



**JUNTA DE BENEFICENCIA  
DE GUAYAQUIL**



**SOCIAL  
RESPONSABILITY REPORT**

**2014**





# MISSION

"We extend non profit solidary social assistance with a high quality level and human warmth to those people most in need and those who require our services, thus contributing to the improvement of the population's quality of life".



# VISION

"In 2014 we are a reference point in all Latin America for a non-profit, professional, agile, honorable and self-sustaining charity organization".

# VALUES

SUSTAINABILITY



INTEGRITY



SOLIDARITY



INNOVATION



LEADERSHIP



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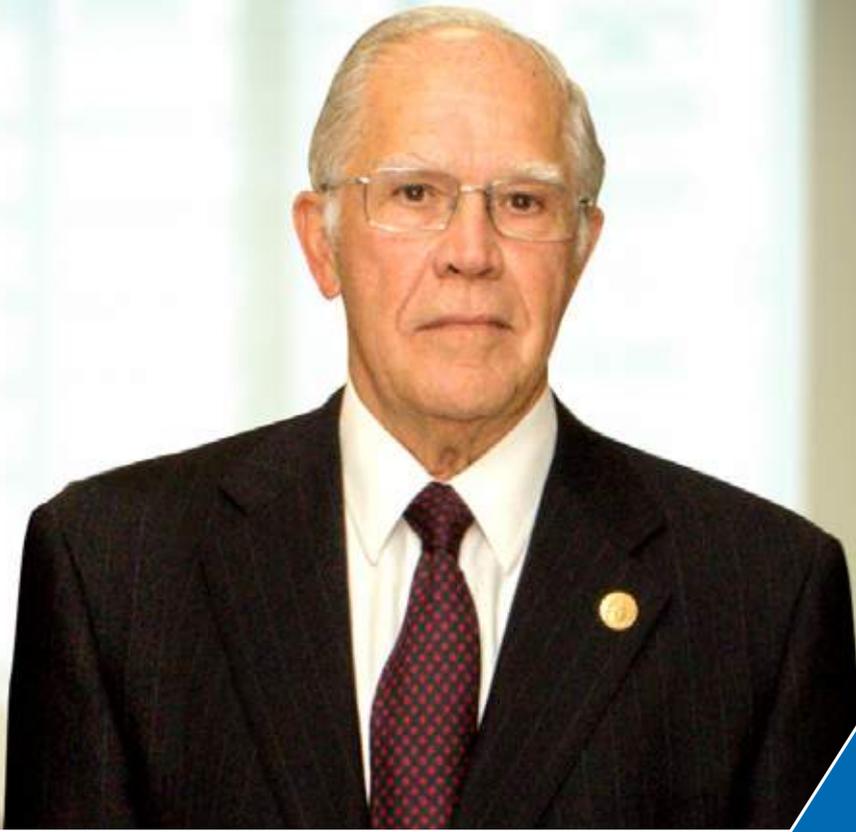
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# STRATEGY AND ANALYSIS



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## DIIRECTOR'S STATEMENT

With this Social Responsibility report we reaffirm our service and vocation commitment to the community, specially to those most in need and we extend an honourable presentation of results obtained from our managing efforts, during 2014, before our interest groups.

Our sustainability is intimately linked to our existence, which has allowed us to remain next to the community during each stage in life since 1888. One hundred and twenty-six years have elapsed and this noble, non-profit institution has, and will continue to serve, always faithful to its mission.

Among its most significant achievements during 2014 we can single out:

- The opening of a new Image Diagnosis Center which represents a historic landmark for radiology and medicine in Guayaquil and Ecuador. The attention capacity of this new Image Center will make it possible to duplicate the number of persons attended, whereby an average of 500 thousand patients a year will be serviced in all nine wards.
- Construction for the very modern Alfredo G. Paulson Gynaeco Obstetric Hospital is already 65 % finished and is expected to conclude construction in 2015.

*“For la junta de Beneficencia de Guayaquil, Social Responsibility is the reason for our existence, our unfaltering commitment to the community and the sustainable growth of our Organization”.*

- Remodeling and enlargement of operating rooms at Hospital Luis Vernaza, conditioned to perform highly complex surgery represent important technological advancements which places us as the first in Ecuador with an electronic camera system which allows the surgeon to see the patient’s history and what is happening in real time.
- By way of an agreement with the Archdiocese of Guayaquil a new medical outlet “Benedicto XVI” is opening up for basic healthcare.
- To improve skills and knowledge among personnel at their job posts in order to increase the Organization’s productivity 1,095 training programs were developed which represents an investment of 339,310 man/hours.
- We find ourselves executing our Strategic Plan designed for the 2014-2018 period and, to ensure compliance, constant monitoring is done for it is the only way to achieve that VISION proposed by the organization.

With a purpose to continue technological renovation projects to optimize operations at all our departments, the “Transformation Program” was initiated to allow us to redesign our processes based on the best procedures and therefore continue to comply with those laws and norms which will make the growth of our organization sustainable in the coming years.

We have conviction in what we do, in our values and trust our Organization will forge ahead in time with the same vocation and service quality for Ecuadorians, especially for those most in need.

Ernesto Noboa Bejarano  
Junta de Beneficencia de Guayaquil Director

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# ORGANIZATION'S SIGNIFICANT ADVANCEMENTS

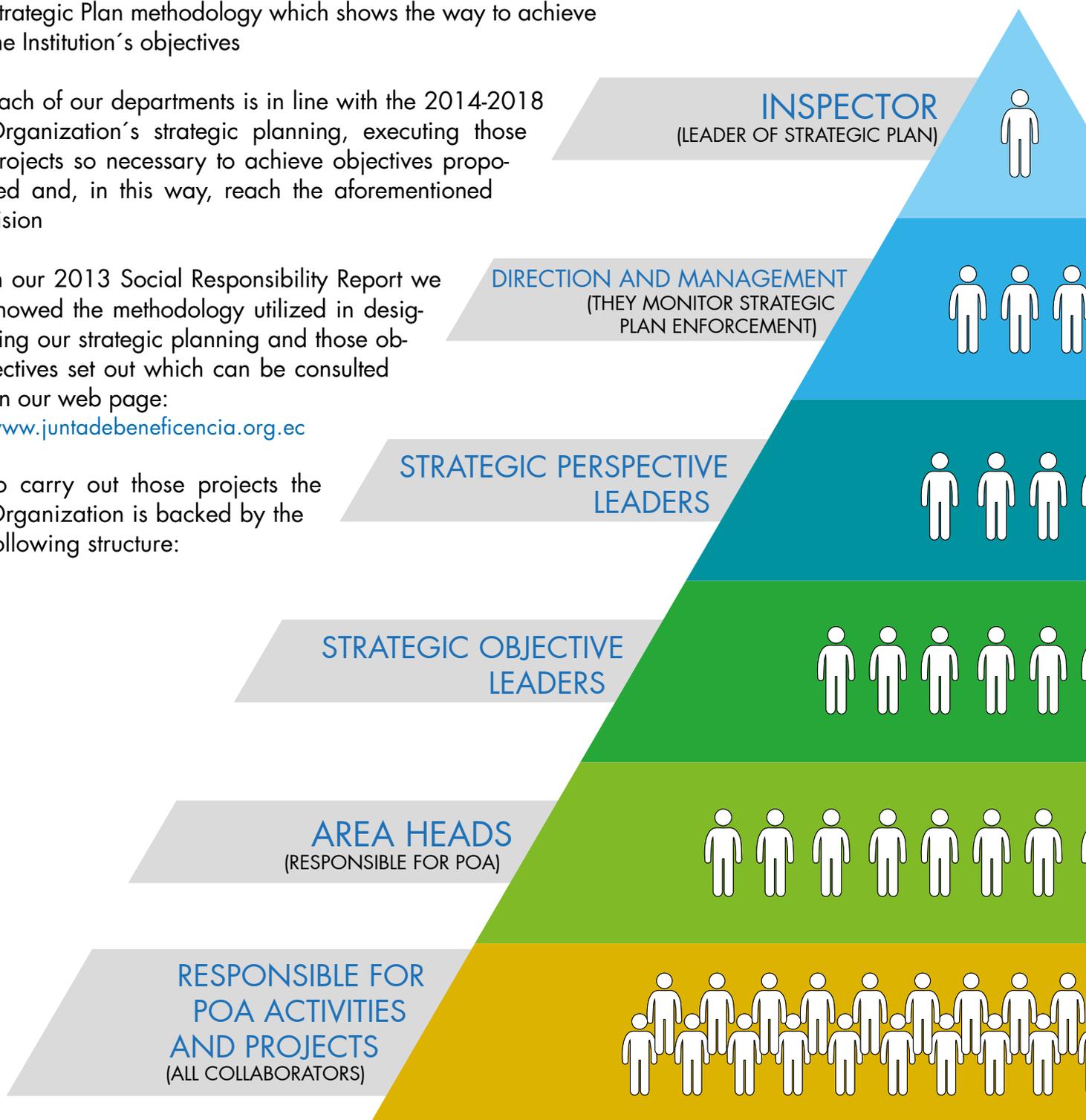
In the face of incessant global modernization, our Organization is in a process of transformation, which began earnestly in September of 2013 with a renewed proposal in its 2014 – 2018 Strategic Plan methodology which shows the way to achieve the Institution's objectives

Each of our departments is in line with the 2014-2018 Organization's strategic planning, executing those projects so necessary to achieve objectives proposed and, in this way, reach the aforementioned vision

In our 2013 Social Responsibility Report we showed the methodology utilized in designing our strategic planning and those objectives set out which can be consulted on our web page:

[www.juntadebeneficencia.org.ec](http://www.juntadebeneficencia.org.ec)

To carry out those projects the Organization is backed by the following structure:



As part of our plan's enforcement we present some of our projects, successful programs and indicators for 2014.



## HEART SURGERY FOR THE NEWBORN IS AN INDICATION OF THE MEDICAL TEAM'S TRAINING LEVEL FOR SAVING LIVES.

After training abroad for five years, a professional medical team composed of cardiovascular surgeons; intensive care doctors, anesthetist, and perfusionists came back to save the lives of newborn babies suffering from heart disease and insufficient body weight which, if not corrected immediately, would endanger their lives.



### Testimony:

"I am happy and grateful to GOD because now my little one will have a normal life. He will necessarily need care and follow treatment, but he is no longer in danger.

It is wonderful that there are doctors trained to resolve these grievous health problems in children and that Hospital such as this exist which are equipped to handle those situations."



## CHEST SURGERY SERVICES PERFORMS HERETO UNKNOWN LUNG SURGERY IN ECUADOR

The Hospital Luis Vernaza cardiovascular team performed a lobectomy (total or partial lung removal) successfully with a minimally invasive technique never before used known as videotoroscopic. Using this technique half of a 19 year old patient's lung was removed and post-surgery evolution was satisfactory.

## MINOR WAS INTERVENED FOR STRANGE BREAST TUMOR

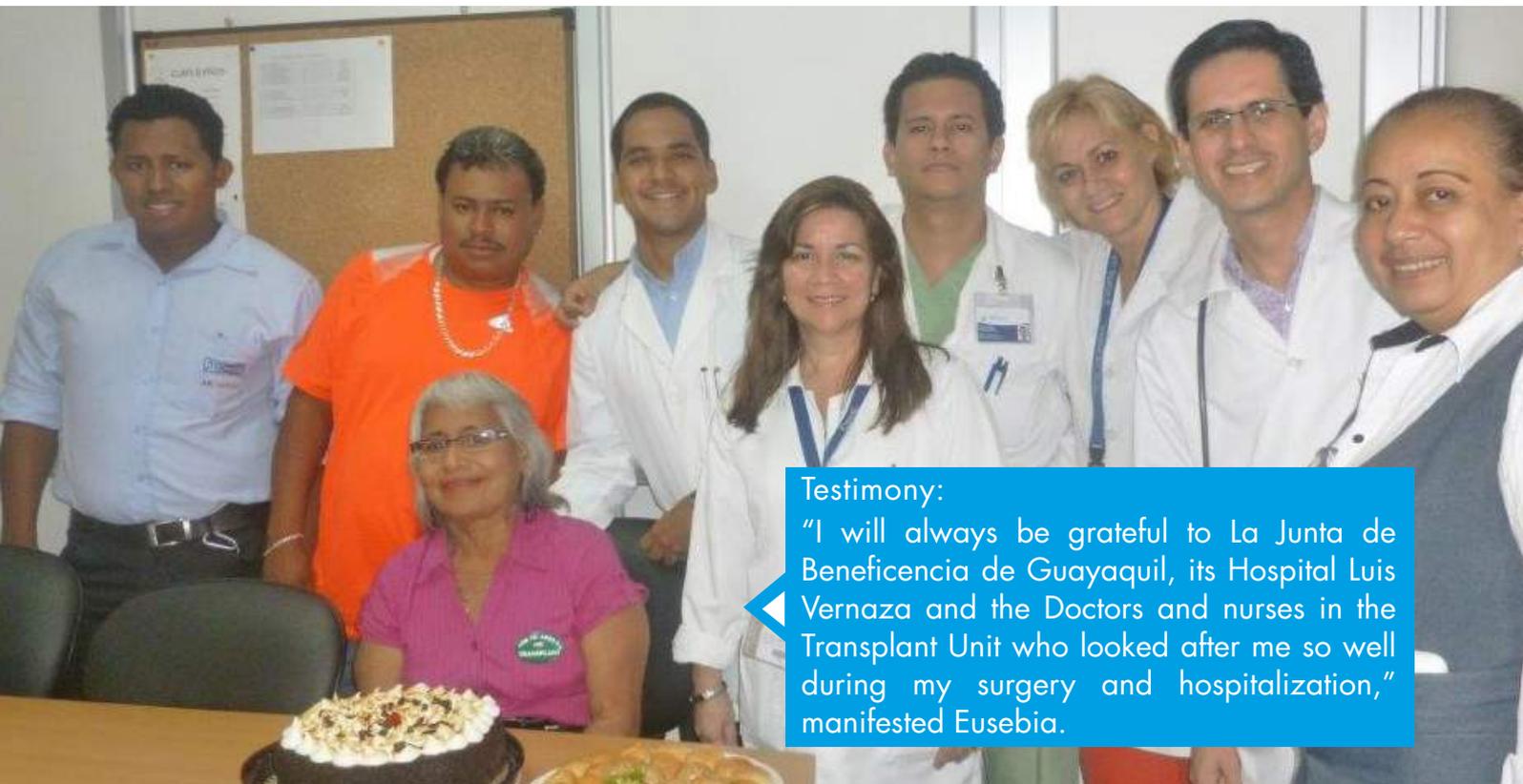
A case, worthy of being incorporated to Ecuadorian Medical Literature, was attended to at Hospital Enrique Sotomayor. IT could be the first of its kind in the country, according to Dr. Nancy Morocho, Head of the Mastology Department in the Hospital Outpatient Area. It was first termed an abscess but it really was a tubular adenoma (tumor). This happened to a 13 year-old minor named Maria (fake name) who arrived from the Los Rios Province with a 28-week pregnancy. This minor remained at the Hospital Enrique Sotomayor for 7 days and evolved favorably.



## LIVER TRANSPLANT BENEFICIARY CELEBRATES HER FIRST YEAR OF A NEW LIFE

Liver transplant meant a significant improvement in her quality of life since according to Eusebia, who is 63, her Clinical History gave her a short life expectancy. Without the transplant the outlook was very complicated.

The patient who now, thanks to the transplant, has a new outlook on life is still being looked after medically by Dr. Gonzalo Benalcazar Deker from the liver transplant program at Hospital Luis Vernaza.



Testimony:

"I will always be grateful to La Junta de Beneficencia de Guayaquil, its Hospital Luis Vernaza and the Doctors and nurses in the Transplant Unit who looked after me so well during my surgery and hospitalization," manifested Eusebia.

## INNOVATIVE TECHNIQUE TO BLOCK THE PAIN

Placement of medullary stimulants is useful in the treatment of chronic untreatable pain, of benign origin mostly, due to its reversibility. It is utilized to handle chronic lumbago pain, lower limb pain of vascular origin and other painful neurogenic syndromes with a long-term success rate of 60% on those patients treated with spinal medulla stimulation.



Testimony:

"With this procedure, the pain has diminished almost 80% an excited Francisco Vasquez commented, after procedure kept him hospitalized for 24 hours



## ENDOVASCULAR SURGERY

The Roberto Gilbert Hospital includes diagnosis, treatment and controls of all types for congenital endovascular pathologies, to the benefit of around 110 children between 2 months and 17 years of age

## G7C PROGRAM (GRATUITOUS 7 PRE-NATAL CONTROLS)

This program is directed toward patients of scarce economic means. With the exception of caesarean sections, all other indicators clearly show the benefits of this program.

Given that the caesarean section indicator is not satisfactory and having gone over the reasons for which it is not decreasing as is the Institution's intention, preventive action has been displayed such as optimizing training, developing skills and abilities in handling the birth-giving process, obstetric surgery

processes, motivational talks as well as the prophylaxis program which extends humane techniques to be applied at birth so as to have a pleasant, happy event and not a traumatic experience.

With the child-mother welfare in mind, certain measures have been taken which tend to dispel the cultural barrier and promote greater understanding of the advantages of normal childbirth.

## PROJECT: SERVICE MODEL

This Project was drawn up at the Hospital Enrique C. Sotomayor and includes:



- ◆ Structural definition in service area.
- ◆ Implementation and follow-up of protocols developed during the first phase.
- ◆ Workshops and pre-defined courses for personnel.
- ◆ New complaint management process, incorporating Hospital guidelines to resolve problems or complaints in an opportune way.
- ◆ Transforming the last perception of dissatisfaction the patient might have had, into positive satisfaction before leaving the Hospital.
- ◆ “Service Manual” elaboration, an ultimate guide for the new service model destined for all Hospital Enrique C. Sotomayor collaborators and the future Alfredo G. Paulson Hospital.
- ◆ Putting the Protocol manual and the Nursery Supervision guide up-to-date.
- ◆ High –risk medical; manual elaboration HES.

## WORK REINSERTION: A PERMANENT OBJECTIVE FOR THE ADDICTIVE BEHAVIOR UNIT UCA.

With a purpose to supply the necessary tools so that UCA users can acquire certain skills, and regain financial independence by becoming aware of their strengths and weaknesses and preparing to face the challenge ahead after treatment, training is extended so that they can offer catering services, first within the Institute and later to the Organization at large, thus becoming a small business concern.



## NEW, HIGHLY COMPLEX SERVICES ARE INCORPORATED

At the Neurosciences Institute new services were incorporated:

- ◆ Suicide Analysis
- ◆ Epilepsy Surgery
- ◆ Sleep Analysis

## SCHOLARSHIPS FOR POR STUDENTS

- ◆ 50 female students with scholarships that cover 100 % of the cost of studies.
- ◆ 70 Female students with scholarships that cover 50% of the cost of studies.

## SANTA LUISA DE MARILLAC EDUCATIONAL UNIT WINS "LITERATURE GENIUSES" CONTEST.

Crossword puzzle, Secret Word and Current Events competitions were protagonists in the final instances of the "Literature Geniuses" contest in which teams from the Inmaculada Bilingual Educational Unit and the Santa Luisa de Marillac Educational Unit vied for the second year in a row with the latter emerging as the winner with a score of 135 points.

For counselor Lupe Garay, Rector, this achievement is a challenge to improve every day always in search of excellence. "We have such great potential and we have shown it in English, Mathematics and now in Literature which are basic subject matters within a holistic Education a person in formation should have", he said.



# TECHNOLOGICAL ADVANCEMENTS

## MODERN DIGITAL MAGNETIC RESONATOR INSTALLATION AND SIMULATOR WARD AT THE HOSPITAL ROBERTO GILBERT

Dr. Julio Lama, images specialist, explained the magnetic resonator's characteristics. "It's open, that is, it eliminates claustrophobic effects giving tranquility to the patient, allowing the mother to lie down with the child during the exam so as to keep him calm. The image is neater which allows for a better diagnosis and has a specific application to visualize or discard any anomaly be related to it, a tumor, joints, organic, spinal, hernias or muscle tissue. It can take care of 3 to 4 exams every hour."



In the same manner, in the simulation ward where Pediatricists and nurses are trained to attend to different pathologies whose symptoms are reproduced through an informatics programs and manifested in

latex "patients" laparoscopic surgeons are trained by way of computerized modern equipment gathering all the elements utilized in this type of surgery.

## MODERN LAPAROSCOPIC TOWER IS INSTALLED TO PERFORM SURGERY ON THE NEWBORN



A Laparoscopic tower was installed at the Enrique C. Sotomayor Hospital with the highest video and illumination resolution and diagnosis support from same; poor rotation processes and tumors, as well as esophagus artresia and pulmonary malformations at a chest level, diaphragmatic hernias, tumors and diaphragmatic eventrations, among others.

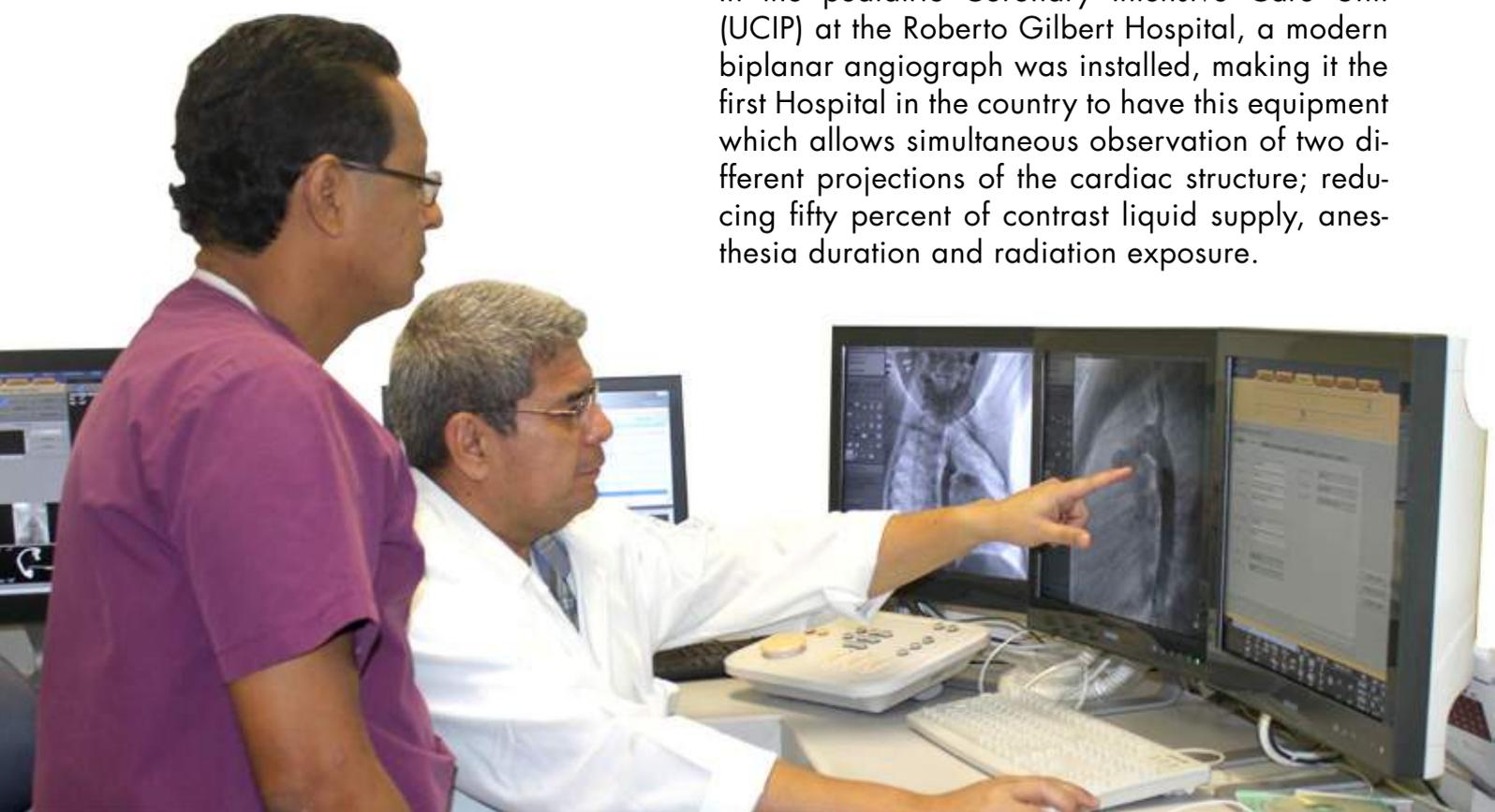
# MODERN IMAGE DIAGNOSIS CENTER OPENED UP ITS DOORS TO SERVICE THE COMMUNITY



The Image Diagnosis Center is capable of duplicating the number of patients attended the previous season whereby an average of 500 thousand patients a year are expected to be attended in its 9 wards on two levels conformed by two levels distributed on 1.956 m<sup>2</sup> with two tomography wards, 1 digital radiology ward and fluoroscopy, 2 doppler ecography wards, 1 mamography ward, 1 magnetic resonance ward, 3 medical consulting rooms, a non-invasive cardiological diagnosis area where effort, holter, ecocardiograms take place as well as areas for the taking of laboratory samples.

