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**GIFTING  
TODAY IS  
THE MOST  
REAL OF  
HUGS**



Reale Group for the COVID-19 emergency  
2020

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**REALE  
GROUP**

COVID-19 EMERGENCY  
ITALY SPAIN CHILE



## 2020: FAR AWAY BUT NEAR

What happened in 2020 changed many things, but not what we believe in.

Notwithstanding the exceptional difficulty that involved the whole world due to the Covid-19 pandemic, Reale Group continued to operate, pursuing a common objective in Italy, Spain, and Chile: ensuring maximum protection of people, in defence of everyone's health, enabling services to continue for Members and Customers.

It was a difficult challenge, but one that we faced together with our colleagues, Agents, and their Collaborators, with a solid network of Partners at our side.

With a big team, we have faced the difficulties together, as one; when a solution works well in Italy, it is implemented in Spain and in Chile, and vice versa.

The Group wanted to express its proximity with its Members and Customers and the community with concrete support both to protect people's health and to facilitate the recovery of social, economic, and productive activities, interventions that reflect the Group's nature as a mutual insurer.


Reale Group has set aside 5 million Euro to contribute to the needs of facilities that dealt with the emergency; at the same time, Reale Foundation, Reale Group's corporate founda-

tion, has promptly activated its Emergency Protocol, launching support actions to cope with the enormous impacts resulting from the pandemic.

We have been forced to work separately, behind a screen, in our homes, but always, nonetheless, close, continuing to ensure the excellent service that distinguishes us.

Because this, for us, is the meaning of Together More!

**Luca Filippone** –  
General Manager of Reale Mutua



# COVID-19 Emergency

## Year 2020

31/12/2019: on Saint Sylvester's Day, China identifies some outbreaks of suspected pneumonia in the most populated city of the Hubei province, Wuhan.

One month afterwards, the World Health Organisation raised the alarm: Coronavirus Sars-CoV-2 was officially a "Public Health Emergency of International Concern".

Scepticism went hand-in-hand with fear: an invisible enemy, which was uncontrollable and unknown.

The weeks passed, accompanied by debates, taking positions, and statements from experts and politicians; public opinion was divided between those who minimised the risk and those who were ready for the worst. Italy, Iran, and the Republic of Korea are the first countries that took a position, closing high-risk contagion zones, while the rest of the world looked on, waiting to fully understand what was happening.

11 March 2020, the World Health Organisation officially declared a pandemic.

"In the past two weeks," declared WHO-Director General Tedros Adhanom Ghebreyesus, "the number of cases of COVID-19 outside China has increased 13-fold, and the number of affected countries has tripled.

There are now more than 118,000 cases in 114 countries, and 4,291 people have lost their lives. Thousands more are fighting for their lives in hospitals.

In the days and weeks ahead, we expect to see the number of cases, the number of deaths, and the number of affected countries climb even higher".

Thus, in March 2020 the world stood still. Various countries, each in its way, sought to adopt the best solutions to protect their citizens from the infection.

Almost everywhere, front doors closed and the only occasions for going out were linked to getting supplies of essential goods.

Leaving the house was only allowed for urgent necessities: grocery shopping, going to the pharmacy, doctors' appointments, and never without a face mask, an essential protection, and one that was also impossible to find. Many companies reconverted their production to meet demand, because too many faces still went out uncovered.

The streets emptied, but were never silent: hymns were heard from the windows, sung at the top of people's voices, but not always managing to soar above the ambulance sirens. But when they did, they were able to give people a little hope.

The same hope that doctors, nurses and health staff guarded in their hearts, like the most precious treasure, which helps them to face the darkness of crowded intensive care units, the lack of equipment and medical protection, the lack of knowledge as to how to confront the virus and heal one's patients. Every sick person is a case in its own right: there are those who develop the normal flu symptoms, those who are totally asymptomatic, those who lose their sense of taste and smell, but also those who can't breathe and who need mechanical ventilation, or, yet again, those who suddenly die.

Covid-19 is an enemy with unpredictable moves, against which we can only defend ourselves by covering the nose and mouth, keeping distant, limiting our movements and frequently disinfecting hands and objects. Isolating the sick, even if this means one's children or grandparents. Giving up a little freedom for one's health and one's loved ones.

Unusual words, like lockdown, quarantine, and social distancing therefore entered our daily vocabulary.

In a world in which hugs, kisses, or

handshakes no longer exist, social lives went online and everyone, children, adults, and grandparents learned to communicate remotely. Programs like Skype or Zoom became part of our daily routine.

Covid-19, in fact, not only revolutionised lifestyles and undermined individuals' ability to interact, but also intensified inequalities and situations of poverty and precariousness.

The report "Non da soli – cosa dicono le famiglie" ("Not alone - what families say") by Save The Children highlighted how 77.6% of Italian families suddenly saw their income change, with the result that they had to reduce expenses for every type of good, including essential ones.

If the pandemic struck everyone, without any exception, it is still true that those who paid the greatest price, from an economic and social point of view, were those who were already affected by disadvantage: small business owners, precarious workers, the unemployed, and a large section of women who, with the lockdown, saw their salaries reduced or even wiped out.

All the health workers too, constantly at risk of infection, worked exhausting schedules to ensure the operation of the large health apparatus and to ensure that everyone received treatment.

And let's not forget young people. The emergency imposed a new education model, based on distance learning. If, on the one hand, this new approach was able to stimulate greater independence and responsibility on the part of students, on the other hand, it deprived them of the typical social life in school environments, composed of meetings, exchanges, and practical experiences, with all the psychological and behavioural consequences that were derived from this.

Not only this, distance learning highlighted a problem long neglected, but clearer than ever today: the digital divide. ISTAT data show that 12.3% of school-age children between 6 and 17 do not have a computer or tablet at home, while 57% share one with their family, often causing organisational problems given the increase in smart working.

In this scenario, someone needs to act. The institutions, first of all, but not just the

institutions. To define their role in response to this health crisis, a great number of non-public actors, such as the companies who hadn't stopped, also had to think.

This was the moment to demonstrate their commitment in relation to a broad community with real needs that could not be put off, which necessitate an effective limiting of the negative social impacts of an external shock like that caused by Covid-19.

Support for the weakest sectors of the population, the young, and those engaged in the front-line battle against Covid-19. Economic, health, and psychological help and equipment.

Reale Group acted promptly in this direction, collaborating with non-profit firms and providing support to individuals struck by the pandemic, from an economic, social, and medical point of view.

The emergency is not yet over, but stopping to look behind at what has been done is essential to hitting pause and planning future actions.

Not just in Italy, but also in Spain and in Chile.

# COVID-19 Emergency

## Year 2020



Although every country recorded different reactions and peculiarities, what the whole world had in common was a lack of preparation. No one was ready to confront a pandemic and what was most lacking was the equipment: not only a deficit of hospital equipment and beds, but there was also a short supply of all those materials useful to the community to prevent infection, like masks, hand sanitiser, and gloves.

These were pressing needs, which necessitated a rapid response.

### ● ITALY

Italy was one of the first countries to take action, given the speed and extent of the infection. The immediate response was that of the total lockdown: the closure of shops, offices, schools, and public places, except for essential activities, travel was prohibited and positive cases isolated. In the months following, the total lockdown gave way to partial closures, based on the national transmission index.

### ● SPAIN

The spectator of what was happening in its neighbour Italy, Spain declared a state of emergency on 14 March 2020, mobilising the army, preparing the closure of public places and placing the hospitals and private treatment facilities under the control of regional public health authorities.

### ● CHILE

In Chile, "patient zero" was confirmed by the Ministry of Health on 3 March 2020. With the increase in cases, on 22 March the Chilean government decreed a curfew across the whole country, which was followed, subsequently, by limitations on movement between regions with the necessity of health passports and the quarantine of critical regions, towns, and districts.



