

SOCIAL REPORT

asociación mutual de protección familiar

20
16



Asociación Mutual[®]
de Protección Familiar

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An invitation to get closer

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

CHAPTER I

2016 Institutional Strategic Guidelines

ECONOMIC AIDS

Establish this essential Service rendered by AMPF as a top priority, given the evident decrease in the operations. This situation creates a serious problem, as the profits derived from this Service represent the main financial contribution and support to the organization's functional structure.

For this purpose, management must be improved in order to attain the necessary financial flow and reactivate operations to reach the highest number possible of members and future members, keeping in mind that this issue, which is of such importance that requires very urgent measures, needs to be addressed with special attention, as our Mutual Society's integrity and subsistence depend on it.

SOCIAL COMMUNICATION

Continue with the intensive insertion in own and hired media, with a special emphasis on the dissemination of our mutual benefit activities, thus installing the identity of our organization both at national and international level.

Promote with its actions the fulfilment of all the objectives described in these guidelines, particularly as regards the expected Financial Aid Service recovery, both in terms of knowledge of the service by eventual requestors and the actual successful collection management by the Help Desk for Members (CGTA, for its Spanish acronym).

MUTUAL HEALTH SERVICE

Complete the construction works of the Medical and Diagnostic Centre and implement the instruments required for its full operation.

Intensify the search for additional income through agreements with other institutions to use the Medical and Diagnostic Centre, the Dental Laboratory and our Emergency Service.

Achieve the complementation of our Primary Health Care Service with Health Insurance Schemes in order to attain an integral health service.

MUTUAL SAVINGS, MICROSAVINGS AND SCHEDULED SAVINGS

Taking into account that a strong boost of this service will imply a true contribution to the financial flow mentioned in the first point, increasing the number of members who currently use this service must also be a top priority.

In this sense, it is imperative to put into practice the modality of "Scheduled Savings". No doubt, this will mean an invaluable factor for increasing our financial resources.

MICROSAVINGS

Making progress maintaining the current pace of development of Microsavings with the support of the IDB / FOMIN is essential to strengthen the bond with this international organization. Moreover, given the success of the Funerary Service among our members, we must seek to boost the demand for this activity.

SOCIAL ACTIONS

Continue with the support and improvement of the Solidarity Fund Service for disasters and food and housing emergencies, an aspect that distinguishes us given the originality and social sense of this assistance.

In the same line and with the same purpose, pursue the increase in the coverage of Functional Performance Assistance (FPA), together with Occupational Therapy.

It is equally important to continue organizing House Care Courses for Carers, both together with national or provincial authorities and internally, when the financial situation so permits.

Optimize the Primary School and Higher Education Scholarships services in any necessary aspect.

QUALITY

Taking into account the importance of not reducing the quality level of our mutual services, it is vital to maintain the performance within the parameters and systems globally recognized by currently certified international entities, which will be also granted certification in the future, as a way to give a high standing reputation to all the services rendered by our Mutual Society.

"CARLOS CASTILLO" MUTUAL BENEFIT TRAINING AND EDUCATION INSTITUTE

Further develop and improve the quality of training and education programmes oriented to AMPF's Human Resources, which are, in general, useful for making our members aware of mutual benefits and also positive for the national and international mutual benefit system, namely courses, seminars and other higher education instances, such as professional certifications or other educational activities. In the national sphere, intensifying induction and training courses will be, as it has always been since the creation of the Institute, the top priority activity, seeking perfection in the services rendered to our members.

In the international arena, as a result of the request made by the African member countries comprising the AUM (African Union of Mutuals), professional certification courses will be also given in French in the future.

TECHNOLOGY

Continue the ongoing process of updating and modernizing AMPF's IT support, open to any present or future technological innovation.

HUMAN RESOURCES

Support Human Resources professionalization, with the assistance of the Legal Area, with an eye to optimizing the application of all the Administrative and Labour Law legislation, aiming at enriching the Mutual Society's current functional framework and, thus, strengthening the already-reached harmony, which was recognized and praised by specialized organizations in this field.

FEDEMBA – CONAM

Continue with an active participation in these representative organizations of second and third degree, fostering their strengthening and development and taking into account that they are in charge of defending the interests and institutional rights of member mutual societies.

We take genuine pride in the recognition that they have started to attain in the national system, as a result of their behaviour aligned with the basic principles of mutualism.

ODEMA

Our Mutual Society, the creator and inspiration for the foundation of this international continental organization, will continue being a bastion of its permanent growth, contributing, as it has contributed from the very beginning, with its rich managerial knowledge and experience, helping to strengthen sister organizations in the Americas and its projection in intercontinental agreements of joint work, such as the AUM / ODEMA Agreement and the achievement of a shared vision of creating the World Mutualism Organization.

The Steering Committee understands that the adoption of, and compliance with, these guidelines will mean an invaluable impetus for the whole organization in terms of its 2016 performance. This measure constitutes the right provision for facing the future with the same or even higher strength than the one which made it possible to successfully overcome the difficulties over the last 4 years.

Por Comisión Directiva
Alfredo Sigliano, Presidente

CHAPTER II

Social Report Table to 31/DEC/2016

3.1 Principle of VOLUNTARY ADHESION

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

Global Compact	Former exercise	Current exercisel	Variation (quantity)	Variation (%)
MEMBERS				
1 Subscription of Active Members	4.714	9.180	4.466	95%
1 Subscription of Participant Members	3.540	2.764	-776	-22%
1 Subscription of Joining Members	1.219	797	-422	-35%
1 Subscription of Members during accounting year	9.473	12.741	3.268	34%
1 Resignations of Active Members	8.133	6.624	-1.509	-19%
1 Resignations of Participant Members	3.047	3.237	190	6%
1 Resignation of Joining Members	1.206	1.102	-104	-9%
1 Resignation of Members during accounting year	12.386	10.963	-1.423	-11%
1 Current Active Members Balance	60.363	60.352	-11	0%
1 Current Participant Members Balance	13.110	13.111	1	0%
1 Current Joining Members Balance	2.229	2.222	-7	0%
1 Current Members Balance during accounting year	75.702	77.406	1.704	2%
1 Quantity of associated employees	277	266	-11	-4%
1 Percentage of associate employees (%)	73	75	2	3%
SOLIDARITY SPONSOR				
Sponsors Quantity	2.598	2.324	-274	-11%
Beneficiaries Quantity	3.991	3.341	-650	-16%
Exchanges Quantity	393	471	78	20%

Sources: Development, Social Communication, Human Resources



3.2 DEMOCRATIC ORGANIZATION Principle

The member not only uses the services but also votes in the election of Board of Directors members, as well as activities control and Mutual Entity.					
Global Compact		Former exercise	Current exercisel	Variation (quantity)	Variation (%)
10	Board of Directors Regular Meeting	12	12	0	0%
10	Board of Directors Special Meetings	6	12	6	100%
10	Regular Meetings	1	1	0	0%
10	Special Meetings	1	1	0	0%
DELEGATIONS					
1	Quantity of National Subsidiaries	42	43	1	2%
1	Quantity of International Subsidiaries	0	0	0	0%
1	Annexes Quantity	21	21	0	0%
COMMUNICATION WITH THE MEMBER					
Member orientation centre					
	Quantity of received calls	15.909	16.989	1.080	7%
	Quantity of performed calls	2.450	1.337	-1.113	-45%
	Quantity of received calls from non-members	2.414	2.540	126	5%
Satisfaction Surveys					
	Quantity of surveyed members see Chapter V	921	530	-391	-42%
"Correo Solidario"					
	Issues (quant.)	4	2	-2	-50%
	Average Pages (quant.)	24	16	-8	-33%
	Run by issue (quant. of samples)	20.000	20.000	0	0%
	Delivery (quant.) Note 1	0	0	0	100%
	Text messages (SMS) sent to members	237.581	263.162	25.581	11%
	Mails sent to members	15.004	7.630	-7.374	-49%
	Issuing of bulletin 'News' Note 2	4	0	-4	-100%
Web Page					
	Quantity of web page visits	29.011	21.572	-7.439	-26%
Publicity Guidelines					
	Newspaper	12	8	-4	-33%
	Radio	28	35	7	25%
	Magazine	2	7	5	250%
	Television	10	11	1	10%
	Others	4	2	-2	-50%

Sources: Presidency, Development, Social Communication

Note 1: We do not offer home delivery; newspapers are collected from the delegations and annexes.

Note 2: Delivery was suspended during 2016.

3.3 INSTITUTIONAL NEUTRALITY Principle

Under no circumstances it is accepted any kind of union, racial, ideology, religious or political discrimination.					
Global Compact		Former exercise	Current exercisel	Variation (quantity)	Variation (%)
MEMBERS					
3,5,6	Female (quant.)	51.067	52.182	1.115	2%
3,5,6	Male (quant.)	24.635	25.224	589	2%
3,5,6	Female (%)	68	67	0	0%
3,5,6	Male (%)	33	33	0	0%
NATIONALITIES					
3,5,6	Argentine	73.633	75.290	1.657	2%
3,5,6	Paraguayan	598	611	13	2%
3,5,6	Chilean	433	443	10	2%
3,5,6	Bolivian	102	104	2	2%
3,5,6	Uruguayan	107	109	2	2%
3,5,6	Italian	160	164	4	3%
3,5,6	Spanish	62	63	1	2%
3,5,6	German	18	18	0	0%
3,5,6	Others (Rumanian, Russian, Syrian, Peruvian, Colombian, among others)	589	602	13	2%
WEPS BOARD OF DIRECTORS					
	Female (quantity)	6	6	0	0%
	Male (quantity)	14	14	0	0%
WEPS	Female (%)	30	30	0	0%
WEPS	Male (%)	70	70	0	0%
WEPS MANAGEMENT					
	Female (quantity)	47	51	4	9%
	Male (quantity)	32	39	7	22%
WEPS	Female (%)	60	57	0	-6%
WEPS	Male (%)	40	43	0	8%
EMPLOYEES					
3,5,6 WEPS	Female (quantity)	176	168	-8	-5%
3,5,6 WEPS	Male (quantity)	120	110	-10	-8%
3,5,6 WEPS	Female (%)	60	60	0	1%
3,5,6 WEPS	Male (%)	40	40	0	-1%

Source: Development, Human Resources

3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

The contribution of the member by means of the respective instalment promotes more and better services and it also represents the personal and solidarity effort, which is the basis of the system.				
Global Compact	Former exercise	Current exercisel	Variation (quantity)	Variation (%)
HEALTH SERVICE				
Professionals	388	332	-56	-14%
1 Outpatient Module members	48.809	42.757	-6.052	-12%
1 Subsidiaries and annexes offering this service	65	64	-1	-2%
1 Attended Consultations	110.620	132.005	21.385	19%
1 External Providers	578	658	80	14%
8,9 Removal of pathological waste points	61	61	0	0%
1 Inter-consultations and complementary analysis	39.377	42.307	2.930	7%
1 Specialized practices	47.826	49.035	1.209	3%
1 Clinical Analysis	9.177	13.223	4.046	44%
ODONTOLOGY				
1 Total of Attended members	37.935	28.285	-9.650	-25%
1 Professionals	73	77	4	5%
1 Performed Practices	1.819	798	-1.021	-56%
1 Quantity of subsidiaries with odontology equipment	47	47	0	0%
1 Percentage of financed prostheses and implants (%)	31	8	-23	-73%
OPTICAL SERVICE				
1 Delivered glasses	4.001	3.802	-199	-5%
1 Surgeries and practices	117	62	-55	-47%
MEDICINE PROGRAMME				
1 Current treatments initiated historically	7.542	7.594	52	1%
1 Members that began the programme	8	52	44	550%
1 Delivered medicine HTA (quantity of blisters)			21.401	160%
1 Delivered medicine Diabetes (quantity of blisters)	6.016	12.358	6.342	105%
ORTHOPAEDICS				
1 Delivered Elements	2.009	1.728	-281	-14%
1 Bought Articles	1.136	889	-247	-22%
PHARMACY				
1 Members attended in Headquarters	1.458	1.618	160	11%
1 Members attended in Subsidiaries	169	0	-169	-100%
1 Members requirements in Subsidiaries	130	627	497	382%
1 Members of other mutual entities attended under agreement		693	121	21%
1 Average of Performed discount (%)	35	35	0	0%
SOCIAL SERVICE				
Professionals	55	53	-2	-4%
1 Attended Members	19.451	21.453	2.002	10%

3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Compact	Former exercise	Current exercisel	Variation (quantity)	Variation (%)
HOUSING AND FOOD EMERGENCY				
1 Quantity of Housing Emergency cases	24	26	2	8%
1 Quantity of Food Emergency cases	16	22	6	38%
SUBSIDIES AND ALLOWANCES				
1 Death allowance (quantity)	542	462	-80	-15%
1 Burial Allowance (quantity)	35	0	-35	-100%
1 Wedding allowance (quantity)	26	29	3	12%
1 Birth and/or adoption (quantity)	66	63	-3	-5%
1 Total of given allowances and subsidies (quantity)	669	554	-115	-17%
OCCUPATIONAL ORIENTATION AND TRAINING				
Recreation and free time				
Members participating in Solidarity groups and activities	6.194	6.369	175	3%
VOLUNTARY MEMBERS				
Members Training in Workshops of 'Socios para otros socios'				
Members participating in Workshops (Monthly average)	274	284	10	4%
1 Workshops: 'Socios para otros socios'	20	20	0	0%
1 Solidary groups	14	13	-1	-7%



3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Compact		Former exercise	Current exercisel	Variation (quantity)	Variation (%)
	JOB AND COMPUTER SCIENCE TRAINING SUPPORT				
1	Members granted in trade courses and others	8	19	11	138%
	EDUCATION SERVICES				
	Primary school subsidies				
1	Subsidies Quantity	392	401	9	2%
1	Beneficiaries Quantity (sons and grandsons)	532	540	8	2%
	SCHOLARSHIPS				
1	New secondary school scholarships given (quantity) see Note 5	117	162	45	38%
1	Renewal of Secondary school scholarships	209	193	-16	-8%
1	New university and upper studies scholarships given (quantity)	33	56	23	70%
1	Renewal of university and upper studies scholarships	42	35	-7	-17%
	Total of given scholarships (quantity)	401	446	45	11%
	LIBRARY				
1	Borrowed Books	4.865	4.494	-371	-8%
1	Bought Books	540	648	108	20%
	Bibliographic Stock (in units)	11.974	7.182	-4.792	-40%
	Books stock (books available to take)	7.977	4.161	-3.816	-48%
1	Books route per cápita	4	4	0	0%
	FUNCTIONAL PERFORMANCE ASSISTANCE (ADF)				
1,2	Quantity of cases	118	171	53	45%
1,2	Quantity of cases from the follow-up of Handicapped Subsidy	1	11	10	1000%
1,2	Conferences and therapeutic activities	18	38	20	111%
1,2	Quantity of participant-members	146	111	-35	-24%
	SUBSIDIES				
1,2	Handicapped allowance (quantity)	68	61	-7	-10%
	TOURISM				
	Performed operations	118	115	-3	-3%
	People who used the service	245	238	-7	-3%
	Mini-tourism outings	13	9	-4	-31%
	Financed operations percentage	30	30	0	0%
	LOCAL SERVICES				
1	Quantity of offered services	12	12	0	0%
	RETIREMENT AND LEGAL COUNSELLING				
1	Legal counselling – attended cases	218	224	6	3%
1	Retirement counselling – attended cases	82	102	20	24%
1	Legal Counselling in Subsidiaries	1.053	876	-177	-17%

3.4 Principle of ECONOMICAL CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

Global Compact		Former exercise	Current exercisel	Variation (quantity)	Variation (%)
	ECONOMICAL HELP				
	Own Funds (FP) and Third-Parties Funds (FT)				
	Given help FP and FT	14.090	22.770	8.680	62%
	Average Period (months)	17	18	1	6%
	Deadlines accomplishment	24-48 hs	24-48 hs		
	WAREHOUSE				
	Different Articles	85	54	-31	-36%
	Performed Sales	83	48	-35	-42%
1	Finance articles percentage	100	100	0	0%
	CONSIGNMENTS				
	Quantity of performed operations	2.040	1.674	-366	-18%
	Quantity of members that used the service	697	444	-253	-36%
	SOCIAL BENEFIT SAVINGS SERVICE				
1	Quantity of fixed-term savings	1.891	2.270	379	20%
1	Quantity of social savings accounts	5.863	6.093	230	4%
1	Average term for placing fixed-term savings	90-119	90-119		
	INSURANCE				
1	Health insurance see note 6	781	2.201	1.420	182%
1	Personal accidents insurance	293	269	-24	-8%
1	ATM robbery insurance	12.346	12.331	-15	0%
1	Home assistance service	2.828	2.782	-46	-2%
1	Funerary Service	6.979	7.748	769	11%
1	Home Insurance	124	170	46	37%

Note 3: The medication programmes were suspended from the months of November and December 2014 until July 2015 inclusive.

