ELLOS PINTAN FUERTE ENVÍO Y RECEPCIÓN DE DINERO AYUDAS ECONÓMICAS ENVÍO Y RECEPCIÓN DE DINERO ATENEO MUTUAL ELLOS PINTAN FUERTE ORIENTACIÓN Y CAPACITACIÓN OCUPACIONAL BECAS DE ESTUDIO SUBSIDIOS ÓPTICA



Social Report 2011 of the Asociación Mutual de Protección Familiar

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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.

• 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.

Chapter 1

Introduction

Fostering the comprehensive service Model

In Familiar Protection Social Benefit Association (AMPF*) we want to take this concept and foster it by embracing the biological, psychological, social and environmental aspects of the members and his family as regards health prevention

The first care teamconsists of the family doctor, the social worker and the psychologist.

Working with different complementary lines of action:

- **Health care programmes:** female health, type II Arterial Hypertension and Diabetes, Chagas, Dengue, Tuberculosis among others.
- Life Quality Programmes: they are monthly participative encounters in which we develop promotion and prevention action to improve life quality. We offer a space to promote member participation within the social benefit environment, in order to foster their knowledge as regards health care and giving them tools to prevent diseases.
- **Customized reminders:** to perform clinical and dentistry check-outs, vaccination dates and hygienic, diet, seasonal, etc. recommendations.



• **Medical articles publishing:** in the "Correo Solidario" (Solidary Mail) of prevention of most common diseases in our population.

Generation of our services

Social Benefit Saving

Service aimed specially at stimulation the saving capacity of members who will have the chance of trusting their savings to the Association.

Environmental commitment

National Paper Saving Campaign " Pequeñas ideas al servicio de la sustentabilidad"

Aware of the actual commitment between the Association and the United Nations Global Pact Agency, it was performed a paper savings campaign which main objective is to create awareness on the importance of saving paper to protect the environment and reduce 10% its consumption. These objectives were successfully met achieving a very good participation.

Training and resources development Integration Conferences

On April 18 and 19 it was held the Integration and Development Conference "Confianza, base esencial del progreso mutual", which objective is to train the annual strategic lines, generate spaces for information and take advantage



of the experiences interchange; in which 80 people participated among representatives, subsidiaries chiefs and managers.Activities took place in the premises of our headquarters and the house called Ruca Quili, that the Association owns in Manuel B. Gonnet.

There also have been conferences in which participated employees, professionals and delegates of a particular region.

The main objective is to achieve integration and development so as to build solid working teams with all the staff from the different subsidiaries and annexes all over the country.



Integration with the State Occupational Therapy

An agreement was signed with the Commission for the full participation and integration of handicapped people (COPIDIS*) by which it was accomplished the economic support to the project "Adaptación de la vivienda: una heramienta para mejorar la calidad de vida de personas con discapacidad", covering the purchase of helpful technical devices, orthopaedics elements and materials for 10 families living in the city of Buenos Aires.

Training Course for Home Caretakers

It was performed an agreement with the Secretaria General de Niñez, Adolescencia y Familia, depending on the National Social Development Ministry by which it was implemented the First Component of the National Programme of Home Cares through a Course for Caretakers. The objective of this is to train people from the community so as to offer home support to the elder, handicapped people and people with chronic and fatal, in situation of social risk and thus, improve

their lifestyles by favouring their re-socialization keeping them at home, as part of the society as well as avoiding and/or postponing their institutional hospital admission.

Management Quality

Application of ISO 9001 Quality Management International Norms

It was successfully performed the re-certification of the educational services of the Association, which consists on the granting of scholarships for the secondary, tertiary and university levels; a subsidy for primary education and the Association Library.

Adhesion to the Global Compact COP – UN

AMPF got the 'Advance' distinction granted by the United Nations Global Pact within the framework of the III National Assembly of the Global Pact in Argentina, in acknowledgement for the quality of our COP – Progress Communication – included in the Social Report 2010. On behalf AMPF the General Manager Gastón Ricciardi received it.

We renew our commitment to the 10 principles of the Global Pactand we incorporated the COP again to our document for a third consecutive year.

> Alfredo Sigliano President, december 2011

Chapter II

Social Report Table Exercise No17 from 01/JAN/2011 to 31 DEC/2011

→ 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.

	t	Former exercise	Current exercise	Variation (quantity)	Variation (%)
	Members				
1	Subscription of Active Members	10.651	7.587	-3.064	-29%
1	Subscription of Participant Members	2.066	2.539	473	23%
1	Subscription of Joining Members	981	1.202	221	23%
1	Subscription of Members during accounting year	13.698	11.328	-2.370	-17%
1	Resignations of Active Members	7.325	7.225	-100	-1%
1	Resignations of Participant Members	1.714	1.609	-105	-6%
1	Resignation of Joining Members	676	938	262	39%
1	Resignation of Members during accounting year	9.715	9.772	57	1%
1	Current Active Members Balance	71.877	72.410	533	1%
1	Current Participant Members Balance	6.874	7.654	780	11%
1	Current Joining Members Balance	1.668	1.911	243	15%
1	Current Members Balance during accounting year	80.419	81.975	1.556	2%
1	Quantity of associated employees	250	263	13	5%
1	Percentage of associate employees (%)	72	66	-6	-8%
	Solidarity Sponsor				
	Sponsors Quantity	4.024	5.007	983	24%
	Beneficiaries Quantity	4.739	5.374	635	13%
	Exchanges Quantity	1.049	983	-66	-6%
	Re-enrolled Members (%)	53	68	15	28%

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	12	12	0	0%
10	Board of Directors Special Meetings	5	4	-1	-20%
10	Regular Meetings	1	1	0	0%
10	Special Meetings	0	0	0	0%
	Delegations				
1	Quantity of National Delegations	38	39	1	3%
1	Quantity of International Delegations	1	1	0	0%
1	Annexes Quantity	30	31	1	3%
	Communication with the member				
	Member orientation centre				
	Quantity of received calls	7.537	11.679	4.142	55%
	Quantity of performed calls	496	1.109	613	124 %
	Quantity of received calls from non-members	12.446	15.323	2.877	23%
	Satisfaction Surveys				
	Quantity of surveyed members see Chapter V	782	926	144	18%
	"Correo Solidario"				
	Issues (quant.)	7	7	0	0%
	Average Pages (quant.)	32	28	-4	-13%
	Run by issue (quant. of samples)	75.000	78.000	3.000	4%
	Delivery (quant.)	68.000	70.000	2.000	3%
	Text messages (SMS) sent to members Note 1	7.000	8.000	1.000	14%
	Mails sent to members	373	75.272	74.899	20080%
	Issuing of bulletin 'News'	7.577	14.208	6.631	88%
		6	7	1	17%
	Web Page				
	Quantity of web page visits				
		39.011	38.836	-175	0%
	Publicity Guidelines				
	Newspaper				
	Radio	42	43	1	2%
	Magazine	97	78	-19	-20%
	Television	30	29	-1	-3%
	Others	16	22	6	38%
		6	12	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 Pac	t	Former exercise	Current exercise	Variation (quantity)	Variation (%)
	Members		_		
3,5,6	Female (quant.)	53.126	54.416	1.290	2%
3,5,6	Male (quant.)	27.295	27.559	264	1%
3,5,6	Female (%)	66	66	0	1%
3,5,6	Male (%)	34	34	0	-1%
	Nationalities				
3,5,6	Argentine	78.316	79.949	1.633	2%
3,5,6	Paraguayan	657	709	52	8%
3,5,6	Chilean	492	560	68	14%
3,5,6	Bolivian	158	163	5	3%
3,5,6	Uruguayan	124	122	-2	-2%
3,5,6	Italian	229	219	-10	-4%
3,5,6	Spanish	101	97	-4	-4%
3,5,6	German	25	26	1	4%
3,5,6	Others	319	130	-189	-59%
	(Rumanian, Russian, Syrian, Peruvian, Colombian, among others)				
	Employees				
3,5,6	Female (quantity)	203	233	30	15%
3,5,6	Male (quantity)	147	160	13	9%
3,5,6	Female (%)	1	1	0	2%
3,5,6	Male (%)	0	0	0	-3%

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	66.037	63.304	-2.733	-4%
	Average Period (months)	27	29	2	8%
	Health Service				
	Professionals	344	385	41	12%
1	Outpatient Module members	50.352	52.674	2.322	5%
1	Delegations and annexes offering this service	61	63	2	3%
1	Attended Consultations	87.442	140.440	52.998	61%

