

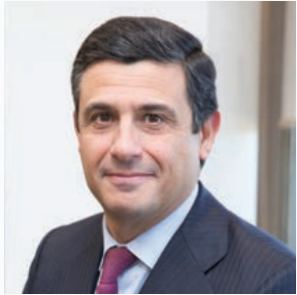
# REFLECTIONS

2020 COMMUNITY REPORT





# MESSAGE FROM JAIME TAMAYO



Dear friends,

MAPFRE USA is committed to strengthening communities across our footprint, and our employees play a critical role in this strategy. Fueled by passion and kindness, our employees enthusiastically support our volunteering program every year. Even in 2020, when the pandemic forced a new normal at both home and work, hundreds of MAPFRE USA employees continued to embrace our communities by participating in virtual volunteering activities.

I am proud of our employees' compassion for helping others and pleased to share that MAPFRE USA was recognized by Fundación MAPFRE as the top volunteering country within MAPFRE Group globally in 2020. This amazing accomplishment underscores the commitment of our employees toward society, as well as their social conscience in helping others.

I deeply appreciate the contributions of our employees in making a difference in our communities and I am honored to work with such a dedicated and caring group of people.

Sincerely,

A handwritten signature in black ink, appearing to be 'Jaime Tamayo', written in a cursive style.

Jaime Tamayo  
President & CEO  
MAPFRE USA



# JANUARY 2020 STATUS QUO

**The projects developed by the Corporate Volunteer Program embrace several lines of action that aim to improve the quality of life for groups at risk of social exclusion. All of the defined actions are geared toward fulfilling the goals of a specific line of action or campaign.**

**To use the QR codes throughout this book:**

- Open the camera app from your device.
- Hold your device so that the QR code appears in the camera app's viewfinder.
- Your device will recognize the QR code and will show a notification—tap on this notification to open the link.



**View our  
Sustainability  
Plan**









# SUSTAINABILITY DEVELOPMENT GOALS

## Sustainability Development Goals Aligned with the Corporate Volunteer Program Lines of Action



### NUTRITION

Providing food for the purpose of fighting hunger and malnutrition through several initiatives, such as food collection campaigns.



### HEALTH

Providing support to disadvantaged groups such as the elderly, the sick and people with disabilities, and promoting the donation of blood and bone marrow.



### ENVIRONMENT

Participating in environmental care activities such as reforestation, cleaning of woodlands, forests, and beaches as well as carrying out recycling donation campaigns (batteries, mobile phones etc.)



United Nations  
Sustainability  
Development Goals



**EDUCATION**

Supporting the education of children through supply donations and activities intended to strengthen schools.



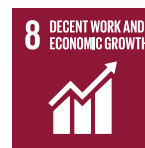

**ROAD SAFETY**

At Fundación MAPFRE we work for a safe, healthy and sustainable mobility, we want to promote in our society the awareness that it is necessary to avoid any death on the road, involving all social agents. We work to save lives.




**SHARING  
SOLIDARITY**

Participating in altruistic and solidarity actions to help the many people who need us. The beneficiaries of our volunteer actions receive solidarity, companionship and affection.





# FUNDACIÓN MAPFRE PARTNERS





WCAC Coat Donations

At MAPFRE USA, volunteering in 2020 started much like previous years. Having exceeded volunteering expectations for 2019, the Corporate Volunteer Program was looking to continue the momentum of building relationships with our employees and partners.

In the first few months of the year, we worked with existing partners to identify opportunities for our employees to volunteer in-person throughout local communities. In addition to volunteering, we held our first collection drives of the year to support local veterans and Connecticut's Department of Children and Families.



# JANUARY – MARCH 2020

# PRE-COVID VOLUNTEERING

## Read Across America Day

- Massachusetts employees visited kindergarten, first and second grade students at Park Ave Elementary to read Dr. Seuss books and assist with classroom activities as part of Read Across America Day.
- Over 20 Arizona employees visited students at Guerrero Elementary School to celebrate Read Across America Day, reading Dr. Seuss books to the class.

## Webster Dudley Food Share

- At the Webster Dudley Food Share, almost 60 employees assisted with the unloading and stocking of over 55,000 lbs of food. We also provided 1,000 boxes for the packing of meals for families.

## Worcester Community Action Council (WCAC) Book Buddies

- 10 employees visited the WCAC Head Start Program classrooms to read to the class and help with an activity related to the book.

## MAPFRE Strong Affinity Group

- Collected items for 29 care packages that were sent to troops overseas.

## Curt D. Heath Memorial Sock Drive

- MAPFRE employees donated a total of 2,263 pairs of socks, helping to exceed the goal of 7,500. In total, 9,501 pairs of socks were collected.

## NPH Seattle Leadership Institute

- In March, NPH USA presented Fundación MAPFRE with its 2020 Corporate Honoree Award in recognition of the foundation's support of the NPH Seattle Leadership Institute.



Read Across America Day



NPH USA 2020 Corporate Honoree Award





Bottom Line Job Shadow event



Columbus Crew/Ronald McDonald House (OH)



### Bottom Line

- Two college students from the Bottom Line College Success Program joined us at MAPFRE for a job shadowing opportunity. The Finance and Biochemistry students had the opportunity to meet with employees from our Finance, Actuarial and Predictive Analytics departments, as well as with members of the Verti team.