ITALY

## 2020: A CHALLENGING YEAR

2020 will go down in history, including Reale Group and the Reale Foundation's history.

We found ourselves facing an unforeseeable scenario and a challenging one, to put it lightly: new emergencies, pressing needs to satisfy, continual requests; the pandemic has made new needs and criticalities emerge that, however, we have not hesitated to welcome and meet.

And when the game gets tough, a big team puts its best players on the field.

Reale Group and Reale Foundation in Italy, Spain, and Chile quickly responded to the Covid-19 emergency with flexibility and determination, getting on the field not just to do, but to BE THERE, and to be an example.

10 million Euro in support, 150 initiatives, more than 160,000 personal protection devices, 80 ICU beds for intensive care and sub-intensive care. These are only some of the numbers of the concrete commitment that we have offered, to confront a situation that offered no certainty but which opened new and unpredictable vistas.

An emergency, therefore, but not just. Our attention is also directed at the recovery, at research, at innovation, and the future. Proof of this is the telemedicine project with the Ospedale Gemelli in Rome, which enabled

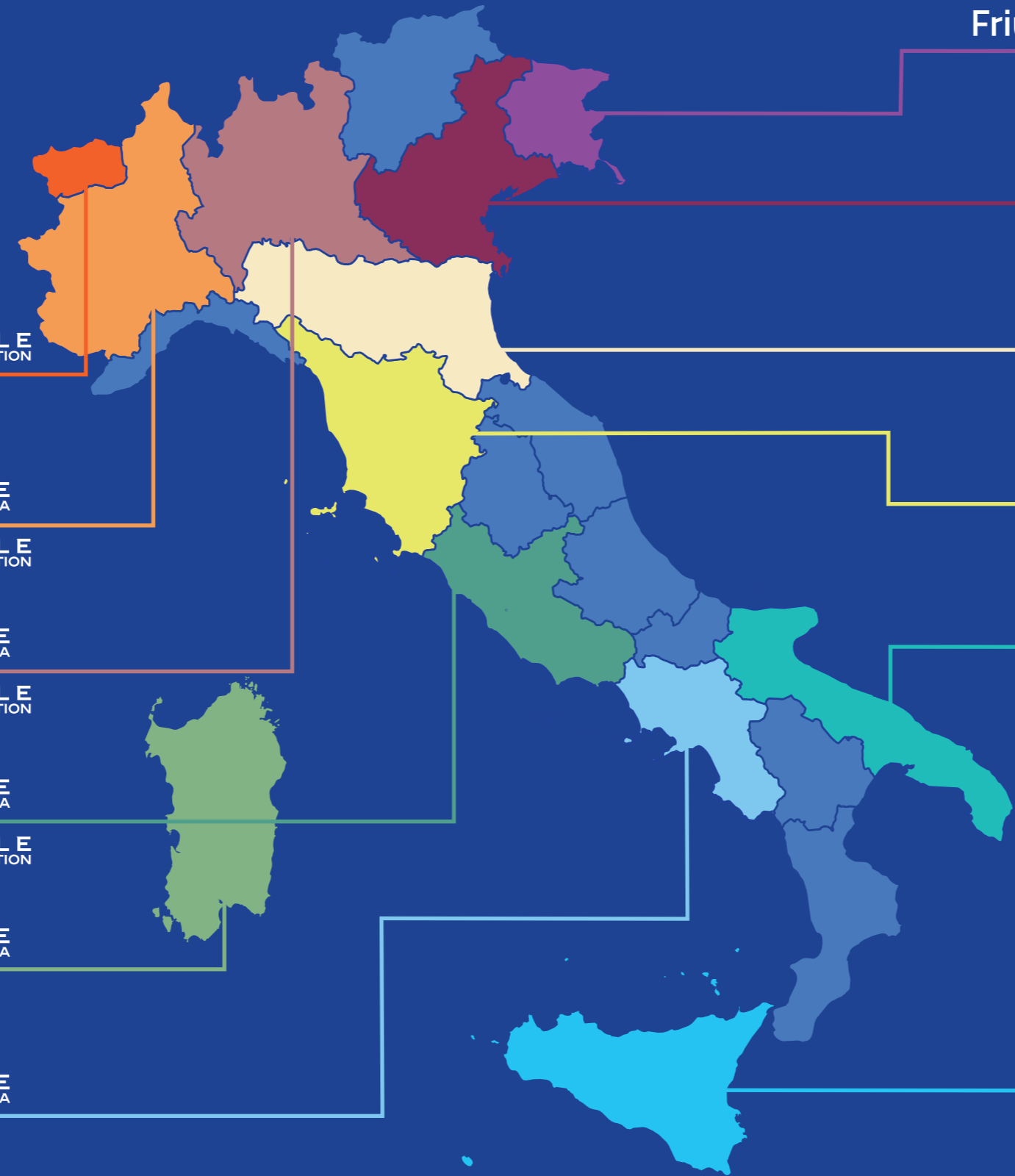
specialist and interpersonal teleconsultation with cancer patients, who weren't able to reach hospital facilities in person due to the risk of infection. Another example is the concrete support in the areas that worked on the emergency and on scientific research linked to the Covid-19 Coronavirus.

This year, which was so challenging and complicated, ended by making us heir to a new understanding and so many journeys yet to undertake for which Reale Group and Reale Foundation will continue to ensure their presence and their support.

**Virginia Antonini** -  
Head Of Sustainability and Corporate  
Communication Reale Group

# COVID-19 Emergency interventions

**ITALY: 5,394,900 €**



**Valle d'Aosta** 5,000 € REALE MUTUA FOUNDATION

**Piemonte** 1,114,000 € REALE MUTUA  
117,300 € REALE FOUNDATION

**Lombardia** 1,544,400 € REALE MUTUA  
40,800 € REALE FOUNDATION

**Lazio** 1,040,000 € REALE MUTUA  
60,000 € REALE FOUNDATION

**Sardegna** 77,100 € REALE MUTUA

**Campania** 250,000 € REALE MUTUA

**Friuli-Venezia Giulia** 50,000 € REALE MUTUA

**Veneto** 281,000 € REALE MUTUA

**Emilia-Romagna** 60,000 € REALE MUTUA

**Toscana** 82,000 € REALE MUTUA

**Puglia** 41,300 € REALE MUTUA

**Sicilia** 90,000 € REALE MUTUA

## National projects

RG Managers' Contribution 250,000.00 €

Project "Cene a domicilio" for poor families - Tu, Mi, Ud  
Specchio dei tempi 292,000.00 €





Project

## Bimbi Sicuri



Specchio dei tempi ONLUS



### OBJECTIVES OF THE PROJECT

With the "Bimbi Sicuri" project, Specchio dei tempi and Reale Foundation wanted to equip Turin schools with the **health facilities** necessary to ensure the **return to school business** in complete safety: continuous cleaning of the premises, sanitization of the classrooms, hygiene of the pupils and school staff.

The goal is that of reducing the risk of infection, which is especially dangerous for the grandparents and parents of pupils.

