

# 2021 SUSTAINABILITY REPORT

*Shared Value  
for an  
Inclusive Economy*

CONTRIBUTION TO THE SUSTAINABLE  
DEVELOPMENT GOALS



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# THE ONCE SOCIAL GROUP IN 2021

## LETTER FROM MIGUEL CARBALLEDA, PRESIDENT OF THE ONCE SOCIAL GROUP



Dear friends,

For yet another year, as a sign of our firm commitment to transparency and communication open to all citizens, I write these lines to report on the reality of the ONCE Social Group in 2021, where we have tried to make up for the time that has been stolen from us by the Coronavirus pandemic, to return to the path of results that will allow us to consolidate our economic and social model, unique in the world, and above all,

to continue focusing on the people, especially the people who need it most, as we have done for more than 83 years.

From ONCE, ONCE Foundation and ILUNION we have not ceased in our efforts to make our dreams come true: to consolidate a responsible, safe and social gambling model that allows us to provide comprehensive coverage to more than 70,000 blind people; to preserve the strength of the best prepared Foundation in the world in caring for people with disabilities; and to consolidate ILUNION as the largest group of social companies and the one that generates the most employment for people with disabilities and at risk of exclusion.

We owe absolutely everything to our workers and, most especially, to Spanish society, to each and every citizen, who show us and prove their trust and allow us to continue building the ONCE Social Group.

In these strange times that we live in, which are surely not worse or better than others, but certainly much better than when we were started in 1938, in the middle of a war (now the war in Ukraine makes our hearts sink), we have come to the conclusion that our values are what unite us, what allow us to continue being eager every day and the way we are and go through life.

It is our values that set our course and make us follow a line marked by our daily efforts and by the fact of being able to look people in the eye, as equals, and ask them, “What do you need? What can the ONCE Social Group do for you? And to be able to always do so, and especially at times when life often hits the hardest and when circumstances may be adverse or even sound insurmountable, when you just need a little help.

This is and has always been the true **legitimacy** of our existence: to listen to the citizens in order to be able to undertake work of true social impact. And we try to do all this with **consistency**, order, and **perseverance**, which are also values that define us as a Group and that we want to show you in this Shared Value Report, another way of continuing to share our reality, highlighting what we have done in order to leap immediately towards new goals.

In 2021, the ONCE Social Group has created 13,377 jobs and occupational positions, of which 13,090 correspond to people with disabilities and 6,133 to women, once again an achievement and a reason to be proud. These figures are possible with the collaboration of many companies, organisations and entities that rely on us and, above all, on the talent of our people.

We continue to lead by example and on 31 December 2021, 71,194 people were working in the ONCE Social Group (1,221 more than in December 2020), of whom 41,429 people, i.e., 58.2% of us have some type of disability. This is one of the secrets of our economic and social model, the coexistence of talent and empathy between people with and without disabilities, our way of being, as shown by the fact that we have more than 30,000 women in our workforce (30,483 to be exact), i.e. 42.8% of the total, a ratio two tenths higher than at the end of the previous year.

First and foremost, as always, people, followed by our dedication to social investment to improve their living conditions: in the years 2017 to 2021, the ONCE Social Group has allocated a total of 1,255 million euros to its social work: the provision of specialised social services to people with blindness or severe visual impairment, and solidarity with people with another disability; which has meant an average of 251 million euros per year.

Much of this ability to return to the citizenry, to be able to restore confidence, has to do with the recovery in 2021 to the pre-pandemic level of sales. If responsible, safe, and social lottery sales were €1,615.2 million in 2020, the lowest figures in recent history due to COVID-19, in 2021 we managed to reach



€2,236 million, only 0.9% below the 2019 figure. This proves, once again, how well our social and economic actions are received among citizens and how our sales agents are one more part of society and from their position as “sentinels of hope” they manage to transform solidarity into more solidarity.

Meanwhile, ONCE continues to provide unwavering support to these sales agents, who in 2021 at some points exceeded 19,000 people -all of them with disabilities-, and with whom 951 permanent contracts were signed, a sign of our commitment to quality employment.

Because our accounts are so clear that you only have to imagine the lottery ticket, that solidarity paper that travels through towns and cities every day, and divide it into different portions: out of every 100 euros collected, 55.1 go back to citizens in the form of prizes; 22.2 euros go to the salaries of our salespeople; 10.7 to pay the rest of the staff and management costs (advertising, computer systems, kiosk cleaning, supplies, etc.); and 9.6 euros directly to social services. The remainder, 2.4 euros, is divided into a participation bonus for employees, development of special programs for blind people and investments for the future.

This is how we undertake our enormous social work: in 2021 more than 2,500 people came to us after losing their eyesight, surely in one of the hardest moments of their lives, and they found a team of

1,540 professionals at their service, the best in the world, who make them a life design tailored to their new reality; and we strive with more than 3,100 people with deafblindness, to whom we allocated more than 84,000 hours of mediation, to prevent their isolation, which is very hard; and we continue to help more than 7,300 blind students to reach wherever their abilities take them, but not to be held back by the obstacles of inaccessibility or, even worse, mental barriers; and we have delivered 106 guide dogs, recovering the rhythm of these endearing actions.

Meanwhile, from our beloved ONCE Foundation, the best prepared and equipped foundation in the world for people with disabilities, we have allocated 106.2 million euros to other actions such as investing in 2,729 projects presented in every corner of the country, 67.9% in employment and training and the remaining 32.1% in accessibility. And more than 185 collaboration agreements of all types were promoted: employment, training, university, accessibility, communication, etc. Our ILUNION social enterprises did not let up in their efforts and, at the same pace as the rest of the Group, they returned to pre-pandemic figures, practically recovering turnover and, above all, employment. A total turnover of 904.1 million euros boosted the growth of the workforce and, once again, the commitment to quality in employment, with 1,667 new permanent contracts, and the creation of a new circular economy division, linked to the times, new realities, and brand **commitment**.

In addition to these data, I would like to provide you with information that I consider relevant, on a study conducted by the firm PwC that quantifies the impact of the ONCE Social Group in 2021 on employment and the generation of wealth in Spain: with our activity and that which we promote, we have contributed 3,284 million euros to GDP, 0.27% of the total and one out of every 367 euros generated; and we have contributed 102,899 jobs to employment, 0.51% of national employment and one out of every 196 jobs generated in our country in 2021. This shows our commitment, and above all, our intensity in generating quality employment for people with greater difficulties.

