



SERVICIO
ENVÍO Y RECEPCIÓN
BIBLIOTECA S
AYUDAS
COMUNICA
ELLOS PINTAN FUERT
ATENEO MUTUA
MEDICINA
MUTUALISMO EN LA SAL
PROGRAMAS PROAHT
SOCIAL REPORT
2010 de la Asociación Mutual
de Protección Familiar
ORIENTACIÓN Y
ASISTENCIA PAR
BECAS DE



Asociación Mutual
de Protección Familiar

Matrícula INAES 1856 C.F.

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AMPF Vision, Mission, Virtues and Quality Policy

Vision

We imagine AMPF reaching a degree of excellence in offering services and benefits that improve the quality of life of members and families all over the country.

We also foresee a growing important participation both national and internationally, being part of federation, confederations and international organizations.

Mission

Our mission is meeting the needs of unsatisfied members and families - whatever the reason for their need might be- performing concrete actions in order to achieve a state of equal opportunities with justice and equity.

Virtues

The ethical behaviour for our organization implies committing to act on the basis of the following virtues:

. Solidarity

with our members and the community itself

. Honesty

transparent procedures, communication and responsibility before our Representatives.

. Skills

innovation, efficiency, change drive that generates new services or improves the current ones, as well as human quality work all over our Mutual Entity, with authorities that will define the strategic orientation and policy with full conscience of the power of their strength and the need to overcome drawbacks

. Organization

the operative structure will cover the needs with the due professional assistance all endeavors prone to success require, thus fostering a great quality task with benefit results that enable the constant and lasting growth we hope for our entity, but above all and as a priority, for the ones involved in it, ITS MEMBERS AND FAMILY GROUP.

Quality Policy

Achieving responsibly the principles of the mutual entities that originate the organization and improving the services and processes in favour of institutional transparency and members satisfaction.

Introduction

Highlighted activities in 2010

We bet on improvement...

Regional Seminars on 'integration and strengthening of the health primary assistance team'

Córdoba

In order to create mainly an integration space that allows to strengthen the Mutual Entity as a 'big team', on September 4th and 5th it took place the '1st Integration Seminar and Regional Training' in Casa Serrana in La Falda, in which employees and professionals of all the country participated.



Tandil

The city of Tandil hosted the second encounter of Integration and Regional Training – South Region called 'Strengthening of the Health Primary Assistance Team' which local authorities declared of municipal interest. On December 10th, the Seminar had the objective of raising awareness on the importance of the health service through the model bio-psycho-social as a key hallmark for the development of the Mutual Entity as well as improving the daily work sharing concept frameworks and new tools for the daily management.

Members Re-enrolment

In January 2010 it began the filing and updating of members data.

E-Members Programme 2010

In order to include new technologies to the members communication, the E-Members Programme was developed through which AMPF and AMPC members gave their e-mail and participated in tri-monthly raffles.

Participation in the programme 'Entre Todos' of ODEMA

As from Sunday December 5 a television programme, performed by Odema, is broadcasted which deals with different aspects of the mutual system and its current activities both in national and international matters. AMPF participates actively of these issues by offering contents.

The programme is called 'Entre Todos' and is broadcasted on Sundays at 8 on America 24.

COP Development

Being the first presentation approved, it is included in this edition an integrated COP to the report



2011 Projects

Services

- Implementation of a new economic help module with great advantages for service management in the subsidiaries.
- Tickets issuing in our Headquarter
- Creation of new offices in our Headquarters, including other disciplines such as traumatology and pediatrics, besides the existing offices already serving members in Family Medicine, cardiology, ophthalmology, gynecology, dentistry, psychology and psyquiatry.

Working Environment

The healthy environment programme is to be developed. According to the goals established by the Board of Directors focused in 'integral care and health', we will work on an action plan for the improvement of physical space, annexes and Headquarters offices where all members and employees may develop their activities in healthy environments.

Training

-Expansion of the training referred to in ISO Norm 9001-2008 for AMPF personnel.

-Advancing towards training tools updating, in this sense a change of platform will be handled for distance learning. This change will allow the use of new educational resources such as the incorporation of videos, use of scorm system, questionnaires, wikis, etc.

Chapter II

Social Report Table at 31/DEC/2010

Exercise No 17 from 01/JAN/2010 to 31/DEC/2010

3.1 Principle of VOLUNTARY ADHESION

This type of adhesion involves member admission and book-out from the Mutual system with no further restriction than the one established by the articles of association.

Global Pact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
	Members				
1	Subscription of Active Members	11334	10651	-683	-6%
1	Subscription of Participant Members	1635	2066	431	26%
1	Subscription of Joining Members	703	981	278	40%
1	Subscription of Members during accounting year	13672	13698	26	0%
1	Resignations of Active Members	6878	7325	447	6%
1	Resignations of Participant Members	1736	1714	-22	-1%
1	Resignation of Joining Members	1122	676	-446	-40%
1	Resignation of Members during accounting year	9736	9715	-21	0%
1	Current Active Members Balance	68572	71877	3305	5%
1	Current Participant Members Balance	6689	6874	185	3%
1	Current Joining Members Balance	1417	1668	251	18%
1	Current Members Balance during accounting year	76678	80419	3741	5%
1	Quantity of associated employees	225	250	25	11%
1	Percentage of associate employees (%)	73	72	-1	-2%
	Solidarity Sponsor				
	Sponsors Quantity	3154	4024	870	28%
	Beneficiaries Quantity	3469	4739	1270	37%
	Exchanges Quantity	1015	1049	34	3%
	Re-enrolled Members (%)				
			New Indicator		
		-	53	53	100%

Sources: Development, Social Communication, Human Resources

3.2 DEMOCRATIC ORGANIZATION Principle

The member not only uses the services but also votes in the election of Board of Directors members, as well as activities control and Mutual Entity.

Global Pact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
10	Board of Directors Regular Meeting	20	12	-8	-40%
10	Board of Directors Special Meetings	4	5	1	25%
10	Regular Meetings	1	1	0	0%
10	Special Meetings	0	0	0	0%
	Delegations				
1	Quantity of National Delegations	36	38	2	6%
1	Quantity of International Delegations	1	1	0	0%
1	Annexes Quantity	34	30	-4	-12%
	Communication with the member				
	Member orientation centre				
	Quantity of received calls	10957	7537	-3420	-31%
	Quantity of performed calls	2883	496	-2387	-83%
	Quantity of received calls from non-members	New Indicator	12446	12446	100%
	Satisfaction Surveys				
	Quantity of surveyed members "Correo Solidario"	see Chapter V	782	60	8%
	Issues (quant.)	8	7	-1	-13%
	Average Pages (quant.)	32	32	0	0%
	Run by issue (quant. of samples)	71000	75000	4000	6%
	Delivery (quant.)	65000	68000	3000	5%
	Subsidiaries delivey (quant.)	6000	7000	1000	17%
	Text messages (SMS) sent to members	Note 1	373	373	100%
	Mails sent to members	0	7577	7577	100%
	Issuing of bulletin 'News'	0	6	6	100%
	Web Page				
	Quantity of web page visits	-	39011	39011	100%
	Publicity Guidelines				
	Newspaper	-	42	42	100%
	Radio	-	97	97	100%
	Magazine	-	30	30	100%
	Television	-	16	16	100%
	Others	-	6	6	100%

Note 1: This means began to be used in December 2010.

Sources: Presidency, Development, Social Communication

3.3 INSTITUTIONAL NEUTRALITY Principle

Under no circumstances it is accepted any kind of union, racial, ideology, religious or political discrimination.

Global Pact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
	Members				
3,5,6	Female (quant.)	50610	53126	2516	5%
3,5,6	Male (quant.)	26176	27295	1119	4%
3,5,6	Female (%)	66	66	0	0%
3,5,6	Male (%)	34	34	0	0%
	Nationalities				
3,5,6	Argentine	74785	78316	3531	5%
3,5,6	Paraguayan	657	657	0	0%
3,5,6	Chilean	459	492	33	7%
3,5,6	Bolivian	166	158	-8	-5%
3,5,6	Uruguayan	117	124	7	6%
3,5,6	Italian	245	229	-16	-7%
3,5,6	Spanish	108	101	-7	-6%
3,5,6	German	25	25	0	0%
3,5,6	Others (Rumanian, Russian, Syrian, Peruvian, Colombian, among others)	116	319	203	175%
	Employees				
3,5,6	Female (quantity)	170	203	33	19%
3,5,6	Male (quantity)	148	147	-1	-1%
3,5,6	Female (%)	53%	58%	5%	8%
3,5,6	Male (%)	47%	42%	-5%	-10%

Source: Development, Human Resources

3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

The contribution of the member by means of the respective instalment promotes more and better services and it also represents the personal and solidarity effort, which is the basis of the system.

Global Pact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
	Economical Help				
	Own Funds (FP) and Third-Parties Funds (FT)				
	Given help FP and FT	55303	66.037	10734	19%
	Average Period (months)	25,31	26,9	2	6%
	Rate (%)	52	-	-	-
	Health Service				
	Professionals	310	344	34	11%
1	Outpatient Module members	46906	50352	3446	7%
1	Delegations and annexes offering this service	61	61	0	0%
1	Attended Consultations	83491	87442	3951	5%
1	External Providers	407	476	69	17%

Note 2: According to Anses Resolution 336/2009

3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Pact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)	
8,9	Removal of pathological waste points	38	42	4	11%	
1	Inter-consultations and complementary analysis	16274	28548	12274	75%	
1	Specialized practices	18748	25467	6719	36%	
1	Clinical Analysis	9140	10449	1309	14%	
	Odontology					
1	Total of Attended members	13792	18020	4228	31%	
1	Professionals	56	72	16	29%	
1	Performed Practices	1481	2392	911	62%	
1	Quantity of subsidiaries with odontology equipment	New indicator	13	25	12	92%
1	Percentage of financed prostheses and implants (%)	New indicator	-	70	70	100%
	Optical Service					
1	Delivered glasses	3376	3065	-311	-9%	
1	Surgeries and practices	New indicator	84	106	22	26%
1	Quantity of 'Flex' glasses delivered	New indicator	7	833	826	11800%
	Medicine Programme					
1	Treatments initiated historically	See note 3	5011	6086	1075	21%
1	Members that began the programme		949	875	-74	-8%
1	Delivered medicine HTA (quantity of blisters)	See note 4	121294	133524	12230	10%
1	Delivered medicine Diabetes (quantity of blisters)	See note 5	50253	57657	7404	15%
	Orthopaedics					
1	Delivered Elements	1727	2041	314	18%	
1	Bought Articles	1277	1531	254	20%	
	Pharmacy					
1	Members attended in Headquarters	1891	1405	-486	-26%	
1	Members attended in Subsidiaries	5975	6547	572	10%	
1	Members requirements in Subsidiaries	22984	31965	8981	39%	
1	Members of other mutual entities attended under agreement	See note 6	1474	928	-546	-37%
1	Average of Performed discount (%)		33,5	34,14	1	2%
	Kinesiology					
1	Authorized sessions	4657	6197	1540	33%	
	Social Service					
	Professionals	31	41	10	32%	
1	Attended Members	8494	10375	1881	22%	
	Local Services					
1	Quantity of offered services	23	26	3	13%	

Note 3: before: 'Members historically benefited'.

Note 4: before: 'Delivered Medicine HTA (quant. of blisters)'

Note 5: before: 'Diabetes delivered medicine (quant. of blisters)'

Note 6: this indicator was called 'Members of other mutual entities served by agreement' in previous issues.

