



Ⓜ **MAPFRE** | USA

REFLECTIONS

— 2024 COMMUNITY REPORT —

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Jaime Tamayo



Dear friends,

At MAPFRE, we care deeply about what matters to our customers, our colleagues and our community. That care is what drives our mission and gives our work meaning beyond the day-to-day. One of the most powerful ways we live out that purpose is through volunteering.

Volunteering allows us to extend our impact far beyond the walls of our offices and support the neighborhoods, schools and causes that shape the lives of those around us. I am incredibly proud of the many employees who give their time and energy to volunteer with MAPFRE. Their stories are inspiring, and their efforts remind us that every small act of service adds up to something much greater.

If you haven't yet taken the opportunity to get involved, I encourage you to do so. Whether you're new to volunteering or looking for your next way to give back, there is a place for everyone to contribute.

Let's continue to lead with purpose and show what's possible when we come together to make a difference.

Sincerely,

A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Jaime Tamayo
President & CEO
MAPFRE USA

2024 Corporate Volunteer Program Numbers



CORPORATE VOLUNTEER PROGRAM INDIVIDUAL VOLUNTEERS



	2018	2019	2020	2021	2022	2023	2024
EMPLOYEES	661	941	883	320	327	304	566
% OF EMPLOYEES	25%	39%	39%	15%	15%	15%	28%
RELATIVES / FRIENDS	299	432	59	48	41	43	50
ACTIVITIES	117	252	74	82	127	76	96

Volunteer Categories

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 the actions are geared toward fulfilling the goals of a specific line of action or campaign. In 2024, MAPFRE USA's volunteer efforts aligned under the following lines of action



Scan to visit the
MAPFRE Insurance in
the Community website.



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



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



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



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.)



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.

Volunteer Activity Highlights of 2024

In 2024, our employees demonstrated a strong commitment to community engagement, dedicating over 2,300 hours to a variety of impactful initiatives and events. Some of the highlights include:

The Community Harvest Project: Over 80 employees spent 250 hours harvesting fresh, local produce to distribute to the Massachusetts hunger relief system.

Thanksgiving Family Give Back Event: Over 60 volunteers assembled 150 Thanksgiving meals for the Webster Dudley Food Share and 120 snack packs for the Pine Street Inn as part of this annual tradition at MAPFRE.

Community Give Back Week: Over 40 employees volunteered to clean up Webster Public Beach.



2024 Community Champion Award

The Community Champion Award is presented to employees who demonstrate volunteerism as part of their lifestyle, inspire others to volunteer by example and participate in MAPFRE USA volunteer activities throughout the year.

MAPFRE USA's 2024 Community Champion is Jarrade Nieber. Jarrade Nieber consistently demonstrates a strong commitment to his work, his team and the Corporate Volunteer Program.

While Jarrade is always happy to volunteer his time any time there is a need, some of the organizations and activities he is most passionate about are reading to students at the Worcester Community Action Council and Park Ave Elementary Schools, supporting the Pan Mass Challenge and most notably volunteering with Best Buddies. In 2024 Jarrade was recognized by Best Buddies as their Volunteer of the Year.



Jarrade Nieber
ISC Agency Relationship Specialist
2024 Community Champion Winner



Together We Give Program

At MAPFRE USA, we believe in working together to make a difference in the lives of our employees, customers, agents and communities. That is why we are so proud of our Together We Give Program. The program invites employees to nominate a non-profit organization to be considered for the program's funds. A company-wide vote is held to determine the organization(s) that will receive the Together We Give Program's support. Employees are given the option to donate \$1 or more per paycheck to the organization(s) selected. MAPFRE USA matches each dollar contributed, up to \$70,000, to achieve twice the impact.

In 2024, the winning organization was Community Harvest Project. Over 300 employees contributed \$13,810.46 to the Together We Give Program. With MAPFRE USA's match, \$27,620.92 will be donated and split between the two organizations.



Community Harvest Project is a non-profit farm that engages and educates volunteers to grow fresh fruits and vegetables for hunger relief. Individuals who experience hunger are more likely to have limited access to healthy foods, which leads to poor health effects such as unhealthy diet, higher levels of obesity, and higher instances of diet-related diseases such as diabetes and heart disease. Community Harvest Project farms and donates fruits and vegetables so everyone has a healthy option as part of their meals.



