



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 Policies

# Quality, Environment, Health & Safety, Information Security and Sustainability

At **OPCO Creating Solutions**, we are fully committed to:

- **Quality** – Ensuring customer and stakeholder satisfaction by consistently meeting applicable requirements, delivering services of the highest standard, and driving the continual improvement of our Management System.
- **Environment** – Protecting the environment by preventing pollution, complying with all applicable environmental compliance obligations, and continually improving our environmental performance. We actively reduce consumption, emissions, and waste while promoting sustainable practices across our value chain.
- **Health & Safety** – Providing safe and healthy working conditions, preventing injuries and illnesses, complying with legal requirements, and fostering a culture of well-being and continuous improvement in occupational health and safety.
- **Information Security** – Safeguarding the confidentiality, integrity, and availability of information belonging to OPCO, our clients, and partners. We comply with all relevant legal, regulatory, and contractual requirements, manage risks systematically, and continually improve our Information Security Management System.
- **Sustainability (ESG)** – Embedding corporate sustainability in its broadest sense by integrating social responsibility, respect for human rights, diversity, equity, and inclusion, as well as sound governance and ethics. We ensure that our operations and partnerships contribute to the United Nations Sustainable Development Goals (SDGs) and uphold the Ten Principles of the UN Global Compact. We ensure equal treatment and opportunities based on merit and competence, without discrimination.

This commitment applies to all OPCO employees, partners, and suppliers. It is implemented through clear policies, measurable objectives, systematic risk and opportunity management, regular audits, and management reviews, ensuring the continuous effectiveness and improvement of our Integrated Management System. At OPCO, we comply with all applicable Portuguese labor legislation, ensuring fair, transparent, and lawful working conditions.

**OPCO Creating Solutions** is committed to preventing pollution, complying with all applicable environmental legal and other requirements, and continually improving its environmental performance. We aim to reduce the environmental impacts of our operations, particularly energy use, business travel and waste and to promote responsible and sustainable practices across our organization and its partners.

### 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.

**OPCO Creating Solutions** is committed to providing safe and healthy working conditions, preventing work-related injury and ill health, and complying with applicable occupational health and safety legal and other requirements. We aim to identify and control occupational risks associated with our activities and to continually improve our occupational health and safety performance across our organization and its partners.

### **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.



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. We maintain internal channels for raising concerns related to safety, ethics, or working conditions, without any form of retaliation.



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.

The Information Security Management System (ISMS) of **OPCO Creating Solutions** applies to the management and protection of information processed by OPCO Creating Solutions in the context of its consulting, auditing, training and project support activities.

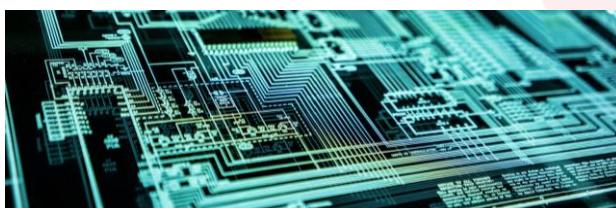
This includes information received from customers, information generated during the execution of services (such as audit notes, working papers, reports and analyses), personal data processed under applicable data protection regulations, and internal operational information, regardless of whether such information is processed in digital or physical form.

The ISMS applies to OPCO Creating Solutions' personnel, authorized collaborators, supporting processes, working environments (including remote work), and the tools and media used to process, store or transmit such information.

Information systems, infrastructures and primary data repositories owned and operated by customers remain outside the scope of the ISMS, except where explicitly agreed by contract.

## Information Security

At OPCO Creating Solutions, we are committed to protecting information assets belonging to our company, our clients, and our partners. We ensure the confidentiality, integrity, and availability of information through effective controls, legal compliance, and continual improvement of our Information Security Management System (ISMS). The personal data of employees is processed strictly for professional purposes, in accordance with GDPR requirements, with full confidentiality and legal safeguards.



**A**

**CONFIDENTIALITY,  
INTEGRITY, AVAILABILITY**

OPCO Creating Solutions and its Business Partners must comply with all applicable legal, regulatory, and contractual requirements related to information security and data protection. This includes adhering to privacy laws such as GDPR, honoring confidentiality agreements, and meeting specific client and industry standards. Documentation and records must be accurate and transparent, while contractual clauses must be respected to ensure that sensitive information is processed, stored, and transmitted securely. By upholding these obligations, we protect our clients, our partners, and our reputation, reinforcing trust and accountability in every aspect of our operations.



**B**

**COMPLIANCE & LEGAL  
OBLIGATIONS**

OPCO Creating Solutions and its Business Partners must ensure that all information assets are protected from unauthorized access, disclosure, alteration, and loss. Safeguards must be implemented to preserve the confidentiality of sensitive data, maintain its integrity against errors or manipulation, and guarantee its availability whenever required to support business operations. All stakeholders are expected to handle information responsibly, applying secure practices, technologies, and behaviors that uphold trust, resilience, and compliance with international standards.

## 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. Full compliance with applicable labor requirements and respect for individual rights as defined under Portuguese law.

**B**

### FINANCIAL RESPONSIBILITY

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.

## 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. OPCO respects employees' individual freedom of association, as permitted by law.

**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:



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.



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



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

# Sustainable Procurement Policy

**OPCO Creating Solutions**, as a specialized consulting and training company, is fully aware of both its responsibilities and its capacity to influence. While we do not manage large-scale supply chains, we recognize the critical role that responsible procurement plays in promoting sustainability across all tiers of business activity. Our approach is tailored to the nature of our operations and the type of goods and services we acquire, ensuring that sustainability and ethical integrity are reflected in all relevant supplier relationships



## ESG Commitment in Procurement

OPCO integrates ESG principles into procurement by favoring suppliers that follow recognized sustainability and ethical standards. We prioritize local and regional partners when this supports lower environmental impact and inclusion. All suppliers must comply with legal requirements in labor, safety, environment, and anti-corruption.



## Supplier Expectations

Suppliers are expected to respect human rights, labor conditions, and environmental responsibility, proportional to their size and activity. They must operate legally, act with integrity, and avoid corruption or unfair practices. Supporting documentation may be requested in relevant cases.



## Risk-Based Monitoring

Procurement decisions follow a risk-based logic. OPCO may conduct informal due diligence, request corrective actions, or review supplier relationships if misalignments with our values or client expectations are identified.



## Continuous Improvement

OPCO is committed to the progressive integration of sustainability criteria into procurement and to fostering responsible behavior throughout its value chain. All expectations are proportional to supplier size, operating context, and risk level.

This policy is reviewed regularly and forms part of our broader ESG and quality management framework.

# OPCO Creating Solutions Corporate Policies

## SUSTAINABLE DEVELOPMENT GOALS



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.

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