We began 2021 with the scare caused by the storm Filomena and the ONCE Social Group was there again, next to citizens with more problems, helping them in their daily reality, such as access to health or food; we kept our efforts focused on the effects of the pandemic, especially to avoid situations such as the loneliness of our elderly, which concerns us and which we have at hand; and we have joined the recovery of our beloved island of La Palma, from the beginning, donating more than 33,000 pairs of glasses to care for the eyesight of the people of La Palma among many other initiatives.

While closing these lines I have just received the news that a group of volunteers from the ONCE Social Group has returned from the Ukrainian border after

delivering materials for blind Ukrainians and all kinds of goods to people affected by the cruel war: several blind refugees are already learning to move around Spain thanks to our rehabilitation technicians; several hundred refugees are sheltered in our ILUNION hotels; and more than 150 families of workers, colleagues of the Group, have offered to take in refugees with and without disabilities.

These are the values I was talking about at the beginning; values turned into realities: solidarity with all people with disabilities; honesty to do things well; **humility** to remember where we come from and where we are heading. These are values that we wanted to identify with colours, because we do not want to understand life only in black and white, and we are convinced that colour helps to express feelings. In 2021 we have once again proven that we are resilient and fighters; that illusion can overcome anything and that we are equal in our differences, that we are equal in our **diversity**.

Thank you very much for sharing the ONCE Social Group and do not forget to fill the world with colour, with a mosaic of talent, which is what each and every one of you has.

# ONCE FOUNDATION: A YEAR OF INCREASED EFFORT, RECOVERY AND GROWTH

LETTER FROM ALBERTO DURÁN,  
EXECUTIVE VICE PRESIDENT OF THE ONCE FOUNDATION



As part of the ONCE Social Group, in response to the work tasked by our founder (ONCE) and operating as an instrument of solidarity for Spanish people with blindness towards other groups of people with disabilities, ONCE Foundation once again put all its efforts into promoting job inclusion and universal

accessibility to improve the quality of life of people with disabilities and their families.

People with disabilities are a population group representing 4.4 million people in Spain, 100 million people in the European Union and 1 billion people worldwide. A vulnerable group who we know experience difficulties across multiple areas of life and for whom inclusion and equal opportunities, based on the principle of the value of diversity and diverse talent, is something we work towards every day.

2021 was of note for our increased efforts to recover and grow following the effects of the Covid-19 pandemic. This collective effort enabled us to punch above the pre-pandemic years and create 10,956 jobs for people with disabilities – more than 38% and 26% up on the results of 2020 and 2019 respectively.

Our approach to Sustainability, as reflected in this report, is posited on the recognition of the triple environmental, social and governance dimension (the so-called “ESG” factors) as a network of interrelated elements that affect our performance as an organisation. Being a social

organisation does not exempt ONCE Foundation from the highest demands and expectations of our stakeholders regarding optimal environmental, social (beyond Disability) and governance performance. It is also worth emphasising that as a society we have travelled a path, influenced by Covid-19 and its consequences, in which the ‘social’ part of ESG has been consolidated and taken its place at the heart, showing that Sustainability, without its social dimension, is not complete.

I would also like to stress the importance of the 2030 Agenda and Sustainable Development Goals (SDGs) as an international framework calling on all organisations, including ours, to contribute to an inclusive and sustainable economy that leaves no one behind. In this regard, in the following pages, and after a brief presentation of who we are, our funding sources and excellent and sustainable internal management model, we have set out the main activities, results and impacts generated in 2021, terming them expressly in relation to our alignment with and contribution to the 2030 Agenda and the different SDGs.

More than three decades of activity from when the Foundation was created in 1988 speaks to our work and we continue to enjoy the trust of public authorities and a plethora of partnerships with public and private organisations that enable us to have a major social impact and be the private entity that dedicates the most resources to Disability in Spain. All this under the inspiration of the UN Convention on the Rights of Persons with Disabilities that guides all our work and our commitment to complying with the 10 Principles of UN Global Compact.

Within the ONCE Social Group, ONCE Foundation and its executive area (formed by the Foundation itself, the Inserta Empleo and Inserta Innovación associations and the Servimedia news agency) comprises a human team of just over 600 people, 70% people with disabilities, making it –as can be seen throughout this report– a unique endeavour by people with disabilities for people with disabilities that aims, as we recently said, to “*constantly evolve in response to new challenges and continue to spearhead the fields of social inclusion and autonomy for people with disabilities in a supportive and sustainable way*”.

# 1. ABOUT US

*"Addressing Disability to transform lives and achieve dreams"*

PURPOSE OF THE ONCE FOUNDATION

## Origins and Vision

ONCE Foundation was created by ONCE in 1988 as a tool for cooperation and solidarity of Spanish people with blindness with other groups of people with disabilities to improve their living conditions.

**Our vision is to constantly evolve in response to new challenges and continue to spearhead the fields of social inclusion and autonomy for people with disabilities in a supportive and sustainable way.**

## Institutional Aims: Our Priority Action Areas

4.4 million people with disabilities are estimated to live in Spain, approximately 9.5% of the population. The employment rate for this group stands at 26.7% compared with 64.3% for the population without disabilities<sup>1</sup>.

Understanding employment as an essential pillar of social inclusion, alongside accessibility, we aim to:

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

<sup>1</sup> Source: 2020 Disability, Personal Autonomy and Situations of Dependency Survey (INE, National Statistical Institute in Spain), published in April 2022, and 2020 Employment of Persons with Disabilities Survey (INE, National Statistical Institute in Spain), published in December 2021.

## ONCE Foundation Executive Area and ONCE Social Group

ONCE Foundation works with three other entities which, together with the Foundation, make up the **ONCE Foundation Executive Area**: they are the **Inserta Empleo** and **Inserta Innovación** associations and the **Servimedia** news agency, and together we roll out our activity across Spain.



### ONCE SOCIAL GROUP

**71,194** people were working at the ONCE Social Group at the end of 2021.

**58.2%** had a disability.

**4th** largest non-public employer in Spain.

**Number-one** employer of persons with disabilities anywhere in the world.

ONCE Foundation is part of the **ONCE Social Group** that also includes **ONCE** (our founder) and **ILUNION**.

ILUNION is the ONCE Social Group business branch whose mission is to take an innovative and cost-effective approach to creating quality employment for people with disabilities and to include other vulnerable groups. Its purpose is therefore to 'build a better world with everyone included'<sup>2</sup>.

ONCE Foundation is the majority shareholder in ILUNION (52.49%) and is the fundamental commitment of the Foundation in the field of social impact investment. The Foundation manages and administers this business group together with ONCE, which is responsible for the remaining 47.51% of the shareholding.