3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Pact			Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
	Occupational orientation and training					
	Activities: Before: 'Occupational Project'					
1	Members oriented in individual interviews	See note 7	318	-	-318	-100%
1	Members participating in group workshops	See note 7	221	-	-221	-100%
1	Workshops: 'Socios para otros socios'		-	37	37	100%
1	Members participating in Workshops ' Socios para otros socios'		-	227	227	100%
1	Solidary groups		-	6	6	100%
	Job and computer science training support					
1	Members granted in trade courses and others	See Note 8	83	81	-2	-2%
	Leisure Recreation and time spending					
	Members participating in conferences	See Note 9	2238	5380	3142	140%
	Members participating in workshops		713	750	37	5%
	Voluntary members					
	Members Training in Workshops of ' Socios para otros socios'		100	39	39	100%
	Members participating in Solidarity groups and activities			66	66	100%
	Housing and Food Emergency					
1	Quantity of Housing Emergency cases		18	8	-10	-56%
1	Quantity of Food Emergency cases		12	6	-6	-50%
	Functional Performance Assistance (ADF)					
1,2	Quantity of cases		47	66	19	40%
1,2	Quantity of cases from the follow-up of Handicapped Subsidy	New Indicator	7	20	13	186%
	Subsidies and Allowances					
1	Death allowance (quantity)		530	524	-6	-1%
1	Burial Allowance (quantity)		642	689	47	7%
1,2	Handicapped allowance (quantity)		137	136	-1	-1%
1	Wedding allowance (quantity)		49	47	-2	-4%
1	Birth and/or adoption (quantity)		70	72	2	3%
1	Total of given allowances and subsidies (quantity)		1428	1468	40	3%
	Primary school subsidies					
1	Subsidies Quantity		334	284	-50	-15%
1	Beneficiaries Quantity (sons and grandsons)		782	699	-83	-11%
1	Delivered elements		1749	2774	1025	59%

Note 7: these indicators are no longer used in the area so its release will be discontinued as from the next edition of the Social Report.

Note 8: Previously entitled 'Labour Training'.

Note 9: During 2009 there was a brief interruption in the activities regarding the flu epidemic (H1N1).

3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Pact			Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
	Scholarships					
1	New secondary school scholarships given (quantity)	see Note 2	204	222	18	9%
1	Renewal of Secondary school scholarships		245	226	-19	-8%
1	New university and upper studies scholarships given (quantity)		80	145	65	81%
1	Renewal of university and upper studies scholarships		142	65	-77	-54%
	Total of given scholarships (quantity)		671	658	-13	-2%
	Library					
1	Borrowed Books		6807	7457	650	10%
1	Bought Books		1217	2224	1007	83%
	Bibliographic Stock (in units)		17559	19518	1959	11%
	Books stock (books available to take)	New Indicator	4947	6734	1787	36%
1	Books route per cápita	See Note 11	New Indicator	-	4	100%
	Tourism					
	Performed operations		111	110	-1	-1%
	People who used the service		246	228	-18	-7%
	Mini-tourism outings	New Indicator	4	8	4	100%
	Financed operations percentage	See Note 12	New Indicator	-	30	100%
	Retirement and Legal Counselling					
1	Legal counselling – attended cases		257	245	-12	-5%
1	Retirement counselling – attended cases		244	252	8	3%
1	Legal Counselling in Subsidiaries		1121	1116	-5	0%
	Warehouse					
	Different Articles		681	901	220	32%
	Performed Sales	New Indicator	-	727	727	100%
1	Finance articles percentage	New Indicator	-	100	100	100%
	Consignments					
	Quantity of performed operations		1191	1864	673	57%
	Quantity of members that used the service		343	509	166	48%

Note 10: according act of April 2010

Note 11: It roughly indicates how many books each member borrows annually.

Note 12: the finance service is offered by the Mutual Entity with the aim of giving access to the services of Tourism to the members

Sources: Development, Social Service, Occupational Service, Subsidies, Tourism, Warehouse, Library, Health Service, Pharmacy, Operative, Social Communication.

3.5 Principle of SUPPLUS SOCIAL CAPITALIZATION

It might happen that between costs and production a surplus is generated, though this will not be considered a divisible profit but it will be part of the Mutual Entity capital enabling its usage for new services.

Global Pact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)	
01	Solidarity Fund					
	Approved cases (quantity)	65	93	28	43%	
01	Sponsorships					
	Sponsored Institutions	1	1	0	0%	
01	Quality Management					
	Quantity of certified services	3	3	3	100%	
	Quantity of Intern Audits performed	2	3	1	50%	
	Technology					
	Percentage of critical services activities	New Indicator	97,08	99,82	3	3%
	Image					
	Works on performed improvements	New Indicator	-	20	20	100%
01	Employee Service Centre					
	Quantity of received calls	-	3140	3140	100%	

Sources: Social Service, Health Service, Human Resources

3.6 Principle of MUTUAL AND SOCIAL TRAINING AND EDUCATION

The social function of the Mutual Entity will be developed through education promotion and its members, personnel and community training. Fostering teaching is one of the main objectives of the Mutual Entity system.

Global Pact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)	
1,10	Training for Mutual members	See Note 13				
1,10	Quantity of courses organized by the Mutual Entity	18	-	0	0%	
1,10	Quantity of assistants	411	-	0	0%	
1,10	Quantity of courses organized by a third-party	16	-	0	0%	
1,10	Quantity of assistants	23	-	0	0%	
1,10	Quantity of functional activities	New Indicator	-	41	41	100%
1,10	Quantity of assistants	New Indicator	-	93	93	100%
1,10	Quantity of transversal activities	New Indicator	-	9	9	100%
1,10	Quantity of assistants	-	88	88	100%	
1,10	Training for members and the community	See Note 14				
1,10	Quantity of activities	See Note 15	2	2	0	0%

Note 13: Before "Courses for Mutual members". These indicators will continue in the next issue with the categorization that is registered in the document 'Mutual Entity Training Processes', approved by the Board of Directors on 28/10/2009. Available version 01/2010, v7.0.

Note 14: before 'Courses open to the community'.

Note 15: before 'Quantity of courses organized by the Mutual Entity'.

Sources: Training Institute 'Carlos Castillo', Human Resources, Social Service, Quality Department.

3.7 Principle of DEVELOPMENT INTEGRATION

The system good development requires integration not only within the Mutual Entity itself, but also with all those institutions with a solidarity goal. The federative and confederative participation, as well as the inter-mutual agreements are the skilled mechanisms.

Global Pact	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
1 Institutional Presentations	6	2	-4	-67%
1 Inter-mutual Agreements	38	40	2	5%
1 National and International Agreements	7	8	1	14%
4 Mutual Representatives that participate in Confederations and Federations	6	8	2	33%
International and National Congresses	10	7	-3	-30%
7 Special Campaigns	36	16	-20	-56%

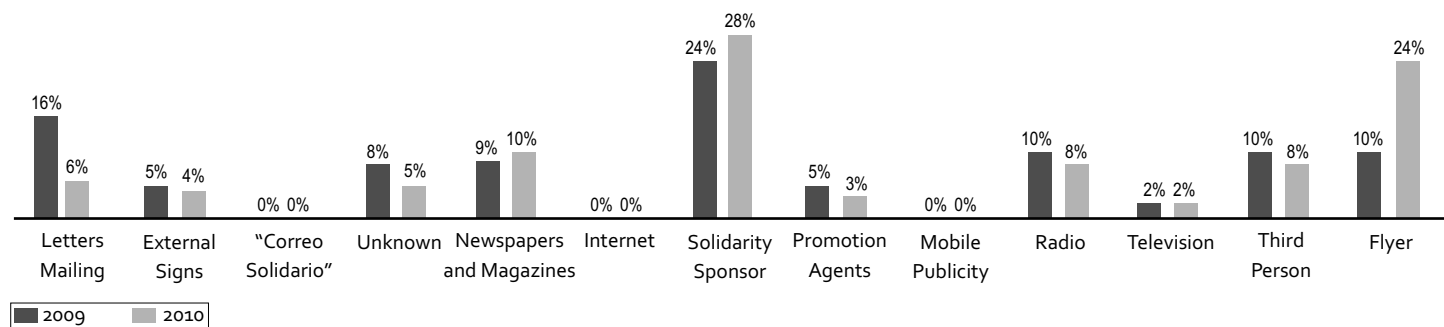
Sources: AMPF, Social Service, Human Resources, Social Communication, Training Institute.

Chapter 3 Mutualism Principles: qualitative aspects

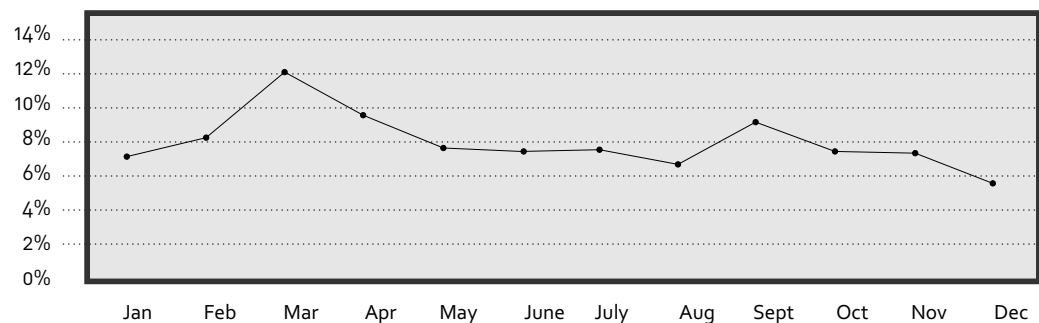
3.1 Voluntary Joining

3.1.1 Members

→ Knowledge Means



→ Monthly tendency of enrolments



Mutualism Principles: qualitative aspects

3.2 Democratic Organization

3.2.1 Current Board of Directors

The accomplishment of this principle is represented, among others, by the foregoing indicators:
I Performance of periodic meetings of the Board of Directors in which structural decisions are discussed for approval
II Election of Board of Directors members by means of the candidates approval by a Members Meeting



President
Alfredo Sigliano



Vice-president
Francisco Jose Savoini



Treasurer
Graciela I. Galera



Ordinary members
3º Juan Galli



General Secretary
Camilo R. Lanaro



Protreasurer
Ulises R. Pistarchi



Substitute members
1º Maria Cristina Gonzalez



Executive Secretary
Dario Martinez Corti



Ordinary members
1º Arnoldo H. Cesar



Substitute members
2º Mario Alfredo Rosales



Minutes Secretary
Andrés B. Román

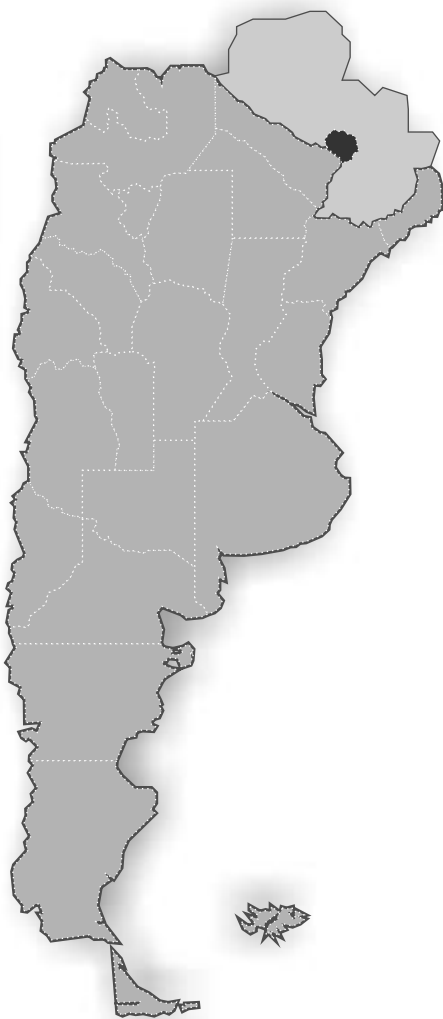

























Ordinary members
2º Omar R. Panelli



Substitute members
3º Olga M. Bálzola

3.2.2 Map of subsidiaries and annexes



- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Buenos Aires
Sede Central
Subsidiary Bahía Blanca
Subsidiary Florencio Varela
Subsidiary Lanús
Subsidiary La Plata
Subsidiary Mar del Plata
Subsidiary Mercedes (ba)
Subsidiary Morón
Subsidiary Quilmes
Subsidiary San Justo
Subsidiary San Martín
Subsidiary San Miguel
Subsidiary Tandil
Annexe Berisso
Annexe Burzaco
Annexe Caballito
Annexe Chascomús
Annexe Guernica
Annexe Monte Grande
Annexe Olavarria
Annexe Pergamino
Annexe San Nicolás
Annexe Villa Lugano
Oficina Balcarce
Oficina Junín |  La Pampa
Annexe Santa Rosa |
| |  La Rioja
Subsidiary La Rioja
Annexe Chilecito |
| |  Mendoza
Subsidiary Mendoza
Annexe San Rafael
Annexe Villa Guaymallén |
| |  Misiones
Subsidiary Posadas |
| |  Neuquén
Subsidiary Neuquén
Annexe Cutral Co
Annexe Zapala |
| |  Río Negro
Annexe General Roca
Annexe Bariloche |
| |  Salta
Subsidiary Salta
Annexe Metán
Annexe S. R. de la Nueva Orán |
|  Catamarca
Subsidiary Catamarca |  San Juan
Subsidiary San Juan
Annexe Caucete |
|  Chaco
Subsidiary Resistencia
Annexe Roque Sáenz Peña |  San Luis
Subsidiary San Luis
Annexe Villa Mercedes |
|  Chubut
Annexe Comodoro Rivadavia |  Santa Cruz
Annexe Río Gallegos |
|  Córdoba
Subsidiary Córdoba
Annexe H. Grande - La Falda
Annexe Río Cuarto |  Santa Fe
Subsidiary Rosario
Subsidiary Santa Fe
Annexe Carcarañá |
|  Corrientes
Subsidiary Corrientes
Subsidiary Goya
Annexe Curuzú Cuatia |  Santiago del Estero
Subsidiary Sgo. del Estero |
|  Entre Ríos
Subsidiary Concordia |  Tucumán
Subsidiary Concepción
Subsidiary Tucumán |
|  Formosa
Subsidiary Formosa |  Paraguay
Subsidiary Encarnación |
|  Jujuy
Subsidiary S. S. de Jujuy | |

