



K2 – Strategic Partnerships  
„Beyond Inclusion: Employability for persons with disabilities”  
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### Research study on employability-disability nexus for the development of learning material for SMEs and persons with disabilities for social inclusion and benefits for SMEs

REPORT FOR SPAIN





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### 1. Methodological approach

The activities leading to the elaboration of this report were implemented from January until June 2021. They were implemented by a team of 4 staff from ITC and required regular internal meetings to adapt the proposed tools, translate them and involve the key desk and field data sources.

This report follows the agreements taken by the consortium, and, in this frame:

- **Desk research:** overall situation regarding persons with disability in Spain, including the sources of the information includes can be found in chapter 2 of this document.
- **Field research:** is included in chapters 3 and 4 of this report. Chapter 3 includes the analysis of the quantitative and qualitative study on employability regarding disability in Spain and chapter 4 presents the conclusions.

The methodology followed included the following steps:



Please note that demographic data is included as part of Desk research in Chapter 2.



## 2. Literature review regarding the disability-employability nexus in SPAIN.

### 2.1 Employability of persons with disabilities in SPAIN

Statistical data based on the poll EDAD 2008 by the Spanish National Institute for Statistics (INE) reveals that 3.85 million persons in Spain (out of which 59.8% are women) are affected by some level of disability which is equivalent to 8.5% of the population. These figures were the basis for the second Spanish Disability Strategy 2012-2020 (see the following section).

According to the Olivenza Report of the State Disability Observatory in 2018, the latest data available, register a total of 1,840,700 people with disabilities between the ages of 16 and 64, which it represents 6.1% of the Spanish population.

According to the 2010 OECD Report, Sickness, Disability and Work: Breaking the Barriers (Vol.2), **only 35% of people with disabilities in Spain were employed**. This data is updated in 2018: according to the Olivenza Report of the State Disability Observatory, 1,193,500 people with disabilities were inactive in 2017 in Spain, that is, outside the labour market. **From 2010 to 2018, the employment rate decreased to 25.1%.**

**We can see that even though the percentage of population with disability in Spain has decreased from 2008 to 2018, the unemployment rate has increased significantly.** Reasons include low work motivation and widespread stigma concerning the work ability of people with disability, and the ineffectiveness of the employment regulations and supports.

At present in Spain, there are two possibilities of labour integration of people with disabilities:

1. Direct integration into the ordinary open labour market and
2. integration into the protected market through SPECIAL EMPLOYMENT CENTERS.

Special Employment Centres (see section regarding Enablers) offer employment to the disabled. Employment centres are considered as work integration companies where people with disabilities can join a job and perform activities or functions according to their personal characteristics. There are support programs for its creation with some grants and public subsidies aimed at promoting the labour integration of people with disabilities.

#### **Employer Legal Requirements as FACILITATORS:**

Companies that have had an average of 50 or more employees in the last 12 months are required to hire at least 2% of workers with disabilities (with an equal to or higher than 33%-degree disability).

A company that wishes to be exempted from the obligation must expressly apply to the SEPE (Public State Employment Service) and document either no available qualified disabled talent or it would impose a burden

Employers can receive different financial benefits depending on the type of a contract offered to a person with a disability, either permanent or temporary.



### Accessibility Requirements:

Spain has developed a National Accessibility Plan to remove architectural barriers that remain. The plan will also address access to goods and services along with public administrations.

Definition for ICT and reasonable accommodations exist in current legislation:

- ✓ Spanish law 34 of 2002, passed on July 11, 2002, related to “*De servicios de la sociedad de la información y de comercio electrónico (LSSICE)*,” or “services of the information society and electronic commerce.” Section five of the “*Disposiciones Adicionales*” relates to accessibility for people with disabilities and the elderly. This section directed that public sector websites be made accessible to individuals with disabilities by December 31, 2005 in line with the requirements of widely recognized accessibility standards.
- ✓ Level Access Spanish Accessibility Requirements Article
- ✓ Royal Decree 1494/2007 approves the Regulation on the basic conditions for access of people with disabilities to technologies, products and services related to the information society and social media.
- ✓ Royal Decree 1112/2018 provides guidance for the accessibility of websites and applications for mobile devices in the public sector. RD 1112/2018 FAQs
- ✓ The Spanish standards organization, AENOR, developed a Spanish web accessibility standard UNE 139803:2004. UNE 139803 is the official standard for web accessibility in Spain and defines the level of accessibility for public sector organizations (government websites) based on Law 34 of 2002 and Law 51 of 2003. UNE 139803:2012 updates the requirements and are based largely on WCAG 2.0 Level AA. European Accessibility Act: The European Parliament and the Council came to a provisional agreement on the Commission’s proposal for a European Accessibility Act on 8 November 2018.

## 2.2 Legislation regarding employment of persons with disabilities in SPAIN

### Definition of disability in Spanish legislation:

Based on the General Law on Rights of Persons with Disabilities and their Social Inclusion ([Royal Legislative Decree 1/2013](#)), disability is a situation that results from the interaction between people with foreseeably permanent deficiencies and any type of barriers that limit or prevent their full and effective participation in society, on equal terms with others.

Furthermore, Article 4 of the General Law identifies the Rights Holders as:

- People with disabilities are those who present physical, mental, intellectual, or sensory deficiencies, predictably permanent, which, by interacting with various barriers, may impede their full and effective participation in society, on equal terms with others.

In addition to what is established in the previous section, and for all purposes, those with a degree of disability equal to or greater than 33 percent shall be considered persons with disabilities in Spain. Social Security pensioners who have a permanent disability pension recognized in the degree of total, absolute or high disability, and passive class pensioners who have recognized a disability shall be considered to have a disability of equal or greater than 33 percent.

Spain ratified the UN Convention on the Rights of People with Disabilities on 3 December 2007.