Note 4 : Stopped having validity in April 2015.

Note 5 : According to the Scholarship Jury records of April 7th, 2016.

Note 6: 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 SUPPLUS SOCIAL CAPITALIZATION

It might happen that between costs and production a surplus is generated, though this will not be considered a divisible profit but it will be part of the Mutual Entity capital enabling its usage for new services.					
Global Compact		Former exercise	Current exercisel	Variation (quantity)	Variation (%)
SOLIDARITY FUND					
1	Approved cases (quantity)	66	60	-6	-9%
SPONSORSHIPS					
1	Sponsored Institutions	1	1	0	0%
QUALITY MANAGEMENT					
1	Quantity of certified services see note 7	3	3	0	0%
	Quantity of Intern Audits performed	26	26	0	0%
STRUCTURE					
	Percentage of critical services activities	99,84	99,90	0,06%	0,06%
	Works on performed improvements	17	27	10	59%
	Quantity of M2 of healthy space see Note 8	1.466	2.450	1.965	100%
1	EMPLOYEE SERVICE CENTRE				
	Quantity of received calls	2.592	2.881	289	11%

Nota 7: Se consideran los servicios certificados bajo norma internacional ISO 9001:2008.

Nota 8: Delegaciones y Anexos

Fuentes: Servicio Social, Servicio de Salud, Recursos Humanos, Imagen y arquitectura, Tecnología

3.6 Principle of MUTUAL AND SOCIAL TRAINING AND EDUCATION

The social function of the Mutual Entity will be developed through education promotion and its members, personnel and community training. Fostering teaching is one of the main objectives of the Mutual Entity system.					
Global Compact		Former exercise	Current exercisel	Variation (quantity)	Variation (%)
1, 10	TRAINING FOR MUTUAL MEMBERS				
1, 10	INDUCTION				
1, 10	Quantity of activities	1	2	1	100%
1, 10	Quantity of assistants	68	73	5	7%
1, 10	COURSES				
1, 10	Quantity of activities	8	7	-1	-13%
1, 10	Quantity of assistants	533	181	-352	-66%
1, 10	TRAININGS				
1, 10	Quantity of activities	2	3	1	50%
1, 10	Quantity of assistants	101	81	-20	-20%
1, 10	TRAINING FOR MEMBERS AND THE COMMUNITY				
1, 10	Members	257	1.476	1.476	100%
1, 10	Community	93	136	136	100%

Fuentes: Instituto de Capacitación “Carlos Castillo”, Calidad

3.7 Principle of DEVELOPMENT INTEGRATION

The system good development requires integration not only within the Mutual Entity itself, but also with all those institutions with a solidarity goal. The federative and confederative participation, as well as the inter-mutual agreements are the skilled mechanisms.					
Global Compact		Former exercise	Current exercisel	Variation (quantity)	Variation (%)
	Institutional Presentations	4	5	1	25%
1	Inter-mutual Agreements	44	45	1	2%
1	National and International Agreements	14	18	4	29%
4	Mutual Representatives that participate in Confederations and Federations	2	2	0	0%
	International and National Congresses	4	12	8	200%
7	Special Campaigns (solidary activities)	12	16	4	33%

Fuentes: AMPF, Servicio Social, Recursos Humanos, Comunicación Social, Instituto de Capacitación

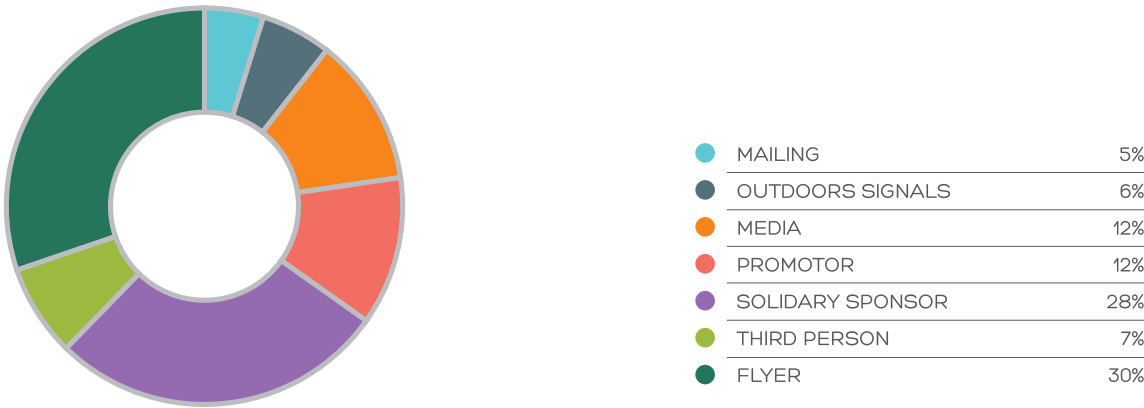


CHAPTER III

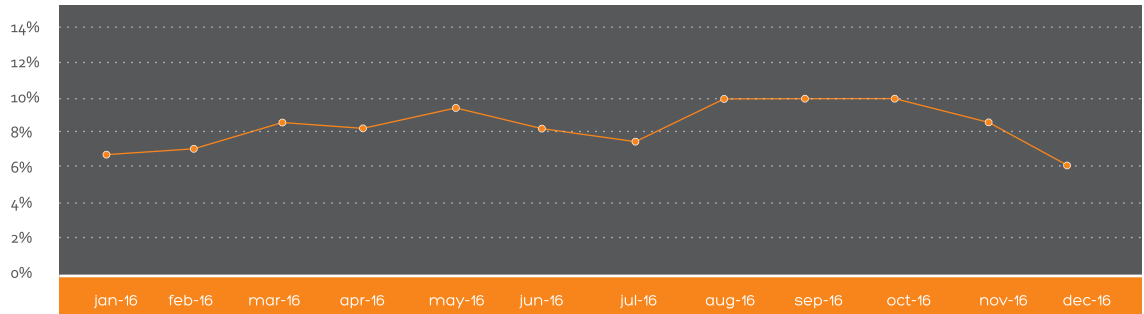
Principles of Social Benefit Activity: qualitative aspects

3.1 Voluntary Adhesion
3.1.1 Members

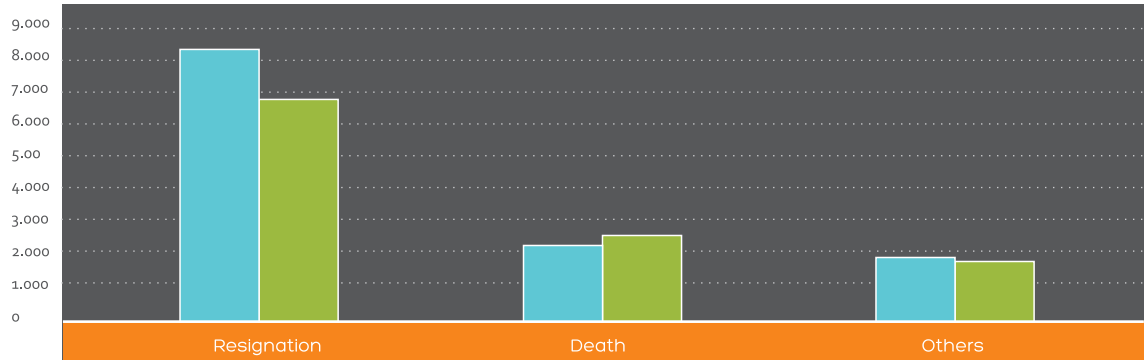
→ KNOWLEDGE MEANS



→ MONTHLY SUBSCRIPTION TENDENCY



→ LEAVE REASONS 2015-2016



2015 2016

3.2 DEMOCRATIC ORGANIZATION
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
María Cristina González	1º Ordinary members
María Fernanda Sigliano	2º Ordinary members
María Rosa Sáenz Saralegui	3º Ordinary members
Cristian Omar Panelli	1º Substitute members
María Elena Minissale	2º Substitute members
Carlos Vicente Castro	3º Substitute members
Néstor Roberto Lanaro	4º Substitute members
Juan Galli	5º Substitute members
Eduardo José Repond	1º Ordinary Supervisory
Ricardo Daniel Ferraro	2º Ordinary Supervisory
Gisela Mariana Hernández	3º Ordinary Supervisory
Rubén Atilio Calcagno	1º Substitute Supervisory



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.

Correo Solidario



Web page

The most frequently visited sections on our web page were:
Health Service - Aids - Delegations - Services

SMS Texts

Appointment reminders, service payment notices

New SMS Texts

Insurance: debt notice and deactivation notice in case of delinquency
Financial Aids: offer of new aids, renewals, parallel aids and aids to former members

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’).

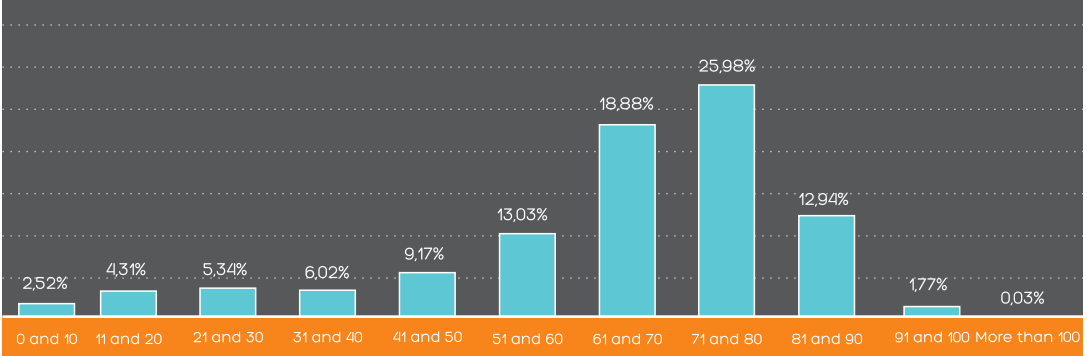


Subsidiary	Attendees
Florencio Varela	20
La Plata	30
Quilmes	28
S.C. de Bariloche	52

3.3 INSTITUTIONAL NEUTRALITY

3.3.1 Members Profile

MEMBERS COMPOSITION BY AGE

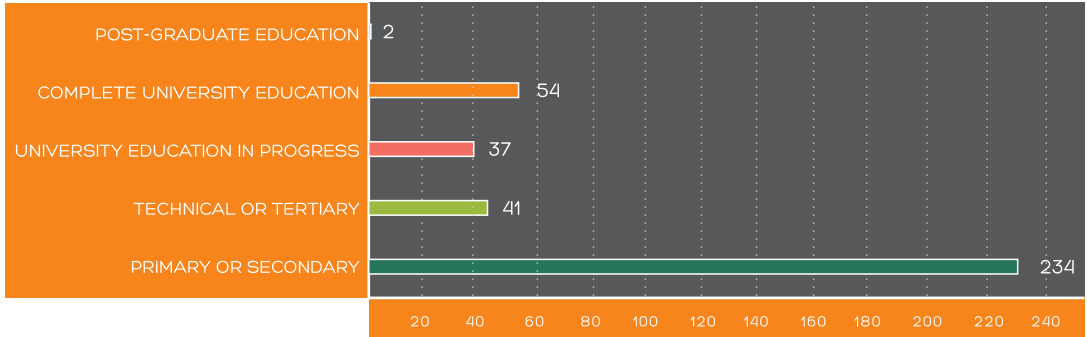


SENIORITY RANGE



3.3.2 Our people

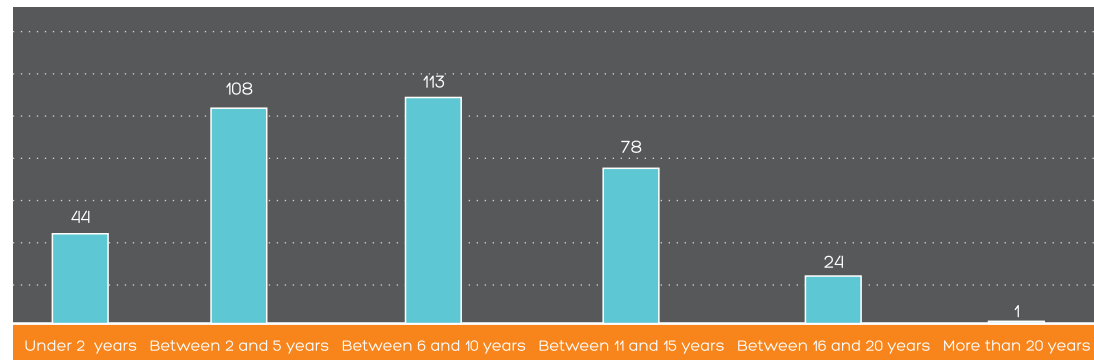
EDUCATION LEVEL COMPOSITION



MEMBERS COMPOSITION BY AGE



SENIORITY RANGE



3.4 ECONOMIC CONTRIBUTION ACCORDING TO PERCEIVABLE SERVICES

3.4.1 Social Service

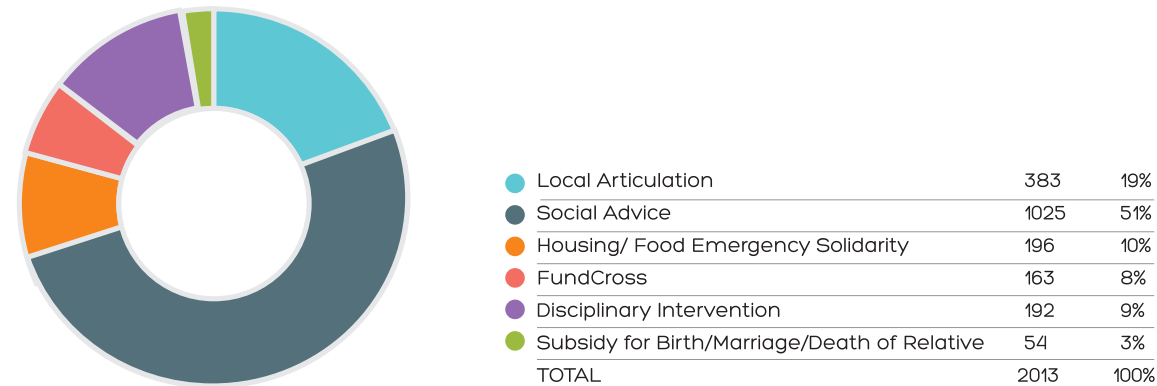
Individual Care Interventions

2013 cases of professional individual care interventions

Some of the cases correspond to consultations regarding social problems; not only do we respond through the services rendered by AMPF, but also through articulations with other organizations.

The above-mentioned total number reflects the different subjects addressed by Social Service and dealt with by the social workers in each delegation, and it was possible to break down the cases into the different services.

INDIVIDUAL CARE INTERVENTIONS



Housing and Food Emergency

Housing Emergency

A total of 26 problems of house deterioration have been dealt with, representing 100% of the problem during 2016.

Food Emergency

A total of 22 cases of health problems have been dealt with, representing 100% of the problem in 2016.

Articulations carried out during 2016

It is worth mentioning that we could respond to our members' demands through local articulations with other organizations via the delegations' social service.

Some of the more relevant articulations which permitted to optimize our own resources are mentioned below.

La Rioja

In February, through the application of the Solidarity Fund for snack in favour of a member who travelled to the City of Buenos Aires in order to undergo surgery, the following articulations were conducted:

- The ambulance to travel to Buenos Aires was hired through the province's Medical Insurance (APOS).
- Health Management Unit, Ministry of Health of the Province of La Rioja, accommodation for the member and his wife in Buenos Aires over more than three months for the surgery and rehabilitation.

Salta

In May, through the application of the Solidarity Fund due to the health problem of a member's son who underwent a kidney transplant, the following articulations were carried out through the delegation's social worker:

- 100% coverage of the surgery conducted at the Public Maternal and Child Hospital
- Disability certificate (CUD, for its Spanish acronym) and pension with derivation to the corresponding institutions, thus permitting the child to join the Medical Insurance's disability programme.