3.2.3 Members participation: 'Fostering a shared vision' "Potenciando una visión compartida"

During 2010 four meetings were performed among the Mutual authorities and its members. They were performed in the different subsidiaries such as Tandil, Formosa, Villa Lugano and San Miguel, participating a total of 131 members.



3.2.4 Communication with the member

"Correo Solidario" Format change

In the search of permanent improvement that characterizes our Mutual, as from issue N 69 – May/June 2010-, the Solidarity Mail presents a new appearance. The incorporation of latest technology design tools was combined with a new visual concept which resulted in an easy reading product, nicer in appearance with a reorganization of the characteristic sections of mutual newspaper.

3.3 Institutional Neutrality

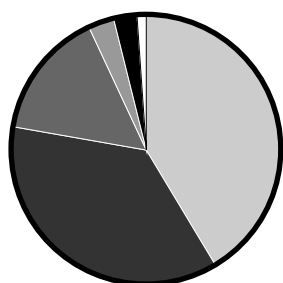
3.3.1. Member profile

Members Re-enrolment

In January 2010 it began the data survey and updating of members data. This initiative was carried out by Member Service in each Subsidiary and Annexe; they were in charge of collecting information in order to identify members profiles, life styles, customs, etc.

The Mutual entity already has more than 50% of re-enrolled members.

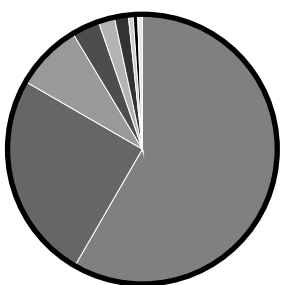
→ Members by Civil Status



Married	42%
Widower	36%
Single	15%

Separated	3%
Divorced	3%
Concubinage	3%

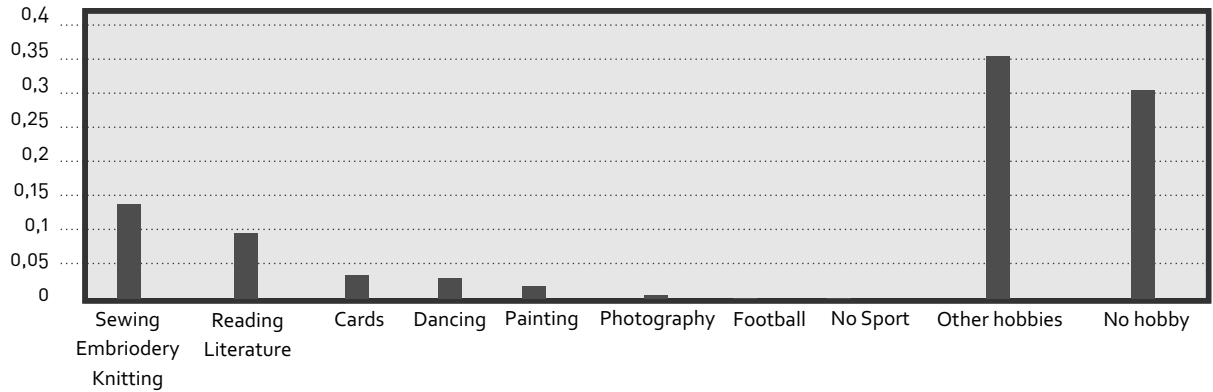
→ Members by activity



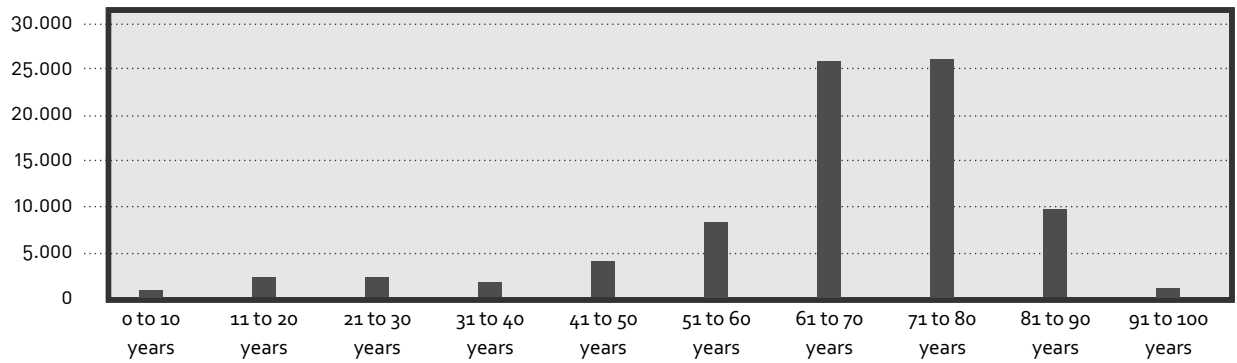
Retired	59%
Pensioner	25%
Housekeeper	8%
Employee	3%
Student	2%

Other	1%
Independent	1%
None	1%
Unemployed	0%

→ Members hobbies

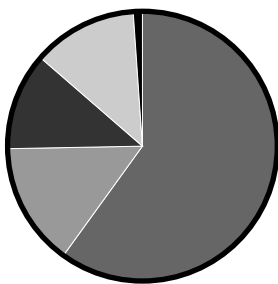


→ Members composition by age



3.3.2 Our people: Members characteristics

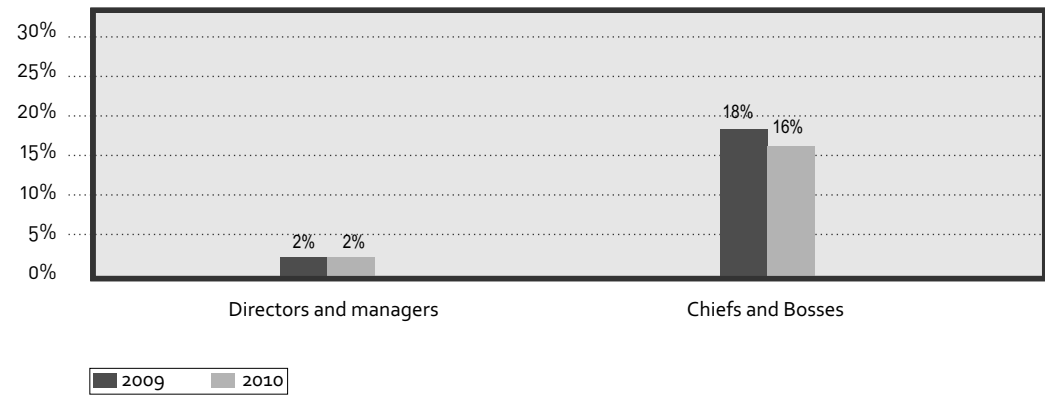
→ Education level composition



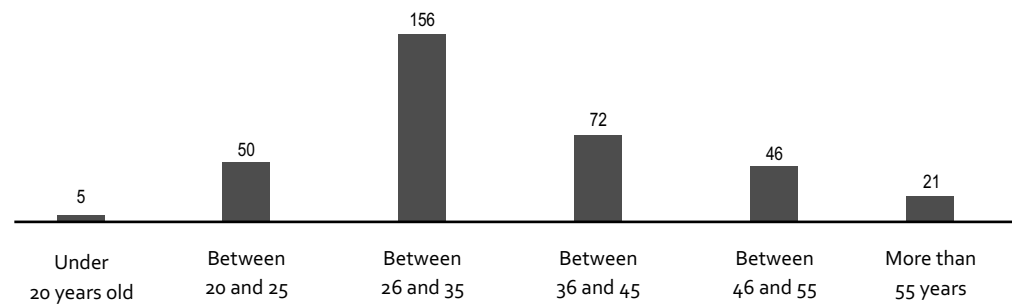
Primary and Secondary	60%
Technical or Tertiary	15%
University in course	11%
Complete University Studies	13%
Post-graduate	1%

48 employees received the Benefit of Maternal Kindergarten.

→ Women in high positions



→ Age composition



58% of AMPF employees work in different Subsidiaries and Annexes, while 42% works in the Headquarters.

Human Resources Department made a satisfaction survey to all employees and obtained 81% of satisfaction as regards section service.

3.4. Economic Contribution according to perceivable services

3.4.1. Social Service

Social Service Objectives in subsidiaries and annexes:

Offer member families a comprehensive social service that fulfils different needs and/or problematic situations to modify, overcome and/or change them.

Objectives of Social Service Professionals in Subsidiaries

Foster, guide, advise and coordinate actions optimizing members assistance, trying to meet their demands satisfactorily and generating their participation. This leads to management of good use of institutional and community resources.

Have an inter-disciplinary intervention in the health team.

Provide from professional expertise the analysis, understanding and interpretation of situation or problem.

Include cultural-political-economic-social aspects in its view.

Perform a permanent diagnose of all members so as to render appropriate answers to their training, participation and occupational needs.

Reference social Assistants

According to the increase in the number of professionals rendering services in different subsidiaries and annexes, as from November 2010, professionals of subsidiaries: Bahía Blanca, Córdoba, Santa Fe, Resistencia and Chilecito have been appointed as reference social assistants.

In this new role they: join the management of the social service coordination by guiding social assistants as regards matters that have to do with professional intervention.

Members Satisfaction

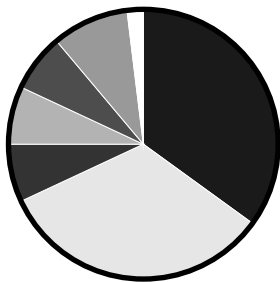
During 2010 satisfaction surveys were made to the members by phone

It is worth noting that 94% of members were satisfied with the received service.

3.4.1.1 Scholarships

During October a satisfaction survey was made to the beneficiaries of the Scholarship service. It was performed to 553 members by Member Service in each Subsidiary and Annexe.

→ Use for school expenses



■ Use it for school expenses	35%	■ It gives students encouragement	7%
■ Economical help	33%	■ It has good attention	7%
■ Use to pay school/university/ tertiary institution	7%	■ Others	9%
		□ Do not know / Do not answer	2%



98,5% of surveyed beneficiaries said that they were satisfied with the Scholarships service.

76% participated in the follow-up.

Scholarships Follow-up

During the months of October and November the social assistants from the subsidiaries performed a scholarships follow-up.

Its objectives were:

To see the interest that both mutual entities have in fostering education for the family members.

To research the scholar-bearers needs beyond the benefit of money itself.

