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## Miguel Carballeda Piñeiro

ONCE Social Group President

Dear friends,

Allow me to welcome you to this 2019 Shared Value Report of the ONCE Social Group, which has a very special component. I write these lines during the lockdown, fortunately close to my people, but busy and concerned about the reality we are going through in the midst of a harsh pandemic unknown to our generations, but which will be hard to forget.

A reality that the ONCE Social Group, both individually and collectively, has faced with our greatest leverage in 82 years of existence: with unequivocal hope and firm belief that we will overcome this as we have always done in the face of adversity, united, working, adding up and being in solidarity with those who need it most.

These lines show the social and economic soundness with which the ONCE Social Group closed the 2019 financial year. Seen now, these are only data and daily realities but, without a doubt, they show a situation that has allowed us to confront the pandemic and its effects on our environment with some guarantees and to be able to extend our solidarity to citizens from all areas: from ONCE, offering coverage to more than 72,000 blind people who are members of the Organisation, especially the 14,000 over 60 years of age who live alone, to 7,500 blind students -who managed to finish their year- and to other realities; from the ONCE Foundation, promoting essential social volunteering in those days and keeping employment and training as key; or from Ilunion, with a thousand colleagues -many with disabilities- working during those hard days -as professionally as could be- to wash clothes from hospitals or elderly homes, cleaning them, or making our hotels and other centres available to the ill and healthcare professionals.

As I was saying before, when faced with the strength with which the Coronavirus, the Covid-19, has hit our society, our families, our friends and acquaintances (to whom we wish to send our most supportive and loving regards) here are some data that are just that, data, figures and realities that, however, have allowed us to get here and face with more guarantees our present and also our future challenges (this Covid-19 being one of the greatest one) as an Institution.

Hence our insistence on a concept that, even without knowing it more than 80 years ago, our elderly also turned into a reason for the existence of our institution and our daily task: Equal today and tomorrow in employment, in education, in training, in leisure, in culture, in sport and in all areas of life. Equal as a goal to, from the difference of each person and the utmost respect to people, be equal in rights.

In a country that faces unemployment as the most serious of our problems, our greatest satisfaction is that we have managed to alleviate even partially its effects, pulling a total of 11,340 people out of inactivity in 2019, of whom 10,784 are disabled, and 4,918 of these positions have been filled by women. Furthermore, added to this are the 935 permanent contracts we have signed with ONCE sales agents, all with disabilities.

Let us take a look back to tell you that in the period from 2010 to 2019, the ONCE Social Group has promoted a total of 78,903 jobs for those who have it the hardest, 78,903 life and real inclusion stories. More emphatically, if I may: we have been able to create 22 daily jobs for people with disabilities over the last 10 years, which makes us reasonably satisfied.

And we have done so through our direct efforts to generate employment but, above all, through training and education and with the collaboration of many

companies and institutions that have considered people with disabilities as citizens who are valued for their talent and their ability to work. Without them it would not have been possible.

We try to set an example and, in 2019, the ONCE Social Group ended up with 72,693 workers, of which 58% are disabled; and more than 42% are women. We are the fourth largest nonpublic state employer and, in terms of people with disabilities, the first in Spain and in the world. Out of every 277 people who are lucky enough to have a job in our country, one works with us.

And as you know, we do all this with the best model of responsible gaming management known, which allows us to achieve income that is entirely allocated to social action. In 2019, revenue from lottery ticket sales and the rest of the Organisation's lotteries grew by 4.4%, while sales in our social enterprises Ilunion grew by 5.8%.

This allowed the ONCE Social Group to allocate in 2019 a total of 265.1 million euros directly to social investment aimed at people who are blind or have other disabilities.

ONCE has given shelter to 3,202 people who lost their eyesight in 2019 and we have provided them with personalised attention, tailored to their needs; we have

delivered 131 guide dogs; or included 7,495 blind or severely visually impaired students in classrooms; the ONCE Foundation has approved 2,116 training, accessibility and employment projects for people with disabilities and distributed 104 million euros to make this possible; and from Ilunion we have made an investment of 63.8 million euros to continue growing.

I end these lines right when we know that the ONCE salespeople, our 19,000 sentinels of hope, are back on the streets after three months of inactivity and confinement; and that our companies and the ONCE Foundation are slowly but surely resuming their task. Uncertainty of the future ahead is great but the ONCE Social Group's commitment and that of its people is even greater.

We took to the streets again with a collection of 46.5 million lottery tickets, one per Spanish citizen, to thank everyone crying out #Hope Can Beat Anything. At the ONCE Social Group, we know this well because we make it possible over and over again. And we will re-conquer the streets and earn our future, to share it with all of society.



## Alberto Durán López

ONCE Foundation Executive Vice President

Having spent the first few months of 2020 in an exceptional and unprecedented situation, it is a unique task this year to write these introductory words to our 2019 Shared Value Report. The pandemic which has caused an unexpected health, economic and social crisis has been a major challenge for all organisations, including the ONCE Foundation. However, our commitment to transparency and communication with our stakeholders encourages us to keep making our work, achievements, impact and responsible performance visible through these annual reports, this time with a focus on the 2030 Agenda for Sustainable Development, which is entering its fifth anniversary.

Although it is hard to look back beyond the circumstances since March 2020, I should point out that 2019 was a rather good year for the ONCE Foundation. This has allowed us to overcome the events with important economic adjustments, to step up our efforts to stay alongside those who need us, and to make the case that no one can be left behind during recovery, including the nearly four million people with disabilities living in our country, one hundred million in Europe, and one billion worldwide.

In line with our mission, in 2019 we continued to promote and showcase the talent of women and men with disabilities, marking the close of the year with the generation of 8,680 jobs, along with 543 occupational placements, support for 77 ventures and the training of 18,567 people. Being the main sponsor for the recruitment of people with disabilities in Spain, all of this was done placing a particular emphasis on training in digital and technological fields, in order to ensure

that the so-called “future of work” is inclusive, and also offers opportunities for people with disabilities.

Our commitment to those facing greater difficulties remained intact, with a particular focus on women with disabilities who were victims of gender violence (602 were guided towards employment between 2017 and 2019, 148 finding a job) and on young people with disabilities, working for more inclusive universities, facilitating 310 young people with intellectual disabilities access to university and awarding a total of 906 student scholarships in 2019.

The Foundation also continued to promote Universal Accessibility and Design for All, another of its essential purposes, with an investment of €12.4 million that contributed to the implementation of 1,047 accessible actions, as well as through the promotion of research, innovation and technological development, training, entrepreneurship based on accessibility and inclusive culture. I am pleased to highlight important milestones in this area such as the opening of our EspaciA Innovation Room, the holding of the III International Congress on Technology and Tourism for Diversity, and the actions to make the COP25 Climate Summit in Madrid accessible for the first time.

As an instrument of solidarity from our founder, ONCE, towards all people with disabilities and their families, we have continued our support for the associative movement, distributing 70.8 million euros to support 2,116 projects in 2019 through our calls, with a view to improving training, employment and accessibility. The promotion of inclusive sport, solidarity through activities such as volunteering, awareness raising through communication, along

with campaigns such as *Barrerismo*, have all also been other key areas of activity in order to continue making progress in inclusion and equal opportunities.

All these advances would be unthinkable without our partnerships, including the one we have had for two decades with the European Social Fund (ESF), which allows us to multiply our impact, consolidating our Foundation as the largest and main private administrator of the ESF in Spain and Europe. We have also continued to strengthen ties with companies, public authorities, universities, international organisations and, in short, a fortunately growing universe of travel companions pursuing a more inclusive society and economy. A testament to this for example, is by the 164 collaboration agreements signed in 2019, the more than 80 companies linked to the Inserta Programme, and our dense network of institutional relationships as an entity for disability, the social economy, and the third sector.

Special mention should be made of the joint work with CERMI, where we focus on the effective exercising of rights by persons with disabilities. 2019 saw regulatory developments in both Spain and Europe, in areas such as public procurement and accessibility (adoption of the European Accessibility Act), and thanks to a legislative change in 2018, after four decades of democracy in Spain, we can celebrate that 100,000 people with intellectual disabilities who had been excluded can now exercise their right to vote.

From an internal perspective, in 2019 we have had our management model and working culture

recognised by obtaining the European Excellence Seal EFQM +500 and have approved our first CSR and Sustainability Steering Plan for the period 2019-2022. Strong values and principles-based management, effective resource management, and our commitment to transparency and accountability are essential prerequisites for maximising the creation of shared value, along with gender equality and diversity as key drivers.

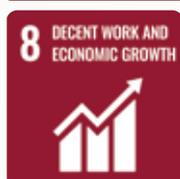
In this regard we have also continued to take important and necessary steps to control and minimise our environmental impact, including the calculation of our carbon footprint for the second year running, of the Foundation itself, the Inserta Empleo and Inserta Innovation associations and the Servimedia information agency, which bring together a human team, the talent that drives us, of more than five hundred people, 79% who have disabilities.

We face difficult times, and they are especially so for people who often already go through life at a disadvantage, which is the case for people with disabilities. However, in adversity our motivation increases. Always inspired by the UN Convention on the Rights of Persons with Disabilities, we have redoubled our commitment and efforts to continue building a sustainable and inclusive present, future and recovery, where no one is left behind and where we can all be 'equal', the ONCE Social Group's motto, in all our diversity.

I invite you to read this report, in which we share the most relevant highlights of our extensive activity in 2019, and to follow us in 2020 because more than ever we have to remain close.

# ONCE Foundation's contribution to the Sustainable Development Goals (SDGs)

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, highlighting the following indicators for 2019.<sup>1</sup>



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.



- **8,680 jobs** created for people with disabilities. 44% for women, 18.5% for young people.
- **18,567 people** with disabilities have received occupational training.
- **77 jobs** generated through entrepreneurship support programmes.
- **79.5%** of the workforce of the Executive Area of the ONCE Foundation are people with disabilities; **66.1%** of the workforce have permanent contracts.



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.



- **EUR 12.4 million** invested in support projects for accessible actions.
- **1,047 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.
- **6,225 people** with disabilities trained in digital and technological fields (*Digital Talent Programme*).
- Inauguration of the **España Room**, an outstanding open space dedicated to innovation, accessibility and design for all at the ONCE Foundation headquarters in Madrid.



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**.

- **906 scholarships** awarded to students with disabilities. 50% for women, 50% for men.
- **310 grants** for young students with intellectual disabilities are included.



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**.

- **1,760 women** with disabilities who are victims of gender violence registered on Inserta's employment exchange <sup>2</sup>.
  - 347** trained women.
  - 602** women receiving career guidance.
  - 148** women have found a job.
- **43%** women on our Board of Trustees; **8.4%** gender pay gap in the workforce.



<sup>1</sup> The scope of the data refers to the Executive Area of the ONCE Foundation (comprising the Foundation, Inserta Empleo, Inserta Innovación and Servimedia).  
<sup>2</sup> Cumulative data for 2017-2019.

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 disability sector, all contributing to reducing inequalities.



- **2,116 projects** in the disability sector received our funding.
- **EUR 70.8 million** total amount allocated.
- **1,264 organisations** of the associative movement received aid.
- **76%** people with disabilities on our Board of Trustees.
- **Over 300** volunteers mobilised in 2019.
- Promoting **sport** for people with disabilities, including Paralympic sport, with more than **30 initiatives** funded.

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, the International Union of Notaries, and the Justice and Disability Forum of the General Council of the Judiciary in Spain.
- Monitoring and contribution to more than **10 Spanish and regional regulations** affecting people with disabilities.
- **No breach** of the Criminal Compliance Policy of the ONCE Foundation in 2019.
- **No complaints** received in the Ethics Channel and **no cases of harassment and/or discrimination** detected.

<sup>3</sup> Spanish Association of Foundations.

<sup>4</sup> Spanish Social Economy Employers' Confederation.

<sup>5</sup> Spanish Committee of Representatives of Persons with Disabilities.

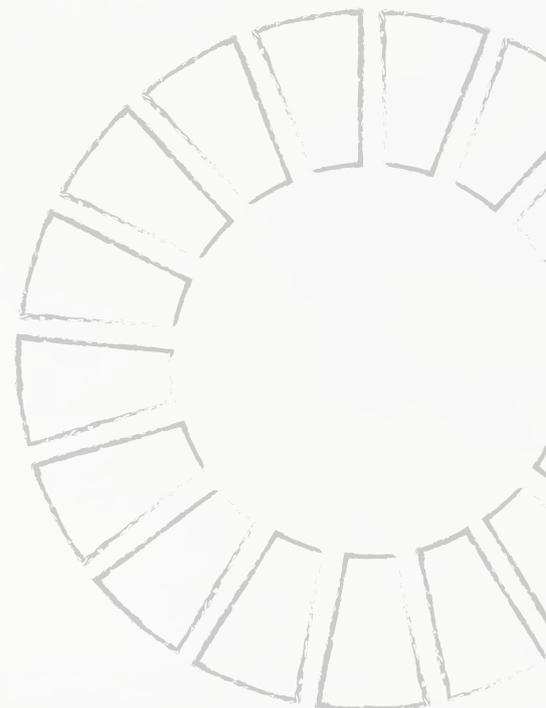
17 PARTNERSHIPS FOR THE GOALS



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.



- **164 collaboration agreements** signed in 2019.
- More than **80** leading companies linked to the *Inserta Programme* and the *Inserta Responsable Forum* at the end of the year.
- Presence in the main Spanish and European organisations and platforms of the **foundations sector** (such as AEF<sup>3</sup> and the European Foundation Centre), **Social Economy** (such as CEPES<sup>4</sup> and Social Economy Europe), organisations representing **Disability** (such as CERMI<sup>5</sup> and the European Disability Forum) and forums referring to **CSR and Sustainability** (such as Forética, Spainsif and Global Reporting Initiative - GRI).
- 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.
- Leadership of **multi-stakeholder collaborative initiatives** such as *Disability Hub Europe* to promote the potential of the Disability and Sustainability binomial, or the *Bequal seal*, with **37 certified organisations** at the end of 2019.



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.



- Support for the inclusion of social clauses in public and private procurement through the **CON R Forum** (with fifty member organisations).
- **III International Congress on Technology and Tourism for Diversity**, in collaboration with the UNWTO, the European Network for Accessible Tourism, the Spanish Royal Board of Trustees on Disability and Malaga City Council.



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



- **0** occupational diseases in 2019.
- Specific management procedures to identify the health and safety needs of persons with disabilities.
- Adherence to the **Healthy Cities** project to promote healthy lifestyles in the workforce, thus helping to create more sustainable, accessible and healthy environments.



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 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.
- **11.17 t** of generated and properly managed waste (99.96% non-hazardous waste).
- **4.27 ML** of water consumed (100% from the public network).
- **6.84 t** of paper consumed (at least 95% from sustainably managed forests with a European eco-label).
- **4,169.42 GJ** energy consumption (45% direct consumption, 55% indirect consumption).
- **518.39 t CO<sub>2</sub>** total GHG emissions:
  - 7%** direct emissions (scope 1)
  - 51%** indirect emissions (scope 2)
  - 42%** other indirect emissions (scope 3)

SUSTAINABLE DEVELOPMENT GOALS

# A | PROFILE OF THE ONCE FOUNDATION



# A.1 Value creation model

Through its work for people with disabilities, the ONCE Foundation contributes to the consolidation of more equal and inclusive societies where nobody is left behind. This is in line with the UN Convention on the Rights of Persons with Disabilities as well as the 2030 Agenda and the Sustainable Development Goals (SDGs).

## Mission, Vision and Aims

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 towards other groups of people with disabilities to improve their living conditions.

Since then, our **mission** is to promote full social inclusion of people with disabilities by contributing to the principle of equal opportunities and non-discrimination. Accordingly, our **vision** is to be the benchmark for quality employment creation, training and universal accessibility for people with disabilities as key elements for their inclusion.



### Institutional aims of the ONCE Foundation

- ▶ Promote **full labour integration** of persons with disabilities.
- ▶ Boost **universal accessibility and design for all**.
- ▶ Foster **professional qualifications, job competences and personal and professional skills** as determinants of the level of employability of people with disabilities.

The work done year after year to achieve these goals places the ONCE Foundation as **one of the leading foundations** in Spain and **one of the most significant organisations in the disability sector**. The ONCE Foundation is also integrated in the **Social Economy sector**, which represents 10% of GDP and 12% of employment in Spain<sup>1</sup> and, as a unique organisation, in the **Social Action Third Sector** in Spain, with nearly 30,000 active organisations working to guarantee social rights and meeting the needs of the most vulnerable<sup>2</sup>.

<sup>1</sup> According to data from CEPES (Spanish Business Confederation of Social Economy). <https://www.cepes.es/cifras>

<sup>2</sup> "Snapshot of the Third Social Sector in Spain: challenges and opportunities in a changing environment". PwC Foundation, 2018. Spanish Third Sector Magazine. 2018. No. 38.

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 named together. ONCE Foundation owns (52.49%), together with the ONCE (47.51%), of the ILUNION Group, managing the company under consensual co-management and administration.

Overall, the ONCE Social Group ended 2019 with 72,693 employees, 58% with disabilities. The ONCE Social Group is indeed a large group of people, the fourth largest state employer and number one in the world to employ persons with disabilities.

### ➔ Executive Area of the ONCE Foundation

Within the structure of the ONCE Social Group, the Executive Area of the ONCE Foundation comprises the following organisations:

✓ *ONCE Foundation*



✓ *Inserta Empleo Association*



✓ *Inserta Innovación Association*



✓ *Servimedia*



At the end of 2019, a total of **516 people** were part of the workforce of the ONCE Foundation Executive Area, of which **79.5% are people with disabilities**.

The ONCE Foundation main offices are in the centre of Madrid (where the Inserta Madrid branch is also located); Inserta Empleo and Inserta Innovación are active throughout Spain, with a total of 43 workplaces around the different regions in 2019. Servimedia is located within ILUNION Tower, also in Madrid.

