



memoria**2020**

Cámara
Chamber of Commerce of Spain



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Letter from the President



The COVID-19 pandemic will, without a doubt, leave a mark on our lives. 2020 was a year full of pain and uncertainty, of economic recession and unemployment, but also of solidarity and resilience.

The difficult circumstances experienced as a consequence of the health, social and economic crisis caused by the pandemic have mobilised an unprecedented response in the chamber system in support of businesses and society.

The network of Chambers of Commerce, with the Chamber of Commerce of Spain in the lead, is more united and cohesive than ever before, and it is dedicated to helping the Spanish business fabric overcome this serious crisis and accompanying businesses, especially SMEs, in the necessary transformation process they must undertake.

The Next Generation EU recovery funds offer us a historic opportunity to give fresh impetus to modernising the

Spanish economy. These funds have defined three major lines of action – sustainability, digital transformation and training – which are also the strategic priorities of the Chamber of Spain, to which we also add internationalisation. The reforms that must be undertaken in the upcoming years will turn Spain into a country that is capable of driving more solid, sustainable and inclusive economic growth.

The Chamber of Spain's experience in managing European Funds, the capillarity of the chamber system (which guarantees that recovery funds will be available to all SMEs) and the chamber's nature as a corporation of public law – which defends the general interest – make us an essential agent for the correct application of European funds.

Our main objective must therefore be to apply these European funds as efficiently as possible, with enterprises as the backbone of economic measures, given that they are the driving force of the economy and the creator of wealth and employment. There can be no reconstruction or transformation of the economic model without focusing on and leveraging business.

We face the huge task of efficiently absorbing the European funds, which means that it is essential to have public-private partnership and the involvement of enterprises to act as the vehicles of transformational projects. But Spain, which is a country of SMEs, must, above all, place the emphasis on transforming small and medium enterprises. During this last year, unheard-of in so many ways, the Royal Family has strengthened its proximity to and

support for the Chambers of Commerce and, through them, the business world, the generator of wealth and the creator of employment. His Majesty the King participated in two extraordinary plenary assemblies of the Chamber of Spain, where he could listen to the proposals for recovery by large, small and medium enterprises. And he was also present in person at the 4th Internationalisation Summit, where he encouraged enterprises to continue opening up new markets.

The Chamber of Spain has publicly shown its support for King Felipe VI, thanking him for his dedication and commitment in service to Spaniards, and very especially for his support for enterprises. The parliamentary monarchy set forth in the Constitution of 1978 has been one of the keys to the progress and modernisation experienced over the last 45 years. In these especially delicate times in which we live, from a health, economic and social perspective, reinforcing the institutional architecture is essential to being united in overcoming the crisis derived from the COVID-19 pandemic.

José Luis Bonet

President of the Chamber of Commerce of Spain



1.

Governing
Bodies



Composition of the Governing Bodies of the Chamber of Spain

Plenary Assembly

President.

José Luis Bonet, Honorary President of Grupo Freixenet

1st Vice-President.

Grupo Santander

2nd Vice-President.

Chamber of Commerce of Barcelona

3rd Vice-President.

Chamber of Commerce of Madrid

Treasurer.

Alfonso Calderón, Managing Director of the Chamber of Commerce of Madrid

Secretary.

Adolfo Díaz-Ambrona, General Secretary of the Chamber of Spain^(*)

Director General of the Chamber of Spain.

Inmaculada Riera^(*)



Chambers of Commerce

Andalusia: Málaga and Seville

Aragón: Zaragoza

Asturias: Oviedo

Balearic Islands: Mallorca

Canary Islands: Tenerife

Cantabria: Cantabria

Castilla-La Mancha: Toledo and Ciudad Real

Castilla y León: León and Valladolid

Catalonia: Barcelona and Lleida

Ceuta: Ceuta

Community of Madrid: Madrid

Community of Valencia: Valencia, Alicante and Council of Chambers of Commerce of the Community of Valencia

Extremadura: Badajoz

Galicia: A Coruña and Pontevedra, Vigo and Vilagarcía

La Rioja: La Rioja

Murcia: Murcia

Navarra: Navarra

Basque Country: Bilbao and Álava



Chambers of Commerce Abroad

Federación de Cámaras Oficiales Españolas de Comercio en América (FECECA – Federation of Official Spanish Chambers of Commerce in America)

Federación de Cámaras Oficiales de Comercio de España en Europa, África, Asia y Oceanía (FEDECOM – Federation of Official Spanish Chambers of Commerce in Europe, Africa, Asia and Oceania)



Companies

AENA
 AIRBUS
 Almirall
 Asltom España
 ASISA
 Banco Sabadell
 CaixaBank
 El Corte Inglés
 FCC
 Grupo ACS
 Grupo BBVA
 Grupo Corporativo Fuertes
 Grupo Freixenet
 Grupo Iberdrola
 Grupo INDITEX
 Grupo Planeta
 Grupo Santander
 Iberia
 INDRA
 MAPFRE
 Meliá Hotels International
 Mercadona
 Naturgy
 RIU
 Suez Spain
 Técnicas Reunidas
 Telefónica

^(*) They attend the Plenary Assemblies with the right to speak but not to vote

Composition of the Governing Bodies of the Chamber of Spain / Plenary Assembly

Intersectoral Business Organisations

Confederación Española de Organizaciones Empresariales (CEOE – Spanish Confederation of Employers' Organisations)

Confederación Empresarial de Hostelería de España (Spanish Catering Business Confederation)

Confederación Española de Comercio (CEC – Spanish Confederation of Commerce)

Consejo Intertextil Español (Spanish Intertextile Council)

Federación Empresarial de la Industria Química Española (FEIQUE – Spanish Chemical Industry Business Federation)

Federación Española de Industrias de la Alimentación y Bebidas (FIAB – Spanish Federation of Food and Beverage Industries)

Asociación de Empresas Constructoras y Concesionarias de Infraestructuras (SEOPAN – Spanish Association of Construction and Infrastructure Concession Companies)

Asociación Nacional de Fabricantes de Bienes de Equipo (SERCOBE – Spanish Association of Manufacturers of Capital Goods)

Asociación Española de Proveedores de Automoción (SERNAUTO – Spanish Association of Automotive Suppliers)

Associations of self-employed workers

Federación Española de Autónomos (CEAT – Federation of Self-Employed Workers of Spain)

Federación Nacional de Asociaciones de Empresarios y Trabajadores Autónomos (ATA – Spanish Federation of Entrepreneur and Self-Employed Workers Associations)

Ministries

Ministry of Agriculture, Fisheries and Food

Ministry of Foreign Affairs, European Union and Cooperation

Ministry of Economic Affairs and Digital Transformation

Ministry of Education and Vocational Training

Ministry of Public Works

Ministry of Finance

Ministry of Industry, Trade and Tourism

Ministry of Justice

Ministry of Health, Social Services and Equality

Ministry of Labour and Social Economy

Collaborating Members^(*)

Abertis

Acciona

ALSA

Bankia

Vergé y Compañía

CAF

Carrefour

Cellnex Telecom

CESCE

Corporación Mondragón

Deloitte España

Enagás

Ferrovial

Fira Barcelona

Fluidra

Gestamp

Grupo Antolín

Grupo Eulen

GTD, Ingeniería de Sistemas y de Software

HP Printing and Computing Solutions

Huawei

Idom

LALIGA

Manpower Group

Matachana

Mutua Madrileña

Orange España

Palex Medical

RENFE

SABA

Sacyr

SAMPOL

SEAT

Siemens Gamesa

** They attend meetings of the Plenary Assembly with the right to speak but not to vote*

Executive Committee



President.

José Luis Bonet
Honorary President of Grupo Freixenet



1st Vice-President.

Grupo Santander



2nd Vice-President.

Chamber of Commerce of Barcelona



3rd Vice-President.

Chamber of Commerce of Madrid



Treasurer.

Alfonso Calderón
Managing Director of the Chamber of Commerce of Madrid



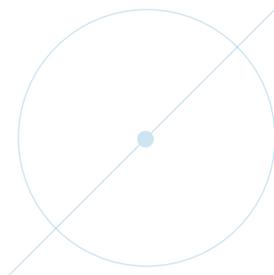
Secretary.

Adolfo Díaz-Ambrona
General Secretary of the Chamber of Spain^()*



Inmaculada Riera

Director General of the Chamber of Spain^()*



Chambers of Commerce

Andalusia: Málaga

Asturias: Oviedo

Catalonia: Barcelona and Lleida

Community of Madrid: Madrid

Community of Valencia: Valencia and Council of Chambers of Commerce of the Community of Valencia

Extremadura: Badajoz

Galicia: A Coruña and Pontevedra, Vigo and Vilagarcía

Extremadura: Badajoz

Navarra: Navarra

Cantabria: Cantabria



Companies

AENA

ASISA

CaixaBank

El Corte Inglés

Grupo ACS

Grupo BBVA

Grupo Corporativo Fuertes

Grupo Iberdrola

Grupo INDITEX

Grupo Planeta

INDRA

MAPFRE

Suez Spain

Técnicas Reunidas

Telefónica

^{*} They attend the Plenary Assemblies with the right to speak but not to vote

Composition of the Governing Bodies of the Chamber of Spain / Executive Committee


Intersectoral Business Organisations

Confederación Española de Organizaciones Empresariales (CEOE – Spanish Confederation of Employers' Organisations)

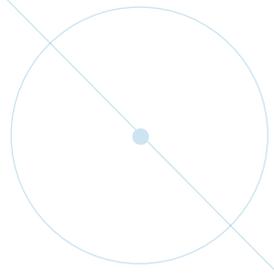
Asociación Española de Proveedores de Automoción (SERNAUTO – Spanish Association of Automotive Suppliers)


Association of Self-employed Workers

Organización de Autónomos (ATA – Association of Self-employed Workers)

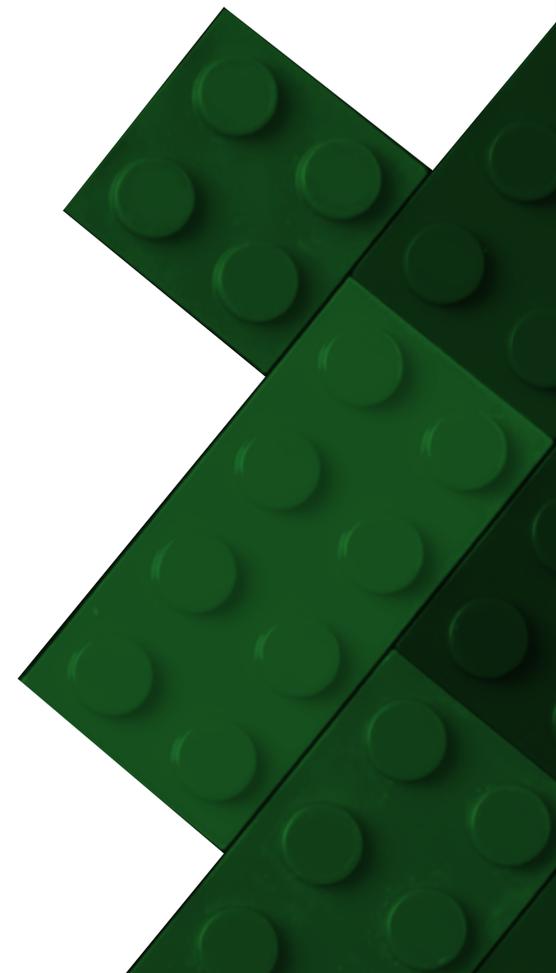

Ministries

Ministry of Economic Affairs and Digital Transformation
Ministry of Industry, Trade and Tourism



2.

Network of Spanish
Chambers of
Commerce



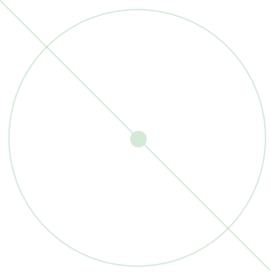


Network of Spanish Chambers of Commerce

Currently, 85 Chambers of Commerce are operating throughout the Spanish territory

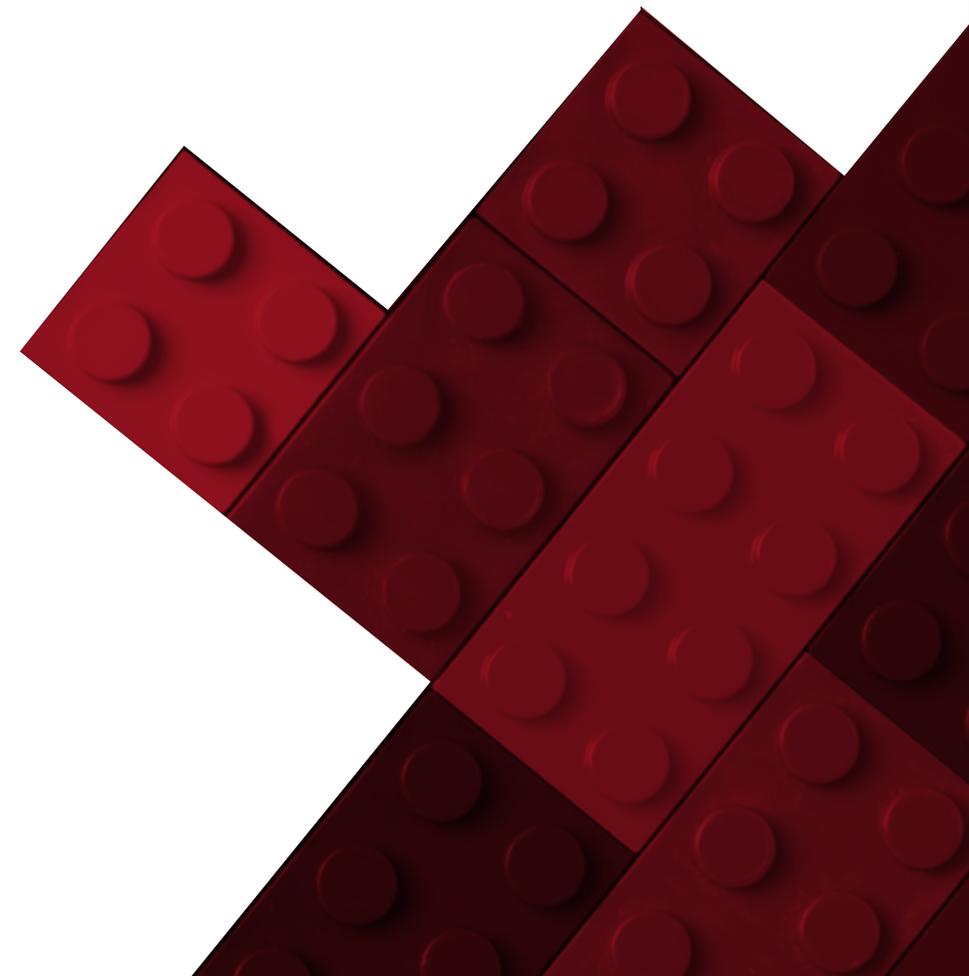
- | | | | |
|--------------------|----------------------|----------------------|------------------------|
| A Coruña | Cartagena | Linares | Salamanca |
| Álava | Castellón | Lorca | Sant Feliú de Guixols |
| Albacete | Ceuta | Lugo | Santa Cruz de Tenerife |
| Alcoy | Ciudad Real | Lleida | Santiago de Compostela |
| Alicante | Córdoba | Madrid | Segovia |
| Almería | Cuenca | Málaga | Sevilla |
| Andújar | Ferrol | Mallorca | Soria |
| Arévalo | Fuerteventura | Manresa | Tarragona |
| Astora | Gijón | Menorca | Tárrega |
| Ávila | Guipúzcoa | Miranda de Ebro | Terrasa |
| Avilés | Girona | Motril | Teruel |
| Ayamonte | Gran Canaria | Murcia | Toledo |
| Badajoz | Granada | Navarra | Torrelavega |
| Barcelona | Guadalajara | Orihuela | Tortosa |
| Béjar | Huelva | Ourense | Tui |
| Bilbao | Huesca | Oviedo | Valencia |
| Briviesca | Ibiza and Formentera | Palamós | Valladolid |
| Burgos | Jaén | Palencia | Valls |
| Cáceres | Jerez de la Frontera | Pontevedra, Vigo and | Zamora |
| Cádiz | Lanzarote | Vilagarcía de Arousa | Zaragoza |
| Campo de Gibraltar | La Rioja | Reus | |
| Cantabria | León | Sabadell | |

85 National Chambers of Commerce



3.

Chambers
abroad



Chambers abroad

44 Chambers of Commerce in **42** countries

The network of Official Spanish Chambers of Commerce abroad includes 44 Chambers in **42** countries.

America

- Argentina. Buenos Aires
- Bolivia. La Paz
- Brazil. São Paulo
- Chile. Santiago
- Colombia. Bogotá
- Costa Rica. San José
- Ecuador. Quito, Guayaquil
- United States of America. Miami, New York
- Puerto Rico. San Juan de Puerto Rico
- El Salvador. San Salvador
- Guatemala. Guatemala
- Mexico. México D.F.
- Panama. Panama
- Paraguay. Asunción
- Peru. Lima
- Dominican Republic. Santo Domingo
- Uruguay. Montevideo
- Venezuela. Caracas
- Nicaragua. Managua

Europe

- Germany. Frankfurt
- Belgium and Luxembourg. Brussels
- France. Paris
- Italy. Milan
- Malta. Valletta
- Portugal. Lisbon
- United Kingdom. London
- Czech Republic. Prague

Africa

- Morocco. Tangier, Casablanca
- Senegal. Dakar
- South Africa. Johannesburg
- Tunisia. Tunis

Asia

- Qatar. Doha
- Hong Kong. Hong Kong
- Taiwan Taipei
- South Korea. Seoul
- United Arab Emirates. Dubai
- The Philippines. Manila
- India. New Delhi
- Japan. Tokyo
- Singapore. Singapore

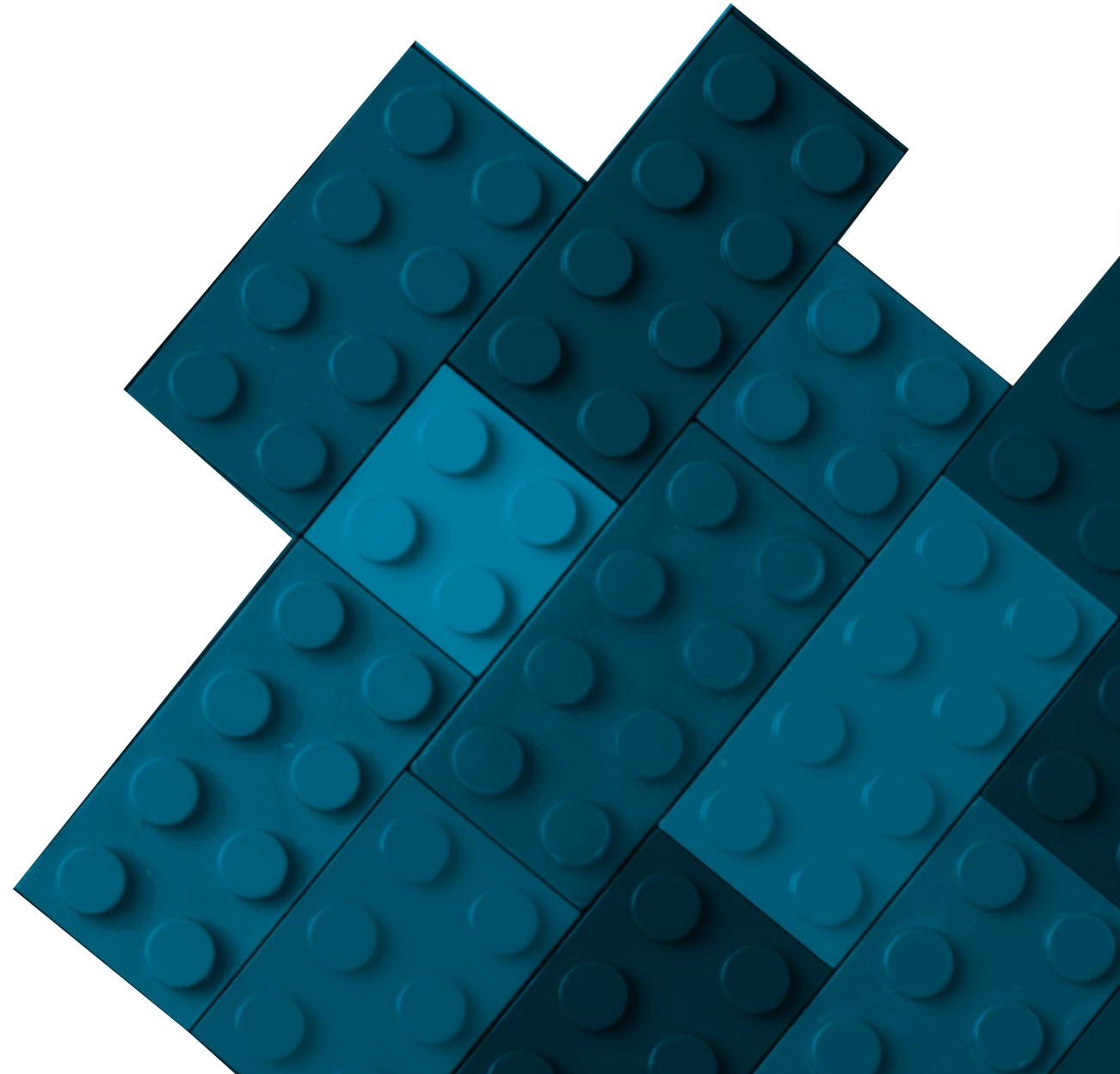
Oceania

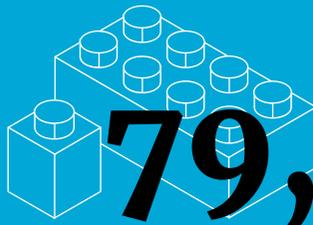
- Australia. Sydney



4.

