

Shared Value Report

ONCE, ONCE Foundation and Ilunion
aggregate executive summary

2019

all equal


Now and in the future.

ONCE social group





Summary

	Letter from the Chairman	2
	1. Equal in rights: ONCE Social Group	5
	1.1 - Together we are more	
	1.2 - Shared and open management	
	2. Equal in employment and training	9
	2.1 - Social and economic data	
	2.2 - 22 jobs each day for people with disabilities between 2010 and 2019	
	2.3 - Almost 500,000 hours of training, inclusion lever	
	3. Equal in contribution to society	17
	3.1 - ONCE. More responsible gaming, more sustainable investment	
	3.2 - ONCE Foundation. Training, employment, inclusion of people with disabilities	
	3.3 - Ilunion. First five years as leaders in social economy and soundness	
	4. Equal in the Sustainable Development Goals (SDG)	29
	4.1 - Quality education (SDG number 4)	
	4.2 - Equality and gender equality (SDG number 5)	
	4.3 - Reducing Inequalities (SDG numbers 10 and 11)	
	5. Equal in the momentum towards achieving the 2030 agenda	41
	5.1 - Sustainable Energy; Responsible Consumption; Action for the Planet (SDG numbers 7, 12 and 13)	
	5.2 - Innovation (SDG number 9)	
	6. Equal, leaving no one behind	49
	6.1 - Quality work and economic commitment (SDG number 8)	
	6.2 - Solidarity institutions and alliances to achieve goals (SDG numbers 16 and 17)	
	7. Equal towards a socially sustainable future	61
	A well-founded report	64



Letter from the Chairman

Dear friends,

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

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

These lines show the social and economic soundness with which the ONCE Social Group closed the 2019 financial year. Seen now, these are only data and daily realities but, without a doubt, they show a situation that has allowed us to confront the pandemic and its effects on our environment with some guarantees and to be able to extend our solidarity to citizens from all areas: from ONCE, offering coverage to more than 72,000 blind people who are members of the Organisation, especially the 14,000 over 60 years of age who live alone, to

7,500 blind students -who managed to finish their year- and to other realities; from the ONCE Foundation, promoting essential social volunteering in those days and keeping employment and training as key; or from Ilunion, with a thousand colleagues -many with disabilities- working during those hard days -as professionally as could be- to wash clothes from hospitals or elderly homes, cleaning them, or making our hotels and other centres available to the ill and healthcare professionals.

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

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

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

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

And we have done so through our direct efforts to generate employment but, above all, through training and education and with the collaboration of many companies and institutions that have considered people with disabilities as citizens who are valued for their talent and their ability to work. Without them it would not have been possible.

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

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

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

ONCE has given shelter to 3,202 people who lost their eyesight in 2019 and we have provided them with personalised attention, tailored to their needs; we have delivered 131 guide dogs; or included 7,495 blind or severely visually impaired students in classrooms; the ONCE Foundation has approved 2,116 training, accessibility and employment projects for people with disabilities and distributed 104 million euros to make this possible; and from Ilunion we have made an investment of 63.8 million euros to continue growing.

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

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

Miguel Carballeda Piñeiro
President of the ONCE Social Group

“We have been able to create 22 daily jobs for people with disabilities over the last 10 years, which makes us reasonably satisfied”



1

EQUAL in rights: ONCE Social Group

The ONCE Social Group, global in nature, has set its priorities on the full inclusion and access to independent life of blind people and people with other disabilities in Spain and in the world -in its broadest sense-, for which it relies especially on education, continuous training, employment and accessibility. On these keys, innovation; teamwork; equal opportunities; the promotion of associations related to disability, the third sector or the social economy, and solidarity with the people at risk of exclusion, are placed as ways of working in which we put our efforts every day to the cry of "Equal", from respect for difference, but with the view that we are all equal in rights.

1.1

United we are more

When in 1938 a group of Spanish blind people united - highlighting the word union- to create ONCE, they did so with the firm belief that only through the unity of all blind people could a future be achieved for them in Spain. The ONCE of the beginning of the 20th century was born. They had wanted to start in 1935 but succeeded in 1938.

And they already grouped and united several groups of blind people who made their first steps with raffles and draws.

And they did so following two concepts that were a kind of mantra in the Organisation's history long before it was even created and that have been strengthened throughout these 82 years of work and effort: unity to be more and add more, and enthusiasm to move forward. This is currently evidenced by the ONCE Social Group label, with which we now refer to the ONCE, ONCE Foundation and Ilunion's contribution. A sum that means union and integration, being closer together in order to be more willing to be useful to citizens.

The ONCE Social Group is the largest generator of social and employment services for people with disabilities in Spain and in the world. Since its inception, its purpose has been the full inclusion of blind and disabled people under the principle of equal opportunities, following a sustainable model that adds value to society, encouraging and leading social economy and proving every day that economic and social profitability are compatible, even more so, advisable.

It carries out its activity through three areas of action:



ONCE

A reference in the real inclusion and autonomy of blind or severely visually impaired people in all areas of life. It is financed through a management and marketing model for responsible gaming products, under public control and with reinvestment of absolutely all its income focusing on social services.



ONCE Foundation

Instrument created by the Organisation in 1988 to promote cooperation and social inclusion of persons with disabilities taking action on training, employment and universal accessibility.



Ilunion

Unifying all of the ONCE and the ONCE Foundation business initiatives into a leading socio-economic lever of social economy, with a presence in five major business areas: services; hotel and hospitality; consultancy; social and health care; and marketing.

1.2 Shared and open management

ONCE is legally defined by current state regulations and in its own articles of association as a Public Law Corporation of a social nature, that is, a unique entity of the social economy

that bases its operation on the principle of internal democracy, with the full participation of blind people who are affiliate members of the Organisation in the election and composition of the governing and representative bodies of the Company.

This democratic management is an intrinsic characteristic of ONCE, which since 1982 allows for the development of a model for the provision of social services, delegated and commissioned by the State, aimed at the blind and severely visually impaired who are affiliate members of ONCE.

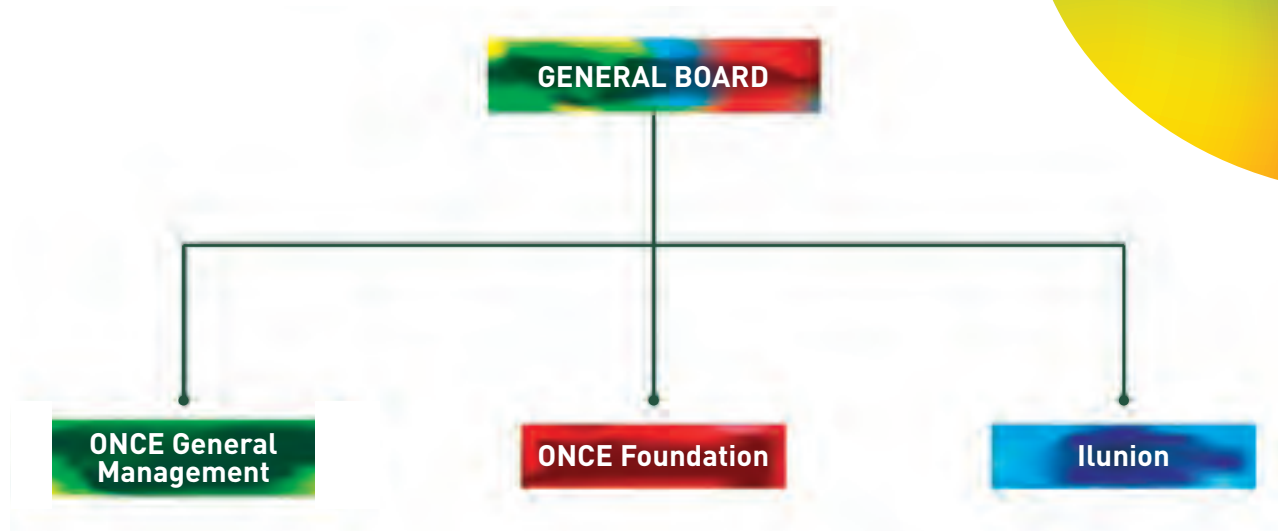
Social action aimed at these people covers all stages and areas of life, from childhood onwards -which works for educational inclusion - until adulthood, favouring personal autonomy, labour inclusion, universal accessibility and access to technology, leisure, cultural and sporting activities, among other services. For all these purposes, the Organisation has its own legal personality, full capacity to act and self-organisation to carry out its activity.

Since 19 January 1982, when the first democratic elections were held, these are repeated every four years since that date, resulting in the composition of the representative bodies (General Council and Territorial Councils), all of which always have a very high electoral participation.

From the elections comes the General Council, 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 full inclusion in society of blind and / or other disabled persons.

The actions taken in this sense by ONCE are subject to supervision and control by the State through the Protectorate Council, which ensures transparency and proper management of the resources. All income is intended to be used for the institution's sustainability and investment in social work.

The three executive areas that the Social Group's activities are grouped are accountable to the General Council: The ONCE General Management (responsible gaming management and social benefit services for affiliate members); the ONCE Foundation (for the cooperation and social inclusion of people with disabilities); and the ILUNION group of social enterprises, leaders in social economy and evidencing that social and economic profitability are possible and advisable.





2

EQUAL in employment and training

For the ONCE Social Group, employment in general and that of people with disabilities in particular, is established as a goal, as a purpose in itself, not just as another tool to achieve something. Employment inclusion is the best lever for real inclusion because nothing includes more than a decent job that provides the opportunity to live an independent life. The Organisation strives every day to generate life opportunities for people with disabilities through employment, and also works extensively with society, especially businesses, institutions and organisations, to make employment for these people a reality. Much progress has been made, but the data on lack of activity of people with disabilities are too hard, and thus remain as a pending wish.

2.1 Social and economic data

Total employment of the ONCE Social Group (ONCE, ONCE Foundation and Ilunion) at the end of 2019 was

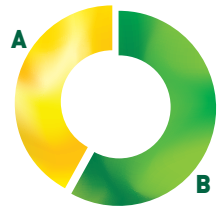
72,693 people, which means the direct creation of 1,300 job positions during the year.

From that total, 41,945 workers (58%) are disabled people, the largest employer in Spain and in the world of these people. Also, we must highlight that a total of 30,661 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: 3,433 workers have intellectual disabilities; 3,952 positions are held by people with psychosocial disabilities (formerly known as mental illness); and 3,357 people with sensory hearing disabilities.