The results of the joint effort made by ONCE Foundation through its subsidiaries, Inserta Empleo and Inserta Innovación, have made the Foundation the **main sponsor of the recruitment of people with disabilities in Spain, as well as the nexus and driver of the disability associative movement.**

## Strategy and intervention model

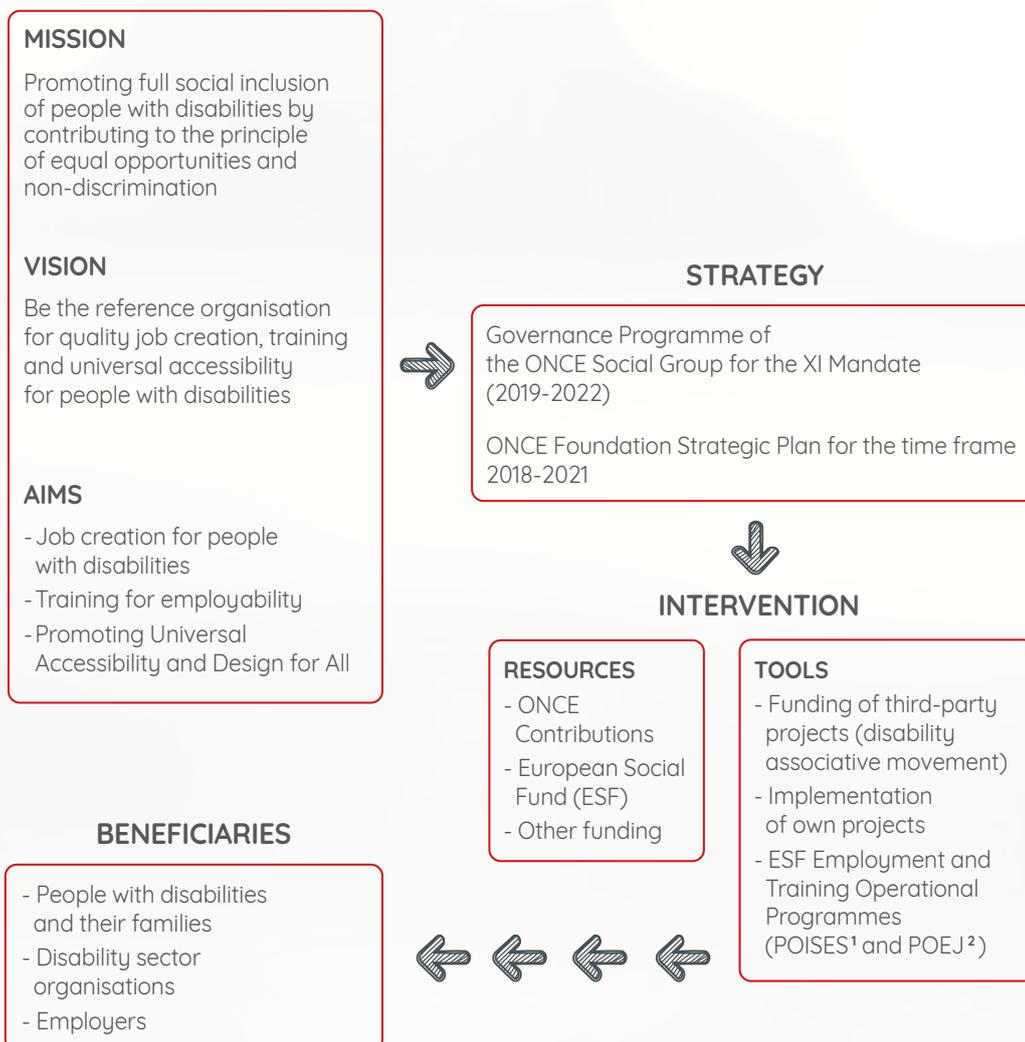
The overall strategy of the Foundation for achieving its aims is set out in the **Governance Programme of the ONCE Social Group for the XI Mandate (2019-2022) and its Development and Implementation Plan**. Part VI, entitled “ONCE Foundation: committed to disability, supporting the third sector and the social economy” includes a total of 9 commitments specifically linked to the Foundation, as well as the corresponding measures aimed at ensuring their compliance.

In addition, the **Strategic Plan for the 2018-2021 time frame** lays out the strategy of the ONCE Foundation in the medium term, involving 8 strategic objectives:

- ▬ **SO1:** Foster the creation of jobs, entrepreneurship and encourage the capture and development of talent from people with disabilities.
- ▬ **SO2:** Leadership and Innovation in Accessibility.
- ▬ **SO3:** Leadership in information on the social reality of people with disabilities.
- ▬ **SO4:** Securing other resources.
- ▬ **SO5:** Achieving a balanced budget.
- ▬ **SO6:** Support the social and labour inclusion of people with disabilities through the associative movement, social relationships and national and international partnerships.
- ▬ **SO7:** Social responsibility and sustainability.
- ▬ **SO8:** Develop and train our people.

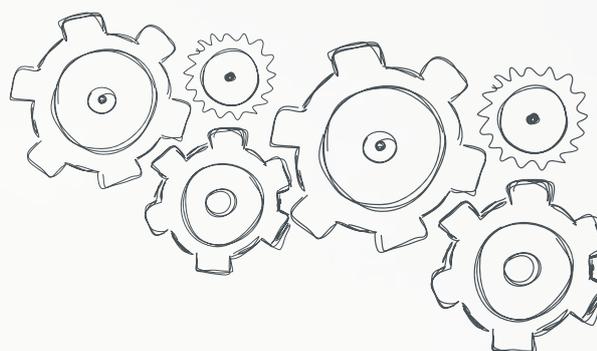
On the basis of the defined strategic guidelines, the ONCE Foundation approaches its mission and objectives through very different activities, ranging from the management of calls for projects aimed at the disability sector, to actions focused on specific people, such as the funding of assistive tools or the support of those seeking employment. From major international innovation projects or legislative impact work in Spain and Europe, to language scholarships or support for digital skills training. In this way, **the organisation has consolidated a value creation model at different levels, optimising the social impact it generates.**

## Value creation model



<sup>1</sup> POISES: Operational Programme for Social Inclusion and Social Economy.

<sup>2</sup> POEJ: Youth Employment Operational Programme.



# A.2 Ethics and Governance

Carrying out 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 demanding principles are a prerequisite for achieving the greatest social impact.



## Integrity and ethical behaviour

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



### Ethics tools of the ONCE Foundation

-  Code of Ethics for Directors, Executives, Middle Management and Other Managers of the ONCE Social Group for the XI Mandate (2019).
-  Ethical Behaviour Manual for Directors and Executives in the ONCE Social Group (2019).
-  Ethical Behaviour Manual for middle management and non-senior managers in the ONCE Social Group (2019).
-  Code of Ethics for Trustees of the ONCE Foundation.
-  Code of Ethics and Guide for the Conduct of Workers of the ONCE Foundation and Dependent Associations.
-  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 (updated by the Board of Trustees in 2019, to adhere the organisation to the new code of conduct approved by the CNMV<sup>3</sup> in March 2019).

A total of 48 Executives, middle managers and managers (100% of the signatories) had signed ethical codes by the end of 2019.

The body responsible for compliance with these codes and behavioural manuals is the **Ethics Sub-Committee, part of the Transparency and Ethics Observatory of the General Council of ONCE**, and the main mechanism for monitoring compliance is the **Ethics Mailbox**.

<sup>3</sup>Spanish Stock Market National Commission.

The Ethics Sub-Committee has been responsible for analysing complaints and suggestions received by this channel, and for arranging the measures to be taken in the event that the veracity of the complaints received is confirmed. This tool is shared by all entities comprising the ONCE Social Group (ONCE, the ONCE Foundation and ILUNION)

In 2019 no complaints were received by the Ethics Mailbox regarding the Executive Area of the ONCE Foundation. The Foundation's CSR Steering Plan 2019-2022 foresees the dissemination and promotion of the use of this mechanism.

## System of governance

The **Internal Regulations, Articles of Association and Code of Good Governance** of the Foundation cover the set of rules of governance, financing and functioning of the entity. The ONCE Foundation also prepares and publishes the **Annual Corporate Governance Report** on its website.

### Board of Trustees of the ONCE Foundation

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 the business world. In 2019, the Board of Trustees met three times.

#### → Entities represented on the Board of Trustees of the ONCE Foundation

	ONCE (National Organisation of the Blind in Spain)
	CNSE (State Confederation of the Deaf)
	COCEMFE (Spanish Confederation of Individuals with Physical and Organic Disabilities)
	Plena Inclusión (Spanish Confederation for Full Inclusion)
	FIAPAS (Spanish Confederation of Families of Deaf People)
	Spanish Confederation for Mental Health
	ASPACE Confederation (Spanish Confederation of Organisations for the Care of Individuals with Cerebral Paralysis and Related disabilities)
	CERMI (Spanish Committee of Representatives of Persons with Disabilities)
	Spanish Ministry of Health, Consumer Affairs and Social Welfare (currently Ministry of Social Rights and 2030 Agenda).
	Microsoft

## A.2 Ethics and Governance

According to the Articles of Association of the ONCE Foundation, all positions of the Board of Trustees have a duration of four years, except for a freely appointed trustee at the proposal of the Presidency, who lasts one year from the date of their appointment.

**18 of the 42 Board members in 2019 were women. In addition, 32 Trustees were people with disabilities.**

In 2019, the work plan arising from the assessment exercise of the Board of Trustees carried out in 2018 was implemented, in which it was concluded that both the Board of Trustees and the Standing Committee were operating satisfactorily, although some specific areas of improvement have been identified and addressed by the aforementioned plan.

### Other governing and management bodies

The **Standing Committee** is the delegated body of the Board of Trustees and the **Steering Committee** is the collegiate body of executives, management, administration and council, which acts with hierarchical subordination to the Executive Vice President and the General Director.

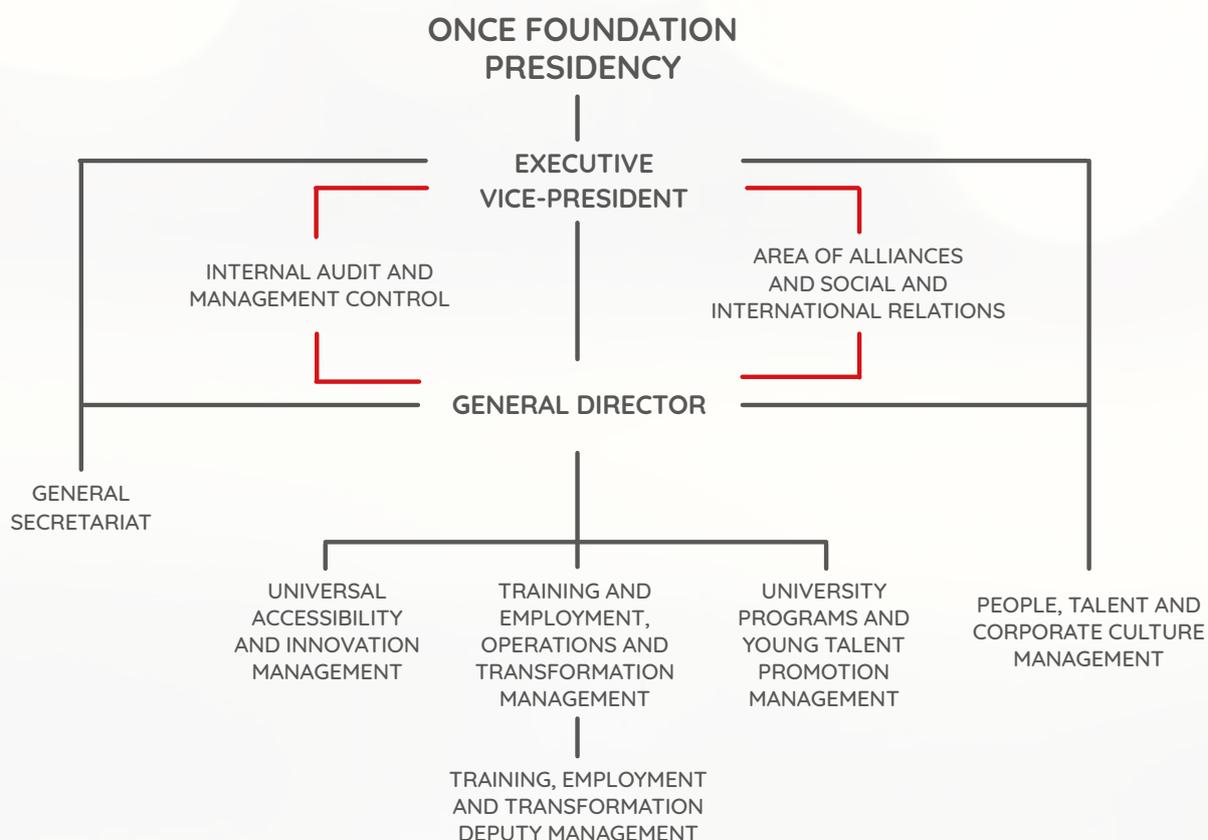
Other relevant bodies of the governance structure of the Foundation are the **Remuneration Committee, the Auditing Committee, the Crime Prevention Body, and the Financial Investment and Funding Committee**. The organisation also has a **Risks Sub-Committee**, which is attached to the Steering Committee, as well as the

mentioned **Observatory on Transparency and Ethics of the General Council of ONCE**. Other bodies dealing with specific matters are the Collaboration Agreements Sub-Committee, the European Programmes Sub-Committee and the Fundraising Sub-Committee.

The organisation's structure also includes the Economic-Financial, Legal and Purchasing Directorates of ILUNION as management support bodies 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.



## Organic-functional structure of the ONCE Foundation



In recognition of its model and good practices in corporate governance, in 2019 the ONCE Social Group (to which The ONCE Foundation belongs) led for the fourth consecutive year the **Merco Corporate Governance and Responsibility Business Monitor**



## Risk management

The ONCE Foundation has strong tools to address and mitigate risks it may face and to comply with best practices in its performance as an organisation.

### Integrated Risk Management System

The ONCE Foundation has an **Integrated Risk Management System (IRMS)**, aligned with the main risk management standards, in particular the ISO 31000 standard and the COSO model, one of the most accredited risk management frameworks.

The System integrates, on the one hand, the **Risk Management Policy** and, on the other, the **Monitoring Model** (information and reporting). There are also **Maps for Inherent, Residual and Effective Internal Control**. The current

risk model envisages **86 risks, of which 14 are considered critical**. They are therefore continuously monitored by the organisation.

The **Risk Sub-Committee**, an executive and advisory body reporting to the Steering Committee and made up of representatives from different departments of the organisation, collaborates with the latter on the implementation of the risk control and management policy.



### Criminal Compliance

In addition, with regard to compliance and the prevention of criminal risks, the ONCE Foundation has a **Criminal Compliance Policy** in place, which puts the provisions of the Code of Ethics<sup>4</sup> into practice and is applicable to everyone within the organisation, and may extend to business partners in order to comply with the organisation's due diligence processes in its selection of third parties.

The Criminal Compliance Policy is developed through the **Criminal Compliance Management System**. The **Crime Prevention Body** makes this policy effective by implementing the different measures provided for in the Criminal Compliance Management System.

Through the Ethics Mailbox of the ONCE Social Group, which also acts as a **whistleblowing channel** for the purposes of criminal prevention,

any member of the ONCE Foundation or any third party may communicate with the Crime Prevention Body to prevent or remedy the possible commission of a crime or potential crime of which they become aware of, and/or which is being managed without the apparent intervention of the Crime Prevention Body.

A number of actions have been taken in 2019 to reinforce the supervision of those activities undertaken by the organisation which could result in a criminal risk, thus reinforcing the monitoring framework in the area of criminal compliance.

**No breach of the Criminal Compliance Policy, nor any instances of corruption**, occurred during the last year.

<sup>4</sup> Code of Ethics for Conduct of Directors, Executives, Middle Managers and other managers of the ONCE Social Group for the XI Mandate.

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

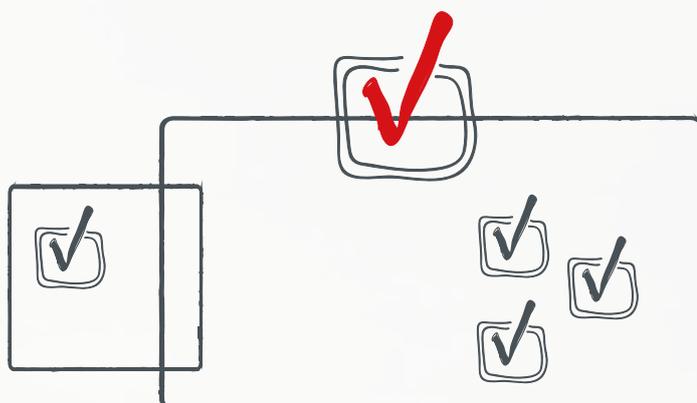
for the receipt and management of donations, guarantee the traceability of the donated amounts and comply with the Spanish Money Laundering Act.

## Transparency

The organisation has for some years developed a **commitment to transparency**, offering its various stakeholders relevant information about its performance and the carrying out of their activity. The following reports are drawn up and published annually, among others:

- ▬ Individual and consolidated annual accounts and management reports, along with their audit reports (accessible via the Foundation website).
- ▬ The Consolidated ONCE Foundation Non-Financial and Diversity Reporting Statement (accessible via the Foundation website).
- ▬ The ONCE Foundation Shared Value Report and ONCE Social Group Shared Value Report (accessible via the ONCE Foundation and ONCE websites, respectively).
- ▬ Annual report on corporate governance (accessible via the Foundation website).
- ▬ Report on Social Actions of the ONCE Foundation (linked to the General Agreement between the National Government and the ONCE).

The ONCE Foundation is **one of the most transparent foundations in Spain**, according to the Compromiso y Transparencia Foundation<sup>5</sup>.



<sup>5</sup> “Building Trust Report 2009-2018”, published in 2019 by Compromiso y Transparencia Foundation, which analysed 78 business foundations and 40 other family and celebrity foundations, the ONCE Foundation was among the top seven business foundations in the ranking.

# A.3 Excellence in management

The ONCE Foundation manages its resources effectively and with a focus on excellence, seeking to maximise the impact in relation to its institutional aims and reporting the results to its main stakeholders.



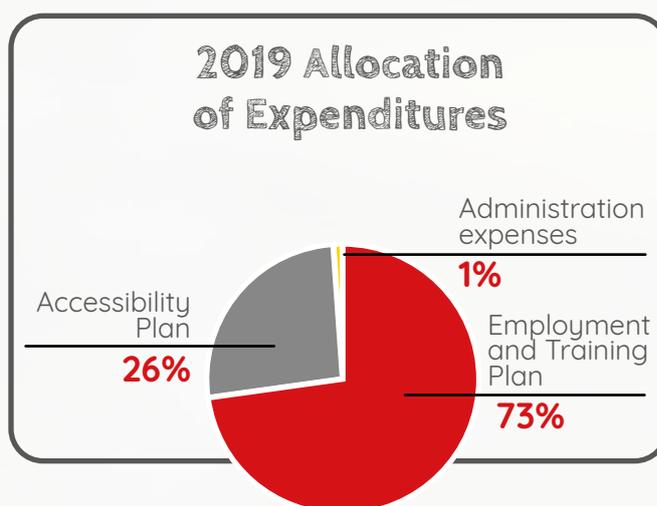
## Funding and resource management

**ONCE is the main funder of the ONCE Foundation**, allocating 3% of its sales of responsible lottery products to the Foundation each year, representing 65% of our revenues in 2019 (€67.7 million). Furthermore, as a second source of funding, the Foundation received a total of €29.9 million last year from the **European Social Fund (ESF)**, representing 28.7% of total revenue for the year.

99.2% of the expense budget was earmarked for the achievement of institutional purposes in 2019, i.e. employment and training of persons with disabilities (€76.4 million) and the promotion of Universal Accessibility of environments, products and services (€26.9 million).

