



AICEP

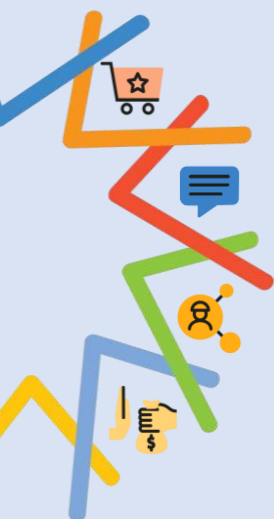
Agência para o Investimento
e Comércio Externo de Portugal



DIREÇÃO-GERAL DAS
ATIVIDADES ECONÓMICAS

NATIONAL
CONTACT
POINT
PORTUGAL

**RESPONSIBLE
BUSINESS
CONDUCT**



Activity Report
2024



Index



Participation in Peer Reviews

[Participation of the PT NCP in the Romanian NCP Peer Review](#)



Awareness-raising Activities

1. [Guest Lecture: NOVA School of Business & Economics](#)
2. [Directorate-General for Consumer Affairs](#)
3. [Public Administration Shared Services Entity, P.I.](#)
4. [Guest Lecture: NOVA School of Business & Economics](#)
5. [Guest Lecture: NOVA School of Law](#)
6. [Institute of Public Real Estate and Construction Markets](#)
7. [DECO - Portuguese Association for Consumer Defence](#)
8. [Awareness Campaign among the 20 largest National Companies](#)
9. [Zero - Sustainable Earth System Association](#)
10. [Ministry of Labour, Solidarity and Social Security & ILO Offices](#)
11. [General Workers' Union](#)
12. [Guest Lecture: NOVA School of Law](#)



NCP PT Portal Updates

1. [Creation of the 'Useful Links' area on the NCP PT website](#)
2. [Creation of a new page dedicated to the OECD Guidelines on the AICEP website](#)



Collaborations and Partnerships

1. ["Grievance Redress and Accountability Mechanisms Project"](#)
2. [Episode 28 of the NOVA BHRE Podcast: The Role of the NCP PT](#)
3. [Collaboration with OECD Watch on the Performance Assessment of NCPs](#)
4. [Collaboration with the SDG Observatory in Portuguese Companies](#)

Index



Public Participations

1. [Participation of the NCP PT in the ILO and CPLP Tripartite Workshop](#)
2. [Participation in the 4th Annual Conference of Nova BHRE](#)
3. [Participation in the Closing Conference 'Business Integrity & ESG'](#)



Periodical Publications

1. [NCP PT Annual Report 2023](#)
2. [NCP PT Newsletter #2](#)
3. [Activity Report 2024](#)
4. [Promotional Plan 2025](#)
5. [NCP PT Newsletter #3](#)



Publications (Documents)

[Printing of the brochure 'Get to know the OECD Guidelines'](#)



Publications (Videos)

1. [Publication of the Video Tutorial on Chapter I of the OECD Guidelines](#)
2. [Publication of the Video Tutorial on Chapter II of the OECD Guidelines](#)



Webinars

[Webinar: 'RBC and Transparency: Responding to Emerging Challenges'](#)



Developments in the NCP PT structure

1. [Revision of the Procedures Guide for dealing with Specific Instances](#)
2. [Training the NCP PT Team in Conflict Management and Resolution](#)
3. [Completion of NCP PT Peer Review Follow-Up Process](#)
4. [Hiring a member of staff for the NCP PT DGAE's team](#)

The Activity Report of the National Contact Point Portugal for Responsible Business Conduct (NCP PT) is an annual online publication developed by the PCN PT, operationalised by the Portuguese Investment and Foreign Trade Agency (AICEP) and the Directorate-General for Economic Activities (DGAE). This report, available in Portuguese and English, aims to identify the activities carried out in the context of the NCP PT in 2024.