Thank you to the employees at [MAPFRE](#) for volunteering over 250 hours with us during 2024! The together We Give program at MAPFRE USA allows employees to support their favorite nonprofit organizations through a company-wide nomination and voting process. In 2024, the organization selected by MAPFRE USA employees was Community Harvest Project. Through this program, MAPFRE USA matched their employee contributions of \$13,810.46 for a total gift of \$27,620.92. We appreciate the work of these 88 employees over 6 volunteer shifts immensely! thank you for your hard work!



Donation Campaigns

By the Numbers

# of Direct Beneficiaries	961
# of Indirect Beneficiaries	375
# of Non-Profit Organizations	12



Curt D. Heath Memorial Sock Drive

Employees donated 2,282 pairs of socks to support the Curt D. Heath Memorial Sock Fund. This annual event provides new socks to children in Connecticut's Department of Children and Families network.



Support for flood victims in Spain

Employee donated over \$9,600 to The Messengers of Peace Foundation in support of relief efforts for those effected by the devastated flooding in Spain.



Coat Drive

Employees donated 245 new coats ahead of winter, providing one coat to each of the children in the Worcester Community Action Council Head Start Program.



Thanksgiving Food Drive

Employees donated 150 Thanksgiving meals to the Webster-Dudley Food Share, ensuring that families in the local community have a meal to enjoy on the Thanksgiving holiday.network.



Birthday in a Box

100 boxes of birthday party supplies were donated to the Birthday Wishes organization to support their Birthday-in-a-Box Program. This initiative provides homeless children in any living situation with everything necessary for a great birthday celebration.



Toy and Clothing Drives

During the holiday season, employees donated new toys and over \$8,500 to purchase new toys and clothing to support families in need through the Massachusetts Wonderfund, Mason Road School, Webster Public Schools and the Webster Police Department.

In 2024, MAPFRE Insurance hosted 4 blood drives

133

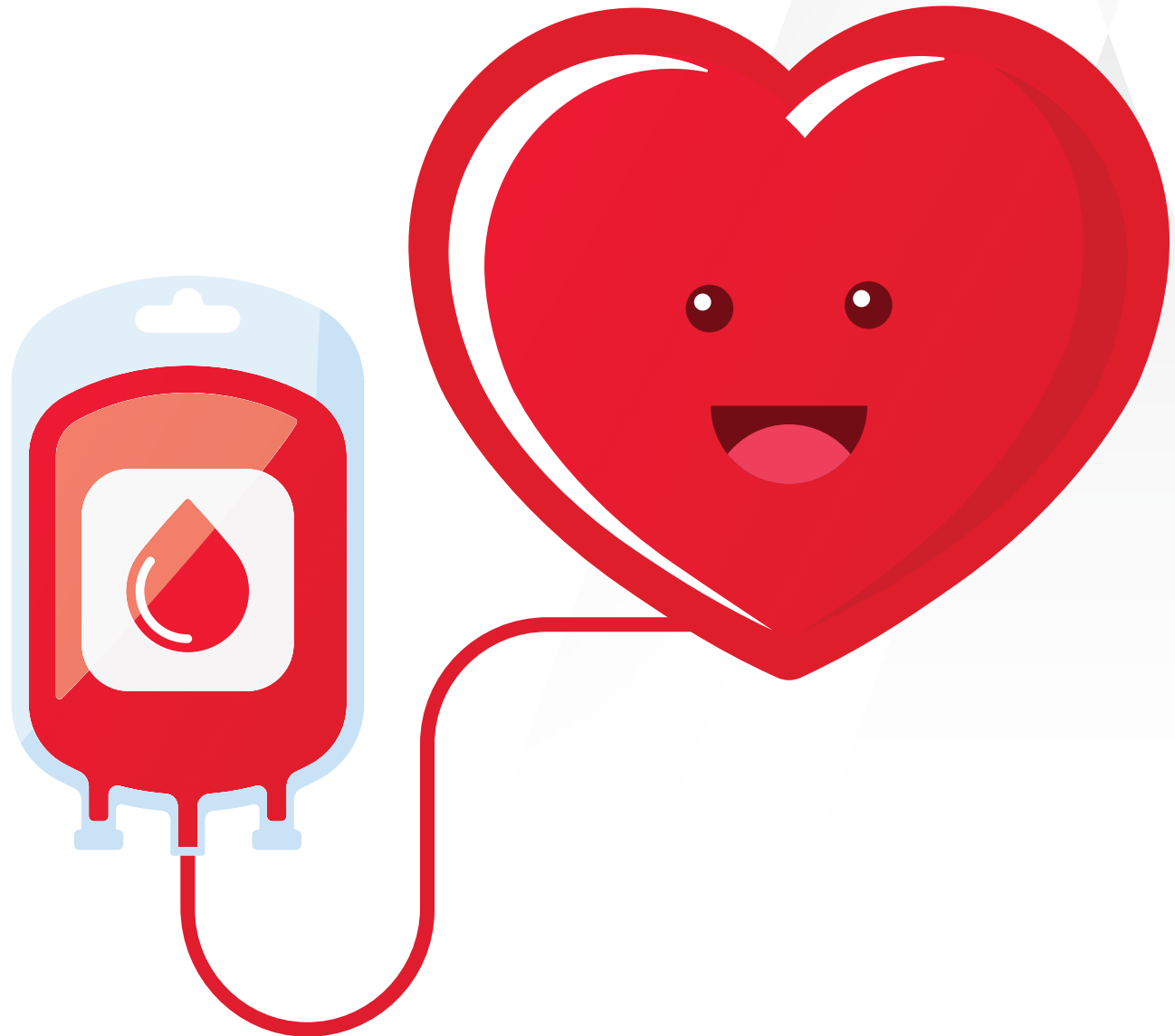
employees and six
family members
donated approximately