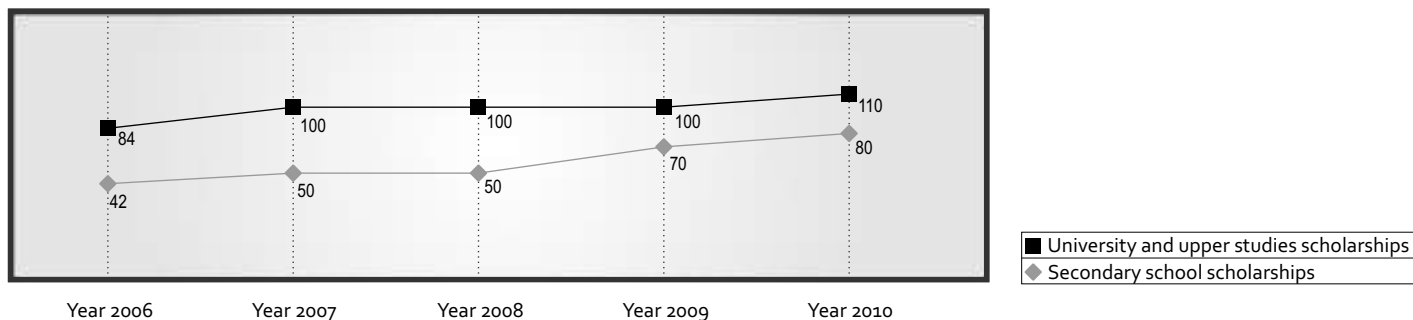
It is important to us that scholarship holders are aware of our acknowledgement and understand that besides the economic benefit, the mutual entity intends to offer a comprehensive social service.

Interview in subsidiary with scholarship holders	29 subsidiaries	379 Scholarship holders	75%
Home Visits	5 subsidiaries	53 Scholarship holders	11%
Group cases	6 subsidiaries	72 Scholarships holders	14%

Scholarships amount evolution

Taking into account the COSTO DEVIDA increase, the scholarships amounts were updated in 2010 and, by Directors Boards resolution of 15 DEC 2010, the amount will be again increased for 2011. The evolution of the amount in this period is detailed as follows:

→ Scholarships amount evolution



3.4.1.2 Occupational training and Guiding Service

Social Service Voluntary Work Programme

Given the increasing growth of the project ‘Socios para otros socios’ throughout these last years, it was considered important to develop a specific programme which allows to recognize and value the tasks performed for members who collaborate in the accomplishment of activities sharing their knowledge with others voluntarily.

Also, in many subsidiaries and annexes ‘Solidary groups’ were conformed, that is, members who join in order to collect money and/or organize benefit campaign for the community. This is another way of participation that members have and other people can join.

As social voluntary work is a way to exercise solidarity based on the principles of gratuity and social commitment, in 2009, along with the legal department, it was developed an agreement which establishes the rights and obligations of voluntary members according the new Voluntary Act N 25855.

A second step appointed the Voluntary Work International Day (December 5) as a holiday in our Mutual Entity, in which voluntary members will be given tokens of acknowledgement as we have already been giving for the end of the year celebration.

In this way we seek, not only to multiply the task, but also to formalize the continuity of voluntary activities of our members.

Solidarity in numbers	
66	Members participated in solidarity activities
6	Solidarity campaigns
2	Workshops ‘Socios para otros socios’ who devote to donate their productions (solidarity groups)
4	Solidarity Groups

Support to family new enterprises

The joint work with INTA kept on increasing along the country.

Thus, apart from subsidiaries of Concordia, Santa Fe and Neuquén, which are already working together with the Programme Pro Huerta, we add now San Rafael, Tandil and Tucumán.

INTA not only offers the seeds for the members to grow at home, but also gives training and updating of knowledge for our family members.

It has also given chicks for its raising, production and consumption be incorporated to the family economy.

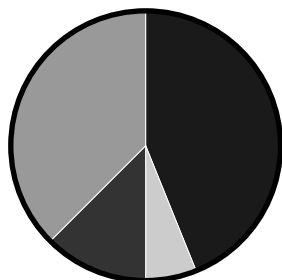


Payed Services

We look for answers to the occupational needs of our members, being recreation and leisure one of them.

For this reason, different courses and workshops have been taking place, for which apt professionals are being hired for these classes. In 2010, 16 courses have been developed which we group as follows according to theme.

→ Percentage of payed services by theme



■	Physical Activity	43%
■	Armonious dance	6%
■	Theatre	13%
■	Painting and craftsmanship	38%

In relation with physical activity, members have participated in swimming classes, yoga, pilates and gym.

As regards painting and craftsmanship workshops, they also included craft, PATINAS and wood painting.

Theatre was also included and in 2011 it will be an increasing activity in other subsidiaries at members request.

The subsidiaries where this service has been performed during 2010 were:

Chilecito, Formosa, La Rioja, Lanús, Villa Lugano, Mar del Plata, Mendoza, San Juan, San Justo, San Martín, Santa Fe, Tandil, Tucumán.

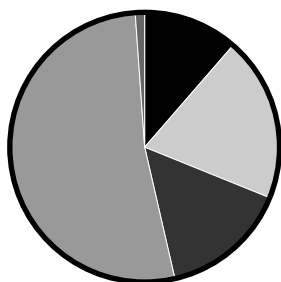
3.4.1.3 Library

Travelling library

The Social Library is a travelling library, it sends the required material to the closest service point to one’s domicile, it counts with a big variety of books which are borrowed so as to ease education, recreation and enrichment of knowledge of members and their family.

Books are sent by Correo Argentino to different subsidiaries all over the country where members can borrow them.

→ Borrowed books



Primary level	11%
Secondary level	20%
University and Tertiary	15%
Literature - Others	53%
DVD/CD	1%

Bibliographic fund news

As from 2009, we try to update and include more and newer titles on the following topics: Mutualism, Social Economy, Social Policy, Social Work and Associate Activity.

→ Total de libros sobre: Mutualismo, Economía Social, Política Social, Trabajo Social y Asociativismo



Mutualism	24%
Associate Activity	10%
Social Work	31%
Social Policy	10%
Social Economy	25%



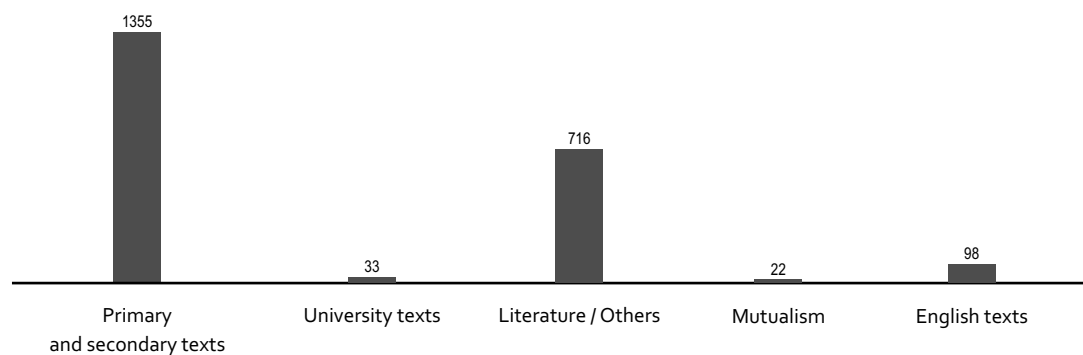
Borrowed Books by theme

Being aware of the Mutual Mission, the library meets both members and families needs, who use the service by buying editorial novelties of different education levels, English text books –including the ones in the Private Institutes, such as best sellers found in book stores; thus making a difference with public, school and popular libraries since we not only have new books but we lend a school book for the complete school year and the rest for 30 days with a renewal possibility of another 30 days.

As from 2009, we try to update and include more and newer titles on the following topics:

Mutualism, Social Economy, Social Policy, Social Work and Associate Activity.

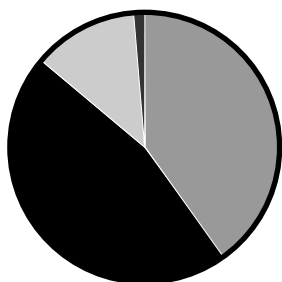
→ Borrowed books by theme



3.4.1.4 Primary school Subsidy

During October 2010 a satisfaction survey was performed to Primary School Subsidy holders. This was made by the Member Guidance Centre (COA) on a sample of 100 users.

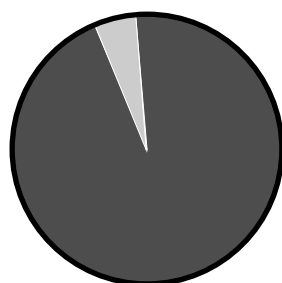
→ What is your opinion on the received articles quality?



Very good	40%
Good	46%
Regular	13%
Bad	1%

95% of the surveyed Primary School Subsidy holders were satisfied with the service.

→ Conformity with SEP service



Yes	95%
No	5%

During 2010 the Primary School Subsidy holders received the following: 672 overalls, 709 trainers, 668 kits, 38 pre-school kits and 687 backpacks.

3.4.1.5 Functional performance assistance

Most important cases for functional performance assistance in 2010

A case in Subsidiary Bahía Blanca

During 2010, the social assistant in Bahía Blanca, in her handicap-subsidy follow up, detected the case of a 9 years old girl with blindness due to a Premature baby renopathy.

According to the evaluation performed in her home and in the response to the adaptations and/or technical helps so as to maximize the girl's independence in the AVD (grip bars, anti-slip carpets, A transference bank and a blind stick).

On the other hand, in order to favour her learning process, different didactic games were obtained. We consider important to highlight the purchase of a didactic doll called 'Brailin'. This toy has been obtained by the social assistant who knew of its existence through internet. The Doll is a craftmanship of a specialized teacher who lives in the province of Corrientes and, which work has been acknowledged by ONCE in Spain.

'Brailin' acts as comprehensive material, fosters the braille system learning, the affection and self-esteem, the personal autonomy, sensitive and mobility development, the body scheme, the symbolic game, spatial and maths notions and language.



A case in Villa Lugano Subsidiary

Throughout 2010, the social assistant in Villa Lugano detected the case of a 70 years old lady who has suffered a stroke, thus causing the loss of her body left side mobility.

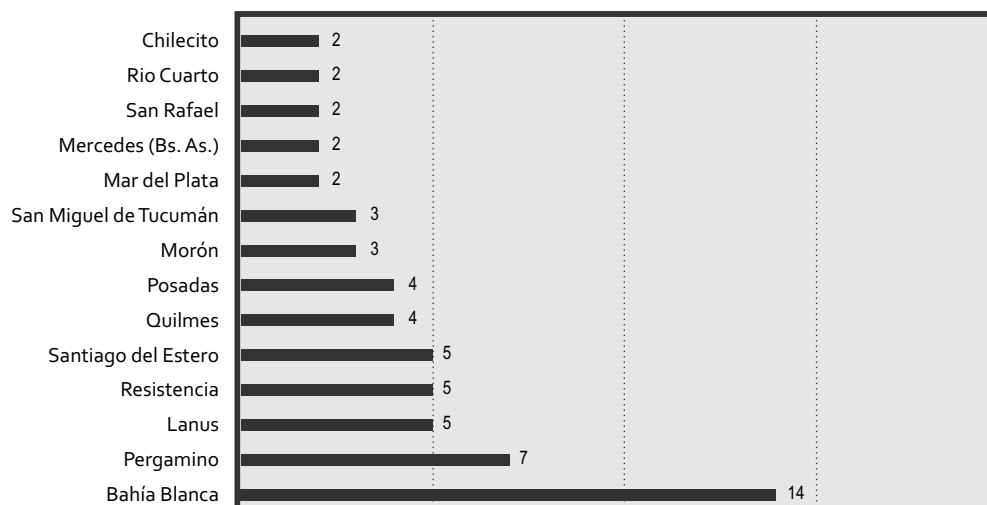
Due to home evaluation made by the social assistant, they were observed difficulties in the performance of daily activities as well as limitations to move around her house (lack of security in the bathroom, difficulties to move in the bedroom and in the house, getting up of her bed and deal with bathroom fittings).

As a result, it was recommended the adaptation of the following elements:

Shower chair, toilette elevator, revolving bars, shower grip bars, accesses and support, manual shower, anti-slip carpet, mixer tap.