→ 3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Pact		Former exercise	Current exercise	Variation (quantity)	Variation (%)
1	External Providers	476	547	71	15%
8,9	Removal of pathological waste points	42	53	11	26%
1	Inter-consultations and complementary analysis	28.548	23.934	-4.614	-16%
1	Specialized practices	25.467	29.695	4.228	17%
1	Clinical Analysis	10.449	7.434	-3.015	-29%
	Odontology				
1	Total of Attended members	18.020	22.725	4.705	26%
1	Professionals	72	74	2	3%
1	Performed Practices	2.392	2.678	286	12%
1	Quantity of subsidiaries				
	with odontology equipment	25	34	9	36%
1	Percentage of financed				_
	prostheses and implants (%)	70	74	4	6%
	Optical Service				
1	Delivered glasses	3.065	3.616	551	18%
1	Surgeries and practices	106	283	177	167 %
1	Quantity of 'Flex' glasses delivered	833	1.217	384	46%
	Medicine Programme				
1	Treatments initiated historically	6.086	7.303	1.217	20%
1	Members that began the programme	875	1.067	192	22%
1	Delivered medicine HTA (quantity of blisters)	133.524	161.564	28.040	21%
1	Delivered medicine Diabetes (quantity of blisters)	57.657	69.764	12.107	21%
1	Outhennestics				
L.	Orthopaedics	0.041	0		070/
1	Delivered Elements	2.041	2.582	541	27%
1	Bought Articles	1.531	1.944	413	27%
	Pharmacy				
1	Members attended in Headquarters	1.405	1.591	186	13%
1	Members attended in Subsidiaries	6.547	7.080	533	8%
1	Members requirements in Subsidiaries	31.965	31.646	-319	-1%
1	Members of other mutual entities				
	attended under agreement	928	1.052	124	13%
1	Average of Performed discount (%)	34	35	1	3%
	Kinesiology				
1	Authorized sessions	6.197	16.324	10.127	163 %
	Social Service				
1	Professionals	41	46	5	12%
1	Attended Members	10.375	10.905	530	5%

→ 3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Pact		Former exercise	Current exercise	Variation (quantity)	Variation (%)
4	Local Services	06	14	10	400/
1	Quantity of offered services	26	14	-12	-46%
	Occupational orientation and training				
	Activities: Before: 'Occupational Project'				
1	Workshops: 'Socios para otros socios'	37	39	2	5%
1	Members participating in				
	Workshops 'Socios para otros socios'	227	213	-14	-6%
1	Solidary groups	6	8	2	33%
	Job and computer science training support				
1	Members granted in trade courses and others	81	96	15	19%
	Leisure Recreation and time spending				
	Members participating in conferences	5.380	4.578	-802	-15%
	Members participating in workshops	750	768	18	2%
		100		10	270
	Voluntary members				
	Members Training in				
	Workshops of 'Socios para otros socios'	39	32	-6	-18%
	Members participating in				
	Solidarity groups and activities	66	104	38	58%
	Housing and Food Emergency				
1	Quantity of Housing Emergency cases	8	13	5	63%
1	Quantity of Food Emergency cases	6	3	-3	-50%
	Functional Performance Assistance (ADF)				
1,2	Quantity of cases	66	112	46	70%
1,2	Quantity of cases from the follow-up				
	of Handicapped Subsidy	20	8	-12	-60%
	Subsidies and Allowances				
1	Death allowance (quantity)	524	601	77	15%
1	Burial Allowance (quantity)	689	761	72	10%
1,2	Handicapped allowance (quantity)	136	114	-22	-16%
1	Wedding allowance (quantity)	47	56	9	19%
1	Birth and/or adoption (quantity)	72	71	-1	-1%
1	Total of given allowances and subsidies (quantity)	1.428	1.603	175	12 %
	Primary school subsidies				
1	Subsidies Quantity	284	217	-67	-24%
1	Beneficiaries Quantity (sons and grandsons)	699	519	-180	-26%

→ 3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Pact		Former exercise	Current exercise	Variation (quantity)	Variation (%)
1	Delivered elements	2.774	1.559	-1.215	-44%
	Scholarships				
1	New secondary school scholarships given (quantity)s		255	33	15%
1	Renewal of Secondary school scholarships	226	260	34	15%
1	New university and upper studies				
	scholarships given (quantity)	145	110	-35	-24%
1	Renewal of university and upper studies scholarships		80	15	23%
	Total of given scholarships (quantity)	658	705	47	7%
	Library				
1	Borrowed Books	7.457	8.239	782	10%
1	Bought Books	2.224	1.615	-609	-27%
	Bibliographic Stock (in units)	19.518	23.720	4.202	22%
	Books stock (books available to take)	6.734	6.627	-107	-2%
1	Books route per cápita	4	5	1	25%
	Tourism				
	Performed operations	110	90	-20	-18%
	People who used the service	228	200	-28	-12%
	Mini-tourism outings	8	6	-2	-25%
	Financed operations percentage	30	20	-10	-33%
	Definement and Land Ocumenting				
1	Retirement and Legal Counselling Legal counselling – attended cases	245	233	-12	50/
1	Retirement counselling – attended cases	245 252	126	-12	-5%
1	Legal Counselling in Subsidiaries	1.116	1.164	-120	-50%
I	Legal counsening in Subsidiaries	1.110	1.104	40	4%
	Warehouse				
	Different Articles	901	814	-87	-10%
	Performed Sales	727	705	-22	-3%
1	Finance articles percentage	100	100	0	0%
	Consignments				
	Quantity of performed operations	1.864	2.392	528	28%
	Quantity of members that used the service	509	665	156	31%

Note 2: according act of April 2011

Note 3: 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 SUPLUS 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 (%)
	Solidarity Fund				
1	Approved cases (quantity)	93	80	-13	-14%
	Sponsorships				
1	Sponsored Institutions	1	1	0	0%
	Quality Management	3	3	0	0%
1	Quantity of certified services	3	4	1	33%
	Quantity of Intern Audits performed				
	Management				
	Percentage of critical services activities	100	100	0	0%
	Works on performed improvements	20	27	7	35%
	Quantity of M2 of healthy space	Note 4 -	1.965	1.965	100 %
		New Indicator			
1	Employee Service Centre				
	Quantity of received calls	3.140	1.643	-1.497	-48%

Sources: Social Service, Health Service, Human Resources

Note 4: We call 'healthy space'to any room that meets the appropriate accessibility, functionality, ergonomics and identity parameters for space optimization and the development of activities for all members and the staff in a healthy way.

→ 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		_		
1,10	Quantity of functional activities	41	24	-17	-41%
1,10	Quantity of assistants	93	69	-24	-26%
1,10	Quantity of transversal activities	9	41	32	356 %
1,10	Quantity of assistants	88	252	164	186 %
1,10	Training for members and the community				
1,10	Quantity of activities	2	4	2	100 %

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 Pa	ct	Former exercise	Current exercise	Variation (quantity)	Variation (%)
	Institutional Presentations	2	1	-1	-50%
1	Inter-mutual Agreements	40	42	2	5%
1	National and International Agreements	8	11	3	38%
4	Mutual Representatives that participate				
	in Confederations and Federations	8	11	3	38%
	International and National Congresses	7	9	2	29%
7	Special Campaigns	16	40	24	150 %

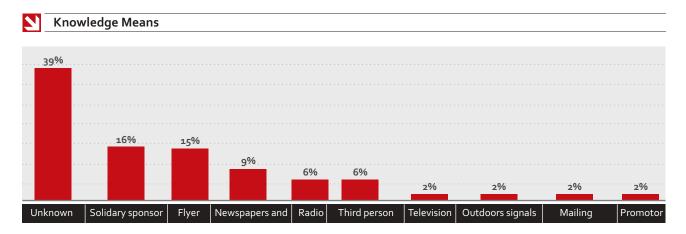
Sources: AMPF, Social Service, Human Resources, Social Communication, Training Institute.