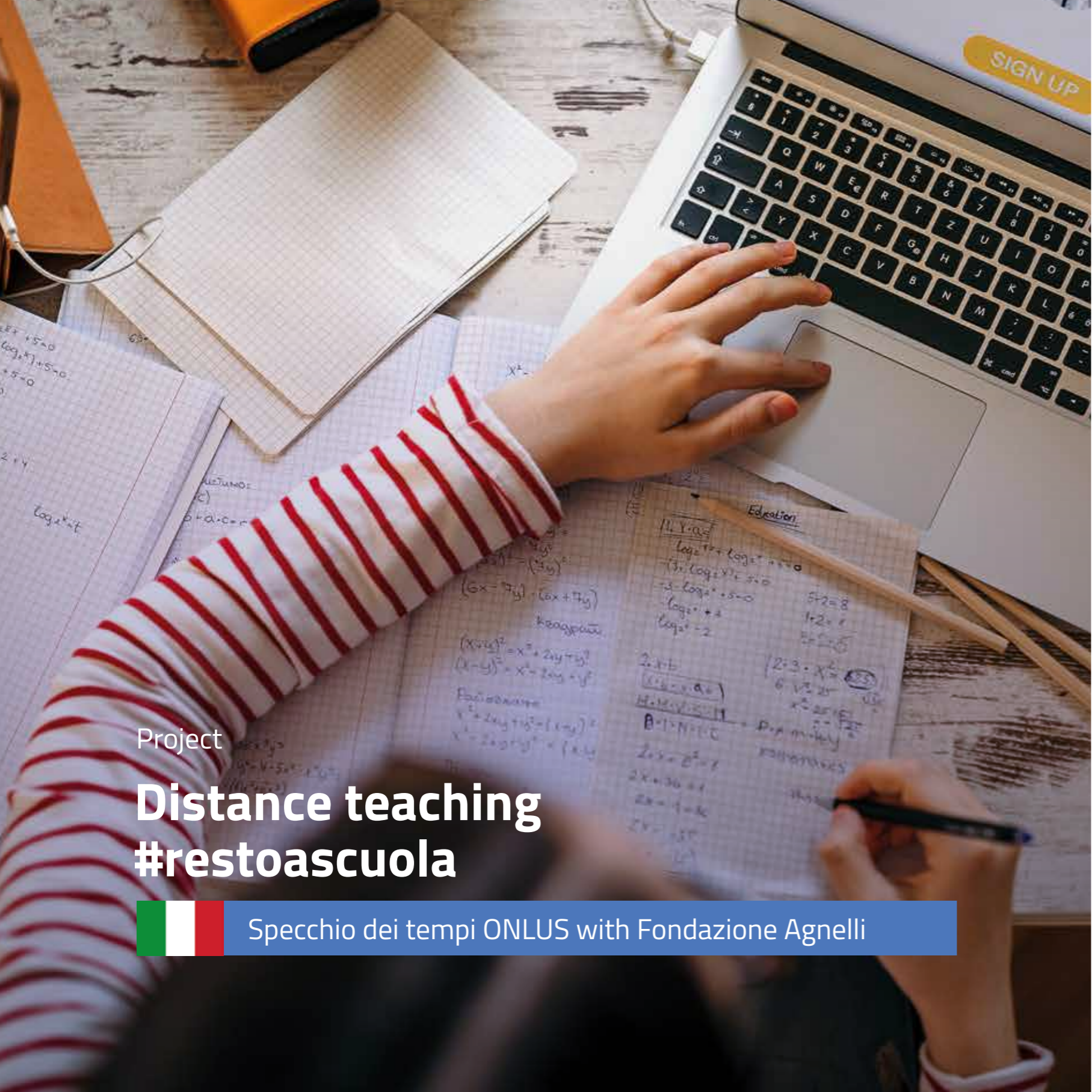
### BENEFICIARIES

The first kits of the "Bimbi Sicuri" project were delivered through the Cooperativa Sociale "Crescere 1979" to **the Anna Frank primary school** in Turin.

To date, more than 140 primary and intermediate schools in Turin have applied for it.



Amount distributed **40,000 €**

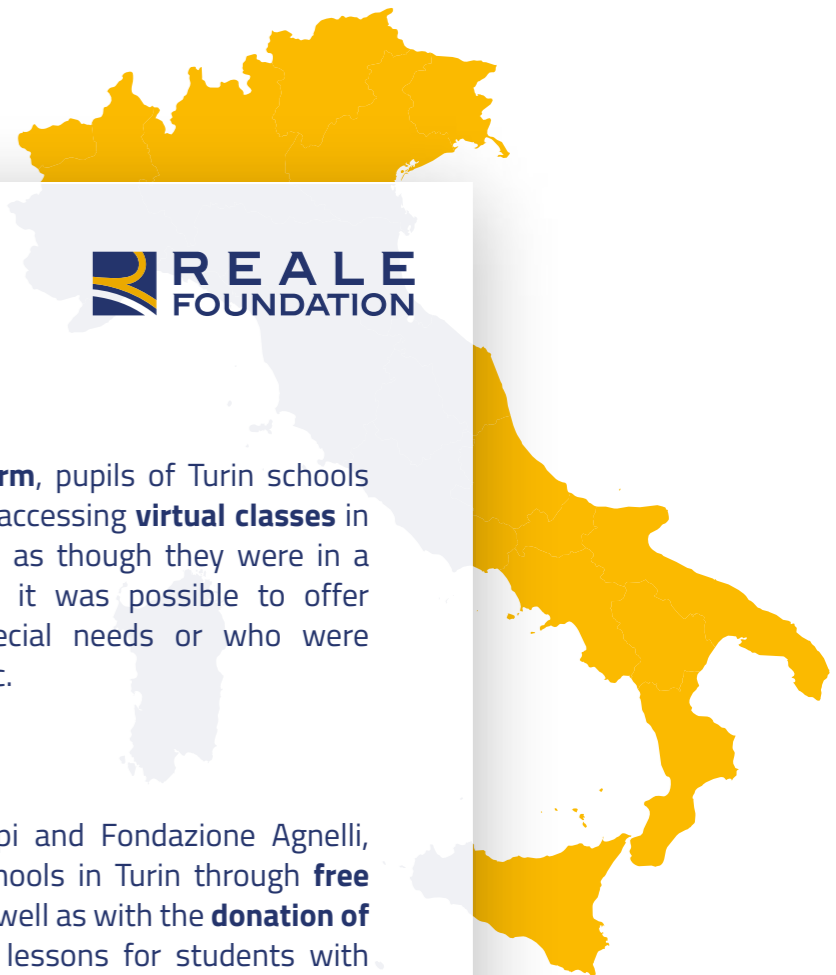


Project

# Distance teaching #restoascuola



Specchio dei tempi ONLUS with Fondazione Agnelli



 **REALE**  
FOUNDATION

## OBJECTIVES OF THE PROJECT

Going to class without going to school.

Through the **Schoolr.net e-learning platform**, pupils of Turin schools could do lessons while remaining at home, accessing **virtual classes** in which the teachers could do their lessons, as though they were in a classroom. Through ad hoc blocks, then, it was possible to offer **personalised lessons** to pupils with special needs or who were experiencing difficulties due to the pandemic.

## BENEFICIARIES

Reale Foundation, with Specchio dei tempi and Fondazione Agnelli, decided to offer some tangible help to schools in Turin through **free registration** on the Schoolr.net platform, as well as with the **donation of 100 blocks** of 100 hours of personalized lessons for students with greater difficulties. Teachers from all schools were able to take part in the project, thus obtaining a tool to interact directly with their students.



