greater Philadelphia Insurance Day of Giving sponsored by The Insurance Society of Philadelphia (ISOP) in connection with the Insurance Industry Charitable Foundation (IICF).

MAPFRE employees were able to offer assistance in the clean-up and landscaping of a home for men recovering from mental illness. The Greater Philadelphia Insurance Day of Giving was a great opportunity for MAPFRE to show support and become a part of the local Philadelphia and South Jersey Communities.



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“We jumped at the chance to volunteer for the Insurance Day of Giving. It was a great opportunity for us to get out into the community, meet our new neighbors and lend a helping hand. Since we’re a new team, it also gave us a chance to get to know each other better.”

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Lori Sharpe, Business Development (King of Prussia, PA)



**Did you Know?** The IICF Week of Giving Program - since 1998 the IICF has hosted the largest ongoing volunteer initiative in the insurance industry.

Fact Source: [www.insurancesociety.org/pdf/2014ISOPPhilaInsuranceDayofGiving.pdf](http://www.insurancesociety.org/pdf/2014ISOPPhilaInsuranceDayofGiving.pdf)



## MAPFRE Honors Military Families at Gillette Stadium During UMass Football Game

On Saturday, August 30, 2014 MAPFRE Insurance along with UMass Athletics invited 50 military families to enjoy the UMass vs. Boston College football game in a luxury suite at Gillette Stadium. MAPFRE was honored to recognize these men and women for their dedication and sacrifice.

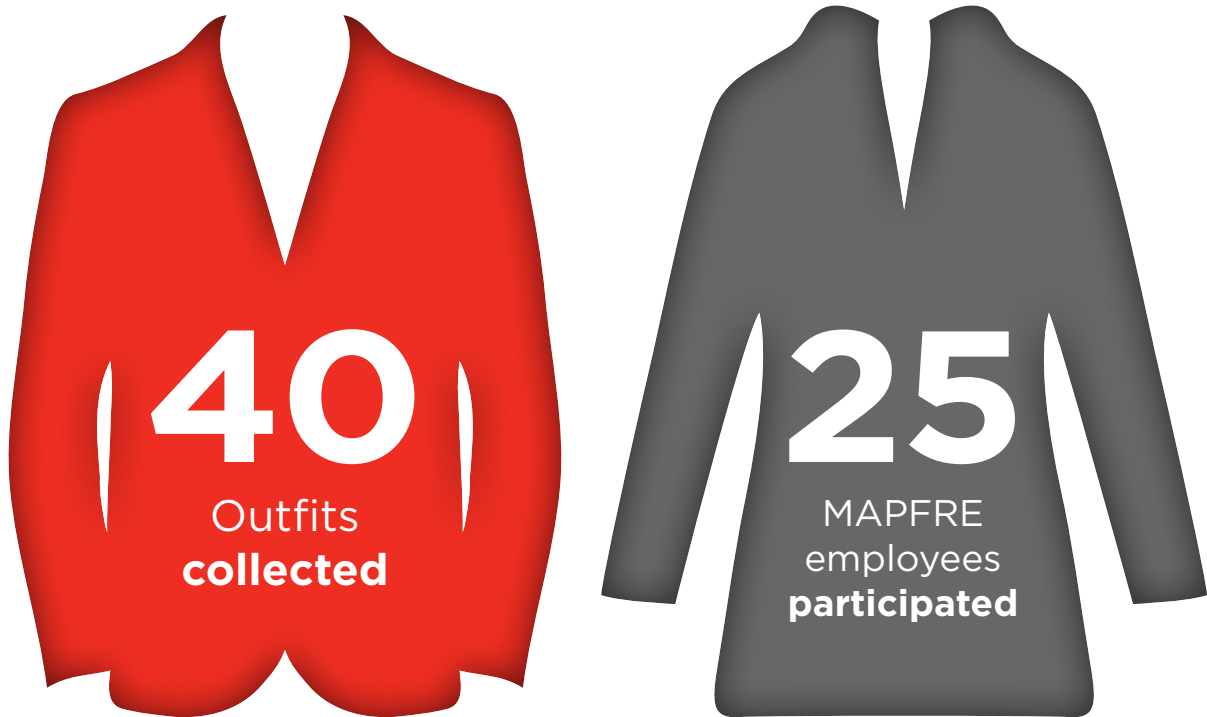


Among the attendees was Medal of Honor recipient, Captain Thomas Hudner, Jr. UMass honored Captain Hudner for his service as a fighter pilot in the United States Navy during the Korean War and presented him with a cake for his 91st birthday.





