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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 orienta-

tion 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 I

### Social Report Introduction

#### **Institutional Guidelines 2012**

It is generally known that the situation generated in Anses, because of the incredible abuse in the interest rate applied by pseudo-societies and cooperatives, as well as other financial organizations, to loans granted to retired and pensioned people, originated the adoption of strict restrictive measures, that even if they were necessary in order to stop the shameful current deeds, were not unfortunately fair enough, and they have sensibly affected our operative and answer capacity before the requirements of our members, especially in terms of economic aid.

We are aware of the damage that this situation causes in our Entity, as well as our responsibility and liability to react positively, firmly and creatively to successfully face a substantial change in the functional strategy and the creation of new services and renovation or innovation of this issue.

Set to this task, we privilege some guidelines and objectives, always thinking of the convenience and preservation of the inalienable rights of the family members.

In that intelligence, the Board of Directors resolved that for the immediate period and projecting for all 2012 the following priorities, without preventing the continuity of the rest of the services that the Entity offers:

#### **Social Benefit Savings**

Due to the importance that this new service has, the Board of Directors declared 2012 as the 'Year of the Social Benefit Saving'. It is worth highlighting that this service sets the principal basis for the Society as regards access to genuine funds for the performance of all services it offers and its main goal is to accomplish total independence of external financial suppliers, thus establishing the conditions to decide freely the most convenient measures regarding the grant of economic aid.

**Health – Family Plans -**

As in previous years, the Health Social Benefit Service will be strongly developed adding in 2012 the family plans as an answer to repetitive requirements of our members and tending in a near future to disclose and enforce the service in the community.

**Micro-credit**

The economic system aids with the application of micro-credits, has always been of considerable importance for the Board of Directors and, as for this year, it is intended to be put into force as soon as possible, in the understanding that it will mean a benefit that our members have long asked for.

**Insurances**

Another service that will be implemented during 2012 is Insurances, once all the appropriate studies for its enforcement have been done in order to apply it fully, i.e. with all the plausible characteristics (life, car, house, accidents, etc.) For this, we count with the assessment and collaboration of the Canadian social benefit activity through the intervention of the Odema – SOCODEVI agreement.

**Odema**

It is still a priority to go on with the contribution to the growth of the American Continent International, which has given numerous examples of importance in the world social benefit activity as well as significant results as a consequence of its membership in the most acknowledged world forums -UN - OAS - ILO - AISS - CIESS among others, which results in the direct benefit of all joint entities.

**On behalf of Board of Directors**

**Alfredo Sigliano**

**President**

## Highlights 2012 and next steps

### Insurances

With the aim of reinforcing our members and their families' security, the Society has outlined and designed a customized Social Benefit Insurance. As in other cases, this service arises from our members needs which were heard by our Board of Directors. For many months the managers and the Board of Directors itself devoted to the performance of this new service.

2013 will bring new insurances customized for our members: a new Health Insurance that includes Admissions, Home and Car Insurances.

### Plans for large families

With this new proposal, the Society takes its services closer to those beneficiaries of grant pensions.

From its origins, AMPF has worked hard in order to cover large families' needs, as well as those of beneficiaries of public service pensions, so as to find alternatives that take the numerous benefits that offer this solidary system closer to people.

### COP Global Compact

After 5 years of commitment and adhesion to the ten principles of the UN Global Compact, the Society expresses so in its Progress Notice. This was acknowledged once more in 2012 as GC Advanced, classification for organizations that strive to improve and report a wide variety of good practices in order to align its strategies and operations with the ten principles worldwide accepted in four theme areas: human rights, labour standards, environment and anti-corruption.

### Home Care National Programme

First and Second Component

During 2012, the first edition of the programme ended and a second complete edition was performed.

For 2013 we Project the third edition of the first component.

Besides, the Secretaría de Niñez Adolescencia y Familia depending of the Ministerio de Desarrollo Social de la Nación offered us the implementation of the Service System (Second Component of the Home Care National Programme).

The Service System includes a Level, Updating and Content Focus Course for people performing Home Care tasks.

The aim is to offer new knowledge as well as innovative tools that allow quality improvement as regards the service Home Caretakers offer. This is training-on-service, i.e. that they will serve for each month two or three people, who because of their bio-psychosocial conditions must be served at home. This group consists of elder people, handicapped and those with chronic or terminal diseases, as well as social vulnerability conditions.

### PROJECT Carertakers Supervision

As from April, it will be implemented a weekly space aimed at the supervision of home caretakers –trained at AMPF- and the reception of caretakers applications.

The objectives are:

- Generate a weekly supervision instance where caretakers find support in order to share the problems of the daily practice, as well as getting new resources to solve them.
- Continue with a monthly training instance in which they can analyze and solve doubts that arise from the practices.
- Receive applications of home caretakers.
- Determine which trained caretakers will cover the service.
- Organize and keep organization of caretakers' data base.

### Participation in the AISS Technical Seminar – “Acercamientos Preventivos y Proactivos en Seguridad Social: apoyando la salud” Oct 8 and 9 – Marrakech, Morocco.

The results of the report: “Seguridad Social para sociedades saludables: abrazando un nuevo mandato de prevención” were presented here, it is important to highlight that within the analysis of the role of social security institutions, our Asociación Mutual de Protección Familiar (AMPF), has been considered an example of promotion and prevention work in Argentine health by sharing its experience with the elder people in the health service intervention as well as the aid service for functional performance.

### AISS distinguished ampf for its services quality

The International Association of Social Security - AISS granted the Award of Good Practices for the American Continent 2012, Merit Certificates and Special Mentions to the Jury. The good practice model that the Social Benefit Association of Family Protection from Argentina on its managing system of service quality: ISO NORM 9001:2008 was awarded in the area “Buena práctica en Suficiencia y calidad de las prestaciones y los servicios de la seguridad social”.

## Chapter II

### Social report table

Exercise No 18 from 01/JAN/2012 to 31/DEC/2012

#### 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 Compact	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
<b>Members</b>				
1 Subscription of Active Members	7.587	2.509	-5.078	-67%
1 Subscription of Participant Members	2.539	2.692	153	6%
1 Subscription of Joining Members	1.202	1.229	27	2%
1 <b>Subscription of Members during accounting year</b>	<b>11.328</b>	<b>6.430</b>	-4.898	-43%
1 Resignations of Active Members	7.225	6.755	-470	-7%
1 Resignations of Participant Members	1.609	1.698	89	6%
1 Resignation of Joining Members	938	917	-21	-2%
1 <b>Resignation of Members during accounting year</b>	<b>9.772</b>	<b>9.370</b>	-402	-4%
1 Current Active Members Balance	72.410	68.248	-4.162	-6%
1 Current Participant Members Balance	7.654	8.613	959	13%
1 Current Joining Members Balance	1.911	2.174	263	14%
1 <b>Current Members Balance during accounting year</b>	<b>81.975</b>	<b>79.035</b>	-2.940	-4%
1 Quantity of associated employees	263	251	-12	-5%
1 Percentage of associate employees (%)	66	73	6	10%
<b>Solidarity Sponsor</b>				
Sponsors Quantity	5.007	3.035	-1.972	-39%
Beneficiaries Quantity	5.374	3.953	-1.421	-26%
Exchanges Quantity	983	617	-366	-37%
Re-enrolled Members (%)	68	70	2	3%

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 Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
10	Board of Directors Regular Meeting	12	12	0	0%
10	Board of Directors Special Meetings	4	9	5	125%
10	Regular Meetings	1	1	0	0%
10	Special Meetings	0	0	0	0%
	<b>Delegations</b>				
1	Quantity of National Delegations	39	42	3	8%
1	Quantity of International Delegations	1	0	-1	-100%
1	Annexes Quantity	31	23	-8	-26%
	<b>Communication with the member</b>				
	Member orientation centre				
	Quantity of received calls	11.679	17.501	5.822	50%
	Quantity of performed calls	1.109	366	-743	-67%
	Quantity of received calls from non-members	15.323	9.263	-6.060	-40%
	<b>Satisfaction Surveys</b>				
	Quantity of surveyed members <i>see Chapter V</i>	926	854	-72	-8%
	<b>“Correo Solidario”</b>				
	Issues (quant.)	7	6	-1	-14%
	Average Pages (quant.)	28	28	0	0%
	Run by issue (quant. of samples)	78.000	78.000	0	0%
	Delivery (quant.)	70.000	68.000	-2.000	-3%
	Delivery (quant.)	8.000	10.000	2.000	25%
	Text messages (SMS) sent to members	75.272	117.972	42.700	57%
	Mails sent to members	14.208	20.669	6.461	45%
	Issuing of bulletin ‘News’	7	8	1	14%
	<b>Web Page</b>				
	Quantity of web page visits	38.836	45.754	6.918	18%
	<b>Publicity Guidelines</b>				
	Newspaper	43	18	-25	-58%
	Radio	78	22	-56	-72%
	Magazine	29	21	-8	-28%
	Television	22	12	-10	-45%
	Others	12	6	-6	-50%

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 Compact	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
<b>3,5,6 Members</b>				
3,5,6 Female (quant.)				
3,5,6 Male (quant.)	54.416	53.033	-1.383	-3%
3,5,6 Female (%)	27.559	26.002	-1.557	-6%
3,5,6 Male (%)	66	67	1	1%
	34	33	-1	-2%
<b>Nationalities</b>				
3,5,6 Argentine	79.949	77.103	-2.846	-4%
3,5,6 Paraguayan	709	668	-41	-6%
3,5,6 Chilean	560	529	-31	-6%
3,5,6 Bolivian	163	149	-14	-9%
3,5,6 Uruguayan	122	119	-3	-2%
3,5,6 Italian	219	218	-1	0%
3,5,6 Spanish	97	92	-5	-5%
3,5,6 German	26	25	-1	-4%
3,5,6 Others	130	132	2	2%
(Rumanian, Russian, Syrian, Peruvian, Colombian, among others)				
<b>Employees</b>				
3,5,6 Female (quantity)	233	209	-24	-10%
3,5,6 Male (quantity)	160	137	-23	-14%
3,5,6 Female (%)	59%	60%	0	2%
3,5,6 Male (%)	41%	40%	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 Compact	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
<b>Economical Help</b>				
<b>Own Funds (FP) and Third-Parties Funds (FT)</b>				
Given help FP and FT	63.304	14.508	-48.796	-77%
Average Period (months)	29	18	-11	-38%
Deadlines accomplishment <i>new indicator</i>	24 Hs	24-48 hs		
<b>Health Service</b>				
Professionals	385	423	38	10%