By performing these adaptations in the house we manage that our member to have more security when doing her house chores or personal hygiene, moving around the house or entering or going out with little difficulty.

→ ADFs Ranking by Subsidiaries



MusicTherapy workshop

Morón Subsidiary: music-therapy for the elder: participation of 18 members who attend classes regularly

Emerging topics: health ailments

Lifestories: bond with sons, grandma role.

Inteventions: Making of a song brochure, instruments usage, cognitive stimulation.

Santiago del Estero Subsidiary: Music therapy for children bearing a handicapped subsidy. 12 children participate, the workshop has been held for 3 years, having the same previous modality. They work with motor, hearing, emotional and sensitive ability stimulation.

COPIDIS Project

In the year 2010, a project was presented in COPIDIS (commission for the full participation and integration of handicapped people) called: 'Adaptation to the house: a tool to improve handicapped people lifestyle quality' which implies to perform the adaptations of at least 10 houses of mutual entity members. The agreement was signed in December 2010 and it consists in economic support on behalf of COPIDIS for the purchase of technical aids, orthopaedics elements and materials.

3.4.1.6 Tourism

Mini-tourism outings

In 2010, four outings were organized from Headquarters in which members visited different estancias in Escobar, General Rodriguez and Capilla del Señor.

From different subsidiaries and annexes they were also organized outings such as: members of Chilecito went to Termas de Fiámbala, the ones in Resistencia went to a



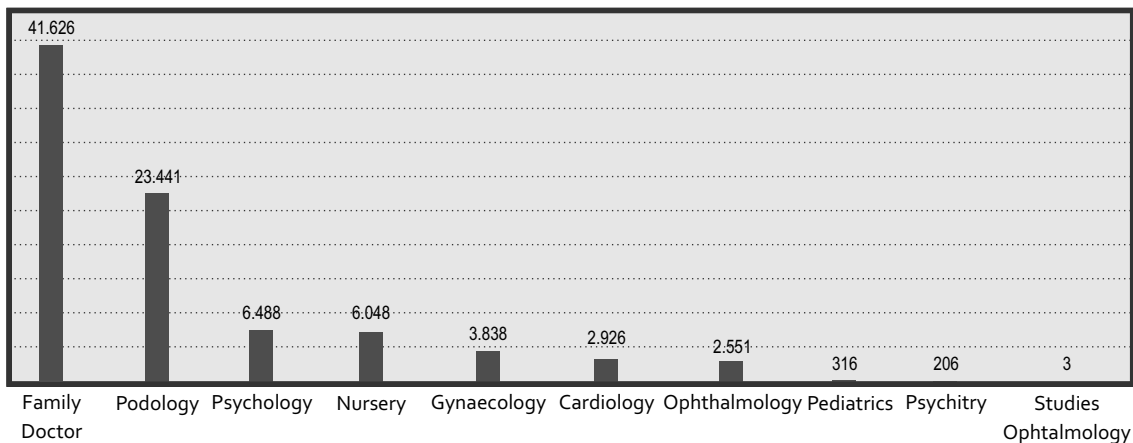
Las Palmeritas Resort; the ones in Santa Fe to Termas of Maria Grande and the member from Lanús and Quilmes joined to visit the estancia ElVergel in SanVicente.

Most visited destinations in 2010

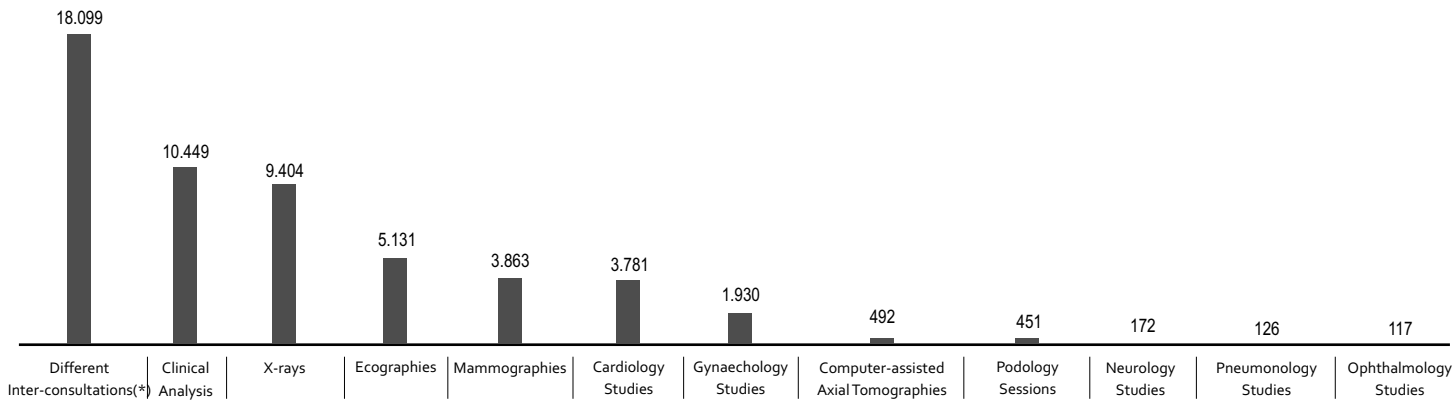
- 01 Atlantic Coast: Santa Teresita, Mar del Plata, San Clemente del Tuyú
- 02 Hills: Villa Carlos Paz
- 03 Coast: Cataratas, Federación, Colón
- 04 Argentina North-west : Salta, Jujuy

3.4.2 Health Service

→ Consultation Details



→ Practices detail



(*) expert pediaticians – gastroenterology- pulmonology– neurology – gastroenterology – gynecology – urology – traumatology – dermatology – Otorhinolaryngology- cardiology – ophthalmology

Prevention and diffusion campaigns – Prevention talks

Subsidiary Corrientes

– Prevention Health, talk by Psychologist Camila Jáuregui and Gynecologist Dr. Gabriela Vargas

Dental Health – prevention talk for children between 5 and 13 years old by odontologist Zulma Frutos, coordinated by Social Assistant Mariana Maidana

Subsidiary San Luis

talk on Prevention Health, Arterial Hypertension, by Family Doctor, Dr. Manuel García and cardiologist Hugo Sagardoy

Subsidiary Tucumán

talk “Actividades Adultos Mayores” by psychologist Lic. Valeria Farfan

Subsidiary La Rioja

preventive anti-flu vaccination campaign for the elder, pursuant to Agreement with Vaccination Management of Health Ministry in La Rioja and coordinated by our Family Doctor Dr. Romina Cuello Romero

Subsidiary Quilmes

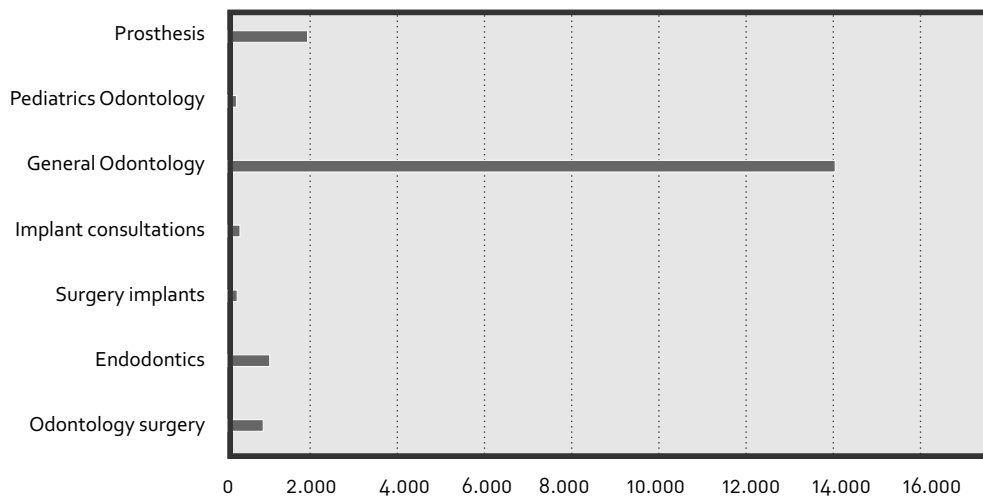
talk Preventive Health on “Bronchial Asthma and breathing illnesses” by Dr. Juan Oscar Parodi, pulmonology specialist.

Subsidiary Córdoba

talk and activity called “Health Promotion Groups and Quality of Life”, by Dr. Matías Aimar – the treated themes were HTA – Diabetes – vision problems – prostate – degenerative osteoarthritis – osteoporosis and gynaecology control.

3.4.2.1 Odontology

→ Type of odontology consultations

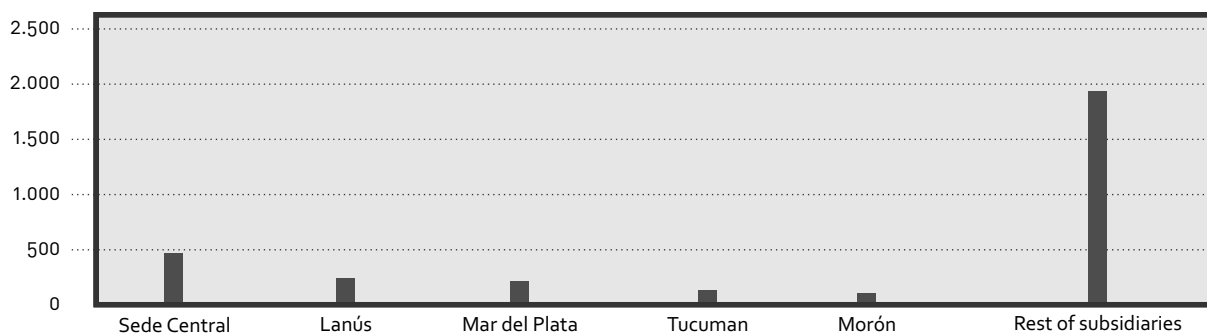


→ Prosthesis and implants detail



3.4.2.2 Ophthalmology

→ Delivered glasses



"Flex" Glasses

As from December 1, a new option was implemented referred to the provision of free glasses: members can now choose between the traditional glasses frame or a new flexible metallic one. The one who chooses the flexible one should pay the difference between this and the traditional one.

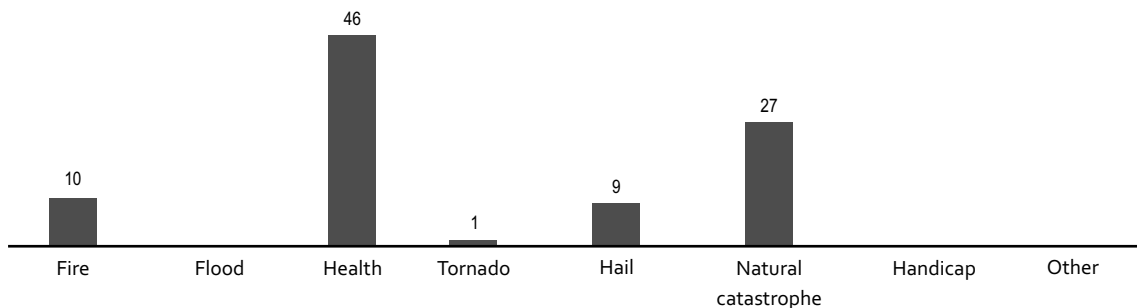
89% of acrylic complete prosthesis were acquired through Economical Help, i.e. they were financed by the Mutual Entity.

3.5 Surplus Social Capitalization surplus

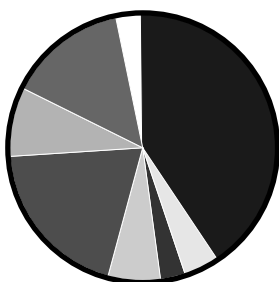
3.5.1 Solidarity Fund

It is a service that offers material help to those members who suffered problems of different kind, (floods, fires, health problems) and it calls a CHARACTER OF EXTRAORDINARY to those unpredicted events in assistance or ordinary services.