MAPFRE Insurance participated in the Dress for Success program through The Social Service Volunteers of Nassau in connection with the Nassau County Department of Social Services in New York. The clothing donations provided appropriate attire to clients who were going on job interviews. Our employees donated outfits to help impact the future of individuals who participate in the Social Services Programs.



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“Being able to help those in need, especially as they look to improve their circumstances through employment, feels incredibly rewarding.”

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Joyce LaCombe, Human Resources (Garden City, Ny)



**Did you Know?** Dress for Success is a global not-for-profit organization that promotes the economic independence of disadvantaged women by providing professional attire, a network of support and the career development tools to help women thrive in work and in life.

Since starting operations in 1997, Dress for Success has expanded to more than 139 cities in 18 countries and has helped more than 775,000 women work towards self-sufficiency.

# Community Champion

### Making a Difference in the Community

The Annual Community Champion Award is presented to an employee who gives back to the community with outstanding volunteer contributions. The award honors the individual's dedication of time and energy in the service of helping others.

This year's Community Champion is Mary Piette, Manager Enterprise Contact Center (Gilbert, AZ). For the last several years, Mary has volunteered at My Sister's Place, a domestic violence shelter for women working toward an independent life free from abuse. She also volunteers for the Salvation Army, feeding the hungry at Thanksgiving. She is active in her Church leading classes and caring for kindergarten children. Mary is also a member of the Phoenix Philanthropists - an organization that sponsors programs through volunteer efforts to help the greater Phoenix metropolitan community. Mary volunteers at Andre House, a center that feeds those in need in the Phoenix area and takes part in various cause walks or runs. The most recent events she attended were the PF Chang Marathon and the Undy 5000 Run. Mary is also the organizer of a Fabulous Widows group, which offers friendship gathering and support for women over 45.

## Congratulations Mary!



Mary Piette, Contact Center (Gilbert, AZ)

Photo: Geoff Bolte

# Community Champions Over the Years

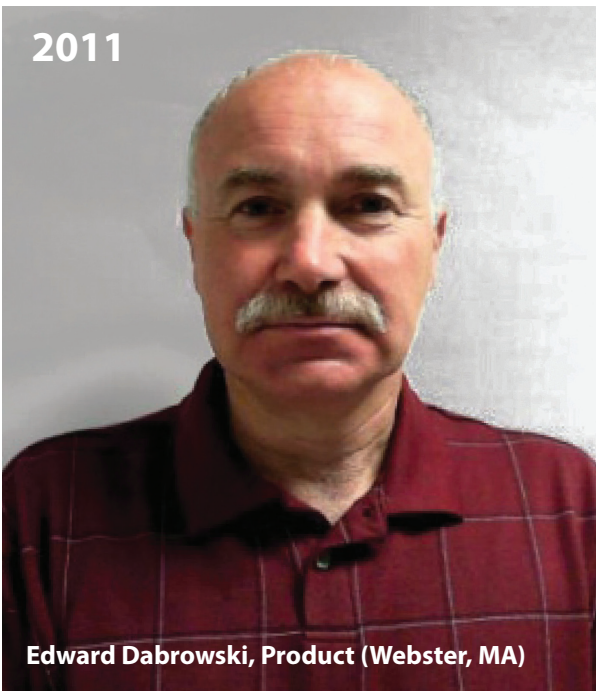
Photo: Geoff Bolte

2013



David O'Connor, Claims (Webster, MA)

2011



Edward Dabrowski, Product (Webster, MA)

2012



Joel Grzyb, Shipping & Receiving (Webster, MA)



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