## BIPLANAR ANGIOGRAPH IMPLEMENTATION AT PEDIATRIC CORONARY INTENSIVE CARE UNIT (UCIP).

In the pediatric Coronary Intensive Care Unit (UCIP) at the Roberto Gilbert Hospital, a modern biplanar angiograph was installed, making it the first Hospital in the country to have this equipment which allows simultaneous observation of two different projections of the cardiac structure; reducing fifty percent of contrast liquid supply, anesthesia duration and radiation exposure.



## NEW METHODS FOR EARLY UTERINE COLLAR CANCER DETECTION AT THE HOSPITAL LUIS VERNAZA.

Two of the new detection methods being applied are base liquid cytology and PCR, which are basically exams that complement each other to extend a more opportune diagnosis for the human papilloma virus (VPH), a virus transmitted through sexual contact.

Base liquid cytology helps identify malignant cells and PCR is an ADN analysis which identifies the virus genotype.



## REMODELING AND ENLARGEMENT IN THE NUMBER OF OPERATING ROOMS.



At the Hospital Luis Vernaza operating rooms were increased in number and remodeled not just to have functional and safe installations for the Doctor as well as the patient, but also to install the latest technology in equipment to handle the complexity of surgeries performed according to the norms required by the Organ and Tissue Donation National Institute, INDOT

with a purpose to obtain a joint Commission International Certificate, JCI.

The new operating rooms are already handling cardiovascular surgery, neurosurgeries, otorhinolaryngologist and ophthalmic interventions, vascular surgery, laparoscopic surgery and organ transplants (Kidney, liver and corneas).

## TISSUE BANK IMPLEMENTATION AT HOSPITAL LUIS VERNAZA

The tissue bank is a new laboratory at Hospital Luis Vernaza whose responsibility is to ensure, prepare, examine, keep and distribute the necessary tissue for transplants, besides being an Investigation Center.



## OPERATING ROOMS QUIPPED WITH THE LATEST TECHNOLOGICAL EQUIPMENT FOR THE SAFETY OF PATIENTS AT HOSPITAL ENRIQUE C. SOTOMAYOR.

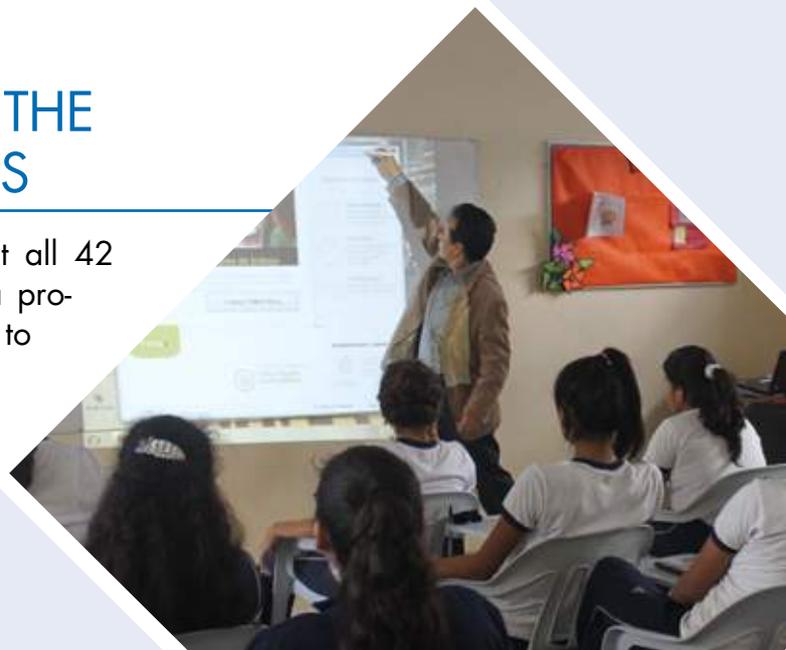


All 14 operating rooms have been furnished with high-level equipment with the following particularities: an electric surgery table, an anesthesia machine with 6 ventilating modalities, multi-Parameter monitors, capnograph, electric scalpel and defibrillators.

To avoid hysterectomy or uterus removal they rely on "thermochoise" equipment which offers a solution to patients with severe uterine myomas and the use of a uterine morcellator, useful for myoma extraction by way of absorption without the need to open up a patient.

## TECHNOLOGY WITHIN THE REACH OF OUR STUDENTS

At the Santa Luisa de Marillac Educational Unit all 42 classroom halls were equipped with a laptop, a projector and an interactive command optical panel to achieve a dynamic, interconnected and dynamic learning environment.





ORGANIZATION  
PROFILE

# ORGANIZATION PROFILE

La Junta de Beneficencia de Guayaquil is the largest, non-profit, private Organization in Ecuador and the only one of its type in Latinamerica.

We are committed to the community to improve the lives of all those who need it by offering service assistance, with trained professionals, first rate equipment and the adequate infrastructure to cover their needs with quality and warmth.

its activity is based on service optimization for which continous improvement processes, strategic alliances and a constant search for self-financing are carried out as well as strengthening services by developing high-grade efficiency indicators which are reflected in a strong demand for Health services, Education, upbringing and protection for young girls, care for the elderly, funeral and burial services; the most sinificant ones being health services.

*Central Office Is Located In  
Guayaquil, Guayas, Ecuador*

*Address: Velez 109 And Pedro Carbo*

*Telephone: 2324060*

*Web Page: [www.juntadebeneficencia.org.ec](http://www.juntadebeneficencia.org.ec)*

*Mail: [info@jbgye.org.ec](mailto:info@jbgye.org.ec)*

*Follow us:*





## HEALTH

Hospital Luis Vernaza  
Roberto Gilbert Children'S Hospital  
Enrique C. Sotomayor Gynaeco-Obstetric Hopspital  
Neurosciences Institute  
Benedict Xvi Medical Center

## EDUCATION

Santa Luisa De Marillac Educational Unit  
Jose Domingo De Santisteven Educational Unit

## URBRINGING AND PROTECTION FOR YOUNG GIRLS

Calderon Ayluardo Home  
Manuel Galecio Home

## CARE FOR THE ELDERLY

Corazon De Jesus Home  
Bien Publico Asylum

## FUNERAL AND BURIAL SERVICES

Patrimonial Cemetery  
Metropolitan Pantheon





## Our Services Expressed In Numbers

We number 8,998 collaborators distributed  
In the Central Office and 13 community  
service departments as well as the  
National Lottery.



# HEALTH

Attention given at our hospitals to thousands of patients of scarce economic means in the common area and the continual increase in attention to patients corresponding to covenants with entities in the public sector as well as private insurance companies have compelled us to diligently and conservatively plan a series of investments and improvements for our hospitals.



**HOSPITAL  
LUIS VERNAZA**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL



**HOSPITAL GINECO-OBSTÉTRICO  
ENRIQUE C. SOTOMAYOR**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL



**HOSPITAL DE NIÑOS  
DR. ROBERTO GILBERT E.**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL



**INSTITUTO  
DE NEUROCIENCIAS**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL



**CENTRO MÉDICO  
BENEDICTO XVI**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL  
ARGUENDOCESES DE GUAYAQUIL



# HOSPITAL INFRASTRUCTURE

4 Hospitals	1 Primary Attention Medicinal Center	1773 Hospital Beds	104 Pre-Post Surgical Beds	53 Operating Rooms
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BED / STRETCHER HOSPITAL AND EMERGENCY CAPACITY						
DESCRIPTION		TOTAL JBG	HLV	HES	HRG	INC
Hospital Beds	General Hospitalization Beds	952	451	184	219	98
	Private Hospitalization Beds	256	119	54	60	23
	Intermediate Care	55	0	55	0	0
	Intermediate Newborn/Pediatric Care	118	0	77	41	0
	Intensive Adult Care	83	76	7	0	0
	Newborn Hospitalization Beds	84	0	84	0	0
	Uci Newborn - Pediatric	110	0	17	93	0
	Total	1,658	646	478	413	121
Emergency		115	52	5	35	23
Total Hospital Beds + Emergency		1773	698	483	448	144
Day Hospital - Cubicles			16			
Residency And Inc Assisted Home						430
% Hospital Bed Occupancy			70.54	83.96	83	83.08
Pre- Post Surgical		104	19	70	15	0

Source: Statistics corporate office.

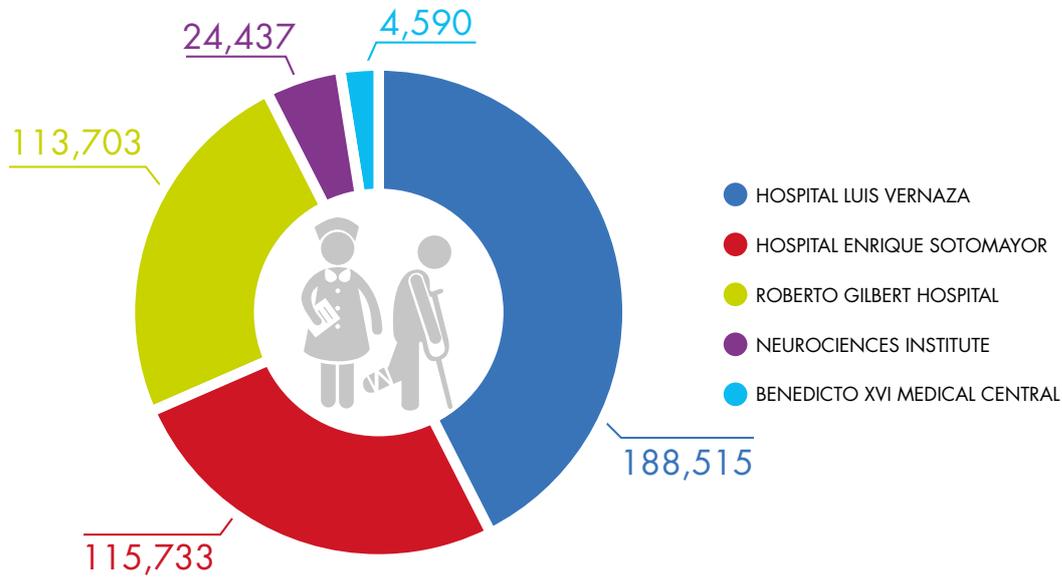
Nota: Separation of psychiatric Hospital and Shelter is performed at The INC.

OPERATING ROOMS AND TABLES ( DELIVERY OR ABORTION) AT JBG HOSPITALS					
Description	Total JBG	HLV	HES	HRG	INC
Operating Rooms	53	27	14	12	0
Delivery Tables	6	0	6	0	0
Abortion Table	2	0	2	0	0
Total Operating Rooms And Tables (Delivery Or Abortion)	61	27	22	12	0

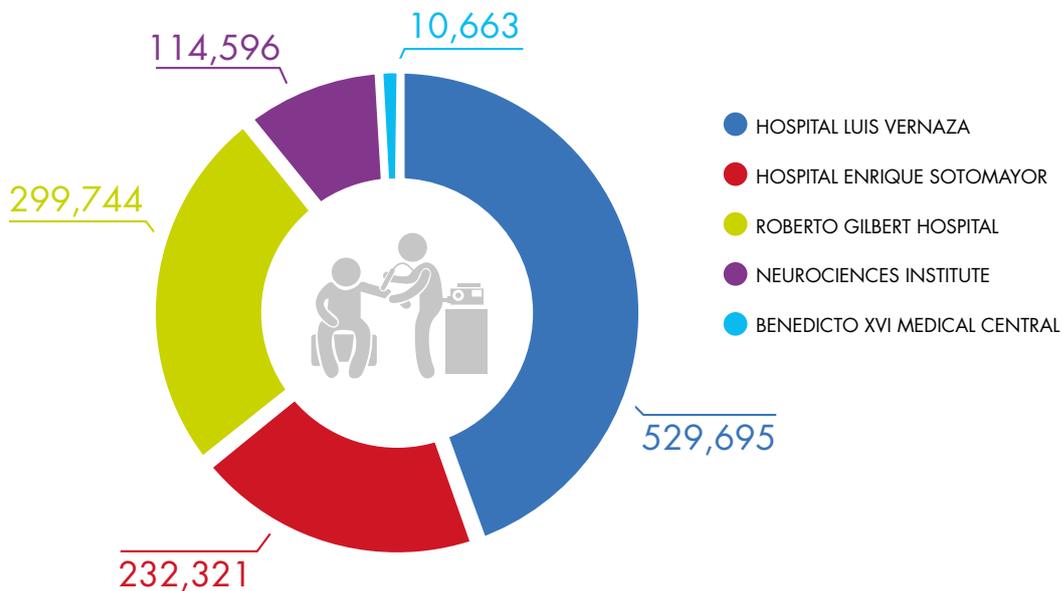
Source: Statistical Corporation Office

COVENANTS	ATTENTIONS
IESS	795.666
MSP	52.890
SEGUROS PRIVADOS	6.832
SOAT	2.834
RPS - MSP	1.621
ISSFA	1.861
ISSPOL	200
TOTALES	861.904