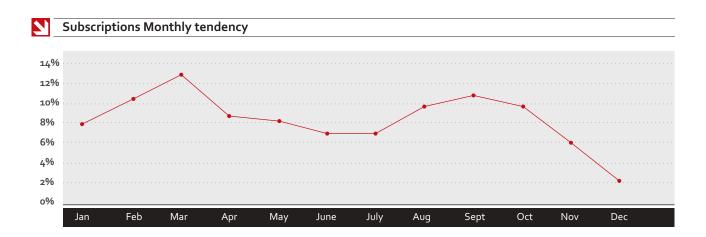
Chapter III

Mutualism Principles: qualitative aspects

3.1 Voluntary Joining

3.1.1 Members





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



General Secretary Camilo R. Lanaro





Executive Secretary Dario Martínez Corti



Minutes Secretary Andrés B. Román



Ordinary members 1º Arnoldo H. Cesar



Substitute members 1° Juan Galli



Ordinary members



2º Ulises R. Pistarchi



Substitute members 2º María Cristina Gonzalez



Protreasurer Norberto Gabriel Tsujoi

Ordinary members

3º Hugo Héctor Bozzini



Substitute members 3º Mario Alfredo Rosales

3.2.2 Map of subsidiaries and annexes



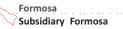
Buenos Aires Sede Central Subsidiary Bahía Blanca Subsidiary Florencio Varela Subsidiary Lanús Subsidiary La Plata Subsidiary Mar del Plata Subsidiary Mercedes (ba) Subsidiary Morón Subsidiary Quilmes Subsidiary San Justo Subsidiary San Martín Subsidiary San Miguel Subsidiary Tandil Annexe Berisso Annexe Burzaco Annexe Caballito Annexe Chascomús Annexe Guernica Annexe Monte Grande Annexe Olavarria Annexe Pergamino Annexe San Nicolás Annexe Villa Lugano Annexe Balcarce Annexe Junín Catamarca Subsidiary Catamarca Chaco Subsidiary Resistencia Annexe Roque Sáenz Peña

Chubut Annexe Comodoro Rivadavia

Córdoba Subsidiary Córdoba Annexe H. Grande - La Falda Annexe Río Cuarto

Corrientes Subsidiary Corrientes Subsidiary Goya Annexe Curuzú Cuatia

Entre Rios Subsidiary Concordia



Jujuy Subsidiary S. S. de Jujuy





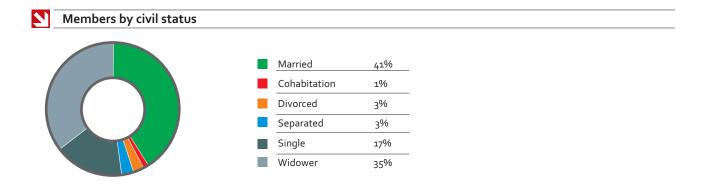
3.2.3 Members participation: "Potenciando una vision compartida"

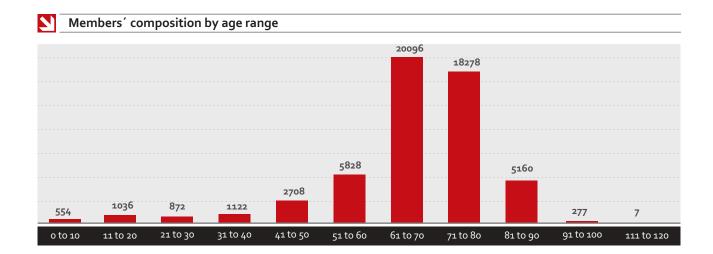
During 2011 three encounters were performed among members and social benefit authorities. They were held in the subsidiaries of Bahía Blanca, Catamarca and la Rioja, with a participation of 30, 25 and 51 respectively.

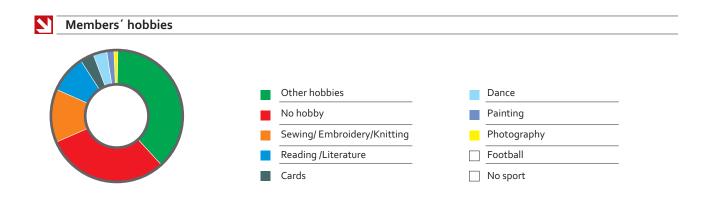


3.3 Institutional Neutrality

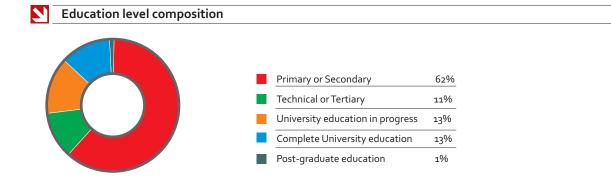
3.3.1 Member's profile

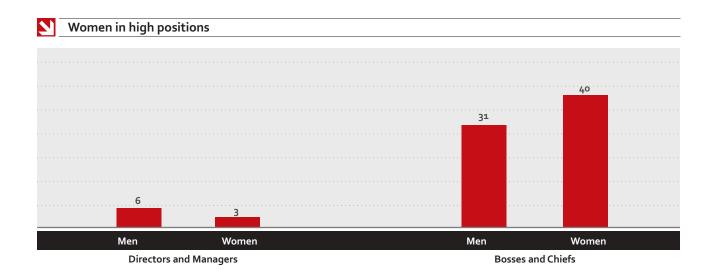


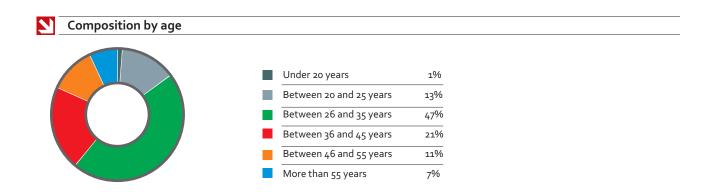




3.3.2 Our people







3.4 Economic Contribution according to perceivable services

3.4.1 Social Service

National Programme of Home Cares

On May 24 it was signed an agreement between the Secretaría Nacional de Niñez, Adolescencia y Familia and the Asociación Mutual de Protección Familiar.

This agreement implemented the First Component of the National Programme of Home Cares through a Course for Caretakers. The objective of this is to train people from the community so as to offer home support to the elder, handicapped people and people with chronic and fatal, in situation of social risk and thus, improve their lifestyles by favouring their re-socialization keeping them at home, as part of the society as well as avoiding and/or postponing their institutional hospital admission.

Guidelines

The National Social Development Ministry through the Dirección Nacional de Políticas para Adultos Mayores of the Secretaría Nacional de Niñez, Adolescencia y Familia, considers of vital importance the development of a progressive attention systemthat accompanies the aging process. Within this framework, the National Programme of Home Cares has the objective of sensitiveness, reflexion and training within human rights basis both, with home caretakers as the Elder people who are in the community or institutionalized, paying special attention to the conception of third age and the right of the elder. For that purpose, the proposal is to work on the basis of central themes that enable debate, problem-solving and educational interaction based on

active participation of the person subjected to the learning process and his reciprocity in society.

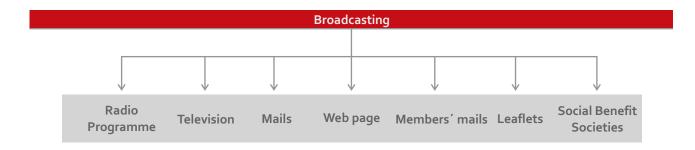
In this context, the National Programme of Home Cares provides an intervention tool with a double perspective: on the one hand, it improves the quality of the attention to the Elder, mainly in those pertaining to low resources groups and with no social support and, on the second hand, it enables training people by generating employment and insertion possibilities in the formal labour market. In both senses, the National Programme results in a strategy for the social inclusion from a rights paradigm and full citizenships to achieve a society apt for all ages.

Purpose of the National Programme of Home Cares.

Train human resources and implement systems of home care service for the Elder, handicapped people and/or chronic pathologies bearers, with depriving and/or terminal diseases, enabling them to stay in their homes and avoiding unnecessary institutionalizations. Both purposes are within the framework of the construction of a Progressive Attention System.

Broadcastingand summon

The performed actions were the foregoing:



Admission Interviews

During July and August, admission interviews were performed. 138 interviews were appointed and 75 were performed.

The instruments used were:

- Enrolment form
- Interview form
- Psychological Test

Opening Act

On August 29 the opening act took place in the events lounge of the Asociación Mutual de Protección Familiar. The act was chaired by Darío Martinez Corti, AMPF executive secretariat, joined by LicAnabella Rodriguez Parodi, from the Technical team of the National Programme of Home Caretakers of the Secretaria de Niñez, Ado-



lescencia y Familia depending on the National Social Development Ministry; Fernanda Sigliano, AMPF social services manager and Gastón Ricciardi, AMPF general manager.

Information Synthesis

Quantity of people who attended training: 32 Quantity of people who finished the training: 21

Human Resources

Coordinator Team

General Coordinator: Carolina Tapia.

