

# 4

## SOCIAL ACTIONS AND RESULTS.

### 4.1. HUMAN CAPITAL.

IBERIA's staff numbers more than 25,000 people, including ground staff and cockpit and cabin crews. Our ground staff is subdivided into nine main categories, including senior technicians and managers, administrative personnel, auxiliary services staff, aircraft maintenance technician and data-processing technicians.

IBERIA also has foreign employees in nearly all the countries to which it flies.

The diversity and geographical dispersion of our staff, the complexity of the airline business itself, and the number of different unions representing our employees together configure a varied and nuanced panorama. Among the objectives of the Strategic Plan for 2003-2005 approved at the end of 2002 are several relating to human resources.



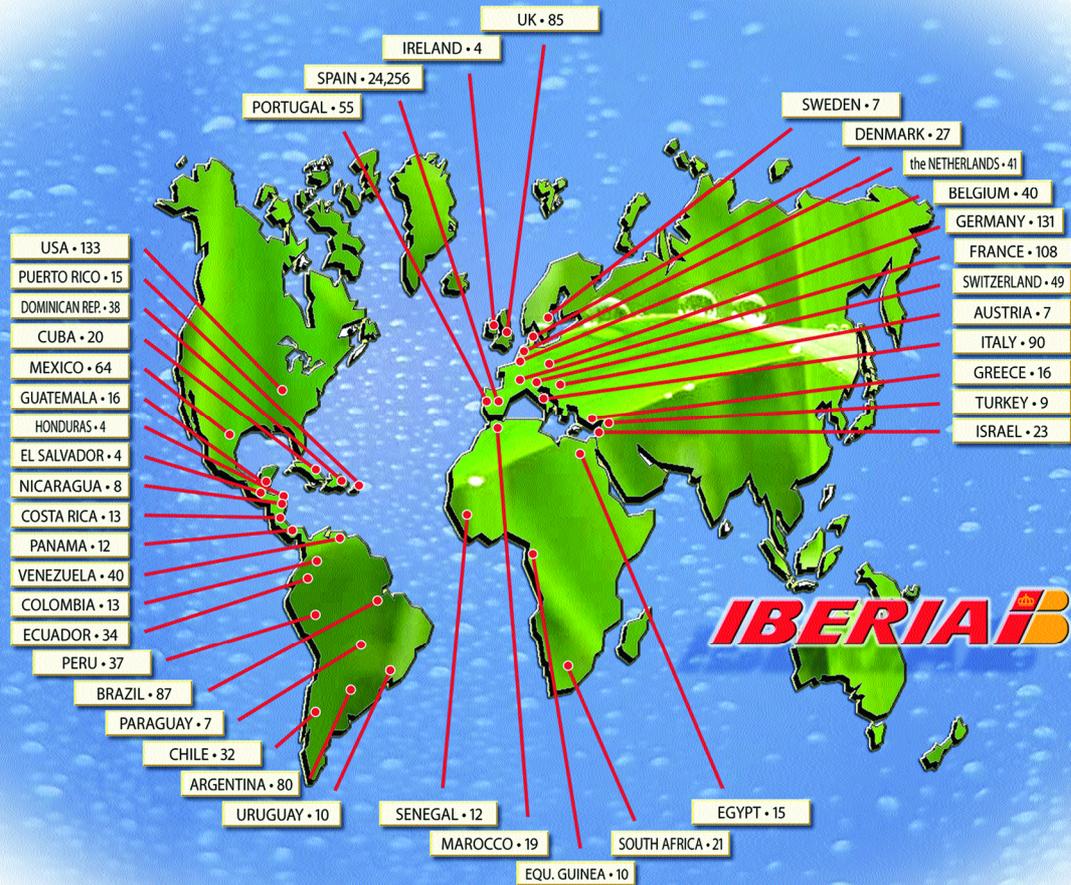
#### • Staff.

IBERIA's staff on 31<sup>st</sup> December, 2002 numbered 25,692 peoples, of which more that 75% hold ground staff positions.

Staff, Average Age, and Seniority on 31<sup>st</sup> December, 2002:

Group	No. of People	Average Age	Average Seniority
Domestic ground staff	17,838	41.64	15.16
Passenger cabin attendants	4,453	37.60	12.31
Pilots	1,899	42.59	13.75
Local staff in foreign countries	1,362	39.43	11.22
Flight engineers	107	54.63	27.73
Spanish staff based abroad	33	51.15	27.73
<b>TOTAL</b>	<b>25,692</b>	<b>40.96</b>	<b>14.42</b>

Geographical Distribution of Staff by Workplace:



• *Pay and Labour Contracts.*

Ratio of IBERIA's lowest salary to domestic legal minimum	Annual total	Staff size trends	2000	2001	2002
Minimum legal salary (euros)	6,190.80	Ground	20,378	19,837	19,233
IBERIA's minimum salary (euros)	12,968.21	Flight	6,436	6,417	6,459
Ratio IBERIA's minimum / legal minimum	2.09	<b>TOTAL</b>	<b>26,814</b>	<b>26,254</b>	<b>25,692</b>

