

Parceiros
Voluntários



ANNUAL REPORT 2009

Table of Contents

INTRODUCTION

Vision, Mission, Beliefs and Values	3
Message from the President of the Deliberative Council (Volunteer)	4
Message from the Executive President (Volunteer)	5

THE ORGANIZATION

Emotion with Results	6
Individual Social Responsibility – ISR	7
Why Social Capital?	8
Cultural Transformation	9

VOLUNTEER PARTNERS NETWORK

Mobilization in Networks	10
The Volunteer Partners Network in Rio Grande do Sul	11
Objective of the Network	12
Leaders at their Annual Meeting	12
The Network United in Mobilization	13

ACTIONS THAT CHANGE LIVES

Individual Volunteer Program – Contagious Goodness	14
Business Volunteer Program – The Example Set by Businesses	17
Civil Society Organizations Program	18

EDUCATION

Systematized Experience	20
Educating for Transparency	21
Management Towards the Sustainability of Civil Society Organizations	23
Training for Educators	25
Youth Leadership	26

YOUTH VOLUNTEERS

Regional Tribal Forums	27
------------------------	----

MEDIA

Volunteer Partners Award	31
Stop & Think International Seminar	34
Recognition of the work developed	35
The Media always says yes!	36

OUR STAFF

37

DELIBERATIVE COUNCIL

38

FOUNDERS, SPONSORS, SUPPORTERS, VOLUNTEER PARTNERS

39

VOLUNTEER AUDIT

PricewaterhouseCoopers Independent Auditors analyzed the financial statement of the NGO Volunteer Partners for the 2009 accounting period with the objective to ensure the Organization's transparency in the application of its resources. The Audit considered that these statements present, in all aspects and adequately, the Organization's assets and financial position. It is important to note that the work carried out by **PricewaterhouseCoopers was done voluntarily.**

The financial statements for the NGO Volunteer Partners are available on the www.parceirosvoluntarios.org.br website in the Transparency section.

Vision

Develop organized volunteer work culture.

Mission

Promote, expand and improve the meeting of social demands by volunteer work, aiming towards improving quality of life in Rio Grande do Sul.

Beliefs and values

1. Each and every person can show solidarity and is a potential volunteer;
2. Philanthropy and the practice of citizenship through volunteer work are indispensable for the transformation of our social reality;
3. Organized volunteer work is the basis for the development of the Third Sector;
4. All volunteer work brings returns to both the community and the people who do it;
5. The practice of the Principle of Subsidiarity* is indispensable to the autonomy of the communities for their development;
6. Sustained development is achieved through the interaction between economic, environmental and social systems.

* **Principle of Subsidiarity:** Individuals or groups acting outside their homes, in the neighborhood, in the city and only resorting to the next instances when the conditions do not exist to deal with the problem adequately in their immediate realm of action. In this way, each community tends to become a managing agent of their own development, reducing bureaucratic interference and costs. This is community doing work for the community, in a relationship where everyone wins.



Volunteers take care of themselves, the community and the planet. Ação Viva o Taquari Vivo (Long Live Taquari Action), which takes place in the city of Lajeado/RS.



Message from the President of the Deliberative Board (Volunteer)

4

VOLUNTEER PARTNERS – AN EXAMPLE

In the state of Rio Grande do Sul, there is a syndrome called the Gre-nal syndrome, referring to the rivalry between the state's two main football teams, in which half of the people are for any given position, while the other half are sworn against it. The same applies to the party politics that exist in our state and which still is a reflection of the age-old quarrels of our antecessors. It is in this context that an entity called VOLUNTEER PARTNERS arose, and through its work with a modern, efficient and non-partisan management, has been serving to unite people, as a model within Brazil and abroad.

VOLUNTEER PARTNERS invests all of our knowledge into our extremely efficient management model, using the most up-to-date techniques and relies on the support of 300,000 citizens in the state of Rio Grande do Sul, who act in solidarity, offering their time, knowledge and emotions in benefit of the less fortunate. Here, people do not talk about the crisis, they work. And as a consequence of this work, we have signed an agreement with BID/FUMIN (Inter-American Investment Bank/Multilateral Investment Fund) for investment in the EDUCATING FOR TRANSPARENCY course for Social Organizations. Transparency and Submission of Accounts are the principles behind all of our work. According to Executive President (Volunteer) Maria Elena Pereira Johannpeter, the growth of civil society's participation in the world today requires organizations to take greater responsibility for the quality of their actions. The implantation of this methodology aims towards attaining greater credibility and visibility for the Tertiary Sector, which currently represents 5% of the Brazilian GDP.

VOLUNTEER PARTNERS works focused on goals, since it is fundamental to define where one wants to arrive before beginning any task. Since its foundation in January of 1997, we have always begun our Programs by way of Pilot Projects, so that the necessary corrections can be made after evaluation of the action, at the lowest possible cost.

Method, focus, technical knowledge, leadership, support from the members of the our Deliberative Council, Sponsors, Supporters and the communities that in understanding the proposal of organized volunteer work, are the very ingredients that add up to the success of this Social Project for mobilization, education and articulation of NETWORKS, always having qualitative and quantitative indicators. For these reasons, I will say it again: VOLUNTEER PARTNERS is an example to be followed.

This strategic model attracted the attention of Microsoft Brazil – Education, which since 2008 has been a solid partner in the development of the COMPLETE VISION OF VOLUNTEERING web portal, which has the objective of making methodologies and management processes for social responsibility available for the three sectors: businesses, government and social organizations.

Our thanks go out to everyone from all three sectors of the community, since it is only by working together, uniting efforts, that we will be able to make a difference in the coming years.

Humberto Ruga

President of the Deliberative Board (Volunteer)

Message from the Executive President (Volunteer)

TOGETHER WE CAN MAKE A DIFFERENCE

This past January of 2010, while we were finishing this 2009 Report, all of humanity was witnessing widespread flooding, earthquakes and extremely high or extremely low temperatures. Natural catastrophes affect everyone and it is impossible to remain indifferent. Since the forces of nature, both for building and for destruction, are stronger than we rational humans, the question that remains is: what can we do and how can we act to ease the pain and suffering?

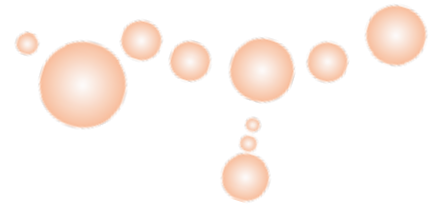
We believe that, among the many suggestions that will arise for those reading this Report, one will certainly be the basis for placing these suggestions into practice: coming together towards positive behaviors. This means being conscious about respecting the environment, from small day-to-day acts to large scale decisions that businesspeople, politicians and investors need to make. The statement by indigenous chief Seattle (1787-1866) remains extremely relevant: "This we know: The Earth does not belong to mankind, mankind belongs to the Earth. This we know: all things are connected like the blood which unites one family. All things are connected. Whatever befalls the Earth – befalls the sons of the Earth. Man did not weave the web of life: he is merely a strand in it. Whatever he does to the web, he does to himself."

However, once catastrophes have happened, it is up to us, and this is expected from all humans, to exercise our "humanity", uniting us and in this way aiming to diminish the pain and suffering of others. The "other" can just as likely be right besides us as on another continent. Feelings of solidarity have neither borders, nor barriers based on language, racial, color, sex or beliefs. The human heart should pulse as one to the beat of planet earth's heart.

Dear reader, we wrote this introduction to lead you to meditate about volunteer work. By way of this Report, you will be learning about examples of businesses, people, adults, young people, children, public and/or private schools that are actively participating in their communities' social projects. These examples are easily assimilated by those who want to make a difference. Emotional maturity teaches us to apply our energy and creativity to resolve the needs of those around us.

Also recorded in this 2009 Report are actions in partnership, in NETWORKS, that Volunteer Partners has been working on since January of 1997. All segments are participating actively. Our courses in management, leadership development, application of the principles of transparency – all taught free-of-charge for social organizations - are fundamental towards the development of an organized volunteer culture and to have EMOTION WITH RESULTS. Our partnerships with large, medium and small businesses, with those working in the government, politicians and others who work in the public realm are essential towards the weaving of this solidarity network, in which everyone wins and EVERYONE means you and me, and US, as we make up the communities we live in. As always, we rely on the benevolent support of GOD.

Maria Elena Pereira Johannpeter
Executive President (Volunteer)



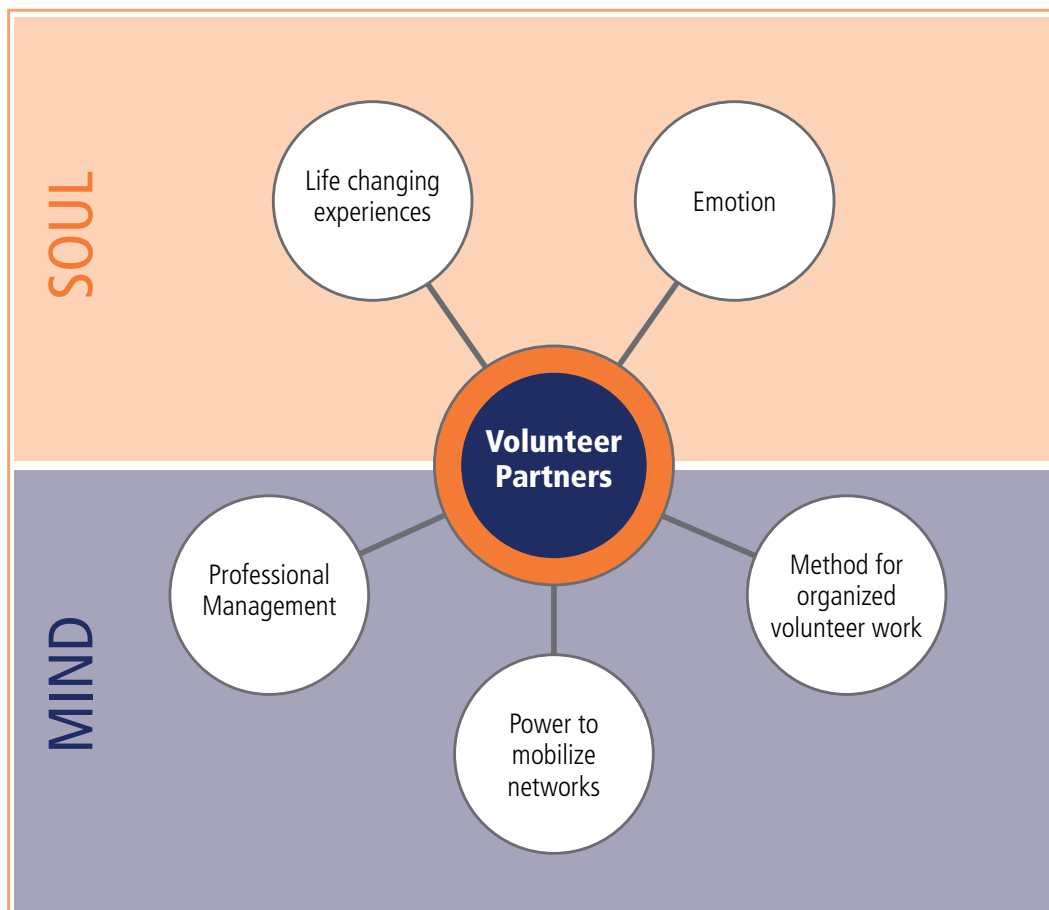
Emotion with results

Since its foundation in 1997, Volunteer Partners has founded our work on a Strategic Plan, in this way aiming to bring positive results to the community, without losing sight of our social purpose, the ESSENCE of our reason for being: The LOVE for our cause.