→ Delivery reasons



→ Delivered resources



Construction materials	41%
Paint	4%
Furniture, mattresses and beds	3%
Trasfer	6%
Medical service / surgical elements, etc.	20%

Accommodation	8%
Snack	15%
Others	3%

3.5.2 Quality

ISO Norm 9001 is also in constant improvement and it makes our challenge bigger, we have to generate a continuous improvement in our organization as a self- motivation and we have to keep updated to the norm changes in order to maintain the obtained distinction with this certification.

As a proof of this, on November 1 2010, it will be carried out the second external audit -performed by Bureau Veritas Certificación- with the aim of revalidating the achieved certification in the education services (Rendering of secondary, tertiary and university scholarships, Library and Primary School Subsidy) obtained in 2008. This was successful and we obtained the updating of the norm by which it passed from version 2000 to 2008 and the only one in force.



3.5.3 Technology Management

Throughout 2010, the Technology Management took over many and different activities, among them we can point out the following:

- Coordination of the Mutual Project on Line: this includes the re-engineering of the process called Economical Helps and the incorporation of new means of communication with members. Among them, e-mail and SMS contact (text message). In order to have an effective communication, we began with a re-enrolment of all members (see point 3.3.1).
- Migration of blade technology servers: 13 migrated servers, this implies an important qualitative step as regards security, stability, availability, performance of our informatics system. Migration from data base to a new server and operative system.
- Implementation of new Internet technology connected to Telecom: 22 subsidiaries implemented, better connection quality, better answer times and reduction of micro-cuts.
- Implementation of audio-conference services and on line conferences. This breakthrough allows to share documents via web.
- Implementation of technology for the sending of SMS. This was the same used to send birthday Greetings and to remember medical appointments.
- Re-engineering of Authorizations and Purchase processes.
- New operations to handle stock in Pharmacy in subsidiaries and delivery.
- Intranet implementation (see point 3.5.6).
- Future medical appointments controls and absenteeism levels of them.
- Modifications and improvements in different modules, among them the scholarships services, library, ophthalmology and medicine programme.

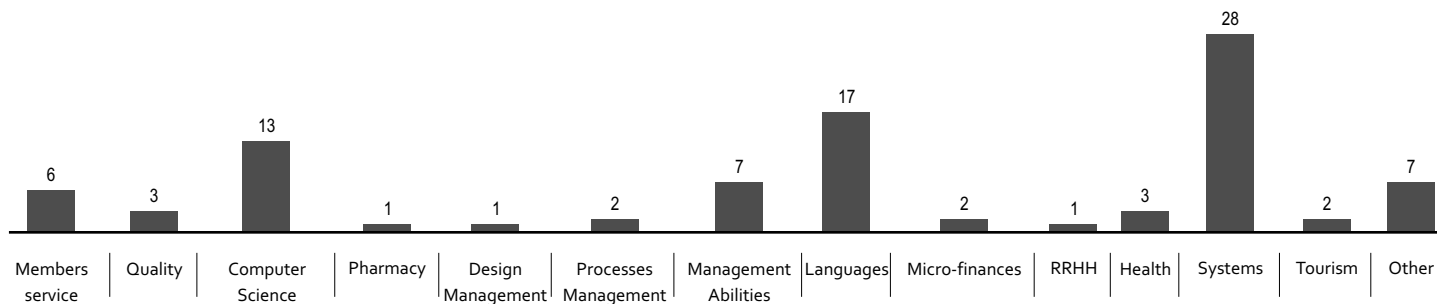
3.5.6 Intranet

During October 2010, it was implemented Intranet (internal net), a new exclusive tool for the ones working at mutual entity, which provides a common space for institutional communications and the current operative service publishing, useful for the performance of daily tasks.

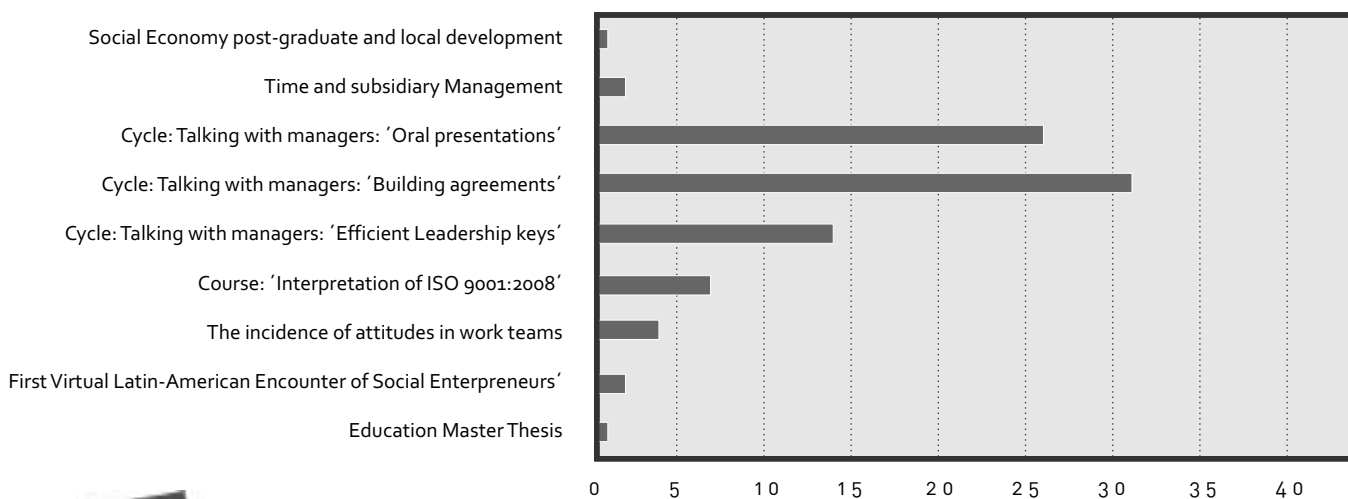
3.6 Education and Social and Mutual Training

3.6.1 Mutual Personnel Training

→ Functional Trainings: Quantity of assistants by theme



→ Transversal Trainings: Quantity of assistant by activity



3.6.2 Members and community training

Edition of the book "La mutualidad una construcción de todos" ("Mutuality: everybody's construction")

It was published the book for members: "La mutualidad una construcción de todos". It is a summary of the four issues on mutuality that are being published in "El Correo solidario".

The book has the aim of inviting our members and the community to focus on their knowledge about mutualism.

The topics are dealt through two characters who read an easygoing and nice paragraph.

3.6.3 Odema

Detalle de actividades realizadas

Activity	Addressee	Assistants	Training hours
On line Seminar África – NIGER	Niger Government Members	11	30 hs.
International Seminar Regional La Paz, Bolivia	Odema Members	65	10 hs.
FEDEMBA Conference in Buenos Aires	Odema Members	40	10 hs.
ODEMA Training Conference in Río Gallegos	Odema Members	65	10 hs.
Apprenticeships 2010 in Medellín Colombia	Odema Members	4	30 hs.
On line course TM 2010 (Fostering Mutualism Transformation) group 1	Odema Members	41	40 hs.
Notes Forum for the strength of ODEMA management	Odema Members	31	60 hs.
On line course ITM 2010 (fostering Mutualism Transformation) group 2	Odema Members	39	40 hs.
ODEMA Training Conference in Resistencia	Odema Members	22	10 hs.
POA Construpsion Tutorial 2011	Odema Members	29	20 hs.
On-site Workshop with ODEMA Board of Directors	Odema Members	27	2 hs.
First Intercontinental Forum. Buenos Aires Argentina	Odema Members	120	10 hs.

3.7 Development Integration

3.7.1 Institutional Presentations Detail

Performed publications

Article:

"Social and Solidarity Economy": Mutual Associations: an alternative to fight poverty"

Published in:

Revista Iberoamericana de Autogestión y Acción Comunal – INAUCO- Universidad Politécnica de Valencia

Digital Newsletter:

The hour of tomorrow

Author:

Lic. Ma Fernanda Sigliano

3.7.2 Mutual Entities in Agreement

Health, Odontology and Pharmacy Service

Asociación Amigos de Buenos Aires

Asociación Argentina de Previsión Mutua

Asociación de Dirigentes Mutualistas

Asociación de Jubilados Y Pensionados de Telégrafos de la Rep. Agr.

Asociación de Socorros Mutuos, Flor de Lis.

Asociación de Socorros Mutuos San Crispin

Asociación Italiana de Mutualidad e Instrucción

Asociación Mutua 2 de Agosto

Asociación Mutua Blanco de La Tercera Edad Y/O Blanco De Bs. As.

Asociación Mutua Buenos Aires - AMBA

Asociación Mutua Cristiano Evangélica - AMCE

Asociación Mutua De Empleados De Sociedades Civiles - Monserrat

Asociación Mutua De Ex Empleados Del Banco Tornquist

Asociación Mutua Del Circulo De Suboficiales De La Fuerza Aérea

Asociación Mutua Del Personal De Halliburton

Asociación Mutua Del Personal De Supervisores Empresas De Energía

Asociación Mutua Del Personal Del Inst. Movilizador De Fondos Cooperativos

Asociación Mutua Manantiales

Asociación Mutua Olimpia

Asociación Mutua Sociedad Central De Arquitectos

Asociación Mutua Unidad Taxistas

Asociación Propietarios De Automotor
Centro De Jubilados Y Pensionados Beneficiarios De Caprecom
Inmobiliarias Agrupadas Asociación Civil
Mutual Del Personal Del Ministerio De Justicia
Mutual Distribuidores Independientes De Venta Directa
Mutual Gas
Mutual Líder De La Previsión Social
Mutual Odontológica Argentina
Mutual Para El Personal De Telecomunicaciones
Mutualidad Del Personal De Clarín
Ópticos Contactólogos Argentinos Mutualizados
Asociación Mutua de Prestaciones Sociales - AMPS
Asociación Mutua Docentes de la Provincia del Chaco –AMUDOCH–

Tourism Service

Circulo de Oficiales de Mar (COM)
Circulo de Suboficiales de la Fuerza Aérea Argentina
Circulo de Suboficiales de Gendarmería Nacional
OSPEC (Casa Serrana)
Complejo Villa Los Aromos en Alta Gracia
Columbia, Hotel de Buenos Aires

3.7.3 National Agreements

Universidad Maimónides:

Convenio de Cooperación Educativa

Escuela de Ciencias del Envejecimiento de la Universidad Maimónides:

Convenio Especifico de Actividades

3.7.4 International Agreements

AMPF- Non-Profit Mutual Societies Confederation of República de Bolivia

AMPF commits to offer Tourism services to all members of Bolivian entities associated with Odema.

AMPF- Chile Mutual Confederation

The signed agreement with the Chilean entity has the aim of giving the service of AMPF Pharmacy to all members pertaining to entities associated to that Confederation, and collaborating in the opening of mutual pharmacies in this country.

AMPF- FEMUPAR (Mutual Entities Federation of Paraguay)

Both sides agree in the need of making a formal strategic agreement with the aim of facing common problems jointly and cooperatively as well as gathering resources that ease the operative and economic projects performance.

AMPF-AISS (International Association of Social Security)

Entity depending on United Nations (UN).

AMPF - A Mutualidade de Santa María de Portugal

Both entities will work together and elaborate joint projects, as regards different problems of common interest, so as to have reciprocity assistance with the consequent improvement of both, members and entities situation.

AMPF- A Mutualidade Da Moita, Mutual Association

Both entities will work together elaborating activities programmes prone to the service, experiences and abilities interchange, with the aim of improving the organizations institutional and operative quality.

Cooperation Agreement signed between ODEMAAMPF and Ministry of Public and Work Affairs of the Republic of Niger

CIESS – Centro Interamericano de Estudios de Seguridad Social y ODEMA

This agreement is between ODEMA and CIESS, but it concerns AMPF through Instituto de Capacitación Carlos Castillo.

ODEMA will promote training activities carried out by CIESS all over American Continent mutual community.

ODEMA will take people interested in courses given by CIESS.

CIESS will offer ODEMA members special courses conditions at 'Mutual fees', and whenever possible it will offer scholarships for its directors and professionals.

CIESS will promote ODEMA activities in the American Continent through its media.

ODEMA and CIESS commit to work jointly in the performance of different on line and on-site training programmes, that favour social inclusion, DESIGUALDAD reduction, health and life care.

ODEMA and CIESS commit to work jointly in the development of a school children training programme, on values education, social security and solidarity.