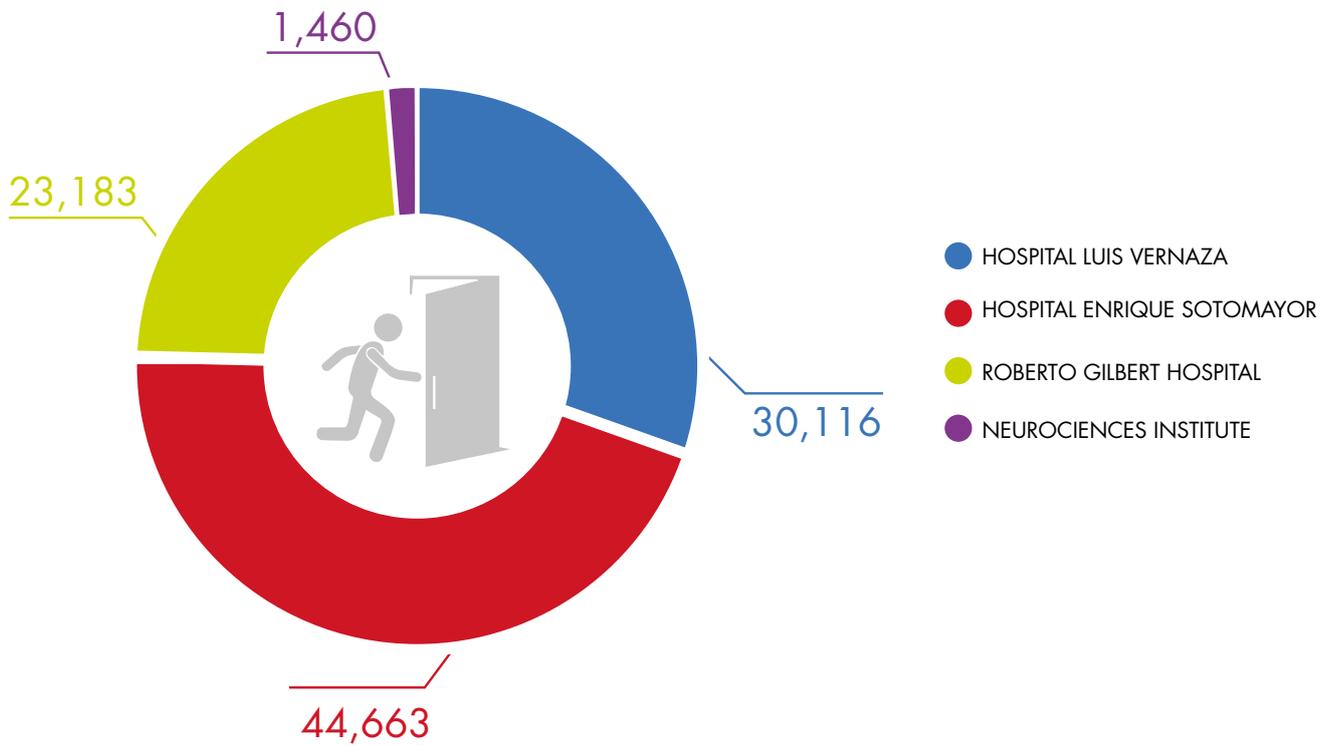
## 446,978 PATIENTS ATTENDED



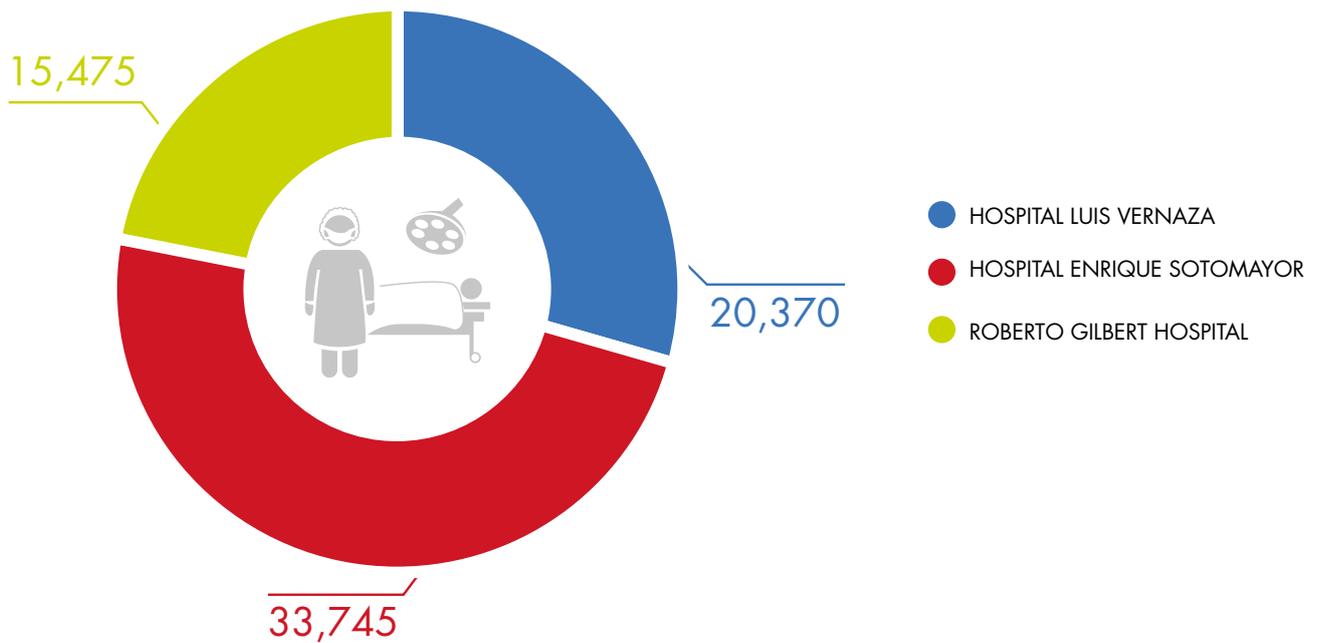
## 1,187,019 OUTPATIENT APPOINTMENTS



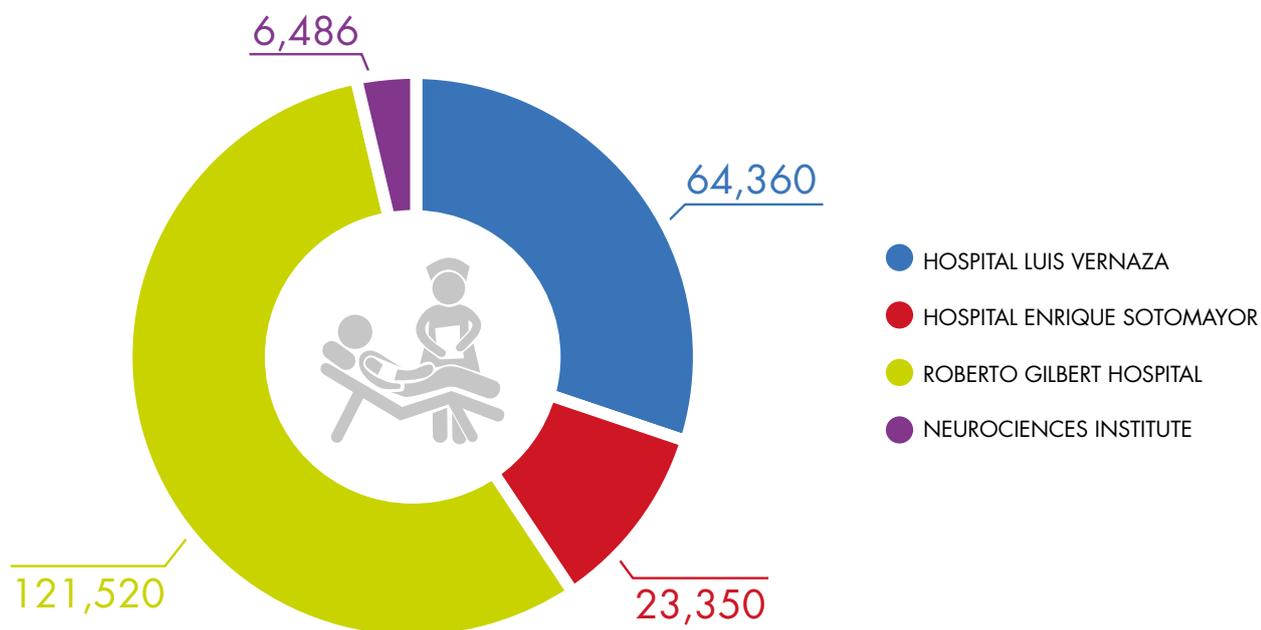
## 99,422 OUTGOING HOSPITAL CASES



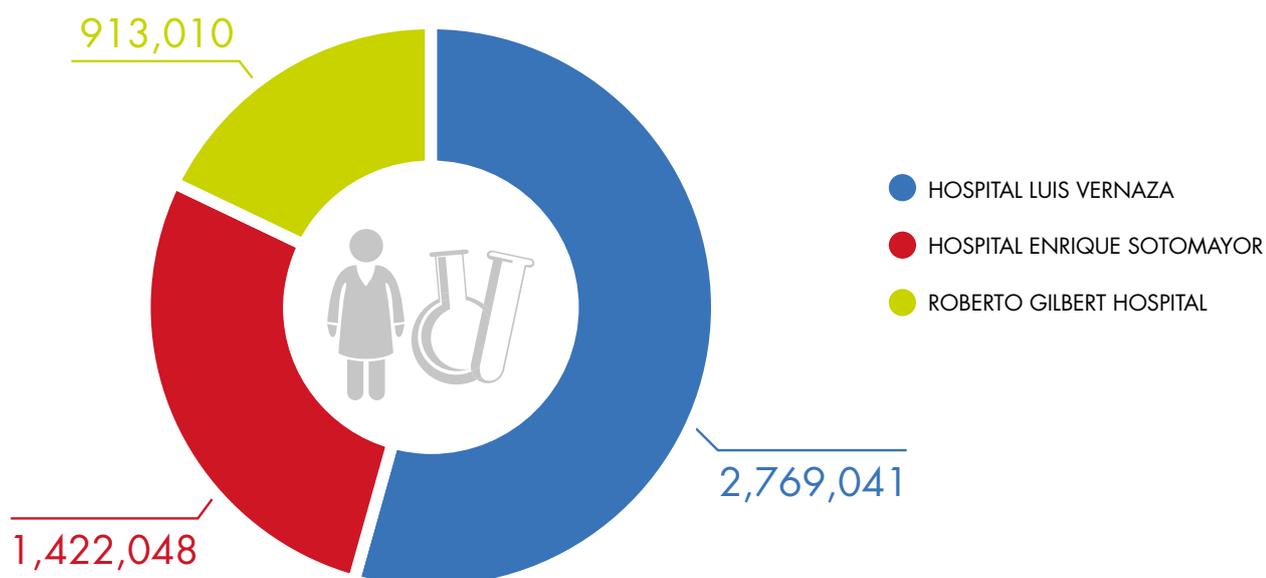
## 69,590 SURGERIES



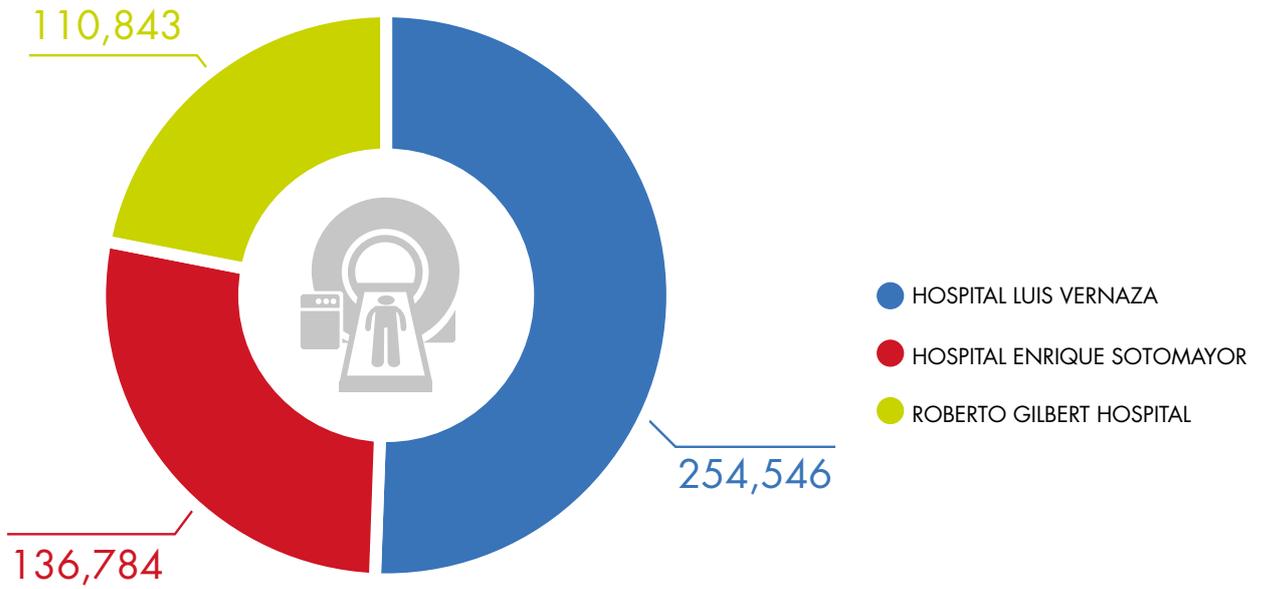
## 215,716 EMERGENCY APPOINTMENTS



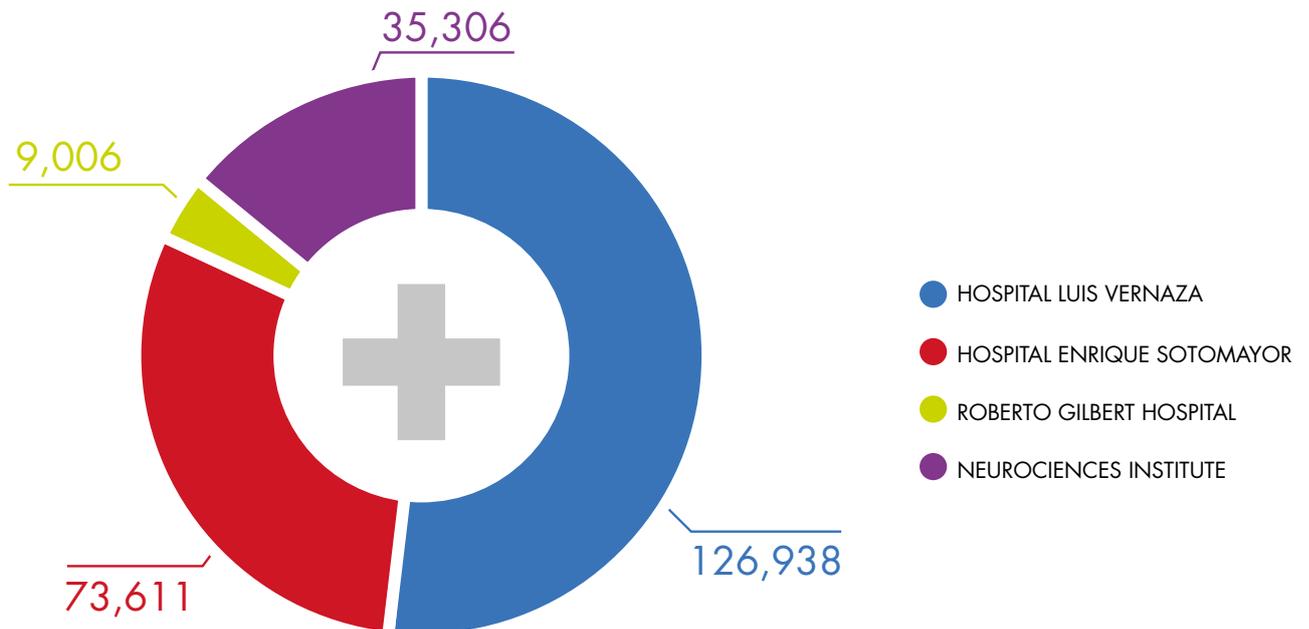
## 5,104,099 CLINICAL LABORATORY EXAMS



## 502,173 IMAGE EXAMS



## 244,861 EXAMS FOR OTHER SERVICES



**HOSPITAL ENRIQUE SOTOMAYOR**



27,291  
Childbirths

**BLOOD BANK**



21,437  
Donations  
18,824  
Various Serological Exams



# EDUCATION

We are concerned with the Education and upbringing of children and young people who attend our Educational Units and extend to them a high-grade academic education, rich in values and principles on which to base a solid future.

Within the training extended to our students there are social work programs with activities designed to help patients from the Corazon de Jesus Home or just stirring social consciousness by participating in talks regarding "prevention against drug usage" and "family values", "clean hands save lives" and participation in ceremonies filled with civic fervor.

We are preparing the future of over  
**3,000 students**



UNIDAD EDUCATIVA  
**JOSÉ DOMINGO DE SANTISTEVAN**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL



UNIDAD EDUCATIVA  
**SANTA LUISA DE MARILLAC**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL





# CARE FOR THE ELDERLY

We have two shelters in which hundreds of elderly adults live in a peaceful, orderly, hygienic and caring environment.

We look after the needs of all inmates on an equal-rights basis, with equity and promoting active participation of men and women within our activities. In this manner the elderly are held in high esteem as integral and special people with special emphasis on absolute respect for the person's dignity.

We handle **380** elderly adults with great care



**HOGAR DEL CORAZÓN DE JESÚS**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL



**ASILO EL BIEN PÚBLICO**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL





# UPBRINGING AND PROTECTION FOR YOUNG GIRLS

Two homes where we impart a spiritual upbringing, educational tutorship, psychopedagogic support, housing, food and dress for young girls and youngsters coming from the fringes of society, marginal areas.



**HOGAR  
CALDERÓN AYLUARDO**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL



**HOGAR  
MANUEL GALECIO**  
JUNTA DE BENEFICENCIA DE GUAYAQUIL





# FUNERAL AND BURIAL RITES

As part of major efforts to benefit those most in need we extend free cremation services to people of scarce economic means by way of our new Cemetery General. Some of these persons pass away in non-profit Institutions such as The Ailing Man's Home Foundation, Clemencia Foundation, Hospitals, the morgue as well as various departments within our Institution.



**CEMENTERIO  
PATRIMONIAL**

JUNTA DE BENEFICENCIA DE GUAYAQUIL



**PANTEÓN  
METROPOLITANO**

JUNTA DE BENEFICENCIA DE GUAYAQUIL



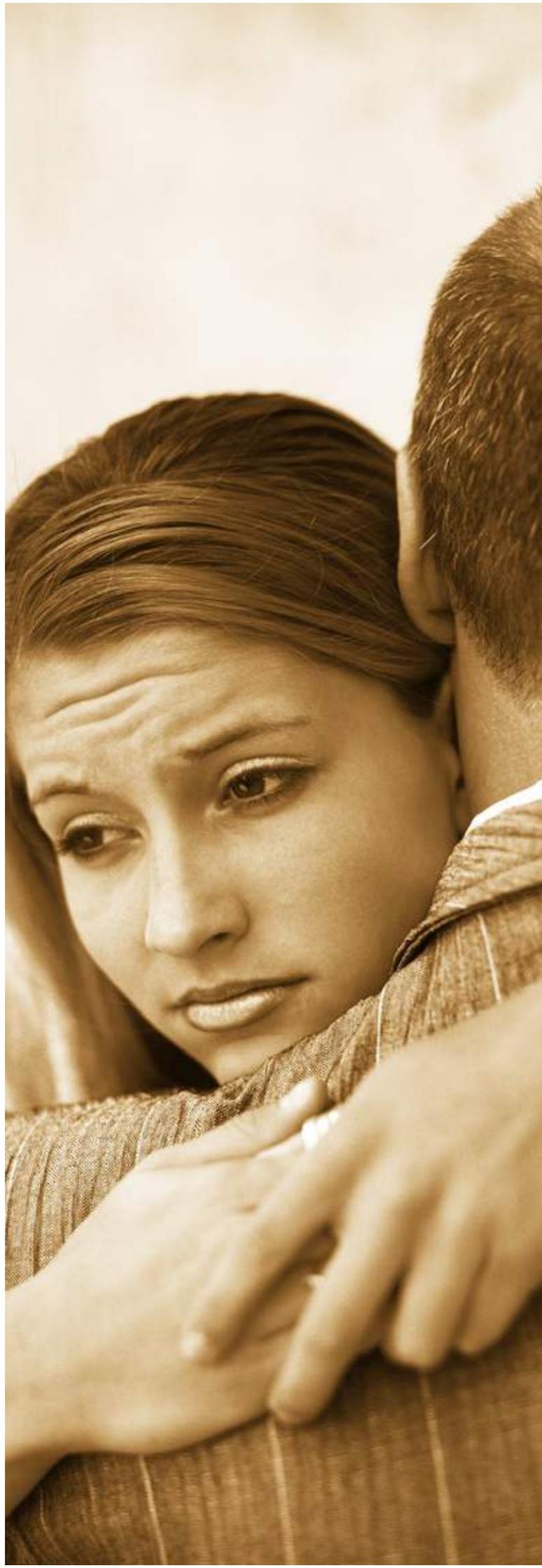
## SOCIAL AND SOLIDARY ASSISTANCE

The Patrimonial Cemetery General has funeral and burial services drawn up to offer low cost solutions to persons of scant means in Guayaquil, among which are:

- ◆ **Samaritan services plans.-** These are drawn up to attend to newborn, infant and adult burial needs, at subsidized costs, 50 % of prices for goods delivered (coffins, wake rooms, rates, etc. ) as well as infrastructure (vaults, vaults for children, niche for remains, and cinerary urns).
- ◆ **Exoneration.-** Total exoneration from total product prices, services and infrastructure awarded to bury the newborn, infants and adults, and directed to those who have least.
- ◆ **Discounts.-** To grant discounts on funeral, and cremation services as well as infrastructure.

The Patrimonial Cemetery has covenants with Social Assistance Institutions to perform burials without cost to people of scarce means such as the Foundation to Help the Incurable (AEI), The Ailing Man's Home, Hospital Luis Vernaza, Jesus Sacred Heart Poorhouse, Enrique Sotomayor Maternity Hospital, Neurosciences Institute, Clemencia Foundation, Childrens' Hospital, Childrens' Hospital -MSP and The Guayaquil Hospital-MSP.

The Patrimonial Cemetery delivered Social and solidary assistance for a total of US \$ 259,934 in 2014.



G4-11

## EMPLOYEES COVERED BY COLLECTIVE AGREEMENTS

Since freedom of association is a basic human right, we have a Workers` syndicate in our organization for which collective bargaining constitutes an important commitment.

Together with corporate government, collective bargaining is part of the general framework which enhances responsible management, whereby in 2004 we focused on the administration benefits process and

clauses negotiated in the tenth collective contract.

La Junta de Beneficencia de Guayaquil has 2,344 employees affiliated to syndicated organizations. Collective contract covers 86% of all collaborators, stable or in-house, syndicated or not, excluding employees hired on a trial basis or in a temporary way.

G4-12

## SUPPLY CHAIN

The Organization has a purchase department, for assets acquisition and logistics, responsible in attention to requirements for medicine, medical supplies, surgical and medical instruments, treatment material, supplies, biomedical equipment, spare parts and all things necessary for the Organization`s proper functioning.

According to the strategic plan, objectives defined for 2014 were worked on, which in sum were as follows:

### FIXED ASSETS

- ◆ Improving the purchasing process for fixed assets.

Improvements for this process are focused on maintaining a standard in the acquisition and purchase of fixed assets, from the time the need to purchase it is established until it is received in our premises.

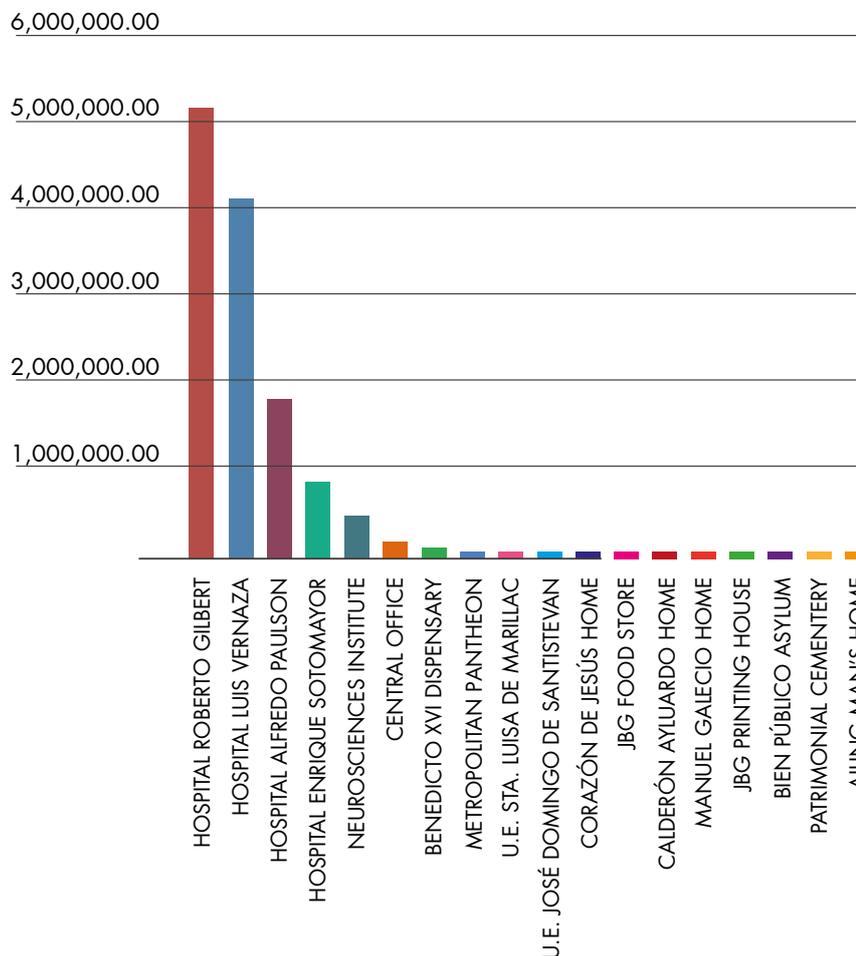


To facilitate this endeavor several matrix bearing technical specifications were drawn up for biomedical equipment and offers were evaluated.

- ◆ To reinforce and spread policies to regulate the fixed assets purchasing process.
- ◆ To set out mechanisms to allow departments to evaluate their purchasing requirements.
- ◆ To search for mechanisms to optimize the purchasing process and the acquisition of fixed assets.
- ◆ To bring personnel to the area with a technical background to allow for validation of purchasing process and the acquisition of fixed assets.

The purchase of fixed national and imported assets was oriented to covering macro objectives defined in planning and which represent an investment of \$ 12,730,586.21. Investment can be considered according to each department in the following graph:

## FIXED ASSET PURCHASE ACCORDING TO DEPARTMENTS THE YEAR 2014



## ➤ MEDICINE AND SUPPLIES

We count on a logistics warehouse for:



## ➤ PRODUCTS RECEPTION

CATEGORY	TOTAL UNITS RECEIVED
Commercial Pharmaceuticals	11,293,853
Generic Pharmaceuticals	64,480,090
Commercial Supplies	272,998
Generic Supplies	30,445,474
Total Values The Year 2014	106,492,415

## ➤ DISPATCH:

The logistics warehouse attended a total of 5.501 hospital requirements during 2014 with a monthly average of 458 dispatches.

In order to comply with “proper storage, distribution and medicine transportation practices for pharmaceutical establishments” emitted by the Regulation and Sanitary Control ARCSA agency, The present situation of our logistics warehouse, hospital pharmacies and medicine cabinets was diagnosed and a plan of action drawn up which will allows us to comply with 100% of all requisites in the year 2015.

G4-13

## SIGNIFICANT INSTALLATION CHANGES

### NEW, IMPROVED COMPUTER AND LIBRARY AREAS FOR THE BENEFIT OF YOUNG GIRLS BOARDING AT THE CALDERON AYLUARDO SHELTER.

The computer ward has a central area with two control systems and a printing center.

One of the controls gives access to the machines, and the other to contents located in pages that do not contribute to the cultural and academic upbringing of those young girls.



## REMODELING DIFFERENT AREAS TO EXTEND BETTER SERVICES

### HOSPITAL LUIS VERNAZA

- ◆ Remodeling of Hospital Luis Vernaza Clinical laboratory began on November of 2013 and by the end of 2014, two of 5 programmed phases have concluded.
- ◆ Remodeling of the critical care waiting room so that family members have a place to board during the patient's stay considering patients hospitalized in the UCI and intermediate area remain for a long time.

### NEUROSCIENCES INSTITUTE

- ◆ To improve infrastructure and service outpatient appointments
- ◆ Infrastructure improvements.



## JOSÉ ESTEBAN ANTÓN ISAIAS MINI-PLAYROOM INAUGURATION AT THE DR. ROBERTO GILBERT HOSPITAL.

The objective of this important construction, located in the outpatient appointment area of the sanitary establishment, is to propose a fun-loving, healthy environment for little boys and girls between 5 and 10 years-old. Access is completely free of charge.



G4-14

## PRECAUTIONARY PRINCIPLE

Our Organization embraces principle 15 of the Rio and United Nations declaration regarding the environment development in 1992 which states the following.

*For the purpose of protecting the environment, countries must apply, precautionary criteria in a broad way, according to its possibilities. When in danger of grave or irreversible harm, the lack of absolute scientific certainty should not be used as reason to postpone cost-efficient measures to prevent environmental degradation.*

We are conscious of the fact that dangerous and infectious waste is generated in our hospitals whereby the necessary measures, to obtain environmental licenses given out by the Guayaquil Municipal Government, were taken. Furthermore in each one of them there are inspections control, security and occupational health as well as environmental departments which conduct daily inspections to prevent and/or control outbreaks.

G4-15

## PRINCIPLES, NORMS OR EXTERNAL INITIATIVES OF AN ECONOMIC, SOCIAL OR ENVIRONMENTAL NATURE ADOPTED BY THE ORGANIZATION.

Our Organization complies with laws/National regulations and international standards related to our activities.

- ◆ 10 United Nations World – Pact Principles (see annex 1)
- ◆ We find ourselves implementing joint commission International standards.

G4-16

## ORGANIZATIONS TO WHICH IT BELONGS

	A member of the Board of Directors during the November 2013 to November 2015 period
	Active Member
	Partner
	Member
	Board Member

## EXTERNAL RECOGNITION

### GUAYAS COLLEGE OF DOCTORS DELIVERED RECOGNITION TO THE HOSPITAL LUIS VERNAZA

Recognition for being one of the hospitals in the forefront of medicine regarding organ transplants, duly accredited by the top organ and tissue organ transplant entity in the country-INDOT.



*Dr. Jorge Hurel p. Hospital Luis Vernaza assistant manager receiving recognition from dr. Francisco Vera, Guayas Province College of Doctors President.*

### FIDAL FOUNDATION DELIVERED NOUS PRIZE FOR EXCELLENCE TO LA JUNTA DE BENEFICENCIA DE GUAYAQUIL FOR ITS CONTRIBUTION TO EDUCATION.