2020
in figures





79,342
companies benefiting



541,765
internationalisation actions



11,372
entrepreneurship actions



55,959
competitiveness actions



82,437
training actions

Entrepreneurship



8,800
entrepreneurs assisted



11,372
companies created



55,959
jobs generated



82,437
micro-loans managed



€1,946,472
amount of the micro-loans



Training and Employment



22,300
young people advised



15,040
young people trained



459
recruits



180
mobility grants



€2,271,150
aid for recruiting



1,800
trained people +45



1,400
companies receiving guidance in dual vocational training



2,400
persons advised +45



€2,000,000
amount of mobility grants

Support for Chambers

8
Assemblies of Chambers

23
meetings with Directors General and General Secretaries

Advisory duty

28
meetings of committees

18
extraordinary COVID-19 sessions

5
extraordinary sessions on European funds

1,155
participants (Chambers, companies and public administration)

63
proposals for the decrease of administrative charges

23
Reports on national and European regulations

On-line Office

549
calls

20,425
electronic applications

13,854
notifications

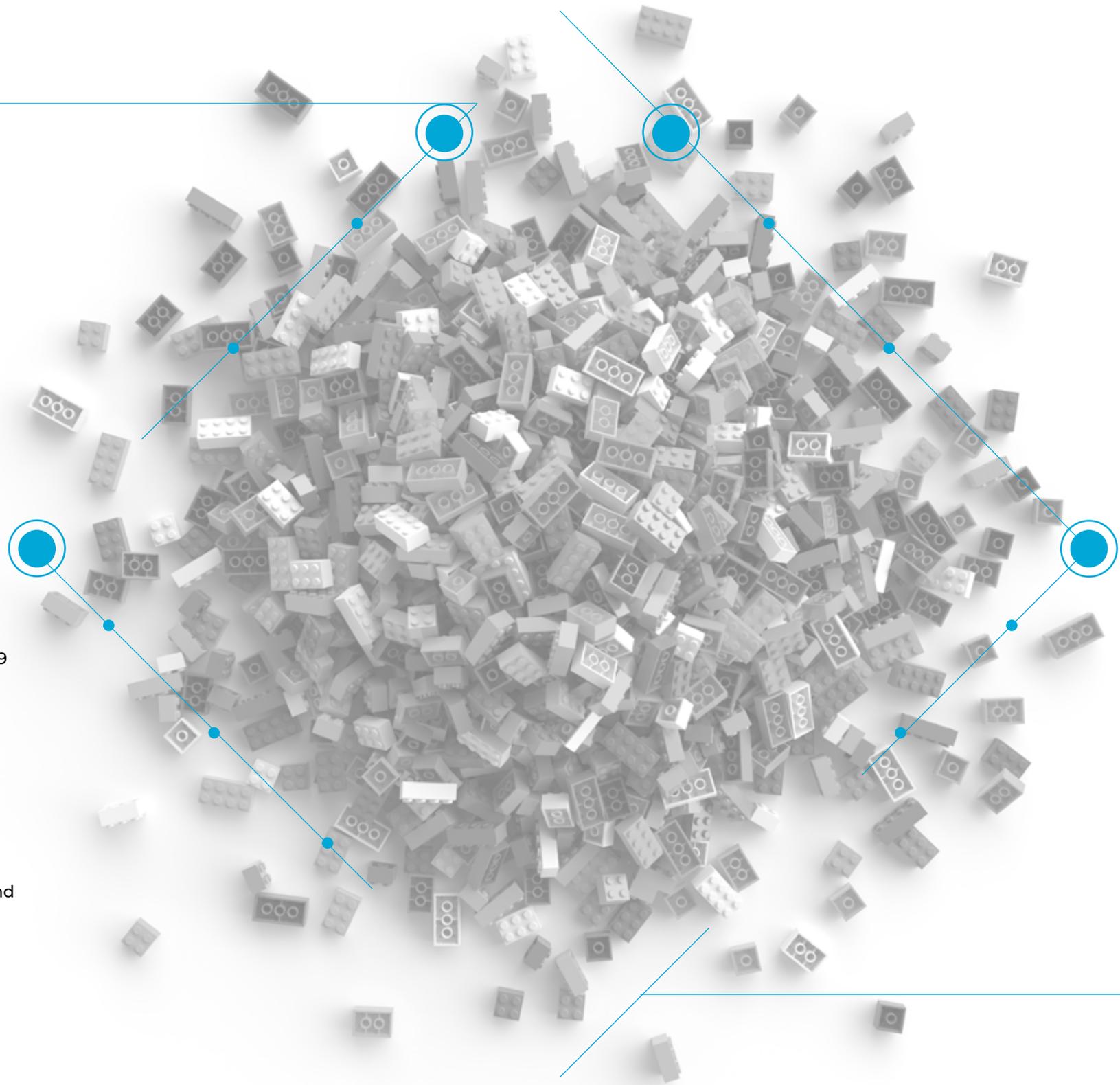
327,058
documents managed

Chamber Service Unit

192
consultations handled

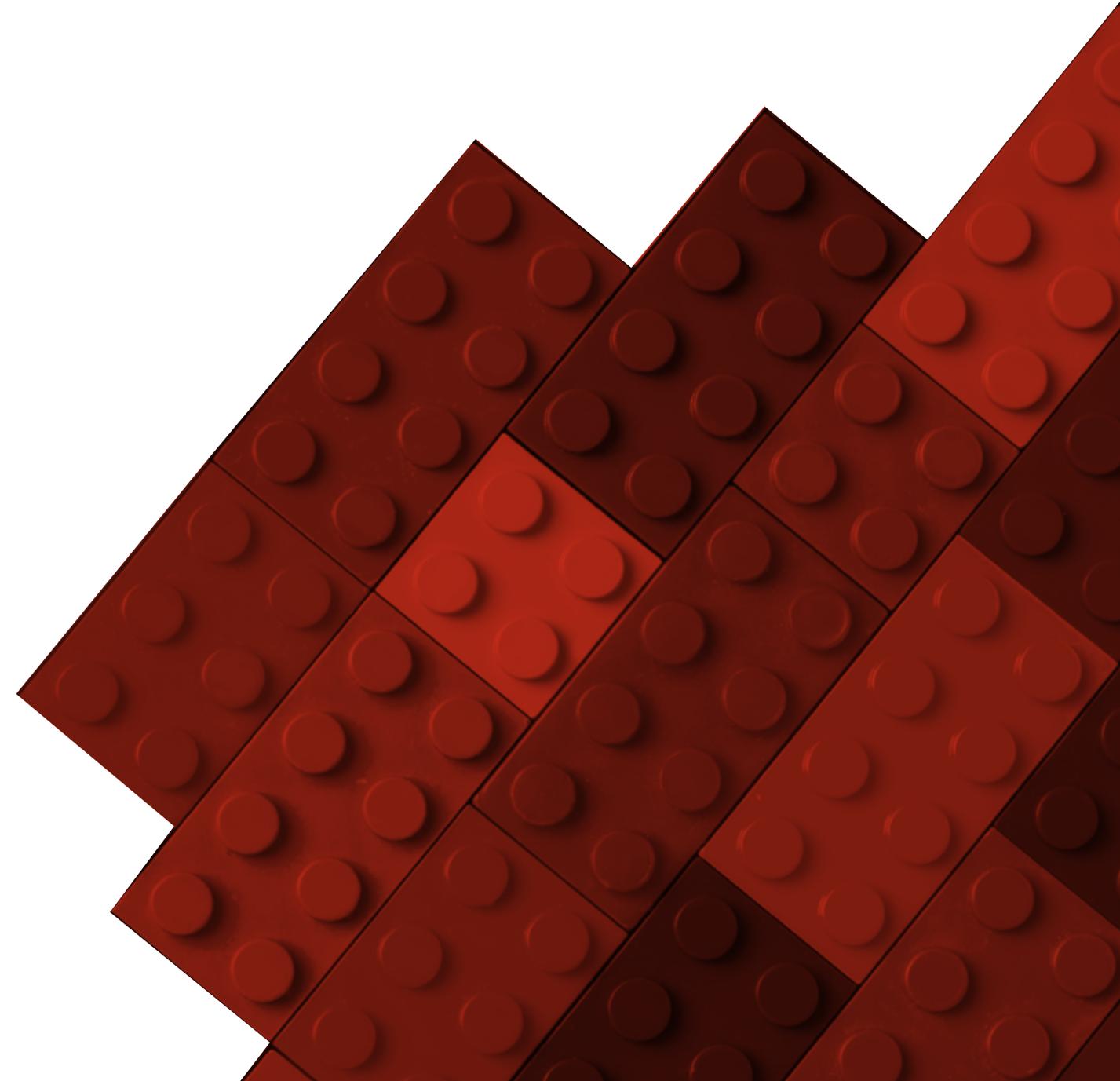
Users
69 Chambers and 3 Regional Councils

3-6 days
deadlines for responses



5.

The Chamber of
Spain's response to
the COVID crisis



The Chamber of Spain's response to the COVID crisis

In 2020, Spain faced the biggest social and economic crisis of its recent history, and the Chamber of Commerce of Spain, at the forefront of the chamber system under the leadership of its President, José Luis Bonet, placed all of its human and material resources in service to the business fabric and to Spanish society as a whole.

In the days prior to the declaration of the State of Alarm on 14 March, the Chamber of Spain adopted measures to implement teleworking and guarantee the continuity of its activity, with the maximum health guarantees for its workers. Similarly, the Chambers of Commerce continued to offer their services online, and they strengthened their information, advising and communication channels.

The communication channels were immediately expanded with telephone and online services for companies, especially SMEs and micro-SMEs, through which 175,000 consultations were handled in the first three months of the pandemic.

With all the necessary health and hygiene measures, the certificate and authentication issuing service of the Chamber of Spain and the network of chambers continued their in-person service to facilitate the continuity of activity for businesses, especially in the international area. In addition to the in-person service counter, the eTrámites electronic platform of the Chamber of Spain, which has been operating since 2014, allowed issuing 93,996 certifications of origin and authentications online, more than double those in 2019.



Furthermore, the Chamber of Spain created a daily informative bulletin that reported on the evolution of the pandemic and all the regulatory novelties that affected the companies, during not only the months of strict lockdown



but also during the de-escalation period. One of the other priorities of the Chamber of Spain was to strengthen institutional dialogue, with both national and European administrations, to offer, for companies of the Plenary Assembly and for the network of chambers, updated information about the evolution of the crisis and about the measures adopted by both the national government and EU institutions. Likewise, these sessions served to provide public managers with information about the concerns, needs and proposals of companies. After the

approval of the Recovery and Resilience Facility (RRF) of the EU, specific sessions were held, designed to inform about the Next Generation EU Fund, its transfer to Spain through the National Plan for Recovery, Transformation and Resilience and the participation opportunities for companies and the chamber system.

The first of these meetings took place with the Bank of Spain on 18 March, just a few days after the State of Alarm was declared, and the participating enterprises were able to explain the situation of their respective companies and sectors, as well as their views on this unheard-of situation and how the crisis was affecting them.

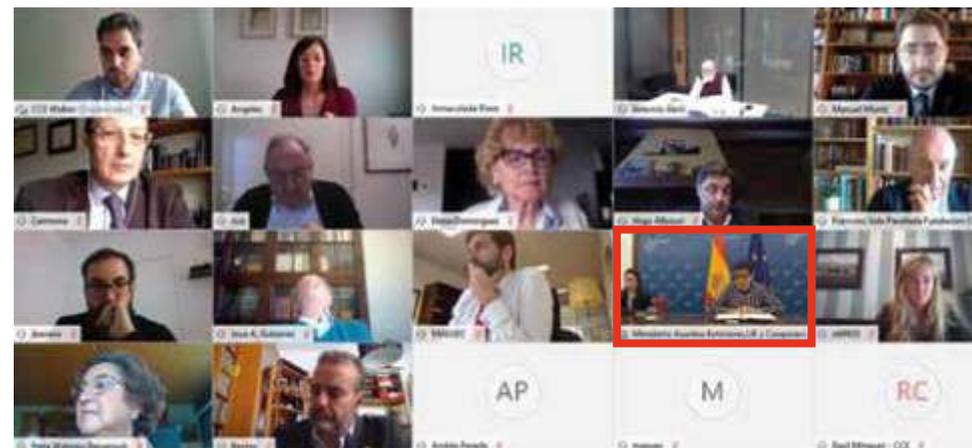
As from that moment, over 40 online meetings were organised between chamber managers and companies and senior officials of the public administration and of national and European institutions. In addition, there were 5 Plenary Assemblies, 4 Chamber Assembly meetings and

6 Executive Committee meetings.

These meetings included the participation, among others, of the 3rd Vice-President and Minister of Economic Affairs and the Digital Transformation, Nadia Calviño; the Minister of Industry, Trade and Tourism, Reyes Maroto; and the Minister of Foreign Affairs, European Union and Cooperation, Arancha González Laya. Also present were the State Secretaries of Trade, Xiana Mendez; of Tourism, Isabel Oliver; of Economic Affairs, Ana de la Cueva; of the

Digital Transformation and Artificial Intelligence, Carmen Artigas; and of Foreign Affairs, Cristina Gallach. In addition, the meetings included the participation of the State Secretaries of Environment, Hugo Morán; and of Transport, Mobility and the Urban Agenda, Pedro Saura; the General Secretary of the Department of Economic Affairs and G-20 of the President of the Government, Manuel de la Rocha; the General Secretary of Industry, Raúl Blanco; the General

Secretary of Agriculture and Food, Fernando Miranda; and the General Secretary of the Treasury, Carlos San Basilio. Moreover, meetings were organised with the Vice-President of the European Central Bank, Luis de Guindos; the Vice-President of the European Investment Bank, Enma Navarro; and the President of the ICO, José Carlos García Quevedo.



Meeting with the Minister of Foreign Affairs, Arancha González Laya



Online meeting with Minister Reyes Maroto



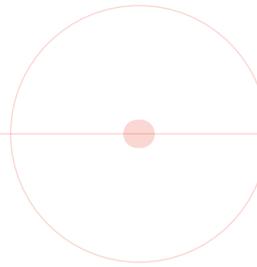
Meeting with the Secretary of State for Trade



Meeting with the Vice-President of the ECB, Luis de Guindos



Meeting with the President of the ICO, José Carlos García de Quevedo



The voice of business

The President of the Chamber of Spain, José Luis Bonet, personally assumed leadership of this institutional dialogue and conveyed the needs of the business world to all levels of government, from the Head of State to all the various members, and on numerous occasions calling for a National Compact for reconstruction. He did so for the first time in May when he asked that politicians “measure up to the lesson of dignity, resilience, solidarity and discipline that Spaniards have shown as a whole”.

José Luis Bonet identified three phases in overcoming the



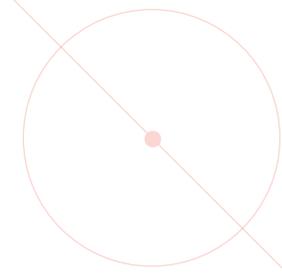
“Leaders Live” cycle, with José Luis Bonet



José Luis Bonet speaks at the CEDE Conference

crisis: survival, recovery and transformation. He was very clear at the 19th CEDE Congress of Executives, where he put forth the two “core focal points of the future: the digital transformation and the ecological transition”.

And he pointed out the light at the end of the tunnel when approval of the first vaccines was announced. At the S'Agaró Economic Conference, and together with the Governor of the Bank of Spain, Bonet defended the tourism industry as a driving force of the economy. The two extraordinary Plenary Assemblies of the Chamber

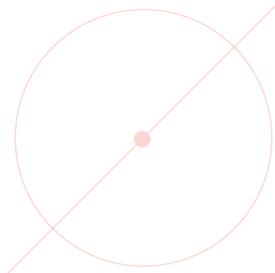


of Commerce of Spain held in June and September merit special mention. The first one was presided over by His Majesty the King, in one of his first acts after resuming in-person activities. Enterprises of the Chamber of Spain, represented by both Ana Botín, President of Banco Santander, and by Ángel Asensio, President of the Chamber of Commerce of Madrid, explained the difficulties that enterprises were having due to the restrictions on mobility, the drop in economic activity and the public health situation. The President of the Chamber of Spain, José Luis Bonet, detailed the actions by the chamber system in favour of the Spanish production fabric. After listening to them, His Majesty the King sought to convey a message of encouragement: “Now, together and between us all, including the public sector, businesses, chambers

of commerce and civil society, and by joining forces and, intelligently and in coordination, by applying our energy and our resources with generosity, transparency and diligence, we must be able to reactivate the economy with all the strength, solidarity and competence of which Spaniards are capable and also deserve”.



Extraordinary Plenary Assembly of the Chamber of Spain on 1 June, presided over by H.M. the King.



The second extraordinary Plenary Assembly was held in September. The presidents of large Spanish companies that are members of the Plenary Assembly of the Chamber of Spain – Ana Botín, of Banco Santander; José María Álvarez Pallete, of Telefónica; Fernando Abril Martorell, of Indra; Ignacio Sánchez Galán, of Iberdrola; Carlos Torres of BBVA; and Helena Herrero, of HP – had the opportunity to state their proposals for recovery to the Economic Vice-President of the Government, Nadia Calviño, in which they submitted the priorities of digital transformation, ecological transition, training and internationalisation. They all agreed on the need for a consensus when taking on the necessary reforms. A call for unity that was shared by the Minister of Economic Affairs: “We share the diagnosis of the situation, as well as the recipes for tackling it. What unites Spanish society is greater than what separates it, and that must also be reflected in politics. Now is the time for unity, for lending a hand”. The President of the Chamber of Spain, José Luis Bonet, appealed to decisiveness, courage, determination and far-sightedness, while “certainly ensuring the well-being of the people, but also caring for companies, which are the key piece for recovery, for creating employment and for growth of the economy”.



Round table of the Extraordinary Plenary Assembly of 3 September, with Fernando Abril Martorell, José Vicente Morata, Ana Botín and Ignacio Sánchez Galán



Extraordinary Plenary Assembly of 3 September with the Vice-President, Nadia Calviño



José María Álvarez Pallete, President of Telefónica



Ana Botín, President of Banco Santander



Speech by José Luis Bonet at the Extraordinary Plenary Assembly of 3 September



Nadia Calviño, Vice-President and Minister of Economic Affairs and the Digital Transformation

Proposals for recovery

During 2020, the advisory duty of the Chamber of Spain, which is developed through the work of the 16 sector Committees, has been strengthened. They have worked intensely to provide the Public Administration with proposals of measures that could contribute, first, to overcoming the crisis and, subsequently, to undertaking

the process of recovery and reconstruction.

As soon as the State of Alarm was declared and all non-essential activities were suspended, the Chamber of Spain requested urgent and powerful measures for guaranteeing the survival of the Spanish economy, and it likewise called for firmness and resolve from the European Union.

In the ensuing months, the Chamber of Spain submitted various proposals of measures for recovery and reconstruction, both in general for the economy as a whole and more specific ones for some of the sectors that were hit hardest by the crisis, such as commerce, tourism and the automotive industry.

Likewise, the Digitalisation Committee submitted the Initiative for the Digital Transformation, thereby anticipating the debate around the digital transformation

of SMEs, including 65 measures to ensure a fair, balanced, social and transformative process.

A total of 8 documents of measures were drafted, plus another comparative analysis of economic and mobility measures that were applied because of COVID-19 in various European countries.

Moreover, 4 Business Competitiveness Observatories were published, as well as 10 reports of forecasts and indicators. The President of the Chamber of Spain, José Luis Bonet, submitted these measures when he appeared before the Commission of Industry, Trade and Tourism of the Congress of Deputies on 5 June.



Appearance by José Luis Bonet in the Congress of Deputies





Bonet and Rosa Díaz at the presentation of the SigmaDos survey

To learn about the state of opinion of companies, the Chamber of Spain commissioned a survey from SigmaDos. The survey reflected the brutal impact by the cessation of activity, with estimated drops in turnover of 55% on average, although with a certain amount of optimism about the capacity to recover. Businesses of the hotel and restaurant sector were shown to be affected the most.

Another survey, by Woman in a Legal World and 50&50 Gender Leadership, allowed learning about the perception of teleworking, a practice that some companies had already been applying and that became widespread with the mandatory lockdown.

Three out of every four employees believe that their activity can be performed remotely, although many also think that



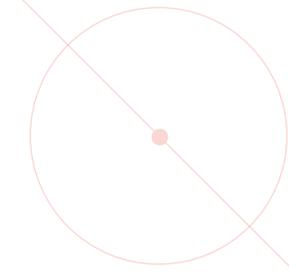
Woman in a Legal Word and 50&50 Gender Leadership with the Director General of the Chamber of Spain

companies will be reluctant to accept it. At many work centres, teleworking has come to stay.

Right from the beginning, commerce and tourism were sectors that required priority attention, and in addition to the aforementioned reports on measures, the President of the Chamber of Spain led a task force created by the FEDEA to analyse the impact of the crisis on these sectors. The conclusion of the study was to call for an extensive political



FEDEA Task Force



and social compact around a strategy for overcoming the situation as soon as possible and for transforming the economy.

On the other hand, the Chamber of Spain acted decisively, together with the General Secretary of Industry, to facilitate the resumption of business activity with the maximum guarantees of safety as soon as it was possible. Therefore, in the month of April, the “**Todos protegidos**” (Everyone

Protected) portal was implemented, whose objective was to place companies that were seeking personal protective equipment in contact with suppliers of such equipment, at a critical point in time due to the scarcity in the market. The exchange of information allowed the supply of gloves, masks, protective shields and hydroalcoholic gels, all essential for returning to work centres.



The role of the Crown

In 2020, the Royal Family has strengthened its proximity to and support for the Chambers of Commerce and, through them, the business world, the generator of wealth and creator of employment.



Plenary Assembly of the Chamber of Spain with H.M. the King



H.M. the King signs the Book of Honour of the Chamber of Spain

structuring of Spain.

During the pandemic, the King and Queen held several online meetings with business organisations and the presidents of Chambers of Commerce to show their interest in the situation in which all enterprises – small, medium and large – were immersed.

With all Spain officially mourning the victims of COVID, His Majesty the King appeared in the Chamber of Spain on 1 June to preside over the Extraordinary Plenary Assembly, where he could listen to the business proposals for economic recovery and reconstruction.

On 9 December, His Majesty the King returned to the Chamber of Spain to preside over the 4th Internationalisation Summit, organised in cooperation with the AED, the Exporters and Investors Club, the CEOE and the Leading Brands of Spain Forum. There was an analysis of the risks and opportunities for companies in the global scenario of the pandemic that has conditioned global trade. His Majesty encouraged businesses to not cease their search for new markets, despite the difficulties: "Internationalisation is once again going to be one of the major driving forces behind the recovery of the Spanish economy after the crisis, in this case caused by the pandemic. The search for new markets abroad was one of the channels that allowed us to leave behind the 2008 crisis, and we are confident that it will once again play an essential role, even in view of some of the protectionist



Online meeting between the King and Queen and representatives of the Leading Brands of Spain Forum



Extraordinary Plenary Assembly of the Chamber of Spain on 1 June

trends in some markets".

The Chamber of Spain has publicly shown its support for King Felipe VI, thanking him for his dedication and commitment in service to Spaniards, and very especially for his support for enterprises. The parliamentary monarchy set forth in the Constitution of 1978 has been one of the keys to the progress and modernisation experienced over the last 45 years. In these especially delicate times in which we live, from a health, economic and social perspective, reinforcing the institutional architecture is essential to being united in overcoming the crisis derived from the COVID-19 pandemic.