121

pints of blood,
which will save up to

363

lives!



MAPFRE Summer Internship

In the summer of 2024, MAPFRE USA welcomed 10 talented interns from prestigious universities including UMASS, Boston College, Worcester Polytechnic Institute, Assumption University, Boston University and Nichols College. The interns were assigned to key business areas such as Actuary, Information Technology, Enterprise Risk Management, Internal Audit and Advanced Analytics.

They participated in workshops, trainings and the BMAP interactive learning simulation , which provides a comprehensive understanding of various management areas within an insurance company. The internship also featured a group project where interns identified opportunities for MAPFRE to address emerging risks for Generation Z.

Split into two groups, one focused on risks from autonomous vehicles, and the other on solar panels. Their innovative ideas were showcased in a final presentation to peers and MAPFRE leaders.



Best Buddies Internship

The Best Buddies internship program is an extension of the classroom-based Pre-Employment Transitions Services (pre-ETS) program that offers employment training and corporate mentorship to help develop students' career ambitions. After completing the pre-ETS workshop, the internship program provides work opportunities and helps to build critical job skills. Together, these experiences increase the likelihood of long-term successful employment for people with Intellectual and Developmental Disabilities (IDD).

The internship program aims to increase the overall employee experience by matching employees with interns that will provide value to the business and strengthen the culture at MAPFRE by working with this diverse pool of individuals.

In 2024, seven students participated in our Best Buddies internship program: five from Bartlett High School and two from Oxford High School. Throughout the 18-week internship, these students worked closely with various business areas, including custodial, end-user support, the Enterprise Contact Center, mail processing, physical security and support services.



Sustainability

MAPFRE has been firmly committed to people and the planet for 90 years, helping to construct the social and business fabric of the countries where we operate. As a company, we have set our sights on the world and on global challenges to leave a positive footprint around us. Through our global activity, we strive to contribute to building a world that is more equal, just, ethical, inclusive, developed and transparent.

We are convinced that change is possible, and we want to be part of it, with demanding and resounding commitments in social and environmental matters, with services and products aligned with them and with a corporate governance that allows us to continue responsibly moving in the right direction.

MAPFRE's commitment to sustainable development is solid and is reflected in our voluntary adherence to the main international and local benchmark initiatives, in which we actively participate.

Link to MAPFRE Global Sustainability Page: <https://www.mapfre.com/sostenibilidad/>

#MAPFRESustainable #PlayingOurPart





Fundación **MAPFRE**

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Linda Johnson



We're proud to recognize the important work Fundación MAPFRE does to support an improved quality of life for people around the world. Here in Massachusetts and beyond, our impact is amplified through partnerships with 10 incredible organizations—each of which shares our values and commitment to uplifting those in need. Thank you to our partners for allowing us to support such meaningful causes and help make a lasting difference in the communities we serve.

A handwritten signature in black ink that reads "Linda Johnson". The script is fluid and cursive.

