

2020 SUSTAINABILITY REPORT

SHARED VALUE FOR
AN **INCLUSIVE** ECONOMY



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MIGUEL CARBALLEDA PIÑEIRO

PRESIDENT OF THE ONCE SOCIAL GROUP



Dear friend,

I write these lines driven by the need to inform the citizens of the situation that the ONCE Social Group has experienced in 2020, the year marked by the coronavirus pandemic. The reality and magnitude of what we have overcome in 2020 will remain in our hearts and in our memories for the rest of our lives. Just as those who left us because of the pandemic will also remain with us, or those who, due to the effects of Covid 19, have been severely affected in any area, including many people for whom this reality has led to disability. Know that you are not alone and that the men and women of the ONCE Social Group are and will always be by your side, as we have demonstrated in these past months.

Just like we have always done at ONCE, the ONCE Foundation and Ilunion, we have been relentless in our efforts to reach every possible corner in order to do our bit to ensure that society as a whole can overcome this reality, without leaving behind the people enduring the greatest difficulties, many of them with disabilities. This is why I am compelled to express my pride as president of the ONCE Social Group for belonging to this great family, one that is capable of doing what real families do, increasing our closeness, protecting and helping each other, collaborating, sharing, demonstrating our ability to step up.

We have demonstrated our level of resistance and resilience through the slogan of #LallusiónPuedeConTodo (#EnthusiasmOvercomesEverything), which became during 2020 a veritable battle cry, a call to battle, to fight for the future of a Group that is about to reach 83 years of age and which, thanks to its sound ethical pillars and responsible management, has been able to deal with the reality with assurance for the future of the Institution and those of us who make it up, as well as to once again extend our solidarity to those who need us.

We cannot say that it has been easy, but we are especially reassured by our social actions, by the affection we have shown the Spanish citizens, the blind, people with disabilities and everyone to whom we have reached out during these months, especially during the harsh days of lockdown.

As you know, for the first time in our history we had to leave the streets and cities and abandon our points of sale, as has happened in many other places. Our “enthusiasm sentinels” stopped distributing coupons and other responsible lotteries on the streets. The ONCE lottery ticket, an active part of the Spain brand, ceased to be raffled off for the first time in 82 years, ever since that distant 1939 when the first numbers of our game of chance started to circulate.

So we focused on what we do best and on what we obviously had to do: provide cover for those

who needed it; stand shoulder to shoulder with the citizens to help them overcome this reality. And we demonstrated our capability: we gave global coverage to 71,009 blind people affiliated with the ONCE and, most especially, in those difficult days we succeeded in reaching out to more than 14,000 blind people over 65 who live alone, an endeavour in which we made almost 300,000 phone calls; we threw ourselves into helping the deaf blind and also the rest of disabled people through the ONCE Foundation and thanks also to our volunteers; we assigned Ilunion facilities and hotels, which were soon transformed into residences for doctors and other healthcare personnel and places for the care and recovery of those most affected; the Ilunion industrial laundries, 90% of whose workers are disabled, increased their pace, washing all the pandemic linens and ensuring that hospitals, residences, centres for the elderly and others would never be short of clean linen; we made and donated face masks and material to healthcare workers; we cared for many elderly people in residences, where we gave the best of ourselves – not always well understood. Ultimately we focused on caring, on protecting those who might be struggling with a more difficult reality, as we have always done. And on ensuring the continuity of our Organisation and its workers.

Perhaps in these difficult times the economic data lose importance, but the truth is that we were able to carry out all this work through sustainability and the self-discipline of keeping an unrivalled social and economic group going: we are the world’s largest employer of people with disabilities and the fourth overall employer in Spain of people with and without disabilities.

Like the other organisations and businesses, we were forced to use a public tool that has proved to be essential this year 2020, namely the ERTE, the temporary employment regulation mechanism, but one which we tried to limit as far as possible, applying it with the sole objective of overcoming the situation

and recovering our activity as quickly as possible. And we have done this both at ONCE and at the ONCE Foundation and its Ilunion companies.

In a year when the standstill in employment was the second most serious pandemic in the world, the ONCE Social Group managed to close December while retaining 70,000 workers (69,973 to be exact), namely one in every 279 people employed in Spain. Of this workforce, 40,482 people have some form of disability (57.9%) and 42.6% are women, thereby fulfilling the longed-for principle of gender equality and parity.

We also focused the financial year on continuing to instil confidence and security in our workforce, converting 3,433 contracts into permanent ones within the ONCE Social Group, of which 857 are sellers of the Organisation’s lottery products and 2,576 belong to Ilunion. A demonstration that, for us, jobs, and above all quality jobs, are an objective in itself, a need to continue generating life opportunities, especially for people with disabilities.

The almost complete cessation of our commercial sale of lottery products for almost three months, and the population’s slow return to the streets of our cities, plus the subsequent realities of partial closures and lockdowns, caused our sales to close the year at 1,615.2 billion euros, well below the forecast for the year of more than 2.2 billion. The same was true of Ilunion, with several business lines affected, which brought its revenue to a turnover of 819.3 million.

However, we kept up our social efforts and succeeded in allocating €228.3 million to social investment aimed at people who are blind or have other disabilities. At ONCE we continued to perform one of our most important tasks, the one that gives most meaning to our existence: we welcomed with open arms, with a tailored service provided in what was possibly the toughest time in their life, 2,139 people who lost their sight in 2020 and who wish to continue demonstrating their aptness; in a difficult year we succeeded in having 7,400 blind boys and girls pass their courses in classrooms where they were just like the others,

through the wide-ranging deployment of our social, educational or cultural services; through a new working model we have delivered a total of 110 new guide dogs; ONCE Foundation approved 2,010 training, accessibility and employment projects for people with disabilities, a constant stream of solidarity managed by many small organisations throughout the territory; and at Ilunion we invested 46.6 million euros this year in continuing our growth, with an investment horizon of 150 million by 2023.

I am ending these lines by mentioning another aspect of 2020 that has more to do with our philosophy of life: to continue working together, always looking to the future, so that we can earn our living with our heads held high. We started the pandemic to the cry of #LallusiónPuedeConTodo (EnthusiasmOvercomesEverything); we returned to the streets with a great campaign of thanks to the citizens, who received our vendors back with uncommon affection, the best sign that we are recovering the normality of being able to share a few seconds of conversation and gossip with the sentinels of our enthusiasm; we staged the most massively attended Saint Lucia day in our history, online, reaching out to all our elders and involving

them in a great event to remember and to celebrate; and we closed the year by adding a touch of colour to our logo, how interesting, colour in the world of the blind.

Yellow, blue, red, green and white are the colours that are now raised to our isotype, to our beloved "Oncelio", to take a step further in the definitive consolidation of the image of a full-colour brand, which aims to endure as a social and economic badge inside and outside our country. Another step towards the future, a step of innovation, which aims to encompass everyone who is represented by these colours: ONCE's historic yellow and green; the red of the ONCE Foundation; the blue of Ilunion; and the white of our walking cane, a global symbol of mobility.

It is, in short, the way to symbolise and express a set of values that aspires to the trust of the citizenry, to rootedness, to relevance, familiarity, and social leadership. They show a way of going through life with the greatest possible enthusiasm and unity, effort and constancy, a tangible expression of who we are and what we do for ourselves and for everyone, as an active part of the citizenry, as another member of society. It is in those places where you will always find us, now with a lot of colour.

ALBERTO DURÁN LÓPEZ

EXECUTIVE VICE PRESIDENT OF THE ONCE FOUNDATION



Reflecting on the truly unique year we closed a few months ago is an interesting exercise and an opportunity to appreciate things in perspective.

2020 was certainly a year that no one will forget, an unprecedented year of major challenges. A year in which we saw how the situation of many people who were already vulnerable, such as people with disabilities, deteriorated even further; but it was also a year in which we gave our best to continue to support those who needed us most. Throughout these pages, which reflect our commitment to transparency and sustainability and our vocation to communicate, we summarize our work during 2020 and highlight the impact we have succeeded in making, all in line with the 2030 Agenda for Sustainable Development and the SDGs.

In line with our mission and institutional goals, and in a context that went from initial uncertainty to the subsequent crisis, in 2020 we continued to work hard to promote and showcase the talent of people with disabilities. We managed to close the year having generated 7,918 jobs, supported the creation of 270 job placements and provided training for 13,251 people with disabilities. These figures were possible thanks to having speeded up the digital transformation strategy on which we had already embarked before the outbreak of the pandemic. And though already convinced of this before this crisis, we have now reaffirmed the priority of guaranteeing quality training in the digital and

technological field for people with disabilities, preparing them for a future of work that is increasingly present and must be inclusive in order to be successful.

Likewise, in terms of employment and training, we continue to place a special focus on groups of people with disabilities who are facing greater difficulties. We thus gave employment guidance to 598 women with disabilities victims of gender-based violence between 2017 and 2020, and we celebrate that in the same period a total of 206 gained employment. We also continued our commitment to young people with disabilities, last year awarding scholarships to 804 students and facilitating access to university for 345 young people with intellectual disabilities.

We also continue to work tirelessly on our other priority, the promotion of Universal Accessibility and Design for All, with an investment of €10.2 million that served to realize 1,057 accessible actions. Through many projects, we continue to promote research, training and the generation and dissemination of knowledge on Accessibility. Our key line of work, however, was the drive towards innovation and technological development in this area: we worked on more than 40 projects in the course of the year in our Sala EspaciA (SpaceAI Room), which is devoted to innovation and accessibility, and supported 12 startups that envision a more accessible future for everyone through solutions linked to sectors such as mobility, health and education.

Despite the budgetary constraints we were faced with, our support for the associative movement of people with disabilities remained strong, distributing a total of €57.2 million in 2020 through our calls, which served to support the promotion of 2,010 training, employment and accessibility projects.

Our 20-year partnership with the European Social Fund (ESF) was more than ever a cornerstone for our organisation and for our social outcomes and impact, as the revenues of our founder, ONCE, were affected by the temporary halt in the sale of responsible gaming products as a consequence of the pandemic. We are also hugely pleased to have continued to make progress with many partner entities such as businesses, administrations, universities and international organisations with whom we share vision and objectives and without whose involvement we would not get very far. In 2020 we signed 177 collaboration agreements and closed the year with 90 companies involved in the Inserta Programme.

Many partner organisations have placed their trust in the ONCE Foundation to assist us in our support for the most vulnerable disabled people and for the disability movement in order to cope with the most pressing needs, all as part of the #NoEstáisSolos (#YouAreNotAlone) programme promoted by the entire ONCE Social Group. This work has also been possible thanks to the unrivalled force of volunteers of the ONCE Foundation, whose number has risen exponentially in 2020 to reach 1,072 people.

Likewise, jointly with CERMI, we did not neglect our line of work of defending the rights of persons with disabilities - and the effective exercise of those rights - in a difficult year, always under the inspiration of the UN Convention on the Rights of Persons with Disabilities. Other achievements include the end of forced or non-consented sterilization of legally incapacitated people with disabilities through Organic Law 2/2020.

Our principles and values, our identity as part of the ONCE Social Group, acted as our beacon as we moved through 2020. This is not intended as a comprehensive list, but I would like to highlight our ability to effectively manage resources, our commitment to transparency, our vocation to contribute to sustainability, the trust of the organisations that surround us, our supportive DNA and our firm pledge to uphold gender equality and diversity as components of an internal culture that sets us apart and makes us proud.

As in many organisations, the situation and the containment measures forced us to implement two ERTes (temporary workforce adjustment plans) in the team of the ONCE Foundation's Executive Area, which comprised 536 people at year-end, 80% of them with disabilities, affecting a total of 105 people from ONCE Foundation and Inserta Empleo. However, reflecting our responsibility to the human team that allows us to be who we are, the duration was very limited - from 15 March to 30 June - and in 96% of cases it involved a partial reduction. I would like to take this opportunity to once again acknowledge and give thanks for the commitment of all the people who make up the team, who even in a situation like this one continued to demonstrate that enthusiasm transcends everything.

After many months of living with an unpredictable horizon, we are now in the process of recovery, though not without some uncertainty. Our duty is to continue working so that, on a road that will be long and will not always follow a straight line, we always bear in mind that the goal must be a sustainable and inclusive society, one in which no one is left behind, one in which opportunities abound for everyone. A future of social justice and shared prosperity. In the months to come you will find all of us who are part of this institution given over to this task.



PROFILE OF THE ONCE FOUNDATION

- 1.1. MISSION, VISION AND PURPOSE
- 1.2. SYSTEM OF GOVERNANCE
- 1.3. FUNDING AND ALLOCATION OF RESOURCES

1.1.

MISSION, VISION AND PURPOSE

In line with the United Nations Convention on the Rights of Persons with Disabilities, as well as the 2030 Agenda and the Sustainable Development Goals, the ONCE Foundation contributes to the consolidation of more equal and inclusive societies, where no one is left behind. We are the main entity promoting the recruitment of people with disabilities in Spain, and act as the hub and driving force behind the disability associations movement.

The ONCE Foundation was created in 1988, by agreement of the General Council of the ONCE, as a **tool for cooperation and solidarity** of Spanish blind people with other groups of people with disabilities to improve their living conditions.

It is estimated that there are 3.8 million people with disabilities in Spain, approximately 9% of the population¹. According to the latest available data², the employment rate for this group stands at 25.9%, compared to 66.9% for the non-disabled population.



Mission

To promote the **full social inclusion** of people with disabilities by contributing to **the principle of equal opportunities and non-discrimination**.



Institutional aims of the ONCE Foundation

- ☑ To promote **full labour integration** of persons with disabilities.
- ☑ To drive **Universal Accessibility** and **Design for All**.
- ☑ To promote **professional qualifications, job competences and personal and professional skills** as determinants of the level of employability of people with disabilities.

¹ According to data from CERMI (Spanish Committee of Representatives of Persons with Disabilities).
² According to ODISMET Report 6 (Observatory on Disability and Labour Market in Spain), published in 2021.

The Foundation's overall strategy for achieving its aims is set out in the **Governance Programme of the ONCE Social Group for the 11th Mandate (2019-2022) and its Development and Execution Plan**.

- The Foundation is one of the most relevant institutions in the **disability sector** in Spain as well as one of the most important **foundations** in the country.
- It is also part of the **Social Economy** sector, which accounts for 10% of GDP and 12.5% of employment in Spain³.
- It is also part of the Spanish **Third Sector for Social Action**, which has around a thousand active entities working to guarantee social rights and meet the needs of the most vulnerable people⁴.

The ONCE Foundation carries out its actions within the framework of the **ONCE Social Group**, under which ONCE, ILUNION (the group's business project) and the Foundation are jointly identified. ONCE Foundation is the owner (52.49%), together with the ONCE (47.51%), of the ILUNION Group, managing the company under consensual co-management and administration.



The ONCE Social Group is the **fourth largest non-public employer and the first employer of people with disabilities in the world**. At year-end 2020, it had 69,973 workers, 58% of them with disabilities.



Executive Area of the ONCE Foundation

Within the framework of the ONCE Social Group structure, the ONCE Foundation Executive Area comprises the ONCE Foundation, the Inserta Empleo Association, the Inserta Innovación Association and Servimedia, which are present throughout Spain thanks to their more than 40 offices and work centres (26 of them identified as a Special Employment Centre).

By year-end 2020, a total of 536 people were part of the team of the ONCE Foundation Executive Area, of whom **79.7% had disabilities**⁵



³ According to data from CEPES (Spanish Business Confederation of the Social Economy).
⁴ "The Third Sector for Social Action in Spain 2019". Social Action NGO Platform, 2019.
⁵ More information on the workforce can be found in section 2.4 Human Team.

1.2.

SYSTEM OF GOVERNANCE

The Board of Trustees is the Foundation's highest governing and representative body. The Board of Trustees of the ONCE Foundation includes, in addition to ONCE, representatives from the main organisations of the disability movement in Spain, the General State Administration and organisations from the business world.