“Although La Junta de Beneficencia de Guayaquil is recognized more for contributions to health, it has also developed significant endeavors on an educational level at the Jose Domingo de Santistevan and Santa Luisa de Marillac Educational Units where quality educations is extended”, said Dr. Rosalía Arteaga.



*Mr. Armando Baquerizo c. Administrator General of la Junta de Beneficencia de Guayaquil receiving recognition from Dr. Roslia Arteaga, Ex Constitutional President of the Republic of Ecuador and president of FIDAL foundation.*



## JUNTA DE BENEFICENCIA DE GUAYAQUIL, THE FIRST TO OBTAIN ENVIRONMENTAL LICENSES IN THE COUNTRY.

La Junta de Beneficencia de Guayaquil complied with extended proceeding to obtain environmental licenses at its four hospitals, establishing a landmark for external and internal environmental care for all its hospital units.

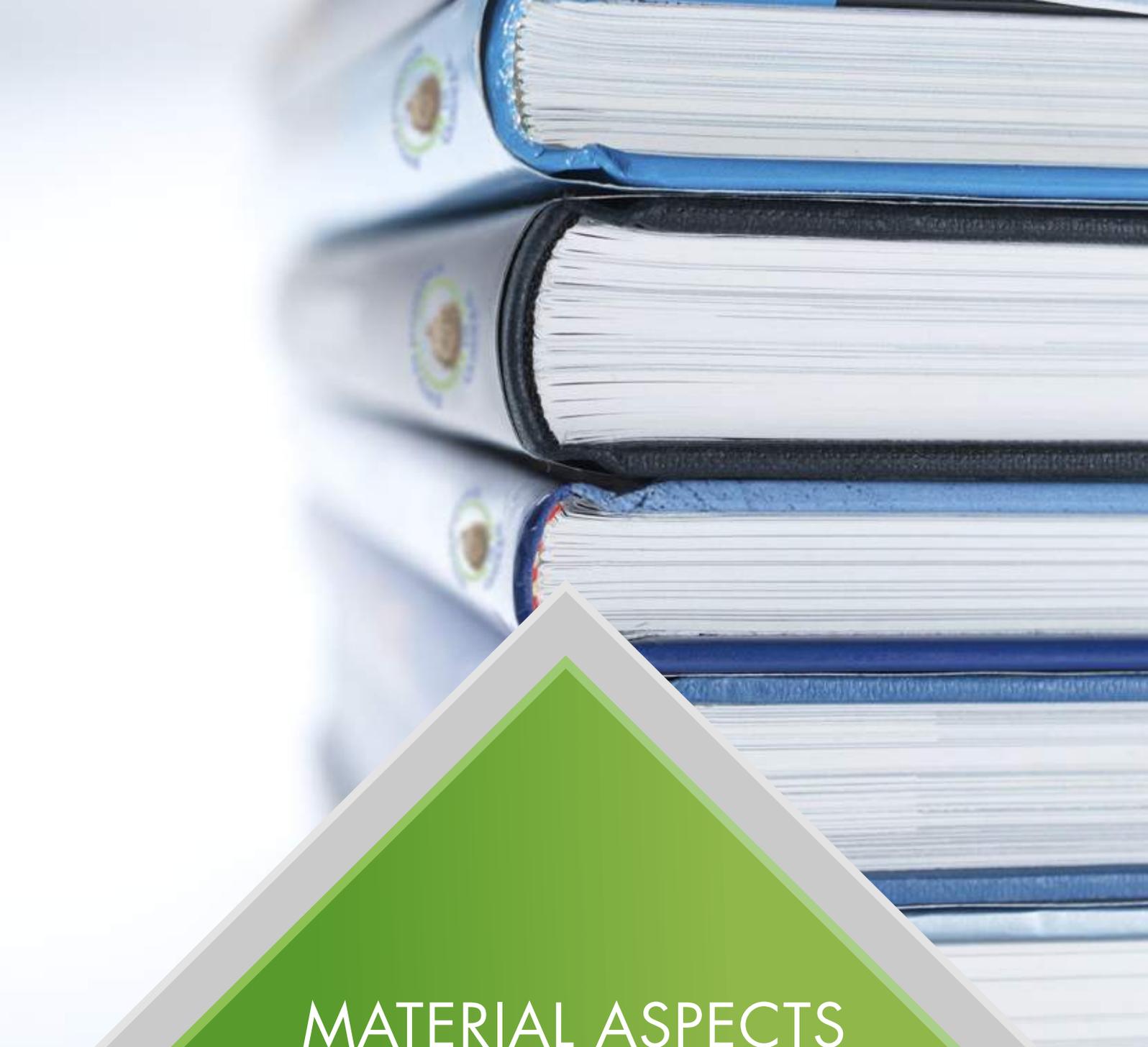
La Junta de Beneficencia has complied with all requisites solicited, including an insurance policy regarding faithful compliance for environmental management for which, companies to monitor noise, particular materials, fixed combustion sources and residual waters analysis, are present at all four hospitals.

## POSTAGE STAMP CIRCULATING IN ECUADOR IN HOMAGE TO 450 YEARS SINCE THE HOSPITAL LUIS VERNAZA FOUNDATION.

In recognition of its trajectory as well as historic, cultural and social repercussion in the country, Correos del Ecuador, public enterprise, represented by assistant manager Eng. Santiago Barragán emitted a postage stamp in honor of 450 years of existence for Hospital Luis Vernaza.

During the ceremony the stamp album was signed and the first day envelope was postmarked making postage stamp emission official around the world.



A stack of several books with blue and black covers, viewed from the side, showing the pages and spines. The books are slightly out of focus, creating a sense of depth.

MATERIAL ASPECTS  
AND COVERAGE

# MATERIAL ASPECTS AND COVERAGE

G4-17

## ENTITIES APPEARING IN CONSOLIDATED FINANCIAL STATEMENTS

The Central office, all external and internal service departments and the self-management department are included in the Organization`s consolidated financial statements.

1. Central Office
2. Hospital Luis Vernaza
3. Dr. Roberto E. Gilbert Children`s Hospital
4. Enrique C. Sotomayor Gynaeco-Obstetric Hospital
5. Neurosciences Institute
6. Benedict XVI Medical Center
7. The Ailing Man`s Home
8. José Domingo De Santistevan Educational Unit
9. Santa Luisa De Marillac Educational Unit
10. The Calderon Ayluardo Home
11. The Manuel Galecio Shelter
12. The Bien Publico Shelter
13. The Corazón De Jesús Home
14. The Patrimonial Cemetery
15. The Metropolitan Pantheon
16. Collaborators`General Food Store
17. Printing Press
18. National Lottery

G4-18

## PROCESS TO DETERMINE MEMOIR CONTENTS

The Self-Management office is responsible for gathering, consolidating and writing up information utilized for the report for which the "guide for sustainability reports" is taken as a reference, as published by Global Reporting Initiative, (GRI) in (G4) version.

At the end of each year every office and department inspectorship will draw up an annual report for the General Board of Directors which will contain those most relevant events of the year. These reports are the basis for the Social Responsibility Report.

Furthermore, meetings are held with each of those responsible for processes related to information required in order to cover all aspects and indicators.

After the report is prepared, the image and communication office designs the cover, optimizes photography, as well as material diagram and printing.

### Graphically, the process is the following:



G4-19

## IDENTIFIED MATERIAL ASPECTS

During the process of defining the contents of this report, information related to the following aspects in each category requested by the GRI, was drawn up.

<b>ECONOMICAL CATEGORY</b>	
Economic Performance	
Market Presence	
Indirect Economic Consequences	
Acquisition Practices	
<b>ENVIRONMENTAL CATEGORY</b>	
Energy	
Water	
Effluents And Residue	
<b>CATEGORÍA DESEMPEÑO SOCIAL</b>	
Employment	Investment
Relations Between Worker And Management	No Discrimination
Security And Occupational Health	Forced Labor
Training And Education	Security Measures
Diversity And Equal Opportunity	Rights Of Indian Population
Equal Payment For Men/Women	Complaint Mechanisms Regarding
Complaint Mechanisms Regarding Labor Practices	Human Rightst

G4-20

The information presented in this report is complete in reference to la Junta de Beneficencia performance and objectives with respect to the year 2014.

G4-21

External coverage has been expressed by including relevant topics regarding interest groups.

*G4-22*

During 2014 no changes or reformulations occurred regarding the previous Social Responsibility Report.

*G4-23*

In 2014 there have been no significant changes in reference to the reach and coverage of every aspect presented in this report.



UNEMPLOYMENT  
INDICATORS

G4-24, G4-25, G4-26, G4-27, G4-37

# INTEREST GROUPS

Our Organization has clearly identified its interest groups according to services extended by each Department.





HEALTH

Patients And Family Members  
Health Professional  
Public Health Ministry  
Regulation And Sanitary Control Agency  
Public And Private Insurance Companies  
Universities  
Health Attention Centers



EDUCATION

Students  
Parents  
Teachers  
Ministry Of Education  
Universities  
Cultural Groups  
Sporting Associations



LITTLE GIRLS OF  
SCARCE RESOURCES

Little Orphaned Girls Or Of Scarce Resources  
Parents  
Religious Community



THE ELDERLY

Elderly Adults  
Family



SALESFORCE

Lottery Salespeople  
Distributors



ORGANIZATIONS

Organizations which support our work  
Benefit Organizations  
Covenants

# RELATIONSHIPS WITH OUR PATIENTS AND THEIR FAMILIES



*“ We are concerned with offering the best attention, with highly qualified professionals, the necessary equipment and infrastructure according to technological advancement and greater proximity so as to further educate them regarding their health.”*

## LEVEL OF SATISFACTION

- ◆ Suggestion Boxes
- ◆ Complaint Procedures

## NEW SERVICES AND SPECIALTIES

- ◆ Image Diagnosis Center
- ◆ Benedict Xvi Dispensary
- ◆ New Mental Health Specialties
- ◆ INC Call Center

## SOCIO ECONOMIC VISITS

## THEATRE PRESENTATIONS

- ◆ UBU KING – Outpatients From The Neurosciences Institute

## EDUCATIONAL TALKS

- ◆ “Clean Hands Save Lives”
- ◆ Psychoprophylactic Workshop Program For Women who are expecting
- ◆ Patients And Families’ Rights And Duties.
- ◆ Rights For People With Mental Health Problems

## CAMPAIGNS

- ◆ Mothers’s Day for Hospital Enrique C. Sotomayor
- ◆ Awareness regarding Maternal breast feeding

## OPEN HOUSE

- ◆ Breast cancer
- ◆ Drug abuse prevention
- ◆ Maternal infantile AIDS transmission prevention program
- ◆ World diabetes day
- ◆ World psoriasis day
- ◆ AIDS prevention day

## EDUCATIONAL INFORMATION

- ◆ Brochures
- ◆ Television Sets
- ◆ LED in Waiting Rooms

## NEW CALL CENTER SERVICE FOR MEDICAL APPOINTMENT RESERVATIONS

Call:



To benefit the community and because of the sizable demand in the outpatient area, the Neurosciences Institute has introduced a new Call Center Service with direct line for first-time medical appointments

## PREVENTION, DETECTION AND FOLLOW UP REGARDING DIABETES AT HOSPITAL LUIS VERNAZA

Learning how to  
administer  
Insulin



Materials  
delivery for  
glucemia control



Delivery of  
materials useful  
for steaming edibles



Educational  
bingo



Educational talks  
for patients  
with diabetes



Physical  
activity for  
patients with diabetes



# RELATIONS WITH OUR STUDENTS AND THEIR PARENTS



## RECOGNITIONS

- ◆ Change of Flag Bearer
- ◆ Mini Geniuses

## CHILD'S DAY

- ◆ Dances
- ◆ Propagation Of Children's Rights

## COMMITTEES

- ◆ Student Council
- ◆ Parents' Central Committee

## RECEPTIONS

- ◆ Father's Day
- ◆ Mothers's Day
- ◆ Christmas

## CULTURE ANS SPORTS

- ◆ Folk Dances
- ◆ Theater
- ◆ Poets
- ◆ Artistic Festival
- ◆ Olympic Games

## SCHOLARSHIPS

- ◆ Studies
- ◆ Sweets Donations

## CIVIC CEREMONIES

## VACCINATION

- ◆ Human Papiloma

## EDUCATIONAL TALKS

- ◆ Bullying

## RELIGIOUS CEREMONIES

- ◆ First Communion

## RELIGIOUS CEREMONIES

- ◆ Dedicated To Cleansing
- ◆ Solidarity

## RECOGNITIONS

Mr. Carlos Vergara extended recognition to female students, winners of the Mini-Geniuses Spelling bee contest organized by the "El Universo" Newspaper



Flag – Bearer And Escort Change



## RECEPTIONS

Children's Day



Father's Day



Mother's Day



## SPORTS AND CULTURE

First encounter between poets and novelists, organized by the Guayas Prefecture where high-school students interacted with our city's great poets and novelists, among them Mrs. Iris Muñoz Mejía



Olympic Games



Artistic Festivals



## SOCIAL RESPONSIBILITY

Students visited The Society for the Struggle Against Cancer Hospital (SOLCA), to offer an entertaining program for the children, who enjoyed dancing and singing next to the students.



# RELATIONS WITH THE ELDERLY



### EVENTS AND THEATRE PLAYS

- ◆ "My way" theatre play with artistic participation of the Corazon de Jesus Home residents "A Christmas tale" and "Romeo and Juliet"
- ◆ Event referring to the world soccer cup with the elderly

### INTEGRATION OF THE ELDERLY AND THEIR FAMILIES

- ◆ Presentation of "Home Diary" Written by residents regarding experiences at the Home Linkage and education for residents' families.

### RECREATIONAL THERAPY

"The Home's Bazaar" promotional activity for the different recreational and occupational therapies being carried out by the Corazon de Jesus Home residents

### RECREATION

- ◆ Retreats
- ◆ Recreational Excursions

## RECREATIONAL THERAPY

Excercise Routines and  
Dance Therapy



Music Therapy



## RECREATION

Excursion Via The  
Spondylus Route



Excursion To  
Historical Park



## RECEPTIONS

Mother's Day



Christmas  
Celebration



# RELATIONS WITH OUR COLLABORATORS



*“We are committed to the growth of our  
collaborators and their families”*

8,998  
COLLABORATORS  
OVER 1000 RETIRED PERSONS  
339,310  
TRAINING HOURS

QUANTITATIVE  
PERFORMANCE MEASUREMENT.

- ◆ Work Environment
- ◆ Performance Evaluation

TRAINING AND  
PROFESSIONAL DEVELOPMENT

INTERNAL CAMPAIGNS

- ◆ "Let Us Say Hello"
- ◆ "Safe Surgery-Verification Is Vital"
- ◆ Safety, Occupational Health And The Environment

CHANNELS OF COMMUNICATION

- ◆ Informational Bulletins
- ◆ Intranet
- ◆ Electronic Mail
- ◆ Dialogue With Syndicated Associations
- ◆ Pamphlets

ORGANIZATIONAL CULTURE

- ◆ Values
- ◆ Mission
- ◆ Vision
- ◆ Work Policies

SCHOLARSHIPS

- ◆ Joint Committee Members of
- ◆ Occupational Health Safety
- ◆ Reunions

INTEGRATIONIST EVENTS

- ◆ Vacational camp for children
- ◆ Inter-departmental soccer championships
- ◆ Days for retired persons
- ◆ Integration days for Organization Departments
- ◆ Institutional Choir

## INSTITUTIONAL CHOIR



Psych. Pilar Adell: Choir Coordinator:  
"All members of the choir conform a wonderful group, with real commitment. They understand that on belonging to the choir they are no longer individualities but rather a family, for a choir is the true expression of teamwork."

## THE TEACHING STAFF IS TRAINED IN COMPLIANCE WITH THE INTERCULTURAL EDUCATION LAW FOR THE DISABLED.

Article 47 of the Intercultural Education Organic Law (LOE), which took effect on March 31st of 2011, points out that "Educational establishments are compelled to receive all persons with disability and to create the necessary support and physical as well as curricular adjustments and adequate promotion according to their needs. Training for teaching personnel in the areas of methodology and specific evaluation is also stressed to award disabled children within the intercultural process with warm, quality attention".

To this end, the teaching staff for "January 4th Municipal Primary School" trained teaching personnel from the Jose Domingo de Santistevan Educational Unit, third year basic education, which belongs to La Junta de Beneficencia de Guayaquil.



Helen Rivas,  
Third year basic tutor  
"We learned the alphabet, certain words, algorithms, conceptual maps, signs, braille mathematics. We've come a long way"

## RETIRED PEOPLE RECEIVED HOMAGE IN GRATITUDE FOR A JOB WELL DONE.

The JBG. Human Development Department thanked 62 colleagues who received voluntary retirement, leaving behind a trail of service, commitment and devotion in all departments where they served.

The Recreational and Sporting Center training area was filled with joy due to Max's interventions on guitar and singing different musical genres. It must be noted that La Junta de Beneficencia extends pension payment to over a thousand retired persons.



Bachelor Yolanda Rosero, Retired Person:  
"I thank the Junta because due to labor stability i managed to work and study towards a bachelor's degree in nursing"

## "ENLARGED STAFF" PROGRAM TO IMPROVE WORK ENVIRONMENT



At the Roberto Gilbert Children's Hospital the "enlarged staff" program is being developed, through which, an open, humane, organizational culture is sought to encourage participation and mature behavior from all organization members so that personnel will be further committed and motivated in an artistic environment which seeks to create the strength necessary to head the Organization towards excellence.

"The Staff's idea is to leave the routine behind, remind us we are all human, that we make mistakes not because we want to, however, we should recognize them. We must work as a team with a common goal to heal the children. We held an artistic tango presentation. Music wakes up the senses as well as the intellect bringing tranquility to man. This time to relax makes it possible for the mind to once again focus on what must be done", as stressed by Dr. Enrique Valenzuela, Dr. Roberto Gilbert Children's Hospital Director.

## RECREATIONAL AND SPORTING CENTER



## PROFESSIONALIZATION AND DEVELOPMENT

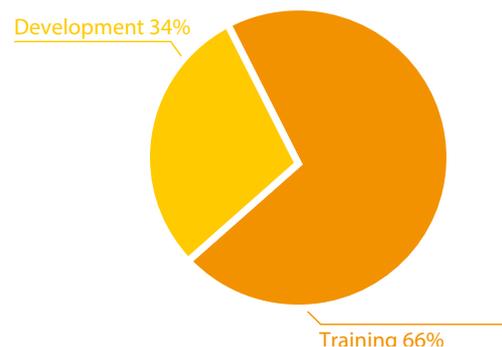
We have formal education programs which allow us to accredit the different present and future fields of competence for personnel in relation to the mission and vision of the Organization.

Class	No. of programs	Man-hours	No. of people	Total Investment	Average investment per collaborator
Training	1,010	111,381	20,120	\$704,829.22	\$35
Professional Development	85	224,131	329	\$365,577.25	\$1,111
<b>TOTAL</b>	<b>1,095</b>	<b>335,512</b>	<b>20,449</b>	<b>\$1,070,406.47</b>	<b>\$1,146</b>

In relation to the year 2013, there was a significant, 100% increase in 2014 regarding programs executed to train and professionalize personnel.

The following chart shows the investment I distribution as far as shaping human talent.

### BUDGET DIVISION



## SCHOLARSHIPS

- ◆ Institutional Scholarships Program, whose only purpose is to shape, professionalize technical and administrative personnel as well as develop human potential, susceptible of employment within the same organization and structure a foundation of potential professional people to meet our requirements for qualified technical personnel at our departments.
- ◆ Systemic leadership program oriented to high office. Thirty collaborators received training between directors, general managers and the heads of different departments.



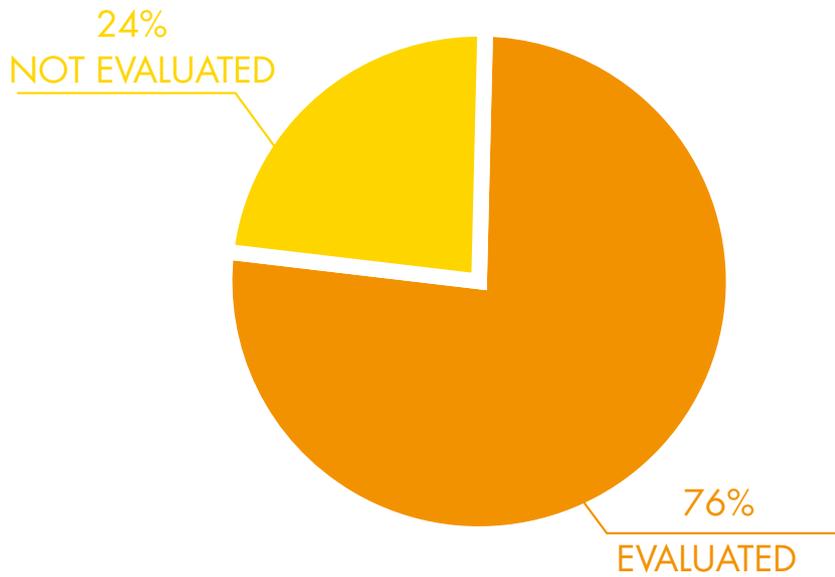
## PERFORMANCE QUANTITATIVE MEASUREMENT

Computers software allows us to perform an internal diagnosis as well as performance (labor competence) and work environment, evaluation whereby such tools were applied in the different departments:

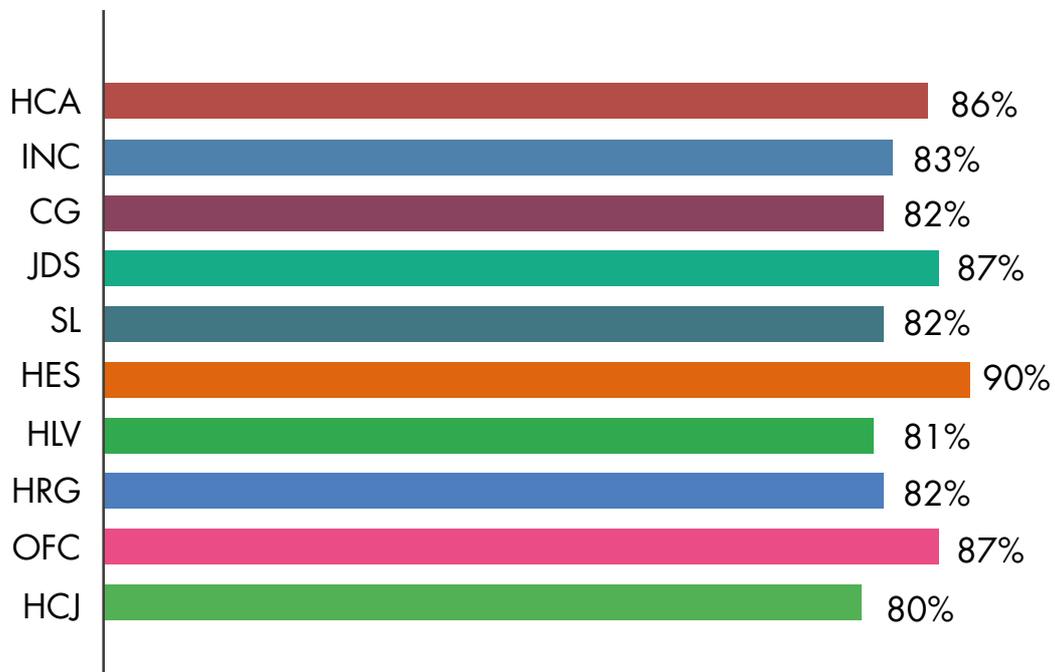


## PERFORMANCE EVALUATION

Performance qualitative measurement is done in systematic fashion in 10 departments with a total of 5,850 objective evaluations from a total of 7,735 collaborators for over a year on the JOB.