• *Employment of People with Disabilities.*

IBERIA's human resources policy includes a series of measures intended to foster the hiring of the disabled. These measures are:

- Direct hiring of disabled people.
- Contracts with special work centres in 2002

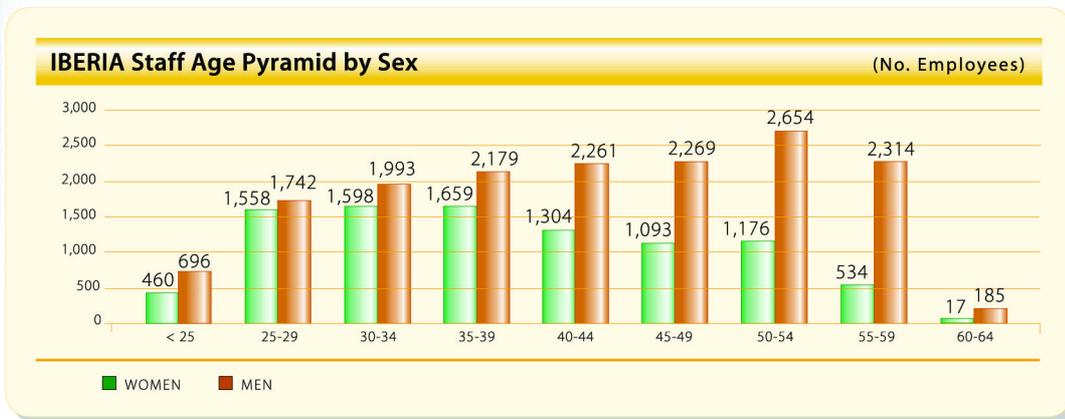
IBERIA signed a number of supply contracts with the Iberia Association of Parents of Disabled Children (APMIB). In 2002 these contracts involved spending of 4.6 million euros and provided direct employment to 248 disabled workers.

- Donations to non-profit institutions in 2002.

IBERIA made monetary donations of 72,121 euros to APMIB, a recognised charity organization promoting the social integration of the disabled. This amount was the equivalent of the salaries of 8 disabled workers.

- IBERIA also adapts job requirements to the needs of disabled, ill, or older workers.

**• Diversity and Equality of Opportunities.**



**• Promotion of Childbirth.**

In 2002 a total of 179 IBERIA ground employees and 303 flying staff qualified for shorter working hours due to childbirth.

**• Training.**

In 2002 IBERIA invested more than 40 million euros to provide more than 530,000 hours of training to 37,000 employees. Trends in recent year are shown in the graph below:

Years	No. Courses	No. Pupils	Hours/pupil
1997	3,995	27,864	507,855
1998	4,970	35,816	722,650
1999	6,419	49,441	842,424
2000	6,873	52,643	780,904
2001	7,750	48,448	795,607
2002	7,772	51,568	706,733
2003*	8,761	62,683	921,688

\* FORECAST

IBERIA has designed a training model in accordance with the special demands of the aviation industry. It is also intended to help us meet our strategic objectives.





### • **Company Educational Profile.**

The human resources objectives specified in IBERIA's Strategic Plan are as follows:

- To facilitate the training needed on all levels to enhance our customer service and corporate image, fostering the use of new technologies as well as changes in attitude.
- To teach all employees, but especially those in direct contact with our customers, about the best use of our new products and services and their benefits, and also to take responsibility for the implementation of a new business model in coordination with our culturally diverse staff. To attain these objectives, in 2002 some 25,000 class hours were imparted to 7,300 employees.
- To facilitate continuing workplace accident prevention training to all employees throughout the entire period of their employment.
- To prepare a sufficient number of managers to lead the company in coming years, under Iberia's Leadership Development Training Programme, focusing on the individual requirements of the management structure and changing business conditions.

### • **Internship Programmes.**

IBERIA has signed agreements on internship programmes with 60 universities and training schools, both in Spain and abroad. Among these are the Madrid Universidad Politécnica and Universidad Complutense, the Universidad de Navarra, the Aeronautical Engineering Technical College, the Universidad Pontificia de Comillas, the Industrial Organisation College, the University Enterprise Foundation, the International Commerce College, St. Louis University, the University of London - Queen Mary, the Université de Toulouse, I.E.S. Barajas, CITHE, the Icaro Foundation, Cheste, and I.E.S. Ciudad Escolar.

The awarding of post-graduate fellowships and internships to students has proved an effective system for recruiting employees, and it gives students a chance to both gain experience and to demonstrate their aptitudes and capacity.

Since the programme was launched in 1997, IBERIA has furnished professional training to more than 600 graduates, and of the total of 190 interns employed, 109 were been hired as permanent employees.