Resistencia

In August, through the application of the Solidarity Fund due to fire, the social worker carried out the following articulations:

- The provincial government accommodated the family in another house until their house was totally repaired and restored. The provincial government also gave them a refrigerator, a stove, a bed, a mattress, a table and chairs.
- Donations from other entities were received to cover the family's needs, clothes, warm clothing and shoes.

Rio Cuarto

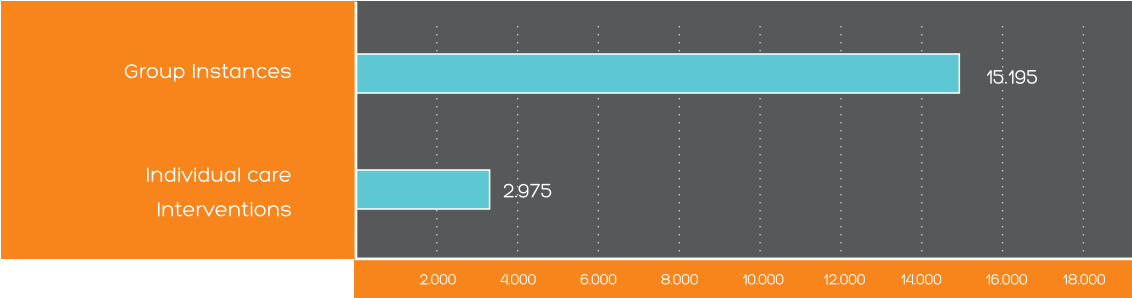
In October, responding to a Food Emergency request, different articulations with other organizations were carried out:

- Ministry of Social Development of the Province of Cordoba (Rio Cuarto Delegation), a subsidy was granted under the Programme Bancos La Gente for microenterprises.
- Fundación Social, Municipality of Rio Cuarto, subsidy for the purchase of medicine for COPD medical treatment.
- Disability Board of San Antonio de Padua's new hospital, advice on disability certificate.
- Pension Fund, the procedure to get the pension for COPD was initiated.
- Employment Area of the Municipality of Rio Cuarto, employment search.

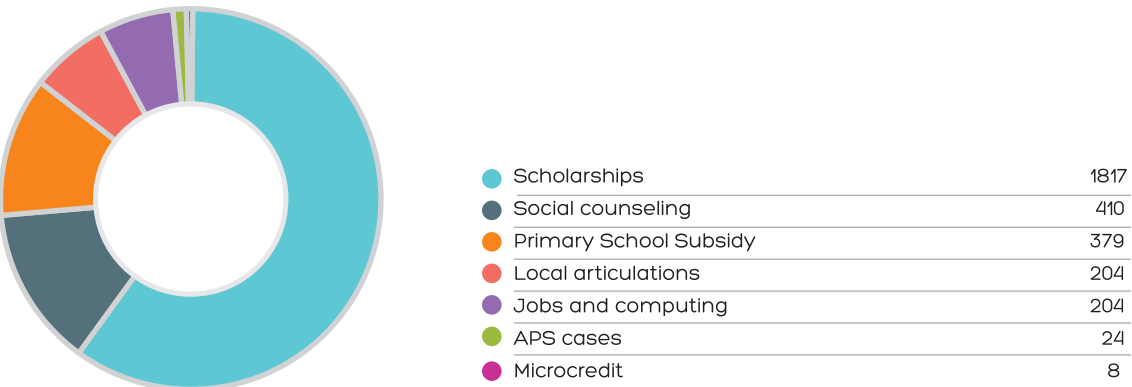
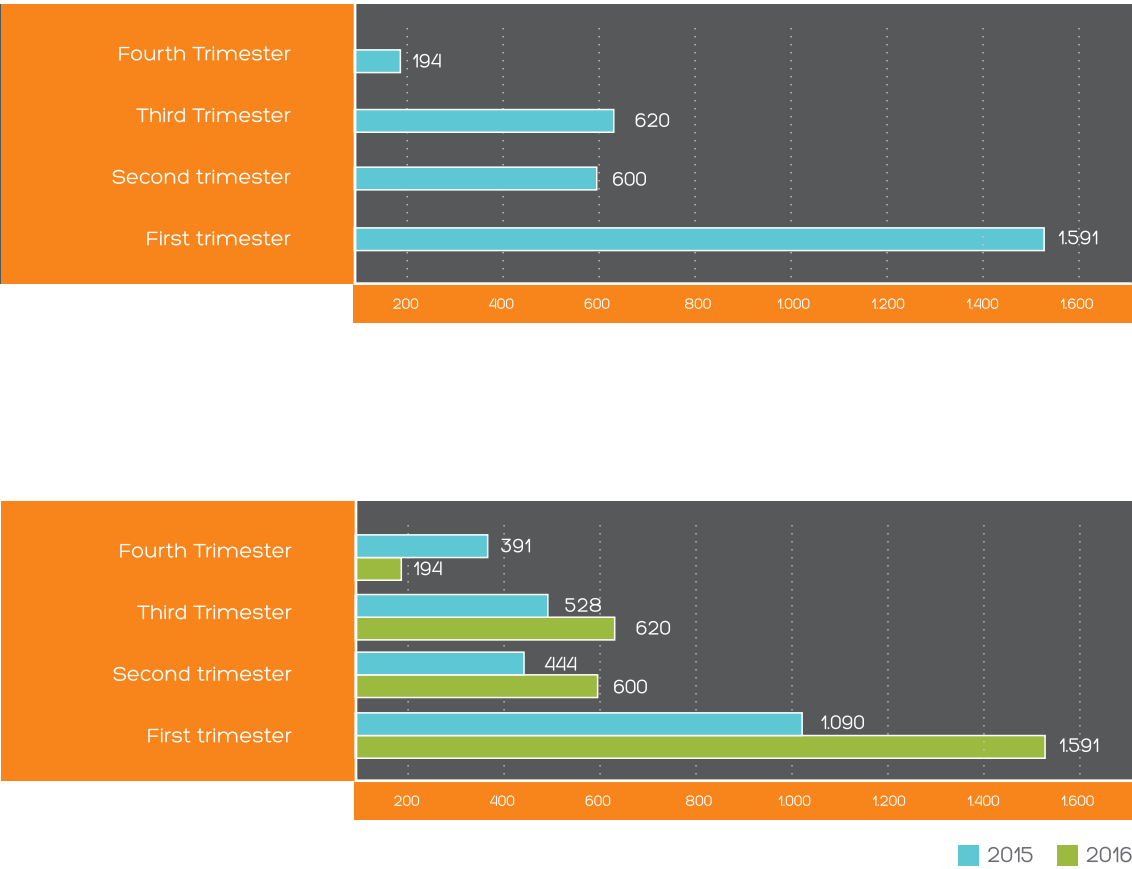
Department of Labour training and orientation

Number of interventions by social workers

Individual care Interventions: **2.975**
 Group Instances: **15.195**
 Total: **18.170**

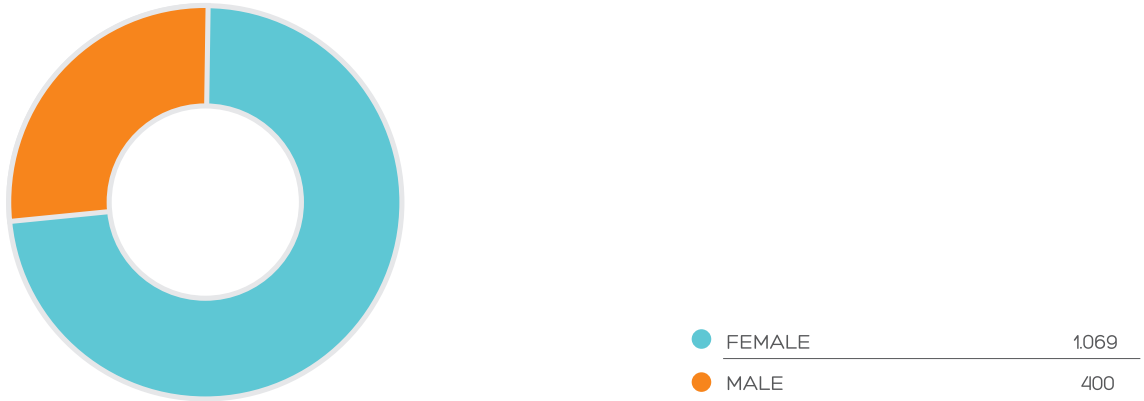


Individual care interventions

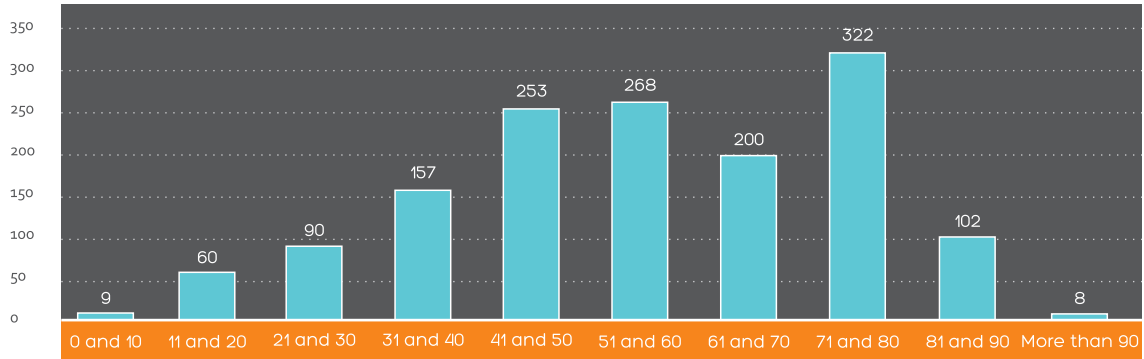


AMPF's members
Quantity: 1469

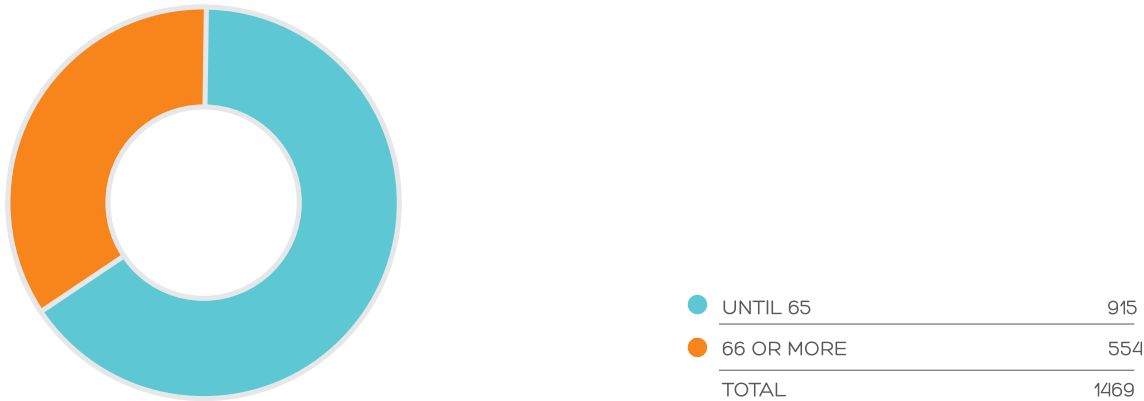
GENDER



AGE



AGE

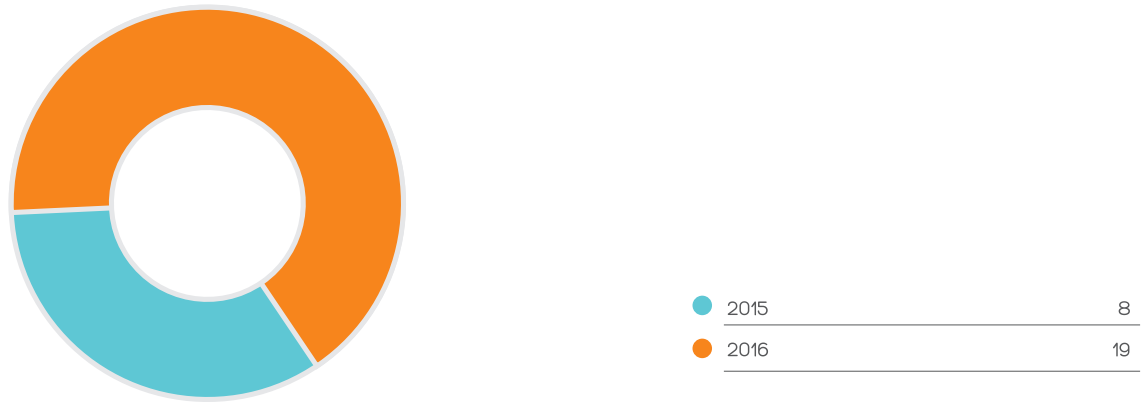


BY CATEGORY



Jobs and computing

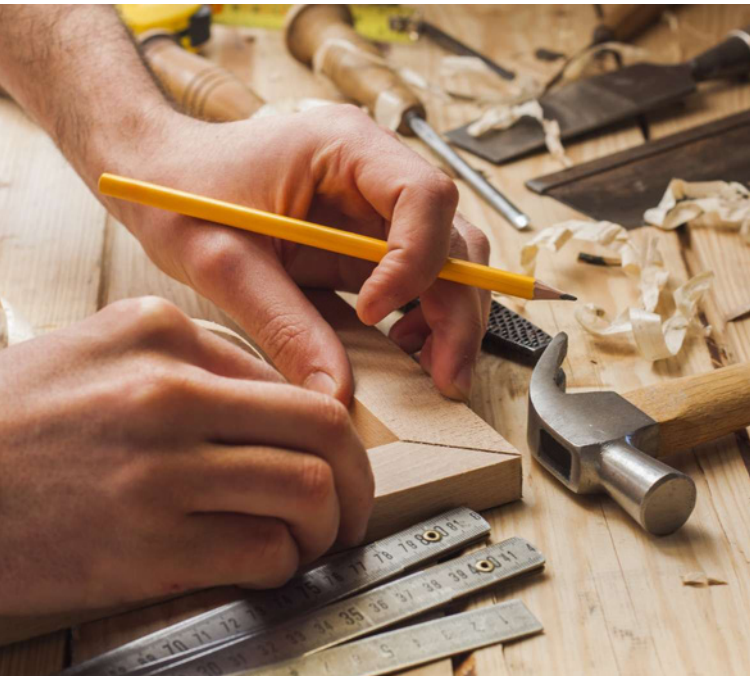
JOBS AND COMPUTING



**JOB VACANCIES
BULLETING BOARD**

The Project seeking to link members who provide different services with other requiring them started to be implemented. This way, we help members to find jobs.

The delegations which have implemented it in 2016 were: Quilmes, Florencio Varela, Córdoba, Rio Cuarto and San Martín.



Chilecito Delegation
Mutual Benefit Activity Fair

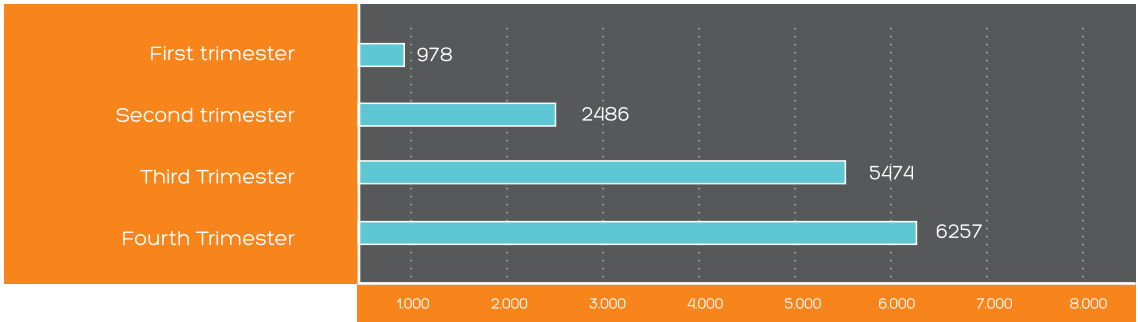
A fair opened to AMPF's members and the community in general was carried out, aiming at exhibiting and disseminating products manufactured by our members (handcrafts, jam, weavings, etc.) as a way to contribute to the families' economy in a supportive manner, within the framework of the social and solidarity economy driving mutualism.