Group Coordinators: Mariela Bonaventa, Mariela Gomez Cordoba, Eugenia Rositto. Pedagogical Coordinator: Facundo Rodríguez Arcolia.

Teachers

- Geriatrician
- Social Worker
- Nurse
- Gym / Recreation Teacher
- Occupational Therapist
- Dentist
- Chiropodist

- Physiatrist
- Psychologist
- Physical Therapist
- Lawyer or Specialist in Employment Systems
- Phonologist
- Nutritionist
- Caretaker

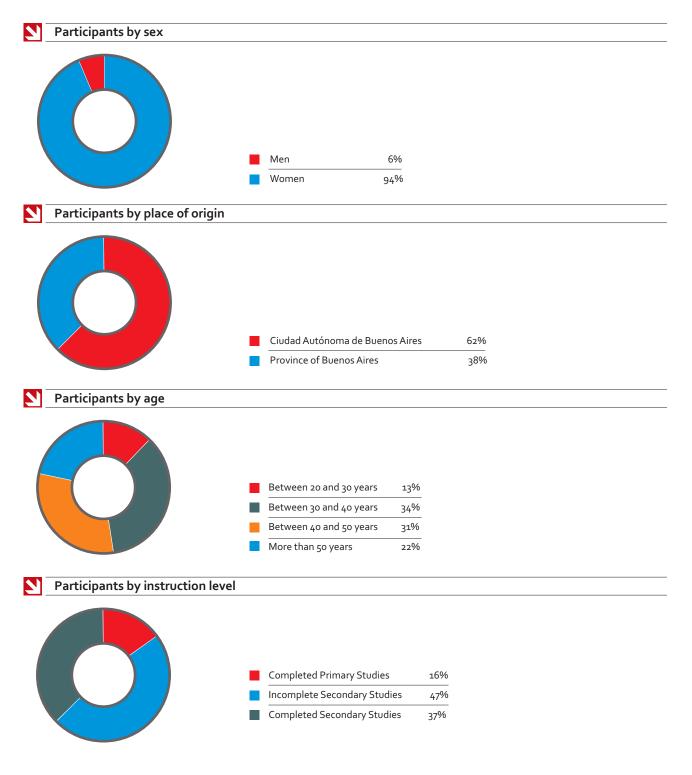
Modality

The training course lasted for 6 months, corresponding the first month to the broadcasting, summon and selection of applicants according to the appropriate profile required by the National Programme, and the remaining 5 months to the theoretical-practical training.

The field practices were implemented from the second or third month of training simultaneously with the classes development.

MODALITY	CLOCK HOURS
Theoretical conferences	156,5
Group activities	60
(in charge of the Coordination Team)	
Practices for the development of abilities	31
Field practices	128
Evaluations	10,5
Total	386

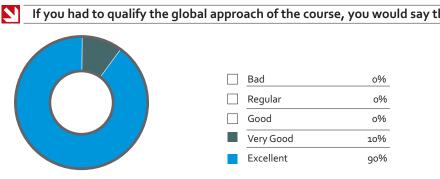
Profile of people who began the training





Students satisfaction survey

The self-evaluation of the coordination team members and the evaluation to the teachers participating of the training was a permanent process that allowed us to identify strengths and see aspects to be improved.



If you had to qualify the global approach of the course, you would say that it has been...

Agreement with the Women's National Council

As part of the connections that AMPF made with the National Council of Women depending of the National Social Development Ministry, we have offered semi-attendance training through the virtual platform designed by the Universidad de General San Martín.

We have counted with the participation of AMPF professionals – social workers, psychologists, among others - and staff from social benefit societies integrated with Odema.

The objectives have been:

- train the references in the field of genre perspective and violence towards women.
- generate sensitiveness spaces on the genre approach importance, looking for a critical view on the own practices from the organizations.
- coordinate activities that favour the broadcasting and reflexion on women's rights.

All the actions have been framed in the Act N° 26.485 of integral protection to prevent, condemn and eradicate violence against women in the places in which interpersonal relationships are developed.

Trainings have been developed in:

City	Quantity of participants
La Rioja	19
Ciudad Autónoma de Buenos Aires	45

Health Primary Care

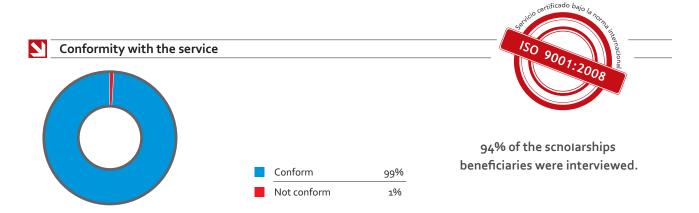
During 2011 there were summoned primary care interdisciplinary teams in order to generate promotion and health prevention activities for our member families. The professionals performed a total of 73 encounters in 35 subsidiaries.

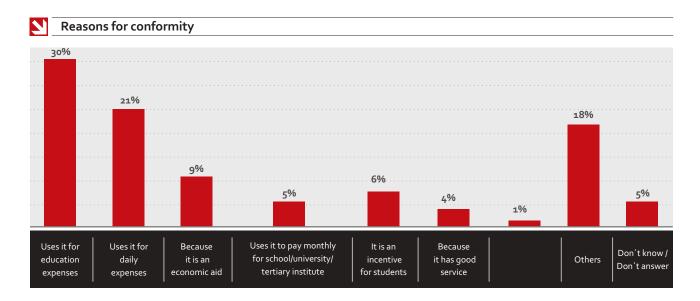
In the performed conferences there were treated different themes of interest related to health care and lifestyle improvement.

The most performed conferences and workshops were: Dental Preventive Programme, Health and Elder care, Memory, Hypertension, Diabetes, Foot Care and hygiene, among others.



3.4.1.1 Scholarships









3.4.1.2 Occupational training and orientation service

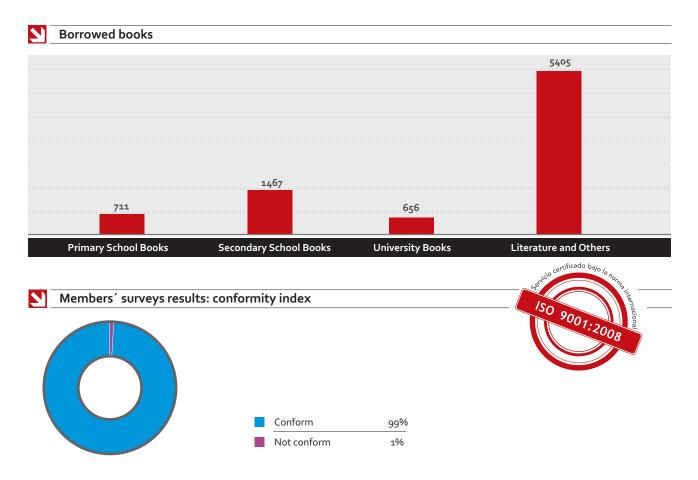
Helping by means of little squares

During 2011, a new modality of solidary work was generated. In the subsidiaries of Concepción, Jujuy, Tucumán San Miguel and Santa Fe, Solidary Campaigns were organized destined to the donation of knitted patchwork blankets. For the making of patchwork blankets, we asked members from the subsidiaries to knit little squares of 20x20 cm. Afterwards, these little squares were gathered to create the patchwork blankets. The innovative proposal was very well received by the members. In the Headquarters, 15 patchwork blankets will be donated to the Colony Primary School "Pampa Napenay" in Chaco (sponsored by AMPC). In the subsidiary Jujuy and Concepción, the campaign received the name of "Construyamos un invierno calentito aportando un cuadradito".

Besides, in the subsidiary of San Miguel this new solidary activity was called "La mutual teje y abriga". This work proposal allowed that a great number of members to participate in a solidary project.

Solidari	Solidarity in numbers		
20	They are solidary activities developed all over the country		
15	Average Donations per year, they are performed since 2006		
+200	They are members that participate in solidary activities per year		
12	They are solidary campaigns performed during 2011		
8	They are solidary groups		

3.4.1.3 Library



Library on line search service

The advantages offered by the creation of this new form of presenting the library is that all members will have access to the information in the moment that they need, favouring specially members who, for any reason, cannot reach a subsidiary to borrow books, thus allowing a new access to information and recreation with new readers in contact with new technologies.

Nowadays it is available an on line catalogue to look for books by author or title.