### Columbus Crew/Ronald McDonald House (OH)

- In February, volunteers from both Columbus Crew and MAPFRE served dinner and interacted with families at the event.

### Best Buddies

- Arizona employees participated in Ambassador Training
- eBuddies program

# MARCH 2020

# COVID-19 CHANGES EVERYTHING

At the onset of the pandemic, very little was known with what the future would hold. MAPFRE USA established a COVID-19 response team to activate our business continuity plan. The plan allowed for 98% of our employees to work remotely with only essential employees working onsite. By March 17, this plan was in place and we began operations as an almost entirely remote workforce.

The response team worked together to ensure the safety and well-being of our employees, customers, agent partners and communities as we continued to provide the levels of service and support our agents and policyholders rely on.

To ensure that employees were kept up to date on the MAPFRE COVID-19 response, daily coronavirus updates were established to share news from the company as well as CDC and state guidelines.







Additionally, resources were made available to employees, agents and customers through the Employee and Family Work from Home Resources sites.

These resources sites were developed to provide tips, guides and information on how to make the best of adjusting to a new work from home lifestyle along with families. The site includes categories such as resources for you and the children in your life, education/learning and fun and games.

As a remote work environment became the “new normal”, MAPFRE and its employees continued to work together to assist not only our customers and communities, but each other as well. The response team began to build a plan for employees to return to the office while more resources were made available to employees through Daily Wellness updates. The updates gave employees tips on staying healthy while at home, suggestions for enhancing your home office experience and access to free exercise and cooking classes.



Visit the [Employee and Family Work from Home Resources site](#)



For our customers, MAPFRE implemented several measures such as flexible premium payment options, no-cost coverage extensions and extended rental car coverages. In April, the MAPFRE Insurance Staying Home Refund was introduced, returning 15% of monthly premiums to customers with MAPFRE personal auto policies.

As the months went by, we continued to support our local communities through donation programs, collection drives and media campaigns.

**#MAPFREproud**  
**#InMAPFREMoreUnitedThanEver**



# TOGETHER WE GIVE FOOD BANK DONATION

Almost 400 employees donated approximately \$40,000 to the Together We Give Food Bank Donation Program, with MAPFRE USA maximizing the company's match at \$50,000. A total contribution of \$90,000 was donated to the following food banks:

## Arizona

- United Food Bank
- Guerrero Elementary School Food Bank

## California

- Alameda County Community Food Bank
- Mama's Kitchen

## Florida

- Feeding South Florida

## Massachusetts

- Worcester Community Action Council
- Tri-Valley, Inc.
- Worcester County Food Bank
- It Starts At Home
- Center of Hope
- Webster Dudley Food Share

## Ohio

- Greater Groveport Food Pantry

## Washington

- Renewal Food Bank





May 18, 2020

Alfredo Castelo  
Mapfre Insurance  
11 Gore Rd  
Webster, MA 01570

Dear Alfredo,

I want to personally thank Mapfre Insurance for its thoughtful gift of \$5,641.00 to Mama's Kitchen, received on May 13, 2020, via the Together We Give program. Your generosity provides support and nutrition for our clients battling critical illnesses.

Every dollar we receive goes to work providing free nutrition services to men, women and children affected by HIV, cancer, or other critical illnesses as they struggle towards better health. As shared by one of our clients, "There are no words to express what a literal lifesaver Mama's Kitchen has been for me. The sustenance I've received is far more than food for my body, but food for my soul."

Now in our 30th year, Mama's Kitchen has served over nine million meals and helped tens of thousands of our neighbors through their illnesses. Thank you for helping Mama's Kitchen nourish San Diego County. If you would like to learn more about the Kitchen, please don't hesitate to contact me.

Sincerely,

  
Alberto Cortés  
Chief Executive Officer

*Alfredo  
we are very grateful  
for this contribution during  
these challenging times.  
Thank you!*

This letter will serve as an IRS receipt. No goods or services were received in exchange for this donation.

**Our Mission Statement:** Mama's Kitchen, a community-driven organization, believes that everyone is entitled to the basic necessity of life — nutritious food. Our nutrition services improve the lives of women, men, and children vulnerable to hunger due to HIV, cancer, or other critical illnesses.



address 3960 Home Avenue, San Diego, California 92105 ~ phone 619.233.6262 ~ fax 619.233.6283 ~ www.mamaskitchen.org



*Creating a hunger-free community*

May 22, 2020

MAPFRE Insurance  
11 Gore Rd  
Webster, MA 01570-6817

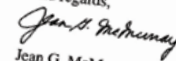
Dear MAPFRE Insurance,

On behalf of Worcester County Food Bank (WCFB), I thank MAPFRE Insurance and your employees for the generous gift of \$9,026.00 through your Together We Give donation match program.

This gift supports the mission of WCFB in a meaningful way. Every day, WCFB and our network of food pantries and community meal programs provide safe and nutritious food to people across Worcester County who are struggling with hunger — some for the first time. Every day, WCFB collaborates with a range of community partners to connect individuals and families to food and nutrition resources such as the Supplemental Nutrition Assistance Program (SNAP) and Meals4Kids.org that support people in being more food secure and healthy.