Entities represented on the Board of Trustees of the ONCE Foundation in 2020

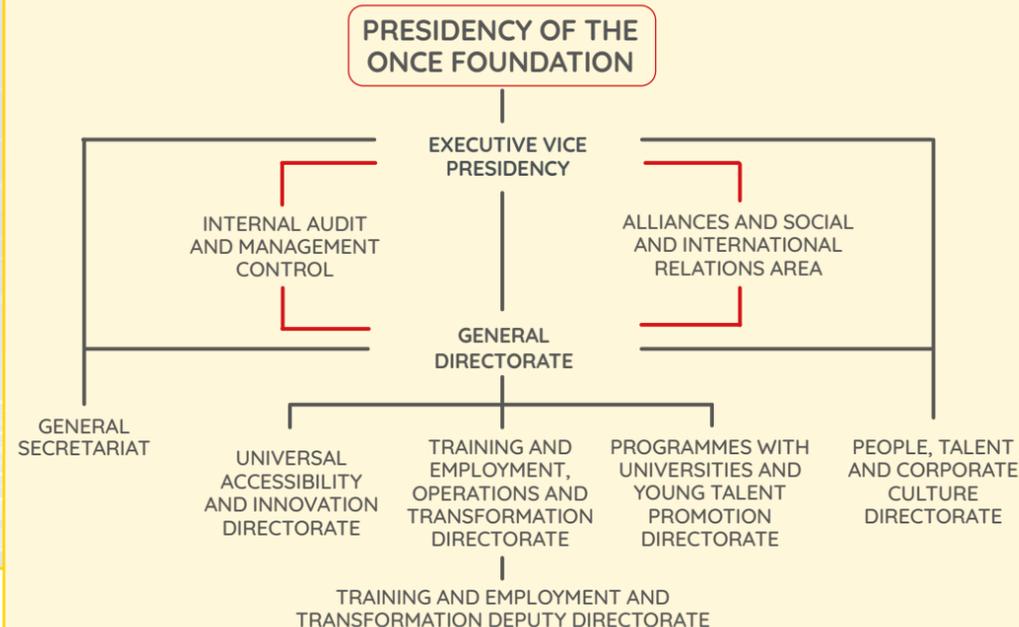
16 of the 41 people who joined the Board of Trustees in 2020 were women, and 31 members were people with disabilities

 ONCE (National Organisation of Spanish Blind People)	 confederación SALUD MENTAL españa Spanish Confederation for Mental Health
 CNSE (State Confederation of Deaf People)	 ASPACE (Spanish Confederation of Organisations for the Care of Individuals with Cerebral Palsy and Related disabilities)
 COCEMFE (Spanish Confederation of Individuals with Physical and Organic Disabilities)	 CERMI (Spanish Committee of Representatives of Persons with Disabilities)
 Plena inclusión Spanish Confederation for Full Inclusion	 Ministerio de Derechos Sociales y Agenda 2030 Ministry of Social Rights and 2030 Agenda
 FIAPAS (Spanish Confederation of Families of Deaf People)	 acciona Acciona, S.A.

The entity also has other **governance and management bodies**, including:

- **Permanent Commission**, delegated body of the Board of Trustees.
- **Steering Committee**, a collegiate body for governance, management, administration and consultancy, which reports to the **First Executive Vice President** and the **Managing Director**.
- **Remuneration Committee**.
- **Audit Committee**.
- **Crime Prevention Body**.
- **Committee for Financial Investments and Funding**.
- **Risk Subcommittee**.
- **Transparency and Ethics Observatory of the ONCE General Council**.
- **Others**: Subcommittee for institutional agreements, Subcommittee for European Programmes, Subcommittee for Fundraising.

Organic-Functional Structure of the ONCE Foundation



The **Economic-Financial, Legal Consultancy and Purchasing** Directorates of ILUNION are also bodies supporting the management of the ONCE Foundation. The **Directorate for Institutional Relations and Social Responsibility** is common to the entire ONCE Social Group and the Foundation's CSR and Sustainability Unit reports to it.

The Foundation's **Internal Regulations, Articles of Association and Code of Good Governance** encompass the organisation's set of rules for governance, funding and functioning.

The ONCE Foundation also draws up and publishes its **Annual Corporate Governance Report**.

In 2020, the ONCE Social Group, to which the ONCE Foundation belongs, was among the three most responsible companies/entities and with the best corporate governance in Spain, according to the **Merco Responsibility and Corporate Governance 2020 Spain ranking**



1.3.

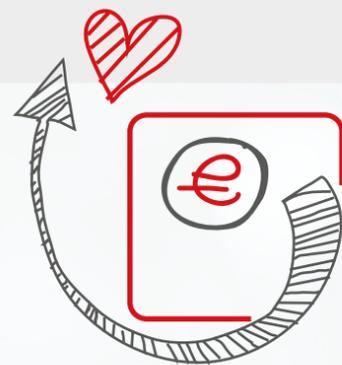
FUNDING AND ALLOCATION OF RESOURCES

The ONCE Foundation manages its resources efficiently and with the focus on excellence, seeking to maximise impact in relation to its objectives.

The **ONCE is the main funding provider of the ONCE Foundation**, allocating 3% of its sales of responsible lottery products to the Foundation each year, accounting for up to €48.5 million in 2020. As a second source of funding, the Foundation received a total of €28.1 million last year from the **European Social Fund (ESF)**.

99.6% of the expenditure budget was earmarked for meeting institutional purposes in 2020, i.e. employment and training of persons with disabilities (€62.5 million) and the promotion of Universal Accessibility to environments, products and services (€21.1 million).

Over the last five years (2016 - 2020), ONCE Foundation has allocated €453 million to programmes for people with disabilities (91 million a year), of which €329 million were allocated to Employment and Training programmes (66 million a year) and €124 million to Universal Accessibility and Design for All programmes (25 million a year).



2020 revenue breakdown by source

	Million euros	%
ONCE	48.5	57.6
European Social Fund (ESF)	28.1	33.4
Private Donations	1.2	1.4
Other sources ⁶	6.4	7.6
Total	84.2	100



2020 Allocation of Expenditure

Total expenditure 2020: **€83.9 million**



99.6% of expenditure for 2020 went to fulfilling institutional goals

⁶ This includes non-ESF grants, cancellations and repayments of aid, collaboration agreements, other donations, financial revenues and others.

2

EXCELLENT AND SUSTAINABLE INTERNAL MANAGEMENT

- 2.1. ETHICS AND INTEGRITY
- 2.2. RISK MANAGEMENT
- 2.3. EXCELLENCE AND TRANSPARENCY
- 2.4. HUMAN TEAM
- 2.5. ENVIRONMENTAL COMMITMENT

Indirect economic effects

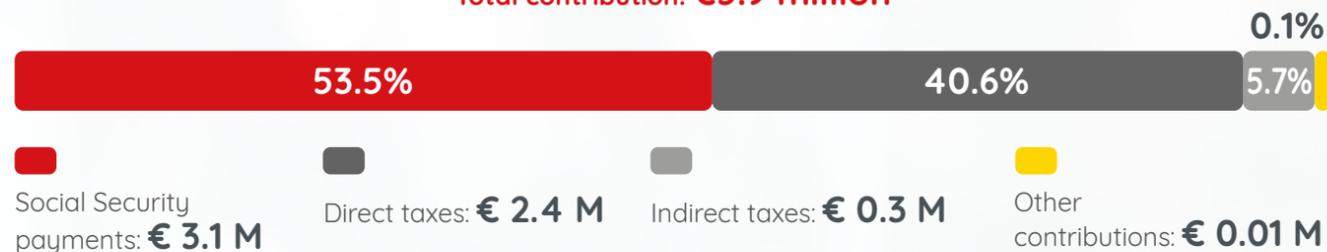
Beyond the direct benefit it generates for people with disabilities, the Foundation's daily activity and the execution of its budget create economic value that also contributes to the development of the territory in which the entity operates.

In 2020 **the contribution** of the entities within the ONCE Foundation's Executive Area **to the Spanish Public Administrations amounted to €5.9 million** in terms of taxes to the Public Treasury and Social Security payments for its employees.



Contribution to the Public Administrations 2020

Total contribution: **€5.9 million**



In addition, in 2020 business relationships were established with **813 suppliers, 89.3% of which were local** (located in Spain). The relationship which ONCE Foundation maintains with its suppliers is regulated by the Purchasing Management and Supplier Certification and Evaluation procedures as well as by the Supplier and Business Partner Code of Conduct, which includes **consideration of social and environmental issues**.

Last year **audits were conducted of all purchases** made by ONCE Foundation as an Intermediate Body for the Operational Programmes it manages with ESF co-funding. Likewise, all direct purchases made by Inserta Empleo in 2019 and 2020 were audited by an external entity, also at the request of the ESF.



2.1.

ETHICS AND INTEGRITY

Implementing the ONCE Foundation's mission requires exemplary behaviour from all people who form part of the organisation and/or act on its behalf. Strict regulatory compliance and action based on solid values and stringent principles are a prerequisite for achieving the greatest social impact.

To ensure that the people associated with the Foundation perform their functions in an exemplary manner, the organisation has a set of **ethics tools** in place to define specific and shared guidelines for behaviour.

The body responsible for enforcing compliance with these codes and behaviour manuals is the Ethics Working Group, which reports to the **Transparency and Ethics Observatory of the ONCE General Council**, and the main tool for monitoring compliance is the **Ethics Channel**, whose use was also enabled for people outside the workforce in 2020. Both tools are shared by all the entities that make up the ONCE Social Group.

The Ethics Working Group is responsible for analysing the complaints and suggestions received by this Channel and for arranging the measures to be taken in the event of corroborating the veracity of the complaints received. In 2020, **no complaints** were received regarding the entities of the ONCE Foundation Executive Area.



Ethics Tools of the ONCE Foundation

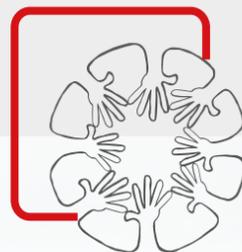
- ▣ **Ethics Code of Conduct for the Directors, Executives, Middle Managers and Other Officers of the ONCE Social Group for the 11th Mandate** (also applicable to the Trustees of the ONCE Foundation).
- ▣ **Manual on Ethical Conduct Guidelines for Directors and Executives of the ONCE Social Group.**
- ▣ **Manual on Ethical Conduct Guidelines for Middle Managers and Non-Senior Management of the ONCE Social Group.**
- ▣ **Ethics Code of Conduct and Guide for the Workers of the ONCE Foundation and Associations reporting to it.**
- ▣ **Code of Ethics and Good Conduct for Programme Management of the European Social Fund of the ONCE Foundation and of the Inserta Empleo Association.**
- ▣ **Auditors' Charter.**
- ▣ **Code of Conduct for Non-Profit Entities for the Execution of Temporary Financial Investments.**
- ▣ **Code of Conduct for Suppliers and Business Partners of the ONCE Social Group.**



The eleven values of the ONCE Social Group

- ▣ Communication
- ▣ Solidarity
- ▣ Confidentiality
- ▣ Equity
- ▣ Trust
- ▣ Honesty
- ▣ Humility
- ▣ Respect
- ▣ Commitment
- ▣ Professionalism
- ▣ Responsibility

By year-end 2020, **all persons** subject to signature (48 Executives, middle managers and officers) had signed these codes



2.2.

RISK MANAGEMENT

The ONCE Foundation has various tools for identifying, addressing and mitigating the risks it may face and to comply with best practices in its performance as an organisation.

The Foundation has an **Integrated Risk Management System (SIGR)** in place, aligned with the main risk management standards and frameworks in this matter. The System integrates **Maps of Inherent, Residual Risk and Effectiveness of Internal Control**, with the current model considering a total of **86 risks**, of which 14 are considered critical and are continuously monitored by the organisation.

The **Risk Sub-Committee**, reporting to the Steering Committee, assumes execution of the risk control and management policy.

Criminal and Tax Compliance

With regard to compliance and prevention of criminal risks, the ONCE Foundation has in place a **Criminal Compliance Policy**, which implements the provisions of the Code of Ethics⁷ is applicable to all individuals in the organisation and may be extended to business partners.



⁷ Ethics Code of Conduct for Directors, Executives, Middle Managers and other officers of the ONCE Social Group for the 11th Mandate.

The Criminal Compliance Policy is implemented through the **Criminal Compliance Management System**. The **Crime Prevention Body** makes this policy effective by implementing the measures provided for in the Criminal Compliance Management System. For these purposes, the Ethics Channel of the ONCE Social Group also acts as a **whistle blowing channel**.

In relation to the **fight against money laundering**, the ONCE Foundation has an **internal procedure for donations and other forms of sponsorship** in order to establish the necessary protocols for receiving and

managing donations, ensuring the traceability of the donated amounts and complying with the Anti-Money Laundering Act.

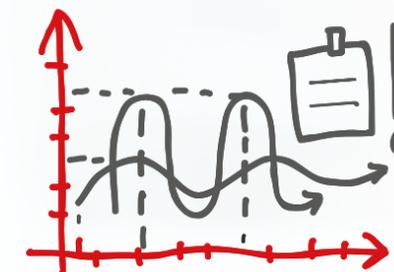
In addition, between 2020 and 2021, the ONCE Foundation and the entities reporting to it implemented a **tax compliance system** based on three elements: Tax Compliance Policy, Document organising Tax Compliance and Tax Strategy. A Tax Compliance Body has also been established as the ultimate guarantor of the supervision, oversight and control of the Compliance Policy.

Internal Control and Accountability

Through its **Annual Audit Plan**, ONCE Foundation supervises, controls and evaluates its core activities and results, the most relevant milestones being:

- Audit of the individual annual accounts of the Area's entities and the consolidated annual accounts of the ONCE Foundation.
- Report on Agreed Procedures for complying with the Agreement signed with the Nation's Government.
- Independent Review Report on the consolidated Non-Financial Reporting and Diversity Statement.
- Review of the report on social actions of ONCE Foundation.
- Employment, occupational placements and training audit report.
- Audit reports on the social results of the 15,000-30,000 Plan.
- Audit on the social performance of operational programmes and financial and on-the-spot checks of certified operations to the ESF.
- Audits conducted by external entities on the Operational Programmes (UAFSE, IGAE, etc.).
- Report on social results of the Universal Accessibility Area.
- On-site audits on the social results of projects supported by the ONCE Foundation.

In addition, under the supervision of the **Audit Committee**, the organisation provides extensive information annually on its performance as part of its commitment to transparency and accountability to its stakeholders (see [2.3. Excellence and Transparency](#)).



2.3.

EXCELLENCE AND TRANSPARENCY

For years, the Foundation has been implementing an excellent management model based on the continuous improvement of processes and activities whose central pillar is the Integrated Management System (SIG), which combines the management of quality, environmental impact and occupational health and safety.



2020 Certifications Map

	ONCE Foundation	Inserta Empleo	Inserta Innovación	Servimedia
EFQM +500	X	X		
UNE-EN-ISO 9001:2015 Quality Standard	X	X	X	X
UNE-EN-ISO 14001:2015 Environmental Management Standard	X			X
ISO 45001:2018 Occupational Health and Safety Standard	X			
OHSAS 18001:2007 Occupational Health and Safety Standard				X
Bequal Premium seal	X			
Family Friendly Company Seal (EFR)	X			
Equality in the Workplace Badge	X			

Corporate Social Responsibility and Sustainability

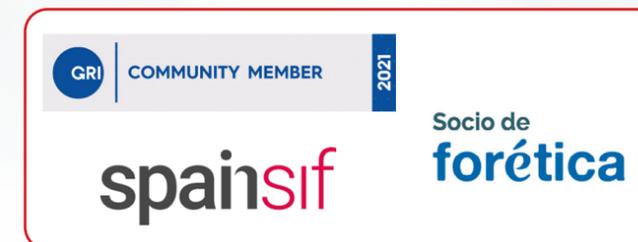
The ONCE Foundation has a **Corporate Social Responsibility and Sustainability Master Plan 2019-2022** in place, the first instrument of this nature in the entity and aligned with its strategy. The Plan includes 7 lines of action and 42 measures in the environmental, social and governance (ASG) areas. By September 2020, 15 months after its adoption, **64% of the measures were already completed or being implemented.**

In 2020, ONCE Foundation also continued to enter into different **partnerships with leading entities** at national and international level, a highlight being the

collaboration with GRI (Global Reporting Initiative), Spainsif and Forética, while also taking part in the following organisations:

- 2030 Agenda & CSR Commission of CERMI (Spanish Committee of Representatives of Persons with Disabilities).
- United Nations Global Compact*.
- Fundación SERES*.
- CSR Commission of CEOE* (Spanish Confederation of Business Organisations).
- CSR Commission of CEPES* (Spanish Business Confederation of the Social Economy).
- Management Excellence Club*.