Together with these directly generated job positions, the ONCE Social Group has promoted 11,340 job positions through management and intermediation of employment, of which 10,784 job positions are held by people with disabilities and 4,918 by women.

Internal employment by disability and gender

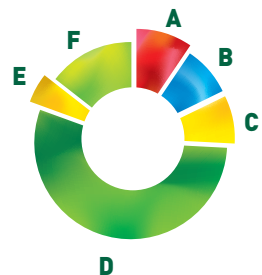


A	People without disabilities	30,748	42%
B	People with disabilities	41,945	58%



A	Women	30,661	42.2%
B	Men	42,032	57.8%

Different disabilities



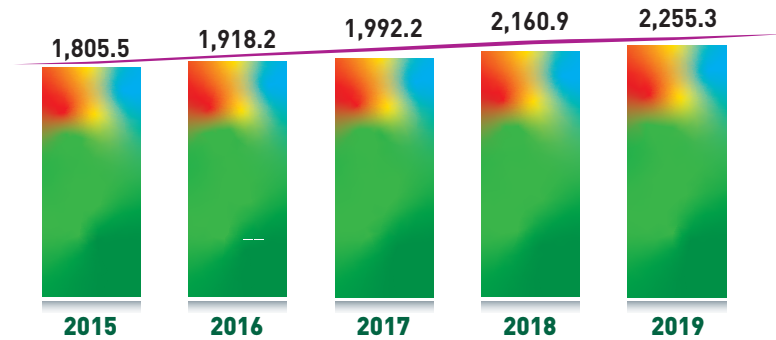
A	Blind people affiliated to the ONCE	6,136	14.6%
B	Other visual impairment	2,128	5.1%
C	Physical disability	22,939	54.7%
D	Hearing sensory impairment	3,357	8.0%
E	Intellectual disability	3,433	8.2%
F	Psychosocial disability	3,952	9.4%

With these data, at the end of 2019, one out of every 277 people working in Spain was working for the ONCE Social Group, a better figure than in 2018, when we had one out of every 281 people. Employment in the ONCE Social Group in Spain has grown by 3.6% in 2019, while employment in our country in aggregate data has grown by 2.1%.



ONCE Gaming

Income from ONCE lottery products for 2019 and evolution (euro millions and % on sales)



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

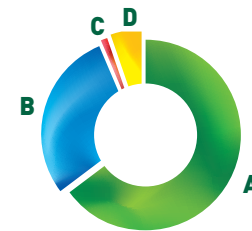


	2018	2019
A Main channel (Salespeople)	1,959.9	2,030.4
B Complementary physical channel	166.4	182.5
C Internet channel	34.6	42.4
D Total sales of lottery products	2,160.9	2,255.3

Economic magnitudes of the ONCE Foundation

ONCE Foundation income, depending on its origin and destination.

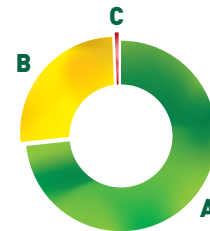
Income 2019 (euro millions)



A	ONCE	67.7
B	European Social Fund	29.9
C	Private donations	1.2
D	Other income*	5.4
		104.2

* Includes 2.8 million in non-ESF grants; 1.5 million in cancellations and reimbursements of grants; and 1.1 million in partnership agreements, donations, financial income and others.

Total expenditure 2019 (euro millions)

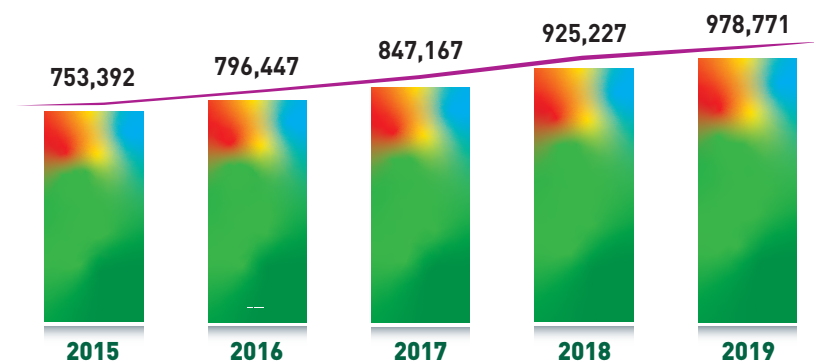


A	Employment and training plan	76.4
B	Accessibility Plan	26.9
C	Administrative expenses	0.8
		104.1

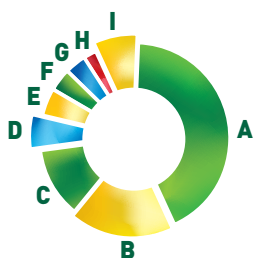
Ilunion Economic figures

Evolution of Ilunion sales and distribution by main companies.

Sales (in euro thousands)



Sales by main companies



A	Facility Services	42.51%
B	Laundries	18.00%
C	Hotels	11.94%
D	Contact Center	5.71%
E	Retail	4.70%
F	Industrial Services	3.96%
G	Social and Healthcare	3.63%
H	Automotive	2.15%
I	Other	7.39%

2.2

22 jobs each day for people with disabilities between 2010 and 2019

As mentioned above, all areas of the ONCE Social Group have employment as purpose, as the achievement of success every time a person with a disability accesses a job, knowing that it is a life opportunity.

ONCE is actually the only gaming operator in the world whose sales agents are entirely employed by them, i.e. Salaried employee. This concept of inclusive employment gives rise to the Organisation's engine, focusing on social and responsible gaming; which is later supported by the management of the ONCE Foundation, with Ilunion as an outstanding example. Overall, the evidence that job creation is a true and effective lever for inclusion. Nothing is more inclusive and fair wages.

Despite difficult situations and different crises that we have experienced in our recent history, the Organisation continues to innovate in the area of employment and, as such, to seek out job niches for people with disabilities in sectors where labour is most intensive and necessary, and adapted to the realities and needs of these people.

And we have turned the 21st century and this decade into a resounding commitment to employment, with the accumulated generation of 78,903 jobs for people with disabilities between 2010 and 2019, either directly or supported by our collaborators and through our training and employment management. We have bolstered 22 jobs every day for people with disabilities for the last ten years; this is our best letter of presentation.

Evolution of employment bolstered for people with disabilities in third-party entities between 2010 and 2019
(number of people)

	Entities			Total ONCE Social Group
	ONCE	ONCE Foundation	Ilunion	
2010	392	6,161	0	6,553
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
Last 10 years	3.593	72,821	2,489	78,903

The generation of 22 jobs for people with disabilities every day for the last ten years is a figure that summarises our effort and represents our greatest achievement because, behind each one of these numbers, there is a person who has achieved a decent job and taken a giant step towards social inclusion.

A step that, in addition, generates a “contagion” effect towards citizens and very especially towards the productive fabric, which knows and discovers that the talent of these people contributes to a large extent to their business realities. All of this is closely linked to equal opportunities and the fulfilment of these people’s rights.



2.3

Almost 500,000 hours of training, inclusion lever

Since ONCE's inception, 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. Already in the 1950's ONCE had companies and training for blind people, and also for blind women, who worked in sweets factories and other, showing that training could mean everything for inclusion.

This contributes to achieving the goals and sustainability of the companies that make up the ONCE Social Group. In 2019, 212 training actions were held with 41,259 participants, which represented a total of 288,451 hours of training received by ONCE workers, with an investment of € 1,593,690.

Meanwhile, Ilunion launched its annual plans, whose main training lines were: technical knowledge required to perform the job; social and personal skills to improve employability aspects related to the Family Responsible Company (FRC) and healthy company models; cyber security and corporate culture. In this sense, 195,221 training hours were given in 2019.

The number of training hours in 2019 at the ONCE Foundation amounted to 1307, distributed in 190 training actions in languages; specialised technical training; skills training; training linked to the FRC model (family responsible company) and diversity management; and training in Health and Safety. There was a strong commitment to training in digital

transformation, and several common actions were carried out for the ONCE Foundation and Inserta Empleo e Innovación throughout the year (on Digital Strategy and Cybersecurity, among others).

In addition, we have continued to promote knowledge of the Institutional Culture of the entire ONCE Social Group, through e-learning training aimed at the entire workforce.







3

EQUAL in contribution to society

ONCE is social by nature and was created based on the principle that blind or disabled people are just another citizen and, as such, first each individual, and second as a large family, they can then do their bit to contribute to the development of modern, supportive and inclusive societies.

Charity models are now long gone, and the Organisation has always wanted to walk by the side of citizens, going beyond the concept of passive classes to become involved in inclusion and contribution, each at their own level.

The ONCE Social Group thus forms a social model of labour inclusion that has responsible management of lottery products and its Ilunion companies as levers designed to reinvest in social action all its available assets. This enables ONCE to provide social services to 71,834 blind or severely visually impaired people who are affiliate members of the Organisation; 3% of the income from the sale of lottery products turn into solidarity with the rest of people with disabilities through the ONCE Foundation, which also co-manages and

multiplies the contributions from the European Social Fund (ESF); closing the model with Ilunion, economic competitiveness based on a social approach.

3.1 ONCE. More responsible gaming, more sustainable investment

ONCE was created to provide social coverage to blind people and ended up being the world's largest model of social inclusion of people with disabilities, in general, based on the responsible management of a state lottery concession.

That is why the sale of ONCE Lotteries has a double and inseparable meaning: a social aspect, whereby resources are entirely allocated to the full inclusion of blind and severely visually impaired people; and the responsible management aspect of an operator committed to society and to consumers.



ONCE achieved in 2019 an outstanding increase of 4.4% in revenue from the sale of lottery products, reaching 2,255 million euros. An improvement based on the diversification of products and sales channels, in addition to the modernisation of the structure of the gaming area. And thus, it achieves an economic growth that is essential to carry out the work of the Organisation in a sustainable way: more resources for more and better employment and for more and better social action.

Responsible lotteries, supportive heart

ONCE always looks out for the responsibility arising from its business activity and, thus focuses especially on responsible gaming and consumer protection. Its concern led the Organisation to become the first operator in Spain to incorporate the security standards on gaming urged by the World Lottery Association (WLA) and its European division (European Lotteries, EL), and to achieve the seals that guarantee their demanding standards.