The objectives were:

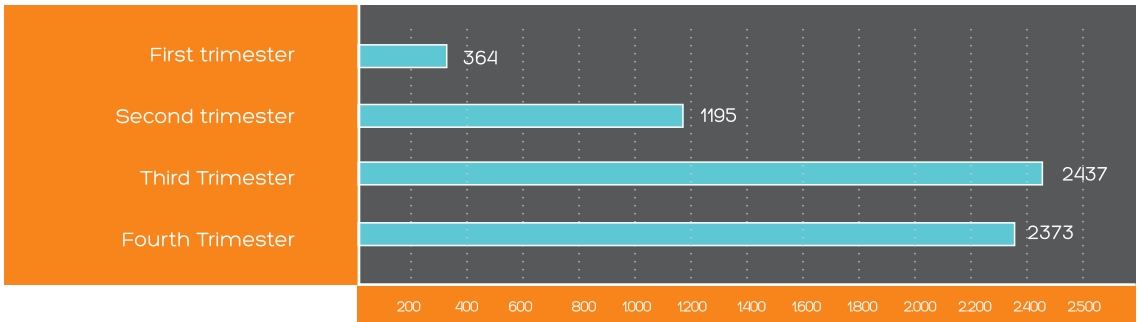
- Foster the dissemination and exhibition of products manufactured by AMPF's members.
- Generate gathering and exchange spaces among AMPF's members



Atenciones vinculadas a actividades grupales con asociados



Cantidad de socios participantes por trimestre



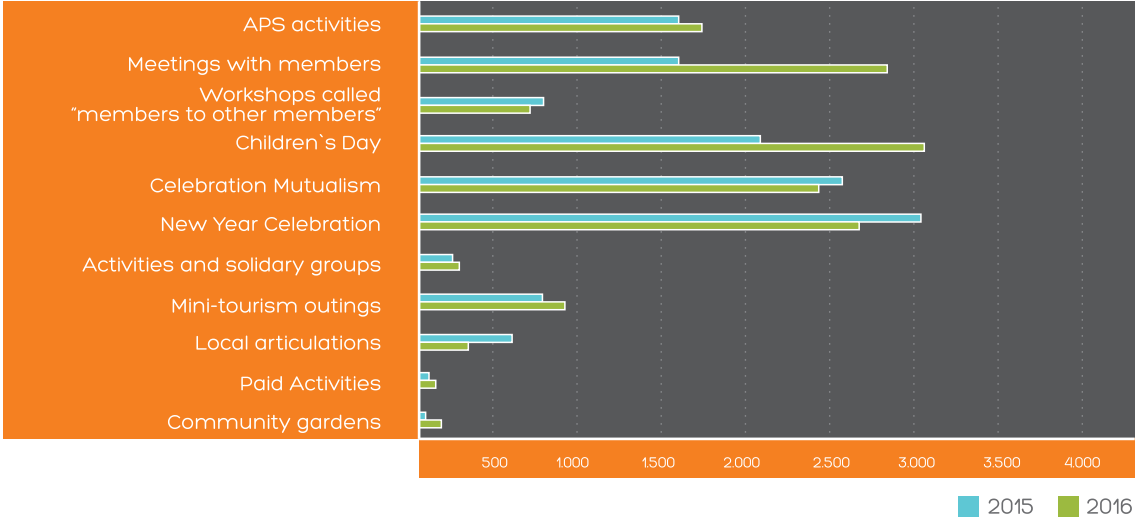
Subsidiaries with more group instances:
Resistencia, Santa Fe,Caucete, Mendoza, Rio Cuarto, Bahia Blanca, Quilmes, Lanús, La Rioja

Subsidiaries with the greatest number of participation of associates in group activities:
Caucete, Mendoza, San Juan , La Rioja, Rio Cuarto, Lanús, Bahia Blanca, Villa Mercedes, Santa Fe, Sede Central.

Type	Encounters	Interventions	Attendees
APS Conferences (health primary service)	56	1.709	617
Encounters with members	75	2.881	1.074
Workshops from members to other members	20	719	507
Child´s Day celebration	49	3.017	1.203
Social Benefit Activity Celebration	51	2.446	838
End of the Year Celebration	50	2.651	967
Solidary groups	13	284	226
Paid activities	15	902	671
Mini-tourism outings	10	373	168
Local articulation	6	99	44
Communal Vegetable garden	3	114	54
TOTAL	348	15.195	6.369

Type	Interventions 2015	Interventions 2016	Attendees 2015	Attendees 2016
APS Conferences (health primary service)	1.595	1.709	590	617
Encounters with members	1.636	2.881	828	1.074
Workshops from members to other members	844	719	679	507
Child´s Day celebration	2.088	3.017	798	1.203
Social Benefit Activity Celebration	2.555	2.446	936	838
End of the Year Celebration	3.077	2.651	1.148	967
Solidary groups	274	284	158	226
Paid activities	796	902	693	671
Mini-tourism outings	607	373	282	168
Local articulation	88	99	59	44
Communal Vegetable garden	79	114	23	54
TOTAL	13.639	15.195	6.194	6.369

Cantidad de intervenciones



Solidarity groups	
Caucete	Collection and delivery of bottle caps for the Garraham Hospital
La Rioja	Communal Wardrobe
Santa Fe	Collection and delivery of bottle caps
San Nicolás	Collection Barrio Virgen de Luján
Bahía Blanca	Solidarity Campaign "Pies calentitos"
Bahía Blanca	Old People's Home Alfonsina Storni
Carcaraña	Donation to an Old People's Home
Concordia	Donation of blankets knitted by the members of the Taller azahares-Hogar Casita de los Abuelos
San Miguel	Donation of bootees to the Hospital
Chilecito	Old People's Home
San Martín	APAER
Mercedes	Donation Honguito Children's Day
Lanús	Soup Kitchen "Sagrado Corazón de Jesús"
Bahía Blanca	Meal Centre "Todos unidos"
Caucete	Donation of bottle caps
Mercedes	Donation Honguito Christmas



Workshop Name	
Bahía Blanca	Workshop Recreational Maths for Everyone
Carcaraña	Knitting Workshop
Concordia	Azhares Handcraft and Sewing Workshop
Morón	Cinema-Debate Workshop
Posadas	Easter Bunnies Manufacturing Workshop
Quilmes	Painting Course
Rio Cuarto	Mexican Embroidery Workshop
Rosario	Workshop " Paseos de Salud"
San Juan	Knitting Workshop
San Miguel	Handcraft Workshop
San Miguel	Macramé Workshop
Mendoza	Workshop Recrearte
Villa Mercedes	Theatre
Mendoza	Gardening and Vegetable Garden Workshop
San Miguel	Christmas Decoration Workshop
Santa Fe	Fabric Dolls Workshop
Posadas	Ribbon Embroidery Workshop
Santa Fe	Faux Stained Glass Workshop
Santa Fe	Faux Fuse Glass Workshop
Bahia Blanca	Christmas Cooking Workshop



Voluntary work	Hours
2015	712
2016	1306

Articulation with local organizations

La Rioja Delegation

Primary health care talk under the framework of the old age formal assistance network of the province of la rioja

“Preventing falls and home accidents and information on healthy eating for old people”

On Tuesday June 7th, 2016, this scheduled Primary Health Care activity was carried out within the framework of the Old Age Formal Assistance Network of the Province of La Rioja, directed to the beneficiaries of the Provincial Programme “Honouring Life” of La Rioja Capital City. Such activity took place in the Universidad de la Tercera Edad’s facilities. A total of 35 people attended it, including members of the Provincial Programme technical team.

The Objectives of the activity were:

- Reflect upon the fact that eating is not a natural activity, but a cultural and social one, and, therefore, we need to learn how to eat.
- Raise awareness about the consequences of unhealthy eating on our health.
- Inform on the pathologies associated with unhealthy eating.
- Recognize the importance of the main daily meals.

- Inform the importance of preventing falls and accidents at home.
- Reflect upon one of the possible consequences of falls, namely hip fracture, surgery, rehabilitation and recovery.



Santa Fe delegation

Publication: “ Recovery of Knowledge about Popular Medical Practices”

“This publication is the result of the joint working experience between the Santa Fe Delegation and INTA and SAF.

AMPF's families could share and get knowledge about the traditional use of medicinal plants, supported not only by science but also by popular use.

Based on popular and ancestral knowledge, family farmers still apply and transmit the way to take care of their health from generation to generation.

Such health care is often done using medicinal plants and herbs that they get from their living environment, and the way they use them and in what situations can vary depending on the region, province or country of origin of each person and the relative who has transmitted such knowledge.

Recovering such knowledge is of paramount importance for knowledge acquisition and preservation of the peasant culture and its transmission to the rest of our society, as it shows their deep respect for nature”

Mendoza delegation

Breaking beauty stereotypes

The activity “Breaking Beauty and Old Age Stereotypes” was conducted. The purpose of such activity was to reflect upon how the current society is based on the Youth Paradigm, healthy, strong and productive, and shows only negative aspects of old age, associating it with sickness, disability and lack of productivity. To counteract this, an activity promoting self-care of the personal image was proposed, to strengthen self-es-



teem and disseminate the Active Aging Paradigm. This way, the attendants could have access to beauty and wellbeing care and treatments that foster physical, social and mental welfare and old people's social life according to their needs, wishes and capabilities.

Participation in the Awareness-Raising Seminar around the Global Day of Awareness-Building Regarding Old Age Abuse and Mistreatment, organized by the National Under Secretariat of Social Development.

Bariloche delegation

Seminar on Job Seeking Support

Through the articulation with the local employment office, the Seminar on Job Seeking Support was organized, directed to young people between 18 and 25 years old, with the following objectives:

- Improve each attendee's individual capacity to find a job.
- Reduce job seeking times.
- Get to know the ways to find a job in the region.
- Get to know the education offer at every level of education for young people and adults.
- Be able to plan concrete actions for seeking employment.

Río Cuarto delegation

Conference Trátame bien (Treat me well)

Within the Mexican Embroidery Workshop, an awareness-raising conference was organized to address the current problem of the violation of old people's rights, particularly the existing mistreatment at social, individual and familiar level, revealing problems inside the family, the institutions which they are permanently in touch with, such as banks, local buses, clinics, among others. The main purpose was that they could visualize the ways to treat old people correctly and incorrectly, allowing them to build personal strategies to avoid that kind of mistreatment and be able to create tools to avoid victim playing.

Women's day

Within the framework of the International Women's Day, activities were conducted in the Carcarañá, Cutral Co, Caucete, Morón, San Juan and Resistencia delegations.

The members from Resistencia participated in a training course in the Provincial Women's Directorate, within the framework of the training organized as part of the celebration of Women's Day: The topics addressed were:

- Women's rights
- Gender violence
- Institutional resources to respond to this problem

Ni una menos (not even one less) campaign

The Carcarañá and Resistencia Delegations participated in the campaign “ Ni una menos” at local level.



3.5.1 Functional Performance Assistance

During 2016, occupational therapists continued working in the delegations of Bahía Blanca, Mar del Plata, La Rioja and the headquarters, with interventions in delegations in the Autonomous City of Buenos Aires and Greater Buenos Aires in cases of Functional Performance Assistance and therapeutic activities (San Justo, Moron, Monte Grande, Lanús, Quilmes, Berisso, Florencio Varela, Quilmes, San Martín, San Miguel, La Plata, Villa Lugano and Caballito).

Taking into account the achievement expectations and the lines of action established for the area, the therapists' performance was excellent, reaching a high level of members' satisfaction and an excellent result in the cross-disciplinary work carried out jointly with the corresponding social workers. In turn, they have participated in all the activities organized by each delegation regarding special celebrations and Primary Health Care activities, cooperating with the event organization and making the best of such occasions to get to know and strengthen the bond with all the members.

Quantity of ADF by month by delegation

Delegations/ Annexes	Jun	Feb	Mar	Ap	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
BAHIA BLANCA	1		3	1	1	1	4	1		4	3	1	20
BERISSO	1							1		1			3
CABALLITO			1				1	1	2		2		7
CAUCETE			1									3	4
CARCARAÑA					1								1
CORRIENTES		1									1		2
CHILECITO							1			1		4	6
FLORENCIO VARELA							1	1					2
FORMOSA			1	1		3			1				6
GENERAL ROCA		1		1									2
GOYA					2	1	1		1	1	1		7
GUERNICA											1	1	2
LANUS	2			1					1		1		5
LA PLATA								1		1			2
LA RIOJA		3		1	1				1				6
MAR DEL PLATA	1		2	1				1					5
MENDOZA			1		2							1	4
MONTE GRANDE							1	1	1	1		3	7
MORON						1							1
NEUQUEN		1		1	1		1			1			5
PERGAMINO							1			1			2
POSADAS				1				1	2	2	3	2	11
QUILMES		1		3		1	3						8
RESISTENCIA						2					1		3
RIO CUARTO			2		3	3		2	1		1		12
ROSARIO	1				1					1			3
SALTA						1	1				1		3
SAN JUAN		1						1					2

SAN NICOLAS	1			1							2			
SAN MARTIN											1	1		
SAN MIGUEL	1													1
SAN JUSTO	3	1	1	2	1	3	1	3		2	17			
SAN RAFAEL									1	1		2		
SGO. DEL ESTERO	1												1	
SANTA ROSA									1					1
SEDE CENTRAL	3		1	1	1								6	
VILLA LUGANO	1					1		1						3
Totales ADF	10	12	15	14	14	17	17	11	14	17	18	16	175	

Important cases of Functional Performance Assistance

175 cases have been dealt with by the Functional Performance Assistance Service, as a result of the joint work of social workers and occupational therapists of the delegations and annexes throughout the country. This way, they evaluated the housing condition of the members that so required due to their health condition. In general, in all the detected cases, they received the necessary elements to favour the highest possible independence in the performance of their daily routines and foster entertaining and learning activities. In turn, it is worth highlighting that during 2016 we worked with all the professionals to update their knowledge on all the different support elements and new ideas to improve our members' life quality. Moreover, many cases have been dealt with jointly with Housing Emergency.

Following, there is a description of some of the service's most highlighted cases:

San Nicolás

In January 2016, we visited the house of the member from San Nicolás to evaluate the possibility of giving Functional Performance Assistance to her son, a 12-year old boy diagnosed with brain paralysis, microcephaly, severe scoliosis in his spine and who uses a gastrostomy button due to metabolic problems. The child receives the disability subsidy granted by our mutual society.

The house evaluation shows that the child is fully dependant in his daily activities and for his mother, who takes care of the child, the more difficult situation she faces is at the moment of bathing him, as she needs to carry him in her arms. It is difficult for her to move him in order to bathe or clean him as the house has a bathtub and he has no control of his body, so he cannot stay in a sitting position on his own and this implies a very high risk.

AMPF, working on the case from the Social Service area, could buy a bath lounger specially designed for cases of brain paralysis, permitting to make the bath safe and avoiding any risks in the bathtub. This way, the caring mother's job was highly eased, as she made her highest effort at the moment of bathing her son.

On the other hand, the family was also accompanied and advised in terms of requesting orthopaedic elements to their Health Insurance; these elements are very important to improve the child's life quality.

Posadas

In August 2016, the house of a member of the delegation for 5 years was assessed. The woman is 83 years old and was diagnosed with deviated hip arthrosis, Parkinson disease and varicose veins. She fell several times inside the house.

The member has difficulties to move due to her pathologies, which prevent her from performing her daily activities and being independent, as she needs the support and help of her partner.

She uses a walker to move inside the house. The biggest complication is when using the bathroom, as the floor has different levels, the WC is very low, she does not have hot water and she lacks handrails in the tub. Social Service decided to buy and install 2 handrails in the bathroom, an electric shower, a plastic bathroom sink and material to make the WC higher and make the bathroom floor even.

This reform was carried out with the participation of another AMPF's member who is a construction worker and had offered his work cheaper and allowed this woman to pay in instalments.

General Roca

During 2016 there was the possibility to assess the house of a member of our mutual society for 11 years. He is 91 years old and had 4 strokes. As a consequence, he has impaired vision, speech and hearing, loss of mobility, dysphagia, difficulty to swallow, is prostrated and has senility.

This AMPF's member cannot perform his daily activities and his family face their biggest difficulty at the moment of bathing him.