*Through ILUNION



Lines of Action of the CSR and Sustainability Master Plan 2019-2022

- ▣ Responsible culture, governance and CSR/Sustainability management.
- ▣ Communication in CSR/Sustainability, transparency and reputation.
- ▣ CSR/Sustainability and disability, hand in hand with third parties.
- ▣ People, talent and CSR/Sustainability.
- ▣ Advancing Equality.
- ▣ CSR/Sustainability trends: alignment with the 2030 agenda, inclusive economy and impact.
- ▣ Environment.

Transparency

The organisation maintains an important **commitment to transparency**, regularly providing relevant and truthful information on its performance and the undertaking of its activity to its stakeholders. The following reports, mostly verified by an independent third party, are drawn up and made public each year, among others:

- Individual and consolidated **annual accounts and management report** together with their audit reports.
- Consolidated **Non-Financial Reporting and Diversity Statement** of ONCE Foundation.
- ONCE Foundation **Sustainability Report** and ONCE Social Group **Shared Value Report**.
- Annual **Corporate Governance** Report.
- **Report on Social Actions** of the ONCE Foundation (linked to the General Agreement between the Nation's Government and the ONCE).
- Annual **action plan** of the ONCE Foundation.

2.4.

HUMAN TEAM

With their strong commitment and daily efforts, the ONCE Foundation team make it possible to fulfil the organisation’s mission and create value for people with disabilities.



Key Indicators

- ▣ Team comprising **536 people⁸** at year-end 2020, all of them based in Spain.
- ▣ **80%** of the workforce (427 people) were **people with disabilities**.
- ▣ **68%** of staff were **women**.
- ▣ **58%** of the workforce is **45 years or older**.
- ▣ **65%** of the team had an **indefinite contract** at the end of 2020, and **97%** had a **full-time contract**.
- ▣ **47%** of the **management team** were **women**.
- ▣ **8.9%** **gender** pay gap.



⁸ ONCE Foundation Executive Area: ONCE Foundation, Inserta Empleo Association, Inserta Innovación Association and Servimedia.

2020 workforce, by entity




2020 workforce, by gender and disability

	Men	Women	Total
Employees with disabilities	137	290	427
Non-disabled employees	33	76	109
Total	170	366	536



2020 workforce with a disability, by type of disability



Safe, healthy and accessible organisation

The **Quality, Environmental Management and Occupational Health and Safety Policy and the Integrated Management System (SIG)** are the management framework for occupational risk prevention and promotion of occupational health at the ONCE Foundation and comply with the **ISO 45001:2018 Occupational Health and Safety** standard.

The **health and safety conditions** at the work centres of the Executive Area are suitable, without significant risks to the workforce's health and safety.

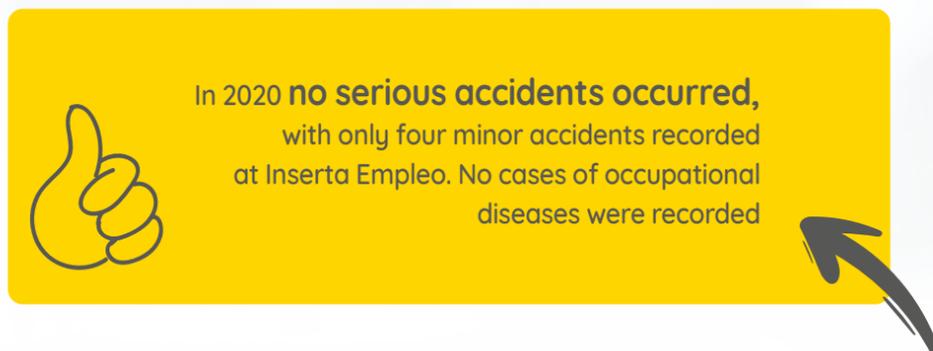
The design and implementation of the **COVID-19 Action Plan** focused efforts on the field of occupational health and safety in 2020. The main actions revolved around:

- organisational measures such as travel limitation, priority given to online meetings, more flexible working hours, teleworking or attending the workplace on alternate weeks;
- cleaning and hygiene protocols, disposing of cleaning and virucidal products;
- maintaining physical distance between people, adapting spaces and providing for separation or barrier measures;
- temperature control upon entry and airing of spaces;
- use of face masks at all times and in every activity;
- training and informing the staff;
- consultation, support and emotional reinforcement programmes.

An assessment and identification of **workers particularly sensitive** to Sars-Cov-2 was also performed, considering the significant proportion of people with disabilities in the workforce, in order to provide the most appropriate protection measures in each case.

ONCE Foundation continued to promote **occupational health** and maintaining an **active and healthy life** among the workforce, organising specific activities and making available medical consultations, physiotherapy consultations and cardio-protected spaces at the organisation's main headquarters.

The entities within the Executive Area guarantee **full accessibility to their locations and services**, including for their workers.



Training and Professional Development

The Foundation's **General Training Plan** aims for the workforce to gain ongoing qualifications through the provision of training projects with high quality standards.

Two training lines were set up in 2020: the annual training plans, with much of the in-person training being moved to digital formats, and the **specific Training Plan for the duration of the ERTes⁹**.

Special emphasis was placed on training in **digital transformation** to support the necessary digitisation of the activity, which has been accelerated by the pandemic. A highlight in this line is the **A30 programme** involving training in digital skills, on which 26 people spent a total of 250 hours. Knowledge of the **institutional culture** of the entire ONCE Social Group continued to be promoted through e-learning for the entire workforce, and training continued in areas such as **cybersecurity** and **gender equality**.

A total of more than 1,400 hours of training was implemented, with an average of 2.7 hours for each employed person. 25.4% of all workers took part in some of the **266 training actions** carried out.

Lastly, the **"POLARIS"** leadership project was also implemented, consisting of a 360° assessment of the Executive Area's management and middle management teams. A total of 38 people were assessed, with more than 590 assessments conducted.

Communication and Dialogue

- Two **information assemblies** are held each year for the entire workforce, with permanent open dialogue in place between workers and management.
- **Working climate surveys**, the latest having been conducted in 2019 with an overall satisfaction result of 4.5 out of 5. Subsequently, voluntary participation workshops have been staged to incorporate concrete improvements based on the results. New working climate surveys are planned for 2021.
- The **Personas Informa** communication channel is a key element in facilitating internal communication. This channel has been indispensable in conveying to the workforce the way circumstances arising from the pandemic have evolved.
- **Knowledge Management** project of ONCE Foundation and Inserta, a fully consolidated initiative that promotes internal communication and everyone's commitment to the organisation's mission and values. Online activities have been held in 2020 due to the pandemic. The fifth edition of the Showroom was held under the title of "Humanly Connected" in a hybrid format, which allowed the territorial delegations of Inserta to be included, adding more "Knowledge Agents 0011". It was a very special edition of unity, gratitude, lessons learned, new challenges, as well as recognition of the work and professionalism of all the lottery ticket sellers.

⁹ Temporary Employment Regulation Mechanisms.

Equality and Diversity in the Internal Culture

In line with the commitment of the ONCE Social Group (GSO) in gender equality and with the work of its **Equal Opportunities Observatory**, the ONCE Foundation and the organisations that report to it have a number of mechanisms in place to ensure internal compliance with the principle of non-discrimination between women and men. Some highlights:

- **Equality Plans** and their corresponding monitoring commissions.
- **Procedure** for dealing with complaints about **harassment and discrimination**, and the **Anti-Harassment Commission** of the ONCE Foundation.
- **Coordinating Commission on Diversity and Equality** for the whole of the ONCE Foundation Executive Area.

The main internal **awareness-raising and training** actions promoted in 2020 in this field were the following:

- **International Women’s Day** staged under the slogan of “Women, more visibility less vulnerability” with the leadership of the GSO Equal Opportunities Observatory, with special involvement in the round table on “Equality in life and business”.
- **International Day for the Elimination of Violence against Women**, participating among others in the institutional event “Gender Violence from Other Perspectives” promoted by our founder, the ONCE, as well as disseminating a manifesto and other awareness-raising materials aimed at the workforce.
- **Courses, workshops and conferences** such as the training pill “Sensitisation and awareness-raising in gender diversity”, aimed at the entire workforce and which in 2020 has become part of the Reception Plan along with training in institutional culture and disability.

Beyond the commitment to equality between men and women, and keeping disability as its main axis, the Foundation considers **diversity in the broadest sense** as an essential value of society and of its own culture as an institution.

In 2020, the ONCE Foundation joined the **EMIDIS Programme**¹⁰; the internal webinar on “The Boundaries of Gender and the Limits of Masculinity” took place; and it took part in the #6DaysChallenge initiative during Pride 2020 week, as part of the collaboration agreement with the State Federation of Lesbians, Gays, Transsexuals and Bisexuals (FELGTB). The first national intersectional study on LGTBI and Disability was also launched in collaboration with CERMI and FELGTB.



The ONCE Foundation boasts the **Equality in Business Badge (DIE)**, a mark of excellence that recognises leading organisations in implementing gender equality policies in the workplace

¹⁰ FELGTB (State Federation of Lesbians, Gays, Transsexuals and Bisexuals) programme through which companies and organisations can obtain a diagnosis on their work in managing LGBT diversity and their organisation’s position in this area. ONCE Foundation is the first Spanish foundation to join the programme.

Work-Life Balance and Co-Responsibility

The **Catalogues for Work-Life Balance Measures of the ONCE Foundation and of Inserta Empleo and Inserta Innovación** contain various actions aimed at facilitating work-life balance and co-responsibility, including:

- flexible working time and teleworking measures,
- annual leave in excess of what is governed by the Agreement, and the possibility of fractional leave in periods shorter than one day,
- continuous working hours in excess of those covered by the agreement,
- supplement of up to 100% of salary in extra pay for maternity or paternity situations,
- paid leave for breastfeeding,
- financial assistance for childcare,
- medical and physiotherapy services,
- free life and disability insurance.

Servimedia also promotes various measures in this area, such as breastfeeding leave, reduction of working hours for family reasons or the possibility of leave to care for children or relatives.

ONCE Foundation boasts the **Family Friendly Company (EFR) certificate** awarded by Fundación Másfamilia, which was renewed in 2020. The company also joined the **Teleworking Charter**, an initiative promoted by the Másfamilia Foundation as part of EFR.

During 2020, a total of **5 female employees** were entitled to **parental leave**, all of whom took it. Everyone who took parental leave in previous years returned to work and remained employed twelve months later.



2.5.

ENVIRONMENTAL COMMITMENT

In its commitment to combating climate change and promoting the circular and low-carbon economy, the ONCE Foundation monitors the environmental impact of its activity and works to reduce it and to favour sustainable development, prioritising the efficient use of resources, the prevention of pollution and the correct management of its waste.



Key indicators¹¹

- Energy.**
 - ▣ 3,368.03 GJ total energy consumed.
 - ▣ 21% fuel consumption (fleet and facilities).
 - ▣ 79% power consumption.
- Water.**
 - ▣ 2.21 M L of water consumed.
 - ▣ 100% from public network.
 - ▣ 70% from areas at extremely high risk of hydric stress¹².
- Paper.**
 - ▣ 2.67 t of paper consumed.
 - ▣ 97% recycled paper with minimal environmental impact (Blue Angel label and EU Ecolabel).
- Toner.**
 - ▣ 0.10 t toner consumed.
 - ▣ 41% of total was remanufactured toner (recycled).
- Waste.**
 - ▣ 35.25 t waste generated.
 - ▣ 100% non-hazardous.



46.6% of electricity consumed by the Executive Area entities in 2020 came from renewable sources



As part of its Integrated Management System (SIG), the ONCE Foundation has an **Environmental Policy** and an **Environmental Management System** in place, certified to the requirements of the **UNE-EN-ISO 14001:2015 Environmental Management¹³** standard. We regularly establish the environmental objectives to be met, monitor the key indicators and detect areas for improvement.

In addition, the **2019-2022 CSR and Sustainability Master Plan** has in place a **specific core pillar regarding the Environment**, which includes actions to advance the scope of certified management systems, boost energy efficiency and sustainable use of resources and the circular economy. Moreover, special attention is given to the opportunities associated with the transition to low-carbon and circular societies and economies for employing people with disabilities.

Given the nature of the Foundation's activities, **the overall risk of important environmental impacts is not particularly significant.**

Minimising environmental impact: key initiatives being promoted

- Awareness-raising among the workforce:** dissemination of internal communications and environmental guidelines on paper and water consumption, proper waste management and energy efficiency (air conditioning and office automation equipment).
- Energy efficiency:** replacement of luminaires with LEDs in 2015 and installation of insulating windows at the ONCE Foundation headquarters. The Servimedia headquarters are located in Torre ILUNION, a building that incorporates eco-efficiency measures¹⁴. Appropriate maintenance of all HVAC installations and equipment. Progressive adoption of more energy-efficient options for equipment and installations.
- Commitment to the purchase of energy from renewable sources,** with the resulting reduction in the environmental impact of the activity carried out in several centres.
- Pollution reduction:** regular use of chemicals to control pollution emitted by diesel vehicles. Due to the pandemic, teleworking and the reduction of work-related travel to the bare minimum has been encouraged, with the resulting positive impact.
- Responsible water consumption:** diffusers installed on taps for lower water consumption (ONCE Foundation), as well as taps operated by proximity sensors (Servimedia).
- Responsible paper and toner consumption:** "paperless office" project and gradual digitisation of the activities, which leads to lower paper consumption. Widespread use of recycled paper with minimal environmental impact. Widespread use of remanufactured toner¹⁵ (Inserta Empleo, Inserta Innovación and Servimedia) in multifunction machines, contributing to lower consumption of new materials.

¹¹ Scope of the data: ONCE Foundation, Inserta Empleo, Inserta Innovación and Servimedia. Since 2018, environmental data collection and the scope of the data have been gradually improved to cover the entire Executive Area.

¹² According to *Aqueduct 3.0 Country and Province Rankings 2019* of the *World Resources Institute* (WRI).

¹³ Servimedia also has an Environmental Management System in place in compliance with standard UNE-EN-ISO 14001:2015, and Inserta Empleo and Inserta Innovación follow sustainable practices in the use of resources.

¹⁴ These include installing presence sensors in the lights of the common spaces of Torre ILUNION, such as corridors or toilets, which implies the optimisation of power consumption.

¹⁵ Inserta Empleo, Inserta Innovación and Servimedia.

- **Minimising plastic consumption:** plastic bottles have been avoided at meetings and events since 2019. They have been replaced with more sustainable options. Cups and glasses, cutlery, coffee makers, etc. as well as water fountains are also made available to staff in order to minimise waste generation (ONCE Foundation headquarters).
- **Regular donation of any furniture replaced** at the ONCE Foundation headquarters to social organisations, thereby extending their useful life and avoiding waste generation.

- **Properly managing any waste finally generated,** complying with the legal obligations in this regard and facilitating the collection and recycling of, among others, paper, cardboard, toner and obsolete machines, delivering all waste to approved waste management bodies.



Carbon Footprint 2020

The Foundation, its associations and Servimedia jointly emitted a total of **163.07 tonnes of CO₂ eq** during 2020.

In our commitment to moving towards a low-carbon society, we are working to consolidate our carbon footprint calculation to address as the next step the setting of reduction goals and defining a plan to achieve them.

