



ENGLISH TRANSLATION FOR INFORMATION PURPOSES

MISSION

To promote citizen well-being, safety, and quality of life by ensuring a transparent, accessible public administration that values its community, protects the environment, fosters innovation, and drives sustainable economic, social, and cultural growth for the city of Porto.

VISION

To be a safe, sustainable, inclusive, compassionate, and innovative city, shaped by and for its people, through high-quality public services, integrity, and transparency.

VALUES

Ethics and Integrity, Excellence, Transparency and Trust, Safety and Well-being, Sustainability, Inclusion and Equality, Tradition, Community Engagement and Participation, Innovation, and Continuous Improvement.

MANAGEMENT POLICY

To deliver **high-quality, citizen-oriented public service** through efficient, accessible, and transparent operations.

To comply with the **legal, normative, and regulatory requirements** that govern municipal activities.

To guarantee a **timely, impartial, effective, and clear response**, contributing to the excellence of public services.

To promote **continuous improvement, process optimisation, and ongoing cooperation** among departments, customers, employees, and other Stakeholders.

To monitor **performance** and drive the Municipality's **development** across all fields of activity.

To value residents' suggestions and complaints as opportunities to learn and improve.

To nurture employee **development, engagement, commitment, and motivation**.

To foster a **culture of participation, creativity, and teamwork**. To implement work-life balance strategies that promote **employee well-being and quality of life**.

To drive health and safety practices that prevent incidents, avoiding injury, illness, or harm to employee health.

To responsibly manage natural and energy resources by reducing consumption, preventing pollution, and adopting circular practices.

To contribute to **climate change mitigation and adaptation**, as well as to the **preservation of biodiversity and natural heritage**.

To ensure an **integrated and effective emergency response**, safeguarding public safety, mitigating damage, and maintaining the city's essential functions.

To further social cohesion and inclusion by adopting active policies on equality, diversity and universal accessibility.

To **prohibit, prevent, detect, and combat** all forms of corruption. To encourage the reporting of irregularities in confidence and without fear of retaliation. To guarantee the authoritative and impartial exercise of the Anti-Corruption Compliance Function.

To **comply** with the Management Policy and hold those who fail to do so **responsible**, in accordance with the relevant municipal laws and regulations.