Food is fundamental to health and well-being and, together with our community partners and supporters, like MAPFRE and your employees, we are providing help and hope in a time of great uncertainty.

Kind regards,

  
Jean G. McMurray  
Chief Executive Officer

*Your kindness encourages  
us in our efforts during  
this challenging time.  
Thank you,  
Jean*

Worcester County Food Bank is a non-profit agency as defined by section 501 (c) (3) of the Internal Revenue Code. Since your gift did not result in any benefit to you or your organization, it is tax-deductible to the full extent of the law.

474 Boston Turnpike • Shrewsbury, MA 01545-3948  
P: (508) 842-3663 • F: (508) 842-7405  
foodbank.org



# APRIL 2020

# \$2.3 MILLION DONATION

In April, Fundación MAPFRE donated \$2.3 million to support urgent medical and community needs across Massachusetts. The funding, part of a global \$38 million aid package by the foundation for medical providers and communities around the world, supported a range of needs including the shortage of critical supplies for medical professionals and first responders at the following organizations:

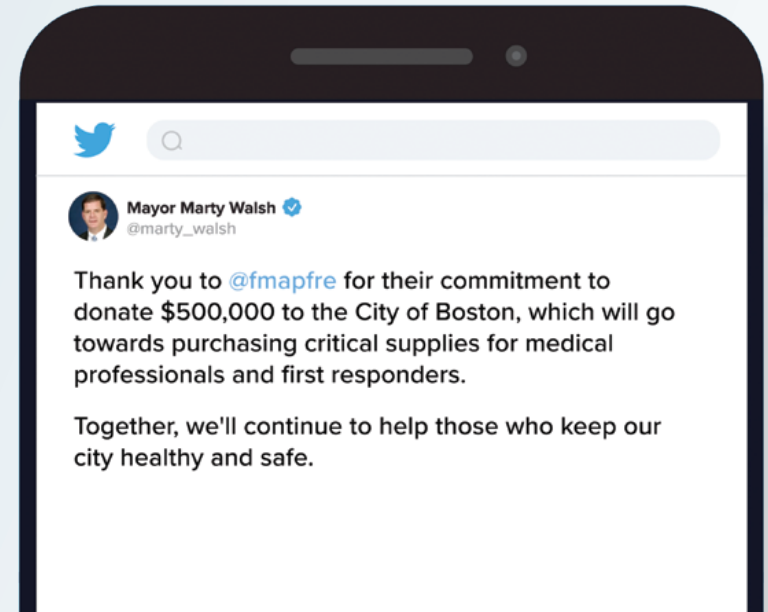
## **Personal Protection Equipment and Medical Supplies**

- Boston Medical Center
- City of Boston
- Tufts Medical Center
- Baystate Healthcare
- UMass Memorial Hospital
- Harrington Hospital
- Mass General Hospital
- Boston Med Flight

## **Nonperishables, tele-behavioral healthcare services, remote learning supplies, school materials and supplies, basic personal hygiene supplies, meals**

- Tri-Valley, Inc.
- Worcester Community Action Council
- Webster Public Schools
- Webster EMS
- Webster Fire, Police, Harrington Hospital staff
- Riverside Community Care
- Webster/Dudley Boys & Girls Club

Thanks MAPFRE, for helping our brothers and sisters in Massachusetts. We're thinking of ya'll, our Madrid family and our WORLD WIDE family every day. ❤️







I am a customer and an employee. I am so proud of this company. Just one of the many ways we make a difference. 👍

Thank you! I'm a nurse just outside Boston! Appreciate all you've done! 🙏

I am so very proud of my insurance company. MAPFRE...YOU ROCK!!!

# APRIL 2020



**VIDEO:**  
Watch  
the PSA.

## Public Service Announcement

Ahead of Marathon Monday (the Boston Marathon), Fundación MAPFRE teamed up with Boston's Mayor Marty Walsh and the City of Boston to ask everyone to stay safe by continuing to stay home through a #StillBostonStrong PSA.



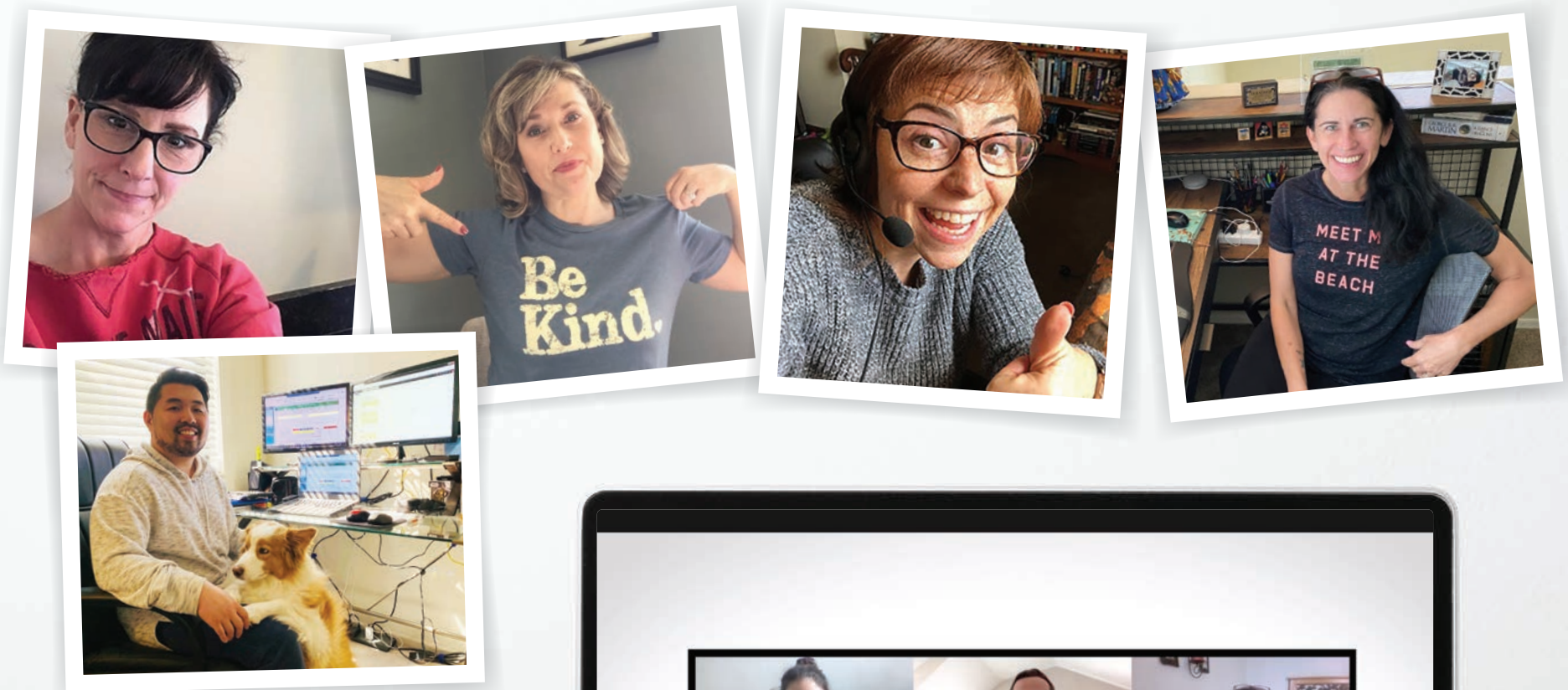
## A Challenge, a Hope

Since the pandemic was declared, Fundación MAPFRE has developed actions in 27 countries to protect those who fight on the front lines and the most vulnerable groups. This publication collects the detail of all of Fundación MAPFRE's work to fight against COVID-19. Behind each one of them, in addition to the concrete help, is the collective effort of all the people who make up Fundación MAPFRE.



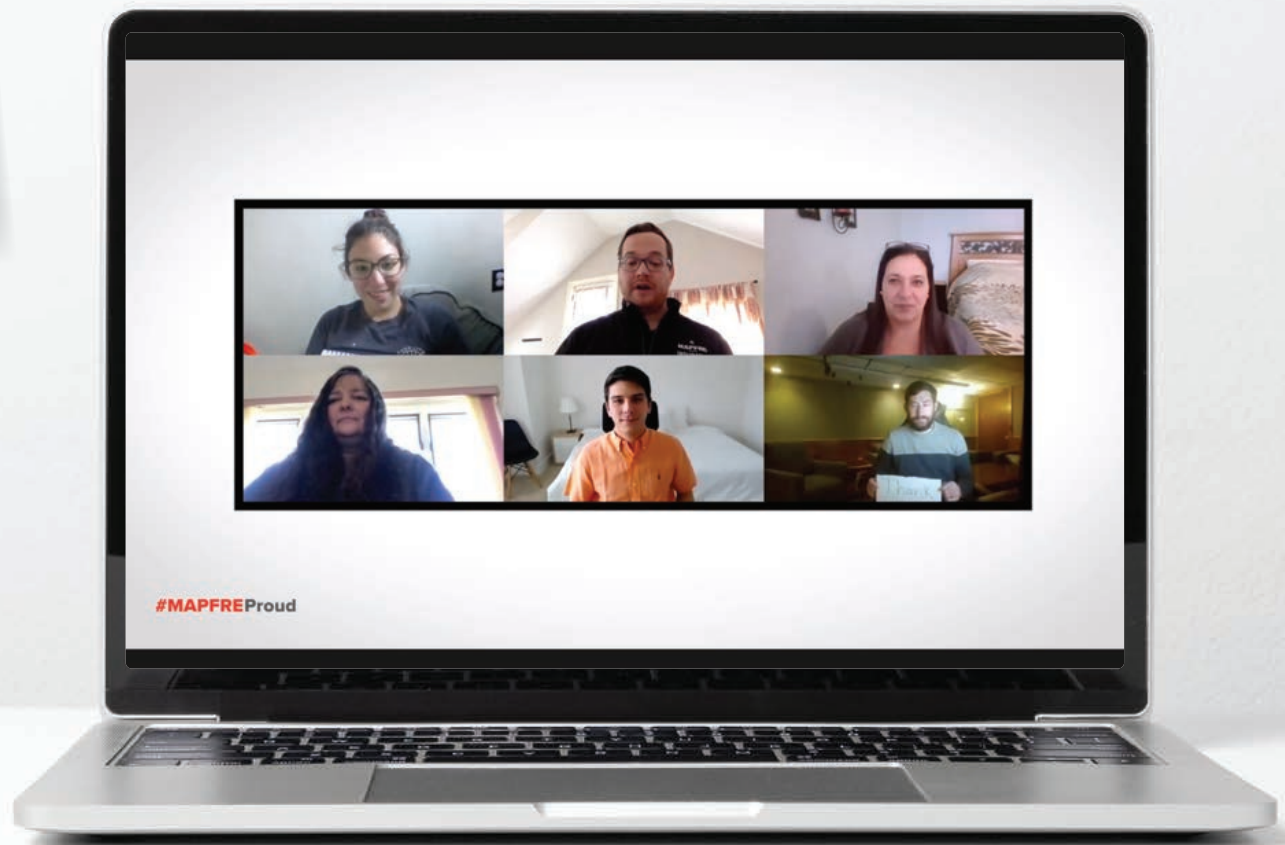
Download **A Challenge, a Hope** report





### All In This Together

Employees rallied together to show their appreciation to colleagues who have gone above and beyond during this challenging time by creating brief thank you videos, sharing messages of appreciation in their own thoughtful way, for our All In This Together Campaign.



MAY 2020

# NATIONAL NURSES DAY AND HOSPITAL WEEK

In May, MAPFRE USA recognized Harrington Hospital's nurses and hospital workers with thank you lawn signs, customized cookies, healthy snacks and candy.

Additionally, we recognized front line heroes—first responders, healthcare workers and essential workers—with lawn signs on our Webster, MA campuses.



**THANK YOU TO  
OUR HEALTH CARE  
PROFESSIONALS**

 **MAPFRE** | INSURANCE®





# MAY 2020

In response to the pandemic, MAPFRE USA shifted its focus to identify virtual volunteering opportunities for employees, focusing on professional development.

Working with **Best Buddies**, we held Virtual Career Development Training with mock interviews, resume workshops and virtual career panels. Additionally, over 70 employees continue to volunteer as part of the eBuddies virtual pen-pal program.

We partnered with **Bottom Line** to offer Virtual Career Development Training through career questions, resume workshops, career panels as well as through career empowerment and networking events.

A MAPFRE Employee and Agent teamed up to present **“Careers in STEM”** to students from the Blackstone Valley Education Foundation.

Employees also volunteered their time with **Career Village** to answer career questions for college students.



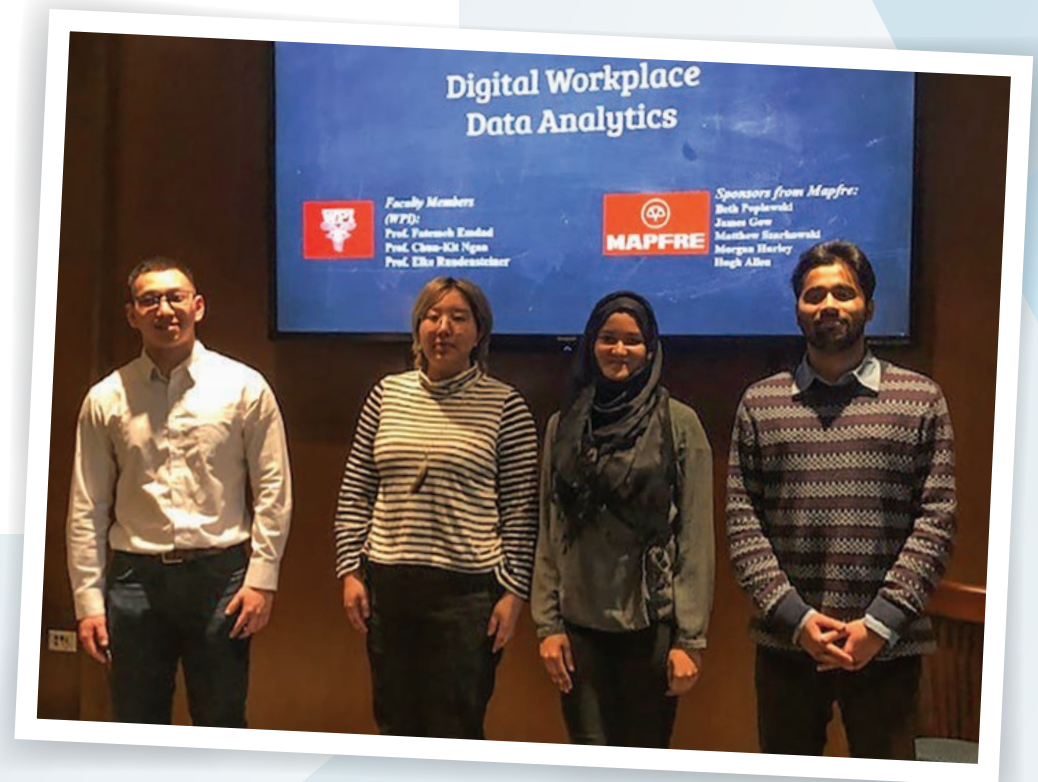


We were excited to partner with Worcester Polytechnic Institute (WPI) on a project for the #DigitalChallenge. The goal of the project was to analyze the way we were working at that time and to provide insights on how we can make changes to make us more efficient.