4th Internationalisation Summit presided over by H.M. the King



H.M. the King at the Internationalisation Summit on 1 December



Speech by H.M. the King at the Extraordinary Plenary Assembly of 1 June

Next Generation EU recovery funds

In view of a global pandemic, the response must be global, and the European Union acted with a decisiveness of historic dimensions.

In the initial days of April, the European Central Bank approved an initial package of measures to guarantee liquidity, the scope of which it expanded in subsequent months. In turn, the European Commission implemented aid amounting to 540 billion euros through three instruments: line of credit for companies through the European Investment Bank, amounting to 200 billion; loans from the ESM to Member States, in the amount of 240 billion; and a new instrument, the SURE, allocated

In addition, at the end of May the Commission approved the Next Generation EU Recovery Plan, allocated with 750 billion euros, the largest economic stimulus package in its history, for building a new Europe with two characteristic elements: greener and more digital.

From the very moment when this aid fund was launched and transferred to Spain through the National Plan for Recovery, Transformation and Resilience, the Chamber of Commerce of Spain became fully involved in identifying action priorities and designing projects with a fit under

the new funds.

As it had been pointed out by the president of the Chamber of Spain right from the start, the shock was such that traditional recipes would not work. "We are forced to reinvent ourselves as a country, as companies and even as persons. Our objective cannot be to merely recover after the crisis, rather to carry out an in-depth transformation to achieve more solid, sustainable and inclusive growth," José Luis Bonet highlighted.

Digital transformation, sustainability, training and internationalisation were the four priority lines of action of the Chamber of Commerce of Spain, which worked according to a three-way focus: management and execution of its own projects developed through the network of chambers; participation on projects implemented by the central, regional and local public administrations but executed through the network; and dialogue with companies of our Plenary Assembly



Presentation of the National Plan for Recovery, Transformation and Resilience, with the participation of the President of the Chamber of Spain



Presentation of the Plan for Boosting the Tourism Sector



The President of the Chamber of Spain at the presentation of the Digital Agenda



The Director General of the Chamber of Spain at the presentation of the Vocational Training Modernisation Plan



Informative session with the Secretary of State for Economy, Ana de la Cueva

regarding information, advising and eventual participation in support of their projects.

The heads of Government who were responsible for preparing the Recovery Plan, such as the Director of the Department of Economic Affairs of the President of the Government, Manuel de la Rocha, and the Secretary of State for Economy, Ana de la Cueva, as well as their teams, participated in various sessions to offer complete information about the plan's content to members of the Chamber of Spain.



The Director General of the Chamber of Spain, Inmaculada Riera, with the President of Navarra, María Chivite, and the President of the Chamber of Navarra, Javier Taberna

Likewise, the Chamber of Spain has held meetings with various Presidents of Autonomous Communities to strengthen the cooperation between institutions for managing the European funds.

The capillarity of the chamber system, its experience as an intermediary agency in managing European funds and the public nature of the chambers of commerce, which work

in service to the general interest, make the Chambers a key agent in collaborating with the public administration on the management of new European projects.

To reinforce the existing communication channels with enterprises, in the month of December the Chamber created a **Support Unit** for handling consultations from not only companies but also the network of Chambers, and it also implemented the **“Objetivo Transformación”**



(Transformation Objective) portal, which includes complete information on European funds and the National Plan for Recovery, Transformation and Resilience drafted by the Spanish Government: priority lines of action, public funding calls and documentation of interest.

Also, with the aim of taking advantage of all the opportunities and learning all the details about the decisions that are made by EU authorities, the Office of the Chamber of Spain in Brussels reinforced its team located there.



Direct aid for companies

Aware of the need to provide financial support for companies, calls for direct aid for SMEs were made by the Chamber of Spain for the first time through the TICCámaras, InnoCámaras and Xpande Digital programmes. A total of 1.6 million euros financed completely by the ERDF, with a direct impact on the innovation, the digital transformation and the digital internationalisation of small and medium enterprises. The call for funding received 1,786 applications, a figure that represented six times the available supply, and it clearly showed the financing needs of SMEs and the urgency of coming up with new mechanisms of direct aid for enterprises. The aid complemented that which was already provided by territorial Chambers for these programmes, and it was targeted at the SMEs of Madrid, Cantabria and the Community of Valencia.

Together with this extraordinary call for funding, another was issued under the PAEM programme targeted at promoting women entrepreneurs. With co-financing from the European Social Fund, it included two lines of aid: the first, designed for women who have been self-employed for at least 12 months and who were registered under the Special Scheme of Self-employed Workers, with a maximum of 600 euros per beneficiary; and the second for women who had created their enterprise within the last 12 months, with a maximum aid amount of 2,000 euros.



Digital transformation, lever of modernization

The pandemic has proved that the commitment to the digital transformation of SMEs that the Chamber of Spain implemented in 2019 under the “Digital Enterprise Spain” strategy was right on the mark. If at the time it represented an opportunity, now it has become a question of survival.

Before the pandemic, the Commerce Digitalisation Committee of the Chamber began working on an Initiative for the Digital Transition so that no company would be sidelined from the advantages offered by incorporating digital tools into their management system. The report was presented on 7 July. It recorded the need to strengthen training in order to improve digital skills, the

need to create a roadmap for the digital transformation of public administrations and the need to deploy telecommunications networks so that nobody would be left behind, among other measures.

The Chamber of Spain has been a protagonist in public initiatives along this line, which included President Bonet participating in the presentation of the 2025 Digital Strategy. In his speech before the Spanish President, he asked that SMEs be given priority in the government's agenda in the process of digitally transforming the Spanish economy.



1. Presentation of the Digital Transition Initiative / 2. Speech by the Secretary of State for Digital Transformation and Artificial Intelligence / 3. Meeting between Vice-President Nadia Calviño and agents and companies of the technology and digitalisation sector.

Sustainability's time

Together with digital transformation, the other major line of the economic reconstruction is going to be the green economy, with the objective of achieving a more solid, sustainable and inclusive model of growth.

In 2020, the Chamber of Commerce of Spain became a member of the Sustainable Development Council, an advisory and collaborative body and a channel of participation by civil society for complying with the

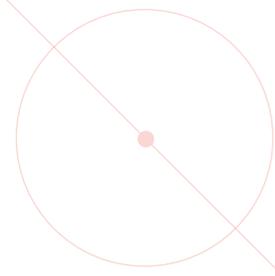
Sustainable Development Goals of the 2030 Agenda. Moreover, the Chamber of Spain joined the Spanish Network of the United Nations Global Compact, and with this organisation in 2020 it implemented a series of conferences with Chambers of Commerce to raise awareness among enterprises about the strategic value of sustainability. 23 online conferences were held under the title of *Sustainability, a strategic factor for SMEs*, which included the participation of nearly one thousand companies. Over 70 of them explained their experiences in implementing measures for energy efficiency, waste recycling or the reduction of consumption.



Ángel Pes and José Luis Bonet



Sustainability Conference for SMEs organised by the Chamber of Zaragoza



Before beginning these conferences, experts of the Spanish Network of the Global Compact gave a training workshop to Chamber technicians on the Sustainable



Development Goals Promoting decent work is Sustainable Development Goal number 8, which is the inspiration for the Entrepreneurship in Disability Forum, organised by the Incyde Foundation of the Chambers of Commerce, in which José Luis Bonet sought to remind us that, “through the 2030 Agenda, we are committed to leaving nobody behind. We therefore have to work together to achieve an inclusive society and economy. Let’s stop talking about disability and start talking about people with different abilities”.



“Entrepreneurship in Disability” forum



The key role of Training



José Luis Bonet and Raúl Grijalba, President of ManpowerGroup

The impact of COVID on the labour market has been devastating. According to the ManpowerGroup index, presented in December at the Chamber of Spain, young people under the age of 35 years with a low level of education and working in the hotel and restaurant industry are the group that has suffered the consequences

of the crisis the most.

Training is one of the best tools for fighting against unemployment, and the PICE Programme is a benchmark for young people within the National Youth Guarantee System. During 2020, the Chambers of Commerce bolstered their offer of online courses. Not only was it possible to maintain the training activity, the number of students enrolled increased by a factor of 20, with the



number of courses also increasing (60% more just in the months of March, April and May).

At the other end of the labour market, people over the age of 45 years who lost their jobs are also facing a complicated future. The **45+ Programme** is targeted at them, which was launched by over 40 Chambers of Commerce with co-financing from the European Social Fund. The objective of the programme is to improve the digital skills and competencies of unemployed persons of between 45 and

60 years of age.

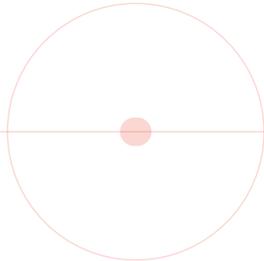
In a year in which using the Internet has been essential, the Chamber of Spain launched the **Cybersecurity** programme, which makes personalised advising available to companies, with the main objective of driving safe and reliable use of cyberspace, while protecting the rights and freedoms of citizens and promoting socio-economic progress.

Ciberseguridad



Promotion of arbitration and mediation

One of the economic consequences of the pandemic has been the increase in conflict between enterprises. The out-of-court resolution of such disputes, through arbitration and mediation, is an alternative that saves time and money for companies and can be a great aid in times of crisis. The Chamber of Spain therefore implemented the Spanish Mediation Centre last year, presided over by Rafael Catalá. The work of this new institution joined that which the Spanish Court of Arbitration had been performing, presided over by Elena Otero Novas.



Institutional stability

Institutional stability has been one of the keys to the great leap in well-being, progress and modernisation experienced by the Spanish economy and society over the last 45 years. Stability based on the Constitution of 1978, which establishes the principles of democracy, a parliamentary monarchy, the social market economy, the state of law, the welfare state and a state composed of autonomous communities. The Chamber of Commerce of Spain, together with the General Council of Economists,

undertook an analysis of this period in the study “**45 years of economic, social, business and institutional evolution in Spain**”, which analyses the evolution of the main economic and social indicators since the establishment of the democracy, a period during which the per capita GDP has multiplied by 2.3, in conjunction with clear progress in the education and health systems and the infrastructure network in our country.



Presentation of the study “45 years of economic, social, business and institutional evolution in Spain”

Communication campaigns

Throughout 2020, the Chamber of Spain has carried out various communication campaigns to emphasise the role played by enterprises and civil society in the fight against the pandemic. On 24 March, the Chamber of Spain launched the first of these campaigns to emphasise the effort made by all the social and economic sectors in the fight against the pandemic. **HEROES** acknowledged the work of healthcare personnel, transport operators, industries that kept machines running and the distribution sector, which kept supermarket shelves supplied with food and staples.



#CámarasATuLado (“Chambers by your Side”) sought to reinforce confidence in the service that the Chambers of Commerce provide to companies, even with the restrictions imposed by the State of Alarm. With information about the measures affecting their activity, about the aid that was being placed at their disposal and about all the novelties related to the execution of programmes and their calls for funding.



Through the campaign **#EmpresasATuLado** (“Businesses by your Side”), the Chamber of Spain publicised the actions taken by Spanish companies to mitigate the effects of the health crisis. These measures included facilitating payments (making them in advance or deferring them) for vulnerable groups, donations of healthcare materials or of food to social groups that were highly affected by the pandemic and guarantees of basic utilities (water, gas and electricity). A total of over 300 initiatives to which over 640

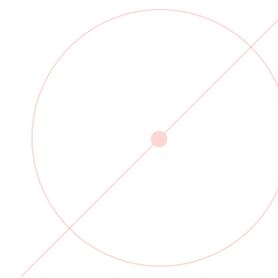


million euros were allocated.

#EmpresasATuLado also allowed disseminating the initiatives of many companies that placed their production capacity at the service of the health emergency. Masks, face shields and visors for healthcare personnel came out of the business incubator of the Chamber of Linares, with the support of the Incyde Foundation and ERDF Funds, in a non-profit, collaborative project in conjunction with the company Soluciones Sicnova and the city government of Linares. Also, the 3D Factory High-Tech Business Incubator of Incyde and the Consorci de Zona Franca provided



1. Protective shields produced in the business incubator of the Chamber of Linares. / 2. Protective shield produced on the 3D printer of the 3D Factory High-Tech Business Incubator.



printers for producing protective shields that were delivered to hospitals.

The State of Alarm was lifted in three phases according to a de-escalation plan, which was implemented progressively in all territories. After several weeks of being completely closed, commerce got to work bringing back customers. The campaign, **Te estamos esperando** (“We’re waiting for you”), was promoted jointly between the Chamber of Spain and the network of territorial Chambers in conjunction with the Ministry of Industry, Trade and Tourism, and it relied on co-financing from the European Regional Development Fund. It was implemented with the lifting of



the first restrictions on 11 May to support proximity trade. Along this same line, the **Sello de Confianza** ("Trust Stamp") created by the Chamber of Spain and Chambers of Commerce served to accredit that establishments complied with the health and safety protocols established by the Secretary of State for Trade. Large supermarket

chains such as Carrefour adhered to this initiative. The resumption of commercial activity has been basic for economic reactivation and was one of the action lines of the Chamber of Spain in 2020. In collaboration with the Ministry of Industry, Trade and Tourism, the campaign **#LevantarUnaPersiana es construir un país**



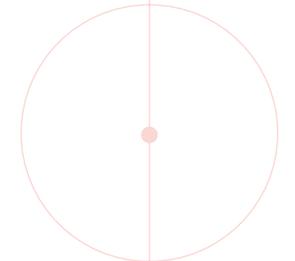
Presentation of the #LevantarUnaPersiana campaign in Lanzarote



Presentation of the #LevantarUnaPersiana campaign in Ciudad Real



Presentation of the #LevantarUnaPersiana campaign in Madrid

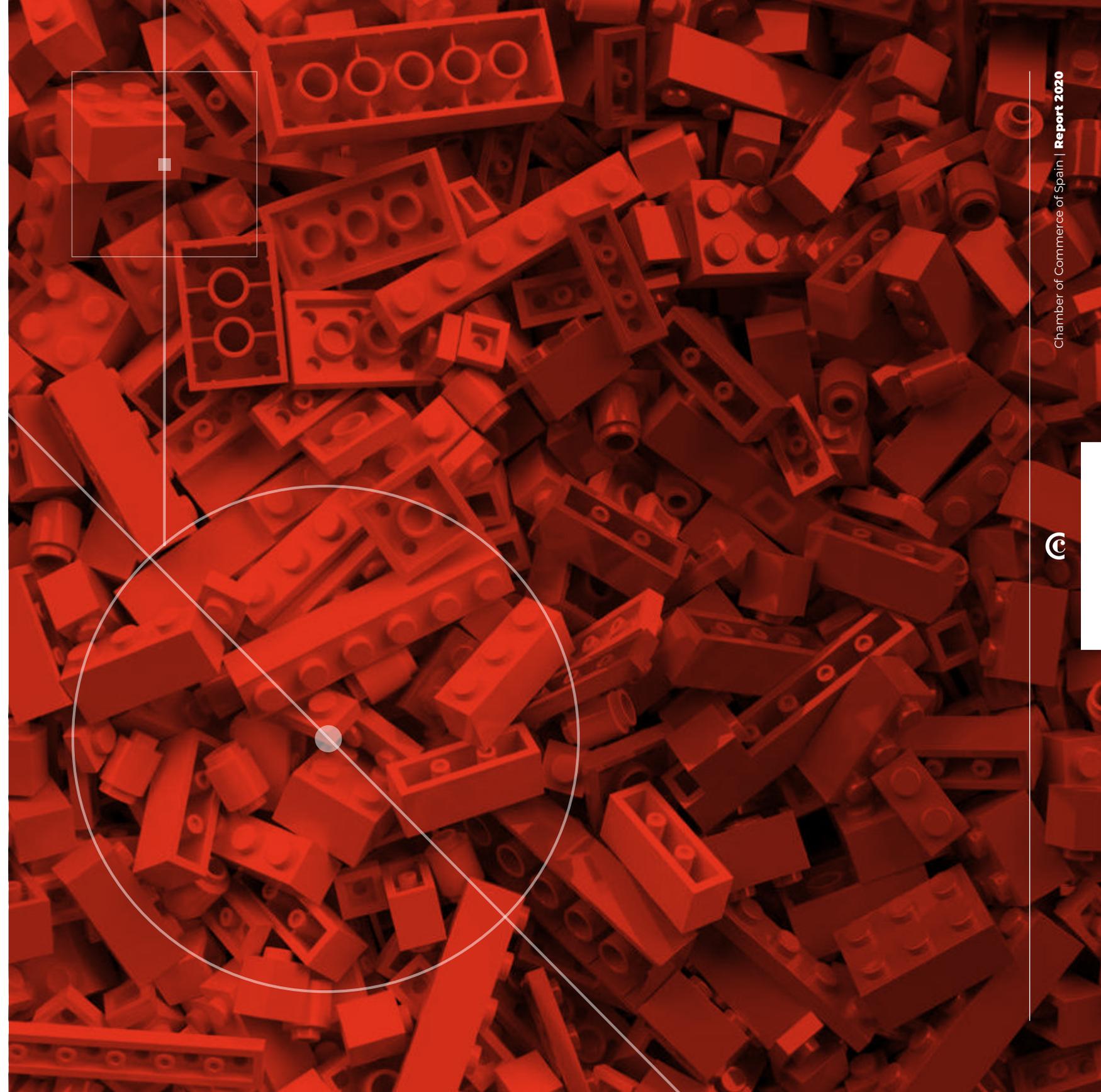




Presentation of the Spain for Sure campaign at the Prado Museum

(“Raising a Roller Blind means building a country”) was implemented.

Support for the tourism sector, the main industry of the Spanish economy, also occupied a significant part of the work of the Chamber of Spain and the network of Chambers. The campaign, **Spain for Sure**, designed to reinforce the image of Spain as a safe country, was promoted by the Secretary of State for Global Spain, the Chamber of Spain, the Leading Brands of Spain Forum and the CEOE. It included the participation of internationally recognised ambassadors of Marca España (Spain Brand), such as Ana Botín, Rafael Nadal, Pau Gasol, the Roca brothers, María Blasco and cardiologist Valentín Fuster. It also had the backing of the Royal Family.



Other institutional activities

Renewal of the Plenary Assembly and the Executive Committee of the Chamber of Spain

At the end of the year, the Plenary Assembly of the Chamber of Spain, the supreme body of government and general representation of the Chamber of Spain, approved the incorporation of the Chambers of Commerce of Málaga and Seville into that body, in accordance with the designation made by the Regional Government of Andalusia and notified by the Secretary of State for Trade.

This change also involved a modification of the composition of the Executive Committee, the management, administration and proposal body of the Chamber of Spain, which was joined by the Chamber of Málaga.

Likewise, in compliance with the rotation of the representation of the chambers in this body, which is provided for in the Internal Regulations according to the business census, the Chambers of Badajoz, Oviedo, Navarra and Cantabria became members of the Executive Committee.

With respect to business representation, the Plenary Assembly approved the incorporation of Asisa and Suez on the Executive Committee. Moreover, it was resolved that Naturgy should join as a member of the Plenary Assembly, based on its previous status as a collaborating member, and that the companies Carrefour, Alsa, Fluidra, Idom, Saba and Huawei should be included as collaborating members.

National Award for SME of the Year

In June, the Minister of Industry, Trade and Tourism, Reyes Maroto, gave out the National SME Award for 2019 to Señorío de Montanera, a company in Badajoz that is engaged in producing pure Iberian hams and cold cuts with the Dehesa de Extremadura Protected Designation of Origin (PDO). The ceremony had to take place online due to the restrictions on capacity in public events and on inter-provincial movements.

Together with this company from Badajoz, the following were also awarded: IDE Electric, of Zaragoza, with the Internationalisation Accésit; Zennio Avance y Tecnología, of Toledo, with the Innovation and Digitalisation Accésit; Joséln Sobaos y Quesadas received the Training and Employment Accésit; and Grupo Sanchiz, of Valencia, was distinguished with the Responsible Enterprise Accésit.

While the awards were being given out, the opening of registrations for the 2020 SME Award was announced, which is called by the Chamber of Spain and Banco Santander, with the cooperation of the network of Chambers of Commerce, to acknowledge the work of small and medium enterprises as generators of employment and wealth. In its fourth edition, the Award included a Special Mention for the Fight against COVID to acknowledge the effort of many small and medium enterprises in their response to the health, economic and social situation caused by the coronavirus pandemic.



Delivery of the National SME Award for 2019

“Values Build Dreams” arrives in Valencia

The Values Build Dreams campaign, promoted by the Chamber of Spain, the Leading Brands of Spain Forum and the Secretary of State of Global Spain, arrived in Valencia before the perimeter closures were announced and in-person academic activity was suspended at schools. The act, organised at the Luis Vives School of the Chamber of Valencia, included the participation of Hortensia Roig, President of EDEM Escuela de Empresarios; Avelino Corma, Príncipe de Asturias Award Winner for Scientific and Technical Research; Rafael Juan, Chief Executive Officer of Vicky Foods; Luis Valls, Chef and Head Cook of the restaurant, El Poblet; and writer Rosario Raro. They all talked before 200 students at three schools about the importance of perseverance, effort, curiosity and excellence for reaching personal and professional goals.

Since the beginning of the campaign in 2017, over 2,500 young people of between 14 and 16 years of age from nearly 40 schools have participated in the Values Build Dreams campaign, which has visited 8 Spanish cities.



“Values Build Dreams” in Valencia

Agreement with the Vatican

In January, José Luis Bonet had a private meeting with His Holiness Pope Francis for the purpose of signing a cooperation agreement between the INCYDE Foundation of the Chambers of Commerce, the Pontifical Academy for Life, the Pontifical John Paul II Institute for Studies on Marriage and Family and the Catholic University of Murcia. This agreement will mean carrying out activities designed to create employment and entrepreneurship in Africa and India.