In 2002 IBERIA signed post-graduate fellowship and internship agreements with several educational institutions, covering 220 people. It was also the first year that IBERIA offered direct "Iberia Fellowships", without the involvement of outside institutions.



IBERIA employees who obtain intermediate or higher educational degrees are invited to take part in an in-house internship programme which can lead to promotion within the company. To date, a total of 209 employees have taken part, and 153 qualified for promotions.

Lastly, IBERIA cooperates actively with educational institutions in the design of aviation-specific training courses.

## 4.2. LABOUR RELATIONS.

### • Union Representation.

In 2002 the percentage of union members among IBERIA employees who paid their dues by deductions from their pay was as follows:

Employee Group	Percentage of Dues-paying Members
Ground staff	67%
Pilots	c. 100%
Flight Engineers	c. 100%
Cabin Attendants	32%

Note: These figures do not cover those who pay their dues directly to unions.

IBERIA is bound by four separate union contracts resulting from collective bargaining:

Ground Staff:

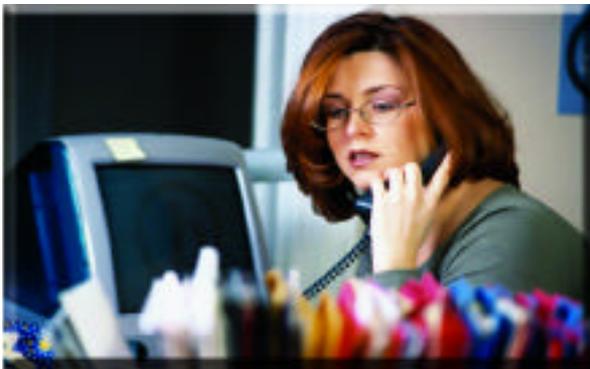
- Ground Staff Contract.

Flying Staff:

- Pilots Contracts.
- Flight Engineers Contract.
- Cabin Attendants Contract.

### • Ground Staff.

The terms of the ground staff union contract surpass statutory minimums, such as the number of working hours that may be devoted to union activity.



Since the current contract came into force in 2001, IBERIA management and the union have agreed to transform 1,594 temporary hiring contracts into permanent part-time ones and another 1,374 into permanent full-time contracts.

This agreement has been extended to 31<sup>st</sup> December, 2004, to make it coincide with the period of validity of the union contracts covering cabin attendants and flight engineers and with the mandatory arbitration ruling covering pilots.

### • **Flying Staff.**

The most recent union contract with pilots was harmonised with those covering other employees in certain aspects, such as automatic cost-of-living increases each year, profit sharing, and free and discounted air tickets.

Since the contract came into force in 2001, IBERIA has transformed 330 temporary hiring contracts of cabin attendants into permanent and full-time contracts.



### • **Resolution of Conflicts.**

In order to facilitate the application and interpretation of union contracts by IBERIA management and union representatives, these contracts provide for internal mechanism to resolve conflicts. To this end separate committees have been established for ground staff (Mixed Ground Staff Committee), cabin crews (Interpretation and Surveillance Committee) and pilots (Conflicts Resolution Committee for Pilot Crews). Employees are empowered to file complaints directly to these committees.

### • **Employee Benefits.**

The union contracts specify the following benefits for employees:

- **Solidarity Fund.** This fund is used to pay for such items as educational subsidies, summer camps, aid to employees' disabled children and the chronically ill, etc. For most employee groups IBERIA matches employee contributions to the funds. Cabin attendants contribute 0.40 % of their base pay, and IBERIA contributes a fixed amount.
- **Ground and Flying Staff Welfare Funds.** These funds cover disability and retirement. For flying staff they also cover long-term incapacity and death benefits. IBERIA and its employees contribute in equal shares to the fund, which is managed by an outside body.
- **Group Life Insurance.** This policy covers permanent disability and death, and for flying staff it also covers permanent loss of flying permits. The company provides 60% of the funding, and employees furnish 40%.



- Mutual Pilots Fund. This fund covers retirement, disability, and death. It is also managed by an outside body.
- Home Loans. IBERIA grant loans to its employees to help them buy homes. The number of loans extended each year may reach 4% of permanent ground staff and cabin attendants.
- Health Benefits. IBERIA subsidises and manages the care of employees who have suffered accidents.

#### • **Iberia Club.**

Founded in 1958, the Iberia Club is a non-profit association of IBERIA employees which is dedicated to promoting leisure and recreational activities for its members. Of its 10,000 members, 1,500 are retired employees. The Club is active in Madrid, Barcelona, Seville, Valencia, Las Palmas, Tenerife, Ibiza, Fuerteventura, Alicante, Santiago de Compostela, Malaga, and Lanzarote. In 2002, its total budget reached 408,800 euros, which came chiefly from the monthly dues of 2.7 euros paid by members and the company's contribution of 72,121 euros. IBERIA also supplies venues and intranet communications facilities to the Club.