As in the other two sectors (first: government; second: businesses), any kind of work will continue if it is sustainable. Sustainability in the present Report means the ability to mobilize human, intellectual, financial and material resources in a manner that is sufficient and constant, using them with competence and responsibility, aiming towards perpetuating and allowing the organization to achieve the objectives of our Mission. Therefore, sustainability is not limited to the ability to mobilize the resources organizations need, but also depends on their employment in an effective, efficient and transparent way, in such a way as to multiply their results, ensuring that the entity will continue to count on the support of their publics, in this way achieving survival.

Using this idea, the volunteer company Key Jump - Inteligência, Estratégia e Branding (Key Jump - Intelligence, Strategy and Branding), specialized in brand repositioning and management, studied the DNA of the Volunteer Partners brand, understanding that brand management is not exclusively for the entrepreneurial area, because institutional symbols carry the reputation of their organization and its projects, including those of non-profit organizations. A brand is a valuable asset that can contribute to the impact of social intervention, in the construction of important alliances and in the mobilization of a variety of resources.

In the case of Volunteer Partners, the study pointed out that the Brand's DNA brings as a characteristic of its SOUL: **emotion** and **life changing experiences**. For its part, the MIND carries the pragmatic aspect: professional management, methods for organized volunteer work and encouragement to work in networks. When **Soul and Mind** are brought together, we get "**emotion with results**".



Individual Social Responsibility – ISR

ISR – Individual Social Responsibility - works with personal values and awakens people to their true worth, making them more active and committed to social transformation of the world around them.

(NGO Volunteer Partners)

This is the concept that our work has been based on for the past 13 years of Volunteer Partners' existence, since we are certain that all change begins in that tiny nucleus we call "Me". ISR comes before CSR (Company Social Responsibility), GSR (Government Social Responsibility) and of all others who work in the public sphere, PSR (Political Social Responsibility), or any other.

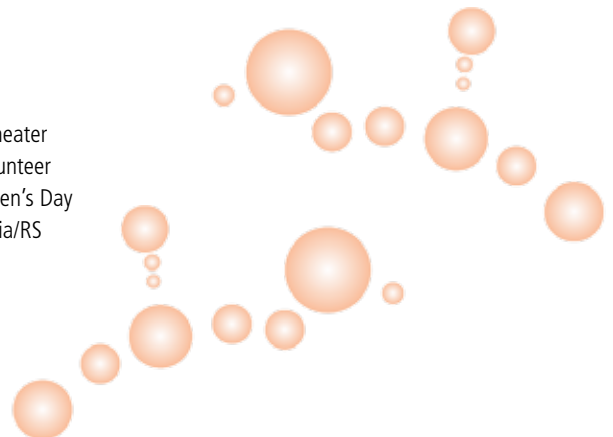
Individuals who choose to act within a broader meaning, understanding "their true worth" will act in accordance with this wherever they are, regardless of their job title or situation. The individual will be a whole being, since there will be harmony with their way of thinking, speaking, feeling and acting, always thinking about working towards their positive development, as well as that of the community in which they take part.

People don't just offer abilities (human capital), knowledge (intellectual capital), money (financial capital), buildings and machinery (physical capital); they also make Social Capital available. This Capital consists of the links of confidence that are established between people, making the practice of solidarity, brotherhood, cooperation, reciprocity and empathy possible.

These links are certainly the key to solving the problems of human development we currently face, since they provide individuals with a holistic and systemic view of reality. Individuals feel like they are part of a whole and work toward the integration and harmonization of that whole, giving them the true meaning of being citizens, practicing their humanity and charity. Environmental, economic, political, social and spiritual challenges are all interconnected and, together, they can forge all-inclusive solutions.



DiFamília Theater Group in volunteer action on Children's Day in the city of Teutônia/RS



Why Social Capital?

The process of development and cultural transformation that begin with individuals that become involved and work with the community generates a type of capital that is fundamental to society: Social Capital.

Robert D. Putnam, a North American political scientist and professor at Harvard University says that, by analogy and using notions of material and human capital (resources and training that increase individual productivity), "Social Capital" refers to aspects of social organization, such as communications networks, rules and relationships of trust, that facilitate coordination and cooperation towards obtaining mutual benefits. He is speaking about reliability, in the way people behave cooperatively, avoiding harm to one another. Social capital increases the benefits of investing in material and human capital.

These Social Capital Values are inherent HUMAN QUALITIES. It is only when we distance ourselves from these values, when we come to see only the micro, that great isolation takes place and collaboration ceases to exist.

The size of the Tertiary Sector – civil society organized into Social Causes – shows the amount of Social Capital a country possesses and how much a community's guiding values and principles lead to results that improve the quality of life for all. Communities do not become civic-minded because they are rich. History teaches us the opposite is true: they become rich by being civic-minded. Social Capital is a resource whose inventory increases the more it is used. Therefore, approaching Social Capital can lead us to new paths for development.

Incorporated into civic engagement norms and networks, Social Capital seems to be a pre-requisite for economic development, as well as for more effective government.



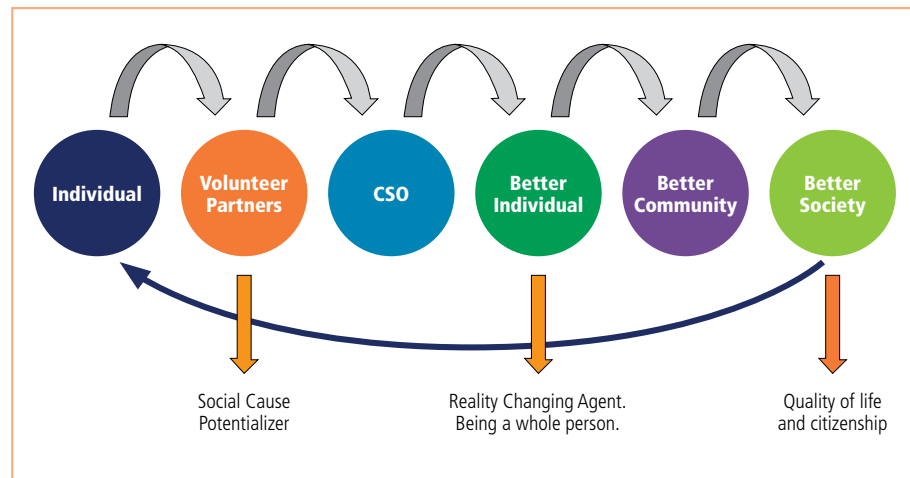
Participation in the Civic Parade on September 7 in the city of Canela.



Cultural Transformation

In order to contribute to the development of Social Capital, since the beginning Volunteer Partners has sought to improve our processes, always paying attention to the demands of the community. The drawing below shows that Volunteer Partners is a "social cause potentializer" since our activities take place by two means: the first is by directing volunteer human resources towards social projects that need this support. The Second is when it provides civil society organizations (CSOs) with qualified management, by way of **free courses** in management and leadership development, among others.

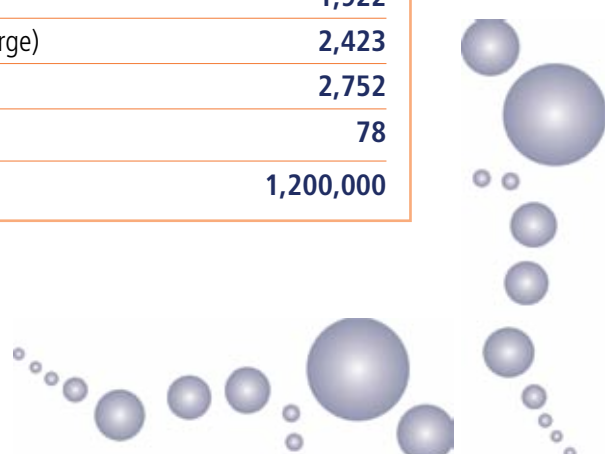
Through this process, we contribute to promoting, expanding and improving the service of social demands through volunteer work, aiming towards improving quality of life in communities, which is our Mission.



We also seek to develop citizens who are aware of their rights and responsibilities, citizens who participate in transforming the reality of their community, generating, in this way, quality of life and citizenship for themselves and for society.

Number of Participants in Volunteer Work

	Mobilized as of 2009
Engaged Volunteers	333,241
Engaged Youth (Elementary and Secondary Education)	81,000
Engaged Schools (Public and Private)	1,922
Engaged Companies (Small, Medium and Large)	2,423
Civil Society Organizations with Agreements	2,752
Volunteer Partners Network (no. of cities)	78
People Benefited (around)	1,200,000



Mobilization in Networks

Organization into networks has become one of the most recurring practices within the social realm in recent years, since networks are increasingly considered to be essential to the articulation of different social actors. Nevertheless, they are worth nothing if these actors do not systematize the knowledge they acquire from the dialogue established within these structures, which pass through both the virtual and presence-based world.

Rodrigo Zavala – “Systematization of Knowledge is Key to Social Networks.”

10

Volunteer Partners stimulates the formation of Networks in all of our activities. This system is a facilitator and provides evidence of the competencies Volunteer Partners uses to maximize results for all those involved and to potentialize the serving of social demands by organized volunteer work.

Volunteer Partners' daily practices are the reflection of each competency, which according to Houaiss Dictionary of the Portuguese Language, published by Editora Objetiva – 1st Ed. – 2001:

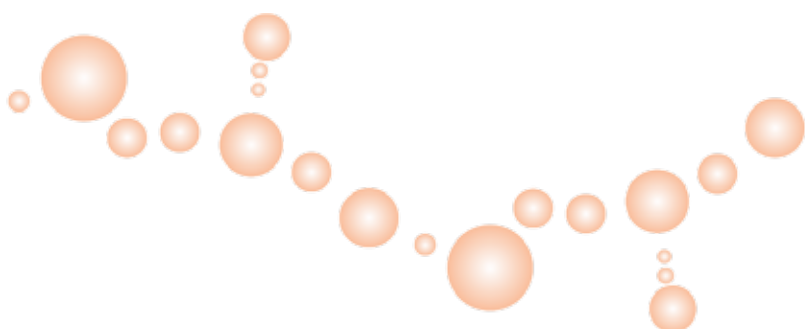
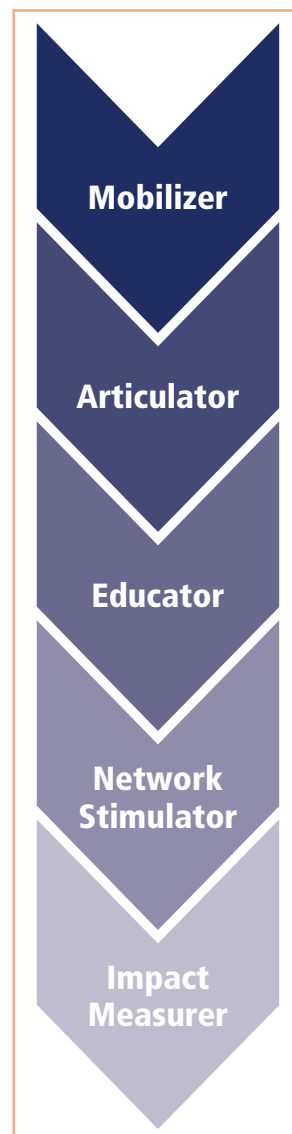
Mobilizer – one who mobilizes, causes movement and is predisposed to action. Calls on people to participate in an activity of a social, political or other nature, instilling them with enthusiasm, willingness etc. (pg. 1,939)