**Disability Status Information:** can be collected during the employment application stage, after the labour offer and after employment commences. But, since these data are considered as specially protected, it can only be collected if the following two requirements are met:

- employee has been given GDPR-compliant notice of the data collection; and
- specific explicit consent has been collected from the relevant data subject for a specific processing activity.

In all cases it seems that local laws “completing” the GDPR will add a new requirement (in addition to the consent and the GDPR compliance notice): sensitive data can only be collected and processed in case it is strictly necessary pursuant to a legal obligation (not for internal reasons such as diversity policies).

There are some local laws “completing” the GDPR rules. The final picture about those additional local provisions is still not in sight and this document should be reviewed once said additional local provisions enter into force. As a matter of example, it seems that local laws “completing” the GDPR will add a new requirement to the collection and process of the so-called sensitive data to the ones established in article 9 GDPR: the collection and processing of sensitive data must be strictly necessary to comply with a legal obligation (not for internal reasons such as diversity policies).

### **Spanish National Plan for Persons with Disabilities 2010-2020**

The lines of action of the Plan are framed under the:

- UN Convention on the rights of persons with disabilities
- in the guidelines of the European Strategy on Disability 2010-2020
- in the Europe 2020 Strategy
- and in the provisions of the Spanish Strategy on Disability.

On the other hand, the General Law on the rights of people with disabilities and their social inclusion constitutes the legal reference and principles on which the Plan is inspired.

The Plan aims to eliminate the causes of discrimination, based on the idea that equal rights for all people must be the benchmark for any measure that seeks to act on the conditions of exclusion in which people frequently find themselves. with disabilities.

The principles of equal opportunities and equality between women and men are an essential part of the Plan, favouring the gender perspective in the context of disability, in such a way that women with disabilities, frequent objects of double discrimination, are specifically considered. Similarly, children with disabilities are considered, a group with a special risk of falling into situations of exclusion, violence and poverty and in which the UN Convention sets special interest.

It also pays special attention to people with disabilities who live in rural areas and to older people with disabilities, increasingly numerous groups, who will benefit from the actions of the Plan that have an impact on the promotion of active aging.

The Plan is structured in five axes or areas:

1. Equality for all people,
2. Employment,
3. Education,
4. Accessibility and



5. Dynamization of the economy, which are developed through operational objectives and specific actions.

In **2021 a PUBLIC CONSULTATION** has been issued for the new **Spanish National Plan for Persons with Disabilities 2021-30** available at:

[https://www.msrebs.es/normativa/docs/20210414\\_CPP\\_EED.pdf](https://www.msrebs.es/normativa/docs/20210414_CPP_EED.pdf)

Some Spanish regions have also issued in 2021 public consultations for their regional plans for people with disabilities, such as the one from Andalucía:

<https://www.juntadeandalucia.es/boja/2021/27/20>

### 2.3 Barriers and enablers to employment in SPAIN

Regarding the **BARRIERS**, the latest data available, register a total of 1,840,700 people with disabilities between the ages of 16 and 64, which it represents 6.1% of the Spanish population as a whole.

According to the Olivenza Report of the State Disability Observatory (2018), 1,193,500 people with disabilities were inactive in 2017 in Spain, that is, outside the labour market. The employment rate only reaches 25.1%. The unemployment rate stood at 19.5%. But, in addition, they are registered 136,700 long-term unemployed in the group, 76.2% (according to employment of people with disabilities). **Only 1 in four people with disabilities has a paid job**, thus evidencing the complex relationship between people with disabilities and employment.

Regarding the hiring, in 2017 308,376 were carried out contracts for people with disabilities, which out of the total contracts made, only represents 1.4%. Of them, 110,068 were specific contracts for people with disabilities, something more than 36%. In addition, 25% of the jobs created were from **special employment centers**, consolidating itself as one of the fundamental pillars of the employment of the group.

Together with the scarcity of employment, we find the precariousness of it. **The temporary employment rate is 90.3%**, and the turnover rate that has been increasing steadily.

#### ENABLERS:

**SPANISH SPECIAL EMPLOYMENT CENTERS:** At present in Spain, there are two possibilities of labour integration of people with disabilities:

1. Direct integration into the ordinary open labour market and
2. integration into the protected market through **SPECIAL EMPLOYMENT CENTERS**.

**SPECIAL EMPLOYMENT CENTERS** are social economy companies that combine economic viability and their participation in the market with their social commitment to groups with fewer opportunities in the labour market. Their structure and organization are the same as that of ordinary companies. Its workforce is made up of the largest number of disabled people allowed by its productive capacity, whose number cannot be less than 70% of the total number of workers.

Currently in Spain there are 800 **SPECIAL EMPLOYMENT CENTERS** which employ 85.104 disabled workers.



Moreover, there is a very strong network of third sector organizations, that is growing, supporting disabled people in Spain, below the names with Links:

**ONCE** is the Spanish organization for the blind and other disabled persons and they offer advice in areas such as management and accounting. Also provides grants to increase training and employability of persons with disabilities.

**ILUNION** is a unique business model conceived from the perspective of and for people, the goal of which is to create quality employment for people with disabilities. And the best way to achieve this goal is to develop and professionalize profitable and sustainable lines of business that offer a specialized, comprehensive and, as perceived by our clients, high value service

**Discapnet** is an initiative to promote the social and labour integration of people with disabilities, co-financed by Fundación ONCE and ILUNION Technology and Accessibility. It comprises two main lines of action: an information service for organizations, professionals, people with disabilities and family members *and* a platform for the development of actions aimed at promoting the participation in the economic, social and cultural life of people with disabilities.