NCP PT consolidated its activity through a wide range of initiatives that strengthened its role within Responsible Business Conduct (RBC) in Portugal. The highlights of the year include the participation in the Peer Review of the Romanian NCP and the successful conclusion of the follow-up of its own Peer Review. In the awareness-raising field, it organised 12 sessions in partnership with universities, private associations, NGOs, public bodies and trade unions, reaching a diverse audience. Video tutorials were also published in the context of the OECD Guidelines for Multinational Enterprises on RBC. NCP PT participated in partnerships in the Grievance Redress and Accountability Mechanisms Project and in the OECD Watch evaluation process. The team has reviewed the Procedural Guide for the Handling of Specific Instances of NCP PT and intends to take it to consultation soon. Finally, the team received training in mediation and was reinforced with the hiring of a new staff member, ensuring a more robust structure for future challenges.



“Grievance Redress and Accountability Mechanisms Project”

January 23



Claire Sieffert

PhD Student

AREAS OF INTEREST

Organizations; Economic Sociology; Cultural Sociology; Evaluation; Systems of Accountability

In January 2024, NCP PT took part in an interview for a study coordinated by post-doctoral student Claire Sieffert from New York University.

This study, called the ‘Grievance Redress and Accountability Mechanisms Project’, explores the functioning of grievance redress mechanisms and the factors that determine how accountable these mechanisms are.



NCP PT Annual Report 2023

January 24

NCP Annual Reporting Questionnaire 2023



PONTO DE CONTACTO NACIONAL PORTUGUÊS
CONDUTA EMPRESARIAL RESPONSÁVEL



At the end of January 2024, the NCP published feedback on the questionnaire about the NCP's activities in 2023 in the reports area of its website.

This questionnaire, submitted annually to the OECD secretariat, covers the main changes to the NCP's structure and resources, as well as recording its promotional activity and activities relating to the handling of specific instances.



Guest Lecture: NOVA School of Business & Economics

January 24



At the end of February, PCN PT took part in a Guest Lecture at the Nova School of Business & Economics.

This session was attended by 20 students from the 'Responsibility and Ethics of Business' Master's programme.



Awareness Session: Directorate-General for Consumer Affairs (DGC)

February 28



On February 28th, DGAE's NCP team held an information session focused on the RBC and the role of the NCP PT. In this session, the team presented the main duties and missions of both DGAE and DGC, highlighting the chapter aimed at consumer interests in OECD Guidelines.

The session ended with a presentation of the complaint and mediation mechanism of the NCP PT and the importance of peer review in improving the effectiveness of the NCP.



Participation of the NCP PT in the Romanian NCP Peer Review

March 12



NCP PT, represented by Pedro Pinheiro, DGAE's senior officer, took part in the 'Peer Review' of the Romanian NCP, which took place in Bucharest between 12 and 14 March and was attended by the NCPs of Spain and Kazakhstan.

The exercise involved meetings with the business sector and representatives of trade unions, civil society and government. It included a promotional event focussing on NCP best practices.



Awareness Session: Public Administration Shared Services Entity, P.I. (eSPap)

March 19



On March 19, NCP PT held an awareness-raising session with eSPap. The session included a reflection on the supply chain and the impacts of companies on society and the environment, emphasising the importance of due diligence.

The objectives of RBC and the role of governments in promoting RBC were also discussed topics, as well as the OECD Guidelines and the current structure of the NCP PT.



Creation of the ‘Useful Links’ area on the NCP PT website

April 04

Nesta página, serão disponibilizadas ligações a outras páginas com relevância para a atividade do PCN PT e da sua rede de parceiros:

OCDE | Responsible Business Conduct
OECD Watch
Business at OECD (BIAC)
Trade Union Advisory Committee to the OECD (TUAC)
OIT - Lisboa
ILO Helpdesk for Business on International Labour Standards

On this page, links will be made available to other pages relevant to NCP PT activity and its network of partners:

OCDE | Responsible Business Conduct
OECD Watch
Business at OECD (BIAC)
Trade Union Advisory Committee to the OECD (TUAC)
International Labour Organization (ILO)
ILO Helpdesk for Business on International Labour Standards

On April 4, DGAE team of the NCP PT expanded its website with the creation of the ‘Useful Links’ area.