Articulator – one who establishes contacts, combinations, uniting, bringing together and connecting; is said of something prepared meticulously, evaluating the pros and cons of each step to be taken in order to arrive at a determined objective. (pg. 308)

Educator – those who reach a large number of people and influence them in the formation of their concepts, ideas, beliefs and values. Someone or something that educates, intellectually and/or morally developing (someone), teacher, professor, master. (pg. 1,373)

Stimulator of networks – provide incentives to; awaken courage, interest, self-respect, encourage, motivate and incite. Dedicate oneself to the creation, realization or intensification of something, lend momentum to, promote. (pg. 1,255)

Impact Measurer – someone or something that measures, takes measurements. Evaluates the importance, the worth of one thing in comparison with another; to ponder. Very strong impression or effects caused by a certain action or happening. (pg. 1,878)



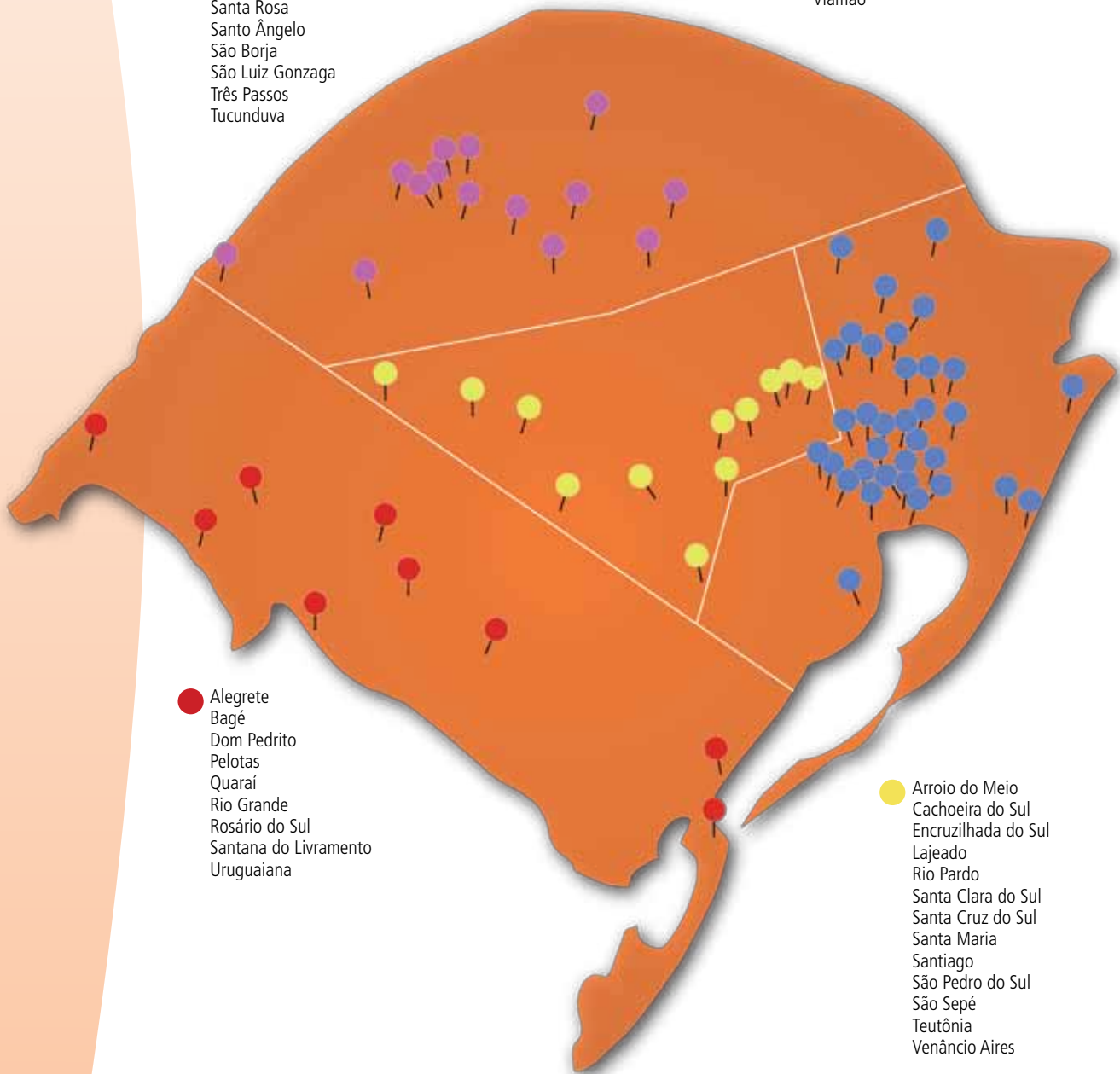
The Volunteer Partners Network in Rio Grande do Sul

- Carazinho
- Cerro Largo
- Cruz Alta
- Espumoso
- Frederico Westphalen
- Giruá
- Horizontina
- Ijuí
- Marau
- Panambi
- Santa Rosa
- Santo Ângelo
- São Borja
- São Luiz Gonzaga
- Três Passos
- Tucunduva

- Alvorada
- Antônio Prado
- Bento Gonçalves
- Cachoeirinha
- Charqueada
- Canela
- Canoas
- Caxias do Sul
- Eldorado do Sul
- Esteio
- Farroupilha

- Garibaldi
- Gramado
- Gravataí
- Guaíba
- Imbé
- Montenegro
- Nova Petrópolis
- Nova Prata
- Novo Hamburgo
- Osório
- Portão
- Porto Alegre

- São Leopoldo
- São Marcos
- São Sebastião do Caí
- Sapiranga
- Sapucaia do Sul
- Tapes
- Torres
- Triunfo
- Vacaria
- Vale do Paranhana (Taquara, Igrejinha, Nova Hartz, Parobé, Riozinho, Rolante e Três Coroas)
- Viamão



- Alegrete
- Bagé
- Dom Pedrito
- Pelotas
- Quaraí
- Rio Grande
- Rosário do Sul
- Santana do Livramento
- Uruguaiana

- Arroio do Meio
- Cachoeira do Sul
- Encruzilhada do Sul
- Lajeado
- Rio Pardo
- Santa Clara do Sul
- Santa Cruz do Sul
- Santa Maria
- Santiago
- São Pedro do Sul
- São Sepé
- Teutônia
- Venâncio Aires



Objectives of the Network

The **Volunteer Partners Network** has the objective to disseminate the culture of organized volunteer work in every city in the state of Rio Grande do Sul, in this way aiming towards community development autonomy.

This objective refers to one of the Volunteer Partners Beliefs, which is: "Practicing the principle of subsidiarity is indispensable to community development autonomy."

Applied to the social field, this principle means that any kind of action should be developed on the level that is closest to the individual – on their street, in their neighborhood, city and so on, in other words, individuals or groups will only resort to the following instances when they do not have the conditions to adequately deal with the problem in its realm of action.

As part of the goal to work with the State, supported by our own methodology, Volunteer Partners remains faithful to the strategy of instituting the Network, through the Units and for this reason relies on the support of recognized and capable local organizations: trade associations, unions or institutions with the ability to mobilize and articulate, like schools and community colleges.

This strategy is based on the perception that these organizations rely on the participation of leaders and entrepreneurs whose legitimacy and working abilities are recognized by local inhabitants. This recognition allows them to take the lead in decision making processes with the support of their communities. Experience has shown that partnerships and alliances constituted in this way become more stable and long-lasting, however more committed their leaders and managers are to the cause. Currently, the network is made up of 78 cities.

The Volunteer Partners Network is thankful to all of its Local Leaders for the favorable environment that works towards development of new projects and for the support that always motivates the continuation and expansion of our work.

Leaders at their Annual Meeting

In May (photo below) the State Volunteer Leader Meeting was held, an event aimed towards strengthening and integrating the Volunteer Partners NETWORK. 78 presidents, representatives of the Commercial, Industrial and Service Associations, Rural Syndicates and Universities, all watched presentations on the Complete Vision of Volunteering Web Portal, a platform designed in partnership with Microsoft, and on the Project entitled Development of Principles of Transparency and Submission of Accounts for Civil Society Organizations, in partnership with BID/FUMIN (Inter-American Investment Bank/Multilateral Investment Fund), with the master level sponsorship of PETROBRAS.



The Network United in Mobilization



Sharing experiences between institutional actors is very important for the dissemination of methodologies at the Units. At these times for valuing the NGO's case studies, where the Units have the opportunity to share knowledge, approach problems and successful work, it becomes clear how important such meetings are for building strategic planning and integrated work."

Patrícia Modesto, Volunteer Partners Coordinator in Caxias do Sul.

COORDINATORSHIPS

Ongoing training, communication amongst the different actors and participation in the strategy to strengthen the Volunteer Partners Network have together been the Organization's constant goals. The State Meetings seek to meet these needs and each edition works on regional matters as a responsibility of each group.

This Meeting is fundamental to complying with Volunteer Partners' VISION towards developing a culture of organized volunteer work. The Volunteer Partners Network with its 78 participating cities is what mobilizes and makes volunteer work happen in the state of Rio Grande do Sul.

The 19th State Volunteer Partners Network Meeting took place in the month of April, and is when the goals established for 2009 were shared and mobilization strategies were defined for the large scale actions, such as:

The Volunteer Partners Award; maintaining actions like Tribes on Track Towards Citizenship; Regional Leader Meetings; training courses for civil society organizations and celebrations for the units that have completed 10 years of work.



The Meetings promote the training of and celebration for the Network's coordinators.

With the proposal to plan and establish goals for 2010, the 20th Meeting, which took place in November in Porto Alegre, provided for the meeting of the coordinators from 11 regions, so that they could, together, organize the actions most crucial to the development of their communities. There was also the opportunity to potentialize the Network by passing on successful work, making it possible to adapt these actions to different realities and needs.



The richness of the world would be without value if we did not have the opportunity to share what we live in our day-to-day routine. I would like to thank the NGO Volunteer Partners for making these moments possible through the State Meetings. The interaction with peers from other cities makes us feel certain that we will continue in this struggle in favor of a better world."

Márcia Cristina Santos de Souza, Volunteer Partners Coordinatorship in São Leopoldo



Individual Volunteer Program



The only reason I stopped working with Volunteer Partners was that I had the opportunity to travel abroad, but I want to continue working as a volunteer as soon as I get back. I should be back by the first half of 2010 and as soon as possible I will be making a visit to the Volunteer Partners headquarters."

Thomas Job Antunes.

Contagious goodness

The best way to spread this contagious goodness is through volunteer work: those who do it and feel happy doing it will spread the practice to their family members, friends, colleagues, businesses, schools, in short creating a never ending chain of good.