### % OF PERFORMANCE BY DEPARTMENTS



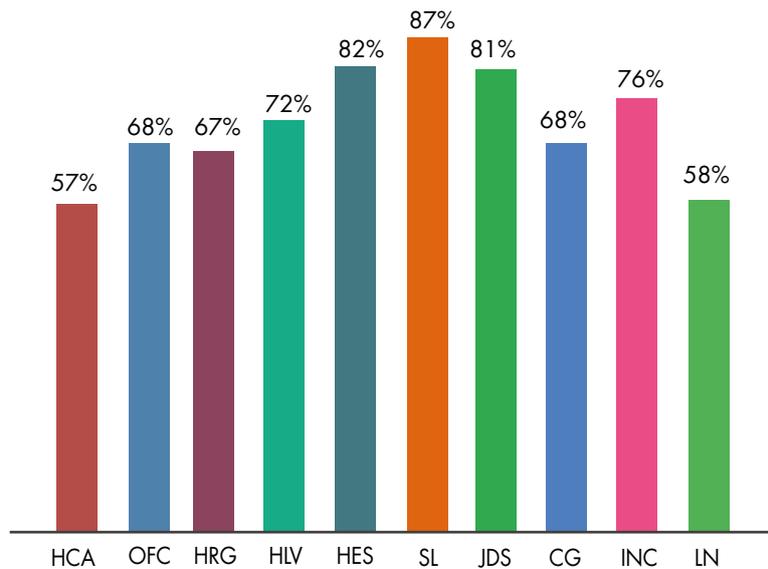
HCA: Calderon Ayluardo Home  
 INC: Neurosciences Institute  
 CG: General Cemetery  
 JDS: Jose Domingo De Santistevan Educational Unit  
 SL: Santa Luisa De Marillac Educational Unit

HES: Enrique Sotomayor Hospital  
 HLV: Luis Vernaza  
 HRG: Hospital Roberto Gilbert  
 OFC: Central Office  
 HCJ: Corazón De Jesus Home

## LABOR AMBIENCE

In 2014 ten departments measured the labor atmosphere which allows us to take action to optimize our service and processes platform and therefore improve conditions for our collaborators.

Those Hospitals which underwent such practices were the Instituto de Neurociencias, Luis Vernaza, Enrique C. Sotomayor, Hospital Roberto Gilbert, Cemetery, National Lottery, José Domingo Santistevan Educational Unit, Corazón de Jesús Home and the Central Office with an Institutional average labor satisfaction level of 72%.



Labor satisfaction results  
Within those factors evaluated by collaborators we found room for improvement in: communication, leadership and teamwork.

## OUR COLLABORATORS' HEALTH IS OUR CONCERN

Influenza vaccination campaign



Second safety, occupational health and environment day



# SOCIAL INTEGRATION PROGRAM

## RECEPTIONS

Mother's Day



Father's Day



## FAMILY MICROENTERPRISE

Handicrafts exposition  
by collaborators and  
their family members



Container delivery for a reservoir  
of vast amounts of water des-  
tined to collaborators living in  
the Duran Canton of the Guayas  
Province.



# RELATIONS WITH ORPHANED OR POOR LITTLE GIRLS



## PRINCIPLES AND VALUES

- ◆ First Communion
- ◆ Talks
- ◆ Virgin Mary Bonfires

## RECREATION

- ◆ Recreational Outings
  - ◆ Integrating Events
  - ◆ Vacational Course
- ◆ Birthday Celebrations



# RELATIONSHIP WITH SOCIETY

## COMMUNITY

### OPPORTUNE AID PROGRAM

- ◆ To the community
- ◆ In coordination with the Rostros Felices (Happy Faces) foundation

### SEMINARIES

- ◆ Mental health for journalists
- ◆ Ill Open House: "Mental Health Without Stigma's"
- ◆ Gerontology external fair

### MARKET SURVEY

- ◆ Focused on the elderly and persons with senior citizen parents so as to obtain deeper knowledge regarding these two groups objectively, insofar as their feelings, expectations and perceptions in relation to homes for the elderly

### EDUCATION TALKS – OPEN HOUSES

- ◆ Breast cancer
- ◆ Drug abuse prevention
- ◆ Preventive measures for maternal-infant AIDS transmission program
- ◆ Diabetes world day
- ◆ Psoriasis world day
- ◆ World day against HIV

## OPEN HOUSE IN NEW BENEDICT XVI MEDICAL DISPENSARY

With a purpose to inform the community about services offered at the Benedict XVI Dispensary, opened in January of 2014, an open house was held, attended by an average of 400 persons residing in the Samanes, Shyris, Condor, Villa España and Orquideas Citadels, among others, who benefitted from glucose and blood pressure controls as well as parasite control medicine for children, and breast, abdominal and pelvic ecography, all free of charge.



## HEALTH PROFESSIONALS



### CONGRESS/FAIRS

- ◆ International HRG Interventionist Pediatrics Congress.
- ◆ Academic Work Stages At INC.
- ◆ II Health Fair At INC.
- ◆ International Forum. What Is The Health Agent's Mission?

### EVENTS

Event geared to professional psychiatrists to introduce the INC new, private, hospitalization service

### SEMINARIES

- ◆ "Let's Salute"
- ◆ "Safe Surgery – Verification is Vital"
- ◆ Safety, Occupational Health and the Environment

### MARKET RESEARCH

Survey taken among city psychiatrists to find out what the perception is regarding private hospitalization service at the Neurosciences Institute

### INVESTIGATIONS

- ◆ Medical Magazine

# RELATIONSHIP WITH NATIONAL AND INTERNATIONAL ORGANIZATIONS

COOPÉRATION AGREEMENTS  
AND COVENANTS

OTHER COMPANIES' SOCIAL  
RESPONSIBILITY

Blood Donation  
"Valdez Sugar Mill"  
"San Carlos Sugar Mill"

COORDINATION AND MANAGEMENT  
OF DONATIONS' FINAL DESTINY

COMPANIES WHICH  
SPONSOR OPEN HOUSES

BENEFICIARIES OF OUR  
MANAGERIAL EFFORTS



## AGREEMENTS AND COVENANTS

We continue forging good relations with Social Welfare Institutions, insuring the arrival of several humanitarian missions which have performed surgery free of charge on people of scarce means at our hospitals as well as training, workshops and conferences for our medical and nursery personnel.

We have received donations from abroad, namely from friends of Ecuador, Globus Relief, Direct Relief International, Foundation Vida and Free Wheelchair Mission consisting of a sizable number of wheelchairs, walkers, canes, crutches, and hospital beds as well as supplies, equipment and furniture for medical use. We also receive contributions from private entities such as the Banco de Guayaquil, Banco del Austro, Meditop Laboratories, Carozzi Ecuador Enterprises, and finally, consumer items and articles for personal use from Ecuadorian Customs. All of these goods have been delivered to our hospitals, patients, people in need, charity social welfare foundations and Institutions in other provinces in the country.

Some of the cooperation covenants signed this year are as follows:

### SOLCA AND LA JUNTA DE BENEFICENCIA SIGNED AGREEMENT IN FAVOR OF MINORS AFFLICTED WITH CANCER



Statistics point out that leukemia is the most prevalent form of cancer affecting children, in first place with 45 %. Of 180 new, under-age patients attended at Solca in 2013, 81 cases correspond to leukemia, 20% to brain tumors and 15 % to linfomas. Eng Francisco Manfredi, Sub-Inspector for the Roberto Gilbert Children's Hospital came up with the covenant idea, which was put into action almost immediately.

Dr. Juan Tanca Marengo, President of Solca, pointed out: "We figure that some ten children could be in the Roberto Gilbert Children's Hospital. The medicine involved would cost, but the room would be free of charge. The benefit involved is being attended to in short notice which is very important when it comes to cancer, specially regarding serious cases like leukemia and those which demand immediate attention," added SOLCA President Dr. Juan Tanca .

## GPF CORPORATION AND LA JUNTA DE BENEFICENCIA ALLIED IN TREATMENT FOR CLUB FOOT

Both Institutions signed an Interinstitutional Support Agreement which will render the project feasible by way of a voluntary monetary recollection from clients in all 200 sales outlets located at Fybeca and Sana Sana Pharmacies in the Guayas Province.

The purpose behind the project is, in principle, to benefit an average of 400 patients of scarce economic means by extending full treatment, supplies and the required medical attention for their pathology as well as educating the parents and the community, in general, regarding this condition and its consequential treatment.



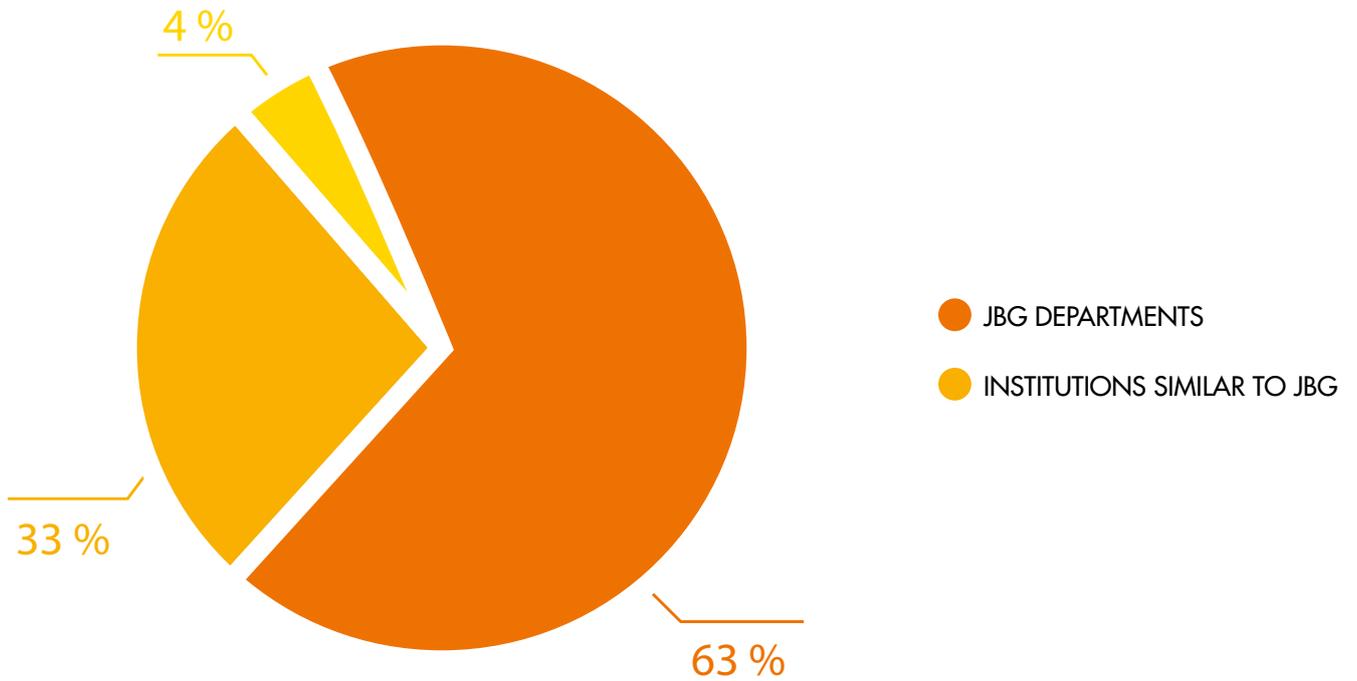
## GLOBAL RELIEF IS OUR ALLY FOR SOCIAL HELP



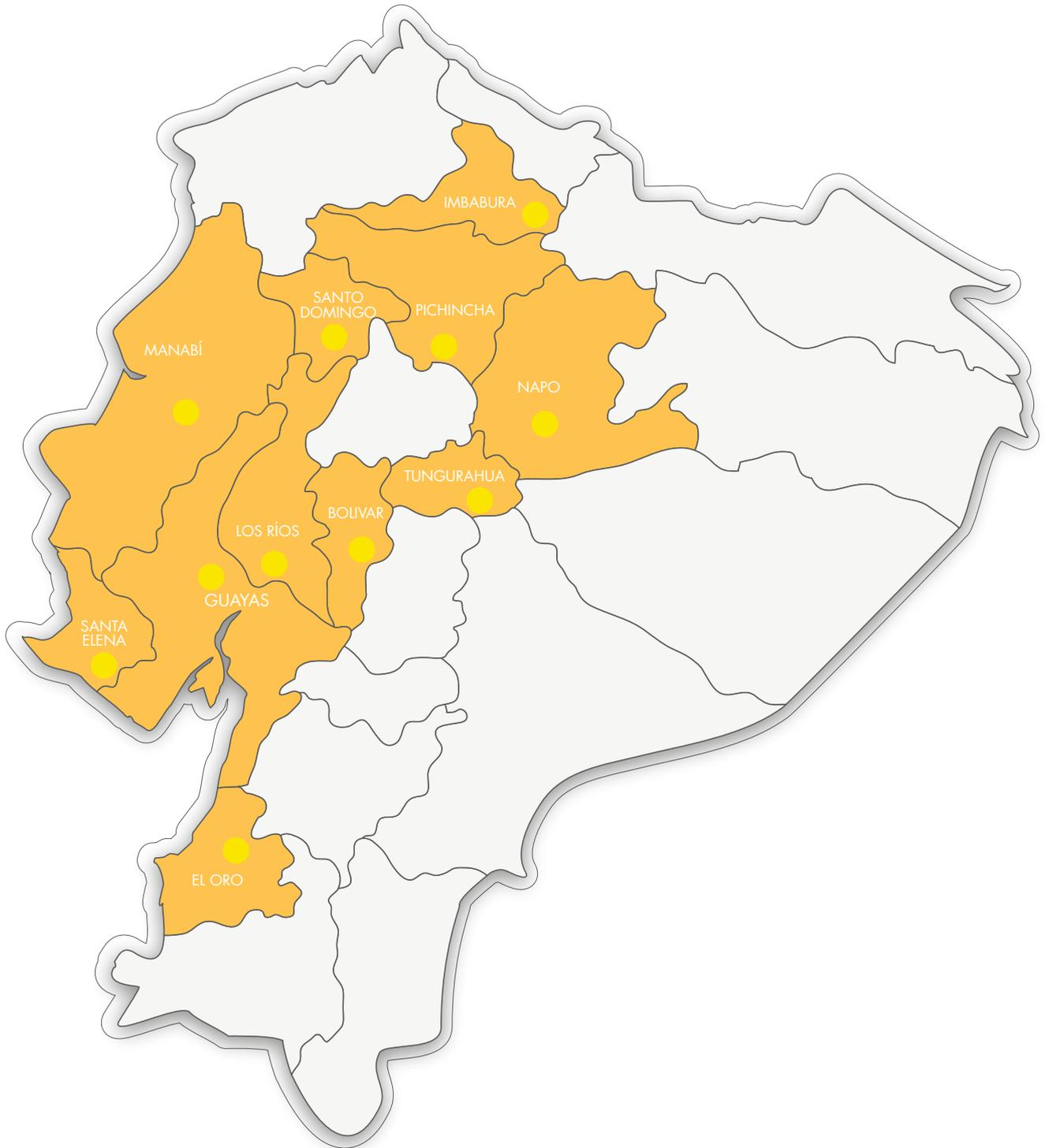
Ashley Robinson, President of Global Relief, during his first visit to this country, arrived in the company of Shaima al Wasitti, Donations Director for Global relief, in order to become closely acquainted with those who run the Institution as well as those areas they are in contact with and thus identify what other needs could be attended according to the aid program they maintain.

# INSTITUTION WHICH BENEFIT FROM OUR ADMINISTRATION

INSTITUTIONS GRAPH DEPICTING DONATIONS  
DELIVERED DURING THE YEAR 2014



## DONATION MAP



# LOCAL ALLIES



## ENVIRONMENTAL CARE

*After three years of compliance, verification, processes incorporation, approval of reference terms, impact studies, environmental handling plans and approval of the First Compliance Environmental audit; our Hospitals:*

*Luis Vernaza*

*Dr. Roberto Gilbert E.*

*Enrique C. Sotomayor*

*Nuerosciences Institute*

*Are the first Hospitals in Ecuador to obtain an environmental license awarded by the environmental office of the Guayaquil Municipal Government.*



## OUR HOSPITALS, THE FIRST ONES TO OBTAIN ENVIRONMENTAL LICENSES



The Luis Vernaza, Roberto Gilbert E., Enrique C. Sotomayor Hospitals as well as the Neurosciences Institute obtained an Environmental License, awarded by Guayaquil's Municipal Environmental Office after having passed the first Environmental Compliance Audit.

During the Environmental licensing process, registry as dangerous waste producers was obtained from the Ministry of Environment, and only when the Environmental Impact Study and the Environmental Handling Plan were approved in compliance with all Environmental authority's requisites, was the license solicited.

## DR. ROBERTO GILBERT HOSPITAL AMONG THE FIVE FINALIST IN THE LATINAMERICAN HAND WASHING CONTEST.

The innovation and excellence Latinamerican Contest regarding hand washing in 2014 was organized by Geneva's University Hospitals, the World Health Organization collaborating Center for Patients' safety, European Societies for Infections Control, and the AESCULAP Academy, a world training institution for continuous health formation with its centers for excellence in Germany .

To select contest winners, infectology world experts delegated by the organizers made two evaluations regarding the work done and results obtained. After the first evaluation, the Roberto Gilbert Children's Hospital was chosen among the ten finalists.

Later the second evaluation was performed "in situ". Delegates went through the entire hospital, including operating rooms and critical areas where infection prevention norms were observed to be in compliance as set out by the OMS and the OPS whereby the Junta de Beneficencia Roberto Gilbert Children's Hospital came in among the 5 finalists, being the only Hospital in Ecuador selected. The other finalists were two Hospitals in Brazil and two in Mexico.



# CHANNELS OF COMMUNICATION WITH OUR INTEREST GROUPS

## THE "SOMOS JUNTA" MAGAZINE




**Gloria Freire Soria**  
In charge of the Santa Luisa de Marillac Educational unit Vice-rectorate

We read the "we are the junta" magazine month to month, both in physical and digital, form which i feel is important because it covers all that occurs in the various departments. I'm interested in the academic area where they speak of the Calderon Home, since we have little girls there and we want to learn about their progress.



**Sister Rosario Del Carmen Quinteros**  
Calderon Ayluardo Home Shelter Administrator

Since they began publishing stories about our girls we always read it, especially when they refer to the Home. Enthusiasm grows when, you read it and inform all the girls about it. We then cut the page off and post it on the bulletin board so everyone will be informed



**Dr. Alfredo Iglesias**  
Roberto Gilbert Children'S Hospital Rehabilitation Doctor

It's dynamic, objective, scientific, filled with a variety of articles, useful for doctors' growth in different specialties by feeding us with knowledge. We suggest you keep on publishing it.



**Roxana Pulgarin**  
Corazon De Jesus Home Alternative Administrator

What is most important is they deliver it to personnel. We participate because the first thing a collaborator does is read the news generated. You can see and feel great interest regarding the work done by La Junta de Beneficencia. Congratulations on your anniversary



**Leidy Arizaga**  
General Cemetery Secretary To Administrative Inspectorship

Reading the magazine was very entertaining. It is a lovely venue which not only keeps us informed but also brings us together. The cover and the social coverage is what i like best since i belong to the junta's choir and therefore race off to see if we have appeared.



**Gonzalo Correa**  
Neurosciences Institute Coordinator For Quality Control System

My Perception Regarding The Magazine Is The Information Published About Activities Performed By The Different Junta Departments, Important Events, Recipes And Most Of All Activities Brought About By The Institute.

## MEDICAL JOURNAL

La Junta de Beneficencia de Guayaquil medical journal is the official scientific diffusion venue for investigations performed at our hospitals.