Guest Lecture: NOVA School of Business & Economics

April 23



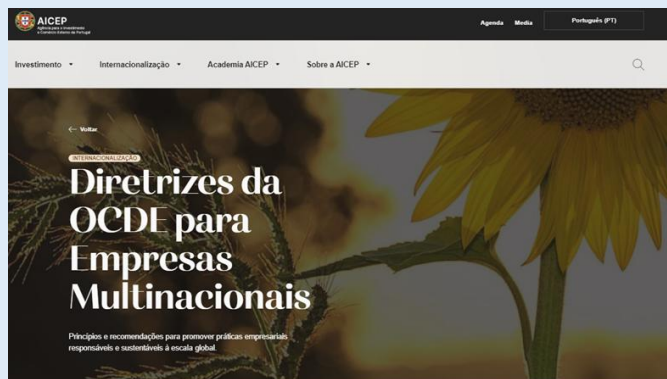
On April 23, NCP PT took part in the second ‘Guest Lecture’ at the Nova School of Business & Economics.

This session was attended by 20 students from the ‘Responsibility and Ethics of Business’ Master's programme.



Creation of a new page dedicated to the OECD Guidelines on the AICEP website

April 24



April 24 marked the creation of the new page dedicated to the OECD Guidelines on the website of AICEP.



Guest Lecture: NOVA School of Law

May 06



On May 6, NCP PT held a 'Guest Lecture' at NOVA School of Law. The session was practical in nature, with the role-play and discussion of two mock cases on providing good offices.

The session was attended by 30 students from the 'Law and Management' Master's programme.



Publication of the Video Tutorial on Chapter I of the OECD Guidelines (2023 edition)

May 21



On May 21, NCP PT published the Tutorial on Chapter I (Concepts and Principles) of the 2023 edition of the OECD Guidelines.

This is the first video in the series of tutorials on the OECD Guidelines developed by DGAE.



Awareness Session: Institute of Public Real Estate and Construction Markets (IMPIC)

May 23



On May 23, NCP PT held an awareness-raising session at IMPIC.

Like the session aimed at eSPap, this session included a reflection on the impacts of companies on supply chains, society and the environment, emphasising the importance of due diligence and the role of governments in integrating and promoting RBC practices, particularly in terms of public procurement. The session was attended by 58 of the organisation's employees.



Awareness Session: DECO - Portuguese Association for Consumer Defence

June 3



At the beginning of June, NCP PT held an awareness-raising session for DECO.

In this session, DGAE emphasised the OECD Guidelines' chapter on consumer interests and presented NCP PT mandate and the process for handling specific instances. This session was attended by 24 of the organisation's employees.



Awareness Campaign among the 20 largest National Companies in Portugal

June 10



AICEP

Agência para o Investimento
e Comércio Externo de Portugal

In June, AICEP carried out an initiative, included in the 2024 Promotional Plan, with the aim of raising awareness of the OECD Guidelines for Multinational Enterprises on RBC, focusing on a strategic segment of the Portuguese economy: the 20 largest national companies.

Through this targeted approach, AICEP sought not only to inform, but also to encourage the adoption of sustainable and responsible policies within the main driving forces of the Portuguese economy.

This initiative stands out for its relevance in promoting good corporate governance practices, transparency and social responsibility, which are fundamental to economic and social sustainability, thus contributing to the promotion of a business environment aligned with contemporary values and expectations at a global level.



Awareness Session: Zero - Sustainable Earth System Association

June 25



On June 25, NCP PT team held an awareness-raising session for the Sustainable Earth System - Zero Association.