Based on what had been evaluated by the social service, they gave him a device to wash his head while remaining in bed, a table adapted to his bed, a positioning pillow, an adapted glass with a drinking straw and a universal mitt for cutlery designed by our headquarters' occupational therapist. Receiving all these elements the family can take care of the AMPF's member more easily, he can perform his daily activities better and his life quality has improved.

Therapeutic activities

Based on the Health Promotion and Disease Prevention line of action, the following workshops and talks were organized in 2016 with the objective of strengthening community resources, promoting healthy behaviour and increasing the knowledge about health and disability, always based on our members' needs and interests: *See details in section 3.6 under Training of Members and the Community*

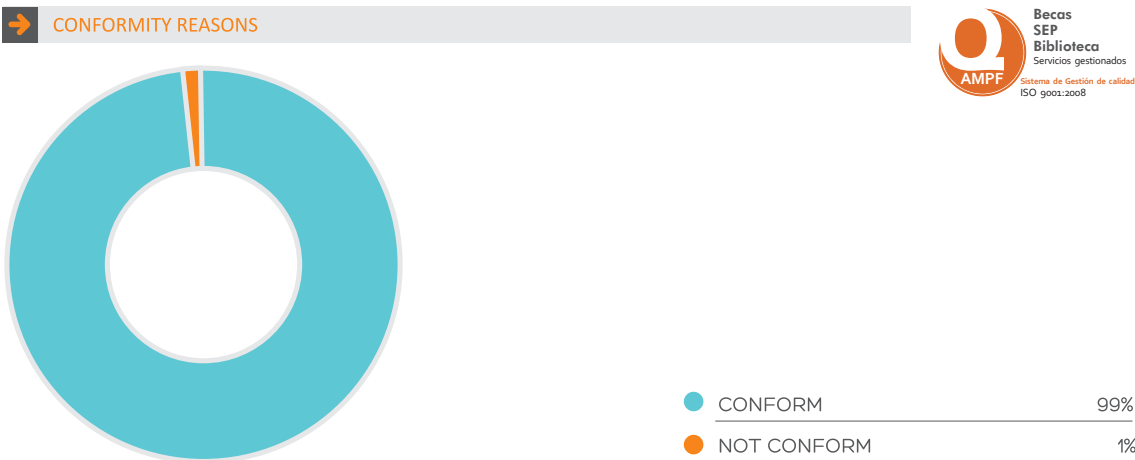
3.4.1.2 Scholarships

Members' Satisfaction

During July and August 2016, the social workers of each Delegation/Annex made a follow-up of the families who had been granted scholarships.

Regarding the satisfaction with the scholarship service, 441 of the people who had received scholarships (98.7 %) declared that they were satisfied and a total of 6 (1.3 %) said that they were not.

4 of the cases that expressed dissatisfaction mentioned the amount received and 2 cases attributed it to the scope of the current rules.



Processed Scholarships during 2016: 301

Delegations with greater processing of scholarships

Posadas	18	Salta	13	Tucumán	13
Formosa	12	San Juan	12	Córdoba	10
Sgo. del Estero	10	Río Cuarto	9	San Nicolás	9

Resistencia Delegation – Visit to Chaco's Book Fair by the people who had been granted scholarships

On June 9th 2016, a group of scholarship beneficiaries visited Chaco's Regional Child and Young Adult Book Fair and attended the workshop "Writing Chaco, Chaco's Tales and Reproductions" in the facilities of Casa de las Culturas.

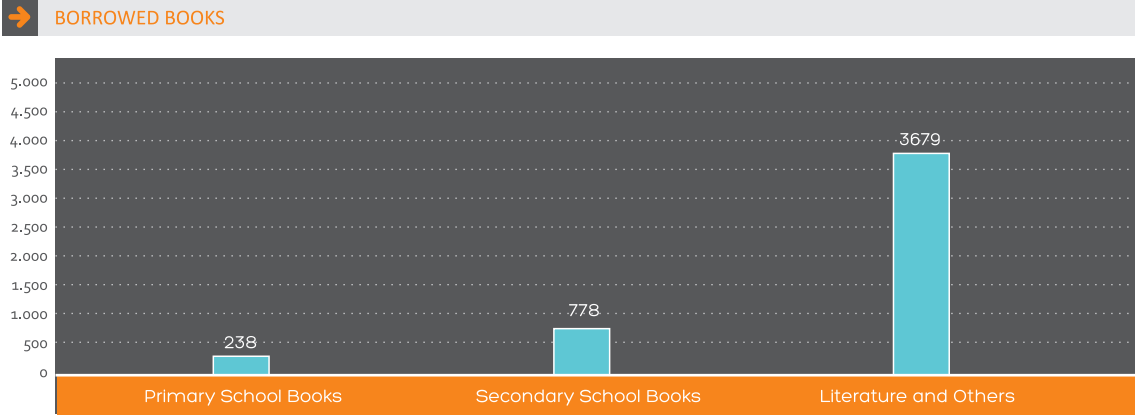
That same workshop was also attended by students from other schools.

The workshop was given in a dynamic way, with techniques that permitted all attendees' participation, and the line of work was: an analysis-debate, based on stories from Chaco's authors.

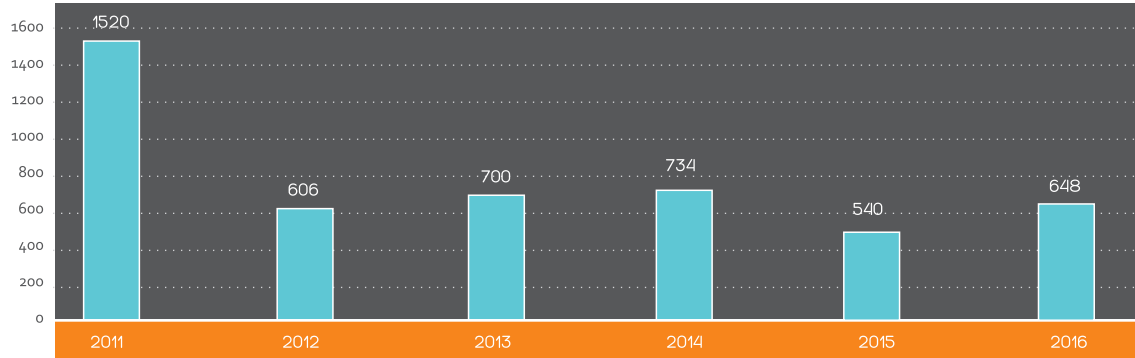
After the debate, each group explained their position in a plenary session and current students-authors wrote together their own story about the origin of the name Resistencia and its culture.

When the workshop finished, the fair was toured.

3.4.1.3 Library



BOUGHT BOOKS



Satisfaction Survey

The 2016 Satisfaction Survey was conducted in August/September 2016 among the AMPF's members who used the library service.

By August 3rd 2016, 1043 AMPF's members had used the library service, out of which 42 members belong to the Quilmes Delegation (quality-certified delegation) and from the remaining 1001 AMPF's members we tried to survey 50% of them, i.e. 500 members. The total number of members who were actually surveyed amounted to 519, comprised by:

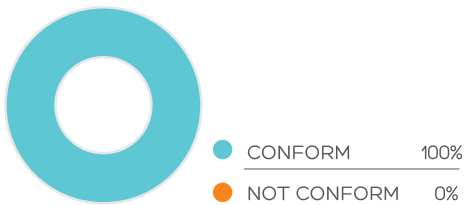
- 25 members of the Quilmes delegation
- 494 members of other delegations



CONFORMITY REASONS



CONFORMITY REASONS QUILMES



Conclusion

The level of satisfaction of AMPF's members with the Library Service is in 99% of the cases related to the perceived performance. The expectations of AMPF's members (what members expect the library to offer them) almost coincides with their perception (how users value the offered products and services), reaching a high level of satisfaction with the Library Service.

Regarding the Quilmes Delegation, we can assert that 60% of the members who answered the survey and used the library service are highly satisfied with the offer.

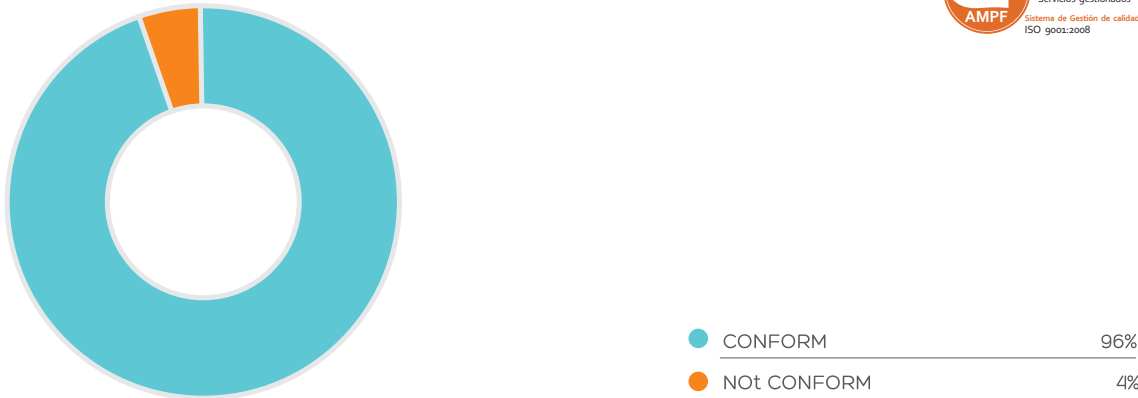
As for the comments, members' dissatisfaction with the library service was related to the fact that they could not take books away from the library because there were no available copies to be lent (quantity and variety).

This fact is the result of the change established in the book collection policy which stipulates what is entered, separated and preserved in terms of the library books.

3.4.1.4 Primary School Subsidy

In June 2016, upon the closure of the service rendering period, a satisfaction survey was conducted among the members who used it. A sample of 20% of the cases was taken, representing 81 replies.

CONFORMITY REASONS



3.4.1.5 Tourism

Mini-tourism outings performed

SUBSIDIARY/ANNEXE	PLACE
Bahía Blanca	Carhue
Mendoza	Termas de Cacheuta
Central - Quilmes - Varela - Lanús	Escobar (Fiesta de la Flor)
Bahía Blanca	Villa Ventana
San Nicolás	Victoria del Agua
San Justo - Morón	Parque temático Campanopolis
Mendoza	Tupungato// Tunuyan
Central	Obra de Teatro “ Quien nos quita lo bailado”
Central - San Justo - Caballito	San Pedro

Ranking

- 1° Central
- 2° San Miguel
- 3° Morón
- 4° Neuquen, San Martín
- 5° San Justo, Lanús, Quilmes, Varela

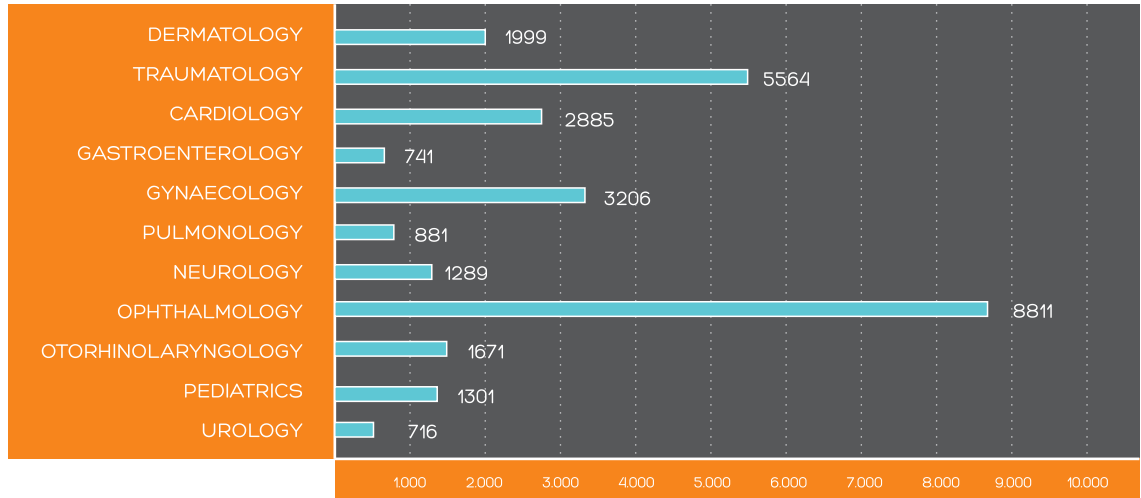
MOST VISITED PLACES

- Mar del Plata
- Costa Atlántica
- Buenos Aires
- Bariloche
- Merlo
- Colón
- Villa Carlos Paz
- Peninsula de Valdez
- Uruguay

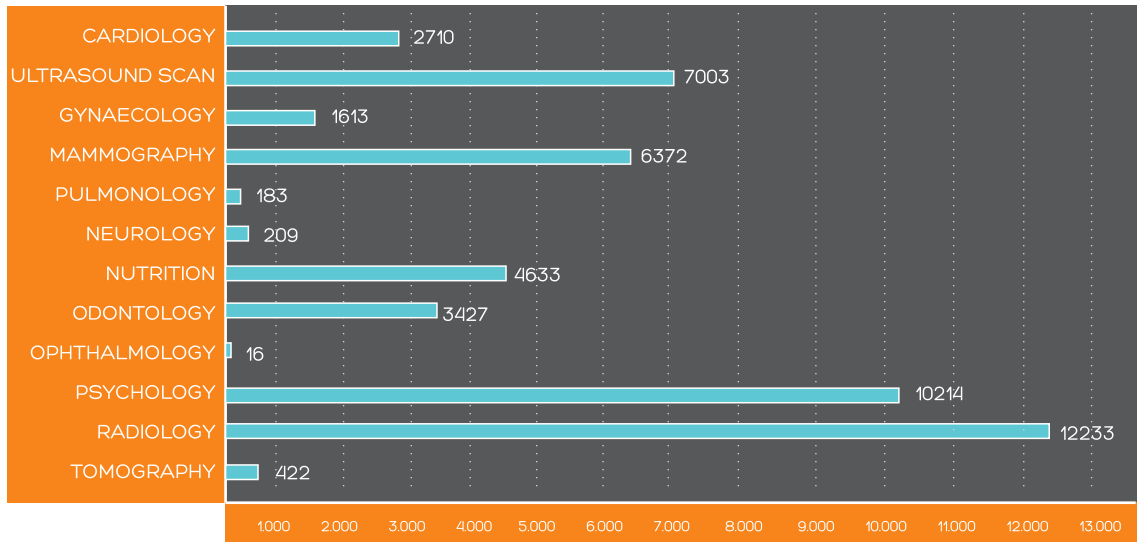


3.4.2 Health primary care

→ DETAIL OF PERFORMED INTER-MEDICAL APPOINTMENTS

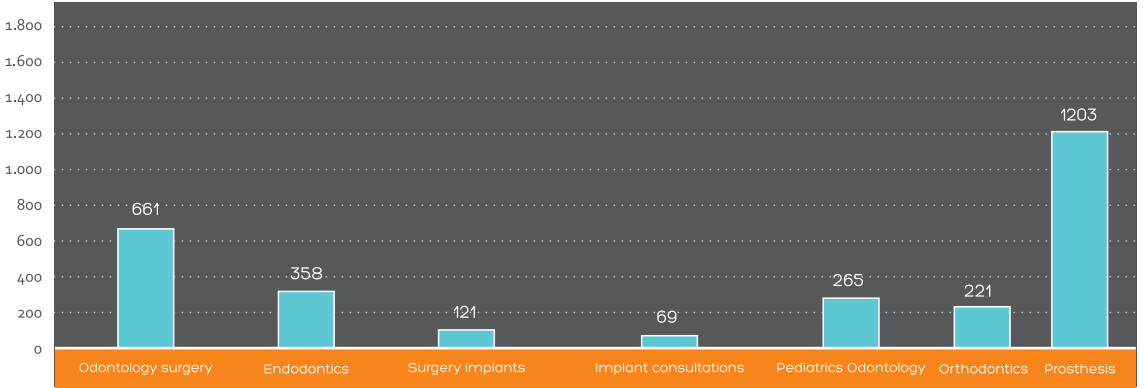


→ DETAIL OF PRACTICES



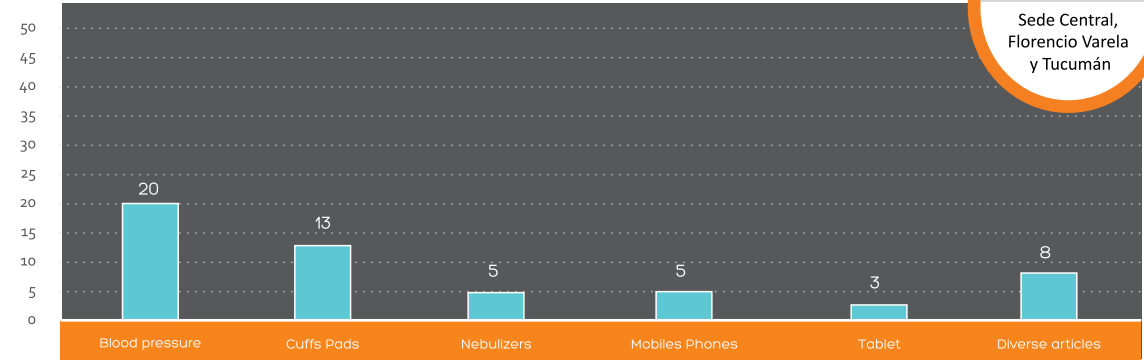
3.4.2.1 Dentistry

→ DIFFERENT KIND OF DENTISTRY APPOINTMENTS



3.4.3.1 Supply store

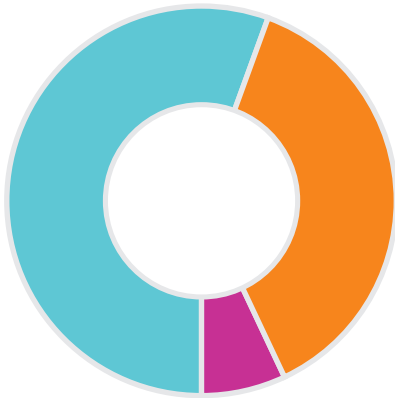
→ MOST SOLD ARTICLES



Subsidiaries
that more articles sold
Sede Central,
Florencio Varela
y Tucumán

3.5 SURPLUS SOCIAL CAPITALIZATION
3.5.1 Solidary Funds

SOLIDARY FUNDS



Problemáticas de salud	34	57%
Catástrofe natural	18	30%
Incendio	8	13%
TOTAL	60	100%

Natural Disasters

During 2016 many provinces suffered natural disasters that were dealt with through the Solidarity Fund.