	Description	GHG emissions (t CO ₂ e)	%
Scope 1	Vehicle travel	38.70	23.73%
	Fugitive emissions	13.94	8.55%
Scope 1		52.63	32.28%
Scope 2	Power installations	69.93	42.89%
Scope 2		69.93	42.89%
Scope 3	Fixed installations	6.23	3.82%
	Business travel	28.81	17.67%
	Taxi Rides	5.45	3.35%
Scope 3		40.50	24.84%
Total emissions		163.07	100.00%

Indirect emissions associated with power consumption were zero in 2020 for ONCE Foundation and Servimedia as a result of having committed to acquiring electricity from renewables

2020 emissions by organisation



3

ACTIVITY AND IMPACT 2020

- **3.1. COMMITMENT TO DISABILITY**
- **3.2. EMPLOYMENT AND TRAINING**
- **3.3. ACCESSIBILITY**
- **3.4. EDUCATION AND SPORT**
- **3.5. ALLIANCES AND ADVOCACY**
- **3.6. SOLIDARITY AND VOLUNTEERING**
- **3.7. DISSEMINATION AND SOCIAL AWARENESS-RAISING**
- **3.8. EQUALITY AND COMBATING GENDER-BASED VIOLENCE**

3.1.

COMMITMENT TO DISABILITY

By financing projects and initiatives of the associative movement of people with disabilities and their families across the country, the ONCE Foundation makes its mission possible, ensuring that no one is left behind.

In collaboration with the **Spanish Committee of Representatives of Persons with Disabilities** (CERMI), the ONCE Foundation promotes and contributes to giving shape to the disability movement in Spain.

The close collaboration with the various organisations in the disability sector is materialised, on one hand, through the presence of their main organisations on the Board of Trustees of the ONCE Foundation and, on the other, through the ONCE Foundation as a member of the governing and decision-making bodies of CERMI.

Sector Funding

With its actions inspired by the principles of the UN Convention on the Rights of Persons with Disabilities, the ONCE Foundation allocates a substantial part of its funds to financing initiatives of entities in the disability sector relating to the creation of employment for people with disabilities and to training as well as to Universal Accessibility.

Calls for projects are the way to distribute this funding. They are open to both Spanish organisations and to individuals with some form of disability, and on an exceptional basis to natural or legal persons of non-Spanish nationality.

To select projects, ONCE Foundation applies a system that seeks to **maximise the impact** of approved aid, to guide the participating entities and to provide the highest transparency. Among other issues, alignment with the SDGs is taken into account.



Calls for projects 2020

2,677 projects received



Projects approved



2,010 projects approved



For disability organisations: 1,291

For individuals: 528

For own-initiative programmes in favour of the disabled collective: 191

€57.2 million, the amount approved and allocated to projects



Employment and training plan

Accessibility plan

3.2. EMPLOYMENT AND TRAINING

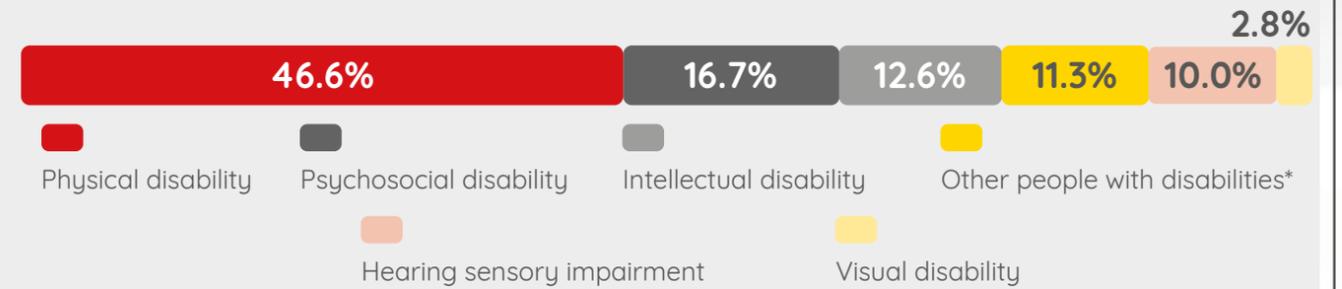
The social inclusion of people with disabilities through training and employment is the first of the ONCE Foundation's priorities. To achieve this, each year it launches a number of lines of action focused on promoting the employability of people with disabilities, creating quality job opportunities and encouraging their recruitment by other organisations, thus supporting the consolidation of an inclusive economy.



Key Indicators

- 7,918 jobs created for people with disabilities.
- 43.7% women.
- 18.4% young people under 30.
- 270 job placements supported.
- 13,251 people with disabilities have received occupational training.
- 49.3% women 35.8% young people
- 30 jobs have been created through entrepreneurship support programmes.

Employment created by disability type



* People with multiple disabilities, none of which is dominant.

A Common Goal

ONCE Foundation, together with its subsidiary entities Inserta Empleo and Inserta Innovación, is the **main promoter of the recruitment of people with disabilities in Spain.**

The results in employment and training of people with disabilities achieved each year are possible thanks to the contributions of its founder, the **ONCE**, and the **European Social Fund (ESF)**, which has entrusted the Foundation, accompanied by Inserta Empleo, with the management of the Operational Programmes for Social Inclusion and Social Economy (POISES) and Youth Employment (POEJ) during the 2014-2020 period.

Furthermore, the **ILUNION Group**, owned by the ONCE Foundation - and the ONCE - should be highlighted as an important route for job creation, constituting a unique model for realising the principles of inclusion and equality in the business world. The Group has six divisions, having added the Circular Economy division in 2020, and more than 50 business lines, and at year-end 2020 had a workforce of 35,690 people, 40.4% of whom were people with disabilities

Inserta Empleo and Inserta Innovación

The **Inserta Empleo Association** is the ONCE Foundation entity for the employment and training of people with disabilities, and its activity is carried out thanks to the co-financing of the European Social Fund (ESF).

Through various individualised and innovative programmes, Inserta Empleo offers free services to people with disabilities and businesses.

Inserta Empleo activities are being implemented as part of the **Por Talento Projects**, which are co-funded by the ESF through the Operational Programmes for Social Inclusion and Social Economy (POISES) and Youth Employment (POEJ).

In 2020, the **impact of COVID-19** led to redirecting the provision of service to remote thanks to the PorTalento Information System and the technology worked on in recent years, as well as the flexibility policies approved by the European Commission and the Administrative Unit for the European Social Fund (UAFSE).



Inserta Empleo: Key Indicators 2020

- 292,797 persons with disabilities in the job bank.
- 34,293 people with disabilities cared for.
- 8,198 offers from companies.
- 22,926 jobs offered by companies.
- 39,540 candidates applying for job offers.

Thanks to all this, it has been possible to continue the process of skills orientation and development, which has been reinforced with one-to-one mentoring through the design of the so-called **#QuedateEnCasa (#StayAtHome) Plan.**

Prominent actions in relation to the **training activity** carried out by Inserta Empleo include the following:

- Training actions aimed at obtaining **Professionalism Certificates**, which more than 100 people were able to obtain.
- **Abriendo Puertas (Opening Doors)** project, with a total of 19 actions and 192 students, 47% of them women.
- **Cross-Cutting Tele-Training for Employment**, reinforcing mentoring to ensure the appropriate monitoring of students, with more than 2,050 of them.

Also noteworthy is the **appraisal of professional skills** of more than 9,100 people, of which 25% were registered with the National Youth Guarantee System and 45% were women.

The **Talent Alliances Project**¹⁶, expanded the network of alliances with Professional Associations as well as with the Third Sector and families through different working sessions. 246 young people (41% women) became active as a result of these actions.

Furthermore, up to **18 agreements and 4 protocols** were signed with different entities and town halls to promote job placement policies for people with disabilities residing in municipalities. During the year, collaboration with the Spanish Confederation of Small and Medium Enterprises (CEPYME) was also strengthened to focus on **small and medium-sized businesses**.



¹⁶ Carried out under the Youth Employment Operational Programme (POEJ), co-financed by the ESF.
¹⁷ Spanish Agency for International Cooperation for Development.

Commitment to Technological Innovation

In 2020, in the context of the pandemic, Inserta Empleo's commitment to technology-based innovation enabled continuity in the provision of services to both employers and to people with disabilities, highlighting:

- ▣ **Por Talento Platform** as a meeting point between job seekers and those offering jobs. Since its launch in 2014 it has evolved and incorporated elements of Artificial Intelligence, resulting in new functionalities and services.
- ▣ Launch of the **POR TALENTO App** that allows the scope of services to be extended to job seekers and start-ups.
- ▣ Development of **business intelligence** technology tools, highlighting the creation of an activity **barometer** for the weekly monitoring of key objectives as a tool for motivating teams.



For its part, the **Inserta Innovación Association** undertakes work similar to the Inserta Empleo Association, focusing on regions or actions outside the Operational Programmes co-funded by the ESF.



Inserta Innovación

Inserta Innovación: major programmes undertaken in 2020, in collaboration with regional administrations and other entities

- ▣ **Andalucía Orienta Programme.**
- ▣ **Xunta de Galicia Programme.**
- ▣ **Improvement Actions for Employability Programme** in Cantabria.
- ▣ **EU SON DGAN programme** in collaboration with the Galician administration.
- ▣ **EMPRENDE 2020 programme** with AGORA in Mexico, the AECID¹⁷, the ONCE Foundation for Latin America (FOAL) as leader and other local partners in that country.
- ▣ Collaboration with "la Caixa" Foundation through the **Incorpora Programme**, with the **Coca Cola Foundation** in the Gira Jóvenes Project and with **ILUNION Capital Humano** through training and consultancy courses.

People with Disabilities at the Very Centre

Creating opportunities in the field of employment, applying an individualised perspective to supporting job hunting and promoting entrepreneurship are the objectives for a large part of our projects, for which we can count on ESF co-funding.



Digital Talent Programme

In 2020, this permanent training programme was consolidated to **improve the employability of people with disabilities in the digital and technological sphere**, launched by **ONCE Foundation and Inserta Empleo** with the support of the ESF.

To support its development, a **line of collaborations** was initiated that enabled the launch of training actions, the recruitment of partners for their funding, and the active participation of businesses to guarantee the implementation of internships and increase employability. A total of €483,320 was collected via this channel.

- ▣ **547 training actions** were carried out, with **3,867 places filled by people with disabilities**.
- ▣ **47.8%** of these training places were for **women**.
- ▣ A **call for grants associated with the programme** was launched, with **45 approved applications** that will allow applicants to gain specialist training in areas such as Big Data, eCommerce and digital marketing, programming, cybersecurity and video games.

Support for entrepreneurship



In addition to financial aid for 30 entrepreneurs, with the support of the ESF the programme **Por Talento Emprende** was carried on to promote the entrepreneurial skills of people with disabilities through the action of Inserta Empleo.

Among others, **training** was launched for 30 students in **Digital Transformation focused on Entrepreneurship**; "Training entrepreneurial talent" webinar cycles

were offered, covering different topics to provide help in all stages of entrepreneurship ideas/projects; and intensive work was carried out on **developing an online platform** that will bring together a major bank of resources for entrepreneurship and which will operate as an environment for working, communication and community, funded by the Ministry of Labour and Social Economy.

ON GV Women

2,471 female victims of gender violence registered on the job bank from 2017 to 2020:

- ▣ **598 women given job advice.**
- ▣ **404 women trained.**
- ▣ **206 obtained a job.**

The ON GV Women project (Women in the ON mode – gender violence) involves the partnership between the ONCE Foundation and Inserta Empleo with the ESF in the **fight against gender-based violence in women**

with disabilities. Its purpose is to promote the personal recovery and empowerment of these women through resources mentored by Inserta professionals, with the ultimate goal of having them join the labour market.

In 2020, the Care Protocol was launched, Compass professionals (coaches) were trained and the *1st Meeting of Women in ON GV Mode: The example*

of businesses as allies was held, which is part of the visibility strategy for this hidden reality.

 **Other programmes in the field of employment and employability improvement**

• **ODISMET: ONCE Foundation Observatory on Disability and the Labour Market in Spain**

ODISMET has continued to generate and disseminate knowledge about the reality of the labour market for people with disabilities. The **ODISMET Report 5** was presented, as was the **study on the 'Effects and Consequences of Covid-19 in People with Disabilities'**. In addition, work continued on the constant updating of the sources of statistical information that feed into the Observatory.

• **Inclusive Finance Programme**

This financial education programme for people with intellectual disabilities or learning difficulties began a process of internationalisation in 2019. In 2020 this resource was taken to three other countries in Europe: Portugal, Greece and Ukraine.

• **Fourth edition of the Solidarity Race for Financial Education and Inclusion**

As part of the Financial Education Day, the ONCE Foundation and the National Association of Financial Credit Establishments (ASNEF) organised this event, which due to the pandemic was held in a virtual format between 27 September and 4 October.

• **COMPASS: Learning Community for the Sustainability of the Social Sector**

Launched in December 2019 by ONCE Foundation and CERMI, with funding from Citi Foundation, this online community now has 801 registered users. In 2020, in response to the crisis caused by the pandemic, the platform was strengthened with specific content to support the recovery of the associative movement.

• **International Initiatives**

In 2020, the **European Observatory for Inclusive Employment and the SDGs** was consolidated, and the ONCE Foundation became a partner in two European projects: **QOLIVET**, an Erasmus+ project for analysing and improving the impact of training for employment and care services on the quality of life of people with disabilities, and **INTEREHA**, a working group on the application of technology to maximise the impact of rehabilitation and care services for people with disabilities.

• **ADOP Employment - PROAD Plan and Paralympic Trainers** (see *3.4 Education and Sport - Sport* section).



Promotion of business commitment to disability

Without the joint work we do with companies – as well as the Administrations and social partners, among others – it would not be possible to promote people with disabilities joining the labour market and moving towards an economy that ensures opportunities and prosperity for everyone.

In 2020, the ONCE Foundation, Inserta Empleo and Inserta Innovación signed 81 agreements in the field of employment and training with various companies and institutions

The initiatives described below, promoted by the ONCE Foundation and the entities that report to it, have the common objective of creating **shared economic and social value** and, ultimately, the **collective construction of a future of inclusive work that leaves no one behind.**

 **Inserta Programme and Inserta Responsible Forum**



The Inserta Responsible Forum of the ONCE Foundation is a **networking and social innovation platform** implemented by Inserta Empleo with the support of the ESF, which makes it possible to share practices, tools and experiences that favour the effective execution of policies for the **recruitment of people with disabilities**, CSR-Diversity and the promotion of strategic management of diverse talent.

Inserta Programme and Inserta Responsible Forum in 2020

- ☑ **90 leading companies** in their sectors and **19 collaborating entities** such as business schools or the country's main employer organisations.
- ☑ **More than 25,000 recruitments of people with disabilities in Forum companies as a cumulative overall figure**, and around **1,500 in 2020**.
- ☑ **New commitments and Inserta agreements** with IBM, MAZARS, EROSKI, IBERMUTUA, ISS, APPLUS and TRAGSA; **renewal** of agreements with Covirán, Hewlett Packard Enterprise, E&Y, Cofares, Fraternidad Muprespa, Nestlé, Siemens, SGS, Xerox and SSG; and increase of **Inserta Municip agreements** to promote the labour inclusion of people with disabilities by town halls.
- ☑ Adhesion of **Generation Spain** and collaboration with **Infojobs**.
- ☑ Collaboration with relevant reports and publications: **White Paper on Professional Reinvention** (EAE Business School) and the **2020 ÉPYCE report on Positions and Competences in greatest demand** (Association of Human Resources Managers and CEOE, and in collaboration with the Association of Human Capital Managers, DCH and Manpower).
- ☑ **COVID-19 Action Plan** to attract employers and employment opportunities, and to reinforce omnichannel retailing, providing advice for companies on ERTes and support for workers in a situation similar to unemployment, as well as on job consolidation and on holding down a job.

Fundación Bequal

Fundación Bequal, promoted by ONCE Foundation together with CERMI, FEACEM (the Spanish Business Federation of Associations of Special Employment Centres) and the Fundación Seeliger y Conde, manages the **Bequal Seal, a standard certifying an organisation's commitment to people with disabilities**, ensuring regulatory compliance in this field and the existence of inclusive policies.

By year-end 2020, **34 organisations had obtained the Bequal Seal**.

Level of application of the Bequal Seal	Total number of organisations
Standard	4
Plus	26
Premium	4
Cumulative Total	34



Socially Responsible Procurement Forum (CONR Forum)

The CON R Forum promotes the **incorporation of social clauses in public and private recruitment** to increase employment opportunities for people with disabilities and to promote Universal Accessibility.

More than 20 organisations form part of this Forum, which is chaired by Jose Luis Rodriguez Zapatero (former President of the Government of Spain).



Disability Hub Europe (DHub)

D-Hub is a Transnational Cooperation initiative co-funded by the ESF and led by the ONCE Foundation, which aims to **create a space for reference, exchange and mutual learning in Europe on the binomial Disability-Sustainability**, in line with the 2030 Agenda and the SDGs.

It has partners such as L'Oréal, Dow, CSR Europe, Global Reporting Initiative (GRI), the European Disability Forum and the ILO Global Business and Disability Network.

The highlights in 2020, among other actions, are the drafting of the following publications: **"An inclusive digital economy for people with disabilities"** and **"Non-financial reporting and disability in the European Union: A thorough analysis of the case of Spain"**.



3.3.

ACCESSIBILITY

Universal Accessibility is a necessary condition for the social inclusion of people with disabilities and is consequently, together with employment and training, the other major priority of the ONCE Foundation. The organisation works to remove barriers by promoting Design for All and accessibility to products, services and environments, in an increasingly digital and interconnected world.



Key Indicators

- Investment of **€10.2 M** in support projects for accessible actions in favour of entities that manage centres for people with disabilities and individuals with disabilities.
- 1,057** grants awarded for accessible actions¹⁸.
 - 159** for the purchase of transport elements, both collective and individual.
 - 273** for the acquisition of support products.
 - 237** for the physical adaptation of supervised centres and housing.
 - 383** grants awarded to centres providing personal autonomy services.
 - 5** grants for accessibility actions in virtual environments.

Commitment to Innovation

The ONCE Foundation invests in **innovation and technological development to remove barriers**, seeking collaboration with the best travel companions in each case. Key 2020 actions in this area include:

- Project Arbility** with the objective of providing non-experts with support when assessing the accessibility of any **built environment**. In 2021 its app will go live.



¹⁸ Aid for the acquisition of transport elements, support products, personal autonomy services, adaptation of supervised centres and housing, etc.

- **Camino de Santiago “For an Accessible Way”:** together with the company BigML, an expert in artificial intelligence, work has started on developing software that identifies **accessibility barriers** in infrastructures and points of interest of the Camino (the way of St. James).
- **Medicamento Accesible Plus (Accessible Medicine Plus),** developing a new version of this pioneering app in 2020 that by the end of the year had already seen 73,700 downloads.
- **EspaciA Room,** devoted to innovation and accessibility, having worked on more than 40 projects during the year, including those promoted jointly with Carlos III University in the field of **care robotics aimed at supporting people with disabilities;** *Accessjob*, to improve **accessibility in the work environment,** especially in work meetings; or those aimed at promoting **accessibility in the field of video games.** With regard to this last one, we should highlight the launch of the first course on accessibility in video games with the company EVAD Formación (video gaming and digital art school).

Supporting inclusive entrepreneurship

ONCE Foundation also supports and promotes the work of enterprising people who, with their projects and solutions, envision **a more accessible future for everyone.**

- ✉ **“ONCE Foundation, Emprende e Innova” Strategy,** with ESF co-funding, highlighting the drafting of the report “An X-ray of Entrepreneurship and Disability in Spain” in collaboration with PwC; and the identification of more than **100 innovative entrepreneurship solutions** through different channels and collaborations (SouthSummit, Ship2B, spontaneous or centralised applications in the EspaciA call).
- ✉ **EspaciA accelerator,** providing tailored technical advice and support for **12 startups** in inclusive entrepreneurship that bring innovation and social value to disability through their work on solutions linked to sectors such as mobility, health or education.



- Completion of the **EDUCA4ALL project,** part of the European ERASMUS PLUS Programme, led by the ONCE Foundation and aimed at implementing Design for All within the training curriculum in Architecture and Civil Engineering careers at the Project’s partner universities (Francisco de Vitoria University, University College London, Brunel University of London and Università di Bologna).

- Continuation of the **SAFERUP project,** which aims to promote the efficiency, safety, sustainability and accessibility of urban paving.

Other noteworthy research works promoted by the Foundation include the “Study of the state of the art of accessibility in the field of healthcare and ICT as facilitators”, the “Monitoring and Remote Consultation Observatory”, the “SDG Index in Provincial Capitals”, the “Sustainable Mobility Index in Provincial Capitals” and the “Universal Accessibility Observatory in Spanish Municipalities”.



Publications



- **“11 keys to a new accessible normality”** triptych published by ONCE Foundation jointly with CERMI and the Royal Board of Trustees on Disability, considering the fight against COVID-19 and the needs of people with disabilities.
- **Adaptation to easy-to-read publications** such as “Preventing Harassment” (“Tu Puedes”- You Can - Collection) or “Lives of Inspiring Women”.
- **“Technical Guide to Accessibility in Nature Trails”,** in collaboration with the Ministry of Agriculture, Fisheries and Food.



Key Indicators

- ✉ **26** publications (books, catalogues and articles).
- ✉ **7,290** online downloads of publications on accessibility.
- Two new issues of the **JACCES journal** (*Journal of Accessibility and Design for All*), an International Scientific-Technical publication on Accessibility (accessible technologies) managed between the ONCE Foundation and the Polytechnic University of Catalonia.

Generation and dissemination of knowledge on Universal Accessibility



Research projects and studies

In 2020, the ONCE Foundation continued to work with national and international partners to carry out research projects, including the following (all of them co-funded by the European Commission):

- Participation in the **POCTEP project** on cross-border cooperation for the creation of the **Iberian Centre for Combating Forest Fires (CILIFO).** An online course on addressing diversity in emergencies in the environment was imparted in 2020, in which 748 students from organisations such as 112, the Military Emergency Unit and the Red Cross took part.

Key Indicators

- ✉ **36** social-scientific research projects.
- ✉ **142** accessibility reports.
- ✉ **3** projects with the European Commission, collaborating with **50** European organisations.

Accessibilitas: new meeting point on Universal Accessibility

In April 2020 Accessibilitas was introduced as a **public digital platform** to boost Universal Accessibility and Design for All.

The website has sections on current affairs, success cases, courses and seminars, technical and legal regulations, support products (requests from users are handled) and a media library with audiovisual material. In addition, a chatbot is provided to guide visitors.

Accessibilitas also functions as a **repository of 3D support products,** enabling interested people to download them directly from the platform and then print them.

Main Accessibilitas figures in 2020:

- ✉ **23,794** USERS
- ✉ **34,895** SESSIONS
- ✉ **92,731** PAGE VIEWS
- ✉ **1.44 M** REACH OF #Accessibilitas

With regard to **other dissemination actions** in 2020, within the context of the pandemic and carried out in an online format, we highlight the following:

- **Friday snacks:** 14 events to disseminate and discuss topics relating to Universal Accessibility in different areas such as architecture, communication and technology, among others.
- **Expert forums:** 11 events where the ONCE Foundation team spoke with different personalities and experts in the field of Universal Accessibility.



Key Indicators

- ☑ **60** awareness campaigns and projects.
- ☑ **1,367** appearances in print media, radio and television.



Training and Advice

The Foundation trains professionals and provides advice for different organizations to make Design for All and Universal Accessibility increasingly widespread.

The major milestones in this area during 2020 were:

- **Courses and training sessions** promoted by the Universal Accessibility and Innovation Directorate of the ONCE Foundation, which involved 13,021 people. The sessions were then uploaded to the Foundation’s YouTube channel and obtained a total of 17,648 views. Key actions include:
 - **MOOC:** Imparting the “Training for personal assistants” courses in collaboration with the University of Jaén, which gained a score of 9.5 out of 10, and “Disability and Active Legal Defence”; and creation of the course “How to train in Design for All”, to be imparted in 2021.
 - **Master’s in Accessibility for Smart City: The Global City:** end of the sixth edition (2019-2020) and start of the seventh (2020-2021).
 - **“Artificial Intelligence and Social Inclusion” Session.**
 - **Millennials Project** to promote youth employment, with 10 training actions relating to app programming on Android, Usability and

User Experience, WordPress, Web Accessibility and Introduction to Machine Learning, among others (in collaboration with EOI FSP).

- **Consultancy for public and private entities,** including actions to evaluate the accessibility of different web portals, evaluation of accessibility to the physical environment and advice on legislation.



Key Indicators

- ☑ **46** accessibility seminars and courses.
- ☑ **13,021** attendees at in-house seminars and courses and **17,648** views of seminars, courses and events on accessibility via the ONCE Foundation YouTube channel.
- ☑ **148** training presentations.
- ☑ **1,837** hours of consultancy for free professional advice.

Prominent Partnerships

Establishing collaboration and partnerships is key to advancing the goal of more accessible and inclusive societies.

The most relevant collaborations established in 2020 include:

- **Agreements in the field of smart cities** to promote accessibility, with SMARTCITYCLUSTER and technology companies, including EVERHEALTH in the field of telemedicine services and ATIS in managing work shifts.
- **Architectural and urban development collaborations,** with ZICLACITIES for the design and production of urban elements with recycled materials, with AICROSS for the design of intelligent urban solutions based on Artificial Intelligence and with NAYARSYSTEMS for developing technological lift control systems. Agreements were also signed with various professional bodies and with the Spanish General Council of Technical Architecture.
- **Agreement with the Secretariat of State for Tourism** to implement Universal Accessibility on the Camino de Santiago (The way of St. James).
- **Other alliances,** such as agreements with the Spanish Video Games Association or the Spanish Business Hospitality Confederation, to promote Universal Accessibility in both sectors.



Key Indicators

- ☑ Signing of **96** collaboration agreements.
- ☑ **47** framework agreements, covering global actions.
- ☑ **49** agreements implementing concrete actions on accessibility and innovation.
- ☑ **7** accessibility projects launched jointly with the Royal Board of Trustees on Disability.



3.4.

EDUCATION AND SPORT

EDUCATION

The ONCE Foundation works to ensure that people with disabilities, and most especially young people, have access to quality education. The goal is to achieve more inclusive and accessible education, especially in higher education, capable of boosting talent and facilitating access to skilled jobs.

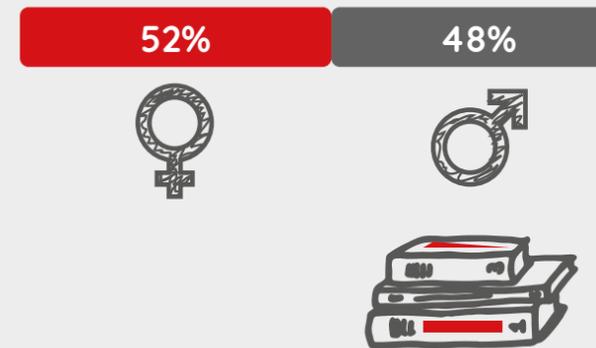


Key Indicators

- ▣ **804** scholarships awarded in 2020.
- ▣ **345** for young people with intellectual disabilities.
- ▣ **97** for postgraduate studies, international mobility, doctorate studies, research and study and sport.
- ▣ **296** for training placements in companies, in collaboration with the Conference of Spanish University Rectors (CRUE).
- ▣ **16** excellence* and languages scholarships.
- ▣ **50** Radia Programme Scholarships.
- ▣ **45** scholarships awarded under the Digital Talent Programme.
- ▣ **229** grants managed for the Queen Letizia scholarship programme of the Royal Board of Trustees on Disability.

* Includes inclusive Campus fellowships, scientific camps (Educalab), Navarra Alumni, IESE, United World Schools, Carlos III Alumni.

Scholarships awarded, by gender



- ▣ **33** agreements signed with academic organisations.
- ▣ **65** events organised by or with the participation of the Foundation relating to higher education, inclusion and training and employment opportunities for university students with disabilities.

Promoting academic leadership and improving employability

In the field of education, the ONCE Foundation carries out a variety of initiatives and programmes aimed at promoting the academic leadership of people with disabilities, helping to encourage an increasing number of people who can act as touchstones and improving their employability, for which education is a fundamental pillar. In many of these programmes, the ONCE Foundation is supported by the **European Social Fund**.

University

The third edition of this programme was completed last year, with the collaboration of 23 Spanish universities, providing university education experience for **young people with intellectual disabilities** through interdisciplinary programmes that improve their autonomy and training to find a job. Under University, a total of **345 scholarships** were awarded.

¹⁹ 216 were eventually carried out.

“Opportunity for Talent”

The seventh edition of this programme was held in 2020, the aim of which is to promote a **top-grade education** for people with disabilities in order to facilitate their **access to technical and qualified jobs**.

97 scholarships were awarded in five modalities (transnational mobility, master’s and postgraduate degrees, doctoral, research and study and sport scholarships) with the collaboration of CERMI and CRUE-Spanish Universities.

ONCE Foundation – CRUE Practices

The fourth call for this programme was issued in 2019/2020, with **296 grants¹⁹** awarded. Its aim is to promote **external academic practices** among young university students with disabilities, facilitating their access to their **first work experience** in their area of knowledge.

Scholarships for excellence

The ONCE Foundation also offers scholarships to young people with disabilities in academic excellence programmes at other universities and institutions.

During 2020, the following was awarded: **Carlos III University Alumni scholarships** to encourage the inclusion of people with disabilities with excellent academic records and financial difficulties; **IESE-ONCE Foundation scholarships** aimed at supporting people with disabilities interested in the MBA programme and the Executive programme of the IESE Business School; and **“United World Schools” scholarships** in their international baccalaureate programme.

Language training and international mobility

In 2020, during the third edition of the programme, **12 language scholarships** were awarded to students with disabilities aged 18 to 29 who had enrolled in the National Youth Guarantee System.

Radia Programme

Launched in collaboration with the CEOE²⁰ and the Social Council of Spanish Universities with the aim of **training women with disabilities in digital technologies** to improve their employability, in a labour market that demands professionals with digital skills and diverse professional teams. It also embodies the commitment of the ONCE Foundation to reduce the digital gap and promote the **presence of women in STEM professions**²¹.

The first edition received 127 applications and awarded a total of **50 scholarships** to disabled women with a university degree.

International Programmes

Erasmus + and 'EUni4All-Network' Project

This project, led by the ONCE Foundation and involving the European Disability Forum (EDF) and European universities from 5 countries²², has the main objective of **building a European network of inclusive universities**.

This is done by analysing the inclusion practices, policies and culture of at least 56 European universities, and by publishing the "Standards Guide for Universities Working for Inclusion".

²⁰ Spanish Confederation of Business Organisations.

²¹ Professions relating to the areas of knowledge of *Science, Technology, Engineering and Mathematics*.

²² University of Eastern Finland (Finland), University of Porto (Portugal), University of Trieste (Italy), Polytechnic University of Lublin (Poland), University of Murcia, Autonomous University of Madrid and University of Seville (Spain).

²³ Universities of Artesis Plantijn (Belgium), Palacký (Czech Republic), Palermo (Italy) and Thessaly (Greece).

²⁴ University of Limerick (Ireland), National University of Physical Education, UNEFS (Romania), Polytechnic Institute of Viseu (Portugal).

Erasmus + PINC "Inclusive Playgrounds"

In November 2020, the project "Inclusive Playgrounds: Teacher Training Program" (PINC) was launched to **improve the skills of education and sports science students for inclusive intervention in playgrounds**.

This project, in line with the European Disability Strategy 2010-2020, is led by the University of Murcia and involves different European universities²³, the European Centre for Studies and Initiatives and the ONCE Foundation.