This session focussed on the definitions of RBC and Due Diligence and the OECD Guidelines chapter on the environment. The session was opened by Dr Susana Fonseca, Vice-President and Coordinator of Zero's Sustainable Societies area, and was attended by 24 of the association's employees.



NCP PT Newsletter #2

June 28



At the end of June, NCP PT launched the 2nd issue of its biannual newsletter.

This issue covered the following topics: Transparency and Integrity in Lobbying Activities; The Corporate Sustainability and Due Diligence Directive; NCP PT Activities; Evaluation of the NCP PT Awareness Raising Sessions; Revision of the NCP PT Procedures Guide; and the NCP PT Annual Webinar.



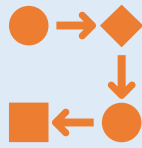
Awareness Session: Ministry of Labour, Solidarity and Social Security & ILO Offices

July 3

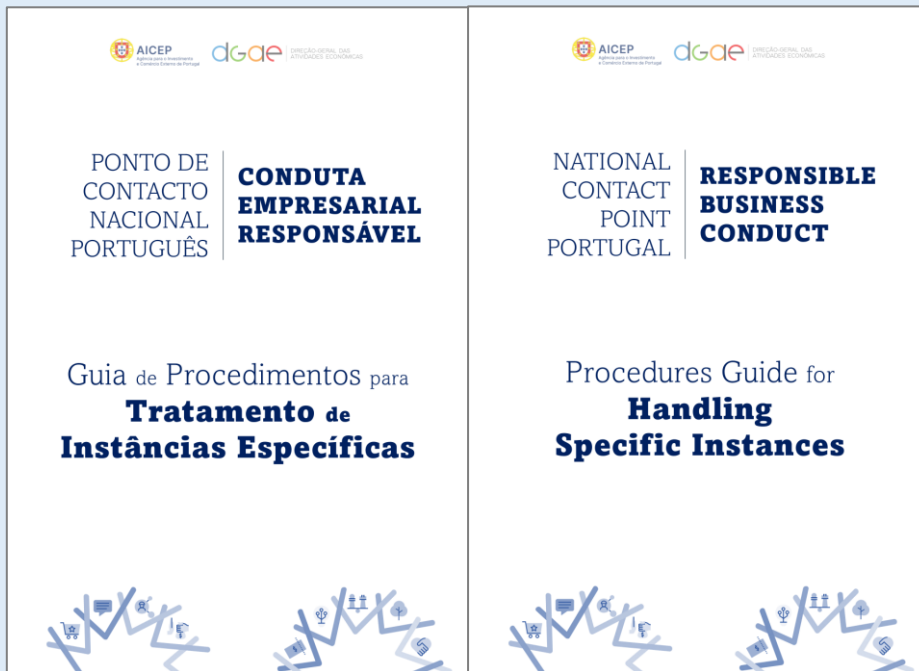


At the beginning of July, NCP PT held a session aimed at two entities: the Ministry of Labour, Solidarity and Social Security and the ILO offices in Lisbon.

Considering the target audience, the focus of this session was the Chapter V of the Guidelines dedicated to ‘Employment and Industrial Relations’. The session was attended by 47 participants.



Revision of the Procedures Guide for handling Specific Instances



July 8

Following the update in 2023 of the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, NCP PT has been reviewing the Procedures Guide for for handling specific instances (complaints submitted to the NCP based on an alleged breach of the Guidelines).

This document is intended to serve as a guide for the parties involved, namely the NCP Secretariat, independent mediators, notifiers of complaints and companies. It is intended that the document will be put out for consultation soon, with a view to being published in 2025.



Episode 28 of the NOVA BHRE Podcast: The Role of the NCP PT

July 15



On July 5, NCP PT took part in an interview conducted by Luís Prata Castro, a master's student at NOVA School of Law and Research Associate at NOVA BHRE. This podcast episode, published on July 15, addresses the OECD Guidelines and the role of the NCP PT, focusing on its composition and activity.