The Club engages in four main types of activities:

##### - Sport

It provides opportunities to practise both individual and team sports, promoting competitions with other companies. In 2002 the budget for sports activities came to 113,756 euros.

##### - Travel

It organises weekend trip, group travel abroad, and rentals of holiday apartments, along with stays at the Club Náyade in the mountains of Segovia, near Madrid. Its 2002 budget was 63,197 euros in 2002.

##### - Cultural Activities

The Club has its own drama group, band, and chorus. It also organises competitions of painting, sculpture, photography, and literature, and provides classes in all the arts. Its 2002 budget was 24,873 euros.

- Miscellaneous

The Club organises activities for the children of IBERIA employees, including summer camps, excursions, and special holiday activities at Christmas. It also provides basic computer courses for both young people and seniors.

The Club publishes three magazines per year and a number of bulletins to inform its members about upcoming activities.

### • **Veterans Association.**

Iberia's Veterans Association organises courses, sports, workshops, musical activities, exhibitions, films, lectures, and excursion for retired employees and those in active employment with more than 15 years' service, the aim being to keep them in touch with their old workmates. Funding comes entirely from the monthly dues of 2.7 euros paid by the 8,500 members.



#### **OPEN DAY AT IBERIA'S MAINTENANCE INSTALLATIONS.**

*In recent years, the company has celebrated an open day for IBERIA employees and their families at our maintenance aircraft facilities in San Fernando de Henares, near Madrid, at a site with 7,000 trees and 90,000 square metres of meadowland.*

*This open day, coordinated by various IBERIA departments, enables visitors to see how the most advanced aircraft maintenance technology is used. Guests can visit both the engine repair shop and the aircraft hangars, and even the interiors of airplanes.*

*Guests are entertained by the IBERIA Veterans Association choral group, and may visit a stand set up by the Mano a Mano NGO where they can learn about its activities to help the needy.*

## • **Health and Safety.**

IBERIA gives the highest priority to the prevention of accidents and the protection of the health and safety of its employees, customers, and suppliers. Specifically, its policies and actions in this are as follows:

- A clear definition of the organizational structure's responsibility for health and safety, as the basis of accident prevention.
- The supply of proper training and information to managers and employees.
- A specialised, company-wide Accident Prevention Service unit, that helps implement and verify accident-prevention policies, criteria, and measures.



### **MAIN ACTIONS IN HEALTH AND SAFETY.**

- *To include accident prevention commitments in the union contracts that are periodically negotiated.*
- *To promote employee discussions of these issues.*
- *To conduct risk evaluations in concert with workers representatives.*
- *To draw up a specific programme for supervisors.*
- *To devote sufficient resources to the supply of information and training to workers.*
- *To prepare first-aid and health care surveillance handbooks.*
- *To establish procedures for the investigation and analysis of any workplace accidents that do occur.*

It is well known that all cockpit and cabin crews are submitted to the most rigorous medical controls. Today IBERIA has an Aeronautical Medical Facility, duly accredited by the Ministry of Development, in which medical examinations of our crews and those of other airlines are conducted, as are required for the renewal of flying licences. In 2002 more than 3,000 examinations of pilots were carried out, along with 2,800 of cabin staff.

IBERIA's medical services do not confine themselves to these conduction mideal eximinations relating to job risks and treatment of accident victims (close to 6,000 In 2002). They also carry out specific campaigns among employees for the prevention of diseases, and are available to treat all personnel for common ailments. Spome 16,000 such consultations were carried out in 2002.

The more than 800 different food items that are served aboard aircraft or in employee canteens are submitted to the most rigorous hygiene controls through inspections of food on delivery (55 in 2002), and by testing random samples of food served under real conditions (1,400 food trays in 2002).

This testing is done by highly qualified specialists at prestigious testing laboratories.

• **Workplace Accident Prevention Regulations.**

IBERIA has its own specific regulations for actions in situations of genuine risk. These are formulated by our Accident Prevention Service unit at the request of supervisors or employee's representatives.



• **Reported Incidents.**

IBERIA carefully studies the risk involved in every new job, process and procedure.

There is a protocol for investigating and analysing all serious accidents that occur as well as minor ones that could have been serious.

• **Training.**

In order to apprise employees fully of the risks associated with their particular duties, IBERIA is introducing Risk Prevention courses with an average duration of 4 class hours. Training videos and advisory services are available to the approximately 1,700 supervisors located at a distance from our main hubs.

## • Personnel Recognition.

To encourage creativity and individual and group efforts, and also to continue to improve all our practices, IBERIA has established a system for recognizing employee's contributions. The system has three main subdivisions, as follows:

1. Individual or group suggestions.
2. Awards for quality, and for individual and team attitude.
3. Exceptional actions.

The suggestions category encompasses both technical innovations and improvements to procedures. Quality awards are intended to reward outstanding initiatives and creativity leading to improvements. Exceptional actions are those that feature a high degree of devotion to duty.

The system is administered by a Recognition Committee which reports to top management. This committee selects the most meritorious suggestions and actions.

The awards are based on the value to the company of the suggestion or action, and range from a simple letter of congratulations from the Committee to a cash prize of up to 6,010 euros. The following table shows the number of cash awards handed out and the total amount spent on such awards in recent years.

Suggestions Programme Awards		
Year	Winners	Amount (€)
2000	57	82,789
2001	20	33,597
2002	44	70,411

NOTE: In 2000 awards were given for suggestions made in previous years.



### 4.3. ACTIVITIES OF COMMUNITY INTEREST.

IBERIA's contributions to the community are to a great extent linked to their activities as an airline. They donate empty space in the cargo holds of their planes to carry aid materials, and give free or discounted seats to aid workers. IBERIA's employees engage in volunteer work, and the company supports the disabled by helping to provide them employment opportunities.



#### 4.3.1. MAIN PROJECTS.

##### • *Mano a Mano.*

Mano a Mano ["Hand to Hand"] was an initiative taken by a small group of cabin attendants who decided to use their luggage allowances for bringing medicines and other items to Equatorial Guinea, where they handed them directly to missionaries and charitable organizations working there. The idea spread, and in 1994 the Mano a Mano NGO was formally constituted.

Mano a Mano's objective is to utilise IBERIA's resources to bring humanitarian need directly to where it is needed mainly in the countries to which IBERIA flies regularly. Today it has 18 branches in IBERIA offices around the world.

Its 2002 budget was 77,000 euros, of which 40,000 were donated by 380 members -chiefly IBERIA employees or their families- and 37,000 euros donated by outside individuals and institutions.

The organization has a permanent volunteer staff of 20 people, but many more IBERIA employees participate in its projects, from amassing aide materials to handling airport paperwork, arranging storage, packing, loading, unloading, and delivery. Thus its administrative costs are virtually nil. IBERIA's chairman is the group's honorary president.

The aid materials are shipped in spare spaces in IBERIA's cargo holds and in crew luggage. The IBERIA company supplies the infrastructure meeting rooms, storage space, offices, telephones, computers, broadband internet and intranet access, e-mail, bulletin boards, and occasionally a lorry for transporting the materials. During humanitarian emergencies, IBERIA also provides entire aircrafts for sending large amounts of aid.



*In 2001, IBERIA replaced its fleet of MD-87s at its Miami hub with new Airbus 319s. Just as the new aircraft were to fly to Miami from Spain, a devastating earthquake hit El Salvador.*

*So the planes were loaded with 28 tonnes of food and medical aid on their outward journey, along with a 6,000-euros to the Hermanas del Santo Ángel missionaries.*

Mano a Mano and IBERIA jointly finance development projects, mainly in Latin America, Equatorial Guinea, and Spain. Here follows a list of some of the group's most noteworthy actions in 2002:

- Cooperation with the *BASIDA Association* which is dedicated to providing care for AIDS victims. IBERIA donated 4,500 euros.
- IBERIA donated 4,507 euros to *Aquí cabemos todos* ["Everyone Fits in Here"], a camp for fostering the integration of immigrants.

Country	Association
Ecuador	Chambeña and Misión Pasionistas
El Salvador	Hermanas del Santo Ángel
Equatorial Guinea	Colegio Santa Teresita
Nicaragua	Llevar Vida a Nicaragua
Peru	Hogar Santa María del Camino Parroquia Cristo Camino Instituto Alfonso María Ligorio Hogar Ermenilda Carrera Ciudad de los Niños Inm. Concepción Hogar Ntra. Sra. del Perpetuo Socorro Peruvian Embassy in Madrid

• Mano a Mano has contributed 53,070 euros to charitable institutions in several countries, as shown in the chart below:

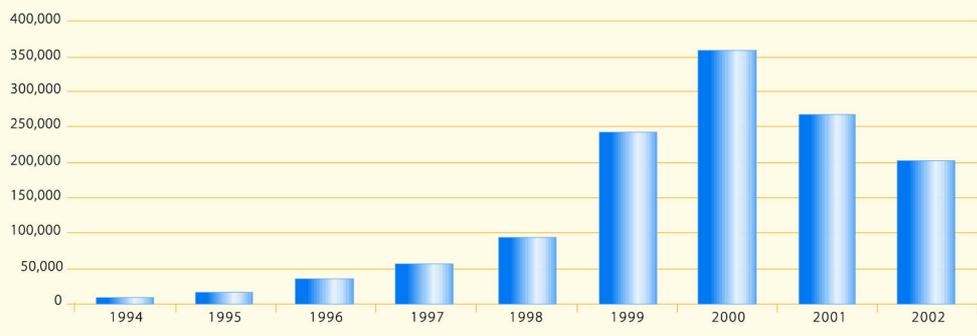


Since its inception, Mano a Mano has delivered more than 1,000 tonnes of humanitarian aid food, clothing, footwear, medical supplies, school supplies, and toys. Nearly 152 tonnes were delivered in 2002 alone, in addition to the 50 tonnes of humanitarian aid that was carried in Iberia crew members' luggage.

Country	Kg. of Aid Supplies
Spain	101,700
Peru	35,767
Equatorial Guinea	7,313
Cuba	3,500
Ecuador	1,785
Venezuela	1,200
Argentina	400
Dominican Republic	260
<b>TOTAL</b>	<b>151,925</b>



**Kilogrammes of Aid Materials Delivered by Mano a Mano**



The distribution of the many tonnes of humanitarian aid delivered by Mano a Mano each year, is closely linked to the wars and natural disasters that occur in the world and which have the most devastating impact on the developing countries.

**• IBERIA Association of Parents with Disabled Children.**

The Iberia Association of Parents with Disabled Children (APMIB) was founded in 1977, when company employees with physically or mentally handicapped children or other relatives decided to join together to work for their protection, care, education and social integration. The company almost immediately extended its cooperation to APMIB.

Today, APMIB has six specialised care centres where it tends to the needs of 1,400 people. These include health care, rehabilitation, and job training centres, as well as workshops, in Madrid, Colmenar Viejo (near Madrid), Barcelona, Malaga, and Las Palmas and Tenerife in the Canary Islands. Services offered include rehabilitation, motor skills therapy, speech therapy, occupational therapy, job training, paid employment, sports, leisure activities and residential care.





Early in 2000 APMIB opened a day-care centre for people with severe mental disabilities. The new centre also provides advice and guidance to their families.



Today, the association provides training and employment to young people sent by state agencies and private companies. Today the association's Special Employment Centres admit disabled people sent by other state and regional institutions, as well as the children of employees of other aviation companies and institutions, such as AENA, CASA, and British Airways.

The APMIB board is made up of Iberia employees. Its budget in 2002 was 10,963,000 euros:

#### APMIB Budget for 2002 in euros

Sales to IBERIA by Special Employment Centre	4,600,000
Other sales by Special Employment Centre	1,987,000
IBERIA employees' voluntary monthly contributions and others	1,425,879
IBERIA's donation	72,121
Official subsidies	2,095,000
Other income	783,000
<b>TOTAL</b>	<b>10,963,000</b>

Workers at the APMIB's Special Employment Centre provide a wide range of services to IBERIA and other clients. They prepare the tableware, condiments, toilet kits, earphones and other items used by passengers on IBERIA flights. They also wrap and deliver corporate gifts. In addition, the Centre performs printing, computer, laundry and gardening services.

Handicapped people make up 81% of the Centre's staff, 52% of these have permanent contracts, while 37% have temporary contracts. The remaining 11% are occasional workers.

#### • **APMIB Care Foundation.**

In 1997 the APMIB established the APMIB Care Foundation, whose purpose is to provide social and educational care to the mentally, physically, or sensorially disabled when their parents or guardians are no longer available to give such care.

To achieve this purpose, the foundation carries out three different activities:

- Residential attention: maintains and operates a variety of care and educational centres intended for orphaned or needy disabled people. They also develop cooperation programs with other public and private institutions.
- Conducts training courses in the legal, practical and administrative aspects of its works.
- Promotes research in care for the disabled and related subjects, and for the past five years have given out an annual prize to the best research project in this area.

In 2002 IBERIA participated in the Imhotep Project, for establishing a new care and work centre for the disabled. IBERIA donated the site, near the Madrid-Barajas Airport, and also made a cash donation of 300,000 euros, while helping to coordinate the funding provided by Caja Madrid, Sociedad Estatal of Participations Industriales (SEPI, the state industrial holding company), the Madrid regional government, and the ONCE Foundation.

IBERIA also donated 14 apartments in Motril, Granada, worth 223,286 euros, which will be transformed into a holiday care centre for the disabled.



### • *Special Olympics.*

In 1998 IBERIA joined the 2002 Special Olympics Project, instituting a programme whereby air passengers were invited to donate coins in foreign currencies left over after travel abroad. In 2002 IBERIA collected a total of 63,361 euros in this way, and since February, 1998 more than 387,908 euros was gathered to finance training courses and to organise international championships and games.

Special Olympics is a non-profit association created in 1968 by Eunice Kennedy Shriver to improve the quality of life of the mentally handicapped and foster their social integration by means of participation in sports.

This organization, recognised by the International Olympic Committee, is active in more than 160 countries. Its more than 1.5 million associated competitors take part in some 17,000 competitions which culminate in the Special Olympic Games every four years.

Spain joined the Special Olympics in 1990. The organization is now active in all Spanish regions, and more than 13,000 disabled people take part.

The 2002 Project is intended to bring another 25,000 people into the programme on a continuous basis, and to make the organization and its work better known in Spain.

IBERIA offers discounts for domestic and international air travel by officials and participants in the Special Olympics programme.