Erasmus + E+SPORT PARA-LIMITS

Likewise, the Para-Limits project was initiated, which aims to **socially integrate athletes/students with disabilities through a dual degree**. Their aim is to enable top athletes with disabilities to successfully complete their sports and university degrees without undermining one or the other.

This project is led by San Antonio-UCAM University, with the participation of different European universities²⁴, the Network of European Student Athletes (EAS), the European Paralympic Committee and the ONCE Foundation.

Strategic alliances for an inclusive university



Throughout 2020, the ONCE Foundation entered into significant collaborations with other organisations in the field of inclusive university education, the highlights being the following:

- ✉ **National Agency for Academic Evaluation and Quality (ANECA)**: collaboration to implement and manage an international quality seal in social inclusion for universities.
- ✉ **Organisation of Ibero-American States for Education, Science and Culture (OEI) and Ibero-American General Secretariat (SEGIB)**: an alliance to promote university inclusion, enhancing the value and disseminating the experience of ONCE Foundation and its alliances with Spanish universities.

SPORT



Sport is an important lever for the full social inclusion and active participation of people with disabilities as well as a space for consolidating core values for the ONCE Foundation such as cooperation, commitment, self-improvement and resilience.

The ONCE Foundation has developed various programmes, initiatives and actions in this area, including the following in 2020:

- Substantial support for the **Spanish Paralympic Committee** and the **national sports federations for people with disabilities**, and indirectly for the regional federations in line with the priorities of the main confederations of people with disabilities. Within this framework, we collaborate with **Special Olympics**, a platform for the promotion and encouragement of sport among people with intellectual disabilities.
- Support for various competitions and sporting events such as the **National Wheelchair Basketball League**, of which the Foundation is the main sponsor, or the **Wheelchair Basketball Final Four**.
- We sponsor the **CD ILUNION** wheelchair basketball team, a benchmark team for this sport in Spain and Europe.
- **ONCE Foundation Wheelchair Basketball School** to promote grassroots sport, where young people with disabilities have been taught the sport since 2009.
- Funding of **33 wheelchairs** for 12 wheelchair basketball schools in 2020. Almost a hundred and fifty chairs have been donated to different sports schools since the initiative was launched in 2016.
- Awarding of **23 sports scholarships** within the "Opportunity for Talent" scholarship programme, in the category of Study and Sport scholarships aimed at enabling young disabled people to combine sport with their university studies.
- **ADOP Employment - PROAD Plan**, a joint initiative of the ONCE Foundation, the Higher Sports Council and the Spanish Paralympic Committee to enable the training, professional development and occupational inclusion of high-level athletes with disabilities once their sports career has ended.
- Under this umbrella, the **Paralympic Trainers** programme provides companies and all types of organisations with motivational conferences and training workshops given by these athletes, who share their values and testimony. In 2020, **24 actions reached 1,719 people**.
- Staging of the **2nd Inclusive Sport Seminar** in coordination with the Autonomous University of Madrid, Seguros RGA-Grupo Caja Rural, and with the collaboration of Miguel Hernández University in Elche, the Spanish Paralympic Committee and the Higher Sports Council. Aimed at professionals in the field of inclusive sport, its objective was to share experiences, techniques and tools to facilitate the participation of people with disabilities in physical activity and sport.

trainersparalimpicos

3.5.

ALLIANCES AND ADVOCACY

Achieving equal opportunities and moving towards increasingly fair and inclusive societies is an ambitious task that needs to be addressed collectively, which means working with other organisations, inside and outside the disability movement. Going hand-in-hand with relevant partners is part of our way of doing things and allows us to multiply the positive social impact we generate.

Partnerships with institutions committed to equality

An extensive membership network

As a benchmark in the disability sector, ONCE Foundation enters into **strategic alliances** with various **platforms, foundations and bodies in which it integrates** and/or participates. The following should be highlighted in 2020:

Nationwide

- Spanish Committee of Representatives of Persons with Disabilities (CERMI).
- Justice and Disability Forum.
- Royal Board of Trustees on Disabilities.
- Spanish Association of Foundations (AEF)²⁵ and Institute for Strategic Analysis of Foundations (INAEF).
- Spanish Social Economy Business Confederation (CEPES).
- National Advisory Board for Impact Investment (SpainNAB)²⁶.
- Spainsif (Sustainable and responsible investment platform in Spain).
- Forética.
- Others: Fundación Vodafone, Fundación Aequitas, Fundació TMB (Barcelona Metropolitan Transport), Foundation for the Promotion of Youth Sport, Foundation for the Rehabilitation of People with Spinal Injuries²⁷.

²⁵ Includes leadership in the Sectoral Group of Inclusion Foundations.

²⁶ Board members.

²⁷ In addition, with regard specifically to the Servimedia news agency, as part of the ONCE Foundation Executive Area, a number of alliances are highlighted, such as: Publishers' Open Club (Clabe - formerly Association of Periodical Publishers, AEEPP), Foundation of the Arbitration, Complaints and Journalism Commission of the Spanish Federation of Journalists' Associations (FAPE), Communication Commission of the Spanish Foundations' Association (AEF).

Europe-wide

- European Foundation Centre (EFC)²⁸.
- European Disability Forum (EDF).
- Services of General Interest Europe (SGI), formerly the European Centre of Employers and Enterprises providing Public Services and Services of General Interest (CEEP).
- European Platform for Rehabilitation and Vocational Training of People with Disabilities (EPR).
- European Association of Service Providers for Persons with Disabilities (EASPD)²⁹.
- European Design Institute for All (EIDD - *Design For All Europe*).
- European Network for Accessible Tourism (ENAT).
- European Venture Philanthropy Association (EVPA).
- European Economic and Social Committee (EESC) - Representing the Spanish Business Confederation of Social Economy (CEPES).
- European Social Economy Platform (SEE) (Formerly CEP-CMAF) - Representing EFC.
- Global Action on Disability Network (GLAD) (as ONCE Social Group).

Internationally

- Council On Foundations (COF).
- World Wide Web Consortium for Web Accessibility Standards (W3C).
- World Tourism Organization (WTO) Affiliated Member Programme.
- International Organization for Standardisation (ISO).
- Global Reporting Initiative (GRI).
- United Nations Economic and Social Council (ECOSOC).

In relation to several of the aforementioned entities and platforms, we highlight actions in 2020 such as:

- **Spanish Association of Foundations (AEF):**
 - Participation of the ONCE Foundation in the following studies: "The effects of Covid-19 on Spanish foundations" and "Strategies of Spanish foundations in the post-Covid-19 era" of the Institute for the Strategic Analysis of Foundations (INAEF);
 - Sponsorship and participation in the flagship event **DEMOS 2020**, Foundations and Civil Society Forum;
 - Participation in the AEF "**foundations solidarity chain**" initiative to highlight the reaction of the foundations sector to the COVID-19 crisis.



In 2020, the entities from the ONCE Foundation Executive Area signed a total of 177 collaboration agreements with businesses, public authorities and other entities

²⁸ We continue to serve on the Nomination Committee and the Legal Affairs Committee.

²⁹ In 2020 we occupied one of the vice presidencies. The ONCE Foundation is also part of the Working Groups on Employment and Impact Policies.



• **National Advisory Board for Impact Investment (SpainNAB):**

- co-leadership, jointly with Fundación Repsol, of the Foundations Taskforce;
- drafting and participation in the SpainNAB manifesto for the Impact Economy in Spain, in line with the climate crisis and COVID-19.

• **European Foundation Centre (EFC),** adhering to the *declaration of solidarity, support and collaboration* between the signatory entities promoted by the EFC together with the Donors

and Foundations Networks in Europe (Dafne). In addition, within the EFC Disability Thematic Network, ONCE Foundation led and co-organised several Europe-wide webinars discussing the impact of COVID-19.

- **Good Practices Guide on “Social economy for the full inclusion of people with disabilities”,** as part of the working group on social economy and disability of **Social Economy Europe (SEE)** and linked to the Social Economy and Disability EU project, co-funded by the ESF.

- **Alliance for Inclusive Investment in Social Care and Support (a4i),** promoting social investment and dialogue between investors, social providers and higher education institutions (HEIs) to strengthen the social sector’s ability to secure and maximise the use of social investment. During 2020, we worked on training programmes to be implemented throughout 2021.

- The **Accesibilitech** project, supporting the implementation of the United Nations Convention on the Rights of Persons with Disabilities and the implementation of initiatives among European institutions.

In 2020 we continued to enter into various alliances with multilateral entities such as the **World Bank** and the **Inter-American Development Bank (IDB)**, highlighting among the different initiatives with this institution the co-financing of the project for the internationalisation of Inserta Empleo in four Latin American countries, the **Development Bank of Latin America (CAF)** and the **German Marshall Fund**, plus an agreement was signed with the **Ibero-Russian Trade Alliance (ACIR)**.



Partnerships with all kinds of organisations

The ONCE Foundation’s network of relations is extensive and includes public bodies, companies and social agents. In addition to the links established through specific areas of activity such as employment and training, Universal Accessibility, education or sport, covered in previous chapters, the following should be highlighted in 2020:

- **Ministry of Defence, Council for Consumers and Users and Fundación Legálitas,** renewing agreements with these entities.
- **National Police Association for Persons with Disabilities (AMIFP),** signing a collaboration agreement.
- **Microsoft,** continuing the strategic partnership to promote accessibility to new technologies and the employment of people with disabilities in this sector.
- **CEPYME and CEOE³⁰, UGT and CCOO³¹,** advancing in collaborative relationships in order to explore challenges and solutions to sudden disability and the incorporation of the disability dimension in collective bargaining.
- **“Analysis of the singularities and state of affairs of taxation relative to persons with disabilities”,** supporting this research project to propose improvements to the tax system for persons with disabilities and their families.

Internationally, in addition to the relationships we maintain through our network of memberships, these were some of the most notable initiatives:

- **United Nations Task Force on Social and Solidarity Economy,** participating as an observer and, specifically in 2020, as rapporteur, in the conference co-organised by the Office of the UN Secretary-General to mark International Day of Disabled Persons.
- **Project JUST4ALL,** headed by ONCE Foundation and co-funded by the European Commission, highlighting in 2020 the implementation of a MOOC for the training of professionals in the European legal field on the subject of disability and the rights of persons with disabilities. A European webinar was also held, entitled “Access to justice for people with disabilities: the way forward and practical tools”.

Rights of All and for All

Through the **Spanish Committee of Representatives of Persons with Disabilities (CERMI),** as the main representative platform for this group and their families, ONCE Foundation works to defend their rights and the effective exercise of those rights, combating every kind of discrimination or exclusion that may affect the almost four million people with disabilities in Spain (and an estimated 85 million in the EU). In this task it collaborates closely with different Legal Operators.



Collaboration with Legal Operators



Organisations	2020 Actions
Justice and Disability Forum	Cooperation with this initiative of the General Council of the Judiciary.
Spanish Bar Association (CGAE)	Participation in this institution’s <i>Human Rights Hub</i> together with the entity Plena Inclusión, training legal professionals in the Convention on the Rights of Persons with Disabilities and the legal framework in its regional offices.
Fundación Aequitas of the General Council of Notaries and FOAL (ONCE Foundation for solidarity with blind people in Latin America)	Promotion of inheritance and bequest programmes in favour of people with disabilities and their families. Adapting the content of the Guide “How to manage accessibility in Notarial Offices?”.
Barristers’ Association of Madrid	Online training for members of the Legal Representation Service on the treatment and rights of persons with disabilities. Information guide on property registration in an Easy Reading format and also in Braille.
Editorial Lefebvre-El Derecho	Presentation of the work “Memento Personas con Discapacidad” (Memento of Persons with Disabilities).
UNED, CERMI and the Royal Board of Trustees on Disability	Launch of the <i>Disability and Active Legal Defence</i> MOOC through the UNED Open platform.

³⁰ The two main business-representative organizations in Spain.

³¹ The two main trade union organizations in Spain.



Regulatory activity

In 2020 the Foundation handled **more than 30 legal consultations on European, national and regional rights and regulations with an impact on people with disabilities** and their families. It also promoted and monitored regulations relating to the rights of persons with disabilities. The legislative activity adopted last year affecting this group of population included:



Legislative developments in Spain

- ☑ Royal Decree-Law 20/2020 of 29 May, establishing the **minimum basic income**.
- ☑ Draft Legislation on **remote working** (arising from Royal Decree-Law 28/2020 of 22 September).
- ☑ Organic Law 2/2020 of 16 December, modifying the Criminal Code for the **eradication of forced or non-consensual sterilisation of people with disabilities who are legally incapacitated**.
- ☑ Organic Act 3/2020 of 29 December modifying Organic Act 2/2006 on **Education**.
- ☑ Act 1/2020 of 15 July repealing the **objective dismissal for non-attendance at work** established in Article 52 d) of the Workers' Statute.
- ☑ Act 11/2020 of 30 December on **General State Budgets** for the year 2021.
- ☑ Royal Decree 902/2020 of 13 October on **equal pay for women and men**.
- ☑ Royal Decree 901/2020 of 13 October regulating **equality plans and their registration**.
- ☑ Royal Decree 958/2020 of 3 November on **commercial communications of gambling activities**.



Legislative developments in Europe

- ☑ Adoption of the **European Gender Equality Strategy 2020-2025**.
- ☑ Adoption of the **Strategy for the implementation of the EU Charter of Fundamental Rights**.



Partnership with the European Social Fund

As the second source of funding for the ONCE Foundation, and with the trust and renewed recognition of the European institutions and the Spanish public administration, the ESF allows us to undertake multiple actions and programmes in the field of employment, training and education (see [3.2. Employment and Training](#) and [3.4. Education and Sport](#)), and to multiply the results we achieve³².

During 2020, faced with a situation of uncertainty and income cuts³³ caused by the pandemic, the solid alliance maintained by the ESF and the ONCE Foundation since 2000 was a **crucial mainstay** for the organisation, in both economic and social terms. This is thanks to the emergency measures to deal with the effects of the pandemic crisis adopted by the European Commission and immediately implemented by the ESF Managing Authority in Spain.

The possibility of rescheduling the actions, the flexibility to postpone the execution of the projects, and the eligibility of the actions carried out remotely, in particular the costs of teleworking personnel, made it possible to continue the activity of Inserta Empleo across the country.

Likewise, as an Intermediate Body, we were able to adapt the calls for projects and continue to extend the multiplier effect of the ESF to the disability associations and their families, to universities and to persons with disabilities themselves through individual grants for entrepreneurial actions, languages or scholarships, actions mentioned in previous chapters.

In addition, in 2020 the ONCE Foundation again obtained **additional endowments** worth one million euros of ESF aid to undertake new **social innovation** and **transnational cooperation** projects, consolidating the Foundation's role as the **main private fund manager in Spain**.



The 20-year partnership with the ESF is an added-value-creation model that multiplies social impact aimed at the full labour inclusion of people with disabilities

Thanks to all this, collaboration with public and private entities in Spain and in Europe continued to be strengthened through the **transnational cooperation networks** Social Economy and Disability EU and Disability Hub Europe for Sustainable Growth and Social Innovation (D-Hub)³⁴, aligned with the 2030 Agenda and the SDGs.

The anniversary of the 20-year partnership with the ESF was commemorated alongside the other operators taking part in the Operational Programmes managed by our organisation (Red Cross, Caritas and the Fundación Secretariado Gitano), the European Commission and UAFSE³⁵, at an event headed by the ONCE Foundation.

An increasingly present future

The EU Multiannual Financial Framework 2021-2027 and the almost definitive version of the regulations that will govern the management of the Structural Funds reflect the fact that **disability will remain a priority for European investment** as well as the need to include entities representative of disability in all of the funds' implementation phases. This lays the foundations for the ONCE Foundation to maintain, strengthen and consolidate its partnership with the ESF until 2030 and to continue to have this important source of income to fulfil our mission.

³² ONCE Foundation participates in the Operational Programme for Social Inclusion and Social Economy (POISES) and Youth Employment (POEJ) during the period of the 2014-2020 programme, both as an *Intermediate Body* and, through Inserta, with the status of *Beneficiary*.