Amount distributed

**10,000 €**

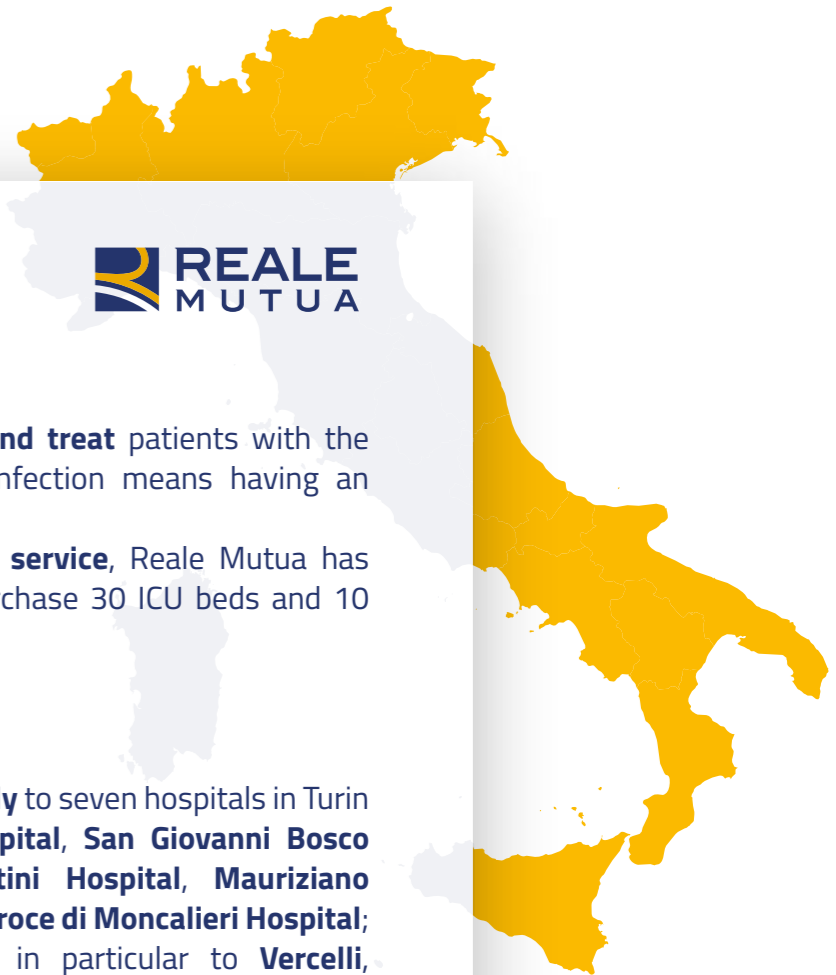


Project

# 30 ICU Beds and 10 Multi-Parameter Monitors



ASL TO 3



## OBJECTIVES OF THE PROJECT

Being able to **adequately accommodate and treat** patients with the **most severe symptoms** from Covid-19 infection means having an adequate number of beds and equipment. For this reason, **in support of the health service**, Reale Mutua has decided to allocate one million Euro to purchase 30 ICU beds and 10 multi-parameter monitors.

## BENEFICIARIES

The beds and monitors were **donated directly** to seven hospitals in Turin and its outskirts: **Regina Margherita Hospital, San Giovanni Bosco Hospital, Maria Vittoria Hospital, Martini Hospital, Mauriziano Umberto I Hospital, Rivoli Hospital, Santa Croce di Moncalieri Hospital**; and to healthcare centres in Piemonte, in particular to **Vercelli, Alessandria, Savigliano, Saluzzo, Tortona, Pinerolo, Verbania**.



Amount distributed **681,285 €**



Project

## 600 COVID-19 tests for the Cottolengo Hospital Analysis Laboratory



Piccola Casa della Divina Provvidenza Cottolengo



### OBJECTIVES OF THE PROJECT

The **early detection of Covid-19 infection** has proved increasingly crucial, both to promptly intervene and to limit the spread of the virus. For this reason, in Piedmont, one of the regions worst hit by the emergency, Reale Group has decided to donate 600 Covid-19 tests to the Piccola Casa della Divina Provvidenza in Turin to be done in the Analysis Laboratory of the Cottolengo Hospital.

### BENEFICIARIES

Covid-19 tests proved to be extremely important for the hospital facility, which activated **two wards for treating the sick**. Testing whoever presented suspicious symptoms, in fact, enabled the hospital to **better manage the pandemic**.



Amount distributed **15,000 €**



Project

## Un respiro per le piccole imprese



Specchio dei tempi ONLUS



### OBJECTIVES OF THE PROJECT

Encouraging the **recovery of micro and small businesses** badly struck by the Coronavirus emergency: this is the goal of the “Un respiro per le piccole imprese” tender, in which Reale Mutua invested 100,000 Euro to finance support aimed at **Turin-area businesses** that were among the worst struck by the Covid-19 emergency.

### BENEFICIARIES

The “Un respiro per le piccole imprese” tender will offer a contribution of 5,000 Euro to **220 Turin-area businesses** based on the assessment of a recovery project by a special Commission.



Amount distributed

**100,000 €**



Project

## 1,500 plexiglas screens for Turin taxi drivers



Turin Municipality - Taxi



### OBJECTIVES OF THE PROJECT

Reale Mutua made a commitment in different areas to make a contribution to the Covid-19 emergency.

One of the actions that it implemented concerns offering **protection to 1,500 taxi drivers** in the metropolitan area of Turin with the installation, on all the cars, of a **plexiglas** divider between the front and rear part of the vehicle in order **to reduce the risk of infection** between the driver and passengers.

### BENEFICIARIES

This initiative enabled the whole taxi category in Turin to safely fulfil its service. Once the emergency has passed, the partition will, in any case, **guarantee greater** protection for everyone.



Amount distributed

**76,860 €**



Project

# Lung ventilators for the Fondazione HUMANITAS



Fondazione Humanitas per la Ricerca



## OBJECTIVES OF THE PROJECT

**Dyspnoea**, i.e., difficulty in breathing, is one of the most common symptoms among Covid-19 patients.

For this reason, equipment that helps patients in the treatment of breathing difficulties is particularly valuable.

Reale Mutua thus decided to set aside one million Euro for the purchase of **50 lung ventilators**, donating them to Fondazione Humanitas so that they could be assigned to the hospital facilities that most need technical tools.

## BENEFICIARIES

In the health emergency, **Lombardia** was certainly one of the regions worst struck by Covid-19. Because of this, the new lung ventilators were destined for facilities in **Rozzano, Varese** and **Bergamo**.



Amount distributed **1,000,000 €**

A Tutti Voi... Grazie!

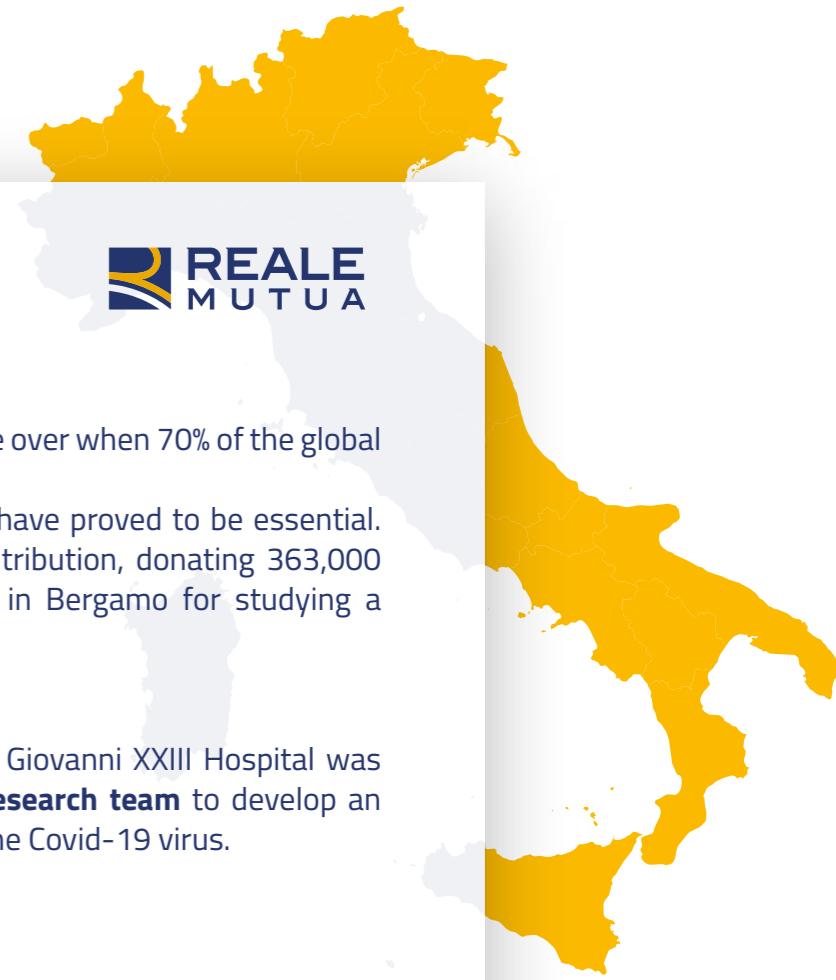


Project

## Support for the study of a vaccine for researchers of the Papa Giovanni XXIII



ASST Papa Giovanni XXIII



### OBJECTIVES OF THE PROJECT

The health emergency can only be said to be over when 70% of the global population is vaccinated. Because of this, **investments in research** have proved to be essential. Reale Mutua wished to make its own contribution, donating 363,000 Euro to the Papa Giovanni XXIII Hospital in Bergamo for studying a targeted vaccine.