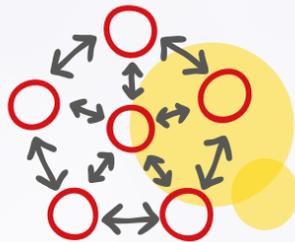


<sup>2</sup> ILUNION has six divisions developing more than 50 business lines and had 35,760 people on staff at the end of 2021, 41.5% with disability. See the **ILUNION 2021 Sustainability Report** for more.

## Our System of Governance

The **Board of Trustees** is the Foundation's highest governing and representative body.

In addition to ONCE as the founding organisation, it includes representatives from the main organisations in the Disability movement in Spain, the Central State Administration and organisations from the business world.



### ONCE Foundation: The Home of Disability

#### Entities represented on the Foundation's Board of Trustees (2021)

 <b>ONCE</b> (National Organisation of Spanish Blind People)	 <b>FIAPAS</b> (Spanish Confederation of Families of Deaf People)	 <b>CERMI</b> (Spanish Committee of Representatives of Persons with Disabilities)
 <b>CNSE</b> (State Confederation of Deaf People)	 <b>Spanish Confederation for Mental Health</b>	 <b>Ministry of Social Rights and 2030 Agenda</b>
 <b>COCEMFE</b> (Spanish Confederation of Individuals with Physical and Organic Disabilities)	 <b>ASPACE Confederation</b> (Spanish Confederation of Organisations for the Care of Individuals with Cerebral Palsy and Related Organisations)	 <b>acciona</b> Acciona, S.A.
 <b>Plena inclusión</b> Spanish Confederation for Full Inclusion		

 **17** of the 42 people who joined the Board in 2021 were women (40%) and **32** were people with disabilities (76%).



## Human team

**619** people working for the labour inclusion of people with disabilities and the promotion of universal accessibility (data at the close of 2021):

- ▣ **96** at **ONCE Foundation**.
- ▣ **491** in **Inserta** associations.
- ▣ **32** at **Servimedia**.

▣ **A diverse and stable team:**

- **77.4%** people with disabilities.
- **70.1%** women.
- **59.3%** people aged 45 and over.
- **14** different nationalities.
- More than **40** different disciplines and degrees.
- **60.1%** with a permanent contract.

▣ **50 work centres**, 29 classified as a Special Employment Centre.

- ▣ **Training plan:** 135 training activities implemented during 2021.
- ▣ **Communication and dialogue. Knowledge management** project to promote internal communication and collaboration between areas, with the annual ONCE Foundation "Showroom" initiative as a cornerstone.

▣ **LGBTI+ commitment:** EMIDIS seal as a responsible entity for sexual, family and gender diversity, and membership of the REDI business network for LGBTI diversity and inclusion.



# 2. FUNDING AND ALLOCATION OF RESOURCES

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

As the founding entity, **ONCE** is the Foundation's main financial backer, to which it allocates 3% of its sales of responsible lottery products annually, amounting to EUR 67.1 million in 2021.

The second source of funding is the **European Social Fund (ESF)**, from which the Foundation received EUR 26.6 million last year.



ONCE Foundation has had an important partnership with the European Social Fund since 1998, allowing it to multiply its social impact. The ESF has entrusted the Foundation, together with Inserta Empleo, with the management of the Operational Programmes for Social Inclusion and Social Economy (POISES) and Youth Employment (POEJ) for the 2014-2020<sup>3</sup> period.



## Indirect Economic Effects

In 2021 the **contribution** from the ONCE Foundation Executive Area to Spanish **public authorities** amounted to **EUR 7.2 million** in terms of taxes to the Public Treasury and Social Security payments for employees.

The Foundation also maintained commercial relationships with a total of **945 vendors, 97% local** (located in Spain), which implies a significant social and economic impact on the country.

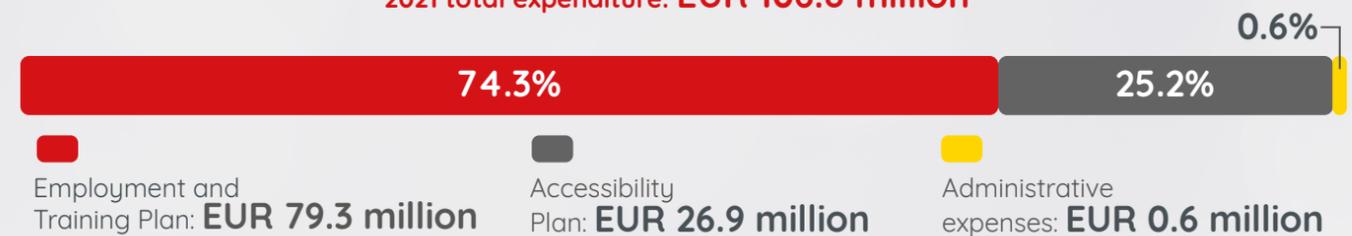
## 2021 Income by Source

	Million euros	%
ONCE	67.1	61.1
European Social Fund (ESF)	26.6	24.2
Private donations	1.8	1.6
Other sources <sup>4</sup>	14.3	13
<b>Total</b>	<b>109.8</b>	<b>100</b>



## 2021 allocation of expenditure

2021 total expenditure: **EUR 106.8 million<sup>5</sup>**



99.4% of expenditure for 2021 went to fulfilling institutional goals

Total contribution: **EUR 7.2 million**



<sup>3</sup> In the 2014-2020 ESF programme period (to be implemented between 2016 and 2023), the Foundation is the manager, with the dual status of Beneficiary Entity and Intermediate Body, of the abovementioned Operational Programmes through Inserta Empleo.

<sup>4</sup> Other sources: this includes non-ESF grants, cancellations and repayments of aid, partnership agreements, other donations, financial revenues and others.  
<sup>5</sup> The 2021 financial year closed with a EUR 3 million budget surplus, to be allocated as follows: 1 million to social impact investments and 2 million to the purchase of real estate assets.



3.

# EXCELLENT AND SUSTAINABLE INTERNAL MANAGEMENT



## Ethics and Integrity

Implementing the ONCE Foundation mission requires **exemplary behaviour** from all the people who form part of the organisation and/or act on its behalf.

The Foundation has various codes and manuals providing specific and shared behavioural guidelines, as well as an **Ethics Channel** (common to the whole of the ONCE Social Group).

No complaints were received by the Ethics Channel regarding ONCE Foundation Executive Area in 2021, nor was any case of harassment and/or discrimination detected.

