The Social Business Model of ONCE & its Foundation

Conference on "Tackling long-term unemployment in the EU"
EUROPEAN ECONOMIC AND SOCIAL COMMITTEE
Brussels, 28 February 2017
ILUNION, the result of turning ONCE & ONCE Foundation’s social drive into a unique Business Group
Summary

1. Our business divisions
2. Good examples in different industries;
   - Industrial Laundries
   - Contact Center
   - Hotels
   - Consultancy
3. Positive legislation
   - Quota
   - Economic benefits (Tax & S. Security)
   - Inclusive E. Center Vs Sheltered E. center
4. CSR+D
   - Public & private procurement
   - Social responsibility focused on disability
     - BEQUAL Standard
5. ILUNION Corporate Video (if I have time)
ILUNION: Merge of ONCE & its Foundation social business groups

- In 1989 ONCE Foundation creates Grupo Fundosa to develop Companies to provide products & services hiring professionals with disability.

- In 1993 ONCE develops CEOSA (Corporación Empresarial ONCE) to extend and diversify businesses also hiring people with disability.

- In 2014 both groups merge into a unique model and under one brand: ILUNION.

- Work centers: 500
- Inclusive work centers: 229
- Workers with disability: 40%
- Total employees*: 40,000*
- Turn Over: 800 M €

*35,000 direct & 5,000 indirect
2.- Our business divisions

Divisions

Our divisions

BUSINESS & FACILITY SERVICES
Quality and excellence in services

HEALTH AND SOCIAL CARE
Friendly and quality services

BUSINESS SOLUTIONS
Large catalogue, maximum service

HOTELS, CATERING AND LEISURE
Quality and Professional Service

CONSULTANCY
Expert consultancy
3-. Good examples in different industries;

I will talk about 4 examples looking at 2 criteria

- Fixed assets
- Human resources qualification
3-. Good examples in different industries;

- Industrial Laundries
  - National leader
  - + 40 plants in Spain, Portugal, Andorra
  - 4,000 worker, + 95% with disabilities
  - +180 million kilos every year
3.- **Good examples in different industries;**

- **Hotels**
  - 25 hotels in Spain
  - + 1400 workers 50% with disabilities
  - 100% accessible
3. Good examples in different industries;

- Contact Center
  ➞ +1,800 workers, +60% with disabilities
  ➞ Back & front office for enterprises
3-. Good examples in different industries;

- Consultancy
  - Web accessibility
  - Urban & buildings & facilities accessibility
  - Transportation accessibility
  - User experience
4-. Positive legislation

- Quota
- Economic benefits
- Inclusive E. Center Vs Sheltered E. center

Positive discrimination measures
ILUNION & its Inclusive Employment Centers

• Prevention
  • Workplace accommodation
  • Premises accessibility
• Therapeutic workshops
• Physiotherapy services
• Cultural events
• Sporting events
• Leisure events
• Training
• Daycare center benefits
• Other social benefits
• Telework
• Flexible working hours/ work-life balance
• Career plan
5-. **CSR+D**

- Public & private procurement
- Social responsibility focused on D
- **BEQUAL Standard**
If I have time........

5.- ILUNION Corporate Video
Thank you @Ilunion @IgnacioVelo