The Organisation also acquires a responsibility towards society and the market, which materialises in the principles of transparency and reliability that govern the design of all design, production, advertising and marketing processes of its lottery, and that guarantee and support its integrity in terms of security and authenticity.

ONCE has an Information Security Management System (ISMS) whose purpose is to guarantee the absolute transparency of all processes related to the implementation of each gaming product, from its design, implementation, marketing, draw, etc., and ensure the protection of personal

data and consumer privacy. The ONCE Gaming Systems Security Committee is the governing body that designs security policies and that, as a sign of the involvement of senior management, is chaired by the General Manager.

This management system (ISMS) began to be implemented in 2005 and one year later it was certified according to the WLA-SCS standard, designed by the World Lottery Organisation on a series of standardised controls that verify the stability of the system, its exposure to risks, the efficiency of the implementation of continuity policies and, above all, preserves the integrity, availability and confidentiality of the information elements concerned. In 2009 the ISMS added ISO 27001, the most demanding standardised security standard. Both certifications have been renewed until now and, specifically, in 2018, the complete certification of all safety standards was renewed, and in 2019, a partial certification has been carried out as established in the regulations.

The ultimate goal of this strategy is to ensure the security and transparency of all processes associated with the marketing of our gaming products, so that consumer confidence, which has been earned for eight decades, remains one of the attributes that distinguish us, thus ensuring the rights of all consumers who purchase any of our products.

In 2009 the first Corporate Social Responsibility and Responsible Gaming Management Plan was created, which in 2015 became a Responsible Gaming Programme and reaches 2019 with the approval of the Responsible Gaming Action Plan, the first year in which the annual Responsible Gaming Activity Report was also approved.

ONCE's Responsible Gaming Policy defines the Organisation's commitments to consumer protection, and is periodically updated to incorporate, on the one hand, the lessons learned from interactions with stakeholders and, on the other, the improvements suggested in the audits. The Responsible Gaming Committee coordinates, develops and evaluates the level of performance and efficiency of the actions.

From the design of lottery products to their marketing, including responsible advertising, and the express prohibition of sales to minors and to persons who are not allowed to play, ONCE has implemented controls that minimise elements that could activate or encourage attitudinal or behavioural factors in what regards an excessive consumption of its lottery products. For example, the main analysis carried out assesses the risk of all products that are launched on the market or modified during their marketing, in order to check that the level conforms to the definition approved by the ONCE Responsible Gaming Committee.

With regard to the online sale of its lotteries, consumers are offered control tools (age verification, voluntary and compulsory limits, indication of playing time, opt-out, etc.). There is also a specific Responsible Gaming section at www.juegosonce.es that includes a self-diagnostic tests, gaming tips, FEJAR (Federación Española de Jugadores de Azar Rehabilitados) (Spanish Federation for Rehabilitated Gamblers) contact details for advice, a parental control tool and recommendations for enjoying the prize.



“The goal is to guarantee the security and transparency of all processes associated with the marketing of our games”

In addition to these general action lines in the area of Responsible Gaming, the following actions were taken in 2019, which concluded with the achievement of a 98.78% rating in the 2019 global audit for re-certification of European Lotteries (EL) standards:

- **Presentation of the winning project for ONCE's Fourth International Responsible Gaming Contest.**
- **Participation as a speaker at the annual Seminar on Responsible Gaming organised by EL and WLA.**
- **Attendance to the first edition of the "Responsibility in Gaming" Congress.**
- **Participation in the European Lotteries (EL) Responsible Gaming Working Group.**
- **Collaboration with FEJAR in its Fourth Scientific Research Conference "Gaming in Society. An international vision".**
- **Cooperation with the Responsible Gaming Advisory Council of the Directorate General for Gaming Regulation (DGOJ).**
- **Training in Responsible Gaming for employees (specially sales agents) and also training future social service managers (Proyecta Initiative) and members of the Complementary Physical Channel (CFC).**
- **Publishing articles in employee journals and ending messages by POS both to sales agents and to the CFC in this sense.**
- **All the gaming products have been tested by the risk assessment tool, reaching a level of 1.68 (portfolio of products with an acceptable risk level).**

- **External audit on the website www.juegosonce.es with the EL Responsible Gaming standard parameters, obtaining a result of 99.5%.**
- **Obligation for companies providing advertising services to comply with the WLA advertising guidelines on Responsible Gaming.**
- **All commercial or pre-printed product communications incorporate messages on responsibility under the captions "+18" y "Play responsibly".**
- **Marketing of specific tickets to raise awareness in what regards Responsible Gaming.**
- **Collaboration with FEJAR in several actions, and also with other associations linked to consumer protection such as HISPACCOOP and FAD.**

228.5 million euros for blind and disabled persons

The improvement in the income from the sales of its lotteries registered in 2019 is great news because it immediately becomes an increase in direct social investment for blind people, offered by ONCE, and for the rest of the people with disabilities, through the ONCE Foundation.

The growth in sales of 4.4% in 2019 thus allowed an increase in social investment aimed at disability up to 228.5 million euros, the highest amount in recent years, which allowed us to consolidate, maintain and increase the pace of investment with actions such as:

- Global coverage for 72,231 blind affiliate members of the Organisation.
- Personalised and specialised care for 3,202 new blind affiliate members during 2019.
- Granting of 4,643 economic benefits for blind people, amounting to 4.6 million euros.
- 6.2 million euros used for adaptation to work positions, study or training for blind or deaf-blind people.
- 37,907 personal care services to affiliate members.
- Specific services for adults: rehabilitation (8,507); training in Braille and information and communication technologies (6,637); psychosocial support (3,498); social welfare (7,353); and employment support (1,620).
- Comprehensive care for 7,413 blind or severely visually impaired students, 99.4% of them in integrated education.
- 50 reports issued on genetic counselling for ocular pathology.
- Care for 2,969 deaf-blind people through FOAPS (Fundación Once para la Atención de Personas con Sordoceguera), with 89,594 hours of mediation.
- The ONCE Guide Dog Foundation has provided 131 new dogs, with a number of users throughout the territory in excess of 1,050.

- Development of 95 innovation projects in accessible technology and technical aids.
- 4,537 people benefited from the volunteer service through the 2,853 active volunteers, who performed 268,920 hours of service.



In addition to this, the 'Always at your side' programme was set up to coordinate the specific intervention of ONCE services and professionals in the population groups most prone to suffering from situations of loneliness, providing goals, development lines, actions and unified tools for the performance of this important function.

In 2019, a team of 1,591 social services professionals, including teachers, psychologists, social workers, rehabilitation technicians, tiflotechnology and Braille instructors, social services managers, socio-cultural entertainers, etc. all made

it possible for the affiliated persons 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 54% of the total; salary payments, sales agents' social security charges, indirect gaming expenses (advertising, maintenance, product, CFC and Internet) account for 33%; direct social investment aimed at blind and disabled people exceeds 10.1 %; and other expenses (2.3%).



54%	Payment of prizes
33.6%	Salaries and indirect gaming expenses
10.1%	Direct social investment
2.3%	Other expenses

3.2 ONCE Foundation Training, employment, inclusion for people with disabilities

In 1988, ONCE created the largest tool in the world for the inclusion of people with disabilities, and the best financially endowed, with 3% of its income directly from lottery sales: the ONCE Foundation for Cooperation and Social Inclusion of People with Disabilities was born, with an open management, with a Board of Trustees, the highest governing body, in which the main organisations that group these people together, and other institutions, are represented.

Together with the direct contribution of ONCE, driven by the improvement in lottery sales in recent years, the ONCE Foundation incorporates the co-management of funding from Brussels from the European Social Fund (ESF), with which it has maintained a significant alliance since 2000, enabling it to multiply its social impact. During the programming period of the ESF 2014-2020, 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-. In order to carry out and make the most of these programmes, the ONCE Foundation works hand in hand with Inserta Empleo, as the beneficiary of these programmes.

Since its inception, the ONCE Foundation has set itself three main areas of effort: training, access to employment and universal accessibility. With these objectives in mind,

it launches an annual call for projects to co-finance initiatives that contribute to these areas and meet a series of requirements. In 2019, 2,116 of the 2,731 projects submitted were approved. A fine rain that reaches the whole territory and becomes a streamliner and a powerful lever for social inclusion.

64.8% of approved projects are destined to employment and training for employment, and the remaining 35.2% to actions linked to universal accessibility. 27.6% of applications resolved favourably corresponded to applications from natural persons, 59.8% of aid was allocated to entities with disabilities and the remaining 12.8% to own programmes.

The ONCE Foundation thus fulfils its main function, with a global endowment of 104.2 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 games, which amounted to 67.7 million euros this year. To this we must add the co-management of income from the European Social Fund (ESF) -29.9 million-, a key partnership and an example of how to multiply community efforts in our country with tangible results. In addition, and less prominently, income comes from alternative measures (to meet the rule on hiring people with disabilities by purchasing goods and services to special employment centres) or donations through the microsite 'Colabora' (<http://colabora.fundaciononce.es/>) always open to your collaboration.

“64.8% of approved projects are used for employment and training for employment, and the remaining 35.2% to actions linked to universal accessibility”

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. To this end, 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 2019:

- **64.8 million engaged in employment and training.**
- **41 collaboration agreements with universities and other academic entities that participate in the training programmes.**
- **Start of the “Performance Study of Students with Disabilities” and the “First Guidance Sessions for Inclusive Education”.**
- **8th edition of the programme “Inclusive Campus, Limitless Campus”.**
- **New project in the ERASMUS+ called “European Network of Inclusive Universities”, to build a network of inclusive universities.**
- **6th edition of the “Opportunity for Talent” scholarship programme, with more than half a million euros. 413 applications for 104 scholarships for masters, international mobility, PhD, research and study and sport.**
- **3rd edition of the “ONCE-CRUE Foundation” internship programme with 273 beneficiaries of paid academic internships.**

- **3rd edition of the “UNIDIVERSITY” programme with 345 young people with intellectual disabilities in 23 universities during the 2019-2020 academic year.**
- **50 young people benefited from the 2nd edition of the aid programme for “Language Courses Abroad”.**
- **1st edition of the “Queen Letizia Programme for Inclusion” to improve the educational conditions of people with disabilities and 225 scholarships assigned.**
- **The Educational Excellence Programme offered 14 scholarships to young people with disabilities in excellence programmes such as “Colegios del Mundo Unido” (united world schools), “AcciónXChange” (action for change), “AcciónXPeace” (action for peace), and “Campamentos científicos EDUCALAB” (EDUCALAB Science Camps). In addition, we continue to support alumni scholarships for students with good academic records at the universities of Navarra, Carlos III and IESE.**
- **35.2 million allocated to accessibility and innovation.**
- **39 accessibility agreements with public and private entities, among which the following stand out:**
 - “Accessible Pilgrimage to Santiago. Your Companion on the Road”.
 - “Promotion of technical standardisation in accessibility and universal design in Spain, Europe and internationally”.
 - “Design of online courses for professionals” on the Fundación ONCE channel on the UNED Abierta portal”.
 - “Inclusion of Universal Accessibility and Design criteria for all people at University”.