ODEMA and CIESS will align their on line training and working tools to begin the development of joint work.

Both institutions will define pedagogical and TICs technical references so as to facilitate the integration and complementation of their academic and on line work activities.

Both institutions agree that the work programmes derived from this Agreement will be considered, when required, as specific collaboration agreements. These specific agreements will describe accurately and correspondingly, the activities to develop, the responsibility of each part, the budget for each activity, financing sources definition, activities venues, involved personnel, equipment and installations to be used, working calendar, as well as everything that is needed to exactly determine the aims and reaches of each agreement that will be operative instruments of this Agreement.

3.7.5 Participation in Federations and Confederations

Federations

FEMUBYR: Federation of Bahienses and Regional Mutual Entities

President: Antonio Fernández, in charge of Subsidiary Bahía Blanca of AMPF

FEDETUR: Federation of Cooperative and Mutual Entities of Tourism Federal Network

Edelmiro Morandeira, Management Council Treasurer, AMPF representative

Ulises Pistarchi, Vocal Titular, AMPC representative

Alfredo Kalichú, Vocal Titular, AMPC representative

FEDEMCRUZ: Federation of Mutual Entities of Santa Cruz

José Luis Minzoni, General Secretary, in charge of Subsidiary Río Gallegos of AMPF

Susana Beatriz Segura, Training Secretary, Initiatives and Promotion, Administrative Employee of Subsidiary Río Gallegos of AMPF

FEDEMBBA: Federations of Mutual Entities of Buenos Aires

Darío Martínez Corti, President, AMPF representative

Francisco Savoini, Vocal Titular I, AMPC representative

Hugo Bozzini, Substitute Vocal I, AMPC representative

Antonio Fernández, Permanent 8° of Consultant Council, AMPF representative

Andrés Román, Permanent 10° of Consultant Council, AMPF representative

Gabriel Tsujoi, Substitute 1° of Consultant Council, AMPF representative

Confederations

CONAM: National Confederation of Mutual Entities of Argentina Republic

Francisco Savoini, President

Hugo Bozzini, Permanent 1° of Supervising Board

Odema: Organización de Entidades Mutuales Americanas

Representative:

Alfredo Sigliano, President

Francisco Savoini, Treasurer

3.7.6 Participation in International and National Congresses

Inter-continental Forum of Mutualism

22 of April, Ciudad Autónoma de Buenos Aires

Organized by: ODEMA

Representatives of African, European, American Continent Mutualism will intervene in a forum with specialists, managers and directors of AMPF.

Regional Forum of Social Security for the Américas

May 24 to 27, Brasilia, Brazil

Organized by: AISS (International Association of Social Security)

Representatives: Alfredo Sigliano - María Rosa Sáenz Saralegui - Andrés Román - Francisco Savoini - Daniel López Villalba - Gastón Ricciardi - Enrique Tchukran

4º Forum for Technical Commissions of the International Association of Social Security

June 30 to July 2, Geneva, Switzerland

Organized by: AISS

Representatives: Alfredo Sigliano – María Rosa Sáenz Saralegui – Andrés Román

Third Argentine and Latin American Encounter of Social Work

July 1 and 2

Organized by: Escuela de Trabajo Social Pabellón Argentina. UNC

Representative: Georgina Costa

International Seminar of Distance Education

September, Mar del Plata

Organized by: Universidad abierta de Mar del Plata

Representative: Marcelo Acevedo

1º Latin-American Congress of Micro-Credit "Our Word has credit"

November 17, 18 and 19, Buenos Aires

Organized by Ministry of the Nation Social Development

Representatives: Mariel Deus, Gisela Hernández

"First Journeys on Comprehensive Management in Health Organizations"

November 30, Ciudad Autónoma de Buenos Aires

Organized by: IRAM-AMA

Representatives: Celeste E. Meza, Tatiana Kurlat

3.7.7 Detail of special campaigns

Donations 2010

During this year, the Mutual Entity made many and different donations. They are detailed as follows:

The Mutual Library decided to donate all books that are useless for the service, due to old contents or low demand by members, to Rural Libraries in Argentina, a civil association which main goal is fund school and popular libraries. A total of 724 books were donated.

We continued with paper donations as well–3522.5 Kg. – and cardboard–828 Kg. – to Hospital de Pediatría Prof. Dr. Juan Pedro Garrahan.

They were also donated to INAES 30 repellents and 56 litres of milk to deliver to the flood victims of Pozo de Tigre, Formosa and 4 clothes and food bags for the victims of storm in San Rafael, to the Casa de San Rafael, Mendoza. To the Hospital de Niños Víctor J. Vilela of Rosario different toys were donated for Christmas holidays to children staying at the hospital in the oncology sector. 50 backpacks were donated and 50 school kits belonging to our Primary School Subsidies to Hospital de Niños in Rosario.

An important donation of informatics components was made. In order to do this, an inventory was made with informatics useless components that have no use, since they do not work, require very expensive unreasonable repairs or are obsolete for current applications used nowadays in the Mutual. The selected elements were sent to the Recycling Programme of the site educ.ar from the Ministry of Education of the Nation, which is thought for public schools in the country.

Institution	Quantity	Element	Date
INAES- Pozo de Tigre (for storm victims)	30	Repelentes	03/11/2010
	56	Litres of milk	
Hospital de Niños Víctor J. Vilela de Rosario	various	Toys for Christmas	15/12/2010
Equidad Social Company	233	Systems – Technology Useless Elements	26/11/2010
Casa de San Rafael- Mendoza (for storm victims)	4	Clothes and Food Bag	15/01/2010

Chapter IV

Programmes, contests and events

7º Literary Contest "Libres"

The theme for this contest coincided with the celebration of two hundred years of American continent freedom and our first Country government.

The jury consisted of:

Alfredo Sigliano, President

Abel Román,

Andrés Román,

Azucena Velez Restrepo, ODEMA Director in Colombia.

A total of 95 pieces were received: 38 in poetry and 57 in narration.

The winners were:

Poetry winners

Order	Name of the work	Pseudonim	Winner	Subsidiary
1º PRIZE	Libre	Originario	Francisco Ramón Romero	Zapala
2º PRIZE	Naturaleza viva	Clara Luna	Mónica Beatriz Blasco	Bahía Blanca
3º PRIZE	Tal vez, ¿Una historia pequeña	El gorrión	Selva Del Valle Torres	Cutral – Co
MENTION	Libres	Genoveva	Genoveva Parraga	Salta
MENTION	Por algunos momentos	Ángeles	María Cristina Barroso	Sede Central
MENTION	Literalmente	Daniela	Daniela Elizabeth Moreira	Lanús



Narration winners

Orden	Nombre de la Obra	Seudónimo	Ganador	Delegación
1º PRIZE	Hombres libres	Elisa Bell	Elsa Isabel Mosches	Caballito
2º PRIZE	Cuando amo	Ari	Nélida Araceli Depietri	Mar del Plata
3º PRIZE	Una flor para mi madre	Alborevi	Calixto Giles	San Nicolás
MENTION	Mi salta	Juan Recuerdo	Gabriel Antonio Calderón	Salta
MENTION	Bichito de luz	Julio Vertiz	Miguel Ángel Lopardo	Mercedes
MENTION	Libertad	Libre Mariposa	Blanca Elena Lambarri Landaburu	Carcarañá

4º Photography Contest "Mis lugares"

This new edition of the photography contest was performed on the concept of looking around and turning in photography those places that are part of our daily life.

90 pieces were presented and the winners were part of a Travelling Show that visited the following subsidiaries:

Subsidiary	Month
Sede Central	June
La Plata	July
Jujuy	August
San Juan	September
Tandil	October
La Rioja	November
Bahía Blanca	December



Winners

Orden	Nombre de la Obra	Seudónimo	Ganador	Delegación
1º PRIZE	Mi Patria	Baby	Francisca Gerhard	Jujuy
2º PRIZE	Llegaron visitas	Lar	Carlos Hipólito Quinteros	San Juan
3º PRIZE	Mi gente paseando en otoño	Peregrina	Carmen Bavaro	Tandil
MENTION	Escondite de sentimientos	Arco Iris	Anabel Díaz Anzalaz	La Rioja
MENTION	El descanso	Abril	Silvana Anabela Taboada	Bahía Blanca
MENTION	El valle y la paz	Chorny	Daniel Alberto Maydana	Sede Central

Programme “Ellos Pintan Fuerte 2010”

On August 20 2010 the raffle of the Programme ‘Ellos pintan fuerte’ was carried out before Notary Public and members of the Board of Directors, and the resulting winners were the following members:

Prizes	Name	Subsidiary
1° Prize Computer	Luciano Iriart	Berisso
2° Prize DVD Player	Matías Branchini	Mercedes (BA)
3° Prize DVD Player	Lucas Nicolás Iannuzzo	San Justo
4° Prize DVD Player	Patricia Carla Sotero Cavalier	Quilmes
5° Prize Bicycle	Rocío Micaela Dogliotti	Córdoba
6° Prize Bicycle	Micaela Janeth Namuncurá	General Roca
7° Prize Bicycle	Cristian Ezequiel Herrera	Mercedes (BA)
8° Prize Bicycle	Facundo Uriel Salguero	Caucete
9° Prize Bicycle	Agustín Martínez Riquelme	Corrientes
10° Prize Bicycle	Lourdes Sabrina Zorrilla	Santiago del Estero
11° Prize Bicycle	Ariana Candela Aparo	Quilmes
12° Prize Bicycle	Lucca Pellinacci Del Do	San Rafael
13° Prize Bicycle	Leandro Agustín Rivera	Morón
14° Prize Bicycle	Franco Nazareno Ojeda Richmond	San Luis

E-Members Programme

So as to incorporate new technologies to the communication with our members, during 2010 the E-Members Programme was developed, through which AMPF and AMPC members who gave their e-mail, participated in tri-monthly raffles for the following prizes:

Standard Pc

Inkjet Printer A4

Wireless Keyboard and mouse

The programme came into force on January 15 and finished on December 2010 with the participation of 317 members.

Participants at 31/DEC/10	317
Quantity of programme raffles	4
Programme Winners	10



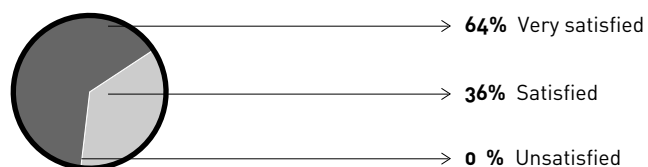
Chapter V

National Survey 2010

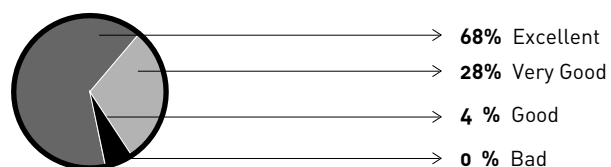
The goal of the National Survey 2010 was to measure our member general satisfaction in a range that goes from offered services to service quality. The survey was carried out in the subsidiaries all over the country, collecting 782 members answers. Next, we will show some of the important results.

National Survey 2010 Results

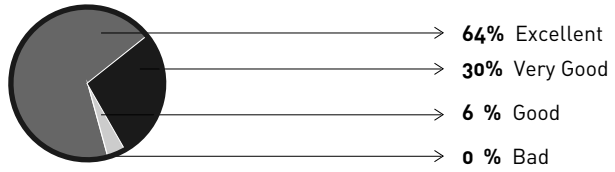
How satisfied are you with the services offered by our Mutual Entity?



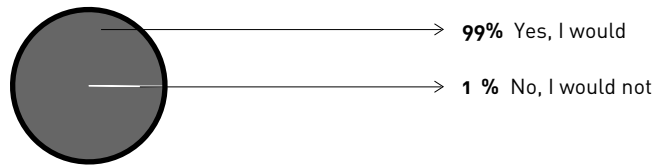
Do you consider the treatment received by the personnel is:



Do you consider the answers given by the personnel are:



Would you recommend the Mutual Entity to other people?



Chapter VI

COP: Global Compact

Principle N° 1

The Mutual supports and respects the protection of human rights claimed internationally

Argentina specifically joins the Universal Statement of Human Rights which, in the Argentine case, includes the current positive right every time that, since 1994, pursuant to National Constitution article 75, sub-article 22.

