



2014

social report



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.

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

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

QUALITY POLICY

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



1994 / 2014

Twenty years of excellence in social benefit activity

As each anniversary is an invitation to make a brief balance, these twenty-year celebration of our Protección Familiar birth makes us ponder on our accomplishments and future endeavours.

Since the late 1994, we have walked by a long and difficult path acknowledged by the prestige AMPF has gained within the national and international social benefit movement.

Moreover, we are certain that those commitments that triggered our work then were the exact answer to each member's needs that nowadays make up a registry of much more than 85.000 family members.

That is, thereby, our support as it is the example given by those pioneers who were and are companions in this solidarity path we have taken.

Satisfied by the achieved tasks and aiming at a horizon renewed day by day that compels us to constant improvement and conviction as well as service vocation, we congratulate all our personnel for these two decades granting an excellent and unbiased social benefit activity as well as sharing achievements not only in Argentina or the American continent, but also in the core of the world decision-making countries as regards solidary and social economy.

Our entire Entity – directors, employees and members – gathers in this our AMPF anniversary joyfully, pleased with our work and the challenge of years to come.

Institutional Guidelines 2014

Strengthening of the Health Primary Assistance Service – Bio-psychosocial model

Pursuant to Board of Directors order, the revision and performance adjustment of this service is already into force and will, increasingly, grow throughout 2014 in all subsidiaries and branches so as to achieve an APS interdisciplinary team that is fully implemented and working according to the requirements of this important service.

We cannot help saying that our Health Social benefit Service

We cannot help but saying that our Health Service, through the OPS agreement, has been chosen as an example to be applied on all the other countries in the American continent grouped by ODEMA. Such circumstance compels us to achieve excellence untiringly.

HEALTH PLANS

As in 2013, we will also give priority to family plans since it is far beneficial for our members include their family in the health service. We also foster our goal of spread news and settle this service for the community.

SOCIAL BENEFIT SAVING

Pursuant to the importance this service entails, declared of utmost interest by our Social Benefit Entity, inclusion in our registry of members must be focused by the creation of permanent new attractions to savers.

ECONOMIC AID BY DIRECT PAYMENT

Considering the fragile security offered by economic aid through the ANSeS instalments discount systems, bank debit and discount codes in general, we opted by a strategic independence criterion, thus deciding to prioritize the direct payment aid system in the understanding that this is more secure and, no doubt, it will be in due time, the more common system in the future to our Social Benefit Entity.

FUNERARY SERVICE

This new service that as many others has been included by exclusive demand of our members, has proved in short a time to be very required and, undoubtedly, states an unbeatable fidelity bond. We will try to increase its promotion creatively fulfilling that important aspect for the Entity as a benefit for family members.

INSURANCES

Our members had accepted the new service successfully, thats why during 2014 we are going to study new insurances such as, life insurace, car insurance and another unexpected situations.

TARJETA DE CRÉDITO

El proyecto de contar con la tarjeta de crédito propia, que se encuentra en elaboración avanzada, deberá ser culminado con la puesta en marcha del servicio durante el primer semestre del 2014. Demás está decir

las innumerables ventajas y beneficios que brindará a nuestros asociados y a las operatorias financieras de la Mutual.

Es necesario destacar que estos lineamientos no subordinan, en modo alguno, a las acciones sociales de todo tipo, que aun no siendo mencionadas en esta enumeración, deben ser objeto también de preferente preocupación y atención, como lo viene haciendo nuestra Mutual a lo largo de toda su historia.

OWN DENTAL LAB

Continuing with the development and completing the Health Renewed Primary Service, we began today the activities of the AMPF new dental lab placed at the facilities RucaQuili which offers a space specially equipped for this activity.

It is worth noting that this represents an unprecedented improvement for the Argentine social benefit activity as it is a step closer to achieving the goal of having the highest level health facilities.

In this first stage, this latest technology equipped service, will start working for members from our Headquarters and metropolitan area of Gran Buenos Aires, and will increasingly include the rest of subsidiaries and branches.

AMPF REPRESENTATIVES ARE PART OF AISS EXPERTS GROUP

AISS appointed five members of AMPF to be part of a group of experts of AISS academy so as to help them face good governance as regards high performance and quality services, offering them technical workshops and learning chances based on effective teaching strategies, experiences and innovative solutions by highly qualified experts in the area of social security.

For 2015

RAISE IN THE SCHOLARSHIPS FEES

The Board of Directors approved the raise in the fees corresponding to scholarships for the school year 2015, and they stated the following:

Secondary scholarships: \$ 200.-

Tertiary and university scholarships: \$ 250.-

Improvements for our health members

High complexity services: as from the month of February 2015, members will have the opportunity of authorizing with charge and at a low cost the services called High Complexity or Not Registered, which are not included in the Out Patient Module of the Social Benefit Health Service. A trial test will be held at our Headquarters – Caballito and Villa Lugano, and then will continue on the Subsidiaries in the Metropolitan area. After 30 – 45 days, the service will be extended to the rest of the country.

Some of our High Complexity services are:

- *Black- white ecodoppler*
- *Colour ecodoppler*
- *Ecodopplerechocardiography and neck vessels*
- *Scintigraphy (Nuclear Medicine)*
- *Spect (coronary – brain – lungs – renal)*
- *Computer-based Spirometry*
- *Magnetic Resonance Imaging*

HOME CARE NATIONAL PROGRAMME 2015

The 4thEdition of the programme will be held in agreement with the Secretaría Nacional de la Niñez y Adolescencia dependant on the Dirección Nacional de Políticas para Adultos Mayores from the Ministerio de Desarrollo Social de la Nación.

The aim of this course is to train people from the community so as to offer home support to the elder, handicapped people as well as people suffering from terminal or chronic disease.





CHAPTER II

Social Report Table to 31/DEC/2014

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.

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
Members				
1 Subscription of Active Members	7495	5011	-2484	-33%
1 Subscription of Participant Members	3894	4545	651	17%
1 Subscription of Joining Members	1306	1283	-23	-2%
1 Subscription of Members during accounting year	12695	10839	-1856	-15%
1 Resignations of Active Members	7692	9072	1380	18%
1 Resignations of Participant Members	1855	2507	652	35%
1 Resignation of Joining Members	998	1184	186	19%
1 Resignation of Members during accounting year	10545	12763	2218	21%
1 Current Active Members Balance	68173	64038	-4135	-6%
1 Current Participant Members Balance	10631	12539	1908	18%
1 Current Joining Members Balance	2391	2410	19	1%
1 Current Members Balance during accounting year	81195	78987	-2208	-3%
1 Quantity of associated employees	251	250	-1	0%
1 Percentage of associate employees (%)	70	70	0	0%
Solidarity Sponsor				
Sponsors Quantity	3971	4043	72	2%
Beneficiaries Quantity	5431	5758	327	6%
Exchanges Quantity	529	365	-164	-31%
Re-enrolled Members (%)	77	100	23	30%

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.

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
10 Board of Directors Regular Meeting	12	12	0	0%
10 Board of Directors Special Meetings	6	8	2	33%
10 Regular Meetings	1	1	0	0%
10 Special Meetings	0	1	1	0%
Delegations				
1 Quantity of National Subsidiaries	42	42	0	0%
1 Quantity of International Subsidiaries	0	0	0	0%
1 Annexes Quantity	23	23	0	0%

3.2 DEMOCRATIC ORGANIZATION PRINCIPLE

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
Communication with the member				
Member orientation centre				
Quantity of received calls	16858	16699	-159	-1%
Quantity of performed calls	1417	2210	793	56%
Quantity of received calls from non-members	6897	4234	-2663	-39%
Satisfaction Surveys				
Quantity of surveyed members see Chapter V	1007	913	-94	-9%
"Correo Solidario"				
Issues (quant.)	4	4	0	0%
Average Pages (quant.)	28	28	0	0%
Run by issue (quant. of samples)	65000	20000	-45000	-69%
Delivery members (quant.)	50000	0	-50000	-100%
Delivery Subsidiaries (quant.)	15000	0	-15000	-100%
Text messages (SMS) sent to members	132387	218084	85697	65%
Mails sent to members	20702	13069	-7633	-37%
Issuing of bulletin ´News´	7	4	-3	-43%
Web Page				
Quantity of web page visits	22898	35692	12794	56%
Publicity Guidelines				
Newspaper	16	10	-6	-38%
Radio	24	19	-5	-21%
Magazine	8	6	-2	-25%
Television	10	10	0	0%
Others	3	2	-1	-33%

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.

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
Members				
3,5,6 Female (quant.)	54800	53244	-1556	-3%
3,5,6 Male (quant.)	26395	25743	-652	-2%
3,5,6 Female (%)	67	67,4	0	1%
3,5,6 Male (%)	33	32,6	0	-1%
Nationalities				
3,5,6 Argentine	79250	77207	-2043	-3%
3,5,6 Paraguayan	690	638	-52	-8%
3,5,6 Chilean	542	495	-47	-9%
3,5,6 Bolivian	152	137	-15	-10%
3,5,6 Uruguayan	125	109	-16	-13%
3,5,6 Italian	199	182	-17	-9%
3,5,6 Spanish	81	78	-3	-4%
3,5,6 German	24	22	-2	-8%
3,5,6 Others (Rumanian, Russian, Syrian, Peruvian, Colombian, among others)	132	119	-13	-10%
Employees				
3,5,6 Female (quantity)	218	229	11	5%
3,5,6 Male (quantity)	146	154	8	5%
3,5,6 Female (%)	60%	60%	0%	0%
3,5,6 Male (%)	40%	40%	0%	0%

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.

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
Health Service				
Professionals	359	401	42	12%
1 Outpatient Module members	56860	53906	-2954	-5%
1 Subsidiaries and annexes offering this service	67	66	-1	-1%
1 Attended Consultations	172075	145814	-26261	-15%
1 External Providers	750	548	-202	-27%

3.4 PRINCIPLE OF ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
8,9 Removal of pathological waste points	61	61	0	0%
1 Inter-consultations and complementary analysis	26990	30912	3922	15%
1 Specialized practices		50993	3440	7%
1 Clinical Analysis	11150	15742	4592	41%
Odontology				
1 Total of Attended members	24300	38952	14652	60%
1 Professionals	68	71	3	4%
1 Performed Practices				-7%
1 Quantity of subsidiaries with odontology equipment	43	44	1	2%
1 Percentage of financed prostheses and implants (%)	24,67	11,81	-13	-52%
Optical Service				
1 Delivered glasses	2903	3104	201	7%
1 Surgeries and practices				
Medicine Programme see Note 1				
1 Current treatments initiated historically				
1 Members that began the programme				49%
1 Delivered medicine HTA (quantity of blisters)			-19690	-24%
1 Delivered medicine Diabetes (quantity of blisters)			-10579	-23%
Orthopaedics				
1 Delivered Elements	2363	2236	-127	-5%
1 Bought Articles	1391	1505	114	8%
Pharmacy see Note 2				
1 Members attended in Headquarters	1408	1241	-167	-12%
1 Members attended in Subsidiaries	7192	11713	4521	63%
1 Members requirements in Subsidiaries	42650	32775	-9875	-23%
1 Members of other mutual entities attended under agreement		569	-499	-47%
1 Average of Performed discount (%)	35,43	35,43	0	0%
Sales quantity in agencies with own stock	6306	5064	-1242	-20%
Social Service				
Professionals	47	55	8	17%
1 Attended Members	10917	17166	6249	57%
Housing and Food Emergency				
1 Quantity of Housing Emergency cases	6	24	18	300%
1 Quantity of Food Emergency cases	3	16	13	433%
Subsidies and Allowances				
1 Death allowance (quantity)	364	240	-124	-34%
1 Burial Allowance (quantity)	509	488	-21	-4%
1 Wedding allowance (quantity)	38	32	-6	-16%
1 Birth and/or adoption (quantity)	41	59	18	44%
1 Total of given allowances and subsidies (quantity)	952	819	-133	-14%
Voluntary members				
Members Training in Workshops of ´Socios para otros socios´	6485	6560	75	1%
Members participating in Solidarity groups and activities				
Education Services	20	18	-2	-10%
Occupational orientation and training	383	384	1	0%
Activities: Before: ´Occupational Project´				
Orientación y capacitación ocupacional				
Actividades Antes: "Proyecto Ocupacional"				
1 Workshops: ´Socios para otros socios´	20	19	-1	-5%
1 Members participating in Workshops	143	384	241	169%
´Socios para otros socios´ (Monthly average)				
1 Solidary groups	7	21	14	200%
Job and computer science training support				
1 Members granted in trade courses and others	6	8	2	33%
Leisure Recreation and time spending				
1 Members participating in conferences				31%
1 Members participating in workshops	539	702	163	30%
1 Primary school subsidies	1617	1404	-213	-13%
Subsidies Quantity				
1 Beneficiaries Quantity (sons and grandsons)	137	154	17	12%
1 Delivered elements	184	194	10	5%
1 Scholarships	21	45	24	114%
1 New secondary school scholarships given (quantity)		see Note 3	-4	-9%
Renewal of Secondary school scholarships	385	432	47	12%
New university and upper studies scholarships given (quantity)				
1 Renewal of university and upper studies scholarships	6346	6499	153	2%
1 Total of given scholarships (quantity)	700	734	34	5%

3.4 PRINCIPLE OF ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
Bibliographic Stock (in units)	14942	12501	-2441	-16%
Books stock (books available to take)				34%
1 Books route per cápita				-20%
Functional Performance Assistance (ADF)				
1,2 Quantity of cases	117	160	43	37%
1,2 Quantity of cases from the follow-up of Handicapped Subsidy		6	-4	-40%
1,2 Conferences and therapeutic activities	8	22	14	175%
1,2 Quantity of participant-members				
Subsidies				
1,2 Handicapped allowance (quantity)	76	82	6	8%
Tourism				
Performed operations	105	112	7	7%
People who used the service			16	7%
Mini-tourism outings				
Financed operations percentage			5	20%
Local Services				
1 Quantity of offered services	13	13	0	0%
Retirement and Legal Counselling				
1 Legal counselling – attended cases	230	205	-25	-11%
1 Retirement counselling – attended cases	83	75	-8	-10%
1 Legal Counselling in Subsidiaries	1098	1045	-53	-5%
Economical Help				
Own Funds (FP) and Third-Parties Funds (FT)				
Given help FP and FT	17914	14443	-3471	-19%
Average Period (months)	18	14	-4	-22%
Deadlines accomplishment	24-48 hs	24-48 hs		
Warehouse				
Different Articles	200	152	-48	-24%
Performed Sales				
1 Finance articles percentage				
Consignments				
Quantity of performed operations	2217	2158	-59	-3%
Quantity of members that used the service	581	533	-48	-8%
Social Benefit Savings Service				
1 Quantity of fixed-term savings	1067	1439	372	35%
1 Quantity of social savings accounts	3835	5364	1529	40%
1 Average term for placing fixed-term savings	90-120	30-60		
Insurance				
1 Health insurance see note 4	662	829	167	25%
1 Personal accidents insurance	264	296	32	12%
1 ATM robbery insurance	10503	12705	2202	21%
1 Home assistance service	1944	2556	612	31%
1 Funerary Service	797	4907	4110	516%
1 Home Insurance	14	84	70	500%

Note 1: As from November 2014 and, due to a restraining order from the Ministerio de Salud de la Nación, the delivery of medical blisters is replaced by subsidies granted for member for the purchase of the corresponding medication for prevention programmes.

Note 2: As from September 2014 and, due to a restraining observation from Agencies dependant on Ministerio de Salud de la Nación, as regards delivery of medicine through the Servicio de Farmacia a las Delegaciones y Anexos, the Board of Director decided to suspend this system of delivery definitively.

At the same time, agreements with local pharmacies were celebrated tending to build a network that replaces the current performance as well as trying to meet agreements that include benefits for our Entity members

Note 3: according to the minutes Scholarship Jury, April 15 2013.

Note 4 : the three different types of available health insurances are considered for the member.

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.				
	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
Solidarity Fund				
1 Approved cases (quantity)	25	64	39	156%
Sponsorships				
1 Sponsored Institutions	1	1	0	0%
Quality Management				

3.5 PRINCIPLE OF SUPLUS SOCIAL CAPITALIZATION

	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
1 Quantity of certified services see note 5	3	3	0	0%
Quantity of Intern Audits performed	24	24	0	0%
Structure				
Percentage of critical services activities	99,85	99,97	0,12	0,12%
Works on performed improvements	13	12	-1	-8%
Quantity of M2 of healthy space see Note 6				
1 Employee Service Centre				
Quantity of received calls	2790	2453	-337	-12%

Note 5: It includes certified services by ISO 9001:2008.

Note 6: Subsidiaries and annexes: Santiago del Estero, Jujuy, Moron, La Plata, San Luis, Paraná, Formosa, Orán, Monte Grande, Posadas, Headquarters.

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.				
	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
1, 10 Training for Mutual members				
1, 10 Quantity of functional activities	12	7	-5	-42%
1, 10 Quantity of assistants	14	135	121	864%
1, 10 Quantity of transversal activities	16	8	-8	-50%
1, 10 Quantity of assistants	358	239	-119	-33%
1, 10 Training for members and the community				
1, 10 Quantity of activities	33	148	115	348%

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.				
	Former Exercise	Current Exercise	Variation (quantity)	Variation (%)
Institutional Presentations	3	6	3	100%
1 Inter-mutual Agreements	44	44	0	0%
1 National and International Agreements	11	13	2	18%
4 Mutual Representatives that participate in Confederations and Federations	6	3	-3	-50%
International and National Congresses	2	18	16	800%
7 Special Campaigns (solidary activities)	13	16	3	23%

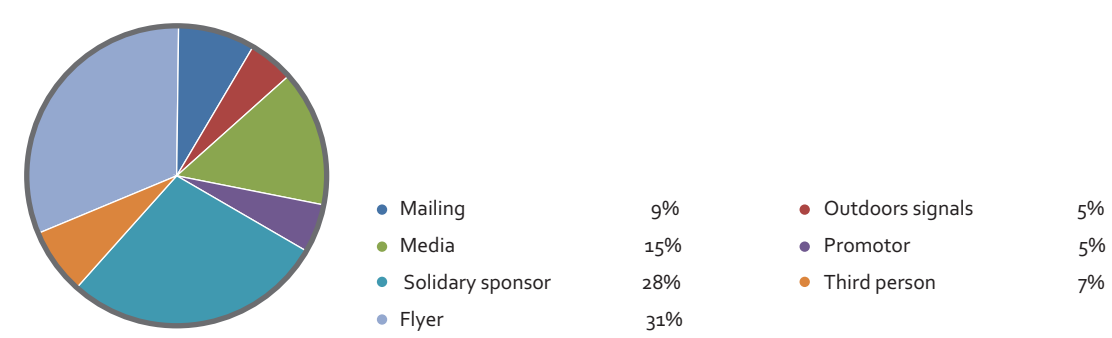
Sources: AMPF, Social Service, Human Resources, Social Communication, Training Institute.



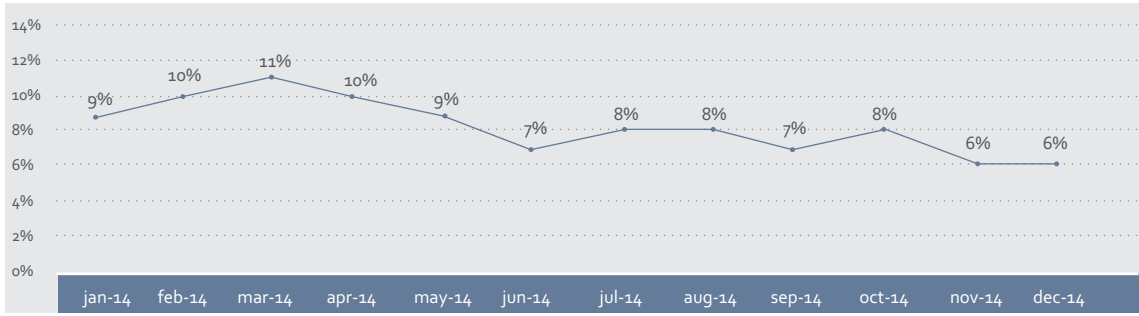
CHAPTER III

3.1 Principles of Social Benefit Activity: qualitative aspects

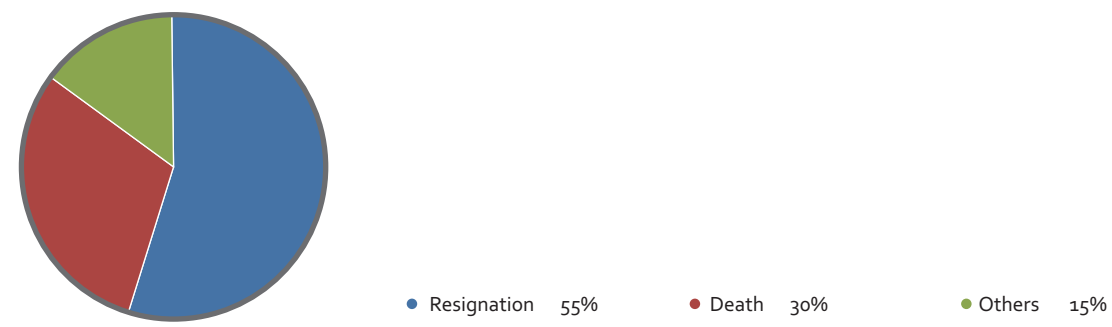
→ KNOWLEDGE MEANS



→ MONTHLY SUBSCRIPTION TENDENCY



→ LEAVE REASONS





3.2.1 Current Board of Directors

Alfredo Sigliano	President
Francisco José Savoini	Vice-president
Andrés Blas Román	General Secretary
Hugo Héctor Bozzini	Minutes Secretary
Darío Osvaldo Martínez Corti	Executive Secretary
Graciela Inés Galera	Treasurer
Norberto Gabriel Tsujoi	Protreasurer

Ordinary members

María Cristina González	1°
María Fernanda Sigliano	2°
María Rosa Sáenz Saralegui	3°

Substitute members

Cristian Omar Panelli	1°
María Elena Minissale	2°
Carlos Vicente Castro	3°
Néstor Roberto Lanaro	4°
Juan Galli	5°

Ordinary Supervisory Board

Eduardo José Repond	1°
Ricardo Daniel Ferraro	2°
Gisela Mariana Hernández	3°

Substitute Supervisory Board

Rubén Atilio Calcagno	1°
Eduardo Francisco Marone	2°

3.2.2 Map of subsidiaries and annexes



3.2.3 Communication with members

Our Social Benefit Society has different communication means with its members since we value an active participation.

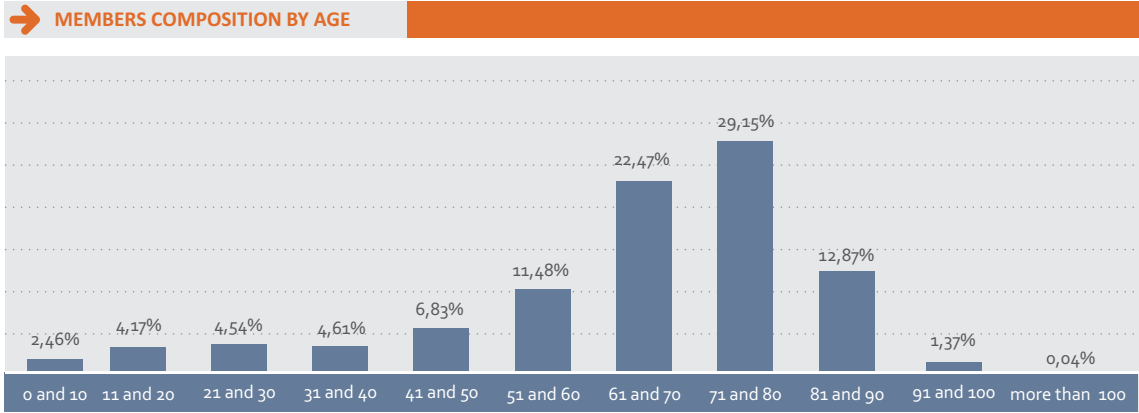
Talking with the members

As every year, providing a means of direct communication with members so as to know their opinions and comments, we held a new cycle called “Dialogando con los asociados”(´Talking with members´), two visits were done this year:
An encounter in Subsidiary Neuquén was held and it was attended by 39 people as well as General Roca Branch where 9 members attended the event.

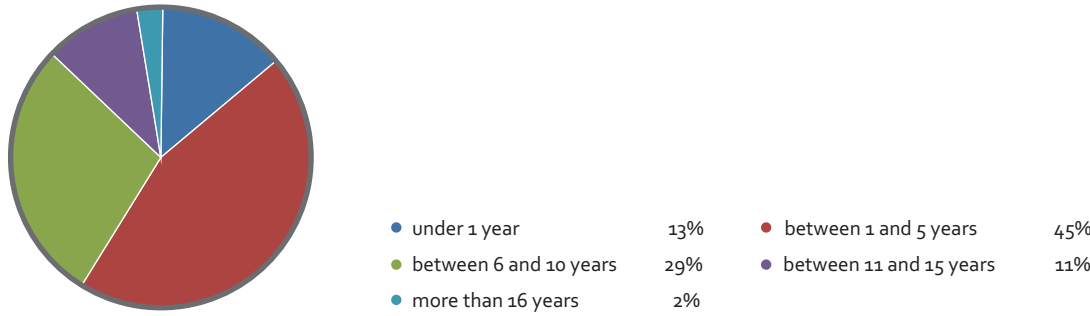


3.3 Institutional Neutrality

3.3.1 Members Profile

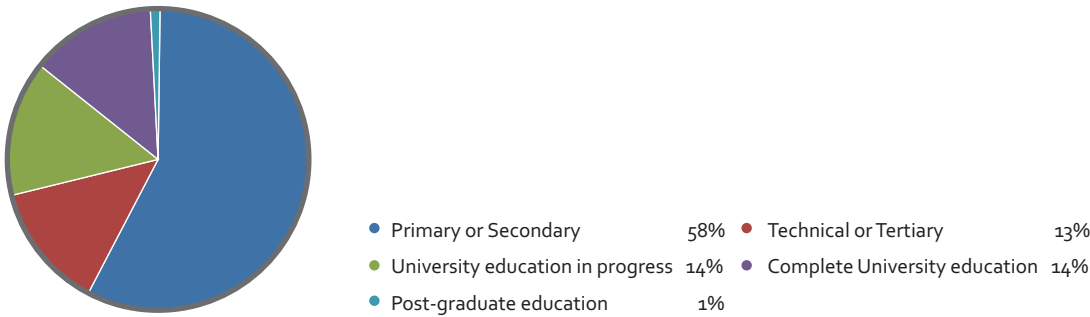


SENIORITY RANGE

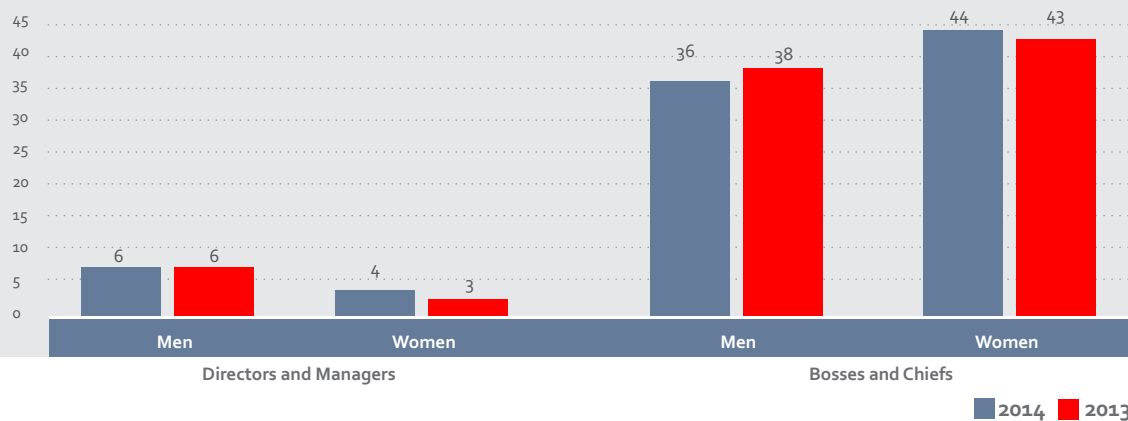


3.3.2 Our people

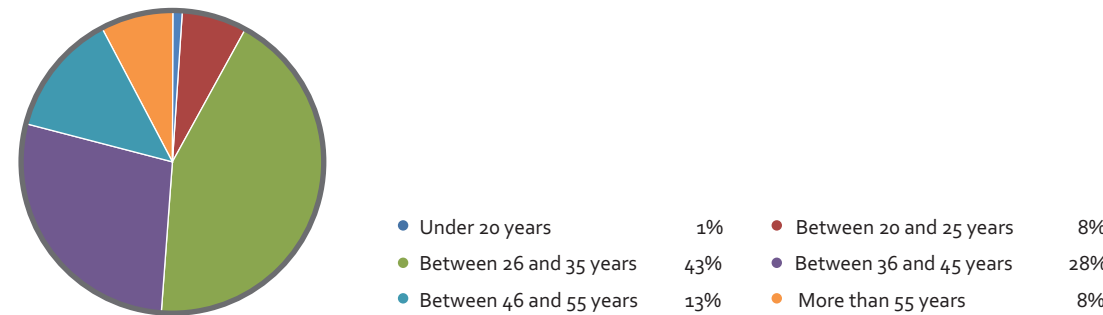
EDUCATION LEVEL COMPOSITION



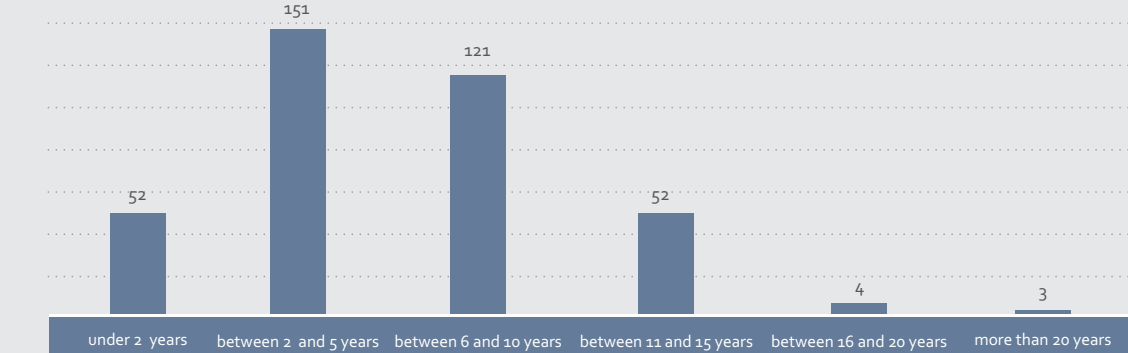
→ WOMEN IN HIGH POSITIONS



→ MEMBERS COMPOSITION BY AGE



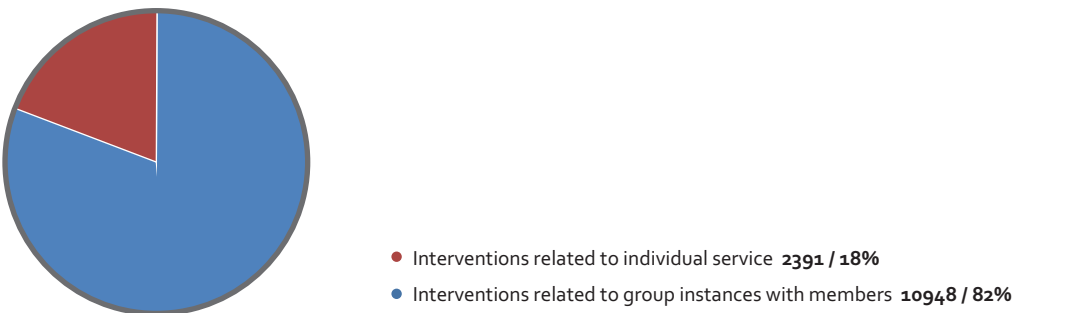
→ SENIORITY RANGE



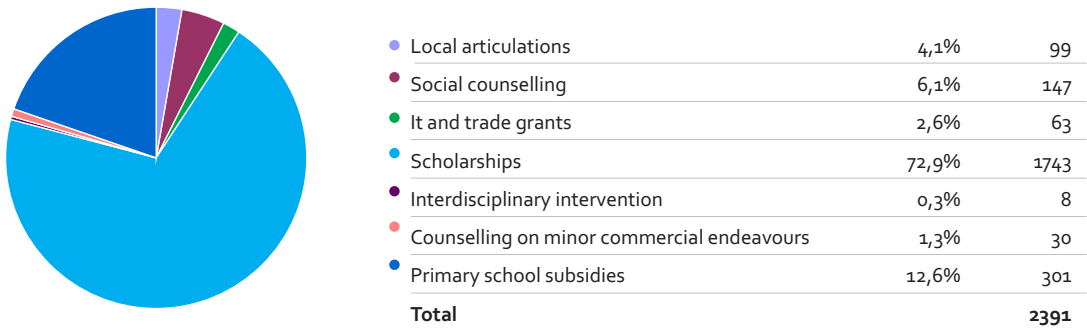
3.4 Economic Contribution according to perceivable services

3.4.1 Social Service

→ INTERVENTIONS OF THE DEPARTMENT OF LABOUR TRAINING AND ORIENTATION



→ INTERVENTIONS RELATED TO INDIVIDUAL SERVICE



IT and trade grants

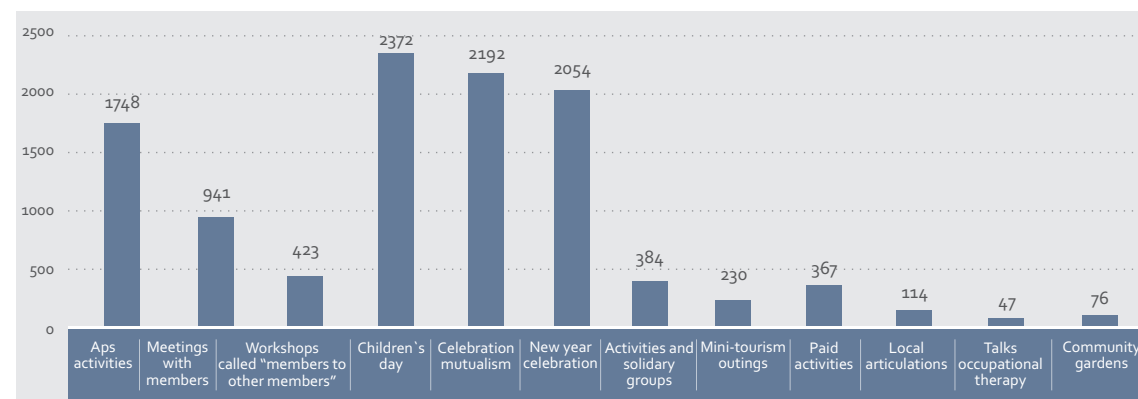
In 2014, 8 IT and trade grants were given to members.

Counselling on minor commercial endeavours

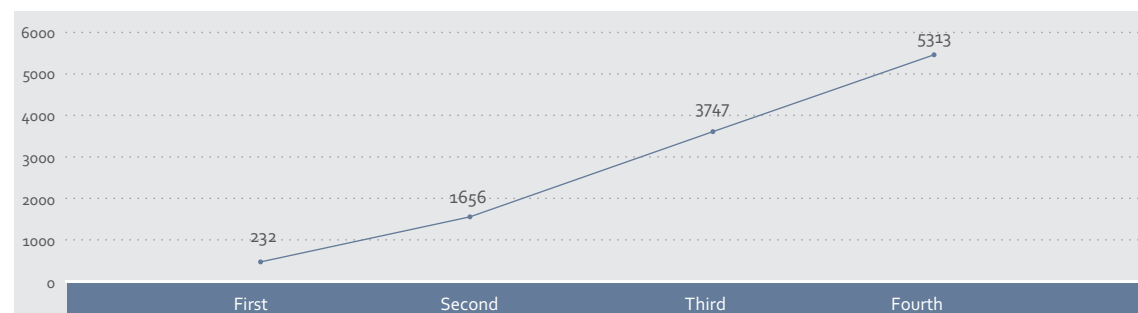
In order to enable the generation of income independently, our members try to start their own minor commercial endeavours. Counselling and reflection spaces are offered from which every member will see the viability of their projects.

Activity	Quantity of Encounters	Quantity of interventions	Quantity of attending members
APS Conferences (health primary service)	106	1748	1298
Encounters with members	81	941	681
Workshops from members to other members	19	423	383
Child's Day celebration	56	2372	1092
Social Benefit Activity Celebration	57	2192	926
End of the Year Celebration	51	2054	1035
Solidary groups	21	384	384
Mini-tourism outings	11	230	230
Paid activities	14	367	352
Local articulation	2	114	56
Occupational Talks Therapy	6	47	47
Communal Vegetable garden	2	76	76
Total		10948	6560

➔ NUMBER OF ACTIVITIES



➔ NUMBER OF INTERVENTION BY TRIMESTER



Ten subsidiaries with most members served

- | | |
|--------------|-------------|
| 1 San Juan | 6 Mendoza |
| 2 Chilecito | 7 Morón |
| 3 Caucete | 8 Cutral Co |
| 4 Carcaraña | 9 Quilmes |
| 5 San Martín | 10 Tucumán |

We share some experiences

San Juan Subsidiary

A group of members together with the representative, social worker and other health primary service professionals went to Jachalto to take some solidary actions.

In the business day donations to educational institutions were made. (clothes, trainers, didactic elements)

Professionals from the Primary Service team (APS) took preventing and promotion health actions with the students from the institutions.

Workshop on Health primary service aimed at the community

In September 2014, it was carried out an APS programmed activity under the motto: "Un joven que escuche y cuide susalud se convertirá en un agente multiplicador natural que contribuirá a la salud comunitaria" (A youngster who listens and takes care of his health will become a natural agent that fosters communitarian health). The target audience was students from 4° Year of the Colegio Provincial N° 4 of the Capital of La Rioja city

This event was held in the Social benefit facilities. Students from the school came with their teacher and there

also came six voluntary students from the Universidad Nacional de la Rioja.

The objectives of the activity were:

- Promote sexual health for adolescents.
- Contribute to prevention and early detections of sexual transmission diseases, VIH/aids as well as genital and mammary pathologies

Workshop coordination and development of topics was in charge of the BA Social Worker Cynthia Herrera Gatica and Doctor Romina Cuello Romero.

Pursuant to the stated by professionals: "It was a highly beneficial day since it proved the interest and commitment with the topic this group of youngsters have, and AMPF, once more, had an important role in the community as an example of solidarity, mutual help and cooperation"



Communitarian Vegetable Gardens

We share the experience

from Santa Fe subsidiary

In Santa Fe subsidiary during 2014, it was held a Workshop on Vegetable Garden which focused on the production of seeds from different varieties such as lettuce, corn, celery, among others, offered by INTA.

It is important to mention that this year two members participated from the Banco de Semillas (Seeds Bank) created by INTA with the aim of taking care of and keeping seed for its reproduction.

For 2015, it was agreed to perform trainings on production of medicinal and divination essences in the subsidiary organized by the Programme Pro Huerta.



Counselling on Minor Commercial Endeavours

It was done by BA. Beatriz Simónfrom Santiago del Estero subsidiary, as well as a member who was granted a subsidy in 2014 given by the Centro de Referencia del Ministerio de Desarrollo Social de la Nación for the development of her productive minor commercial endeavour. They worked in part of her land growing aromatic plants, cactus, indoor plants and a vegetable garden. She also uses these raw materials to elaborate products that are commercialized in artisanal fairs.

The Professional valued her knowledge and work and oriented on the programme “La Experiencia Cuenta” valid in the province of Santiago del Estero, in which she could pass her knowledge to the young people in that place to value regional productions.

Articulation with the Alphabetization Programme and educative continuity:“La educación independiza”

According to the social worker, the proposal was an initiative of the Programa Nacional de Alfabetización y Educación Básica para Jóvenes y Adultos, so as to include in this programme young and adult members of this subsidiary who are illiterate or have no education.

The Programme was held in the subsidiary since the facilities are the performing venue.

Socios para otros socios

This Project value the knowledge of our members who act as volunteer trainers and offer a solidary service to other members.

In 2014, 19 workshops were made with the attendance of 324 members.

Course on Paper Basket-making and recycling	Morón
Course on Painting	Quilmes
Literature Workshops	San Martín
Embossing Workshop	San Martín
Course on Painting	Santa Fe
Knitting Workshop	Santa Fe
Painting Workshop	San Nicolás
Handcrafts Workshop	La Rioja
Crochet and Knitting Workshop	Goya
Knitting Workshop	Monte Grande
Folklore Workshop	Neuquén
Knitting Workshop	Santiago del Estero
Cloth dolls workshop	San Miguel
Handcraft and games workshop	Rio Cuarto
Debate on Cinema Workshop	Morón
Recycling Workshop	Caucete

Voluntary work done in AMPF represented more than 600 hours dedicated to people, carried out in 17 subsidiaries in the country.



3.4.1.1 Functional Performance Assistance

Occupational therapyin subsidiary

During 2014 we have continued with the occupational therapists work in our Headquarters and the subsidiaries Santa Fe and Bahía Blanca. Besides, we have incorporated Occupational Therapists in the following subsidiaries: Mar del Plata, Formosa, Jujuy and La Rioja.

Taking into account the achievement expectations and the intervention targets for the area, the performance of Therapists has been optimum, getting a high level of satisfaction to members and an excellent result in interdisciplinary work together with the corresponding social workers

These Professionals have studied the dynamic of the social benefit entity, its services and the guidelines of professional intervention and have met the goals set for their performance.

Quantity of FDA by month and subsidiary

Subsidiary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
BAHIA BLANCA	5		1	2			4	5		2	1		20
BERISSO					1	1			2	1	1		6
CABALLITO						3		1	1				5
CARCARAÑA					1				1				2
CHILECITO	1			1	1				1	1			5
CORDOBA		2											2
CURUZU CUATIA										1			1
FLORENCIO VARELA						1	1						2
FORMOSA	1					4	5				2		12
GENERAL ROCA					1	1		1					3
GOYA							1						1
GUERNICA					1								1
HUERTA GRANDE					1								1
LA PLATA			1				1						2
LANUS											1		1
MAR DEL PLATA		1		1									2
MENDOZA						2							2
MONTE GRANDE							2				1		3
MORON		2	1	2	1	2					1		9
NEUQUEN	1				1			1	1		1		5
PERGAMINO			2		2	1	1		1				7
QUILMES	1					2	1						4
RESISTENCIA		1		1		2						1	5
RIO CUARTO				1	3	1	2	1	1		1	2	12
ROSARIO	1				1	1		1					4
SAN JUAN	1					1							2
SAN JUSTO	1			1	2		2		3	1		1	11
SAN LUIS				1									1
SAN MARTÍN										1			1
SAN MIGUEL							2				1		3
TUCUMAN					1								1
SAN NICOLAS			1	1			1						3
JUJUY		1				1	1		1				4
SANTA FE	1				1								2

Subsidiary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
SGO. DEL ESTERO						1	2				1		4
SEDE CENTRAL				1	2		1		1	1	1		7
VILLA LUGANO				1			1		1	1			4
Total ADF	13	7	6	13	20	24	28	10	14	9	12	4	160

Highlighted cases of Service for the Functional Performance

Based on the intervention focus on Service for the Functional Performance, social workers and occupational therapists of Headquarters, Subsidiaries and Branches in all the country have carried out the corresponding interviews in the members´ houses because of their health problems requirements.

Generally, for all detected cases, we have delivered the necessary elements to enable the most independence in the performance of daily activities as well as foster ludic and learning activities.

Following, we detail highlighted cases of the Service for the Functional Performance in 2014:

SAN NICOLAS SUBSIDIARY

During the month of June, we are acquainted with the case of a member suffering from Parkinson who had had numerous strokes leaving him an important cognitive impairment as well as serious difficulties to move, control sphincters and lacks energy to grab or manipulate elements. His wife is in charge of taking care of him

After the interview in the member´s house, the corresponding analysis was made between the occupational therapy area and the social worker. Thus,

they issued an assistance form for functional performance in order to provide technical aid and adaptations that improve our member and his wife´s lifestyle.

On the first hand, the area sent written information on practical advice for daily activities of people suffering Parkinson. This material was revised by the social worker and delivered to the member´s family.

On the other hand, we provided a rotating shower chair which is an important support element and was the appropriate device considering the member´s condition and his bathroom infrastructure. Besides, in order to do hygiene activities safer, we put bars in this bathroom

Lastly, we offered some adaptations for the member to be as independent as possible when eating (mitten to take cutlery and plate edge to avoid food falling out)



RESISTENCIA SUBSIDIARY

Thanks to the work done by the social worker, we knew the case of a member who has diabetes with amputation of both lower limbs and convulsions as a consequence of a stroke. After carrying out the corresponding home interview, it is observed an extremely unfavourable habitat situation for his daily tasks. By means of the assistance service for occupational performance we have delivered the following technical aids and adaptations: two

folding bars, a fixed bar and a transference table to pass the wheelchair to the bed and vice-versa independently. Lastly, upon the member´s comments, we detected the need of some support element to help get up. Thus, the occupational therapy area in our headquarters built a wooden ladder with a rope which was sent to Resistencia. The member was very satisfied and the support elements provided were very useful for him.

JUJUY SUBSIDIARY

By means of the handicapped subsidy we knew the case of a 17 years old adolescent diagnosed with serious Cerebral Palsy and convulsive syndrome because of which she depends completely on others to perform daily activities. After the social worker´s interview and home evaluation and, taking into account the socio-sanitary and economic situation, she issued an assistance form for the functional performance in order to give the family a special bath deck chair to be able to clean the beneficiary without big inconveniences since, to that moment, her mother did it with no safety inside the bathroom. Besides, the weight of the adolescent was beginning to be a big issue for her mother´s spine. The family group was very pleased and satisfied with the elements offered in the occupational therapy area.

Therapeutic Activities

Taking into account Health Prevention and promotion as another premise in the area of Occupational Therapy, in 2014 we have carried out the following workshops and talks with the aim of strengthening communitarian resources, promote healthy behavior and increase knowledge as regard health and handicap.

According to needs and interests of our members, it was developed the theme“CuidarseparaCuidar” (´Taking care of oneself to take care of others´), aimed at members who are taking care of elder people with reduced mobility because of pathologies related to age or with any difficulty in their functional performance and handicap.

These encounters were held in the subsidiaries of: Florencio Varela, San Justo, San Miguel, Sede Central, Caballito, Villa Lugano, Morón, Quilmes, Berisso, Guernica, La Plata, Monte Grande, San Martín, Lanús.

Likewise, we continued with the workshops on Music-therapy in San Martín andMorónand the following talks and workshops were done: “Knitting Workshop” in Mar del Plata, “Workshop on communication tools” in Santa Fe, “Informative workshop on falls and home accidents prevention” and ´Workshop on cognitive stimulation for the elder´in Jujuy, “End of the Year Workshop – ADF presentation” in Formosa, andTalk-Workshop “Handicap and Family” in Carcaraña.



As a result of the therapeutic activities, we observed a participation of 160 members to the talks and workshops offered in 2014.

3.4.1.2 Scholarships



Member´s company and conformity

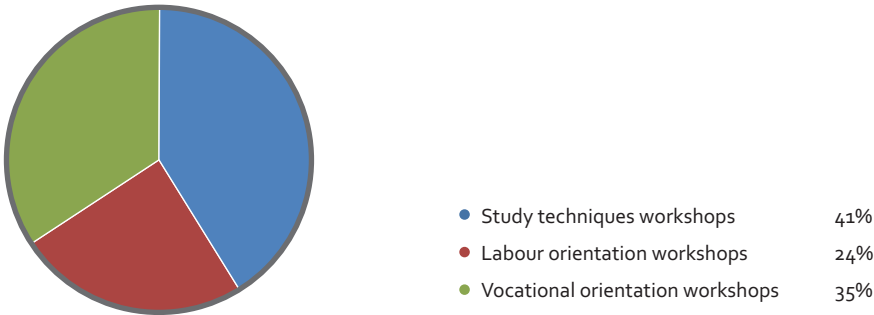
During August 2013, professional social workers accompanied the grantors. This company was given to the 384 grantors from subsidiaries and branches where currently TS activities are being taken. This represents 93% in force grants in total. (412)

The objective of this stage was focused on members being able to acknowledge the interest we have in fostering education in our member families as well as to know grantors opinions.

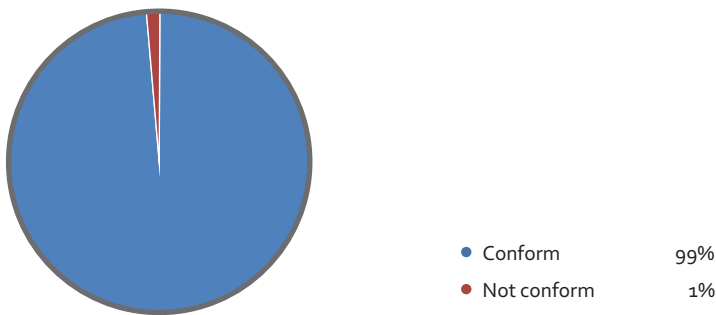
The survey

In order to implement the follow-up, the structured survey was the instrument chosen. Each TS contacted the grantors or their families and/or personally or by telephone to perform interviews in the subsidiary.

→ INTEREST IN PARTICIPATING OF...



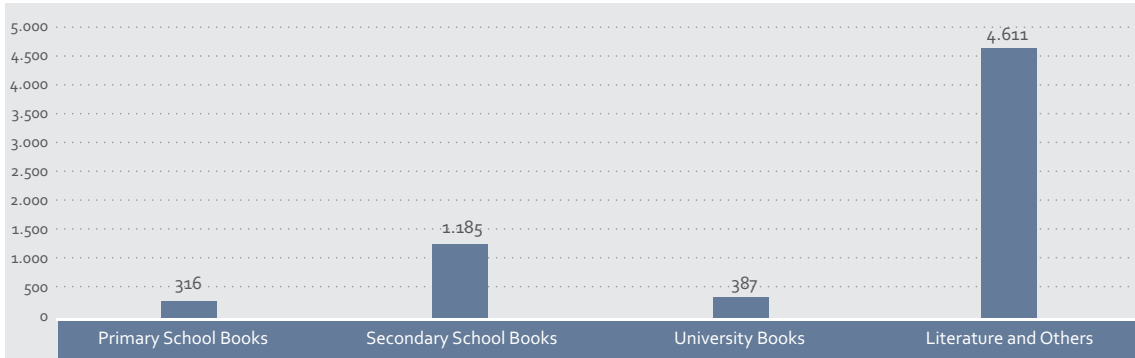
→ CONFORMITY REASONS



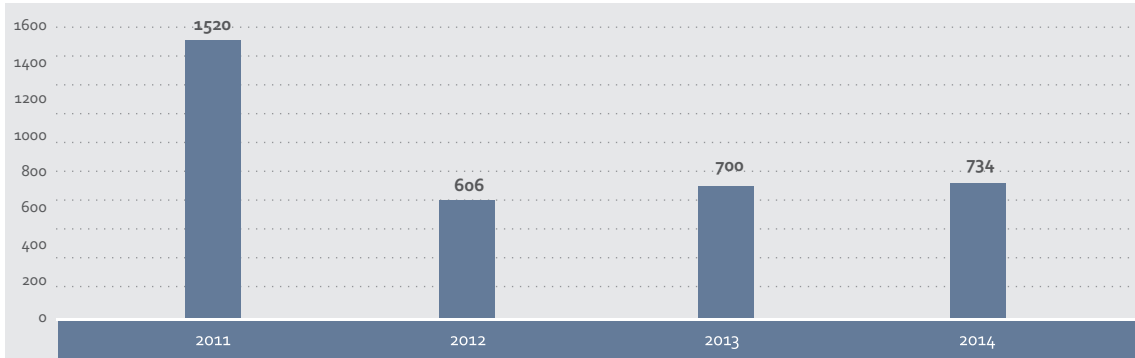
3.4.1.3 Library



→ BORROWED BOOKS



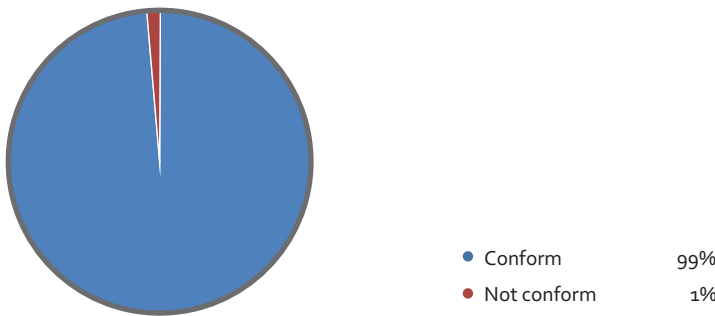
→ BOUGHT BOOKS



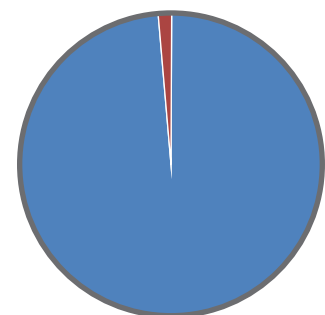
Satisfaction survey

The satisfaction survey 2014, was performed in October / November 2014 to 467 members, this is the 35% out of the 1313 members who used the Library service and gave the following figures.

→ CONFORMITY REASONS



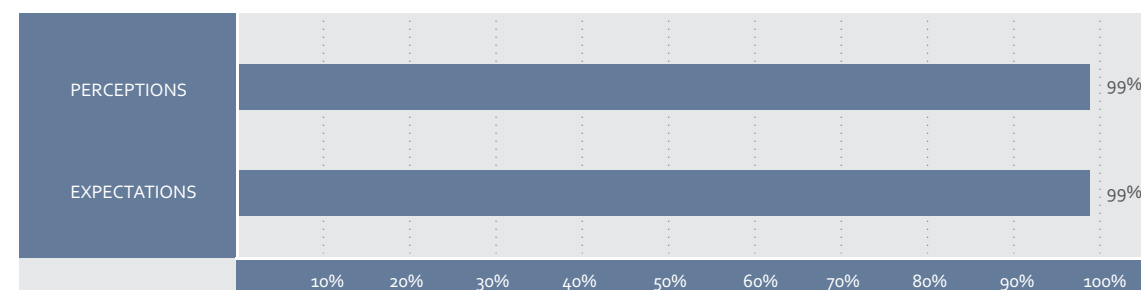
→ PERIOD TO BORROW



¿Are you satisfied with the new library rule that states that there is a 90 days period to borrow general literature and university books until December 31st of this year?

- Conform 99%
- Not conform 1%

→ SATISFACTION LEVEL



Conclusion

The average rate of members´ satisfaction with the Library service is 99% corresponding to the service offered and it coincides with the minimum expectations (this is the expected service our members hope from the library) and perceptions (this is how much our members appreciate products and services offered); thus we achieved a high level of conformity with our Library Service.

As regards comments, besides congratulations and thanks for this service, there is evidence of a minimum unsatisfaction with the library service related to unavailable books for loans and considering that the loan period is too long for university books.

Mini Libraries in subsidiaries“Closer + Library”: results

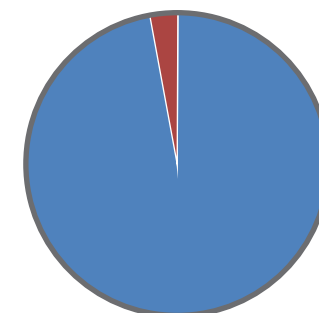
As from July 2013, books left our Headquarters facilities and got in contact with readers in subsidiaries in a different and tangible way so as to promote books, generate a reading habit among members and make known book with lower demand.

From the evaluation of the Project “Biblioteca + cerca”(Closer + Library) we can observe that the highest rate of use (> 50%) was achieved by subsidiary Quilmes.

It has been proposed to implement the Project in the following subsidiaries: Lanús, Santa Fé, Córdoba, Carcaraña, San Juan, Tandil, Goya, Santiago del Estero, Mar del Plata, Tucumán, Río Cuarto, San Rafael (information taken from indicator 7, that allows to know the use of the service in different periods in each subsidiary).

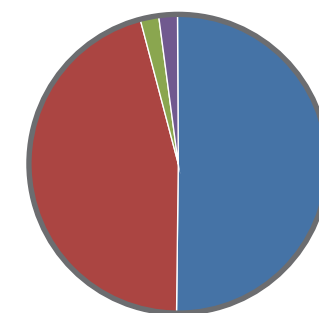
3.4.1.4 Primary School Subsidy

→ CONFORMITY REASONS



- Conform 97%
- Not conform 3%

→ OPINION ON DELIVERED ARTICLES



- Very Good 50%
- Good 46%
- Regular 2%
- Bad 2%

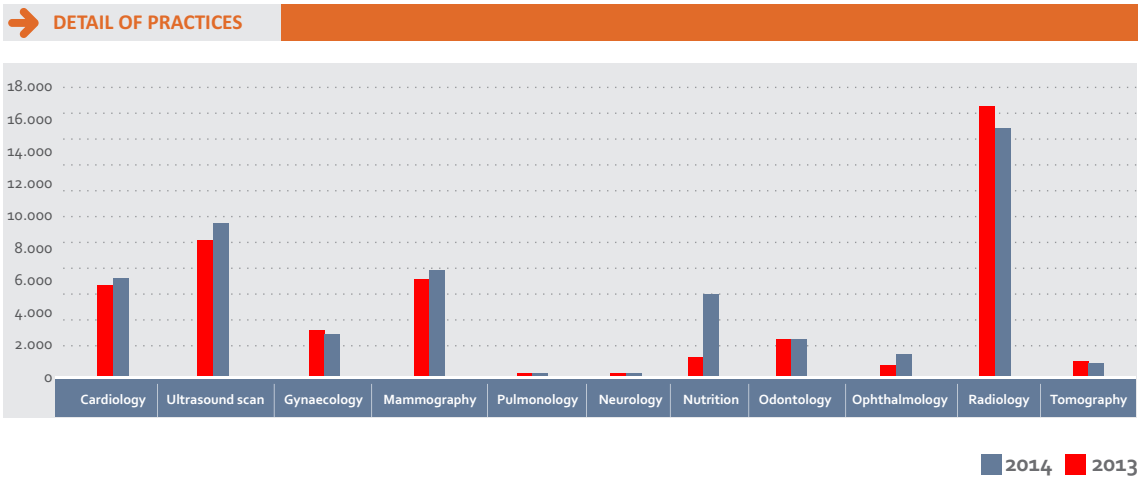
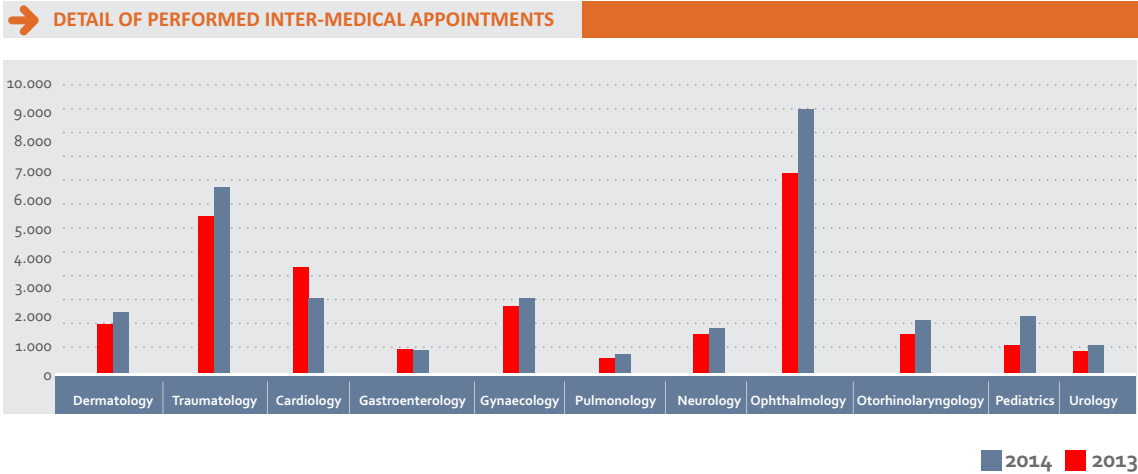
3.4.1.5 Tourism

Mini-tourism outings performed in 2013

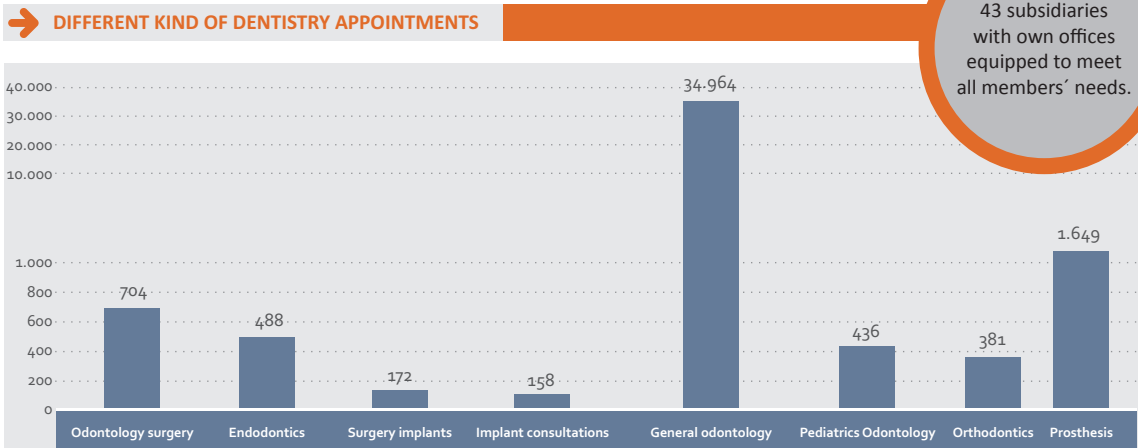
SUBSIDIARY/ANNEXE	PLACE
San Justo	Congreso de la Nación y Teatro Colón
San Martín	Gonnet
Resistencia	Complejo Recreativo Amudoch
Mendoza	Termas de Cacheuta
San Nicolas	Santa Fe y Paraná
Rio Cuarto	Achiras
Chilecito	Termas de Santa Teresita
La Rioja	Termas de Santa Teresita
Caucete	Ischigualasto
Villanueva	Lavalle
Mar del Plata	Tandil
Central	Obra de Teatro “ Parque Lezama”
Central	Museo del Bicentenario

3.4.2 Health Primary Care

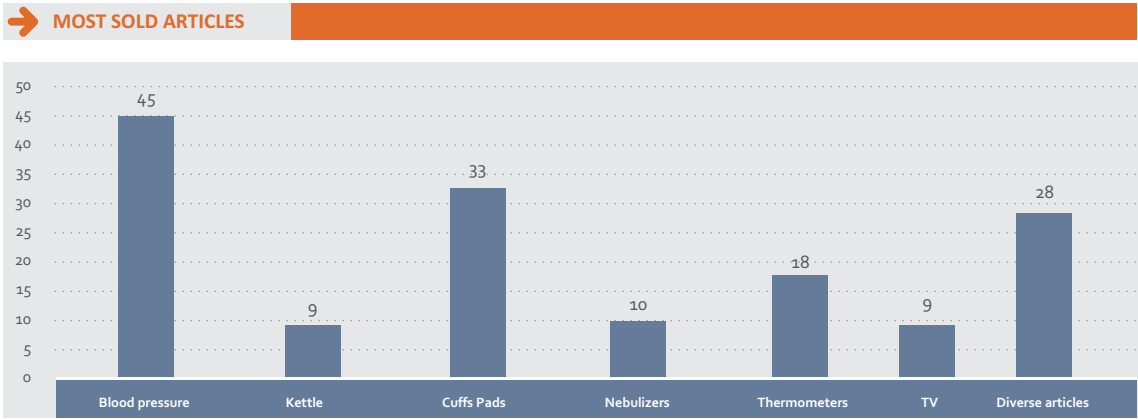
During 2014 we have completed the service in our subsidiaries by incorporation of new specialties.
Chiropractic sessions: 24481 sessions were authorized.
1980 derivations were done to Paediatrics and 5144 to the Nutrition service.



3.4.2.1 Dentistry



3.4.3.1 Supply store



3.5 Surplus Social Capitalization

3.5.1 Quality

INTERNAL AUDITS DETAIL 2014

Referencias: NC: No conformidad, OBS: Observaciones, FOR: Fortaleza
OM: Oportunidad de mejora, IADC: Informe adicional

Mes de Auditoria	Sector	NC	OBS	FOR	OM	IADC
Abril	Compras y Suministros	0	3	0	2	0
	Gerencia de Desarrollo	0	4	0	3	0
	Instituto de Capacitación	0	5	1	6	0
	Total Abril	0	12	1	11	0
Mayo	Becas	0	2	0	4	2
	Biblioteca y Subsidios	0	4	0	7	2
	Coordinación de Trabajadores Sociales	0	3	0	3	1
	Delegación Lanus	0	9	0	2	6
	Delegación Morón	0	6	1	7	4
	Delegación Quilmes	0	7	0	3	7
	Delegación San Martín	0	11	0	3	4
	Delegación Sede Central	0	1	0	2	1
	Intendencia	2	5	0	1	1
	Recursos Humanos	1	7	0	8	0
	Servicio de Escolaridad Primaria	0	7	0	4	0
	Total Mayo	3	62	1	44	28
Junio	Anexo Monte Grande	0	5	2	6	3
	Archivo y Control de Documentación	0	0	0	0	0
	Desarrollo de Sistemas	0	1	1	2	0
	Educación y Orientación Ocupacional	0	5	0	6	1
	Gerencia de Comunicación Social	0	1	0	3	0

Mes de Auditoria	Sector	NC	OBS	FOR	OM	IADC
	Gerencia de Legales	0	1	0	3	0
	Gerencia de Tecnología	0	6	0	4	0
	Logística	0	2	0	0	0
	Soporte Tecnológico	0	2	0	2	1
Total Junio		0	23	3	26	5
Julio	Calidad	0	6	1	5	0
Total Julio		0	6	1	5	0
Total		3	97	5	81	33

In November 2014 an internal audit was carried out together with Bureau Veritas Certification, with the aim of ratifying previous certification achieved in education services – which include: secondary, tertiary and university grants, library service and primary school subsidy- which turned out to be successful.

3.5.2 Technology

Ready to offer always more efficient, quick and flexible answers to our members´ needs and requirements, as well as achieving more efficiency in the use of AMPF resources, considering the constant challenge that represents the structure we support. Year after year, improvements and implementations have been developed in order to achieve this goal.

Technological Support

Servers Room Move with the following advantages and characteristics:

- Re-localization of equipment to the first floor to prevent flood damage
- Fire detection and extinction system for IT equipment (FM-200)
- Exclusive backup generator for servers room
- Greater redundancy of coolant equipment
- Fingerprint access control and password
- Lp mobile camera that allows remote visualization. Mail alert with photo for movement detection.
- Cool/hot air hall according to technical recommendations for serverrooms.
- Prevision to analyse future equipment growth (space, refrigeration, electricity, etc.)

Installment of data, telephone, moves, new office facilities, doctor´s office and subsidiaries.

Links and networks, upgrades and networks improvements among buildings, new racks installations and improving the existing ones.

Hardware: acquisition of new equipment, security cameras, printers and pcs.

Servers: Implementation of ´hot´ data base back up tool (Rman), which in case of emergency allows to recover transactions performed after the last data base back up(Test and Production environment).

Increase of data base server memory and running of data base behaviour analysis tools in order to improve questions and answers timings.



3.5.3 Catastrophe campaign

Solidary Fund answer

In February, the province of San Juan and particularly in Caucete, suffers a strong storm and floods in all the area. For this reason, both subsidiaries present cases of the affected members. In both places, a case survey has been done – family situation, members of each family and needs- in order to provide a solution from the social Service.

San Juan Solidary funds 2 (two)

Construction materials **Total \$ 8.432.-**

Caucete Solidary funds 10 (ten)

A general purchase of warm elements, food and mattresses **Total \$ 15.280.-**

3.6 Social Benefit Training and Education

Opening to new training and educative approaches

Historically, the Institute has developed different spaces for cross Training and Education aimed at members of the community and the Asociación Mutual de Protección Familiar.

Its focus has always been Social Benefit Activity, Social and Solidary Economy, all topics related to social organizations management.

During 2014, the Institute has made an important opening as regards service reach, since it has added a training and education plan for the staff to its activities list.

This programme has the aim of strengthening and optimizing the staff specific competences to perform their activities. It embraces all the entity areas, including new incomes and it involves the needs of training and educations required to meet the objectives, projects and/or strategic guidelines of the Society.

3.6.1 Social Benefit Workers Training

Functional Training

Name and surname	Course	Start Date	Finish Date	Place
Patricia Laura Sigliano	Adaptaciones blandas y equipamientos de material accesible	11 de Abril	12 de Abril	CIAPAT (CABA)
Maria Soledad del Valle	Adaptaciones blandas y equipamientos de material accesible	11 de Abril	12 de Abril	CIAPAT (CABA)
Patricia Laura Sigliano	Capacitación sobre recaudación de fondos	11 de Noviembre	11 de Noviembre	SECHIS (Secretaria de hábitat e inclusión)
Stella Maris Fernández	Capacitación en Seguros	14 de Julio	18 de Julio	Facultad de Ciencias Económicas - UBA
Oksana Berezyna	Capacitación en Seguros	14 de Julio	18 de Julio	Facultad de Ciencias Económicas - UBA
52 Empleados de deleg.	1ª Edición curso de Seguros			Aula Virtual AMPF
76 Empleados de deleg.	2da. Edición curso de Seguros			Aula Virtual AMPF
Alberto Ainscough	Trabajo sin fronteras (Cisco)	17 de Julio	17 de Julio	Hotel Melia
Juan Pablo Federico	Taller de TICS (AISS)	11 de Noviembre	13 de Noviembre	Anses
Gustavo Garavaglia	Taller de TICS (AISS)	11 de Noviembre	13 de Noviembre	Anses

Social Benefit Workers Training

Course	Quantity of attendees	Place
Gender and violence	52	on line campus via AMPF Training Institute.
Integration Seminar	88	Headquaters

Quality traninings

Course	Date	Attendees
Quality Fundamentals initial level 1	25/03/2014 al 16/04/2014	19
Quality Fundamentals initial level 2	12/05/2014 a 12/06/2014	14
Quality Fundamentals initial level 3	09/06/2014 al 13/06/2014	7
Quality Fundamentals intermediate level 1	01/10/2014 al 21/10/2014	29
Quality Fundamentals intermediate level 2	17/11/2014 al 08/12/2014	29
Auditor Lider ISO 9001:2000	Jun-14	1
Total		99

3.6.2 Training of members and community

Course	Attendees	Place
Autogestionado. Introducción al mutualismo	7	Aula Virtual
Diplomatura Superior en Gestión de Organizaciones de la Economía Social y Solidaria	10	Aula Virtual
Webseminario. Contribuciones de la mutualidad en la construcción de Pisos de Protección Social	17	Aula Virtual



APS Talks (Health Primary Service)

APS equipment of each subsidiary in the country participated of the planning, execution, evaluation and systematization of the conferences on health preventions and promotions. Throughout the year a total of 106 conferences were made.

The topics were:

“Life Quality”, “Eat to live”; “Diabetes”, “Health and life”, “Posture Control”, “Alzheimer”, “Healthy Food”, “Taking care of oneself to take care of others”, “Difficulties to sleep”, “Cognitive processes”, “Self-care”, “Grandparents role”, “Diabetes Foot”, “Mouth Health”, “Osteoporosis”, “Heat Ailment”, “Light and diet plan”, “Health and means of communication”, “Falls prevention”, “Sexual Health”, “Multi-pharmacy”, “Family bonds loss”, “Summer skin care”, “Hypertension”, “Stroke”, among others.

3.7 Integration for development

3.7.1 Detail of institutional presentations

Cuarto Congreso de innovación en calidad – Innovation Forum 2014

August 13, 2014, Auditorio UCEMA, CABA

Organizado por: Grupo Crescent y BDO

Panelista en “Aunando esfuerzos: la Certificación ISO 9001 convive con la Responsabilidad Social Empresaria”

Lic. Celeste E. Meza

El Valor del Mutualismo – Panel

October 16, 2014, Sede de la Mutual de Ayuda Social del Personal Municipal, Concordia, Entre Ríos.

Organizado por: Organización de Entidades Mutuales de las Américas-Odema, la delegación Entre Ríos del Colegio de Graduados en Cooperativismo y Mutualismo-CGCYM y Mutual de Ayuda Social del Personal Municipal.

Speaker: Javier Ávila, delegado de AMPF y AMPC

Special Class : “Servicios sociales en el ámbito mutual”

July 5, 2014

Organizado por: Universidad Nacional de Lanús – Curso de Economía Solidaria -

Speaker: Lic. Ma. Fernanda Sigliano

Seminario de Investigación “Liderazgo para el cambio social en los Estados Unidos: desafíos. Dilemas y aprendizajes de una investigación”

August 12, 2014

Profesora Sonia Ospina de la New York University– Posgrado en Organizaciones sin fines de lucro - Universidad

de San Andrés – Participación en mesa de trabajo de organizaciones sin fines de lucro de Argentina en representación de Odema y AMPF.
Disertante: Lic. Ma. Fernanda Sigliano

Special Class

Servicios Sociales y Mutualismo

August 19, 2014: Universidad Nacional de Tres de Febrero. Posgrado en Economía Social y Solidaria..
Speaker: Lic. Ma. Fernanda Sigliano

Special Class

Responsabilidad Social: Implementación del Balance Social en la organizaciones sin fines de lucro

September, 06 , 2014: Universidad de San Andrés. Posgrado en Organizaciones sin fines de lucro.
Speaker: Lic. Ma. Fernanda Sigliano

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 - AMUDUCH -
- 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 Mutual 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 Italiana de Mutualidad e Instrucción (30/12/2013)
- Asociación Mutual de Capacitación y Desarrollo Personal (08/11/2013)
- Círculo y Asociación Mutual del Personal de la Policía Territorial (06/06/2013)
- Asociación Mutual de Medio Ambiente y Desarrollo Humano (01/08/2013)

Convenios nacionales suscriptos en el 2014

- Asociación Mutual del Gas y el Petróleo de Santa Cruz
- Asociación Mutual de la Confederación de Educadores Argentinos CEAMutual
- Cooperativa de Provisión de Servicios para Recolectores y Viviendas “Reciclando Sueños”
- Farmacia Sindical Luz y Fuerza Mercedes

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 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 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

Federations	
FEDEMSCRUZ	Federation of Mutual Entities of Santa Cruz José Luis Minzoni, General Secretary, in charge of Subsidiary Río Gallegos of AMPF Susana Beatriz Segura, Training Secretary, Initiatives and Promotion, Administrative Employee of Subsidiary Río Gallegos of AMPF
FEDEMBA	Federations of Mutual Entities of Buenos Aires Darío Martínez Corti, President, AMPF representative Francisco Savoini, Vocal Titular I, AMPC representative
Confederations	
CONAM	National Confederation of Mutual Entities of Argentina Republic Representantes Francisco Savoini, President Hugo Bozzini, Permanent 1° of Supervising Board

3.7.6 International and national congresses

Jornada de Fortalecimiento Mutua AMPC / AMPF
20 de Marzo, CABA, en el Círculo de Oficiales de Mar (COM)
Se trató el panorama de los Servicios de Salud y Ayuda Económica

Asamblea General Extraordinaria, FEDEMBA
27 de Marzo, en la Sede Social de la Mutualidad del Personal de Clarín
Asistentes: María Elena Minnisale en representación de AMPF, Roberto De Cicco en representación de AMPC

8° Foro de la AISS para las Comisiones Técnicas
01 y 02 de Abril, Ginebra, Suiza
Asistente: Andrés Román

Jornada de Integración y Desarrollo AMPF - AMPC
con delegados de todos el país
21 de Abril, Sede Central de AMPF



Asamblea de CONAM
22 de Abril, CABA
Asistente: Dario Martínez Corti, Secretario de CONAM

Asamblea Anual Ordinaria de AMPF - AMPC
23 de Abril, Paseo La Plaza, CABA

Diálogo Abierto
AMPF del 06 al 08 de Mayo, con los asociados en las delegaciones de General Roca, Neuquén.
Asistentes: Alfredo Sigliano, Francisco Savoini, María Rosa Sáenz Saralegui, Gastón Ricciardi, Gastón Salvioli, Sergio Echague

12° Congreso Nacional de Crédito y Cobranzas
03 de junio, CMS (Hotel Sheraton)
Asistente: Juan Pablo Federico

FEDEMBA
Jornada de Capacitación denominada “Cambio, Sinergia, Transformación. Gestión del Cambio para la transformación de las mutuales”, destinada a directivos, gerentes y personal de las entidades.
11 de Junio, salón de la Mutua AMEPORT, CABA

2° Jornada de Fortalecimiento Mutua
07 de Agosto, CABA, en los salones de la Mutua del Personal de Aduanas
Asistentes: Hugo Bozzini, Néstor Lanaro

2° Jornada de Capacitación sobre “Problemática de la Inclusión de los Jóvenes en la Sociedad”
22 de Agosto, CABA, en el salón de la Asociación Mutualista La Argentina
Asistente: Darío Martínez Corti

FEDEMBA
Asamblea General Ordinaria - Elecciones de Autoridades
04 de Septiembre, CABA, en el Círculo de Suboficiales de la Prefectura Naval Argentina
Asistentes: María Elena Minnisale en representación de AMPF, Roberto De Cicco, en representación de AMPC

IV Foro Empresarial Regional del Pacto Global de Naciones Unidas: “Responsabilidad y Sostenibilidad”, convocados por el Ministerio de Trabajo, Empleo y Seguridad Social
03 y 04 de Noviembre, en el Palacio San Martín, CABA
Auspiciado por el Centro Regional de Apoyo para América Latina y el Caribe y la Red Pacto Mundial Argentina
Asistente: María Fernanda Sigliano

FOMIN X Conferencia Internacional de Microseguros

del 10 al 14 de Noviembre, Distrito Federal, México

Asistentes: Gastón Ricciardi, Gastón Salvioli

AISS / Taller Tecnologías de la Información y de la Comunicación

del 12 al 14 de Noviembre, CABA

Asistentes: Juan Pablo Federico, Gustavo Garavaglia

Reunión Anual del Consejo Consultivo del CENCOES

(Centro de Cooperativas y otras entidades de la Economía Social)

27 de Noviembre, Salón de Usos Múltiples de la Facultad de Ciencias Económicas

de la Universidad de Buenos Aires, CABA

Temas:

- Rendición de actividades realizadas en el período 2013 / 2014
- Presentación del plan de actividades futuras

Invitados por el Mg. Daniel Nieto Michel, Director de CENCOES

Asistentes: María Fernanda Sigliano, Celeste Meza

Acto de entrega del Premio Cuna de la Tradición 2014 de la Asociación de Periodistas de la Municipalidad de

San Martín a personas destacadas nacidas en la localidad de San Martín

17 de Diciembre, CABA, Auditorio CAMED, San Martín, Pcia de Buenos Aires

Distinción a la Lic. Virginia Gamba

Innovation Forum 2014

UCEMA, CABA

Asistentes: Maria Fernanda Sigliano, Mariano Tobalina, Susana De Rosa.

3.7.7 Special campaigns

Library: Material donation

Taking into account the development policy as regards the collection in the AMPF Social Library, a selection of material was implemented for books with more than 5 years of edition. This condition lowers the value of book for our library members; for this reason a donation of 2456 units was implemented so as to foster education space.

These units correspond to material for primary and secondary level as well as secondary English books.

Within the framework of this last donation, there was an articulation with social workers, who offered data as regards places or institutions interested in this material. By means of this joint work, a total of twenty-two (22) places were enhanced distributing equitably and according to each needs.

The fostered places correspond mostly to rural schools, popular libraries and school support spaces.

Detail of Institutions fostered with study material

A total of fourteen (14) Social workers participated corresponding to the following Subsidiaries/Branches: San Justo, Mercedes, Corrientes, Concordia, Formosa, Neuquén, Goya, La Rioja, Paraná, Carcarañá, Chilecito, Huerta Grande, Pergamino and Florencio Varela.

San Justo: Centro Cultural Ana Mercedes Delgado

Mercedes: Hogar de Primera infancia El Honguito

Corrientes: Comedor La Sagrada Familia; brinda apoyo escolar primario y secundario.

Concordia: Institución Educativa Provincial: Escuela N° 55 J.J. de Urquiza

Formosa: Asociación Civil Unidad y Organización. Sostiene cuatro espacios de apoyo escolar.

Neuquén: Iglesia Jesús es Rey. Proyecto Aprendiendo con Valores del Barrio Progreso.

Goya: Fundación María de Belén. Brinda apoyo escolar primario y secundario

Escuela rural anexo n°65 Mercedes Cossio

Escuela N° 76 Rafael Cardozo de Yatay ti

La Rioja: Esc. Rural N° 307 Almandos Almonacid

Paraná: Asociación Club de Madres y Abuelas de Barrio Belgrano

Carcarañá: Hogar Infancia Carcarañá

Chilecito: Esc. Rural N° 179 Alejandro Moreta

Biblioteca Popular de Vichigasta Departamento de Chilecito

Huerta Grande: Merendero Mi Cascadita, brinda apoyo escolar primario y secundario. Localidad La Falda,

Prov. Córdoba

Pergamino: Centro de Contención “Cabaña Joven”.

Florencio Varela: Biblioteca Popular Centro Cultural Sarmiento

Contacto realizado desde Biblioteca: Instituto Superior del Profesorado Dr. Joaquín V. González.

**Visit to the Escuela Nacional n° 490
from Pampa Napenay, province of Chaco**

Between the 14th and 16th of July 2014, a solidary visit was made to the Escuela Nacional n° 490 sited in the spot Pampa Napenay, province of Chaco.

Different elements collected by our solidary group were taken from the Headquarters as well as other elements sent by subsidiaries and branches of AMPF and AMPC.

The Entity was represented by Romina Massa (Headquarters representative), Guillermo Defranco (Social Communication management), Alejandro Opacak and Adrián Galetto (Logistics and Maintenance areas).

Donations delivered included three computers with monitors and keyboards, clothes for boys and girls, toys, book, didactic material, candies, and white school overalls for all the students.





CHAPTER IV

Programmes, contests and events

9 Literary Contest “Todos Juntos: hablando de nosotros”

POETRY

1° Prize

Work: “A mi maestra de campo”
Mario Rubén Pallarez “Mario”
Santiago del Estero

2° Prize

Work: “Fantasía”
Anita Dominga Merelli “Kuqui”
Villa Mercedes

3° Prize

Work: “La Pachamama tierra”
Juana Angélica Godoy “Liz”
Bahía Blanca

NARRATIVE

1° Prize

Work: “Algo cotidiano”
Débora N. Moreyra Warth “Debo”
Villa Mercedes

2° Prize

Work: “Las canciones de Thomas”
Elsa Isabel Mosches “Cassandra”
Caballito

3° Prize

Work: “La ciudad de Vanesa”
María Cristina Barroso “Hanna”
Guernica

Programme “Ellos Pintan Fuerte 2014”

During 2014, it was carried out the contest with the motto: “**Todos juntos: jugando nuestros juegos**”, 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. Main goals of the purpose:

- Reusing waste paper
- Use recyclables

Order	Prizes	Winner	Subsidiary
1° Prize	Tablet	Vera, Agustín Bastian	Resistencia
2° Prize	Tablet	Bravo, Daiara Yazmín	Rivadavia I
3° Prize	Tablet	Rival, Nahiara Avril	Río Gallegos
4° Prize	Reproductor de Mp4	Miraglio, Mateo	Carcaraña
5° Prize	Reproductor de Mp4	Soto, Africa Luz	Villa Nueva
6° Prize	Reproductor de Mp4	Lorenzatti, Lara Abril	San Justo

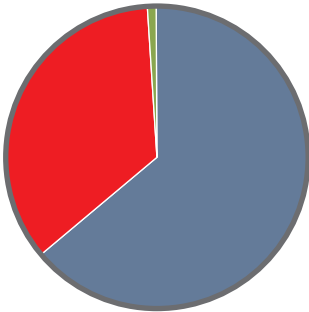


CHAPTER V

National Survey 2014

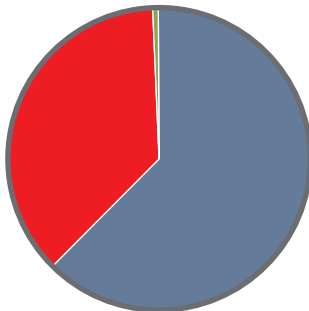
During the period October 2014 and February 2015 the national survey was carried out in all subsidiaries all over the country, which objective was to measure the member´s general satisfaction. We hereby present the results of the 913 received surveys as regards the enquired criteria

➔ INFRASTRUCTURE ASPECTS



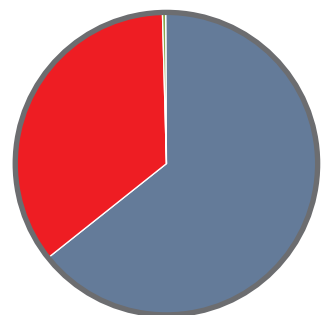
Very satisfied	Satisfied	Unsatisfied
62,65%	36,69%	0,66%

➔ TRUST IN SERVICES



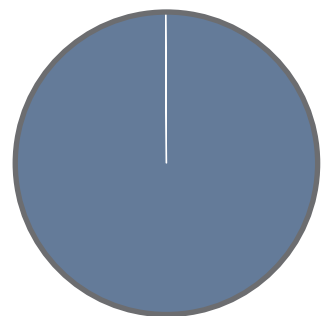
Very satisfied	Satisfied	Unsatisfied
64,36%	35,20%	0,44%

→ ABILITY TO ANSWER



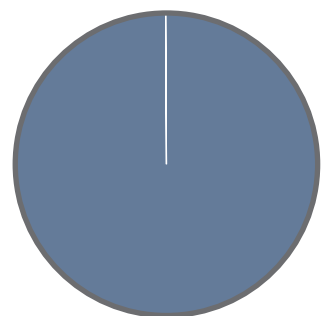
Very satisfied	Satisfied	Unsatisfied
67,47%	32,20%	0,33%

→ TRUST AND CREDIBILITY



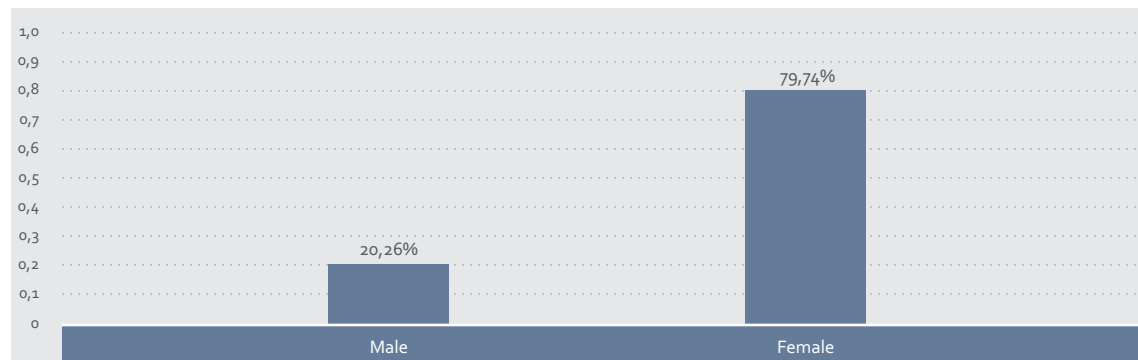
Yes	No
100%	0%

→ THE MUTUAL IS COMFORTABLE AND RECOMMEND

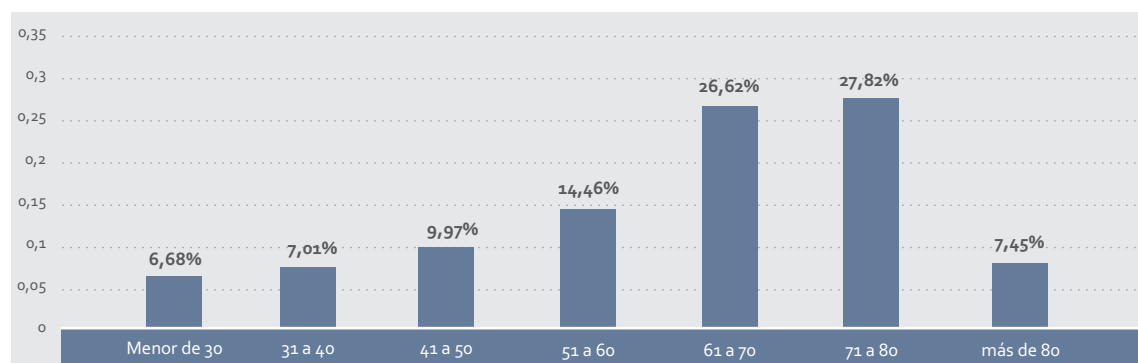


Yes	No
100%	0%

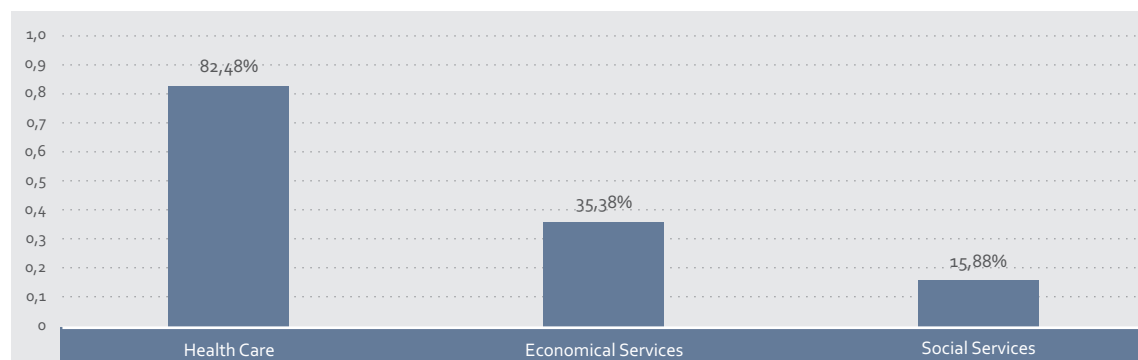
→ GENDER



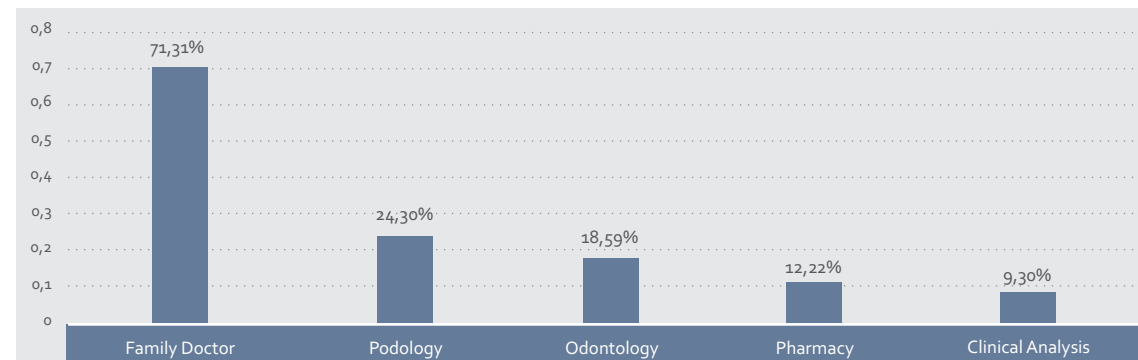
→ AGE



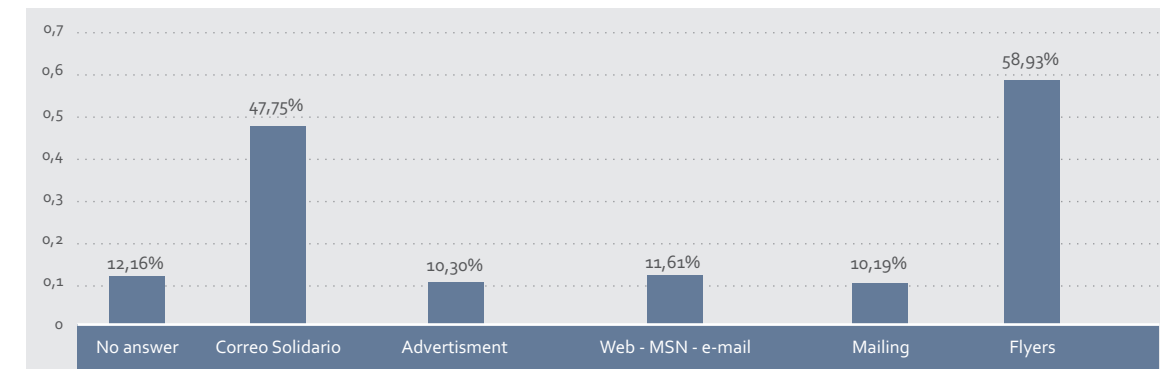
→ USE OF SERVICES



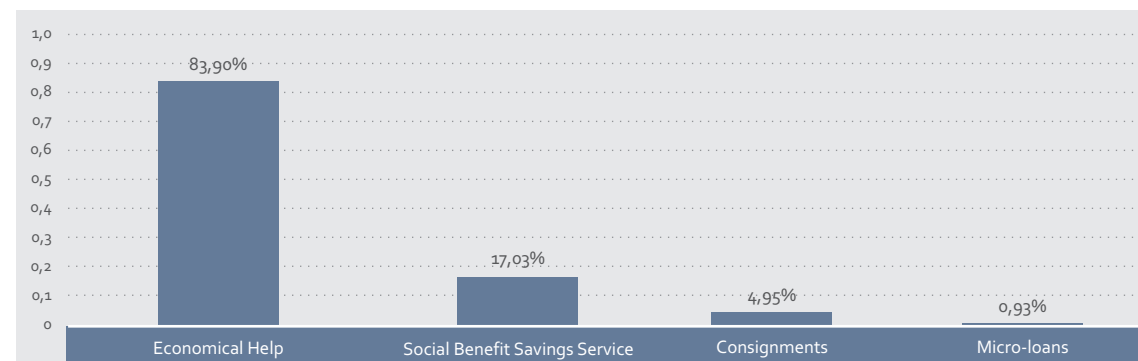
→ HEALTH CARE



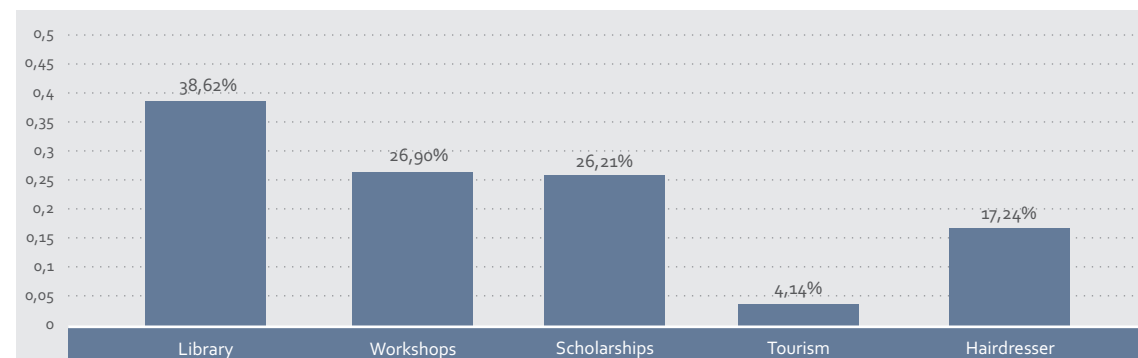
→ MEANS BY WHICH PARTNERS ARE REPORTED



→ ECONOMICAL SERVICES



→ SOCIAL SERVICES



CHAPTER VI

COP –United Nations Global Compact



Seven years of commitment and adhesion to the 10 principles of the Global Pact of United Nations, the Social Benefit Entity states in its Progress communication which has been distinguished since 2011 with the category: Advanced.

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 through 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 2014, the obtained improvements

can be appreciated. They are related to service maintenance and prevention promotion and previous control:

- 41% raise in authorized clinical analysis 7% raise in the performed medical consultations such as cardiology studies, ultrasound scans, gynaecology studies, x-rays, among others.
- was the number of served members in the odontology rooms,
- 44 more equipped odontology rooms, in subsidiaries all over the country among others.

Our health service has gained international acknowledgement and thus together with OPS and, within the framework of the seminar “Redes integradas de salud: El Aporte del mutualismo”, it was presented the issue edited by this international organization with experience in the development of a health network by Asociación Mutual de Protección Familiar-AMPF.

According to the expressed by OPS, these publications are made so as to value and make public the good practices in the work of registered networks in the health systems that are developed with the model based in the Renewed Primary Assistance.

This support to DDHH of second generation is made specially with our under aged members: 1980 children were attended in our pediatric rooms, 5144 nutrition consultations were performed, secondary, tertiary and university scholarships were granted – which amounts are updated periodically-; 1404 articles were delivered (overalls, trainers and school kits) both for primary and pre-school levels and more than 6499 books were lent in the library.

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. 160 cases were attended. That means 37 % of increase.

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 point 3.4 on workshops and talks offered for training and awareness of members and community in different aspects of health and rights exercise.

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 Social Benefit Society where it is stated, among other matters, the prohibition to alter, erase or copy information, data base or Society’s 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 re-



gards 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.

Principle N° 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 29 Social Report-. as well as the talks with families of handicapped people based on their specific rights respect.

We also worked in the broadcasting of the elder’s Rights, both with group activities as with training.

We worked on the elder’s rights both in the framework of group activities and the offered courses. Here, we highlight: Conferences on “Elder mistreatment”: Two afternoons on July 10 and 17, 2014, in Caucete. With the aim of giving information to members about the elder’s rights, make out types of abuse, mistreatment and discrimination as well as promoting the culture of ‘good treatment’ to the elder. 35 people participated of these activities.

Besides, in Subsidiary Jujuy, on June 25, 2014, it was offered a “Workshop on elder’s rights” with the



aim of fostering a positive look as regards adulthood and the aging period, as well as generating debate spaces regarding topics such as adulthood and the elder's rights. 22 people participated in this space.

Awareness of children and adolescents rights

During August, activities were done in all the country to create awareness on children's rights by means of festive conferences and ludic activities for family reflection in the celebration of Child's Day. Besides, this celebration was integrated to the AMPF Programme "Ellos pintan fuerte" working also environmental issues. 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 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:

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.

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 N° 14.250 and amendments – of labor collective Agreements -, among others. There also is the Agreement N° 154 of ILO (1981) on collective negotiation.

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

Principle N° 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”.

Besides within the framework of home caretakers training, we worked on the new Act on personnel of private houses N° 26844 in which the rights and obligations as workers are acknowledged.

Principle N° 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 N° 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 26/27 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 Society.*
- *Request a volunteer exceeding situation for a period no less than 3 months or superior to 6 months. This period is 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”. Annex 3.3

A course on Genre Violence was made working together with the Consejo Nacional de las Mujeres. During 2014, 24 social workers have been trained, allowing them to acquire more tools to counsel and accompany members who are violence victims.

According to this principle, AMPF integrated to the work of ODEMA (Organización de Entidades Mutuales de América) in all their working commissions: Women, Young networks, the Elder and Original Aborigine Peoples.

AMPF participated of the Webinar:

“Right to Good treatment” –December 10

Within the International day of Human Rights and to close the year, Odema throughout its commissions: Odema Women, Odema Network for the Young, Elder and Original Aborigine Peoples, gave a web conference on “Right to Good treatment”.

Violence, as well as abuse and mistreatment, are part of a social problem that affects a great number of women, children, old people and society and violates Human Rights. Prevention starts with making people become aware, both general public and involved professionals, by means of education and training. This webinar, or web conference, had the aim of pondering on the ways of mistreatment, its consequences and acknowledging good treatment as everybody’s right.

Principle N° 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 61 new pathological waste removal spots.



Principle N° 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 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 Society functions and missions.

Principle N° 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 N° 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 Pact events

Joint conference AMPF- ODEMA and Global Compact

On October 1º, 2014, we have organized a joint informative conference - AMPF- ODEMA and Pacto Global Argentina on social responsibility and transparency entitled: “Comunicando el accionar de las organizaciones del Pacto Global de las Naciones Unidas: desarrollo de la COE”.

The encounter took place in the auditorium of the Instituto de Capacitación Mutual Carlos Castillo of AMPF in the city of Buenos Aires.

Objective of the encounter

Consequently, the objective of the encounter is to inform the participants the new policy of Pacto Global, its requirements and also share experiences of non-corporative organizations with experience in the matter.

Performance of the event

Three panels were organized to talk about the way of report required by Pacto Global worldwide for its non-corporative organizations called COE (comunicación de involucramiento) which will be in force as from October 31, 2015.

Panel 1: Comunicación de Involucramiento: updating the policy implemented by Global Compact for non-corporative organizations

Chaired by Mr. Flavio Fuertes, Coordinator of the Red Argentina del Pacto Global

Panel 2: Transparency, integrity and generation of trust: the importance of COE from Pacto Global

Chaired by Eng. Luis Trama- IRAM, Dr. Raúl Consens- Rotary Club

Panel 3: Legitimando el accionar de las organizaciones sin fines de lucro: the case of Social Report

Chaired by Lic. Ma. Fernanda Sigliano and Lic. Celeste Meza Asociación Mutual de Protección Familiar (COP) and from ODEMA (COE)

Attendants: 40 persons.

Participation of the Work Group “Empresas por la igualdad”

AMPF has been summoned for August 2014 to participate of a work group called “Empresas por la igualdad” organized by Pacto Global from Naciones Unidas, PNUD and Carrefour.

Conformed by approximately 25 companies and leader organizations, the topics of inequality between men and women and its different approaches were dealt in order to Exchange experiences and existing realities.

The work was done in 4 meetings:

First encounter: September 18, 2014: different approaches were dealt to talk about inequalities: Human rights, Human development and Genre.

Second encounter: October 14, 2014: Previous steps to implement a policy of equality.

Third encounter: November 21, 2014: Dimensions to deal with Genre Equality in organizations.

Fourth encounter: December 11, 2014: Dimensions to deal with Genre Equality in organizations.

It was done an analysis of these dimensions in which they relate to principles for empowering women stated in March 2010 by ONU women.

They are:

- 1- Promote genre equality from our direction to the highest level.
- 2- Treat all men and women in the same way in their jobs; respect and defend human rights and do not discriminate.
- 3- Take care of health, security and welfare of all workers.
- 4- Promote education, training and professional development of women.
- 5- Carry out corporate development practices, supply chain and marketing to empower women.
- 6- Promote equality through community initiatives and lobbying.
- 7- Evaluate and show progress performed in favour of genre equality.

The final objective is that all companies and organizations taking part in the work group sign a joint principle statement in March 2015, within the celebrations of the International Women’s Day.

Conclusions

The results of this work and training allow us to develop an analysis as regards our organizational reality, having tools to train ourselves and counting on the support of PNUD to diagnose and define our Policy of Equality.



IV Regional Corporative Forum of the Global Pact of United Nations

Responsabilidad y Sostenibilidad”, summoned by the Ministry of Work, Employment and Social Security November 03 and 04, in the Palacio San Martín, CABA
Supported by the Centro Regional de Apoyo para América Latina y el Caribe and the Global Compact Argentina

Assistant: María Fernanda Sigliano

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:

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