



Good Practice – Impulsa Igualdad

WP 2

Activity 1 (Good Practice)

Developed by Italian Chamber of Commerce | June, 2025

PROJECT NUMBER: 2024-1-FR01-KA220-VET-000244092



Co-funded by
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Good Practice Card

Name/ title of practice:	Confederación IMPULSA IGUALDAD Spain - Promoting workplace inclusion, equal opportunities and accessibility for people with disabilities
Location:	Madrid, Spain
Size and scale of organization:	Medium-sized
Industry/Sector:	Third sector (social and inclusion)
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Additional details:	
Sources of information/References:	https://www.impulsaigualdad.org/defensa-de-derechos/ (Defense of rights) https://www.impulsaigualdad.org/noticias/ (newsletter)



Good Practice/Content

Key focus/bias observed:	Disability
Description of the <i>Practice</i>:	IMPULSA IGUALDAD addresses biases toward people with physical and organic disabilities, implements equal opportunity measures in staff selection and management, reasonable accommodations in the workplace, and anti-discrimination protocols and promotes ongoing training for its teams on accessibility, appropriate treatment, and the rights of the community
Implementation strategy:	All the previous actions are carried out through inclusive policies, training, and continuous improvement actions and through the IMPULSA IGUALDAD Campus and internal workshops.
Key actors involved:	people with physical and organic disabilities, staff, managers
Outcomes and metrics of impact:	IMPULSA IGUALDAD's activities and initiatives have externally directly benefited more than 390,000 people through personal assistance, accessibility, inclusive tourism, training, and social guidance programs. It has positioned itself as a national benchmark in independent living and accessibility, influencing key public policies and regulations. Internally, it has strengthened its associative network and professionalized its teams, generating an inclusive organizational culture. Moreover IMPULSA IGUALDAD has obtained the Bequal Seal in the Premium category, which certifies its commitment to inclusion in all its internal processes.
Potential challenges and barriers for implementation:	Implementing this practice faces several challenges. Persistent biases and lack of awareness about disabilities can hinder acceptance in the workplace. Organizations may resist changing recruitment and management practices, often due to concerns about costs or logistics related to accommodations. Limited resources and expertise can make it difficult to provide appropriate accessibility measures. Without ongoing training, staff may not have the skills to support colleagues with disabilities effectively. Measuring the impact of inclusion efforts can also be challenging, making it harder to track progress. Additionally, legal complexities and administrative hurdles may delay implementation. Finally, the underrepresentation of people with disabilities in leadership roles can reduce visibility and slow cultural change toward full inclusion. Addressing these barriers requires strong commitment, adequate resources, and sustained efforts to foster an inclusive work environment.





Blueprint for success - recommendations for replication or adaptation of the Practice:	It has developed replicable tools such as TUR4all and the Comprehensive Personal Assistance Service, and applies recognized quality standards (ISO 9001, Bequal Seal). Furthermore, it promotes inclusive and participatory governance, and its ability to generate impact from the local to the national and European levels makes it a transferable and scalable experience.
Key lessons learned:	Some key lessons learned from this practice include the importance of continuous education to challenge biases and raise awareness about disability rights. Successful inclusion requires not just policies but also a genuine cultural shift within organizations. Providing reasonable accommodations is essential but must be supported by adequate resources and expertise. Ongoing training empowers staff to create a respectful and supportive workplace. Measuring progress helps identify gaps and improve strategies over time. Leadership representation matters—having people with disabilities in decision-making roles strengthens inclusion efforts. Lastly, collaboration between management, employees, and disability advocates is crucial for creating lasting change.
Other info/notes:	





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