### BENEFICIARIES

With the Reale Mutua donation, the Papa Giovanni XXIII Hospital was able to form **a specialised medical and research team** to develop an epidemiological study aimed at analysing the Covid-19 virus.



Amount distributed **363,000 €**





Project

## 50 intensive and sub-intensive care unit beds



Azienda Zero Regione Veneto



### OBJECTIVES OF THE PROJECT

Italian hospitals were severely tested by the Coronavirus infection, exhibiting difficulty in providing immediate healthcare to patients who were hospitalised.

The fundamental cause of this problem is to be found in the **lack of suitable equipment** for managing the emergency: registering this need, Reale Mutua wished to support the health facilities of the areas that were worst struck, such as the **Veneto**, to which 281,000 Euro were donated for the direct purchase of **50 beds** for intensive and sub-intensive care units.

### BENEFICIARIES

The donation will increase the chances of providing **adequate health care** for those who show the most serious symptoms of the Coronavirus's spread.



Amount distributed **280,912 €**



Project

# “ROBOTICA REstart” project for safely disinfecting



Fondazione Il Talento all'Opera - Sant'Anna School of Advanced Studies



## OBJECTIVES OF THE PROJECT

Reale Group donated 82,000 Euro to the Fondazione Il Talento all'Opera of the Sant'Anna School of Advanced Studies in Pisa to implement the project “**ROBOTICA REstart per emergenza Covid-19 - Drone robotico per sanificazione ambientale COVID-19**”.

The drone, designed by a team coordinated by Professor Antonio Frisoli, makes it possible to conduct **sanitisation operations** in hospitals and health facilities in perfect safety for the operators, who can **remotely control** the operations without being exposed to situations of potential contamination.

## BENEFICIARIES

The **operators who will avoid being exposed** to dangerous infection situations, as well as the team of Professor Frisoli who will have funds made available for research, will directly benefit from the project. With a team composed of researchers and teachers from two Biorobotics and TeCIP Institutes, and by undergraduate and PhD students, the Sant'Anna School will, in addition, develop, a **semi-humanoid, telepresence platform** in the context of the international competition ANA Avatar XPRIZE.



Amount distributed

**82,000 €**



Project

# Keep In Touch



Associazione Attilio Romanini Onlus



**REALE**  
FOUNDATION

## OBJECTIVES OF THE PROJECT

Keep In Touch set itself the task of maintaining a **direct link between specialists, GPs/paediatricians, patients and their families** by establishing a system of **teleconsultation** and **telereactions**, so that treatments could continue even when all of Italy had stopped.

Treatment and care schedules, clinical information and recommendations for psychological support are sent to smart phones and tablets, which, in turn, report any information that might be helpful for supporting the patient or family back to the coordination centre. Keep In Touch proved to be an innovative model in the context of Health and Welfare, able to implement **Digital Health** tools to support the most vulnerable patients.

## BENEFICIARIES

Five teleconsultations per day, at least 1,000 per year, for the benefit of all patients for whom the risk linked to infection with Covid-19 increased due to previous health conditions.

The **treatment** of more and more patients **via telematics** has made it possible, in addition, to reduce the heavy load on many hospitals in the **nation**.



● Rome

Amount distributed

**60,000 €**



Project

## FAST TRIAGE Equipment



Fondazione Policlinico Universitario Agostino Gemelli IRCCS



**REALE  
MUTUA**

### OBJECTIVES OF THE PROJECT

The spread of the Covid-19 virus has led to a hospital maxi-emergency, with an extraordinary influx of sick people who require immediate assistance.

Because of this, tools for **streamlining and speeding up hospital reception processes** have proved to be necessary, identifying the severity and consequent priority, the treatment area, as well as **reducing wait times** and improving the quality of the healthcare offered. Unlike normal triage, with the Fast Triage "First Assessment and Sequential Triage" equipment, multiple cases can be managed, hence optimizing resources and providing an adequate response.

### BENEFICIARIES

Reale Mutua decided to donate one million Euro to the **Policlinico Gemelli of Rome**, one of the hospital facilities in Rome with the greatest influx of patients, to adopt the Fast Triage equipment in its Emergency Department.



Amount distributed **1,000,000 €**



Project

## Mini Virus BOT

Fondazione Policlinico Universitario Agostino Gemelli IRCCS



### OBJECTIVES OF THE PROJECT

Over the last few months, it has proved essential to **trace infections** and **isolate the sick**, especially in environments where the risk of its spreading is higher.

Reale Mutua wanted to lend its support to preventing the infection by supporting technological innovation and, in particular, the development by the Fondazione Policlinico Gemelli di Roma of a **Mini Virus BOT** capable of **detecting the presence of the virus** in hospital environments.

### BENEFICIARIES

Through this technology, it will be possible to identify the **presence of infected people in the wards** and in the Emergency Department, scheduling their immediate **transfer to special facilities dedicated to Covid-19** and thus limiting the spread of the virus.



Amount distributed

**30,000 €**



Project

# Tools and materials for managing the emergency



Azienda Ospedaliera dei Colli



## OBJECTIVES OF THE PROJECT

Especially in the first phase of the health crisis, the Italian health facilities recorded **a lack of the necessary health equipment** for confronting the effects of the pandemic.

Reale Mutua wanted to support hospitals throughout the Italian peninsula: because of this, it decided to donate 250,000 Euro to the **Cotugno Hospital in Naples**, an infectious diseases centre of excellence in Southern Italy, to which tools were provided for managing the crisis, as well as medical materials necessary for operating.

## BENEFICIARIES

**Dr Vincenzo Sangiovanni**, Director of the Immunodepressed Systemic Infections unit of the Cotugno Hospital in Naples, has highlighted how this donation has allowed us **to increase resources available** for health operators and researchers at the Hospital, helping them in the fight against Covid-19.



● Naples

Amount distributed **250,000 €**



Project

# Multi-parameter monitors, lung ventilators and portable pulse oximeters



A.R.N.A.S. Garibaldi



## OBJECTIVES OF THE PROJECT

Reale Mutua also sustains Sicilian health in tackling the Covid-19 virus, which has struck the island, above all, in the second phase of the emergency. Through a donation of 90,000 Euro, Reale Mutua wished to support the **Garibaldi Hospital in Catania** in purchasing medical devices such as **multi-parameter monitors, lung ventilators, and portable pulse oximeters**, as well as other medical equipment that can help to manage the emergency.

## BENEFICIARIES

The equipment that will be installed within the Catania health facility was useful, above all, in **intensive and sub-intensive care wards**, where patients who had the most critical symptoms were hospitalised.



Catania

Amount distributed **90,000 €**



Project

## A Cena con la Solidarietà



Specchio dei tempi ONLUS



### OBJECTIVES OF THE PROJECT

The second wave of the pandemic struck many Italian families hard, families who, with the arrival of winter, found themselves confronting situations of economic precariousness and difficulty.