Creation of aVirtual Library on Social Benefit Activity and Social Economy.

We wish to create a Virtual Library on Social Benefit Activity and Social Economy. It must be pointed out that there is only one library on this issue in Chile (which apparently is not in use and has only 5 publications).

Currently most of the titles of the bibliographic fund of the Library are not public for what they cannot be included in a web page.

Library on line search service

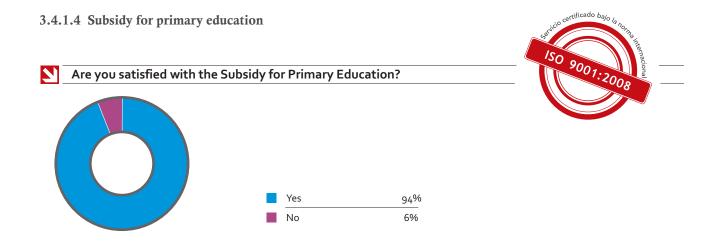
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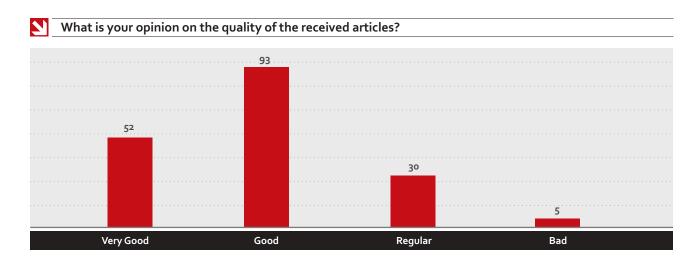
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10

Oct

15

Nov

12

Dec





Mar

Apr

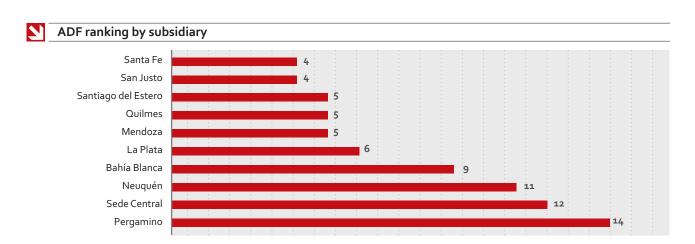
May

June

ADF* by month

Feb

Jan



July

Aug

Sept

Occupational therapy in subsidiary

Occupational therapy is the discipline that embraces treatment of people with deficit in their daily activities of selfcare such as feeding, hygiene, general mobility (round the house, up and down stairs, use of an orthopaedic device), getting dressed, etc., as well as instrumental daily activities that demand more psycho-physical capacities such as preparing meals, money management, cleaning of the house, etc. The objective of this intervention is helping our social members to improve their lifestyle getting their maximum level of autonomy by means of prevention, promotion and keeping their health.

Main points in occupational therapy intervention in subsidiaries:

Functional Development Assistance Service:Interview at home, house evaluation, evaluation of autonomy in the development of daily activities. Follow-up, training, home training to ADF beneficiaries on performed adaptations and use of technical aids.

Handicap Subsidies: Subsidies follow-up altogether with the social service. Home visits to evaluate accessibility and autonomy. Detection of possible cases of ADF as from the subsidies follow-up.

Therapeutic Activities Workshops: Workshops and/or recreational activities organization planned with the rest of the interdisciplinary team. For example: health preservation talks, workshops, stimulation, rehabilitation or maintenance of capacities and abilities for aging and/or handicap (memory stimulation workshops, personal care workshops, autonomy and independence workshop for daily activities).

During 2011 3 occupational therapists were incorporated in Headquarters (for subsidiaries of Buenos Aires city and its suburbs), Bahía Blanca and Santa Fe.

Highlighted case of ADF in the subsidiary of Bahía Blanca.

Along 2011, the social worker from Bahía Blanca detected the case of a 38-years-old woman who suffered from a hemiplegia as a consequence of a strokeoccurred when she was 15 years old. This member is not able to move her left hand and the alterations as time passes are severe. By means of a home evaluation and taking into account the

age of this member, great difficulties are observed in her functional performance.

Based on the joint work performed between the social worker and the occupational therapist -recently incorporated to our team-, important adaptations and technical aids were made to maximize the memberindependence in the performance of her daily activities. Among the most highlighted elements, we can point out a home access ramp, adapted cutlery and kitchen utensils, grab bars, position cushions for her hemiplegic side, reconditioning of the bathroom according to her physical and security needs and exercise elements to improve the mobility of her hand and superior extremities. Moreover, it is recommended the arrangement of some elements



by the Association orthopaedic service (orthopaedic sandals, sling, toilet elevator, and shower chair).

It is important to point out that, by means of the occupational therapist, the member has been advised as regards the use of adaptations and elements given (use of the three-legged cane, movement and transferences for a better position and rest on the compromised side, management of adapted cutlery and utensils, etc).

COPIDIS

During 2011 it was implemented the project "Adaptación de la vivienda: una herramienta para mejorar la calidad de vida de personas con discapacidad" presented to COPIDIS (commission for the full participation and integration of handicapped people) the project implied the performance of adaptations of at least 10 houses of association members. The agreement was signed in December 2010, and it consisted on the economic support by COPIDIS for the purchase of technical aids, orthopaedics elements and materials.

Identified Problem:

Handicapped people in conditions of social vulnerability, live in houses with insufficient or even no access level; situation worsened by the architectural barriers that make it difficult to perform daily activities.

Proposed Strategy

The strategy proposed included two phases:

1- Perform an assessment to identify the group of beneficiaries that present the problem formerly mentioned and in which houses it is possible make the adaptation.

2- In a second phase, it will be performed repairs, remodelling and/or adaptation of the selected houses. Simultaneously, an interdisciplinary team of professionals will carry out a follow-up of each case in order to determine the real influence that the intervention has in each member's daily lifestyle.

Out of the 20 assessed Houses, 13 cases to analyse and evaluate were detected, 9 of which were selected for treatment in this project. It follows a detail of the members profile: diagnosis, sex, age, etc.

We found out that 9 are men and 4 women; 8 of which are under 18 -4 children and 4 adolescents-, 3 adults and 2 elders.

Six of them present movement handicap, other 6 present mental handicaps, and 1 visceral, what hinders the member to perform daily activities independently.

Different Pathologies: Marie Charcot-Tooth Syndrome (causing constant contractures and a tendency for talipes, thus provoking an irregular walk). Minor and severe mental retarded diseases, cerebral paralysis, diabetes together with limb amputation, hips dislocation and Down Syndrome related to breathing and heart problems, Angioma Nevoide, maturity retardation.



Highlighted Case of COPIDIS

During 2011, the occupational therapist, together with the headquarters social worker, made visits for COPI-DIS assessment cases, and they found the case of a seven-years-old with a diagnosis of severe maturity retardation.

In the home evaluation it is detected that the boy had difficulties in the occupational performance as a consequence of his constant swing movements, the biggest problem is presented in daily activities such as eating.



According to professional recommendation, there were delivered elements and technical aids: eating chair, toilet seat, table anti-slid, fridge loop, games and stimulation materials (2 rubber balls, 1 modelling dough set, 1 built-in gameRasti, 2 foamy puzzles)

The multi-function postural chair was crafted by artisans and specially adjusted to his individual needs, offering more independence both, at lunch time and to do any other seating activity; besides, being in this appropriate position his motor development will be favoured.

It is expected an improvement of member's daily lifestyle as well as his family and caretakers.

Music-therapy

During 2011 we continued with the Music-therapy workshops in the subsidiaries of Morón and Santiago del Estero, and we incorporated the workshop in the Subsidiary of San Martín.

Morón and San Martín subsidiaries: music-therapy courses for the elder, highlighted themes: third-age role in society, families, the passing of time and humour.

Technics and activities used: Expressive area: singing voice, stories and dance, emotional area, group singing, songs composition, improvisation, verbal reflexion, soundings. Through which we pretend to favour the creative support of cognitive aspects, memory, attention of execution and sensorimotor functions by imitation, audio development, evocation, perception, differentiation, retention and evocation (memory).