The interview covered how the intensification of the NCP PT activities combined with a greater involvement with stakeholders have become key factors in promoting and supporting Portuguese companies in adopting a more responsible business conduct and allow them to anticipate future legislative obligations regarding RBC.



Webinar: ‘RBC and Transparency: Responding to Emerging Challenges’

July 18

dgae
DIREÇÃO-GERAL DAS
ATIVIDADES ECONÓMICAS

Conduta Empresarial Responsável e Transparência
Responder a Desafios Emergentes

18 de julho, 14H30
Microsoft Teams

Icons: Chat, Handshake, People, Tree, Hand holding coin, Shopping cart, Lightbulb, Scales, Document.

PONTO DE CONTACTO NACIONAL PORTUGUÊS
CONDUTA EMPRESARIAL RESPONSÁVEL

On July 18, the Directorate-General for Economic Activities (DGAE), on behalf of the NCP PT, held a webinar entitled ‘Responsible Business Conduct and Transparency: Responding to Emerging Challenges’.

The event was opened by the Secretary of State for the Economy, followed by a presentation of the balance of NCP PT's activities and progress in implementing the recommendations of the Peer Review. The webinar highlighted the importance of transparency in lobbying, addressing the OECD Recommendation updated in 2024. In the panel ‘Challenges and Opportunities in Responsible Business Conduct’, moderated by Claire Bright, experts from organisations such as UGT, Transparency International Portugal and OECD Watch discussed challenges and opportunities for companies.



Publication of the Video Tutorial on Chapter II of the OECD Guidelines (2023 edition)

September 09



On May 21, NCP PT published the Tutorial on Chapter II (General Policies) of the 2023 edition of the OECD Guidelines.

This is the second video in the series of tutorials on the OECD Guidelines developed by DGAE.



Awareness Session: General Workers' Union (UGT)

September 25



This awareness-raising session for UGT members, organised by the NCP PT on September 25, aimed to promote a better understanding of the principles of the OECD Guidelines and the OECD due diligence sectorial guides.

Topics included the definition and objectives of the RBC, the roles of governments and trade unions in promoting it, the 2023 update of the OECD Guidelines and the latest statistics on the work of the TUAC and National Contact Points. Support tools and a specific guide for trade unions were also presented, emphasising the importance of collaboration between stakeholders in promoting the RBC.



Collaboration with OECD Watch on the Performance Assessment of NCPs

October 09



In 2024, NCP PT collaborated with OECD Watch as part of the Network of NCPs performance assessment. This process aimed to promote a rigorous and independent analysis of the work carried out by the NCP PT in relation to compliance with the OECD Guidelines, given its recent update in 2023.

This interaction included a prior detailed feedback meeting with the OECD Watch evaluators and the submission of a report with a self-analysis against the evaluation criteria. This collaboration reflects NCP PT's commitment to reinforce best practices and promoting a constructive dialogue with international stakeholders.



Participation of the NCP PT in the ILO and CPLP Tripartite Workshop



October 14

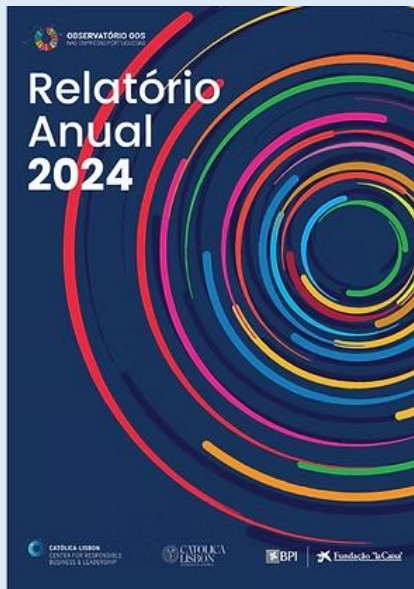
NCP PT took part in the Tripartite Workshop organised by the International Labour Organisation (ILO) in collaboration with the Community of Portuguese Speaking Countries (CPLP), the Institute for Employment and Vocational Training (IEFP) and the Government of Portugal. This event, held from October 14 to 18, brought together tripartite delegates from the 9 CPLP member countries in Lisbon to debate the ILO's Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (MNE Declaration) as a key instrument for boosting inclusive economic growth and decent work.