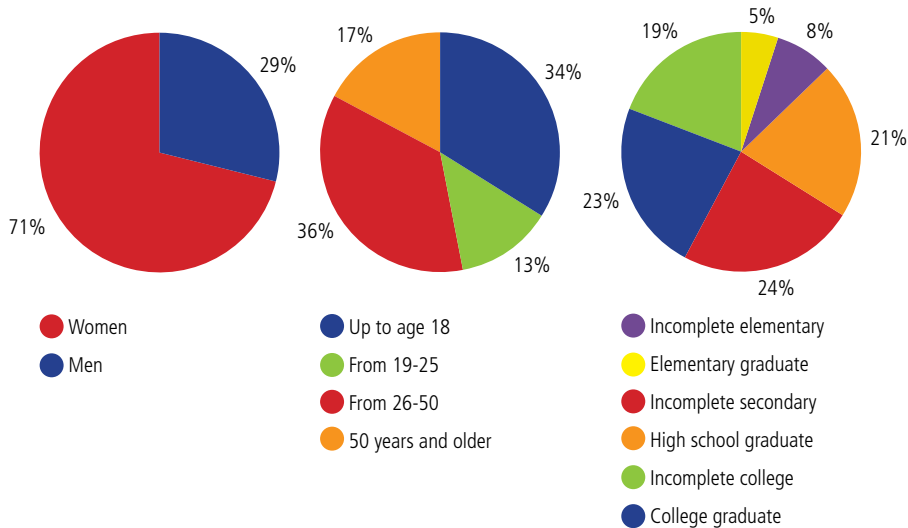
14



I received a letter in recognition of the time I have been working as a volunteer: 1 year. I am very thankful for the gesture, and also think like the Partners do: volunteer work should be something as common as going out on the weekend. I'm very happy with what I'm doing at the NGO I'm volunteering for. Every day, I learn more, in addition to the fact I'm doing something in favor of other people, of course."

Itamar Rodrigues de Lima.

Volunteer Worker Characteristics



We only receive the affection we give

"Egoism is the negation of charity. Well, without charity human society will never be able to rest. And I should say more: there cannot be any security. With egoism and pride, which walk hand in hand, life will always be a race in which those who are the cleverest will win, a struggle of interests in which sweet affection will fall to the ground, in which not even the sacred bonds of family will deserve respect." PASCAL (Sena, 1862).

Evolution	2005	2006	2007	2008	2009
Engaged Volunteers	146,042	196,915	249,838	290,645	333,241

Contagious goodness

Lucas Chimendes “was infected” when he was 16 years old and studying at São Judas Tadeu high school in Porto Alegre, Rio Grande do Sul. That was where he began working as a volunteer *Tribeiro* (tribe member), in the project Tribes on Track Towards Citizenship. Currently studying at the School of Product Engineering at PUCRS (Pontifical Catholic University of Rio Grande do Sul), he is still in touch with his old school and works as a monitor for young people who are just beginning their work as volunteers. Lucas’ emotion from the work is contagious, especially when he listens to his heart and speaks:



I find it incredible that every time we go out, when we get together to go out and do good, you can feel this strange, pleasant warmth growing in your chest and as we are talking and getting closer to the place we will visit the feeling becomes so strong that it mixes with the feelings of the others and takes on an intensity that I can’t explain. Then, upon seeing those smiles, just by setting our eyes, full of hope for a happier day, the warmth within us all explodes into great emotion and spreads throughout our bodies so that it can reach the little ones that smile back at us. And every afternoon, when we get home, that pleasant sensation remains of having shared that emotion, which is just as good for them as it is for us. That’s what it feels like and is what we, as volunteer partners, do every time we go out, even if there are limited words to express what we experience, which has no limits.”

Lucas Chimendes, Voluntario, Porto Alegre, RS.



Lucas and other Tribe Members from the Horizons Tribe and 2nd grade students at Jerônimo de Ornelas State Elementary School.



I thought the Awareness Raising Meeting was great. I will definitely recommend it to many other people. Before I became a volunteer, I already had a very strong desire to do so, but I didn’t know how to go about it. People and institutions like you encourage that desire to grow in people. I’m already working at Kinder – Center for Integration of Children with Special Needs – and I love it!!”

Antonia Chagas



I found out about Volunteer Partners from my sister, Claudia Peruzzato, and came here because I also believe in the power of volunteer work to change the community, city, state, country and the world. I’m also following the example of our parents, who used to do volunteer work when we were little. Volunteer work is good, both for us and those who receive it as well. It makes us better people. I believe that through volunteer work we will have a more just and developed society for all.”

Raul de Freitas

Business Volunteer Program

The example set by businesses

Volunteer Partners offers medium and large scale companies the opportunity to implement an In-Company Volunteer Committee, training it in terms of concepts and methodology. Through this training, employees will be able to exercise their ISR - Individual Social Responsibility, through participation in community-based social projects. Volunteer Partners also articulates so that companies and civil society organizations can co-create their projects and seek out results that are positive for both parties, but especially for the publics that are served by the social projects.

Micro and small businesses can also exercise volunteer work in a variety of ways, which are analyzed and built in joint work. In 2009, there was intense movement in our network of cooperation and support for social demands.

It can be seen, with great emotion, just how much companies are becoming aware that the Economic System brings with it both social and environmental aspects, and the Results/Profit and the recognition of the public comes when this interconnectivity is truly practiced by the company with ethics and responsibility.

Banrisul In-Company Volunteer Work Committee – Rio Grande do Sul State Bank – BANRISUL S.A

Banrisul's In-Company Volunteer Work Committee mobilized a great number of employees that wanted to take part in the Volunteer Project, which aimed to serve children and adolescents between the ages of 7 and 18 who were living in at-risk situations, circulating in downtown Porto Alegre. One of the partnerships developed has been with the Friends Association of *Abrindo Horizontes* (Broadening Horizons) project organized by the Mário Quintana Cultural Center, which makes it possible to offer theater workshops, storytelling, music, computers, arts & crafts, dance and guided visits to the Cultural Center itself.

According to Ademar Sartori, Superintendent of Personnel Management, the volunteer experience takes place at Banrisul in projects like the Recycling Program, *Projeto Pescar* (Fishing Project) and the Volunteer Program, which entered into a partnership with the NGO Volunteer Partners, collaborating in the development of at-risk children and young people through educational workshops. We can see the commitment of the employees involved and their ideal to contribute to the well-being of all, which also strengthens the Bank's profile, through the interaction with all publics.

Along these strategic lines, Banrisul president Fernando Lemos emphasized that "Banrisul's profile is not only made up of our financial results, but also by our commitment to the communities where we are active."



Storytelling Project for at-risk children,
which takes place at Mário Quintana
Cultural Center in Porto Alegre,
Rio Grande do Sul.

Evolution	2005	2006	2007	2008	2009
Engaged Businesses	1,366	1,661	2,031	2,323	2,423

Volunteer Saturday

Interaction between businesses, volunteers and organizations

Volunteer workers from Porto Alegre's Itaú-Unibanco Bank Branches

The challenge: renovate the gymnasium for *Pequena Casa da Criança* (Little Children's House), an area that was suffering from frequent vandalism and trespassing.

Means: mobilization of volunteers and the leadership of the CSO together with community representatives and leaders.

The solution: 128 volunteers, 30 employees at *Pequena Casa*, four members of Volunteer Partners and 150 children.

Result: the complete renovation of the gymnasium and the commitment of leaders to help preserve the space, which benefits the entire community.

Along with the renovation, the children had a very happy day, full of entertainment. The group of Itaú-Unibanco volunteers led a variety of lively games that kept the children busy the whole day.

In the opinion of Itaú-Unibanco manager Ario Olibio Bühring, "Volunteer Saturday was a milestone in the life of Itaú in Porto Alegre, a great opportunity to put our desire to collaborate with those who need it most into action." Ario also stated, in the name of the volunteer group, that "everybody, without exceptions, loved the work and the results we obtained. We feel renewed and happier after each action, and the smile on the faces of the children at the end of the day was our best reward. There is really no way for us to act differently now. We need to define what we want and where we are headed now."

According to the director of the *Pequena Casa da Criança*, sister Pierina Lorenzoni, Saturday "was a blessed day and made a great difference in the environment, which shelters children, adolescents and the elderly." And she concluded: "we felt gratified and happy to rely on such a large number of volunteers that joined hands with the *Pequena Casa* to make the practice of this gesture of brotherly solidarity a reality."



Itaú-Unibanco Volunteers engaging in collective effort at the *Pequena Casa da Criança* on Volunteer Saturday



Civil Society Organizations Program

Since its foundation, Volunteer Partners has counted on civil society organizations as our greatest partners. For this reason, their figure as **social cause potentializers** takes place in two ways: First, by answering the requests for volunteers and also by offering entities, **free-of-charge**, management courses and training, as well as leadership development.

By making any type of training available free-of-charge, we provide opportunities for, in addition to professional development for managers and technicians, concepts of sustainability for organizations. This knowledge improves the development of income generating projects, the articulation for partnerships and increases the ability to mobilize resources, be they financial, service-related, material or human through the strengthening of collaboration networks between the first, second and third sectors.

Another type of training being offered, **free-of-charge** as well, is dedicated to the volunteer coordinators. All of the CSOs that have agreements with Volunteer Partners are trained in a 16 hour course and are later encouraged to take part in the Network, since they all can see how growth occurs when the experiences and support are shared.

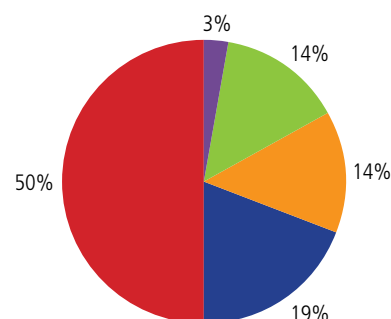
The mobilization and education of volunteers to work as Volunteer Agents is focused on visiting Organizations, seeking out real information to update the records and articulate and listen to the requested demands. This activity has been, for Volunteer Partners, proof in practice of the importance of volunteer work for Organizations. In this work, the use of Internet for managing volunteers is also encouraged, since everybody perceives how much organizations have to gain with this tool.

Beginning in 2009, Volunteer Partners also offered a tool for management and visibility, the "Complete View of Volunteer Work (CVVW) web portal, in which each CSO will have space to place their website, with information, news, volunteer opportunities and requests for a variety of donations.



Caption: Free trainings improving the CSO network in Porto Alegre.

Profile of the CSO with Agreements



- Nursing Homes (elderly)
- Specialized institutions (persons with special needs)
- Field of health: cancer, drugs, STDs/AIDS
- Field of human rights and social development
- Day-care centers, pre-schools and professional development courses

Evolution	2005	2006	2007	2008	2009
Civil Society Organizations with Agreements	1,724	1,906	2,337	2,664	2,752

Importance of the training courses

Increasingly, third sector organizations need to diversify the entrance of resources, in such a way as to contribute to their sustainability. As a facilitator in this process, Volunteer Partners seeks out volunteers to make training opportunities available, as well as spaces for visibility and spreading the word about the organizations.

An example of that is the *Balcão da Cidadania* (Citizenship Counter), a partnership with Praia de Belas Shopping Mall. The mall provides the physical space for institutions. Every week, Volunteer Partners organizes the presence of a Social Organization that comes to exhibit their brand and products to the greater public that circulates at the mall.