**COCEMFE** is a non-profit non-governmental organization that was constituted in 1980. Its objective is to unite, strengthen, train and coordinate the efforts and activities of the entities that work in favour of the people with physical and organic disabilities to defend their rights and improve their quality of life. Reference their Talent Sourcing capability in the above section.

**CERMI** (Spanish National Council of Disabled Representatives) represents, defends, and acts on behalf of Spanish citizens with disabilities (more than 3.5 million) and their families.

The **Association of Supported Employment (AESE)** mission is to promote the development of Supported Employment in Spain and Latin America, so that more and more people with disabilities or at risk of social exclusion can successfully access the integrated labour world, and, with it, can be recognized in practice as citizens with all their rights.

**CEDDD**, the Spanish Council for the Défense of Persons with Disabilities and / or Dependency, includes 5,000 Associations, Centres and Special Education Units, 350,000 workers, 9,000,000 users and more than 2,000 volunteers. CEDDD represents and defends the rights and interests of persons with disabilities and / or dependents and their families and associations that represent them, as well as the entities that make up the environment of these persons. CEDDD mission is to integrate broadly and without exclusions all those people, associations and entities that work for the defence, improvement, and representation of people with disabilities and dependency. **CEDDD Members List**.

**National Confederation of Deaf People (CNSE)** is a non-profit and state-wide social action NGO that was founded in 1936. Since its creation, the CNSE has developed a work of vindication and political advocacy to achieve full citizenship of deaf people, as well as the implementation of care and service delivery programs through its federations and associations of deaf people. The CNSE It is made up of 17 Autonomous Federations, one for each Autonomous Community, and for the Association of Deaf People of the Autonomous City of Melilla.

**SID – Organización Nacional de Discapitados** (National Organisation for the Disabled) is an information directory for support and related services.



### 2.4 Good practices for learning materials in SPAIN

NAME OF THE GOOD PRACTICE 1:	COMPASSS' PLATFORM Hosted at <a href="http://www.compasss.cermi.es">www.compasss.cermi.es</a>
Type of good practice (Training Programme, Teacher Training, Handbook/Guidelines, Online Tool / learning Platform etc.).	Online Collaborative Learning platform
Description of the identified good practice.	Online Collaborative Learning platform that allows the ONGs for disabled people that register to develop knowledge and skills for the sustainability of the sector of the associative movement of disability, through materials, expert tutoring and collaborative learning.
Short description of the main aims, methodology and delivery method.	<p>The promotion of this Learning Community for the Sustainability of the Social Sector (CompassS) was carried out in April 2020 right after the pandemic, which has had a great impact on the ONGs for disabled people in Spain.</p> <p>Its objective is to respond to this situation, sharing information and specific materials, as well as a compendium of the regulatory framework, a tool for the collection and reporting of data from residential centers to the autonomous communities, or materials related to the eligibility of public expenditures.</p> <p>The platform has been reinforced with a specific section about the Coronavirus, which will be nurtured with the most relevant information and materials for the sector, both to facilitate the management of the current crisis and to promote its subsequent recovery.</p> <p>In addition, the community also has other sections focused on European Funds, the different formulas of public and private financing or financial management, which will also be expanded to support the social sector.</p> <p>The Spanish Committee of Representatives of People with Disabilities (CERMI) and the ONCE Foundation are strongly encouraging all entities of the social sector, and especially those of the disability association movement to register under COMPASSS (<a href="http://www.compasss.cermi.es">www.compasss.cermi.es</a>) to contribute with their own experiences and good practices towards strengthening the sector.</p>
Elements of the identified good practice that can be transferable to "O2 – Digital training modules for SMEs and persons with disabilities for a disability-inclusive workforce	The collaborative platform as a community of practice for ONGs and organizations to support disability during the pandemic is in itself an idea that could be replicated as part of O2 – Digital training modules

Do the learning contents of the identified good practice address different levels of learners? How these contents organized and what are the main differences amongst levels?	The identified platform is addressed to all organizations that aim to support disability. The platform offers materials, expert tutoring, and collaborative learning.
Does the practice identified comply with the accessibility and usability provisions to allow teachers and trainers to use its contents? In the affirmative case, please describe the adaptations implemented.	Yes, but it is all in ES: <a href="http://www.compasss.cermi.es">www.compasss.cermi.es</a>

<b>NAME OF THE GOOD PRACTICE 2:</b>	<b>2017 ILO and UN "Guide for companies on the rights of persons with disabilities: how companies can respect and support the rights of persons with disabilities and benefit from inclusion"</b>
Type of good practice (Training Programme, Teacher Training, Handbook/Guidelines, Online Tool / learning Platform etc.).	Guidelines.
Description of the identified good practice.	Jointly developed by the United Nations Global Compact and the ILO, the "Guide for companies on the rights of persons with disabilities: how companies can respect and support the rights of persons with disabilities and benefit from inclusion" proposes concrete actions and measures that companies can take to implement good practices that include people with disabilities in the workplace, in the marketplace and in the community, in line with relevant United Nations conventions and frameworks.
Short description of the main aims, methodology and delivery method.	<p>Many companies across the world have policies, practices and initiatives in place that seek to respect and support the rights and inclusion of persons with disabilities as employees, customers, suppliers, and community members. Some of the measures are required by law, but many go beyond legal requirements recognizing the human rights and business case for inclusion.</p> <p>The objective of this guide is to help improve business' understanding of the rights of people with disabilities, how to respect and support them and the opportunity to improve their competitiveness and sustainability by doing so.</p> <p>It includes concrete actions and measures companies can take to implement good practices that are inclusive of persons with disabilities in the workplace, marketplace and in the community – in alignment with relevant UN conventions and frameworks.</p>

<p>Elements of the identified good practice that can be transferable to “O2 – Digital training modules for SMEs and persons with disabilities for a disability-inclusive workforce</p>	<p>Topics covered:</p> <ul style="list-style-type: none"> <li>✓ BUSINESS AND DISABILITY</li> <li>Rights of Persons with Disabilities</li> <li>Business and Human Rights</li> <li>✓ BUSINESS ACTIONS</li> <li>How to Include Respect and Support for the Rights of Persons with Disabilities in Existing Policies and Processes</li> <li>Promote Equal Opportunities in the Workplace</li> <li>Promote Equal Opportunities in the Marketplace</li> <li>Promote Equal Opportunities in the Community</li> </ul>
<p>Do the learning contents of the identified good practice address different levels of learners? How these contents organized and what are the main differences amongst levels?</p>	<p>The identified good practice manual is addressed to companies so as to increase their understanding of the rights of people with disabilities, how to respect and support them and the opportunity to improve their competitiveness and sustainability.</p>
<p>Does the practice identified comply with the accessibility and usability provisions to allow teachers and trainers to use its contents? In the affirmative case, please describe the adaptations implemented.</p>	<p>Yes, it can be exploited, used and adapted. The authorship must be recognized. <a href="http://www.businessanddisability.org/news/guide-for-business-on-the-rights-of-persons-with-disabilities/">http://www.businessanddisability.org/news/guide-for-business-on-the-rights-of-persons-with-disabilities/</a></p>

### 2.5 Good practices for policy recommendations in SPAIN

<b>NAME OF THE GOOD PRACTICE 1:</b>	<b>INSERTA EMPLEO, the employment programme to promote employment for people with Disabilities</b>
Type of policy recommendation (policy, strategy, funding, governmental programme or facility, guidelines, standards and benchmarks on accessibility and inclusion etc.)	Employment programme to promote employment for people with Disabilities
Description of the identified good practice.	<p>The INSERTA Program of the ONCE Foundation is aimed at companies that include within their strategic policies the implementation of a management system based on the principles advocated by Corporate Social Responsibility, fundamentally through the voluntary integration of social concerns in their operations. and their relationships with their Stakeholders, and specifically fostering their commitment to the group of people with disabilities.</p>
Short description of the main aims, target and desired impact (businesses/employers, persons with disabilities, social services/support providers etc.)	<p>Through this program, the ONCE Foundation is identifying strategic partners for the development of actions that enable the direct employment of people with disabilities in companies of recognized prestige and belonging to the most diverse economic sectors, as well as the activation in these companies of a series of measures and actions that directly or indirectly contribute to the improvement of the living conditions of people with disabilities as an integrating and value-added element in the field of Corporate Social Responsibility.</p> <p>The participation of the companies to the Program is materialized through the signing of an Agreement, through which a specific action plan that determines the actions to be undertaken based on of the needs, the specificities of the company, the aim, the social objective, and the strategies of each company.</p> <p>The areas of action of the INSERTA Agreement, in which Fundación ONCE advises the company, are made up of:</p> <p>As a fundamental axis, the development of strategic projects for the generation of direct employment and promotion of the training of people with disabilities.</p> <p>And as complementary axes:</p> <ul style="list-style-type: none"> <li>✓ Indirect labour integration.</li> <li>✓ Promotion of actions in the field of accessibility of goods and services.</li> <li>✓ Inclusion of actions and strategies around disability in the social responsibility plans of large companies.</li> <li>✓ Dissemination and social awareness actions.</li> <li>✓ Impulse, promotion and sponsorship of actions that contribute to labour insertion.</li> </ul>

	<ul style="list-style-type: none"> <li>✓ Projects that contribute to the improvement of the group of people with disabilities.</li> <li>✓ Any other of a similar nature that serves to further the social objectives pursued by the signatories.</li> <li>✓ The development of most of these Agreements, particularly in the areas related to training and employment, is carried out by Inserta, within the framework of the Operational Program to Combat Discrimination co-financed by the European Social Fund.</li> </ul>
Elements of the identified good practice that can be transferable to “O4 – Policy recommendations for social inclusion of persons with disabilities through employability: The role of SMEs and good practices of the Beyond Inclusion intervention”	The orientation that is promoting the active mobilization of companies for the generation of direct employment and promotion of the training of people with disabilities.

<b>NAME OF THE GOOD PRACTICE 2:</b>	<b>Making the future of work inclusive of people with disabilities</b>
Type of policy recommendation (policy, strategy, funding, governmental programme or facility, guidelines, standards and benchmarks on accessibility and inclusion etc.)	A joint publication by Fundación ONCE and the ILO Global Business and Disability Network, developed within the framework of Disability Hub Europe, a project led by Fundación ONCE and co-funded by the European Social Fund. It includes a “A roadmap for an inclusive future of work”
Description of the identified good practice.	The focus of the publication is to promote the future shaping of work for disabled people. Driven by this idea and aware of the urgency to act, the ILO Global Business and Disability Network and Fundación ONCE have developed this publication. This is a first exercise to connect different areas of debate, looking at the key trends of the future of work from a disability perspective and seeking to identify specific action needed in order to shape the future of work in a more disability-inclusive way.
Short description of the main aims, target and desired impact (businesses/employers, persons with disabilities, social services/support providers etc.)	The ONCE Foundation and the ILO Global Business and Disability Network have produced the publication “For a future of inclusive work for people with disabilities”, within the framework of the Disability Hub Europe initiative, led by the ONCE Foundation with co-financing of the European Social Fund. Processes such as the technological revolution, new demands for skills, cultural and demographic changes as well as climate change are the object of reflection to identify the challenges and opportunities, and the actions to be undertaken by the different agents involved, for the labour inclusion of the people with



	<p>disabilities - 1 billion people in the world - in the context of the future of work. Inspired by the UN Convention on the Rights of Persons with Disabilities and the 2030 Agenda, the publication constitutes a specific contribution to Sustainable Development Goal 8 "Decent work and Economic growth", whose target 8.5 makes specific mention of people with disabilities. The publication is available in English.</p> <p>It includes a "A roadmap for an inclusive future of work" with 5 key objectives for the inclusion of persons with disabilities in the future of work:</p> <ol style="list-style-type: none"> <li>1. New forms of employment</li> <li>2. Skills development and lifelong learning made inclusive of persons with disabilities</li> <li>3. Universal Design embedded in development of all new Infrastructure, products, and services</li> <li>4. Assistive technologies</li> <li>5. Measures to include persons with disabilities in growing and developing areas of the economy</li> </ol>
<p>Elements of the identified good practice that can be transferable to "O4 – Policy recommendations for social inclusion of persons with disabilities through employability: The role of SMEs and good practices of the Beyond Inclusion intervention"</p>	<p>The approach is very attractive for IO4, that is the document analyses, from a holistic approach, the main trends that are shaping the so-called "Future of Work" from the perspective of people with disabilities.</p> <p>It is a specific contribution to Sustainable Development Goal 8 "Decent work and Economic growth", whose target 8.5 makes specific mention of people with disabilities.</p> <p>The publication is available in English at: <a href="http://www.businessanddisability.org/wp-content/uploads/2019/11/PDF_acc_FoW_PwD.pdf">http://www.businessanddisability.org/wp-content/uploads/2019/11/PDF_acc_FoW_PwD.pdf</a></p>

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### 3. Quantitative and qualitative study on employability-disability nexus.

#### 3.1 Employability of the persons with disabilities in the SMEs

In SPAIN, from the analysed sample of 20 companies, 20% SMEs are currently employing and/or have employed in the past persons with disabilities (hearing impairments, visual impairments, mobility impairments, other types of disabilities).

When hiring persons with disabilities, these companies have mainly hired persons with 66,7% auditive deficiencies, 100% visual deficiencies and 33,3% mobility.

The persons with disabilities have 80% visual impairments and 20% auditive impairments.

SMEs are not employing and/or have not employed in the past persons with disabilities, due to reasons such as:

- Never had them in our staff selection processes (3)
- We are a small and young company, we have not yet tackled this issue (2)
- We are a small and specialized company and there has never been a job applicant with a disability
- I have not been given the case, our company is very specialized, and it is difficult for us to find suitable profiles
- The logistics and transport sector is complex
- Size
- We are very young
- We are a small and young company and we have not made many hires
- Small business

When looking for a job, the persons with disabilities are motivated by the following reasons:

- 66,7% The desire to pursue the profession for which I prepared
- 33,3% Lack of financial means
- 33,3% To learn new things/Acquiring new skills
- 33,3% Because I want to be useful to my family
- 33,3% To be financially independent from the family
- 33,3% To be a model of an active citizen and exercise my rights
- 0% The desire to be part of a social group
- 0% So I don't get bored at home
- 0% To be creative



and refer for advice or support in finding a job to 100% to family, 66,7% Counselling or recruitment specialists and 33,3% to friends, former classmates or co-workers and teachers/my former teachers.

13,3% SMEs consider the legislation supporting the integration of people with disabilities into the labour market to be effective while 66,7%, SMEs view the legislation in SPAIN as not effective enough (corresponding to a very slightly & slightly scoring).

The following shortcomings and gaps in the legislation have been identified by the respondents

- *Lack of incentives to keep in the company workers with disabilities*
- *Lack of business awareness and employment support, qualified mentors, and professionals with knowledge of disability*
- *I think there is too much focus on employment centers for disables people in Spain and not enough emphasis in their integration in SMEs*

All (100%) of the questioned persons with disabilities (hearing impairments, visual impairments, mobility impairments) think that finding and sustaining work in SPAIN is somewhat challenging.

To elaborate on the aspects addressed in the quantitative surveys in SPAIN 5 interviews were held.

All the interviewees supported the results of the quantitative questionnaires. The impeding factors were much related to the disability of the person looking for a job as the limitations are not the same for the different disabilities. Moreover, it was mentioned that also the kind of job could be more suitable for one or another profile of disability.

According to their opinion, there is a lot to do regarding raising awareness of the society in general, not only in the work environment. Many persons with disabilities face serious difficulties to find a job related to the studies they have followed and in many cases the way out is just a special center or self-employment.

The misconception about the work skills of persons with disabilities affects their confidence, as one of the interviewees has mentioned, resulting in a vicious circle, where lack of confidence becomes an additional limitation for persons with disabilities in finding and maintaining a job.





### 3.2 Levels of awareness regarding the social, cultural, financial value of a diverse, disability-inclusive workforce in the SMEs

73,3% of the SMEs consider the inclusion of individuals with disabilities into the labour market as important or very important.

When approaching the employment of the persons with disabilities most of the responding SMEs agree that:

- Supervisors are not comfortable managing people with disabilities: 60% nor agree nor disagree and 15% agree
- Supervisors are not sure how to evaluate a person with a disability: 60% nor agree nor disagree and 15% agree
- A person with disabilities has a disadvantage on the labour market: 65% agree
- Hiring a person with disabilities brings benefits and advantages to the company: 60% agree or strongly agree
- For a person with disabilities finding a job is mainly determined by the skills and knowledge possessed: 60% agree

When asked the same question, the persons with disabilities have similar views as the representatives of the SMEs. From their perspective:

- A person with disabilities makes a greater effort to find a job than a person without disabilities (86%)
- Hiring a person with disabilities brings benefits and advantages to the company (86%)
- There are employers who consider physical disability an impediment to employment (81%)
- A person with disabilities can easily integrate into a team (76%)
- Hiring persons with disabilities has positive effects on the image of the company/organization/institution (71%)

From the 20% SMEs which are currently employing and/or have employed in the past persons with disabilities, 66,7% are very satisfied and 33,3% are satisfied with the performance of the persons with disabilities in the workplace.

While applying for a job, 100% of the respondents encountered “a positive/encouraging behaviour with regard to the integration of persons with disabilities”

For 100% respondents is important to have a job and for and for 100% their current job is the right one.

While at the workplace, most of the respondents would like to see the following changes in the attitude of their colleagues/peers (Just included 3, as the rest where not marked by the survey respondents:

- To be more tolerant of the difficulties I have: 66,7%
- No change, everything is fine: 33,3%
- To respect and understand my right to privacy: 33,3%



### 3.3 Impeding factors in hiring persons with disabilities in the SMEs

Most of the representatives of SMEs note that they have concerns when hiring persons with disabilities, such as:

- A person with disabilities has a disadvantage on the labour market: 65% declared to agree with this statement
- For a person with disabilities finding a job is mainly determined by the skills and knowledge possessed: 60% declared to agree with this statement
- A person with disabilities makes a greater effort to find a job than a person without disabilities: 50% declared to agree with this statement
- A person with disabilities can integrate very well into the normal work pace: 40% declared to agree with this statement
- People with disabilities show involvement and dedication in the workplace: 35% declared to agree with this statement

When accommodating employees with disabilities within the company they also note that special requirements in carrying out the job (60%) may hinder this process.

From the perspective of the SMEs representatives, the persons with disabilities face the following main challenges when entering the labour market

- Lack of promotion of jobs among persons with various disabilities (73,3%)
- Particularities of vacancies (73,3%)
- Employers' perception of persons with disabilities / don't know how to handle the needs of a worker with a disability on the job / concerns about attitudes of co-workers toward the person with a disability (26,7%)
- The cost of providing reasonable accommodations so that workers with disabilities can do their jobs / other costs, such as increased health insurance or worker's compensation premiums (20%)
- The disability perceived as a deterrent to accomplish the work to the same standards as other employees (13,3%)

The persons with disabilities consider that they face the following challenges when entering the labour market:

- Lack of promotion of jobs among persons with various disabilities (73,3%)
- Employers' perception of persons with disabilities / don't know how to handle the needs of a worker with a disability on the job / concerns about attitudes of co-workers toward the person with a disability (73,3%)
- The cost of providing reasonable accommodations so that workers with disabilities can do their jobs / other costs, such as increased health insurance or worker's compensation premiums (73,3%)
- Employers rarely see people with disabilities applying for jobs (33,3%)
- Particularities of vacancies (33,3%)



When analysing the 2 groups we can observed that there are some similarities such as “Lack of promotion of jobs among persons with various disabilities” rated very high by both SMEs and persons with disabilities. The main difference may lie in Employers' perception of persons with disabilities / don't know how to handle the needs of a worker with a disability on the job / concerns about attitudes of co-workers toward the person with a disability rated 73,3 by people with disabilities and only 26,7% by SMEs.

It is important to note that for SMEs the main concerns lie both in Lack of promotion of jobs among persons with various disabilities and Particularities of vacancies (both with a very high 73,3%) while for people with disabilities the main concerns lie not only in the lack of promotion (73,3%) but also in employers' perception and extra costs:

- Employers' perception of persons with disabilities / don't know how to handle the needs of a worker with a disability on the job / concerns about attitudes of co-workers toward the person with a disability (73,3%)
- The cost of providing reasonable accommodations so that workers with disabilities can do their jobs / other costs, such as increased health insurance or worker's compensation premiums (73,3%)

This perception is reassured by the quantitative surveys in SPAIN 5 interviews to persons with disabilities. During the interviews, interviewees with disabilities described their experiences when looking for a job. In general, we can say they agreed with the challenges mentioned in the survey such as the employers' perception of persons with disabilities: both regarding concerns about attitudes of co-workers toward the person with a disability and the disability perceived as a deterrent to accomplish the work to the same standards as other employees. They reported some cases where they had to face discrimination with regards to their disability and referred to assumptions noted in employers regarding their disabilities and even in the way they may develop the job without knowing them or their disability very well. Their perception is that employers in general are open to different ways of performing a job or task.

### 3.4 Perceived facilitating factors in hiring persons with disabilities in the SMEs

To increase in the number of persons with disabilities in employment, the SMEs indicate the following possible measures:

- More adequate policies and standards to take into account the needs of persons with disabilities (e.g. clear policy of inclusive education, enforceable access standards in physical environments, and priority accorded to rehabilitation) 60%
- More financial / economic facilities for employers (e.g. tax reduction in relation to the number of persons with disabilities employed): 40%
- Increasing public awareness and understanding of disability: 40%
- Greater support from local authorities through campaigns to promote the professional integration of persons with disabilities: 40%



- Training programmes for employers to create an inclusive mindset among SME's: 33,3%

However, the persons with disabilities view the following measures as possible to lead to an increase in the number of persons with disabilities in employment:

- Creating specific jobs for persons with disabilities: 66,7%
- More financial / economic facilities for employers (e.g. tax reduction in relation to the number of persons with disabilities employed) 33,3%
- Investments in specific programmes and services for persons with disabilities 33,3%
- Involving the persons with disabilities in decision-making to enable individuals to communicate their needs and choices 33,3%
- More adequate policies and standards to take into account the needs of persons with disabilities (e.g. clear policy of inclusive education, enforceable access standards in physical Adapting legislation so that it is more inclusive towards persons with disabilities 33,3%

According to the respondents, to better integrate in the workplace, the persons with disabilities need/can benefit, from:

- A clear company strategy on disability management in the workplace: 53,3%
- Employee orientation to facilitate work experience: 53,3%
- Enforcing policies prohibiting discrimination in the workplace: 33,3%
- Better communication and awareness raising within the workplace regarding potential challenges for workers with disabilities: 33,3%
- Adaptation of the work environment to provide access to the place of work (e.g. accessible parking, elevators, modified toilets, railings): 26,7%

To get a job, for the persons with disabilities the determining factors are: Experience in the field (100%), Skills acquired during studies (33,3%), Personality traits (33,3%), Personal relationships (family, friends, acquaintances) (33,3%), Proper preparation for interviews, competitions (33,3%).

The knowledge and understanding of the legislation regarding the employment of persons with disabilities would improve the work situation for 66,7 % respondents.

The participation in programmes supporting professional development for inclusion in the labour market (courses, trainings, seminars/workshops, etc.) is useful for 66,7% of the respondents. 6,7% of SMEs organize this type of programmes within their company/institution.

For the respondents, the following skills and abilities are the most important to be developed in a person with disabilities, for employment:

- Tenacity: 100%
- Time Management: 100%
- Extraversion: 66,7%
- Tolerance 66,7%



- Respect 66,7%
- Teamwork 66,7%
- Creativity 66,7%

while some interviewees pointed teamwork and adaptability plus the need to have enough confidence as key to find and maintain job.

The interviewees were asked whether they considered themselves as “persons with disabilities” and some of them replied to some extent. Moreover, we can state that they do not consider the disability as a definition of themselves. One of them even stated “it makes you stronger”. The interviewees appreciate similar soft skills at work as the rest of candidates: teamwork, adaptability, tenacity, time management and avoid of procrastination ...etc. The interviewees also highlighted an extra of self-confidence and self-knowledge to face the problems at work.

Some interviewees mentioned the special employment centres that are working in Spain but they also insisted on the need to inform and raise awareness in companies about the potential some disabilities may open and for that, it would be great to better know the different disabilities and what they can bring, the extra value, they take to the companies and even to society in general. One even mentioned, “*storytelling can help a lot and we can see some of that nowadays such as the movie “Campeones”, a great success all over Spain and that dealt with disability in a very warm and human way*”. This could be key to the promotion of an inclusive environment not only at the workplace but in society in general.





### 3.5 Perceived benefits of hiring persons with disabilities in the SMEs

When considering the advantages/benefits to hiring individuals with disabilities, the following were identified by the responding SMEs:

40 % of SMEs believe that the most interesting benefits in Spain are:

- Tax breaks for the company or employer financial or economic incentives
- Better interaction between diverse staff members and a positive workplace culture

Moreover, 33,3% also noted the following benefits:

- A favourable, more attractive company image and employer brand
- Added value for job morale, company culture and social mission
- Employees with disabilities will increase diversity in the workplace / an inclusive and diverse workplace

### 3.6 Preferred steps and guiding/training/consulting pedagogy, material, guidelines towards creating a disability-inclusive workforce

100% of the questioned persons with disabilities have been involved in training programmes before, 66,7% paid by institutions/organizations supporting the rights of persons with disabilities, organised paid on their own (33,3%), by European Fund projects ((33,3%) %) or organized by employers (33,3%), while none of the respondents was involved in training programmes organized by the faculty/educational institution they were involved.

The 42% of the respondents did not previously participate in training programmes either because these programmes did not match their needs (50%) or because they did not have the time to do so (37,5%). 100% pointed out that it helped them in their personal growth and 66,7% in their professional development online learning was preferred by 100% of the respondents followed by 66,7% who preferred blended learning.

The following topics in developing learning tools for persons with disabilities to be better equipped in finding and maintaining a job are viewed as important and very important:

- About myself: Personality traits and inventory 60%, interests 40%, personal values 60%, my life skills – 40%;
- Disability and the job market: Career exploration – 40%, job search methods- 40%, identification of jobs and job matching – 40%;
- Self-presentation and self-marketing: applying for a job - 40%, the resume and the job interview – 40%, dealing with employers and negotiation 40%, self-presentation skills 40%, promoting the value in me (what can I offer) 60%, marketing disability 60%;
- At the workplace: job skills vis-à-vis disability - 60%, focus on soft skills (understanding and readiness for application) 60%, dealing with employee and employer expectations – 40%, professional development - 40%.



The interviewees pointed out the importance of promoting confidence and self-awareness, that is promoting and marketing disability but not only for the companies but for the people with disabilities themselves. They mentioned that obviously finding a job is even harder for them, now with the pandemic and that for this reason, the promotion of learning and awareness courses to properly look for a job and follow the whole application process is very important.

In general, we can say they agreed with the results we can see for the survey making more emphasis on the importance of raising more confidence in the process to find a job.

When developing learning tools to create a disability-inclusive work force, the following topics were considered as important and very important by the SMEs:

- Benefits of hiring people by looking at all labour markets – 75% of the respondents
- The inclusive and diverse workplace as driver for increased consumer market and revenue – 65%
- Persons with disabilities as a source of high work quality – 65%
- The added value for job morale, company culture and social mission 65%
- Promoting and communicating equal opportunity commitment on the ground of disability as company's business differentiator and driver – 65%
- Personnel strategy (e.g. recruiting, retention, talent identification, professional development strategies and practices etc.) – 60%
- Enhancing and increasing productivity (products and services) by bringing unique skills, creativity, experiences and understanding – 50%
- Workplace mentoring for employees and employers for a disability-inclusive and disability-friendly workplace – 50%

The respondents prefer to take professional training courses: Blended learning (66,7% for both SMEs and persons with disabilities), online training (100% for persons with disability and 86,7% for SMEs).

As to the means of presentation are most relevant infographics and animated presentations were preferred by SMES (93,3%), while persons with disabilities, all of them (100%) preferred the same ones plus links and audio and video files.

In their interviews persons with disabilities preferred online learning methods because of their accessibility showing a very similar panorama to the survey. The value of blended learning however was mentioned by the interviewees. Persons with disabilities in their interviews expressed their desire for modules-oriented training courses they can select according to their needs of both themes and time.



### 4. Conclusions on developing learning materials and tools for SMEs and persons with disabilities

The DESK RESEARCH shows that the one of the strongest points in Spain regarding disabilities and employment are the SPANISH SPECIAL EMPLOYMENT CENTERS: At present in Spain, there are two possibilities of labour integration of people with disabilities:

- Direct integration into the ordinary open labour market and
- integration into the protected market through SPECIAL EMPLOYMENT CENTERS.

Special Employment Centers are social economy companies that combine economic viability and their participation in the market with their social commitment to groups with fewer opportunities in the labour market. Their structure and organization are the same as that of ordinary companies. Its workforce is made up of the largest number of disabled people allowed by its productive capacity, whose number cannot be less than 70% of the total number of workers.

Currently in Spain there are 800 SPECIAL EMPLOYMENT CENTERS which employ 85.104 disabled workers.

Moreover, there is a very strong network of third sector organizations, that is growing, supporting disabled people in Spain.

As WEAK POINTS we may mention the latest data available, register a total of 1,840,700 people with disabilities between the ages of 16 and 64, which it represents 6.1% of the Spanish population as a whole.

According to the Olivenza Report of the State Disability Observatory (2018), 1,193,500 people with disabilities were inactive in 2017 in Spain, that is, outside the labour market. The employment rate only reaches 25.1%. The unemployment rate stood at 19.5%. But, in addition, they are registered 136,700 long-term unemployed in the group, 76.2% (according to employment of people with disabilities). Only 1 in four people with disabilities has a paid job, thus evidencing the complex relationship between people with disabilities and employment.

Regarding the hiring, in 2017 308,376 were carried out contracts for people with disabilities, which out of the total contracts made, only represents 1.4%. Of them, 110,068 were specific contracts for people with disabilities, something more than 36%. In addition, 25% of the jobs created were from special employment centers, consolidating itself as one of the fundamental pillars of the employment of the group.

Together with the scarcity of employment, we find the precariousness of it. The temporary employment rate is 90.3%, and the turnover rate that has been increasing steadily.

Moreover, FIELD RESEARCH shows that, although SMEs representatives are highly aware of the importance of inclusion of persons with disabilities and recognize some of the benefits from their inclusion, they hesitate to include them in their own workforce. Both SMEs and





persons with disabilities believe that most of the employers consider disability as an impediment in the work environment. Persons with disabilities desire to pursue the profession for which they have prepared.

Lack of promotion of jobs among persons with various disabilities is the main concern for both SMEs and persons with disabilities in Spain. The main difference regarding concerns may lie in Employers' perception of persons with disabilities and concerns about attitudes of co-workers toward the person with a disability rated 73,3 by people with disabilities and only 26,7% by SMEs.

Most of SMEs' representatives participating in the research mentioned that they have never recruited a person with disability for they have never had an applicant with disability to consider. Correlated with the fact that, as per the findings mentioned above, the persons with disabilities need support to give prominence to their strengths and on the application and recruitment process itself, we come to the conclusion of the need of training and mentoring persons with disabilities.

In short, it seems that the creation of learning materials and tools for both SMEs and persons with disabilities seems to be necessary in Spain, and the respondents have given valuable input with regards to their content, the topics they need to be addressed and their preferred educational methods.

Regarding topics, the following skills and abilities are the most important to be developed in a person with disabilities, for employment:

- Tenacity: 100%
- Time Management: 100%
- Extraversion: 66,7%
- Tolerance 66,7%
- Respect 66,7%
- Teamwork 66,7%
- Creativity 66,7%

while some interviewees pointed teamwork and adaptability plus the need to have enough confidence as key to find and maintain job.

Moreover, when developing learning tools to create a disability-inclusive work force, the following topics were considered as important and very important by the SMEs:

- Benefits of hiring people by looking at all labour markets – 75% of the respondents
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- The added value for job morale, company culture and social mission 65%
- Promoting and communicating equal opportunity commitment on the ground of disability as company's business differentiator and driver – 65%



The respondents prefer to take professional training courses: Blended learning (66,7% for both SMEs and persons with disabilities), online training (100% for persons with disability and 86,7% for SMEs).

As to the means of presentation are most relevant infographics and animated presentations were preferred by SMES (93,3%), while persons with disabilities, all of them (100%) preferred the same ones plus links and audio and video files.

As to the final recommendations,

- According to the above findings, the content to be developed should be very practical oriented and directly addressing the participants. For example, using storytelling would help addressing a more disability focused approach.
- Flexibility seems to be one of the keys to success: persons with disabilities in their interviews expressed their desire for modules-oriented training courses they can select according to their needs of both themes and time.
- Focus on user-friendly ways of presenting contents and make them accessible to persons of all types of disabilities. Make use of links, videos and audio files, infographics etc.
- Take into consideration good training practices:
  - The COMPASSS Online Collaborative Learning platform, that allows the ONGs for disabled people that register to develop knowledge and skills for the sustainability of the sector of the associative movement of disability, through materials, expert tutoring and collaborative learning.
  - 2017 ILO and UN "Guide for companies on the rights of persons with disabilities: how companies can respect and support the rights of persons with disabilities and benefit from inclusion"
  - INSERTA EMPLEO, the employment programme to promote employment for people with Disabilities
  - The Publication "Making the future of work inclusive of people with disabilities", A joint publication by Fundación ONCE and the ILO Global Business and Disability Network, developed within the framework of Disability Hub Europe, a project led by Fundación ONCE and co-funded by the European Social Fund. It includes a "A roadmap for an inclusive future of work"
- Organise the learning in a clear way including objectives and learning outcomes