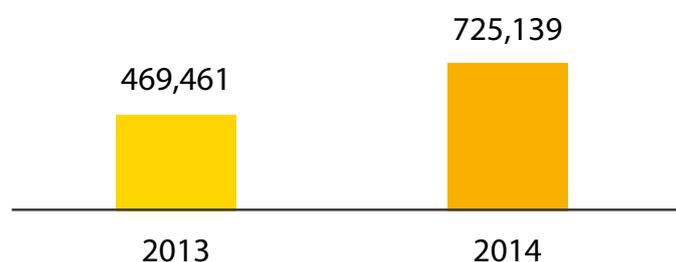


## ON LINE

PAGINA WEB	PARA CONOCER SOBRE:
<a href="http://www.juntadebeneficencia.org.ec">www.juntadebeneficencia.org.ec</a>	Junta de Beneficencia de Guayaquil
<a href="http://www.hospitalvernaza.med.ec">www.hospitalvernaza.med.ec</a>	Hospital Luis Vernaza
<a href="http://www.hospitalrobertogilbert.med.ec">www.hospitalrobertogilbert.med.ec</a>	Roberto Gilbert Children's Hospital
<a href="http://www.hospitatenriquesotomayor.med.ec">www.hospitatenriquesotomayor.med.ec</a>	Enrique C. Sotomayor Gynaeco Obstetric Hospital
<a href="http://www.institutoneurociencias.med.ec">www.institutoneurociencias.med.ec</a>	Neurosciences Institute
<a href="http://www.santistevan.edu.ec">www.santistevan.edu.ec</a>	Jose Domingo de Santistevan Educational Unit
<a href="http://www.marillac.edu.ec">www.marillac.edu.ec</a>	Santa Luisa de Marillac Educational Unit
<a href="http://www.manuelgalecio.org.ec">www.manuelgalecio.org.ec</a>	Manuel galecio Asylum
<a href="http://www.calderonayluardo.org.ec">www.calderonayluardo.org.ec</a>	Calderon Ayluardo Home
<a href="http://www.asilobienpublico.org.ec">www.asilobienpublico.org.ec</a>	Bien Publico Shelter
<a href="http://www.hogarcorazondejesus.org.ec">www.hogarcorazondejesus.org.ec</a>	Corazon de Jesus Home
<a href="http://www.cementeriogeneral.org.ec">www.cementeriogeneral.org.ec</a>	Guayaquil Cemetery General
<a href="http://www.revistamedica.org.ec">www.revistamedica.org.ec</a>	Medical Journal
<a href="http://www.jbgcompras.org.ec">www.jbgcompras.org.ec</a>	Shopping Web Page
<a href="https://youtube.com/jbgorg">youtube.com/jbgorg</a>	Social Networks
<a href="https://twitter.com/jbgorg">twitter.com/jbgorg</a>	Social Networks
<a href="https://facebook.com/jbgorg">facebook.com/jbgorg</a>	Social Networks

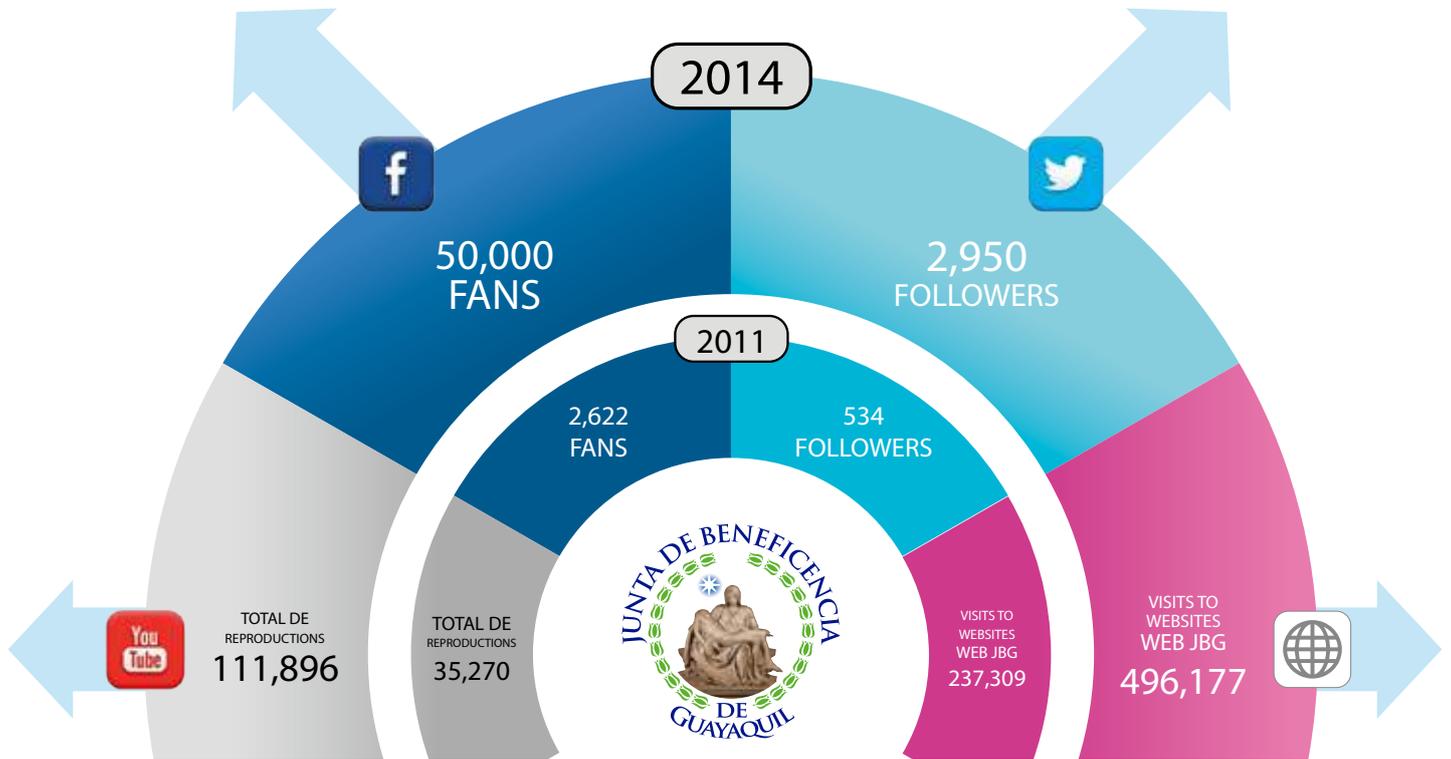
La Junta de Beneficencia de Guayaquil websites receives users' month to month visits from all over the world, mainly Ecuador. In 2014 JBG website visits have grown by 54% in relation to the previous year.

### VISITS TO OUR WEB PAGE



## SOCIAL NETWORK

One of the main reasons why our Institution is present on the internet is because we need to make young Ecuadorians conscious of the magnitude of charity efforts displayed by La Junta de Beneficencia de Guayaquil to stir appreciation for these efforts.



## GIANT LED SCREEN

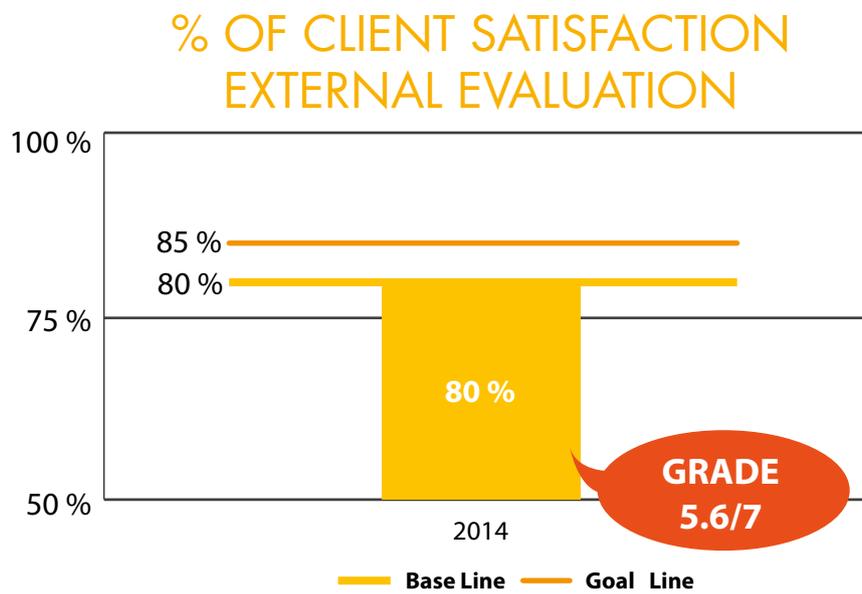
As one additional way of communicating with the community, a giant led screen was installed on the outside of the main building as an informative, educational and entertainment medium for pedestrians circulating around the adjacent area. Contents are divided between external affairs (such as community, National and International news, sports, show business) and JBG affairs in brief time capsules regarding Institutional videos, brief information about our services, invitations to departmental public events and live transmission of the National Lottery raffle.



## DIFFUSION CHANNEL

By way of a closed circuit system on screens located in waiting rooms for external consultation and hospitalization, we inform the community regarding those services we offer, general interest stories, health education and entertainment.

## SATISFACTION SURVEYS



A stack of several books with white pages and blue covers, slightly out of focus in the background. The books are stacked vertically, with the top book having a blue cover and the others having white covers with blue spine details.

REPORT  
PARAMETERS

# REPORT PARAMETERS

G4-28 – G4-33



In compliance with our annual commitment and for the third consecutive year we present our Social Responsibility Report for 2014, which, just as the one last year, was drawn up according to international guidelines for the preparation of Global Reporting Initiative GRI1 Version G4 Sustainability Reports.

This report has been drawn up in an “exhaustive” manner and furthermore, compliance with Norma ISO 26000 and United Nations Global Pact Principles have been revised.

Information contained in this report constitutes clear, complete, subject to comparison and useful evidence which will allow our interest groups to become familiar with our objectives, values, performance and efforts to continue serving the community and is available in both a digital and physical format.

It can be found on our Web Page:

[www.juntadebeneficencia.org.ec](http://www.juntadebeneficencia.org.ec)

The gri corresponds to a United Nations Program as an initiative on behalf of the environment (pnuma) based on adpting voluntary norms, universally accepted to improve quality, relevance, reliability, and the ability to be compared as related to the information contained in the corporate sustainability reports.



We thank all those who offered time and knowledge to elaborate this report, and we are open to comments and suggestions from readers for next year's report. These can be sent to:

James Higgins, Image and Communications Director  
jhiggins@jbgye.org.ec

Diana Correa,, Director of Management Systems  
dcorrea@jbgye.org.ec

The following RELATIONSHIP MATRIX shows conformity with each of GRI points and compliance relationship with NORMA ISO 26000 requisites (see Annex 1) and United Nations Global Pact Principles (See Annex 2):



2Explanation for Matrix Relationship columns

- GRI: GRI Requisite No.
- ASPECT: Aspect considered in performance indicators
- DESCRIPTION: GRI Requirement
- ISO 26000: Requisite complied with in relation to GRI Points.
- GLOBAL PACT: United Nations Global Pact Principle No. complied with
- REFERENCE: Report page No. where compliance is shown.

## CONFORMITY WITH GRI, RELATION TO ISO 2000 AND UNITED NATIONS GLOBAL PACT

GRI	ASPECT	DESCRIPTION	ISO 260000	GLOBAL PACT	PAGE
<b>STRATEGY AND ANALYSIS</b>					
G4-1		Declaration from main responsible individual for Organization's decisions	4.7/6.2/7.4.2	Continuous support declaration from top authority and the relevance of sustainability for the Organization Criteria 19	8
G4-2		Description of main effects, risks and opportunities	4.7/6.2/7.4.2	Criteria 19	10
<b>ORGANIZATION PROFILE</b>					
G4-3		Name of Organization	6.3.10/6.4.1/6.4.2		22
G4-4		Most important brands, products and services	6.3.10/6.4.1/6.4.2		
G4-5		Place where organization's Head Office is located	6.3.10/6.4.1/6.4.2		
G4-6		Number of countries where Organization is operating and names of those countries where the Organization is carrying out meaningful operations	6.3.10/6.4.1/6.4.2		
G4-7		Nature of the property system and its juridical form	6.3.10/6.4.1/6.4.2		22
G4-8		Indicate from which market it is being served	6.3.10/6.4.1/6.4.2		
G4-9		Size of the Organization	6.3.10/6.4.1/6.4.2		
G4-10		Staff payroll breakdown	6.3.10/6.4.1/6.4.2		
G4-11		Percentage of employees covered by collective agreements	6.3.10/6.4.1/6.4.2		41
G4-12		Organization supply chain	6.3.10/6.4.1/6.4.2		41
G4-13		Significant changes which have occurred during time period under analysis.	6.3.10/6.4.1/6.4.2		44
G4-14		How does the Organization take precaution, if needed	6.3.10/6.4.1/6.4.2		46
G4-15		Letters, principles or other external economic, environmental or social initiatives that the Organization subscribes to or has adopted	6.3.10/6.4.1/6.4.2		46
G4-16		Associations and Organizations for national or international promotion to which the organization belongs	6.3.10/6.4.1/6.4.2		47
<b>MATERIAL AND COVERAGE</b>					
G4-17		Entities appearing on Organization's consolidated financial statements and other equivalent documents	5.2/7.3.2/7.3.4		51
G4-18		Process followed to determine memory contents and coverage of every aspect	5.2/7.3.2/7.3.4		52
G4-19		Identified material aspects.	5.2/7.3.2/7.3.4		53
G4-20		Coverage of every material aspect within the Organization	5.2/7.3.2/7.3.4		53
G4-21		Limits of every Aspect	5.2/7.3.2/7.3.4		53
G4-22		Consequences of repeating information from previous memories and its causes	5.2/7.3.2/7.3.4		54
G4-23		Significant changes regarding the reach and coverage of each aspect in relation to previous memories.	5.2/7.3.2/7.3.4		54

### INTEREST GROUPS' PARTICIPATION

G4-24	List of groups linked to the Organization	5.3	Handling of interest groups	56
G4-25	Basis for election of interest groups	5.3	Handling of interest groups	56
G4-26	Organization's focus regarding interest groups' participation	5.3	Handling of interest groups	56
G4-27	Key subjects and problems arisen from interest groups' participation	5.3	Handling of interest groups	56

### MEMORY PROFILE

G4-28	Period subject of Memory	7.5.3/7.6.2	Profile report	96
G4-29	Date of last memory	7.5.3/7.6.2	Profile report	
G4-30	Memories presentation cycle	7.5.3/7.6.2	Profile report	
G4-31	Contact for solving doubts which could arise regarding memory contents	7.5.3/7.6.2	Profile report	
G4-32	Conformity option	7.5.3/7.6.2	Profile report	
G4-33	Policy and practices in force within the Organization with respect to external memory verification	7.5.3/7.6.2	Profile report	96

### GOVERNMENT

G4-34	Organization's Governmental structure	6.2/7.4.3	Governance	107
G4-35	Process by which government's ruling body delegates its authority to high office and certain employees	6.2/7.4.3	Governance	111
G4-36	Executive positions responsible for economic, environmental and social matters and whether top officials answer directly to top government echelon	6.2/7.4.3	Governance	
G4-37	Consultation processes between interest group and top government echelon regarding economical environmental and social matters. If such consultation is delegated, say to whom and describe information interchange processes with top government office	6.2/7.4.3	Governance	56
G4-38	Top government office composition and its committees	6.2/7.4.3	Governance	111
G4-39	Indicate if person presiding over top government office also holds an executive position	6.2/7.4.3	Governance	111
G4-40	Designation and selection of top government echelon and its committees	6.2/7.4.3	Governance	107
G4-41	Processes by which top government office prevents and handles possible conflicts of interest.	6.2/7.4.3	Governance	
G4-42	Duties of top government body and high office regarding development, approval and setting purpose up-to-date as well as values mission declarations, strategies policies and objectives related to Organization's economic, environmental and social shocks.	6.2/7.4.3	Governance	
G4-43	Measures have been adopted to develop and improve collective knowledge of top government body as related to economical, environmental and social matters.	6.2/7.4.3	Governance	
G4-44	Performance evaluation processes of top government body	6.2/7.4.3	Governance	

G4-45		Upper government body function regarding identification and management impacts, hazards as well as economic, environmental and social opportunities. Also point out what is the role of upper government body as related to due proceedings processes. Point out if interest groups are consulted to be used in upper government body functions as far as identification, risk management and opportunities of an economic, environmental and social nature.	6.2/7.4.3	Governance	
G4-46		Upper government body function regarding management processes efficiency regarding Organization risk as related to economical, environmental and social nature	6.2/7.4.3	Governance	
G4-47		Indicate frequency with which upper government function analyzes impacts, risks and opportunities of an economic, environmental and social nature .	6.2/7.4.3	Governance	
G4-48		Which is the committee or highest ranking position which revises and approves the Organization's sustainability memory and makes sure all material aspects are reflected.	6.2/7.4.3	Governance	
G4-49		Process used to transmit important concerns to upper government body.	6.2/7.4.3	Governance	
G4-50		Point out nature and number of important concerns transmitted to upper government body.	6.2/7.4.3	Governance	
G4-51		Retributive policies for upper government body and high office	6.2/7.4.3	Governance	
G4-52		Processes to determine remuneration	6.2/7.4.3	Governance	
G4-53		How are interest groups' opinions requested and considered regarding retribution including, if allowed, voting results related to policies and proposals about this issue (including)	6.2/7.4.3	Governance	111
G4-54		Relation between total annual retribution for the person best payed in the Organization in each country where significant operations take place and percentage increase of average annual total retribution of payroll (without taking into consideration the person best paid) in the corresponding country	6.2/7.4.3	Governance	
G4-55		Relation between percentage increase of total annual retribution of best paid person in Organization in every country where significant operations take place, in contrast to the percentage increase of average total annual retribution of entire payroll (without counting the person best paid) of the corresponding country	6.2/7.4.3	Governance	
<b>ETHICS AND INTEGRITY</b>					
G4-56		Describe Organization values , principles, standards' and norms such as codes of conduct or ethical codes	4.4/6.6.3	Principle 8.	114
G4-57		Internal and external advisory mechanisms for licit and ethical conduct and for matters related to Organization's integrity such as telephone lines for help or advice.	4.4/6.6.3	Principle 8.	115
G4-58		Internal and external mechanisms to denounce unethical or illicit conduct and matters related to Organization's integrity such as notification of irregularities or telephone lines for help	4.4/6.6.3	Principle 8.	116

## INFORMATION REGARDING FOCUS ON MANAGEMENT

GRI	ASPECT	DESCRIPTION	ISO 260000	GLOBAL PACT	PAGE
G4 - DAM - a		Report because aspect is material	6 / 7.3.1 / 7.4.3 / 7.7.3 / 7.7.5		
G4 - DAM - b		Report on how organization handles material aspects or its impacts			
G4 - DAM - c		Handling evaluation report			
<b>INDICATORS ACCORDING TO ASPECT</b>					
<b>ECONOMY</b>					
G4 - EC1	Economic Performance	Direct economic value both generated and distributed	6.8.1 / 6.8.2		119
G4 - EC2	Economic Performance	Direct economic consequences, oOther risks and opportunities for organization´s activities derived from climate change	6.8.3	Principle 7.	119
G4 - EC3	Economic Performance	Coverage of organization´s liabilities derived from loan plan	6.8.9		119
G4 - EC4	Economic Performance	Economic assistance given by government entities	6.5.5		119
G4 - EC5	Market Presence	Relationship between initial salary and minimum local wages in places where significant operations are taking place	6.3.7 / 6.3.10 / 6.4.3 / 6.4.4 / 6.8.1 / 6.8.2	Principle 6.	119
G4 - EC6	Market Presence	Percentage of high officials from local community	6.4.3 / 6.8.1 / 6.8.2 / 6.8.5 / 6.8.7	Principle 6.	119
G4 - EC7	Indirect Economic Consequences	Investment development and impact on infrastructure and types of services	6.3.9 / 6.8.1 / 6.8.2 / 6.8.7 / 6.8.9		120
G4 - EC8	Indirect Economic Consequences	Significant indirect economic impacts and their reach	6.3.9 / 6.6.6 / 6.6.7 / 6.7.8 / 6.8.1 / 6.8.2 / 6.8.5 / 6.8.7 / 6.8.9		
G4 - EC9	Acquisition Practices	Expenditure percentage in places with significant operations which correspond to local suppliers	6.4.3 / 6.6.6 / 6.8.1 / 6.8.2 / 6.8.7		120
<b>ENVIRONMENT</b>					
G4 - EN1	Materials	Materials by weight or volume	6.5.4	Principle 7 Y 8.	
G4 - EN2	Materials	Percentage of materials used which can be recycled	6.5.4		
G4 - EN3	Energy	Internal energy consumption	6.5.4	Principle 7 Y 8.	121
G4 - EN4	Energy	External energy consumption			N / A
G4 - EN5	Energy	Energetic intensity	6.5.4	Principle 8.	121
G4 - EN6	Energy	Reductions of energy consumption	6.5.4 / 6.5.5	Principle 8 y 9.	121
G4 - EN7	Energy	Reduction of energy requirements for products and services	6.5.4 / 6.5.5	Principle 8 y 9.	
G4 - EN8	Water	Total water reception according to the source	6.5.4	Principle 7 y 8.	121
G4 - EN9	Water	Water sources significantly affected by water reception			N / A
G4 - EN10	Water	Percentage and total volume of water both recycled and re-used			N / A
G4 - EN11	Biodiversity	Owned, rented or requested operative installations, wether in or sharing protected or unprotected areas of great value for biodiversity			N / A

G4 - EN12	Biodiversity	Description of most significant impacts on biodiversity of protected areas or on areas highly valued in terms of unprotected biological diversity derived from activities, products and services.			
G4 - EN13	Biodiversity	Protected or restored habitats			N / A
G4 - EN14	Biodiversity	Number of species included in UICN red list and National conservation listings with habitats located in areas affected by operations according to the danger level of extinction of the specie			N / A
G4 - EN15	Emissions	Direct gas emissions with Green-House effect	6.5.5	Principle 7 and 8	
G4 - EN16	Emissions	Indirect Green-House gas emissions on generating energy	6.5.5	Principle 7 and 8	
G4 - EN17	Emissions	Other Green-House indirect Green-House gas emissions	6.5.5	Principle 7 and 8	
G4 - EN18	Emissions	Green – House gas emissions intensity	6.5.5	Principle 7 and 8	
G4 - EN19	Emissions	Green – House gas emissions reduction	6.5.5	Principle 7 and 8	121
G4 - EN20	Emissions	Emission of substances which deplete ozone	6.5.3 / 6.5.5	Principle 7 and 8	122
G4 - EN21	Emissions	NOx, SOx and other significant atmospheric emissions	6.5.3	Principle 7 and 8	122
G4 - EN22	Effluents And Residues	Total pouring of water, according to its nature and destiny	6.5.3	Principle 8	122
G4 - EN23	Effluents And Residues	Total weight for requested residues according to type and treatment method	6.5.4	Principle 8	122
G4 - EN24	Effluents And Residues	Total number and volume of most significant accidental spillage			N / A
G4 - EN25	Effluents And Residues	Weight of transported, imported, exported or treated residue considered dangerous by virtue of annex I, II, III and VIII of the Basilea Covenant and percentage of residue transported internationally	6.5.3	Principle 8	122
G4 - EN26	Effluents And Residues	Identification, size, state of protection and biodiversity value of water masses and habitats related, significantly affected by spillage and runoff coming from the organization.			N / A
G4 - EN27	Products And Services	Mitigation of products and services environmental impact	6.5.3 / 6.5.4 / 6.7.5	Principle 7,8,9	
G4 - EN28	Products And Services	Percentage of products sold and their packing materials which recover after a period of usefulness, broken down according to category.	6.5.3 / 6.5.4 / 6.7.5	Principle 8	
G4 - EN29	Regulatory Compliance	Monetary value of significant fines and number of non-monetary sanctions for environmental normative and legislation non-compliance	4.6	Principle 8	123
G4 - EN30	Transport	Environmental impacts of significance for product transportation and other goods and materials used for organization's activities as well as personnel transportation	6.5.4 / 6.6.6	Principle 8	
G4 - EN31	General	Expense and investment breakdown for environmental protection	6.5.1 / 6.5.2	Principio Principle 7,8,9	123
G4 - EN32	Suppliers' Environmental Evaluation	Percentage of new suppliers who were examined according to environmental criteria	6.3.5 / 6.6.6 / 7.3.1	Principle 8	
G4 - EN33	Suppliers' Environmental Evaluation	Significant, real and potential negative environmental impacts along supply chain and steps taken accordingly	6.3.5 / 6.6.6 / 7.3.1	Principle 8	