Meeting with His Holiness the Pope



BNEW, Meeting on the New Economy

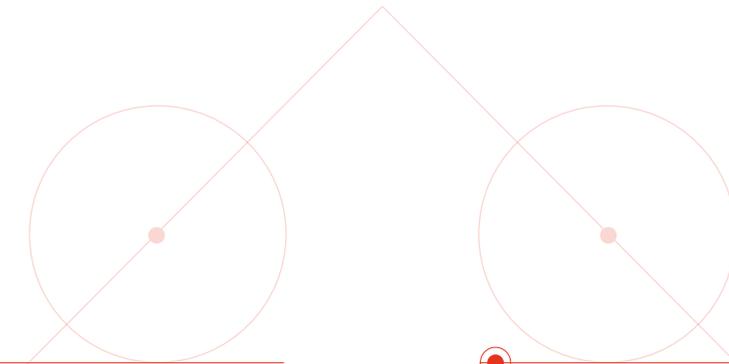
As President of the INCYDE Foundation of the Chambers of Commerce, José Luis Bonet participated in the first edition of Barcelona New Economy Week (BNEW) in October, which also included the participation of the Spanish President Pedro Sánchez and His Majesty the King, who handed out awards during the closing ceremony. Organised in cooperation with the Consorci Zona Franca of Barcelona, the meeting was conceived of as the starting point for economic reactivation. BNEW is a hybrid B2B event that brought together five global areas that are



BNEW Meeting on the New Economy

interconnected: Logistics, Real Estate, Digital Industry, E-commerce and Economic Zones, all of which focused on contributing to the global economic recovery by analysing new challenges and opportunities.

Bonet also accompanied His Majesty the King and the President on their visit to the 3D Factory High-Tech Business Incubator of the Consorci Zona Franca and the Leitat Foundation.



José Luis Bonet, Honorary Ambassador of Marca España (Spain Brand)

The Leading Brands of Spain Forum conferred upon José Luis Bonet the title of Honorary Ambassador of Marca España for his significant contribution to generating and strengthening a positive image of Spain abroad. Bonet received the distinction from the King and Queen. During the event, don Felipe pointed out that the President of the Chamber of Spain is “the perfect example of a business person who is committed to this country and society”, and he highlighted “his humbleness, his discretion and his moderate optimism, which allows him to see the glass half full”.

Together with José Luis Bonet, this eighth promotion of Honorary Ambassadors of Marca España also distinguished Ana Botín, President of Banco Santander; Carolina Marín, world badminton champion; Isabel Coixet, film maker; microbiologist Francisco Mojica, a specialist in gene therapies; the National Organization of the Blind of Spain (ONCE) and Grupo Ilunion; the network of Paradores Nacionales de Turismo; and LaLiga.



Delivery of the title of Honorary Ambassador of Marca España





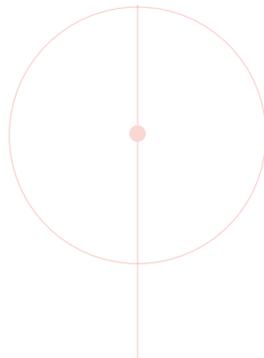
Award for the Promotion of Internationalisation

The Compañía Española de Financiación del Desarrollo (COFIDES - Spanish Development Financing Company) awarded the Chamber of Spain, the Secretary of State for Trade – ICEX and the CEOE for their work in promoting the internationalisation of companies.



Medal of Honour of the Chamber of Badojz for Adolfo Díaz-Ambrona

The General Secretary of the Chamber of Spain, Adolfo Díaz-Ambrona, received of the Medal of Honour from the Chamber of Commerce of Badajoz in recognition of excellence in the performance of his duties and for his work as ambassador of Badajoz and Extremadura. Díaz-Ambrona was thankful for the recognition, which was given by the President of the Regional Government of Extremadura, Guillermo Fernández Vara, and he expressed his confidence in “the talent of this land and its business owners, who create wealth and employment”. The President of the Chamber of Spain, José Luis Bonet, highlighted his “dedication to and cooperation with businesses, as well as his talent, work and tenacity”.



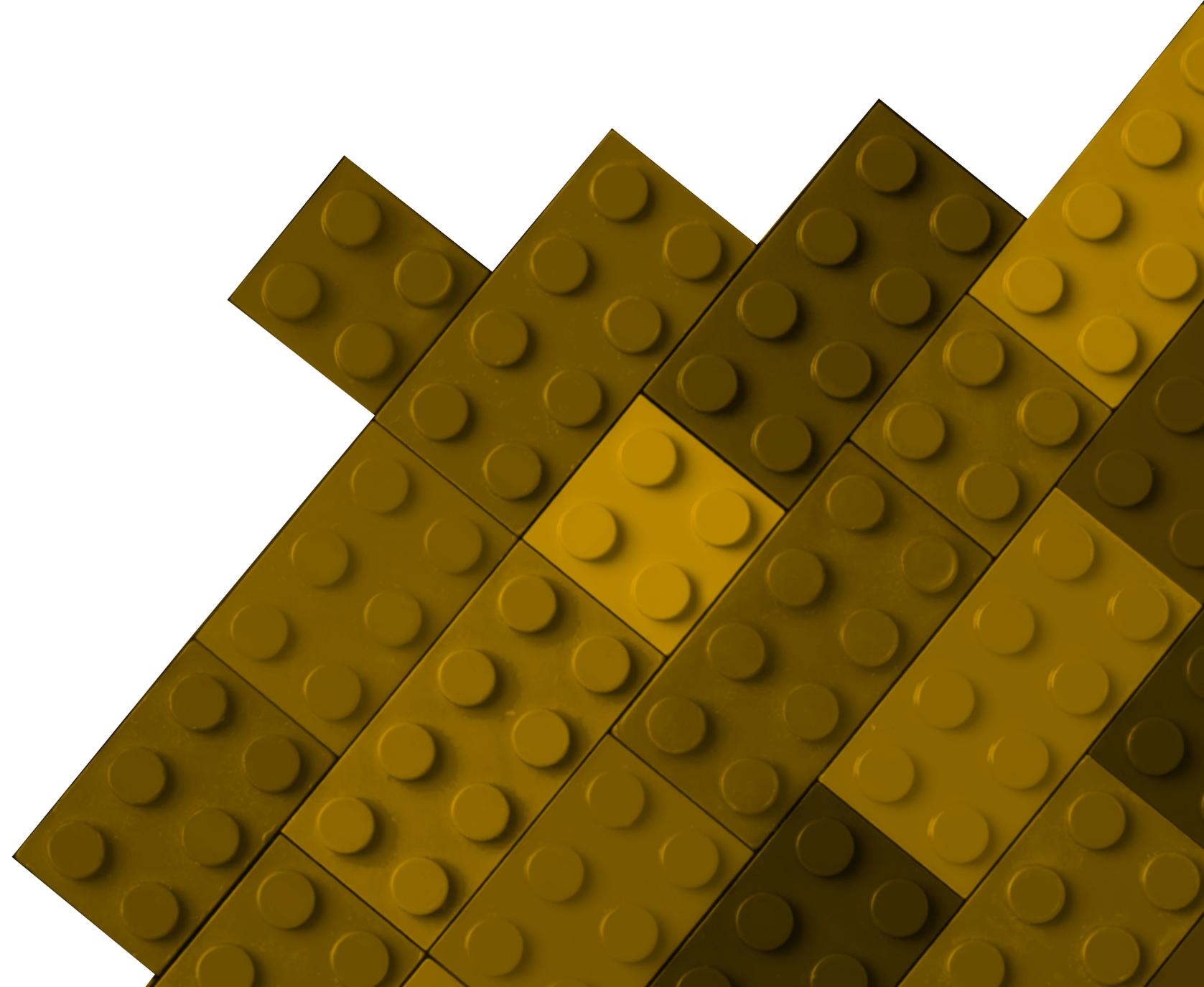
Recognition of Francisco Martínez-Cosentino

The Secretary of State for Trade, Xiana Méndez, and the President of the Chamber of Spain, José Luis Bonet, presented business person Francisco Martínez-Cosentino with the Medal of Honour of the Order of the Chamber of Spain, the highest distinction granted by the institution, in recognition of his contribution to the growth and image of Spain. The Secretary of State, referring to the President of Grupo Cosentino, highlighted: “Your company is an example of excellence and prestige in every country where you are present, and you have therefore become the best Ambassador of Marca España.” José Luis Bonet pointed out: “You took the very best image of Spain all over the world: the one that is associated with quality, design, innovation, research and modernity, and you did so from your home region, preserving your Andalusian roots, creating wealth and jobs for Almería.” Mr Martínez-Cosentino thanked the Chamber for the distinction and championed “the role of business persons. Companies of today and the future must promote social responsibility, equal opportunity and environmental awareness, thereby gaining the respect of citizens and attracting young talent.”



6.

Internationalisation



The restrictions on mobility and the drop in international commercial activity, both of them a consequence of the health crisis, and the measures and contingency plans related to the United Kingdom's exit from the European Union have marked the activity of the International Department of the Chamber of Spain.

To handle this situation, a comprehensive response has been given to the information needs of SMEs, with the online mode having been chosen as the way to carry out these actions (going back to in-person events as soon as it was possible).

Thus, the President of the Chamber of Spain participated in the Algeria-Spain Business Summit in Algiers, together with the Spanish President. The presidents of Naturgy, Indra and Seat also formed part of the delegation, as well as ICEX and the CEOE.

The Foro del Sistema de Integración Centroamericana (SICA - Forum of the Central American Integration System) provided a venue for analysing the business opportunities offered by Central America and the Caribbean, "a dynamic region where Spain is one of the main economic partners", in the words of José Luis Bonet. The Secretary of State for Trade, Xiana Méndez, pointed out the importance of

Spanish companies having international presence as a driver of growth.

The Chamber of Spain has always been committed to such opening-up of Spanish SMEs to new markets. With this calling, two new initiatives arose in 2020. The Platform, #JuntosMasLejos ("Farther Together") of ICEX, the CEOE and the Chamber of Spain, encompasses all the services and tools in support of the internationalisation of Spanish companies, a clear example of public-private partnerships, as it was pointed out in the presentation by both the Minister of Industry, Trade and Tourism, Reyes Maroto, and by the President of the Chamber of Spain, José Luis Bonet.

The Spain-Global Network of Executives Connection is, in turn, a project led by the Chamber of Spain and the Leading Brands of Spain Forum to create a global network of executives of Spanish companies abroad so that they can strengthen contacts in favour of their respective interests and act in unison with respect to institutions, thereby reinforcing the competitiveness and image of Spain. Global Spain, ICEX and the Confederación de Directivos Españoles (CEDE - Confederation of Spanish Executives) are collaborating bodies.



Trip with the Spanish President to Algeria.



Algeria-Spain Business Meeting



Presentation of the #JuntosMasLejos platform

Joint actions of the Tripartite

Institutional breakfast with the President of the Chamber of Deputies of Brazil



The Chamber of Spain, the Secretary of State for Trade through ICEX Spain and the CEOE regularly collaborate on organising events related to the internationalisation of companies. In 2020, 12 business meetings were held with: Peru, Brazil, Guatemala (2), Korea, Moldova, Turkey, Panama, Vietnam, United Arab Emirates and Chile. Between the months of April and July, the International

Area of the Chamber of Spain conducted 20 webinars on COVID-19, also in cooperation with ICEX and the CEOE, with the aim of learning about the impact of the coronavirus in different countries and about the future perspectives for Spanish companies that are established there. Japan, Mexico, Brazil, India, Korea, Portugal, Canada, South Africa, Italy and Angola were some of the countries.



Meeting with the Minister of Foreign Trade and Tourism of Peru



Meeting with the Minister of Foreign Affairs of Chile



Meeting with the Minister of Economy of Guatemala, Antonio Malouf, on 11 Mar.



Information about the COVID webinar organised with the tripartite

Ambassadors on the network of Chambers

In accordance with an agreement with the Ministry of Foreign Affairs, European Union and Cooperation, and in support of the internationalisation of Spanish companies, the Chamber of Spain coordinates meetings of the territorial Chambers of Commerce with Spanish Ambassadors in various countries. The following meetings were held during 2020.

- Ambassador of Spain to China, Rafael Dezcallar de Mazarredo.
- Ambassador of Spain to Kenya, Somalia and Uganda, Javier García de Biedma Bernaldo de Quirós.
- Ambassador of Spain to Poland, Francisco Javier Sanabria.
- Ambassador of Spain to Malaysia, José Miguel Corvinos Lafuente.
- Ambassador of Spain to Jordan, Aránzazu Bañón Dávalos.

Within that same framework of cooperation with the Ministry of Foreign Affairs, European Union and Cooperation, the Chamber of Spain actively participates on Mesa África, a platform for information and exchange between the Public Administration and key Spanish players on the African continent: civil society, the academic world, the private sector and business. This body is in charge of monitoring, assessing and revising the 3rd Africa Plan.



Spanish Chambers of Commerce abroad

The 44 Official Chambers of Commerce of Spain abroad, grouped under the FECECA and FEDECOM federations, have maintained their activity of service to companies in their respective countries. The Chamber of Spain has worked with them on a plan that allows expanding communication and developing activities to enhance the network.

On 6 July, the Chamber of Spain participated in the General Assembly of FECECA, which groups together the

Chambers that are present on the American continent. That General Assembly also included the participation of the Secretary of State for Trade, Xiana Méndez.

Moreover, the Official Chambers of Commerce of Spain in Europe, Asia and Africa, grouped under FEDCOM, resolved in their May and November assemblies to reinforce the actions lines for taking care of their members at the critical moments that were experienced last year.



FECECA Assembly



FEDECOM Assembly



Informative campaign about Brexit

The United Kingdom's departure from the European Union as from 31 December 2020, the framework of relations established between that country and the EU 27 and the consequences for enterprises due to the new status were the object of special attention by the Chamber of Commerce of Spain and the Territorial Chambers.

In collaboration with Banco Santander, a major event was organised regarding the new opportunities for Spanish companies, in addition to three other conferences focused on the trade in goods with the British Isles, as well as services and public contracting.

Four "After the Brexit" conferences were held: one each in Marbella and Santa Cruz de Tenerife and two in Vigo.



Transnational projects

The Chamber of Spain participates actively on 8 transnational projects with European Union funds.

ERIAS project.

For promoting the integration of immigrants in the labour market. Together with organisations from Italy, Greece, France, Bulgaria and Eurochambres.



FORMAEMPLOI – Archipelago Call for Proposals.

An operational project launched in 2020 in Mauritania to strengthen the vocational training and entrepreneurship of youths.



GREENinMED.

A project targeted at promoting collaboration among countries of the Mediterranean to improve innovation and efficiency in water and energy management at enterprises of the tourism sector.



ENTRECOMP Europe – COSME Programme.

This is a programme for spreading and promoting entrepreneurship in Europe through the “Entrecomp Framework”.



CVETNET – Erasmus+ Call for Proposals

To strengthen continuous vocational training and the learning of digital skills at companies.



TEDB II. SMEs Observatory in Turkey

In cooperation with the Chambers of Commerce of Ankara and Düzce. This project seeks to favour mutual learning for the implementation of an SME Observatory by the Turkish Chambers.



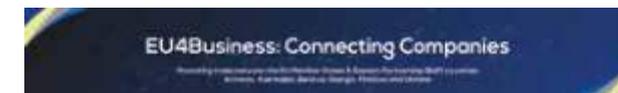
INVESTMED. ENI CBC MED Call for Strategic Projects.

This project was approved in September 2020 to foster cooperation between entities of Europe and of Mediterranean countries for sustainable entrepreneurship.



NET4WINE.

A Eurochambres project within its EU4Business strategy to promote business cooperation between Member States of the EU and Armenia, Azerbaijan, Belarus, Moldova, Georgia and Ukraine. In the case of this project, it concerns companies of the wine sector.



Strategic partnerships

Among the international actions of the Chamber of Spain, the relationship with international bodies and foreign action instruments of the EU presents opportunities for strategic partnerships and projects for driving the international agenda of the territorial Chambers and businesses.

In 2020, the Chamber of Spain became a member of the Task Force of Multilateral Bodies of the Inter-territorial Board of Internationalisation, and it participated in the 4th Forum of Tendering Companies. As a result of this event, together with ICEX Spain and the Chamber of Madrid, the Chamber of Spain participated in the 5th Meeting of Spanish Tendering Companies in Manila, in which business opportunities for the 2020-2022 period were discussed together with the Asian Development Bank, with an expected investment volume of 127 billion dollars.

There has been cooperation with various entities on the working plans of Latin America and Africa. The Ibero-American Association of Chambers of Commerce held an extraordinary meeting that included the participation of the President of the Chamber of Spain, José Luis Bonet, and the territorial partner Chambers of Commerce of AICO. The 47th Assembly of this association was held in Valencia as the virtual host, and as the new president, it appointed Francisco Herrero, President of the Chamber of Seville.



5th Meeting of Tendering Companies



Online meeting of the AICO Assembly

Certifications and authentications

In the international activities of companies, they require documents that not only prove the origin of their goods but also facilitate customs procedures, in addition to other documents with information about a company itself. Chambers of Commerce facilitate the processing of these documents.

ATA Carnets

Temporary goods admission documents. Valid in over 80 countries.

Issuing chambers: 63
Carnets issued: 2,546
Value of the goods: 135.45 million euros

Certificates of Origin

They prove that the merchandise to be cleared originates from a given country or territory to satisfy commercial requirements. The push for the eTrámites platform, which facilitates the request for certificates at any time and from any place, has allowed companies to continue processing these documents despite the mobility restrictions. A total of 93,996 documents were managed online, more than double the previous year.

Issuing Chambers: all
Certificates issued: 389,856

Authentication of commercial documents

Chambers of Commerce authenticate mercantile documents such as certificates of origin, certificates of free sale, invoices, packing lists and other commercial documents.

Issuing chambers: all
Legalised documents: 123,536

Business Certifications from Chambers of Commerce

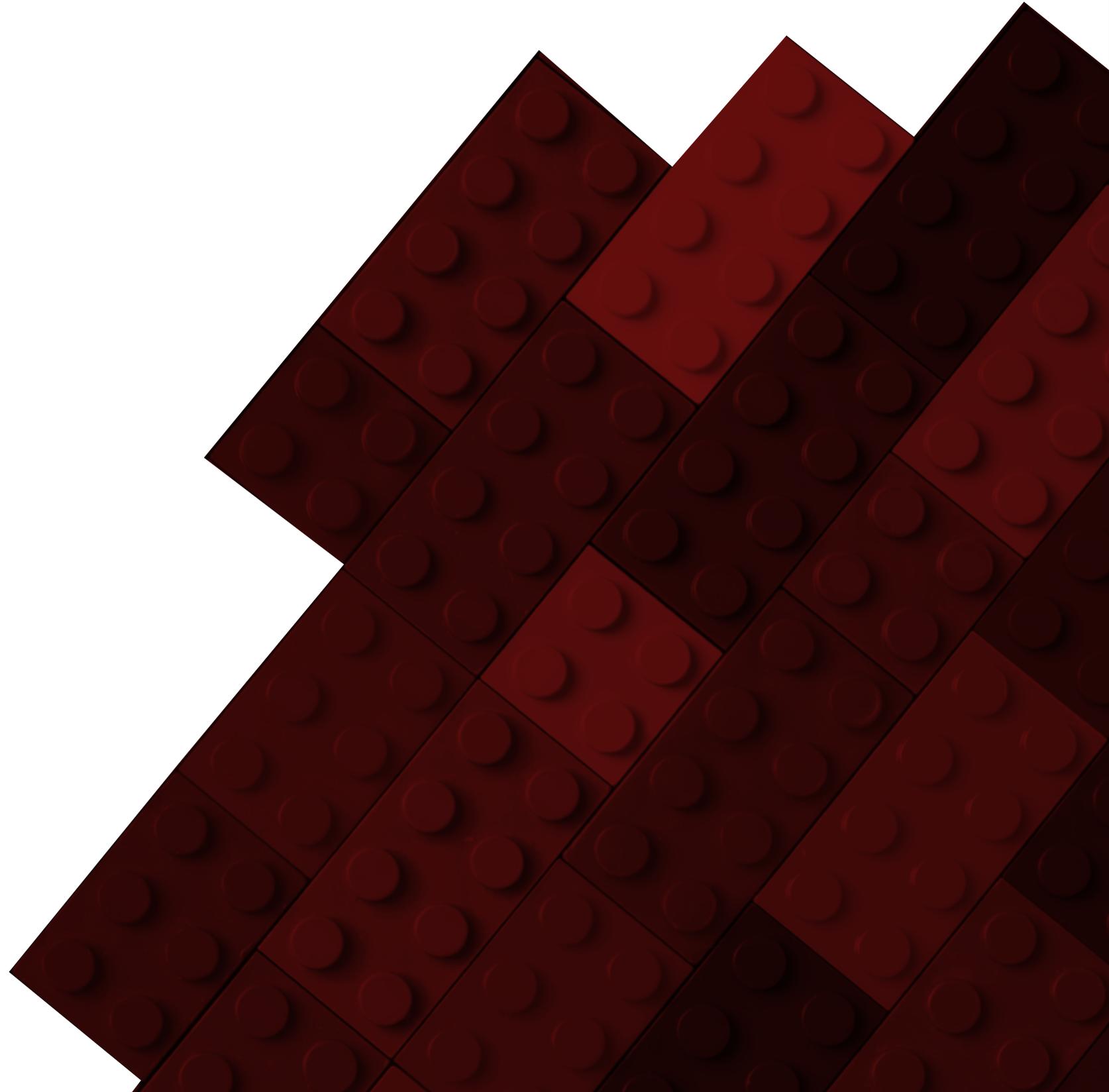
There are four main types:

- Certificate of free sale and consumption
- Certificate of registration in the census (basic and advanced versions)
- Certificate of enterprise size (micro, small, medium or large enterprise)
- Certificate of brand recognition and renown

Issuing chambers: all
Certificates issued: 13,831

7.

Competitiveness



New programmes

In 2020, the Chamber of Spain launched two new operational programmes that are capable of responding to the challenges that the current situation poses to the activity of companies. The push for the digital transformation poses the need to reinforce the security of strategic information. The **Cybersecurity** programme co-financed by the ERDF offers free diagnostics for companies and aid of up to 4,000 euros for implementing solutions that allow the detection and elimination of malware, for managing virtual private networks or for installing antiviruses and firewalls, among other things. The Cybersecurity programme operated in Andalusia, Castilla-La Mancha, the Balearic Islands and Castilla y León; it had a budget of 1.29 million euros; and it closed out 2020 with 216 direct beneficiaries and 1,402 indirect beneficiaries.

The **Industry 4.0** programme offers specific solutions for improving the competitiveness of the industrial sector through new technologies. The ERDF co-financing of up to 20,000 euros, subject to conducting a diagnosis, facilitates for SMEs the introduction of new production or logistics management systems, the optimization of processes and access to production engineering, such as 3D printing. Industry 4.0 was in force in Andalusia, Castilla y León, Catalonia, the Community of Valencia and Galicia; it had a budget of 1.63 million euros; and it had 86 direct beneficiaries and 975 indirect beneficiaries.

The technicians/managers of the Chamber programmes were trained by specialists to learn how to operate them.

Ciberseguridad

Industria 4.0



Training for technicians of Chambers

TICCámaras

A new publication, Iniciativa para la Transición Digital (“Initiative for the Digital Transition”), has joined those that had already been launched by the Chamber of Spain, driven by the Digitalisation Committee and within the framework of the TICCámaras programme, to promote the digital transformation of companies. Before lockdown was ordered and together with Telefónica and MAPFRE, in-person dissemination conferences were held at Chambers under the title of “Digitalisation as a competitive lever for SMEs”.

Awareness-raising and training workshops were maintained, despite the restrictions on mobility and capacity limitations. The España Empresa Digital website centralised information about the webinars organised by the Chambers of Commerce within the scope of digital transformation.

The programme, which in ordinary and extraordinary calls was offered in Extremadura, Andalusia, Castilla-La Mancha, Murcia, Aragón, the Balearic Islands, Castilla y León, Catalonia, the Community of Valencia, Galicia, Madrid, the Basque Country, the Canary Islands and La Rioja, had a total budget of 12.7 million euros and reached 1,473 direct beneficiaries and 7,333 indirect beneficiaries.



27.04 2021	Jornada 'Tienda online vs. "top manta" digital': conoce tus obligaciones para que no te sancionen	Webinar Cámara de Comercio de Valencia
04.05 2021	Ayudas del 50% en Tecnologías de Información y Comunicación	ON LINE Cámara de Comercio de Castilla
11.05 2021	Ayudas del 50% en Tecnologías de Información y Comunicación	ON LINE Cámara de Comercio de Castilla
18.05 2021	Jornada 'Mensajería privada: en qué se fija tu cliente para comprar online - Nivel básico'	Webinar Cámara de Comercio de Navarra

Information about webinars of the Chambers of Commerce on the España Empresa Digital website



Conference on Digital Transformation in Toledo

InnoCámaras

The Centro de Apoyo a la Pyme para la Protección de la Innovación (CEVIPYME – SME Support Centre for the Protection of Innovation), formed by the Chamber of Spain through the InnoCámaras programme, by the Directorate General of Industry and of Small and Medium Enterprise of the Ministry of Industry and by the Spanish Office of Patents and Trademarks, organised several awareness-raising conferences for SMEs regarding the importance of Industrial Property Rights.

The InnoCámaras programme, active in Extremadura, Andalusia, Castilla-la Mancha, Murcia, the Balearic Islands, Castilla y León, Catalonia, the Community of Valencia, Galicia and the Basque Country, had a budget of 5.1 million euros, and it ended with 592 direct beneficiaries and 1,464 indirect beneficiaries. There was also an extraordinary call by the chambers in Andalusia, Castilla y León, Galicia, La Rioja, Navarra and the Basque Country, with a budget of 1.8 million euros, which reached 241 direct beneficiaries.



Internationalisation programmes

The different programmes of the Chamber of Spain designed to help with the internationalisation of SMEs – Xpande, Xpande Digital, PIP, InnoXport and Gestión de Marca para la Internacionalización (GMI – Brand Management for Internationalisation) – carried out actions amounting to 7.49 million euros, to which the allocation of 680,000 euros of the direct execution funding call of the Chamber of Spain would have to be added. With a scope of action that included nearly the entire national territory, this aid reached 1,499 direct beneficiaries and 9,701 indirect beneficiaries.

The **Xpande** programme is targeted at Spanish SMEs that would like to begin exporting, would like to access a specific market abroad or would like to consolidate their international presence. Beneficiary companies can receive aid of up to 9,000 euros financed by the ERDF. **Xpande Digital** is focused specifically on digital marketing strategies to reinforce online positioning in target countries. In this case, the aid can reach a maximum of 4,000 euros per enterprise, also with co-financing from the ERDF fund.



The International Promotion Programme (PIP) is designed for SMEs that would like to take their first steps in opening up to markets abroad, and it provides for awareness-raising and information actions. [Photo 12 and one of the following 2: 13 or 14]. The Chambers perform a fundamental advising and support function for enterprises. The PIP is co-funded



Virtual Trade Mission to Colombia



Virtual Trade Mission to the United Kingdom

by the ERDF.

InnoXport is targeted at enterprises that have more experience in internationalisation, which they would like to enhance through innovation. With ERDF co-financing, the programme consists in two phases: an initial one with free advising for enterprises, and a second one in which the recommended solutions are implemented, with aid of



up to 7,000 euros for enterprises.

The **Brand Management** programme for internationalisation helps enterprises that would like to enhance their identity as a strategic tool of competitiveness and differentiation in their internationalisation process. Through three phases, SMEs are educated about the role of the brand; the competitive situation of the brand of a company is assessed whenever an enterprise requests it in their internationalisation process; SMEs are advised about how to improve their strategy and manage their brands in the internationalisation process; and financial support is offered, with the backing of the ERDF, for communication of the brand in target markets. The aid can be for up to 3,000 euros in the consulting phase and up to 7,000 euros in the implementation phase.



Retail Trade Support Programme

In addition to the aforementioned campaigns and agreements with the Ministry of Industry, Trade and Tourism in defence of proximity commerce, in 2020 the Chamber of Spain maintained its Retail Trade Support Plan, whose renewal was signed by the President, José Luis Bonet, and the Secretary of State for Trade, Xiana Méndez.

The agreement includes different actions to promote the competitiveness of commercial establishments by adapting their activity to the new commercial formulas and consumer habits, by promoting their digital transformation to favour expansion into both national and international markets and through other actions for energising commercial areas and activities.

In 2020 the **Retail Trade Programme**, which is implemented nationally, had a budget of 3.66 million euros and reached 749 direct beneficiaries and 40,185 indirect beneficiaries.



Signing of the Retail Trade Support Plan

Programme for Tourism Competitiveness

SMEs of the main Spanish industry – tourism – also have the backing of the Chamber of Spain for gaining competitiveness and not ceasing to innovate. The **Programme for Tourism Competitiveness** has the objective of enhancing the growth of enterprises in this sector through the use of ICTs; providing tools and solutions that promote their competitiveness and improve their productivity; and establishing processes for identifying the needs of tourism companies, while at the same time creating tools that facilitate adaptation of the sector to new needs. Co-financed by the ERDF, the programme offers maximum direct aid of 7,000 euros to SMEs.

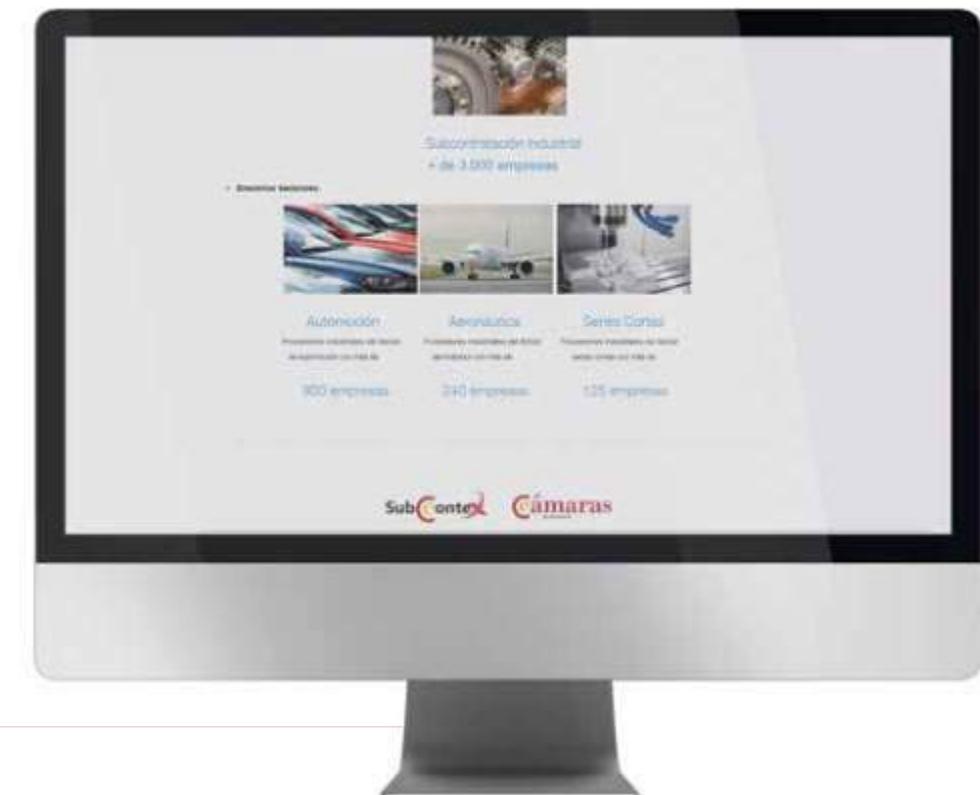
In 2020, the budget allocation was 1.9 million euros. This amount reached 227 direct beneficiaries and 848 indirect beneficiaries in Extremadura, Andalusia, the Canary Islands, Castilla-La Mancha, Castilla y León, Catalonia, the Community of Valencia, Galicia and the Basque Country.



Industrial Subcontracting

The service of the Chamber of Spain and the network of chambers, which offers internationalisation opportunities to SMEs of the industrial subcontracting sector, adapted to the pandemic situation by internally identifying manufacturing projects and promoting virtual contacts.

Likewise, a new online directory of Spanish companies in this sector was prepared, which offers solutions for international markets.



ERDF Programmes

Programme	Autonomous regions	Budget (€)	Direct beneficiaries	Indirect beneficiaries
InnoCámaras	Extremadura, Andalusia, Castilla-La Mancha, Murcia, Balearic Islands, Castilla y León, Catalonia, Community of Valencia, Galicia, Basque Country	5,192,604	592	1,464
Extraordinary InnoCámaras Chambers	Andalusia, Castilla y León, Galicia, La Rioja, Navarra, Basque Country	1,836,202	241	0
CCE Direct Execution InnoCámaras	Cantabria, Community of Valencia, Madrid	717,440	95	0
Commerce	"All regions of Spain"	3,667,205	749	40,185
Tourism	Extremadura, Andalusia, Canary Islands, Castilla-La Mancha, Castilla y León, Catalonia, Community of Valencia, Galicia, Basque Country	1,906,435	227	848
TICCámaras	Extremadura, Andalusia, Castilla-La Mancha, Murcia, Aragón, Balearic Islands, Castilla y León, Catalonia, Community of Valencia, Galicia, Madrid, Basque Country	9,690,871	1,062	7,333
Extraordinary TICCámaras Chambers	Andalusia, Canary Islands, Castilla y León, Catalonia, Galicia, La Rioja	3,093,147	411	0
CCE Direct Execution TICCámaras	Cantabria, Community of Valencia	453,120	60	0
Industry 4.0	Andalusia, Castilla y León, Catalonia, Community of Valencia, Galicia	1,638,633	86	975

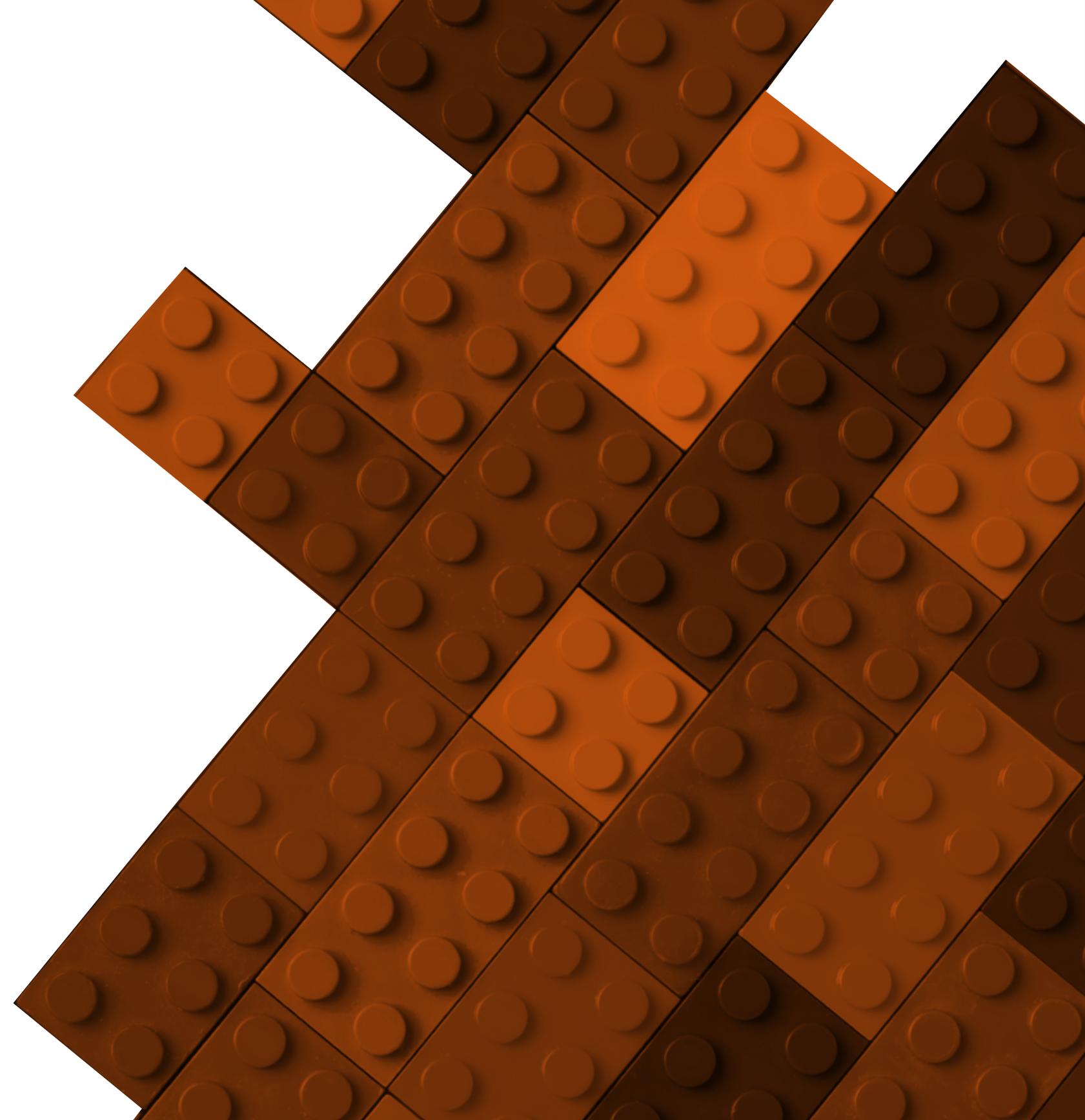
Programme	Autonomous regions	Budget (€)	Direct beneficiaries	Indirect beneficiaries
Cybersecurity	Andalusia, Castilla-La Mancha, Balearic Islands, Castilla y León, Catalonia, Community of Valencia, Galicia	1,298,351	216	1,402
Xpande	Extremadura, Andalusia, Castilla-La Mancha, Murcia, Balearic Islands, Catalonia, Galicia	1,224,852	85	142
Xpande Digital	Extremadura, Andalusia, Canary Islands, Castilla-La Mancha, Murcia, Balearic Islands, Castilla y León, Catalonia, Community of Valencia, Galicia, Basque Country	3,353,147	510	935
Extraordinary Xpande Digital Chambers	Andalusia, Canary Islands, Castilla y León, Catalonia, Galicia, La Rioja, Navarra	3,161,688	702	0
CCE Direct Execution Xpande Digital	Cantabria, Community of Valencia, Madrid	680,050	145	0
PIP	Extremadura, Andalusia, Canary Islands, Castilla-La Mancha, Murcia, Castilla y León, Catalonia, Community of Valencia, Galicia	1,745,307	706	8,451
InnoXport	Andalusia	362,405	40	38
GMI	Andalusia, Castilla-La Mancha	125,180	13	135
Industrial Sub-Contracting (*)	Andalusia, Aragón, Asturias, Cantabria, Castilla-La Mancha, Castilla y León, Catalonia, Madrid, Community of Valencia, Galicia, Murcia and Basque Country	0	524	0

(*) The Autonomous Regions are maintained, given that they are the ones of the sub-contracting directory. The same thing happens with the direct beneficiaries. There is no budget or indirect beneficiaries because the trade fairs were cancelled

ERDF TOTAL	40,146,636	5,940	61,908
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8.

Employment,
training and
entrepreneurship



Keeping the training and advising programmes for entrepreneurs active, not only during the mandatory lockdown but also subsequently, while respecting the capacity limitations when mobility was recovered, has been a great challenge for the Chamber of Spain and the Chambers of Commerce.

The effort by students and trainers to adapt to online education has been a success that has allowed us to continue working on improving the employability of young people under the age of 29 years registered in the National Youth Guarantee System. One figure reflects this effort: of the 69 Chambers that participate in the PICE Programme, only 14 offered online training in March 2020. By the month of September, that figure had tripled to 41.



Integrated Programme of Qualification and Employment (PICE)

Targeted at youths between 16 and 29 years of age who are registered in the National Youth Guarantee System, the PICE Programme supports them and trains them in the process of searching for employment. Chambers analyse the needs and interests of the beneficiaries in order to orient them and thereby improve their employability, qualifications and ability. The PICE Programme also allows enterprises to include trained profiles to cover their labour needs, with aid for hiring amounting to 4,950 euros for every employment contract formally executed.

Together with online training, another response to the unheard-of circumstances we experienced in 2020 was to expand the options that young people could opt for within the programme, such that they could combine in-person and online actions. Young people who already had PICE training were allowed to register in a new one if the initial training had not resulted in a stable contract.



Believe in Yourself campaign of the PICE Programme

Companies with PICE youths on staff faced two situations: suspension of the administrative deadlines linked to the call for aid or having to apply ERTE (Temporary Redundancy Plans). The solution that they were offered was to suspend the obligations linked to maintaining the job (established in the calls for aid corresponding to the 2019 financial year), only if the beneficiary companies proved that the subsidised contract had to be suspended because of processing an ERTE, which allowed many of them to keep their right to the aid.



PICE course, Albacete



PICE course, Málaga



PICE course, Toledo



PICE course, Navarra

PICE Skills Training Plan

65
Participating chambers

40 million euros
Budget

22,900
young people registered in the Programme

22,300
young people who have received vocational guidance

14,800
young people trained by the Chambers

Mobility Plan

Despite all the difficulties represented by the closure of borders and the restriction of movements during the worst moments of the health crisis, the PICE Mobility Plan ended the year with 180 “mobilities”. This Plan, co-financed by the European Social Fund, allows young people between 18 and 30 years of age who are registered in the National Youth Guarantee System to do internships for 3 months at companies of the European Union.

To ensure the health and safety of young people above all else, actions were taken on three levels: mechanisms for improving the coordination between executing entities

of the programme in order to follow up on and support young people abroad, with an important role played by the Official Chambers of Commerce of Spain Abroad (CAMACOES); mechanisms for providing continuity to the offers of internships and employment contracts in force, therefore facilitating the return of young people to Spain, with the possibility of completing their internship in the future or doing them through a teleworking system; and mechanisms for facilitating the continuity of training associated with actions of the plan, which has adapted to the online mode when necessary.



Mobility Plan

13
Participating chambers

2 million euros
Budget

240
young people trained

180
managed “mobilities”

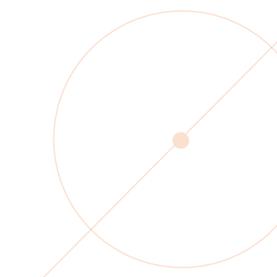
Main professional families

34%
Administration and management

15%
Commerce and marketing

9%
Health

7%
Socio-cultural services for the community



Trade fairs for Employment

One of the other objectives of 2020 (while adapted to the new circumstances) was to maintain the PICE Employment Trade Fairs: meeting points between businesses, training centres and young people. In 2020, a total of 29 of these trade fairs were held, 70% of them virtually. They included the participation of 5,700 attendees and the collaboration of over 280 enterprises.



PICE Virtual Employment Fair of the Chamber of León



Ad of the PICE Virtual Employment Fair of the Chamber of Linares

45+ Programme

Launched in the last quarter of 2020, the 45+ Programme is designed to improve the employability of persons over 45 years of age who are unemployed or inactive. The difficult situation of the labour market as a consequence of the health crisis is complicating the labour reinsertion of this group. The programme seeks to improve their digital skills, thereby opening up new paths to finding work again.

The programme provides for three actions: orientation for reconversion, which allows beneficiaries to have a better understanding of their weaknesses and the keys to reconverting their professional profile; core training on cross-cutting digital skills; and accompaniment for finding employment.

45+ Programme

37
participating chambers

2,620,000 euros
budget

2,116
orientations conducted (Sept.-Dec.)



1,033
students trained on digital skills (Sept.-Dec.)

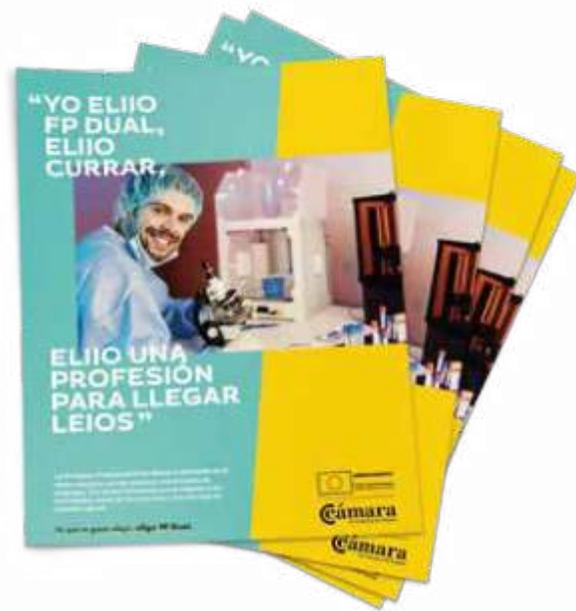
801
accompaniment actions

Dual Vocational Training

Increasing the implementation of Dual Vocational Training in Spain, with an employability rate of around 70%, is one of the main objectives of the Chamber of Spain, which, by law, has been entrusted with the development of this system in Spain. Along this line, the campaign **Because you like to choose, choose Dual Vocational Training**, implemented in online media and social networks, was targeted at capturing young people by highlighting the main characteristics of this model: combining studies with paid internships, new professions, quality training and

labour stability.

To implement this training model, participation by small and medium enterprises is essential. That is how it was championed by the Director General of the Chamber of Spain, Inmaculada Riera, at the 6th Forum of the Partnership for Dual Vocational Training organised in cooperation with the Bertelsmann Foundation and titled “Dual Vocational Training, a driving force of employability and social transformation”. The business experiences and testimonials of centres and apprentices were presented



Speech by the Director of Employment, Training and Entrepreneurship of the Chamber of Spain at the Forum of the Partnership for Dual Vocational Training



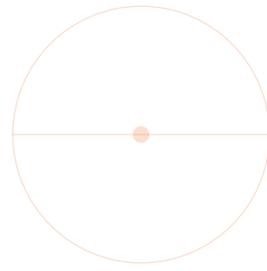
The General Secretary of Vocational Training, Clara Sanz, and the Director General of the Chamber of Spain, Inmaculada Riera, at the closing of the 6th Forum of the Partnership for Dual Vocational Training



Dual Vocational Training Trade Fair in Ciudad Real

during the Forum.

Actions by the Chamber of Spain and the network of Chambers during 2020 have led to advising over 900 enterprises about this system, which allows students to receive theoretical training while simultaneously doing internships at companies and learning about the labour world. Of the advised companies, 250 were deemed to be ideal.



Dual Vocational Training Trade Fair in Ceuta

Moreover, 14 Dual Vocational Training Trade Fairs were held. The Chamber of Spain placed virtual spaces at the disposal of the network of Chambers, which became meeting points between the local business fabric, potential participants and other agents related to this training option. Over 500 companies took part in these events.

Entrepreneurship

The establishment of online media has made it possible to handle the queries and requests for information from entrepreneurs. The Chambers of Commerce have been a point of reference for resolving questions related to ERTes, mobility certificates, etc. Through the **Support Programme for Women Entrepreneurs (PAEM)** and the **España Emprende** programme, nearly 9,000 queries have been handled.

Support Programme for Women Entrepreneurs (PAEM)

In 2020, one of the beneficiary companies of the programme, Trufgourmet, started up by a young, entrepreneuring woman from Soria to produce, market and distribute black truffles, was recognised by the European Union for its innovative idea and its contribution



Raquel Sanza Vitón, founder of Trufgourmet

to economic value in a rural area.

In 2020, the Chamber of Spain and the CESCE, within the framework of the PAEM, signed an agreement to promote entrepreneurial initiatives by women in rural areas, therefore facilitating technical advising and access to financing.

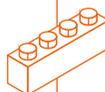


Fernando Salazar, President of the CESCE, with José Luis Bonet and Inmaculada Riera

PAEM



38
participating chambers



1,645,820 euros
budget



4,800
female business owners and entrepreneurs assisted



940 companies
supported in their creation



1,066
jobs created



España Emprende



33
participating chambers

1,559,778 euros
budget

4,000
business owners and entrepreneurs assisted

830 companies
supported in their creation

924
jobs created

e-Vocational Training

This programme, driven by the Chamber of Spain and the Créate Foundation, has the objective of promoting entrepreneurship among Vocational Training students. Students of Intermediate Level and Advanced Level Vocational Training and Dual Vocational Training create and develop an idea until they turn it into a real and economically viable project that meets a need of the market. This programme, a pioneer in the European Union, fosters interaction between enterprises, Vocational Training centres and teaching staff. The programme is active in 13 Autonomous Regions, and it includes the participation of around 900 students.



Agreement between the Chamber of Spain and the Créate Foundation

e-FP
tu espacio para
emprender

Global Management Challenge (GMC)

Last year, this team contest of business strategy and management relied on the participation of the Chambers of Commerce of Seville, Madrid, Salamanca, Badajoz, Ciudad Real, Bilbao, Zaragoza and Alicante to choose the regional winners. The national final was held at the Chamber of Spain, with an online ceremony that included the Director General of the Chamber of Spain, Inmaculada Riera; the General Secretary of Innovation, Teresa Riesgo; the President of the Confederation of the Social Council of Universities and President of the University Enterprise Commission of the Chamber of Spain, Antonio Abril; and the International Director General of GMC, Joao Matoso. The Mach3 team, from the Technical University of Madrid, was the national winner of the 2020 edition.



Match3, winning team of the Global Management Challenge 2020



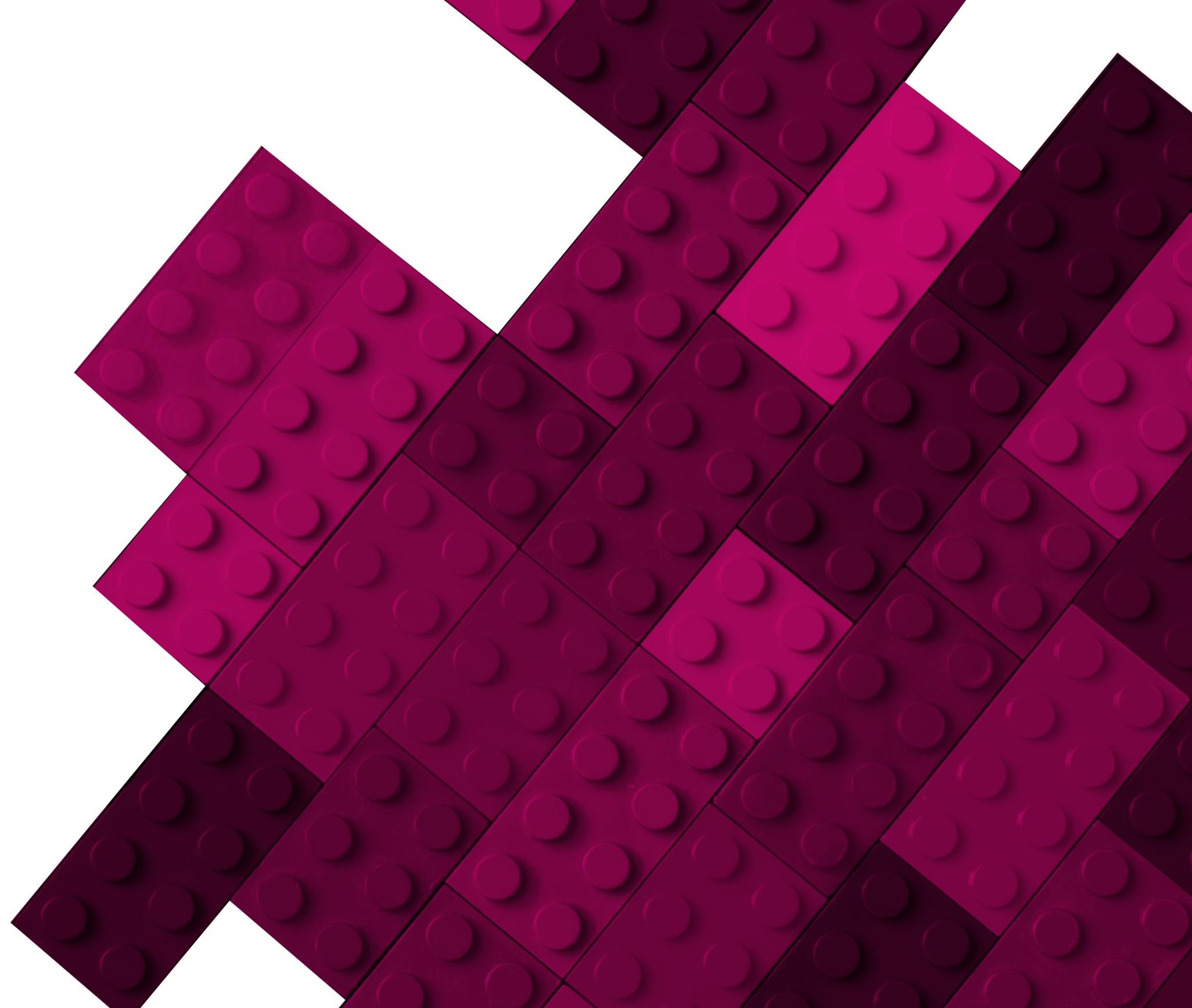
Online final of the GMC

FSE Programmes

Programme	Participating Chambers	Budget	Beneficiaries	Training	Companies created	Others
PICE	65	40,000,000 euros	22,900 young people registered	22,300 young people received vocational guidance 14,800 young people have received training through the Chambers		
MOBILITY PLAN	13	2,000,000 euros	180 managed "mobilities"	240 young people trained		Administration and Management – 34% Commerce and Marketing – 15% Health – 9% Socio-cultural Services – 7%
45+ PROGRAMME	37	2,620,000 euros	2,116 orientations (Sept.-Dec.)	1,033 students trained on digital skills (Sept.-Dec.)		801 people accompanied
PAEM	38	1,645,820 euros	4,800 female business owners and entrepreneurs assisted		940 businesses created	1,066 jobs created
ESPAÑA EMPRENDE	33	1,559,778 euros	4,000 entrepreneurs assisted		830 businesses created	924 jobs created

9.

Advisory
Function



The Chamber of Commerce of Spain, among others, is tasked by law with the duty of advising and collaborating with the public administrations.

To comply with this objective, the Chamber sets itself up with Advisory Committees, formed by enterprises, by territorial chambers and by the heads of public policies.

They are forums of public-private partnership and strategic thinking, which serve to analyse and make proposals about all matters that have an impact on our economy.

During 2020, the Chamber of Spain held 28 Committee meetings, 18 extraordinary sessions with representatives of the State General Administration because of the COVID-19 crisis and 5 information sessions on European Funds; it drafted 23 advisory reports on national and European regulations, in addition to 40 other reports, documents and publications and 14 opinion notes; it has conducted 6,000 surveys of enterprises for various indicators (Survey of Business Perspectives, Business Competitiveness Observatory, Corrugated Steel Index, etc.); and it has sent to the Government 63 proposals for the decrease of administrative burdens.

In 2020, the Chamber of Spain started up a Mobility Committee, presided over by SEAT, which is engaged in driving sustainable and multimodal urban mobility.

At the end of the year, the Chamber of Spain had 16 active committees: Industry, Energy, Commerce, Tourism, Training, University-Company, SMEs, Circular Economy, Ports, Digitalisation, Internationalisation, Communication and Sustainability, Food and Agriculture, Financing, Research and Innovation and the aforementioned Mobility Committee. Through these committees, the Chamber of Commerce of Spain performs its advisory duty, according to which it is legally tasked with defending the general interests of trade, industry, services and shipping, as well as collaborating with the Public Administrations.

A total of 28 meetings have been held with Public Administrations, most of which were online beginning in March.



Establishment of the Mobility Committee



Committees of the Chamber of Commerce of Spain



In addition to those 28 meetings, the Chamber of Spain organized 18 extraordinary meetings with the State General Administration because of the health crisis and 5 informative meetings on European Funds. 565 representatives of companies, bodies, Chambers and the Public Administration participated in the meetings convened in relation to both types of content.



Meeting of the SMEs Committee – 11 September



Meeting of the Digitalisation Committee – 11 February



Meeting of the Tourism Committee – 4 March



Work of the Committees



Training

Presided over by Repsol

The Committee works on designing the new regulation on Vocational Training, with the aim of helping to amend Law 30/2015 and Royal Decree 4/2015 in order to improve the Vocational Training system of our country.



Salvador Lorenzo - Training



Digitalisation

Presided over by Telefónica

In July 2020 it concluded the work of the *Initiative for the Digital Transition*, which was presented publicly and includes key aspects for implementing a regulatory framework that is capable of taking on, with certainty, the necessary digital transition and transformation of our economic and social model.



Carlos López Blanco - Digitalisation



Ports

Presided over by the Chamber of Valencia

Throughout 2020, it has focused its work on developing a series of proposals targeted at strengthening and updating our port network and providing our ports and their value chain as a whole with the visibility they merit as key pieces of the country's logistics and production activity.



José Vicente Morata - Ports



SMEs

Presided over by Banco Santander

In 2020 it emphasised the dissemination of initiatives and projects for business growth, targeted at small and medium enterprises, so that they can gain in size and thereby continue to compete in a global environment. It is also worth mentioning the constant dialogue with the General Secretary of Industry and SMEs and with the Ministry of Economic Affairs and Digital Transformation; the presentation of the Competitiveness Observatory, designed for cooperation between enterprises; and the participation on different bodies, forums and conferences on small and medium enterprises, such as the State Council of SMEs.



Isabel Puig - SMEs



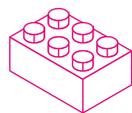
Circular Economy

Presided over by Suez Spain

The Committee poured its efforts into presenting Good Practices regarding the Circular Economy, in line with the Spanish Circular Economy Strategy and the European Action Plan on this matter. Moreover, the Biomethane Task Force was established to highlight the opportunity represented by the contribution of renewable gases to the decarbonisation process. Finally, the monograph of the Business Competitiveness Observatory dedicated to the circular economy was presented.



Josep Bagué - Circular Economy



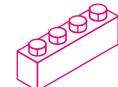
Energy

Presided over by Iberdrola

The Committee has closely followed the legislative work related to energy and climate carried out by the Ministry for Ecological Transition and the Demographic Challenge. Reports have been drafted on the Climate Change and Energy Transition Bill, from the Strategic Environmental Study of the PNIEC and the National Climate Change Adaptation Plan, as well as on the various strategies that have been implemented, such as those referring to Energy Storage, to Long-term Decarbonisation and to Self-consumption.



Carlos Sallé - Energy



University-Company

Presided over by Inditex

The work of this Committee in 2020 focused on internationalisation of the Spanish university, therefore creating a task force to draft specific recommendations and proposals that could help to improve and boost the foreign aspect of the Spanish university system. Furthermore, the President of the Committee and the Chamber of Spain are participating on the project "Roadmap to foster co-operation between universities, public research and businesses in Spain", led by the OECD, together with the European Commission and the Ministries of Science and Innovation and of Universities.



Antonio Abril - University-Company



Commerce

Presided over by El Corte Inglés

The work of this Committee has been very intense this last year, in permanent contact with the Ministry of Industry, Trade and Tourism to analyse and respond to the situation of commerce as a consequence of the measures that were adopted by the different administrations to halt the expansion of COVID-19. The document drafted by the Chamber of Spain, driven by the Commerce Committee, should also be highlighted, which includes specific, cross-cutting proposals of economic policy.



Carlos Cabanas - Commerce



Industry

Presided over by Alstom

There has been extensive monitoring of the impact of COVID-19 on Spanish industry, for which proposals to offset the effects of the stoppage of production activity at many companies in this sector have been drafted. The report on the situation of the automotive sector is a highlight, which suffered from component supply problems to be able to maintain the activity, in addition to the drop in consumption.



Antonio Moreno - Industry



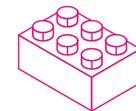
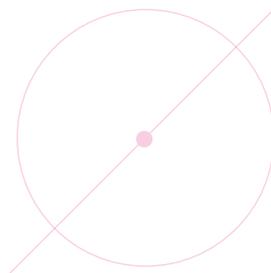
Food & Agriculture Committee

Presided over by Grupo Fuertes

The work of this Committee revolved around nutritional labelling systems, especially referring to the NutriScore system. Meetings were also used to study the future Food Chain Law and ecological agriculture, as well as containers and their recycling.



Tomás Fuertes - Food and Agriculture



Tourism

Presided over by Iberia

In 2020, this Committee was almost entirely engaged in the devastating effects of the COVID pandemic on this sector. Documents with proposals of measures were drafted; the Public Administration was informed about the need for specific initiatives of a tax, labour, financial and administrative nature to offset the drop in activity; and the actions being implemented by the central government have been heeded.



Juan Cierco - Tourism



Internationalisation

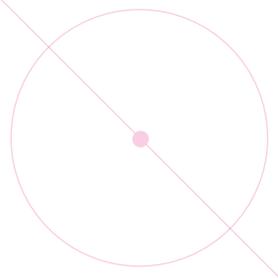
Presided over by MAPFRE

The Committee dedicated a monographic session to analysing the role of European commercial and investment policy because of the public consultation opened by the European Commission. Moreover, matters related to the economic and commercial relations between the United States and the European Union and Spain were analysed, as well as the situation of the World Trade Organization.



Jaime Tamayo - Internationalisation





Financing

Presided over by Caixabank

With respect to its task of strategic reflection, the Committee has relied on the participation, among others, of José María Marín Quemada, President of the National Commission on Markets and Competition (CNMC); Fernando Jiménez Latorre, Executive Director for Spain at the World Bank and previous Secretary of State for Economy and Support for Business; and Óscar Arce, Director General of Economy and Statistics of the Bank of Spain. They all shared their analyses with Committee members regarding the current situation and the perspectives of the Spanish economy.



Juan Carlos Gallego - Financing



Research and Innovation

Presided over by Almirall

This Committee's mission is to facilitate the development of R&D&i, drive synergies and foster public-private partnerships for knowledge development. Its members had the opportunity to learn first hand about the Spanish Strategy for Science, Technology and Innovation.



Pere Berga - Research and Innovation



Mobility

Presided over by SEAT

With the aim of developing specific proposals for supporting the legislative work on the Strategy for Safe, Sustainable and Connected Mobility and on the Mobility Law, therefore contributing recommendations from the private sector, three task forces were created: Interconnected Mobility, Safe and Sustainable Mobility and Shared Mobility.



Christian Stein - Mobility



Delegation of the Chamber of Spain to the European Union

Given the new extraordinary budget of the European Union for 2021-2027 (over 1.82 trillion euros), the presence of the Chamber of Spain at European Institutions has become a strategic objective to be consolidated.

The Delegation of the Chamber of Spain to the European Union has been reinforced to strengthen the position of the network of Chambers and its companies in the creation of strategic partnerships with European partners on co-financed programmes and projects. This has led to the implementation of key initiatives for the interests of enterprises, therefore cooperating closely with national and European public institutions and with the network of Chambers of Commerce.

The new strategy of the Chamber of Spain with respect to the European Union seeks penetration, firmness and impact, therefore establishing four main lines:

- Solid institutional presence at relevant entities in Europe
- Effective optimisation of the positioning and opportunities of EUROCHAMBRES
- Steadfast defence of the interests of Spanish companies before European institutions
- Constant promotion of Spanish participation in

European programmes and projects

The Delegation has therefore carried out the following activities:

-  The establishment of permanent and fluid dialogue with national, European and international entities located in Brussels
-  Online attendance at meetings and seminars on European topics
-  Presence at the various levels of discussion and decision-making of Eurochambres and its European network
-  Analysis and monitoring of European legislation
-  Participation in European public consultations and hearings
-  Bilateral online meetings with Territorial Chambers of Commerce and enterprises
-  The drafting of informative sheets, notes and reports related to EU legislation
-  Personalised technical assistance

Advisory reports

Between January and December 2020, a total of 176 communications were sent to enterprises and Chambers for participation in public consultations of regulatory projects within the scope of the State General Administration, the European Union and others (Eurochambres and CNMV). A total of 23 advisory reports were drafted.



Studies Service

The main analyses and studies that were drafted or in which there was participation by the Studies Service between January and December 2020 are listed below:

Analyses and studies

- Measures designed for the recovery of the **commercial sector** due to the COVID-19 crisis (October 2020 revision)
- Measures designed to guarantee the subsistence and recovery of the **tourism sector** due to the COVID-19 crisis (September 2020 revision)
- Estimate of the **impact derived from tax changes in the tourism sector**
- **Proposals for the economic and social recovery and reconstruction** of Spain
- Measures designed to guarantee the subsistence and recovery of the **tourism sector** due to the COVID-19 crisis
- Measures designed for the recovery of the **automotive sector** due to the COVID-19 crisis
- Measures designed for the recovery of the **commercial sector** due to the COVID-19 crisis
- Urgent and specific measures of the Chamber of Spain in the **digital area** due to the health crisis
- **Compilation of national and international forecasts** for economic growth (bimonthly revision)
- **Compilation of the main measures** adopted by the government of Spain due to the health crisis caused by the COVID-19 pandemic (weekly revision)
- **Comparative analysis** of economic and mobility measures that were applied because of COVID-19 in

various European countries

- Key measures for driving the **digital transition**
- Business Competitiveness Observatory: **business cooperation**
- Business Competitiveness Observatory: **circular economy**
- Business Competitiveness Observatory: **training**
- **Survey of business perspectives**, in coordination with Eurochambres (results published on the website of the CCE)
- **Forecasts of the Chamber of Spain** for the macroeconomic framework of the Spanish economy (to be integrated in the FUNCAS panel) – 6 updates
- **45 years of economic, social, business and institutional evolution in Spain (1975-2020)**. Book co-directed with the General Council of Economists
- **Catalonia Observatory:** 75 economic-business indicators (update)
- **Eight strategic lines of the Spanish tourism sector** (Tourism Committee)
- **Circular Economy Indicators** (Circular Economy Committee)
- **Initiative for the digital transition** (participation on the task force created on the Digitalisation Committee)
- **Guide on strategic safety and intelligence for SMEs** (drafted by the Chamber of Spain in cooperation with the General Council of Economists)

Projects

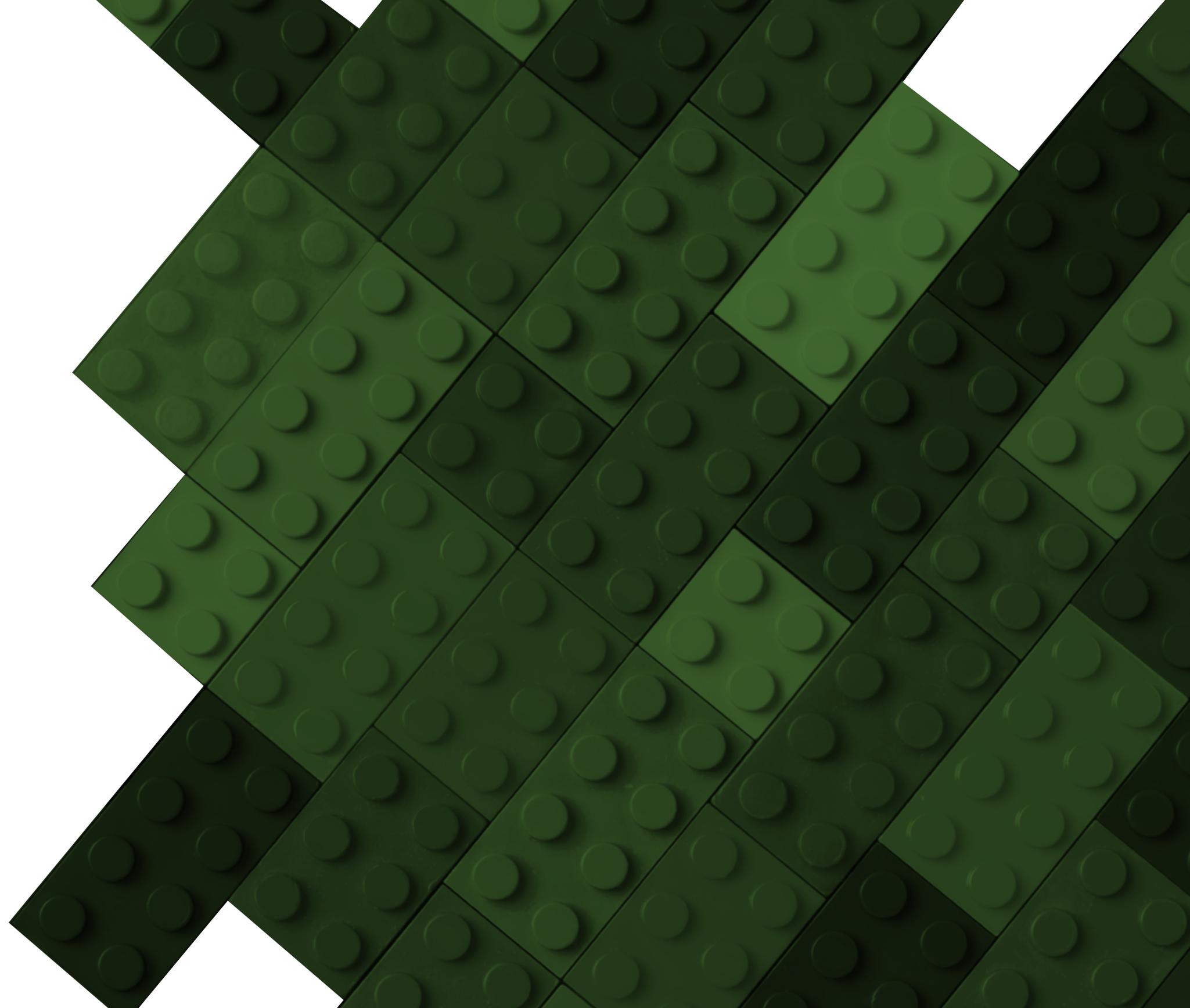
- **Corrugated steel price index.** Monthly survey addressed to agents in the sector.
- **Administrative Simplification.** Pact with the Ministry of Territorial Policy and Civil Service for the proposal of measures to reduce administrative burdens for enterprises. The 2020 pact centred on the areas of energy, the circular economy and the fight against climate change.
- **Enterprise Survey Spain (World Bank).** A project for conducting a survey of Spanish companies to learn their perception of the business climate in the areas within which they operate. It also includes a specific module within the area of the green economy and related business practices.
- **Impact and business situation of the telecommunications and audiovisual content sectors.** Project proposed by the Directorate General of Telecommunications and Organisation of Audiovisual Services of the Ministry of Economic Affairs and Digital Transformation.

Transnational projects

- **Fostering SMEs' Growth by Transfer of Expertise between Spanish and Turkish Chambers: SMEs' Observatory.** This project, co-financed by the European Union (Erasmus KA2), has the objective of helping Turkish chambers apply the Business Competitiveness Observatory methodology of the Chamber of Spain.
- **Spanning Boundaries.** The purpose of this project, financed by the European Union, is to improve relations between universities and business through an analysis of the so-called "boundary spanners": intermediate agents between both spheres. The field work was developed during the first half of the year, consisting in personal interviews and a survey of companies, universities and institutions.
- **CSR-Ready**, a project financed by the EU, aims to promote CSR at SMEs, as well as to create an interactive tool that facilitates the implementation of CSR at SMEs.
- **Mob4App – Strengthening VET professionals for promoting cross-border mobility in apprenticeships**, a European project whose objective is to strengthen vocational training professionals in order to promote the international mobility of apprentices.

10.

Support for the
network of Chambers



Coordinating and representing the network of Chambers is one of the essential functions with which the Chamber of Commerce of Spain is tasked by law. Both tasks intensified during 2020 in order to reinforce the actions of the network of Chambers in support of the business fabric on tackling the crisis. To do so, information and communication channels with Chambers were multiplied; dialogue between Chambers and the Central Administration has been facilitated; new programmes for SMEs were implemented; and extraordinary calls for funding were launched in existing programmes that are co-financed with European funds.

Moreover, special attention was paid to coordinating with the territorial Chambers in all matters related to projects within the framework of European recovery funds, not only for involving the network in initiatives of the Chamber of Spain but also to facilitate chamber dialogue with the respective regional public administrations.

The result has been a very significant improvement in cohesion within the chamber system, which in the words of the President of the Chamber of Spain, José Luis Bonet, "is prepared to do its utmost in support of the transformation process that enterprises must undertake, especially SMEs".

Contact with the Directors General and Secretaries General

multiplied, with monographic online meetings and other sessions dedicated to updating about specific aspects of chamber management. A total of **23 online meetings were held with directors/secretaries general** of the network of Chambers. This format has proved to be especially useful and, now established as mandatory in times of pandemic, has come to stay.



Meetings with the Directors General of Chambers

Assembly of Chambers

During 2020, 8 Assemblies of Chambers were held. The first one in January was in-person, and the remainder were online. The Chamber of Spain has facilitated contact by the network of Chambers with the heads of the Public Administration to provide them with all the information available about the pandemic situation. Thus, presidents of the Chambers of Commerce held meetings with the Minister of Industry, Trade and Tourism, Reyes Maroto; with the Secretary of State for Economy, Ana de la Cueva; and with the General Secretary of the Department of Economic Affairs of the President of the Government, Manuel de la Rocha.



Meeting of the Assembly of Chambers with Manuel de la Rocha



Meeting of presidents of the Chambers with the Secretary of State for Economy

Actions

Urgent measures

The Chamber of Spain implemented several actions that were transferred to the Territorial Chambers, including advance payments, greater flexibility of execution commitments in European programmes and the periodic registration of consultations handled by the network of Chambers.

Economic-financial area

Two meetings were held with the President of the ICO to learn about the scope of the line of guarantees from this entity, while in turn forwarding the requests of enterprises channelled through the network of Chambers. In this same area, meetings were held with the President of the CESCE, with COFIDES and with the CEO of ICEX, focused on internationalisation and specific financial instruments for the support of internationalisation during the health crisis.



Meeting of the President of the ICO with Directors General of Chambers – July 2020

The nature of the first meeting was broad, while the second one focused on international matters and included the participation of the national territorial network and Spanish Chambers of Commerce abroad.

European Funds

The Chambers were informed of the adaptations of the chamber programmes co-financed with structural funds for the 2014-2020 periods and informed of the new budget framework for 2021-2027. Moreover, improvements were made to how the programmes were being managed in order to increase the fund aid rates in benefit to enterprises.

Recovery Plan

The Chambers were informed about the Strategy of the Chamber of Spain regarding the Next Generation EU Fund and the National Plan for Recovery, Transformation and Resilience. The objective is for the Chambers of Commerce to play a key role in the entire process.

Chamber Services Unit

This service was implemented in 2017 to handle consultations of the network of Chambers regarding aspects related to the management and control of programmes co-financed with European funds.

The 2020 results are the following:

- 192 consultations addressed
- 69 Chambers from all Autonomous Regions and 3 Regional Councils use the service
- Response periods of between 3 and 6 days, quicker than the preceding year, based on whether or not several departments must take part in preparing the response

Monthly statistical reports were completed in 2020, with an analysis of the responses issued, for the purpose of favouring the continuous improvement of response quality.

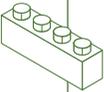
Online Office of the Chamber of Spain

Moreover, the **Online Office of the Chamber of Spain** strengthened the digital processing of documents. The implementation of this tool and its development in recent years allowed handling the needs derived from mobility restrictions, teleworking and lockdown.

 **549**
Calls for funding in 2020

 **20,425**
Electronic requests in 2020

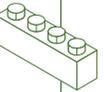
 **13,854**
Electronic notifications

 **327,058**
Documents managed in 2020

 **529**
Calls for funding in 2019

 **5,963**
Electronic requests in 2019

 **6,323**
Electronic notifications in 2019

 **128,558**
Documents managed in 2019



Honours awarded by the Chamber of Spain

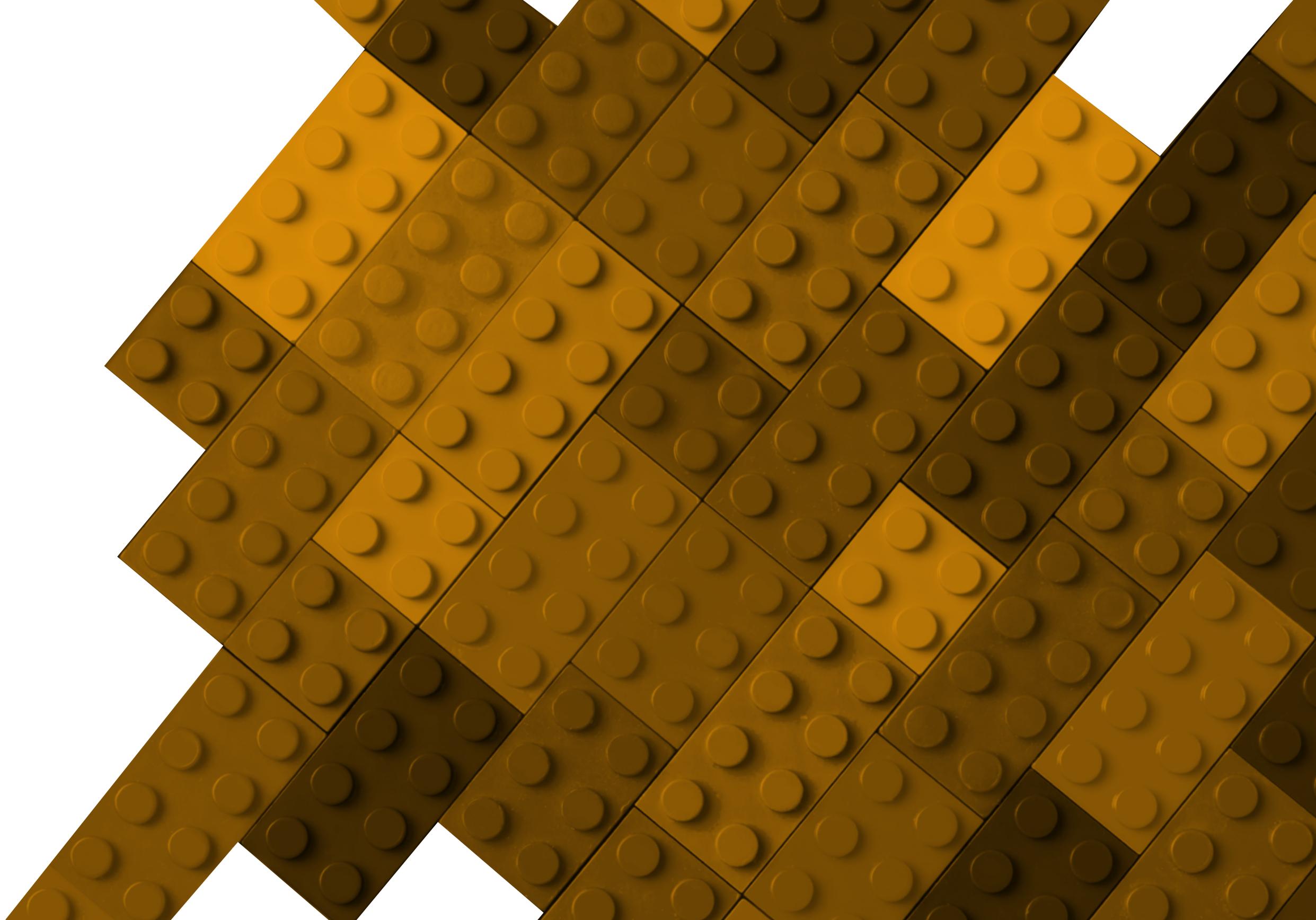
In 2020, three Gold Medals and one Silver Medal of Honour of the Order of the Chamber of Spain were awarded.

- **Gold Medal of Honour of the Order of the Chamber of Spain**
for Manuel Lamela, ex-President of the Chamber of León
- **Gold Medal of Honour of the Order of the Chamber of Spain**
for Diego Martínez Cano, ex-President of the Chamber of Almería
- **Gold Medal of Honour of the Order of the Chamber of Spain**
for Jerónimo Pérez Casero, ex-President of the Chamber of Málaga
- **Silver Medal of Honour of the Order of the Chamber of Spain** for Federico Sanz, es-General Secretary of the Chamber of Valladolid



11.

Arbitration and mediation



Mediation

In June 2020, the Executive Committee of the Chamber of Spain approved the creation of the Spanish Mediation Centre (CEM). The economic, social and labour crisis associated with COVID-19 made it especially necessary to provide enterprises with an independent, efficient and transparent mediation service that could facilitate the resolution of business disputes and offer an effective alternative to courts of justice.



Plenary Session of the Spanish Mediation Centre

The CEM is presided over by Rafael Catalá, with Adolfo Díaz-Ambrona as the Vice-President. Its plenary session also included three other professionals of recognised prestige in the legal and business world: María Emilia Adán, María Jesús Fernández-Cortés and Antonio Sáinz de Vicuña.



Rafael Catalá, President of the CEM



1. Juan Carlos Campo, Minister of Justice / 2.3. Presentation of the CEM in Madrid

The Minister of Justice, Juan Carlos Campo, participated in the official presentation of the CEM in July in an event at the Chamber of Spain that included the participation of José Luis Bonet; Rafael Catalá; José Creuheras, President of Grupo Planeta; and the Vice-President of the Centre and General Secretary of the Chamber of Spain, Adolfo Díaz-Ambrona. The event showed the commitment of the CEM to complying with the conditions of capacity, suitability and availability of mediators because of the transparency of their appointment, as well as their independence and impartiality. The Spanish Mediation Centre has a dual service calling: as an instrument of business competitiveness and as a collaborating agent of the Justice Administration.

The Minister also participated, together with the President of the Chamber of Spain, in inaugurating the Forum on Mediation organised by the Chamber of Valladolid, with the Minister expressing the Government's commitment to advancing on the implementation of mechanisms for the amicable resolution of disputes in order to improve the response capacity of justice due to the consequences of the COVID-19 pandemic and the increase in litigation.

Arbitration

The **Spanish Court of Arbitration**, the premier, independent arbitration institution in Spain, is framed within the Chamber of Commerce of Spain, and since 1981 it has been providing economic operators with commercial dispute resolution services according to the highest standards of independence, transparency and efficiency. Both its organisation and activity are oriented at providing its users, particularly companies, with an excellent arbitration service that offers an effective alternative to courts of justice.

The Plenary Assembly of the Court is integrated by: Elena Otero-Novas, President; Adolfo Díaz-Ambrona, Secretary-General; Jesús Almoguera, Vice-President; and members José Félix de Luis, Marta Gil de Biedma, Silvia Iranzo, Miguel Klingenberg and Javier Taberna.

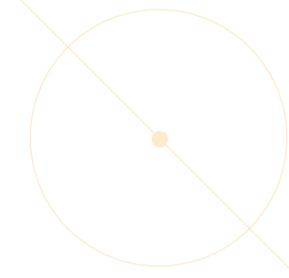


Elena Otero-Novas, President of the CEA

There were 29 new cases during 2020. The total amount under dispute amounted to 23 million euros, in other words, an average of 793,000 euros per case. The average duration of arbitration proceedings was 7 months.

A conference on Arbitration and Business Competitiveness, with the participation of the Secretary of State for Trade, Xiana Méndez; the President of the Chamber of Spain, José Luis Bonet; and the President of the CESCE, Fernando Salazar, allowed the President of the Court to highlight the digital transformation that had been carried out, especially relevant within the context of the pandemic and with respect to the future. "Thanks to this effort, not only have we streamlined the arbitrations that were already under way, we have also been able to continue processing all of them during the lockdown stage, contrary to the stoppage of court procedures", Elena Otero Novas pointed out. Both José Luis Bonet and Xiana Méndez highlighted the role of arbitration as an instrument of competitiveness in service to enterprises, as well as the attraction for foreign investments represented by the legislative adaptation that has taken place in Spain to promote these types of practices.

The creation of the **International Arbitration Centre of Madrid (CIAM)** represented a step forward in the objective of positioning Madrid as a benchmark in international arbitration. The CIAM arose from the merger of the international activity of the Arbitration Court of Madrid, the



Civil and Commercial Court of Arbitration and the Spanish Court of Arbitration, together with the Bar Association of Madrid as a strategic partner. The International Arbitration Centre administers international arbitration proceedings in Spanish, English, Portuguese and French, while guaranteeing a quick, efficient and quality solution. Its President is José Antonio Caínzos, and it has a Plenary Assembly consisting of 13 members of various nationalities and broad experience as arbiters, lawyers of law offices and enterprises and leaders in the academic world.

To support the dissemination of the advantages of the arbitration and mediation system among enterprises, the Chamber of Commerce of Spain signed cooperation agreements during 2020 with the following: the Spanish Confederation of Small and Medium Enterprise, the General Council of the Judiciary, the CEOE and the Association of Property and Mercantile Registrars of Spain.

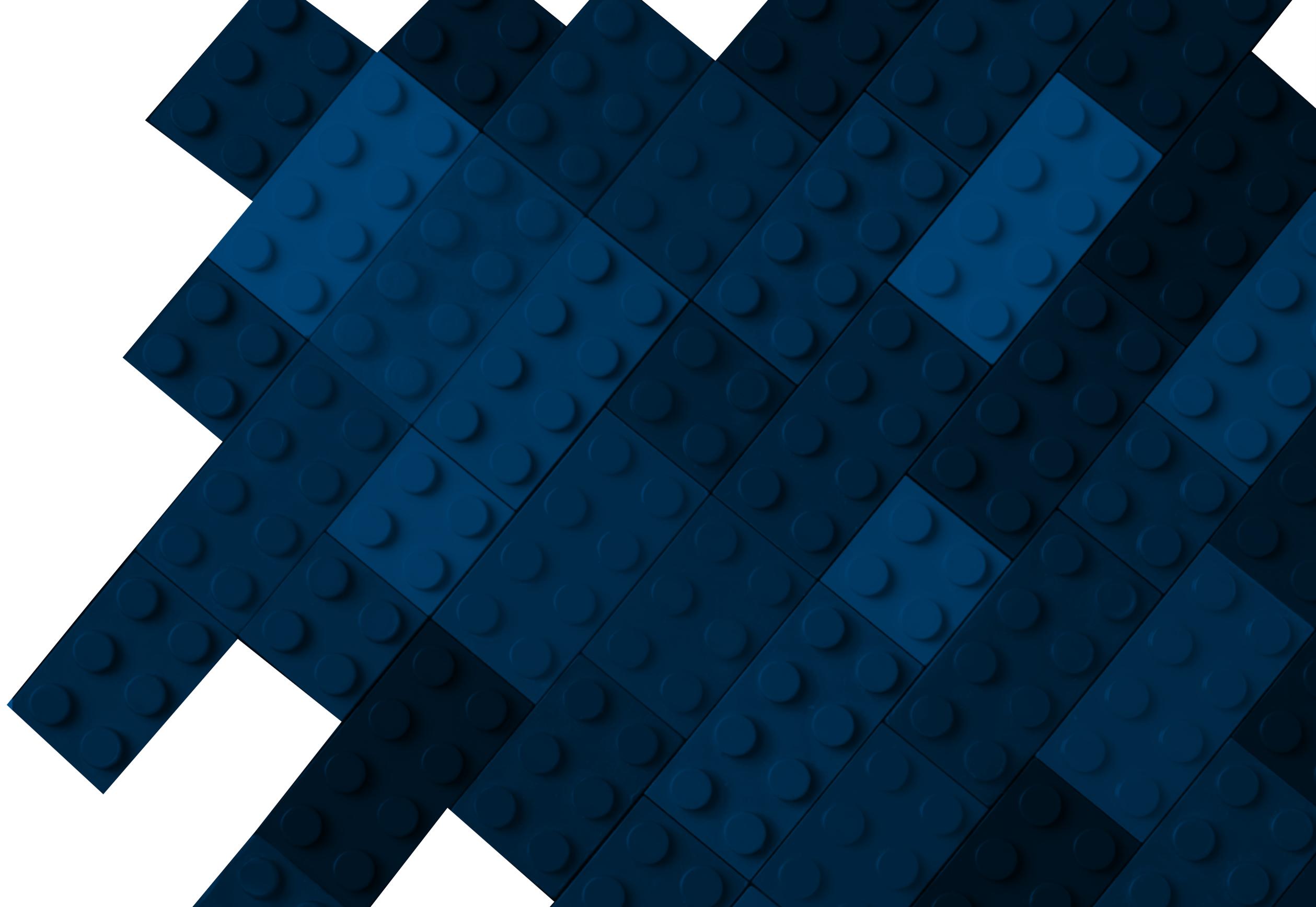


1 José Luis Bonet | 2 Xiana Méndez, Secretary of State for Tourism | 3 "Arbitration and Business Competitiveness" Conference | 4 Signing of the agreement with the CEPYME | 5 Presentation of the CIAM



12.

Governance



Conduct Committee of the Chamber of Commerce of Spain

The Conduct Committee of the Chamber of Commerce of Spain was created by the Executive Committee on 19 September 2017, when the Code of Conduct and Best Practices, the Organisational and Operational Regulation of the Conduct Committee and the Rules of the Whistleblower Channel of the Chamber of Commerce of Spain were also approved.

The Conduct Committee is formed by the following members:

- **Adolfo Díaz-Ambrona**, *General Secretary of the Chamber of Spain, acting as President.*
- **María Jesús Luengo**, *Director of Communication, Marketing and the Office of the Presidency.*
- **Manuel Zafra**, *Chief Financial Officer.*
- **José María Fernández de la Mela**, *Director of Legal Services.*

The main duties of the Conduct Committee include:

- To supervise compliance with the Code of Conduct and Best Practices (the “Code”) of the Chamber of Spain.
- To define the preventive, supervisory and oversight measures to properly apply the principles enshrined in the Code.
- To foster the dissemination and knowledge of and compliance with the Code, establishing adequate training policies for the staff at the Chamber of Commerce of Spain to apprise themselves of the internal regulation.
- The superior and binding interpretation of the Code.
- To foster the necessary protocols to develop the Code and prevent its breach.
- To approve the regulations, policies and internal procedures for implementing the Code.
- To manage the Whistleblower Channel and approve the rules for its use.
- The annual assessment of the degree of compliance with the Code.

The Conduct Committee is responsible for managing the Whistleblower Channel, which received no complaints in 2020.

During 2020, members of the Management Committee, in turn members of the Conduct Committee, were directly involved in the management and adaptation of the Chamber of Spain to the new health control measures that were imposed because of the global COVID-19 pandemic.

Finally, since it was formed, the following resolutions have been adopted:

- To revise and adapt the personal data protection policy to the new European Regulation that entered into force on 25 May 2018.
- To define a protocol of recruitments for the staff of the Chamber of Commerce of Spain.
- To approve a “welcome pack” for new recruits to the Chamber of Commerce of Spain.
- To approve an external communications policy for the Chamber of Spain.

- To report on the recruitment activity at each meeting of the Conduct Committee.
- To report on the application of protocols and incidents at each meeting of the Conduct Committee.
- To approve, with the support of expert external advisors, a new confidentiality and data protection clause for staff at the Chamber of Commerce of Spain.
- To approve an internal protocol for the signing and processing of agreements of the Chamber of Spain.
- To approve an internal procedure that regulates relations of the Chamber of Spain with outside entities.
- To approve a new Regulation of the Spanish Court of Arbitration.

Agreements of Chambers of Spain

The Chamber of Commerce of Spain signed twenty-six agreements with various entities in 2020.

- **Agreement between the Leading Brands of Spain Forum and the Chamber of Spain** to implement the “Spain Business Global” project
- **Agreement with the University Industry Innovation Network (UIIN)** for participation in the “Boundary Spanners Development Programme”
- **Agreement between Casa África and the Chamber of Commerce of Spain** for promoting and conducting activities that enhance the internationalisation of Spanish enterprises in Africa, especially SMEs
- **Agreement between Casa África and the Chamber of Commerce of Spain** for promoting and conducting activities that enhance the internationalisation of Spanish enterprises in Africa, especially SMEs
- **Agreement between the Federation of West African Chambers of Commerce and the Chamber of Commerce of Spain** for the establishment of a stable framework of information and collaboration between both institutions
- **Agreement between the Chamber of Spain and the Promoción Social Foundation** for cooperation on promoting women entrepreneurs
- **Framework agreement between the Chamber of Spain and Grupo Eulen** for improving the employability of young people
- **Agreement between the Ministry of Industry, Trade and Tourism and the Chamber of Commerce of Spain** for developing programmes to support the competitiveness of retail trade in 2020
- **Agreement between the Chamber of Spain and Banco Santander** for organising and holding the SME of the Year Award
- **Agreement between the Ministry of Industry, Trade and Tourism and the Chamber of Spain** for developing a technological platform that facilitates information about the supply and demand of the required protective materials so that companies can perform their activities under safe conditions in view of COVID-19
- **Agreement between the Chamber of Spain and the Ministry of Territorial Policy and Civil Service** for the identification of administrative burdens and the reduction thereof
- **Agreement between the Chamber of Spain and the CESCE** for carrying out actions that enhance the development of women entrepreneurs
- **Agreement between the Chamber of Spain and the Spanish Network of the Global Compact** to promote awareness among SMEs regarding the strategic value of sustainability
- **Memorandum of Understanding** for unification of the international mediation activity of founding members of the Association for International Arbitration of Madrid
- **Agreement between the Ministry of Trade, Industry and Tourism and the Chamber of Spain** for carrying out actions to reactivate commerce
- **Addendum to the agreement** for establishing the Association for International Arbitration of Madrid
- **Agreement between the Chamber of Spain and MAPFRE Spain** for promoting the competitiveness of SMEs in the areas of sustainability and digital transformation
- **Agreement between the Association of Leading Brands of Spain, ICEX – España Exportación e Inversiones and the Chamber of Spain** for the development of an international communication campaign for strengthening the economic and business image of Spain

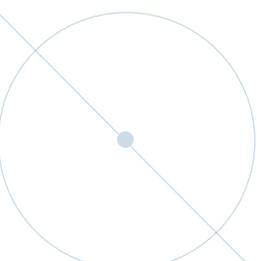
- **Agreement between the CEPYME and the Chamber of Spain** for promoting, disseminating and fostering business arbitration and mediation
- **Agreement between the CEOE and the Chamber of Spain** for promoting, disseminating and fostering business arbitration and mediation
- **Educational cooperation agreement** between the Antonio de Nebrija University and the Chamber of Spain
- **Agreement between the General Council of the Judiciary and the Chamber of Spain** for promoting contentious-administrative mediation in procedures submitted to be heard by courts with contentious-administrative competencies and for matters that are allowed by applicable legislation and it is ordered by a judge
- **Agreement between the Chamber of Spain and Red.es** for development of the “Oficinas Acelera Pyme” (Accelerate SMEs Offices) programme
- **Agreement between the Association of Property and Mercantile Registrars of Spain and the Chamber of Spain** for promoting, disseminating and fostering business arbitration and mediation
- **Educational cooperation agreement** between the Chamber of Spain and the Rey Juan Carlos University
- **Framework agreement between the Chamber of Spain and ALSA** with the objective of improving the employability of young people within the framework of the Operational Programme for Youth Employment

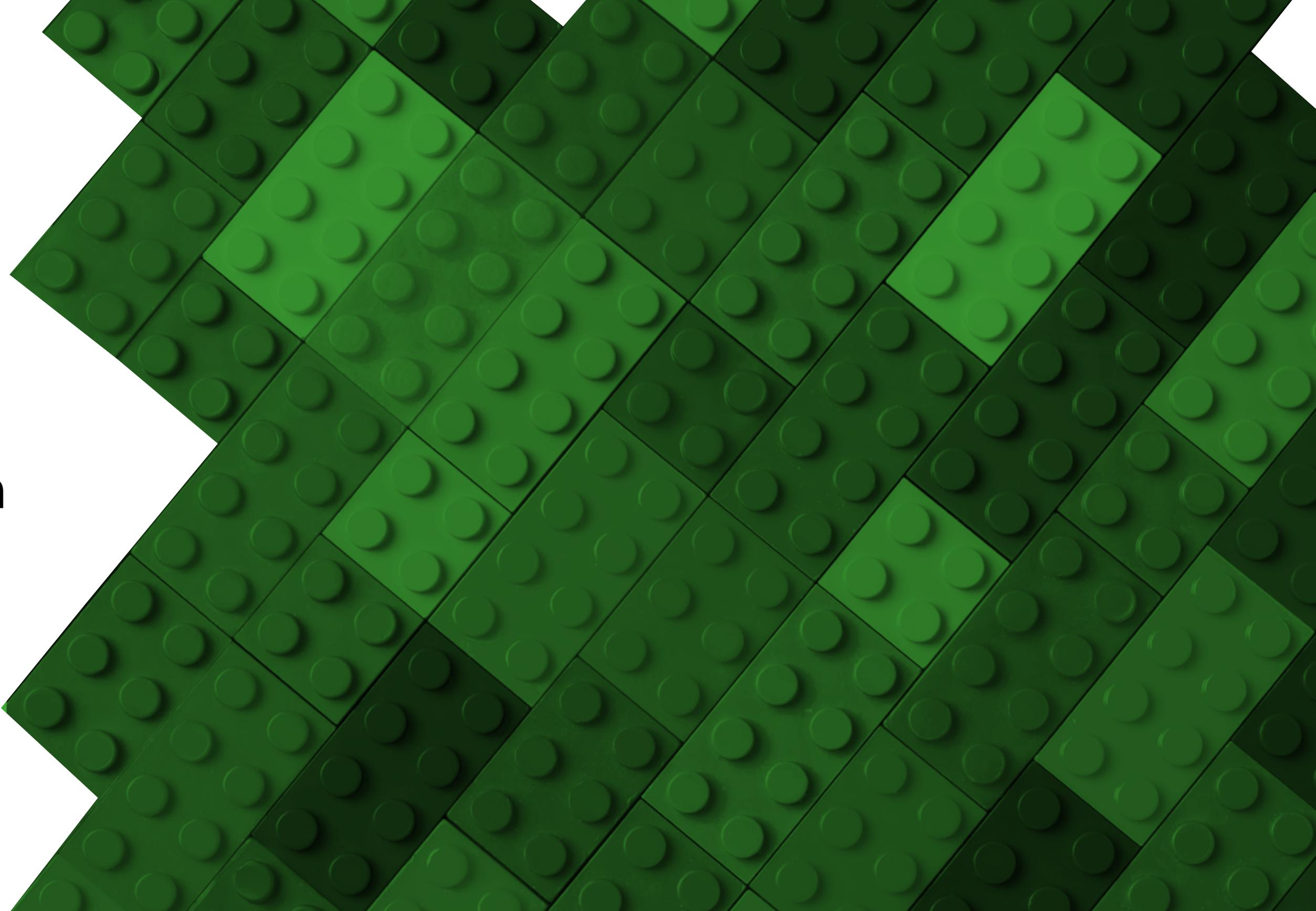
Institutional presence of the Chamber of Spain in bodies

- **Conference of the Parties (COP) of the United Nations Framework Convention on Climate Change**
- **Sustainable Development Council**
- **National Land Transport Council**
- **National Climate Council**
- **Eurochambers: Consultation committees**
- **National Cybersecurity Forum**
- **SECOT**
- **Spanish Institute of Foreign Trade (ICEX)**
- **Spanish Patent and Trademark Office (OEPM)**
- **Consultation Council for the Digital Transformation**
- **Spanish Tourism Council**
- **National Water Council**
- **National Statistics Institute – INE**
- **High-level Forum of Spanish Industry**
- **Port Services Observatory**
- **World ATA Carnet Council**
- **ICEX Spain**
- **Spanish Data Protection Agency (AEPD)**

 Spanish Tourism Council	 Inter-territorial Council of Internationalisation
 National SME Council	 Joint Committee on Containers and Container Waste
 General Council of the Consumer Arbitration System	 Commercial Distribution Observatory
 Consultation Board of Insurance and Pension Funds	 Spanish Committee of the International Chamber of Commerce
 Spanish Road Association	 Camerdata
 Camerfirma	 CECO Foundation

 Incyde Foundation	 Consejo España-India Foundation
 Consejo España-Australia Foundation	 Consejo España-Estados Unidos Foundation
 Consejo España-Japón Foundation	
European task forces:	
 Commission Expert Group On Climate Change Policy	 Eurochambres: Ecodesign and Energy Labelling Consultation Forum





13.

Communication

The communication strategy of the Chamber of Commerce of Spain in 2020 centred on disseminating the various actions carried out by the institution to take on the health, social and economic crisis caused by COVID-19. Special attention was also paid to reinforcing the communication tools of the network of chambers in order to support them in their work to support enterprises.

The efforts made have resulted in a major increase in media presence by the Chamber of Spain, particularly its president, José Luis Bonet, who maintained a very active profile in the media in 2020.

Furthermore, publications through the Chamber's social

networks also intensified, which experienced a major increase in followers, thereby multiplying the scope of communication actions and having a direct impact on our target audience, mainly small and medium enterprises.

New communication channels were also launched in 2020 to provide enterprises and chambers of commerce with timely and updated information about all the regulatory measures approved by the Public Administration during the first state of alarm. A daily informative bulletin was therefore published in the month of July.



Communication Campaigns

Throughout 2020, various digital campaigns were launched initially in recognition of the work of civil society and enterprises and then to support them in the return to economic activity.

In March a couple of campaigns were launched: **“Héroes”** (Heroes), launched on social networks to recognise the work of everyone who continued with their job during the worst moments of the pandemic; and **“Por ellos #QuédateEnCasa”** (For them #StayHome) to reinforce the need to comply with lockdown at home in order to stop the spread.



In the month of April, a campaign was conducted to publicise the portal, **“#TodosProtegidos”** (#EveryoneProtected), in cooperation with the Ministry of Industry, Trade and Tourism to facilitate the acquisition of personal protective equipment by enterprises upon returning to business activity in offices and production centres.



The campaigns **“#EmpresasATuLado”** and **“#Cámaras a tu lado”** (#EnterprisesByYourSide and #Chambers by your side) compiled all the actions undertaken by enterprises of the Chamber of Spain and the network of chambers to mitigate the health, economic and social effects of the pandemic.



Support for retail trade has been the object of special attention through the campaigns “#TeEstamosEsperando” (#We’reWaitingForYou), “Sello Comercio de Confianza” (Trusted Commerce Stamp) and “Levantar una persiana es construir un país” (Raising a Roller Blind means building a country), all coordinated by the Secretary of State for Trade.



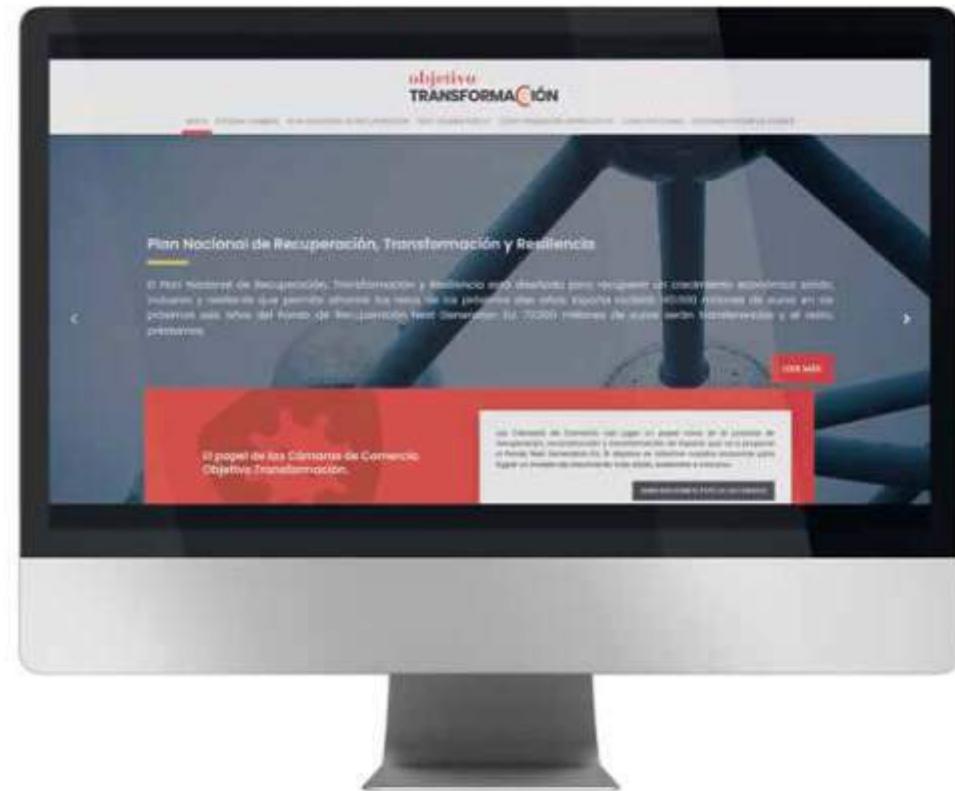
Through “Spain for Sure”, focused more on the tourism sector and in collaboration with the Secretary of State for Global Spain, the CEOE and the Leading Brands of Spain Forum, the values of Spain were disseminated throughout the world. Major Spanish names in sports, culture and science participated, such as Valentín Fuster, Rafa Nadal and the dancer Sara Baras. It also received the support of the Royal Family.



Objetivo Transformación

In the month of December, the Chamber of Spain launched a new portal, “Objetivo Transformación” (Transformation Objective), for disseminating information related to European Recovery Funds, for setting up the portal to make it as useful as possible to enterprises, for recording the public calls for funding linked to those funds and for answering any questions that SMEs could have. The website seeks to maximise the impact, on the Spanish economy, by the unprecedented financial response mobilised to take on the crisis caused by the COVID-19 pandemic.

Moreover, a weekly Newsletter was launched, including updated information for subscribers.



Dissemination of programmes

At the operating level, communication actions are focused on disseminating the programmes co-financed using European Funds and developed through the network of territorial chambers, with four main focuses: digital transformation, internationalisation, vocational training (with a particular emphasis on dual vocational training) and sustainability.

The cycle **Sustainability, a strategic factor for SMEs** involved the organisation of 23 conferences with the Chambers of Commerce of Zaragoza, Huesca, Granada, Seville, Almería, Málaga, Ciudad Real, Jerez de la Frontera, Burgos, Segovia, Valladolid, Navarra, La Rioja, Santiago de Compostela, León, Soria, Avilés, Oviedo, Cantabria, Reus, Madrid, Ceuta, Valencia and Castellón. In them, nearly 1,000 SMEs learned about the opportunities created by incorporating practices related to the circular economy, energy savings and recycling in their regular activities. They were organised in cooperation with the Spanish



Network of the Global Compact.
 In support for the employability of young people, which is the focus of the Integrated Qualification and Employment Programme that the Chamber of Spain is developing together with the National Youth Guarantee System and the Ministry of Labour and Social Economy, a new web page was launched. It contains complete information about the plans of the programme, about participating Chambers and about success cases, among other information. Also

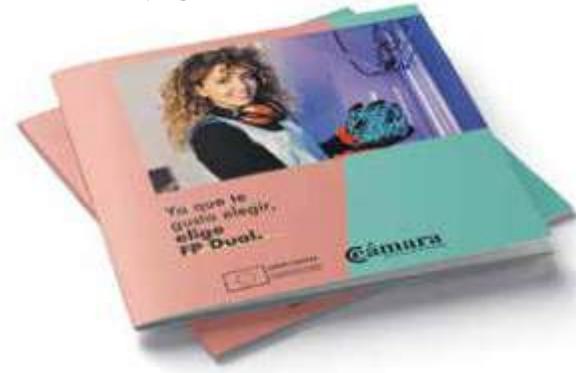


throughout the year, dissemination of the programme through social networks was bolstered.

Furthermore, in the month of January, the **“Ya que te gusta elegir, elige FP Dual”** (Because you like to choose, choose Dual Vocational Training) campaign was carried out to improve knowledge and enhance this training mode.



Website of the PICE programme



Other actions

The “Semanal de las Cámaras” (Chambers Weekly) publication once again confirms its status as a powerful tool of internal communication, which, in addition to disseminating the various actions by management of the Chamber of Spain, also includes information about initiatives of the network of Chambers in support of their enterprises.

It also provides information about the initiatives developed by Spanish Chambers of Commerce abroad for their members and about how Spanish companies promote themselves.



In figures

141
Interviews

152
Press releases

31
Opinion pieces and articles

Impacts in the media

Printed media

2,184
Impacts

2.3 million
Audience

14.9 million euros
EAV (Equivalent Advertising Value)

Radio

74
Impacts

6.71 million
Audience

2.57 million euros
EAV (Equivalent Advertising Value)

Digital media

8,742
Impacts

4.4 million
Audience

44.3 million euros
EAV (Equivalent Advertising Value)

Television

76
Impacts

38.3 million
Audience

2.6 million euros
EAV (Equivalent Advertising Value)

Social Networks

The Chamber of Spain has consolidated its digital presence and continues its commitment to developing online strategies, with clearly defined objectives related to increasing traffic, capturing *leads* and securing user loyalty.

The aforementioned digital campaigns developed during 2020 have allowed considerable growth of digital communication in the various channels.

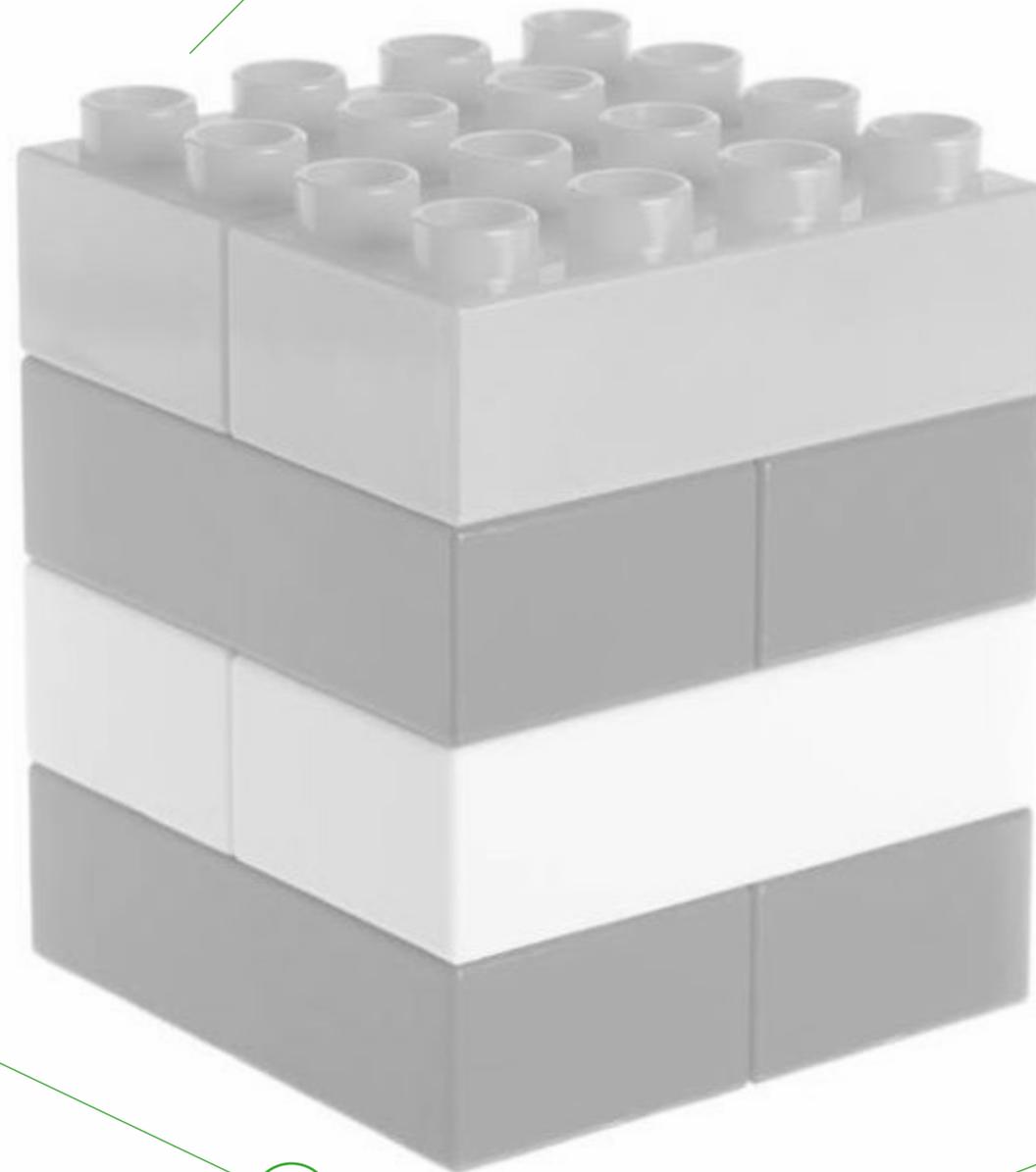
 **31,505**
followers

 **33,169**
followers

 **26,842**
followers

 **954**
channel subscribers

 **2,005**
followers



343,996
Users



379,369
Web pages visited



Web page Audience



5,072,747
Number of visits



2,237,787
Number of users

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