### • *Cooperation Agreement with the National Transplant Organization (ONT).*

For more than 10 years IBERIA has cooperated with the ONT, facilitating the transportation of human organs on its scheduled flights.

Organ transplants today is a medicine usual technic and the sole remedy for many life-threatening ailments.

The number of transplants carried out in Spain matches the European average, and even surpasses it for certain types of transplants.



Organ for transplant must be moved quickly from donor to recipient, and this often calls for transportation by air. In 2002 more than 130 organs were carried at no charge by IBERIA and its affiliates. Most of these shipments were within Spain, but in 14 instances IBERIA carried organs from Spain to other European countries.

Typically, the refrigerated container holding the organ or organs is delivered to the flight crew, which hands it over to the ONT representative at the destination. In some shipments, ground and cargo staff also play a part.

In most instances, the medical team that will carry out the transplant surgery travels to the site where organs are to be extracted. On other occasions, the organs are extracted by a different team, and the organ must be sent from the hospital where the donation is made to another where the transplant will be carried out. This must be done quickly, since once organs have been extracted they remain apt for transplant for only a short time. It is here that Iberia plays a relevant role.



#### • **Donations and Discount Ticket Sales to NGOs.**

For many years IBERIA has had agreements with Spain's International Cooperation Agency and with the Ministry of Labour and Social Affairs whereby we supply special discounts for air travel by members of NGOs involved in official projects. In 2002 the value of this cooperation reached 642,910 euros.

In 2002, IBERIA also made arrangements with the Spanish government to supply 10,000 free air seats per week to take volunteers from all parts of Spain to Galicia, where they helped clean beaches and other coastal areas fouled by the fuel oil spilled from the wrecked oil tanker Prestige. By March 15, 2003, more than 60,000 free seats had been made available to the volunteers bound for La Coruña, Vigo and Santiago de Compostela.

#### • **Donation of Air Tickets.**

IBERIA also donates air tickets to return impoverished elderly Spanish home to Spain, and also to bring children in need of medical care not available in their countries of origin. In 2002 IBERIA brought eight children requiring surgery from Argentina, El Salvador, Ecuador, and Equatorial Guinea to Spain.

The company also donate air tickets to charitable organisations such as those involved in the prevention of child abuse, and in specific cases of urgent humanitarian need. In 2002 IBERIA underwrote travel by Spain's "Firemen without Borders" organization, and aid workers bound to and from Nicaragua.

#### • **Customer Cooperation Programmes - Iberia Plus.**

Since the last quarter of 2001 IBERIA has invited members of the Iberia Plus frequent flyers programme to donate their points to help equip the Nemocón Centre in Bogotá, Colombia, a care facility for 240 street urchins that was opened in April, 2002, by the Codespa Foundation.



The total cost of the project was 1.3 million euros, and it was co-financed by the European Union, the Spanish International Cooperation Agency, the regional government of Valencia, the Limmat Foundation, and the Endesa power company. Contributions by Iberia Plus members paid for the paving of the recreation area, built a fence surrounding the entire enclosure, and completed the centre's theatre.

The Iberia Plus programme also donated two holiday trips to European capitals for the winners of a draw sponsored by Iberia's partner *American Express* among its employees, on behalf of a child-care centre operated by *SOS Children's Villages* in Zaragoza.

• **Sponsorships.**

IBERIA has sponsorship arrangements with numerous organizations, and often makes its contributions in the form of air tickets and /or free transportation of cargo.

IBERIA's most important sponsorships in 2002 were the following:

- Health:

Ongoing cooperation with the *Centro Nacional de Investigaciones Oncológicas Carlos III* (cancer research), with a contribution of 27,046 euros in 2002.

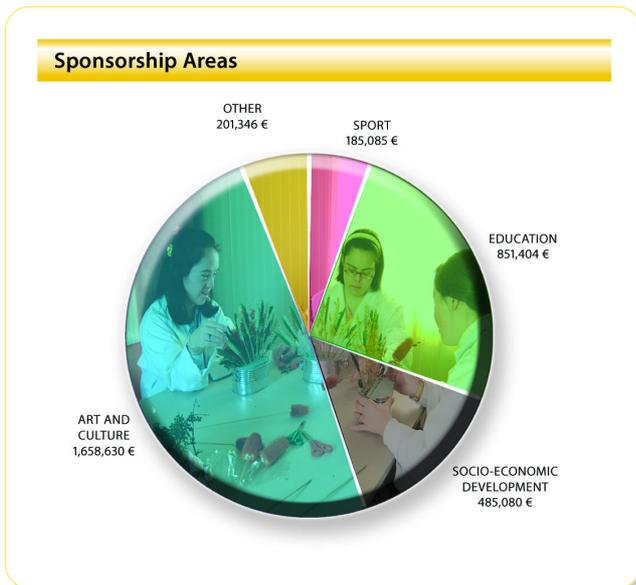
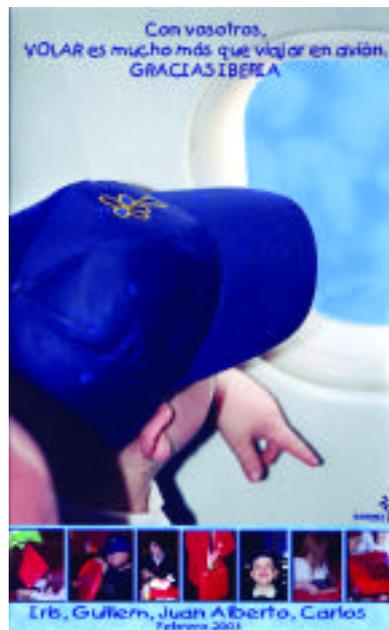
- Development Cooperation Projects:

Aid of 36,060 euros to the *Barceló Foundation*, of 48,100 euros to the *Sustained Development Foundation*, and of 54,090 euros to the *Europe-America Development Cooperation Foundation*.

- Social Assistance:

The *Ilusiones Foundation* provides care and support for chronically ill children. IBERIA contributed 30,050 euros in air tickets.

- IBERIA contributed 6,000 euros to the *Business and Society Foundation's* conference on "Social Action by the Company of the Future", held in May, 2002.



### 4.3.2. SUPPORT FOR THE CULTURE.

Each year IBERIA signs cooperation agreements with a variety of associations and institutions that promote the arts and cultural activities.

In 2002 IBERIA's contributions amounted to 1,658,630 euros, and were distributed as follows:

On the occasion of IBERIA's 75<sup>th</sup> anniversary, the company organised numerous activities, including a travelling exhibition of photographs and posters that was displayed at major Spanish airports during 2002.



#### Organizations Dedicated to the Arts to which IBERIA Contributed in 2002

ABAO / Bilbao Friends of the Opera  
Castell Peralada Cultural Association  
Casa de América  
Círculo Bellas Artes  
Concert Studio  
Expoarte and Management  
Camilo José Cela Foundation  
Cultural Century Foundation, Castile and León  
Grand Teatre del Liceu Barcelona Foundation  
Cristóbal Gabarrón Foundation  
Official Credit Institution Foundation  
Isaac Albéniz Foundation  
José Martí Foundation  
Juan March Foundation  
Bilbao Guggenheim Museum Foundation  
Museo Marítimo Ría de Bilbao Foundation  
Valencia Tercer Milenio Foundation  
Cervantes Institute  
Instituto Cultura Barcelona  
Ministerio de Educación, Cultura y Deporte  
Orfeón Donostiarra

### 4.3.3. OTHER ACTIONS.

#### • Socio-economic Development.

IBERIA contributed a total of 485,080 euros to institutions that promote analysis, studies, lectures, seminars, and debates on political, economic, and social topics.

IBERIA's cooperation in this sphere was largely focused on the International Relations Foundation, which is dedicated to research, analysis projects and debates on major international issues, especially those relevant to Spain's foreign policy.

#### Socio-economic Development Organizations with which IBERIA Cooperated in 2002

European Studies Foundation  
Financial Studies Foundation  
Euro-Arab Foundation  
Political Education Institute Foundation  
Ibero-American People's Foundation  
International Relations Foundation  
IESE - Graduate Management Institute

#### Educational Institutions with which IBERIA Cooperated in 2002

Confederation of Deans of Spanish Universities  
Madrid University Journalism and Information Science College  
Bosch I Gimpera Foundation  
Carolina Foundation  
General Gutiérrez Mellado University Institute  
University of Alcalá de Henares  
University Complutense of Madrid

#### • Education.

IBERIA contributed a total of 851,404 euros to activities relating to education.

The main beneficiary was the Carolina Foundation, which is dedicated to the promotion of cultural relations and cooperation in education and science between Spain and the rest of the world, but particularly with Latin America.



#### • Sport.

IBERIA focussed on minority sports, where sponsorships are the most necessary, contributing a total of 186,085 euros.

#### Sports Institutions with which IBERIA Cooperated in 2002

Cetursa Sierra Nevada  
Sanse Volleyball Club  
Spanish Rugby Federation  
International Jai Alai Federation  
Seville sport promotion  
International Equestrian Championships  
San Sebastián, Santander, La Coruña and Madrid  
Real Club Jolaseta (hockey)

#### 4.3.4. AWARDS AND HONOURS.

In December, 2001, IBERIA received the *Best Volunteer Programme Award of the Year 2001* from HRH the Prince of Asturias.

In the *ranking of the companies best perceived for their community actions*, IBERIA was listed in first place in the "Programmes in cooperation with Employees" category, and fourth place overall. This ranking is based on a survey of 150 experts in community organizations, companies, business schools, consulting firms, and opinion leaders, and is coordinated by the *Business and Society Foundation*.

Mano a Mano was awarded the *Company and Society Prize in 2002 for its social action programme in cooperation with employees*.