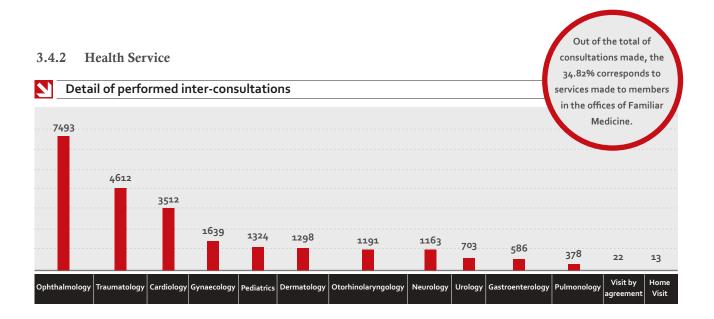


3.4.1.6 Tourism Mini-tourism outings

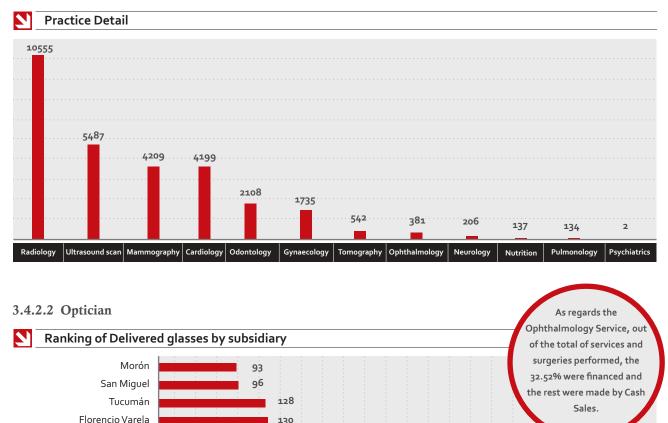
6 mini-tourism outings were performed in which 147 members participated.

Subsidiary	Destination	Member quantity
Resistencia	Puente Pexoa	19
Resistencia	Isla del Cerrito	19
San Nicolás	Tigre	24
Santa Fe	Ciudad de la Paz	32
Bahía Banca	Sierra de la Ventana	30
Sede Central	Estancia las Rubitas (Los Cárdales)	23

More visited destination	
1º Mar del Plata	2º Villa Carlos Paz
3º Santa Teresita	4º Cataratas del Iguazú
5º Colón	



3.4.2.1 Dentistry



3.4.3 Economic Services 3.4.3.1 Service of Social Benefit Saving

Córdoba

Lanús

San Juan

Quilmes

Sede Central

Mar del Plata

As from December, AMPF offers the new service to its members: this is the "Social Benefit Saving".

130

144

171

193

205

263

351

This service was specially thought to stimulate the saving capacity of members who will have the chance of trusting their savings to the Association and let it offer a counter-service called stimulus, according to the rate at the moment of the deposit and the period their savings stay deposited. This service is oriented to all members (independently of the category they belong to), and we offer them the possibility of acceding to the service quickly and easily. In such sense, two basic services have been implemented: Association Savings Account and forward Savings, which can be renewable automatically when due. The forward savinghas 3 types, the "Classic", "Pre cancellable" and with "Anticipated retire of incentive rate", for all these types you can choose deadlinesranging from 30 to 360 days, upon election or convenience of the beneficiary.

It is to point out that in this first stage, this new service was available in our Headquarters, Lanús and Córdoba, and it will be increasingly expanding to the rest of the subsidiaries and annexes throughout 2012.

3.5 Surplus Social Capitalization

3.5.1 Quality

During 2011, we have worked to keep and strengthen our Quality Management System SGCby performing the following:

- Internal and diagnosis audits to analyse our strengths and work in the early detection of our weaknesses in four cycles which implied the visit of more than 20 locations in the country.
- Increasing the list of internal auditors, being 5 the current ones.
 Performing trainings to our work teams in order to broaden the knowledge of the norm and, specially, in our own quality management philosophy, with a total of 92 people, in seven full-assistance and virtual instances.
- Performing the first stage of certification of our own fund economic aid service.
- Getting the re-certification of our educational services: Scholarships, Libraryand Primary School Subsidy.

Our goal is to optimize the SGC within AMPF by:

- The increase of diagnosis and internal audits.
- The advance of the implementation of SGC in a new service: AE –Own Funds.
- The new internal audits training.
- The training on ISO Norm 9001:2008 to AMPF personnel within the scope.
- The external trainings for the Quality section members.

The certification granting is not a prize or a distinction but the result of effort and responsibility in the development of services; it is a path towards excellence. Consequently, we will look for the certification of all our services.

3.5.2 Technology

During 2011, the Technology Management devoted time to carry out different activities. Among them we cahighlight the following:

• Moving the Telephone Switchboard and telephone devices; Modernizing (technology ip), costs optimization (routings, multiple destinations), communications integration. New functionalities: identification and calls registry, hands-free system, memories, derivations, fax server, mail box, etc.

- Connection optimization between subsidiaries and Headquarters through the linkage equipment replacement.
- Servers room restructuration (racks equipment, switch POE, added UPS, SMS alerts, automatic and remote turn-offs, etc.)
- Implementation of new Economic Aids process/system
- Social Benefit Saving Process: assessment, analysisand definitions of circuit processes. Process documentation. Implementation of pilot test in subsidiaries.
- Development of module for new Social Benefit Saving service (stage 1): application for basic functions of the service: service subscription, withdrawals and deposits, forward savings certificates, payment plan, withdrawal notice registry, etc.
- Preventive Health Programme: consultations on directing calls and load results.
- Unification of subsidiaries cash-boxes:movementautomation to optimize performance of the different cashboxes of a subsidiary (operative box, remittance cash,social benefit saving cash-box).
- New SMS functionalities for members: Appointments cancellations Notices of books reception in subsidiaries Re-enrolment and contest via SMS
- Operation development for credit card payment; cash sales, odontology, ophthalmology, supply store, etc.

3.6 Social and Beneficiary education and training

3.6.1 Social Benefit workers training

"Member service practices"

During 2011 there were carried out 4 courses with full virtual modality having a participation of 80 employees from all over the country.

This course has as specific goals to check the real composition of our members; identify service management tools –which already exist in our entity-; interchange knowledge, concepts and tools gathered throughout all these working years and reflect upon some innovative ideas.

Besides, it is to point out that the success of this course exceeded our entity and has been offered in other national and Latin-American societies as well through the Social Benefit Training Institute Carlos Castillo. Amongst the transversal trainings performed during this year, we can point out the foregoing.

Siven Trainings	Attendants
Auditor Function Introduction	2
Quality Fundamentals I	16
Quality Fundamentals II	11
Quality Fundamentals III	4
Quality Fundamentals IV	18
Quality Fundamentals V	22
Quality Fundamentals VI	19
Notes for the strengthening of social benefit management	100

3.6.2 New technologies in training

New technologies will be searched to ease the training actions. The Social Benefit Training Institute will act as a facilitator of these tools for managers, representatives and for those who want to train or need to foster training.

Special value will be given to the acquired knowledge of our people by means of their life experiences. Knowledge management will be crucial this year and for this, all material obtained and received will be kept. This information will be capitalized in courses and different activities.

This year we will start an important project of the Social Benefit Training Institute, the design and implementation of a Degree in Solidary and Social Economy.

3.7.1 Detail of Institutional Presentations

VIII Conferencia regional ISTR América Latina y el Caribe
July 12 to 14 2011, Universidad Católica Argentina, CABA
Organized by: ISTR, ICD, UCA
Presentation of the research: "Legitimando el accionar de las Organizaciones Sociales"
Authors: Celeste Meza and Fernanda Sigliano.

3.7.2 Benefit Societies in Agreement

Pharmacy, Odontology and Health Service

Asociación Amigos de Buenos Aires Asociación Argentina de Previsión Mutual Asociación de Dirigentes Mutualistas Asociación de Jubilados y Pensionados de Telégrafos de la República Argentina Asociación de Socorros Mutuos -Flor de Lis-Asociación Italiana de Mutualidad e Instrucción Asociación Mutual 2 de Agosto Asociación Mutual Blanco de La Tercera Edad y/o Blanco de Bs. As. Asociación Mutual Buenos Aires - AMBA Asociación Mutual Cristiano Evangélica - AMCE Asociación Mutual de Empleados De Sociedades Civiles - Monserrat Asociación Mutual de ex Empleados del Banco Tornquist Asociación Mutual del Circulo de Suboficiales de la Fuerza Aérea Asociación Mutual del Personal de Halliburton Asociación Mutual del Personal de Supervisores Empresas de Energía Asociación Mutual del Personal del Inst. Movilizador de Fondos Cooperativos Asociación Mutual Manantiales Asociación Mutual Olimpia Asociación Mutual Sociedad Central de Arquitectos Asociación Mutual 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 Mutual de Prestaciones Sociales - AMPS Asociación Mutual Docentes de la Provincia del Chaco – AMUDOCH – Asociación Mutual de la Universidad Nacional de Lanus – AMUNLa Asociación Mutual de Docentes de la Provincia del Chaco Círculo Oficiales de Mar – COM Círculo de Suboficiales de la Fuerza Aérea Argentina

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

Asociación Mutual de la Universidad Nacional de Lanus, AMUNLa Asociación Mutual de Docentes de la Provincia del Chaco Círculo Oficiales de Mar – COM Círculo de Suboficiales de la Fuerza Aérea Argentina

3.7.4 International Agreements

Confederation of Social Benefit Societies of the Bolivian Republic

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

Confederation of Chilean Social Benefit Activity

The agreement signed with the Chilean entity intends to offer the AMPF Pharmacy service to members pertaining to entities joint to that Confederation and collaborate in the installation of social benefit pharmacies in this country.