### 2019 revenue breakdown by source

	Million euros	%
ONCE	67.7	65
European Social Fund (ESF)	29.9	28.7
Private Donations	1.2	1.2
Other sources <sup>6</sup>	5.4	5.2
<b>Total</b>	<b>104.2</b>	<b>100</b>



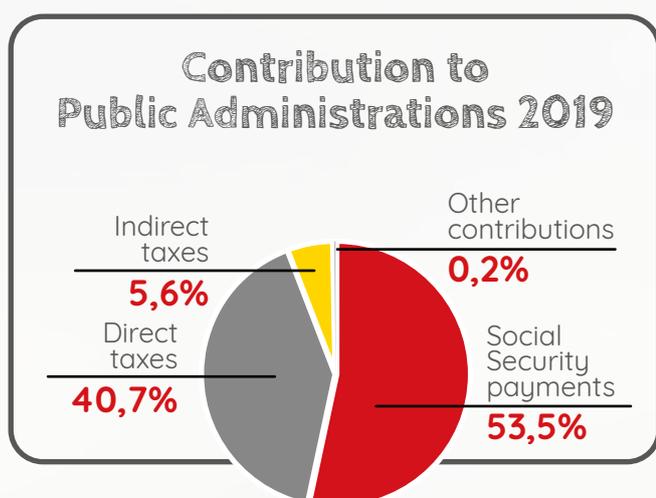
**99.2% of revenue was dedicated to fulfilling institutional goals**

<sup>6</sup> This includes non-ESF grants, cancellations and withdrawals of aid, collaboration agreements, other donations, financial income and others.

## Indirect economic effects

The implementation of the Foundation's budget has positive effects way beyond the direct benefit it generates for people with disabilities. Its activity generates economic value which, once distributed, also contributes to the development of the territories where the organisation operates through the payment of taxes or the acquisition of products and services, among others.

In this regard, over the past year **the contribution of the organisations of the Executive Area of the ONCE Foundation to the Spanish Public Administrations amounted to 6.3 million euros**, in terms of taxes to the Public Treasury and Social Security payments for their employees.



In addition, ONCE Foundation Executive Area organisations entered into commercial relations in 2019 with **1,022 suppliers, 98% of them being local** (located in Spain). The relationship that the ONCE Foundation has with its suppliers is regulated by the **Purchasing Management and Standard Approval and Supplier Evaluation procedures**, and internal purchasing management is supported by the Shared Services Centre and the Purchasing Platform, both instruments shared with ILUNION. Procedures include **consideration of social and environmental issues**. Inserta Empleo and Inserta Innovación have their own procurement procedures, and Servimedia applies ILUNION Group's Procurement Management Procedure and its Supplier Approval and Selection Policy.

Both the ONCE Foundation and Inserta Empleo and Servimedia carried out **purchasing and travel cost audits** during 2019. We analysed 31% of the Foundation's 2018 purchasing volume, as well as 56% of Servimedia's, and carried out purchasing audits of several of the Inserta Empleo delegations. In addition, all purchases made by Inserta Empleo in 2018 and 2019 were audited by an external organisation at the request of the ESF.

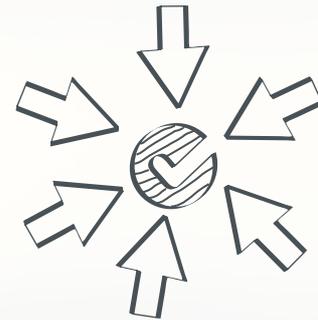


## Maximising impact

Making the mission of ONCE Foundation a reality involves carrying out effective management, seeking to ensure that each initiative that is undertaken is capable of generating the greatest possible impact.

The Foundation has put an excellent management model into practice aimed at optimising the creation of value for people with disabilities based on the best use of available resources (financial, human, material), while also promoting initiatives

related to the **measurement of impact** generated in society through its multiple programmes and actions. In this regard, in 2019 we should highlight the **D\_Innovar** initiative, as a social innovation project co-funded by the European Social Fund, and its **IS\_IMPACT** methodology.



### **IS\_IMPACT methodology: What is the economic value of labour integration of people with disabilities?**

In the framework of Project D\_Innovar, the ONCE Foundation developed and implemented the methodology called IS\_IMPACT between 2017 and 2019, to identify, measure and assess the impact of the Inserta Programme\* in terms of social inclusion. IS\_IMPACT allows three types of impacts to be analysed and measured:

- ➔ **The impact in terms of social inclusion provided to people with disabilities by the employment achieved through the Inserta Programme.**
- ➔ **The economic value of the impact in question.**
- ➔ **The impact that the inclusion of people with disabilities in their workforce has on partner companies.**

Using a methodology that infers the value given by society to the social inclusion of people with disabilities and the establishment of a scale of social inclusion points, the economic value per point could be determined at 1,085 euros. The conclusion was that **public authorities obtain savings of €13,237 for each person with a disability employed by an ordinary company thanks to the Inserta Programme.**

*\* The Inserta Programme aims to encourage the recruitment of people with disabilities in companies, organising collaboration through agreements, having had 20 of them analysed for the D\_Innovar initiative.*

## Excellence in management

In October 2019, the ONCE Foundation and its association Inserta Empleo obtained the **European Seal of Excellence EFQM +500**. This is the highest level of recognition awarded by the Excellence in Management Club as the official representative in Spain of the European Foundation for Quality Management (EFQM). This recognition is the result of having demonstrated a working culture based on excellence, having been key in achieving leadership, collaboration and involvement at all levels of the organisation, along with the Plan of Excellence in place since late 2018 and during 2019.

Through the assessment carried out for the seal, the organisation has a better understanding of its key strengths and areas for improvement

in order to continue on the path to excellence. Working according to the requirements of EFQM +500 will enable the ONCE Foundation and Inserta Empleo to innovate in different areas of management, continue to improve financial and social outcomes and above all, **increase the positive impact on people with disabilities**.

The EFQM +500 Seal completes the excellent management model that the organisation has been developing for years, based on the continuous improvement of processes and activities and whose central pillar is the **Integrated Management System (IMS)**, which combines quality management, environmental impact and health and safety at work.

### 2019 Certification Map

	ONCE Foundation	Inserta Empleo	Inserta Innovación	Servimedia
EFQM +500	✓	✓		
UNE-EN-ISO 9001:2015 Quality	✓	✓	✓	✓
UNE-EN-ISO 14001:2015 for Environmental Management	✓			✓
OHSAS 18001:2007 Health and Safety at Work	✓			✓
Bequal premium seal	✓			
Family Friendly Company Seal (EFR)	✓			
“Equality in the Workforce” mark	✓			

## Internal control and accountability

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

-  **Report on Agreed Procedures for compliance with the Agreement with the National Government.**
-  **Review of the report on social actions of the ONCE Foundation.**
-  **Employment, occupational placements and training audit report.**
-  **Audit reports on the social results of the Plan 15,000-30,000.**
-  **Audit for Social Certification of the social results of Operational Programmes.**
-  **Universal Accessibility Department Social Results Report.**
-  **On-site audits on the social output 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 *Transparency on A.2 Ethics and Governance*). This information is mostly verified by an independent third party.

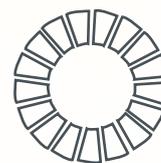
## Corporate Social Responsibility and Sustainability

As part of the Foundation's commitment to excellence-based management, and in order to comply with strategic objective 7 of the 2018-2021 Strategic Plan, in June 2019 the Steering Committee of the Foundation approved the **Corporate Social Responsibility Steering Plan 2019-2022**, the first plan of this nature at the organisation, aligned with the Plan for the Development and Implementation of the Governance Programme for the XI Mandate and with the aforementioned Strategic Plan.

The Master Plan covers 7 courses of action and a total of 42 measures, addressing social, environmental and good governance aspects relevant to the institution.

### Courses of action in the Master Corporate Social Responsibility Plan 2019-2022

- ✓ Responsible culture, governance and CSR management
- ✓ Communication in CSR, transparency and reputation
- ✓ CSR and disability, hand in hand with third parties
- ✓ People, Talent and CSR
- ✓ Advancing Equality
- ✓ CSR trends: alignment with the 2030 Agenda, inclusive economy and impact
- ✓ Environment



In addition, in 2019 the ONCE Foundation continued to forge different partnerships with leading organisations on the Spanish and European sustainability scene, highlighting the relationship and collaboration with **GRI (Global Reporting Initiative), Spainsif, Forética**.



The Foundation also takes part in the 2030 Agenda and CSR Commission of CERMI (Spanish Committee of Representatives of People with Disabilities) and, through ILUNION, continues active membership in other major platforms such as the United Nations Global Compact and the SERES Foundation as founding partners. Through ILUNION we also participate in the CSR commissions of the CEOE (Confederation of Employers and Industries of Spain) and CEPES (Spanish Social Economy Employers' Confederation), also highlighting our presence at the Club of Excellence in Management. All these forums highlight and disseminate the best practices and projects of the ONCE Foundation, as a reference organisation in the field of disability.

# A.4 Human Team

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



1 NO POVERTY



3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



## Profile



- ✔ By the end of 2019 the ONCE Foundation staff<sup>7</sup> comprised **516 people**, all located in Spain.
- ✔ **79%** of the workforce, a total of 410 people, were **people with disabilities**.
- ✔ **68%** of personnel were **women** and, by age, **56%** of the workforce were **45 or older**.
- ✔ **66%** of the team had a **permanent contract** at the end of 2019.

## 2019 workforce, by entity

	No. of employees	%
ONCE Foundation	93	18
Inserta Empleo Association	361	70
Inserta Innovación Association	37	7
Servimedia	25	5
<b>Total</b>	<b>516</b>	<b>100</b>

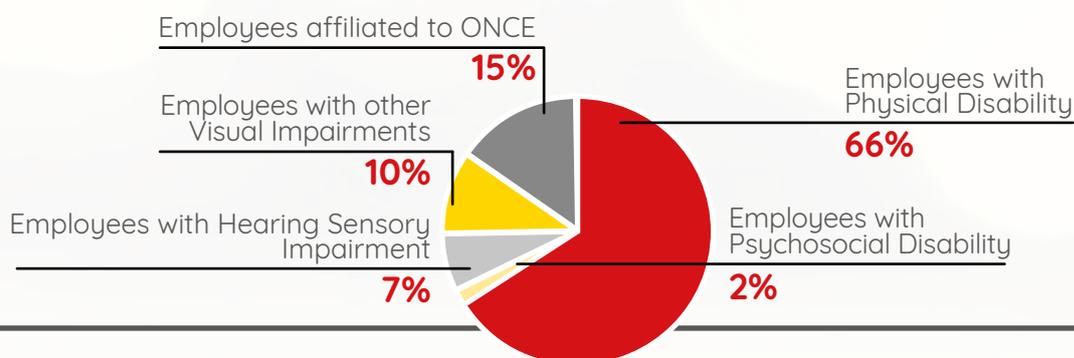
## 2019 workforce, by gender and disability



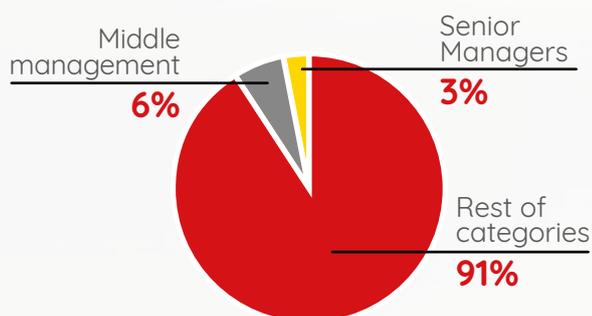
	Men	Women	Total
Employees with disabilities	134	276	<b>410</b>
Employees without disabilities	30	76	<b>106</b>
<b>Total</b>	<b>164</b>	<b>352</b>	<b>516</b>

<sup>7</sup> The ONCE Foundation Executive Area: ONCE Foundation, Inserta Empleo Association, Inserta Innovación Association and Servimedia.

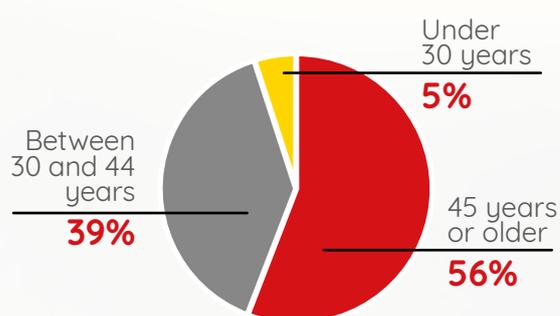
### 2019 workforce with disability, by disability type



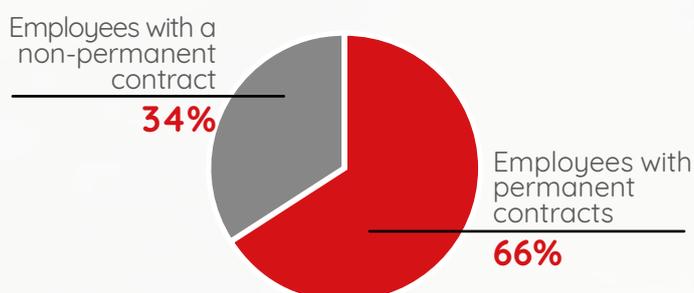
### Workforce, by professional classification



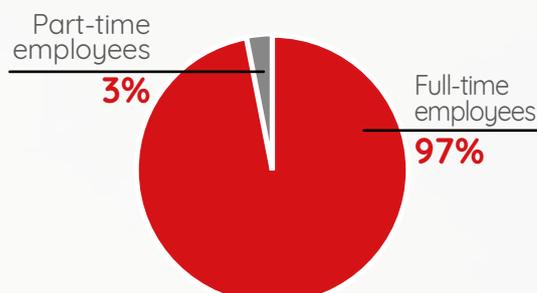
### Workforce, by age group



### Workforce, by contract type



### Workforce, by workday type



The workforce of the ONCE Foundation, Inserta Empleo, Inserta Innovación and Servimedia is part of the **72,693 people** who at the end of 2019 worked in the **ONCE Social Group**, around **58% being people with disabilities**.

## Safe, healthy and accessible organisation

The **Quality, Environmental Management and Health and Safety at Work Policy and the Integrated Management System (IMS)** are the management framework for occupational risk prevention and promotion of occupational health at the ONCE Foundation and comply with the standard **OHSAS 18001:2007 Health and Safety at Work**.

The **health and safety conditions** at the workplaces of the ONCE Foundation, its associations and Servimedia are adequate. There

are no significant risks to the health and safety of workers. A total of **5 lost-time accidents and no occupational illnesses** were recorded in 2019.

In 2019, the ONCE Foundation continued to promote **occupational health** and the maintenance of an **active and healthy life** among its workforce. In addition to the existence of medical consultations, physiotherapy consultations and cardioprotected spaces at the organisation's main offices, the organisation of the following activities should be highlighted:

-  Adherence to **Healthy Cities**, an initiative promoted by Sanitas as a collaborative project between organisations whose mission is to foster healthy lifestyles in the workforce. *Healthy cities* proposes a challenge of walking 10,000 steps a day, as recommended by the WHO.
-  Holding the roundtable talks **"To your health. Be Healthy"** on healthy companies, aimed at all staff as part of the InnoLAB ShowRoom 2019 internal initiative.
-  **Promoting taking the stairs** at the ONCE Foundation headquarters in Madrid, as a measure to promote healthy habits, in collaboration with INSST (National Institute for Health and Safety at Work).
-  Promotion of the **Road Safety Plan**, through the organisation of training workshops on safe driving for the staff of the ONCE Foundation and Inserta.
-  Workshop talk **"Eleven tips for taking care of your diet without losing your mind"**.



## Occupational health and safety of persons with disabilities

The **Method of analysis of skills and demands in the workplace**, prepared jointly by the ONCE Foundation, ILUNION and FEACEM, permits the analysis of job requirement adjustments to the abilities of individuals. This defines **professional profiles** that allow for regular assessments and the identification of the corresponding adjustments (technical or organisational adaptations, training, health monitoring, etc.).

In addition, the ONCE Foundation's occupational health and safety management system incorporates a **management procedure for particularly vulnerable workers**. The determination of special vulnerability to risks arising from work is carried out with the collaboration of the medical department of the prevention service, and the need for any **technical or organisational adaptations** is subsequently assessed. The medical service and physiotherapy service of the ONCE Foundation collaborate in the management of this procedure, as well as the occupational therapy service for assessing more specific adaptations.

The perspective of disability is also incorporated into other activities such as the design of emergency plans and evacuation measures or the adaptation of the training content of occupational risk prevention courses.

Furthermore, the organisations of the Executive Area guarantee the **full accessibility of their environments and services**, highlighting accessible workplaces and work areas, so as not to limit the inclusion or presence of workers and clients with disabilities; accessible washrooms; obstacle-free horizontal circulation; vertical

circulation with accessible systems alternative to stairs; furniture with optimal dimensions, with colours contrasting with the environment and ergonomic design; or easily understandable signage of optimal dimensions, with a contrast between figure and background. The website, Intranet and IT tools are also fully accessible.

## Training and professional development



The aim of the **General Training Plan** at the Foundation is to enable the workforce to receive ongoing qualifications through the provision of training projects with high quality standards. There is also a **Scholarship and Internship Procedure** and a **Development Plan Procedure**.

In 2019, **190 training actions were organised** for the team, the most relevant subjects being languages; specialised technical training on digital and social communication, private fundraising or European project management; skills training and others linked to equality and diversity.

Particular mention should be made of the **strong commitment to training in the field of digital transformation**, with several actions being undertaken over the course of the year, such as *Digital Strategy* (for the management team), *Digital Secretary Day* (for management

assistants), the A-30 programme or Cyber Security training (for all staff). Awareness of the **Institutional Culture** across the ONCE Social Group has been improved through e-learning training for all staff.

## Reconciliation and co-responsibility

The ONCE Foundation holds the **Family Friendly Company** certificate granted by the Másfamilia Foundation<sup>8</sup>. This certificate demonstrates the institution's commitment to the reconciliation of workers' personal and working lives.

The **Catalogue of Reconciliation Measures of the ONCE Foundation** contains several actions aimed at facilitating reconciliation and co-responsibility. Two highlights are the implementation of flexible working hours, which allows an extension of the entry and exit margin by two hours, and the option of remote working, which offers the possibility of working remotely two days a month.

Meanwhile, the **Inserta Empleo and Inserta Innovación Reconciliation Measures Catalogue** also facilitates flexible working hours (two alternating weekday afternoons off from Monday to Thursday and a continuous day on Fridays) and split holidays (distribution in hourly periods greater than two hours, the equivalent of two days of holiday).

In addition, the ONCE Foundation, Inserta Empleo and Inserta Innovación have other common measures such as annual leave and continuous

workday periods greater than those of the collective worker's agreement, a supplement up to 100% of salary in extra maternity or paternity pay, paid leave for breastfeeding, financial aid for childcare, medical and physiotherapy services and free life and disability insurance.

For its part, **Servimedia** also promotes a range of measures aimed at facilitating reconciliation and promoting co-responsibility, including breastfeeding leave, reduced working hours for family reasons and the possibility of parental leave.

During 2019, a total of **7 employees** of the ONCE Foundation, its Associations and Servimedia (6 women and 1 man) were entitled to **parental leave**, all of them having taken parental leave.

Chapter *B.7 Equality and Diversity* contains additional information on how the ONCE Foundation guarantees gender equality internally.



<sup>8</sup> The certificate was in force until August 2019, with work subsequently being done in order to renew it.

## Communication and dialogue

There is a permanent open dialogue between management and staff using, among other initiatives, two **informative meetings** held each year, which serve as a meeting point for conveying key messages and resolving specific questions and queries. **Employee climate surveys** are also taken, with the latest being carried out in 2019 with an overall satisfaction result of 4.5 out of 5,

followed by volunteer workshops to incorporate specific management improvements based on the survey results.

Particular mention should also be made of the “Personas Informa” communication channel, which channels internal communication within the Executive Area organisations.



