

OPCO
Creating Solutions

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OPC ONLINE CREATING SOLUTIONS · Automotive SUMMIT · INDUSTRIAL FORUM PORTUGAL

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OPCO Creating Solutions

Corporate Policies

At **OPCO Creating Solutions**, we are committed to creating sustainable value through strong ethical business standards, technological leadership, and socially responsible actions. We believe that Corporate and Social Responsibility (CSR) is an integral part of our business strategy, contributing to the well-being of our stakeholders, the environment, and society as a whole. We strive to conduct our operations in a manner that aligns with the present policies and principles.



Scope

Design, development, implementation and validation of integrated training programs and project implementation for the diagnosis, development and continuous improvement of Integrated Management Systems, encompassing technical, operational, and behavioral aspects.



Vision

To be a reference on the national and international scene with regard to support activities and organizational development in the automotive, aeronautical as well as other top industries and services.



Mission

To provide state of the art services to its clients with regard to training in technical areas as well as support and advice in terms of Quality Management Systems, Productivity and Continuous Improvement; To support its clients and the industry in general to achieve international level results and performance



Corporate Policy / Quality Policy

Through the constant search for innovative and customized solutions and the constant development of internal skills, in the human and technological aspects, OPCO seeks to constantly improve the service to its customers through the creation of sustained and autonomous value, developing relationships of partnership and mutual benefit with reference organizations, seeking this way to be an active member of the development of the entities with which it interacts, always with a view to the excellence of the service provided.

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Respect and Ethical Business Standards

At OPCO Creating Solutions, we are committed to implementing and fostering relationships with our business partners founded on principles of respect, integrity, and fairness. We expect both OPCO Creating Solutions and our business partners to jointly uphold a commitment to ethical business practices, encompassing:



A
COMPLIANCE WITH LAWS AND REGULATIONS

OPCO Creating Solutions and its Business Partners must comply with all applicable laws and regulations in the countries where we operate, ensuring their operations align with legal requirements and international standards.



B
FINANCIAL RESPONSABILITY

OPCO Creating Solutions and its Business Partners must commit to ethical business practices, maintaining accurate financial records and transparent disclosures, managing conflicts of interest, strictly prohibiting the use or distribution of counterfeit goods, adherence to export controls and economic sanctions, fostering a culture where reporting illicit activities is encouraged, ensuring protection for whistleblowers without fear of reprisal. OPCO Creating Solutions and its Business Partners stand dedicated to upholding these ethical standards, fostering trust, and maintaining integrity in all operations.



C
ANTI-CORRUPTION AND BRIBERY

OPCO Creating Solutions and its Business Partners must adopt a zero-tolerance approach to corruption and bribery, adhering to international anti-corruption conventions and implementing effective measures to prevent these activities.



D
HUMAN RIGHTS

OPCO Creating Solutions and its Business Partners must respect human rights as defined by the Universal Declaration of Human Rights and other relevant international standards, ensuring fair labor practices, fair working hours, ethical recruitment practices, freedom of association, and the elimination of all forms of discrimination as well as respecting minority groups, and safeguarding environmental rights such as responsible land, forest, and water usage.

Environmental Sustainability

We are committed to minimizing our environmental impact and promoting sustainable practices throughout our operations:



A
RESOURCE CONSERVATION

OPCO Creating Solutions and its Business Partners must strive to minimize energy consumption and waste generation in their operations. We must promote efficient use of resources, such as electricity, water, and paper.



B
CARBON FOOTPRINT REDUCTION

OPCO Creating Solutions and its Business Partners must implement measures to reduce greenhouse gas emissions associated with their operations. This can include adopting energy-efficient technologies, using renewable energy sources, and optimizing transportation logistics.



C
WASTE MANAGEMENT

OPCO Creating Solutions and its Business Partners must prioritize waste reduction, recycling, and responsible disposal methods. We must promote the use of environmentally friendly materials and seek to minimize packaging waste.



D
COMPREHENSIVE ENVIRONMENTAL COMMITMENT

OPCO Creating Solutions and its Business Partners must focus on reducing greenhouse gas emissions, preserve air and soil quality, responsibly manage chemicals, and sustainably use resources, prioritizing biodiversity, land use, and animal welfare, alongside minimizing noise emissions, reflecting the dedication to holistic environmental stewardship across all operations.