The WPI team was made up of four WPI graduate students who wanted to know more about MAPFRE employees and how they work. MAPFRE employees were encouraged to take a brief survey, which directly supported the research of the WPI Team during their final semester at WPI as graduate students. 775 employees took the time to complete the survey, supporting the data analysis of the way we work.

On May 13, the WPI team gave their final presentation to sponsors from MAPFRE and faculty members from WPI. The project focused on supporting the Digital Workplace through completing an analysis of our O365 data, producing a model to measure employees' adaptation of new ways of working using personas, and recommending KPI's as part of their analysis.

The WPI team was made up of four graduate students (L to R):  
Weinan Zhi, Chuchen Dai,  
Lisa Tahrifa and Omkar Kulkarn.



# VIRTUAL VOLUNTEERING

Virtual volunteering became a great way for our employees to still feel engaged in their communities, despite the challenges brought on by the pandemic. Here are a few examples of volunteering we were able to participate in:

## Virtual Walks

- Great Strides Cystic Fibrosis Walk
- Walk Like MADD
- Making Strides Breast Cancer Walk (MA & AZ)
- Step Out Walk to Stop Diabetes
- UMass Cancer Walk and Run
- Walk for Barton
- Walk to End Alzheimer's

**Boston Children's Hospital – multiple virtual Greeting Card Programs**

**UMass Memorial Health Care – thank you cards**

**Pan-Mass Challenge**

**Global Volunteer Day/United Way Day of Caring**



While this year's Global Volunteer Day United Way Day of Caring looked a little different, it was still a great success.



Team MAPFRE at the Pan-Mass Challenge.





Collection drives remained a strong component of our volunteering efforts. MAPFRE employees were as generous as ever, donating a total of \$25,108 during the 2020 Fall & Winter Collection Drives.

These donations will benefit the following organizations:

### Arizona

- United Food Bank
- Angel Tree Adopt a Family Program

### California

- Alameda County Community Food Bank
- Mama's Kitchen

### Connecticut

- CT Fire Houses
- It Starts at Home
- TEEG of Thompson

### Florida

- Feeding South Florida

### Massachusetts

- Worcester Community Action Council: Over 200 coats were provided to the WCAC Head Start Programs in Webster & Southbridge
- UMass Memorial Hospital
- Riverside Community Care
- Webster Dudley Food Share
- Toys for Tots
- Webster Police Dept

### Ohio

- Greater Groveport Human Needs Food Pantry

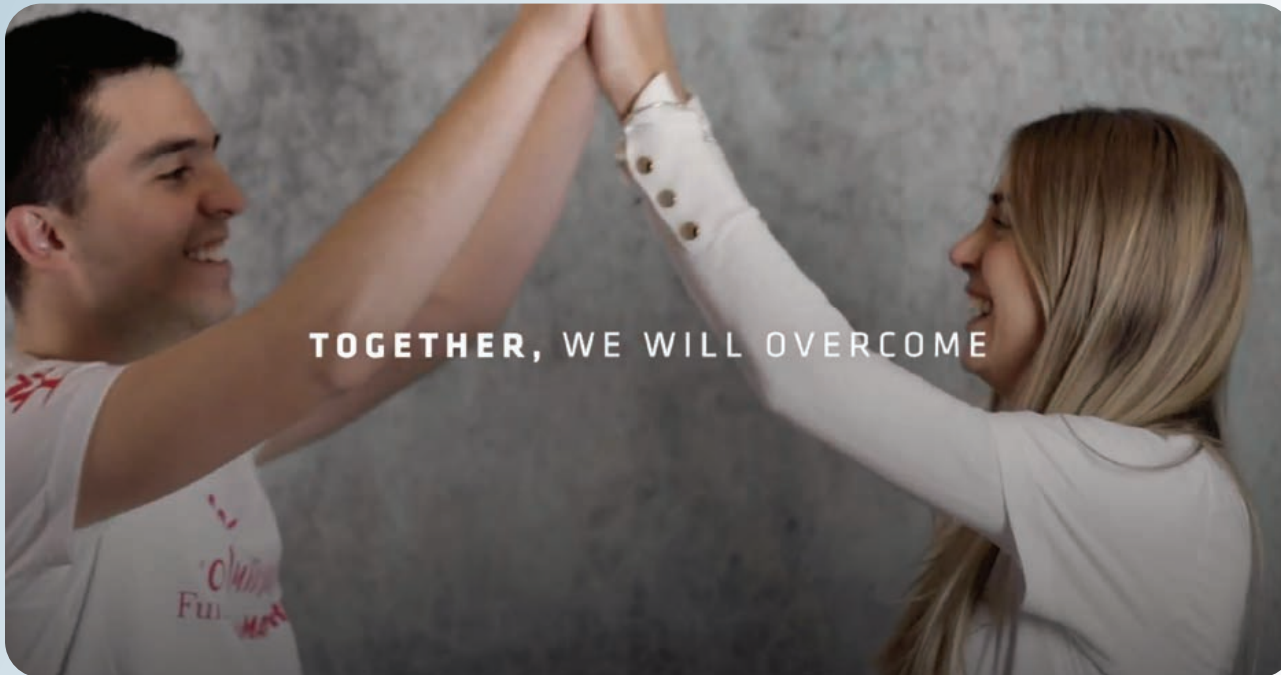


**\$5,983**  
was donated  
to the 2020  
Coat Drive

**\$9,381**  
was donated  
to the 2020  
Thanksgiving/  
Food Drive

**\$9,744**  
was donated  
to the 2020  
Toy Drive

# #FM\_TOGETHERAPART VIDEO



**VIDEO:**  
Watch the  
video.

The #FM\_TogetherApart video was launched in April to unite us as we all dealt with the impact of the virus. The video was shared with our employees along with an inspiring message:

“People are our energy, our strength. We support society by promoting research, by providing medical and protection equipment for healthcare professionals and defending those most vulnerable. In this fight, unity makes us stronger and helps us advance towards a single goal: overcoming the coronavirus. Together we are stronger. Together we can achieve it.