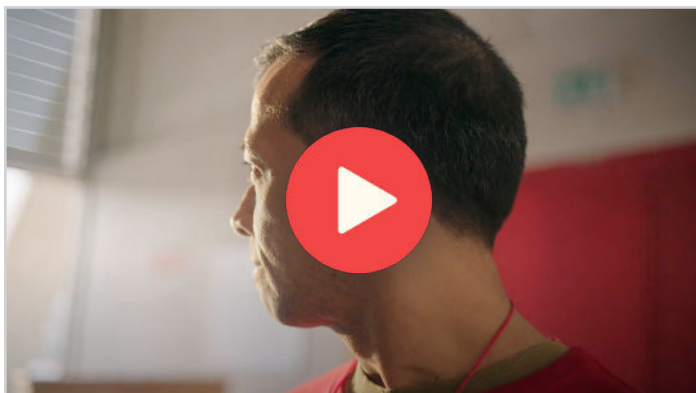
Linda Johnson,
AVP, Corporate Social Responsibility

2024 Fundación MAPFRE Global Numbers

263	Presence in	4,508,114	2,289,504
projects and programs	27 COUNTRIES	direct beneficiaries	indirect beneficiaries

Global Volunteer Program Numbers

9,164	2,579	153,744
individual volunteers (employees and relatives)	volunteer activities	direct beneficiaries



“Red Door” Video

Fundación MAPFRE is a non-profit organization created by MAPFRE in 1975, which performed activities in 27 countries in 2024, whose main objective is to contribute to the improvement of people's quality of life and to the progress of society through multinational programs and activities. It is the insurance company's majority shareholder, thus helping to ensure the firm's independence and shareholding stability.



Scan to visit the
MAPFRE Global
Sustainability Page.

Fundación MAPFRE in the United States



In the United States in 2024, Fundación MAPFRE provided over \$1.4 million in funding to the following non-profit organizations.

By the Numbers				
Social Action		FM Partner Since	Direct Beneficiaries	
Academy of the Pacific Rim Charter School		2023	545	
Best Buddies Massachusetts		2019	221	
Bottom Line		2019	1,664	
OneGoal		2021	1,707	
The Real Madrid Foundation		2019	120	
United Way South Central Massachusetts		2009	2,537	
Worcester Community Action Council		2018	213	
Total Social Action Beneficiaries			7,007	
Educational Programs & Awareness		FM Partner Since	Direct Beneficiaries	Indirect Beneficiaries
BMAP Business Simulation			89	
Boston Children’s Hospital		2017	44,801	453
Look Both Ways		2019	97	
Mothers Against Drunk Driving		2019	26,257	30
UMass Memorial Medical Center		2023	3,321	433
Total Injury Prevention & Road Safety Beneficiaries			74,565	916
Total Beneficiaries			81,752	916

Academy of the Pacific Rim Charter School

Academy of Pacific Rim (APR) is a charter public school whose mission is to empower students of all racial and ethnic backgrounds to achieve their full intellectual and social potential. Students in fifth through twelfth grade engage in intentional learning progression to ensure they are fully prepared to pursue their passions, engage in their communities and excel in their post-secondary education.

Fundación MAPFRE has partnered with APR to foster their transformational instructional leadership as well as strengthen teaching and learning at APR to ensure students have access to rigorous curricular experiences that will lead to lives of opportunity and global impact.



Scan to visit the
Academy of Pacific Rim website.



Best Buddies

Best Buddies International is the world's largest organization dedicated to ending the social, physical and economic isolation of the 200 million people and their families living with intellectual and developmental disabilities (IDD). The organization provides support to individuals with IDD through educational and empowerment actions so that people with disabilities become leaders in their schools, communities and workplaces.

In 2019, Fundación MAPFRE exclusively collaborated with Best Buddies to launch the Pre-Employment Training Program in Massachusetts. The program helps students with intellectual and developmental disabilities (IDD) identify and develop their career ambitions, explore post-secondary options and prepare for independent living. Workshops and activities focus on self-advocacy and leadership skill development, exploration of work interests and relevant employment opportunities, and experiences that aid youth with IDD in their transition into adulthood. Since its founding, the program has engaged 22 school districts, approximately 1,100 students, and more than a dozen potentially hiring companies in Massachusetts alone. The program has also expanded to 20 US states.



Scan to visit the Best Buddies International website.



Bottom Line

Bottom Line partners with degree-aspiring, first-generation-to-college students from low-income backgrounds, to help them get into college, graduate and go far in life. Bottom Line provides evidence-based, 1:1 college Access and Success Program coaching and Career Connections guidance to more than 2,700 Massachusetts college students (partnering with 19 Massachusetts target colleges and universities).