- In January, the province of Corrientes suffered a strong storm. One of the most affected cities was Goya, with floods in many neighbourhoods and locations; a hydrological emergency was declared. Many places along the shore of the Paraná and Uruguay rivers were also evacuated. Based on the survey conducted by the Social Service, we could know our members' situation, the affected families, material losses and their house damage. Solidarity campaigns to donate clothes, shoes and food to the affected families were launched.

Cases 3 (three)
Mineral water, bed sheets, mattresses, metal sheets
Total AR\$ 7.065.37



- In January it rained heavily in Concordia and the region got flooded. The growth of the Uruguay River caused such flooding and, as a consequence, many families were evacuated. The delegation's Social Service knew the situation of every affected members and made interventions with own and local resources to respond to such families

Cases 6 (six)
Mattresses, bedsheets, construction materials, cleaning items
Total: AR\$ 26.107.-

- Due to the heavy rain during the month of April, plus the growth of the Paraná River, the province of Santa Fe suffered floods. The delegation had 2 cases of affected members, and conducted the corresponding reports, visits and interventions in each case. Both families had their houses flooded and suffered damage, material losses and loss of furniture.

Cases 2 (two)
Mattresses, blankets, cleaning items and food
Total: \$ 5.260.-

- In June, the Solidarity Fund was increased for the members of the Concordia delegation who were affected in the last flood (January), given that when the water level decreased in their houses, it was necessary to paint the walls as they had humidity problems, which affected the members of the family's health.

Cases 3 (three)
Paint
Total: \$ 2.581.-



3.5.2 Quality

The scope of the services certified under ISO 9001:2008 International Standard is:
Education services, including the granting of secondary and higher education scholarships, primary education subsidies and the Mutual Library service.

Internal Audits

Aiming at maintaining and developing our Quality Management System (QMS), scheduled internal audits are annually conducted.

Internal Auditors

With the purpose of optimizing the audits and contributing to the objective that all the people who are part of AMPF become involved with the strategic quality guidelines, we invited people to be trained as internal auditor. During 2016, we started training 3 candidates.



3.5.3 Technology

Improvements

The processes for granting Economic Aids were improved, both in the Headquarters' administration and in the delegations.
Changes in the system have been made to support the modifications introduced in the Education and Subsidies services.
Scanned Documentation was implemented, i.e. based on changes in the circuit and the operations, it was possible to incorporate the use of scanned documentation permitting to control it before receiving the physical documents, significantly accelerating granting times.
Automatization of automatic e-mails responding to enquiries: files for AFIP (Argentine Tax Collection Agency), INAES reports, Mutual Saving inquiries, book entries, delegation equilibrium analysis, Direct Payment Collection, ANSES update advances, statistics of members served at the delegations.
Advanced inquiries about the frequency of members' visits to the delegations, with data for assistance analysis, repetitive members, service use assistance, etc. Analysis of AMPF members' level of activity in the delegations, since the incorporation of estimated times for each type of assistance.
Reengineering and migration of functionalities to the Siam application: style change in all the application screens and menus to optimize response times. Delegations: unification in a single application and technology. Menu reorganization and simplification. New Online Help permitting to access all screen manuals, direct access to calling screens, etc.

3.6 EDUCACIÓN Y CAPACITACIÓN SOCIAL Y MUTUAL

3.6.1 Social Benefit Workers Training

Type	Training	Quantity of attendees	Total
Induction course			73
	1 introduction to mutualism	14	
	2 Mutualism Workshop	59	
Training			163
	1 management of economic aid 1	17	
	2 management of economic aid 2	16	
	3 Managers working day	71	
	4 Insurance and risks (BID-FOMIN)	59	
Educational training			75
	1 workshop for trainers	59	
	2 Diploma	16	
International Training			21
	Diploma	21	
External training Consejo Nacional de las Mujeres	Workshop for trainers	6	
External training Consejo Profesional de Graduados en Servicio o Trabajo Social	Normativas del NuevoCodigo Civil	5	
External training Universidad de San Andres (Pos Grado en Direccion y Gestion de organizaciones sociales / Centro de Innovacion Social)	1º Seminario de Innocavion Social	2	
Capacitacion organizada en conjunto con el Consejo Nacional de las Mujeres	Actualización en género y violencia contra las mujeres	2	

Quality traininings

Course	Date	Date	Atendees
Internal Auditor AMPF On line couse	02/05/2016	08/07/2016	3
Internal Auditor AMPF	30/06/2016	30/06/2016	3
Lider Auditor ISO 9001:2015	18/08/2016	19/08/2016	1

3.6.2 Training of members and community

WORKSHOPS

Mar del Plata

The MEMORY WORKSHOP is organized with the objective of favouring cognitive functions and functional communication. Eight people attended it.

San Justo

The MOVEMENT WORKSHOP was organized with the objective of improving life quality through physical exercise and body movement. Five members attended it.

La Rioja

The COGNITIVE STIMULATION WORKSHOP was organized with the objective of improving and maintaining cognitive functions, improving functional ability in daily life activities. It is a team activity (from Primary Health Care) in which a social worker, an occupational therapist and a physician take part. It is coordinated by a psychologist. It was attended by seven members.

La Rioja

The HEALTHY THERAPEUTIC WORKSHOP was carried out. Its planning included the preparation of decoration and games to celebrate CHILDREN'S DAY. It was organized based on the suggestions made in the Cognitive Stimulation workshop. Such activity was attended by seven people.

Quilmes

The WORKSHOP ON GAMES AND RECREATION FOR OLD PEOPLE was organized with the objective of generating a recreational and entertaining space for adults, promoting collaborative work, imagination and creativity by exercising memory, verbal fluency and coordination. Such activity was conducted together with the social worker. Five people attended it.

Morón

We continue with the MUSIC THERAPY WORKSHOP, aiming at fostering a healthy bonding among the attendees, promoting thought flexibility, favouring games, initiative as well as free exploration, and lastly strengthening group and individual reflection capabilities on emerging topics. Seven people attended it.

TALKS

La Rioja

Primary Health Care talk "COGNITIVE DETERIORATION AND ALZHEIMER". Such activity aimed at introducing the cognitive issue and planning a workshop to be given subsequent to the talk. It was organized jointly with the psychologist, the physician, the social worker and the occupational therapist. It was attended by 30 people.

San Nicolás

Primary Health Care talk "FALL PREVENTION". Such activity was organized jointly by the social worker and the delegation's physician. Images and information were sent in a Power Point presentation from the Occupational Therapy area. 12 members attended it.

La Rioja

Primary Health Care talk "FALL PREVENTION". Such activity was carried out in a cross-disciplinary manner at Universidad de la Tercera Edad in the province of La Rioja. The workshop was very productive and relevant for the attendees. From a total of 32 people who attended it, 15 were AMPF's members. Folded lea-

flets and the corresponding information were sent from the Occupational Therapy area in the Headquarters.

Quilmes

Talk "TAKING CARE OF ONESELF TO BE ABLE TO CARE FOR OTHERS", aimed at the carer's needs and precautions when caring for people with movement impairment in order to prevent stress. The activity was attended by 11 members.

La Rioja

"AWARENESS ON THE INTERNATIONAL ALZHEIMER DAY". The members who attended the Memory Workshop were invited. Recreational activities related to the topic were organized. 35 members attended it.

Headquarters

GENERAL PRIMARY HEALTH CARE TALK. Such activity was conducted in a cross-disciplinary manner and the Occupational Therapy worked on Fall and Home Accident Prevention. It was attended by 8 people.

APS Talks (Health Primary Service)

Date	Subsidiary	Topic	Date	Subsidiary	Topic
28/01/2016	Bariloche	Cuidados en la 3° edad	08/06/2016	Villa Mercedes	vacunación
04/03/2016	Rio Cuarto	Proyecto "Niño sano"	14/06/2016	Quilmes	Crisis del cuidador
10/03/2016	Rosario	Salud Femenina	15/06/2016	Corrientes	HTA
18/03/2016	La Rioja	Deterioro Cognitivo	23/06/2016	Resistencia	Gripe A
19/03/2016	Bahía Blanca	Dengue	28/06/2016	Paraná	Gripe A
14/04/2016	Villanueva	Varices	04/07/2016	San Miguel	Salud femenina
19/04/2016	Santa Fé	Cocina Saludable	15/07/2016	Lanus	Alimentación saludable
29/04/2016	Formosa	Alimentación Saludable	29/07/2016	Lanus	Cuidados de la salud
12/05/2016	Formosa	Salud Bucal	05/08/2016	Formosa	Mitos sobre la psicología
17/05/2016	Caucete	Jornada sobre HTA	12/08/2016	Lanus	Alimentación Saludable
19/05/2016	Quilmes	Neuronas al ataque	08/09/2016	Villa Mercedes	Diabetes – HTA
20/05/2016	Gral Roca	Abrazoterapia	23/09/2016	La Rioja	Alzheimer
24/05/2016	Tucumán	Hipertensión	26/09/2016	Santa fé	Alimentación Saludable
24/05/2016	San Nicolás	Accidentes domésticos	12/10/2016	Resistencia	Control Postural
26/05/2016	Resistencia	Salud Bucal	17/10/2016	Concepción	Cuidados de los pies
26/05/2016	Formosa	Alimentación Saludable 2	25/10/2016	Tucumán	Cuidados Femeninos
27/05/2016	Curuzu	Diabetes – HTA	26/10/2016	Resistencia	Posturas
30/05/2016	Santa Fé	Alimentación Saludable	21/11/2016	Huerta Grande	Diabetes y Nutrición
31/05/2016	Córdoba	Depresión y Angustia	29/11/2016	Resistencia	Promoción de la Salud
07/06/2016	Resistencia	Alimentación Saludable	04/12/2016	Mendoza	Cuidados de la salud en vacaciones

3.7 INTEGRATION FOR DEVELOPMENT
3.7.1 Detail of institutional presentations

Presentation “Accountability Strategy: Social Report Preparation”

Regional Forum on Social Security for the Americas, conducted from April 11th to 13th, 2016, in Mexico City.
Meza, Celeste Eugenia, Social Report and Quality Head, Mutual Association for Family Protection

Special Class on Social Report

Optional subject “Social Economy Management”, School of Economic Sciences, Universidad de Buenos Aires
April 21st, 2016, School of Economic Sciences, Universidad de Buenos Aires
Lecturer: Celeste Meza

Forum of Social Economy Professionals

Presentation
August 22nd, 2016
Professional Association of Postgraduates in Cooperative Movement and Mutualism of Argentina
María Fernanda Sigliano

Clase especial sobre Responsabilidad Social y Balance Social en la OSC

UDESА – Posgrado Especialización en OSFL
7 de diciembre
Lic. Ma Fernanda Sigliano

Jornada Internacional de Trabajo Social

Los días 8 y 9 de septiembre, se llevó a cabo la IV Jornada Internacional de Trabajo Social en el campo gerontológico organizada por la Red Latinoamericana de Profesionales y docentes del campo gerontológico y el Departamento de Humanidades de la Universidad Nacional de La Matanza -Argentina- La Lic. Ma Fernanda Sigliano presentó la Ponencia: “La construcción de políticas ante el incremento de la dependencia y la profesionalización de los servicios” El Trabajo Social en la Economía Solidaria.

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 de Socorros Mutuos San Crispin
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 – AMUN
La Asociación Mutual de Docentes de la Provincia del ChacoCírculo Oficiales de Mar – COM
Círculo de Suboficiales de la Fuerza Aérea Argentina

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
Asociación Mutual de Capacitación y Desarrollo Personal
Círculo y Asociación Mutual del Personal de la Policía Territorial
Asociación Mutual de Medio Ambiente y Desarrollo Humano
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
Asociación Mutual Deportes de Contacto, Artes Marciales y Afines de la República Argentina, a Noviembre de 2016
Acuerdo de Practicas Porfesionales con el Centro de Cooperativismo y Economía Social (CENCOES)

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 (Asociación Internacional de la Seguridad Social)

entity depending on the United Nations (UN).

A Mutualidade de Santa Maria de Portugal

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

A Mutualidade Da Moita, Asociación Mutualista

Both entities will work together in the elaboration of activities programmes to establish services, experiences and 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

Cooperation Agreement

signed between Partenariato Between the Mutual General of Public Administration Personnel (MGPAP) of Rabat, Morocco and the AMPF

3.7.5 Participation in Confederations and Federations

FEDERATIONS

FEDEMBA: Federations of Mutual Entities of Buenos Aires
Dario Martínez Corti, President, AMPF representative
Hugo Bozzini, Secretary, AMPC representative

CONFEDERATIONS

CONAM: National Confederation of Mutual Entities of Argentina Republic
Dario Martinez Corti, Secretario
Roberto Jose Maria De Cicco, Vocal 5°, AMPC representative

3.7.6 International and national congresses

International Webinars

The Inter-American Social Protection Dialogues are a series of webinars and virtual discussions sponsored by the Inter-American Social Protection Network that seeks to promote the exchange of ideas and solutions in the area of social protection in the Americas:

Participations 2016

- Agenda de Género, Equidad e Inclusión Social – March 4th
- “Inclusión social y reducción de la pobreza para personas con discapacidad”. - May 25th
- “Avances y Retos de los Derechos Económicos, Sociales y Culturales en las Américas”. June 21 fr
- “Experiencias en materia de evaluación de programas sociales en América Latina”. September 14th

“Expoestrategas”: Conferencia de la Industria del Seguro,

August 8, 9 th
Oksana Berezyna , Gastón Salvioli

Descarte vs inclusión, hacia la resignificación del adulto mayor

October 26 th, Legislatura Porteña
Lic. Carolina Tapia, Lic. Gabriela Rey

Jornadas de debate

Derechos humanos y vejez trans y trans

October 31fs, OISS
Lic. Carolina Tapia, Lic. Gabriela Rey

Jornada Internacional de Trabajo Social en el campo gerontológico

September 8, 9 th UNLAM
Lic. Carolina Tapia, Lic. Gabriela Rey, Lic Analia Scalise, Lic. Maria Fernanda Sigliano

I Jornada multimiradas sobre Violencia Familiar

November 4th de 2016 Colegio Abogados de Morón
Lic. Analia Scalise

Inclusión Laboral de personas con discapacidad

Organizada entre la AMIA Y COPIDIS. May 6th,
Asistió la TO Yanina Gabriela Gueli.