**#FM\_TogetherApart**



# MOTHERS AGAINST DRUNK DRIVING (MADD) CONNECTICUT RECOGNIZES FUNDACIÓN MAPFRE

In September, Mothers Against Drunk Driving (MADD) Connecticut recognized Fundación MAPFRE with the Corporate Recognition Award at their annual Law Enforcement Recognition Ceremony & Luncheon. The Corporate Recognition Award is presented to an organization whose work aligns with MADD's mission to stop drunk driving, help fight drugged driving, support victims of these crimes and prevent underage drinking.

Fundación MAPFRE was selected to receive this award for their hard work promoting the well-being of society through its Road Safety initiative and commitment to furthering the work of MADD.



2020

# U.S. VOLUNTEER PROGRAM NUMBERS



## MAPFRE VOLUNTEER PROGRAM GROWTH INDIVIDUAL VOLUNTEERS

	2017	2018	2019	2020
EMPLOYEES	375	661	941	883
% OF EMPLOYEES	14%	25%	39%	39%
RELATIVES / FRIENDS	76	299	432	59
AGENTS AND COLLABORATORS	6	0	13	2
ACTIVITIES	35	117	252	74
VOLUNTEER AWARD RANKING	-	#1	#2	#1



# MAPFRE USA NAMED #1 VOLUNTEERING COUNTRY IN 2020 BY FUNDACIÓN MAPFRE

Dear colleagues,

I am pleased to announce that because of your unwavering commitment to the communities in which we live and work, MAPFRE USA has regained its position as the Best Volunteering Country within MAPFRE Group. This Fundación MAPFRE recognition is a wonderful tribute to our volunteers, who, despite a challenging year, took time to participate in community outreach programs.

The percentage of MAPFRE USA volunteers held steady year-over-year at nearly 40%, even as we transitioned to a virtual volunteering program with fewer events because of pandemic-related health and safety protocols. This amazing accomplishment demonstrates your heartfelt dedication and passion for our communities.

I would like to thank Linda Johnson, who heads our volunteering program, as well as members of the Volunteering Committee, for aligning the program with our new reality last year and engaging employees in these new virtual volunteer opportunities.

This recognition clearly underscores the commitment of our employees toward society, as well as their social conscience in helping others.

Congratulations on this achievement.

Sincerely,



Jaime Tamayo  
President & CEO



## FUNDACIÓN MAPFRE AROUND THE WORLD



**4,762**

Individual volunteers  
(employees & relatives)



**956**

Volunteer Activities



Presence in  
**28 COUNTRIES**



Direct  
**159,291**  
Beneficiaries

# 2020 TOGETHER WE GIVE PROGRAM

**TOGETHER**  
*we give*



Over 800 MAPFRE employees participated in the 2020 **Together We Give Program** contributing \$16,423.49. With MAPFRE USA's match of \$16,423.49, a total of \$32,846.98 was donated to the selected organizations.



The **SHINE Initiative's** mission is to be a leader in the effort to recognize mental illness in children and young adults as a mainstream health issue. In pursuit of this mission, the SHINE Initiative develops

funding and strategic alliances to improve public awareness and understanding of mental health issues, research and treatment. Donations support SWAT (Student Wellness Advisory Teams), which engage students and teachers in classroom conversations about mental health. The program empowers them to become health and wellness advocates through club activities with a focus on education for mental health issues throughout the community. For more information about the SHINE Initiative visit <http://www.shineinitiative.org>.

## **The Shine Initiative** February 24

Shine Initiative is excited to partner with MAPFRE Insurance to support young people in Southern Worcester County, thanks to a generous \$16,000+ donation! As part of their Together We Give program, employees choose to support organizations that mean the most to them. For every dollar donated by employees, MAPFRE Insurance matches the donation. These funds will help us reach more young people in a time where supporting mental health is more important than ever!



**Sojourner Center**  
*Transforming Lives*

The **Sojourner Center** has a mission to overcome the impact of domestic violence by providing services to victims of domestic violence. They work with professionals in the field of education, research and advocacy with a goal of ending domestic violence. Donations support the Sojourner Center services, which provide both residential and children and youth services. Residential services include a crisis shelter as well as a transitional apartment complex. Children and youth services include comprehensive care and early learning opportunities for children residing in the shelter or transitional housing. For more information about the Sojourner Center visit <https://www.sojournercenter.org>.

## **Sojourner Center** March 30

In February, Sojourner Center received a donation of over \$16,000 from MAPFRE Insurance! They have an office in Gilbert, AZ and it was through this office that they got involved with Sojourner Center's Volunteer Program. We can't say for sure that they were entranced by what we Sojourner Center employees call Sojo-Magic, but after three years of volunteerism, they told HQ offices about us and they liked us enough to make us a recipient of their Together We Give program.