Health, safety and wellbeing

We are committed to foster a culture of wellbeing and life balance as an integral part to our ethos. In the same way, our comprehensive health and safety policy extends beyond physical safety measures to encompass employee wellbeing.



A
WELLBEING AND LIFE BALANCE

OPCO Creating Solutions and its Business Partners must prioritize the provision of resources and support for mental health, promoting a healthy work-life balance and encouraging programs that support overall emotional wellbeing as well as promoting an harmonious integration of work and personal life, ensuring our people feels supported, valued, and able to thrive both professionally and personally.



B
HEALTH AND SAFETY

OPCO Creating Solutions and its Business Partners must prioritize strict adherence to safety protocols, including the provision and proper utilization of personal protective equipment, ensuring the maintenance and regular checks of machinery to guarantee a safe working environment, conduct regular drills and provide comprehensive training to manage incidents and accidents efficiently, according to the local legislation, handling chemicals or biological substances following rigorous safety procedures to mitigate risks, and taking fire protection measures rigorously enforced to ensure a secure workplace for all.

Social and Community Engagement

We recognize our responsibility to positively impact the communities in which we operate. We are committed and encourage our Business Partners to engage in social initiatives and community development, including:



A
STAKEHOLDER ENGAGEMENT

OPCO Creating Solutions and its Business Partners must engage with their employees, customers, and local communities, promoting dialogue and addressing concerns to foster positive relationships and mutual respect.



B
EMPLOYEE WELFARE

OPCO Creating Solutions and its Business Partners must uphold fair labor practices, ensuring safe working conditions, fair wages, and opportunities for professional development. We must promote diversity, equal opportunity, and work-life balance.



C
COMMUNITY INVOLVEMENT

OPCO Creating Solutions and its Business Partners must support social causes and engage in community development activities. This can include volunteering, charitable contributions, and partnerships with local organizations.

Governance and Ethics

As a services company, we prioritize strong governance practices and ethical conduct. We are committed and expect our Business Partners to adhere to the following principles:



A

DATA PRIVACY AND SECURITY

OPCO Creating Solutions and its Business Partners must handle customer data in compliance with relevant privacy laws and regulations. We must have appropriate security measures in place to protect sensitive information.



B

INTELLECTUAL PROPERTY

OPCO Creating Solutions and its Business Partners must respect intellectual property rights and ensure the confidentiality of proprietary information shared by our company.



C

ANTI-COMPETITIVE PRACTICES

OPCO Creating Solutions and its Business Partners must promote fair competition and refrain from engaging in anti-competitive behaviors, such as price fixing or colluding with competitors.



D

ETHICAL CONDUCT

OPCO Creating Solutions and its Business Partners must demonstrate integrity, honesty, and transparency in their interactions with our company and other stakeholders.

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Source: UN Global Compact ; https://unglobalcompact.org

At **OPCO Creating Solutions**, we believe that integrating Corporate and Social Responsibility into our business operations is essential for long term success and creating a positive impact on the world. We are committed to collaborating with our OPCO Creating Solutions and its Business Partners who share these values to achieve sustainable growth and contribute to a better future for all.

In that sense, we also integrate our commitment to the 17 Sustainable Development Goals of the United Nations and uphold the Ten Principles of the UN Global Compact in all aspects of our operations as a globally recognized and comprehensive set of guidelines for sustainable development and responsible business practices.

This way, we demonstrate our alignment with international standards and our dedication to addressing pressing social and environmental challenges as well as our organization's efforts to contribute to a more sustainable and inclusive world, including a clear framework for our OPCO Creating Solutions and its Business Partners to understand our expectations and encouraging them to align their practices accordingly.

Teresa da C.L. Martins e Silva

OPCO CREATING SOLUTIONS

Palmela Office
Rua José Augusto Coelho,
N.º 158 | 2925-539
Vila Nogueira de Azeitão
T [+351] 210 152 492

Aveiro Business Center
Rua da Igreja, 79 E1 N. Sr.ª Fátima
3810-744 Aveiro
T [+351] 234 059 202

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