In collaboration with **Fondazione La Stampa - Specchio dei tempi** and in partnership with **Lavazza** and **Fondazione Vodafone**, Reale Mutua has launched the project "A Cena con la Solidarietà". This project offered **three dinners a week** for five weeks **to large families in situations of poverty**, which were cooked, packaged, and delivered to their homes by catering companies who joined the initiative.

### BENEFICIARIES

"A Cena con la Solidarietà" targeted 1,000 families in serious difficulty who are resident in the city of **Turin** (400 families), **Milan** (400 families), and **Udine** (200 families), also managing to have an important positive impact on the local catering industry.



Amount distributed

**292,400 €**





# SPAIN

## 2020: COMMITTED, TODAY AND ALWAYS

When we least expect it, life throws us a challenge to put our courage and our will to the test. This is the summary of 2020: a challenge to demonstrate our commitment, especially in relation to those who surround us.

Reale Seguros sought to demonstrate that, in difficult times, it is able to maintain its social commitment when faced with a challenge like the Covid-19 pandemic.

Because of this, thanks to our presence in the region, to our proximity to the problems in places where we operate, and to Reale Group and Reale Foundation's challenge to disburse the funding necessary to help those vulnerable groups hardest hit by the pandemic, we were able to develop 76 initiatives of direct support in order to alleviate, as much as possible, this suffering. We contributed to the mitigation of the effects through donating hospital material and personal protection devices to health and social services staff, thus, as with prevention, targeting research in the area of projects such as "YomeCorono" or "IDIPaz", always helping disadvantaged people with the sanitisation of rest homes, health and social services centres, and children's centres. We were worried about the health of those taking care of us, sustaining a psychological

support project for healthcare workers. And we disbursed resources to deal with the expenses deriving from SMEs' credit requests in four autonomous communities.

But this commitment went further. Towards society as a whole. We analysed where the principal gaps and needs were and, through collaboration between public and private organisations, brought forward social projects with a direct impact on the neediest beneficiaries.

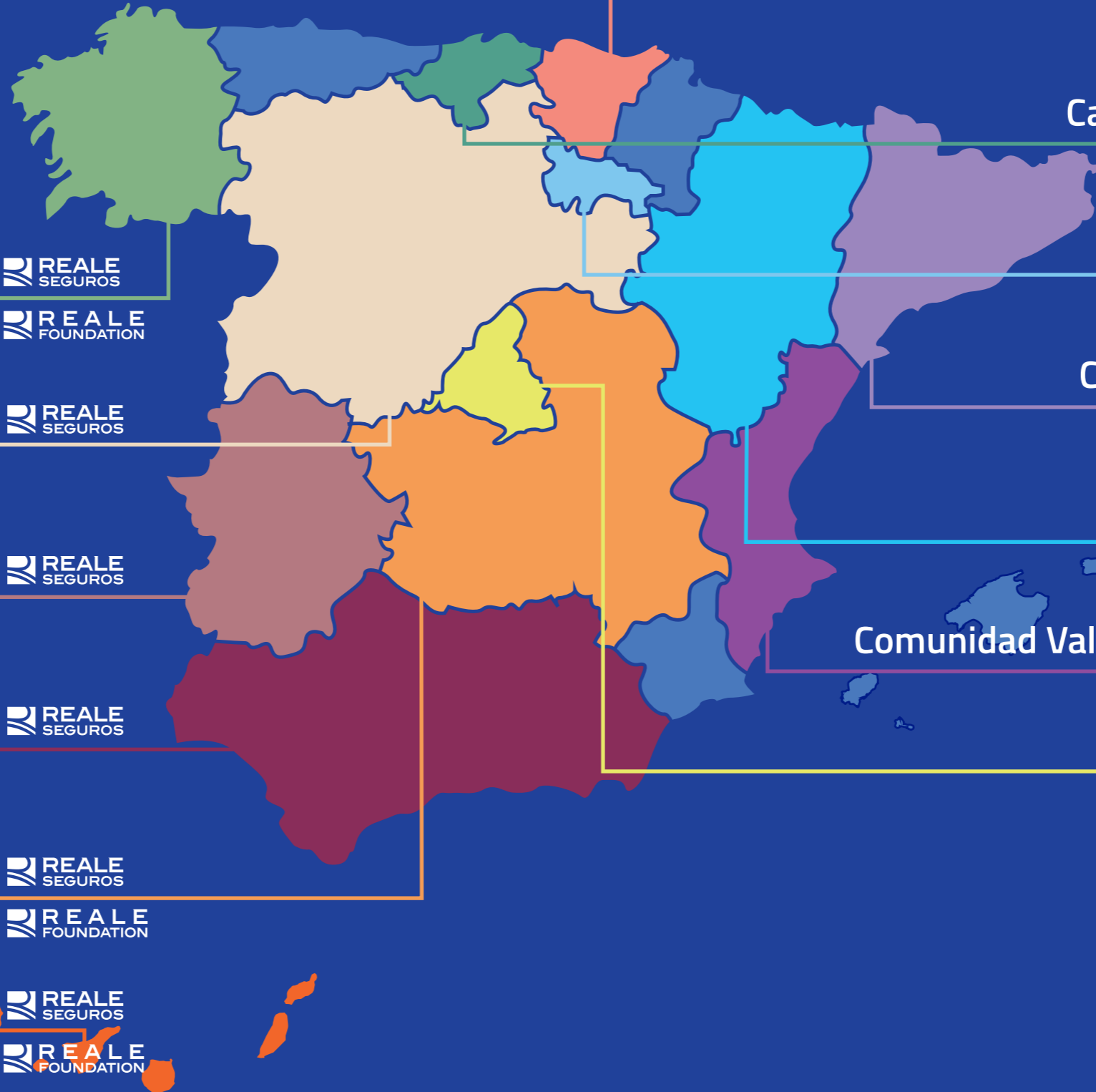
Paulo Coelho said "Life always waits for some crisis to occur before revealing itself at its most brilliant", and the brighter side is what we could see in the response that all those who are part of this family, the Reale family, gave in the worst moments: offering reciprocal support, volunteering their time, in person or virtually, helping so many people, sharing experiences and, above all, performing their duty without neglecting safety and health.

But this commitment isn't only for today. It is forever: as actors present in the society in which we live, we will be where there is a need for us.

**Pilar Suárez-Inclán** -  
Director of Institutional  
Communication and CSR

# COVID-19 Emergency interventions

**SPAGNA: 2,582,800 €**



**Galicia** 70,000 € REALE SEGUROS

10,000 € REALE FOUNDATION

**Castilla León** 205,000 € REALE SEGUROS

**Extremadura** 205,000 € REALE SEGUROS

**Andalucía** 55,000 € REALE SEGUROS

**Castilla-La Mancha** 205,000 € REALE SEGUROS

30,000 € REALE FOUNDATION

**Canarias** 45,000 € REALE SEGUROS

10,000 € REALE FOUNDATION

**País Vasco** 150,000 € REALE SEGUROS

10,000 € REALE FOUNDATION

**Cantabria** 100,000 € REALE SEGUROS

**La Rioja** 10,000 € REALE SEGUROS

**Cataluña** 195,800 € REALE SEGUROS

**Aragón** 90,000 € REALE SEGUROS

**Comunidad Valenciana** 100,000 € REALE SEGUROS

**Madrid** 192,000 € REALE SEGUROS

148,000 € REALE FOUNDATION

**Global projects**

- UNESPA Policy 700,000.00 €
- Protection Kit 52,000.00 €



Project

# Home delivery of medicines for chronic patients



Banco Farmacéutico volunteers and DHL



## OBJECTIVES OF THE PROJECT

There are subjects at higher risk of infection: these include, **those who undergo chronic treatments or who are subject to psychological and/or psychiatric therapies.**

Protecting them is essential: Reale Foundation therefore financed a voluntary programme for the Banco Farmacéutico, in collaboration with DHL, for the **home delivery of medicines**, so that these necessary purchases could be made without the need to leave home.