Fundación MAPFRE partnered with Bottom Line to support their College Access and College Success Programs. In 2022, the partnership was expanded to provide additional funding to support Bottom Line's Young Men of Color (YMOC) initiative designed to create greater educational equity and workforce inclusion by increasing the number of young men of color they serve, while also growing their overall college-to-career program.



Bottom Line



Scan to visit the
Bottom Line website.



OneGoal

OneGoal works with schools and districts to transform postsecondary support through their classroom-based model and OneGoal Leadership Network so that all students can define their futures. By training and supporting excellent teachers already working in low-income public high schools, they can assist in guiding their students to achieve their greatest postsecondary aspirations. These teachers, known as Program Directors, work to ensure their students have a real chance at reaching graduation at the end of their college or technical education.

Fundación MAPFRE partners with OneGoal to support the cohorts of juniors, seniors and students in their first year of postsecondary education from Bartlett High School, Webster and Southbridge High School, Southbridge, Massachusetts.



Scan to visit the
OneGoal website.



The Real Madrid Foundation

The Real Madrid Foundation seeks to build enthusiasm and passion for sports among all children and youth around the world, providing social sports programs at schools for children ages 6 – 17. The Real Madrid Foundation uses a flexible and dynamic approach that easily adapts at each school and promotes the integrated development of children through sports.

Fundación MAPFRE partnered with the Real Madrid Foundation to bring their Youth Social Sports program to Webster Middle School in Massachusetts. This sports program fosters physical, intellectual, emotional and social development for mainly underserved children and youth and is a means of social inclusion.



Scan to visit The Real Madrid Foundation website.



United Way of South Central Massachusetts



United Way of South Central Massachusetts is a volunteer-driven organization that supports local agencies that provide health, education and financial stability services that profoundly affect the lives of those who live and work in the communities we serve. Their motto “Live United” provides us all the opportunity to join hands, open your hearts, lend your muscle and find your voice.

Through their partnership with Fundación MAPFRE, United Way of South Central Massachusetts in turn partners with the Boys & Girls Club of Webster-Dudley and YMCA of Central Massachusetts.

In 2024, Fundación MAPFRE received a Diamond Award from United Way of South Central Massachusetts.



Scan to visit the United Way of South Central Massachusetts website.



United Way
of South Central MA



Worcester Community Action Council

Founded in 1965 as part of the War on Poverty, Worcester Community Action Council (WCAC) is one of 1,000 community action agencies across the U.S. and 23 in Massachusetts created to address disparities throughout the nation. WCAC embodies service to the community through their mission of helping people move to economic self-sufficiency through programs, partnerships, and advocacy.

WCAC's Head Start program seeks to ensure the healthy development and proper growth of these children living in vulnerable situations.

Fundación MAPFRE partnered with WCAC's Head Start Program to support their nutritional program, which benefits all of the children within WCAC's Head Start Program, providing them with breakfast, lunch and snacks throughout the day, in addition to classes and advice to help them develop healthy habits.



Scan to visit the
Worcester Community
Action Council website.



7th Edition Social Innovation Awards

The seventh edition of the Fundación MAPFRE Social Innovation Awards launched in 2024, with the collaboration of IE University as an academic partner. The awards recognize innovative projects with the potential for strong social impact in three categories: Safe and Sustainable Mobility, Senior Economics and Health Improvement and Digital Technology (e-Health).

More than 375 projects were submitted to the competition from around the world, with 12 finalists advancing to the finale in Madrid, Spain. Finalists competing for the Social Innovation Awards were from the United States, Spain, Germany, Malta, Brazil and Chile.

Fundación **MAPFRE**
A W A R D S
FOR SOCIAL
INNOVATION

From the U.S., the three finalists were:



Diana Yousef

e-Health category finalist:

The iThrone: A low-cost portable toilet that does not require water or sewage to eliminate waste, representing

WATER Labs was awarded as the e-Health category winner.



Diane Yin

Silver economy category finalist:

BetterAge: A digital platform-ecosystem created to facilitate easy access to health data for senior care organizations and streamline assistance to seniors and their caregivers in making quick and efficient decisions.



Clem Alcala

Sustainable mobility category finalist:

CLIP.bike: The world's first plug-and-play device that effortlessly converts any bicycle into an electric bike without the need for tools or pre-installation, promoting clean commuting in large cities. There are already 1,500 of these devices in use across the US and Europe.