- “Online Platform to promote Universal Accessibility”.
- “Accessibility in all job positions”.
- “Research on universal accessibility indicators”.

-  **Project activity continued: CILIFO (Iberian Centre for Combating Forest Fires), EDUCA4ALL, SAFERUP, etc.**
-  **Forty-six research studies were carried out in different areas such as “Accessibility and social innovation in health care. ICT as an enabler for efficient health care use”.**
-  **Inserta Empleo ended the year with 281,590 people with disabilities registered in its job bank.**
-  **Special support for 1,760 women with disabilities who are victims of gender-based violence, with 602 job and employment guidance services for 148 of them.**
-  **Several employment promotion initiatives such as Academia Digital, ADOP Empleo PROAD and Trainers Paralímpicos, EmcA, Games de Empleo ‘Poder Extra’, Por Talento...**
-  **ODISMET, the Observatory on Disability and the Labour Market in Spain (www.odismet.es), a reference point for data on the situation of people with disabilities in the labour market.**

3.3 Ilunion. First five-year period for leadership and strength

Just five years after its unification as the brand for the social companies of the ONCE Social Group, Ilunion consolidates

itself as the first social company providing services in Spain and a reference employer in the labour market, especially among people with disabilities. A solid, competitive and sustainable social business group.

The business project of Ilunion was created as a response to a reality: the difficulties that people with disabilities face in getting a job. Therefore, social commitment, competitiveness and economic profitability guide the activity of Ilunion, which day by day proves that economic and inclusive growth at the same time is possible, generating prosperity, opportunities and shared value for all of society.

Ilunion develops a wide and diversified activity in more than 50 business lines, grouped in five divisions (services; hotel and hospital; consulting; social and commercialisation), which give rise to a comprehensive, flexible and personalised offer, with intensive manpower.

53.3 % of the work centres 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, since it offers potential partners and clients the possibility of sharing their values and their socio-business project and, at the same time, helps them to comply with current regulations regarding the employment of people with disabilities.





“Ilunion consolidates itself as the first social service provider in Spain and a benchmark employer in the labour market, especially among people with disabilities”

Ilunion has 492 work centres located throughout Spain, of which 262 are Special Employment Centres (53.3%). At present, it is committed to international development as a key lever for growth, with the aim of exporting the model of a social enterprise that generates employment for people with disabilities and other groups at risk of exclusion.

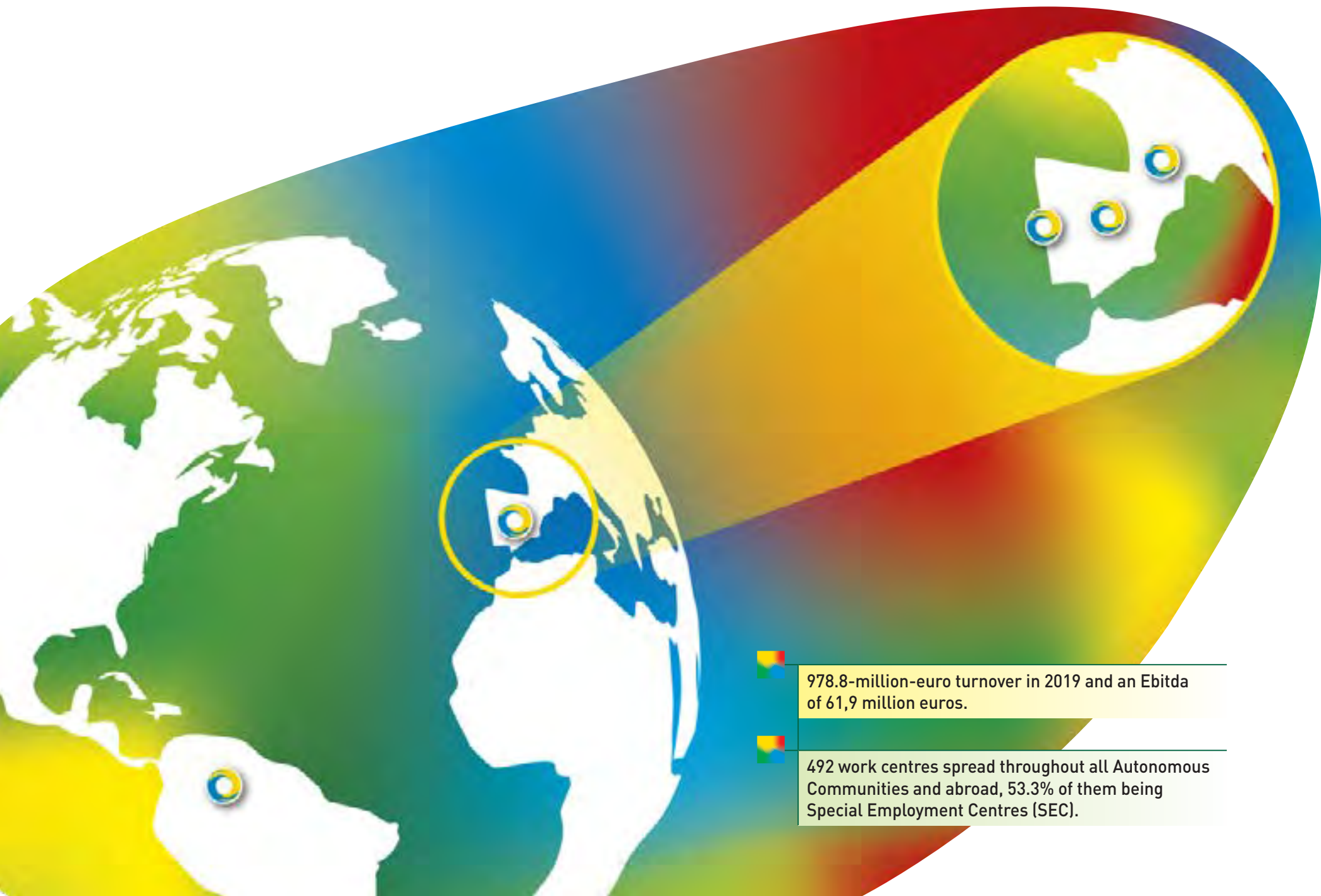
The business model is therefore located, where profitability and inclusion converge, a challenge that requires a firm commitment to people and competitiveness in all areas of business.

In 2019 it achieved a turnover of 978.8 million euros, 5.8% more than the year before, and an Ebitda of 61.9 million euros. Ilunion's workforce stands at 37,907 workers, 40.5% 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.

The Group invested 63.8 million euros in 2019 in modernisation, growth and expansion, and the main milestones were:

-  **Ilunion IT Services buys Sermalogic and completes its activity with the business line "fields services".**
-  **Ilunion acquires 50% of Taxileon and Logiraees and consolidates its position in the WEEE recycling sector.**
-  **ONCE Social Group; stands 1st in Merco Responsibility and Corporate Governance, and 7thseventh in Merco Enterprises.**
-  **Ilunion Hotels celebrates 30 years.**

-  **Ilunion Retail opens its 100th shop at the Merida Hospital.**
-  **Ilunion Hotels implements an accessible booking engine on its website.**
-  **Ilunion receives a 35-million-euro loan from the ICO (official Credit Institute).**
-  **Ilunion and the Repsol Foundation sign a collaboration agreement to develop social impact projects.**
-  **Ilunion Seguridad approves the first protocol against gender violence in the sector.**
-  **Ilunion Salud and the ONCE Foundation make the Climate Summit (COP25) in Madrid accessible.**



978.8-million-euro turnover in 2019 and an Ebitda of 61,9 million euros.



492 work centres spread throughout all Autonomous Communities and abroad, 53.3% of them being Special Employment Centres (SEC).



4

EQUAL in the Sustainable Development Goals (SDG)

The ONCE Social Group has always operated and still does under action principles that have marked the past, they are assets of the present and, above all, point to a future that moves towards equality and real inclusion of people with disabilities. To this end, we have key action instruments that, at this time, are aligned with the **Sustainable Development Goals (SDG)** promoted by the United Nations, and focus on social and economic action linked to the extent possible to some of the 17 commitments, especially those that are more intrinsically related to people and rights, while we do not forget the global fulfilment of the 2030 agenda in terms of management of everything around us and our relationship with caring for the planet, thinking especially about future generations.

4.1 Quality education SDG number 4

Nothing can make societies progress more towards modernity and the future than quality education, provided with equal opportunities. There are many initiatives being

conducted in this regard to create tolerant and inclusive environments, supported by more than 80 companies, academic centres and CSR organisations, town halls, universities, companies or others, to guarantee the accessibility and employability scales in all its activities.

Collaboration agreements are maintained with the competent councils of all autonomous communities, which promote the development of policies that favour the educational inclusion of students, universal accessibility and equality of opportunities, without leaving anyone behind.

ONCE provides educational coverage for 7,413 visually impaired students in collaboration with the educational services of the Autonomous Communities (99.4% in integrated education). It is surprising, but the school drop-out levels of students who are severely visually impaired barely reach 5%, compared to the national average which stands at 18 % and even better than the European Union (EU) average -around 11%-, which gives an idea of their personal effort, accompanied by professionals of the Organisation.

To this end, the Organisation works to ensure the accessibility of digital educational resources and technological tools that blind and visually impaired students use in the classroom.