## BENEFICIARIES

The medicines delivery area will be that of **Vallecas**, in south Madrid, which was struck hard by the economic slowdown.



Amount distributed

**10,000 €**



Project

# Donation to the "12 de Octubre" Hospital



Hospital 12 de Octubre



## OBJECTIVES OF THE PROJECT

In Spain, Madrid proved to be a significant outbreak of the infection. In terms of restricting it, Reale Seguros wished to equip several regional facilities with **medical equipment and machinery**: including the capital's **"12 de Octubre" Hospital**, to which funds for purchasing 50 beds and furnishing necessary for intensive and sub-intensive care units were donated.

## BENEFICIARIES

During the pandemic, supporting hospitals was essential, to confront their overflowing. Providing the **tools necessary** to treat the sick in a satisfactory way made it possible, in fact, **to improve the efficiency of operations** and to better manage the daily influx in the facilities.



● Madrid

Amount distributed

100,000 €



Project

## Rest homes



ONG Grandes Amigos



### OBJECTIVES OF THE PROJECT

Thanks to the collaboration with the Grandes Amigos (NGO), Reale Foundation could **help some rest homes** in the areas of Madrid and Guadalajara, launching a project for **sanitising and providing medical equipment** for staff.

### BENEFICIARIES

The project made it possible to sanitise a total of **6 residences**, between **Madrid** and **Guadalajara**: **Residencia San Celedonio, Residencia Guindalera, Residencia Princesa, Residencia Amavir Arganzuela and Residencia Amavir Usera** in Madrid; **Residencia Guadalajara** in Guadalajara.



Amount distributed

**25,465 €**



Project

## La Paz Experimentation



Hospital La Paz Institute for Health Research



### OBJECTIVES OF THE PROJECT

In confronting a new virus, experimentation is essential. This project, which was implemented in collaboration with the Hospital La Paz Institute for Health Research (IdiPAZ) together with the emergency service, aims to **classify patients** affected by Coronavirus when hospitalised, in order to **predict their progress**, as well as to **propose a treatment** with immune checkpoint inhibitors, which block the entry of the virus into the cells, for those with a worse prognosis.

### BENEFICIARIES

The project fits into the **health research** framework regarding Covid-19 treatment, so that medical personnel can get to know, more thoroughly, the virus and have **more tools available for counteracting it**.



● Madrid

Amount distributed

**70,000 €**



Project

# UCI Psychological Support



Official College of Psychologists of Madrid (COPM)



## OBJECTIVES OF THE PROJECT

The change in habits, the impact of a new disease, and an uncertain future have triggered significant **psychological repercussions** for many individuals, especially in individuals facing the emergency every day. Because of this, Hu-Ci (Humanizing Intensive Care) has launched a psychological assistance project for professionals, patients, and families, hiring **10 expert psychologists** to work in 10 intensive care units in the Regions of **Madrid** and **Castilla-La Mancha**.

## BENEFICIARIES

The project will provide **psychological assistance from Monday to Friday** to the beneficiaries, both through face-to-face appointments and via telematics.

Amount distributed

**30,000 €**



Project

# #YOMECORONO research project



#YOMECORONO



## OBJECTIVES OF THE PROJECT

Over these last few months, the support provided to research initiatives has also been essential. In Spain, the **Hospital Germans Trias i Pujol**, the **Fundación de Lucha Contra el Sida** and the **Fundación Irsicaixa** have launched an **online crowdfunding campaign** to gather funds for studying Covid-19, to which Reale Seguros wished to join with a donation of € 100,000.

## BENEFICIARIES

The experimentation, approved by the Spanish **Medicines Agency**, proved extremely useful in **defining immediate treatments** to be administered to the infected and to effectively prevent infection.

Amount distributed

**100,000 €**





Project

## Solidarity auction



Asociación Creadores de Moda de España



### OBJECTIVES OF THE PROJECT

Big firms in the Spanish fashion industry wished to support the research into and fight against Covid-19. In addition to **producing masks** and supporting projects battling the virus, 28 brands belonging to the Asociación Creadores de Moda de España launched an **auction for unique and special garments during Madrid Fashion Week**. Reale Seguros, recognising this commitment, wished to support the initiative and covered the management costs.

### BENEFICIARIES

The auction, set up by ACME, which has been active for years in promoting the values of sustainability and slow fashion, managed to gather the funds necessary to support not only **research projects into fighting Covid-19**, but also the initiative **#YoMeCorono** which is carried out in the **Hospital Germans Trias i Pujol** of Badalona.



Amount distributed

**10,000 €**



Project

## Financial help for business people and SMEs



Governments of Castilla y León, Castilla-La Mancha, País Vasco and Extremadura



### OBJECTIVES OF THE PROJECT

During the pandemic, Reale Seguros channelled its support of autonomous **workers** and **small and medium enterprises** struck by the socio-economic impact of the health crisis, by giving them access, in collaboration with **four regional governments**, to **financing** that will help them to ensure their businesses survive. Reale Seguros has also paid the financial costs of guarantees granted by the four public companies of these four regions.

### BENEFICIARIES

The pandemic has badly hit small production firms in different countries, which suddenly found themselves without an effective response. It was, therefore, vital **to provide help and support** to the companies of **Castilla y León, Castilla-La Mancha, País Vasco** and **Extremadura**, to head off precarious situations and failures.



Amount distributed

**600,000 €**



Project

## Assistance projects



CARITAS



### OBJECTIVES OF THE PROJECT

During the pandemic months, **Caritas** recorded demand for economic help for living expenses that was five times greater what it normally was and a doubling of help needed in paying for accommodation. Because of this, Reale Seguros wanted to participate in the “**Empresas con corazón durante el Covid-19**” initiative, to help families in need overcome this complex period.

### BENEFICIARIES

Through this assistance project, it was possible to help thousands of people in the regions of **Seville** (Andalucía), **Murcia**, **Albacete** (Castilla-La Mancha), **Valencia**, **Castilla y León**, **Santiago de Compostela** (Galicia) and **Cataluña**.

Amount distributed

**165,000 €**



**CHILE**

## 2020: TOGETHER IS BETTER

We are a young country; for this reason, the pandemic represented one of the most dramatic moments in two hundred years of our history. In any case, being part of Reale Group and of its mutual spirit pushed us to honour our social role as insurers in this company, which will shortly mark its fourth anniversary in Chile. The more than 190 years of Reale Group history in Italy and the more than 30 in Spain show us the way to follow to help our compatriots in these difficult times, just like the experience and commitment of each of our collaborators. Because we have the DNA of service inside of us, because we know how to be an essential part of a company that, like the whole world, is full of uncertainty, at Reale Seguros we can support various causes to confront the effects of Covid-19, in part thanks to the € 100,000 aid fund set aside by the Reale Foundation.

The pandemic, without a shadow of a doubt, has severely tested us and the whole of humanity.

We had to get close, while also maintaining our distance, and learn new forms of working together and overcoming this complex present and uncertain future. The company, in any case, knew how to react to this new

scenario without its main partners suffering the consequences of this exceptional situation.

The management of Reale Seguros supported its collaborators in the transition to working remotely, ensuring continuous monitoring and training, paying particular attention to our most important members with strategies devised based on new conditions and clauses to benefit policyholders in commercialised products. In Chile, since 2017, "Together is better".