### ONCE Foundation Ethics Tools

- ▣ **Ethics Code of Conduct for Directors, Executives, Middle Managers and Other Officers of the ONCE Social Group** (also applicable to the Trustees of the ONCE Foundation).
- ▣ **Manual on Ethical Conduct Guidelines** for Directors and Executives of the ONCE Social Group.
- ▣ **Manual on Ethical Conduct Guidelines** for Middle Managers and Non-Senior Management of the ONCE Social Group.
- ▣ **Ethics Code of Conduct and Guide** for the Workers of the ONCE Foundation and Associations reporting to it.



By year-end 2021, **all** persons required to sign the code (management team, middle managers and officers) had done so.

- ▣ **Code of Ethics and Good Conduct** for Programme management of the European Social Fund of the ONCE Foundation and of the Inserta Empleo association.
- ▣ **Auditors' Charter.**
- ▣ **Code of Conduct for Not-for-Profit Entities** for the Execution of Temporary Financial Investments.
- ▣ **Code of Conduct for Suppliers and Business Partners** of the ONCE Social Group.

No breach of the ONCE Foundation Criminal Compliance Policy in 2021.



## Risk Management and Compliance

We have a variety of internal tools to pinpoint, prevent, address and mitigate risks.

- Integrated risk management system and risk map.
- Criminal Compliance Policy, Criminal Compliance Management System and Criminal Prevention Body.
- Tax Compliance Policy, Tax Compliance Structuring Document, Tax Strategy and Tax Compliance Body.



### The eleven values of the ONCE Social Group

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



## Internal Control, Accountability and Transparency

The Foundation continuously monitors programmes and results, upholding a firm commitment to transparency and providing relevant and truthful information to stakeholders.

- Annual Audit Plan to monitor, control and evaluate the main activities and results obtained.
- Audit Committee.
- Publication of various externally verified annual reports, including the consolidated Non-Financial and Diversity Information Statement<sup>6</sup> which accompanies the consolidated Financial Statements.

<sup>6</sup> Prepared annually in application of Non-Financial and Diversity Information Act 11/2018..

## Excellence

The management model of ONCE Foundation Executive Area entities is based on excellence and the continuous improvement of processes and activities, with various certifications and badges accrediting this commitment.

### 2021 Certification and Badges Map

	ONCE Foundation	Inserta Empleo	Inserta Innovación	Servimedia
EFQM +500	✓	✓		
UNE-EN-ISO 9001:2015 Quality Standard	✓	✓	✓	✓
UNE-EN-ISO 14001:2015 Environmental Management Standard	✓			✓
ISO 45001:2018 Occupational Health and Safety Standard	✓			✓
Bequal Premium Seal	✓			
Equality in the Workplace Badge (DIE)	✓			
Family Friendly Company Seal (EFR)	✓			
EMIDIS label (Companies committed to LGBTI diversity)	✓			



## Sustainability

## ESG

In addition to having an inherently social purpose focused on inclusion, equal opportunities and non-discrimination of people with disabilities, ONCE Foundation performs its work with a strong commitment to Sustainability across its three environmental, social (beyond Disability) and governance dimensions, the so-called ESG factors.

We work with a dual approach: our responsible and sustainable performance as an organisation in all three ESG areas, and the necessary promotion of the Disability dimension in public and private Sustainability agendas and strategies by third parties, both at home and abroad.

### Sustainability Policy

- Approved in July 2021, the Sustainability Policy defines our commitments and priorities in this area, with an ESG approach.
- It conveys the positioning and reference framework for Sustainability to our stakeholders.

### 2019-2022 Sustainability Master Plan

- Aligned with our global strategy and the 2030 Agenda and SDGs.
- 7 lines of action, 42 measures.
- 29% of the measures had been completed by the end of 2021 and the remaining 71% were under implementation, with completion expected in 2022.



### Environmental commitment<sup>7</sup>

- **Energy efficiency and emissions reduction:** procurement of electricity from **renewable** sources (**43.4%** of total electricity consumption in 2021), incorporation of less polluting vehicles into the fleet, charging points for plug-in electric and/or hybrid vehicles at our headquarters.
- **Decarbonisation Plan<sup>8</sup>:** setting of voluntary emission-reduction targets (scopes 1 and 2), reducing emissions gradually to almost zero by 2029 and committing to carbon negativity, i.e., offsetting more emissions than what we produce.
- **We have already offset 100% of the emissions** generated in 2019 and 2020 (scopes 1, 2 and 3) by supporting reforestation projects in Galicia, with plans to continue along this line in the coming years.
- Awareness-raising and sustainable culture: internal initiative named **“Green Makers”** to involve staff in minimising the environmental impact. 50 volunteer employees.



**Membership of Leading Forums in the Sustainability Area**

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<sup>7</sup> Learn more about our environmental impact indicators under “2021 Activities, Results and Impact: How we Contribute to the 2030 Agenda and SDGs”.  
<sup>8</sup> Developed in 2021 and finally approved in 2022.



4.

## 2021 ACTIVITY, RESULTS AND IMPACT:

### HOW WE CONTRIBUTE TO THE 2030 AGENDA AND SDGs

Our institutional purpose and goals are linked to the 2030 Agenda and the Sustainable Development Goals (SDGs), to which ONCE Foundation contributes through its daily activity.

This international framework also expressly recognises people with disabilities as a vulnerable group and various SDGs specifically mention this collective of 1 billion people worldwide, 100 million of whom live in Europe and 4.4 million in Spain. This is in line with the **UN Convention on the Rights of Persons with Disabilities**, ratified by Spain and all EU countries, whose principles inspire and guide the Foundation's work.



We also work in connection with the main action lines in Spain and Europe regarding Disability Policy, such as those set out in the **Spanish Disability Strategy** and the **European Strategy for the Rights of Persons with Disability**.

Taking the above into account, the following pages reflect ONCE Foundation's activities, results and main impacts in the 2021 financial year in terms of its links with and contribution to the different SDGs.

*We contribute to a sustainable and inclusive economy that leaves no one behind.*

8 DECENT WORK AND ECONOMIC GROWTH



We run multiple **training and employment programmes for people with disabilities**, boosting their talent - with a strong commitment to digital skills development - and creating opportunities, promoting recruitment in companies, quality employment and entrepreneurship. In doing so, we work for an **inclusive economy** that leaves no one behind.

- **10,956 jobs** created for people with disabilities in 2021<sup>9</sup>, including **78 jobs** created through entrepreneurship support programmes.
- Focus on job creation for **people with disabilities with greater difficulties**. Of the 10,956 jobs created:
  - **17.6%** were for people aged under 30.
  - **46.1%** were for people aged over 45.
  - **14.4%** were for people with a degree of disability equal to or greater than 65%.
  - **30.7%** were for people with an intellectual or psychosocial disability.
- **353** occupational placements.
- **17,621** people with disabilities received occupational training.