The following initiatives have taken place during 2019:

- **Collaboration with different Public Administrations and companies in the educational and/or technological field (HP, Asseco, etc.).**
- **Participation of the ACCEDO Group (ONCE's Digital Educational Content Accessibility Group) with the ONCE Foundation and Microsoft in a work team on technology in education.**
- **Collaboration of the ACCEDO Group at the Madrid Book Fair or the Technical Committee for the development of the UNE 71362 standard on quality of digital educational materials, among others.**
- **Accessible Applications Catalogue 2019 Update.**
- **Continuous promotion of policies that favour educational inclusion, universal accessibility and equal opportunities, demanding their fulfilment.**
- **Technological assessment of 3rd and 4th elementary education students on the use of Information and Communication Technologies and their need of specific educational equipment.**
- **Holding of the first Technology Campus at the CRE in Barcelona for blind students between 1st year of secondary education (ESO) and High School, with industrial technology.**

Furthermore, the ONCE University School of Physiotherapy, attached to the Autonomous University of Madrid, is considered one of the most prestigious schools in the national and international sphere and maintained its rigour to generate the best professionals in the country, from handicap to excellence.

Educational Inclusion

Simultaneously, the ONCE Foundation develops projects so that youngsters with disabilities can go to university and develop their full potential, and to such end, they take action on different fronts, contributes to making the campus more accessible in every way, offers scholarships and promotes debate and reflection on the relation of the university with disabilities, with actions such as:

-  **41 agreements signed with universities and other academic bodies (increasing the total number of agreements signed to 205).**
-  **906 scholarships granted to students with intellectual disabilities (inclusive campus, languages, postgraduate, international mobility, doctorate, etc.).**
-  **273 Scholarships-Internships were awarded by Fundación ONCE-CRUE Spanish Universities out of the 714 received. A total of 76 universities and UNED associated centres throughout Spain were involved.**
-  **8th edition of the ‘Inclusive Campus, Campus Without Limits’ programme held in 9 campus in which 14 universities and 151 students participated.**
-  **New ERASMUS+ project for 3 years with 56 European universities and entities (European Disability Forum -EDF-; Eastern University of Finland; University of Porto (Portugal); University of Trieste (Italy); Polytechnic of Lublin (Poland); Universities of Murcia and Seville; and Autonomous University of Madrid.**
-  **6th edition of the “Opportunity to Talent” scholarship programme. 413 applications were received and 104**

scholarships were awarded in the different modalities: master, international mobility, doctorate, research and study and sport.



-  **2nd edition of the aid programme to carry out “Language Courses Abroad”. 130 applications were received and 50 scholarships were awarded to study in European countries where English, French or German is spoken.**







Accessible culture and sport

Again, thinking of modern societies, we cannot leave anyone behind in the enjoyment of one of our most precious assets: culture. Access to art is another way to complete and improve the inclusion of all people, both with the sample of art created by people with disabilities and with the creation and dissemination of content that breaks down social barriers. And, equally, enjoying and practising sport, another characteristic of modern citizens who must have the ability to access the leisure and health involved in practising sport, in addition to healthy competition, equally.

In 2019, 5,597 socio-cultural and sports activities were organised in which 136,481 people took part.

The most outstanding cultural initiatives in 2019 are:

-  **17th Extremadura Theatre Biennial, where 10 theatre companies composed of blind people took part and performed 16 shows**
-  **Tiflos Literature Awards: 32nd edition Poetry Awards, the 29th Short Story Award and the 21st Novel Award, with more than 1,000 works.**

-  **9,535 different affiliate members have accessed the ONCE Digital Library and 9,924 have downloaded audio-visual films from the Audesc video library.**
-  **17,598 people visited the ONCE Tiflological Museum and 5 temporary exhibitions and 2 travelling exhibitions of the museum's collections were held.**
-  **ONCE has continued to be actively linked to the International Federation of Library Associations and Institutions (IFLA) and also to the Section on access to Printed Text (LPD) of Libraries for Persons with Disabilities. In the latter, ONCE participated with a presentation on the accessibility requirements demanded by the new European directive.**
-  **The travelling exhibition "The World Flows", by the ONCE Foundation, has toured several Spanish cities and the space "Cambio de Sentido" (changing direction) has added three exhibitions for the promotion and sale of works by artists with disabilities.**
-  **Collaboration with the Prado Museum and the Natural Science Museum to make their halls and exhibition rooms accessible.**
-  **The children's library "Cuentos que contagian Ilusión" (short stories that pass on hope) by the ONCE Foundation incorporated "Baltasar, nacido para investigar" (Baltasar, born to investigate), which is dedicated to rare diseases.**

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, etc.) proposed by affiliate members.

Sports

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 classrooms or in younger teams. From the Organisation, several sports meetings have been promoted among blind students, their families and the rest of their classmates.

As far as competitive sport is concerned, the Spanish Federation of Sports for the Blind (FEDC) organised 117 sports activities, in which 3,407 blind or severely visually impaired athletes participated, where 2,049 people collaborated providing support (guides, trainers and organisational staff).

In 2019, sports activities such as the 28th FEDC Spanish Individual Chess Championship, 2 FEDC Cups, the 3rd Sub-14 Alpine Skiing Conference, Spanish 5-a-side and indoor football championships, among others, will be held.

On the other hand, in 2019 the collaboration of this Federation was renewed in the programming and development of the Fourth Encounter of Sports Schools ONCE. This activity in 4 disciplines: chess, indoor football, judo and goalball, in addition to enjoying other activities related to sports skills.

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

In June, the 1st Seminar on Inclusive Sport was held at the Francisco de Vitoria University, aimed at university teaching staff, with the aim of sharing experiences, techniques and tools to enable the participation of students with disabilities in physical activities and sports classes at different educational stages. This seminar, which is intended to be held on a continuing basis, has arisen from collaborating with the Caja Rural-Seguros RGA Group.

Within the framework of the ADOP Employment Plan, the Paralympic Trainers programme continued its motivational conferences and training workshops activities aimed at the business network and the educational and social fields. In 2019, 72 actions were carried out reaching 4,488 people, with a total number of events of 297 since their presentation in May 2015, attended by more than 28,800 participants.





4.2 Equality and gender equality. SDG number 5.

ONCE was created 82 years ago with a clear objective and a strong message, which runs along these lines and is the nexus of union: equals. It is more than a concept; it is a behavioural and action message that cannot leave behind key concepts such as gender equality.

In this sense, the ONCE Social Group relies on 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, which shows the importance attached to it and focuses its activity on monitoring and promoting initiatives in the field of equality, understood in its broadest sense.

Along these lines, each year it approves an Annual Action Report that collects quantitative and qualitative data in order to know in depth the situation and evolution of women in different spheres, whether they are affiliated blind women, have a different disability or do not have one. This tool shows a year-on-year comparison that includes a 5-year period, which allows to know and analyse the evolution of each of the aspects assessed and serves as an essential starting point for setting up new initiatives and strategies that make it possible to move forward.

Equality Observatory

In 2019, the Plenary of the Observatory for Equal Opportunities of the ONCE Social Group held three meetings and an Inter-area Coordination Group was created, whose main purpose is to share information and standardise the way the three Executive Areas act in equality matters, 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 and this platform, in addition to the CERMI Women's Foundation. This relationship also takes the form

of the participation of different ONCE representatives in the aforementioned CERMI and Foundation bodies.

The existence of a smooth dialogue and collaboration with the Ministry of Health, Consumption and Social Welfare and its dependent bodies (especially the Secretary of State for Equality and the Government Delegation for Gender Violence) should also be highlighted. Particularly noteworthy are the meetings and encounters held with the Secretary of State and the Government Delegate mentioned above.

In 2019, many lottery tickets printed by ONCE were devoted to different causes related to equality, highlighting: Pay Equality Day (22 February), International Women's Day (8 March) and International Day for the Suppression of Violence against Women (25 November). In total, more than 15 million vouchers cry out to citizens in every corner against the scourge of violence and for equality.

To commemorate International Women's Day, the round table "We are genuine, why can't we be seen?" was held with a high participation. A new initiative was also launched during this year, which consisted in holding seminars every four months, addressing several topics of interest related to gender equality.

And, from the ONCE Foundation, equality for women with disabilities who are victims of gender violence was promoted through the action of Inserta. A total of 1,760 women are registered with the job bank, of whom 602 have received employment guidance services, and 148 women who are victims of this social scourge have been able to find work.

4.3 Reducing Inequalities; Sustainable Cities and Communities SDG numbers 10 and 11

ONCE focuses its work on improving the quality of life of people with disabilities in Spain, and has been doing so for almost 82 years now, but it has always extended this solidarity to these people anywhere in the world, along the lines of reducing global inequalities and, on the other hand, moving towards sustainable communities, which will be those whose weakest links -in too many cases people with disabilities- can achieve inclusion from a point of view of rights.

Therefore, its tasks are increasingly extending, in solidarity, to the rest of the world. The ONCE Social Group has presence and participates in important international organisations in different fields, always with disability as a "leitmotiv".

In 2019, the Foundation continues to with its special consultative status in the Economic and Social Council of the United Nations (ECOSOC) and continues its partnerships with multilateral entities such as the World Bank, the Inter-American Development Bank (IDB), highlighting among the different initiatives the co-financing of the project for the internalisation of Inserta in 4 Latin American countries, the Council on Foundations (COF), and the Latin American Development Bank (CAF).

Likewise, it has once again participated, through Ilunion, in the German Marshall Fund's Transatlantic Inclusion

Leaders Network (TINL) programme, with which it has also co-organised a conference on Inclusive Leadership that took place in Madrid in June, with the participation of almost thirty young people, with and without disabilities, from different organisations in Spain and the rest of Europe. Finally, the ONCE Foundation received a delegation from the Nippon Foundation, which were presented the ONCE Social Group model.

“ 2019 has been very important for the social economy represented in Europe by Social Economy Europe (SEE), a platform in which the ONCE Foundation participates from its management bodies”

In 2019, the ONCE Foundation continued with the Knowledge Management Project and Inserta is now fully consolidated. Throughout this period, initiatives have continued, the Reading Club was launched for all those interested in learning and exchanging opinions and literary tastes and the 4th Showroom, dedicated to innovation, was developed.