**Cristián Astete -**  
Head of Marketing, Communication  
and CSR

# COVID-19 Emergency interventions

**CHILE: 99,700 €**

**Coquimbo 6,650 €**

**Valparaíso 12,850 €**

**Bio-Bio 3,900 €**

**Araucanía 11,000 €**

**Santiago 65,300 €**

Hogar de Ancianos Espiritu Santo de San Vicente de Paul  
Fundación Las Rosas  
Hospital San José

Coar Formando Chile  
Fundación Santa Clara

Hogar Nuestra Señora de la Merced

Hospital Luis Calvo Mackenna  
Fundación M. Jesús Vergara

Hogar Santa Ana

Casa Familia

Corporación Mater

Hogar Inés Riesco Llona

Fundación Nuestros Hijos

Casa de reposo Maria Mazzarello



Project

## Telemedicine project



Congregación Maria Auxiliadora



### OBJECTIVES OF THE PROJECT

For the Congregación Maria Auxiliadora this pandemic meant mandatory quarantine in the facilities under its care.

Reale Foundation contributed to alleviating the **situation of physical and social isolation** of the residents of these facilities, i.e., the **children housed in the Hogar Inés Riesco Llona** and the **nuns in the Sagrado Corazón residence**, donating health equipment and material and ensuring remote medical assistance through specialist consultancies via telemedicine.

### BENEFICIARIES

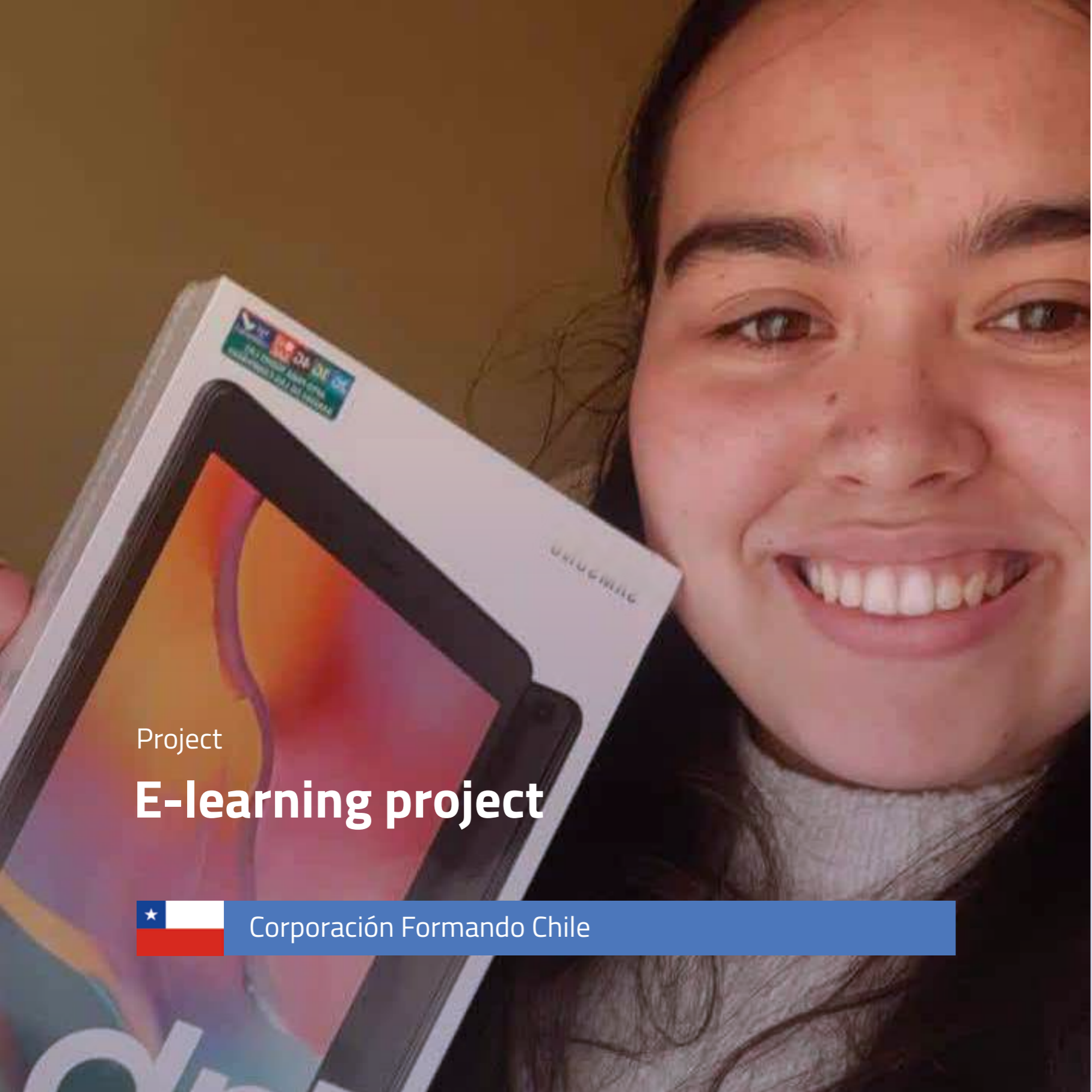
The project mainly targeted the **24 children** aged between 2- and 12-years-old of the community of the Hogar Inés Riesco Llona (all of whom are under legal protection having been preventatively removed from their homes in children's court judgments) and **12 retired** nuns of the Congregación Maria Auxiliadora, who have retired to the Sagrado Corazón residence in Santiago.



● Santiago

Amount distributed

3,744 €



Project

## E-learning project



Corporación Formando Chile



### OBJECTIVES OF THE PROJECT

The health crisis has had significant repercussions on the instruction and education of the youngest. Responding to the request for help from training institutes, Reale Foundation contributed to equipping students followed by the Corporación Formando Chile, with which it has collaborated since 2019, with **electronic devices for following lessons online**.

In addition, the donation also served to publish a text in supporting online education, which was distributed to students in particularly vulnerable situations.

### BENEFICIARIES

The project involved the donation of **10 tablets** to some students in the **Training School for accessing university courses** programme that the Corporación Formando Chile organises.

There were 480 beneficiaries who received the textbook, children between 8- and 14-years-old who live in areas with a high vulnerability index.

● Santiago

Amount distributed

4,923 €



Project

## COVID-19 PPE for children's homes



Fundación Casa Familia



### OBJECTIVES OF THE PROJECT

Fundación Casa Familia is the national spokesperson for a network of **Paediatric Oncology shelters**, for families coming from all over Chile. Covid-19 has sorely tested the safety of children who have to confront a treatment journey far from their families' residence. Reale Foundation wanted to support the work undertaken in these shelters, **by donating personal protection equipment**.

### BENEFICIARIES

**15,500 surgical masks, 2,800 FFP2 masks, 8,500 vinyl gloves, 3,000 gowns and 130 litres of hand sanitizer** were donated to a total of six paediatric facilities: **Casa Familia** in Ñuñoa, **Fundación Santa Clara** in Recoleta, **Fundación María Jesús Vergara** in Providencia, **Fundación Nuestros Hijos** in Pedro Aguirre Cerda, **COAR** in Independencia, and **CONILE** in Temuco.

● Santiago

Amount distributed

**16,952 €**





Project

## Fundación Las Rosas



Corporación Formando Chile



### OBJECTIVES OF THE PROJECT

Fundación Las Rosas is a network of rest homes for the elderly that, with the outbreak of the pandemic, confronted many difficulties in protecting its elderly residents.

Many of them, unfortunately, did not survive Covid-19, leaving their stories and affection as a legacy.

Through Reale Foundation, however, the operators of Fundación Las Rosas were able to save many other lives: the rest homes, in fact, received a supply of **6,900 surgical masks, 120,000 vinyl gloves, and 1,000 gowns.**

### BENEFICIARIES

Six rest homes spread throughout Chile benefitted from the donation of personal protection devices: Hogar **Nuestra Señora de la Merced** and Hogar **Nuestra Señora de Guadalupe** in Independencia, Hogar **Santa Ana** in Santiago, Hogar **La Visitación de María** in La Serena, Hogar **Nuestra Señora del Carmen** in Nogales, Hogar **San Juan Pablo II** in Concepción.

Amount distributed

**24,377 €**