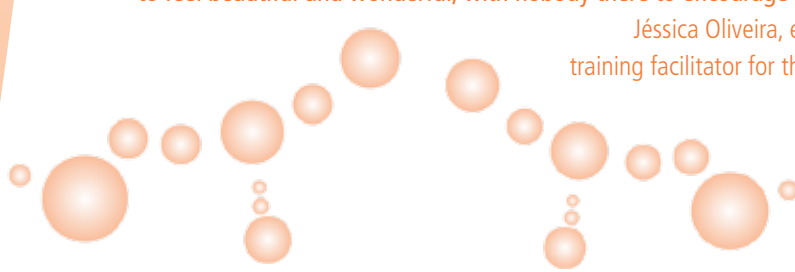
Volunteer companies have joined the work - ECOCÊNTRICAS COMUNICAÇÃO & EVENTOS, JUCHEM ADVOCACIA, NATURA (Southern Region) and SEBRAE/RS – bringing their know-how in marketing, sales, presentation, quality in the fabrication of products and strengthening of the brand to support and provide opportunities for the CSOs that exhibit and better conditions in the search for sustainability.

“ I can't tell you how much the space at Praia de Belas Shopping Mall has helped us achieve resources to be applied at our NGO. From the bottom of my heart, you are great angels of the Light that God sent to earth to help the many, many people that need help. May God always bless each one of you, spilling all of his blessings from heaven on each one the valuable Volunteer Partners, who with such great care and solidarity continue supporting our social projects. Once again, thank you so much!”
Lenir Angélica, president of the Rio Grande do Sul Animal Protection Association, Porto Alegre/RS

“ The Training Course helped us see several points we need to improve regarding our work at SPAAN. The most important word for us was “PLANNING”. We are sure that this will be our goal for 2010. What we have learned has been very valuable and is already being applied during our time at the Social Responsibility Stand at Praia de Belas Shopping Mall in December. Thank you Volunteer Partners! You can count on us!”
Vera D'Ávila Cabral and Sônia Mara Nogueira – Volunteers for SPAAN
(Porto Alegre Society to Assist those in Need) – Porto Alegre/RS.

“ The practice of organized volunteer work has enriched, gratified and further motivated the Juchem Staff as a whole to win the RS 2009 Quality Award, which was recognized by the examiners themselves. We would also like to point out the participation and involvement of employees from the Juchem Staff that volunteered in the In-Company Campaigns: “Nota Solidária” (Commercial receipts as tax-free donations), “Recyclable Paper”, “Clothing Donation Drive”, “Happy Children Day” and “Christmas for Needy Youngsters”, as well as the Volunteer Project for needy children and elderly people in the Citizenship Project, with lectures in the field of Law.”
Sergio Juchem, Director of Juchem Advocacia. Porto Alegre/RS.

“ There are no words to describe how I felt, when in the middle of our “conversation” one of the participants simply opened their heart and broke into tears, telling their dream... Once again I realized: Goodness, is it really possible that I was able to profoundly touch the lives of these mature, experienced women, each one of them with their own story and personal baggage. At that moment, I think I was, as much as most of what I said was very obvious, it's always important to stop and think a little about what does us good and improves our life, our joy, our self-esteem. Every morning, we all need to remember what we need to do to feel good about ourselves. And I have never felt so good, as useful as I did in the presence of that group. All of them have such a great desire to feel beautiful and wonderful, with nobody there to encourage them, to say what we all like to feel.”
Jéssica Oliveira, employee of Natura – Southern Region, training facilitator for the Citizenship Counter, Porto Alegre/RS.





Systematized Experience

For the past 13 years, Volunteer Partners has systematized our knowledge, with the objective to disseminate and multiply our experiences. Nine methods concerned with the development of the third sector, the result of the organization's well-recognized experience, the only of its kind in Brazil, are available for the community, aiming towards the qualification of the professionals that are active in the sector, strengthening society and the organized volunteer worker movement.

Raising Awareness about the Practice of Organized Volunteer Work

Objective: Mobilize people towards exercising their Individual Social Responsibility (ISR) through organized volunteer work, using the concepts of volunteer work, participation and collaboration.

Human Action and Social Practice

Objective: Organize the study and reflection upon subjects related to philosophy, psychology, history, social, political and economic sciences, with the aim to improve the action of groups of agents in the work to encourage and strengthen social capital.

Development of Youth Leadership

Objective: Provide young leaders the opportunity to think about and see themselves as agents for change and motivation, as well as to share their experiences with other young leaders.

Youth Mobilization and Volunteer Practices

Objective: Provide young people the opportunity to act within their social context through volunteer work and entrepreneurship, accepting their responsibility as agents to mobilize and articulate, in search of solutions for the wide variety of different demands made by their communities.

Training Educators in Social Participation – Solidarity and Youth Mobilization

Objective: Provide moments of reflection and training for educators in the field of Social Participation – Solidarity and Volunteerism, aiming towards the education of young people as mobilizing agents, articulators and entrepreneurs when faced with everyday challenges and towards school/community integration, based on the concepts of solidarity and Individual Social Responsibility.

Education of In-Company Volunteer Committees

Objective: Contribute to the education and training of In-Company Committees based on the concepts of Business Social Responsibility (BSR*) and organized volunteer work.

*Business Social Responsibility is management that aims towards an ethical and transparent relationship of the company with all the publics it is related to: shareholders, employees, suppliers, clients, consumers, the community, government, society and the environment. Socially responsible companies guide their activities (processes, products and results) not just valuing profits, but also considering the social, economic and environmental impacts of these activities. Source: Anuário Expressão – Edição 153/2008.

Education of Volunteer Coordinators for Civil Society Organizations

Objective: Train representatives from civil society organizations that aim to work with volunteers in an organized manner, through concepts, planning, monitoring and evaluation, in order to enjoy the benefits of the volunteer human resources society makes available.

Development of Leaders for the Third Sector

Objective: Provide managers of civil society organizations models for management, project creation, results focused actions and learning to act and participate in collaboration networks, aiming towards effective and transparent work that generates sustainability for the organizations.

Educating for Transparency

Objective: Develop, implement and incorporate measures for transparency and submission of accounts in civil society organizations with the objective to make them effective in the fulfillment of their missions before the community, through the incorporation of 03 elements: responsibility in complying with commitments; responsibility in providing reliable and transparent information; responsibility for actions and decisions. Results focused actions and learning to act and participate in collaboration networks, aiming towards effective and transparent work that generates sustainability for the organizations.

Educating for Transparency

Volunteer Partners, in partnership with BID/FUMIN (Inter-American Investment Bank/Multilateral Investment Fund) and with the master level sponsorship of PETROBRÁS, has been carrying out, since September of 2008, the project **Development of the Principles of Transparency and Submission of Accounts in Civil Society Organizations**. The project's intention is for the implementation and incorporation of the principles to contribute to the improvement of the processes in the effective compliance with the missions and in the positioning of the civil society organizations before their communities.

The project proposal is based, on one side, on the BID/FUMIN goal to professionalize and increase the credibility and visibility of social organizations. On the other, there is the expertise of Volunteer Partners, which since 1997 has been developing courses to improve social organization management. The success of social projects depends on more professional management and administration at the institutions, in this way ensuring adequate levels of investments, donations, volunteer work and other collaborations for their projects. BID/FUMIN already practices a similar project in three other countries: Chile, Spain and Argentina, with the objective to discover if the social investments from the private sector were being well employed.

In order to bear the cost of the work, BID/FUMIN directed US\$ 400,000 and another share became the responsibility of a network of supporters, mobilized by Volunteer Partners. This support translated into financial resources, knowledge, experiences, material resources, physical spaces, in short, a collaborative network including all of the communities segments, making it possible to provide a completely **free-of-charge** course available for participating social organizations.

With content programmed for three years, the project is divided into four stages. In the first stage, the "Base Document" is drawn up through the analysis of the organizations' situation, based on three elements: responsibility in complying with their commitments; responsibility in providing reliable and transparent information and responsibility for their actions and decisions.

Pilot Project

After the "Base Document" was drawn up – as a guide of actions that are based on the principles and the methodology – the training period began as a pilot project for 31 social organizations, 58 managers and/or technicians in the field of submission of accounts from 9 cities, who responded to the invitation published in media outlets with state coverage.

The Educating for Transparency **course** has 100 class hours, with 80 of them being presence-based and 20 distance-based. As a second stage, beyond the training, all participating entities will be monitored for 11 months, on site, by volunteer consultants in order to monitor the implantation of the concepts learned. After collecting, evaluating and formulating the measured data, the project will be reapplied to 30 other institutions. For 2010, the second and third organization groups are expected to begin, still as pilot projects. The third stage of the project will be the assembly of a data base. The objective for the final stage in 2011, after the application of the pilot groups, is for the systematized methodology to begin to be disseminated throughout Brazil. The project also foresees the holding of two seminars and a conference for disseminating the final information.

“ I am sure of the quality of the content we received in the classroom, but the monitoring of our organizations is what really sets this course apart. The technical support of the Volunteer Accountants and Administrators that visit the CSOs are what ensures that we will be able to place all the theoretical knowledge we received into practice.”
Roberto Oliveira, President of the Rio Grande do Sul Association for the Blind – Porto Alegre/RS.



Our Gratitude

We are thankful for the great support of the **Collaborative Network**, below, formed around this project, for having trusted the credibility of their organizations' BRANDS and for having accepted the challenge to be co-creators of this project. The COMMUNITY and the third sector express and are thankful for the gesture that expressed the social responsibility of businesses and institutions. We also extend our gratitude to the 31 social organizations in the first group of the Pilot Project that were co-creators of this project.

Advisory Board (in alphabetical order):

CEAS (State Social Assistance Board) – Iari de Menezes Vasconcelos; CFC (Federal Accounting Board) – Maria Clara Cavalcante Bugarim and Rogério Costa Rokembach; Consultant – Eduardo Szazi; CRA/RS – (RS Regional Administration Board) – Ruy Pedro Baratz Ribeiro; General Electric Foundation – Josie Jardim; Gerdaul S.A – Geraldo Toffanello; GIFE (Institute, Foundation and Business Group) – Fernando Rossetti; IBGC (Brazilian Corporate Governance Institute) – Heloisa Bedicks and João Verner Juenemann; MDS (Ministry of Social Development – Secretary of Institutional Articulation and Partnerships) – João Claudio Basso Pompeu; MPE (State Public Ministry) – Luis Alberto Bortolacci Geyer; OAB/RS (Rio Grande do Sul Bar Association) – Silvia Saucedo; NGO Volunteer Partners – Daniel Santoro; PETROBRAS – Janice Dias and Gabriela Carneiro Peixinho; SEBRAE

Nacional – Etel Tomaz and Adma Farid Nassif; SJDS/RS (Rio Grande do Sul Secretary of Justice and Social Development) – Fernando Schüler; Unisinos (University of the Sinos River Valley) – Nestor Pilz.

Technical Committee (in alphabetical order):

Casa do Menino Jesus de Praga – Alberto Oliveira Annes; Consultant – Homero Santos; CRC/RS (RS Regional Accounting Board) – Lúcia Faleiro Carvalho and Pedro Gabriel Kenne da Silva; FMSS (Maurício Sirotsky Sobrinho Foundation) – Alceu Nascimento; GIFE Institute, Foundation and Business Group) – André Degenszajn and Renato Benine; IBGC/RS (Brazilian Corporate Governance Institute – Southern Chapter) – Luis Gustavo Schmitz; Vonpar Institute – Léo Voigt; MPE (State Public Ministry) – Telmo Tadeu Sant'anna Bitello; RS Internal Revenue Service – Marcos Vinicius Giacomelli; NGO Volunteer Partners – Staff.