³³ Reduction in revenue associated with having to halt the sale, during the most intense months of the pandemic, of responsible lottery products pertaining to the ONCE, the founding institution of the ONCE Foundation and its main financier.

³⁴ More on this initiative in chapter [3.2 Employment and Training](#).

³⁵ Administrative Unit of the ESF, attached to the Ministry of Labour and Social Economy.

3.6.

SOLIDARITY AND VOLUNTEERING

Beyond its specific aims focused on employment, training and accessibility, the ONCE Foundation promotes charitable initiatives to mobilise resources and dedication from people and entities committed to disability and those who experience situations of greater vulnerability.



In 2020, actions in this area focused mainly on addressing the **social reality generated by the pandemic**, with a special focus on those who were already living in a difficult situation before this crisis, such as people with disabilities.

More than ever, we have demonstrated that we are a **people-for-people project**, and that our role is to be close to those who needed us as well as to collaborate in mitigating the impact that the pandemic has had on organisations in the disability movement, which play a fundamental and irreplaceable role in the daily lives of the collective.

Much of our solidarity work was carried out as part of the **#NoEstáisSolos (#YouAreNotAlone) initiative** launched by the ONCE Social Group during the critical months of the pandemic to support vulnerable people with disabilities and the elderly with food, protective materials and care. Equally, we carried out important fundraising work to this end, with the collaboration, support and involvement of multiple companies and individuals. In this context, the **Colabora (Collaborate)** initiative of the ONCE Foundation has been a crucial element.



Volunteering

Each year we can also count on the solidarity of individuals and our workers, who spend part of their time collaborating in projects for the inclusion of people with disabilities.



Key Indicators

Some **key indicators** of our solidarity action in 2020 are:

- **180** organisations for people with disabilities cared for during the months of the State of Alarm, and individual assistance to more than **2,000** people.
- **Over 800,000** sociosanitary products distributed, including 345,000 pairs of gloves, 4,500 units of hydroalcoholic gel, 56,000 gowns and 290,000 face masks.
- **3D printing** of healthcare items in collaboration with the Coronavirus Maker movement.
- **Over 235,000** euros raised from collaborating companies and a similar figure in kind, through **22,000** kilos of food, clothing and 3D printing materials.
- **6,175** euros raised from small donations by individuals via the Colabora website.

Furthermore, and beyond the most pressing needs generated by the pandemic, the **Solidarity Payroll Programme “Gracias a ti” (Thanks To You)** has continued, with the participation of a total of 963 workers from the ONCE Social Group in 2020, bringing the total fundraising to 55,041 euros (including contributions from ONCE Foundation and ILUNION that doubled the amounts donated by their staff). These funds went to the NGOs most voted for by the participants, on this occasion the Duchenne Parent Project Association, Great Friends and the ONCE Foundation for the Care of People with Deafblindness (FOAPS).



The ONCE Foundation **volunteering programme** gained particular prominence during 2020, revealing itself as a central tool to expand the social impact generated by the organisation in the most intense months of the **pandemic**.

At year-end 2020 there were **1,072 volunteers**, 214.3% more than in 2019, who carried out 380 volunteer actions. The

demand for volunteer services for individual in-person and telephone support increased by 90%, and during the year coverage was also extended for the first time to outside Madrid.



3.7.

DISSEMINATION AND SOCIAL AWARENESS-RAISING

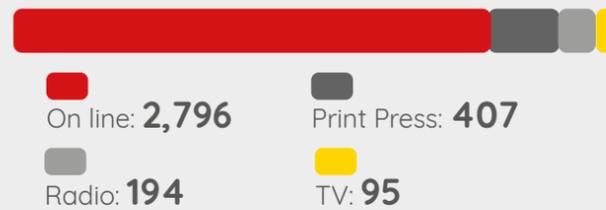
The ONCE Foundation engages in extensive communication with the aim of conveying the impact of its many programmes and making visible the barriers faced by people with disabilities in their daily lives. Furthermore, the ONCE Foundation Executive Area involves Servimedia, the leading social information agency in Spain, which has significantly increased its presence in society given its intense information drive during 2020.

Key Indicators³⁶

ONCE Foundation

231 communication actions leading to 3,492 media impacts³⁷.

Breakdown of media impacts



Cumulative gross audience of 1,021,654,064 people.

 60,992 followers.

37,319 fan page. 

 11,448 followers.

 4.5 million views.

12,487 followers. 

358,728 website visits and 21,400 visits to the ONCE Foundation Blog.

ONCE Foundation Library

5,520 documents registered in the ONCE Foundation Library, which specialises in disability.

541 bibliographic consultations.

42,653 visits to the virtual library.

External Service Department (DAE)

11,080 requests for information received.

5,668 entries of entities in the EAD database.

Dissemination of 132 events and managing registration in 19 corporate events.

Loan of spaces

Loan of 92 spaces to 45 social and disability organisations, exceeding the equivalent transfer cost estimated at 39,000 euros.

Servimedia

77,493 news items distributed (+44% compared to 2019).

41,607 insertions mentioned in other media.

1,076 million single users on the website (+ 92% compared to 2019).

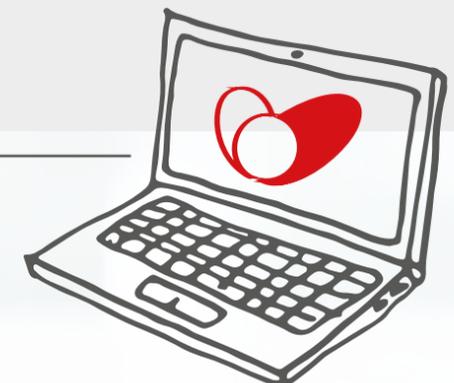
4,466 million page views (+ 48% compared to 2019).

Over 5 million impressions on social media.

Inserta Empleo

273 press releases sent to the media.

275 mentions.



³⁶ Data at year-end 2020.

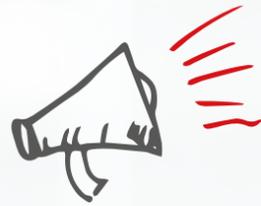
³⁷ Considering other actions beyond its own, a total of 277 media actions were carried out, with 7,391 mentions of the ONCE Foundation in them.



Communication campaigns

ONCE Foundation and Inserta Empleo carried out multiple communication and awareness-raising campaigns with the aim of making visible the barriers faced by people with disabilities in their daily lives and the need to continue working for their social inclusion. Among the most relevant are:

- **Vivir mi vida #UnaOportunidadParaSerYo (Living My Life #AnOpportunityToBeMyself)**, an ONCE Foundation campaign aimed at promoting the independence of people with disabilities from family overprotection.
- To coincide with the fight against COVID-19, the **#BarrerismoCovid (#CovidBarrierism)** campaign, starring the characters of the ON Fologuers series, was updated and subsequently recognised by the Spanish Association of Foundations.
- The **#NoEstaisSolos (#YouAreNotAlone)** campaign was also launched in this context, under whose umbrella support was given for the special needs that the health situation had generated for the disability movement.
- Along with **España se Mueve (Spain on the Move)**, six chapters of examples of disabled athletes were broadcast on Telemadrid (TV channel), going viral via social media.
- Complementing the outreach work of various projects, videos were produced on **recruitment of volunteers** and on the **Sustainable Development Goals**.
- Inserta, meanwhile, launched the campaign **“The Job of Your Dreams”**, an online initiative in a Quiz format to bring young people with disabilities closer to the labour market and encourage them to improve their education.
- **“The ONCE Foundation talent contract of the week”** was another Inserta campaign based on different videos which every week interviewed employers of people with disabilities.



Other Awareness-Raising Initiatives

- **Solidaridad digital (Digital Solidarity)**, published by Inserta Empleo, is the only newspaper with exclusive content on the world of disability. During 2020, the online newspaper received 182,000 visits.
- A new issue of **Revista Por Talento (Por Talento Magazine)** by Inserta Empleo was launched in 2020, publicising all the activity carried out under the Operational Programmes co-funded by the ESF. The magazine is distributed in universities, educational institutions, business schools, companies, trade unions, political parties, state and regional administrations and entities within the association movement.
- As part of the **Cuentos que contagian ilusión (Stories Spreading Dreams)** initiative, which aims to educate in values right from childhood, the thirteenth story, **“Coral, Emotional Trainer”**, was completed, addressing mental health issues. Six video storytelling sessions were made, broadcast as part of the **Clan TV** educational programming in the plan organised by the

Ministry of Education and Vocational Training to ensure educational content for the most vulnerable students during lockdown.

- The first ideas competition for **disability awareness video games** was launched during 2020.

- For its part, the **Discapnet** portal continued on its journey as a virtual place of reference for information linked to disability.



The activity of Servimedia, the leading social information agency in Spain, focused in 2020 on the health crisis caused by the **COVID-19** pandemic. The editorial staff worked even more intensely during lockdown to report on the situation and its progress in real time, and on the different measures approved by the Government and the Autonomous Regions. Servimedia’s work was especially helpful in defending the interests and concerns of the Third Sector and of people with disabilities, asking questions in real time to President Pedro Sánchez and ministers on these and other issues.

The agency’s information balance was embodied in **77,493 news items** (+44% compared to 2019). It also achieved **41,607 insertions**, with mentions of the news agency in other media. The flow of information grew especially during March, April and May, the months which endured the greatest restrictions on the population’s mobility.

During lockdown, Servimedia went online with the **Dialogues** it started carrying out in 2019. Some of the most notable meetings were the following, varying the formats (in-person, online and hybrid depending on the pandemic situation and restrictions during the year):

- ▣ 2 meetings with Olympic and Paralympic athletes Rudy Fernández, Daniel Stix, Orlando Ortega and Adiaratou Iglecias, in Torre ILUNION.
- ▣ Meeting on occasion of Women’s Day, which was opened by the president of Madrid Region, Isabel Díaz Ayuso.
- ▣ Presentation of a book on the European Central Bank with the institution’s vice president, Luis de Guindos, and the President of the PP political party, Pablo Casado, at the ONCE Foundation.
- ▣ 30 dialogues with social entities and companies such as Iberdrola, CaixaBank, PwC, Samsung, Mapfre, Fedace, Plena inclusión, Inserta Empleo, Cocemfe and Fedhemo, among others.

3.8.

EQUALITY AND COMBATING GENDER-BASED VIOLENCE

The ONCE Foundation works to ensure equal opportunities for women and men as a cross-cutting principle. In addition, through an intersectional approach, it addresses the challenges faced by women with disabilities as a result of widespread discrimination, paying special attention to women with disabilities who are victims of gender violence.



Key Indicators³⁸

Team

- ▣ **47%** women on management team.
- ▣ **39%** women on Board of Trustees.
- ▣ **8.9%** gender pay gap.
- ▣ Company Equality Badge - **DIE³⁹**
- ▣ Family Friendly Company Certificate - **EFR⁴⁰**
- ▣ **Equality plans** and monitoring commissions.
- ▣ **Anti-Harassment Procedure** and ONCE Foundation Anti-Harassment Commission.
- ▣ **No incidents** relative to harassment situations in 2020.

Activity

	% of women
Job creation for people with disabilities	43.7%
Occupational training for people with disabilities	49.3%
Scholarships awarded	52%

- ▣ **47.8%** of training places in the Digital Talent Programme went to women.
- ▣ **50** scholarships for women with disabilities under the Radia Programme for training in digital technologies.
- ▣ **598** disabled women victims of gender violence were given work-related guidance, **404** were trained and **206** found work⁴¹.



More Visibility and Opportunities for Women

As well as integrating the principle of equal opportunities and respect for diversity as core values in our internal culture (see section [2.4. Human team](#)), we also include **gender perspective in our intervention programmes and strategies**.

In this way, the positive social impact generated by the Foundation in disability issues also makes an important mark in terms of gender equality and combating violence against women.

In terms of **promoting the employment of women with disabilities**, we highlight the following initiatives in 2020:

- **Radia Programme**, launched in 2020 and focused on favouring the inclusion of women with disabilities in technological working environments through training in digital technologies. More information on Radia in section [3.4. Education and Sport](#).
- As part of the **Digital Talent Programme**, in our collaboration with third parties, in this case Samsung, 17 women with disabilities were referred to the Full-Stack Web Programming course, seeking to promote the presence of women with disabilities among professionals with STEM profiles.



³⁸ Different gender equality indicators are grouped together here and have been included in different chapters of this report.
³⁹ Scope: ONCE Foundation.
⁴⁰ Scope: ONCE Foundation.
⁴¹ Cumulative figures 2017-2020, women registered on the Inserta Empleo job bank.

- As part of the **Boost Your Talent 4.0 project**, co-funded by the ESF, several actions took place in 2020 to attract and encourage the participation of women and thus improve their employability. 41

empowerment workshops were held for a total of 90 female students and more than 200 work-life balance scholarships were awarded to facilitate attendance at the different trainings.

ONCE Foundation also participates in multiple **events and seminars on gender equality organised by third parties**, mainly through its General Secretariat, in order to give visibility to its firm commitment to equality and diversity. The organisation also carried out a number of **communication and awareness-raising actions** for its stakeholders, including:

- **EngageMEN Challenge session**, which served to highlight the connection between equality and human rights, appealing to the need for all of society to get involved in order to end inequality. This session, in line with the United Nations' HeforShe movement, was held to coincide with International Women's Day.
- **Webinar on "The Role of Women in the Coronavirus Pandemic"**, featuring the participation of the Minister of Social Affairs and Promotion of Women of the Sahrawi Arab Democratic Republic, Suelma Beiruk.



ONCE Foundation Against Gender-Based Violence

In 2020 we continued to strengthen our commitment to combating gender-based violence, a social scourge that not only impacts women with disabilities even more intensely given their greater vulnerability, but also causes disability in many women.

Many actions were carried out in 2020, including the following (both of them as part of the **collaboration between ONCE Foundation and Fundación CERMI Mujeres**):

- **Coaching for trainers in caring for disabled women victims of gender violence**, aimed at the Inserta team with the main objective of enabling this profile of female jobseekers to continue receiving remote care while in lockdown.
- **Webinar on "The social perception of masculinity in violence against women"**, which put the spotlight on 'the abuser', imparted by Miguel Lorente Acosta, an expert in gender violence and in legal assistance for victims.

But it is undoubtedly the **ON GV Women project** (*Women in the ON mode - gender violence*) that best represents the Foundation's strong commitment in this area. This initiative has its origins in the partnership between ONCE Foundation / Inserta Empleo and the European Social Fund and aims to provide care for disabled women victims of gender violence by professionals who provide personalised support. More information on *ON VG Women* can be found in section [3.2 Employment and Training](#).

4

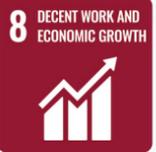
ANNEXES

- [4.1. CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS \(SDGs\) IN 2020](#)
- [4.2. COVID-19 - THE FOUNDATION'S RESPONSE](#)
- [4.3. AWARDS AND RECOGNITIONS 2020](#)
- [4.4. ABOUT THIS REPORT](#)

4.1. CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGs) IN 2020

The ONCE Foundation's mission is to contribute to the full social inclusion of people with disabilities making the principle of equal opportunities and non-discrimination effective, and improving their quality of life and that of their families, with two main focuses: training and employment, as well as Universal Accessibility of products, services and environments. Thus, the organisation works towards sustainable and inclusive development, so that no one is left behind in line with the 2030 Agenda and the SDGs.

In 2020, a year marked by the COVID-19 pandemic, our efforts have been fruitful, highlighting the following indicators as regards different SDGs⁴².



8 DECENT WORK AND ECONOMIC GROWTH

We run multiple **training and employment programmes for people with disabilities**, boosting their talent, creating opportunities, promoting recruitment in companies, quality employment and entrepreneurship. In doing so, we work for an **inclusive economy**, also helping to address **poverty**, which especially affects people with disabilities.