At the European level, in 2019, active collaboration with the European Foundation Centre continued. The ONCE Foundation participated in the events organised to celebrate the 30th Anniversary of the European Foundation Centre (EFC) and in the blog carried out on the occasion of this event. In addition, with the help of the EFC, we attended the Technology Conferences organised by the European Commission's GM for Research&Innovation and were invited to the lunch organised by Commissioner Moedas with whom we discussed greater cooperation with the foundation sector in research and development funding and policies. Through the EFC's Disability Thematic Network (DTN), led by the ONCE Foundation, we contributed to organising a session in which the next European

Disability Strategy (2020-2030), the Sustainable Development Goals (SDAs) and disability and gender were discussed.

2019 has been very important for the social economy represented in Europe by Social Economy Europe (SEE), a platform in which the ONCE Foundation participates from its management bodies.

With regard to the European Economic and Social Committee (EESC), we would like to highlight our active role in drawing up two opinions of great interest to us; the shaping of the EU agenda on the rights of people with disabilities for the 2020-2030 period, in which all our contributions (related to employment, accessibility, CSR, access to justice) have been taken into account, looking at the issue of SECs and employment, and another on “The real right of people with disabilities to vote in elections to the European Parliament”, which explicitly includes ONCE's role in Spain as an example of good practice for the rest of the European countries.

In 2019, as members of the European Centre for Public Enterprises and Public Services (CEEP), we have continued to participate in the Social Affairs Committee and to actively collaborate in the working groups and consultations they set up.

In coordination with the General Council, we have joined the European Association of Service Providers for People with Disabilities (EASPD), the main European umbrella association for national agents and associations providing services for people with disabilities.

It should also be noted that the ONCE Foundation has become a member of the Advisory Council for Impact Investment in

Spain (Spain NAB), the body that represents Spain before the Global Steering Group for Impact Investment (GSG).

The alliances with public and private entities in Spain and in Europe are consolidated through transnational cooperation networks, such as the Social Economy and Disability and Disability Hub Europe for the SDG, with the public presentation of the network at the European Parliament in Brussels, and the publication “For a future of inclusive work for people with disabilities” with the ILO Global Business and Disability Network at its headquarters in Geneva.

In 2019, the D_Innovar social innovation project, which tested the IS_IMPACT methodology for “Measuring the Impact of the Inserta Programme” was completed, revealing from the analysis of 20 representative companies of the Inserta Forum, the improvement of social inclusion valued at 13,237 euros per employed person with a disability. We continue to support Start Up who provide innovative solutions to improve the quality of life of 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, OPERATINGS 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 SAHARAVIS 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





5

EQUAL in the momentum towards achieving the 2030 agenda

We are the environment in which we live and, if we do not take care of our environment and our planet, we will not be able to shape future societies with quality of life. It is a maxim of the ONCE Social Group, which translates into innovative policies that contribute to increasing efficiency in consumption and optimising resources to reduce the damage to the natural environment.

This approach is of such importance that, as the United Nations said, we could become the first generation that is capable of ending world poverty and, at the same time, address climate change. And all this would not be possible without the sustainable social, economic and environmental development that we are committed to, in line with the 2030 Agenda.

5.1 Sustainable energy; responsible consumption; action for the planet

SDG numbers 7, 12 and 13



ONCE has undertaken to establish an Emissions Reduction Plan, within the Framework for Energy and Climate Change

Policies 2021-2030, which includes measures to save on resource consumption, circular economy, sustainable transport, among others, thus favouring the reduction of the Organisation's greenhouse gas emissions.

In order to continue promoting awareness in this area among stakeholders, in May 2019 ONCE signed an agreement with the Secretariat of State for the Environment to develop information, dissemination and awareness actions in environmental matters.

The Organisation pays special attention to efficiency management, establishing strict purchasing policies, criteria for selecting suppliers - who meet proximity criteria, for example -, consumption and cost savings, sustainable use of resources, waste management, etc.

Among the different actions to optimise energy consumption, the following stand out:

-  **Installation of awnings in buildings (Bibliographic Service and others) to keep the temperature constant and reduce energy consumption.**
-  **Replacement of traditional lighting systems with LED systems in different centres.**



- **Inverter® technology in the new air conditioning equipment installed in the facilities, favouring the efficiency of installations.**
- **Change of the roofs in two buildings of the ONCE Logistics and Production Centre for Gaming Products (CLP), installing a translucent material, with a notable increase in luminance in both rooms.**
- **Arrangement of LED lighting and presence detectors in the new kiosks, which regulate the operation of the air conditioning equipment, all with Inverter® technology.**
- **Optimisation of electrical energy resource and consumption indicators: price, contracted/required power, penalties for excess reactive power, consumption pattern.**
- **Optimisation of contracted power with a reduction in the cost of this power of 2.35% with respect to the total turnover for 2018.**
- **Reduction in the impact of surcharges for excess reactive power, from 0.8% in 2018 to 0.52% of total turnover.**
- **Unified contract with an electricity marketing company that manages the kiosks for consumption and price control, in addition to more green and efficient energy.**

To reduce greenhouse gas emissions, ONCE established the 2020-2022 Emission Reduction Plan. In 2019, several initiatives were promoted to reduce these emissions and any form of specific atmospheric pollution, including noise and light pollution emissions, highlighting the following: replacement of old machines, installation of soundproofing systems in air conditioning machines, gradual replacement

of fluorescent lighting with LED lighting using solid state technology, renovation of vehicles with less polluting fleets.

ONCE's Logistics and Production Centre (CLP), where the manufacture and distribution of the Organisation's lottery products takes place, does not register any risk related to environmental impacts. Since 2009, and with the aim of improving process efficiency and reducing wastepaper as much as possible, an action protocol has been established that aims to not exceed 15% of wastepaper in production as an annual maintenance target for waste reduction. Also, all paper waste is managed to be converted into recyclable paper.





Instant Lottery gaming products are produced with FSC Mix paper (paper pulp sourced and managed from sustainable forests) and all suppliers/manufacturers 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 the **PEFC™** certification (Programme for Endorsement of Forest Council) that maintains and develops forest resources to contribute to global carbon cycles, in addition to revaluing the productive functions of forests and to conserve and develop biological diversity. This is the same case of the thermal paper on which the POS bets are printed, also certified with FSC Mix and **PEFC™** stamps .

As regards waste management, ONCE's objective for the coming years is to implement an integrated waste management system at all the Organisation's centres, ensuring the correct segregation of waste.

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 2019.

Ilunion's commitment with the environment includes minimising the environmental impact and fighting against climate change. The Group includes this in its Corporate Social Responsibility Policy and in the Environmental Commitment project of its 2018-2021 Master Plan. An initiative aimed at establishing an environmental strategy and objectives common to all the Group's companies.

Among the initiatives carried out in 2019, the following stand out:

-  **For the first time, Ilunion has calculated its Group carbon footprint at 106,535.9 t CO₂eq (Scope 1 and 2 emissions).**
-  **Environmental Commitment Project: in 2019 an analysis of the environmental management of all companies was carried out in order to approve an environmental policy and objectives at corporate level.**
-  **100% of the electricity consumed by Ilunion Hotels comes from renewable energy sources.**
-  **81% of the companies that make up Ilunion have an Environmental Management System that is UNE-EN ISO 14001:2015 certified.**

“All of the Organisation's lottery paper products are sourced from sustainable forests, with planned replanting and forest development to develop biodiversity”

Other actions carried out in relation to energy efficiency are:

 **Improvements in the lighting systems:**

- 98% of Ilunion Lavanderías plants have a self-regulating LED 4.0 lighting system that has allowed a 13% reduction in electricity consumption.
- Ilunion Sociosanitario, Ilunion Automoción, Ilunion Hotels and Ilunion Servicios Industriales have replaced their lights with LED technology.
- Ilunion Servicios Industriales and Ilunion Automoción have carried out the installation of motion sensors and presence detectors.

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

- Ilunion Sociosanitario has replaced the propane boilers with natural gas.
- Ilunion Hotels has replaced the air conditioners with more efficient ones and installed heat recovery equipment and air curtains.

 **Process optimisation:**

- the Ilunion Lavanderías sterilisation line optimises the autoclave loads.

Regarding Sustainable Mobility

 **More sustainable fleets:**

- Ilunion Laundries has acquired 11 cars and three trucks with ECO environmental label.
- Ilunion Sociosanitario's Madrid telecare service has a fleet of hybrid and electric vehicles, in addition to a shared company vehicle.

 **Efficient use of vehicles:**

- Ilunion Facility Services have guidelines for efficient vehicle driving.
- Ilunion Servicios Industriales has arranged for car-sharing measures for the movement of staff between work centres.

 **Charging points:**

- Ilunion Hotels has installed electric vehicle charging points in eight hotels for free use by guests.

Renewable energy

 **Solar thermal panels:**

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

 **Solar photovoltaic panels:**

- The Textil Rental, Crisol, Las Palmas and Tenerife laundries have a solar photovoltaic plant.

 **Biomass boilers:**

- The Ilunion Sociosanitario residence in Calasparra and the Ilunion Alcora Hotel have a biomass boiler.

In addition, Ilunion contributes to the circularity of the economy through efficiency in the consumption of raw materials, the recovery and reuse of materials, and the reduction of waste.

And in all activity growth, it drives participation in a key sector for circular economy.

Reduction in raw material consumption:

- Ilunion Servicios Industriales has reduced the use of plastic in the baling process by adjusting the production process and training employees.
- Ilunion Lavanderías has reduced plastic consumption used for shipping clothes by 6.37 t by promoting the use of reusable bags among its customers and its textile line has minimised the consumption of cardboard for packaging by 15% by replacing equipment and modifying the packaging format.
- Torre Ilunion, the group's corporate headquarters, has launched the "We are 0% Plastic" project aimed at removing single-use plastic in offices, restaurants and vending machines.

Reuse and recovery of waste:

- Ilunion Hotels has collected 10,085 litres of used cooking oil to be used as biodiesel and 1,054 kg of bottle caps that will be recovered.
- Ilunion Reciclados has recovered conical glass from cathode ray tube televisions (TVs CRT) for the first time this year after it was considered a hazardous waste in 2018.

In order to reduce the water consumption and boost its efficiency, and to preserve its quality, Ilunion Lavanderías has implemented a recovery system in the washing tunnels and machines that has generated a 1.2% water saving compared with the previous year. In addition, its sterilisation line optimises washing loads in order to reduce water consumption.





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

In relation to the environmental assessment, it is worth mentioning the appointment in 2019 of environmental delegates in the ONCE Foundation, its associations and Servimedia, within the framework of the 2019-2022 CSR Master Plan, as improvement measures highlighting: efficiency of

equipment and installations, dissemination of guidelines and good measures aimed at reducing energy consumption, optimising the use of air-conditioning equipment or turning off of equipment at the end of the working day.