Plenario anual de organizaciones de la sociedad civil

December 16th
Organizada por Gobierno de la Ciudad de Buenos Aires.
TO Yanina Gabriela Gueli.

Foro y Cumbre Mundial de Seguridad Social

del 14 al 18 de Noviembre - AISS en Panamá
La Cumbre sesionó con más de 1000 participantes entre responsables de políticas, ministros, directores ejecutivos, altos dirigentes y representantes de organizaciones internacionales de instituciones de la seguridad social de más de 150 países.
Se debatió la manera en que los sistemas de seguridad social pueden anticipar y reaccionar frente a diversos desafíos, entre ellos la extensión de la cobertura, la transición del empleo informal al formal, las tendencias demográficas y la “cuarta revolución industrial”, digital y tecnológica.
El Consejo de la AISS eligió al señor Joachim Breuer (Alemania) como Presidente de la Asociación, sucesor de Errol Frank Stoové (Países Bajos), quien fue nombrado ahora como Presidente Honorario de la AISS.
Asistentes: Gastón Ricciardi, Andrés Román.

CHAPTER IV

Programmes, contests and events



Programme "Ellos pintan fuerte"
"Dibujando la primavera"
161 drawings were presented

Prizes	Winner	Subsidiary
1º Prize / Tablet	Josefina Bilbao	Mercedes
2º Prize / Tablet	Leonardo Martin Vigorelli	Junin
3º Prize / Tablet	Laureano Javier Caliuolo	Metan
4º Prize / Tablet	Juan Martin Ostan	San Nicolas
5º Prize / Tablet	Lautaro Moreyra Carniel	Santiago del Estero
6º Prize / Tablet	Camila Agustina Gensone	La Plata

8 Photography contest
"Conociendo a mi familia"

Prize	Name of the work	Winner	Subsidiary
1º Prize	En vías del encuentro	Carlos Alberto Maydana	Lanús
2º Prize	Solo tú y yo, mamá	Arteaga Rubén Ricardo	San Justo
3º Prize	Conociéndonos	María Elsa Melucci	San Justo
Mention	Conexión	María Agustina Stedile	Quilmes
Mention	Sagrada Familia	Karin Cristina Doblas	Sede Central
Mention	Niño colectivo	Paula Dagrón	San Nicolás
Mention	Cómplice y amigos	Leandro Agustín Robles	Jujuy

10 Literary Contest
"Palabras en cuerpo y alma"

POETRY

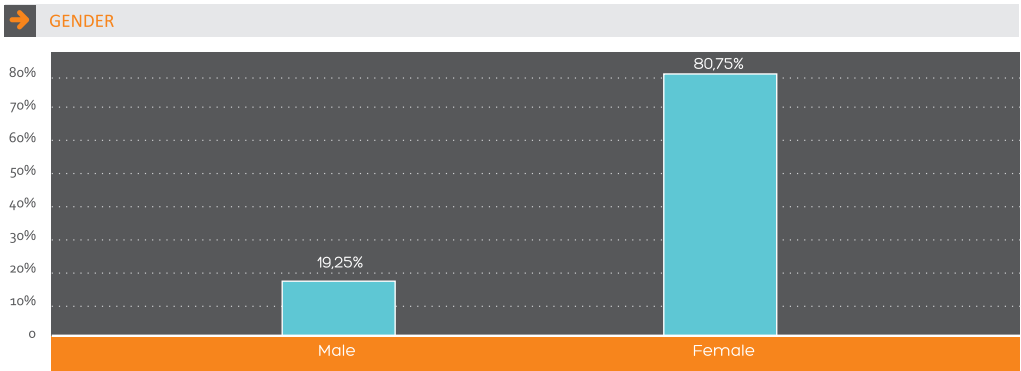
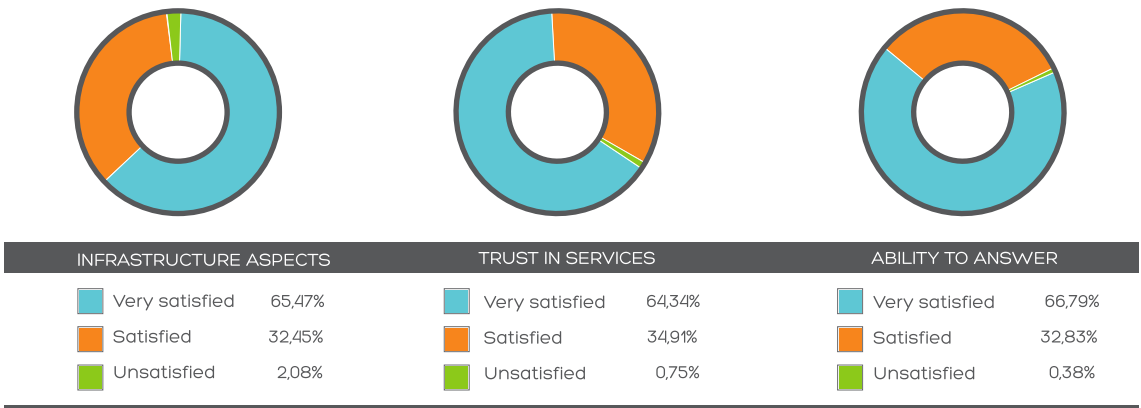
Prize	Name of the work	Pseudonym	Winner	Subsidiary
1º Prize	"Un día cualquiera"	Kuqui	Anita Dominga Merelli	Villa Mercedes
2º Prize	"Al maestro"	Alborevi	Calixto Giles	San Nicolás
3º Prize	"Legado"	Excalibur	José Rubén Lorenzo	Bahía Blanca
Mention	"Primavera"	Magnolia	Weisy Leonor Rivarola	Formosa
Mention	"A mi escuela"	Negrita	Nélida Elsa Olivera	San Juan

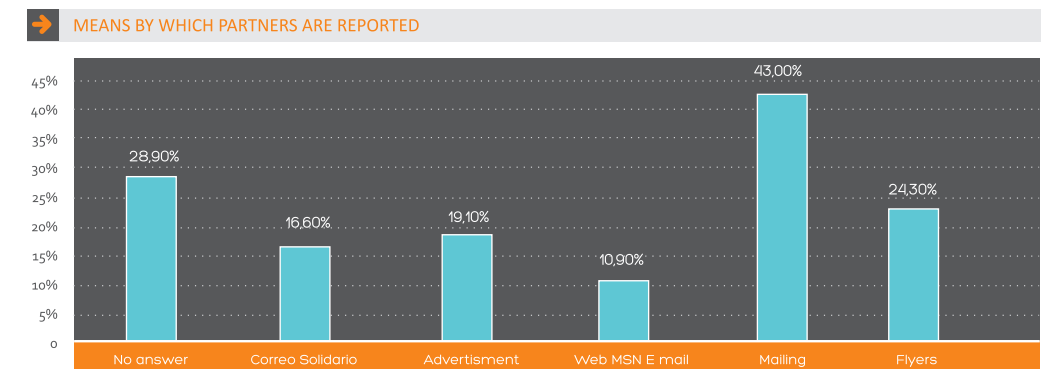
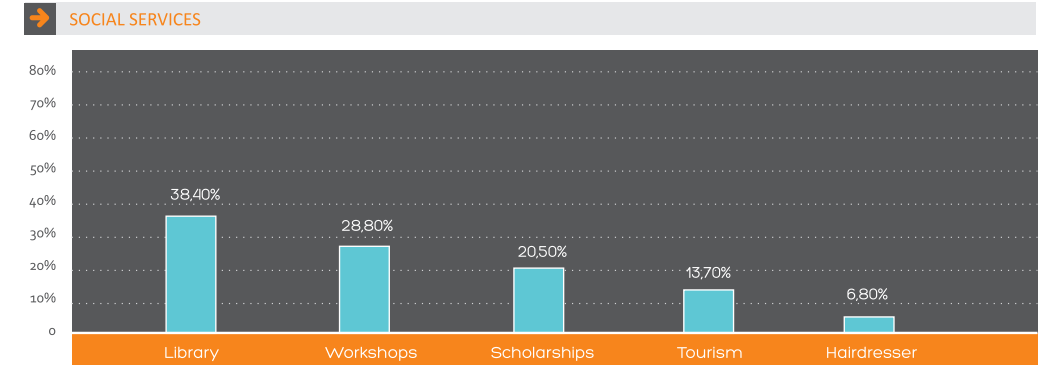
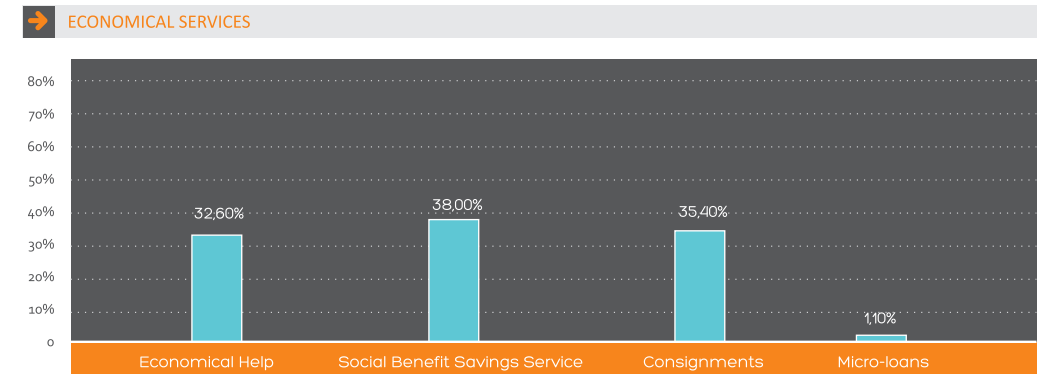
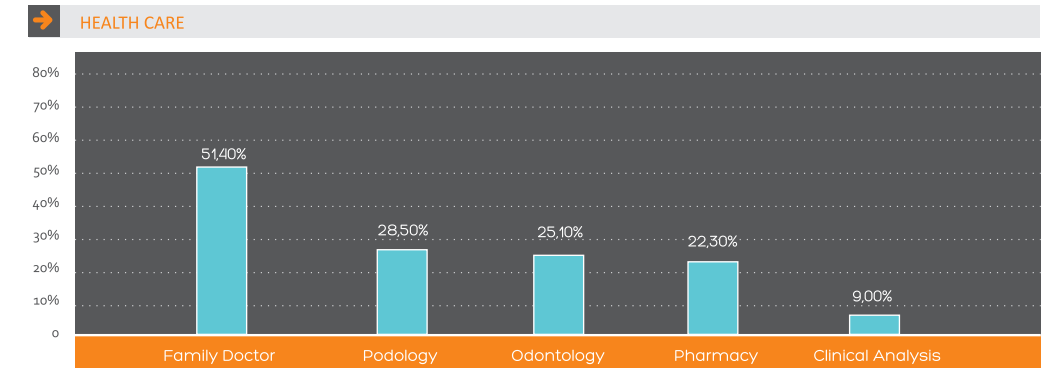
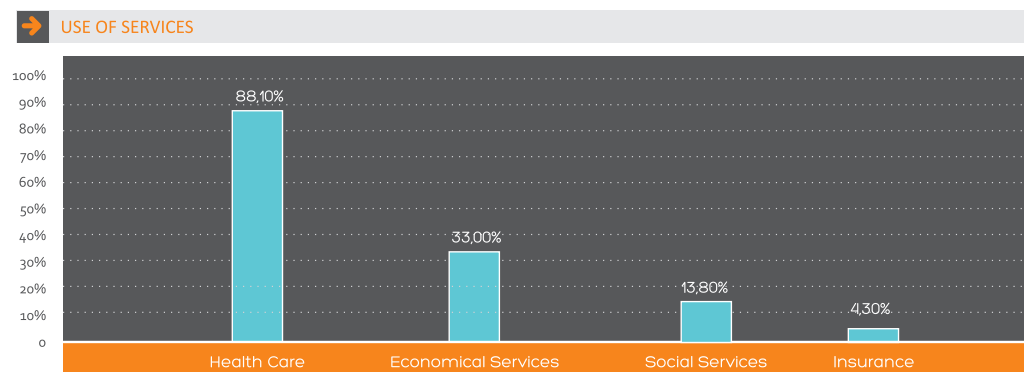
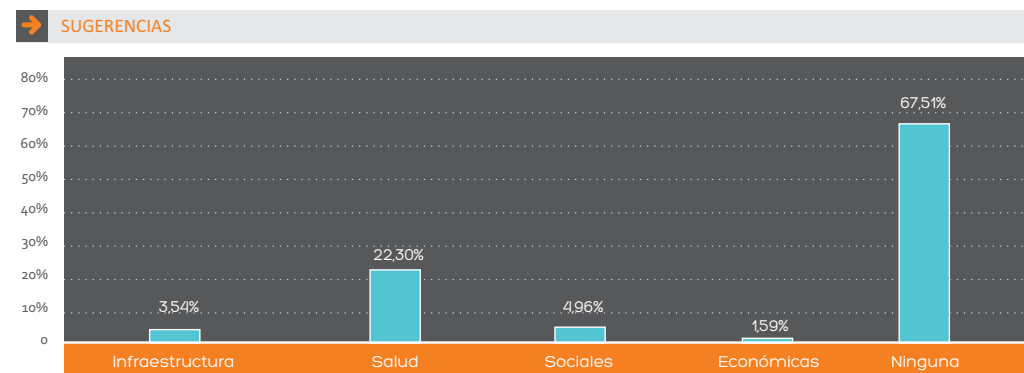
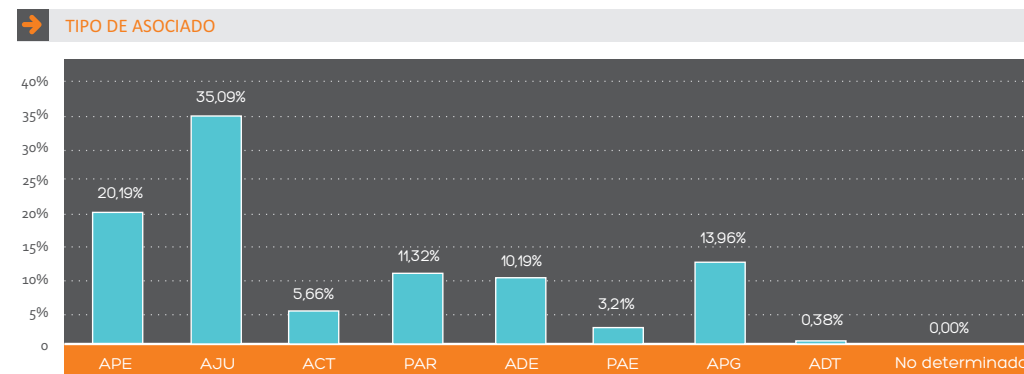
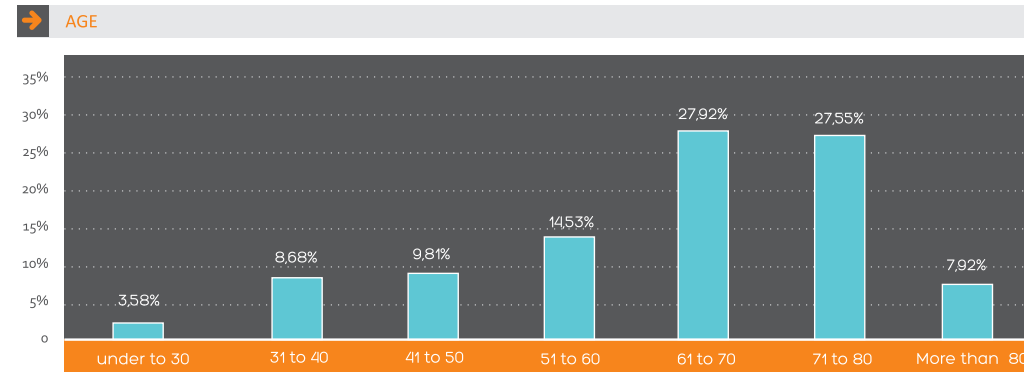
NARRATIVE

1º Prize	"Toro de la cañada"	Victor	Victor Manuel Insaurralde	Florencio Varela
2º Prize	"Nachito (cuento lugareño)"	Nibirus	Arianna Berenice Moreyra	Villa Mercedes
3º Prize	"En Pinamar los pianos se afinan solos"	Aldebarán	Mario Marazzi	Sede Central
Mention	"El árbol"	Pandora	Carolina Andrea Caño	Quilmes
Mention	"En la injusta guerra con el Paraguay"	Carlos Ibarzabal	Osvaldo Hector Clavero	Sede Central

CHAPTER V

National Survey 2016





CHAPTER VI

COP - United Nations Global Compact

Nine years of commitment and adhesion to the UN Global Compact's 10 principles. AMPF expresses this in its Progress Report, which has been honoured with the Advanced category since 2011.