G4 - EN34	Mechanisms For Environmental Complaints	Number of environmental complaints presented, dealt with and resolved through formal complaint mechanisms	6.3.6	Principle 8	
<b>SOCIAL PERFORMANCE CATEGORY</b>					
<b>LABOR PRACTICES AND DIGNIFIED WORK</b>					
G4 - LA1	Employment	Total number , contracting rate and average employee rotation broken down by age group, sex and region	6.4.3	Principle 6.	124
G4 - LA2	Employment	Social loans for employees with full time jobs, not offered to half-time employees broken down by significant activity placement	6.4.4 / 6.8.7		124
G4 - LA3	Employment	Levels of reincorporation to work and retention after maternity or paternity leave broken down by sex	6.4.4		124
G4 - LA4	Relations Between Workers And Head Office	Minimum term period for operative change warnings and possible inclusion of these in collective Bargaining	6.4.3 / 6.4.5	Principle 3.	125
G4 - LA5	Health And Safety On The Job	Percentage of workers represented in health and safety formal committees in pairs for Head Office and employees established to help control and advise regarding safety and health programs	6.4.6		125
G4 - LA6	Health And Safety On The Job	Type and rate of lesions, professional illnesses, days lost, absenteeism and number of mortal victims related to work by region and sex	6.4.6 / 6.8.8		
G4 - LA7	Health And Safety On The Job	Worker whose profession has a high risk of contracting an illness	6.4.6 / 6.8.8		125
G4 - LA8	Health And Safety On The Job	Matters of health and safety covered by formal agreements with syndicates	6.4.6		
G4 - LA9	Training And Education	Average annual training hours per employee, broken down by sex and labor, category	6.4.7	Principle 6.	125
G4 - LA10	Training And Education	Skills and continuous formation management programs which enhance employability of workers helping them to finalize their professional careers	6.4.7		126
G4 - LA11	Training And Education	Percentage of employees who receive regular performance and professional development evaluations broken down by sex and professional category	6.4.7	Principle 6.	126
G4 - LA12	Diversity And Equal Opportunities	Composition of government bodies and payroll breakdown by professional category, sex, age, belonging to minority groups and other diversity indicators	6.2.3 / 6.3.7 / 6.3.10 / 6.4.3	Principle 6.	127
G4 - LA13	Equal Retribution For Men And Women	Relation between men´s base salary with respect to that of women, broken down by significant activity locations	6.3.7 / 6.3.10 / 6.4.3 / 6.4.4	Principle 6.	128
G4 - LA14	Evaluation Of Suppliers' Labor Practices	Percentage of new suppliers examined according to criteria relative to labor practices	6.3.5 / 6.4.3 / 6.6.6 / 7.3.1		
G4 - LA15	Evaluation Of Suppliers' Labor Practices	Significant, real and potential impacts from labor practices along supply chain and measures adopted accordingly	6.3.5 / 6.4.3 / 6.6.6 / 7.3.1		
G4 - LA16	Complaint Mechanisms Regarding Labor Practices	Number of complaints regarding labor practices which have been presented, taken up and resolved by way of formal complaint mechanisms	6.3.6		128

## HUMAN RIGHTS

G4 - HR1	Investment	Number and percentage of contracts and agreements of significant investments including human rights clauses or been scrutinized on human rights	6.3.3 / 6.3.5 / 6.6.6	Principle 2.	
G4 - HR2	Investment	Hours of employee formation about policies and procedures regarding human rights relevant to their activities including percent of trained personnel	6.3.5	Principle 1.	
G4 - HR3	No Discrimination	Number of discrimination cases and corrective measures adopted	6.3.6 / 6.3.7 / 6.3.10 / 6.4.3		129
G4 - HR4	Freedom Of Association And Collective Bargaining	Identification of centers and suppliers where freedom of association and the right to assume collective bargaining is threatened and measures to defend such rights	6.3.3 / 6.3.4 / 6.2.5 / 6.3.8 / 6.3.10 / 6.4.5 / 6.6.6	Principle 3.	
G4 - HR5	Child Labor	Identification of centers and suppliers with significant risk of child labor and measures adopted to abolish child exploitation	6.3.3 / 6.3.4 / 6.3.5 / 6.3.7 / 6.3.10 / 6.6.6 / 6.8.4	Principle 5.	
G4 - HR6	Forced Labor	Centers and significant suppliers at significant risk of forced labor and measures adopted towards eliminating all forms of forced labor	6.3.3 / 6.3.4 / 6.3.5 / 6.3.10 / 6.6.6	Principle 4.	129
G4 - HR7	Security Measures	Percentage of security personnel who have been trained on Organization policies or procedures on relevant human rights for operations	6.3.4 / 6.3.5 / 6.6.6	Principle 1.	130
G4 - HR8	Indian Population Rights	Number of Indian Human Rights violations and measures adopted	6.3.4 / 6.3.6 / 6.3.7 / 6.3.8 / 6.6.7 / 6.8.3	Principle 1.	130
G4 - HR9	Evaluation	Number and percentage of centers which have been examined or evaluated regarding human rights impacts	6.3.3 / 6.3.4 / 6.3.5	Principle 1.	
G4 - HR10	Evaluation Of Suppliers On Matters Of Human Rights	Percentage of new suppliers examined about Human Rights criteria	6.3.3 / 6.3.4 / 6.3.5 / 6.6.6	Principle 2.	
G4 - HR11	Evaluation Of Suppliers On Matters Of Human Rights	Negative impacts of significance on Human Rights, real and potential along supply chain and measures adopted	6.3.3 / 6.3.4 / 6.3.5 / 6.6.6	Principle 2.	
G4 - HR12	Complaint Mechanism On Matters Of Human Rights	Number of complaints about Human Rights presented, taken up and resolved through formal, complaint mechanisms	6.3.6	Principle 1.	

## SOCIETY

G4 - SO1	Local Communities	Percentage of operations where development programs, impact evaluations and local community participation have taken place.	6.3.9 / 6.5.1 / 6.5.2 / 6.5.3 / 6.8	Principle 1.	
G4 - SO2	Local Communities	Operations centers with significant possible or real negative effects on local communities	6.3.9 / 6.5.1 / 6.5.2 / 6.5.3 / 6.8	Principle 1.	
G4 - SO3	Fight Against Corruption	Number and percentage of centers where risks related to corruption have been evaluated and significant risks detected	6.6.1 / 6.6.2 / 6.6.3	Principle 8.	
G4 - SO4	Fight Against Corruption	Communication and training policies and procedures regarding the fight against corruption	6.6.1 / 6.6.2 / 6.6.6	Principle 8.	

G4 - SO5	Fight Against Corruption	Confirmed corruption cases and measures adopted	6.6.1 / 6.6.2 / 6.6.3	Principle 8.	131
G4 - SO6	Public Policy	Political contributions value by country and consignee	6.6.1 / 6.6.2 / 6.6.4	Principle 8.	131
G4 - SO7	Disloyal Competition Practices	Number of legal procedures for causes related to monopoly practices and against free competition and results	6.6.1 / 6.6.2 / 6.6.5 / 6.6.7		131
G4 - SO8	Compliance	Monetary value of significant fines and number of non-monetary sanctions for legislative non-compliance and normative	4.6		131
G4 - SO9	Evaluation Of Supplier'S Social Repercussion	Percentage of new suppliers examined according to criteria related to social repercussion	6.3.5 / 6.6.1 / 6.6.2 / 6.6.6 / 6.8.1 / 6.8.2 / 7.3.1		
G4 - SO10	Evaluation Of Supplier'S Social Repercussion	Negative, significant, real and potential social impacts on supply chain and measures adopted	6.3.5 / 6.6.1 / 6.6.2 / 6.6.6 / 6.8.1 / 6.8.2 / 7.3.1		
G4 - SO11	Complaint Mechanisms For Social Impact	Number of complaints about social impacts presented, treated and resolved by way of formal complaint mecha-	6.3.5 / 6.6.1 / 6.6.2 / 6.6.6 / 6.8.1 / 6.8.2		131
<b>RESPONSABILITY ABOUT PRODUCTS</b>					
G4 - PR1	Client Health And Safety	Percentage of categories of products and services of significance whose impact on health and safety have been evaluated to promote improvement	6.7.1 / 6.7.2 / 6.7.4 / 6.7.5 / 6.8.8		
G4 - PR2	Client Health And Safety	Number of incidents derived from norm and voluntary codes non-compliance related to products and health services and safety impacts during life-cycle, broken down according to results of such incidents	4.6 / 6.7.1 / 6.7.2 / /6.7.4 / 6.7.5 / 6.8.8		
G4 - PR3	Products And Services Labeling	Types of information required by organization procedures relative to information and products and services labeling and percentage of significant categories subject to such requirements	6.7.3 / 6.7.4 / 6.7.5 / 6.7.9		
G4 - PR4	Products And Services Labeling	Amount of regulation and voluntary codes non-compliance, relative to information and label on products and services broken down according to type of results of such incidents	4.6 / 6.7.1 / 6.7.2 / 6.7.3 / 6.7.4 / 6.7.5 / 6.7.9		
G4 - PR5	Products And Services Labeling	Results in polls to measure client satisfaction	6.7.1 / 6.7.2 / 6.7.6		
G4 - PR6	Marketing Communications	Sale of products forbidden or in dispute	6.7.1 / 6.7.2 / 6.7.6		
G4 - PR7	Marketing Communications	Number of non-compliance cases of normatives and voluntary codes related to marketing communications, advertising, promotion and sponsoring distributed according to type of results from such incidents.	4.6 / 6.7.1 / 6.7.2 / 6.7.3		
G4 - PR8	Client Privacy	Number of complaints based on violation of privacy and the loss of client information	6.7.7		131
G4 - PR9	Regulatory Compliance	Monetary value of significant fines as a result of normative non-compliance related to supply and usage of products and services	4.6 / 6.7.1 / 6.7.2 / 6.7.6		N / A



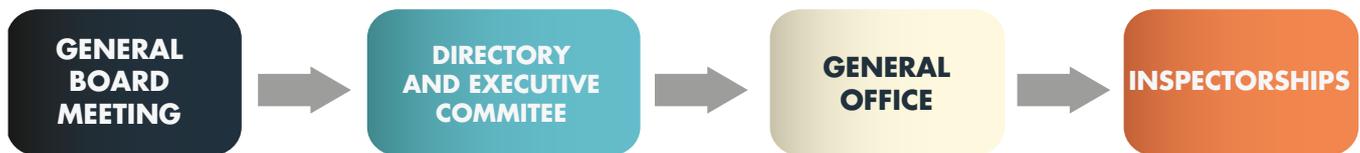
# GOVERNMENT BODIES



## GENERAL BOARD MEETING

G4-34

The main body is the General Board meeting, whose members appoint a Director on an annual basis as well as the members of the Executive Committee, Inspectors and Deputy Inspectors for each of the corporate areas and departments within the Organization.



G4-40

Members are elected by vote at the General Board meeting, while three are designated by public entities from Guayaquil. Institution members are in charge of supervision and handling of the different departments acting as inspectors.

Differing from the way a traditional General Board works, our members supervise matters on a daily basis, guaranteeing high performance levels in all areas, services and administrative areas so that our charity work will always remain active.

*39 Honorary Volunteer members conform the General Board meeting. They donate their time and experience as prestigious businessmen to contribute to the great charity labor without monetary remuneration and three endemic members are designated by public entities in Guayaquil.*

## DIRECTOR

Ernesto Noboa Bejarano

## MEMBERS

1.	Andrade Gonzalez Carlos Alberto	20.	Moeller Freile Heinz
2.	Amador Pontón Leopoldo	21.	Moeller Freile Werner
3.	Aspiazu Wright Lautaro	22.	Noboa Elizalde Gonzalo
4.	Barniol Zerega Rodolfo	23.	Orrantia Vernaza Óscar
5.	Carrera Drouet Danilo	24.	Pérez Quintero Miguel
6.	Castillo Barredo Santiago	25.	Ponce Henríquez Alejandro
7.	Cordovez Ortega Juan	26.	Roca Orrantia Jorge
8.	Costa Echeverría José Felipe	27.	Romero Carbo Eduardo
9.	Fernández Vásquez Ramón	28.	Rosales Valenzuela Benjamín
10.	García Feraud Galo	29.	Salame Hoppe Juan Carlos
11.	Gómez Rosales José Fernando	30.	Salazar Arrarte José
12.	Guzmán Darquea Alfredo	31.	Salazar Barragán José
13.	Guzmán Baquerizo Julio	32.	Santistevan Arosemena Vicente
14.	Huerta Noboa Luis Bartolomé	33.	Solá Medina Francisco
15.	Illingworth Vernaza Fernando	34.	Tola Miranda Jorge
16.	Manfredi Trullas Francisco	35.	Trujillo Bustamante Luis
17.	Marcet Ghilhione Juan	36.	Vergara Camacho Carlos
18.	Marangoni Soravia Paolo	37.	Wright Roggiero Stanley (†)
19.	Martínez Illingworth Juan	38.	Wagner Cevallos Guillermo

## ENDEMIC MEMBERS

1. Carlos Gómez Amoretti (Medical Sciences Faculty Dean, Guayaquil University)
2. Paúl Ponce Quiroz (Guayas and Galápagos District Attorney)
3. Roberto Gilbert Febres-Cordero (Counselor in charge of welfare)

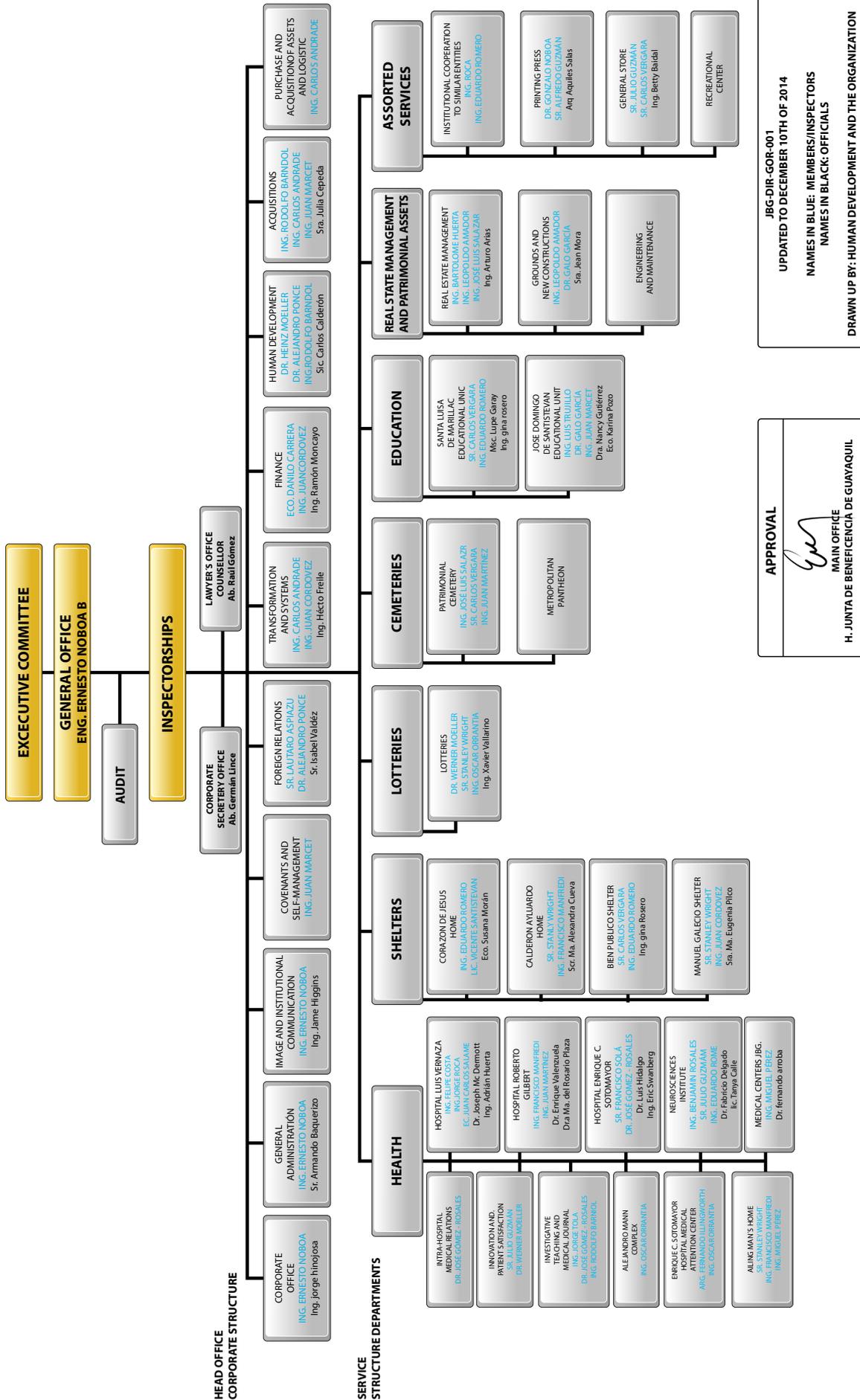
## EXECUTIVE COMMITTEE

The Executive Committee is appointed by the General Board and is responsible for decisions regarding economic, environmental and social issues of major impact to the Organization.

## BOARD OF DIRECTORS



Director	Ing. Ernesto Noboa Bejarano
First Deputy Director	Ing. Luis Trujillo Bustamante
Second Deputy Director	Ing. Carlos Andrade González
<b>MEMBERS OF EXECUTIVE COMMITTEE</b>	
Principal Members	Abg. José Salazar Barragán Ec. Danilo Carrera Drouet Ing. Eduardo Romero Carbo Ing. Miguel Pérez Quintero
Alternates	Ing. Felipe Costa Echeverría Ing. Leopoldo Amador Pontón Ing. Francisco Manfredi Trullas Sr. Carlos Vergara Camacho
Honorary Legal Counselor	Dr. Galo García Feraud
Main Counselor	Ab. Raúl Gómez Ordeñana
Secretary General	Ab. Germán Lince Manrique



G4-35, G4-36, G4-39 a G4-53

## DELEGATION OF AUTHORITY

In the structural chart we can observe the way the Corporate and Service Structure are organized. The Corporate Structure is found in the Central Office, answers to the Organization's high office and extends guidelines and support to the Service Structure. La Junta de Beneficencia de Guayaquil Director guarantees a high level of performance, efficiency and objectives compliance.

A majority of members are elected by vote and the General Board Meeting, composed of three members, are designated by public entities in Guayaquil. The General Board structure is communicated to the entire Organization. Those members of the Institution, acting as inspectors, are in charge of the handling and supervision of the different departments, therefore avoiding a conflict of interests in the top government body.

High office dictates the Organization's strategic guidelines and, at each department, a strategic plan is developed with a declaration of objectives, and a flourish of initiatives and projects to achieve the Organization's objectives.

G4-38

## CENTRAL COMMITTEES

Permanent committee efforts contribute to strengthening technical and administrative management by meeting with the frequency necessary to adopt opportune decisions regarding management, be it through dispositions, policy elaboration or eventual disciplinary measures.

CENTRAL COMMITTEES	
1.	Corporate Management
2.	Computers
3.	Safety and Occupational Health
4.	Hospital Waste Control
5.	Intra-Hospital
6.	Hospital Infections Control
7.	Accredited by Joint Commission International



ETHICS AND  
INTEGRITY

*INTEGRITY,  
To be faithful to our feelings, values and  
committments to our interest groups*

## ETHICS AND INTEGRITY

*“By way of our values, sustainability, integrity, solidarity, innovation and leadership we encourage the learning process and growth of our collaborators, leading them to compliance with Institutional objectives based on service to the community”*

G4-56

# VALUES



## SUSTAINABILITY

We constantly search for excellence and cost-efficient management; results accountability; as well as environmental care.



## INTEGRITY

The key to permanence in time is our moral and ethical behavior as well as respect for human dignity, brought about with honesty and professionalism by all of us who make-up the Institution.



## SOLIDARITY

We are a non-profit, Charity Institution, with an inclusive, teamwork spirit and a profound sense of commitment, compelled to fulfill that charity work entrusted by the city and the country.



## INNOVATION

We are a flexible and agile Institution, capable of adapting to changes, thus avoiding economic and efficiency losses, responding creatively to new opportunities, promoting technological development, teaching skills and scientific investigation.



## LEADERSHIP

The Institution's success is based on the passion, energy, experience; ability to learn, professionalism and commitment to excellence; as well as recognition of human dignity and the affection showered on all who need help.

G4-57

## INTERNAL AND EXTERNAL MECHANISMS FOCUSED ON ETHICAL CONDUCT

The Organization acts always on a high moral basis, integrity, seriousness and good faith complying with the law and ethical behavior.

Corporate Government assumes responsibility for quality and truthfulness regarding information diffusion, faithfully complies with legal obligations and depends on proper administrative practices at each of its departments.

To achieve efficient and harmonious development for the Organization and its collaborators, the following internal policies have been established:

- ◆ Planning and control systems
- ◆ Financial Policies
- ◆ Internal Regulations
- ◆ Human Development Policies
  - ◆ a Personnel Selection.
  - ◆ b Personnel Development.
  - ◆ c Manners in treating collaborators.
  - ◆ d Open Door policy.
  - ◆ e Communications.
  - ◆ f Orientation for collaborators focused on correcting deficient performance.

We have a purchasing web for suppliers to compete on equal terms whereby suppliers can register to be qualified and consult matters of interest such as products in demand, contests and quotations.

Suppliers look over and analyze the need for products mentioned in the website and register their quotations in such a way that their offers can participate in a fair contest which ends with an electronic mail communication to the supplier as to the selection of the previously emitted proposal.

All this is done by observing equal opportunity principles, honesty and a service vocation focused on internal and external clients.

G4-58

## INTERNAL AND EXTERNAL COMPLAINT MECHANISMS

In the year 2014 the JBG service tradition management model was conceptualized and consolidated as an Institutional strategy which will allow standardization of attention processes for our customers and users, to satisfy the need to improve their quality of life and establish differentiating elements in service attention to the client, in this way complying with the mission entrusted to the H. Junta de Beneficencia de Guayaquil.

Four intervention or work dimensions can be distinguished in this management model:



The Central objective is to “build our own service leadership style based on the formation of leaders and high performance teams with a talent for reproducing human behavior and values”

1. Development of competences oriented to service
2. Service leadership formation
3. Service equipment improvement

By improving our service tradition, user satisfaction is increased. Some health area mini-projects as follows:

MINI - PROJECTS
Levels Of Compliance In Diagnostic Services
Update And Improvement In Diets Processes
Order Optimization For Respiratory Therapy
Opening And Closing Surgery Orders
Optimization Of Oxygen Orders
Pre-Discharge Implementation
Implementation Of Medical Audit Order
Procedure Adjustment For Pre-Dispatch And Devolution
Revision Of Supplies Not Covered By Covenants
User Service Improvements
Work Conditions Improvements
Optimization Processes
Nursery Service Improvement
Implementation Of Ticket Devices For Social Work
Safe Transportation For Medication

There are different mechanisms for users to file complaints such as mailboxes, webpages, social networks or in a personal manner. We have a Communications Office where social network information is filtered to identify user’s complaints and are derived to the corresponding department for a solution.



MANAGEMENT FOCUS  
AND INDICATORS

# ECONOMY

## ECONOMIC PERFORMANCE

### *G4-EC1*

All income generated is distributed to improve our installations, training and formation of our human talent as well as support for other institutions and new services for the community.

### *G4-EC2*

Wintertime begets epidemic breakouts, which require greater attention at our assistance centers and consequently income, costs and expenditure increases.

### *G4-EC3*

Temporary investments come to \$ 24,175,309

La Junta de Beneficencia has a lifetime, employer's, retirement plan with an actuarial study to cover obligations to its workers.

### *G4-EC4*

In compensation for eliminating taxes on current accounts and checkbooks, the state delivered \$ 5,379,621.46 in the year 2014 to us in a partial way, every four months.

Due to taxes levied on public spectacles, the Municipality made one annual delivery to us of \$ 500,000

## PRESENCE IN THE MARKETPLACE

### *G4-EC5*

Remuneration for collaborators who begin to work in our Organization is greater, percentage-wise, than the minimum wage stipulated by law.

### *G4-EC6*

All our operations take place in the city of Guayaquil and all our top executives come from this city.