# CELEBRATING THE 2020 VOLUNTEERS

In honor of this year's volunteers, 1,000 trees were planted in California, where wildfires have burned over 4 million acres since the beginning of 2020. The trees were planted in these two national forests, which were severely impacted by the fires:

**Stanislaus  
National Forest,**  
with over  
396,000 affected  
acres

**Shasta-Trinity  
National Forest,**  
with over  
56,000 affected  
acres



# 2020 COMMUNITY CHAMPION AWARD



The **Community Champion Award** is presented to employees, who have been nominated by their peers, who demonstrate volunteerism as part of their lifestyle, inspire others to volunteer by example and participate in MAPFRE USA volunteer activities throughout the year. Congratulations to the 2020 winners!

**Lauren Jenkins** is an intricate part of the volunteer activities in Arizona, having volunteered with the Sojourner Center, Best Buddies and most notably, leading and managing the annual Adopt-a-Family program, ensuring each wish that a family member has is fulfilled with care.

Lauren oversees everything that goes into the program, making sure gifts are festive, fun and wrapped carefully. When delivering items, she makes sure everyone gets to know the families and spends time talking with the children. Their attention to detail and genuine interest in the program and families is evident and truly appreciated by the recipients each year.

From our Massachusetts office, **Jill St. Cyr** runs a 501-c3 called “It Starts at Home, Inc.” Launched in August 2019, she saw the need to provide assistance and support to those living in her community. The program has really taken off thanks to wonderful volunteers, thoughtful donors and our Community Champion’s personal desire to make a difference in the community.

It Starts at Home has grown from its humble beginnings of working with local schools to provide families in need with holiday gifts for children, to providing meals during the COVID-19 pandemic, winter clothing drives supporting local shelters and the homeless, school supply drives, and providing masks to local schools, shelters and food pantries.



Lauren Jenkins



Jill St. Cyr



# LOOKING FORWARD TO 2021

## VOLUNTEER VIDEO

This video of MAPFRE employees from around the world was created not only to thank the many MAPFRE volunteers, but to also encourage all of us to put our volunteer t-shirts back on as we look to a brighter new year.

This past year has been a trying one in which our volunteering had to be transitioned to virtual opportunities. We look forward to the new year and hope it brings the same passion from our employees and the opportunity for us to put our volunteer t-shirts back on to help in the community.



**VIDEO:** Watch the volunteer video.

# MESSAGE FROM PEPE VELASQUEZ



During a year unlike any other, I am proud of all we were still able to accomplish. From adjusting to a remote workforce while maintaining our high standards of customer service, to continuing our Corporate Volunteer Program virtually and being recognized as the #1 Volunteering Country for 2020 by Fundación MAPFRE, our employees truly shined.

I would like to thank all MAPFRE employees whose hard work and dedication to colleagues, leadership and the community were unparalleled as we learned to operate in a new environment. Our volunteers continued to be an instrumental part of MAPFRE's culture and I couldn't be prouder of how our employees stepped up in the face of a global pandemic to support our communities.

As we look ahead, I am confident that MAPFRE will remain a strong advocate for our most vulnerable populations. I am hopeful that we will return to in-person volunteering soon, which will only deepen our connection with our community partners. It is encouraging to know that, regardless of venue, MAPFRE employees will continue sharing their love for giving back.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jose Velasquez'.

Jose Velasquez  
EVP, Human Resources  
MAPFRE USA  
#mapfreproud

# MESSAGE FROM LINDA JOHNSON



As we think about the past year, one cannot help but feel all of the hills and valleys that we experienced in the challenging pandemic environment. Despite the uncertainties, I am proud to share that our employees never missed a beat on rising up to meet the needs of our community.

Despite the difficulties we faced, our employees showed just how passionate they are about volunteering, quickly pivoting from in-person to remote participation. The statistics are impressive and speak to our ongoing commitment to our communities:

- 400 employees participated in the Together We Give COVID–19 Food Bank Donation Program, donating \$40,000, with a MAPFRE USA match of \$50,000, for a total donation of \$90,000 to 14 food banks across the country.
- Employees donated over \$25,000 to our annual winter coat, Thanksgiving, food and toy collection drives, supporting 14 organizations across the country.
- 883 employees participated in virtual volunteering opportunities with our MAPFRE Foundation partners, sharing their knowledge and expertise and supporting causes that they are passionate about through virtual walks, career panels, mock interviews, resume workshops and networking events.
- Over 800 employees participated in the 2020 Together We Give Program, contributing \$16,423.49, with MAPFRE USA's match of \$16,423.49, for a total of \$32,846.98 shared between the SHINE Initiative in Massachusetts and the Sojourner Center in Arizona.

If I have learned anything from the past year, it is that MAPFRE employees are resilient, and their eagerness to help others, even during a pandemic, highlights their determination to positively impact where we live and work. I am thankful for their incredible dedication and I encourage them to remain inspired as we continue to give back.

Sincerely,

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

Linda Johnson  
AVP, Corporate Social Responsibility  
#mapfreproud





volunteers

Fundación **MAPFRE**