### Knowledge Management

The Knowledge Management project has established itself as a benchmark collaborative space within the corporate culture of the ONCE Foundation and Inserta. The following activities were carried out in 2019:

-  **IV Showroom Edition**, this time dedicated to innovation, under the slogan “InnovaLAB Showroom 2019: Welcome to the 4th Revolution!” More than 40 speakers were included among staff and collaborators and external allies.
-  **TED’s “Live Your Health”**, in collaboration with the Tomás Pascual Institute and Pascual Group, where a nutritionist provided guidelines on healthy habits and balanced eating.
-  **11 Projects, 11 Realities**, an initiative in which visits were organised to the Spanish Congress of Deputies and the Down’s Syndrome Foundation in Madrid. Subsequently, a representation of the Down’s Syndrome Foundation in Madrid was received by the team of the ONCE Foundation and Inserta at the headquarters of the former, presenting the daily work carried out at the organisation.
-  **Corner-Café (C & C)**. These informal staff meetings with other Third Sector organisations and entities continued, adding up to 60 encounters in 2019.
-  **Who is who?** This internal tool containing information on our HR profiles was kept up to date, with new datasheets on those who joined the workforce during the year.
-  **Generemos (Let’s generate)**. This internal initiative to understand, learn and practice gender equality continued.
-  **Internal Study Coordination**, based on the web environment of the ONCE Foundation Library for its organisation and cataloguing.
-  **Reading Club**, a new initiative for all those interested in learning and exchanging literary opinions and tastes.

# A.5 Environmental commitment

The ONCE Foundation measures and controls the environmental impact of its activity and works to reduce it and promote sustainable development, prioritising the efficient use of resources, the prevention of pollution and the correct management of waste.



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



## Key indicators

- ✔ **4.27 ML water consumed<sup>9</sup>, 100% from the public network**
- ✔ **6.84 t paper consumed<sup>10</sup>, at least 95% from sustainably managed forests (FSC-certified) and with European Eco-label**
- ✔ **4,169.42 GJ energy consumed<sup>11</sup>**
  - 44.8% direct consumption<sup>12</sup>
  - 55.2% indirect consumption<sup>13</sup>
- ✔ **11,174 t waste generated<sup>14</sup>**
  - 0.04% hazardous waste
  - 99.96% non-hazardous waste
- ✔ **518,39 t CO<sub>2</sub> eq. total GHG emissions<sup>15</sup>**
  - 36.12 t CO<sub>2</sub> eq. direct GHG emissions - Scope 1
  - 263.11 t CO<sub>2</sub> eq. indirect GHG emissions - Scope 2
  - 219.16 t CO<sub>2</sub> eq. other indirect GHG emissions - Scope 3

<sup>9</sup> Includes estimates. Of the total water consumed, 70% comes from areas at extremely high risk of water stress (rated *Aqueduct 3.0 Country and Province Rankings, 2019*, by World Resources Institute (WRI)).

<sup>10</sup> Includes estimates.

<sup>11</sup> Includes estimates.

<sup>12</sup> Energy consumption in locations with operational control (derived from consumption of fuels from non-renewable sources and electrical consumption).

<sup>13</sup> Energy consumption in locations without operational control (derived from consumption of fuels from non-renewable sources and electrical consumption).

<sup>14</sup> Scope: ONCE Foundation and Servimedia. Type of hazardous waste included: sanitary waste (including estimates). Type of non-hazardous waste including: paper and cardboard, organic, packaging (including estimates).

<sup>15</sup> Source of emission factors used: MITERD (Ministry for Ecological Transition and Demographic Challenge).

Within the framework of its Integrated Management System (IMS), 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 Management Standard<sup>16</sup>. In this context, the environmental objectives to be met are established regularly, key indicators are monitored and areas for improvement detected.

The Environmental Management System has in place a methodology for the identification and assessment of risks in accordance with

the FMEA methodology, with practically all detected environmental risks being in the “low risk” category, with each risk associated with the appropriate controls for periodic monitoring. Given the nature of the Foundation’s activities, **the overall risk of significant environmental impacts is not particularly significant**<sup>17</sup>.



### CSR Steering Plan 2019-2022: Environment focus

The Foundation’s CSR Master Plan for the period 2019-2022 includes a specific focus on the Environment, with a series of measures aimed at advancing the scope of certified management systems, boosting energy efficiency, or taking more steps in relation to green energy and the sustainable use of resources and the circular economy. On the other hand, special attention is paid to the opportunities that a new low-carbon economy may bring for the employment of people with disabilities.

In 2019, the position of *Environmental Delegates* was created and an appointment was made in the four organisations of the Executive Area, a measure set out in the CSR Master Plan, which has allowed for significant progress in the collection of information on environmental indicators with respect to previous years, offering more robust information in 2019 with a more complete scope.



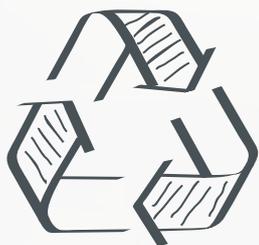
<sup>16</sup> Servimedia also has an Environmental Management System in accordance with standard UNE-EN-ISO 14001:2015, Inserta Empleo and Inserta Innovación follow sustainable practices when using resources.

<sup>17</sup> Inserta Empleo and Inserta Innovación maintained a total of 43 workplaces active in 2019, distributed throughout Spain. The ONCE Foundation and Servimedia both have a single head office, both in Madrid.

## Circular economy and waste management

The ONCE Foundation, its associations and Servimedia all work to gradually reduce generated waste and to promote reuse and recycling. They also manage their waste correctly, 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 management bodies. Among the measures taken in this area, the following should be highlighted:

- ▬ **Staff awareness** to ensure the sustainable use of materials such as paper and their collaboration in proper waste management. An internal awareness-raising action was carried out last year to mark European Waste Prevention Week.
- ▬ **Minimising plastic use** (bottles, glasses, spoons and other disposable items) set out in the CSR Master Plan. Plastic bottles stopped being used in meetings and at events held at the ONCE Foundation headquarters in 2019, replacing them with more sustainable options.
- ▬ **Widespread use of paper with environmental labelling** and purchase of **re-manufactured toner** by Inserta Empleo and Inserta Innovación, contributing to lower use of new materials.



## Sustainable use of resources

With regard to **paper use**, as the most important material used in our daily activity, it is worth mentioning the awareness and dissemination of guidelines to the staff in order to promote efficiency and responsible use, as well as the “paperless office” project and the progressive digitisation of processes and documentation that has an impact on reduced paper consumption.

To ensure **responsible water use**, Executive Area organisations internally convey guidelines and good environmental practices, such as reminding everyone to turn off taps when not in use.

With regard to **improving energy efficiency**, the ONCE Foundation, Inserta Empleo, Inserta Innovación and Servimedia invest the resources necessary for the proper maintenance of facilities and pass on environmental advice and guidelines to their staff, such as optimising the use of air conditioning and switching off equipment and lighting at the end of the working day. A monitoring criterion aimed at optimising the use of air conditioning was applied at the Inserta Empleo and Inserta Innovación offices in 2019.

## Fighting climate change

The ONCE Foundation, Inserta Empleo, Inserta Innovación y Servimedia are committed to fighting climate change, in line with the 2030 Agenda and the Sustainable Development Goals. Within this framework, they carry out various actions in order to **prevent and reduce pollution**. These include the progressive adoption of more energy-efficient options for equipment and installations, as well as raising awareness among the workforce for optimising energy consumption.

The regular use of **chemicals to control pollution emitted by the fleet of diesel vehicles** of the ONCE Foundation may also be highlighted. This measure reduces harmful gases emitted into the atmosphere, transforming them into harmless substances such as water and nitrogen. Similarly, in relation to the daily commute of staff to workplaces, measures to encourage remote working have a positive impact on reducing pollution.

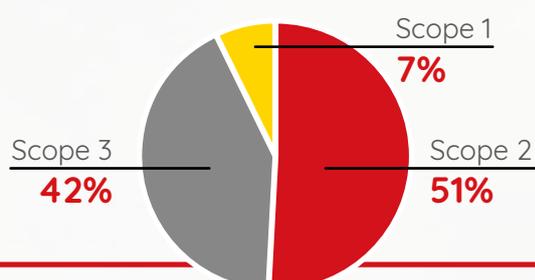
### Carbon Footprint 2019

In 2019, the Foundation, its associations and Servimedia together emitted a total of **518.39** tons of CO<sub>2</sub> eq., of which 7% were direct emissions and 93% indirect emissions.

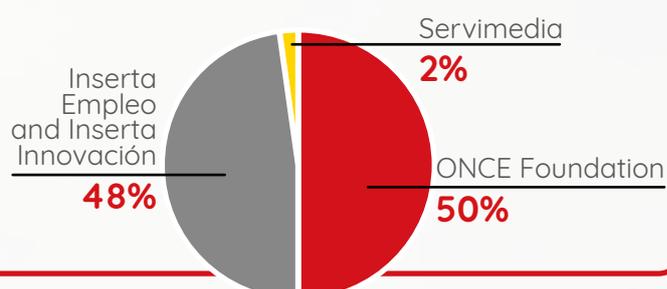
For the second consecutive year, the four Executive Area organisations have been included in the calculation of the annual carbon footprint, determining for the first time scope 3 emissions, including business trips and other staff displacements for the development of each entity's activity.

Description		GHG emissions (T/CO <sub>2</sub> e)	%
Scope 1	Vehicle use	36.12	6.97
Scope 2	Electricity installations	263.11	50.76
Scope 3	Fixed installations	8.84	1.70
	Business trips	190.42	36.73
	Taxi journeys	19.90	3.84
<b>Total emissions</b>		<b>518.39</b>	<b>100</b>

#### 2019 emissions by scope



#### 2019 emissions by organisation



# B | ACTIVITY AND IMPACT OF THE FOUNDATION IN 2019



# B.1 Commitment to disability

In accordance with its mission and aims, the ONCE Foundation carries out its activity supporting the associative movement of people with disabilities and their families by funding their projects and initiatives so that nobody is left behind.

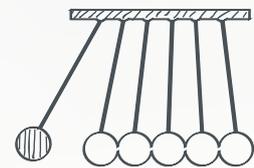


## Sector funding

Inspired by the principles of the UN Convention on the Rights of Persons with Disabilities, the ONCE Foundation devotes a very relevant part of its funds to funding initiatives of associations and organisations in the disability sector related to the creation of employment for people with disabilities and training, as well as Universal Accessibility.

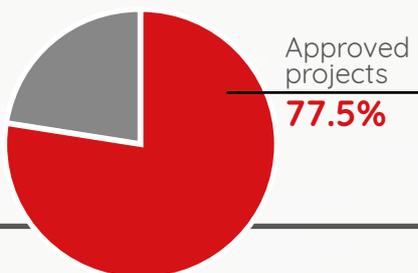
**Calls for projects** are the way to distribute this funding. They are intended both for Spanish organisations and individuals with some form of disability, and on an exceptional basis for natural or legal persons of non-Spanish nationality.

To select the projects, the ONCE Foundation has implemented a system, created between 2013 and 2015, that seeks to maximise the impact of the approved aid, guide the participating organisations and offer greater transparency.

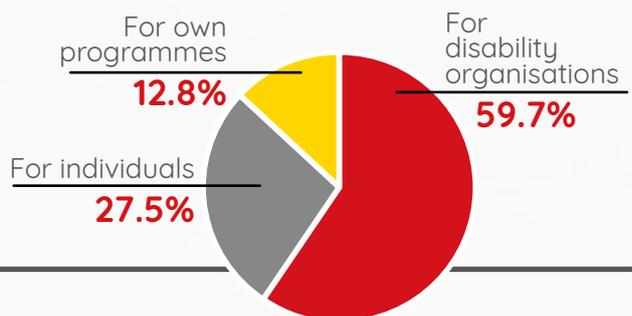


## Calls for projects 2019

Projects received = **2,731**

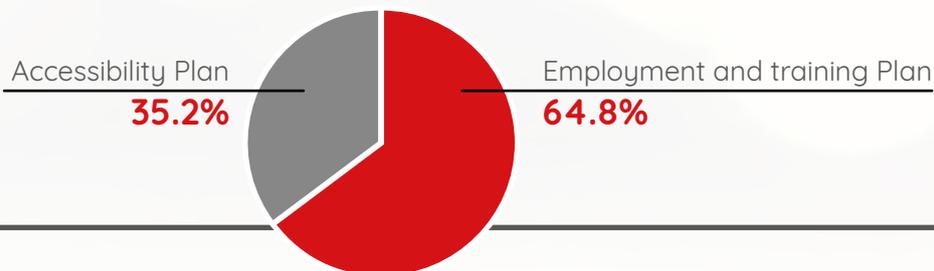


Approved projects = **2,116**



## Calls for projects 2019 (cont.)

Total amount = EUR 70.8 million



## The ONCE Foundation and the Associative Movement

The ONCE Foundation works jointly with the associations of the disability movement and plays a dynamic role in the sector together with the **Spanish Committee of Representatives of Persons with Disabilities (CERMI)**.

In addition to funding projects by organisations of the disability associative movement, its main organisations are represented on the Board of Trustees of the ONCE Foundation, which is itself a member of the governing and decision-making bodies of CERMI.

Specifically, the ONCE Foundation forms part of the Executive Committee of CERMI through the Secretary General, one of the positions of Vice-Presidency and the Commissioner of the regional CERMIS, thereby supporting all the work and demands of this body, at the state and regional levels, as a fundamental advocate for the non-discrimination, equality and inclusion of people with disabilities in Spain.

In addition, there is a close relationship between the ONCE Foundation and its dependent organisations Inserta Empleo and Inserta

Innovación at the regional level, the territorial structure of the ONCE and that of the regional CERMIS, thus firmly ensuring our participation, interaction and mutual support across the country. This goes hand-in-hand with ongoing communication with organisations involved in the disability associative movement and collaboration in various initiatives and joint events.

Among other actions, worthy of note in 2019 were visits to regional CERMIS such as those of Extremadura, Castilla y Leon, Aragon, Navarre and Andalusia, participation in the Executive Committees of the State CERMI, in the Ordinary General Assembly and Electoral Assembly, in the 2019 CERMI Convention - “The Future of Social Action (Social action has a future)” held in Valencia, in the XV Congress of regional CERMIS held in La Coruña, in the III Sector Conference of the CERMI Women Foundation (FCM) and in the Third Meeting of the Women’s Participation Council of FCM.

# B.2 Employment and Training

The job placement of people with disabilities is, together with Universal Accessibility, the priority objective for the ONCE Foundation.

The Foundation promotes the talent of people with disabilities, supporting them in order to improve their training, find and keep quality employment or start up their own business, and promotes their recruitment in companies, in favour of an inclusive economy.



1 NO POVERTY



8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



## Profile



### Key indicators

✓ **8,680 jobs** created for people with disabilities

➔ **44%** women



✓ **543 job placements** supported

➔ **18.5%** young



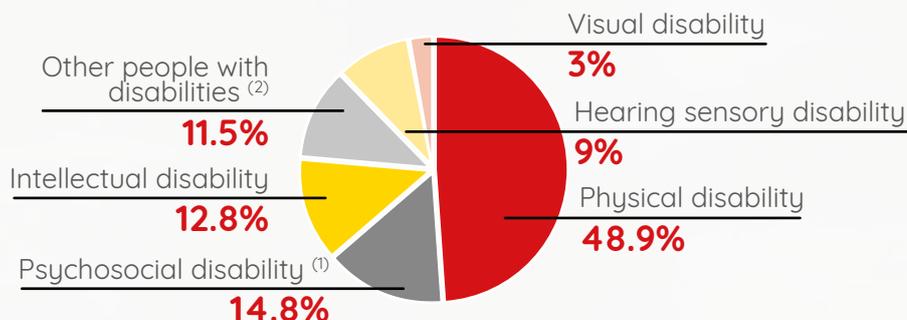
✓ **18,567** people with disabilities have received **occupational training**

➔ **41.9%** women

➔ **26.6%** young

✓ **77 jobs** have been created through **entrepreneurship** support programmes

### Employment created by disability type



<sup>(1)</sup> Previously mental illness.

<sup>(2)</sup> People with multiple disabilities, none of which is dominant.

## A common effort

The results of employment and training come from the joint efforts of the ONCE Foundation through its subsidiaries, Inserta Empleo and Inserta Innovación, making the Foundation the **main sponsor of the recruitment of people with disabilities in Spain.**

The employment and training results achieved by the ONCE Foundation are made possible by the contributions of our Founder, the **ONCE**, as well as the **European Social Fund (ESF)**, which has entrusted the Foundation, together with Inserta Empleo, with the management of the Operational Programmes for Social Inclusion and

Social Economy (POISES) and Youth Employment (POEJ) for the period 2014-2020.

In turn, the **ILUNION Group**, with the participation of the ONCE Foundation and ONCE itself (the three organisations form the ONCE Social Group), is a unique model embodying the principles of inclusion and equality in the business world, demonstrating that social and economic profitability can go hand in hand. In 2019, with more than 50 business lines and five divisions, ILUNION had a workforce of 37,907 people, of whom 40.5% were people with disabilities<sup>18</sup>.

## Inserta Empleo and Inserta Innovación

The **Inserta Empleo Association** is the ONCE Foundation's entity for the employment and training of people with disabilities. Inserta Empleo offers free services aimed at people with

disabilities and businesses alike, through various individualised and innovative programmes and actions. Inserta Empleo activity is done through co-financing from the European Social Fund (ESF).



Inserta

### Inserta Empleo - Key Results

-  **281,590** job seekers with disabilities
-  **31,134** people with disabilities cared for
-  **9,920** offers from companies
-  **26,687** job vacancies offered by companies
-  **46,122** candidates to job offers
-  **1,760** registered women victims of gender-based violence from 2017 to 2019:
  - ➔ **602** receiving career guidance
  - ➔ **347** trained
  - ➔ **148** have found a job



Inserta Empleo activities are being implemented as part of the **Por Talento (For Talent) Projects**, which continued in 2019 with ESF co-funding

through the Operational Programmes for Social Inclusion and Social Economy (POISES) and Youth Employment (POEJ).

<sup>18</sup> ILUNION offers comprehensive tailored solutions for companies in very different sectors such as Hospitality, Retail, Services, Energy, Consulting, Transport, Logistics, Hospital, Industrial, Community Health, Pharmaceutical, Education, Banking, Insurance and Telecommunications.

## B.2 Employment and Training

Within the framework of POISES, the projects “Impulsa Tu Talento”<sup>19</sup>, “Fortalece Tu Talento”<sup>20</sup> and “Talento Diverso para Empresas Sostenibles”<sup>21</sup> came to a successful close, giving way to the new projects “Impulsa Tu Talento 4.0”<sup>22</sup>, “Fortalece Tu Talento 4.0”<sup>23</sup> and “Talento Diverso para el Desarrollo Sostenible”<sup>24</sup>, which will be running until 2023.

One new development that should be highlighted is the **“Mujeres en Modo ON-VG” (Women in ON-GV Mode) Project**, a commitment of the ONCE Foundation through Inserta Empleo, to combat gender violence experienced by women with disabilities, affecting their social and labour inclusion.

In the framework of POEJ, the projects “Transforma Tu Talento”<sup>25</sup> and “Emplea Tu Talento”<sup>26</sup> will be active until 2022. The same applies to the **“Alianzas con el Talento”**<sup>27</sup> project, the latter of a novel nature, aimed at working to get young people with disabilities active through their environment: sport, third sector, families, professional associations, etc.

For its part, the **Inserta Innovación Association** fulfils a task similar to that of the Inserta Empleo Association, focusing on regions or activities outside the Operational Programmes co-funded by the ESF.



Inserta Innovación

### Inserta Innovación: main collaborations undertaken in 2019

- ✓ **Andalucía Orienta Programme** with the Andalusian Employment Service of the Employment Department of the Regional Government of Andalusia, managed in Cordoba, Jerez de la Frontera and Seville.
- ✓ **Xunta de Galicia Programme** with the Galician Employment Service of the Regional Directorate for Training and Employment of the Regional Government of Galicia, in Santiago de Compostela, La Coruña, Vigo, Orense and Lugo.
- ✓ **Programme of Improvement Actions for Employability** with the Cantabrian Employment Service in Santander, undertaking orientation and training actions.
- ✓ Agreement with the **Secretariat General of Sport of the Regional Government of Galicia** and ‘Eu Son DGAN’.
- ✓ Collaboration with the Caixa Foundation through the **Programa Incorpora**, and with the **Coca Cola Foundation** in the Gira Jóvenes Project.

## People with disabilities at the very centre

People with disabilities are at the heart of the ONCE Foundation’s activity, focusing on their talents and applying an individualised perspective that allows us to respond to different needs. Creating opportunities in the field of employment, supporting job hunting and promoting entrepreneurship are the objectives for a large part of our projects, through the co-funding of the ESF. The following actions could be highlighted in 2019:

<sup>19</sup> Boost your Talent.

<sup>20</sup> Strengthen your Talent.

<sup>21</sup> Diverse Talents for Sustainable Business.

<sup>22</sup> Boost your Talent 4.0.

<sup>23</sup> Strengthen your Talent 4.0.

<sup>24</sup> Diverse Talents for Sustainable Development.

<sup>25</sup> Transform your Talent.

<sup>26</sup> Employ your Talent.

<sup>27</sup> Alliances with Talent.

## Por Talento Digital (Digital Talent Programme)

This permanent training programme brings together all the actions to **improve the employability of people with disabilities in digital and technological fields**, launched by the ONCE Foundation and Inserta Empleo. The Digital Talent Programme is focused on the acquisition of

technological and digital knowledge and skills by people with disabilities, in order to promote their employment inclusion in professions with high demand in the labour market, thereby multiplying their professional prospects.



### Digital Talent Programme

In 2019, 615 training activities were launched in this programme, with **6,225 spots** taken through in-person and online training sessions throughout the country. These training sessions have led to the creation of **249 employment contracts**.

Inserta Empleo has contributed to the programme with 585 different actions and more than 5,000 students. In this context, the **Training for a Digital Future Project** is carried out in collaboration with the Employment Education Foundation and the Accenture Foundation.

The vast majority of the implemented actions aim to close the digital divide affecting people with disabilities and directly impacting their job opportunities. As a result, 98% of training sessions are courses and workshops in **digital literacy and basic digital skills**, improving not only employability but also independence and personal autonomy in a society increasingly dependent on technology.

With regard to training directly focused on employment, the first session of the **Programming for Non-Programmers** course was held in Madrid, Barcelona and Valencia. Through this 800-hour programme, fifty persons with disabilities with no experience or prior technological knowledge re-started their careers in order to become coders, the most in-demand profession in the technological sector.

## ADOP Employment-PROAD and Paralympic Trainers

The ADOP Employment-PROAD Agreement between the National Sports Council, the Spanish Paralympic Committee and the ONCE Foundation facilitates the labour inclusion and training development of high-level Paralympic sportsmen and women who have ended their sports careers. This agreement, which has already benefited **more than 85 Paralympic athletes**, has been renewed until December 2021.

It is part of the Paralympic Trainers programme through which Paralympic athletes share their life experience, inspiring and promoting equality in all types of organisations. In 2019, **72 events** took place for this programme, attended by **4,488 people**.



### Opening Doors

The Opening Doors for Young People with Disabilities Programme offers this group a learning methodology based on experience and the development of skills that help them meet employment challenges. In 2019, the Programme began its Second Edition in

three Spanish regions with 3 courses and the participation of **40 people**. This programme has been highlighted in the Second Evaluation of the Youth Employment Initiative as a success story and has scheduled activities until 2022.

### Fortalece Tu Talento (Strengthen your Talent) meetings

In 2019, the “Fortalece Tu Talento” meetings were held for the first time to **highlight the importance of lifelong learning** in general, and in particular the training given since 2016, with the participation of students, the local business community, regional government representatives and teachers. At the two meetings in Vigo and Gijon, more than 700 people, students and people

potentially interested in training have been registered. **15 companies have collaborated** by mentoring attendees with recommendations on the most valued training in selection processes and other skills, and a training team of 12 people has worked on current training materials in groups. 93.5% of those who attended rated the meeting a good or very good result.

### Support for entrepreneurship - Por Talento Emprrende

Inserta Empleo developed the **Programme for promoting and supporting Sustainable Entrepreneurship (Por Talento Emprrende)**, aimed at promoting the entrepreneurial skills of people with disabilities. New in 2019, **4 regional days and 1 national day with more than 400 attendees** were held to raise awareness of the programme, do networking, inform about resources and promote entrepreneurs who started their activity with our support.

The ONCE Foundation has also provided **online training to 50 enterprising individuals**, with their businesses already running, on digital marketing and economic-financial management, areas that are often critical in entrepreneurship.

In addition, as part of the Call for Financial Aid for **Entrepreneurship Projects** for people with disabilities, **77 grants** have been awarded in 2019, a programme that has continued uninterrupted since 2018.

The development of a web portal also began in 2019, with a view to becoming public in 2020, with the aim of publicising the actions undertaken within the programme, in order to reach a wider audience and provide online support to entrepreneurs through training, resources and tools.

Particularly for those with special support needs, and through the **supported entrepreneurship project (EmcA)**, a brainstorming session was held with organisations from the disability associative movement to detect the needs and difficulties of this group when starting a new business, so as to be able to assess a specific call for entrepreneurship aid with support based on the EmcA methodology (developed in 2018).

## Promoting business engagement and inclusive sustainability

Without the engagement of companies, it would not be possible to help people with disabilities into the job market. It is also essential to involve the public administration, social partners and the whole ecosystem concerned in order to create and maintain employment and, ultimately, to promote an inclusive economy and **genuinely shared economic and social value**.

One example of this collective commitment in 2019 is when the ONCE Foundation, Inserta Empleo and Inserta Innovación signed **77 agreements in the field of employment and training**, with various companies and organisations. Different initiatives have also been established which promote the **disability dimension in diversity, inclusion, CSR and Sustainability** strategies that the overall business world and other organisations have in common.

### The Inserta Programme

Initiatives involving the business sector include the Inserta Programme of the ONCE Foundation, established by Inserta Empleo with ESF support, both at national and regional level.

#### The Inserta Programme



This programme is aimed at promoting the effective inclusion of people with disabilities and CSR-D, fostering sustainable and inclusive development, in line with the 2030 Agenda and the SDGs. Its main results in 2019 were:

- ➔ **14 agreements** of sign-ups to the Programme, representing a commitment to create **472 jobs** for people with disabilities within five years.
- ➔ The signatory companies include such new organisations as Alsia, Áreas, CBRE, Globalia, Grupo Control, Hijos de Rivera, Puy du Fou, PWC, Sampol and Tendam.
- ➔ There are renewed agreements with Grupo Ferrovial, Paradores de Turismo, Deloitte and KPMG.

By the end of 2019, the Inserta Programme had **over 80 leading companies** in different business sectors, also linked to the **Inserta Responsible Forum**, the sister initiative of the Inserta Programme.

Likewise, **other relevant organisations** that have opted for the social and labour inclusion of people with disabilities are the Regional Government of Galicia; the Department of Economy, Business and Employment of the Regional Government of Castile-La Mancha; the Ceuta Chamber of Commerce; ManpowerGroup; Promálaga; ENAIRE and the General Council of Administrative Managers.

Additionally through Inserta Empleo, **13 agreements have been signed with different organisations and town halls** to promote policies for labour insertion for people with disabilities living in municipalities. Some of the local authorities involved are Oviedo, Aviles, Tudela, Castro Urdiales, Avila, Tarancon, Talavera de la Reina, Provincial Council of Badajoz, as well as FECETEC (Federacio Centros Especiales

## B.2 Employment and Training

de Treball de Catalunya), The University of Oviedo, IMPEFE-Ciudad Real City Hall (Municipal Institute for Economic Promotion, Training and Employment), Joint Municipal Confederation of municipalities in the Cordoba Subbetica region and Promalaga (Malaga Municipal Company for Business Initiatives and Activities).

Other alliances have also encouraged the introduction of the disability factor in relevant projects, reports and studies, such as the collaboration with the **ÉPYCE report “Most Wanted Positions and Competencies”** promoted by the Association of Human Resources Managers and CEOE <sup>28</sup>, in collaboration with the Association of Human Capital Managers, DCH.

### Bequal Foundation

The *Bequal Foundation*, promoted by the ONCE Foundation, together with CERMI, FEACEM (the Spanish Business Federation of Associations of Special Employment Centres) and the Seeliger and Conde Foundation, manages the **Bequal Seal**, a standard that certifies the commitment of organisations to people with disabilities, ensuring regulatory compliance in this field and the existence of inclusive policies.

In 2019, a total of **four organisations**<sup>29</sup> were certified for the first time and a further nine renewed their certification<sup>30</sup>. **By the end of the year, a total of 37 organisations had the Bequal Seal.**

The Bequal Standardisation Committee, which aims to create, develop, update and review the different models and standards of the Bequal Seal, included the evaluation and assessment of the Seal’s indicators in 2019 in relation to the **Sustainable Development Goals (SDGs)** and their targets.

Level of application of the Bequal Seal	Total number of organisations
Standard	7
Plus	26
Premium	4
<b>Cumulative Total</b>	<b>37</b>



<sup>28</sup> Confederation of Employers and Industries of Spain.

<sup>29</sup> Sorigué Group (Standard level), CNSE Foundation, Accenture and Mutua Universal (Plus level).

<sup>30</sup> Activa Mutua, Corporación CLD, Alphabet, Enagas, Umivale, Suez Spain and CISA Foundation at the Plus level. ONCE and Pelayo A.I.E. Foundation at the Premium level.

## ■ CON R Socially Responsible Procurement Forum (CON R Forum)

The *CON R Forum* promotes social clauses in public and private procurement to increase employment opportunities for people with disabilities and promotes Universal Accessibility. **Around fifty organisations** make up part of this Forum, chaired by Mr. Jose Luis Rodriguez Zapatero.

On 12 April 2019, the Government adopted the **“Plan for Promoting Socially Responsible Public Procurement”** at the national level,

with the CONR Forum contributing to the approval process. For example, the Plan excludes tenderers from public procurement who do not meet the 2% share of persons with disabilities. The Forum also organises and participates in conferences and events, highlighting participation in the Third Congress on Public Procurement “Public Procurement at the Service of Public Policy” on 5 November 2019.

## ■ Disability Hub Europe (DHub)

This is a Transnational Cooperation initiative co-funded by the ESF and promoted by the ONCE Foundation, which aims to promote the potential of the **Disability and Sustainability Binomial**, in line with the 2030 Agenda and the SDGs, from a multi-stakeholder perspective and with the ultimate aim of promoting a sustainable and inclusive economy, where no one is left behind. *DHub*, as a European initiative and heir to the former European CSR & D Network, has relevant partners such as L’Oréal, Dow, CSR Europe, Global Reporting Initiative (GRI), the European Disability Forum, and the ILO Global Business and Disability Network.

Within the framework of DHub, the collaboration with GRI in 2019 should be highlighted. The renewed guide on *“Disability in Sustainability Reporting”* was jointly published (adapted to current GRI Standards) and presented, together with the DHub initiative itself, at the European Parliament on 21 March in Brussels, as well as the preparation of the pioneering publication with the ILO Global Business and Disability Network called *“Making the future of work inclusive of persons with disabilities”*, publicly launched at the headquarters in Geneva on 21 November.

### Other notable initiatives

The ONCE Foundation launched other reference work in the field of Sustainability, CSR and the perspective of disability:

- ✓ **“Impact of the inclusion of people with disabilities on the reputation of companies”**, a study in collaboration with the Reputation Institute, with co-funding from the ESF and presented at ESADE Business School headquarters in Madrid on 25 September 2019.
- ✓ Publication, together with CERMI and the Bequal Foundation, of the document **“Disability, non-financial information, transparency and good governance. Moving forward with the 2030 Agenda and the Sustainable Development Goals”**, in order to disseminate the contents regarding disability and accessibility included in the Spanish Act 11/2018 on non-financial information, as well as the relationship of such issues to the 2030 Agenda and the SDGs.

# B.3 Accessibility

Universal Accessibility is a necessary condition for the social inclusion of people with disabilities. The ONCE Foundation promotes Design for All and the accessibility of products, services and environments, in an increasingly digital, interconnected and intelligent world, working to remove barriers.



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



## Key indicators

- ✓ **1,047** accessibility actions <sup>31</sup> 
- ✓ **46** social-scientific research projects
- ✓ **51** accessibility reports
- ✓ **3** projects with the European Commission, collaborating with **50** organisations
- ✓ **21** seminars and **42** accessibility courses
- ✓ **8,305** attendees at own seminars and courses 
- ✓ **167** training presentations
- ✓ **1,055** hours of consulting for free professional advice
- ✓ **68** awareness campaigns and projects
- ✓ **33** publications (books, catalogues and articles) 
- ✓ **4,415** online downloads of publications on accessibility

## Our investment

The ONCE Foundation invests in technological innovation and development, supports research, trains professionals and provides

advice to institutions. All to make 'Design for All and Universal Accessibility' increasingly widespread.

<sup>31</sup> Aid granted for accessibility actions (transport elements, assistive products, personal autonomy services, adaptation of shelter centres and supervised housing, etc.).

In addition, the Foundation funds assistive products, adapted transportation elements and accessibility improvements in buildings, and promotes inclusive cultural experiences that bring art to people with disabilities and the art of people with disabilities closer to the rest of society.

In 2019, the ONCE Foundation invested **12.4 million euros** in support projects for accessibility actions for organisations managing centres for people with disabilities and for individuals with disabilities (+5.3% compared to 2018). In total, **1,047 accessibility actions** have been contributed (+8% compared to 2018).

### 1,047 accessibility actions in 2019

- **175** transportation elements (purchase of 37 collective transport vehicles and 138 individual transport vehicles).
- **261** aids for the purchase of assistive products.
- **240** physical adaptation of shelter centres and supervised housing.
- **367** grants for personal autonomy services.
- **4** accessibility actions for virtual environments.



## Alliances for Accessibility

Common work with other organisations is key to creating a more accessible and inclusive world for everyone, with the following partnerships being highlighted in 2019:

### Main agreements and collaborations

- Agreement with the **Spanish Royal Board of Trustees on Disability**, developing 7 projects with a budget of €0.5 M.
- Agreements with different organisations on the occasion of the **III Congress on Technology and Tourism for Diversity**, organised by the ONCE Foundation, including the **Vodafone Spain Foundation and Tecma Red**.
- Agreement with **Grupo SMEDIA**, to promote Universal Accessibility and Design for all within the theatre sector.
- Agreement with **Centre For Access To Football In Europe (CAFE)**, UEFA's main partner in CSR, to improve access to football stadiums for fans with disabilities in Spain.
- Agreement with **Alstom**, aimed at adopting Universal Accessibility criteria and measures in its designs and developments, as well as the inclusion of people with disabilities in its workforce.
- Agreement with the **EOI Foundation** with a budget of €0.6 M for the implementation of training programmes to promote youth employment through the Millennials Project.

**In total, 44 framework agreements have been signed, including accessibility actions and 30 implementation agreements with specific actions, together representing an investment of over €1.1M.**

## Commitment to innovation

The ONCE Foundation's work on innovation in Universal Accessibility is developed through technological projects and the sharing of achievements in social research and support for entrepreneurship.

### EspaciA Room

In 2019, the Foundation's commitment to making progress in a world of constant evolution has reached a milestone with the opening of the **EspaciA Innovation Room**, an open space dedicated to innovation, accessibility and design for all, letting technology be an opportunity for achieving full inclusion of people with disabilities. The room is

intended to host workshops and joint creation for research teams, accessibility experts and technical staff from other companies to advance the design of inclusive products and services that leave no one behind. **P.A.C.A**, the Personal and Accessible Cognitive Assistant robot, developed as part of the Cognitive Services project, is kept in the space.

### III International Congress on Technology and Tourism for Diversity

The ONCE Foundation organised this Congress, held in Malaga from 23 to 25 October 2019, in collaboration with the **Malaga City Council**, the **World Tourism Organisation (UNWTO)**, the **European Network for Accessible Tourism (ENAT)** and the Spanish **Royal Board of Trustees on Disability**. Adopting the *Diversity* concept in this edition, the event was a reference benchmark for learning how technology, smart tourist

destinations and products and services improve the lives of all citizens, addressing the approaches and practices of large corporations, the video game industry, the tourism sector and the role of technology in bringing the world of culture closer together. The P.A.C.A. robot participated in the congress, informing the public about the programme and activities during the event.

### Accessibility of the COP25 Climate Summit held in Madrid



In December 2019, the World Climate Summit was held in Madrid, **an international event that was accessible to people with disabilities for the first time**, with the collaboration of the ONCE Foundation.

The Government requested collaboration with the ONCE Social Group, which through the Foundation carried out a range of actions to remove possible barriers to infrastructure and services at the IFEMA site hosting the Summit. The adaptation work was carried out in parallel to the assembly of the facilities at Madrid's Campo de las Naciones, incorporating different elements that made it possible for inclusive attendance and participation in this world reference forum.

Specifically, the Foundation worked on the design and installation of **tactile paving strips** from the entrance to the site through the different pavilions, leading to the registration points, signage maps and to the main auditorium of the event. Each pavilion could be located with an **activated beacon sound from a mobile app**, installed by ILUNION. A **high-relief map and Braille transcription** was also installed, and an area of the accreditation desk was adapted, the height lowered and a portable magnetic loop installed. Similarly, **Braille signage** was placed in toilets and **portable magnetic loops** were provided to allow people with hearing impairments to attend the conferences in the auditorium.



## Specific projects

### Technological innovation projects

#### ARBILITY

Digital tool for measuring accessibility indicators in the built environment.

#### Discapnet ICT Accessibility Observatory

Analysis of the accessibility of virtual assistants and smart speakers through which this software can be used.

#### The way of St. James “Tu compañero del camino”

Design of the *Camino de Santiago Accessible* website with information on the accessibility of the stages, as well as location of Beepcons and Vumarks devices; and development of an accessible version of the IGN (National Geographic Institute) application with new functionalities to access the website and weather information, obtaining the credential (digital Compostela) and links to other applications such as “GEKO Blind Explorer” and “Microsoft SoundEscape”.

#### Accessible Medicine Plus

Mobile app developed in collaboration with the General Council of Pharmacists and the Vodafone Foundation, which enables information on medicine to be consulted through barcode capture or the introduction of a name in a search engine. Among the new features is an alert system based on medication and user profile. By the end of 2019, there were 35,730 downloads on Android and 22,000 on iOS.

### Social research projects

#### Iberian Centre for the Fight against Forest Fire (CILIFO)\*

Study on emergency management for forest environments and care for people with disabilities, and an online survey to define technical-functional requirements for the development of a mobile application aimed at minimising the risk to the population, especially those with a disability, in the event of a fire.

#### EDUCA4ALL \*

Within the framework of the Erasmus+ programme, the aim of the project (open until 2020) is to include Design for All in the training curricula for degrees in architecture and civil engineering at participating universities.

#### SAFERUP \*

Research, training, promotion and application of urban paving has continued in 2019 to make them more efficient, safe, sustainable and accessible.

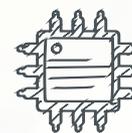
#### SmartCity Index in Spanish Provincial Capitals

Study in which the ONCE Foundation has actively participated to evaluate accessibility in Smart developments in the 52 Spanish Provincial Capitals. The Smart Index was presented at the Smart City Expo World Congress in Barcelona in November 2019.

#### Study on “Accessibility and social innovation in healthcare. ICTs as a facilitator for an efficient use of health services”.

Designed to identify new solutions to problems and latent challenges in the healthcare system, to improve the quality of care for people with disabilities in particular and the general public, through a process of social innovation and taking advantage of the opportunities offered by ICT.

\* Projects co-funded by the European Commission.



## Participation in technology-related fairs

<b>Global Robot Expo 2019</b>	International fair on robotics and related technologies.
<b>M-Enabling Forum Europe 2019</b>	Fair closely linked to the promotion of technologies accessible to the elderly and users with disabilities.
<b>S- Moving 2019</b>	International forum for sharing technologies applied to intelligent, autonomous and connected mobility.
<b>Interacción 2019</b>	Forum for professionals and research teams in the field of human-computer interaction.
<b>Digital Jove 2019</b>	Forum dedicated to digital creation, new interactive technologies, transmedia narratives and their social and cultural impact.
<b>17 Telecommunications Day of Catalonia</b>	Conference day and discussion on different aspects of ICTs.

## V edition of the Discapnet Awards for Accessible Technologies

In these awards, which recognise the commitment to improving the quality of life of people with disabilities through accessible ICTs, in 2019 the “Irisbond Duo” application was awarded for the development of communication technology that allows applications to be managed with the

eye. An award went to Inmaculada Placencia, a senior expert in Disability and Inclusion at the European Commission, for her career, and to Marsi Care, creator of two personalised exoskeletons for therapies for children with neurological diseases.

## Support for entrepreneurship around Accessibility

Over **100 innovative entrepreneurship solutions** were analysed in 2019 with the aim of detecting those closely linked to improving accessibility and living conditions for people with disabilities.

Likewise, within the framework of the “ONCE Foundation, Start up and Innovate” strategy, the study of the disability dimension within the entrepreneurial ecosystem was planned. This included good national and European practices, the creation of a network of in-person and/or virtual networking as a reference in disability

and entrepreneurship issues in Spain and the implementation of an acceleration service for projects in different stages of maturity.

Particular mention should be made in this regard of the presence and participation of the ONCE Foundation in benchmark events in the entrepreneurship ecosystem: **SouthSummit, StartUpOlé and ImpactForum from Ship2B**, which together have received over 27,000 visits and are supported by the country’s leading public and private organisations.

## Research, training and inclusive culture

Each year, the ONCE Foundation releases publications of interest to professionals and associations of people with disabilities and funds third-party research.



### 2019 Highlighted publications

- ✓ **“Goodbye Barriers! Guide to the Design of More Accessible Spaces”** with the Inter-American Development Bank.
- ✓ Two new volumes from *JACCES – Journal of Accessibility and Design for All*, in the framework of the collaboration with the **Accessibility Chair of the Polytechnic University of Catalonia**.
- ✓ First edition of the guide **“Accessible Centre Cost 2019”**.
- ✓ Presentation of the guide **“Ephemeral Architecture and Accessibility”**, in collaboration with CERMI.
- ✓ **“Technical Manual of Accessibility in Municipalities”** together with the ACS Foundation.
- ✓ **17 articles** published in specialised magazines and web portals relating to tourism, architecture and construction, technology, etc.

On the other hand, the ONCE Foundation organises **courses and workshops, individually or in collaboration with other organisations**, and funds academic-driven activities. Particular mention should be made of the high level of feedback given to trainers by students (an average score of 8.6/10), as in the case of the **“Master in Accessibility for Smart Cities”**, in which evaluation data was collected.

Likewise, the Foundation advises different bodies and professionals on Universal Accessibility and contributes to the review and drafting of

regulations, along with participation in **5 working groups** and the conversion of **80 accessibility standards** to an accessible digital format, within the framework of the collaboration with AENOR and UNE.

Throughout 2019, the ONCE Foundation also spent **1,055 hours assessing the accessibility** of different web portals, accessibility of the physical environment and legal advice, and **415 hours advising entrepreneurs** who presented their accessibility solutions.

### Key training and awareness raising actions in 2019

- ➔ **VOLVO Initiative 2019:** automobile safety and accessibility awareness days, with 153 workshops in 39 schools and a total of 3,754 students.
- ➔ MOOC course, in collaboration with the Spanish Royal Board of Trustees on Disability: **“Accessibility when serving customers”**.
- ➔ **VII edition “Cities and Towns for Everyone”** in collaboration with the ACS Foundation, for municipal technical staff and in connection with different regional centres of CERMI.
- ➔ **Conference on Accessibilisation Together**, organised together with the Spanish Royal Board of Trustees on Disability, presenting progress and projects on Universal Accessibility and Design for All developed with the organisation, along with other organisations such as UNE, CRUE, IDENTICITY, ACS and UNED.

### Inclusive culture

In order to foster the **professionalisation** of the work of artists with disabilities, the ONCE Foundation continued in 2019 by organizing temporary exhibitions in its exhibition space **Cambio de Sentido. El Mundo Fluye** was also in progress, a touring exhibition project that in 2019 visited Murcia, Segovia, Logroño, Huelva and Avila, showing off the work of artists with disabilities.

In **Easy Reading**, in 2019, the ONCE Foundation prepared the publication **Social Media; Connect Safely and Responsibly**, focusing on new ways of communicating through social media and giving guidance on how to use them safely and responsibly.

# B.4 Education and Sport for all



4 QUALITY EDUCATION



10 REDUCED INEQUALITIES



## Education

The ONCE Foundation works to ensure that people with disabilities, especially young people, have access to quality education. The goal is to achieve more inclusive and accessible education, especially in higher education, that can boost the talent of all individuals and facilitate access to skilled jobs.



### Key indicators

- ✓ 41 agreements signed with academic organisations
- ✓ 906 scholarships awarded in 2019
  - Scholarships awarded, by gender → 50%  50% 
  - 310 scholarships for young people with intellectual disabilities
  - 104 scholarships for postgraduate studies, international mobility, PhD, research and study and sport
  - 273 scholarships for training placements in collaboration with the CRUE<sup>32</sup>
  - 219 scholarships in other forms\*

\* Includes inclusive campus scholarships, science summer camps, Languages, Alumni, IESE, United World Colleges.

## Inclusive University

With the aim of encouraging inclusion of people with disabilities in University, the ONCE Foundation promotes a range of programmes and initiatives, both in Spain and Europe, including the following in 2019:

<sup>32</sup> Spanish Universities Rectors' Conference.

## Erasmus + and EUni4All-Network Project

In November 2019, the *European Network of Inclusive Universities* project was launched with the main objective of building a **network of inclusive universities**. For this purpose at least **56 European universities** will be analysed.

The expected results include the publication of inclusion standards for universities and a European Guide to Inclusive Universities, the creation of a web platform where students can assess their options for further education, and the creation of

workshops and learning materials for teachers to facilitate their teaching.

The project, led by the ONCE Foundation, is expected to last 26 months and will be carried out with the European Disability Forum (EDF), the Eastern University of Finland, the University of Porto (Portugal), the Trieste Study University (Italy), the Lublin Polytechnic University (Poland) and, in Spain, the University of Murcia, the Autonomous University of Madrid and the University of Seville.

## Inclusive Campus, Campus without limits

This programme offers an experience of coexistence and learning about the university environment for high school students, with the aim of preventing early school leavers with disabilities.

**151 high school and middle-grade students** participated in the 2019 edition. Programmes have been run at **14 universities and 9 campuses**.

This initiative is promoted with the **Ministry of Science, Innovation and Universities, the Repsol Foundation** and the Spanish universities that form part of the programme.

## Job training for young people with intellectual disabilities

**23 Spanish universities** committed to disability joined the ONCE Foundation's call in 2019 for the development of University Training Programmes for the Employment of Young People with Intellectual Disability, supported by the European Social Fund (ESF). Thanks to this initiative, universities can offer

their own degree to young people with disabilities, who would otherwise not reach post-secondary education. As part of this programme, a total of **310 students with disabilities** have been awarded scholarships.



### Collaborations for Inclusive University

Throughout 2019, the ONCE Foundation developed significant collaborations with other organisations in the field of inclusive university education, highlighting the following:

- Collaboration with the **Erasmus Student Network** to promote the participation of students with disabilities in university international mobility programmes.
- Active participation in collaborative events of various kinds with the **Network of support services for people with disabilities at universities (SAPDU)** and liaising with the **Conference of Spanish University Rectors (CRUE)**.
- Continued collaboration with the **National Agency for Quality Assessment and Evaluation (ANECA)** in the introduction of indicators for measuring and assessing the degree of inclusion of students with disabilities in Spanish universities.

## Scholarships

Besides grants awarded under the **University Training Programmes for the Employment of Young People with Intellectual Disability**, the ONCE Foundation develops other programmes through which it offers grants with different objectives. These were the most significant in 2019:

### “Oportunidad al Talento” (Opportunity for Talent) Programme



In 2019, a total of **104 grants** were awarded under this programme, in the form of master's, international mobility, PhD, research and study and sport. Since the first event, the number of grants awarded each year has increased

thanks to the contribution of the ESF, which has joined the support of **CERMI**, the **Spanish Universities Rectors' Conference** and a group of **20 companies and institutions**.

### Scholarships - ONCE Foundation Training Placements - CRUE

Also with the support of the ESF, this initiative offers remunerated external academic term practice to people with disabilities. In 2018/2019, **320 grants were awarded and 273 were implemented**, across a total of **76 UNED partner**

**colleges and universities** across the country. At the end of the year, the fourth edition of the programme, 2019/2020 opened with a total of **294 scholarships awarded**, 699 applications having been received.

### Language scholarships

This programme was created with the aim of strengthening the language skills of young people with disabilities and thus improving their chances of finding qualified jobs, where the demand for a



foreign language is becoming more frequent. In 2019, **50 students were awarded scholarships** to study in European countries where **English, French or German** are spoken.

### Excellence scholarships, Scholarships for Foreign High Schools and Scientific Vocations

The ONCE Foundation contributes to the funding of the **Alumni Scholarships of the Carlos III University in Madrid** aimed at encouraging the inclusion of people with disabilities with excellent academic records and financial difficulties. The **IESE - ONCE Foundation Scholarships** are aimed at supporting people with disabilities interested in the MBA programme and the Executive programme of the IESE Business School. In 2019, 3 students were awarded scholarships through this programme.

two years at one of the **United World Colleges** distributed throughout the world, as well as to facilitate the participation of five secondary and baccalaureate students with disabilities in summer and winter courses.

Lastly, in 2019, the ONCE Foundation has continued to collaborate with **Escuelab**, involving 8 children with disabilities in the Lab-Camp Scientific Summer Camps, whose aim is to arouse the scientific vocations of children aged 7 to 14.

Furthermore, the Foundation funds a scholarship annually to enable young people with disabilities to attend an **International Baccalaureate** for

## Sport

The ONCE Foundation sees sport as an important driver for social inclusion and active participation of people with disabilities, reinforcing and propagating values such as cooperation, commitment, self-improvement and resilience.



Each year we provide substantial support to the **Spanish Paralympic Committee and state sports federations of people with disabilities**, as well as indirectly to regional federations through the focus on the priorities of the main confederations of people with disabilities. Within this framework of support for confederations, we also collaborate with the **Special Olympics**, a platform for promoting and fostering sport for people with intellectual disabilities.

In 2019, the ONCE Foundation provided financial support to make a total of **more than 30 different projects** related to the sport of people with disabilities a reality.

The Foundation also supports various sporting events and competitions such as the **National Wheelchair Basketball League**, of which it is the lead sponsor, the **Final Four of Wheelchair Basketball** and the **ONCE Foundation International Wheelchair Tennis Open**.

We also sponsor the **CD ILUNION** wheelchair basketball team, the team of reference for this sport in Spain and Europe. In the 2018-2019 season, CD ILUNION once again gained an impressive following, becoming **King's Cup**

**Champion, National Premier League Champion and European Cup Runner-up** in Walbrzych, Poland.

To promote grassroots sport, the Foundation runs the **ONCE Foundation Wheelchair Basketball School**, where young people with disabilities have been learning to play this sport since 2009. It should also be noted that over the past year **38 wheelchairs were funded** for schools and/or sports clubs, as well as for regional sports federations for people with disabilities, and **25 sports scholarships** were awarded under the 'Oportunidad al Talento' scholarships, in the category of **study and sport scholarships** aimed at enabling young people with disabilities to combine sport with their university studies.

Lastly, the ONCE Foundation has continued its commitment to the labour integration of high-level Paralympic athletes through the **Paralympic Trainers** programme. This programme places the professionals in the service of workforces, companies and institutions who share the values embodied by these athletes.



# B.5 Alliances, rights and solidarity

Ensuring equal opportunities and consolidating an inclusive society is a collective task, which involves working collaboratively with other organisations, within and outside the disability sector. Moving forward with relevant partners is part of the ONCE Foundation DNA and allows the social impact it generates to be multiplied.



In 2019, the ONCE Foundation Executive Area organisations signed a total of **164 partnership agreements** with companies, public authorities and other organisations.

## Partnerships with institutions committed to equality

The ONCE Foundation, as a reference in the disability sector, develops strategic partnerships with various foundations and bodies to ensure better fulfilment of its goals. It is worth noting that 2019 included membership in the following relevant national, European and international platforms and organisations:



### National level

- Spanish Committee of Representatives of Persons with Disabilities (CERMI).
- Justice and Disability Forum.
- Royal Board of Trustees on Disability.
- Spanish Association of Foundations (AEF) and Institute for Strategic Analysis of Foundations (INAEF).
- National Advisory Board for Impact Investment (Spain NAB).
- Spanish Social Economy Employers' Confederation (CEPES).
- Others: Vodafone Foundation, Aequitas Foundation, TMB Foundation (Barcelona Metropolitan Transport), Young Sports Promotion Foundation, Medular Injury Rehabilitation Foundation, National Paraplegic Hospital Foundation for Research and Integration.



## European level

- ▬ European Foundation Centre (EFC).
- ▬ European Disability Forum (EDF).
- ▬ European Platform for Rehabilitation (EPR).
- ▬ European Association of Service Providers for Persons with Disabilities (EASPD).
- ▬ European Design Institute for All (EIDD – Design for All Europe).
- ▬ European Network for Accessible Tourism (ENAT).
- ▬ European Centre of Employers and Enterprises providing Public Services and Services of general interest (CEEP).
- ▬ European Economic and Social Committee (EESC) – Representing the Spanish Social Economy Employers’ Confederation (CEPES).
- ▬ Social Economy Europe (SEE-Former CEP-CMAF) - Representing EFC.



## International level

- ▬ Council on Foundations (COF).
- ▬ Global Consortium for Standardization of Web Accessibility (W3C).
- ▬ World Tourism Organization (WTO) Affiliated Member Programme.
- ▬ International Standard Organization (ISO).

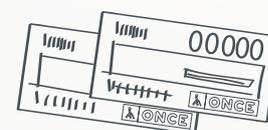
Additionally, the Foundation continues to maintain special advisory status on the **United Nations Economic and Social Council (ECOSOC)** and we continue to develop various partnerships with multilateral organisations such as the **World Bank**, the **Inter-American Development Bank (IDB)**, the **Development Bank of Latin America (CAF)** and the **German Marshall Fund**.

## Participation and Awareness

In 2019, joint initiatives have also been carried out with other organisations, many with a focus on disability training and awareness. The most notable are the following:

Organisations	2019 actions
Democratic Union of Pensioners in Spain (UDP) and Spanish Confederation of Associations for the Elderly (CEOMA)	Joint activities to improve the quality of life of the elderly with disabilities.
Council of Consumers and Users and Hispacoop	“Responsible use and consumption in gambling and betting” project.
Legálitas Foundation and Deporte Joven Foundation	Participation in the “Cyberviolence Out” Workshop in different schools, and the Mutua Madrid Open tennis campaign “Take out your glasses in the face of gender violence”.
Ministry of Defence	Participation in the training plans of the Military Emergency Unit (EMU), and visit by representatives of the ONCE Foundation and the associative movement with the Air Force Headquarters.
CEOE-CEPYME <sup>33</sup>	Business meeting and participation in work committees.
European project “Alliance for inclusive investment in social care support-a4i”	Its aim is to strengthen the capacity of the social sector in order to encourage and maximise social impact investment.
Laboral Kutxa and Aequitas Foundation	Research study “Planning the last stages of life: keys to addressing ageing and increasing life expectancy”, promoted by the ONCE Foundation.
RAIS-Hogar SÍ Foundation	Participation in the research project on “Improving access to certification and the protection system for people with disabilities in situations of homelessness”.
National police	Presentation of the story “Pablo Garcia, Policeman”, within the framework of the <i>Stories that spread hope</i> initiative.

## Promotion of commemorative lottery tickets



The ONCE Foundation has launched the following ONCE lottery tickets in 2019:

- ▬ Special edition lottery ticket collection from the National Fishermen’s Association.
- ▬ Lottery tickets commemorating the 40th anniversary of women first joining the National Police.
- ▬ “Senior Speaking” lottery ticket collection to mark International Day of Older Persons.
- ▬ Lottery tickets dedicated to the 40th Anniversary of Social Security Management Bodies.
- ▬ Lottery tickets dedicated to World Consumer Rights Day.
- ▬ Lottery tickets commemorating the 30th anniversary of peace missions.

<sup>33</sup> CEOE: Confederation of Employers and Industries of Spain; CEPYME: Spanish Confederation of small and medium-sized enterprises.

## Defence of rights

In 2019, the ONCE Foundation worked with CERMI to defend the **rights of persons with disabilities and their families**, working closely with **legal professionals**, through actions such as:



Organisations	2019 actions
Royal Board of Trustees on Disability	Participation in the Taxation Sub-committee and the Expert Sub-committee on the Procedure for Modification of the Capacity to Act.
Justice and Disability Forum	Cooperation with an initiative from the General Council of the Judiciary.
General Council of Spanish Lawyers (CGAE)	Classroom for Human Rights, together with the organisation Plena Inclusión, for the training of legal professionals on the Convention on the Rights of Persons with Disabilities and the legal framework in its regional offices.
Aequitas Foundation of the General Council of the Notariat	Training and awareness collaboration.
International Union of Notaries	Joint activities related to access to justice for persons with disabilities.
Fundación para la Investigación sobre el Derecho y la Empresa (FIDE) <sup>34</sup>	Working group on the regulatory framework affecting persons with disabilities in favour of their social inclusion.
Editorial Lefebvre-El Derecho	Completion of the Memorandum 'People with Disabilities'.
EASPD, Carlos III University, EDF and Thomson Reuters Aranzadi	Within the framework of the JUST4ALL project, co-funded by the European Commission, four seminars were held in Madrid and Brussels on access to justice for people with disabilities and the training of the professionals involved.
Academy of European Law (ERA)	Seminars for government, legal and third sector professionals in the European arena.
UNED, CERMI and the Royal Board of Trustees on Disability	Preparation of the <i>Disability and Active Legal Defence</i> MOOC course, to be delivered in 2020 through the UNED Open platform.

### Legislative developments

The ONCE Foundation also carries out **monitoring and reporting on legislative developments affecting persons with disabilities**, both national and European, seeking the consideration of their

needs and a defence of their rights. Below are some of the main legislative changes in 2019 affecting people with disabilities.

<sup>34</sup> Business Law Research Foundation.

## Legislative developments in Spain



### National legislation

- ▬ Royal Decree-Law 6/2019, of 1 March, on urgent measures for the **guarantee of equal treatment and opportunities for men and women in employment and professions**.
- ▬ Royal Decree 94/2019, of 1 March 2019, establishing the **specialist course in audiodescription and subtitling** and establishing the basic aspects of the curriculum.
- ▬ Royal Decree 537/2019, of 20 September 2019, modifying Royal Decree 1544/2007, of 23 November 2007, governing the basic conditions of **accessibility and non-discrimination** for access and use of modes of **transportation** for people with disabilities.
- ▬ Royal Decree 704/2019, of 29 November 2019, regulating the direct granting of **subsidies to guarantee the promotion and defence of the rights of people with disabilities and the promotion of disability plans and programmes** for 2019.
- ▬ Resolution of 7 March 2019, of the State Secretariat for Social Services, publishing the agreement of the Council of Ministers of 22 February 2019 establishing 3 May as **National Day of the International Convention on the Rights of Persons with Disabilities of the United Nations**.
- ▬ Order PCI/566/2019, of 21 May 2019, publishing the agreement of the Council of Ministers of 12 April 2019, approving the Plan for the **promotion of socially responsible public procurement** within the context of Law 9/2017.

### Regional legislation

- ▬ **Balearic Islands:** Law 11/2019, of 8 March, on Volunteering in the Balearic Islands.
- ▬ **Aragon:** Law 5/2019, of 21 March, on the rights and guarantees of people with disabilities in Aragon.
- ▬ **Autonomous Region of Madrid:** Decree 56/2019, of 18 June 2019, of the Governing Council, creating the Civil Dialogue Roundtable of the Autonomous Region of Madrid with the Third Sector of Social Action.
- ▬ **Extremadura:** Law 12/2019 of 11 October on Volunteers in Extremadura.
- ▬ **Catalonia:** Law 6/2019, of 23 October, modifying Book Four of the Civil Code of Catalonia, regarding inheritance, in order to guarantee equal rights and non-discrimination for people with sensory disabilities.
- ▬ **Basque Country:** Decree 168/2019, of 29 October, regulating programmes and services related to the employability of people with disabilities in the Basque Country Autonomous Region and the Basque Register of Special Employment Centres.

## Legislative developments in Europe

- ▬ **European Accessibility Act**, which aims to establish a common framework for access to products and services by persons with disabilities in EU Member States.
- ▬ **Directive on the reconciliation of family and professional life**, strengthening the disability component.
- ▬ **Omnibus Directive on Consumer Protection** which advocates a “design for all” that promotes accessibility to information for persons with disabilities.

## The ONCE Foundation and the European Social Fund

The European Social Fund, with which the ONCE Foundation has had an alliance since the year 2000, is currently the organisation's second source of funding. It is also an example of added value, by tripling the funds from ONCE, our founder, and with it the social results essential for promoting the full inclusion of people with disabilities in the workplace.

### A partnership that keeps strengthening and growing

The ONCE Foundation, having a **dual role of Intermediate and Beneficiary Organisation** through Inserta Empleo, participates in two **Operational Programmes** co-funded by the ESF during the 2014-2020 programming period: **Social Inclusion and Social Economy (POISES) and Youth Employment (POEJ)**. Based on excellent management, these programmes help achieve the vision of the ONCE Foundation: to be the reference entity for the creation of quality employment and training for people with disabilities as key factors for their inclusion.

In 2019, **additional allocations for POISES** were once again achieved in a second call as beneficiaries, for **over 87 million euros**, which will allow the ONCE Foundation to continue carrying out activities through Inserta Empleo around Spain until August 2023.

With the addition of the new amounts granted in 2019 to those already obtained in previous years, the ONCE Foundation consolidated its position as the main and largest private administrator of the ESF in Spain and Europe during the EU budget period 2014-2020, managing a total of around 254 million euros.

As an Intermediate Body, the multiplying effect of the ESF continues to be extended to organisations of the disability associative movement and their families through calls for training and employment aid, to universities and people with disabilities themselves through individual aid for entrepreneurship, languages and scholarships, actions mentioned in previous chapters.



### Transnational cooperation and social innovation

Partnerships with public and private organisations in Spain and Europe continued to be strengthened in 2019 through the transnational cooperation networks of **Social Economy and Disability and the Disability Hub Europe for Sustainable Growth and Social Innovation (DHub)**, aligned with the 2030 Agenda and the SDGs<sup>35</sup>.

In addition, the **social innovation project D\_Innovar** was finished in 2019, which drew up and tested the IS\_IMPACT "Measurement of the Impact of the Inserta Programme" methodology, the results of which were shown at a presentation held by APD (Association for Management Progress) and with the presence of senior figures from the Managing Unit of the European Social Fund (UAFSE)<sup>36</sup>.

<sup>35</sup> More detail on this initiative can be found in chapter B2. *Employment and training* (section on promoting business engagement and inclusive sustainability).

<sup>36</sup> Learn more about this methodology in Chapter A3. *Excellence in management*.

### Visibility of our actions

The campaign **#Trabajaesunahistoria**<sup>37</sup> (#WorkingIsAStory) completed the actions undertaken by Inserta as beneficiaries of the first POISES call, which ended on 31 October.

The **seminar Inclusión y + (Inclusion and +)**, in collaboration with Caritas, the Red Cross and the Secretariado Gitano Foundation (Roma People Secretariat Foundation) and with the presence

of the Minister of Labour, Migration and Social Security, had a twofold objective: to highlight the joint work and results of the actions carried out with the help of the ESF for the labour inclusion of the most vulnerable people in the first POISES call, as well as to demonstrate the need for a new call to enable the work begun to be continued until 2023.

### Future of European Funds

In 2019, the policy campaign has continued to make disability an investment priority in the next rounds for **European Funds 2021-2027**,

working closely with European institutions and in partnership with the European Disability Forum.

## Solidarity

### Our donors

The additional revenues obtained through collaboration with companies or contributions from private donors widen the abilities of the ONCE Foundation to create opportunities for people with disabilities and their families, giving greater focus to different projects and facilitating the creation of new ones. This shows the solidarity of our society towards people with disabilities.

These have been some of the most significant initiatives of 2019 for private fund raising, both from **businesses** and **small donors**.

### University scholarships for students with disabilities

The collaboration of **20 companies and institutions** has enabled 104 scholarships to be awarded to university students with disabilities through the Talent Opportunity Scholarship programme<sup>38</sup>.

### Digital skills training

24 people with disabilities have been trained in app development and JAVA programming, thanks to

the financial resources allocated by **EVO Bank and Capgemini**, as part of the Digital Talent programme (Por Talento Digital)<sup>39</sup>.

### “Gracias a ti” (Thanks to you) Solidarity Payroll programme<sup>40</sup>

In 2019, a total of 903 employees from the ONCE Social Group joined this initiative, bringing the total revenue to €80,537 (including contributions from the ONCE Foundation and ILUNION). The funds raised



<sup>37</sup> [www.trabajaesunahistoria.es](http://www.trabajaesunahistoria.es)

<sup>38</sup> Information about this programme is in Chapter B4. Education and Sport for all.

<sup>39</sup> Information about this programme in chapter B2. Employment and training

<sup>40</sup> <https://www.graciasati.es/>

were allocated to the three most voted NGOs by the participants, which this time included ProTGD, the ANAR Foundation and the Spanish Cancer Association (AECC).

### Contribute

The website <https://colabora.fundaciononce.es/es> includes representative projects of the ONCE Foundation to which donations may be sent, as well as one-off campaigns of limited duration and goals.

### III Solidarity Race for Financial Education and Inclusion

Event run with the collaboration of ASNEF, Bank of Spain and the CNMV. The proceeds went to financial education projects for people with disabilities.

### Participation in #Giving Tuesday

A global initiative aimed at generating a mass donation action for charity via social media on the Tuesday following Black Friday, presenting itself as an alternative. In 2019, the ONCE Foundation participated with the project “A window on employment” to support women with disabilities who are victims of gender violence.

### Heritage and Legacy Programme

In collaboration with the Aequitas Foundation, the ONCE Foundation participated in the VIII Congress of SUPPO (Progressive Unity –UP- Senior Collective <sup>41</sup>), where a marketing campaign was undertaken as part of the #Dejatumayorlegado campaign.

### Third Annual Donor Day

On 7 November the third annual Donor Day of the ONCE Foundation was held under the title “Stories of Solidarity and their protagonists”. The event was attended by donor companies and collaborators of ONCE Foundation activities and programmes.

Some of the participating organisations were **Feacem, ILUNION Capital Humano, Islalink, Legalitas, Ibercaja Foundation, Seguros RGA, Aequitas Foundation, Talgo Foundation, Sabadell Bank, Mastercard, Citi, Bpb Patrimonial, S.L. (Santander Private Banking Agent), Ford España, Intergraph España, S.A., Santander Bank (Santander Private Banking), FCC Construcción, S.A., Cerealto Siro Foods, Gaes /Amplifon Ibérica, DCH (International Organisation of Human Capital Directors), Parques Reunidos Foundation, Campofrío Food Group, Atrevia, Samsung, P & G, Eduardo Barreiros Foundation, Alsa, BBVA, Fonemporium Fi (Santander Private Banking joint venture fund), Cofares, Westinghouse Electric Spain S.A.U., Microsoft and EVO Bank.**



## Volunteering

In addition to the financial contributions of companies and small donors, at the ONCE Foundation we also count on the solidarity of individuals and our staff by devoting part of their time to collaborating on projects for the inclusion of people with disabilities.

In 2019, **336 people participated in various volunteer activities**, in collaboration with organisations such as MONDELEZ, the Spinal Cord Injury Foundation, Aeryoh Association, AMAS Group, Pauta Association, Madrid Atletico Football club and Madrid City Hall, as well as the ILUNION sports club and FOAPS. In addition, **88 accompanying actions** have been carried out

aimed at **10 people with disabilities** who have required this type of volunteer service.

The Volunteering and Solidarity Actions Unit of the ONCE Foundation coordinated these actions and implemented the **Volunteering Plan 2017-2019**, with the collaboration of the Spanish Volunteering Platform. The ONCE Foundation also belongs to the Federation of Volunteer Organisations of the Autonomous Community of Madrid (FEVOCAM).

During the last quarter of 2019, work was carried out on the design of the Strategic Volunteering Plan for the next four years (2020-2023).

<sup>41</sup>SUPPO is an organization of Senior affiliates within ONCE.

# B.6 Dissemination and awareness raising

The ONCE Foundation undertakes extensive communication aimed at its stakeholders and for society in general with a triple objective: communicating the impact of its many programmes, making people aware of the barriers faced by people with disabilities in their daily lives and the need to continue working towards their social inclusion, and disseminating quality information about the world of disability.



17 PARTNERSHIPS FOR THE GOALS

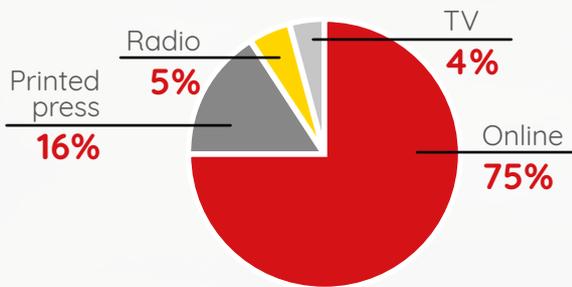


## Key indicators<sup>42</sup>

### ONCE Foundation

✓ **277** communication actions

✓ **3,538** media impacts



#### External Service Department (DAE)

→ **15,128** information requests received.

→ **5,667** entity records in their database.

→ Registry management for **52** institutional acts.

 **58,282** followers

 **33,179** fan page

 **7,435** followers

 **Over four million** reproductions

<sup>42</sup> Data at end of 2019.



## ONCE Foundation

### ONCE Foundation Library

- ✔ **5,194** documents registered in the ONCE Foundation Library, specialising in disability (1,134 records in the online library).
- ✔ **584** bibliographical consultations.
- ✔ **300** new publications registered in 2019.
- ✔ **108** new documents in the Study Library.

### Assignment of spaces

- ✔ Assignment of **384** spaces to **182** social and disability organisations, exceeding the equivalent transfer cost estimated at 163,000 euros.

## Inserta Empleo

- ➔ **917** press releases sent to the media
- ➔ **2,697** mentions



**13,484**  
followers



**15,037**  
followers



**13,786**  
contacts



**2,149**  
followers



**3,330**  
subscribers

## Servimedia

- 📄 **40,758** news articles produced.
- 📄 **60,953** insertions into other media.
- 📄 **By sections:** dissemination of 13,936 news items on Society, 12,714 news items on the Economy, 12,599 news items on the National arena, 7,891 news items on the Regional arena, 2,893 news items on Disability, 2,845 news items on Health and 994 news items on CSR.
- 📄 **Over 3 million** page views.
- 📄 **560,000** unique web users.
- 📄 **21,000** followers on social networks and **5 million** hits on Twitter and Facebook.
- 📄 **Over 4 million** teletypes distributed to around a hundred customers.
- 📄 **Over 70 interviews** with leading political, economic and social figures.
- 📄 **About 30** roundtables or TV debates on social topics.

## Campaigns and communication initiatives



### Main communication campaigns 2019

The ONCE Foundation and Inserta Empleo ran multiple communication and awareness-raising campaigns in 2019, several of which were supported by the European Social Fund. These were the most relevant:

- 📺 **'Barrerismo'** was widely echoed, both in digital and online media. The cause has been taken up by society in denouncing the barriers faced by people with disabilities in their daily lives.
- 📺 **'OUT'** was broadcast on the occasion of the Madrid Mutual Tennis Open, in conjunction with the Legal and Youth Sport foundations, with the aim of making a **symbolic gesture against gender-based violence**.
- 📺 **'Más que capaz' ('More than able')** was presented as part of the International Day on Fighting Gender Violence, consisting of a microsite and video tutorials to help identify situations of **gender-based violence**.
- 📺 **'Trabajar es una historia' ('Working is a Story')** was launched with the support of the European Social Fund with the aim of **enhancing people's abilities**, regardless of their disability, age, gender or social environment.
- 📺 **'Una doble oportunidad' ('Double Opportunity')** was an Inserta Empleo campaign **aimed at SMEs** to convey that hiring a person with disability is not only an opportunity for that person, but also for the company that takes them on. At the end of the campaign, 9,500 new workplace registrations were obtained.
- 📺 **'Idem'**, also **aimed at companies**, showed that people with disabilities can do exactly the same job as a person without disabilities. It was shown at shopping centres in Madrid, the Canary Islands, Badajoz, Murcia, Toledo and Seville.
- 📺 **'Esta medida cambiará tu empresa' ('This measure will change your company')** was a direct marketing campaign **aimed at SMEs in industrial estates** in Andalusia, Castile-La Mancha, Extremadura, Murcia, Canary Islands, Galicia and Asturias, whose objective was to communicate the competitive advantages offered by the recruitment of people with disabilities.
- 📺 **'Un futuro de miedo' ('A dreadful future')** aimed to **bring university students with disabilities into the labour market** and improve their training.
- 📺 **'Necesitas Inserta' ('You need Inserta')** targeted women with disabilities and included **a video and ten brief tutorial clips** in which a human resources expert offers the keys to successfully seeking work.

In addition to the dissemination efforts of various Foundation initiatives and programmes, videos were produced such as the Accesible Medication application and others related to the D\_Innovar, Emprenyoutuber, Inclusion and + (Inclusion and +), Camino de Santiago (The Way of St James) and Promotion of Accessible Tourism together with the World Tourism Organization.

## Solidaridad Digital (Digital solidarity) and Por Talento Magazine

The Solidaridad digital newspaper ([www.solidaridaddigital.es](http://www.solidaridaddigital.es)), published by Inserta Empleo, is the only newspaper with exclusive content in the world of disability. The number of readers increased considerably in 2019, with an average of more than 900 people reading the newspaper daily and a total of 216,212 visits over the year.

Inserta Empleo also produced three issues of the **Por Talento Magazine** in 2019 (with a print run of 3,700 copies), disseminating all the activity carried out in the framework of the operational programmes, with co-funding from the European Social Fund.

## Other awareness-raising initiatives

As part of the **Stories that spread hope** initiative, which aims to install values from childhood <sup>43</sup>, the **“Baltasar, born to investigate”** story, dedicated to rare diseases, was written in 2019. Six storytelling sessions were held throughout the year, attended by nearly **1,830 children**.

Furthermore, with regard to a highly important issue for which there was no comprehensive data on students with disabilities, the ONCE Foundation and the Spanish Committee of Representatives

of Persons with Disabilities (CERMI) conducted the study **“Harassment and cyberbullying in students with disabilities”**, with the aim of contributing to the development of a sound diagnosis in this field and being able to plan improvement measures and better management from all parties involved.

The study was publicly presented in June, in the presence of the Minister of Vocational Education and Training.



servimedia

## Servimedia, a leading agency in social information in Spain

Servimedia, an entity of the Executive Area of the ONCE Foundation, is the leading agency in social information in Spain. In 2019, the main focus of activity was the **commemoration of its 30th anniversary**, with the staging of nine major public gatherings entitled #DialogosServimedia. The meetings were attended by more than 1,200 people, including personalities such as former Prime Minister Jose Luis Rodriguez Zapatero and the heads of several large companies in the country.

Among the commemorative events, Servimedia also organised a **Journalism Day at the Faculty of Information Sciences of Complutense University (UCM)** under the title ‘Journalism and Post Truth: How do we deal with *fake news*’, which featured prominent figures from the profession such as the senior editors of the newspapers ABC, El Mundo, La Vanguardia and 20 Minutos, as well as the vice-chancellor of the UCM, the director of communication of the ONCE Social Group, the

director of RTVE’s 24-hour Channel show ‘La Noche’ and the editor of El Confidencial Opinion page.

In addition, the agency received **a visit from Her Majesty Queen Letizia** in September to chair a working meeting on the inclusion of disability in the news media.

In 2019, Servimedia held more than **70 interviews** with leading political, economic and social figures, including in particular various ministers from the Government: Carmen Calvo, Nadia Calviño, Maria Jesus Montero, Fernando Grande-Marlaska, Maria Luisa Carcedo, Isabel Celaa, Margarita Robles, Teresa Ribera, Luis Planas, Pedro Duque and Jose Guirao. It also organised around **thirty round tables** or television debates on social issues with organisations such as Plena Inclusión, Patient Organisation Platform, CERMI, Ferrovial, Forética, Grünenthal, Caja Navarra Foundation, Alliance for Welfare, Autism España, DKV and Communication Studio.

<sup>43</sup> The 11 published stories are located at: <https://biblioteca.fundaciononce.es>

# B.7 Gender equality and diversity

The ONCE Foundation works to ensure equal opportunities between women and men, fostering a culture based on respect, equal treatment between all people and diversity as a value. The Foundation also addresses, from an intersectional perspective, the challenges faced by women with disabilities as a result of multiple discrimination, and pays special attention to women with disabilities who are victims of gender violence.



## Equality and diversity in internal culture

In line with the commitment of the ONCE Social Group to gender equality and the work of its **Equal Opportunities Observatory**, the ONCE Foundation and its dependent organisations provide for a number of mechanisms to ensure compliance with the principle of non-discrimination between women and men.

- ✓ **Equality Plans** and their corresponding **Monitoring Committees** <sup>44</sup>.
- ✓ **Procedure for dealing with complaints of harassment and discrimination, and Anti-Harassment Commission**, of the ONCE Foundation. The Committee met in November with no incidents to deal with.
- ✓ **Launch of the new Diversity and Equality Coordinating Committee of the ONCE Foundation and its Executive Area**, which works as an advisory, coordination and reporting committee, with the capacity to bring gender equality and diversity initiatives to the Senior Leadership.
- ✓ **Distinctive Equality in the Company (DIE)** <sup>45</sup> as a result of the ONCE Foundation's work on equality.
- ✓ **Family Friendly Company Certificate (EFR)**, in recognition of the initiatives developed by the ONCE Foundation to facilitate the reconciliation of the personal and professional life of the workforce <sup>46</sup>.
- ✓ In 2019 there was a **gender pay gap** of **8.4%** for the entire Executive Area <sup>47</sup>.
- ✓ **43% of the Board of Trustees** of the ONCE Foundation, the highest governing body, is made up of **women**.
- ✓ Incorporation of the **gender dimension** into our main **indicators** for both activity and personnel.

<sup>44</sup> Plans corresponding to the ONCE Foundation (although not required by law in 2019), Inserta Empleo and Inserta Innovación. Servimedia (not required by law in 2019) intends to develop and maintain its own equality plan from 2021.

<sup>45</sup> DIE is a brand of excellence that recognises leading organisations in the development of equality policies between women and men in the workplace.

<sup>46</sup> Further information on reconciliation and co-responsibility is provided in chapter *A.4 Human Team*.

## Awareness raising and training on equality

Staff commitment to gender equality is strengthened annually with the development of different training and internal awareness-raising activities aimed at fostering a culture of equality and mutual respect. Here are some of the most significant in 2019:

- Celebration of **International Women's Day** including, among other actions, participation in the seminar **"Somos Auténticas" (We're Authentic)**, organised by the Equality Observatory of the ONCE Social Group, dissemination of the **"Tiempo de mujeres" (Time for Women)** campaign, by the Women's Institute, and running the event **"El amor no duele" (Love does not hurt)**, hosted by Marina Marroqui (victim and expert in gender violence).
- Commemoration of the **International Day for the Elimination of Violence against Women**, with the dissemination of the "Manifesto of the ONCE Social Group against Gender Violence" and the staging of the "Network for intervention from civil society for the inclusion and care of women with disabilities who are victims of gender violence".
- **Positive training action** aimed at female workers with disabilities called "Muses of Fire", with the objective to empower participants.
- Organisation of the conference **"The Loneliness of the Caregiver"**, which demonstrated the plight of working persons who must reconcile their professional life with the care of their elders or dependent relatives.

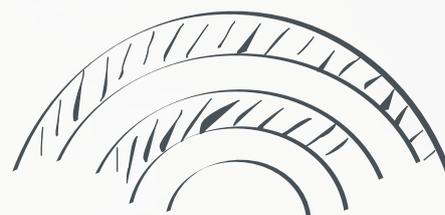
## Diversity as Value

Beyond gender equality and disability as a cornerstone, the ONCE Foundation sees human diversity as an essential value for our society and for our organisation.

In this context, the **IV Diversity Week** was held internally in 2019 under the slogan "More Diversity, More Talent", including a **workshop** focused on knowledge and awareness of **LGBT diversity**

and the creation of **"Manifesto of Equality and Non-Discrimination"**, in collaboration with ILUNION.

Mention should also be made of the **signing of an agreement with FELGTB**<sup>48</sup> to address the reality of persons with disabilities with sexual and gender identity diversity.



<sup>47</sup> According to *Gender Wage Gap* (OECD) methodology. The average pay gap in Spain is around 12%, rising to almost 16% in Europe.

<sup>48</sup> Lesbian, Gay, Trans and Bisexuals State Federation.

## Combating gender-based violence

The ONCE Foundation continues to deepen its commitment to combating gender-based violence, which has an even more intense impact on women with disabilities, starting from a situation of greater vulnerability, and which causes disability in many women as a result of gender-based violence against them.

There were many different actions carried out in 2019, the most notable being the following.

- Approval of the **“Mujeres en Modo ON-VG” (Women in ON-GV Mode)** project within the Operational Programme for Social Inclusion and Social Economy (POISES) co-funded by the European Social Fund, for the period 2020-2023, specifically targeting **women with disabilities who are victims of gender-based violence**. It is expected to cater to more than 1,300 women across Spain, generate 80 work contracts per year and promote at least 15 projects by women entrepreneurs.
- **“#Más que capaz” (“#More than able”)** campaign, based on the dissemination of 11 video tutorials, in which experts explain in a simple way the different approaches and cases by which gender violence takes place in our daily lives. The campaign involved five women with disabilities who were victims of gender-based violence and focused on three factors: visibility, information and education as joint ways to defuse harmful patterns.
- The **VIVE charity wristband** initiative, designed by Pianno39, with a commitment to donate 3 euros from the sale of each wristband to the ONCE Foundation in order to run a training project on job-seeking skills and the incorporation of women with disabilities, who are victims of gender violence, into the labour market.
- Joint symbolic act, called **#Out**, with the Legálitas Foundation in the framework of the Mutua Madrid Tennis Open to show their rejection of gender-based violence.



The ONCE Foundation’s work for women with disabilities who are victims of gender violence was recognised in 2019 with the **Eulalia Clavijo Award**, awarded by the Madrid Association of Solicitors.

## Creating more opportunities for women

Applying gender perspective to our programmes and actions drives us to work for equal opportunities for all women in a variety of fields such as the labour market, social participation, public life and leadership spaces. Particularly from an intersectional perspective, we are dedicating our efforts to improving the situation of multiple discrimination experienced by women with disabilities, who are doubly disadvantaged.

The following various actions were highlighted in 2019.

### Initiatives to promote employment among women with disabilities

- ️ **“Succeed in your selection processes”**, aimed at women with disabilities seeking employment, with the aim of empowering them by providing advice and tools to increase their self-confidence in selection processes, especially at the time of the job interview.
- ️ **Por Talento Webinars cycle**, promoted by Inserta Empleo, to highlight the benefits of diversity for companies.
- ️ **External evaluation of the ONCE Foundation and Inserta actions on gender equality**, in particular those co-funded by the ESF and carried out as beneficiaries of POISES between 2016 and October 2019.



### Visibility, Collaboration and Leadership

- ️ Adaptation to **Easy Reading** of the **biography of five inspirational women with disabilities**, whose lives and works help to make the role of women with disabilities visible in society and history, and offer positive models to girls and women with disabilities.
- ️ In 2019, the second collaboration agreement was signed with the **CERMI Women Foundation**, with the aim of establishing joint mechanisms for the protection of the rights, inclusion and social welfare of women and girls with disabilities, as well as for the effective application of the principle of equal treatment in the social movement for disability.
- ️ The Foundation has also signed a new agreement with **FEDEPE** (Spanish Federation of Women Executives, Managers, Professionals and Entrepreneurs) to promote women’s social and labour integration into the business world.
- ️ Lastly, we can highlight the **participation of the ONCE Foundation**, mainly through its **General Secretary**, in multiple **events and day conferences** on gender equality, diversity and the reality of women with disabilities, set up by disability associative movement organisations, the business world and public bodies.

# || ANNEXES



# Awards and Recognitions

## **2019 Medal of Honour from Crue Spanish Universities**

The ONCE Foundation, for its commitment to equal opportunities, the elimination of barriers to university and its contribution to inclusion in the Spanish university system.

## **Recognition for good ESF practice in Spain by the European Commission**

ONCE Foundation, for the *Unidiversity* programmes for young people with intellectual disabilities who have received training at universities, *One by One* initiative and the programme for young people with psychosocial disabilities, included in the “Passport to Employment”.

## **Mahou San Miguel Foundation Youth Employment Promotion Awards**

The ONCE Foundation for its programme *Promoting the talent and empowerment of young people with disabilities at Spanish universities*.

## **Bronze Eventplus Awards for Best Responsible Event**

ONCE Foundation and Inserta Empleo, for the *Never Give Up* campaign.

## **International Zero Project Conference 2019**

The *Accessible, Smart and Sustainable Housing* project, chosen as an innovative good practice.

## **World Tourism Organization (WTO) Award for Innovation in NGOs**

The ONCE Foundation, for the *Amuse* project.

## **Recognition of the Cathedral Foundation of Burgos. Burgos 2021**

The ONCE Foundation, as an organisation committed to the VIII Centenary of Burgos Cathedral.

## **2019 Southern Pyrenees Award from the Provincial Council of Huesca**

The ONCE Foundation, for the project *Art and Culture*.

## **Spanish Network of the United Nations Global Compact**

The ONCE Foundation for the *Accessible Medicine Plus* project.

## **Best Diversity initiative from the Alstom Group**

The ONCE Foundation, for the general collaboration in the development of solutions for the creation of a more inclusive mobility environment.

## **'Eulalia Ruiz de Clavijo' Award, given by the Madrid Association of Solicitors**

The ONCE Foundation for its work for women with disabilities who are victims of gender violence.

## **'Capital' Magazine Award**

Servimedia, for "amazing social work" in journalism over its 30-year history.

## **¡Escuchame! (Listen to me!) Award from Canal Extremadura Television Station in the Media category**

Servimedia, "for its long and brilliant history in social information".

## **2019 Communication Award from the newspaper Dircomfidencial**

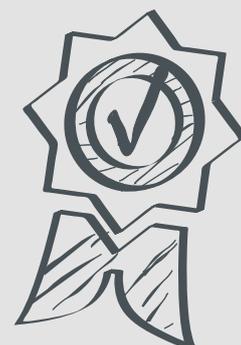
Servimedia, in the category of Commitment to "promote social values" (delivered by the Secretary of State for Communication of the Government of Spain, Miguel Angel Oliver).

## **Estrellas ('Stars') recognition from the Spanish Federation of Food Banks (Fesbal)**

Servimedia, for its contribution to the Big Charity Drive for the Christmas campaign.

## **Silver Cross Honours awarded by the Community of Madrid**

Servimedia journalist Nino Olmeda for his professional work in the region during long years of dedication to regional health information.



# 2020, ONCE Foundation and COVID-19: Solidarity goes further

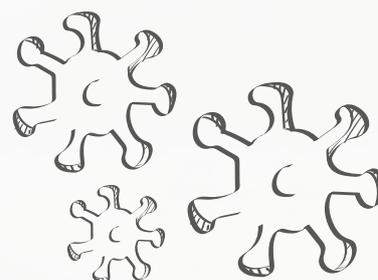
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Although the timeframe of this report is 2019, at the time of its closure, already in 2020, the ONCE Foundation, like all Spanish society, has been subjected to the pandemic caused by COVID-19, with its many effects on the health, social and economic fields, which have had a **particularly significant impact on people with disabilities**, as a vulnerable group.

This is why the ONCE Foundation has deployed, since the onset of the pandemic and the state of alarm decreed in our country, a huge effort to ensure that people with disabilities, in their different circumstances, and especially those who are older or live alone, are supported and accompanied given the extraordinary circumstances we are living in.

In the framework of the **“You are not alone” Plan** implemented by the ONCE Social Group as a whole, the ONCE Foundation has put in place material, economic and human resources in favour of the disability associative movement, persons with disabilities and their families. During this task we have also had **valuable support provided by other organisations**<sup>49</sup> in the form of donations (financial and in kind) and corporate volunteering, again demonstrating that in collaboration we can go further.

**Volunteering** has gained traction during these intense months, and has proved itself to be a vital tool in expanding the social impact we generate. From mid-March to June 2020, more than 600 volunteers have joined the ONCE Foundation, bringing the total number of our volunteers closer to 1,000. More than ever, we have seen that we are **a people helping people project**, as well as the importance of being close, whatever happens.



<sup>49</sup> These include ACS, Alcampo, Alstom, Atresmedia, Axa, Parla City Council (Madrid), BBVA, Calidad Pascual, Campofrío, Cerealto Siro, City, El Corte Inglés, Vodafone Foundation, Indra, Kiabi, Leroy Merlin, Quesos Entrepinares and San Pablo CEU University.

## Main actions and impact achieved

### Delivery of food and medicine

Support for associative movement organisations, and also direct support to vulnerable individuals through the provision of volunteers and collaboration with other organisations<sup>50</sup>.

- Over 20,000 kg of food distributed
- Transfer of medications from hospitals to patients homes
- Purchase of pharmaceutical products and home delivery

### Manufacture of healthcare supporting equipment with our 3D printers

Adherence to the #CORONAVIRUSMAKERS initiative, putting our 3D printers at the service of this community for the manufacture of virus protection visors and screens.

- Over 500 manufactured and distributed visors
- Collection and delivery of 3D printing material

### Distribution of PPE (personal protection equipment) for health personnel and affected persons

Distribution of protective equipment to care centres for people with disabilities and to centres of the ONCE Social Group that have been medicalised or converted into residences for healthcare personnel.

- Over 160 benefiting associative organisations in the disability movement
- Among other materials, more than 250,000 masks, 50,000 gowns and 300,000 gloves distributed

### Accompaniment and Emotional Wellness

Collaboration with various associations, making volunteer staff available to facilitate this type of accompaniment.

- Telephone support
- Walking companionship
- Individual support for jobseekers with disabilities to promote their access to online training

## The digital divide and accessibility

Participation in a powerful collaborative project to combat the digital educational and training divide, exacerbated by confinement, organised by the Spanish Association of Foundations (AEF). In this framework, the ONCE Foundation has distributed 200 tablets donated by the company Indra, to women with disabilities who are victims of gender violence and entrepreneurs with disabilities.

Collaboration to make the official AsistenciaCOVID-19 application accessible, promoted by the Spanish Government so that the population can self-diagnose

the coronavirus, and Hispabot-Covid19, a consultation channel via WhatsApp.

Publication of the guide “11 keys to an accessible new normal”, in collaboration with CERMI and the Royal Board of Trustees on Disability, with recommendations for the adaptation of public spaces and buildings taking into account the needs of people with disabilities in the new circumstances. This publication is part of the #BarrerismoCovid initiative which aims to raise awareness of the barriers that people with disabilities may face.

With regard to measures for protecting the workforce, the organisations of the Executive Area of the ONCE Foundation initially deployed specific plans and protocols to ensure **health protection** and avoid the risk of contagion. **Remote working** was extended to all staff, including Inserta Empleo, which continued to provide services to jobseekers and companies in an online format. Specific protocols and preventive measures have also been established to adapt to the reality of **de-escalation** in offices.

<sup>50</sup> Outstanding partnerships with organisations such as the Urban Angels Association.

# Regarding this report

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The ONCE Foundation Shared Value Report 2019 provides information on the management model of the organisation, the commitments made, the activity carried out during the year and all the impacts achieved.

The document has been prepared taking into consideration the general criteria and principles defined by the **Global Reporting Initiative** for the preparation of sustainability reports (GRI Standards), also reporting certain performance indicators based on specific content from this standard. Consideration was likewise given to the content of the Guide “**Disability in Sustainability Reporting**”, drawn up jointly by GRI and the ONCE Foundation and updated in 2018.

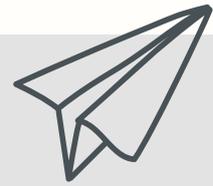
In line with the materiality principle set out by GRI, the **approach** and the **contents** of the Report address the issues that both the Foundation and its stakeholders consider most relevant.

The **organisational scope** covered in this report includes the ONCE Foundation, the Inserta Empleo Association, the Inserta Innovación Association and Servimedia, defined as the Executive Area of the ONCE Foundation. The Report expressly indicates when a different scope is considered. The report was drawn up on the basis of **non-sexist and inclusive use of language**.

This report has been printed on elemental chlorine free paper obtained from sustainable forest management.



## Materiality analysis



The ONCE Foundation carried out a materiality analysis in 2015, involving various stakeholders from the organisation<sup>51</sup> as well as members of the management team. A number of relevant issues arose which have been reported annually through the Shared Value Report.

In 2019, the organisation reviewed this materiality study, based on analysis of various significant document sources<sup>52</sup> that could reveal key aspects of the organisation's internal and external context, as well as the priorities of the organisation itself and some of its key stakeholders.

Following this, the current list of resource issues for the ONCE Foundation is as follows:

- ✔ Value creation and indirect impact generated.
- ✔ Management team profile.
- ✔ Distribution of resources.
- ✔ Participation of stakeholders.
- ✔ Future perspectives.
- ✔ Efficiency and professionalism in management.
- ✔ Monitoring, evaluation and learning.
- ✔ Labour practices.
- ✔ Workplace inclusion of people with disabilities at the Foundation itself.
- ✔ Accessibility of the working environment.
- ✔ Gender and diversity.
- ✔ Transparency and prevention of corruption and bribery.
- ✔ Promoting diversity and equal opportunities.
- ✔ Promoting universal accessibility.
- ✔ Actions in education.
- ✔ Collaboration and coordination with other actors.
- ✔ Internationalisation of the Foundation's activity.
- ✔ Social awareness and impact.
- ✔ Public Policy.
- ✔ Relations with Public Administration.
- ✔ Pollution and climate change.
- ✔ Sustainable use of resources (materials, water, energy, eco-efficiency).
- ✔ Circular economy and waste prevention and management.

The Foundation also considers the situation arising from the crisis caused by COVID-19 in Spain and its impact on people with disabilities to be a resource issue. Despite being limited to 2020, it has sufficient relevance in order to include information on it in this Shared Value Report.

The ONCE Foundation will undertake an in-depth update of its study in the future. In 2019, it has identified factors and trends that may affect the future evolution of the organisation as the first step in this study. Detection of these cases was based on consultation with senior management of the organisation, subsequently completed with documentary analysis.

<sup>51</sup> More than 50 people representing different interest groups were consulted, such as disability movement organisations, collaborating companies, the protected employment sector and public authorities.

<sup>52</sup> External sources include the 2030 Agenda and the SDGs, as well as the European Commission's 2019-2024 policy priorities. Among the internal sources, mention should be made of the ONCE Social Group Governance Programme for the period 2019-2022, the risk map, diagnoses and objectives obtaining the EFQM +500 Seal or the CSR Master Plan 2019-2022.

# ONCE social group

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