- **Digital Talent Programme** for the development of digital and tech skills in areas such as programming, digital marketing, drone piloting and data analytics, among others:
  - **803** training actions.
  - **5,314** students with disabilities nationwide.
  - **72** scholarships approved to facilitate inclusion in the Programme's training activities.
  - **New headquarters** in the centre of Madrid - an emblematic reference space in digital and tech training for people with disabilities. 1,800 m<sup>2</sup> multi-purpose space with classrooms, meeting rooms, a coworking area and a hub to host events and presentations.



- **33,370** people with disabilities supported to through **Inserta Empleo**, with career guidance interviews, tutoring, evaluation and skills development.
- **53,505** people with disabilities applied for job offer requests from companies.
- Promotion by **ODISMET**, ONCE Foundation's Observatory on Disability and the Labour Market in Spain, to improve the availability of statistical information on the situation of people



with disabilities in the labour market. ODISMET makes almost **100 indicators** available and published its sixth report in 2021.

- Around **11,000 attendees** at the **31 activities** carried out in 2021 in the **Paralympic Trainers Programme**, intended to convey the values of Paralympic sport and Disability through motivational conferences and workshops in companies and education centres. The Programme



is developed within the framework of the ADOP-Employment - PROAD Plan, promoted together with the National Sports Council and the Spanish Paralympic Committee.

- **Methodological transfer** of the model of labour insertion of people with disabilities from Inserta Empleo to four countries in Latin America (Colombia, Ecuador, Costa Rica and Dominican Republic), through a project co-funded by the Inter-American Development Bank (IDB).

4 QUALITY EDUCATION



We take action to engage youth with disabilities in the world of education on an equal footing, especially by promoting **inclusive universities** and fostering **accessible educational environments**.



- **799 scholarships** awarded to students with disabilities, including:
  - **326** scholarships for young students with intellectual disabilities under the UniDiversity Programme, in collaboration with 23 universities.
  - **286** scholarships for training placements in collaboration with CRUE<sup>10</sup>.
  - **102** "Opportunity for Talent" scholarships for postgraduate studies, International Mobility, Study and Sports, doctorates and research work.
  - **35** excellence and languages scholarships<sup>11</sup>.
- 2nd **Queen Letizia Programme for Inclusion** by the Spanish Royal Board of Trustees on Disability, managed by ONCE Foundation, with **944 scholarships** awarded and paid for between 2021 and 2022.
- **International programmes and projects** in the field of inclusive education, including:
  - Leadership of the **EUNI4All-NETWORK** to consolidate a European network of inclusive universities.
  - Participation as partners in the **Erasmus + PINC "Inclusive Playgrounds"** project aimed at improving the skills of education and sports-science students for inclusive intervention in children's playgrounds, and **Erasmus + SPORT PARA-LIMITS** project for the social inclusion of student athletes with disabilities through dual careers.
- **Fifth International Congress on University and Disability** (CIUD) under the title "Digital Transformation for an Inclusive Education", which almost a thousand participants signed up for and where 90 speakers from the five continents participated in 20 round tables.

<sup>9</sup> Of this figure, 99.5% corresponds to employment created for entities outside the ONCE Social Group, and the remaining 0.5% to internal employment by the ONCE Foundation, the Inserta Empleo and Inserta Innovación Associations, and Servimedia.

<sup>10</sup> Conference of Spanish University Rectors.

<sup>11</sup> Additionally, there are the 50 scholarships awarded to women with disabilities under the Radia Programme, referred to in SDG 5 on Gender Equality.

11 SUSTAINABLE CITIES AND COMMUNITIES



We promote the **accessibility of environments, products and services**, including transport, public spaces and green areas, contributing to sustainable and inclusive urban developments and rural environments.

- **EUR 12.4 million** invested in support projects for accessible actions.
- **11,127 grants** awarded:
  - **154** for the purchase of accessible vehicles.
  - **294** for the acquisition of assistive products.
  - **260** for the physical adaptation of supervised centres and housing.
  - **415** for personal autonomy services in centres.
  - **4** to improve virtual environments.
- **Generation and dissemination of knowledge on universal accessibility:**
  - **15,864 users** and **1,155 3D support product design** downloads from **Accessibilitas**, a portal for the generation and outreach of knowledge on Universal Accessibility promoted by ONCE Foundation and the Spanish Royal Board of Trustees on Disability. 
  - **14,513 people** trained at events, congresses and courses.
  - **2,423 hours** of consultancy for public and private organisations to assess the accessibility of their web portals and physical environments, as well as advice on legal matters.
  - **26 new publications** produced in 2021.
  - **4,601 downloads** of Foundation accessibility publications online.
  - **249 accessibility reports**.
  - **88 awareness campaigns** and actions.
- Renewal of the **public-private partnership** on accessibility established between ONCE Foundation and the **Spanish Royal Board of Trustees on Disability**.
- Start of the **2nd National Accessibility Plan**, to be launched in 2022 by the Spanish Royal Board of Trustees on Disability and the Spanish government's Directorate-General for the Rights of Persons with Disabilities.
- **4th International Congress on Technology and Tourism for Diversity**, organised in collaboration with UNWTO (World Tourism Organization), the European Network for Accessible Tourism (ENAT) and the Spanish Royal Board of Trustees on Disability, with 808 sign-ups and 5,675 views on YouTube. Also in the field of tourism, of note was our engagement in the approval of the **ISO 21902 standard on Accessible Tourism**.
- Participation at the **2020 Dubai Expo** (Spain Pavilion), showcasing the latest developments in accessible technology as part of International Day of Persons with Disabilities.
- Presence at the **27th Ibero-American Summit of Heads of State and Government held in Andorra**, making the summit's spaces and services accessible to all.



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We boost the participation of people with disabilities in an **increasingly digital and intelligent society** and are committed to **R&D** to find **new solutions in accessibility** of environments, products and services, with the ultimate aim of improving the quality of life of people with disabilities.

- Promotion of **multiple innovation projects** across areas such as:
  - Raising awareness among children of the importance of universal design, combining play and technology with the **"Incluyes" project**.
  - Transport and mobility, in collaboration with **Alstom** (metro and trains) and the **"Pulse"** (lifts) and **"SAFERUP"** (city pavements) projects.
  - Tourism, with the **"Accessible Camino de Santiago"** project (Accesible St. James Way).
  - Health, with the **"Accessible Medicine Plus"** app that had been downloaded 61,500 times on Android and 27,800 on iOS by the close of 2021, and management of **eVIA** (Health and Active and Independent Living Technologies Platform).
  - Care robotics, with the **"AccessRobots"** initiative.
  - Other areas, such as the **"POCTEP"** project on cross-border cooperation for the creation of the Iberian Centre for Combating Forest Fires (**"CILIFO"**) or research on **charging points for electric vehicles** and implications in terms of accessibility for people with disabilities.
- **Innovation** with a special focus on the **work environment:**
  - **"Por Talento"** job management platform (and app) for people with disabilities: accessible portal incorporating AI to offer different services and functionalities. 
- **"AccessJobs" project** to facilitate work environment accessibility.
- **"ACCESSIBILITECH" project** to identify and develop inclusive and accessible tech solutions in the areas of remote working, e-learning and online care services.
- Commitment to **accessibility** linked to the **video game** industry:
  - Promotion of the **"GA11Y"** project on accessible video games. 
  - Participation in the **Amazon GAMERGY MAPFRE Edition video game fair** with two adapted games stands to raise awareness around people with disabilities and access to the world of video games.
- **12 solutions** for innovative business ventures and the provision of social value for Disability supported via the **ONCE Foundation Accelerator Programme** in sectors such as healthcare, inclusive education and the smart human city.
- **42 social-scientific research projects and studies** in total.
- **Master in Accessibility for Smart City: The Global City**, in collaboration with the University of Jaén, with the 8th edition (2021-2022) kicking off with the participation of 40 students (10 with disabilities). 

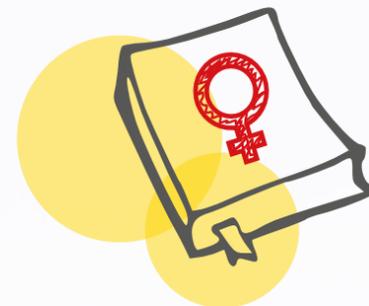
5

GENDER EQUALITY



We maintain a strong commitment to **equality between women and men and non-discrimination**, apply the gender perspective and intersectional approach in our programmes, and develop dedicated actions to promote the labour inclusion of **women with disabilities who are victims of gender violence**.

- **Gender perspective in our core programmes**, with the following key indicators in 2021:
  - **44.6%** of the **jobs** created for people with disabilities (out of 10,956) were for women.
  - **37.2%** of the **jobs** created for people with disabilities through **entrepreneurship** support programmes (out of 78) were for women.
  - **45.9%** of the people with disabilities who received **occupational training** during 2021 (out of 17,621) were women.
  - **46%** of the students in the **Digital Talent Programme** in 2021 (out of 5,314) were women.
  - **55%** of the **scholarships** awarded in 2021 to students with disabilities (out of 799) went to women.
  - **50 scholarships** awarded to women in 2021 under the **Radia Programme** for training in digital technologies and the inclusion of women with disabilities in tech-based working environments.
- **Support for women with disabilities victims of gender violence** provided by Inserta Empleo:
  - **3,723** women registered in the job seekers' pool.
  - **713** women given career guidance through the **ON GV Women Project (Women in the ON mode-gender violence)**.
  - **232** women with disabilities victims of gender violence found a job.
- **Internal equality plans** and related monitoring committees; **Coordinating Committee** on Diversity and Equality; **Anti-harassment Procedure** and **Anti-harassment Committee** (ONCE Foundation).
- **Gender Equality Commitment Framework** adopted in 2021.
- **50%** of the ONCE Foundation Executive Area management team are women. Gender pay gap in the workforce: **9.9%**.



10

REDUCED INEQUALITIES



We promote the **social inclusion of people with disabilities**, channelling resources to **support the Disability associative movement** and we foster their participation in multiple areas such as culture, sport and volunteering. We also conduct important social awareness work to help reduce inequalities.

- **2,192 projects** in the Disability sector received our funding (80.3% of the 2,729 projects submitted in total):
  - **62.9%** projects for entities in the Disability sector, supporting **954 different organisations**.
  - **27.7%** for individuals.
  - **9.4%** for own-initiative programmes in favour of people with disabilities.
- **EUR 78.3 million** approved in projects for the Disability sector in total:
  - **67.9%** employment and training projects.
  - **32.1%** accessibility projects.
- Promotion of **sport** for people with disabilities, including Paralympic and grassroots sport. **100 wheelchairs** donated to sports schools in 2021, and **more than 250** in the past five years.
- **“Cambio de Sentido”** permanent exhibition hall to promote the employment of artists with disabilities.
- **470 volunteers** mobilised under the ONCE Foundation's Volunteering Plan in 2021, engaging in **380 activities**.
- **231 organisations** registered at the close of 2021 and **1,173 users** trained in the **Inclusive Finance project** aimed at people with intellectual disabilities or learning difficulties.
- Assignment of **87 venues to 61 social and disability enterprises** to stage events, exceeding the equivalent transfer cost estimated at EUR 42,225.
- Extensive **communication work** to highlight the barriers faced by people with disabilities in their daily lives, combat prejudice and stereotypes and promote achievements and progress:
  - **246** actions generating **4.159** media impacts (online, print, radio and TV).
  - Cumulative gross audience of **1,022,694,002** people.
  - **63,985** Twitter followers and **4.7 million** YouTube views.
  - **526,615** website visits and **22,855** visits to the ONCE Foundation Blog.
  - **44,542** visits to the virtual library.
- **Servimedia**: the leading agency in social information in Spain -
  - **1,062,613 million** website users in 2021.
  - **88** dialogues and discussion meetings held at Servimedia.
  - **103** interviews with political, economic and social leaders in the Servimedia television studio.
- **ONCE Foundation Library**, with 5,911 documents including the **Children's Library - Stories Spreading Dreams**, bringing Disability closer and promoting the value of diversity among children.
- Participation in the Disability Experts Group of the **National Statistical Institute (INE)** for the preparation of the 2020 **Disability, Personal Autonomy and Situations of Dependency Survey**, published in 2022 and replacing the previous one from 2008.



**16** PEACE, JUSTICE AND STRONG INSTITUTIONS



We champion equal **access to justice for people with disabilities** and encourage the adoption of inclusive, participatory and representative **decisions** of the Disability sector, adding to our work for non-discrimination and the **effective exercise of rights**.

- Permanent support to the **Spanish Committee of Representatives of Persons with Disabilities (CERMI)** as a platform for the representation, advocacy and action of Spanish citizens with disabilities.
- **910 users** registered in **COMPASSS** (the online Learning Community for the Sustainability of the Social Sector), an initiative of ONCE Foundation and CERMI, funded by Citi Foundation.



- Monitoring and contribution to **115 European, national and regional regulations** affecting people with disabilities and their families.
- Cooperation with **legal practitioners** such as the General Council of Spanish Lawyers, the Aequitas Foundation of the Spanish General Council of Notaries, the Justice and Disability Forum of the General Council of the Judiciary in Spain and the Association of Attorneys of Madrid.
- Finalisation in 2021 of the **JUST4ALL European project**, focused on promoting access to justice for persons with disabilities by raising awareness among legal practitioners.

**17** PARTNERSHIPS FOR THE GOALS



Only in collaboration can we achieve our objectives and generate a greater impact. **Partnerships** with government, business, academia, civil society, the Disability sector and all types of organisations are **part of our DNA**.

- Strong partnership with the **European Social Fund (ESF)**, amounting to more than **two decades** of close collaboration to multiply our impact, particularly in employment and training.
- **185 collaboration agreements** with public and private organisations in different fields signed in 2021. 18 agreements with different municipalities and local authorities as a growing commitment to job creation and the inclusion of people with disabilities in sparsely populated rural areas of Spain.
- More than **110 leading companies and organisations** associated with the **Inserta Programme and Inserta Responsible Forum** at year-end. In 2021, jointly exceeding the cumulative overall figure of **28,000 contracts** for people with disabilities.
- **36 organisations** were certified with the **Bequal seal** by the end of 2021. This seal is an accreditation recognizing disability-inclusive companies and entities.
- Drive to include social clauses in public and private procurement through the **CON R Forum**, with **more than 20 member entities**.



- Presence and active engagement in the main Spanish and European **foundations, social economy and disability sector** platforms<sup>12</sup>.
- We spearheaded **multi-agent collaborative initiatives** at European level such as **Disability Hub Europe**, co-funded by the European Social Fund, to promote the potential of the binomial Disability and Sustainability, and the **D-WISE Network** (formerly the European Observatory for Inclusive Employment and the SDGs).
- Participation in other initiatives such as the European project **Alliance for Inclusive Investment in Social Care and Support (a4i)** to promote quality social investment and the Erasmus+ projects **QOLIVET** and **B-WISE**.
- Important **international activity**, as demonstrated by alliances with the World Bank, the Inter-American Development Bank (IDB) and the Development Bank of Latin America (CAF), among others. We also took part, through ILUNION, in the **Transatlantic Inclusion Leaders Network (TINL)** of the German Marshall Fund.
- **137 employees** from ONCE Foundation and Inserta participated in the **Gracias a Ti** (“Thanks to You”) solidarity payroll programme (rounding up of payslips) in 2021, raising more than EUR 12,000, which was donated to three NGOs chosen by our staff.
- Fundraising among companies and individuals through the **Colabora** (“Collaborate”) website and dedicated campaigns.



<sup>12</sup> See section 5 for further information. “We are part of the ecosystem”

Additionally, ONCE Foundation also contributed to the following SDGs:

**3 GOOD HEALTH AND WELL-BEING**  
 We make **accessible and safe working environments**, promoting ONCE Foundation as a **healthy place to work**.

- **No serious accident or professional illness** in 2021 in the ONCE Foundation Executive Area entities.
- **COVID-19 Action Plan** for preventing contagion and protecting the workforce.
- Health and safety management system certified according to the **UNE ISO 45001:2018** standard at ONCE Foundation and Servimedia.
- Specific management procedures to identify the needs of persons with disabilities in regard to **health and safety**.

**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**  
 We are making headway in **resource efficiency** and are committed to **reducing the use of plastics and preventing waste**.

- Environmental management system certified according to the **UNE ISO 14001:2015** standard at the ONCE Foundation and Servimedia.
- **Preventing waste and proper management of generated waste:**
  - Paperless office project and progressive digitisation of activity. Widespread use of recycled and sustainable paper.
  - **4.25 t of paper** consumed: 83.8% recycled and 98.9% with minimal environmental impact (Blue Angel label and EU Ecolabel).
  - **0.15 t of toner** consumed, 56% remanufactured ink.
  - Water sources and other items such as cups and glasses, cutlery, coffee makers, etc., made available to staff to minimise waste, particularly plastic. Plastic bottles discouraged from use at meetings and events and replaced with more sustainable options.
- Purchase of furniture from recycled material for the new Digital Talent Programme headquarters. Regular donation of any furniture replaced at social organisations, extending its useful life and avoiding waste generation.
- **47.32 t of waste** generated at our 50-plus workplaces and properly managed, 99.9% being non-hazardous waste.
- **Awareness-raising and sustainable internal culture: “Green Makers”** inhouse initiative for staff on minimising environmental footprint. 50 volunteer employees.



**13 CLIMATE ACTION**  
 We are taking firm steps towards **reducing greenhouse gas emissions** linked to our activity and backing **reforestation** projects to minimise our footprint. We are also working in support of **energy** and **water efficiency**, reinforcing the importance of environmental Sustainability within our organisation and the urgency for action against climate change.

**6 CLEAN WATER AND SANITATION**  


- **2021 carbon footprint** (ONCE Foundation Executive Area):
  - 54.75 t of CO<sub>2</sub> eq. direct GHG emissions (scope 1)
  - 100.64 t of CO<sub>2</sub> eq. indirect GHG emissions (scope 2)
- **Decarbonisation Plan:** establishment of voluntary emission reduction targets for the coming years, with plans to reduce the carbon footprint almost entirely by 2029 and a commitment to carbon negativity, i.e., to offset more emissions than we produce.
- **100% offsetting of emissions** produced in 2019 and 2020 through support for reforestation projects in Galicia.
- **3,982.49 GJ of energy consumption:** 80.7% power consumption and 19.3% fuel consumption (fleet and installations).
- **43.4%** of power consumption from renewable sources.
- Incorporation of **cleaner vehicles** into the fleet and installation of **charging points** for plug-in electric and/or hybrid vehicles.
- **2.94 ML of water** consumed in 2021 by the entities in the ONCE Foundation Executive Area (100% from the public network).

**7 AFFORDABLE AND CLEAN ENERGY**  


**SUSTAINABLE DEVELOPMENT GOALS**

# 5. WE ARE PART OF THE ECOSYSTEM

ONCE Foundation is involved in more than 30 forums, entities and multi-stakeholder initiatives of relevance at national, European and international level.

## Nationwide

- ▣ Spanish Committee of Representatives of Persons with Disabilities (CERMI).
- ▣ Justice and Disability Forum.
- ▣ Spanish Royal Board of Trustees on Disability.
- ▣ Spanish Association of Foundations (AEF) and Institute for Strategic Analysis of Foundations (INAEF).
- ▣ National Advisory Board for Impact Investment (SpainNAB).
- ▣ Spainsif (Sustainable and Responsible Investment platform in Spain).
- ▣ Forética.
- ▣ Spanish Social Economy Business Confederation (CEPES) - on behalf of ILUNION.
- ▣ Spanish Section of the European Centre of Employers and Enterprises providing Public Services (CEEP) - on behalf of ILUNION.
- ▣ FEACEM (Spanish Business Federation of Associations of Special Employment Centres) - through AECMFO (ONCE Foundation Business Association of Special Employment Centres for people with disabilities).
- ▣ Others: Fundación Vodafone, Fundación Aequitas, Fundació TMB (Barcelona Metropolitan Transport), Foundation for the Promotion of Youth Sport, Foundation for the Rehabilitation of People with Spinal Injuries and Fundación CASER<sup>13</sup>.



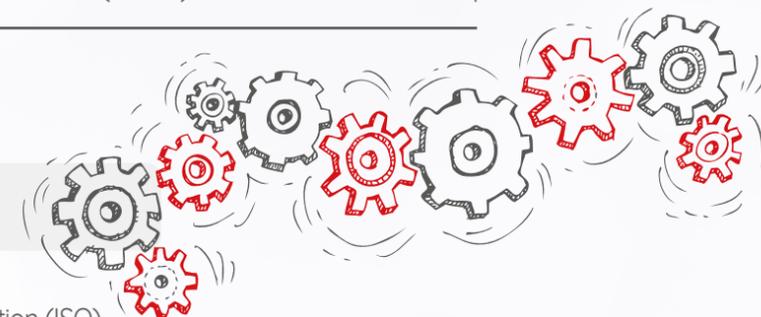
## Europe-wide



- ▣ European Foundation Centre (EFC).
- ▣ European Disability Forum (EDF).
- ▣ European Platform for Rehabilitation (EPR).
- ▣ European Association of Service providers for Persons with Disabilities (EASPD).
- ▣ European Design Institute for All (EIDD - Design For All Europe).
- ▣ European Network for Accessible Tourism (ENAT).
- ▣ European Venture Philanthropy Association (EVPA).
- ▣ European Economic and Social Committee (EESC) - representing the Spanish Social Economy Business Confederation (CEPES).
- ▣ Social Economy Europe (SEE) - representing EFC.
- ▣ SGI Europe - representing the Spanish Section of CEEP.
- ▣ Global Action on Disability Network (GLAD) - as ONCE Social Group.

## Internationally

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



<sup>13</sup> The following alliances are also of note with regards Servimedia: Publishers' Open Club (Clabe - formerly Association of Periodical Publishers, AEEPP), Foundation of the Arbitration, Complaints and Journalism Commission of the Spanish Federation of Journalists' Associations (FAPE), Communication Commission of the Spanish Foundations' Association (AEF).



# 2021 AWARDS AND RECOGNITIONS

Last year we received 16 awards from different organisations valuing our work in support of people with disabilities and encouraging us to continue along this path.



**Promotion of Social Initiatives in Mobility Award for the developments fostered by the EspaIA accelerator in the field of sustainable, efficient, safe, connected and intelligent mobility**

**ONCE Foundation** | Awarded by Anfac, Faconauto, Sernauto and the Ibercaja Foundation

**Recognition for the Digital Talent Programme as a high-impact employment initiative**

**ONCE Foundation** | Awarded by Forética

**Commitment to the 2030 Agenda Award**

**ONCE Foundation** | Awarded by the Mutuality of the Abogacía Foundation

**2020 Tourist Excellence Award for the “Accessible Camino de Santiago” (St. James Way) Project**

**ONCE Foundation** | Awarded by Grupo Excelencias as part of Fitur 2021

**Recognition for the “Uno a uno” Programme as an innovative initiative**

**ONCE Foundation** | Awarded by the Zero Project conference

The ONCE Social Group, which includes ONCE Foundation, took first place in the 2021 MERCO ESG RESPONSIBILITY SPAIN ranking, a recognition that makes it the most responsible organization in the country in ESG matters.

The Group also topped the 2021 MERCO SOCIETY monitor that measures reputation and responsibility from a citizen perspective.



## Inserta

**EPR Prize 2021 for adaptation of training and employment services during the emergency situation caused by the COVID-19 pandemic**

**Inserta Empleo** | Awarded by the European Platform for Rehabilitation

**Recognition for the work of Inserta Empleo**

**Inserta Empleo** | Awarded by the European Union (through the selection and publication as a case study of labour integration involving a young person from the Canary Islands with disabilities)

**Integralia distinction for the generation of partnerships to promote labour inclusion**

**Inserta Empleo** | Awarded by the Integralia DKV Foundation

**Carmen Alborch Award for the ON GV Women Project (Women in the ON mode - gender violence) supporting women with disabilities victims of gender violence**

**Inserta Empleo** (ONCE Cantabria) | Awarded by the Santander section of the Spanish Socialist Workers' Party (PSOE)

**Recognition for the Inserta Responsible Forum at the Fifth Awards of the Spanish Association of Executives and Directors (Eje & Con)**

**Inserta Empleo** | Awarded by Eje & Con

**Toledo Business Federation Award in the category of Social Institution**

**Inserta Empleo** (Castile La Mancha) | Awarded by Fedeto (Toledo Business Federation)



**Human Rights Award from the General Council of Spanish Lawyers, in the media category**

**Servimedia** | Awarded by the General Council of Spanish Lawyers

**CERMI of Valencian Community Award in the category of media and social image of Disability**

**Servimedia** | Awarded by CERMI of the Valencian Community

**Recognition by the Spanish Federation of Sports for the Blind for the coverage of the Tokyo 2020 Paralympic Games**

**Servimedia** (recognition of journalist Mario Garcia) | Awarded by the Spanish Federation of Sports for the Blind

**Association of Victims of Covid-19 Award for information work conducted during the Coronavirus pandemic**

**Servimedia** | Awarded by the Association of Victims of Covid-19



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This document considered selected GRI Standards for Sustainability reporting. Except where a different scope is expressly indicated, the information included refers to ONCE Foundation, the Inserta Empleo and Inserta Innovación associations and Servimedia, the entities that make up the ONCE Foundation Executive Area.