Correos and the ONCE Social Group collaborate on accessibility, sustainability and social inclusion of people with disabilities

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Through an agreement signed by the presidents of both entities that commits to actions for inclusion, and that reinforces the collaboration that both entities have been developing in recent years

Madrid, October 13, 2026 – Correos and the ONCE Social Group are collaborating on accessibility, sustainability, and social inclusion for people with disabilities, through an agreement signed by Pedro Saura, President of Correos, and Miguel Carballeda, President of the ONCE Social Group. This agreement continues and strengthens the collaboration that both entities have been developing in recent years.

By signing this protocol, the ONCE Social Group will collaborate with Correos in advising on universal accessibility and the design of accessible products and services that the company may develop.

Furthermore, it will develop and promote actions to disseminate and raise social awareness of the work carried out jointly with Correos in its usual communication channels in support of the inclusion of people with disabilities.

The ONCE Social Group will be able to conduct training sessions with Correos (the Spanish postal service) on universal accessibility and design for all people, in different areas such as physical accessibility, customer service for people with disabilities, mobility, sustainability, Paralympic sport, training, etc.

It will promote the incorporation of standards and good practices in social responsibility and inclusive hiring, promoting actions aimed at fostering the inclusion of people with disabilities and the integration of social clauses in hiring processes, according to the possibilities and priorities of each organization.

For its part, Correos will continue to include disability in its sustainability, diversity and inclusion plans; it will develop and promote actions to disseminate and raise social awareness of the work carried out jointly with the ONCE Social Group in its usual communication channels in support of the inclusion of people with disabilities.

It will also develop initiatives to improve the employability of people with disabilities, promoting their training, professional development, and integration into the labor market.

Correos will collaborate to support activities aimed at achieving universal accessibility and the design of products and services for the beneficiaries of the ONCE Social Group's initiatives. At the request of the ONCE Social Group, it may participate in conferences, workshops, and/or activities organized by the Group to publicize the initiatives developed regarding universal accessibility in its products and services.

Furthermore, Correos will include in its roadmap the accessibility improvements identified by the ONCE Social Group in its products, environments, or services, with the aim of implementing them as soon as possible. In this way, it can serve as a benchmark for other organizations or companies, thus reinforcing its public commitment to inclusion, equality, and accessibility for all.

Both the ONCE Social Group and Correos consider it necessary that people with disabilities can access environments, products and services, valuing universal accessibility and their design as an example of inclusion of these people in society and promoting their participation in it.

Both organizations affirm the need to take action in areas such as accessibility, employment, education, sustainability, and sports for people with disabilities. They agree to combine their efforts within their respective areas of expertise to contribute to the social inclusion of people with disabilities.

Source: Correos

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