FEMUPAR (Federation of Social Benefit Societies in Paraguay)

Both sides agree on the need of building a strategic alliance so as to face the common problems jointly, as well as cooperate and gather resources that promote operative and economic feasibility of projects.

AISS (International Association of Social Security), entity depending on the United Nations (UN).

A Mutualidade de Santa María de Portugal

Both entities will work together and elaborate joint projects, as regards different problems with a common concernso as to help each other with the consequent improvement of the situation of their entities and members

A Mutualidade Da Moita, Asociación Mutualista

Both entities will work together in the elaboration of activities programmes to establish services, experiences and capacities interchange, so as to improve institutional and operative quality of the organizations. Cooperation Agreement signed between Odema-AMPF and the Public Function Ministry of the Nigeria Republic.

3.7.5 Participation in Confederations and Federations

FEDETUR

Federation of Cooperative and Mutual Entities of Tourism Federal Network			
Edelmiro Morandeira Management Council Treassurer, AMPF representativ			
Ulises Pistarchi	Vocal Titular, AMPC representative		
Alfredo Kalichú Vocal Titular, AMPC representative			

FEDEMSCRUZ

Federation of Mutual Entities of Santa C	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

FEDEMBA

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

CONAM

National Confederation of Mutual Entities of Argentina RepublicFrancisco SavoiniPresidentHugo BozziniPermanent 1° of Supervising Board

ODEMA

Organización de Entidades Mutuales Americanas			
Alfredo Sigliano	President		
Francisco Savoini	Treasurer		

CONMUJER

Consejo Municipal de la Mujer, Municipalidad de Río Gallegos, Provincia de Santa Cruz. José Luis Minzoni Vicepresidente, a cargo de la Delegación Río Gallegos de la AMPF.

3.7.6 Participation in International and National Conferences

AISS

5º Foro de las Comisiones Técnicas.
del 25 de Marzo al 04 de Abril, Ginebra, Suiza.
Asistentes: Alfredo Sigliano, María Rosa Sáenz Saralegui, Andrés Román.

AISS

Seminario Técnico sobre Enfoques de Seguridad Social proactivos y preventivos. del 20 al 26 de Junio, Ginebra, Suiza. Asistente: Andrés Román.

AISS

Seminario Técnico sobre Estrategias Preventivas para la Cobertura en Seguridad Social de Poblaciones Vulnerables.
25 y 26 de Agosto, San José, Costa Rica.
Asistentes: Alfredo Sigliano, María Rosa Sáenz Saralegui, Andrés Román.



FEDEMBA, Buenos Aires.

Invited the federated social benefit societies by means of the Women National Council from the National Development Ministry, to a semi-attendance training in order to treat the actions included in Act N° 26.485 of integral protection to prevent, condemn and eradicate violence against women within the environments in which they perform their interpersonal relationships. September 09

Charla para testimoniar sobre la trayectoria de la AMPF

15 de Septiembre, Buenos Aires, Facultad de Ciencias Económicas, UBA. **Asistente:** Gastón Ricciardi.

FEDEMBA

Asamblea General Ordinaria de FEDEMBA en la sede social de la Mutual de Médicos Anestesiólogos. 22 de Septiembre, Buenos Aires.

AISS

Seminario sobre promoción de la empleabilidad: actividad, salud y reinserción. del 18 al 19 de Octubre, Düsseldorf, Alemania. Asistentes: María Fernanda Sigliano, Celeste Meza.

Global Pact

III Global Pact Argentinian Network Assembly, Telecom Auditorium.

November 22, Buenos Aires.

AMPF gives a Commemorative Plaque acknowledging its leaderships in achieving the status of advanced COPin 2011, pursuant to the United Nations Global Pact criteria.

Attendants: Maria Fernanda Sigliano, Gastón Ricciardi, Darío Martínez Corti.

Sede de "Hijos" de la ESMA, convocado por el Consejo Nacional de la Mujer, dependiente del Ministerio de Desarrollo Social de Nación .

25 de Noviembre, CABA. Asistentes: Analía Scalise, Darío Martínez Corti, Carolina Tapia, Maria Fernanda Sigliano, Andrea Sigliano.

VIII Conferencia regional ISTR América Latina y el Caribe

12 a 14 de julio de 2011, Universidad Católica Argentina, CABA
Organizado por: ISTR, ICD, UCA
Presentación de la investigación: "Legitimando el accionar de las Organizaciones Sociales"
Autoras: Celeste Meza y Fernanda Sigliano.

Primer congreso argentino de innovación en Calidad

15 y 16 de agosto de 2011, Auditorio UCEMA CABA Organizado por: Grupo Crescent, ISOlucion, BDO Participantes: Tatiana Kurlat, Micaela Curuchet y Mariano Tobalina

Primera semana de la seguridad social Abril 2011 - Distrito Federal – Mexico

Gastón Salvioli

ODEMA

Gerenciamiento de Entidades mutuales Agosto 2011- Potosi – Bolivia Gastón Salvioli



ODEMA "Construyendo equipos efectivos en la mutualidad" Gastón Salvioli, Romina Massa

FIESS 2011 Foro Internacional de la Economía Social y Solidaria Octubre 2011 - Montreal – Canada Gastón Salvioli

50. Congreso Nacional de Financiación de Consumo y medios de pago CMS Forum (Hotel Four Seasons) Juan Pablo Federico20/09/201

CIESS

Jornada internacional para la construcción de una seguridad social integrada 3 y 4 de noviembre de 2011, México DF. El Dr. Tchukran Enrique

OPS/OMS, CIESS

Seminario de alto Nivel: Envejecimiento de América Latina 10 al 15 de octubre, en la Ciudad de México. Dr. Marcelo Kobelinsky

3.7.7 Detail of special campaigns

Donations

From the organization of the Primary School Service diverse donations were made which are detailed as follows:

Quantity	Element
193	Trainers for disposal
42	backpacks with school materials + bags with school materials
25	schoolkit
11	pre-schoolkit
12	school overalls
14	spare block of sheets
7	note-books
1	bag with diverse things
1	AMPF school backpack
1	School Kit (black pencils, pencil/ink rubbers, sharpener, rules,
	glossy colour paper, note-books, lined sheets, spare block of
	sheets).
	193 42 25 11 12 14 7 1 1

Chapter IV

Programmes. Contests and events V Photography Contest : Works Programme "Ellos pintan fuerte" Exhibition: Pintorcitos Amancaes

V Photography Contest :Works

The 5° Photography Contest was carried out under the following concept:

All kinds of work: domestic, technical, intellectual, artisanal ones, the ones performed in solitude and the ones depending on a team.

To capture them with our sight and our feeling, to express them in a photograph is a way to share them with the others.