The participation of NCP PT stood out in the approach to corporate due diligence, redress and the handling of specific instances, aligning the OECD Guidelines with the ILO Fundamental Principles and Rights at Work. This event reinforced the importance of transnational cooperation within the CPLP and the ILO, promoting robust social dialogue and strategies aligned with decent work and sustainability.



Collaboration with the SDG Observatory in Portuguese Companies

October 22



On October 22, NCP PT collaborated with the Observatory of the SDGs in Portuguese Companies, coordinated by the Portuguese Catholic University, to draw up a section of the 2024 Annual Report. This partnership aimed to reinforce the intersection between the Sustainable Development Goals and the OECD Guidelines, highlighting the relevance of these tools in the Portuguese business context.

This collaboration reinforces NCP PT's commitment to fostering a greater understanding and implementation of RBC among companies, aligning business practices with global sustainability requirements.



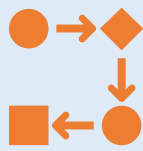
Guest Lecture: NOVA School of Law

November 08



On May, PCN PT held the second 'Guest Lecture' at NOVA School of Law. The session was practical in nature, with the role-play and discussion of two fictional cases on providing good offices.

The session was attended by 30 students from the 'Law and Management' Master's programme.



Training the NCP PT Team in Conflict Management and Resolution

November 13



On November 13 and 14, DGAE's NCP PT team, took part in a specialised training in Conflict Management and Resolution, provided by Rumos. This training was molded to the needs of the NCP PT's mandate, preparing the team to conduct mediation sessions in the context of the provision of good offices, arising from the handling of specific instances under the OECD Guidelines on RBC.

The course enabled participants to acquire knowledge about the negotiation process and to develop adaptive strategies for effective conflict management. With a practical and interactive approach, this training focused on attitudes and behaviors that promote dialogue and the resolution of conflicts. This activity reinforces NCP PT's ability to act as a mediator, promoting constructive solutions to conflicts between parties and ensuring more effective implementation of the OECD Guidelines by companies.



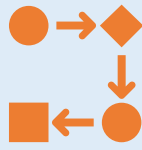
Participation in the 4th Annual Conference of Nova BHRE

November 19



In November 2024, NCP PT took part at the 4th Annual NOVA BHRE Conference, entitled *Unpacking Human Rights and Environmental Due Diligence*. The conference highlighted the growing relevance of human rights and environmental due diligence on the global stage, bringing together voices from different sectors to debate the practical implementation of this commitment.

Fernanda Ferreira Dias, Director General of Economic Activities and representative of NCP PT, took part as keynote speaker in Panel 1, entitled *Meaningful Human Rights and Environmental Commitment*. This panel, which included academics, representatives of international organisations and experts from the private sector, reinforced the need for a collaborative approach to tackling the challenges of due diligence and corporate sustainability.



Completion of NCP PT Peer Review Follow-Up Process



November 20

In November 2024, NCP PT completed the follow-up process to the Peer Review carried out in May 2023. This exercise made it possible to assess the progress made in implementing the recommendations made during the peer review exercise, highlighting NCP PT's commitment to the continuous improvement of its practices and its compliance with the OECD Guidelines.

The main advances included the strengthening of the NCP PT technical team's skills in mediation and conflict resolution and the implementation of various promotional and awareness-raising initiatives, such as holding awareness-raising sessions in collaboration with various stakeholders. Although some recommendations are still being implemented, NCP PT has demonstrated a proactive and collaborative approach.

Printing of the brochure ‘Get to know the OECD Guidelines’

December 02



In 2024, NCP PT launched the brochure ‘Get to know the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct’ (translation – based on the brochure “OECD Guidelines in a nutshell”). This material aims to raise awareness on companies to the importance of RBC, promoting the OECD Guidelines and the role of NCP PT as a promoter of good business practices. The subsequent printing of this brochure responds to the recommendations resulting from the NCP PT Peer Review to improve its promotion efforts.

The printing was awarded to Lidergraf - Sustainable Printing, the only graphic company in the Iberian Peninsula to hold an EU Ecolabel licence for printed paper products, guaranteeing the environmental sustainability of this brochure and reinforcing the NCP PT's commitment to responsible practices.



Participation in the Closing Conference 'Business Integrity & ESG'

December 13

NCP PT, represented by the Director-General of DGAE, Fernanda Ferreira Dias, took part in the Closing Conference on '*Business Integrity & Environmental, Social and Governance (ESG)*'. This event, promoted by Transparency International Portugal as part of *the Festival Transparente 2024*, took place at the Lisbon Urban Information Centre and brought together different experts to debate business integrity in the context of the ESG agenda.

Fernanda Ferreira Dias was one of the participants in the round table entitled '*State of the Art: Business Integrity & ESG in Portugal*', which discussed the role of transparency, accountability and integrity in corporate governance as fundamental pillars for achieving ESG objectives. NCP PT presence reinforced its commitment to promoting RBC and the alignment of Portuguese companies with the best international practices in sustainability and corporate governance.



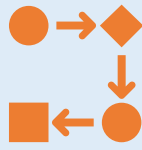
Activity Report 2024

December 13



The NCP PT Activity Report is an annual online publication made by the Portuguese Investment and Foreign Trade Agency (AICEP) and the Directorate-General for Economic Activities (DGAE).

This report, available in Portuguese and English, aims to identify the activities carried out in by NCP PT in 2024.



Hiring a member of staff for the NCP PT DGAE's team

December 23



In 2024, NCP PT, through the DGAE, reinforced its team by hiring a new employee. This senior officer will be responsible, among other tasks, for managing specific instances, contributing to the NCP PT's mandate as a non-judicial complaint mechanism and mediation platform to respond to alleged breaches by companies of the OECD Guidelines for Multinational Enterprises on RBC.

The hiring was carried out under the Centralised Tendering Procedure, promoted by the Directorate-General for Administration and Public Employment, which aims to ensure transparent and competitive recruitment.



Promotional Plan 2025

December 27



On December 27, PCN PT will publish its Promotional Plan for 2025, reinforcing its commitment to promoting the OECD Guidelines for Multinational Enterprises on RBC.

Among the actions are thematic workshops that will address central issues such as human rights, employment and labour relations and the environment. These sessions aim to deepen knowledge and foster dialogue between the different stakeholders, contributing to the adoption of sustainable and responsible practices in the Portuguese business fabric. With this plan, NCP PT will continue to strengthen its role as a catalyst for positive change and a promoter of business conduct in line with global sustainability needs.



NCP PT Newsletter #3

December 27



On December 27, PCN PT will launch the 3rd edition of its biannual newsletter. This communication tool aims to inform and raise awareness of companies, stakeholders and the general public about the activities carried out and relevant topics within the scope of CER.

The new issue includes IMPIC's initiatives to promote corporate responsibility in public procurement, the main lessons learnt from the 4th Annual New BHRE Conference, and the link between the OECD Guidelines and the SDGs. This edition will also include a reference to the 2024 Public Report, the 2025 Promotional Plan and the Revision of the Procedures Guide for handling Specific Instances of NCP PT.

Timeline 2024



1

Participation in
Peer Reviews



12

Awareness-raising
Activities



2

NCP PT Portal
Updates



4

Collaborations and
Partnerships



3

Public
Participations



5

Periodical
Publications



1

Publications
(Documents)



2

Publications
(Videos)



1

Webinars



4

Developments in the
NCP PT structure