



REPÚBLICA
PORTUGUESA

Direção-Geral das Atividades
Económicas



aicep Portugal Global



NATIONAL CONTACT POINT PORTUGAL RESPONSIBLE BUSINESS CONDUCT

The mission of the Portuguese National Contact Point (**NCP PT**) is to foster a **responsible business conduct** environment and to create possibilities for resolving divergences regarding compliance with the provisions of the Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises (the Guidelines).

The role of the NCP PT focuses on promoting the effectiveness of the Guidelines by operating according to the basic criteria of **visibility, accessibility, transparency and accountability**, to clarify issues and to contribute to the resolution of problems arising from alleged non-compliance with the Guidelines.

The NCPs' activity focuses on two main duties:

> **Awareness and Promotion**

The NCP PT disseminates the Guidelines in cooperation with the business community, workers' representatives and other non-governmental organizations and the interested public aiming to promote the effective implementation of the Guidelines.

> **Handling Specific Instances**

The NCP PT provides an extra-judicial dispute resolution mechanism when non-compliance with the Guidelines by companies is identified. Specific instances are treated confidentially with regard to critical information.

The **Guidelines** are recommendations addressed by governments to multinational enterprises operating in or from adhering countries. They provide voluntary principles and standards for responsible business conduct in a global context consistent with applicable laws and internationally recognized standards. These recommendations are organized in 11 chapters:

- (I) Concepts and Principles; (II) General Policies; (III) Disclosure; (IV) Human Rights;
- (V) Employment and Industrial Relations; (VI) Environment; (VII) Combating Bribery, Bribe Solicitation and Extortion; (VIII) Consumer Interests;
- (IX) Science and Technology; (X) Competition; e (XI) Taxation.

The implementation of the Guidelines is beneficial to companies because:

- It supports the company in developing its own code of conduct;
- It complements corporate responsibility initiatives, including national and international legislation in areas such as human rights or corruption;
- It provides an informal complaint mechanism for issues that may arise from the implementation of the Guidelines.

To promote compliance with the Guidelines, the OECD has developed Sectorial **Due Diligence Guidance** that support companies in identifying and responding to risks of impacts associated with the activity of specific sectors:

- Responsible business conduct **due diligence for project and asset finance transactions** (2022);
- Due Diligence for **Responsible Corporate Lending and Securities Underwriting** (2019);
- **OECD Due Diligence Guidance for Responsible Business Conduct** (2018);
- OECD Due Diligence Guidance for **Responsible Supply Chains in the Garment and Footwear Sector** (2018);
- OECD Due Diligence Guidance for **Meaningful Stakeholder Engagement in the Extractive Sector** (2017);
- Practical actions for companies to **identify and address the worst forms of child labour in mineral supply chains** (2017);
- **Responsible Business Conduct for Institutional Investors** (2017);
- OECD Due Diligence Guidance for **Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas** (2016);
- OECD-FAO Guidance for **Responsible Agricultural Supply Chains** (2016);

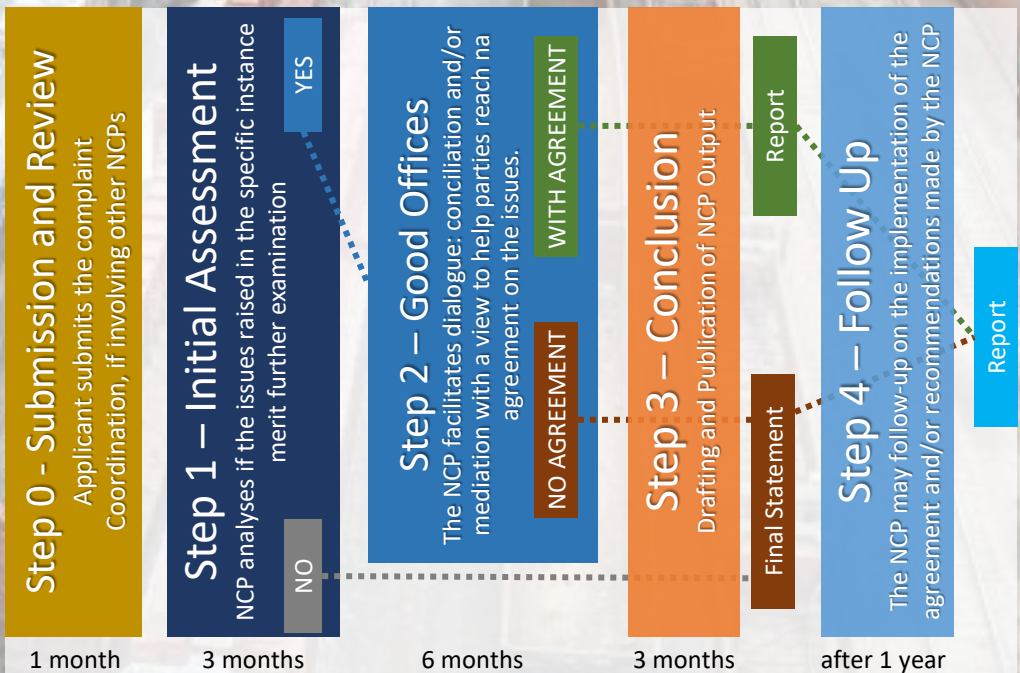


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RESPONSIBLE BUSINESS CONDUCT

Any individual or organization with a legitimate interest can file a complaint with a NCP about a company that is not operating within the Guidelines. If the company concerned operates in a country adhering to the Guidelines, the NCP to contact should be the one in that country. If the company operates in a country that does not adhere to the Guidelines, it should contact the NCP of an adhering country from which the company operates or with which it does business. The NCP contacted can assist the complainant in selecting the most appropriate NCP if it finds that the complaint should be forwarded to another NCP.

You may **submit a complaint to the NCP PT** by completing the **Complaint Submission Form**, available on the NCP PT website. Filing a complaint and/or being involved in a specific instance **does not involve costs and does not require representation by an attorney**, although this is permitted. If you suspect that there is a possibility of retaliation, please inform the PCN PT of such a situation, as steps may be taken to protect the identity of claimants in the Specific Instance process.

A Specific Instance proceeds according to the following steps:



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RESPONSIBLE BUSINESS CONDUCT

Do you need clarification on the OECD Guidelines and/or Due Diligence Guidance?

Do you wish to hold an awareness-raising session on these instruments and/or the process of specific instances?

Do you want to request the participation of the PT NCP in an event targeting company representatives, worker representatives and/or civil society?

Do you want to file a complaint about an alleged failure to comply with the Guidelines?



pcn.portugal@dgae.gov.pt

www.dgae.gov.pt

(+351) 217 919 100

Avenida Visconde Valmor, n.º 72, 1069-041 Lisboa, Portugal
A/C da Direção de Serviços de Sustentabilidade Empresarial.



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