The Social Report Table shows the cross-references made among the Global Compact principles, the Mutual's indicators shown on an annual basis and women empowerment principles (WEPS).

PRINCIPLE Nº 1 AMPF SUPPORTS AND RESPECTS THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS.

Argentina, in particular, adheres to the Universal Declaration of Human Rights, which, in the Argentine case, has been part of the current positive law since 1994, as expressed in the National Constitution, Section 75, Paragraph 22.

We focused on accompanying families with a Health Mutual Service strongly developed through family plans, so responding to repeated requests from our members and also aiming at disseminating and installing the service in the community. We established as an institutional objective in the field of health care the strengthening and consolidation of cross-disciplinary working processes, taking measures to reach our health goals for everybody. In section 3.4 of the 2016 Social Report the improvements obtained in terms of maintaining the service and promoting prevention and previous control can be seen as a result.

- 132005 consultations responded by 332 professionals of the health service, representing a 19% increase.
- A 44% increase in referrals and complementary examinations, such as heart exams, ultrasounds, gynaecological studies, X-rays, among others.
- Over 28000 were members seen in the dentist's offices.
- 47 equipped dentist's offices in delegations throughout the country, among others, served by over 70 professionals.

Our health service has gained international recognition and that is the reason why, jointly with OPS, within the framework of the Conference "Integrated Health Networks: The Contribution of Mutualism", the magazine published by that international organization was presented; it described the experience of how the Mutual Association for Family Protection (AMPF) developed a health network.

As expressed by OPS, these magazines are published with the aim of valuing and disseminating the best practices in terms of networking recorded in the health systems and developed using the model based on Renewed Primary Health Care.

This support to second-generation human rights is also evidenced in terms of our members who are minors:



about 1300 children received medical care in our paediatric offices, 4657 consultations were received in the Nutrition service, and, in terms of education, the scholarship amount was increased by 25% in the three levels of education: secondary, tertiary and university. The amount of the Primary Education Subsidy was increased by 20% and also our Library lent over 4400 books.

As for the Functional Performance Assistance (FPA) service, which has the objective of helping members with reduced or impaired abilities and/or capabilities that limit them in the performance of their daily activities, such as personal cleaning and bathing, eating, movement inside the house, among others, 171 cases were taken care of, representing a 45% increase.

We also continued granting subsidies for birth, death or disability, Solidarity Funds and training to AMPF's members through the Orientation and Occupational Training Service.

See section 3.4 on the workshops and talks organized for training and awareness-raising of members and the community regarding different health care aspects and the exercise of rights.

In terms of the continuous work on disease prevention and promotion of healthy activities, the talk on primary health care within the framework of the Old Age Formal Assistance Network of the Province of La Rioja. "FALL AND HOME ACCIDENT PREVENTION AND HEALTHY EATING FOR OLD PEOPLE" is worth mentioning; see details under section 3.4.1 Group Activities.

As for the privacy and protection of members' personal data, the information provided for AMPF's use is protected. To do so, that information is only kept in an internal database, and it is impossible to access it through the Internet. A thorough control of each user's access to the system is carried out, defining the user's profile according to the information needed to perform his tasks and it is impossible to divide the database into lots and thus export the data.

Regarding this issue, we count with the document approved by the Steering Committee "Rules about the Responsible Use of IT Elements". This document is given to new employees when they join the Mutual, and it establishes, among other issues, the prohibition of altering or deleting information, databases or the Mutual's records or copying them to other applications outside the ones given for this purpose. This document is kept in the Human Resources area, signed by the employee.

Transparency is a vital value for our institution and it can be seen in the preparation of the "Social Report", which contains the current COP and it has been published every year for more than ten years. It describes the compliance with the guiding principles of mutualism materialized in all the achievements in terms of social service and action attained jointly with our members. This document is made public through the institution's web page, where the wide range of services offered to the members is also informed.

At the end of every fiscal year, the "Financial Statements" are prepared. They summarize the actions and all AMPF's accounting movements. In accordance with the regulations governing the mutual benefit sector, the financial statements must be sent electronically to the controlling entity, INAES, for their approval.

PRINCIPLE Nº2

AMPF MAKES SURE THAT THERE IS NO VIOLATION OF HUMAN RIGHTS WITHIN ITS SPHERE OF ACTION.

From its conception, AMPF has strived to prevent any person who works in favour of our mission from suffering any violation of his fundamental rights or any mental or physical damage. In this sense, the principles of voluntary membership and democratic organization of its governing bodies and services for this purpose have been applied: FPA (Functional Performance Assistance) and Disability Subsidy – see point 3.4.1.1 of the 2016 Social Report, as well as talks with disabled people's relatives based on the respect for their specific rights.

Dissemination of old people's rights

- We worked on disseminating old people's rights both in the group activities and in the training courses.



In this sense, it is important to highlight:

- Participation in the Awareness-Raising Seminar on the Occasion of the International Day of Awareness-Raising Regarding Old Age Abuse and Mistreatment, organized by the Under Secretariat of Social Development of Argentina.

Dissemination of women's rights

- On the occasion of the International Women's Day, activities were organized in the Carcarañá, Cutral Co, Caucete, Morón, San Juan and Resistencia Delegations.

It also takes care of its employee's physical integrity complying with and applying safety regulations in the workplace.

PRINCIPLE Nº3

AMPF UPHOLDS THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING.

The National Constitution in its Section 14 bis says:

"Labour in its several forms shall be protected by law, which shall ensure workers: dignified and equitable working conditions; limited working hours; paid rest and vacations; fair remuneration; minimum vital and adjustable wage; equal pay for equal work; participation in the profits of enterprises, with control of production and collaboration in the management; protection against unfair dismissal; stability of the civil servant; free and democratic labour union organizations recognized by the mere registration in a special record. Trade unions are hereby guaranteed: the right to enter into collective labour bargains; to resort to conciliation and arbitration; the right to strike. Union representatives shall have the guarantees necessary for carrying out their union tasks and those related to the stability of their employment. The State shall grant the benefits of social security, which shall be of an integral nature and may not be waived. In particular, the law shall establish: compulsory social insurance, which shall be in charge of national or provincial entities with financial and economic autonomy, managed by the interested parties with State participation, with no overlapping of contributions; adjustable retirements and pensions; full family protection; protection of homestead; family allowances and access to a worthy housing".

Together with the international treaties, which have constitutional hierarchy, the National Constitution is the highest law in the country.

In turn, the Argentine Nation enacted Law N° 23,546 – Procedure for Collective Bargaining - and Law N° 14,250 and its modifications – About Collective Bargaining Agreements, among others. There is also the ILO Agreement N° 154 (1981) about collective bargaining.

At AMPF, as it has been established in its Bylaws and its social reports, all its personnel, regardless of their hierarchy or capacity, have the right to form a trade union or join one. All this aims at protecting their individual and collective rights, without any type of discrimination whatsoever, generating a permanent communication link with the trade union leaders who are part of the steering bodies and ensure the recognition of the representative organizations, for the purpose of collective bargaining, considering as well equal job opportunities for men and women and establishing a set of policies and programmes through the Human Resources Department, which cover from training to functional monitoring, paying permanent and priority attention to the worries and difficulties experienced in the daily tasks.

PRINCIPLE N°4

AMPF'S COMMITMENT TO THE ELIMINATION OF ALL FORMS OF FORCED OR COMPULSORY LABOUR IS NOT MERELY DECLARED AS AN ESSENTIAL PRINCIPLE.

Argentina, as it adopts the ILO International Standards, also ratifies the C105 Abolition of Forced Labour Convention (1957).

AMPF, for its own nature of being comprised by workers and being based on the principles of mutual help and solidarity, has provided all the mechanisms for this scourge to be totally eliminated from its field of work. Moreover, it has joined second and third degrees entities – FEDEMBA and CONAM, which are committed to raising awareness among workers and the members of the community regarding the labour conditions of human beings in the XXI century.

Another example of the actions taken by Human Resources is the preparation and communication of each job profile. This action prevents workers from doing forced labour or tasks that do not correspond to their position. The job profile is signed by the worker and archived in his employee file.

We continue communicating and informing through the internal bulleting “Miradas Abiertas”.

PRINCIPLE N° 5

THE SAME COMMITMENT AND THE SAME RELEVANCE APPLIES TO ACHIEVING THE EFFECTIVE ABOLITION OF CHILD LABOUR.

Not only do we effectively comply with ILO Conventions C138 and C182, but we also comply with Law N° 26,390, which forbids child labour and protects adolescent labour. For this purpose, every worker must identify himself by means of the National Identity Card to prove his age. In the case of a minor, we request a medical certificate expressing that he is suitable for working and an authorization signed by the minor's parents.

Furthermore, in order to eradicate child labour, AMPF guarantees a worthy salary to its employees, in line with the amounts proposed by the confederation representing us, – CONAM – and the trade union – UTEDyC -. This way, guaranteeing a worthy salary for adults, we prevent children from needing to work.

PRINCIPLE N°6

WE ALSO DECLARE OUR COMMITMENT TO NON-DISCRIMINATION.

From the very beginning, our Mutual Society neither fosters nor promotes any type of discrimination. This is expressed in the mutual benefit principle n° 3 “Institutional Neutrality” – see section 3.3 of the 2016 Social Report.

Additionally, it carries out different actions to promote equity among workers.

Equity in Salaries and Job Positions

The pay and job position scale is based on the Collective Bargaining Agreement governing us, and the salaries are calculated trying to be fair in terms of the different positions and hierarchies.

Equity in Treatment Based on Nationality

The members of the staff who come from different nationalities are treated in the same way as Argentineans.

Equity in Personnel Selection

At the moment of looking for and hiring new personnel, we conduct a preselection based on the requirements informed by the Manager of the requesting area and another one without taking these requirements into account. This way, we try to eliminate the historical vices which can be discriminatory in different job positions.

Gender Equity

AMPF takes different actions pursuing to eliminate the differences between genders. Law N° 20744 on Employment Contracts prohibits pregnant women from working during the 45 days previous to delivery and up to 45 days after delivery (this is known as Maternity Leave). Before the end of such 90-day period, the worker can choose between:

- Resuming her normal tasks at AMPF.
- Voluntarily requesting to continue the maternity leave for a period over 3 months but less than 6 months. Such leave is a non-paid leave and it is not counted for the seniority calculation. AMPF adds a new option when finishing the Maternity Leave, for the mother to have more daily time with her child and continue receiving her salary:
- Voluntarily requesting the Post-Maternity Leave for a period over 30 days but less than 180 days, which consists of resuming her tasks as a part-time worker and once the leave ends she resumes her original full-time job. Such leave is paid (proportional to the working hours) and it is counted for the seniority calculation. Regarding birth leave in the case of the male personnel, AMPF has increased the numbers of days of birth leave to 7 calendar days, counted as from the date of birth (including Saturday, Sunday and Holidays). Another benefit is the “Nursery School”. This benefit is oriented to family protection, financially helping the



employee to cover the Nursery School expenses or the wages of the person who takes care of her child during the child's first years of life. It consists of a monthly bonus which appears in the payslip under the concept of "Nursery School" given to the employees with one or more 45-day-old to 2-year-old children. 38 employees receive this benefit.

From AMPF we try to promote a healthy working day for the employee and his family. For this, we offer the benefit of the "Flexible Week". It consists of making the working day flexible, permitting each employee to choose between one of the following options:

- Week 44: The employee works 44 hours per week (4 9-hour days and 1 8-hour day), coordinating with the Head of the Department the day of the week that he will work less hours.
- Short Friday: The employee works 45 hours per week and he works part-time (4 1/2 hours) one Friday per month.

We continued working jointly with the National Women Council on Gender Violence training. During 2016, 14 professionals received training, which permitted them to acquire more tools to advice and accompany members who have been victims of violence.

Structure of the Working Team "Equity"

In accordance with this principle, AMPF joins ODEMA (Organization of Mutual Societies of the Americas)'s work in all its Committees: Women, Youth Network, Old Age and Native Peoples.

PRINCIPLE N°7

AMPF DECLARES ITS COMMITMENT TO, AND AGREEMENT WITH, THE PRINCIPLE OF SUPPORTING A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES.

We also express our total support to the Rio Declaration on environment and development, particularly emphasizing the precautionary approach concepts, environmental challenges and development and the dissemination of environmentally-friendly technology. The electric power reduction programme has been reinforced and 99% of the lights in the Headquarters building were replaced by energy-efficient ones. We have also urged the delegations to progressively replace their lighting by energy-efficient light bulbs.

PRINCIPLE N°8

AMPF DECLARES ITS SPECIFIC COMMITMENT TO PROMOTING GREATER ENVIRONMENTAL RESPONSIBILITY.

Waste recycling, which has been mentioned in the previous point, will be carried out in a more generalized manner as far as possible and we have decided to have active participation in environmental protection to reach a harmonious development among human beings and nature. As regards the initiatives that we are undertaking, we have built a green space in the town of Gonnet, near the city of La Plata, which is the capital city of the Province of Buenos Aires, to carry out recreational and training activities and organize events where AMPF can analyse its functions and missions in an adequate environment.

Activities worth highlighting:

Publication: "Recovery of Knowledge on Popular Medical Practices" prepared by AMPF based on the work carried out with Inta- Santa Fe – see section 3.4 of the 2016 Social Report.

PRINCIPLE N°9

AMPF DECLARES ITS SPECIFIC COMMITMENT TO FOSTERING AND APPLYING ENVIRONMENTALLY-FRIENDLY TECHNOLOGIES.

In this sense, it rationalizes the use of energy or waste production, the management of used materials, not affecting third parties. Since 2006, it has adopted the rule of Smoke-Free Environment, in its facilities and the different delegations.

PRINCIPLE 10°

AMPF HAS DECLARED IN ITS BYLAWS AND RULES ITS SPECIFIC COMMITMENT TO WORKING AGAINST CORRUPTION IN ALL ITS FORMS AND DEGREES.

In this sense, it has adopted the definition of corruption established by the Non-Governmental Organization "International Transparency" and it has been very careful of the fact that no abuse of power transforms it into private profit. All the programs and actions have been applied in reference to this principle. For instance, employees are permanently trained, meetings with participation in collective activities are organized and we cooperate with the authorities to investigate and report corruption cases. The Human Resources Department has systematically maintained programs to identify irregularities and the application of regulations.

Participation in Global Compact Events

1st Dialogue for the Sustainable Development Goals: Aligning Business Strategies

April 26th, 2016, Auditorium "Prof. Juan A. Arévalo", 7th floor, Professional Association of Economic Sciences of the Autonomous City of Buenos Aires, Viamonte 1549, Buenos Aires.

Conclusions from the Leaders' Summit in New York

August 3rd at 4:00 pm in TGN, Autonomous City of Buenos Aires

Participation in the Work Group "Companies for Equality"

AMPF continued participating in an active manner in the meetings of the work group called "Companies for Equality", promoted by the UN Global Compact, UNDP and Carrefour.

Adhesion to Women's Empowerment Principles

Since 2015 we have been expressing our public commitment to gender equality in the labour market, endorsing our adhesion to the Women's Empowerment Principles prepared by the UN Global Compact and UN Women.



These Principles are:

- 1- Establish high-level corporate leadership for gender equality.
- 2- Treat all men and women fairly at work; respect and support human rights and non-discrimination.
- 3- Ensure the health, safety and well-being of all women and men workers.
- 4- Promote education, training and professional development for women.
- 5- Implement enterprise development, supply chain and marketing practices that empower women.
- 6- Promote equality through community initiatives and advocacy.
- 7- Measure and publicly report of progress to achieve gender equality.

Moreover, we have incorporated specific gender indicators that can be seen in the Social Report table under the reference WEPS.

CONCLUSION

For all the above-mentioned, we reassert our adhesion to the Principles of the UN Global Compact and we renew our commitment to continue putting them into practice in the lives of our workers, members and the 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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