## INDIRECT ECONOMIC CONSEQUENCES

G4-EC7

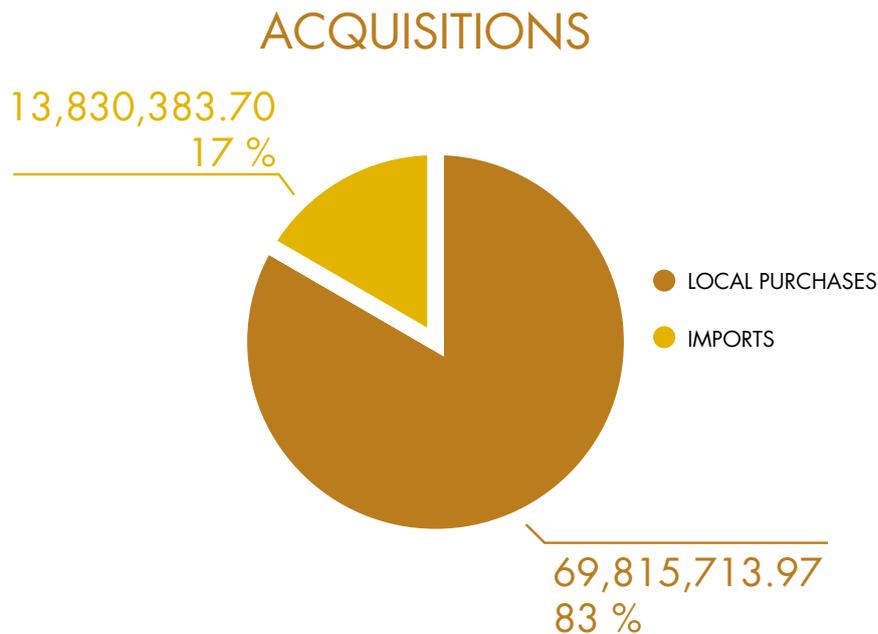
In the course of the year 2014 the new Hospital Luis Vernaza Images Center was inaugurated so as to offer the Ecuadorian community the highest service level at all its specialty areas and services. Consequently this opening will result in improved services, better technology and facilities for doctors as well as patients.

The new Alfredo Paulson, Gynaeco Obstetric Hospital is being built. By December of 2014, JBG had contributed in the amount of USD \$ 16,768,140 with a purpose to improve service quality of Gynaeco-Obstetric attention in emergency, day care, hospitalization, and critical medical attention in emergency, day care, hospitalization, and critical medical attention for the mother as well as for the newborn.

Construction of the New Guayaquil Metropolitan Pantheon is another significant investment for which La Junta de Beneficencia de Guayaquil has, up until December of 2014, contributed USD 19,611,000 with a choice of wake, cremation, burial and exhumation services extended with our customary level of quality, attentiveness and warmth.

## ACQUISITION PRACTICES

G4-EC9



Eigthy three percent of our acquisitions are done with suppliers from own city and 17% are imported

# THE ENVIRONMENT

## ENERGY

*G4-EN3, G4-EN5*

Energy consumption at all four Junta de Beneficencia Hospitals is shown as follows. Kw/h cost value was utilized with electricity and refrigeration included.

INTERNAL ENERGY CONSUMPTION		
ITEM	QUANTITY	UNIT
TOTAL DIESEL CONSUMPTION	542,156.00	gl
TOTAL ELECTRIC CONSUMPTION	29,051,633.00	kw/h
REFRIGERATION CONSUMTION	18,347,141.50	kw/h
VAPOR CONSUMPTION	64,034,329,376.00	BTU/annuary
ENERGY INTENSITY	5,947,694,341.48	BTU/\$

*G4-EN6*

At the Roberto Gilbert Children’s Hospital a solar heating system was installed which decreases monthly diesel consumption by 10% and 2.000 led 6 watt lamps were also installed which bring about 1.8% monthly savings on electric current consumption for illumination.

At the Enrique C. Sotomayor Gynaeco-Obstetric Hospital they changed the window air ventilation system for an ice water system instead.

## WATER

*G4-EN8*

Water recollection is brought about by the drinking water system in the city,that is 690,594 m3 a year for all Hospital Departments.

## EMISSIONS

*G4-EN19*

The use of solar panels to heat water is increasing as well as LED technology to reduce electric energy consumption.

G4-EN20, G4-EN21

Our Environmental Management System takes gas measurements in fixed combustion sources into consideration at our four hospitals' installations. This measurement is taken by an external testing laboratory Accredited by the Ecuadorian Accreditation Office (OAE).

Combustion gases resolution was brought about by the PEE specific procedure. The O3 complying with the CTM30 method (determination of Nitrogen Oxides, Carbon Monoxide, and Oxygen Emissions from natural Gas-Fired Engines, Boilers and Process Heaters Using Portable Analyzers). La Junta de Beneficencia does not employ substances which deplete the ozone layer.

<b>Nox, Sox AND OTHER SIGNIFICANT ATMOSPHERIC EMISSIONS</b>				
ATMOSPHERIC CONTAMINANTS	ROBERTO GILBERT E. HOSPITAL	LUIS VERNAZA HOSPITAL	ENRIQUE C. SOTOMAYOR HOSPITAL	NEUROSCIENCES INSTITUTE
NOx, ppm	297.00	256.00	469.00	469.00
SOx, ppm	399.00	446.00	554.00	442.00
MP2.5, µg/m3	36.64	29.57	17.24	18.87
MP10, µg/m3	61.54	72.00	55.33	52.91

## EFFLUENTS AND RESIDUES

G4-EN22

<b>POURING OF RESIDUAL WATERS</b>	
DEPARTMENTS	M3/DAY
LUIS VERNAZA HOSPITAL	611.00
ROBERTO GILBERT E. HOSPITAL	46.00
ENRIQUE C. SOTOMAYOR HOSPITAL	1,165.00
NEUROSCIENCES INSTITUTE	15.39
TOTAL	1,837.39

G4-EN23 G4-EN25

Only the Neurosciences Institute residues were treated with an external agent qualified by a regulating entity. Residues from the Luis Vernaza, Roberto Gilbert E. and Enrique C. Sotomayor Hospitals with a total of 1,064,039 kilos were treated with a pressurized steam sterilization process.

<b>DANGEROUS RESIDUES</b>	
DEPARTMENTS	KILOS
LUIS VERNAZA HOSPITAL	705,049
ROBERTO GILBERT E. HOSPITAL	160,030
ENRIQUE C. SOTOMAYOR HOSPITAL	198,960
NEUROSCIENCES INSTITUTE	3,032
TOTAL	1,067,071

RESIDUES NOT-DANGEROUS	
DEPARTMENTS	KILOS RECYCLED
LUIS VERNAZA HOSPITAL	27,045
ROBERTO GILBERT E. HOSPITAL	17,471
ENRIQUE C. SOTOMAYOR HOSPITAL	15,842
NEUROSCIENCES INSTITUTE	5,824
TOTAL	66,182

Company services are contracted to perform recollection, transport, temporary warehousing, treatment and final disposition of pathological-anatomical residues, expired pharmaceutical products and/or not in compliance with specifications, out-of-use mercury vapor, discharge lamps, fluorescent tubes, used lubricant oil and dielectric oils.

## REGULATORY COMPLIANCE

### G4-EN29

Our Organization has not suffered any administrative or judicial sanctions due to environmental normative non-compliance.

## GENERAL

### G4-EN31

Expenses and environmental investments breakdown in 2014

ENVIRONMENTAL MANAGEMENT COSTS	
ITEM	COSTS IN 2014
COMPLIANCE AUDIT	32,000.00
BI-ANNUAL, ENVIRONMENTAL, NOISE, COMBUSTION GASES AND MP MONITORING	10,602.00
QUARTERLY RESIDUAL WATER MONITORING	14,000.00
FLOW MEASUREMENT	5,400.00
TRAINING PLAN AND ENVIRONMENTAL EDUCATION	5,000.00
POLICY LISCENSES RENEWAL	10,132.50
TOTAL	77,134.50

# SOCIAL PERFORMANCE

## DIGNIFIED LABOR PRACTICES

1,468  
NEW COLLABORATORS

CONTRACTING PERCENTAGE

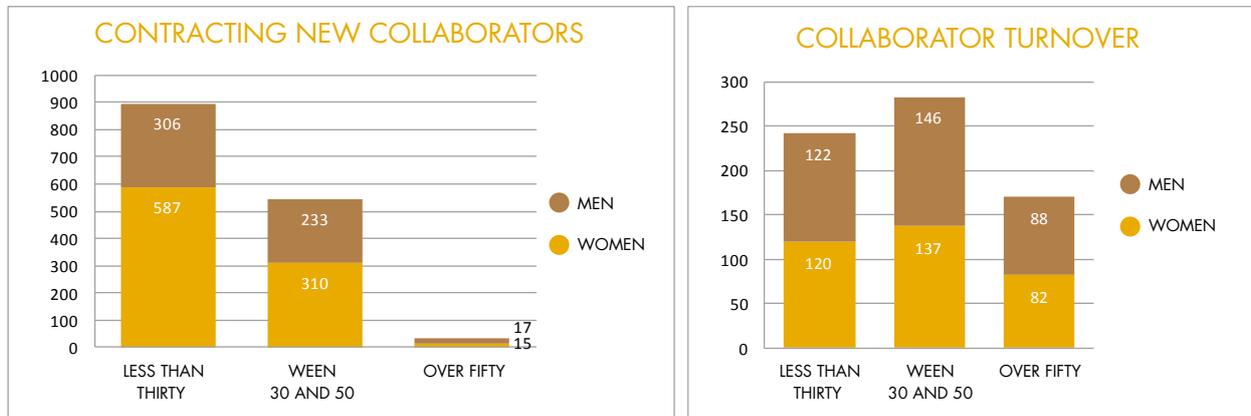
16%

RATE OF TURNOVER

8.5%

## EMPLOYMENT

G4-LA1



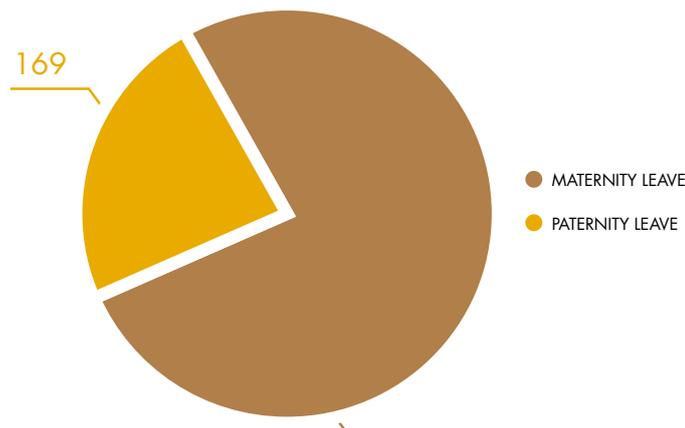
G4-LA2

Social benefits established in the country by law are complied with for all collaborators

G4-LA3

All our collaborators exercised the right of paternity and maternity leave as well as being reinstated to keep their jobs after such leave.

### MATERNITY AND PATERNITY LEAVE



## RELATIONS BETWEEN WORKERS AND THE HEAD OFFICE

G4-LA4

The Organization informs its collaborators as to its strategic planning and various projects according to different areas.

## HEALTH AND SAFETY ON THE JOB

G4-LA5, G4-LA7

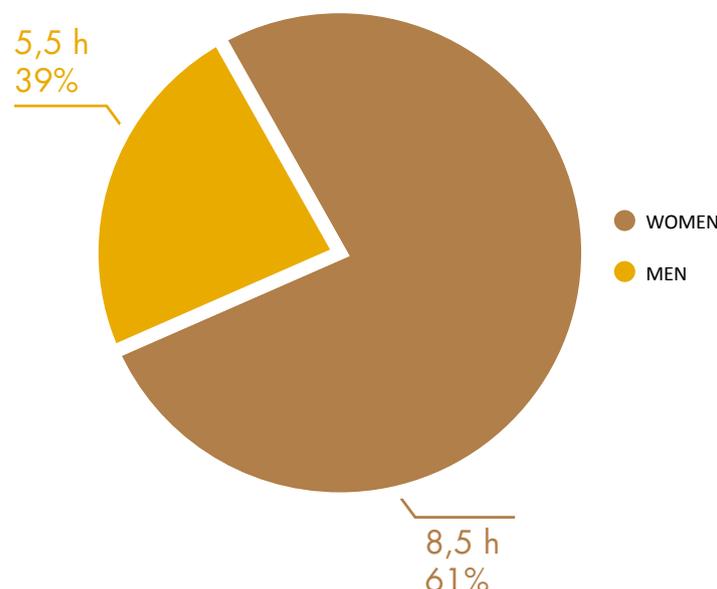
In compliance with the law, the Central Committee and the 7 sub-committees are composed of 6 collaborators in each one. Identification master copies have been drawn up for work risks according to the law, where job posts exposed to moderate risks are identified and on which prevention is being worked on.

## TRAINING AND EDUCATION

G4-LA9

Total for training man-hours was 339,310 hours. Total training hours for collaborators of the female sex was 8,5 which is 61% and for the masculine sex it was 5,5 hours which represents 39%

AVERAGE TRAINING HOURS

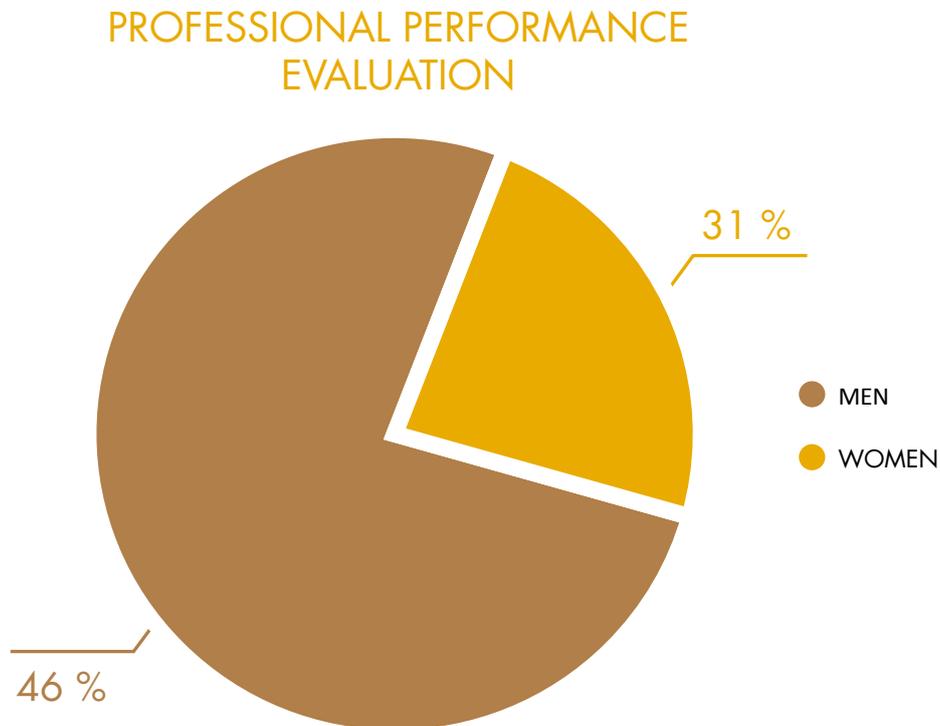


G4-LA10

CONTINUOUS TRAINING	SCHOLARSHIPS
Service training Systemic leadership Teamwork Safety and occupational health	Nursing bachelor`s degree Masters degrees  Highly complex medical specialties with 100% expense coverage

G4-LA11

Professional performance was evaluated for 76% of Organization`s personnel, out of which 30,5% were men and 45.5% women.



## DIVERSITY AND EQUAL OPPORTUNITIES

### G4-LA12

The Organization's Governing Body is made up of 38 distinguished officials, of masculine sex, whose ages are over fifty.

A percentage breakdown of employees according to sex, age rank and professional category as follows

AGE RANK	FEMENINE	MASCULINE	GENERAL TOTAL
Over 30	11.95%	9.57%	21.52%
ADMINISTRATIVE HEADS	0.01%	0.02%	0.04%
PROFESSIONAL TECHNICIANS	3.69%	1.73%	5.41%
ADMINISTRATORS	3.09%	2.89%	5.97%
TECHNICAL AUXILIARIES	4.90%	1.62%	6.51%
GENERAL SERVICES	0.27%	3.32%	3.59%
Between 30 and 50	11.95%	9.57%	21.52%
DIRECTORS	0.10%	0.13%	0.23%
TECHNICAL HEADS	0.22%	0.15%	0.37%
ADMINISTRATIVE HEADS	0.66%	0.47%	1.13%
TECHNICAL PROFESSIONALS	14.04%	5.88%	19.92%
ADMINISTRATORS	7.77%	4.49%	12.27%
TECHNICAL AUXILIARIES	11.34%	2.42%	13.76%
GENERAL SERVICES	0.76%	5.09%	5.85%
Over 50	11.95%	9.57%	21.52%
DIRECTORS	0.13%	0.22%	0.36%
TECHNICAL HEADS	0.32%	0.62%	0.94%
ADMINISTRATIVE HEADS	0.42%	0.27%	0.69%
TECHNICAL PROFESSIONALS	4.60%	2.72%	7.32%
ADMINISTRATORS	3.26%	1.43%	4.69%
TECHNICAL AUXILIARIES	5.35%	0.89%	6.24%
GENERAL SERVICES	0.76%	3.95%	4.71%
<b>GENERAL TOTAL</b>	<b>61.68%</b>	<b>38.32%</b>	<b>100.00%</b>

## RETRIBUTION EQUALITY BETWEEN MEN AND WOMEN

### G4-LA13

The relationship between women's monthly average retribution in relation to that of men according to professional category is the following.

PROFESSIONAL CATEGORY	RETRIBUTIVE RELATIONSHIP WOMEN / MEN
DIRECTORS	0.75
TECHNICAL HEADS	1.04
ADMINISTRATIVE HEADS	0.84
TECHNICAL PROFESSIONALS	0.84
ADMINISTRATORS	1.01
TECHNICAL AUXILIARES	1.00
GENERAL SERVICES	1.00

## COMPLAINT MECHANISMS REGARDING LABOR PRACTICES

### G4-LA16

Handling of labor problems is almost completely centered on the Human Development Corporate Department (Inspector and Director), an activity which requires a great deal of time and permanent dialogue to solve the different problems that come up.

# HUMAN RIGHTS

With the "Healthy Life" program in phase II, 48 family conflicts workshops were implemented at all four hospitals, from April to September of 2014. Workshops based on dynamic, personal experiences were used as strategic methodology within an action-reflexion-action process, beginning with real-life action, whether positive or negative, so as to later take that situation and think of positive action which will allow improvement in the life of a human being.

The proposal was based on four key principles:

1. Problematics
2. Cause Analysis
3. Construction of Ideas and Messages
4. Skills for Early Detection of Domestic Violence.

Nine hundred and ten collaborators were trained in the different hospitals.

## NO DISCRIMINATION

### *G4-HR3*

We do not discriminate any of our collaborators. We respect their beliefs, race and political affiliation among others.

## FORCED LABOR

### *G4-HR6*

The organization complies with existing labor laws related to safety and occupational health, whereby forced labor hazards are under control.

## SAFETY MEASURES

### *G4-HR7*

We encourage those companies which provide security services for us, to enhance respect for human rights through training, thus achieving welfare and quality of life among internal and external collaborators. These training processes take place within those security companies contracted.

## INDIAN POPULATION RIGHTS

### *G4-HR8*

The services we offer do not violate the rights of Indian people

## COMPLAINT MECHANISMS ON MATTERS OF HUMAN RIGHTS

### *G4-HR12*

During this report's informative period no complaints regarding Human rights were presented

# SOCIETY

## FIGHT AGAINST CORRUPTION

*G4-S05*

No confirmed corruption cases have been presented

## PUBLIC POLITICS

*G4-S06*

Our Organization does not directly or indirectly contribute to political causes

## DISLOYAL COMPETITION PRACTICES

*G4-S07*

During 2014 no claims of disloyal competition have been presented nor for monopolistic practices.

## REGULATORY COMPLIANCE

*G4-S08*

Minimum value fines, not considered significant by the Organization, were presented. There were no monetary sanctions for non-compliance of laws and norms.

## COMPLAINT MECHANISMS FOR SOCIAL IMPACT

*G4-S011*

No complaints have been brought up regarding social impacts.

## CLIENTS' PRIVACY

*G4-PR8*

There were no claims brought against the Organization for violation of privacy or loss of clients' data.

# ANNEX 1

## 10 PRINCIPLES OF THE UNITED NATIONS WORLD AGREEMENT

HUMAN RIGHTS	LABOR CONDITIONS	ENVIRONMENT	THE FIGHT AGAINST CORRUPTION
<p><b>Principle I</b> Support and respect the protection of human rights</p> <p><b>Principle II</b> Not an accomplice to rights violations</p>	<p><b>Principle III</b> Support principles of freedom of association and the right to collective bargaining</p> <p><b>Principle IV</b> Eliminate forced and compulsory labor</p> <p><b>Principle V</b> Abolish any form of child labor</p> <p><b>Principle VI</b> Eliminate discrimination regarding employment and occupation</p>	<p><b>Principle VII</b> Support a preventive point of view for environmental problems</p> <p><b>Principle VIII</b> Promote greater environmental responsibility</p> <p><b>Principle IX</b> Foster development and diffusion of environment-friendly technologies</p>	<p><b>Principle X</b> Act against all forms of corruption, including extortion and bribery</p>

# ANNEX 2

## ISO 26000 OUTLINE

CHAPTER TITLE	CHAPTER NUMBER	DESCRIPTION OF CHAPTER CONTENTS
Purpose and field of application	Chapter 1	Define purpose and field of application for this international norm and identify certain limitations and exclusions
Terms and definitions	Chapter 2	Identify and provide the meaning of key terms fundamentally important to understand social responsibility and the use of this international norm
To understand social responsibility	Chapter 3	Describes important factors and conditions which have influenced the development of social responsibility and which continue to affect its nature and practice. It also describes the very concept of social responsibility, its meaning and how it applies to Organizations. The chapter includes orientation for small and medium-sized Organizations regarding its use.
Principles of social responsibility	Chapter 4	Introduces and explains the principles of social responsibility
Recognition of social responsibility and involvement with interested parties	Chapter 5	It refers to two social responsibility practices. An organization's recognition of its social responsibility; an identification and involvement with its interested parties provides orientation regarding the relationship between an Organization, its interested parties and society as well as recognition of fundamental matters regarding social responsibility and about the sphere of influence of an Organization.
Orientation regarding fundamental matters of social responsibility	Chapter 6	Explains fundamental matters connected to social responsibility and related affairs. For each fundamental matter information is given about its reach, its relation to social responsibility, principles and related considerations as well as actions and related expectancies.
Orientation about social responsibility integration throughout the entire Organization	Chapter 7	It provides orientation about putting social responsibility into practice in an Organization. Includes orientations related to: comprehension of social responsibility of an Organization, the integration of social responsibility in the Organization, communication as related to social responsibility, the increase of credibility of an Organization with respect to social responsibility, progress review and performance improvement as well as voluntary initiatives evaluations in the area of social responsibility.
Examples of voluntary initiatives and the tools for social responsibility	Annex A	Present a non-exhaustive list of initiatives and voluntary tools related to social responsibility which refer to aspects of one or more fundamental matters or about social responsibility integration throughout the entire Organization.
Abbreviations	Annex B	Contains abbreviations utilized in this international norm.
Bibliography		Includes references to recognized international instruments and ISO norms that are referred to in this international norm as a reference source.







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