First pilot project group: co-creators of the methodology

REALIZATION



SPONSOR



MASTER-LEVEL SPONSOR



Management Towards Sustainability of Civil Society Organizations

The **Management Towards Sustainability, Entrepreneurship and Collaborative Networks for Civil Society Organizations** project is a partnership between SEBRAE Nacional and Volunteer Partners that aims to, during two years – 2009 and 2010 – train managers and technicians from CSOs towards improving the work of their organization in the community in which they are inserted. This course, which is completely **free-of-charge**, consists of 72 in-class hours and workshops that create opportunities to practice the content approached.

The present project determines goals for training in Rio Grande do Sul and goals for transferring the methodology to four other Brazilian states as a pilot project. In 2009, the following stages were carried out:

In BRAZIL

The project foresees the training of CONSULTANTS, chosen by SEBRAE Nacional, so that these may pass the methodology on to CSOs in their states. This process of transfer to the consultants lasts 44 in-class hours.

In the state of **Amazonas**, 14 consultants were trained and in **Rio de Janeiro**, 21 consultants. Both groups, in Amazonas and Rio de Janeiro, already defined their plan of action towards the mobilization and operationalization of the pilot groups, which will be 25 CSOs in each state.

In RIO GRANDE DO SUL

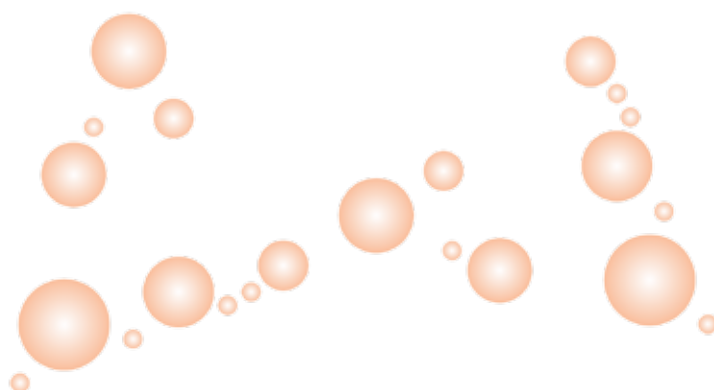
518 entity managers were trained in 22 groups in 15 cities.



Training course in Rio de Janeiro/RJ.

“ I grew quite a bit in several personal and professional ways during the training. I would like to congratulate Volunteer Partners for their hard work and SEBRAE for the initiative. This project is already a success!”
Fabiana Freitas, Consultant, Rio de Janeiro/RJ.

“ A wonderful opportunity! Acquiring knowledge and such a noble new methodology in a very humanistic, efficient and valuable way. My thanks go out to the organizers.”
Luciana Maland, consultant, Rio de Janeiro/RJ.





The training was wonderful and awakened in me the motivation as to my responsibility to do my part to improve my social ecosystem. I will return to the field with the aim to turn the earth and sow different seeds. Many thanks! You can always count on me."

Jorge Kense, consultant, Manaus/AM.



Having participated in the training meant a great discovery of new possibilities for doing more, doing it better and making the work really bring change and happiness to our lives as professionals, social consultants and human beings."

Tânia Tizatto Barroso, consultant, Manaus/AM.



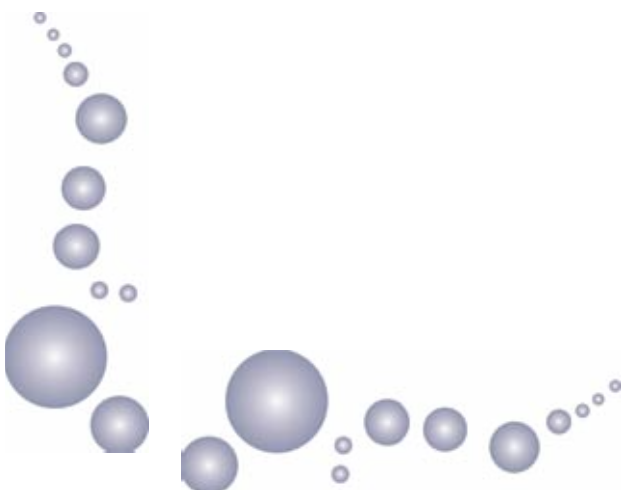
The course was very important for my education as a manager in the third sector. Not only that but I can take this knowledge to the people that work with me. It added a great deal of knowledge in all areas of management, from administration itself to management of personnel, volunteers, projects and funds capturing. It was the kick-off for me to always seek out more knowledge and learning through the sharing of experiences."

Tháís Caetano Boch, Santa Maria/RS.



I'm the president of a therapeutic community that treats chemical dependents. I have a college degree, but this course filled a void in my knowledge. I'm using the class hours and the knowledge that SEBRAE and Volunteer Partners possess in their selective process for a professionalization method concerned with social networks. I feel more confident about where my organization is going regarding the local community."

Edél Rosane Ristow, Panambi/RS.



Training for Educators

Just as Volunteer Partners has developed methods for Young Tribe Members, the Educators were also taken into consideration for adding greater potential to the work of young people in the action Tribes on Track Towards Citizenship. The "TRAINING FOR EDUCATORS IN SOCIAL PARTICIPATION AND YOUTH MOBILIZATION" course aims to give educators the tools they need to support young people in their education as mobilization agents, articulators, school/community integrators, based on the concept of Individual Social Responsibility.

This year, 324 educators were trained in 15 groups in 12 cities. The course has 60 class hours, with 40h of them being in-class and 20h distance-based.

The content: Human Potential Development; Educational Scenarios; Youths; Solidarity and Volunteer Social Participation; Educational Proposals and Strategies Towards Youth Mobilization.



This is the first time I've participated in a Volunteer Partners course. I believe the program was very well planned and designed. One of the points I would like to emphasize were the actions presented by my colleagues. It's very worthwhile for us as educators to have moments to sit back and think and to share projects, analyzing and trading ideas so that, together, we can imagine a better future, sowing small seeds that will certainly spread their ideas and bear excellent fruits.

Jussara Inês Herrmann Ferreira, Venâncio Aires/RS.



Having participated in this course made me rethink the role and potential of young people, who are so important to society. I feel very accepted and I believe that this is what young people need. I can't thank you enough for these great days I've spent. I feel renewed.

Christiane da Costa Garcia, São Leopoldo/RS.

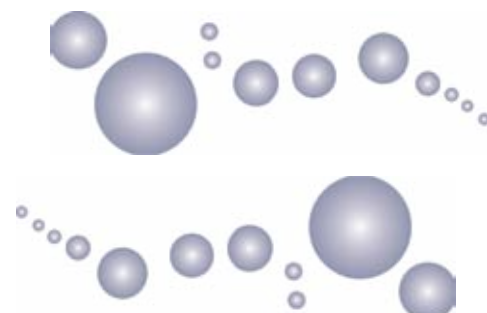


The training course for social educators blew me away. In addition to the excellent material made available, the lecturer made a new way of seeing the world, behaviors and activities possible. For anyone who would like to work effectively as a social educator, this course is indispensable. Congratulations to all those involved in planning and carrying out the course.

Bárbara Juliana Lauren, Porto Alegre/RS.



Courses carried out in Sapucaia do Sul/RS and Venâncio Aires/RS



Youth Leadership Courses

The story of many young people who began as youth volunteer workers is easily confused with the development of Volunteer Partners itself as an organization. Those young people sought us out, through one of their teachers, since they were tired of hearing about the many problems in their communities, without hearing anyone talk about solutions. Their questions were: what can each one of us do to help transform this reality? How can we intervene in this reality? These also happened to be the first questions Volunteer Partners asked itself towards meeting this demand. From then on, attitude, mobilization and articulation made many actions take place: this was how we developed the working methods for TRIBES ON TRACK TOWARDS CITIZENSHIP.

Another development in the history of these YOUNG TRIBE MEMBERS that also gets mixed up with the history of Volunteer Partners is that for any kind of intervention preparation is necessary so that the results can be positive for all those involved. From this perspective, once again those young people sought out Volunteer Partners, this time with a new question: how can we prepare ourselves so that our investments in time, emotion and our desire to do good can be productive? As a reply to this question, a 16 hour course was created, making use of techniques and group experiences,

The DEVELOPING YOUNG TRIBE MEMBERS course includes the following content: Interpersonal and Intergroup process; Entrepreneurism and Volunteer Work; Leadership: Young People as Leaders; Planning and Evaluation that are tools for the monitoring of the work carried out by Tribes on Track Towards Citizenship program.

In 2009, 522 young people were trained in 20 groups, carried out in 17 cities.

“For me it was very important, as a class for my whole life. I learned more about volunteer work. I learned new techniques on how to work with people. It was also very important because it served to bring our group closer together. The activities were really cool and the course was very dynamic and participatory.”

Nathália Joughard Pozzebon, 14 years old, Dom Pedrito/RS.

“This course meant a lot to me, since I was able see qualities of mine that I hadn't seen before and how to improve my faults. In addition to the fact that it was from the course that a new wonderful project arose that is looking like it will work, an opportunity for us young people that benefits the city and people in general.”

Sara Klein, 14 years old, XV de Novembro/RS.

“For me it was a great experience. I had never taken part in a training course. It added to what I already knew and now I will be able to help other volunteers that were not here and continue working with all my emotion and desire to do good. Because in this way I will be struggling to maintain a better world for future societies. I liked it very much and whenever there are courses I intend to take part.”

Natália C. Silva, 14 years old, Caxias do Sul/RS.



Course carried out in Lajeado/RS.

Regional Tribal Forums

The methodology designed to work with youth volunteers, the Tribes on Track Towards Citizenship action, proposes three "Tracks" of action for young people: Environment, Education for Peace and Culture. At the end of each year, youths look forward to the holding of regional meetings with the goal to have the young people share their experiences, integrating themselves with the other groups and celebrating, together, the achieved results.

The Forums are unique experiences: moments in which the youths plan, carry out and place in practice all of the concepts they learned and practiced as the Action unfolded. Everything done with great emotion, organization and a spirit of celebration.

Full engagement of young people and schools

Young people from the city of Uruguai, articulated with the community and the local chapter of SEBRAE, which offered the physical space, hosted the Tribe Members from the city of Itaqui for the realization of the Regional Forum. Teachers from the city of Alegrete were present to learn about the Action and in 2010 are going to mobilize their schools. 13 public and private schools from both cities presented their work on ecological awareness raising, peaceful attitudes and Hip Hop and Street Dance presentations. Special attention is deserved for the workshop in which young people learned to make a curtain with pens, sequins and tiny beads.



Recycling and origami workshops

SPONSORS



GERDAU

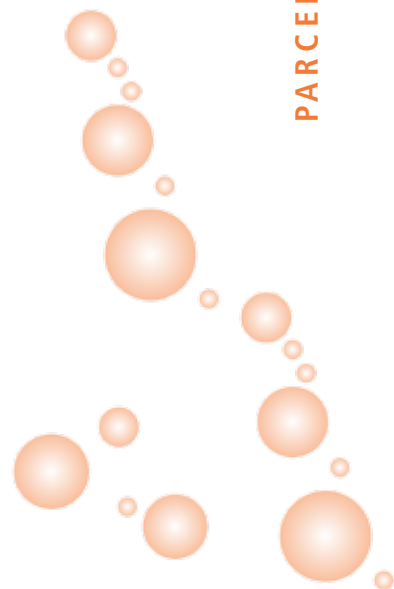


Alberto Pasqualini - Refap S/A

SPONSORS OF THE REGIONAL FORUMS



SECRETARIA DO DESENVOLVIMENTO E DOS ASSUNTOS INTERNACIONAIS



Esplanade is stage to youth mobilization

In December, Pelotas welcomed the cities of Bagé, Dom Pedrito and Rio Grande for the Southern Regional Forum. The Esplanade of Theatro Sete de Abril, prepared with pyramid shaped awnings, sheltered 130 young Tribe Members. Children, young people and adults demonstrated their civic spirit to the sound of the National Anthem. The participants witnessed an example of courage and determination with the presentation of Daiane Soares, a tribe member from the city of Bagé who played the melody on the keyboard with her feet. Her repertoire in 2009 was: Ode to Joy, Friends Forever and Make a Miracle in Me. Her 1st trip away from Bagé was to the Pelotas Regional Forum. Daiane's overcoming of her obstacles motivates everyone on the Track Towards Solidarity.



Distribution of seedlings and cultural presentations.



Murals show youth strength

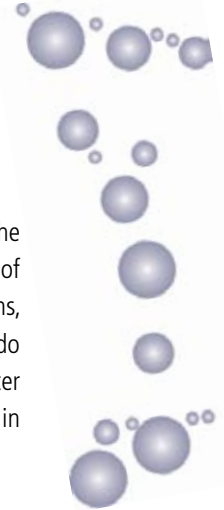
More than 200 young people got together to talk about citizenship and solidarity at the Taquari/Rio Pardo Regional Forum, which took place in Lajeado.

The *Parque dos Dick* (Dick Park) sheltered the 27 tribe member schools that presented their different volunteer practices. Theater pieces emphasizing interpersonal relationships, dance and music entertained the youths. But the high point was the collaborative creation of murals that documented the activities carried out during the year. All the Tribes were able to speak with great emotion about what it means to be a Volunteer!!



Forum was marked by the collaborative creation of murals.





RS Tiny Tots Open Hortênsias Regional Forum

Profound emotions already filled the Gymnasium of Santa Terezinha School in the city of Taquara during the opening ceremony, with the presentation of the children's traditional dance group. Music and the sharing of actions like: the walk for peace, a community garden and solidarity visits were presented by panel discussions, photos and statements. 300 young people from Canela, Gramado, Nova Petrópolis, Sapiranga and Vale do Paranhana stayed involved and paid attention the whole time. The enthusiasm increased with the theater presentation of student tribe members from Santa Terezinha School, who showed the importance of values in the relationship of everybody in a community.



Local partnerships ensured success at Serra Forum!

With support from the Secretary of Education, Businesses and City Hall, the city of Nova Prata became part of working in a network with other cities in the Serra (Highlands) region: Antonio Prado, Bento Gonçalves, Caxias do Sul, Farroupilha and São Marcos, to organize the Regional Forum of the Tribes.

Alcides Tarasconi City Gymnasium hosted 200 young tribe members, who presented their work on ecological awareness raising and non-violence in videos they produced themselves. They also counted on the volunteer participation of SESC's *Programa Melhor Idade* (Program for the Elderly), which itself provided support in organization and the distribution of snacks.

The spirit of collaboration present in the Gymnasium provided evidence that working in networks creates joy, synergy and makes a difference!

The closure of the Forum took place with the play "Kitchen Oil", with its main subject being the Environment, and a show by the local band Fikar Legal. Seeds for native trees were also distributed, as a way of encouraging the continuance of the work.



Different generations learn together in the Central Region

The innovative format proposed by the tribes of the central regions surprised everyone by making opportunities for different generations to meet. The *Lar das Vovozinhas* (Grandmothers' Home) in the city of Santa Maria, which shelters 206 elderly women, opened its doors to 200 Young Volunteers, who transformed the afternoon of October 28th into a special afternoon for every one of the home's residents. In addition to artistic presentations and statements, the young people organized themselves into two groups: one visited elderly people who were confined to their beds, while the other planted trees around the entire Home.

And since the tribes had all come together, indigenous costumes and dances were remembered and brought by young people from Santa Maria.

The forum was part of celebrations of the home's anniversary, which had just completed 64 years.



Cultural manifestations of youth and children tribe members made up the Forum.

Harmonious cohabitation marks Metropolitan Region Forum

The city of Viamão hosted the Metropolitan Region Forum, which welcomed 450 young people and children from the cities of Porto Alegre, Cachoeirinha, Gravataí, Eldorado do Sul, Alvorada, Tapes, Charqueadas, Guaíba and Osório. The meeting took place at the Rural Syndicate's Events Park, located on highway RS 40, km 12, parada 69.

A mixture of the actions from the three "tracks" was presented: dance groups highlighted different cultures, in expressions that included everything from street dance to tango. Discussion groups on environmental preservation, recycling and bullying were facilitated by the young people themselves, guided by their educators.

Tribes from secondary and elementary education carefully cohabited with the tribe from the children's school, which also put on musical presentations. The integration of these tribes at the forum demonstrated that we can serve as an example at any time, regardless of our age or level of education.

The young people had a community snack together and watched the presentation of "Banda X Positivo", which enlivened the forum from start to finish.



El Foro está formado por manifestaciones culturales de jóvenes y niños integrantes de tribus.

Volunteer Partners Award

A night of great emotions



As we write this page, it brings us back to the emotions last May, which seems like it was so long ago, but is nonetheless so close! We recognize and are thankful for the attitude of all the television networks, which served the mobilization by coming together as a single network to record the case studies of the social initiatives, which were presented at the award ceremony.”

Maria Elena P. Johannpeter.



The biennial Volunteer Partners Award began in 2000, as yet another action to strengthen the culture of organized volunteer work, spreading the word about life changing, successful and multipliable actions that have the power to, in the future, have an influence on public policies. It also seeks to demonstrate the strength of working in NETWORKS and the results that are obtained when several segments of the community come together: volunteers, businesses, schools, social organizations, government and the citizens who are benefited.

The philosophical thought that drives the Volunteer Partners Award is the appreciation of human beings. For this reason, the initiatives that were nominated represent thousands of others that are also very important for the community – and that should also receive the award. Nevertheless, Volunteer Partners knows that it is impossible to embrace everyone. This is why we use the democratic principle: ALL are represented by a few.

In 2009, as in the previous editions, the Teatro do Bourbon Country in Porto Alegre was filled with a crowd of 1,200, including children, young people, adults, business people and representatives from social organizations, universities, the government and public ministries, in short, the entire community came out to enthusiastically applaud the eleven social initiatives and collaborative networks recognized by the trophy.

The Honorable Mention Award was given to “Óleo futuro”, (Future oil) from the city of Venâncio Aires, which recycles kitchen oil and transforms it into soap, preventing the release of hundreds of liters of cooking oil into the environment. This initiative generates profits for a group of women and has become part of public policy in the city of Venâncio Aires.

2009 Volunteer Partners Award Winners

- Programa Mesa Brasil SESC – Santa Maria/RS
- Plantando Esperanças – Uruguaiana/RS
- Projeto Vida Nova – Gramado/RS
- Recriar – Centro de Referência para Infância e adolescência – Osório/RS
- Adequá Comunicação – Oficina Turma da Bonja – Porto Alegre/RS
- Centro de Formação Tereza Verzeri – São Borja/RS
- Medianeira Transportes Ltda – Ijuí e São Borja/RS
- Tribo Explosão Jovem – Nova Prata/RS
- Projeto Semente da Esperança – São José do Norte/RS
- Iniciativa Óleo futuro – Venâncio Aires/RS
- Rede São Leo em Ação – São Leopoldo/RS
- Viva o Taquari Vivo – Menção Honrosa – Lajeado/RS

SPONSORS



Statements about the Award



I would like to thank you for the invitation to become part of the Jury Commission for such an important award that means so much to the volunteer partner community. About the evaluation process, I thought it was very well put together, with a well structured and well organized dynamic. The information was very clear and this helped us understand the process well and make good use of the time for analysis and for making our final decision. The ideas for the projects that were presented were all extraordinary and for this reason, any one of them could have won.

It became clear, at least for me, that volunteer participation is extremely important for projects like these to be successful. I was happy to know that people increasingly believe in volunteer work as a key factor in social change. A necessary change involving businesses, organizations, associations and the community."

Cristiano Silveira, Evaluator of the City Selection. Santa Maria/RS.



I was very moved at the event last Monday. I would like to congratulate the PARTNERS on the event and for their sensitivity. It was great seeing the children singing (full of style and happy), people celebrating the awards and also feeling the engagement of the different regions of our great state of Rio Grande do Sul!! Some things are very difficult to make tangible, but the PARTNERS make the feeling of good will tangible! Congratulations and know that you can always count on us."

Silvia Somenzi, General Director of SOLUZIONE, Porto Alegre/RS.



Our thanks to artists and beloved volunteers
Hique Gomez and Neto Fagundes



Today it was difficult to get out of bed! The emotions really took hold of me and even when I got home the adrenaline was still running and it was very hard for me to get to sleep.

Before going to bed I had to tell the details to Nathália who, for the first time, could not go because her mother didn't let her because she had a test early today!

The Awards always move me, since it is the chance we have to see the volunteer work that is done across RS during the year, all brought together in one night and the case studies this year were fantastic: they showed that consistent, results-based social work does not need to be the fruit of a mega investment or an ambitious idea. Those who were recognized were just regular people, who through simple consistent work, sought transformation. I can't stop thinking about the three words you mentioned in the opening ceremony:

REMEMBER, THANK AND CELEBRATE. Thank you so much for mentioning that, together with Carlos, we represent a fantastic group of teachers. Such a great responsibility that is!! But it's just like Carlos put it, with each edition we look back and remember how it all began... In my case without even knowing if I would know how to do it... something new... a challenge... since today I can't even imagine my life without doing this. At times I stop and think: what might have happened if way back in 2000 I had said no to Sônia and Sandra's invitation? We all know that none of this happens by chance, don't we friend!!!! What's especially great is seeing how much that decision changed not only my life, but the lives of my family, friends, colleagues, the young people (their families, friends...) and the community. It is an infinite spiral!!

It's beautiful to see the work with the tribes, now with new faces, but with the same feelings... past actions, but when you look at the people on the stage you could see the same passion and shine in their eyes. Thanks again Maria Elena... being a grain of sand on this fabulous beach that is the Volunteer Partners is very, very nice!!!"

Graziela Santos, Teacher and Unit Coordinator
Volunteer Partners at São Judas Tadeu School, Porto Alegre/RS.

Emotion-filled Award



Joy and profound emotions upon arrival at the theater, filled with an attentive audience.



SUPPORTERS



teatro do bourbon country



Stop & Think International Seminar



The **Stop & Think International Seminar** takes place every even year in collaboration with the United States Consulate in São Paulo. In its First Edition in 2002, we asked the question: "What kind of human being do we want to see in the twenty-first century?" In the editions that followed, we have continued to think about this question, inviting great humanist thinkers.

The fifth edition of the STOP & THINK seminar in 2010 will bring our real social commitment to the table for consideration, beginning with the commitment to oneself and to those that directly depend on our care and assistance: our sons and daughters, our parents, our friends, colleagues and neighbors and especially all the children who for some reason have entered our lives. In this context, the commitment needs to be seen as belonging to all citizens, not just those who work formally as caretakers or educators.

May 24, 2010 at Teatro Bourbon Country, Porto Alegre/RS, with an audience of 1,200 people, as in the previous editions, we will come together once again.

Access <http://www.parceirosvoluntarios.org.br/Componentes/Parceiros/ParePense.asp> to learn more about the previous editions.

Lecturers at 2008 edition



Don Beck, norte-americano



Amit Goswami, indiano



Moacir Costa de Araújo Lima, brasileiro



Uma Krishnamurthy, indiana

Recognizing Work Well Done

Municipal Science & Technology Board Award – The creation of new social technologies for the third sector over the past 13 years was one of the criterion that earned the NGO Volunteer Partners the City of Porto Alegre's Homage to Science & Technology, an honor conceded by COMCET (Municipal Science & Technology Board). The Award, presented on November 26, recognizes both individuals and public and private institutions that have contributed to the scientific and technological development of the capital city of Porto Alegre.

Educating for Transparency Course – The NGO Volunteer Partners received an invitation from Petrobras to train 500 social projects that are sponsored by that company in Rio de Janeiro, on the principles of Transparency and Submission of Accounts.

Book – Arthur Bender, an award winning advertising agent in the state of Rio Grande do Sul and volunteer for the NGO Volunteer Partners in their brand positioning work, launched his book entitled *Personal Branding – Construindo sua marca pessoal* (Personal Branding – Building a More Personal Brand) published by Editora Integrare. He believes that social responsibility and the role of companies goes beyond paying taxes and job creation. Part of the profits from the book's sales will be donated to Volunteer Partners.

Young People – The action Tribes on Track Towards Citizenship was presented in Brasília on August 24-25 during the **Seminar on Life Values**. Promoted by UNDP (United Nations Development Program), this meeting sought to understand the subjects chosen in the survey *Brasil Ponto a Ponto* (Brazil End to End), in which more than 500,000 people took part, with many answering that they desired a society in which people could be educated for better life values and in which people would be less violent.

Tribes on Track Towards Citizenship, a youth volunteer work action, was pre-selected by the Best Practices in Youth Policies and Programs in Latin America and the Caribbean Project Committee, coordinated by UNESCO and the Inter-American Development Bank. More than 600 practices from 30 countries took part.

Volunteer Partners is one of the finalists in the 3rd edition of the Brazilian MDG (Millennium Development Goals) Award. The goal of the MDG Award is to give prestige to practices that collaborate towards achieving the Millennium Development Goals. This pioneering worldwide initiative was proposed by the Federal Government upon the opening of the 1st National Week of Citizenship and Solidarity in 2004. The action relies on the support of the United Nations Development Program (UNDP) and a group of companies and associations from the private sector. Technical coordination is the responsibility of IPEA (Institute of Applied Economic Research) and ENAP (National School of Public Administration).

Visibility – Volunteer Partners was present last April at the Government Leaders of the Americas Forum held in Leesburg in the state of Virginia, United States and organized by Microsoft World, an opportunity that brought together the world's most important authorities and the greatest current intellectuals. The founder of Microsoft, Bill Gates and ex-President of the USA, Bill Clinton – in the photo with Volunteer Executive President Maria Elena P. Johansen – were also present.

The Complete View of Volunteer Work Web Portal – web-based volunteer management tool developed by the NGO Volunteer Partners in collaboration with Microsoft Educação, MSTech and Hewlett-Packard was recognized as a Microsoft case study for Latin America. The video is available here: YouTube - <http://www.youtube.com/watch?v=ahPDhKC25GY> and <http://www.microsoft.com/about/corporatecitizenship/en-us/our-actions/technology-innovation/>.



The Media always says yes!

With every year that goes by, the strength of media to mobilize people becomes clearer.

In 2009, the Volunteer Movement was marked by the strong presence of media and the press, both on a state and national level, in the advertising and dissemination of the concepts, examples of "people that get the job done" and all of the work and activities developed by the Volunteer Partners NETWORK. More than R\$ 2 million in free advertising space was made available via newspapers, Internet, radio and television.

Our thanks go out to these crucial partners from the electronic and print media, who are engaged in the cause to develop organized volunteer work culture!

36

PARCEIROS VOLUNTÁRIOS | ANNUAL REPORT 2009

PARCEIROS VOLUNTÁRIOS

**Seja Voluntário!
Você, sua escola e sua
empresa podem participar!**

Fone: (51) 2101-9787 - E-mail: tele@parceirosvoluntarios.org.br - Site: www.parceirosvoluntarios.org.br

Having staff with the right attitude is fundamental!

Shared experiences, love for the cause, the desire to do service and learn constantly, in addition to the ability to work in teams, are just a few of the characteristics that make the employees, interns and volunteers a united team that – along with all of the members in the 78 cities that make up the VOLUNTEER PARTNERS NETWORK – mobilizes, articulates and stimulates, through the creation of networks in every direction, the dream of a **RIO GRANDE DO SUL WITH A VOLUNTEERING ATTITUDE.**

Volunteer Executive Board

Maria Elena Pereira Johannpeter
Executive President

Geraldo Toffanello
Vice President

Daniel Santoro
Vice President

Hermes Gazzola
Vice President

Technical Staff

Cláudia Remião Franciosi - Gerente
José Alfredo A. Nahas - Gerente
Maria Inês Andreotti Pereira - Gerente
Adriane Alves Machado
Alesandra Duarte Mattos
Alexandro da Silva Machado
Ana Elisa Martini Pascottini
Ana Virginia Antunez Benavides
André Carrasco Dias Campos
Antonio Tadeu Stoduto
Carine Antonello Sabka
Clarinda Rodrigues
Cleci Marchioro

Debora Pires
Erik Ferreira
Fabiano Rei Feijó
Ilone Jane Rivas de Alvez
Karen Barbosa
Márcia Denise Fernandes Caminha
Mari Lúcia Larroza
Michele Choaire
Mirian Müller
Paulo Afonso Belegante
Vanessa Becker Braga Salada
Vercy Maria Falavigna Boeira
Estagiários e Voluntários



Fotógrafo Voluntário: Mathias Cramer

Participatory Attitude of the Board Members

Volunteer Partners is thankful for our board members' desire to participate and transfer knowledge and experience, as well as their confidence in joining their companies' brands to the movement to strengthen organized volunteer work culture, which brings such great benefits and personal development to the inhabitants of Rio Grande do Sul.

Our recognition and gratitude goes out to all of our board members for their support!

38

Deliberative Board (Volunteer)

- Humberto Luiz Ruga – President of the Board
- Bolivar Baldisserotto Moura – Entrepreneur
- Carlos Rivacci Sperotto – FARSUL – Federation of Agriculture of RS State
- Daniel Santoro – Entrepreneur
- Eduardo Delgado – High Court Judge
- Francisco Cirne Lima – Entrepreneur
- Geraldo Bemfica Teixeira – Lawyer
- Jayme Sirotsky – RBS – Southern Brazil Communications Network
- João Polanczyk – Physician
- Jorge Gerdau Johannpeter – GERDAU S/A
- Jorge Luis Logemann – SLC GROUP
- José Osvaldo Noronha Leivas - Wal-Mart Brasil
- José Paulo Dornelles Cairolli – FEDERASUL – RS Federation of Trade and Services Associations
- Leocádio de Almeida Antunes Filho – EMPRESA DE PETRÓLEO IPIRANGA S/A
- Leonardo Meneghetti – Bandeirantes Communications Group
- Luis Henrique Ferreira Pinto – RGE – Rio Grande Energia
- Marcelo Lyra do Amaral – BRASKEM S/A
- Mari Helem Rech Rodrigues – Physician
- Paulo Tigre – FIERGS – Federation of Industries of the State of Rio Grande do Sul
- Father Marcelo F. de Aquino – UNISINOS
- Roberto Pandolfo – Entrepreneur
- Sílvio Pedro Machado – BANCO BRADESCO S/A
- Zildo de Marchi – FECOMERCIO – Trade Federation of Goods and Services
- Wrana Maria Panizzi – Teacher



Deliberative Board Meeting



FOUNDERS, SPONSORS AND SUPPORTERS

FOUNDERS, SPONSORS



SUPPORTERS



2009 VOLUNTEER PARTNERS

- 3yz Digital Performance
- ABRH/RS
- Agência Matriz
- Alexandre Chedid
- Alfamídia – Educação Profissional
- AMCHAM Brasil – Porto Alegre
- Arthur Bender
- Câmara do Livro
- Casa de Cultura Mario Quintana
- Departamento Municipal de Água e Esgotos
- Dinamize Comunicação Digital
- Elemídia
- ESADE – Laureate International Universities
- FARGS – Faculdades Riograndenses
- Fundação Zoobotânica do RS
- Generoso Mrack
- Geraldo Nogueira Advogados
- Guilherme Dias
- Impacto Signs
- Integrare Editora
- Intermédio Leitor Ltda
- Juliano Venturella Korff
- Kienbaum-Keseberg & Partners
- Magda Beatriz
- Marinho Neto
- Planeta Cooperação
- Processor Alfamídia – Grupo Processor
- Renato Moraes
- Ritter Hotéis
- Rossi & Rossi Advogados Associados
- RSA – Talentos Executivos
- Santander Cultural
- Soluzione – Expansão de Negócios
- Universidade do Vale do Rio dos Sinos - UNISINOS
- Veículos de Comunicação – Mídia Impressa e Eletrônica
- Viação Outro e Prata

EDITORIAL STAFF

EDITORIAL PLANNING AND WRITING: NGO Volunteer Partners STAFF VISUAL DESIGN AND COVER: Ethel Kawa EDITING: Eska Design

PHOTOGRAPHY: Volunteer Partners Network Archive COVER PHOTO: Unknown Author. Image available on the Internet

PRINTING RUN: 9,000 copies

Seals



Associada ao Departamento de Informações Públicas/Seção de Organizações Não-Governamentais (DPI/NGO) das Nações Unidas (ONU)

Certifications

Conselho Municipal de Assistência Social – 296
Utilidade Pública Municipal – Lei nº 8750/2001
Utilidade Pública Estadual – 002085
Utilidade Pública Federal – Portaria nº 306/01
Entidade Beneficente de Assistência Social – RCEAS 1094/2006

Brand Registration

Registro no Instituto Nacional de Propriedade Industrial – INPI



Largo Visconde do Cairu, 17 – 8º andar
90030-110 – Porto Alegre – RS – Brasil
Telefone: (55) (51) 2101.9797
Fax: (55) (51) 2101.9776

www.parceirosvoluntarios.org.br
<http://blog.parceirosvoluntarios.org.br>

Support for this report



Donations are accepted only through identified deposits to Banco Bradesco S.A. Ag. (Branch) 0268-2 C.C (Checking Account): 0525050-1.

Your opinion about our work is very important to us.
Contact us: falapv@parceirosvoluntarios.org.br