The ONCE Foundation, its associations and Servimedia are committed to the fight against climate change, in line with the 2030 Agenda and Sustainable Development Goals and, within this framework, they are developing several actions to prevent and reduce pollution. 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. Internal awareness actions carried out in 2019 aimed at all of the ONCE Foundation staff on the occasion of the European Week for Waste Prevention is noteworthy, the "paperless office" project and the progressive digitalisation of activities have, among others, the objective of minimising the generation of waste.

5.2 Innovation SD number 9

We have just closed financial year 2019, in which the word evolution and innovation have been constant, proving that the ONCE Social Group has always kept these maxims in mind as levers of the future, transversal to all actions and environments. In our case, moreover, we must be vigilant so

that all innovation in any field does not leave behind a part of the population, people with disabilities, who cannot and must not be put up any more barriers. Any non-accessible innovation will exclude part of the population and widen the skills gap.

Collaboration with universities, companies and public and private entities is one of the ways of supporting research that ONCE works on through project funding. In this sense, a social research project is being developed with the Autonomous University of Madrid on the impact of different learning on spatial representation for the orientation and mobility of the visually impaired.

All this, striving for the implementation of accessibility criteria in new technologies, in support products, in the architectural design of cities, in mobility, in transport, tourism, mobile telephony, the transfer of knowledge and collaborative development, - in all areas of life-, with initiatives and actions such as:

- **95 tiflotechnology and technical assistance projects.**
- **Partial funding has been granted to 5 research projects on the different pathologies affecting vision, developed by different entities (universities, research institutes, foundations, etc.).**
- **4th edition of awards for innovation and good practices in social services.**
- **5th edition of the Discapnet Awards for Accessible Technologies. These awards acknowledge the commitment to improving the quality of life of people with disabilities through accessible ICT.**

- **3rd International Congress on Technology and Tourism for Diversity.**

- **The ONCE Tiflotechnology and Innovation Centre (CTI) participated directly in 48 activities (2 international), aimed at blind people.**

- **The ONCE Foundation has sponsored conferences and events, including S-Moving, GLOBAL ROBOT EXPO, Interaction 2019, DIGITAL JOVE, the 17th Cataluña Telecommunications Day and M-Enabling Europe.**

- **Inauguration of the EspaciA Innovation Hall, at the ONCE Foundation headquarters, an open space for innovation and accessibility.**



6

EQUAL, leaving no one behind

6.1

Quality work and economic commitment

SD number 8

Ethics and transparency are maxims that are included in all internal and external documents of the company, in addition to setting future objectives in all actions. The existence of an ethical code of obligatory compliance according to the different responsibilities is added to an Observatory of Transparency that closes a circle of shared commitment and responsibility under the hallmark of decent work, promoted by the United Nations.

Ethical standards of conduct

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

In order to ensure the development, promotion, implementation and monitoring of these initiatives, the Ethics, Human Resources and Institutional Culture Committee (currently the Transparency and Ethics Observatory) was set up which,

reporting directly to the General Council, becomes the body responsible for applying and complying with the standards of conduct prevailing in the ONCE Social Group. el Grupo Social ONCE. In 2019, work was carried out on an Internet minisite to implement the project approved last year as a result of the strategy of involving the staff in the institutional values.

Last year, the Guidelines for Directors, Executives, Middle Managers and Other Non-Managerial Directors of the Group were approved in relation to the use of the ONCE Social Group's social networks. Similarly, guidelines were approved to develop the Code of Ethical Conduct, in order to help comply with them (any possible conflict of interest will be reported, no doubtful situations, errors by others or undefined criteria will be used to obtain illegitimate advantages, etc.).

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. There is a "Compliance Policy" and a "Document that supports the Criminal Compliance Management System". In 2019, progress has continued to be made in implementing



this Preventive Criminal Compliance Management System, with measures such as:

- **Launch of the channel for reporting breaches or conduct that may involve the commission of a crime, integrated into the existing channel for reporting breaches of the ONCE Social Group's Code of Ethical Conduct.**
- **Preparation by the OPP (Criminal Prevention Body) of the corresponding quarterly reports and the annual report.**

With respect to the General Data Protection Regulations (GDPR), the Circular on Personal Data Protection and the Circular on Documentary Procedures and Organisation and Management of ONCE's Archives were drafted. These were updated and adopted to comply with the General Data Protection Regulations (GDPR) and Organic Law 3/2018 on the Protection of Personal Data. 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.

Several actions were undertaken in 2019 to meet the standards required by the Regulation:

- **Adaptation of the data protection captions incorporated as annexes to ONCE's internal regulations.**
- **Adaptation of contracts with suppliers, and agreements and institutional arrangements, which involve data processing orders.**
- **Completion of the risk analysis of the paper data processing, regardless of the category of data, and of the video surveillance existing in each ONCE centre and correction of the incidents.**

ONCE has a commission who is in charge of monitoring internal compliance with the measures implemented in the area of money laundering prevention and terrorism financing (MLP&TF). In 2019 the Commission 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 policies.

In December 2019 the annual internal audit was carried out to review the measures established in this area, some of the recommendations for improvement having already been implemented and others in the process of being rectified.

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.



ETHICAL VALUES

Communication • Solidarity • Confidentiality • Equity • Trust • Honesty
 Humility • Respect • Commitment • Professionalism • Responsibility

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 2019, 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 2019, 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 2019, 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 has become 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 2019, 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 Finance 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 Supportive institutions and alliances to achieve goals SD numbers 16 and 17

Since its inception 80 years ago, 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 became known as Corporate Social Responsibility (CSR) were part of the identity, with

an impact on all areas of management, from the supply of resources to the way in which we relate to our environment, always from a perspective that seeks to maximise the efficiency of the services we provide.

Again, CSR has as cornerstone the people who are part of the Organisation, and this is the reason why we want to be a benchmark in human resource policy and management, with the challenge, in addition, to incorporate more and more persons with great labour insertion difficulties due to their disability.



The Entity's own institutional mission represents in itself a clear example of responsibility, but as we are aware of the impacts of our activity on the main stakeholders, especially as an example of supportive institution, we continue to move towards a corporate social responsibility system that is fully integrated into the organisation's overall management. In this respect, the following actions were carried out in 2019:

- 

The areas' biannual CSR master plans continue to be in place.
- 

CSR, Equality and Institutional Culture Unit that coordinates the implementation of gender equality policies, plans and measures.
- 

ONCE is still adhered to the United Nations Global Compact, the largest corporate social responsibility initiative globally.
- 

The ONCE Social Group focuses its global strategy on compliance of the Sustainable Development Objectives promoted by the the same Global Compact.

With many allies along the way

As in some other areas, the ONCE Social Group remains attentive to the reality faced by people with disabilities working outside their environment. It therefore has a protocol for providing support and advice to Affiliate Members in cases

of discrimination on the grounds of visual disability outside the Organisation. There are currently no known cases of discrimination.

“ONCE Foundation promotes the disability scope in CSR and Sustainability of organisations, companies or administrations to promote social and labour inclusion of people with disabilities”

And as much of our daily work revolves around a resounding responsibility with people with disabilities, we have the commitment - which we do with pleasure - to share knowledge and progress in matters that can help other companies and organisations to be more responsible and inclusive, which in the end, also represents 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 2019 is noteworthy, both national and European and international, differentiating then between direct or indirect memberships (participation through other entities).

National entities

-  **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).**
-  **Forethics.**

European entities

-  **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).**

International entities

- 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).

On the other hand, in order to give an account of all the activity, in 2018 and 2019 the Statement of Non-Financial Information and Consolidated Diversity reports for ONCE and also the ONCE Foundation (EINF) have been prepared and audited by an external company. In addition, and as an additional and voluntary exercise in communication and transparency towards our stakeholders, the Shared Value Report and the Corporate Governance Report were published.

The CSR Plan has also been one of the projects for excellence within the framework of obtaining the EFQM + 500 certification. A monitoring system has been developed for the Master Plan, with the assignment of measures to the different areas, with CSR being understood as a cross-cutting issue.

In relation to partnerships in the area of CSR and sustainability, there have been important developments with key forums and platforms:

- Integration into the Board of Directors of Spainsif (Spanish platform for sustainable investment) and holding of a conference on “Sustainable Thematic Investment”.

- Incorporation of Forética from 2020, as ONCE Foundation, and member of the CSR Commission of CERMI in a reinforced way.
- ONCE Foundation continues to be a member of Global Reporting Initiative (GRI).
- Through Ilunion, members of other relevant platforms such as the United Nations Global Compact; Forética, and the SERES Foundation.
- We also participate in the CSR committees of the CEOE and CEPES and are a member of the Management Excellence Club.

All these forums highlight and disseminate the best practices and projects of the ONCE Foundation, as a global reference in the field of disability.





It is also worth mentioning the publication of the study “Impact of the inclusion of people with disabilities on the reputation of companies”. And on the other hand, the preparation and publication, together with CERMI and the Bequal Foundation, of the document “Disability, non-financial information, transparency and good governance”.

The ONCE Foundation is positioned as one of the most transparent foundations in Spain, according to the ranking of the Commitment and Transparency Foundation.

Collaborations are carried out with many organisations and entities from the perspective of transparency and reputation (MERCO, universities, business schools, specific companies through several agreements, etc.), also including governments and public administrations in the framework

of the Institutional Relations of the ONCE Social Group, in addition to the associative movement itself to disseminate the culture of CSR, Sustainability and the 2030 Agenda (with the participation, for example, as keynote speakers, in the FIAPAS Management Seminar on 23 November 2019 in Madrid).

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:

- **Bequal certified 13 new companies and other types of entities in 2019, totalling 37 in that year. The ONCE Foundation has renewed its certification in the Premium category.**
- **As for the CON R Forum, consisting of circa fifty organisations, it is worth highlighting the advocacy work on the National Plan for the Promotion of Socially Responsible Public Procurement, in favour of the fulfilment of the 2% quota and the participation, among other events, in the 3rd Public Procurement Congress “Public Procurement at the Service of Public Policies” on 5 November 2019.**

In summary, contribution to the fulfilment of the Sustainable Development Goals (SDG) of the United Nations: from ONCE with the protection of consumer groups, the strengthening of the social services model, the promotion of responsible gaming, the professional and human development of the group of workers, equal opportunities, ethics or commitments to the environment and transparency; and from the ONCE Foundation with the commitment to sustainable development based on the fulfilment of its social mission.

All this, also including Ilunion's inclusive economy project 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

It would be impossible to achieve the objectives of the Organisation described above without the unity and cohesion of those who form part of the ONCE Social Group. All of them 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 in place that is updated and that incorporates new actions and information each year to help maintain, strengthen and modernise the Group's image. Likewise, it serves as a basis for new employees and for other "stakeholders" of the Organisation and society as a whole.

The social services management and administration teams have launched an Institutional Culture Action Plan to ensure that all workers (especially those linked to the social services area) share their signs of identity. Great efforts were made in 2019 by all the centres to promote the institutional culture, with high involvement and sense of belonging among all professionals. In this sense, ONCE has carried out training with institutional culture modules with a total of 4,918

attendees. Another keyway to maintain alliances, starting from the workers themselves as maximum exponents and ambassadors.

Institutional Relations

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.

“The ONCE Foundation allocates a significant part of its funds to finance initiatives of associations and entities in the disability sector”

Among the actions carried out in this period, the following stand out:

-  **Collaboration the Council of Consumers and Users, with whom we presented the lottery ticket dedicated to the World Consumer Rights Day.**
-  **Collaboration with the Spanish Confederation of Consumer and User Cooperatives (Hispacoop), with whom the project “Responsible use and consumption in gaming and betting” was carried out.**
-  **In the context of the Agreement with the Ministry of Defence, we have continued participating in the training and specialisation plans of the Emergency Military Unit (EMU). A lottery ticket was also devoted to the 30th Anniversary of the Peace Missions, which was presented with the presence of the Minister of Defence.**
-  **In our collaboration with the National Police, we would like to highlight the presentation of the story “Pablo García, Policía” and the lottery ticket devoted to commemorating the 40th anniversary of the incorporation of women into the National Police Force.**
-  **Within the agreements with the organisations of elderly people, CEOMA and UDP, it is worth mentioning the collection of lottery tickets “Hablando en Senior” that were issued on the occasion of the International Elderly People’s Day.**
-  **Within the framework of the collaboration agreement signed with RAIS-Hogar Sí Foundation, we have participated in the research project on “Improving access to the certification and protection system for homeless people with disabilities”.**

 **The work “Memento Personas con Discapacidad” was completed with the Lefebvre-El Derecho publishing house.**

In the area of labour relations, a series of activities have been carried out with the two main business platforms CEPYME and CEOE, and also with the priority trade union organisations, UGT and CCOO, in order to explore challenges and solutions to the disability that has arisen and the incorporation of the disability dimension in collective bargaining.

The ONCE Foundation, as benchmark in the foundation sector, actively contributes within the framework of the Spanish Association of Foundations (AEF) through the Sectorial Group of Inclusive Foundations, through INAEF and participating yet another year, among others, in the third edition of DEMOS, an edition where over 80 speakers and 700 attendees participated, and which highlighted the role of foundations in the fulfilment of the Sustainable Development Objectives, among other aspects.

Likewise, in the context of social relations with the third sector, it is worth highlighting the support, from a strategic consultancy approach, to the rare disease association movement (ERDF) that culminated with the drawing up of the company’s second strategic plan.

We continue to work on the process of intercooperation with entities related to social economy led by the ONCE Foundation; at the headquarters of the Ministry of Agriculture, Fisheries and Food and in the presence Luis Planas, the Minister, we signed an agreement with the National Federation of Fishermen’s Guilds to work together for labour and training inclusion and accessibility in this sector, among other things. In addition, a

series of 4 lottery tickets were issued to encourage healthy fish consumption. Likewise, in the context of the Agreement signed with the ASISA Foundation, we delivered 12 boxes with children's stories that were intended for the paediatric area of the HLA Group hospitals aimed at encouraging reading among the youngest children and also making their stay at the hospital more enjoyable, raising awareness of the different disabilities and promoting values such as inclusion, diversity and self-improvement.

At business level, we would like to highlight the strengthening of our partnership with Microsoft to promote the accessibility of new technologies and employment in this sector.

We continue to support the Observatory for Innovation, Analysis and Social Change of the ONCE General Council, through which 2 Reflection Forums were held in 2019 on "Education,

a pending subject: current scene and perspective" and "New forms of communication: the post-truth, fake news and related topics" with exceptional rapporteurs. We also provided the several present maps, which compile the statement of position of the studies of the different executive areas of the ONCE Social Group, in addition to news and publications of interest, both internal and external, aligned with the purpose of the Observatory.

In the context of strategic studies, a study has been promoted and prepared on alternatives to the current taxation of benefits regarding pension plans for people with disabilities.





7

EQUAL towards a socially sustainable future

This 2019 ONCE Social Group Shared Value Report starts with a heartfelt letter from the president of ONCE, Miguel Carballeda, who writes these lines in confinement, as experienced in Spain and much of the world due to the Covid-19 crisis, which has marked 2020 since mid-March and will undoubtedly be a turning point in the history of humanity and organisations, and ONCE will be no exception.

Now finishing these lines, the ONCE salespeople, that is, 19,000 people with disabilities that are full of hope, return to the streets after three months confined in their homes and after the traditional lottery ticket drawings were stopped for the first time in the history of the Organisation. Uncertainty of the future ahead is great but ONCE's commitment and that of its people is even greater.

In fact, Miguel Carballeda, President of ONCE, appeared on 2 June 2020 in Spanish Parliament, convened as a representative of civil society, to do our bit and contribute our ideas in the Commission for Social and Economic Reconstruction.

Before the MPs, he called for a great agreement, a great pact of unity between all political, economic and social forces for the reconstruction of the country after the pandemic, which must be based, particularly, on employment. "Let us fight to reach twenty million employed people; that will be the best and we won't be talking about unemployment then", he said, as an idea for the future, to focus the country's efforts on four aspects: employment as the centre of action; inclusive education; socially responsible hiring by companies and administrations; and accessibility as the key to making all this possible, especially for people with disabilities.

And he offered some of ONCE's commitments for 2020, for the post-confinement period, which we summarise in two very prominent points: the ONCE Social Group will open new offices in Soria, Teruel, Zamora, Avila and on the island of La Palma, which was given the name "Empty Spain", and will be led by blind women perfectly trained for this purpose; and starting with the 73.000 workers at the end of 2019, the ONCE Social Group will try to reach 75,000 in 2020, despite the harsh current reality, with the usual emphasis on people with disabilities.

And, all this, despite the fact that the ambitious gaming and social plans (linked to the good evolution of the last years) were cut short with the declaration by the National Government of the State of Health Alert in the whole of Spain, to manage the health crisis situation caused by the coronavirus COVID-19. After three months of forced and absolute standstill, the activity is picking up as strongly as possible, after a few weeks where the ONCE Social Group threw itself fully to protect its workers, affiliate members and society in general.

And, on returning to activity, we are faced with difficult decisions, although our intention and obligation - as already mentioned - is to safeguard employment to the extent possible, which in our case is not a means of achieving income, but rather an end in itself, an objective, that of providing work for as many people with disabilities as possible, generating new life opportunities.

Therefore, the objectives arise from what was learned during this difficult period, and one of them will always make us stronger: we will continue with our commitment with continuous training of the staff both in skills and competences, prioritising and promoting the use of our Online Campus and other accessible telematic platforms that allow quality distance training, which is a guarantee for the future.

Along these lines, the ONCE Foundation will adapt its Action Plan, as approved in the last Board of Trustees meeting in 2019, to the new reality caused by the fight against the Coronavirus, and will focus its efforts on:

- **Consolidation of the Por Talento Digital programme.**
- **Reinforcement of the Por Talento Emprende programme.**
- **With the objective of being a reference in the support of people with disabilities in higher education:**
 - Launching the Alumni Network of young people with disabilities who have received a scholarship from the ONCE Foundation.
 - Language Scholarship Programme.
 - Talent Opportunity Scholarship Programme.
 - CRUE/ONCE Foundation Work Internship Programme.
- **Implementation of the 'Accesibilas' online platform, which should be a national benchmark providing training and information support in terms of universal accessibility.**
- **Implementation of the Accessible Pilgrimage to Santiago.**
- **Accessibility training through MOOC.**
- **Promotion of Social Entrepreneurship with an impact on improving the quality of life of people with disabilities.**
- **Promoting innovation through Artificial Intelligence.**
- **Implementation of a Consolidation Plan for Fundraising.**
- **Promotion and development of the new Strategic Plan for Volunteering.**
- **Strengthening the partnership with the European Social Fund, with the excellent management of the Poises and Poej programmes.**

Meanwhile, Ilunion has as main objectives for 2020:

- **Promoting the increase in the number and percentage of disabled workers in the workforce.**
- **Developing the Diversity and Equality Plan, mainstreaming disability.**
- **Contributing to positioning Ilunion as a social model of inclusion and economic profitability. Becoming a benchmark for diversity and inclusion.**
- **Encouraging the hiring of people with special insertion difficulties in all companies.**
- **Transformation is not an option, it is an obligation, and we will continue to move forward with digital and business transformation.**
- **Analysing customer satisfaction in Ilunion and defining a project that includes Customer Experience as an essential pillar for Transformation.**
- **A continuous commitment to excellence is the only way to go.**
- **Defining the 2020-2022 Excellence Roadmap for our corporate centre, based on the EFQM Assessment carried out in February 2020.**

- **Consolidating a renewed, competitive, modern and profitable corporate area, which is a benchmark both for business and for the market, contributing to be an ambassador of Ilunion's values.**
- **By the end of 2020, all CSR projects will have been launched: Governance, Environmental Commitment, Human Rights and Reporting.**
- **We will move forward in defining the Ilunion Lab project and the Social Action and Volunteering project on the occasion of the World Blindness Summit.**
- **We will develop the Inclusive Economy project, a step forward in Ilunion's public positioning in Spain's sustainability map.**



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 non-financial reporting guide requires the previous preparation of 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.

The three executive areas of the Organisation have received the seal of conformity of the organisation that certifies that the information contained in each of the reports includes the aspects defined as relevant to the organisation in the study of materiality.

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.es.







all equal

now and in the future.



ONCE social group