1 NO POVERTY

- **7,918 jobs** created for people with disabilities. 43.7% for women, 18.4% for youths under 30.
- **13,251 people** with disabilities have received occupational training.
- **30 jobs** generated through entrepreneurship support programmes, 53.3% for women.
- **79.7%** of the workforce of the Executive Area of the ONCE Foundation are people with disabilities; **64.7%** of the workforce have permanent contracts.



11 SUSTAINABLE CITIES AND COMMUNITIES

We promote the **accessibility of environments, products and services**, including transport, public spaces and green areas, contributing to sustainable and inclusive urban development, without forgetting rural environments. We are involved in **innovation through accessibility** and for equal opportunities, in an increasingly digital and intelligent environment.



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

- **EUR 10.2 million** invested in support projects for accessible actions.
- **1,057 grants** for the purchase of accessible vehicles, the physical adaptation of shelter homes and centres, the purchase of assistive products, services for personal autonomy and the improvement of virtual environments.
- **Digital Talent Programme: 547 training actions** in the digital and technological fields, **3,867 training places** for people with disabilities throughout Spain.
- **EspaciA Accelerator: 12 innovative start-ups** supported related to inclusive entrepreneurship, with solutions in sectors such as mobility, health or education.



4 QUALITY EDUCATION

We act to engage youth with disabilities in the educational sphere on an equal footing, especially by promoting **inclusive universities** through various initiatives, as well as by fostering **accessible educational environments**.

- **804 scholarships** awarded to students with disabilities. 52% for women, 48% for men.
- **345 grants** for young students with intellectual disabilities are included.
- The ONCE Foundation manages the **1st Edition of the Program Queen Letizia for inclusion**, by the Spanish Royal Board of Trustees on Disability, with **229 scholarships** awarded and paid in 2020.
- Alliance with the National Agency for Quality Assessment and Evaluation (**ANECA**) for the promotion of an international seal on inclusion for universities.

⁴² The scope of the data refers to the Executive Area of the ONCE Foundation (comprising the Foundation, Inserta Empleo, Inserta Innovation and Servimedia), formed by a human team of 536 workers at the end of 2020.



5 GENDER EQUALITY

We have a strong internal commitment to **equality and non-discrimination between women and men**, we apply the gender perspective and intersectional approach to our programmes and develop specific actions to promote the employment inclusion of **women with disabilities who are victims of gender-based violence**.

- **Women in ON-GV Mode Project**, to combat gender violence experienced by women with disabilities.
- **598** women with disabilities received career guidance, **404** have been trained, **206** have found a job, and **2,471** women with disabilities who are victims of gender violence were registered on Inserta's employment exchange⁴³.
- **Radia Programme** aimed at training women with disabilities in the technological field, and their inclusion in technological work environments. **50 scholarships** awarded in 2020.
- **47.1%** of our executive team are women; **8.9%** gender pay gap in the workforce.



10 REDUCED INEQUALITIES

We boost **social inclusion of people with disabilities**, their **non-discrimination**, participation in areas such as culture and sport, **social awareness and support for the associative movement of disability**, all contributing to **reducing inequalities**.

- **2,010 projects** in the disability sector received our funding.
- **EUR 57.2 million** total amount allocated to projects.
- **905 different organisations** of the associative movement received aid.
- **76%** people with disabilities on our Board of Trustees.
- Promoting **sport** for people with disabilities, including both grassroots and Paralympic sport. **33 wheelchairs** were donated to sport schools in 2020.
- **You are not alone Programme**, aimed at supporting particularly vulnerable people with disabilities during the COVID-19 pandemic.
- **1,072** volunteers mobilised in 2020.

⁴³ Cumulative data for 2017-2020.
⁴⁴ Spanish Association of Foundations.



16 PEACE, JUSTICE AND STRONG INSTITUTIONS

We advocate **equal access to justice for persons with disabilities**, promote **inclusive decisions**, participatory and representative ones of the disability sector, make joint efforts for non-discrimination and the effective exercise of rights, and take appropriate internal measures to ensure compliance and our **transparency**.

- Cooperation with **legal practitioners**, such as the General Council of Spanish Lawyers, the Aequitas Foundation of the Spanish General Council of Notaries, and the Justice and Disability Forum of the General Council of the Judiciary in Spain.
- Monitoring and contribution to state and regional regulations affecting people with disabilities and their families, having responded to more than **30 legal consultations**.
- Permanent support to the Spanish Committee of Representatives of Persons with Disabilities (**CERMI**), which acts as a platform for representation, advocacy and action for citizens with disabilities.
- **No breach** of the Criminal Compliance Policy of the ONCE Foundation in 2020.
- **No complaints** were received by the Ethics Mailbox; no harassment or discrimination cases have been dealt with.



17 PARTNERSHIPS FOR THE GOALS

Only by collaborating can we move forward, and that is how **partnerships** with public administration, the business world, academia, civil society, the disability sector and all kinds of organisations are **part of our DNA**.

- **177 collaboration agreements** signed in 2020.
- Presence in the main Spanish and European platforms of the **funding sector** (such as AEF⁴⁴ and the European Foundation Centre), **Social Economy** (such as CEPES⁴⁵ and Social Economy Europe), **Disability** (such as CERMI⁴⁶ and the European Disability Forum) or disability related forums (such as EASPD or EPR); CSR and Sustainability reference platforms (such as Forética, Spainsif and Global Reporting Initiative - GRI) or Philanthropy and Social Impact organisations (SpainNAB or EVPA).
- Increasing **international** activity, as demonstrated by alliances with the World Bank, the Inter-American Development Bank (IDB) and the Development Bank of Latin America (CAF), among others.
- Reinforcement of out alliance with the **European Social Fund**, after **20 years** of close collaboration to multiply our impact.
- Leadership of **multi-stakeholder collaborative initiatives** such as *Disability Hub Europe* to promote the potential of the Disability and Sustainability binomial.

⁴⁵ Spanish Social Economy Employers' Confederation.
⁴⁶ Spanish Committee of Representatives of Persons with Disabilities.

Additionally, the **ONCE Foundation** contributes to the following SDGs:



We promote **inclusive practices** in enterprises, **non-financial information** and **public procurement**, and favour sustainable and inclusive **tourism**.



- More than **100 leading companies and organisations** linked to the *Inserta Programme* and the *Inserta Responsible Forum* at the end of the year.
- 34 certified organisations** with the **Bequal seal** at the end of 2020, certifying disability-inclusive companies.
- Support for the inclusion of social clauses in public and private procurement through the **CON R Forum** (with more than 20 member organisations).
- Agreement with the **State Secretary for Tourism** to develop Universal Accessibility in the St. James' Way.



We create **accessible and safe working environments**, and we undertake measures aimed at making the ONCE Foundation a **healthy organisation**.



- Action Plan to face Covid-19 pandemic**, in order to avoid contagion and protect the staff.
- 0 occupational diseases and 0 serious work accidents** in 2020.
- Specific management procedures to identify the **health and safety** needs of persons with disabilities.
- Certified health and safety management system under **UNE ISO 45001:2018** in ONCE Foundation.



We are moving forward internally in the **efficient use of natural resources** and are committed to digitising processes, reducing plastics, and measuring and managing our carbon footprint.



We implement certified environmental management systems and have put a **CSR and Sustainability Master Plan** in place that includes various measures to strengthen our environmental performance.



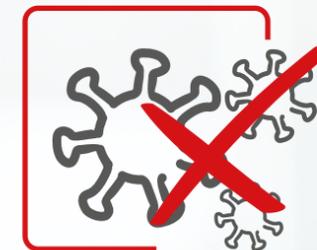
- Environmental management system certified according to the **UNE ISO 14001:2015** standard at the ONCE Foundation and Servimedia.
- 35.25 t** of generated and properly managed waste (100% non-hazardous waste).
- 2.21 ML** of water consumed (100% from the public network).
- 2.67 t** of paper consumed (at least 97% recycled and with minimum environmental impact – Blue Angel and EU Ecolabel).
- 0.10 t of toner** consumed (41% remanufactured).
- 3,368.03 GJ energy consumption:** 79% electricity and 21% fuel (vehicle use and facilities).
- 46.6%** of electricity consumption came from **renewable** energy sources
- Carbon footprint:**
 - 52.63 t CO₂ eq. GHG direct emissions (scope 1)
 - 69.93 t CO₂ eq. GHG indirect emissions (scope 2)
 - 40.50 t CO₂ eq. other GHG indirect emissions (scope 3).

SUSTAINABLE DEVELOPMENT GOALS

4.2.

COVID-19 - THE FOUNDATION'S RESPONSE

Like for most organisations, 2020 was marked by the effects of the COVID-19 pandemic and the response to the health, economic and social crisis. The organisation deployed an important package of measures to mitigate potential negative impacts on all fronts.



Our response to the crisis focused on the following areas, with some of them being developed further throughout the report:

• Health Protection

Activities in 2020 were rolled out under the premise of prioritising the health of the workforce as a whole, taking into account our uniqueness as a human team, almost 80% of which is made up of people with disabilities. The digitisation of activities and teleworking were prioritised during the initial months of the pandemic. During the subsequent de-escalation phases, appropriate protocols were established to minimise the risk associated with workplace attendance. More information: [2.4. Human Team](#).

• Contingency Plan

The drop in revenue⁴⁷ was mitigated by implementing a Contingency Plan to align budget expenditure with the new situation, thus achieving the objective of balancing the budget. Among others, various operating expenses were reduced, with measures such as reducing lease and building maintenance costs, reducing systems expenses and adjusting power ratings.

• Adjustments in the Team

In order to cope with the drop in income and the reduction of a certain part of the activity, two **Temporary Employment Regulation Mechanisms (ERTEs)** were negotiated, one for ONCE Foundation and the other for Inserta Empleo (Central)⁴⁸. In addition, measures were implemented to contain

⁴⁷ Mainly those associated with selling the responsible lottery products of our founder, ONCE, which is the organisation's first source of income. Sales activity was halted during the most critical months of the pandemic. Compared to the previous year, the total budget went from €104.1 million in 2019 to €83.9 million in 2020.

⁴⁸ This measure impacted a total of 105 people, 19.6% of the workforce in the Executive Area at year-end opting, in 96% of the cases, for a partial reduction in working hours rather than the suspension of contracts. Both ERTEs were active from March 15 to June 30 2020.

hiring and to not renew temporary contracts with regard to the rest of the workforce. A salary adjustment was also made for the management team and middle managers.

• **Digital Transformation: new ways of working and making an impact**

The digital transformation already being undertaken by the entities of the Executive Area was speeded up as a result of the pandemic. After implementing the necessary adjustments, and thanks to the flexibility of the different teams as well as the possibilities provided by the ESF, we were able to continue attending to the beneficiaries of the training and employment programmes in a context of expanding the needs of people

with disabilities. Moreover, digitisation and our emphasis on making technological tools accessible allowed us to continue to organise multiple events, functions and internal training actions.

• **Solidarity with the Most Vulnerable**

As part of the **#NoEstáisSolos (#YouAreNotAlone) initiative** promoted by the ONCE Social Group, the Foundation worked intensely to support the organisations of the disability association movement, the people with disabilities themselves and the elderly in vulnerable situations. The ability to mobilize volunteers and donations from all types of entities was key during the first months of the pandemic. More information: [3.6. Solidarity and volunteering.](#)

In short, the impact of the pandemic made 2020 a unique year, with unique challenges and difficulties, but one that we overcame through our **effort and commitment, without ever neglecting the principles of solidarity and responsibility.** Thanks to this we were able to achieve the many results featured in this report.

4.3.

AWARDS AND RECOGNITIONS 2020

The social work of the ONCE Foundation has often been publicly recognised over the years.



In 2020 we can highlight the following awards and recognitions:

- **Medal of Honour of the University of Murcia.**
ONCE Foundation, a medal awarded at an event held on 14 February attended by the President of the ONCE Social Group.
- **Spanish Foundations Association Award to Communication for the animated series “ON Fologuers”**
ONCE Foundation.
- **University of Alicante Social Council Award for patronage and training.**
ONCE Foundation.
- **Best Innovative Practice Award by the International Zero Project Conference to the Mocc Courses on Accessibility.**
ONCE Foundation.
- **Recognition of the Accessibilitas campaign in the “Best Innovation in Public Relations Action” category of the International Social Advertising Festival – Publifestival.**
ONCE Foundation.
- **Bravo Prize awarded by the Spanish Episcopal Conference in the category of Press for the “special sensitivity” shown by Servimedia in its 30-year reporting history “while focusing on people who overcome difficulties and lead by example in life”.**
Servimedia.
- **Recognition by ‘Corresponsables’ Magazine of the Servimedia agency for being among the Spanish media that has most strongly driven Corporate Social Responsibility in the last 15 years.**
Servimedia.

4.4.

ABOUT THIS REPORT

The 2020 Sustainability Report of the ONCE Foundation provides information on the entity's internal management model, the commitments acquired, the activity carried out during the year and the impact achieved with it, in the three environmental, social and governance dimensions (ESG).



This report succeeds what in previous years was denominated the "Shared Value Report" of the ONCE Foundation, which for the 2020 financial year has been renamed "**Sustainability Report: shared value for an inclusive economy**".

The document has been drafted while taking into consideration the general criteria and principles defined by the **Global Reporting Initiative** for the drafting of sustainability reports (GRI Standards) while also reporting certain performance indicators based on specific content from this standard. Consideration was likewise given to the content of the Guide on "**Disability in Sustainability Reports**", drawn up jointly by GRI and the ONCE Foundation.

A significant part of the contents and indicators of this Sustainability Report comes from the "Consolidated Non-Financial Reporting and Diversity Statement of the ONCE Foundation and subsidiary entities" for the 2020 financial year, which accompanies the organisation's Consolidated Annual Accounts and meets the requirements of Act 11/2018. This report has been externally verified by the company EY.

The **scope** covered by this document includes the ONCE Foundation, the Inserta Empleo Association, the Inserta Innovación Association and Servimedia, defined as the Executive Area of the ONCE Foundation.

In line with the materiality principle set out by GRI, the **approach** and **contents** of the Report address the issues that the Foundation and its stakeholders alike deem to be most relevant and which are set out in the following table.

Reflecting the organisation's commitment to equality, the drafting of the report applies a **non-sexist and inclusive use of language**.

Likewise, in line with the organisation's commitment to sustainability, **the printed version of this report is published on 100% recycled paper with an FSC seal**, seeking to make the lowest possible environmental impact and contribute to the circular economy.

Materiality Analysis



Between 2020 and 2021 the ONCE Foundation has updated its materiality analysis, seeking to appropriately reflect the impact of the pandemic on the context and priorities of the organisation. This review has been carried out in two stages:

- 1. Analysis to identify those issues that best reflect the organisation's significant economic, environmental and social impacts and/or that substantially influence the assessments and decisions of its stakeholders.
- 2. Comparison and prioritisation of the list of issues identified with Senior Management.

The suite of material issues of the ONCE Foundation Executive Area regarding non-financial and sustainability information resulting from this financial year is shown in the following table:

		MATERIAL ISSUES	
		CRITICAL ISSUES	OTHER RELEVANT ISSUES
DIMENSION	GOVERNANCE AND MANAGEMENT MODEL	<ul style="list-style-type: none"> Good governance, ethics and integrity. Transparency and accountability. Economic sustainability and efficiency. Reputation and brand. 	<ul style="list-style-type: none"> Excellence in service management and delivery. Internationalisation of activity. Collaboration and partnerships.
	SOCIAL	<ul style="list-style-type: none"> Training, education and social and labour inclusion of people with disabilities. Universal Accessibility and Design for All. Dynamising and supporting the disability sector. Equality, diversity and combating gender-based violence. Digital transformation and the future of work. Social awareness-raising and public impact. Talent promotion and leadership. Occupational health, safety and wellbeing. 	<ul style="list-style-type: none"> Defence of rights. Innovation and R&D. Solidarity, volunteering and internal commitment. Internal communication and culture.
	ENVIRONMENTAL	<ul style="list-style-type: none"> Direct environmental impact control and reduction. Ecological transition and green employment. 	