Winners			
Order	Name of the work	Winner	Subsidiary
1º prize	Hilando en Huarenchenque	Sonia Beatriz Rodríguez	Neuquén
2º prize	Vendedor de Ilusiones	Daniel Alberto Maydana	Sede Central
3º prize	Tejiendo pa´ la vida	Carlos Alberto Maydana	Lanús
Mention	Cantera Cerro Leones	Hilda Do Santos	Tandil
Mention	Teatro callejero	Aldana Iveth Roberts González	General Roca
Mention	Diariero	Hugo Antonio Santacroce	La Rioja
Mention	Lustrador y Nostálgico	Rodrigo Maximiliano Díaz Fuentes	Roque Sáenz Peña

Programme"Ellos pintan fuerte"

On August 19, it was carried out in our Headquarters the raffle for the Programme"EllosPintanFuerte", and the winners resulted to be the following members:

W inners				
Order		Winner	DNI	Subsidiary
1º prize	Computer	Gerardo Ezequiel Muro	44.745.426	Resistencia
2º prize	DVD Player	Catalina Sol Nardi	42.709.721	Quilmes
3º prize	DVD Player	Jael Montenegro Pablo	43.017.680	Mar del Plata
4º prize	DVD Player	Lucas Tomás Farias	44.964.953	Quilmes
5º prize	DVD Player	Camila Elizabeth Wimmer	45.053.583	Posadas
6º prize	Bicycle	Thiago Ezequiel	48.037.566	Chascomús
7º prize	Bicycle	Valentina Sol González	43.922.017	Villa Lugano
8º prize	Bicycle	Tiago Brian Guarie	42.993.973	Formosa
9º prize	Bicycle	Leonardo Ezequiel Cesan	42.643.984	Villa Lugano
10º prize	Bicycle	Abel Jeremías	42.287.558	San Juan
11º prize	Bicycle	María Noel Rigoni	41.381.585	Concordia
12º prize	Bicycle	Julián Matías Nardi	44.604.506	Quilmes
13º prize	Bicycle	Noelia Julieta Paredes	46.083.613	Posadas
14º prize	Bicycle	Sofía Analía Fredes	46.544.766	San Juan



Exhibition: Pintorcitos Amancaes

For the seventh consecutive year, it was carried out in our Headquarters the annual exhibition of Pintorcitos Amancaes, the programme carried out by the foundation "Ayudando a los que se Ayudan", which coordinates the member and collaborator Beatriz Gamba.

Pintorcitos Amancaesis a didactic and artistic expression workshop in which youngsters and children living in the slum Villa 31in the capital of the city, learn painting techniques and therefore express their own view.

Chapter V

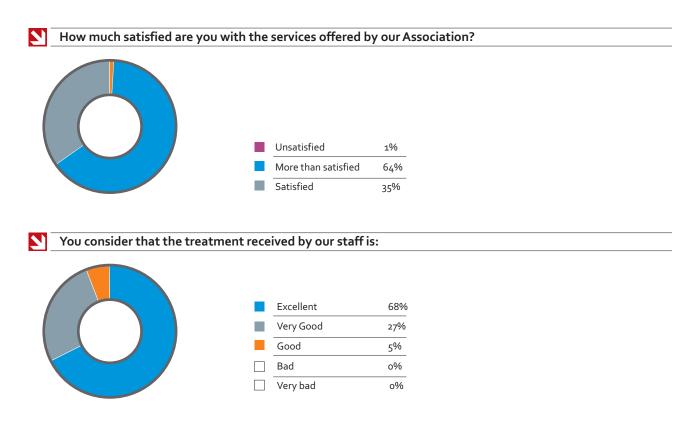
National Survey 2011

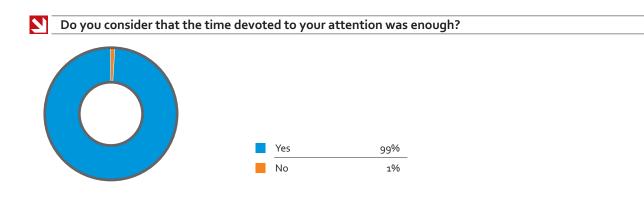
As every year, it was performed the National Survey 2011. The objective was to measure our member general satisfaction by the evaluation of both offered services and their loyalty.

The survey was carried out all over the country and incorporated this year a new recollection method: the newsletter e-mailed to all our members.

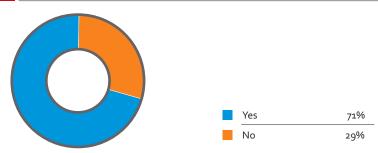
A total of 926 surveys were collected: 782 in the traditional paper way and 144 by mail.

It follows some of the highlighted results.









Would you recommend the AMPF to other people?



Chapter VI

COP



As in 2008, the Association supports the 10 Global Compact and expresses it in its Progress Communication. This was distinguished in 2011 as GC Advanced, classification with it is acknowledged the organizations that endeavour to improve and report a great variety of good practices in order to

align its strategies and operations with the ten principles universally accepted in four thematic areas: human rights, labour standards, environment and anti-corruption. In the Social Report table you can appreciate the cross references performed between the Global Pact principles and the indicators of the Social Benefit Association showed each year.

Principle N° 1

The Social Benefit Association 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. Keeping this commitment is that, once more, the Association established –as an institutional objective in the health area- to foster and strengthen the interdisciplinary work processes, taking important measures to achieve our health goals for everybody. 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,
- 61% raise in the performed medical consultations,
- 15% increase of external services,
- 22725 was the number of served members in the odontology rooms,
- 34 more equipped odontology rooms, among others.



This support to DDHH of second generation is made specially with our under aged members: 1324 children were attended in our pediatric rooms, secondary, tertiary and university scholarships were granted – which amounts areupdated periodically-; they were given school overalls, trainers and school materials kits through the Primary school Subsidy, more than 8200 books were lent in the library.

During 2011, we continued with the Assistance service for the functional performance (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, among others.

Besides, it was signed an agreement with the Committee for the full participation and integration of handicapped people (COPIDIS), by means of this, it was achieved the economic support of the project"Adaptación de la vivienda: una herramienta para mejorar la calidad de vida de personas con discapacidad", covering the purchase of technical aid, orthopaedics elements and materials for 10 families living in the City of Buenos Aires.

We also kept on the granting of subsidies –by birth, death or handicap-, Solidary Funds. Members are trained by means of the Occupational Training and Orientation Service. As regards the privacy and protection of our members 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 transparence 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.

Principle Nº 2

The Social Benefit Association 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 – see page 37 of 2011 Social Report-.

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

Principle N°3

The Social Benefit Association 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 linkwith 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 Association 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 Social Benefit Association, 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.

In 2011, the Human Resources Management repeated a satisfaction survey to the internal client. This is a key tool to establish a direct communication with the employee. In this survey, it was incorporated a new item that refers to modifications or suggestions to the performance evaluations, which can be compared next year. 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. We continue, as the previous year, communicating and informing by means of our internal bulletin "Miradas abiertas".

Principle Nº 5

The same social 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 Social Benefit Association 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.

In 2011 an internal notice was sent in the International Day against Children Work reassuring our view and sending it to all our organization.

Principle Nº 6

It is also declared the social commitment as regards no discrimination.

From the beginning, the Social Benefit Association does not encourage or promote any kind of discrimination. This is clearly stated in the social principle number 3 of 'Institutional Neutrality'- *see page 25/26 of the Social Report.* 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 Social Benefit Association.
- Request a volunteer exceeding situation for a period no less than 3 months or superior to 6 months. This period in no paid and is not considered for seniority.

The Social Benefit Association 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 Social Benefit Association has increased the quantity of birth leave days to 7 calendar days, 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 Social Benefit Association 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 1/2 hs.).

See graphic "Percentage of women in high positions". Page 26

In 2011 the Social Benefit Association included the International Day for Awareness of Elder Mistreatment and Abuse, as well as the International Day against Violence in Women, spreading the view over its employees. Related with this principle, it was also offered semi-attendance training by means of the association with the Consejo Nacional de las Mujeres – *see page32 of this report* -.

Principle Nº 7

The Social Benefit Association commitment is declared and support to the principle of a preventive approach facing the environmental challenges.

It also manifests the total support to Río 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 99% 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 53 new pathological waste removal spots.

Principle Nº 8

Social Benefit Association 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 Social Benefit Association functions and missions.

To spread our commitment during the months of July to December, it was internally carried out the Paper Saving

social report 2011

Campaign: "Pequeñas ideas al servicio de la sustentabilidad". The objectives of this campaign were to diminish the consumption of paper and envelopes and create awareness as regards paper consumption amongst the Association employees. In this campaign, all areas, subsidiaries and annexes participated and 19 technical proposals were received to save paper consumption.

Principle Nº 9

The Social Benefit Association 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.



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

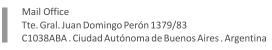
According to the above mentioned, we confirm our adhesion to the principles of the Global United Nations Pact and renew our commitment to continue exercising them in the life of our workers, members and community.



An invitation to get closer

In order to improve this document, keep on informing you and deal with you doubts, we want to know your opinion or suggestion through of the following communication means:

Social Report Sector



By telephone +54 11 4124.9710 int. 1267

By e.mail balancesocial@ampf.org.ar

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Entidad adherida a:





