



SHARED VALUE

report 2020

ONCE, ONCE Foundation and ILUNION aggregate executive summary



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Letter from the Chairman

Dear friends,

I tackle these lines with the need to share with citizens the situation that the ONCE Social Group has gone through in 2020, a year marked by the coronavirus pandemic. The reality and magnitude of what we have

managed to overcome in 2020 will remain in our hearts and memories throughout our life. As will those who have left us due to the pandemic or those who have been severely affected in any way due to the effects of covid-19, including many others who have become disabled as a result of this reality. Please know that you are not alone and that the men and women of the ONCE Social Group are and will always be by your side, as we have shown in recent months.

As we have always done from ONCE, ONCE Foundation and Ilunion, we have not given up in our efforts to get to every corner, where we have been able to do our bit to help society as a whole, so as to overcome this reality without leaving behind the people with more difficulties, many of them with disabilities. That is why I have to show my pride as chairman of the ONCE Social Group for belonging to this great family, capable of doing what real families do, getting closer to each other, rallying around each other, helping one another, collaborating, sharing, demonstrating our ability to be able.

We have demonstrated our level of resistance and resilience with the slogan #Hope Can Beat Anything, which during 2020

became a true rallying cry, of struggle, fighting, future for a Group that will be 83 years old and that, thanks to its solvent ethical pillars and its responsible management, has been able to face reality with future guarantees for the Institution and those who make it up, as well as to extend our solidarity, once again, to those who need us.

We cannot say that it has been easy, but we feel especially comforted with our social action, with the affection we have been able to show to Spanish citizens, blind people, people with disabilities and everyone we have been able to reach out to over these months, especially during the tough days of lockdown.

As you know, for the first time in our history, we had to stop being there on the streets and cities and abandon our points of sale, as happened in many other places. Our "sentinels of hope" stopped selling lottery tickets and the rest of responsible lotteries on the streets. The ONCE lottery ticket, an active part of brand Spain, stopped being drawn for the first time in 82 years, since that distant 1939, when the first numbers of hope began to spin round.

We then focused on what we do best and what we obviously had to do: to provide coverage to those who needed it; to stand shoulder to shoulder with the citizens to help overcome this reality. And we were able to do so: we have provided global coverage to 71,009 blind people that are affiliated members of ONCE and, in particular, we managed to reach more than 14,000 blind people over the age of 65 who live alone during those difficult days, making almost 300,000

phone calls; we made a great effort with deaf-blind people and also with the rest of people with disabilities through the ONCE Foundation and also thanks to our volunteers; we donated Ilunion facilities and hotels that soon became residences for doctors and other healthcare personnel and places of care and recovery for those most affected; Ilunion's

“In a year in which employment has been paralysed due to the pandemic, we have maintained around 70,000 employees”

industrial laundries, with 90% of workers having disabilities, increased their pace to wash all the clothes from the pandemic so as to ensure that there was no lack of clean clothes in hospitals, residences, centre's for the elderly...; we made and donated masks and material for health professionals; we looked after many elderly

people in homes where we gave the best of ourselves - which is not always well understood. In short, we focused on caring for, on protecting those who could have a more difficult reality, as we have always done. And in guaranteeing the continuity of our Organisation and its workers.

Perhaps in these difficult times, economic data may lose importance but the truth is that we were able to do all this work from the sustainability and self-imposed standards of excellence to keep a social, economic Group without equal on track; the largest employer of people with disabilities in the world and the fourth largest global employer of people with and without disabilities in Spain.

Like the rest of organisations and companies, we were forced to use a public tool that has proved to be

fundamental this 2020, which has been the Temporary Downsizing Plan (ERTE), but which we have tried to limit as much as possible with the sole aim of overcoming the situation and recovering our activity as soon as possible, and this is what we have done, both at ONCE, the ONCE Foundation and at its Ilunion companies.

In a year in which stagnation in employment has been the second most serious pandemic worldwide, the ONCE Social Group managed to close December maintaining around 70,000 workers (69,973 to be exact), that is, one out of every 279 people who are employed in Spain. Of this workforce, 40,482 people have some kind of disability (57.9%) and 42.6% are women, thus fulfilling a long-awaited principle of gender equality and parity.

In addition, we have focused the year on continuing to give confidence and security to our workforce by converting 3,433 contracts within the ONCE Social Group into permanent contracts, of which 857 are sales agents of the Organisation's lottery products and 2,576 belong to Ilunion. This is proof that for us employment, and above all quality employment, is an objective in itself, a need to continue generating life opportunities, especially for people with disabilities.

Having to almost completely stop our commercial activity selling lottery products for three months and with the population slowly returning to the streets and cities, plus the subsequent realities of full and partial lockdowns, meant that our sales closed the year at 1,615.2 million euros, well below the forecast for the year, which exceeded 2,200 million. And the same happened with Ilunion, with several lines of business affected, which meant income with a 819.3 million euros turnover.

Nevertheless, we did not give up on our social commitment and we managed to allocate 228.3 million euros across the board to social investment aimed at blind people and people with other disabilities. At ONCE we have continued with one of our most important tasks and the one that gives most meaning to our existence: we have welcomed with open arms and a tailor-made suit, in possibly the hardest moments of their lives, the 2,139 people who lost their sight in 2020 and who want to continue showing that they are able; in a complex year we helped 7,400 blind children pass their exams in the classrooms, as one more, with a wide deployment of our social, educational or cultural services; we have delivered a total of 110 guide dogs to new homes, with a new working model; ONCE Foundation has approved 2,010 training, accessibility and employment projects for people with disabilities, a drizzle of solidarity managed by many small organisations throughout Spain; and from Ilunion we have invested 46.6 million euros this year, to continue growing, with an investment horizon of 150 million euros until 2023.

I will close these lines with another journey through 2020 that has more to do with our philosophy of life: to continue working together and always looking to the future to be able earn out day-to-day living with our heads held high. We started the pandemic to the cry of #Hope Can Beat Anything; we returned to the streets with a great campaign of gratitude for citizens, who welcomed our sales agents again with an unusual affection and the best sign of recovery of normality that means being able to share a few seconds of private talk and chat to the sentinels of hope; we celebrated the most multitudinous Santa Lucia in our history, online, in which we reached all our elderly and made them participants of a great

event to remember and celebrate; and we closed the year putting a note of colour to our logo, how curious, colour in the world of the blind.

Yellow, blue, red, green, green and white are the colours that are now added to our isotype, to our beloved "Oncelio", to take a step further in the final image consolidation of a full-colour brand, which aims to last as a social, economic emblem inside and outside our country. One more step towards the future, towards innovation, which aims to encompass everyone, represented in these colours: the historic yellow and green of ONCE; the red of the ONCE Foundation; the blue of Ilunion; and the white of our walking stick, the world symbol of mobility.

It is, in short, the way to symbolise and express values that aspire to the **trust** of citizens, **support**, **relevance**, **familiarity**, and **social leadership**. They show a way of going through life with the maxims of hope and unity, effort and perseverance, to make who we are tangible and what we do for ourselves and for everyone, as an active part of citizens, as one more. In those places you will always find us, now, with a lot of colour.

Miguel Carballada Piñeiro
Chairman of the ONCE Social Group



ONCE Social Group





ONCE Social Group

The ONCE Social Group is the conjunction of the work of ONCE, ONCE Foundation and Ilunion with the same identity and a clearly established priority: full inclusion and access to an independent life for blind people and people with other disabilities in Spain and the world.

Education, continuous training, employment and accessibility are ever-present goals, which are based on social innovation and the drive towards more inclusive societies through the strengthening of associations related to disability, the third sector or the social economy. A unique model that pivots on solidarity with people at risk of exclusion and is focused on those with disabilities, based on the fulfilment of the rights of citizens.

1.1 Natural evolution

ONCE was created 82 years ago from the initiative of a group of Spanish blind people, since the start of the 20th century, who thought that together they would be stronger to aspire to the maxim of equality through a dignified way of life, the sale of lottery products, then the first pro-blind lottery ticket. This was the creation of that Organisation - which had already tried to start in 1935 but finally succeeded in 1938 - which unified the existing various

raffles and initiatives of small associations of blind people and that had already achieved some popular support.

Sharing the reality of citizens would always be ONCE's destiny, which was created rejecting the fact that blind people should have a subsidy for the mere fact of being blind and opted to having them earn their daily living with a decent job based on two key ideas: unity of blind people to jointly earn their future and hope to ensure that the cry of "equals" in the street (which soon became popular) became a sign of identity.





Eight decades later, the result and natural evolution of the initiative is the ONCE Social Group, the largest generator of social services for blind people and employment for people with disabilities in the world; and the fourth largest non-public employer of people with and without disabilities in Spain, with a workforce of around 70,000 workers.

A Group whose purpose of full inclusion of blind and disabled people has become a unique model in the world for generating social value for all citizens. A leader in the social economy that every day proves that social and economic profitability go hand in hand, and does this by combining three areas of action that, together, complement each other:

ONCE

World reference for the global inclusion and autonomy of blind and severely visually impaired people. It is financed on a management model of responsible, safe, solidary lottery product sales, under public control, and with full reinvestment of all income in social return.

ONCE Foundation

An instrument created by the Organisation in 1988 to extend the solidarity of the ONCE social model to the rest of disabled people and thus promote their inclusion, acting on the levers of training, employment and universal accessibility, indissolubly linked as a path to the future.

Ilunion

Brand of the business initiatives of ONCE and the ONCE Foundation, united under a social umbrella that makes them leaders in the social economy. It is diversified into six main areas (services; hotels and hospitals; consultancy; social and healthcare; marketing; and circular economy) with the ultimate goal of sustainability and employment of people with disabilities.





1.2 Management in democracy

ONCE is legally defined as a Public Law Corporation of a social nature, a unique entity of the social economy that bases its operation on the principle of internal democracy, with full participation of blind people who are affiliate members of the Organisation in the electoral processes that elect the governing and representative bodies of the Entity.

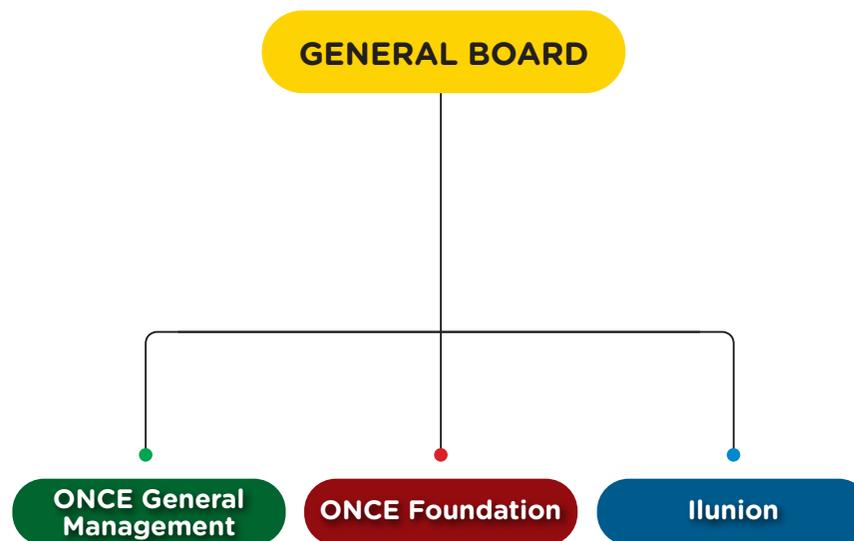
Democratic management is the DNA of ONCE and is what allows it to develop a model for the provision of social services, delegated and commissioned by the State, aimed at people with blindness and severely visually impaired who are affiliate members of the Organisation. Coverage that includes all stages of life (from childhood to adulthood) promoting autonomy, inclusion in the workplace, universal accessibility and access to technology, leisure, cultural and sporting activities, among other services.

For all these purposes, the Organisation has its own legal personality, full capacity to act and self-organisation to carry out its activity. In addition, its action is subject to supervision and control by the State through the Protectorate Council, which ensures transparency and proper management of resources. All income is intended to be used for the Institution's sustainability and reinvestment in social work.

Since 19 January 1982, the model has been based on holding elections every four years, from which the representative bodies, General Council and Territorial Councils, are created. The General Council is the highest

body for governance and representation. Its mission is to ensure the institutional and financial stability of the Organisation in the fulfilment of its social and solidarity goal, respect for human rights and the full inclusion in society of people who are blind and/or other disabled persons.

The three executive areas that the Social Group's activities are grouped are accountable to the General Council: The ONCE General Management (responsible lottery products management and implementation of social services for blind people); the ONCE Foundation (for cooperation and social inclusion of people with disabilities); and Ilunion (the socio-business area that demonstrates that social and economic profitability are sustainable).





Relevant figures



Relevant figures

For the ONCE Social Group, employment in general and that of people with disabilities in particular, is an end in itself, a resounding objective as a leading Organisation in the social economy. Because we have shown that labour inclusion is the best lever for real inclusion, because nothing is more inclusive than a dignified, quality job, which offers the opportunity for an independent life. And it maintains its action aimed at raising awareness in society, as well as in companies, institutions and organisations, to make employment for these people a reality.

Despite the fact that the reality of employment for people with disabilities continues to have undesirable rates, much progress has been made and the data presented here are, above all, a demonstration that social and economic profitability together are possible and desirable.

2.1 Economic data with a social perspective

Total employment of the ONCE Social Group (ONCE, ONCE Foundation and Ilunion) at the end of 2020 stood at 69,973 people.

From that total, 40,482 workers (57.9%) are disabled people, the largest employer in Spain and in the world of these people.

Also, we must highlight that a total of 29,809 job positions are held by women.

Among the staff with disabilities, it is also important to highlight the employment generated for those who have greater difficulties in accessing it: 3,386 workers have intellectual disabilities; 3,917 positions are held by people with psychosocial disabilities (formerly known as mental illness); and 3,228 people with sensory hearing disabilities, another unprecedented demonstration of inclusion.

“In the last 10 years we have promoted 81,520 jobs for people with disabilities in third party companies and entities, 45% of them women”

In addition, in the last 10 years, 81,520 jobs and occupational placements have been created through the ONCE Social Group for third party companies and entities. Of this employment, 99.7% went to people with disabilities and 45.0% to women.

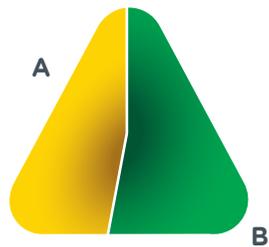
To summarise, in the last five years the ONCE social group has contributed to the creation (either through direct employment, employment in investee companies or through the intermediation of employment and occupational placements for third party companies)

of a total of 50,785 jobs for people with disabilities, with an average of 10,157 people per year.

And this year we would like to highlight our efforts to promote stable, quality employment, with the signing of 3,433 permanent contracts within the ONCE Social Group, of which 857 are sales agents for the Organisation's responsible and social lottery products and 2,576 belong to Ilunion.

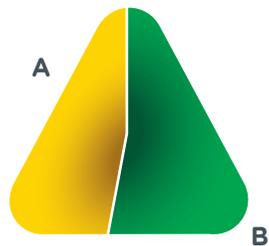
These figures make the ONCE Social Group the fourth largest employer in Spain and the largest employer of people with disabilities in Spain and the world.

Internal employment by disability



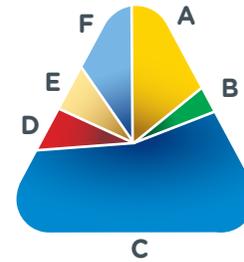
A	People without disabilities	29,491	42.1%
B	People with disabilities	40,482	57.9%

Internal employment by gender



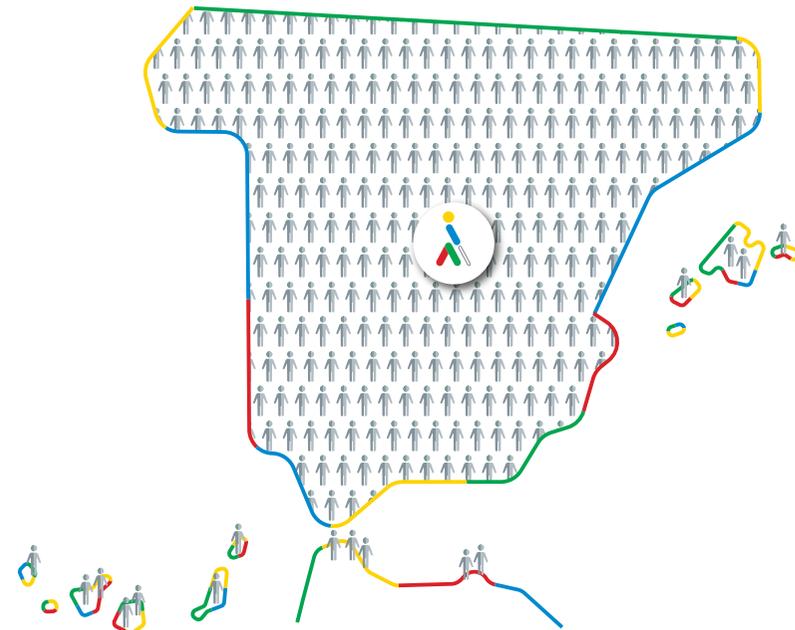
A	Women	29,809	42.6%
B	Men	40,164	57.4%

Different disabilities



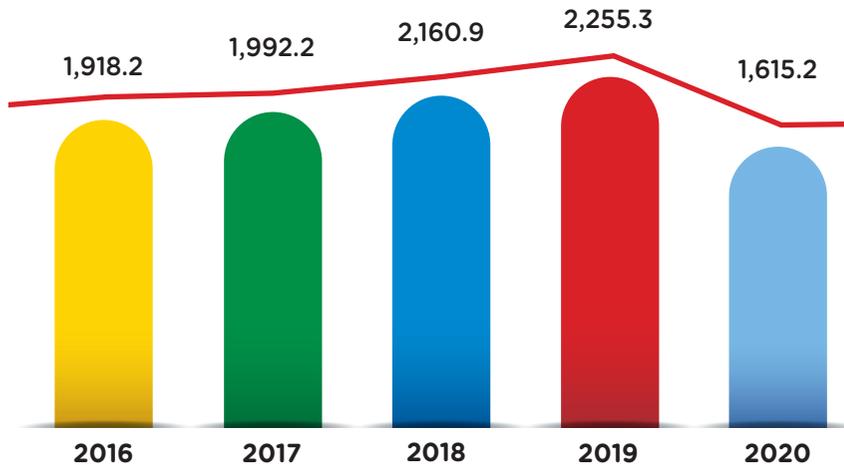
A	Blind people affiliated to the ONCE	5,734	14.2%
B	Other visual impairment	2,065	5.1%
C	Physical disability	22,151	54.7%
D	Hearing sensory impairment	3,228	8.0%
E	Intellectual disability	3,386	8.4%
F	Psychosocial disability	3,917	9.7%

With this data, in 2020, one out of every 279 people working in Spain was working for ONCE Social Group Entities, a slightly worse figure than in 2019, when we had one out of every 277 people.

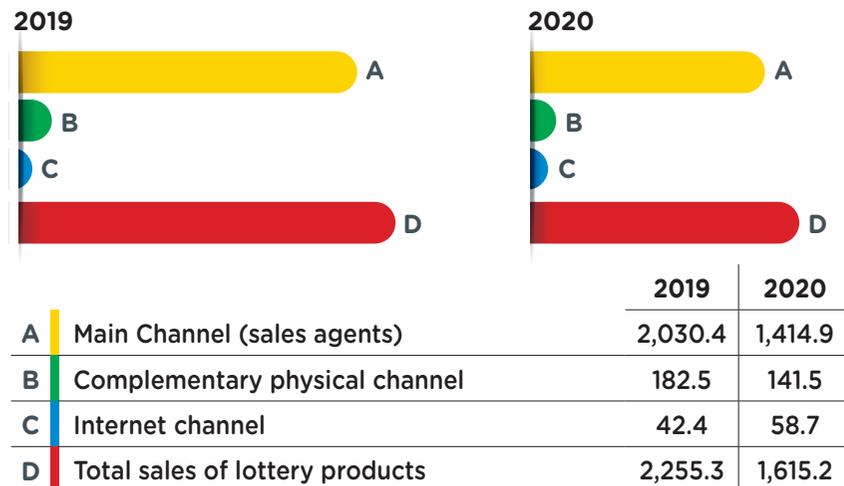


ONCE Lotteries

Income from ONCE lottery products for 2020 and evolution (euro millions)



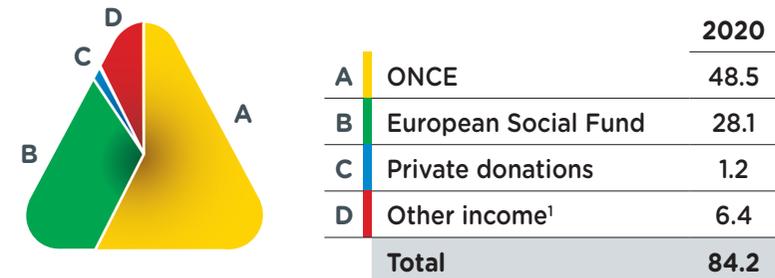
Breakdown of total sales and evolution by channel (euro millions)



Economic figures of the ONCE Foundation

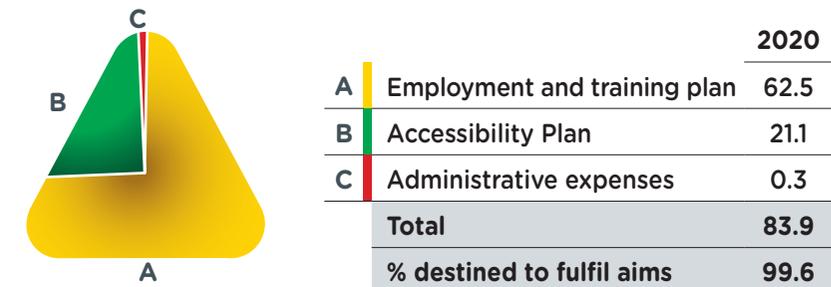
ONCE Foundation income, depending on its origin and destination.

Total income and breakdown by source (euro millions)



¹ Other income: includes non-ESF grants, cancellations and reimbursements of grants, partnership agreements, other donations, financial income and others.

Total expenditure and breakdown (euro millions)

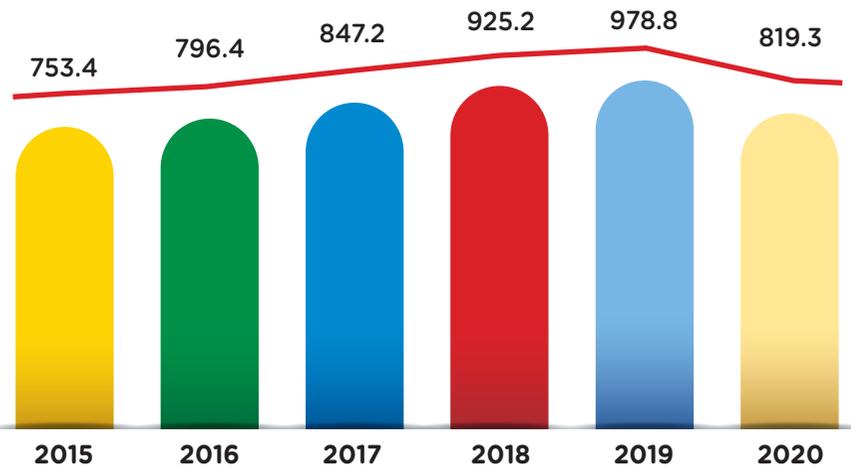


The drop in income as the result of the stoppage in tickets sales was mitigated by greater support from the European Social Fund and the preparation of a Contingency Plan that involved bringing budget expenditure into line with the new income situation, so as to return to a balanced budget.

Ilunion Economic figures

Evolution of Ilunion sales and distribution by main companies.

Sales (euro millions)



536.7 million euros correspond to the Services Division.

157.1 million euros correspond to the Hotels and Hospitality Division.

42.1 million euros correspond to the Social and Healthcare Division.

35.6 million euros correspond to the Retail Division.

11.0 million euros correspond to the Consultancy Division.

12.4 million euros correspond to the Circular Economy Division.

Footnote: The sum of the data of the individual divisions does not match the total data of the Group. This is because the global data includes corporate services workplaces as well as other companies that are not part of any of the above Divisions. In addition, consolidation adjustments must be taken into account.

2.2

A total of 3,433 temporary contracts turned into permanent contracts in 2020

As mentioned above, all areas of the ONCE Social Group have employment as its purpose, and value the achievement of success every time a person with a disability accesses a job, knowing that it is a life opportunity. And even more so when that employment is of quality.

ONCE is the only gaming operator in the world whose sales agents are entirely employed by them, i.e., salaried employees, with the coverage that this entails. And all of them are people with disabilities with quality employment, as evidenced by the 857 permanent contracts signed in 2020, to be the engine of an Organisation focused on social, safe and responsible gaming; which is later supported by the training for employment that is carried out from the ONCE Foundation; and that closes the circle with its Ilunion companies which, in 2020, concluded another 2,576 permanent contracts in its workforce.

Nothing is more inclusive than a decent job and 3,433 new permanent contracts in 2020 in the ONCE Social Group are proof of this.

And we continue to innovate in terms of employment, seeking for job niches for people with disabilities in those sectors where labour is more intensive and necessary, as well as adapted to the realities and needs of these people.

To bring into the last decade an accumulated generation of 81,237 jobs for people with disabilities - 99.7% of the total - between 2011 and 2020, either directly or supported by our employees and our training management.

Evolution of employment bolstered for people with disabilities in third-party entities between 2011 and 2020
(number of people)

	ENTITIES			ONCE Social Group
	ONCE	ONCE Foundation	ILUNION	
2011	409	5,435	0	5,844
2012	341	5,080	63	5,484
2013	316	6,312	132	6,760
2014	357	6,966	66	7,389
2015	351	7,079	253	7,683
2016	329	7,494	728	8,551
2017	345	8,901	328	9,574
2018	380	10,234	474	11,088
2019	373	9,159	445	9,977
2020	355	8,171	361	8,887
Last 10 years	3,556	74,831	2,850	81,237

These data show a reality of great importance: the generation of 22 jobs per day for people with disabilities during the last ten years, despite going through a situation of severe economic crisis or the one generated by the pandemic in 2020, which has not prevented us from bolstering 8,887 jobs for people with disabilities through third parties (companies, administrations

and organisations), a fact that supports the effort and progress towards a better working reality for people with disabilities.

Because, in addition, the reality of a person with a disability working in an ordinary employment environment means valuing talent, it means a "contagion" effect towards citizens and the productive fabric, which recognises the capabilities of these people from the maxim of equal opportunities, as well as the fulfilment of these people's rights.

2.3 We exceeded 414,000 hours of training... making the most of the times

Continuous training has been and still is a guarantee of competitiveness and an essential element in the development and professionalisation of workers, especially those with disabilities. ONCE has insisted on this point since the 1950s, when blind men and women were trained to work in fields other than selling lottery tickets.

For this reason, training, both at ONCE and Ilunion level, as well as the preparation that is promoted with great effort from the ONCE Foundation, are a lever of present and future and allow people with disabilities to opt for a job; to consolidate the one they already have with more competitiveness; or to aspire to improve, like the rest of the population. And during a year like 2020, online training did not let up and even made real progress on some occasions, reaching 414,000 hours, just slightly less than the previous year.

This contributes to achieving the goals and sustainability of the companies that make up the ONCE Social Group. In 2020, 122 training actions were held with 46,905 participants, which represented a total of 240,822 hours of training received by ONCE workers, with an investment of 915,834 euros.

In turn, Ilunion launched its annual plans: technical knowledge oriented towards improvement in the workplace and professional development, social and personal skills, family-responsible business model, disability, digital and innovation, and corporate culture values. And 172,007 hours of training were given.

In order to continue to make progress in training despite the pandemic, the e-learning format was promoted with initiatives such as the digital training platform LinkedIn Learning or the development of accessible training plans specifically for those affected by Temporary Downsizing Plans (Ertes). And the use of digital tools linked to the Ilunion Digital Workplace project was promoted. Almost 10,000 employees have participated in the 15 webinars organised.

The hours of training at the ONCE Foundation in 2020 amounted to 1,445, distributed in 266 training actions, transferring a large part of the classroom training to digital formats. In this regard, we continued to develop language training, specialist technical training, skills training and training linked to the FRC model (family responsible company) and diversity management.

The widespread commitment in 2020 to training in digital transformation is worth highlighting, as a support for the necessary digitization of the activity as a result of the pandemic. In addition, different pills were launched in video format on psycho-emotional well-being, transferring techniques to better cope with the situation of isolation and fear that was being experienced in many cases. The management team was also able to attend the cycle of conferences "Leading to transform", in virtual format. Also, promoting knowledge of the Institutional Culture of the entire ONCE Social Group, through e-learning training aimed at the entire workforce.





**Action
for social
leadership**

Action for social leadership

The founding principle of ONCE is the social coverage for blind or disabled people and, in this way, they form part of citizens and can contribute to the common good like anyone else. As an Organisation and as individuals, to contribute their bit to the development of modern, supportive and inclusive societies. That is how it has always been and that is the goal. Forgetting the models of charity

and of feeling they are passive classes, blind or disabled people are placed in the inclusion and contribution, each at their own level.

“A social model without parallel in the world, which reinvests absolutely all its available assets into social action”

The ONCE Social Group, with ONCE, ONCE Foundation and Ilunion working together in a joint and coordinated manner, thus forming a social model of unparalleled inclusion in

the world, given its maxim of reinvesting absolutely all its available assets in social action, from the three areas of action: social and responsible lottery and coverage for blind people from ONCE; training, employment, accessibility and co-management of community contributions from the European Social Fund (ESF) with the ONCE Foundation; and leadership and innovation in the social economy from Ilunion.

3.1 ONCE. Overcomes its first stoppage in 82 years with flying colours

ONCE was created to give social coverage to blind people and has developed, 82 years later, as the world's largest model of benefits and social inclusion of people with disabilities, in general, based on the responsible management of a state lottery concession.

The income obtained from the sale of lottery tickets contributes to the economic sustainability of social services aimed at visually impaired people for their full social, educational and employment inclusion. And this solidarity is extended to other disabilities, through the ONCE Foundation, always maintaining a responsible management model committed to society and consumers. The strength and sustainability of the Organisation that responds to these issues comes directly from the sale of responsible lottery products.

In March 2020, for the first time in its history, the lottery sales activity ceased for 3 months, considerably reducing income, a situation that forced the activation of a contingency plan to reduce costs, with measures aimed at safeguarding the

employment and welfare of the staff, as well as protecting the health and safety of the human team.

This absence of sales, linked to the slow recovery of activity in the streets (usual place for lottery tickets to be sold), meant that income from this item was cut by 28.4% in 2020 compared to the previous year, to stand at 1,615.4 million euros.

However, the results of previous years and an innovative, modern and responsible management, placed ONCE at a point that has allowed it to face the current reality, minimising losses and, above all, guaranteeing the social coverage of its affiliated members and the stability of their employment, which are non-negotiable issues.

Responsible lotteries, supportive heart

ONCE always looks out for the responsibility arising from its business activity and, therefore, acquires a responsibility towards society, promoting the responsible consumption of its lottery products.

The vocation of stability of the strategies related to responsible gaming is materialized in the certification according to the framework and standards of EL (European Lotteries), which is renewed with an independent external audit. From this certification the WLA (World Lottery Association) certification was achieved, at the highest level.

Since 2011, every three years, ONCE has managed to certify its commitment through compliance with the standards set by the WLA and EL. In 2020, following the established certification criteria, the current certification of 98.78%, achieved in the 2019 re-certification audit, valid until December 2022, was maintained. This means that all processes, from product design to marketing, are governed by principles of transparency and reliability, and guarantee and support their integrity in terms of safety and authenticity.



This commitment is brought together through the Responsible Gaming Policy and the evaluation and monitoring systems of the aforementioned certifications. In March 2015, the General Council approved the ONCE Responsible Gaming Programme, which was updated and renewed in March 2021, and which includes the Responsible Gaming Policy, Annual Action Plan and Responsible Gaming Activity Report.

“ONCE promotes research and studies to contribute to social awareness of responsible gaming”

The main risk analysis focuses on reviewing the products that are launched on the market or modified, in order to check whether their risk is set at an acceptable level, as defined by the ONCE Responsible Gaming Committee. In addition, ONCE provides consumers with communication channels where they can express their

suggestions, complaints and/or claims (the Customer Service Department (CSD), by telephone on 91 125 34 12 or by email at sacliente@juegosonce.es; the ONCE Information Office soi@once.es; the ONCE Territorial Centres and Agencies; social networks; or the relationship with Self-control to deal with requests or demands in relation to a campaign and based on the request by a third party.

The Responsible Gaming Committee is the multidisciplinary body of the Directorate General in charge of coordinating, developing and evaluating the level of performance and efficiency of responsible gaming actions. In 2020, the Quality,

Security and Responsible Gaming Unit was created, among other things, to ensure the execution of ONCE’s Corporate Social Responsibility strategies with regard to responsible gaming.

ONCE promotes research and studies to contribute to social awareness of responsible gaming and the consequences linked to pathological behaviour related to excessive gaming, as well as measures to avoid it. In this sense, in 2020, the international research competition on responsible gaming, which had been held periodically since 2011, was replaced by the creation of the “Extraordinary Chair for Research on Responsible Gaming and its Communication” of the Complutense University of Madrid, whose results may be more relevant and have a greater application.

Also, in 2020

- **Participation in the Annual Seminar on Responsible Gaming organised by EL and WLA.**
- **Collaboration with the Responsible Gaming and CSR Working Group of the EL.**
- **Participation in the CSR and Responsible Gaming Committee of CIBELAE, whose activity has been focused on disseminating the importance of responsible gaming in Latin American lotteries and preparing a support plan to encourage certification in the WLA Responsible Gaming standard.**
- **Collaboration with the Cordoba Lottery in Argentina to provide training on the risks and possibilities of online gaming with respect to responsible gaming.**

- Creation of an archive of relevant news related to responsible gaming, both national and international, which is shared with the ONCE Responsible Gaming Working Group, and is available to the members of the Responsible Gaming Committee. As a novelty this year, the option of implementing a bibliographic tool with articles, studies, reports, etc. related to responsible gaming has been analysed, which will be implemented throughout 2021.
- Research on indicators and tools to analyse player behaviour in order to detect possible anomalous behaviour on the official ONCE lottery website.



- Preparation of a Protocol to prevent and detect problematic behaviours of players in “Juegos ONCE”, in order to ensure and promote a reasonable and self-conscious use of remote gaming.
- Training has continued in the area of responsible gaming for employees, with special emphasis on sales agents.
- Training on this subject has been incorporated for future occupants of positions of responsibility, new recruits and CFC distributors.
- Communications reinforcing this subject have been sent to sales agents.
- The risk levels of all lotteries and new or modified products launched on the market have been analysed, resulting in a portfolio of low-risk products.
- The study of the tools available on the market for the analysis of the risk level of games has been updated, finally opting to improve the current tool in its design and content, adding the scientific point of view, and it has been validated by FEJAR.
- A ratification process has been established, through an interdisciplinary assessment group that must review and validate the analysis carried out by those responsible for the products in the design phase, being able to detect excessive risk in any product, which would imply the obligation of a new product reformulation.
- A high degree of alignment (99.5%) has been obtained in the audit conducted in 2020, following the parameters of the EL Responsible Gaming Standard.
- A specific section on responsible gaming is kept up to date on the official ONCE games website for customer consultation and information.

- **In the commercial communications issued in 2020 in the different channels and pre-printed products, messages about responsible lottery are maintained under the captions “+18” and “Play Responsibly”.**
- **The Daily Lottery Ticket of 17 February was dedicated to the International Day for Responsible Gaming, with a tour of ONCE social networks and points of sale.**
- **In collaboration with FEJAR (Spanish Federation of Rehabilitated Gamblers), two communication and social awareness actions on responsible gaming have been carried out.**
- **Dialogue has been maintained with stakeholders (employees and vendors, public administrations and regulators, consumers, citizens, researchers, people affected by disorderly gaming behaviour, etc.).**
- **We collaborate with the Directorate General for the Regulation of Gaming (DGOJ) as a member of the Responsible Gaming Advisory Board.**

192.3 million euros, directly for social work

The resources generated by the selling of lottery products are entirely dedicated to the social purposes of ONCE, and amounted to 192.3 million euros in 2020.

Despite a 28.4% drop in income, as a result of the partial or total stoppage of lottery sales for a period of 14 weeks during the first wave of the covid-19 Pandemic, the provision of social services has remained our absolute priority and a special effort has been made not only to maintain them, but in some areas they have been strengthened.

The good results of previous years and the implementation of a contingency plan with corrective measures aimed at reducing expenses and offsetting them with profits from future results have allowed us to carry out actions such as:

- **Global coverage for 71,009 blind affiliate members of the Organisation.**
- **Personalised and specialised care for 2,139 new blind affiliate members during 2020.**
- **Granting of 3,773 economic benefits for blind people, amounting to 3.8 million euros.**
- **6.5 million euros used for adaptation to work positions, study or training for blind or deaf-blind people.**
- **37,900 personal care services to affiliate members.**
- **Specific services for adults: rehabilitation (7,003); training in Braille and information and communication technologies (7,163); psychosocial support (4,125); social welfare (7,864); and employment support (1,508).**
- **Comprehensive care for 7,273 blind or severely visually impaired students, 99.5% of them in integrated education, to ensure their development.**
- **28 reports issued on genetic counselling for ocular pathology.**
- **Care for 3,018 deaf-blind people through FOAPS (Fundación Once para la Atención de Personas con Sordoceguera), with 66,434 hours of mediation.**
- **The ONCE Guide Dog Foundation has provided 110 new dogs, with more than 1,028 in active service throughout Spain.**

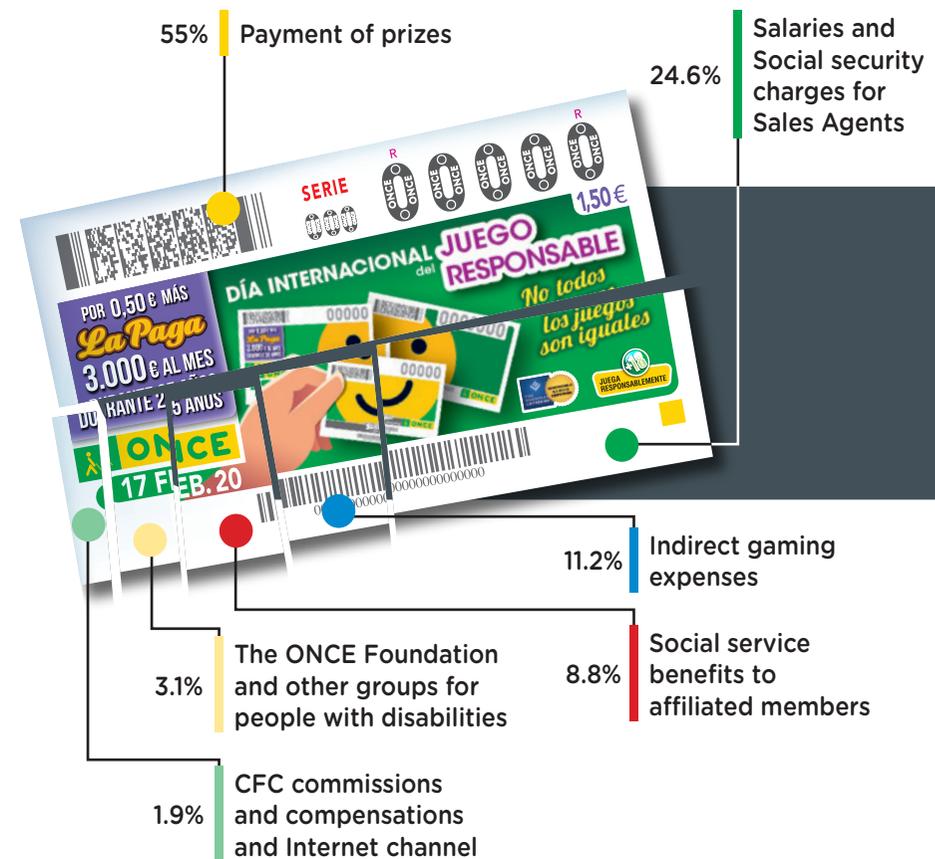
- **Development of 110 research and social innovation projects (102 related to tyflorechnology and support products; 6 related to vision research and 2 projects on social research).**
- **5,537 people benefited from the volunteer service through the 2,697 active volunteers, who performed 175,368 hours of service.**
- **During 2020, 3,086 beneficiaries have used 6,056 pieces of tyflorechnical equipment as an adaptation of their study and workplace.**

This data reflects that, as a consequence of covid-19, some services were affected, such as Braille interventions and access to the rehabilitation service, which were reduced due to the closure of our centres during the first three months of the State of Alarm.

However, the services that have been provided telematically have been maintained, such as psychosocial support (extending the service to cover the needs arising from the situation) and communication and access to information, where there has been an increase in the number of services provided.

In 2020, a team of 1,558 social services professionals, including teachers, psychologists, social workers, rehabilitation technicians, tyflorechnology and Braille instructors, social services managers, socio-cultural entertainers, etc. all made it possible for the affiliated members to lead a full and independent life.

The use given to the Organisation's income can be seen in the following graph on a ticket: prizes represent 55% of the total; salary payments, sales agents' social security charges, indirect gaming expenses (advertising, maintenance, product, CFC and Internet) account for 37.7%; direct social investment aimed at blind and disabled people 11.9% (the excess will be offset with future profits).



3.2

ONCE Foundation

Volunteering, training and future

The ONCE Foundation was created in 1988 as the Organisation's tool to extend the solidarity of blind people to the rest of people with disabilities; and from the beginning it had an endowment of 3% of lottery sales, which makes it the best financially endowed in the world for this task, from a management model in which the main organisations that group these people, as well as other institutions, are represented.

Together with the direct contribution of the ONCE, the ONCE Foundation has been one of the European assets in Spain in the co-management of funding from Brussels from the European Social Fund (ESF) for several years, demonstrating year after year since 2000 that the social impact of this endowment can be multiplied.

During the programming period of the ESF 2014-2020 (to be conducted between 2016 and 2023), the Foundation is the manager, with the double status of Beneficiary Entity and Intermediate Organisation, of the Operational Programmes of Social Inclusion and Social Economy - POISES - and of Youth Employment - POEJ-. For the execution of these Programmes in its status as Beneficiary, the ONCE Foundation works hand in hand with the Inserta Empleo Association.

The Executive Area of the ONCE Foundation comprises the ONCE Foundation, the Inserta Empleo and Inserta Innovación Associations and the Servimedia company.

Since its inception, the ONCE foundation has set three inseparable goals: training, access to employment and universal accessibility. For their implementation, each year it opens a call for projects to co-finance initiatives that contribute to these areas and meet a series of requirements. In 2020, 2,010 of the 2,677 projects submitted were approved. A way for civil society linked to disability to be the one to exercise the dynamization of the sector and to act as a lever for inclusion.



66% of approved projects are destined to employment and training for employment, and the remaining 34% to actions linked to universal accessibility. 26.2% of the applications that have been favourably resolved correspond to applications from individuals, 64.2% of the aid has been allocated to

“66% of approved projects are destined to training and employment, and the remaining 34% to actions linked to universal accessibility”

disability entities and the remaining 9.6% to own initiative programmes in favour of the group of people with disabilities.

The ONCE Foundation thus fulfils its main function, with a global endowment in 2020 of 84.2 million euros, for the full inclusion of people with disabilities. The main source of financing each year comes from 3% of the gross income obtained from the marketing of

ONCE lotteries, which amounted to 48.5 million euros this year, affected by the situation. To this we must add the co-management of income from the European Social Fund (ESF) -28.1 million euros-, a key partnership and an example of how to multiply community efforts in our country with tangible results. In addition, and less prominently, it has other minor income from, among others, donations through the microsite ‘Colabora’ (<http://colabora.fundaciónonce.es>).

All of this without forgetting the outstanding aspect of promoting associations for people with disabilities in Spain, as well as the global awareness of society. For this, we collaborate with the Spanish Committee of Representatives

of People with Disabilities (CERMI) and open dialogues and relationships with any organisations, individuals, institutions or other bodies are relevant to achieve the aims pursued.

These are some of the most important achievements and data from 2020:

- **62.5 million engaged in employment and training.**
- **Thirty-three agreements have been signed in the field of inclusive education, of which seven are framework agreements and 26 are specific agreements with universities and other entities.**
- **Ongoing training programme “For Digital Talent”. 547 training actions, with 3,867 places in classroom and online training.**
- **It has participated in the organisation and development of 65 face-to-face and/or virtual events related to higher education and inclusion, which have been attended by 1,419 people, including the first Conference on Guidance for Educational Inclusion held at the UNED, the second National Seminar on Inclusive Sport and the 5th Working Conference of the SAPDU Network “Support for university students with disabilities in times of covid-19”.**
- **804 ONCE Foundation scholarships have been awarded to students with disabilities, mainly university students, of note are:**
 - As part of the 7th edition of the ‘Opportunity for Talent’ scholarship programme, 97 scholarships were awarded to university students in different modalities (master’s degree, international mobility, doctorate, research and study and sport).

- As part of the 4th edition of the internship scholarship “ONCE-CRUE Foundation” programme, 296 scholarships for university students with disabilities for internships in companies.
- 12 scholarships awarded to young people with disabilities between 18 and 30 years of age to study languages abroad.
- 345 scholarships awarded to young people with intellectual disabilities under the “University” programme.
- 50 scholarships awarded under the RADIA Programme to women with disabilities with university degrees, for training in digital technologies.
- In addition, the Foundation managed, as a collaborating entity of the Royal Board on Disability, 229 scholarships of the Queen Letizia Programme for Inclusion.
- **21.1 million euros earmarked for accessibility and innovation, which have mainly been implemented:**
 - Signing of 96 agreements on universal accessibility with different entities.
 - A total of 1,057 projects were approved to enhance personal autonomy.
 - Preparation of 36 studies and 142 reports on universal accessibility.
 - Organisation of 29 accessibility days, as well as 60 other awareness-raising campaigns.
 - Analysis of more than 100 entrepreneurial solutions within the “ONCE Foundation, Emprende e Innova” programme.
 - Support in the acquisition of more than 159 adapted transport vehicles for collective and private use.
- Work has been carried out on 41 innovation projects, which are mainly developed in the Espacia room.
- **ODISMET, the Observatory on Disability and the Labour Market in Spain (www.odismet.es), a benchmark for data on disability and the labour market, continues its work. In 2020, Report 5 was presented virtually and the study ‘Effects and consequences of covid-19 among people with disabilities’ was presented.**
- **Project activity continued: CILIFO (Iberian Centre for Combating Forest Fires), EDUCA4ALL, SAFERUP, etc.**
- **The ONCE foundation has been awarded a grant from the European Commission for the ACCESSIBILITECH project, to identify, analyse, disseminate and transfer technological experiences that improve accessibility for people with disabilities in the areas of teleworking, eLearning and online customer services.**
- **Work has continued on the preparation of strategic indices such as the “SDG and disability in provincial capitals index”, the “Sustainable Mobility in Provincial Capitals Index” has been presented and the study of the Observatory of Universal Accessibility in Spanish municipalities has been carried out.**
- **Through Inserta Empleo, 34,300 people with disabilities have been guided, more than 10,400 have been trained and 7,800 have signed an employment contract, of which 45% have been women and 20% young people.**
- **Consolidation of the POR TALENTO DIGITAL programme, with 547 training actions, and 3,867 places occupied by people with disabilities in classroom and/or online training throughout Spain. 47.8% of the places were taken up by women and the RADIA programme specifically aimed at women started with 50 participants.**

The ONCE Foundation has a Volunteering Plan for 2020-2023, after the previous one in force 2017-2019, as another way of collaborating with the community. During 2020, the social crisis situation generated by the pandemic has led to a significant increase in the number of volunteers that the ONCE Foundation has managed to mobilise to collaborate in the different social care initiatives launched, with a special focus on people with disabilities and the urgent needs generated by the pandemic.

3.3 Ilunion. Focused on citizens and the circular economy

“Ilunion SECs provide a differential and competitive added value by offering customers the opportunity to share their values and their socio-business project”

With barely five years under the name Ilunion, the brand ONCE Social Group consolidates itself as one of the first companies in social economy, providing services in Spain and employer of reference, especially among people with disabilities. An innovative and sustainable business group.

For more than 30 years, ONCE and the ONCE Foundation have wanted to demonstrate with various business initiatives how the employment of people with disabilities in many lines of business is a sustainable,

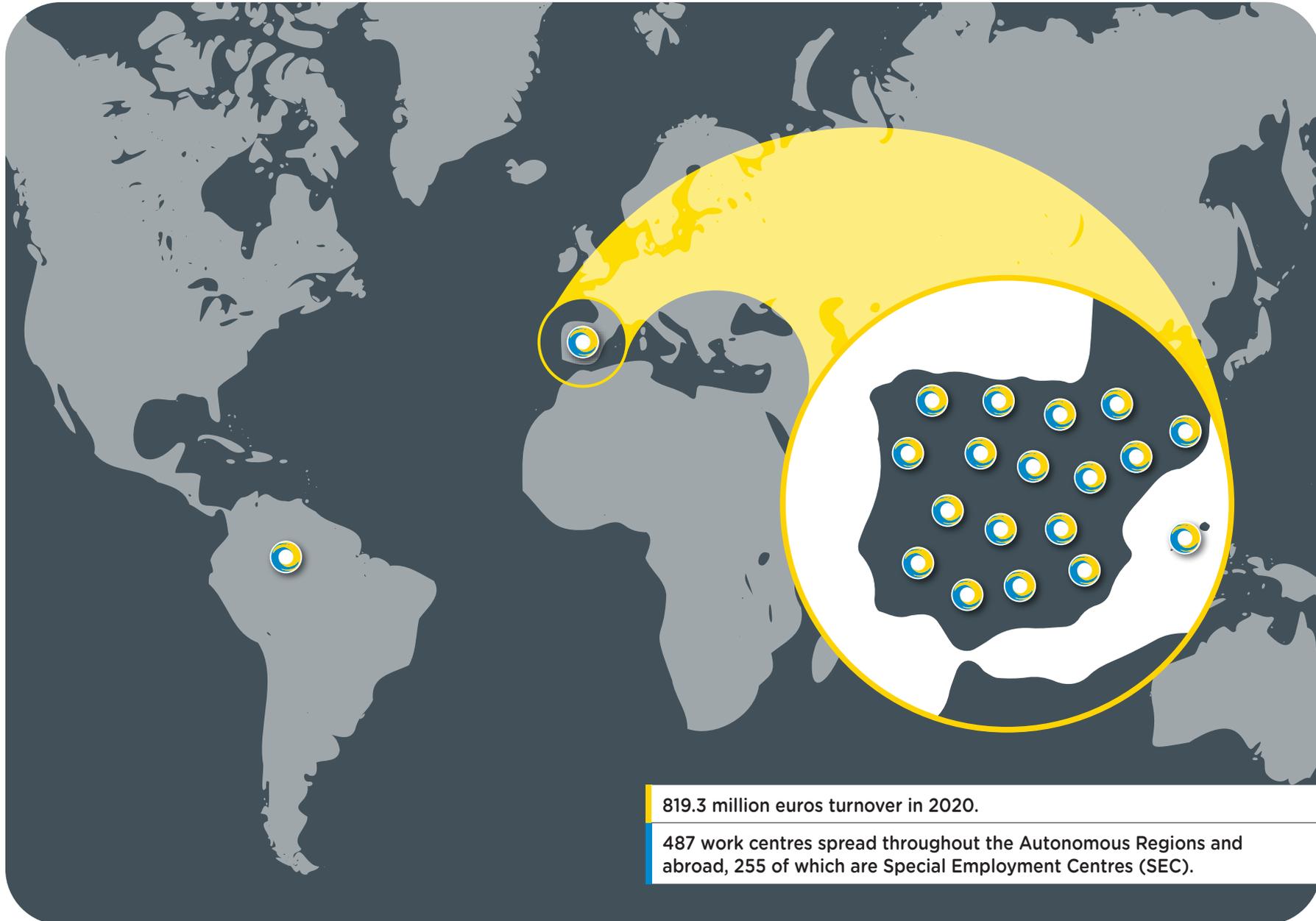
profitable and competitive investment. Ilunion is a resounding demonstration of this, with a model that generates prosperity, opportunities and shared value for the whole of society.

Ilunion develops a wide and diversified activity in over 50 business lines, grouped in six divisions (services; hotel and hospital; consulting; social and healthcare, marketing and new circular economy), which give rise to a comprehensive, flexible and personalised offer, with intensive manpower.

Ilunion has 487 work centres located throughout Spain. 52.4% (255) of them are Special Employment Centres with a social initiative (SEC), legally recognised as a type of Social Economy entity because their staff includes more than 70% people with disabilities. This brings a differential and competitive value to Ilunion’s offer, by offering customers and partners the possibility of sharing their values and their socio-business project and, at the same time, helping them to comply with current regulations regarding the employment of people with disabilities.

Furthermore, only 18 of these 255 Ilunion Special Employment Centres (7.1%) are governed by Collective Agreements for Special Employment Centres (state or regional). The rest are governed by Sector Collective Bargaining Agreements or Company Agreements, which are always more beneficial for workers.

Ilunion also opens up to the world with its socio-economic proposal, with activities in Colombia, Andorra and Portugal, where once again the model of employing people with disabilities surprises and becomes an example and social pull.



In 2020, Ilunion had a turnover of 819.3 million euros, -16.3% compared to 2019, and an Ebitda of -22.25 million euros. Ilunion's workforce stands at 35,690 workers, 40.4% of them are people with disabilities, a differentiating feature of the brand and the values it represents, which are recognised by society in Spain and internationally. In 2020, moreover, quality employment was boosted with 2,576 new permanent contracts, despite the reality.

Ilunion has suffered the consequences of the pandemic in some of its business lines, but others have remained active offering essential services during the worst stage of covid-19 in our country. The hotels made themselves available to the healthcare and patients collective; and the industrial laundries worked to respond to the great need for cleaning and disinfection, more important than ever.

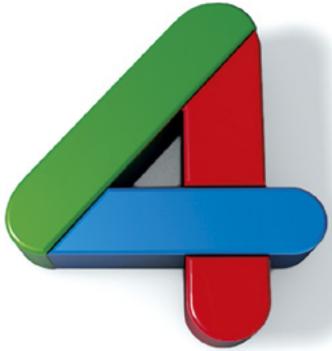
The Group has drawn up the new 2020-2023 Strategic Plan, which envisages the development of ambitious plans for environmental protection and climate strategy, progressing towards better corporate governance and continuing to promote projects that combine economic profitability and social impact. The agreements signed by Ilunion with Repsol, Enagás and the Mondragón Group show this vision, but other milestones in 2020 include:

- **Obtaining a BBB financial rating.**
- **Approval of the implementation of a Tax Compliance system.**
- **Grupo Ilunion, S.L., Ilunion Lavanderías, Ilunion Hotels and Ilunion Reciclados receive the EFQM +500 European Excellence seal of approval.**

- **Ilunion Laundries is the first company in its sector to obtain the AENOR Certificate against covid-19.**
- **Ilunion Hotels is the first company in its sector to obtain the AENOR Certificate for covid-19.**
- **Launch of Revoluciona, an initiative to implement the project management methodology and further boost the Group's transformation.**
- **Repsol Iniciativa Social, S.L. acquires 25% of Recycling4all as part of the agreement between Ilunion and the Repsol Foundation.**
- **Ilunion Hotels adds a new hotel to the chain in San Sebastian, which will start operating in March 2021.**

Customer experience, innovation and digitization are the cross-cutting work areas to develop a Strategic Plan that plans to invest 150 million euros and achieve a growth in sales that in 2023 will exceed the barrier of 1,000 million euros.





Trust in our values



Trust in our values

The ONCE Social Group has always tried to live side by side with citizens and to support them in all possible areas, thus generating society's trust, aware that, when they need us,

“When there is equal opportunities in access to education, societies achieve unsuspected and exponential booms”

we are close by, ready to move together through the reality we live in.

Our economic and social action focuses on values that push us to achieve better futures, not only for blind or disabled people, but for present and future societies, with the conviction that education, employment and accessibility

are anchors on which we must pivot our work towards inclusion, from the fulfilment of the rights of all people; inclusive education; inclusive employment that generates life opportunities; accessibility in all areas of life, allowing access to goods and services because, otherwise, nothing would make sense.

And all of this fits perfectly, as we pointed out in this same report last year, with the Sustainable Development Goals (SDGs), promoted by the United Nations, as well as in the fulfilment of the 2030 agenda, to which we are personally and globally committed, working especially for future generations.

4.1 Inclusive education

When there is equal opportunities in access to education, societies achieve unsuspected and exponential booms. Hence the key importance that education should reach everyone, including people with disabilities, and that it tries to be inclusive because in this way we generate citizens who are more willing to learn about different realities that enrich people.

This is the maxim on which ONCE and the ONCE Social Group have been working on for many years, trying to promote tolerant and inclusive environments from the time children begin their education. There is nothing more inclusive than sharing the classroom with students with different abilities, whatever they may be, and showing social diversity.

In order to achieve this inclusion, collaboration agreements are maintained with the competent ministries of all the autonomous communities, working together to promote the educational inclusion of students, universal accessibility and equal opportunities, leaving no one behind.

ONCE maintains educational coverage for 7,273 students with visual impairment in collaboration with the educational

services of the autonomous communities (99.5% in integrated education) and works to ensure the accessibility of digital educational resources and technological tools that students with blindness or visual impairment use in the classroom. The following initiatives have taken place during 2020:

- **Collaboration with different Public Administrations and companies in the educational and/or technological field (SMART, Asseco, etc.).**
- **Participation of the ACCEDO Group (ONCE Group for Accessibility to Digital Educational Content):**
 - Together with ONCE Foundation and Microsoft in a working team on technology in education.
 - In training actions aimed at ONCE teachers and, as speakers, in events with university students and families of Secondary Education students.
 - In the INTEF (Instituto Nacional de Tecnologías Educativas y de Formación) educational talks programme and in other external events, such as Jornadas Xenon and SIMO Educación, among others.
- **Advice to the Polytechnic University of Cartagena on accessibility for the development of a tool to create digital educational activities for teachers that are accessible to all students.**
- **Technological assessment of 3rd and 4th year Primary School students on the use of Information and Communication Technologies and their needs for specific educational equipment.**

In addition, we maintain and promote the ONCE University School of Physiotherapy, attached to the Autonomous University of Madrid, from which the best “physiotherapists”

in the world graduate every year, with a level of transfer to employment of practically one hundred per cent of the graduates, to the cry “from handicap to excellence”.

To university, and beyond

Meanwhile, the ONCE Foundation is working hard on one goal: that young people with disabilities reach university and develop their full potential, and it acts on several fronts for this, such as accessibility on campuses and educational web environments through collaboration with universities or scholarships for students.

In a year of pandemic, on-site and mobility scholarships have decreased, although other initiatives have been launched, such as the RADIA Programme for training in digital technologies, aimed at favouring the inclusion of women with disabilities in digital work environments and thus increasing the number of women professionals in technological fields.

In addition, 45 scholarships (16 for women and 29 for men) were also awarded during the year as part of the Digital Talent Programme, aimed at the ongoing training in digital skills and technological professions of people with disabilities, thus favouring their inclusion in professions that have a high demand in the labour market and multiplying their career prospects.

In addition, other actions stand out such as:

- **We signed 7 framework collaboration agreements and 26 specific agreements with universities and other**

academic entities, and participated in the development of 65 events related to higher education, inclusion and training and employment opportunities for university students with disabilities.

- **804 scholarships awarded, 345 for young people with intellectual disabilities.**
- **296 Scholarships-Internships were awarded by the ONCE-CRUE Foundation Spanish Universities.**
- **16 scholarships of excellence were awarded, 12 of them for languages.**
- **6th edition of the “Opportunity to Talent” scholarship programme. 97 were awarded for postgraduate studies, international mobility and study and sport, PhD and Research.**
- **50 Radia Programme scholarships were awarded.**

Culture and sports, are necessary

We would not be able to close the circle of inclusion without access for people with disabilities to one of the issues that define us as human beings: culture. Access to cultural reality, in its multiple versions, both from creation as well as enjoyment, this is a reality in which we are working on, promoting the creation and dissemination of content that breaks down social barriers. And the same goes for sport, as well as a being good for health, another differentiating element of modern societies.

In 2020, 2,704 socio-cultural and sporting activities were organised, in which 42,114 people took part, especially blind

people, despite the fact that restrictions meant that the number of activities had to be cut by almost 71% compared to the previous year.

The most outstanding cultural initiatives in 2020 are:

- **60 performances/presentations of the 15 Cultural Associations, which bring together artistic, theatre and music groups, with a total of 468 members.**
- **Recording by the ONCE Theatre Groups, in collaboration with the Almagro International Classical Theatre Festival, of the Radio Dramatization of “El perro del hortelano”, for broadcast on Radio Nacional de España.**
- **Judging of the 33rd edition and call for the 34th edition of the Tiflos Awards, to promote literary creation, and renewal of the Prometeo competition, to stimulate creativity among school-age children.**
- **Dissemination of the works planned for the 17th Biennial of Música de Aragón, which could not be held due to the State of Alarm, through ONCE’s social networks, with a great following by the public.**
- **Subsidy for cultural and artistic projects of various kinds (recording of musical works, publication of scores or music books, etc.) proposed by affiliated members. In 2020, 35 grants were awarded for this.**
- **10,562 different members accessed the ONCE Digital Library and 166,810 downloads were made of films from the Audesc video library in Club ONCE.**
- **During 2020, the ONCE Typhological Museum was visited by 6,093 people and 3 temporary exhibitions were held. The art centre was closed from 11 March to 7 July, opening its doors with all the planned security and adaptation**

measures: museum visits to educational centres, online tours...

- **Consolidation of the “ONCE Global Culture” Project, whose aim is to share the cultural activities of ONCE centres through remote applications, becoming an encounter with culture in times when it is difficult to take part.**
- **The ONCE Foundation’s Children’s Library “Cuentos que contagian ilusión” (Stories that pass on hope) finished in 2020 the thirteenth story, Coral, Emotional Trainer, about mental health. Although due to the pandemic it was not possible to carry out face-to-face storytelling sessions, 6 video storytelling sessions were held, which were broadcast in June as part of Clan TV’s educational programming as part of the Ministry of Education and Vocational Training’s plan to guarantee educational content for the most vulnerable groups of students during lockdown.**

ONCE has a fund intended for financing cultural and artistic projects of a different nature (recording of musical works, edition of musical scores or music books, publishing of all kinds of books, etc.) proposed by affiliate members.

Sport: from grassroots to top-level competition

In addition to competitive sport, ONCE considers the grassroots sport to be essential, as key to the future of sports inclusion and as contribution to the development of visually impaired children.

To this end, in addition to our collaboration and action in inclusive classrooms, a number of awareness conferences are held to ensure that children with disabilities are not excluded from sports activities or in younger teams.

The health crisis led to the almost total disappearance of participation in international activities and a drastic reduction in sporting activities being held in Spain.



Even so, during 2020 the Spanish Federation of Sports for the Blind (FEDC) organised 65 competitive sporting activities, in which 1,506 blind or severely visually impaired athletes participated. Among them: the 1st FIDE Online Chess Olympiad, the Spanish Athletics Championship, and different meetings with the national football, goalball and judo teams, among others.

As for the ONCE Foundation, to promote grassroots sports, it has the Escuela de Baloncesto en Silla de Ruedas (Wheelchair Basketball School), in addition to sponsoring the *Fundación ONCE de Baloncesto en Silla de Ruedas* (Once

“Equal in employment, leisure, culture, life. Equal from the difference and respect for rights”

Foundation Wheelchair Basketball) and the CD Ilunion wheelchair basketball team (CD Ilunion de baloncesto en silla de ruedas), one of the best teams in the world. And it is one of the sponsors of the Paralympic Goal Sport Aid Plan (ADOP

Plan), the Paralympic Trainers programme continued its activity of motivational conferences and training workshops aimed at the business network and the educational and social spheres. During 2020, 24 actions were carried out, reaching 4,488 people.

In December the 2nd Seminar on Inclusive Sport was held in virtual format in coordination with the Autonomous University of Madrid, Seguros RGA-Grupo Caja Rural, and with the collaboration of the Miguel Hernández University

of Elche, Spanish Paralympic Committee and Higher Sports Council. Aimed at professionals in the field of inclusive sport. Its aim was to share experiences, techniques and tools that facilitate the inclusive participation of people with disabilities in physical activity and sport.

ONCE Foundation and the National Association of Financial Credit Establishments (ASNEF) organised, as part of Financial Education Day, the fourth edition of the Solidarity Race for Financial Education and Inclusion, which due to the pandemic situation was held in a virtual format.

4.2 Equals

ONCE was created 82 years ago with a clear objective and a resounding message that began to be shouted by its people in the streets: equals. They were referring, of course, to the “equal” lottery tickets they were selling at the time, but behind them was a cry that wanted to mean much more: equal in employment, leisure, culture, life. Equal from the difference and respect for the rights. A global concept and a message of behaviour and action that cannot leave behind key concepts such as gender equality.

The ONCE Social Group maintains an important commitment to promoting equal opportunities between women and men, both within its workforce and through its actions, all in line with the 2030 Agenda and the Sustainable Development Goals, particularly SDG 5 on Gender Equality.

In this sense, the ONCE Social Group has the Observatory for Equal Opportunities, attached to the Vice-Presidency for Equality, Human Resources and Institutional Culture, and Digital Inclusion of the ONCE General Council, a demonstration of the importance of this reality.

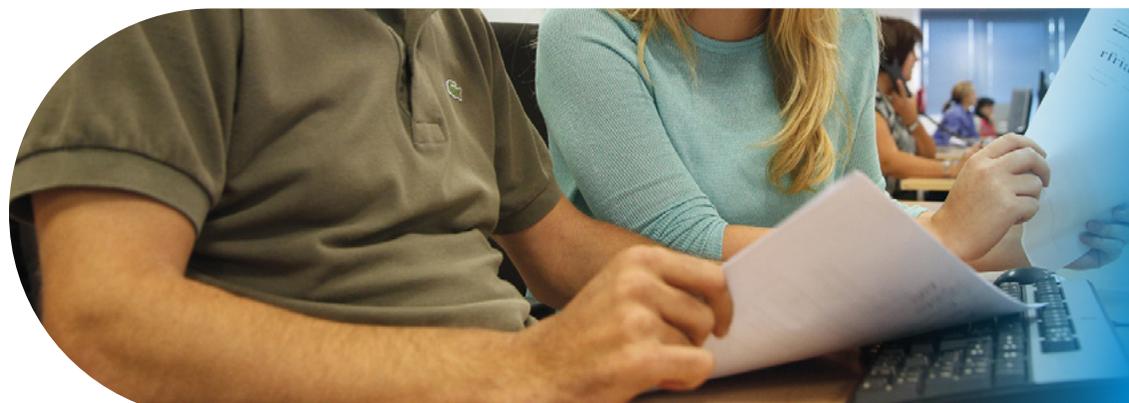
Equality Observatory

In 2020, the Plenary of the Observatory for Equal Opportunities of the ONCE Social Group held four meetings and the working groups that report to it maintained the agreed frequency of their meetings (Inter-area Coordination Operating Group and the Study Analysis and Documentation Working Group). The main aim of the former is to share information and standardise the way in which the three Executive Areas act in matters of equality, in order to go further internally and externally with the actions being carried out.

These meetings are attended by a CERMI representative, which provides an opportunity for close collaboration between the Observatory. In addition, the Chairman of the Observatory is a member of the Participation Council of the CERMI Women's Foundation and in 2020 she also joined its Board of Trustees.

It is important to note the existence of a smooth dialogue and collaboration with the Ministry of Equality and its dependent bodies (especially the Secretary of State for Equality and Gender Violence, the Government Delegation for Gender Violence and the Institute for Women and Equality). There have been frequent meetings and

encounters with those in charge, and three public events have been held: in February, to present the lottery tickets to the Ministry of Equality commemorating Pay Equality (22 February) and International Women's Day (8 March); in July to hand over to the Government Delegate for Gender Violence our lottery ticket for the 30th of that month, which had an image dedicated to the European Day against People Trafficking; and in November, to claim the need to eradicate gender violence, with the presentation by the Group's chairman to the Secretary of State for Equality and Gender Violence, of the image that our lottery ticket dedicated to this on the 25th of that month.



For International Women's Day, a Round Table was held under the slogan "Equal in life and in business", in which several initiatives launched by the companies and entities represented by the three speakers were analysed, aimed at promoting the active participation of women in different business sectors (electricity, automotive and beauty), delving into the progress achieved in recent years and proposing actions that can accelerate the desired improvement in terms of equal opportunities.

In addition, the 2020 Action Plan has had a high degree of compliance, highlighting among other actions in various areas of the ONCE Social Group:

- **Obtaining the "DIE" 2018 Equality in Business Distinction, published in the Official State Gazette in June 2020, and fulfilling the commitments of belonging to the DIE Network (participation in the eRoom, contribution of data for studies, etc.).**
- **Preparation of a self-assessment questionnaire on co-responsibility.**
- **New edition of the voluntary course entitled "Leadership and management skills for ONCE workers".**
- **Creation of a new Working Group called "Disability with Female Talent", motivated by the firm intention of increasing the presence of women with disabilities in the Group's workforce.**
- **Updating and monitoring Equality Plans, and preparation of protocols to prevent sexual and gender-based harassment in the workplace.**
- **Training and assignment of duties to future ONCE Equality Agents, who will be the link between the institutional**

policies that are developed and the demands and suggestions of the staff in this area. In 2020, the selection process for the 22 incumbents and their substitutes was carried out, and it is expected that they will begin to carry out their duties in the different territorial areas in 2021.

In turn, in 2020, Ilunion renewed its Equality in Business Distinction (DIE) awarded by the Women's Institute, the Family Responsible Company (FRC) certificate and maintained the Bequal certification for 14 of its companies.

In 2020, it dealt with applications from a total of 32 women workers in situations of gender-based violence, 78 per cent of whom were disabled. In this line of action, 65 women in situations of gender-based violence have been included in the labour market, 64 have disabilities.

In the 2nd edition of the 'Recognition of best practices in equality, Ilunion companies awarded Ilunion Technology and Accessibility for its campaign "WE LOVE STEM JOBS"; Ilunion Laundries for the newsletter for the promotion of its employees 'Unstoppable Women'; management workshops for management teams of Ilunion Cleaning and Environment SA and flexible working hours of 35 hours paid for partners / spouses in case of cancer treatments, Ilunion Fitex. S.A.

Within the framework of the ONCE Foundation's foundational aims, various actions were carried out with a gender focus and aimed at promoting equality and empowerment of women. Among them:

- **The project Women in "ON-VG" Mode within the Operational Programme for Social Inclusion and Social**

Economy (POISES) for the period 2020-2023 (specifically among women with disabilities victims of gender violence).

- The Radia Programme, which focuses on training in digital technologies and aims to promote the inclusion of women with disabilities in technological work environments.
- Organisation of various communication and awareness-raising actions (beyond the workforce) with the aim of promoting equal opportunities between women and men. In this regard, it is worth mentioning the EngageMEN Challenge day.

- Organisation of the webinars entitled “The role of women in the Coronavirus pandemic” and “The social perception of masculinity in violence against women”, both promoted within the framework of the collaboration between the ONCE Foundation and the CERMI Women’s Foundation.
- Training aimed at Inserta trainers, the objective of which was to improve care for women with disabilities who are victims of gender violence during lockdown.
- Organisation of various courses, workshops and conferences, such as the training pill “Sensitisation and awareness-raising in gender diversity”, promoted in 2020 and aimed at the entire workforce (e-learning mode). This training has become part of the Welcome Plan together with the training in institutional culture and disability.

4.3 Solidarity throughout the world

From the experience accumulated in Spain in eight decades of working alongside blind people or people with other disabilities, the Organisation began its international launch more than 30 years ago, trying to promote its model of social coverage to other parts of the world with different initiatives in many points, especially with incidence in Latin America (on the one hand) and with the work in the European Union, on the other.

In 2020, the pandemic and the measures taken to limit its spread had a direct impact on action based on mobility, although the Group’s three executive areas, coordinated by the International Relations Department, worked from the outset to refocus their action on the digital environment.



Likewise, it was decided to postpone the holding of such notable events as the World Blindness Summit Madrid 2020 until 2021, in order to obtain the maximum possible social and institutional impact.

“In 2020, our extraordinary measures plan reached 70,000 beneficiaries in the Latin American region”

It was considered of special relevance to support the work of the international organisations of which the ONCE Social Group is a member, with technical assistance and by organising webinars that made it possible to share good

practices on care and assistance to people with disabilities during the pandemic with relevant actors and institutions.

These seminars, held under the name of “International Thursdays of the ONCE Social Group” and focused on the Ibero-American region and the European Union, were attended by senior officials from organisations such as the United Nations, European institutions, OAS, SEGIB, PAHO or national ministries from various countries, as well as entities representing people with disabilities, both national and umbrella, regional and global.

The Ibero-American Disability Programme (PID) led, through the support of the ONCE Social Group, several of these seminars, which concluded, among other achievements, with the first intergovernmental declaration on disability during the pandemic, through the Ibero-American Disability Programme.

Reaching 70,000 people in Latin America

The ONCE Foundation for Latin America (FOAL) represents the most important position of the ONCE Social Group in the field of International Cooperation for sustainable social and economic development for blind and severely visually impaired people, focused on this part of the planet, with our Latin American brothers and sisters.

For this reason, it was considered vital that it should make a great effort throughout 2020 to be even closer to those who need us most, adapting and reorienting each and every one of its projects to achieve this end. Through an Extraordinary Measures Plan, we have been able to reach more than 70,000 beneficiaries in the Latin American region. This result has been possible thanks to numerous allies and partners, as well as to the network of volunteers who put their knowledge and experience in severe visual impairment at the service of FOAL.

Among other actions, an Economic Emergency Fund was created to meet basic needs arising from the health emergency situation and fully accessible virtual resources were made available to all blind and visually impaired people in the region in areas that ended with more than 280,000 downloads. Likewise, throughout the year, efforts were redoubled to obtain external co-financing to complement the available own resources, applying to the nine calls for proposals that were opened.

On the other hand, participation in the 42 international organisations and consortiums of which the ONCE Social Group is a member has continued to be very intense.

Among these entities, the entry into the European Venture Philanthropy Association (EVPA) stands out, an action framed within the expansion task towards new innovative areas of work with foundations and philanthropic entities, and in the Accessible Books Consortium (ABC), to bring together our participation in the international application of the Marrakech Treaty, which facilitates the exchange of accessible books and texts. It has also become a member of the Board of Directors of the European Association of Service Providers for People with Disabilities (EASPD), the highest European level in the service provider sector.

Aware that the promotion of the ONCE Social Group model also involves the international expansion of its good social and business practices, we have continued to develop the international implementation of Inserta in coordination with partners in other countries. In particular, this work has been promoted through a new agreement signed with the Santa Casa da Misericórdia de Lisboa that will facilitate cooperation in all common areas, especially for labour intermediation for people with disabilities in the neighbouring country.

In this same sense, in the Latin American environment, 2020 has served to establish the PORTALENTO Latam project which, with co-financing from the Inter-American Development Bank (IDB), will enable the implementation of specialised labour intermediation systems for people with disabilities through Inserta in four Latin American countries: Colombia, Ecuador, Costa Rica and Dominican Republic.

The work of international institutional relations has been vital throughout the year, and has proved more necessary than ever to ensure coverage of the rights of persons with disabilities, in particular blind and visually impaired persons.



With regard to SEGIB, the ONCE Social Group organised, on the occasion of the first anniversary of the Ibero-American Disability Programme (PID), a virtual meeting between the member countries and Rebeca Grynspan, Ibero-American Secretary General. The Deputy Secretary of the OISS, and representatives of PAHO and ECLAC, as well as disability authorities from other countries in the region also participated. The ONCE Social Group presented the actions developed by the PID in the context of the covid-19 crisis here and recommendations were received from PAHO and ECLAC.

Europe speaks of disability, in Spanish

In this regard, through the Technical Office for European Affairs (OTAE), close contact has been maintained with the Commission, the European Parliament and the EU Council to ensure that legislative initiatives and government strategies take into account the disability perspective.

Work has been done to ensure that the proposals related to Just Transition and the Green Pact include social challenges, such as employment or accessible renovation of buildings. Likewise, in the field of Social Justice and Equality, the ONCE Social Group's vision has been incorporated into the design of the European Disability Strategy 2021-2030, being the only European national entity invited to dialogue with the Commission directly for its proposal.

Regarding the economic and financial field, we have collaborated in the design of the Multiannual Financial Framework 2021-2027 developed by the European Social

Fund Plus, as well as in the Next Generation EU fund that frames the National Recovery and Resilience Plans and the socio-economic analysis that hosts the European Semester. The Action Plan of the European Pillar of Social Rights, the European Gender Equality Strategy, including the fight against double discrimination, or the work on e-inclusion, promoting the creation of a digital education and training plan with a relevant focus on disability, are other European environments of great relevance for the next decade.

Likewise, and with the aim of promoting the employment model, the European Observatory for Inclusive Employment and SDGs created by the ONCE Social Group in 2017 together with five partners from different European countries, has continued working throughout 2020. It has led research, policy recommendations and events that are positioning this model in the European agenda of the Social Economy and disability.

In the same way, work has continued in all executive areas, mainly telematically, in the different European projects that the ONCE Social Group leads and/or is part of: Just4All, Educa4All, Zero Project - a framework in which the organisation has led the Launch of Zero Project Latin America -, EuroSocial, Disability Hub Europe, or the new project with Ashoka, focused on promoting entrepreneurship, are some of the most noteworthy.

“We work to ensure that legislative initiatives and government strategies take into account the disability perspective”

With regard to other European organisations, the approach to the Council of Europe has been very successful, collaborating in preparing the report of its Parliamentary Assembly on the health and social impact of covid-19 and recovery by providing information and political support regarding the aggravated situation of people with disabilities. Likewise, the ONCE Social Group promoted the holding of a meeting between the Chairman of the Parliamentary Assembly of the Council of Europe and the Spanish Congress and Senate.

Beyond the European context, it has also been very active in other international and regional environments. First, with respect to the United Nations system, we participated in the Conference of State Parties to the Convention - with the IDB, the European Commission and the Nippon Foundation - and in the High-Level Political Forum on follow-up to the SDGs, with ECLAC. It has also participated in the 75th and 76th sessions of the UN CEDAW Committee on Women's Rights and its working groups. On the other hand, a specific agreement has been signed to support web accessibility of the OAS, and the first meeting of its Disability Friendly Missions Group has been held.

An innovative framework in the context of ONCE Social Group relations that has been promoted throughout 2020 is the diplomatic environment in Spain, with the celebration, together with the Academy of Diplomacy, of the second and third Diplomacy for Inclusion Meetings. Sponsored by the Ambassador of Croatia and the Ambassador of Germany, respectively, they were attended by numerous members of diplomatic missions in Spain, as well as institutional positions such as the Secretary of State for Global Spain and the Secretary of State for Social Rights, the head of the Representation of the European Commission in Madrid, or the German High Commissioner for Persons with Disabilities.

Finally, it has been remarkable during 2020 how, on an international level, the social and responsible lottery of the ONCE Social Group is transversally linked to all activities. Under this paradigm, relations with regional and international organisations such as the World Lottery



Association (WLA) and European Lotteries (EL) have continued to be promoted, while the possibilities of agreeing multi-jurisdictional projects have continued to be studied and assessed, such as the Euro jackpot consortium, which continued with intense work throughout the year. As a result of this work, the company has once again achieved international recognition as a responsible lottery operator.

In the Ibero-American environment, the election of the ONCE Social Group as a member of the Board of Directors of the Ibero-American Corporation of State Lotteries and Gaming (CIBELAE) as Vice-Chairman was a great step forward. Also as institutional support, this time in the sphere of the European Union, on 9 May, the Vice-Chairman of the European Commission, numerous MEPs and relevant institutional actors published videos in recognition of ONCE's social and responsible gaming, taking advantage of the publication of the lottery ticket commemorating Europe Day and the 70th anniversary of the Schuman Declaration, which could not be drawn due to the state of alarm declared by the covid-19 crisis.

Finally, the consolidation of the European Observatory for Inclusive Employment and the SDGs is worth mentioning, as well as the involvement as partners in two European projects: QOLIVET, Erasmus+ project for the analysis and improvement of the impact of training for employment and care

services on the quality of life of people with disabilities, and INTEREHA, working group on the application of technology to maximise the impact of rehabilitation and care services for people with disabilities.



The ONCE Social Group in the world



- CERMI
- THIRD SECTOR PLATFORM
- WORLD BLIND UNION (WBU)
- EUROPEAN BLIND UNION (EBU)
- LATIN AMERICAN UNION OF THE BLIND (ULAC)
- INTERNATIONAL DEAF-BLIND ORGANISATION (DBI)
- INTERNATIONAL DISABILITY ALLIANCE (IDA)
- GLOBAL NETWORK OF ACTION FOR DISABILITY (GLAD)
- WORLD BRAILLE COUNCIL (CMB)
- IBEROAMERICAN BRAILLE COUNCIL (CIB)
- INTERNATIONAL FEDERATION OF LIBRARY ASSOCIATIONS (IFLA)
- DAISY CONSORTIUM
- EUROPEAN STANDARDISATION COMMITTEE (CEN)
- INTERNATIONAL COUNCIL OF MUSEUMS (ICOM)
- INTERNATIONAL BIND SPORTS ASSOCIATION (IBSA)
- INTERNATIONAL GUIDE DOGS FEDERATION (IGDF)
- EUROPEAN BREEDING NETWORK (EBN)
- EUROPEAN GUIDE DOG FEDERATION (EGDF)
- INTERNATIONAL COUNCIL FOR THE EDUCATION OF THE VISUALLY IMPAIRED (ICEVI)

- ICEVI EUROPE
- ICEVI LATIN AMERICA
- WORLD LOTTERY ASSOCIATION (WLA)
- EUROPEAN LOTTERY ASSOCIATION (EL)
- IBERO-AMERICAN CORPORATION OF STATE LOTTERIES AND GAMING (CIBELAE)
- EUROJACKPOT COLLABORATION
- IBERO-AMERICAN SOCIAL SECURITY ORGANISATION (OISS)
- OJOS DEL MUNDO FOUNDATION
- HELPAGEN INTERNATIONAL SPAIN
- EUROPEAN NETWORK OF PHYSIOTHERAPY IN HIGHER EDUCATION (ENPHE)

And presence also in:

- LATIN AMERICA THROUGH FOAL, OPERATING IN 19 COUNTRIES: ARGENTINA, BRAZIL, BOLIVIA, CHILE, COLOMBIA, COSTA RICA, CUBA, ECUADOR, EL SALVADOR, GUATEMALA, HONDURAS, MEXICO, NICARAGUA, PANAMA, PARAGUAY, PERU, DOMINICAN REPUBLIC, URUGUAY, AND VENEZUELA
- ASSOCIATION OF BLINDS AND AMBLYOPES OF PORTUGAL (WITH ACTIVITY IN PORTUGAL, ANGOLA, MOZAMBIQUE, CAPE VERDE, SANTO TOMÉ AND PRÍNCIPE AND GUINEA BISÁU)
- EDUCATIONAL PROJECTS IN THE BALKANS (BULGARIA, ROMANIA, ALBANIA AND BOSNIA), MOROCCO, EGYPT AND IN THE SAHARAIS REFUGEE CAMPS OF ALGERIA
- COLLABORATION WITH THE NATIONAL BLIND ORGANISATION OF EQUATORIAL GUINEA (ONCIGE)



- EUROPEAN FORUM OF PEOPLE WITH DISABILITIES (EDF)
- EUROPEAN PLATFORM FOR THE REHABILITATION AND VOCATIONAL TRAINING OF PERSONS WITH DISABILITIES (EPR)
- WORLD CONSORTIUM FOR THE STANDARDISATION OF WEB ACCESSIBILITY (W3C)
- EUROPEAN DESIGN INSTITUTE FOR ALL (EIDD)
- EUROPEAN NETWORK FOR ACCESSIBLE TOURISM (ENAT)
- INTERNATIONAL PARALYMPIC COMMITTEE
- EUROPEAN ECONOMIC AND SOCIAL COMMITTEE (EESC)
- EUROPEAN CENTRE FOR PUBLIC ENTERPRISES AND PUBLIC SERVICES (CEEP)
- EUROPEAN FOUNDATION CENTRE (EFC)
- EUROPEAN SOCIAL ECONOMY PLATFORM (SEE)
- COUNCIL OF FOUNDATIONS
- AFFILIATED MEMBERS PROGRAMME WORLD TOURISM ORGANISATION (UNWTO)



- INTERNATIONAL PRESENCE IN ANDORRA, PORTUGAL AND COLOMBIA

The ONCE Social Group in the world



5



**Support for the
future planet**

Support for the future planet

In these lines we have already discussed the need to think not only in the present, but also in the future, especially in the planet that we will leave to future generations and, there, awareness, efficiency, optimization and development of measures is evident for a better world.

We cannot leave climate change aside and, in this line we show our commitment to social, economic and

environmentally sustainable development, with which we are working, in line with the 2030 Agenda.

5.1 Sustainable and involved

ONCE, in its commitment to climate change, is aligned with the Energy and Climate Change Policy Framework 2021-2030, whose effort-sharing regulation requires that by 2030, Spanish sectors outside the scope of the emissions trading system (which includes ONCE) have reduced their GHG emissions (Greenhouse Gases) by 26% compared to their 2005 levels.

ONCE is also working on the analysis of environmental risks and opportunities. Pending the publication of the Law on Climate Change and Energy Transition in Spain, which will establish the bases and guidelines for reduction, ONCE is implementing actions to mitigate climate change as part of an Emissions Reduction Plan, which includes improving energy efficiency and increasing the use of low-emission fuels, as well as the incorporation of technologies that reduce emissions throughout their life cycle.

In order to continue promoting awareness in this area among stakeholders, the "External Due Diligence Procedure", approved by ONCE in 2020, includes the assessment



of suppliers with a high level of risk by analysing their performance in environmental matters, requesting them to provide ISO14001, EMAS or any other national or international standard that accredits this.

And the ONCE Social Group's Environment working group has been created, the aim of which is to promote aggregate measurement and communication of environmental impact.

“We seek efficiency in purchasing, supplier selection, consumption savings, sustainable use of resources, waste management...”

The first step has been to draw up an inventory of facilities that includes information on energy, water and facility maintenance.

In addition, we have continued to carry out dissemination and awareness-raising activities in environmental matters, such as:

- **Visibility of the commemoration of Environment Week, through the website, under the slogan “ONCE starts June with 22 million lottery tickets with “lockdown” Environment Week”.**
- **Periodic publication of awareness-raising communiqués on the subject, as well as news of interest in Portal ONCE.**
- **Gift of reusable bottles to all ONCE staff, favouring the reduction of plastics and waste.**

All of this, based on the target of efficiency in areas such as purchasing, supplier selection criteria, consumption and cost savings, sustainable use of resources, waste management...

During 2020, various energy efficiency measures have been promoted, including the following:

- **Replacement of fluorescent lights with electronic ballast for low consumption and long-life LEDs.**
- **Installation of presence detectors to encourage selective lighting. The new kiosks installed have LED lighting and presence detectors that regulate the operation of the air conditioning equipment.**
- **Renewal of air conditioning equipment for more efficient ones, with Inverter® technology and less pollutants.**
- **Installation of enthalpy recuperators and other renovations in facilities that favour the inside temperature of rooms being maintained.**
- **Optimisation of indicators that measure the resources and consumption of electrical energy: energy price, contracted/demanded power, analysis of penalties for reactive power, consumption patterns, etc.**
- **In 2020, a saving of 5.4% in the total cost of energy was achieved due to power adjustments, taking only real estate into account.**
- **Reduction in the impact of surcharges for excess reactive power, from 0.52% in 2019 to 0.44% of total turnover.**
- **Unified contract with an electricity supplier that favours price control, green energy consumption and efficiency.**

ONCE has made a commitment to establish a Plan to Reduce Greenhouse Gas Emissions, included in the new CSR Master Plan 2020-2022, which will include measures to save resource consumption, circular economy,

sustainable transport, among others. In this regard, a draft Mobility Plan has already been drawn up to promote safe, connected and sustainable transport.

In addition, the reduction of any form of specific air pollution, including noise emissions and light pollution, is encouraged. These include: replacement of machines with others that do not damage the ozone layer; renewal of the vehicle fleet with less polluting engines adapted to the new European "Euro 6d" regulations; soundproofing systems in air conditioning machines; gradual replacement

of fluorescent lighting with LEDs; limiting the level of lighting in work stations and selection of wavelengths of lamps with colour temperatures equal to or lower than 4000°K, so that the luminous radiation emitted is of short wavelength.

The Organisation's activities that may generate a greater environmental impact, although without constituting a risk, are, on the one hand, those derived from the Gaming Products Production and Logistics Centre (CLP) where, among others, the printing and distribution of the lottery ticket and other lottery products is carried out, and on the other hand, the air conditioning of the buildings. In both cases, measures are being taken to reduce the consumption of water, paper and plastic to promote the circular economy, as well as the development of a strategy to improve energy efficiency in all buildings, as part of the Emissions Reduction Plan.

The manufacturers that supply the paper for each lottery product are FSC® (Forest Stewardship Council®) certified, which ensures that the fibre obtained comes from controlled forests, with planned replanting and no genetic alterations, respecting human rights throughout the chain of custody; and PEFC™ (Programme for Endorsement of Forest Council) certification, which aims to maintain and develop forest resources and contribute to global carbon cycles, as well as revaluing the productive functions of forests and conserving and developing biological diversity. In addition, the wood that makes up the new kiosks is certified with the FSC® and PEFC™ seal.



With the aim of using more sustainable materials in the packaging of gaming products, a trial was carried out with the 12 July 2020 draw, replacing the type of plastic used to wrap the caps of the selling agent with 90% recycled plastic, considerably reducing the use of natural resources

“We promote circular economy as a key element for sustainable development”

and favouring the circular economy. Its viability is already being analysed, as well as the use of sustainable materials such as 100% recycled plastic or paper with the technical specifications of an industrial process.

ONCE is committed to the circular economy as a key element for sustainable development. The aim over the next few years is to implement an integrated waste management system in 50% of the centres, ensuring its correct segregation.

In 2020, awareness-raising actions have been carried out, such as a video due to European Recycling Week; a workshop on circular economy for those responsible for Coordination and Talent, key players in the implementation of these management systems; and the installation of a comprehensive waste collection model in some buildings.

In 2020, ONCE signed a collaboration agreement with Recyclia for the collection of WEEE (waste electrical and electronic equipment), fluorescent bulbs and batteries through authorised managers at ONCE centres. On the other hand, all waste suppliers with which ONCE works are

authorised waste managers in each of the Autonomous Communities in which they operate.

In addition, the NIMA (Environmental Identification Number) is being extended to include the hazardous waste generated at the centres, although the amount to be collected is minimal.

With regard to the sustainable use of water, among the initiatives carried out to favour the reduction of water consumption and/or improve the efficiency of its use, particularly in some centres, we would highlight the following:

- **Installation of atomisers on taps to reduce water consumption.**
- **Reduction of the volume of water in the cisterns and installation of flushometers when replacing the old taps.**
- **Monitoring of the fire networks, the consumption network and gardens to avoid small losses.**

On the other hand, the Organisation has established different channels which, not being specific to environmental matters, allow it to channel any type of complaint, claim and/or communication received from the workers, affiliates or customers in this area. In this regard, no claims for environmental reasons were recorded in 2020. Nor have there been any significant fines or penalties for non-compliance with laws or regulations in this area.

During 2020, Ilunion has continued with its environmental strategy by promoting the transition towards a decarbonised

group of companies, efficient water management and the circular economy, applying the commitments established in the Sustainability Policy in force.

Among the measures carried out and included in Ilunion's CSR Master Plan 2018-2021, it develops the Environmental Commitment project, highlighting the following measures:

- **Approval of Ilunion's Environmental and Climate Change Policy.**
- **The scope of the calculation of the environmental indicators has been extended to all the companies in Ilunion's consolidation perimeter.**
- **A tool has been designed to calculate the carbon footprint (Scope 1, 2 and 3) and this indicator has been calculated for the first time for Ilunion as a whole.**
- **The decrease in production and teleworking have led to a significant decrease in the consumption of energy, water and raw materials in 2020.**
- **Energy audits of the facilities of the companies that make up Ilunion have been carried out in order to comply with RD 56/2016.**
- **27.8% reduction in energy consumption compared to 2019.**
- **4.2% energy consumed from renewable sources. Corresponds to 100% of the consumption of the Ilunion Hotels chain and the Torre Ilunion corporate buildings.**
- **Certification: 81.3% of the companies that make up Ilunion have an Environmental Management System that is UNE-EN ISO 14001:2015 certified.**

Other actions carried out in relation to energy efficiency are:

- **Improvements in the lighting systems:**

- Ilunion Hotels, Ilunion Sociosanitario, Ilunion Retail and Ilunion Automoción have increased their LED lighting.
- Ilunion Lavanderías has finished changing the lighting fixtures and all the laundries now have a self-regulating LED 4.0 lighting system.



- **Replacement of equipment with more efficient ones:**

- Ilunion Hotels has replaced air conditioners and other air conditioning equipment with more efficient ones.
- Ilunion Lavanderías has installed a new tunnel washer with energy recovery at the Seville plant and Ventury steam traps at the laundries in Mejorada and Huete.
- Ilunion Retail has a purchasing policy that establishes that the equipment must have energy certificate A or higher, and that all refrigeration appliances and vending machines must have refrigerant gases with low environmental impact.

- **Process optimisation**

- Ilunion Hotels has digitized several operational and maintenance processes of the hotels through the implementation of the EISI SOFT platform. It has also completed the project to extend and update the home automation system at the Ilunion Malaga hotel and installed a system in the chiller for remote control of the temperature set points at the Ilunion Bilbao hotel.

Regarding sustainable mobility

- **Logistics**

- In February 2021, Ilunion and ENAGAS created Llewo, a sustainable mobility company specialised in providing last mile services through vehicles powered by natural gas vehicles (CNG and LNG), which to date operated under the brand Gas2Move.

- **Fleets**

- Ilunion has 98 vehicles with the Eco or Zero label, 25% of which were acquired in 2020.

- Ilunion Recycling is carrying out the renovation of the forklifts for more efficient and less polluting models.

- **Promoting sustainable mobility**

- Ilunion Hotels offers its customers eight charging points for electric vehicles for free use by guests.
- Ilunion Facility Services and Ilunion Laundries have guidelines for efficient vehicle driving.

Renewable energy

- **Solar photovoltaic production**

- The Sonseca residence, as well as the Textil Rental, Crisol, Las Palmas and Tenerife laundries have solar photovoltaic plants that produced 490,185 KWh for self-consumption in 2020.
- Ilunion Lavanderías plans to install photovoltaic solar panels in several laundries in the period 2020-2023. The aim is to generate 15% of photovoltaic solar energy for self-supply in plants with solar panels. The extension of 132kWp/ of the Textil Rental (Estepona) photovoltaic plant was carried out in 2020.
- Ilunion Ibéricos de Azuaga has approved a photovoltaic energy implementation project that will start in 2021.

- **Solar thermal panels**

- Ilunion Reciclados, Ilunion Automoción, Ilunion Hotels (Hotels: Atrium, Auditori, Barcelona, Calas de Conil, Islantilla and Malaga) and Ilunion Sociosanitario (Prado, San Gregorio Residence) use solar thermal panels to produce hot water.

Ilunion Laundries and Ilunion Hotels have set a GHG emissions reduction target of 10% compared to 2018 and 20% compared to 2017 respectively by 2021 (scopes 1 and 2).

• Reuse of resources

- Ilunion Laundries has reduced the consumption of plastic for shipping linen by 211 tonnes due to the use of reusable bags and the decrease in production caused by covid-19.
- Ilunion Servicios Industriales Aragón, S.L.U. minimised plastic consumption by 10,530 kg compared to the previous year thanks to the reuse of plastic materials and packaging.

• Reduction in raw material consumption

- Ilunion Textil S.A.U. reduced the consumption of cardboard for packaging by 38% due to the drop in production, the replacement of the folding machine and the change in the storage packaging format carried out in 2019.
- Ilunion Industrial Services has reduced the consumption of plastics by 10,200 kg due to improvements in the production process and awareness actions aimed at employees.
- Ilunion Emergencias S.A. has purchased more efficient printers and implemented a system to control the purchase of paper, achieving a reduction in toner consumption of 60% and 13% in the case of paper.

• Reuse and recovery of waste

- Ilunion Hotels has collected 3,360 kg of used cooking oil to be used as biodiesel and, for reasons of solidarity, 600 kg of bottle caps for their recovery.

- Ilunion Reciclados has reintroduced 9,315 tons of raw materials into the market.

• Use of sustainable resources

- The water bottles used in all Ilunion Hotels establishments are made of 100% recycled and recyclable plastic or glass, with priority being given to the consumption of the latter.
- Ilunion Sociosanitario has established as a policy that all paper used is recycled.

For the reduction and efficiency in water consumption, as well as the preservation of its quality, Ilunion Laundries has started carrying out a pilot plant that will allow the recirculation of the water used in the washing systems, with a saving of up to 70% of water and will reduce annual GHG



emissions by 20%; and Ilunion Hotels has improved the washing train of the Ilunion Islantilla hotel and has installed new taps with electronic on/off in the common areas of the Ilunion Mérida Palace hotel. Salt chlorinators have also been

“Environmental practices are promoted in the staff on paper and water consumption as well as collaboration in the proper management of waste”

(within its Integrated Management Systems-IMS) certified with the UNE-EN-ISO 14001:2015 standard for Environmental Management.

In relation to environmental assessment, it should be noted that the external audits (AENOR) carried out in 2020 within the framework of the certification of the Environmental Management System according to UNE-EN ISO 14001:2015 have been resolved favourably.

Also noteworthy is the regular use of chemical products to control the pollution emitted by the fleet of diesel vehicles in order to reduce the harmful gases emitted into the atmosphere. Similarly, the promotion of teleworking, which in 2020 took centre stage as a result of the pandemic, has a positive impact on pollution abatement.

purchased at the Ilunion Mérida Palace and Ilunion Badajoz hotels, which will improve the quality of water discharge and reduce the consumption of hazardous products.

Meanwhile, the ONCE Foundation has Environmental Management Systems

Every year, the Executive Area’s carbon footprint is calculated, a preliminary and essential step in order to gradually reduce greenhouse gas emissions. Staff awareness is increased on the need to make good use of materials such as paper and to collaborate in proper waste management. Among the actions carried out in 2020, the following should be highlighted: the internal awareness-raising action due to the European Week for Waste Prevention; the “paperless office” project; the progressive digitization of the activity to minimise waste generation; the use of recycled paper and paper from sustainably managed forests; the minimisation of the consumption of plastics, as well as the use of remanufactured toner.

With regard to energy efficiency in 2020, 46.6% of the electricity consumed at the headquarters of the ONCE Foundation and Servimedia came from renewable sources, thus considerably reducing the environmental impact of the activity carried out at these centres.

With regard to energy efficiency, in 2020 the ONCE Foundation and Servimedia headquarters consumed energy from renewable sources, thus considerably reducing the environmental impact of the activity carried out in these centres.

Likewise, among the guidelines and good environmental practices mentioned are references to responsible water consumption (turning off taps when not in use, installation of diffusers on taps, opening by proximity sensor, proper maintenance of facilities...).

5.2 Innovation for transformation

If anything has come to stay in this 2020 is the necessary adaptation that we individuals, organisations and companies have had to make to adapt to new modes of communication, especially linked to education and work, but without forgetting many other areas of life.

In our case, the effort made has been even greater, being vigilant that all innovation in any field does not leave behind a part of the population, people with disabilities, who cannot and must not withstand any more barriers. Any non-accessible innovation will exclude part of the population and widen the skills gap. Hence the importance of leading by example and accompanying people in this necessarily inclusive innovation.

ONCE maintains lines of work in research, development and technical innovation and research in vision, with the aim of continually improving the quality of the services it provides to blind people and continuing to respond effectively to their needs, while advancing in the knowledge of their social reality and the development of new intervention techniques and specific technologies. In addition, it supports research initiatives that improve the quality of care and the provision of services to adapt to social and technological changes and developments.

The Tyflotechnology and Innovations Centre (CTI) is the ONCE benchmark centre in Spain and the world in

accessibility and support products for blind and severely visually impaired people.

Throughout 2020, a total of 110 projects have been undertaken:

- **102 projects related to tyflotechnology and support products, some of them resulting in final products, such as colour and light source detection applications for Android devices and a new tool for viewing and printing Braille and TLO files, among others.**
- **6 projects related to vision research, financed by ONCE, most of them undertaken by researchers of national and international prestige.**
- **2 projects on social research in collaboration with the Autonomous University of Madrid, on the impact of different learning processes on spatial representation for the orientation and mobility of people with visual disabilities, and with the University of Seville for the project “Fitness for inclusion”, research with a practical vocation that will be carried out between 2021 and 2022.**

In addition, the following research and social innovation actions have been carried out:

- **5th Competition for Innovation and Good Practices Experiences in Social Services.**
- **ONCE Innova: initiative to promote innovative ideas that improve the quality of life and digital inclusion of people with disabilities.**
- **ONCE-Tiflotechnology Chair with the Complutense University of Madrid.**

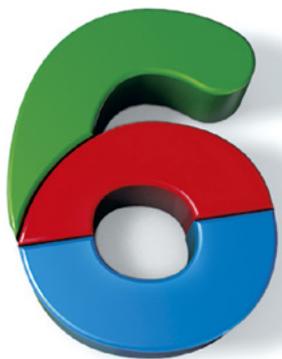
At the ONCE Foundation we would like to highlight:

- **The Arbility project through the development of a mobile application, which aims to facilitate the measurement of accessibility in the built environment by technicians, as well as using augmented reality as an awareness-raising tool.**
- **In the framework of the Pilgrimage to Santiago project “For an accessible road”, together with the expert company in artificial intelligence BigML, a start has been made in developing software to identify accessibility barriers in infrastructures and points of interest of the Road.**
- **A new version of the Medicamento Accesible Plus app has been developed. Among the new features, the feature to be able to receive notifications of the expiry date has been implemented.**
- **The EspaciA Innovation Room has started, together with the University Carlos III of Madrid, with assistive robotics projects aimed at accompanying people with disabilities in complexes.**
- **In 2020, the first course on accessibility in video games was launched with the company EVAD Formación.**

And all this, from a transversal work of collaboration with all the actors in the world of technology, research and development that come to us, from far-reaching areas, to always think that design should be for everyone and accessibility and usability of goods and services a maxim that is not avoidable.

In relation to innovation for customers, the group of companies includes Ilunion Facility Services, which has set up the new Operational Security Centre (COS) with a national scope that will provide more efficient security services, as well as Ilunion Insurance Brokers, which has incorporated into its operations the standard for Information between Insurers and Brokers (EIAC), a unified standardised information exchange system, which allows communication between insurance companies and brokers, facilitating the transmission of policies, receipts and other information relating to customers, such as claims.





Identity, familiarity, brand Spain





Identity, familiarity, brand Spain

6.1 Closeness

Ethics and transparency are maxims that are included in all internal and external documents of the Organisation, in addition to setting future objectives in all actions. The implementation of a code of ethics in the Organisation several years ago, of obligatory compliance depending on the different responsibilities, and an Observatory of

Transparency, drive all realities towards maximum transparency, another mechanism that guarantees good practice.

“Social commitment to the Sustainable Development Goals (SDGs) of the 2030 Agenda and their dissemination”

The institutional strategies and activities of the ONCE Social Group, as a socially responsible entity, are aimed

at supporting and complying with the universal principles of the United Nations Global Compact and the Sustainable Development Goals (SDGs).

Since 2018, ONCE has adhered to the United Nations Global Compact, committing to support, promote and disseminate a series of universal principles relating to human rights, labour rights, the environment and the

fight against corruption, as well as the commitment to achieving the Sustainable Development Goals (SDGs) of the 2030 Agenda and their dissemination, promoted by the aforementioned Global Compact.

Extended ethical standards

Ethical initiatives have been incorporated into different codes in the Organisation from 2004 until, by 2015, covering practically the entire ONCE Social Group.

To ensure the development, promotion, implementation and monitoring of these initiatives, the Ethics, Human Resources and Institutional Culture Committee was set up (currently the Transparency and Ethics Observatory) which, reporting directly to the General Council, oversees the implementation of the Law on Transparency, Access to Public Information and Good Governance; and in matters of ethics: it promotes the dissemination, knowledge and monitors compliance with the ethical codes of conduct of the ONCE Social Group; proposes initiatives for the development of ethical behaviour and channels and manages complaints, denunciations and suggestions in matters of ethics. It is ONCE’s highest authority on ethics, delegating some matters to the Ethics Working Group of the ONCE Social Group, such as, for example, the management of possible conflicts of interest.



And we do not stop there: the Criminal Prevention Observatory of the ONCE Social Group plans, promotes, coordinates, monitors and verifies compliance with the applicable regulations, with active communication systems in all areas.

This way, the Model for Prevention and Detection of Crimes detects exposure to the risk of committing crimes by employees and/or the management team, which may entail criminal liability to ONCE and delimits the due control to be applied. During 2020, progress continued to be made in the implementation of this Model.

The Regulatory Compliance Coordination Unit was also set up in 2020, which is responsible, among other functions, for coordinating the different areas of impact on regulatory compliance applicable to the Organisation, supervising the effectiveness of the internal controls implemented, as well as articulating general regulatory compliance programmes for the entire Organisation.

In November 2020 the ONCE Criminal Prevention Body approved the "External Due Diligence Procedure" (gradually being implemented), which extends these obligations to each supplier or business partner, prior to the signing of the contract, with three due diligence procedures:

- **Identification of the supplier with reliable documentation (low risk level).**
- **Basic due diligence (medium risk level).**
- **Enhanced due diligence (high risk level).**

In this regard, all suppliers/business partners classified with a high risk level are assessed, as part of the enhanced due diligence, on their performance in terms of corporate responsibility, analysing in particular issues such as the integration of people with disabilities in the workplace, the possible commitment to international principles in this area and their positioning in the benchmark indices, as well as in environmental matters, their code of ethics, their CSR report or their non-financial information statements.





On the other hand, third parties submitting bids in tenders or supplier selection processes called by ONCE are required to submit at least the following: deed of incorporation, articles of association, deed or certificate of beneficial ownership, powers of attorney of the representative and Tax Id (NIF) number. Also, depending on the type of contract, additional information and other

“Our code of conduct for suppliers and partners implies their commitment to respect internationally recognised human rights”

standards, insurance policies, annual accounts and solvency reports, etc. are required. At the signing of the contract, they must provide certificates of being up to date with Social Security and tax obligations.

In addition, all contracts and agreements signed in connection with the provision of services to minors include a clause on their protection to certify that staff have not been convicted by final judgement of offences involving the corruption of minors or human trafficking, forced labour, assault and/or sexual abuse.

On the other hand, “Common criteria for contracting with suppliers and business partners of the ONCE Social Group” have been drawn up, which contain a basic and uniform regulation on the analysis to be carried out on them according to their risk profile, which will be adapted and developed by each Executive Area. Likewise, a “Code

of Conduct for suppliers and business partners of the ONCE Social Group” has been drawn up, the signing or adherence to which implies a commitment to respect internationally recognised human rights set out in the “International Bill of Human Rights” and the principles relating to the rights included in the eight Fundamental Conventions of the International Labour Organisation (ILO), in accordance with the Declaration on Fundamental Principles and Rights at Work; as well as the commitment to respect the principles contained in the 2006 Convention on this matter in New York in their relations with people with disabilities. Both documents have been approved by the General Council and are scheduled to be implemented as of 2021 as part of the aforementioned external due diligence procedure for suppliers and business partners.

Finally, ONCE carries out reputation analyses of business partners in foreign jurisdictions when certain circumstances arise.

At present, there is no evidence of significant negative social and/or environmental impacts in the supply chain, nor of suppliers where the rights to exercise freedom of association and collective bargaining are at significant risk in terms of the type of operation in which they are present, nor risk of child labour, forced or compulsory labour.

With regard to the General Data Protection Regulation (GDPR), the personal data protection circular and the circular on documentary procedures and organisation and management of ONCE files and security document were



drawn up to comply with the General Data Protection Regulation (GDPR) and Organic Law 3/2018 on Personal Data Protection. In addition, ONCE has a Data Security Committee and a Documentary Valuation Committee to supervise compliance with the aforementioned Circulars, establish criteria and measures to be adopted and solve internal queries.

Data protection audit (biennial): determines the compliance and effectiveness of security measures in the processing of personal data, in accordance with current

legislation and internal regulations. In May 2020, the Director General issued the biennial internal audit report for 2018 and 2019, establishing an Action Plan with areas for improvement, presented to the ONCE General Management Audit Committee and the ONCE Data Security Committee.

ONCE has a committee in charge of supervising internal compliance with the measures implemented for the prevention of money laundering and the financing of terrorism (AML/CFT) and a Technical Unit for the analysis of suspicious transactions. In 2020 the Committee held six ordinary meetings to analyse the payment of lottery prizes reported by the Technical Unit and agree on measures for the improvement, control and implementation of its MLP&TF policy.

In December 2020, the annual internal audit was carried out to review the measures in this area, detecting an adequate level of implementation and a valid degree of sufficiency in the internal controls; however, an Action Plan has been drawn up and is in the process of being implemented to respond to the areas for improvement.

On the other hand, in compliance with the provisions of article 28.1 of Law 10/2010, we have the annual monitoring report of the external expert corresponding to 2020, which concludes that, taking into account the degree of exposure to risk of ONCE and the sector of activity in which it operates, in general terms the policies and internal system for the prevention of money laundering and the financing of terrorism is adequate and





effective, although a series of recommendations aimed at improving internal control measures are highlighted.

In 2020 the ONCE has not identified any non-compliance with regulations in the social and economic spheres, and therefore has not received any fines or sanctions.

“The management team assumes compliance with the Code of Ethics by signing it”

Finally, there are codes of conduct for security in the gaming area, information security policies or a manual on fiscal procedures, among others, aimed at greater surveillance and control of

potential behaviours. The codes of ethics and guidelines of conduct for those responsible for management and for employees help to ensure that ONCE’s activities and the behaviour of all staff are guided by ethical criteria and principles, and set out the 11 values that should guide staff. The management team assumes compliance with the Code of Ethics by signing it.

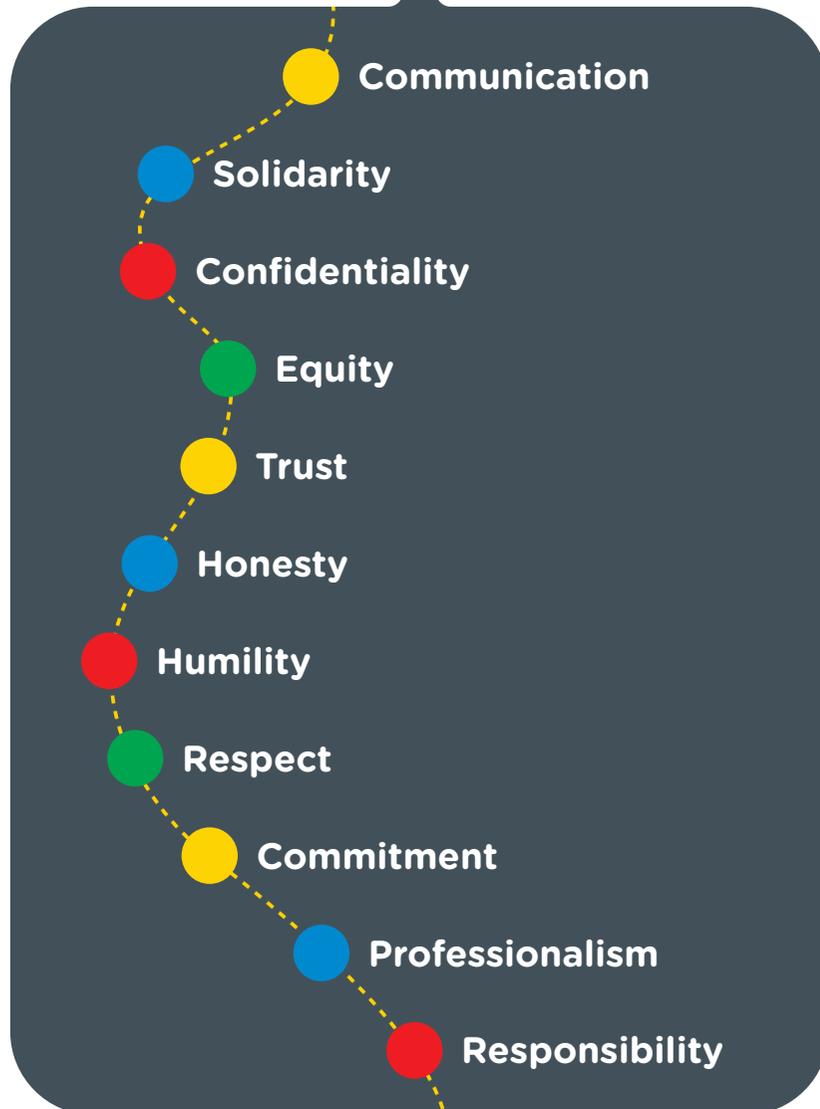
In Ilunion is highlighted, on the one hand, the approval in 2020 of the creation of a Tax Compliance System that reflects the commitments in this area: compliance with tax obligations, transparency, prudence, ethics and maximum collaboration with the tax authorities. In order to implement this, a Tax Compliance Policy has been developed which implements the provisions of the Tax Policy and the Group’s Codes of Ethics, which are also applicable to the ONCE Foundation.

On the other hand, in February 2021, Ilunion approved a specific Human Rights policy to give form and scope to committing to fundamental rights that was already included in a general sense in its Code of Ethics and Conduct and Sustainability Policy. The protection of Human Rights from management and the consequent due diligence in this area is brought together in the Group’s crime prevention model, which also guarantees compliance with the provisions of the fundamental conventions of the International Labour Organisation. In addition, in 2020, work continued on the ‘Human Rights’ project of the Corporate Social Responsibility Master Plan 2018-2021 which, in addition to the approval of the aforementioned policy, served to identify areas of potential impact on Human Rights, develop a due diligence model, draw up an action plan and initiate an analysis of the risks in Ilunion’s supply chain.

In line with the Common Basic Criteria for Contracting with Suppliers and Business Partners of the ONCE Social Group, Ilunion has approved a new Supplier Approval and Selection Policy, also applicable to the ONCE Foundation, which is applicable to all suppliers whose turnover exceeds 100,000 euros per year and/or have been awarded through a tender process. In this sense, Ilunion is immersed in a process of approving 500 suppliers with a purchasing volume of more than 100,000 euros and those who participate in tenders, offering them training and advice on the operation of its purchasing platform and the requirements for approval. In turn, the Executive Area of the ONCE Foundation has approved 23 suppliers, and the process is open and in progress.



These are our ethical values



Transparency

In order to comply with the obligations arising from Law 19/2013 on Transparency, Access to Public Information and Good Governance, the current Observatory on Transparency and Ethics of the ONCE Social Group was created in 2014 aimed at fully implementing the obligations set out in that Law, such as updating the websites containing the information collected within the framework of the corporate transparency policy (independent audit report, annual accounts and management report, list of agreements with public administrations, among others).

Based on this and the provisions of Law 11/2018 on non-financial information, together with this Report on Shared Value of the ONCE Social Group for 2020, the following documents are prepared and published on the web pages:

- **Annual Accounts and Management Reports of ONCE, the ONCE Foundation and ILUNION for the financial year 2020, together with the corresponding audit reports.**
- **Non-Financial and Diversity Information Statements of ONCE and the ONCE Foundation (both of which include an Ilunion section) for fiscal year 2020, together with their verification reports. The Non-Financial Information and Diversity Statements for 2018 will remain published.**

It should be noted that in 2019 ONCE became a Public Interest Entity pursuant to Law 22/2015 on the Auditing of Accounts and Regulation (EU) No. 537/2014, as are the main Spanish companies, which means an approach



to auditing with greater requirements and continuous monitoring of external auditing by the ONCE Social Group's General Auditing Committee.

The following documents are issued for submission to the Administration:

- **Annual Report of ONCE Social Services for the Board of Trustees.**
- **The ONCE Foundation also prepares for its Supervisory Board and for the Protectorate Council of the ONCE: Report of Social Results of the Activities of Universal Accessibility and Report of Social Actions.**

In relation to fiscal year 2020, and coordinated by the General Audit Committee of the ONCE Social Group, 17 mandatory and one voluntary audits were submitted to the ONCE Supervisory Board: 6 relate to the annual accounts of the main entities of the ONCE Social Group; 3 to the Non-Financial Information and Diversity Statements; and 9 to compliance with the General Agreement between the National Government and ONCE of November 2011.

Triennial audits are also carried out on behalf of the World Lottery Association (WLA) and the European Lotteries (EL):

- **Compliance by ONCE with WLA safety standards.**
- **Compliance with WLA and EL standards for responsible gaming.**

As a result of these audits, also presented to the Protectorate Council, four certificates have been obtained, and are published on our website.

Finally, every three years the Ministry of Consumption certifies, through a certifying agency, two random numbering generators used in the online drawing of active gaming products and in the purchase of instant lottery tickets on the Internet; and the functionality of the purchase of active gaming tickets and bets and instant lottery.

In other words, ONCE has a total of eight external certificates (4 international and 4 national) related to its lottery products that are renewed every 3 years.





In the area of economic-financial control of the entities of the ONCE Social Group, the ONCE General Council delegates these functions to the Economic Strategy, Gaming and Business Development Committee, the body in charge of authorising in advance operations relating to products, channels and gaming supports; bank financing operations; capital operations on subsidiaries and investees; incorporation, dissolution, purchase and sale of companies; changes in boards of directors, trusts of foundations or boards of directors of associations; one-off operations of companies; changes in statutes and internal operating regulations, etc.

6.2 Inventors of the CSR

Since its inception, ONCE was created as a socially responsible organisation with citizens in general, promoting personal autonomy and the full inclusion of blind people and / or people with another disabilities. From the beginning, the keys that later came to be called **Corporate Social Responsibility (CSR)** were part of the identity. The institutional mission itself represents a clear example of responsibility, although we are going one step further and moving towards a model of corporate social responsibility that is fully integrated into the Organisation's general management.

In January 2020 the General Council approved the new ONCE CSR Master Plan 2020-2022, which defines

the strategic lines to be followed by ONCE in order to transversally manage the initiatives related to social responsibility and the ethical, economic, environmental and social issues that have been identified as relevant and that can substantially influence the decisions of stakeholders. This Plan participates in the collective effort to contribute to achieving the sustainable development represented by the SDGs of the United Nations 2030 Agenda.

The 6 strategic lines on which our CSR approach is based are as follows:

- **Quality and innovation of our social services.**
- **Social and responsible lottery.**
- **Our team of people.**
- **Good governance, sustainability and ethics.**
- **Communication and reputation measurement.**
- **Commitment to the Environment.**

In turn, in June 2019 the ONCE Foundation approved the Corporate Social Responsibility and Sustainability Master Plan 2019-2022, the first plan of this nature, aligned with the Development and Implementation Plan of the Governance Programme for the 11th Mandate and with the ONCE Foundation's Strategic Plan. This plan includes 7 lines of action and a total of 42 measures, including social, environmental and good governance (ESG) aspects.



Structured civil society

“Nothing for people with disabilities without people with disabilities”. This is our maxim and, based on it, we accept the commitment to surround ourselves and accompany

“Nothing for people with disabilities without people with disabilities”. It is our maxim”

those who want to approach this social reality, so that our effort turns towards the reality of sharing knowledge and advances in those issues that can help other companies and organisations to be more responsible and inclusive

which, in the end, will also constitute an improvement of their competitive capacities.

The ONCE Foundation promotes initiatives that are aimed at fostering the disability dimension in the Corporate Social Responsibility (CSR) and Sustainability of other organisations, such as companies or public administrations, with the ultimate aim of promoting the social and labour inclusion of people with disabilities. In this sense, it is worth mentioning the Forum Inserta Responsable, the Forum for Socially Responsible Procurement (Forum CON R), the Bequal Seal, and the European initiative Disability Hub Europe, co-financed by the European Social Fund.

In this area, the ONCE Foundation’s participation in the following platforms or entities in 2020 is noteworthy, both national and European and international, differentiating then between direct or indirect memberships (participation through other entities).

State:

- **Spanish Committee of Representatives of People with Disabilities (CERMI).**
- **Forum for Justice and Disability.**
- **Royal Board of Disability.**
- **Spanish Association of Foundations (AEF) and Institute of Strategic Analysis of Foundations (INAEF).**
- **National Advisory Board for Impact Investment (Spain NAB).**
- **Spanish Social Economy Business Confederation (CEPES).**
- **Spainsif (Platform for sustainable and responsible investment in Spain).**
- **Forética.**

Europe:

- **European Foundation Centre (EFC).**
- **European Disability Forum (EDF).**
- **European Centre for Public Enterprise and Public Services (CEEP).**
- **European Platform for Rehabilitation and Vocational Training for People with Disabilities (EPR).**
- **European Association of Service Providers for People with Disabilities (EASPD).**
- **European Institute of Design for All (EIDD - Design for All Europe).**
- **European Network for Accessible Tourism (ENAT).**



- **The European Venture Philanthropy Association (EVPA).**
- **European Economic and Social Committee (EESC) (representing the Spanish Entrepreneurs Confederation for Social Economy (CEPES)).**
- **European Social Economy Platform - Social Economy Europe (SEE) (Formerly CEP-CMAF) (Representing the EFC).**
- **Global Action Network on Disability (GLAD) (as ONCE Social Group).**

Supra-European:

- **Council On Foundations (COF).**
- **World Consortium for the Standardisation of Web Accessibility - World Wide Web Consortium (W3C).**
- **Active members of the World Tourism Organisation (UNWTO) programme.**
- **International Standard Organisation (ISO).**
- **Global Reporting Initiative (GRI).**
- **United Nations Economic and Social Council (ECOSOC).**

On the other hand, in order to give a full account of all the activity, since 2018 the Consolidated Statement of Non-Financial Information and Diversity reports of ONCE, the ONCE Foundation and Ilunion (EINFD) are prepared and verified by an external company. In addition, and as an additional and voluntary exercise of communication and transparency towards our stakeholders, the Shared Value Reports of the ONCE Foundation, Ilunion and the ONCE Social Group and the Corporate Governance Report were published.

At the ONCE Foundation, a milestone of the year was the first assessment of the implementation of the CSR and Sustainability Master Plan 2019-2022, which incorporates 7 lines of action and 42 measures (in the social, environmental and good governance areas). The conclusions on the degree of compliance have been positive: at one third of the implementation period, 64% of the measures were either completed or in progress.

They also highlight the efforts to make visible the ONCE Foundation's contribution to the SDGs, as well as the importance of the 2030 Agenda as an instrument to promote the inclusion of people with disabilities. In addition to a separate publication disseminating the contribution to different SDGs with specific indicators, two informative videos have been produced on this subject in collaboration with the Communication Department, internal communication has been promoted to publicise the fifth anniversary of the SDGs and the Decade of Action, and the commitment has been demonstrated via social networks, joining the Global Compact campaign.

Progress has been made in the environmental area, with the calculation of the carbon footprint for the entire Executive Area of the ONCE Foundation, the improvement in the capture and measurement of environmental impact (consumption and waste), with the creation of the figure of environmental delegates. Awareness-raising actions have been carried out in connection with significant dates such as World Environment Day (June) or the European Week for Waste Prevention (November), and in 2020 the ONCE Foundation will have the certificate for the purchase of renewable energy.

In relation to key alliances in the field of CSR and Sustainability, work continues to strengthen the disability perspective in all of them.

- **The ONCE Foundation has continued to consolidate its alliance with Spainsif, the Spanish platform for Sustainable Investment, and we have joined Forética as new members. Likewise, the ONCE Foundation continues to be a member of Global Reporting Initiative (GRI), and actively participates in CERMI's Agenda 2030 and Social Responsibility Committee.**
- **Through Ilunion, we continue to be signatory members of the United Nations Global Compact, promoter members of Forética and the SERES Foundation, and we hold the presidency of the Excellence in Management Club.**

It is also worth highlighting the different collaborations that are carried out with multiple organisations and entities from the perspective of transparency and reputation (MERCOC, with the ONCE Social Group entering the 'Top 5' ranking in 2020, universities, business schools, specific companies through multiple agreements, etc.). On the other hand, it has contributed to various relevant European and national consultations on non-financial information, climate change or circular economy.

Meanwhile, the Bequal Foundation and Seal and the "CON R" Forum continue to be important instruments for promoting the disability dimension in the strategy and practice of organisations of different natures: As for Bequal, the year ended with 34 certified entities, and the CON R Forum has actively participated by integrating its postulates in the Commission for Social and Economic Reconstruction of the Congress of Deputies.

And, from ONCE, the protection of consumer groups, the strengthening of the social services model, promotion of responsible gaming, professional and human development of the workforce, equal opportunities, ethics or commitments to the environment and transparency remain priorities (already mentioned above).

Ilunion has established alliances for the development of new social impact projects such as Recycling4All and LLewo.

Recycling4all is a new company 75% owned by Ilunion and 25% by Repsol Impacto Social specialising in the recycling of waste electrical and electronic equipment (WEEE), covering the entire value chain of this activity: collection, transport, sorting, storage, treatment, reuse and recovery of waste. It has 166 employees, 101 of whom are people with disabilities.





On the other hand , Ilunion has become a shareholder of Llewo, a company promoted by Enagás Emprende, the Enagás Corporate Venturing. Llewo is a leading operator of last mile logistics using vehicles powered by Natural Gas Vehicles (CNG and LNG), electric vehicles and pedal-assisted tricycles for urban delivery. In addition, it is developing the use of other vehicles based on biogas, electricity and

“The task of a group must be marked by unity and cohesion. The 70,000 employees are the best brand ambassadors you can find”

hydrogen. It operates in 27 provinces with significant sustainability goals, inclusion of employees with disabilities, equal opportunities and people at risk of social exclusion.

All this, also including Ilunion’s inclusive economy project and circular to contribute to the

creation of shared value. To this end, different projects of the CSR Master Plan have been developed and strategies, levers and tools have been adapted in order to align the Organisation’s actions with its commitments of inclusion, competitiveness and sustainability, and with its contribution to the SDGs and the 2030 Agenda.

Institutional culture

The task of a group must be marked by the unity and cohesion of those who form part of it and the institutional culture of the ONCE Social Group pursues this task. The 70,000 workers are the best ambassadors of the brand that can be found and, therefore, the Institutional Culture becomes

a tool of sense of belonging and the best way to know and appreciate the values and principles of the Institution.

We have an Institutional Culture Plan that is updated annually and serves as a basis for new employees as well as for the rest of the Organisation’s stakeholders and society in general.

ONCE works daily to reinforce its principles and values, based on solidarity, to consolidate the present and guarantee future development.

The social services leadership and management teams have implemented an Institutional Culture Action Plan to ensure that the entire workforce shares the hallmarks of their identity. In the 2020 financial year, with the exceptional situation we experienced, it was possible to appreciate the manifestation of the values of solidarity and connection with society of our professionals, showing a high level of involvement and feeling of belonging to ONCE, beyond the corporate culture. In this sense, ONCE has carried out training with modules on institutional culture with a total of 10,701 attendances (last year there were 4,918). Another key way of maintaining alliances, starting from the workers themselves as the maximum exponents and ambassadors.

In 2020, the ONCE Foundation continued to promote knowledge of the Institutional Culture of the entire ONCE Social Group through e-learning training aimed at the entire staff of the ONCE Foundation’s Executive Area, which also includes training in Cybersecurity.



Institutional Relations

Based on the above, institutional relations are an essential element in the promotion of a greater and adequate knowledge of the ONCE Social Group, as well as in the improvement of the dialogue with relevant public and private agents.

In collaboration with the Spanish Committee of Representatives of People with Disabilities (CERMI), the ONCE Social Group promotes and contributes to the coordination of the disability movement in Spain.

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

Every year the ONCE Foundation allocates a very important part of its funds to finance many initiatives from Associations and entities in the disability sector through its calls for projects, aimed at Spanish entities that carry out an activity that coincides with that of the organisation, at any person of Spanish nationality with a disability, and, exceptionally, at natural or legal persons that are not Spanish.

In quantitative terms, there has been a significant reduction in 2020 in relation to the amounts approved in the calls for projects. The main reason has been, as with other actions,

the reduction in income suffered as a result of the three months of inactivity of ONCE sales agents. However, in terms of the volume of projects approved for disability entities, it has been a particularly intense year, with a higher number of projects approved than in the previous year.

In the legislative field and working together with CERMI, the ONCE Foundation dealt with more than 30 legal consultations on the rights and European, national and autonomous regulations with an impact on people with disabilities and their families; and, on the other hand, it promoted and monitored the regulations that guarantee the rights of people with disabilities:

Legislative activity passed during the pandemic included the following:

- **Minimum Living Income and Teleworking.**
- **The adoption of Organic Law 2/2020, of 16 December, amending the Criminal Code to eradicate forced or non-consensual sterilization of persons with disabilities who are judicially incapacitated.**
- **Organic Law 3/2020, of 29 December, amending OL 2/2006 on Education.**
- **Law 1/2020, of 15 July, repealing objective dismissal for absence from work.**
- **Law 11/2020 of 30 December on the General State Budget for the year 2021.**
- **Royal Decree 902/2020, of 13 October, on equal pay for women and men.**



- **Royal Decree 901/2020 of 13 October, which regulates equality plans and their registration.**
- **Royal Decree 958/2020, of 3 November, on commercial communications for gaming activities.**

On the other hand, in collaboration with CERMI and with the support of the Royal Board on Disability, the Disability and Active Legal Defence course, which has been given through the UNED Abierta platform, has been opened to the public. In addition, online training was provided to members of the Procedural Representation Service of the Madrid Bar Association on the treatment and rights of persons with disabilities. An informative Guide on the Register has been presented, adapted and validated for Easy Reading and also the corresponding Guide in Braille. In addition, the paper “Memento Personas con Discapacidad”, developed with Editorial Lefebvre-El Derecho, was presented. We have continued to work with the Aequitas Foundation and FOAL in the promotion of inheritance and legacy programmes for people with disabilities and their families. In order to promote accessibility in the practice of notarial practice, we are working, with the collaboration of the Department of Universal Accessibility and Innovation of the ONCE Foundation, on the adaptation of the contents of the Guide “How to manage accessibility in Notarial Offices”.

As part of the firm commitment to consolidate and strengthen collaboration agreements and alliances at the national, European and international, private and public levels, the renewal of the agreement with the Ministry of

Defence and the signing of a collaboration agreement with the Association for the Disabled of the National Police (AMIFP) stand out. Collaboration has also been renewed, through the signing of the respective addenda, with both the Consumers and Users Council and the Legálitas Foundation.





As a reference in the foundation sector, the ONCE Foundation actively contributes to the activities and projects launched by the Spanish Association of Foundations (AEF), highlighting our leadership in the Sectorial Group of Inclusion Foundations. A collaboration agreement has been signed with the Institute for Strategic Analysis of Foundations (INAEF) of the AEF which, as part of its commitment to research, has carried out a study on The effects of covid-19 on Spanish foundations and another that outlines the Strategies of Spanish foundations

in the postcovid-19 era. In addition, we participated as sponsors in DEMOS 2020, the first virtual edition, in which ONCE Foundation has been among the speakers with Marta Arce, from the Trainersparalympics team and, as winners, getting the Communication Award for its animated series "ON Fologüers".

“None of this would be a reality for citizens without the social communication promoted by the Communication and Image Department”

We also continue to work as members of the Advisory Board for Impact Investment in Spain (Spain NAB), the body that represents Spain before the Global Steering Group for Impact Investment (GSG). Since 2020 we co-lead, together with the Repsol Foundation, the Foundations Taskforce.

At a business level, we have continued to strengthen our partnership with Microsoft to promote the accessibility of

new technologies and employment in this sector, taking into account the new reality and the new challenges and opportunities generated by the evolution of the labour market as a result of covid-19.

Collaboration also continues with the two main business platforms CEPYME and CEOE, as well as the priority trade union organisations, UGT and CCOO, in order to explore with the latter challenges and solutions to disability and the incorporation of the disability dimension in collective bargaining.

We continue to work closely with CEPES, having been re-elected to represent CEPES on the European Economic and Social Committee, the main consultative body of the European Union.

We have continued our collaboration with legal operators, as members of the Justice and Disability Forum and also with our participation in the Human Rights Classroom project of the General Council of Spanish Lawyers, together with Plena Inclusión, to train legal professionals through online seminars (MOOC).

And social communication

None of what we are describing here would be a reality for the public without the overlapping that exists in all areas of the ONCE Social Group in the Communication and Image Department, which this year has added a new brand line to continue innovating in accordance with the new realities, to show society the transformation that the Organisation is promoting in all its areas and its leadership in social matters.



From this approach, during 2020, the coordination of the information areas of ONCE, the ONCE Foundation and Ilunion under a common umbrella of joint strategy has kept the public always aware of the reality of the Organisation, with very important milestones: how the reality of the pandemic has affected people; the coverage achieved for blind and disabled people; the removal of lottery products from the streets and the return of the

sales agents to the streets, with a major campaign for their return; the celebration of the most multitudinous Santa Lucía....all this keeping in the collective imagination the reality of an Organisation that, on the basis of responsible and safe gaming management and its Ilunion companies, reintegrates absolutely all the assets into society in the form of social reinvestment for people with disabilities, for a better society.





**The future
in colour**



The future in colour

The start of this Shared Value Report ONCE Social Group 2020 incorporates a line from the Chairman, Miguel Carballeda, who writes and describes the reality of a year that we will not easily forget, marked since mid-March by the covid-19 pandemic.

We are convinced that we are facing the future without forgetting the reality that we have had to experience and, not without difficulties, as the men and women of the Organisation have always done, we send a positive message towards the years to come, a future that we have to earn every day, on the streets, fighting for our rights and inclusion. Because, despite the uncertainty, our commitment and that of our people is and will be even greater.

They say that in troubled times it is not good to move and, nevertheless, at the ONCE Social Group we continue to be committed to innovation and transformation as levers for the future, and we are not going to let up in our efforts.

In 2020 we had to postpone the great World Summit on Blindness, which was to welcome more than 1,500 blind people from 190 countries around the world to discuss their future. As we close these lines, the World Blindness Summit Madrid 2021 is about to be held in a mixed form (face-to-face and virtual), with more than 4,000 participants from all corners of the world. We have not stopped, we have

moved forward because the future does not wait and we must earn it every day, and we will do so from Madrid for the 285 million blind people in the world. They cannot wait.

In the future, the Organisation's activity will continue to recover and to return to the plans that have been drawn up in order to try to return to the upward trend that has been accumulating over the last few years.



All this in the context of the plans and measures that both the EU and the Spanish Government have put in place to face the recovery, with the Organisation's main concern being that it is inclusive; and, also, depending on the success of vaccination strategies.

Ilunion has developed a new Strategic Plan 2020-2023 that defines a work horizon with clear objectives: to grow and increase profitability and create quality employment for people with disabilities based on the concepts of People, Transformation, Excellence and Sustainability.

Customer experience, innovation and digitization are the cross-cutting areas of work to develop a Strategic Plan that plans to invest 150 million euros until 2023 and achieve a growth in sales that, for that year, will exceed the barrier of 1,000 million euros.

In addition, Ilunion has set up a European Funds Committee that will lead the presentation of projects to the calls for proposals of the National Plan for Recovery, Transformation and Resilience financed by the European Union that will be executed by the General State Administration, the Autonomous Communities and Local Entities.

And we close these lines with another project in which, once again, we are putting all our love. Just a few months ago we launched the ONCE Social Group concept to define what we are together: the sum of ONCE, the ONCE Foundation and Ilunion and the joint work of their people.

Now, we are working to add colour to this brand and, to our traditional "Oncelio", the historic image of ONCE in recent decades, we have added colour: we keep the historic green of the Organisation for the Blind; we add the red of the ONCE Foundation and the blue of Ilunion; and we keep the yellow, also historic, in the head that leads everything, and the white in the cane that always guides us. It is more than a change of colour, it is an idea of the future, of identifying the reality of a Group that looks ahead and tries to do its best for its people and for all citizens. Now, in full colour.



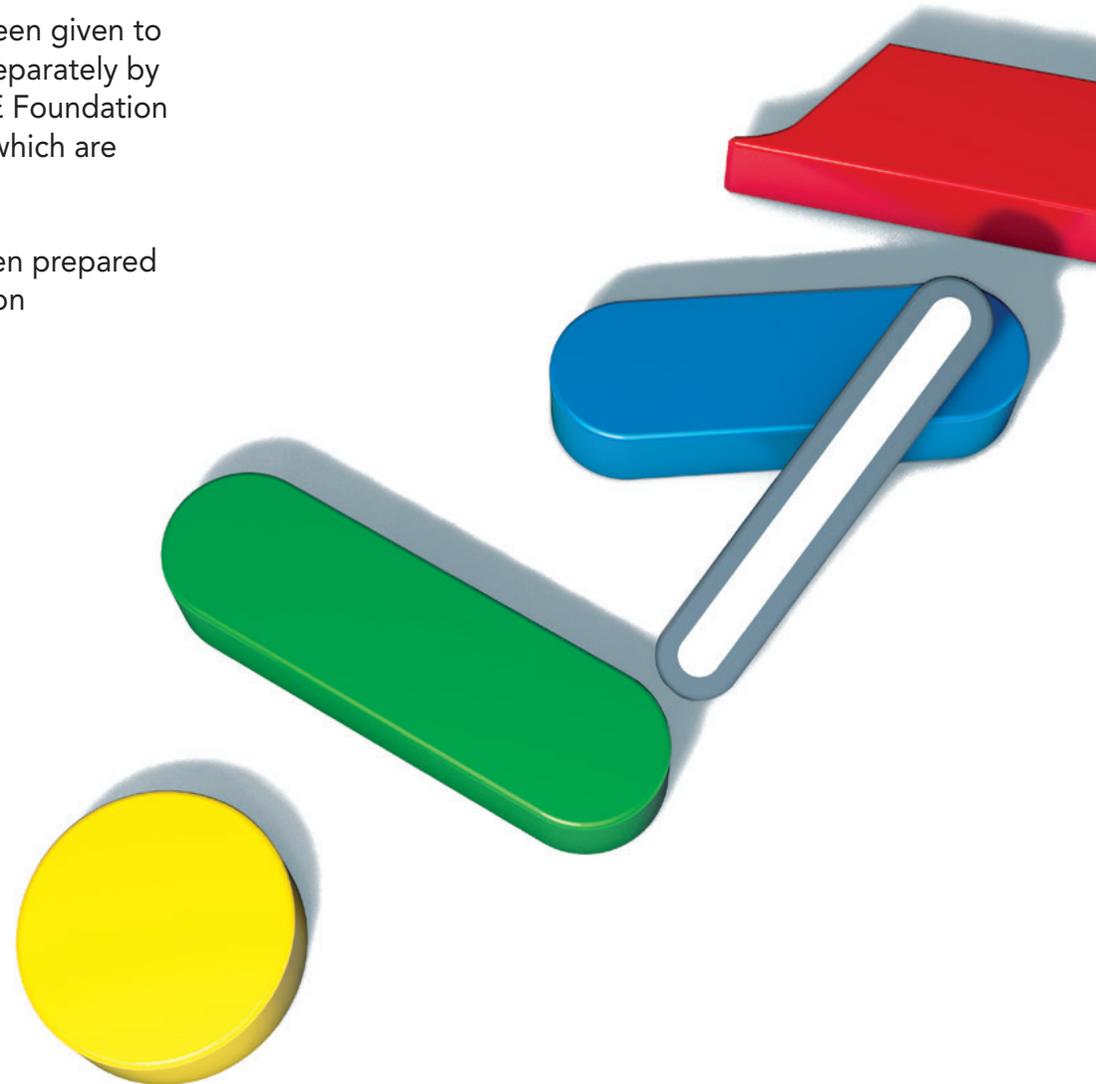
A well-founded report

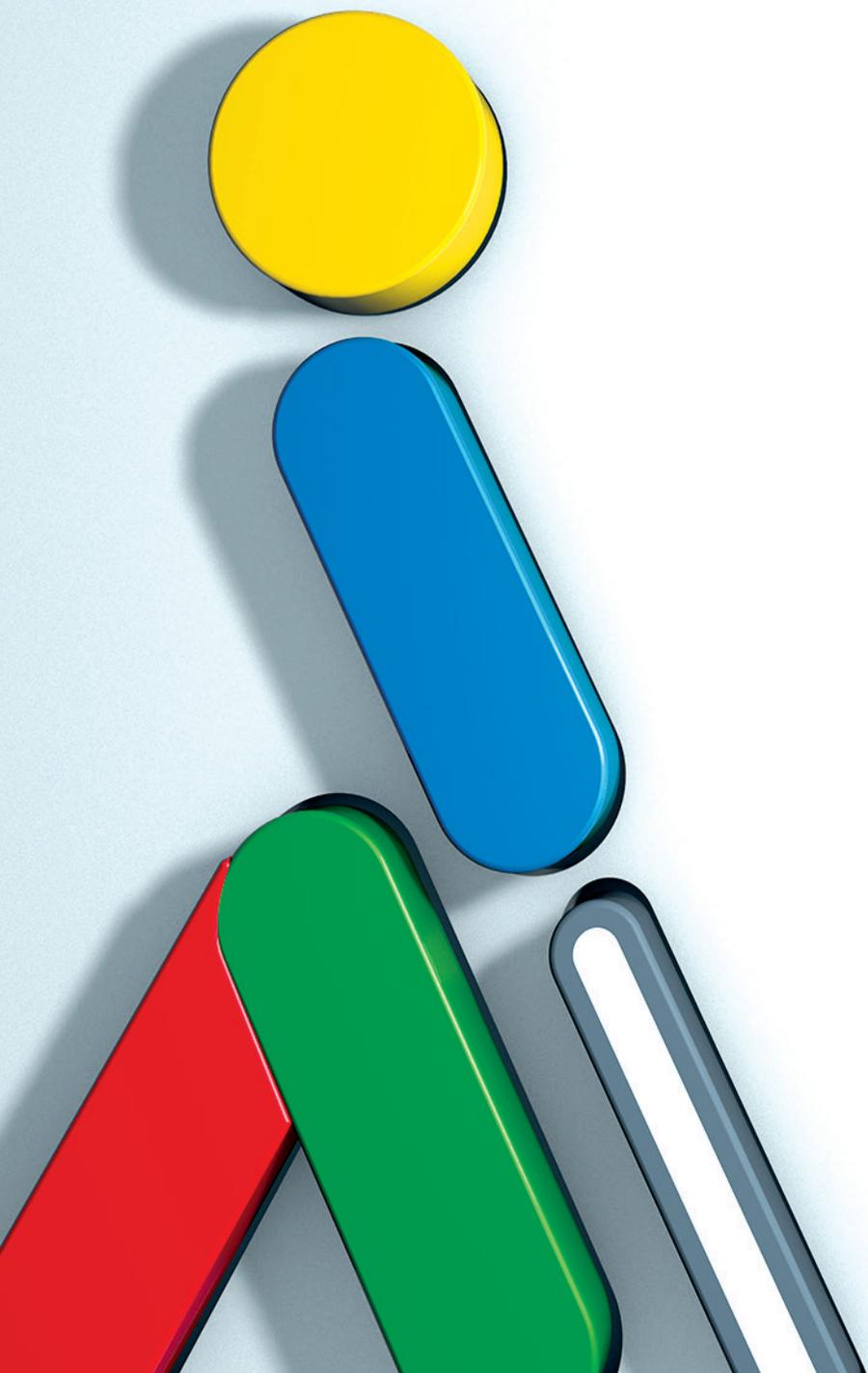
To prepare this Integrated Executive Summary, consideration has been given to the Non-Financial Information and Diversity Statements prepared separately by the three executive areas of the ONCE Social Group (ONCE, ONCE Foundation and Ilunion), with all the detailed information on their and actions, which are unified in this summary.

All statements are verified, with an unqualified report, and have been prepared in accordance with the provisions of Law 11/2018 of 28 December on non-financial information and diversity and in accordance with the guidelines of the Sustainability Reporting Guidelines of the Global Reporting Initiative.

This guide requires previously preparing a materiality analysis that highlights the economic, social and environmental aspects that are relevant to the Organisation and that can influence the decision-making of its stakeholders.

For more information on the commitment to social responsibility of the ONCE Social Group, these statements can also be consulted together with their verification reports at www.once.es, www.fundaciononce.es and www.ilunion.com.





www.fundaciononce.es | www.ilunion.com | www.once.es