## 3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
1	Outpatient Module members	52.674	54.168	1.494	3%
1	Delegations and annexes offering this service	63	67	4	6%
1	Attended Consultations	140.440	143.396	2.956	2%
1	External Providers	547	631	84	15%
8,9	Removal of pathological waste points	53	59	6	11%
1	Inter-consultations and complementary analysis	23.934	22.492	-1.442	-6%
1	Specialized practices	29.695	38.978	9.283	31%
1	Clinical Analysis	7.434	9.292	1.858	25%
<b>Odontology</b>					
1	Total of Attended members	22.725	22.207	-518	-2%
1	Professionals	74	75	1	1%
1	Performed Practices	2.678	2.470	-208	-8%
1	Quantity of subsidiaries with odontology equipment	34	36	2	6%
1	Percentage of financed prostheses and implants (%)	74	9	-65	-88%
<b>Optical Service</b>					
1	Delivered glasses	3.616	2.434	-1.182	-33%
1	Surgeries and practices	283	199	-84	-30%
1	Quantity of 'Flex' glasses delivered	1.217	889	-328	-27%
<b>Medicine Programme</b>					
1	Current treatments initiated historically	7.303	7.239	-64	-1%
1	Members that began the programme	1.067	81	-986	-92%
1	Delivered medicine HTA (quantity of blisters)	161.564	116.396	-45.168	-28%
1	Delivered medicine Diabetes (quantity of blisters)	69.764	57.880	-11.884	-17%
<b>Orthopaedics</b>					
1	Delivered Elements	2.582	2.248	-334	-13%
1	Bought Articles	1.944	1.602	-342	-18%
<b>Pharmacy</b>					
1	Members attended in Headquarters	1.591	1.447	-144	-9%
1	Members attended in Subsidiaries	7.080	6.616	-464	-7%
1	Members requirements in Subsidiaries	31.646	32.576	930	3%
1	Members of other mutual entities attended under agreement	1.052	1.140	88	8%
1	Average of Performed discount (%)	35	34	-2	-4%
1	Sales quantity in agencies with own stock <i>new indicator</i>	1.157	3.482	2.325	201%





### 3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
	<b>Kinesiology</b>				
1	Authorized sessions	16.324	21.634	5.310	33%
	<b>Social Service</b>				
	Professionals	46	46	0	0%
1	Attended Members	10.905	14.605	3.700	34%
	<b>Local Services</b>				
1	Quantity of offered services	14	13	-1	-7%
	<b>Occupational orientation and training</b>				
	<i>Activities: Before: 'Occupational Project'</i>				
1	Workshops: 'Socios para otros socios'	39	26	-13	-33%
1	Members participating in Workshops				
	'Socios para otros socios' (Monthly average)	213	116	-97	-46%
1	Solidary groups	8	10	2	25%
	<b>Job and computer science training support</b>				
1	Members granted in trade courses and others	96	11	-85	-89%
	<b>Leisure Recreation and time spending</b>				
	Members participating in conferences	4.578	5.402	824	18%
	Members participating in workshops	768	1.031	263	34%
	<b>Voluntary members</b>				
	Members Training in Workshops				
	of 'Socios para otros socios'	32	26	-6	-19%
	Members participating in Solidarity groups and activities	104	224	120	115%
	<b>Housing and Food Emergency</b>				
1	Quantity of Housing Emergency cases	13	2	-11	-85%
1	Quantity of Food Emergency cases	3	3	0	0%
	<b>Functional Performance Assistance (ADF)</b>				
1,2	Quantity of cases	112	97	-15	-13%
1,2	Quantity of cases from the follow-up of Handicapped Subsidy	8	12	4	50%
	<b>Subsidies and Allowances</b>				
1	Death allowance (quantity)	601	465	-136	-23%
1	Burial Allowance (quantity)	761	565	-196	-26%
1,2	Handicapped allowance (quantity)	114	100	-14	-12%
1	Wedding allowance (quantity)	56	47	-9	-16%



## 3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
1	Birth and/or adoption (quantity)	71	55	-16	-23%
	<b>Total of given allowances and subsidies (quantity)</b>	1.603	1.232	-371	-23%
	<b>Primary school subsidies</b>				
1	Subsidies Quantity	217	305	88	41%
1	Beneficiaries Quantity (sons and grandsons)	519	512	-7	-1%
1	Delivered elements	1.559	1.536	-23	-1%
	<b>Scholarships</b>				
1	New secondary school scholarships given (quantity) <i>see Note 1</i>	255	0	-255	-100%
1	Renewal of Secondary school scholarships	260	313	53	20%
1	New university and upper studies scholarships given (quantity)	110	0	-110	-100%
1	Renewal of university and upper studies scholarships	80	70	-10	-13%
	<b>Total of given scholarships (quantity)</b>	705	383	-322	-46%
	<b>Library</b>				
1	Borrowed Books	8.239	6.960	-1.279	-16%
1	Bought Books	1.615	606	-1.009	-62%
	Bibliographic Stock (in units)	23.720	15.286	-8.434	-36%
	Books stock (books available to take)	6.627	4.923	-1.704	-26%
1	Books route per cápita	5	5	0	0%
	<b>Tourism</b>				
	Performed operations	90	120	30	33%
	People who used the service	200	250	50	25%
	Mini-tourism outings	6	10	4	67%
	Financed operations percentage <i>See Note 2</i>	20	50	30	150%
	<b>Retirement and Legal Counselling</b>				
1	Legal counselling – attended cases	233	212	-21	-9%
1	Retirement counselling – attended cases	126	57	-69	-55%
1	Legal Counselling in Subsidiaries	1.164	1.123	-41	-4%
	<b>Warehouse</b>				
	Different Articles	814	141	-673	-83%
	Performed Sales	705	134	-571	-81%
1	Finance articles percentage	100	100	0	0%
	<b>Consignments</b>				
	Quantity of performed operations	2.392	2.326	-66	-3%
	Quantity of members that used the service	665	589	-76	-11%

### 3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
<b>Social Benefit Savings Service</b>					
1	Quantity of fixed-term savings <i>new indicator</i>		532	532	100%
1	Quantity of social savings accounts <i>new indicator</i>		1.150	1.150	100%
1	Average term for placing fixed-term savings <i>new indicator</i>		60-90		100%
<b>Insurance</b>					
1	Health insurance <i>new indicator</i>		169	169	100%
1	Personal accidents insurance <i>new indicator</i>		149	149	100%
1	ATM robbery insurance <i>new indicator</i>		1.750	1.750	100%
1	Home assistance service <i>new indicator</i>		482	482	100%

**Note 1:** according act of April 2012, 2012 Contest has been suspended.

**Note 2:** 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 Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
<b>Solidarity Fund</b>					
1	Approved cases (quantity)	80	27	-53	-66%
<b>Sponsorships</b>					
1	Sponsored Institutions	1	1	0	0%
<b>Quality Management</b>					
1	Quantity of certified services <i>see note 3</i>	3	3	0	0%
	Quantity of Intern Audits performed	4	7	3	75%
<b>Management</b>					
	Percentage of critical services activities	99,98	99,78	0	0%
	Works on performed improvements	27	7	-20	-74%
	Quantity of M2 of healthy space <i>see Note 4</i>	1.965	817	1.965	100%
<b>Employee Service Centre</b>					
1	Quantity of received calls	1.643	2.850	1.207	73%

**Note 3:** It includes certified services by ISO 9001:2008.

**Note 4:** Subsidiaries and annexes: La Rioja, San Luis, Guernica, Chascomús and Barrio Rivadavia, and medical offices.

**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 Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
1,10	<b>Training for Mutual members</b>				
1,10	Quantity of functional activities	24	37	13	54%
1,10	Quantity of assistants <i>see note 5</i>	69	20	-49	-71%
1,10	Quantity of transversal activities	41	17	-24	-59%
1,10	Quantity of assistants	252	226	-26	-10%
1,10	<b>Training for members and the community</b>				
1,10	Quantity of activities <i>see note 6</i>	4	101	97	2425%

**Note5:** It not includes all staff trainings.

**Note 6:** It includes a new way of accounting with workshops and trainings of Social service, and Healthcare service.

**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 Compact		Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
1	Institutional Presentations	1	4	3	300%
	Inter-mutual Agreements	42	44	2	5%
1	National and International Agreements	11	11	0	0%
4	Mutual Representatives that participate in Confederations and Federations	11	6	-5	-45%
	International and National Congresses	9	12	3	33%
7	Special Campaigns (solidary activities)	32	43	11	34%

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

## Chapter III

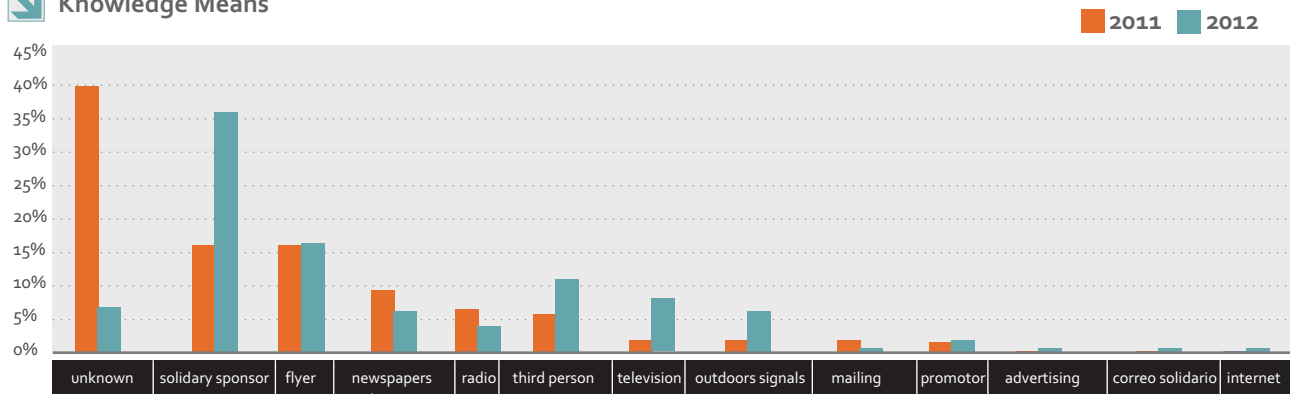
### Principles of Social Benefit Activity: qualitative aspects

#### 3.1 Voluntary Adhesion

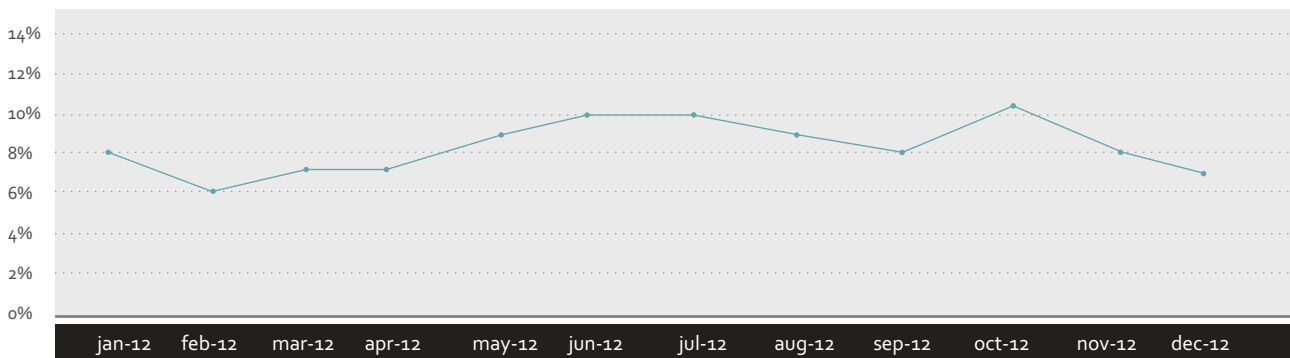
##### 3.1.1 Members



#### Knowledge Means



#### Monthly Subscription Tendency



3.2 Democratic Organization  
3.2.1 Current Board of Directors



**President**  
Alfredo Sigliano



**Vice-president**  
Francisco Jose Savoini



**General Secretary**  
Camilo R. Lanaro



**Executive Secretary**  
Dario Martínez Corti



**Minutes Secretary**  
Andrés B. Román



**Treasurer**  
Graciela I. Galera



**Protreasurer**  
Norberto Gabriel Tsujoi



**Ordinary members**  
1° Hugo Héctor Bozzini



**Ordinary members**  
2° Juan Galli



**Ordinary members**  
3° María Cristina Gonzalez



**Substitute members**  
1° 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 Barrio Rivadavia I  
 Annexe Berisso  
 Annexe Caballito  
 Annexe Chascomús  
 Annexe Guernica  
 Annexe Monte Grande  
 Annexe Pergamino  
 Annexe San Nicolás  
 Annexe Villa Lugano  
 Annexe Olavarría  
 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  
 Delegación Goya  
 Annexe Curuzú Cuatía

**Entre Ríos**  
 Subsidiary Concordia

**Formosa**  
 Subsidiary Formosa

**Jujuy**  
 Subsidiary S. S. de Jujuy

**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

**San Juan**  
 Subsidiary San Juan  
 Annexe Caucete

**San Luis**  
 Subsidiary San Luis  
 Annexe Villa Mercedes

**Santa Cruz**  
 Annexe Río Gallegos

**Santa Fe**  
 Subsidiary Rosario  
 Subsidiary Santa Fe  
 Annexe Carcarañá  
 Annexe Paraná

**Santiago del Estero**  
 Subsidiary Sgo. del Estero

**Tucumán**  
 Subsidiary Concepción  
 Subsidiary Tucumán

3.2.3 Communication with members



AMPF has its internet page in which all services and news of the institution are reported.

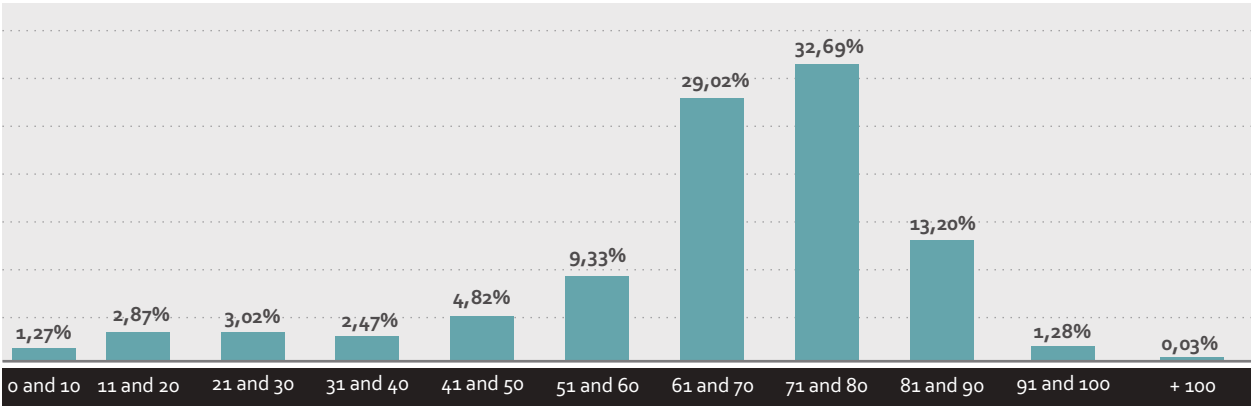
Most visited pages in the Association web site

- General Info
- Institutional
- Health Brochure

3.3 Institutional Neutrality

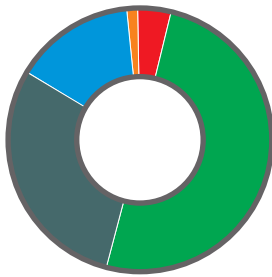
3.1.1 Members Profile

Members composition by age





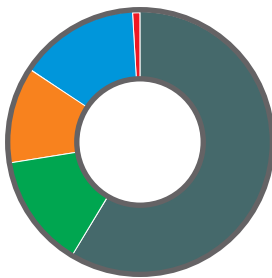
### Seniority range



Under 1 year	4%
Between 1 and 5 years	50%
Between 6 and 10 years	30%
Between 11 and 15 years	15%
More than 16 years	1%

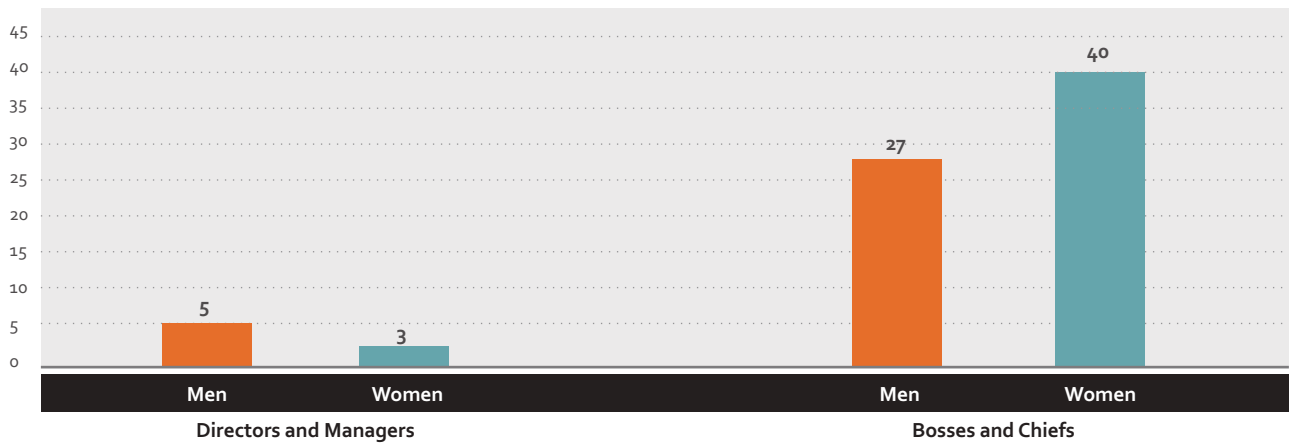
### 3.3.2 Our people

#### Education level composition

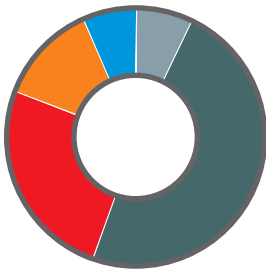


Primary or Secondary	58%
Technical or Tertiary	14%
University education in progress	12%
Complete University education	15%
Post-graduate education	1%

#### Women in high positions

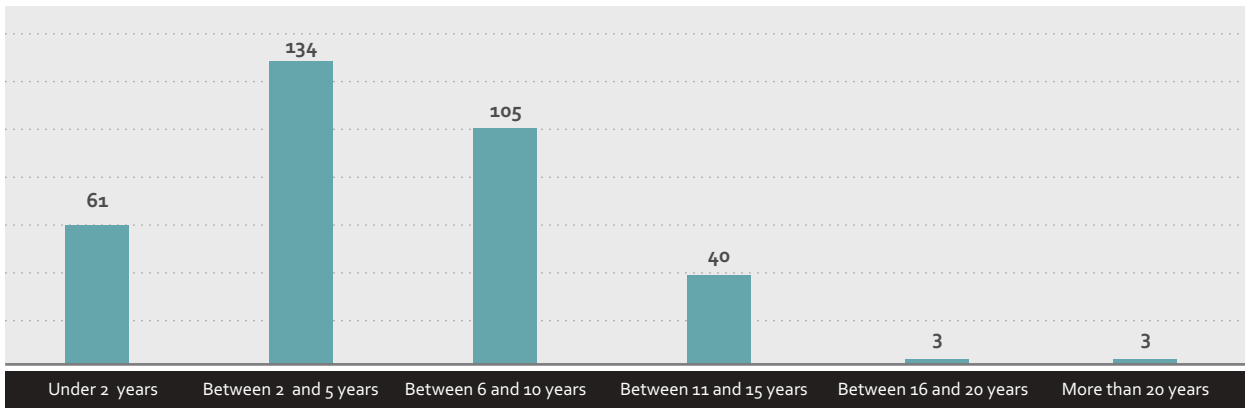


Members composition by age



Under 20 years	0%
Between 20 and 25 years	8%
Between 26 and 35 years	47%
Between 36 and 45 years	25%
Between 46 and 55 years	12%
More than 55 years	8%

Seniority range



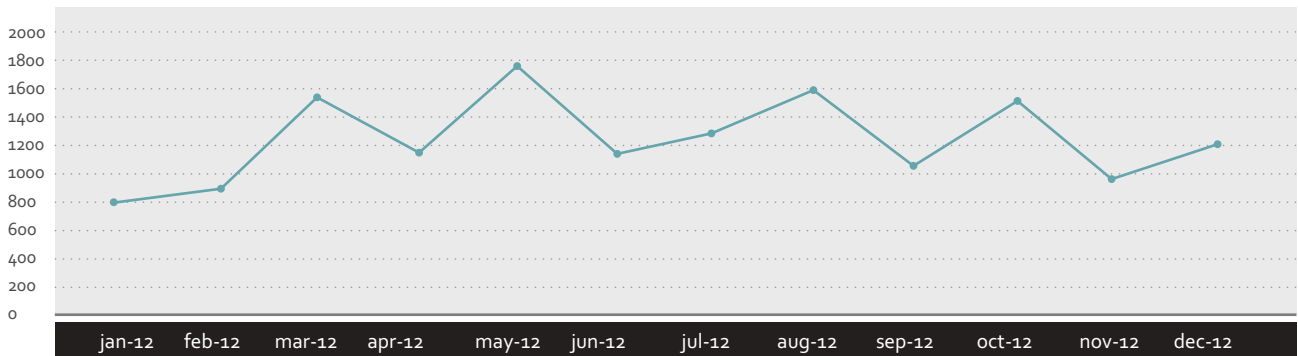
3.4 Economic Contribution according to perceivable services

3.4.1 Social Service

From the Social Service, programmes will be developed and implemented tending to improve our members' life quality  
One of the objectives of our professionals in service in the subsidiaries is: Promote, guide and coordinate actions that optimize members' serving trying to accomplish their needs, generating their participation.



## In the year 2012, 14,222 services were registered



With his intervention, the social worker articulates with other institutions with the aim of finding alternatives that contribute to the solution of any member problem.

239 local articulations were made linked Especially to food and home problems

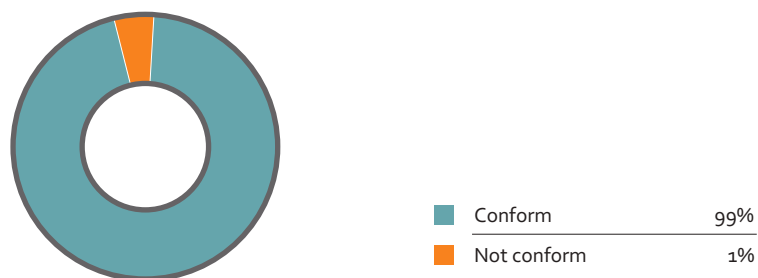
### Ten subsidiaries with most members served

01 Santa Fe	06 San Justo
02 Bahía Blanca	07 Tandil
03 San Miguel	08 Mercedes
04 Sede Central	09 La Plata
05 San Martín	10 Morón

### Member's satisfaction survey

The member's satisfaction survey is a quality value tool of our social service in the subsidiaries which allows us to improve it and focus on the most interesting aspects for our members.

430 surveys were performed in different subsidiaries obtaining a result of 99% of conformity.



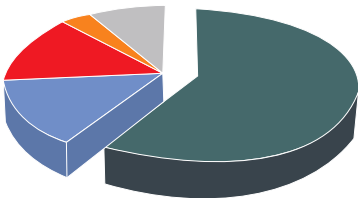


**Group Instances**

Our population many times presents the need of filling spare time, not only in relation to economic sustenance, but also to acknowledgement of acquired knowledge, feeling useful, planning different lifestyle, including recreation.

This year **7355** members participated of different group instances

Following, we detail the different action lines which answered the needs of spare time to our members.



Seminars	4.360	59%
Meetings with members	1.031	14%
Members workshops for members	1.052	14%
Activities and solidary groups	250	4%
Paid Activities	662	9%
Total	7.355	

**3.4.1.1 Functional Performance Assistance**

**Occupational therapy in subsidiary**

During 2012, we have kept doing our job with occupational therapists under the following intervention themes: Assistance for functional performance, handicap Subsidies and workshops on therapeutic activities. the subsidiaries in which the mentioned service has been developed are: headquarters, Santa Fe and Bahía Blanca. the therapists performance has been optimum, achieving a high level of satisfaction for members and an excellent result in interdisciplinary work together with the corresponding social workers.

Based on intervention themes mentioned, professionals have developed the following activities:

Complete action Circuit of new assistance cases for functional performance, as from the moment it is detected.

follow-up of assistance cases for functional development performed before its corresponding re-evaluation.

Participation in subsidiary workshops: in Santa Fe subsidiary, the occupational therapist has carried out a monthly participation in a memory workshop. in this way, their attendants have been evaluated for the provision of adaptation and necessary assistances with the aim of fostering and improving the mentioned participation.

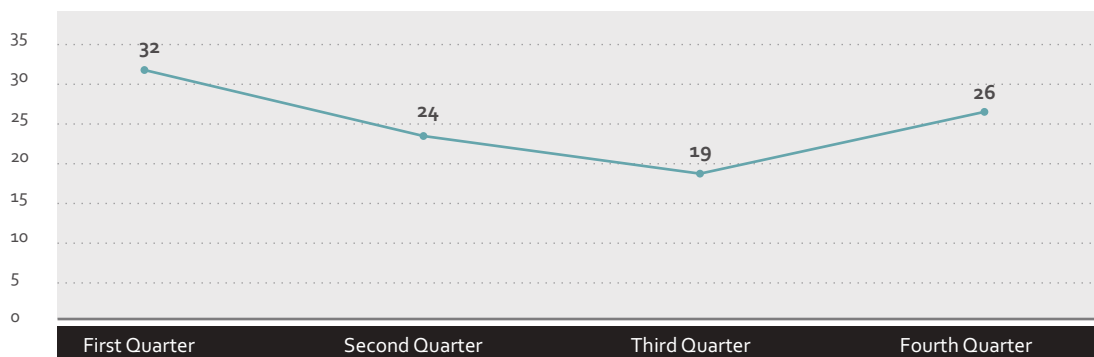
follow-up of those members that have applied for the handicap subsidy with the aim of detecting needs and developing actions from the assistance service for the functional performance or, simply to offer information on their rights to make connections with institutions to meet other needs (schools, centres of professional training);

organization of talks-workshops with the aim of informing our members on different topics ("DISCAPACIDAD Y FAMILIA", "DISCAPACIDAD Y MARCO LEGAL", "PREVENCIÓN DE CAIDAS Y ACCIDENTES EN EL HOGAR"). the mentioned cycle has reached those subsidiaries that so far have no occupational therapy.

FOLLOW-UP, RE-EVALUATION AND COUNSELLING ON ORTHOPAEDIC ELEMENTS DELIVERED TO MEMBERS BY OUR SOCIAL BENEFIT SOCIETY.



Quantity of adf by month and by subsidiary



### Highlighted assistance cases for functional performance

Throughout this year, as regards technical aid delivered, as well as adaptations performed for the different assistance cases for functional performance, we kept the work method carried out so far. thus, we have delivered adapted elements such as cutlery, plates, glasses, DOORS latches, keys adapters, can openers, long handle sponge, adapted nails cutter, anti-slip carpets, grips, manual showers, among others

in relation to learning stimulation elements and ludic material, different kind of table games have been delivered in order to favour cognitive functions, fit blocks, games fostering exercise of manual functions (pronation supination, balls, etc.).

nevertheless, it is worth pointing out the performance of the following cases, in which important adaptations have been carried out and, in some of them, they have been supervised by an occupational therapist in the subsidiary:

**Subsidiary San Justo.** it has been detected the case of a member who has consequences of a stroke and hypertension. after evaluating accordingly, the following elements have been delivered in order to favour the performance of daily activities: long handle sponge, anti-slip tablecloth, fork-knife, plate with seam, queen sized mattress cover, and a 60cm bar. besides, the occupational therapist who carried out the evaluation has observed that the member presents a profound flexion in his right hand as a consequence of his stroke. based on this observation, the professional made a rest splint so as to favour the position of the wrist and hand and, thus, prevent deformities.

**Subsidiary Santa Fe.** through the performance of the occupational therapist, it was evaluated the case of a member who has consequences of a stroke and she needed a trapeze in her bed. this object is an orthopaedic element that is adjusted to the orthopaedic bed and eases the person's movement in order to achieve standing up. in the case of the member in Santa Fe, as she does not need an orthopaedic bed, the occupational therapist has developed an adaptation so as to place a trapeze in the common bed.

**Subsidiary Córdoba.** the social worker has detected the case of a member who suffers an illness called Guillén-Barre syndrome. in this case, this illness is presented with a paralysis of the inferior extremities. such a situation has taken to perform adaptations in the bathroom through the ADF service. besides having put two folding bars and a bidematic, it is worth pointing out the installation of a toilet, specifically developed for the handicapped from the brand Ferrum. upon the follow-up evaluation carried out by the social worker, it has been observed the member's welfare as well as her high satisfaction as regards the offered service.

**Subsidiary Santiago del Estero.** it has been presented the case of a 40-years-old member who has been diagnosed with brain paralysis. after the corresponding home visit and evaluation carried out by the social worker, some needs were detected as regards bathroom adaptations and elements to work on the home rehabilitation. on the first hand, we have delivered support bars and a manual shower and, on the other hand, together with the headquarters occupational therapist a rubber sphere has been acquired for the recovery of hand functions as well as an exercise device so as to favour the coordination of arms and inferior extremities. The elements were delivered to the member who was very satisfied with this service.

### Music-Therapy

During 2012, we have kept on with the organization and planning of recreational and therapeutic activities through the music-therapy workshops corresponding to the subsidiaries of Morón, San Martín and Santiago del Estero.

**Subsidiaries of suburban areas** (San Martín and Morón). Music-therapy workshops have been carried out with a population of elder people with no pathology. during this year, we have successfully worked on our basis of fostering the ability to enjoy, the maintenance of cognitive functions through music, supporting creativity development and spontaneous expression, as well as elaborating issues to exchange with the community. These purposes have been achieved

through work with songs, receptive and musical improvisation techniques, voicing and songs composition. Members who attend the workshop have showed great enthusiasm for this space and have expressed significant achievements in their lives.

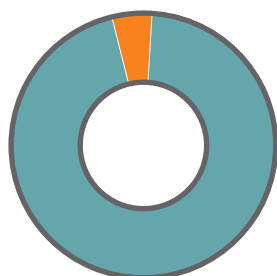
**Subsidiary Santiago del Estero.** It has been performed the music-therapy workshop with early childhood stimulation with a population of 16 children and youngsters with different pathologies such as brain paralysis, developmental delay, blindness and hypoacusis. The objectives of such a space have been aimed at improving and favouring the development of motor, cognitive and social abilities through ludic activities. Besides, we have worked in the home-workshop interrelation, favouring parents participation. This strategy has turned out to be positive and beneficial as different experiences have been shared which were useful to meet the needs of every child and his family.

### 3.4.1.2 Scholarships

In order to measure the scholarship service conformity, a representative 30% sample of members was taken and the results were as follows:



#### Conformity reasons



Conform	95%
Not conform	5%

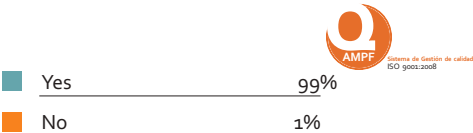
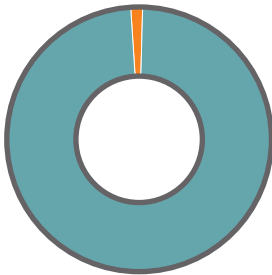
### 3.4.1.3 Library

Members survey results: conformity indexes

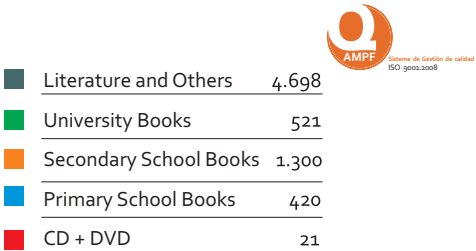
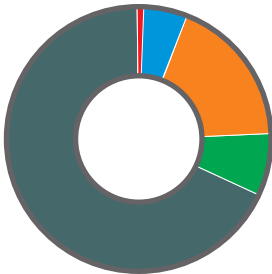
Aspectos a evaluar	Atributo de calidad	Variable dependiente	Variable independiente	Meta	Responden a la pregunta	Respuesta afirmativas	% de respuestas afirmativas
Percepciones	Accesibilidad	Servicio	Índice de conformidad respecto a la biblioteca	90%	¿Se encuentra conforme con el servicio de biblioteca?	552	99%
	Disponibilidad	Colección					
Expectativas	Comunicación	Formación de usuarios	Realización de sugerencias	90%	¿Sabe que puede realizar sugerencias de títulos para incorporar a la biblioteca?	363	65,41%

The 2012 satisfaction survey, carried out in February/March 2013 on 555 members that used the Library service, resulted in a very high conformity index about the offered service.

Conformity reasons



Borrowed books



3.4.1.4 Primary School Subsidy

As from 2012, taking into account our members suggestions, the school kit was improved:

- A folder was included
- 2 top brand name hard cover notebooks were included
- Top Brand squared and lined sheets

Also, based on other members' suggestion, we began to deliver TOPPER trainers, which have a superior quality of those delivered until 2011.

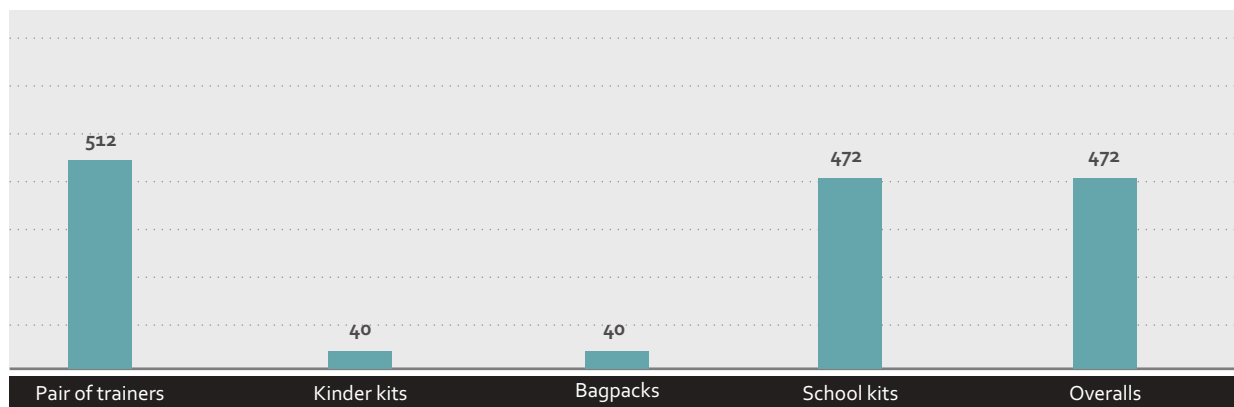
Besides, the Board of Directors considered the extension of the service to members with an only child or grandchild with legal custody (statutorily it must be 3 or more).

Another improvement in the service was to incorporate 4 years old children classrooms (as it was implemented nationally the obligation of schooling from that age), as well as all special education schools.





## Items delivered



### 3.4.1.5 Micro-credits

The Social Workers performed 1549 surveys in 2012 to the members who took micro-credits.

The objectives of these were:

- Obtain data that allow us to know better members who use this service.
- Know the destination of micro-credits in order to evaluate the possibility of generating more specific help credit lines.

In order to compare data, the systematization of semesters was divided, part of which information we present in this table.

	First Semester	Second Semester
<b>Main reasons by which AMPF is chosen</b>	Trust 35 % Easy access 21 %	Trust 33,5 % Seniority in the Society 21,4 %
<b>Main Destinations of micro-credit</b>	Debts 33% Health 16,9 % Home 12,2 %	Debts 41,1% Health 20,4 % Home 3,9 %

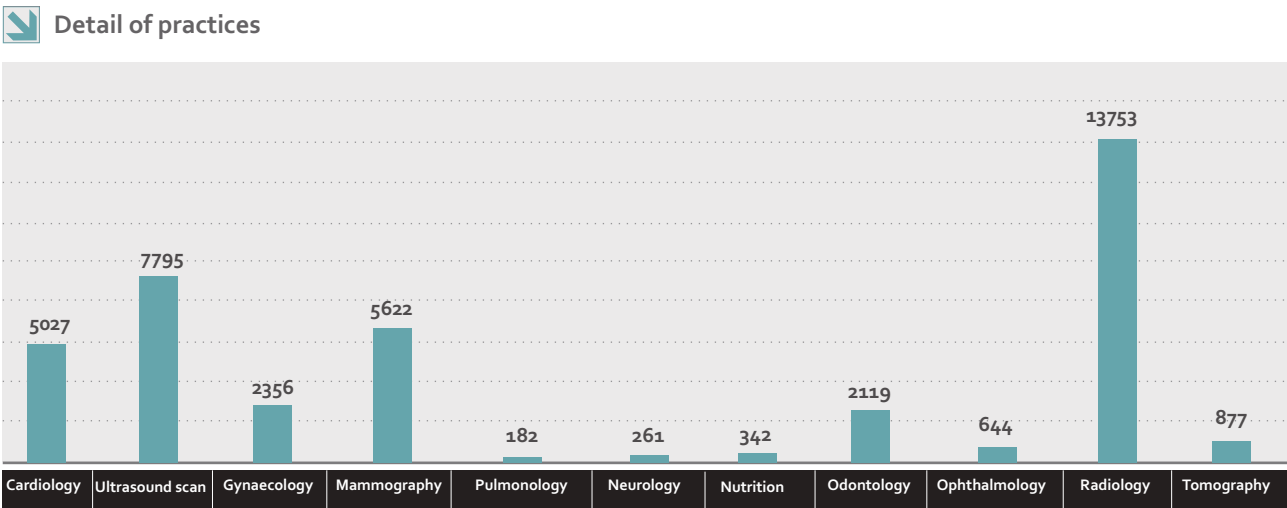
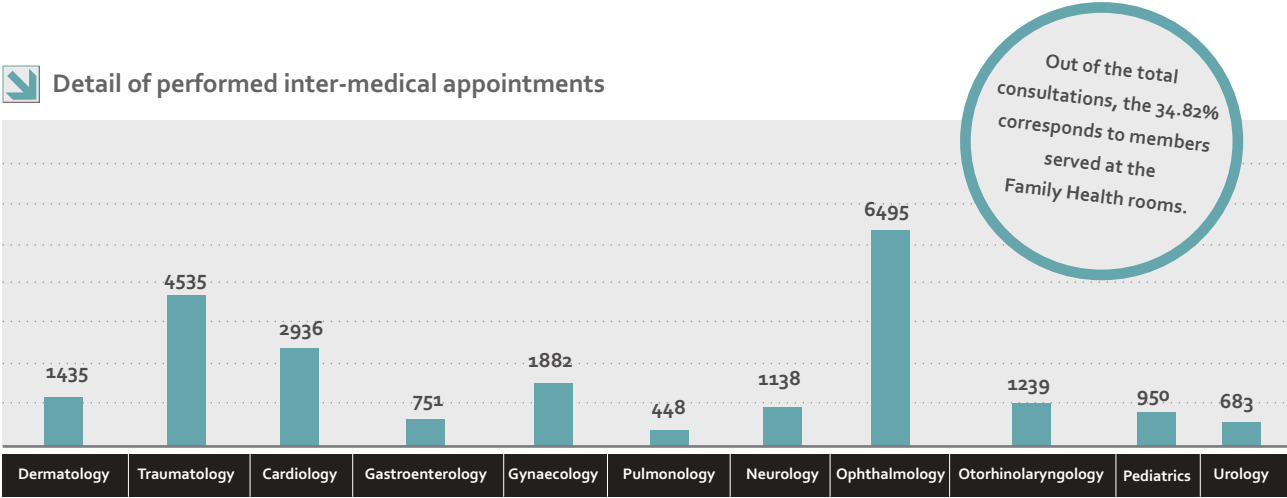
It can be observed that the destination of micro-credits to cover debts increased by 8,1% in the second semester, while home destination highly decreased by 7,3 %.

The 38,6 % of interviewed members expressed the need of having the support of the professionals of the Social Service for different needs and/or problems.

It is also pointed out that a 6% of members who answered the survey expressed that they participate of some minor commercial endeavor.

3.4.2 Health Primary Care

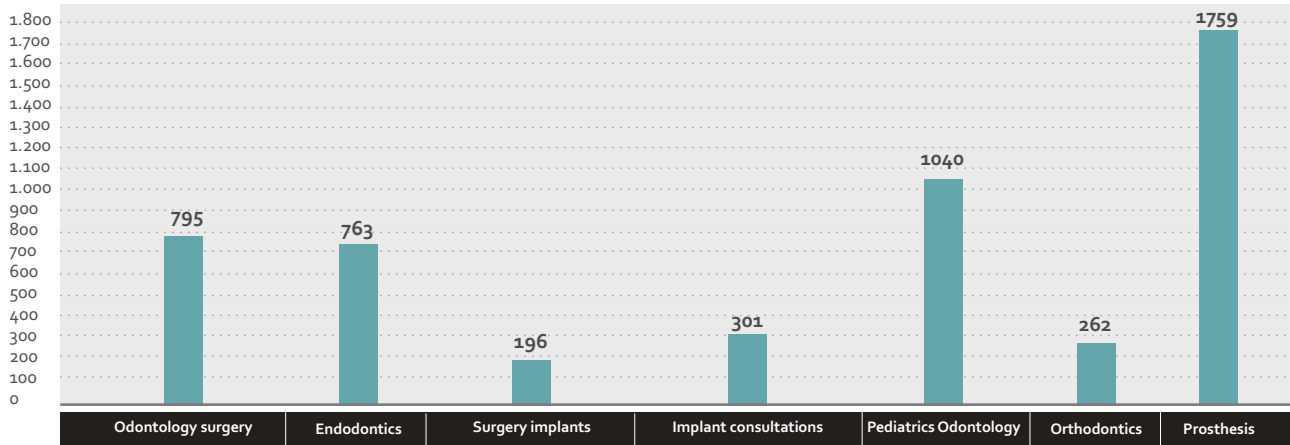
Out of the total consultations, the 34.82% corresponds to members served at the Family Health rooms.



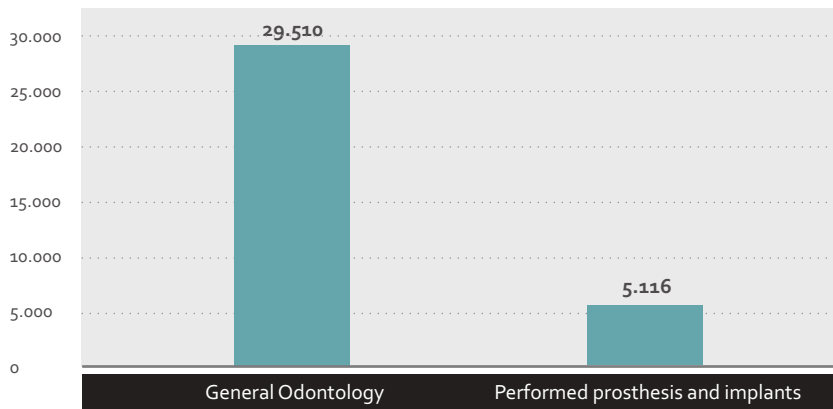
### 3.4.2.1 Dentistry



#### Different Kind of Dentistry Appointments



#### Detail of performed prosthesis and implants



### 3.4.3 Economical Services

#### 3.4.3.1 Social Benefit Savings Service

As from December 1 2011 the service is in force in Headquarters, Córdoba and Lanús. Afterwards, it has increasingly been implemented the rest of the subsidiaries and annexes, which is operative all over the country since April 2012. Because of the service quality and the trust of our members in AMPF, is that the Social Benefit Saving grows month after month overcoming our expectations favorably.

It is worth highlighting that, according to the Rates Policy implemented by the Society, the Executive Board and the Board of Directors constantly evaluate risings of the Incentive Rate with the intention of increasing the members be-

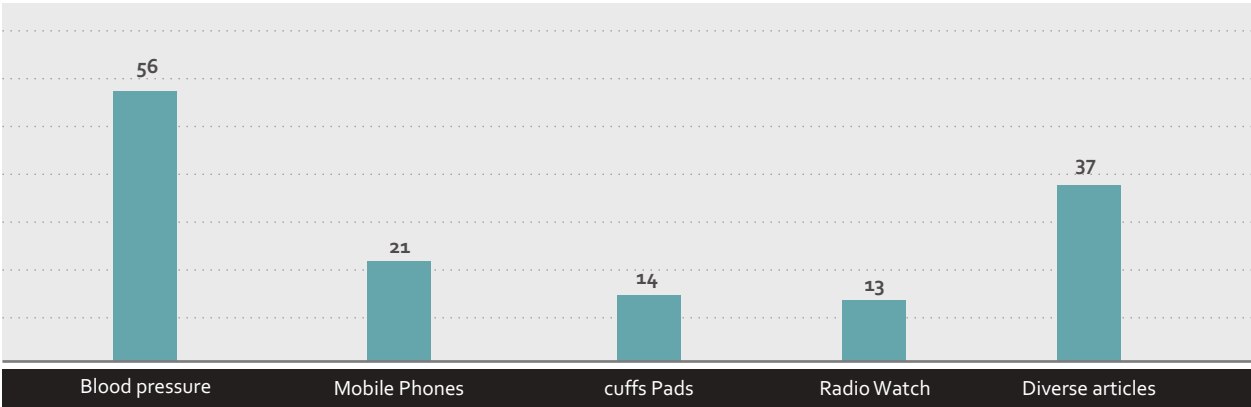
nefit.

As regards the inner operation, modifications have been performed in the Management system, introducing new requirements in order to achieve greater efficiency in the procedures.

Based on the continuous growth in 2012, in which the programmed operative objective was overcome, we project to raise even more the results as regards the quantity of incomes and service quality.

3.4.3.2 Supply store

 Most sold articles



3.4.4 Insurances

In its initial stage, the service offers four lines; they are Health Service, Personal Accidents Insurances, ATM Robbery Insurance and Home Assistance, all of them are very affordable. This is possible thanks to an agreement with AON, one of the biggest brokers internationally. Each of these insurances is offered by first line companies such as Sancor, CNP Assurances, La Caja and Europ Assistance. This guarantees a first level service at the best price in the market for our members.

### 3.5 Surplus Social Capitalization

#### 3.5.1 Quality

In 2012, we started working in the strengthening and expansion of our Quality Management System (SGC), for that reason diagnosis and awareness activities were performed in the subsidiaries. Seven internal audit cycles were carried out including 13 subsidiaries in the suburbs and the provinces as well as in the headquarters.

Cycle 1	Cycle 2	Cycle 3	Cycle 4	Cycle 5	Cycle 6	Cycle 7
Sede Central Monte Grande Lanús Morón San Martín	Quilmes San Miguel San Nicolás	Soportes Servicios centrales Becas Depto. T.S y Depto. Orientación y capacitación Biblioteca	Calidad	Florencio Varela San Nicolás	Bahía Blanca	Mercedes Mar del Plata

With the aim of expanding and strengthening our Quality Management System, we carried out aware sessions and diagnosis with video-conferences as a tool to optimize time and costs.

Subsidiary	Date
Concepción	04/10/2012
Concordia	11/10/2012
Corrientes	18/10/2012
Resistencia	08/11/2012
San Salvador de Jujuy	15/11/2012
Tucumán	06/11/2012
Neuquén	04/12/2012
San Rafael	06/12/2012

#### 3.5.2 Technology

During 2012 many efforts were done so as to keep improving the equipment and allowing the optimization of existing resources and generating savings.

##### Technologic Support:

- Migration of corporative mobile phones fleet: equipment replacements, monthly costs reduction, incorporation of free line phones in the Society.
- Installation of double box printers (use of special paper for certificates), scanner, web cam, bar code reader and UV reader for subsidiaries and annexes (Social benefit Savings service)
- Important reduction of line phone costs (national and international) by means of a more economic phone switchboard (alternative which was not viable before the migration of the phone switchboard).
- Improvements in the configuration of phone switchboard ip: version updating, audio-conference for international

destinations, phone optimization, etc.

- Costs reduction in photocopiers rent by means of the purchase of printers.
- Replacement of routers in subsidiaries to improve connection with Headquarters (ip voice, system data, web browser) and security.
- Optimization of data network in Headquarters by means of the acquisition of network equipment and POE technology spots (electric supply for ip phones).
- Installation of contingency link between the buildings in Perón and Sarmiento through wireless technology.
- Updating of PC software for subsidiaries and annexes: web browser (optimize Siam use), antivirus, applications.
- Increase of critical service phone numbers of monitored servers via web and SMS alerts.
- Advance in migration of blade technology (22 servers, 11 virtual PC).

**Video and audio-conferences**

123 events were performed with a total of 108 participants

**3.6 Social Benefit Training and Education**

**3.6.1 Social Benefit Workers Training**

Functional Training			
Services offering workshop	all staff	presencial y virtual	AMPF
Social Benefit Saving Service training	subsidiaries and annexes	presencial y virtual	AMPF
Insurances Training	subsidiaries and annexes	presencial y virtual	AMPF

**Transversal trainings**

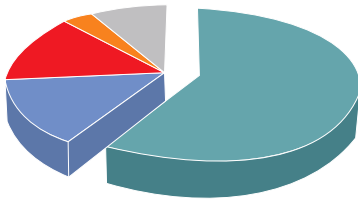
4 modules of Diplomatura Superior en Gestión de Organizaciones de la Economía Social y Solidaria. 29 attendees  
Notes for the strengthening of social benefit management with 99 attendees through the virtual educative platform.  
1 Workday called "Synergy change and transformation" to delegates, chiefs, managers. 98 attendees

**Quality trainings**

Subjet	attendees	
Quality Fundamentals initial level	5 courses	78
Quality Fundamentals intermediate	2 courses	43
Auditor Function Introduction	1 course	4



### 3.6.2 Training of members and community

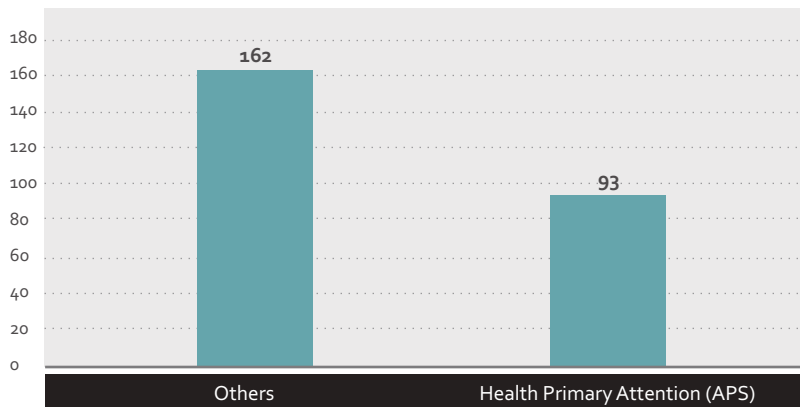


Seminars	4.360	59%
Encounters with members	1.031	14%
Members workshops for other members	1.052	14%
Activities and solidary groups	250	4%
Activities coordinated by professors	662	9%

#### Seminars focused on different themes:

Health Primary Attention (APS): Qualidiab Programme, Female health, Arterial hypertension, Mouth health prevention.

**Others:** AMPF New Services (insurances- social benefit savings), mini-tourism, Woman's Day, Friend's Day, Familiar Violence, Country Celebrations.



The seminars are performed in all subsidiaries in the country, as a result of the joint work of the Member Service department and professionals, social workers, doctors and orthodontist.



### Agreement with the Secretaria Nacional de NIÑEZ adolescencia y Familia- NATIONAL PROGRAMME OF HOME CARE.

Since 2011 it has been implemented a course on training for home caretakers, depending on the secretaria nacional de niñez adolescencia y familia, which objective is: train qualified human resources for the home attention of the elder, handicapped and/or bearers of chronic disabling and/or terminal pathologies .

21 Caretakers and home carers got their degrees, in the first implementation (august 2011-january 2012) and 31 in the second (october 2012-january 2013).

It is intended that training gives caretakers general theoretical knowledge on the bio-psychosocial situation of the elder and their interaction with the environment.

Training was complemented with home, community and institutional practice which allowed theoretical-practical improvement:

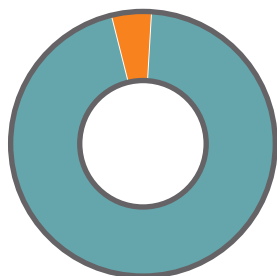


It follows a detail of the places where those practices were implemented.

- Observation in workshops where ampf elder people participate.
- Home Visits to members with limitations to develop everyday activities.
- Survey of institutions that work with the elder with the aim of making a group resources guide.
- Community practices in barrio Rivadavia.
- Observation in Hogar Balestra. (CABA)

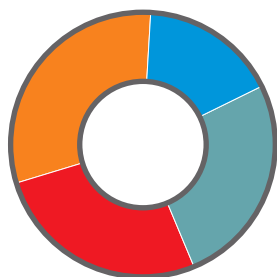


### Participants profile by sex



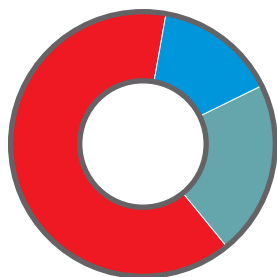
Women	95%
Men	5%

### Participants profile by age



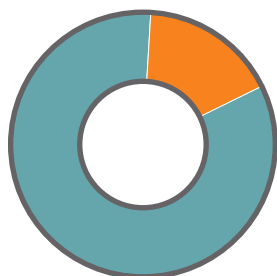
20 and 30 years old	18%
31 and 40 years old	28%
41 and 50 years old	25%
more than 51 years old	29%

### Participants profile by education level



Complete primary studies	15%
Incomplete secondary studies	23%
Complete secondary studies	62%

### With previous experience with elder people



He/She worked with elder people	1%
He/She did not work with elder people	8%

Students SATISFACTION survey

If you had to classify globally the course, you would say the result has been....



Community practices

Community practices have been performed in Barrio Rivadavia I, in the Capital city, in the new facilities of the FAMILY PROTECTION SOCIAL BENEFIT SOCIETY. There, different activities were planned for which it was previously implemented a neighbourhood survey, going across the surroundings, talking to neighbours so as to know the reality of elder people and their families, as well as the themes that will be interesting to work on later.

Then, the caretakers planned the issues that would be convenient to work on in participative workshops, designing schedules and modalities of work with the community.

The chosen topics for the implementation of the workshops were:

“Arterial Hypertension”, “Healthy Food” and “Good treatment to the Elder”. They were performed in that order, one per month, and they had 15 people approximately in the two first workshops, being the last one a campaign to go over the neighbourhood with leaflets and signs to talk with the neighbours.

After each workshop, information leaflets were delivered so as to leave concrete steps for prevention and health care of the Elder and their families. These leaflets were designed by the students and they had information they considered convenient as regards each topic.

Both the workshops design spaces as regards issues to work on and its development had the support and Group Coordinators who assist them in those instances. They also had counselling on some medical issues from Rivadavia Subsidiary.

Once each instance was finished, it followed a small group evaluation on the positive aspects of the activity, as well as



on the ones to be improved, favouring group work and dedication for the following workshops. Students were requested a report on each performed activity.

## Talks in subsidiaries

Subjet	Subsidiary
Talk-workshop "DISCAPACIDAD Y FAMILIA"	San Justo
Talk-workshop "DISCAPACIDAD Y MARCO LEGAL"	Headquarters and Santa Fe
Talk-workshop "PREVENCIÓN CAIDAS Y ACCIDENTES EN EL HOGAR"	Headquarters, Lanús, Quilmes, Monte Grande



## Formal training

During 2012 the Training Institute developed and offered –through its virtual educational platform, the Diplomatura Superior en Gestión de Organizaciones de la Economía Social y Solidaria to more than 70 students.

The DGOES intends to contribute with the continuous improvement of the team from these entities and, thus, prepare them to strongly face the challenges of their management.

Aimed at all community, to those who are interested in those topics, to those Directors and Managers from social benefit societies, cooperatives y civil social organizations. Also, to those employees who apply for management posts at social entities, as well as professionals of different fields who want to foster their knowledge on social entities management.

## Modules Description

Following, some topics worked on the modules are detailed.

### Module 1

#### **Solidary and Social Economy.** (June –July)

Solidarity, beginnings of Social Economy and its development in the last 2 centuries, popular Economy and work Economy, Social Benefit Societies, Cooperatives and civil associations, comprehensive economic theory.

### Module 2

#### **Leadership** (July-August)

Principles and techniques, social intelligence, conversation competences, team building, leadership styles, intelligent organizations, organizational leadership, solidary and democratic-participative culture, cooperative and social benefit leadership at the society's service.

### Module 3

#### **Management and strategy.** September. (August-September)

Strategic management, democratic management, Social Economy entities management, administration based on balance, Organization, authority, power and institutional policies, organization culture, Strategy, strategic management,

strategic thinking and planning, different tools for the management.

#### **Module 4**

##### **Personnel management** (September, October)

Decent work, personnel administration, labour relationship, rights and obligations of the parties, licenses, social security, occupational health and safety, the ILO and its influence in organizations personnel management, work and training, the 7 key principles of training.

### **3.7 Integration for development**

#### **3.7.1** Detail of institutional presentations

##### **August 16, Buenos Aires**

AMPF invited by Fundación BANIA, in the Universidad Católica Argentina, to the panel “El Balance social cooperativo y mutual, una herramienta para el desarrollo y progreso de las empresas de la economía social” within the 2º Encuentro Nacional de Economía Social y Solidaria

**Attendants:** Celeste Meza (Panelist) Guests: María Fernanda Sigliano - Carlos Castro - Jorgelina Flury

##### **September 10 and 11, Birmingham, England**

International Conference on Researches in the Voluntary Sector – Organized by NCVO (National Council of Volunteer Organizations from United Kingdom) in the University of Birmingham (England)

**Speakers:** María Fernanda Sigliano - Celeste Meza, Sr. Hugo Bozzini representing FEDEMBA

##### **October 08 and 09, Marrakech, Morocco, AISS**

Presentation of the experience of AMPF in the Technical Seminar on “Enfoques Proactivos y Preventivos en la Seguridad Social - Apoyo a la Salud” – by invitation of the Morocco National Agency of Health Insurance (Agence nationale de l’assurance maladie – ANAM)

**Speakers:** María Fernanda Sigliano – Marcelo Kobelinsky

##### **October 26, Universidad de San Andrés, Ciudad Autónoma de Buenos Aires**

Extension seminar: “Transparencia y Rendición de Cuentas en Organizaciones Sociales: Tendencias Internacionales y Buenas Prácticas Locales” Presentation: La Relevancia de la Rendición de Cuentas Tendencias Internacionales y Situación Actual

**Speakers:** Gastón Ricciardi

### 3.7.2 Social Benefit Societies in Agreement

#### **Servicio de Salud, Odontología y Farmacia**

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 – AMUDCH –  
 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

Mutual del Personal de la Caja de Servicios Sociales (Santa Cruz)

Asociación Mutua de Suboficiales y Agentes de la Policía de la Provincia de Santa Cruz

### **Servicio de Turismo**

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 Mutua de la Universidad Nacional de Lanus, AMUNLa

Asociación Mutua 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 Maria de Portugal**

Both entities will work together and elaborate joint projects, as regards different problems with a common concern so 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 ca-

pacities 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

#### Federations

**FEDEMSCRUZ** Federation of Mutual Entities of Santa Cruz  
**Representative** **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  
**Representative** **Darío Martínez Corti**, President, AMPF representative  
**Francisco Savoini**, Vocal Titular I, AMPC representative  
**Hugo Bozzini**, Substitute Vocal I, AMPC representative  
**Andrés Román**, Permanent 1º of Consultant Council, AMPF representative  
**Gabriel Tsujoi**, Substitute 1º of Consultant Council, AMPF representative

#### Confederations

**CONAM** National Confederation of Mutual Entities of Argentina Republic  
**Representative** **Francisco Savoini**, President  
**Hugo Bozzini**, Permanent 1º of Supervising Board

**ODEMA** Organización de Entidades Mutuales de las Américas  
**Representative** **Alfredo Sigliano**, President  
**Francisco Savoini**, Treasurer

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

### 3.7.6 International and national congresses

#### February 2012

**Seminar:** "Educación Media en Contextos Vulnerables para profesionales"

**Centre:** Fundación Enseñá por Argentina

**Modality:** full attendance

**Attendants:** María Lucía Oberst

#### March 28, Buenos Aires

**LBV Argentina - Legión de la Buena Voluntad:** Foro Intersectorial - Red Sociedad Solidaria – 6º Feria de Innovaciones en soporte a la Revisión Ministerial Anual de la ONU (ECOSOC)

**Topic:** Strategies for Social, Political and Educative Intervention for the eradication of Poverty in Brazil Embassy

**Attendants:** Analía Scalise - Mariel Deus

#### May 09 and 11, Geneva, Switzerland

**AISS**

**AISS Sixth Forum for Technical Committees**

**Attendants:** Alfredo Sigliano – María Rosa Sáenz Saralegui – Andrés Román – Virginia Gamba

#### Mayo 22, Buenos Aires

**CIESS**

Presentation of the Regional Programme "Seguridad Social para todos"

at the Ministerio de Trabajo, Empleo y Seguridad Social - Salon Dr. Omar Moreno





**June 13, Buenos Aires**

**PAHO (PAmerican Health Organization)**

**PAHO Argentina agencies meetings.**

**Topic:** Strategic Cooperation Agenda PAHO/WHO with Argentina for the period 2012-2016

**Attendants:** Andrés Román

**June 20 to 22, Río de Janeiro, Brazil**

**ONU - Río + 20 Conferencia de Naciones Unidas sobre Desarrollo Sustentable - Cumbre de los Pueblos**

**Topics:** A Green economy within the context of sustainable development and eradication of poverty and the institutional framework for sustainable development.

**Attendants:** María Fernanda Sigliano – Celeste Meza – Roberto Paulo Pérez Faillace (ODEMA Board of Directors Pro-secretary Committee)

**July 18 2012**

**Congress:** Congreso internacional para el desarrollo de la Economía Social Solidaria y la 4ª reunión latinoamericana de la Red Educación y Solidaridad.

**Centre:** School-renaissance palace Instituto Bernasconi. Buenos Aires –Argentina.

**Modality:** Full attendance

**Attendants:** Facundo Rodriguez Arcolia, Jorgelina Flury, Carlos Castro

**August 14 2012**

**Seminar:** Economic reality

**Centre:** Universidad Católica Argentina

**Modality:** Full attendance

**Attendants:** Susana De Rosa

**August 14 and 15, Buenos Aires**

**INNOVATION FORUM:** Second Argentinian Congress on Quality innovation

**Attendants:** Mariano Boncor, Celeste Meza, Mariano Tobalina.

**September from 4 to 6, Quito, Ecuador**

**AISS - CISS - OISS – ILO and the Superintendencia de Bancos y Seguros de Ecuador**

**International Week of Social Security 2012**

**Attendants:** Julio Cesar Dobronsky (ODEMA Director in Ecuador)



**October 29 and 30, Buenos Aires.**

**WOBI FORUM 2012, Leadership in Action**

The speakers, on different topics, were: Marshall Goldsmith with Talent & high performance; Kevin Roberts with Creative Leadership; Andrew Zacharakis with Growth Strategies; Lisa Gansky with Another business model: the power of shared platforms; Nouriel Roubini with The future of global economy; Parag Khanna with Geopolitical Strategy; Raúl Rivera with Latinamerican Scenarios; Mark Johnson with Innovation & business models; Seth Godin with Innovation & Communities on line and Russell Stevens with Social networks and interactive marketing.

**Attendant:** Mr. Gastón Salvioli

**December from 05 to 07, Lima, Perú**

**AISS**

**Forum on Panamerican Social Security**

AMPF was awarded with the distinctive Premio de Buenas Prácticas para las Américas 2012, Certificados de Mérito y Menciones Especiales del Jurado, awarded in the area "Good Practice in Efficiency and quality in services and social security".

**Attendants:** Gastón Ricciardi – María Fernanda Sigliano – Celeste Meza – Odin Huaynalaya Rojas (ODEMA director by Perú)

## Chapter IV

### Programmes: Contests and events

#### VIII Literary Contest

##### Construyendo una sociedad con igualdad



Order	Name of the work	Pseudonym	Winner	Subsidiary
<b>Poetry</b>				
1º Prize	Dame tus manos	Liz	Juana Angélica Godoy	Bahía Blanca
2º Prize	Cabecita negra	Enisa Siena	Clara Ruth García	Florencio Varela
3º Prize	Adiós	Juan	Lucio Agüero	Salta
Mention	Moreno Cabal	Atir	Rita María Mercedes Cuello	Sede Central
Mention	Siete Recuerdos	Kandy	Antonio Soriano	Lanús
Mention	Desafío al destino	Cuqui	Anita Dominga Merelli	Villa Mercedes
<b>Narrative</b>				
1º Prize	Mundo ilimitado	Pino Miro	Enriqueta Pilar Juan	Córdoba
2º Prize	Suchen, el niño de dos mundos	Atir	Rita María Mercedes Cuello	Sede Central
3º Prize	Con los ojos del alma	Natasha Magalí	María Cristina Barroso	Guernica
Mention	Protección Cívica	Rufobar	Ruben Ferreyra	Bariloche
Mention	Los sueños de colores	Liz	Juana Angélica Godoy	Bahía Blanca
Mention	El estafetero	Nostálgico	Gabriel Antonio Calderón	Salta



**Programme: Ellos pintan fuerte**

During August, it was carried out the contest with the motto: “Child’s Rights”, fostering the work of children up to 12 years old to know their rights through a drawing using different artistic techniques. The leaves to make the drawing were delivered in all subsidiaries and agencies in the country, and they participated in a raffle which we presented the winners.

Order		Winner	Subsidiary
1º Prize	Netbook	Alves, Yazmin A.	Carcaraña
2º Prize	Netbook	Gencarelli, Sofia D.	Mercedes (BA)
3º Prize	Netbook	Manrique, Agustín E.	Chilecito
4º Prize	DVD player	Orfeo, Anna P.	Goya
5º Prize	DVD player	Pietravallo, Ramiro G.	Concordia
6º Prize	DVD player	González, Valentina S.	Villa Lugano

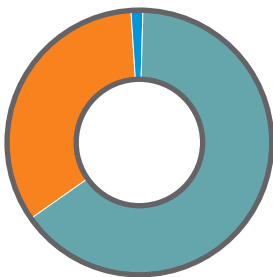
## Chapter V National Survey 2012

During the period December 2012 and February 2013, it was carried out the national survey in all the subsidiaries, which objective was to measure the general satisfaction of our members.

It follows the results of the 854 surveys received on the surveyed criteria:



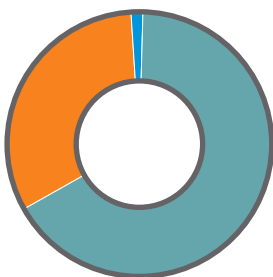
### Infrastructure aspects



Very satisfied	65%
Satisfied	34%
Unsatisfied	1%



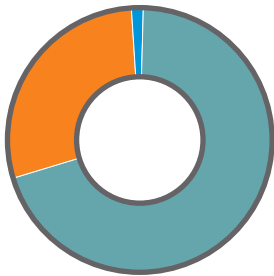
### Trust in services



Very satisfied	66%
Satisfied	33%
Unsatisfied	1%



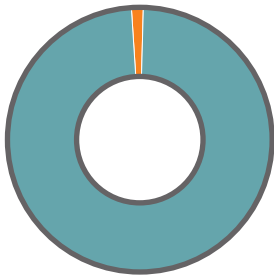
Ability to answer



Very satisfied	70%
Satisfied	29%
Unsatisfied	1%



Trust and credibility

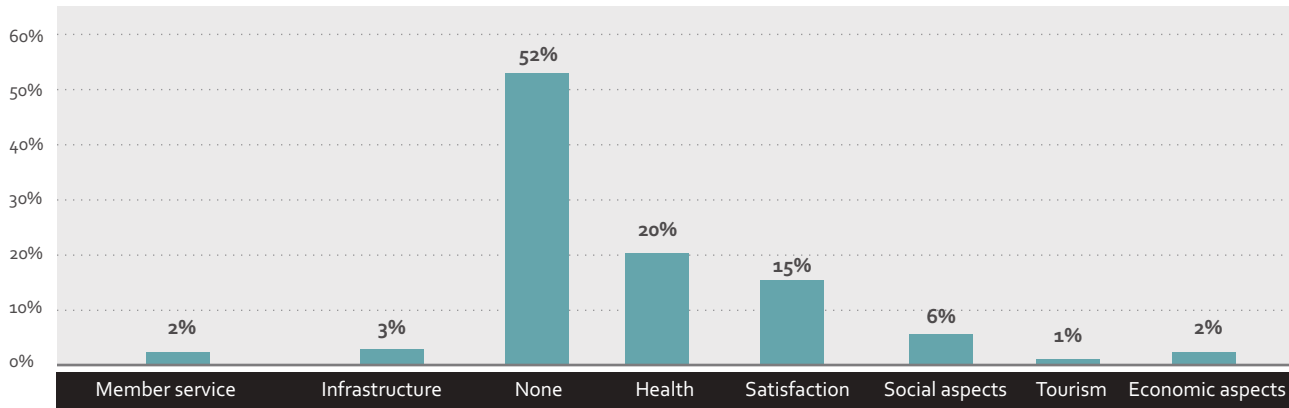


Yes	99%
No	1%

The suggestion topics were



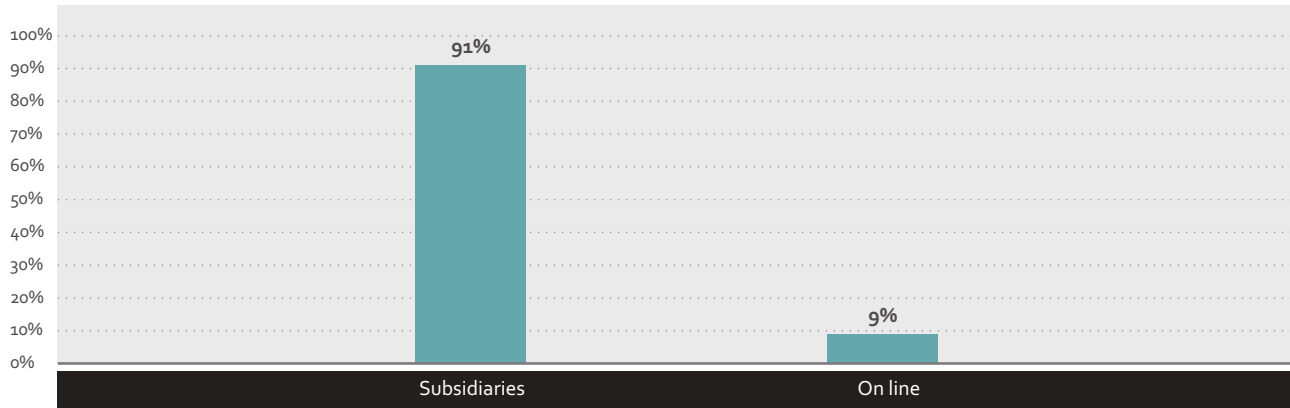
Suggestions



As in 2011, we also collected opinions via web.



### Means to collect surveys



As usual, we value and thank the permanent participation of our members.





## Chapter VI

### COP - United Nations Global Compact

Accomplishing 5 years of commitment and support to the 10 principles of United Nations Global Compact, the Social Benefit Society expresses this in its Progress Communication. This was once more acknowledged in 2012 as GC Advanced, classification by which organizations are being acknowledged as the best and report a wide variety of good practices to align its strategies and operations with the ten principles universally accepted as regards four theme areas: human rights, labour standards, environment and anti-corruption.

In the Social Report table you can see the cross references carried out between the Global Compact principles and the Social Benefit Society indicators exposed each year.

#### Principle N° 1

**The Social Benefit Society 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.

Our aim was to accompany the families with a Health Social Benefit Service strongly developed and adding in 2012 family plans, as an answer to the constant claims of our members and aiming to establish this service in the community. 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 2012, the obtained improvements can be appreciated. They are related to service maintenance and prevention promotion and previous control:

- 10% raise in the quantity of hired health professionals,
- 25% raise in authorized clinical analysis 31% raise in the performed medical consultations such as cardiology studies, ultrasound scans, gynaecology studies, x-rays, among others.
- 22207 was the number of served members in the odontology rooms,
- 36 more equipped odontology rooms, among others.



This support to DDHH of second generation is made specially with our under aged members: 941 children were attended in our pediatric rooms, 315 nutrition consultations were performed, secondary, tertiary and university scholarships were granted – which amounts are updated periodically-; they were given 472 school overalls, 512 pairs of trainers and 552 school materials kits through the Primary school Subsidy, more than 6900 books were lent in the library.

During 2012, 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. 109 cases were attended.

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. See page 39 on workshops and talks performed to train and raise awareness in members and community on different health aspects and the exercise of their rights.

As regards the privacy and protection of our members' personal data, it is that we keep the received information for exclusive use in the Social Benefit Society. 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. It is exposed as a public document in the institution web page; there it can be observed the wide range of services members can have.

At the end of each economical year it is edited the 'ANNUAL REPORT', this shows a summary of all the deeds and accounting movements of the Social Benefit Society.

Due to Social Benefit Society sector regulations, the social report must be sent electronically to the control organism INAES for its approval.

Considering the importance of the support social benefit activity can give to inclusion and equanimity of chances is that AMPF has participated during 2012 in two web seminars based on the topic "Contribuciones de la mutualidad en

la construcción de Pisos de Protección Social”.

## Principle Nº 2

**The Social Benefit Society 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 their fundamental 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 pages 28 to 31 of 2012 Social Report-.

We also worked in the broadcasting of Child’s Rights, using this as a central theme of the Child Contest “Ellos pintan fuerte” in which children members all over the country participate in different contests.

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



## Principle Nº 3

**The Social Benefit Society supports free union membership and association and effective acknowledgement of the right of collective negotiation.**

The National Constitution in its article 14 b states:

*‘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.

Together with the international agreements with constitutional hierarchy, the National Constitution is the supreme Act of our Nation.

Besides, the Argentine State decreed acts 23.546 – of procedure for collective negotiation – and Nº 14.250 and amendments – of labor collective Agreements -, among others. There also is the Agreement Nº 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 of daily activities make a continuous and important task.

#### Principle Nº 4

##### The Society 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.

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 workers 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 Society 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 Nº 6

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

From the beginning, the Social Benefit Society 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 Nº 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 Society.
- 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 Society 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 Society 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 Society 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 25

In accordance with this principle, AMPF joins the work done by ODEMA (Panamerican Social Benefit Societies Organization) with ODEMA Women committee and they join to work in the training in its headquarters, together with the Dirección Nacional de Asistencia Técnica del Consejo Nacional de las Mujeres on a series of workshops aimed at raising awareness on Genre Equity (EEG) within social benefit activity, as regards Genre in perspective; Rights and Deeds; Sex and Reproduction Health, and Genre violence.

## Principle Nº 7

**The Social Benefit Society 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 59 new pathological waste removal spots.

## Principle Nº 8

**Social Benefit Society's 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 pro-

moted 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 Society functions and missions.

#### Principle Nº 9

**The Social Benefit Society 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 Nº 10

**The Social Benefit Society 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.

#### Participation in Global Compact events

During 2012, we have participated in Taller Modelo de Gestión del Pacto Mundial, carried out on July 2012.

#### 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

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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

Mail Office  
Tte.Gral. Juan Domingo Perón 1379/83  
C1038ABA . Ciudad Autónoma de Buenos Aires . Argentina

By telephone  
+54 11 4124.9710 int. 1267

By e-mail  
[balancesocial@ampf.org.ar](mailto:balancesocial@ampf.org.ar)