Boston Children's Hospital (BCH)

Boston Children's Hospital (BCH) is dedicated to improving and advancing the health and well-being of children around the world through its life-changing work in clinical care, biomedical research, medical education and community engagement.

BCH's Injury Prevention Program, part of their Trauma Center, is dedicated to dramatically decreasing the number of preventable injuries through research and public education.

Fundación MAPFRE partnered with BCH's Injury Prevention Program to build the "Safe Play Starts Here" program with a goal of educating the community to take measures to prevent injuries, especially injuries sustained by children, in their homes. Health educators travel in the Injury Prevention van, holding workshops throughout Massachusetts and educating communities on how to avoid unintentional injuries. Thanks to Fundación MAPFRE support, the BCH Injury Prevention team has expanded its community education across the state.

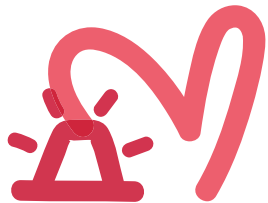


Scan to visit the
Injury Prevention
Program website.



Boston Children's Hospital

Where the world comes for answers



Look Both Ways

Look Both Ways, funded by Fundación MAPFRE since 2019, takes an interactive approach to change behaviors on the road. A key component of the program is the React Challenge, a digital gaming experience that tests a user's reaction time when faced with obstacles on the road, including those they may not expect.

In 2024, Fundación MAPFRE and the Massachusetts Department of Transportation (MassDOT) partnered to launch its second annual Road Safety PSA contest to Massachusetts high school students. The contest encouraged teens to produce a script that highlights the importance of safe habits behind the wheel.

The winning script came from Natick High School, who's students turned their "Don't Play Around, Look Both Ways" concept into a professionally produced PSA that was aired online and on TV stations across the state.

LOOK BOTH WAYS



Scan to visit the
Look Both Ways website.



Look Both Ways: PSA 2024 Winner



Mothers Against Drunk Driving (MADD)

Mothers Against Drunk Driving (MADD) knows that the hopes for a safer future are riding on tomorrow's drivers. By getting today's youth off to a good start, they are taking a step toward fulfilling their vision of a nation without drunk driving. MADD is focused on tackling underage drinking, a problem that threatens the safety of kids and endangers entire communities, now and down the road. MADD is also committed to serving victims of drug-impaired driving and to help advocate for evidence-based approaches to solving this problem.

Fundación MAPFRE partners with MADD to support their school-based educational program, Power of ME, which focuses on alcohol use prevention and vehicle safety for fourth and fifth grade students. Funding also supports community and school-based programs for children, families and the public. With Fundación MAPFRE's support, MADD travels to community events such as health fairs, expos, school events and community days throughout Massachusetts and Connecticut.



Scan to visit the
MADD website.



UMass Memorial Medical Center

UMass Memorial Medical Center is committed to improving the health of people in Central Massachusetts through excellence in care, comprehensive health services, teaching and research.

The Injury Prevention Center at UMass Memorial Medical Center is leading a coordinated effort to reduce injuries, guided by the belief that everyone should have access to accurate and up-to-date information and resources to live a healthier, safer life.

Fundación MAPFRE partnered with the UMass Memorial Injury Prevention Center to create Safety Quest, an innovative mobile classroom delivered to schools and community events in Massachusetts.

Safety Quest teaches middle school students how to be safe. The students learn how to ensure their own safety while becoming injury prevention advocates with their peers and family.



Scan to visit the
UMass Memorial Medical
Center website.



Scan to visit
the Safety
Quest website.

UMass Memorial Health

UMASS MEMORIAL MEDICAL CENTER



Business MAPFRE Simulation (BMAP)



In 1987, BMAP (derived from “Business Game MAPFRE”) was born out of a desire to provide college students with a preview of working in the insurance industry. In the United States, it has become a student competition at the state level.

The competition has a dual objective. It seeks to ensure that the participants acquire a comprehensive view of the different management areas in an insurance company, and it provides students with “work” experience on a team like what they might encounter at an insurance company.

Massachusetts Collegiate Challenge

Students from three universities competed in the third Massachusetts BMAP Collegiate Challenge.

Teams included actuarial, math, business and data analytics majors from Clark University, Nichols College and the University of Connecticut. Participants engaged in a competition where they made strategic business decisions based on financial and market information as well as analyzing data to make strategic decisions that maximize business value.

The 2024 Massachusetts BMAP Collegiate Challenge was Nichols College.





Fundación
MAPFRE