

The Porto Protocol

More than just a commitment.

Case Study

Turismo de Portugal, IP – *Zero Paper*

The Resolution of the Council of Ministers No. 51/2017, of April 19th, created the pilot project “Papel Zero” (zero paper) to be implemented in public administration.

Promoted by the Secretaria-Geral do Ministério da Justiça, Direção-Geral do Ensino Superior and Turismo de Portugal, I.P., with the technical support of the Direção-Geral do Livro, dos Arquivos e das Bibliotecas, this project aims to decrease the use of paper and printer supplies, by means of the following measures:

- a) Dematerialization of information between public authorities, as well as citizens and businesses;
- b) use of interoperable digital platforms within public administration;
- c) use of qualified electronic signatures, through the citizen’s card and the Sistema de Certificação de Atributos Profissionais (SCAP);
- d) electronic notification systems of public administration communications with citizens and businesses.

This project allowed the implementation of a policy of environmentally responsible printing, through the adoption of a set of measures that, in addition to reducing costs with paper and other consumables, promotes dematerialised communication and work processes.

In 2017, Turismo de Portugal reduced the number of printed sheets by 14% compared to 2016, which meant less 342,000 printed sheets.

Until August 2018, compared with the same period, Turismo de Portugal has achieved a reduction of 322,000 printed sheets – 22% less than in the previous period.

This means that since the beginning of the project, Turismo de Portugal consumed 1328 fewer stacks of paper and contributes to a more sustainable environment, avoiding the cutting of roughly 66 trees.

The success of this project depends on the involvement of everyone.

Turismo de Portugal invests in a corporate policy supported by pillars of sustainability.