For our Mutual Entity, the support to DDHH (Human Rights) implies continuous and constant work in this sense, it has been established as an institutional objective in 2010 to enlarge the coverage of our health system. As a result, in point 3.4 of Social Report 2010 the obtained improvements can be appreciated:

- **11%** raise in the quantity of hired health professionals,
- **5%** raise in the performed medical consultations,
- **19%** increase of external services,
- **75%** increase of inter-consultations and complementary analysis,
- **31%** more served members in the odontology rooms,
- **92%** more equipped odontology rooms, among others.

This support to DDHH of second generation is made specially with our under aged members: 354 children were attended in our pediatric rooms, secondary, tertiary and university scholarships were granted – which amounts are updated periodically-, Primary school Subsidy, more than 7400 books were lent in the library.

Other services that look for DDHH support are the Functional Performance Assistance (ADF) which objective is to help handicapped members limited in the performance of their daily life activities, such as: personal hygiene, feeding, moving around the house, so as to make –if needed- the necessary adaptations and, in this way ease the functional performance, thus obtain the maximum independence in their activities.

Different subsidies are also given, such as – birth, death or handicap-, Solidarity Funds, Training of members through Orientation Service and Occupational Training.

Protecting the members Human Rights as regards their privacy and protection of their personal data, it is that we keep the received information for exclusive use in the Mutual Entity. On protection basis, that information only consists on an internal data base, and has no access to internet. It is also made an exhaustive control of access each member has to the system which defines his profile according to the information he needs in order to carry out the tasks and impedes the members data base lot out, thus avoiding exportation of data.

On this issue, we count on a document approved by the Board of Directors 'Rules on responsible use of informatics elements'. This document is given to the personnel belonging to the Mutual where it is stated, among other matters, the prohibition to alter, erase or copy information, data base or Mutual files other than the applications needed for their tasks. This document is kept signed by the personnel in the Human Resources department.

Something that identifies our organization is its transparency that can be seen in the 'Social Report' edited each year since more than ten years where it accounts for all the accomplishments achieved as regards services and social action together with our members year after year. At the end of each economical year it is edited the 'MEMORIA Y BALANCE', this shows a summary of all the deeds and accounting movements of the Mutual Entity.

In 2010, the International Day of human rights, an institutional communication was sent, reinforcing our support to this statement and reminding all Mutual employees that we are part and commit to the principles of the Global Pact of United Nations.

Principle N°2

The Mutual Entity assures the non-existence of human rights abuse in its environment

We have strived to achieve that no person, whose work is contributing to our mission, suffers undermining human rights or mental or physical damage. In this sense, the principles of voluntary subscription have been kept, democratic organization of its conduction organs and with that goal it has been developed: Functional Performance Assistance and Handicap Subsidy.

Besides, it takes care of its members physical integrity fulfilling and demanding all job security norms to be fulfilled.



Principle N°3 The Mutual supports free union membership and association and effective acknowledgement of the right of collective negotiation.

The National Constitution in its article 14 b states:

Article 14 b. 'Labor in its diverse forms shall enjoy the protection of the law, which shall ensure to workers: dignified and equitable working conditions; a limited working day; paid days of rest and vacation; fair remuneration; adjustable minimum living wages; equal pay for equal work; a share in the earnings of enterprises, with control over production and collaboration in management; protection against arbitrary discharge; permanence of public employment; free and democratic organization of labor unions, recognized simply by inscription in a special register.

Trade unions are hereby guaranteed: [the right] to conclude collective bargaining agreements; [the right] to resort to conciliation and arbitration; the right

to strike. Union representatives shall enjoy the guarantees necessary for the performance of their union tasks and those relating to the permanence of their employment.

The State shall grant the benefits of social security, which shall be comprehensive and unavailable. In particular, the law shall establish: compulsory social security, which shall be under the charge of national or provincial entities having financial and economic autonomy, administered by the interested parties with State participation, but without the existence of overlapping contributions; adjustable retirement pay and pensions; full protection of the family; protection of the welfare of the family; economic compensation to families and access to decent housing’.



Along with the international treatments with constitutional hierarchy, the National Constitution is the supreme Act of the Nation.

Besides, the Argentine State decreed acts 23.546 – of procedure for collective negotiation – and N° 14.250 and amendments – of labor collective Agreements -, among others. It also exists the Agreement N° 154 of ILO (1981) on collective negotiation.

It has established this statement in its Articles of Association and in its social notices and, it includes all members and personnel. All the personnel, whatever level or capacity, has the right to join a Union for the protection of individual and collective rights with no discrimination, thus generating a permanent communication link with union representatives, who are part of directive organs and, assuring acknowledgement of representative organizations for the collective negotiation. The Human Resources Department also takes into account occupational equality between men and women as well as a set of policies and programmes embracing from training tasks to functional follow-ups, where daily worries and inconveniences make a continuous and important task.

Principle N°4

The Mutual commitment with elimination of any kind of obligatory or forced job not only is declared as essential principle

Argentina, supporting Labour International Norms of ILO, also supports agreement 105 on forced work abolition (1957).

The Mutual Entity, due to its idiosyncrasy consisting of workers and based on solidarity and mutual help, has given all the necessary mechanisms for the complete elimination of this scourge from its working environment. It has also integrated second and third grade entities – FEDEMBA and CONAM- engaged with work or community member awareness on working conditions in which the XXI century human being must cope with.

From the Human Resources Management different action were taken throughout 2010 in order to improve communication in the entire organization. In the Mutual we believe that our strength is the key to detect forced labor cases as well as cases of non-accomplishment of related principles.

With that aim, in the last two years -2009 and 2010- a satisfaction survey was carried out to the internal client. In the results from 2009 there was a participation of 33 answers out of 75 sent surveys, which represents the 44%. As a goal for 2010, we seek to achieve a bigger participation so as to have a bigger parameter of opinions, which was reached since out of the same sent surveys there was a total of 52 answers representing a 69%. The next goal will be to get a minimum of 80% of participation and for this we will reinforce the reminders.

Another example of the actions carried out by RRHH is the creation and due communication of the profiles corresponding to each post. This process avoids the worker to make forced labor or tasks that does not correspond to his position. This profile –which is signed by the worker- is filed next to his

complete personal folder.

As our next goal, we seek to encourage two issues: raise the knowledge level as regards tasks performed in this management and increase communication. In order to achieve these objectives, we will go on with the use of Mutual tools: Intranet and the publication "Miradas abiertas". The latter is a newsletter of internal communication where RRHH diffuses our employees rights.

Principle N°5

The same mutual commitment and the same relevance has been granted to the effective eradication of child work

Not only we give positive accomplishment to Conventions 138 and 182 of ILO, but also Act 26.390 must be accomplished. This prohibits illegal child work and protects adolescent work. For this purpose, all worker must be identified by the National Identity Document to verify his age. In the case of an underage worker, a medical certification as well as a note signed by the parents is required to explain he is apt to work.

Besides, in order to eradicate child work, the Mutual Entity tries to guarantee a fair pay to its employees, in correspondence with the fair proposed by the confederation representing us – CONAM- and the union –UTEDyC-. By guaranteeing a fair pay to adults, children should not go out to work.



Principle N°6

It is also declared the mutual commitment as regards no discrimination

From the beginning, the Mutual entity does not encourage or promote any kind of discrimination. For this, it performs different actions to promote equity among workers.

Equity in salaries and job positions

The salary and jobs range is built on the Collective Agreement which rules us; moreover, salaries are estimated so as to maintain equity in different positions and hierarchies.

Equity in treatment according to nationality

The hired personnel of other nationality is treated in the same way than a native Argentinian worker.

Equity in personnel selection

Upon demand, when looking for and hiring new personnel, a pre-selection is made with the requirements informed by the Manager of the requesting area and another one without these requirements. Thus, we try to eliminate historical remains that are discriminatory in different positions.

Equity of gender

From the Mutual, different actions seek to eliminate differences between genders. Labour Contract Act N° 20744 prohibits a pregnant woman to work within 45 days previous and post to labor (known as Maternity Leave). Previous to the ending of this 90 days period, the worker can opt among the following:

- Reincorporate to her habitual task in the Mutual Entity.
- Request a volunteer exceeding situation for a period no less than 3 months or superior to 6 months. This period is not paid and is not considered for seniority.

The Mutual Entity adds a new option of terminating the Maternity Leave, which objective is that the mother can devote more daily time to be with her son and continue perceiving a salary, for example:

- Request a volunteer Post-Maternity Leave for a period no less than 30 days or superior to 180 days, which consists in reincorporation to her tasks as a part-time worker and at the end of this license, returning to her original schedule. Such a period is paid (proportional to work journey) and is considered for seniority.

In the case of male personnel, the Mutual Entity has increased the quantity of birth leave days to 7 days CORRIDOS, counted from the birth date (including Saturdays, Sundays and holidays).

Another benefit is the "Maternal Kindergarten". This benefit is oriented to the family protection, helping the employee economically with the expenditure of a maternal kinder or person to take care of his son during the first years. It consists on a monthly additional payment for 'Maternal Kindergarten' to those employees having one or more sons from 45 days to 2 years old inclusive.

In the Mutual Entity we promote a healthy labor journey for the employee and his family group. For this reason, it is given a benefit called "Flexible Week". This consists on a flexibility of the labor journey allowing each employee to choose one of the following options:

- **Week 44:** the employee works 44 hours a week (4 days of 9 hs. and 1 day of 8 hs.), coordinated with his superior which day of the week he will have a reduced journey.
- **Short Fridays:** the employee works 45 hours a week and, one Friday a month, he works half journey (4 and ½ hs.).

See graphic "Percentage of women in high positions".

Principle N°7

The Mutual commitment is declared and support to the principle of a preventive approach facing the environmental challenges

It also manifests the total support to Rio statement on environment and development with special focus on preventive approach concepts, the environmental challenges and development and environmental technology diffusion. The reduction of electric energy programme was reinforced

replacing 95% of regular lights bulbs by low-energy ones in the Headquarters buildings. We also encouraged subsidiaries to replace their light bulbs by low-energy ones progressively. Following this line, we reached 42 new pathological waste removal spots.

Principle N°8

Mutual specific commitment to promote a greater environmental responsibility is declared

Waste recycling mentioned in the previous point, will be expanded in the greatest possible way and it has been promoted active participation in ecological protection in order to achieve a harmonious development among nature and human beings. As regards our task, we have built a green space in Gonnet, a town near La Plata city, capital of the Province of Buenos Aires, so as to create an appropriate environment to develop recreational and training activities, or organize events prone to analyse the Mutual functions and missions.

Principle N°9

The Mutual declares its specific commitment to foster and applying technology environmentally friendly

On this matter, it rationalizes the use of energy or waste production and the handling of used materials does not affect others. Since 2006, it has been established the norm Smoke-Free Building in its facilities and subsidiaries.

Principle N°10

The Mutual has declared –both statutory and by rule- its specific commitment to fight corruption in all its ways and whatever the expression grade might be

In this sense, it has added the definition of corruption of the ONG Transparencia Internacional and has taken into account that any power abuse dodges over private profit. All programmes and actions have been applied with reference to this principle, for example, we held permanent training for employees, meetings with participation in collective activities, and cooperation with authorities in order to investigate and report cases of corruption. The Human Resources Department has systematically kept programmes to identify irregularities and norms in force.

Conclusion

According to the above mentioned, we confirm our adhesion to the principles of the Global United Nations Pact and renew our commitment to continue exercising them in the life of our workers, members and community.

In the fourth Social Report you can appreciate the cross references performed between the principles of the Global Pact and the indicators of the Mutual Entity shown each year.

An invitation to get closer

With the aim of improving this document, keep on informing you and answering your doubts, we want to know your opinion or suggestion through the following means of communication:

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OLOGÍA

ORTODONCIA
ORTOPEDIA ODONTOLÓGICA

RMACIA

MOLOGÍA

OCUPACIONAL

O FUNCIONAL

ASESORAMIENTO LEGAL

PROVEEDURÍA



Asociación Mutual
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Entity attached to:

