



Annex III

Sustainability commitments



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Commitments⁴⁶

● Accomplished (≥95%) ● Not accomplished ● In progress/partially achieved

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Topic	Goal	Accomplishment	Progr.	CTT Goals for 2020 and following
Policy and Strategy				
UN Global Compact	-	Adherence to the Business Ambition for 1.5°C initiative	-	Analyse joining in 2020
Carbon Disclosure Project - Climate Change	-	Leadership Position A-	●	Disclosure in 2020 (position 2)
Dow Jones Sustainability Index	Await launch and prepare submission	Iberian Index was not launched	●	-
Reporting Standard	GRI4 - Comprehensive	Integrated Report 2019 Comprehensive	●	GRI4 Comprehensive
Sustainability Committee	Regular activity	Not accomplished	●	Regular activity
UN Sustainable Development Goals	Integration	Accomplished	●	Implementation (continuous)
Relations with Stakeholders				
Strategy of engagement with Stakeholders	Segmented communication	Annual sustainability report; Communication to employees	●	Segmented communication
Website sustainability content structure	Completion	In progress	●	Completion in 2020
Ethics				
Code of Conduct (e-learning)	Total internal training 1,000 employees	670	●	Continuation (1,000 employees)
Code of conduct against harassment	Total internal training 3,000 employees	1,180	●	Continuation (2,000 employees)
Environmental management				
Energy Management System ISO 50001	Implementation	Training needs identified and carried out	●	Analysis of feasibility for 2021
Computer application for Management Commitments	Completion	Re-programmed	●	Completion in 2020
Energy efficiency				
Energy audits of buildings	Completion in 2020	In progress	●	To be continued in 2020
Electricity consumption	-1%	-8.8%	●	-1%
Energy certification of buildings	Buildings (SCE) ⁴⁷	EC for 121 buildings	●	To be continued in 2020

⁴⁶Excluding CORRE and 321 Crédito

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Topic	Goal	Accomplishment	Progr.	CTT Goals for 2020 and following
Energy audit of the fleet and PRCE implementation	Implementation in progress	PRCE in progress	●	To be continued up to 2020
PRCE of the CTT fleet – specific consumption	Improve efficiency (by 5% by 2020)	PRCE in progress	●	Improve efficiency (by 5% by 2020)
Fuel consumption	0%	2.0%	●	-2%
Efficiency gains in fuel consumption	Review metrics	In progress	●	Review metrics
100% LED lighting	Expansion	5 Delivery offices and 1 CO	●	Continued expansion
Specialised monitoring of the energy consumption of buildings ⁴⁸	-	-	-	Annual 10% reduction of consumption in relation to the base year of 2019
Sustainable Mobility				
Fleet of electric and less pollutant vehicles	Strengthening (acquisition of 85 vehicles and natural gas heavy test).	NG heavy test	●	Testing of electric light passenger vehicles, scooters tricycles; Feasibility study of support fleet electrification; Inclusion of eco models in the company vehicle catalogue
Investment in the operational fleet	Strengthening (11 light goods and 4 heavy vehicles)	Renovation of 72 light goods vehicles, 200 motorcycles, 4 tractors and 4 semi-trailers	●	Renovation of 114 motorcycles and 641 light goods vehicles
Car Pooling Platform	Expansion in 2019	Expansion carried out by the employees	●	Promotion of the use of the platform (continuous)
Drivers' Challenge	Organisation of the national Drivers' Challenge and participation in the international, in 2019	National Drivers' Challenge held	●	Participation in the international Drivers' Challenge in 2020
Road safety - number of accidents ⁴⁹ per km travelled	-5%	-7.2%	●	-5%
Climate Change				
Direct and indirect CO ₂ emissions (2008-20)	-33%	Accumulated variation: -3.5%	●	2020 goal achieved. Maintain
Ditto (annual)	0.9%	1.8%	●	-1%
CO ₂ emissions of scopes 1, 2 and 3 (2013-25)	-30%	Accumulated variation: -27.5%	●	Maintain (6% reduction by 2025)
CO ₂ emissions of scopes 1, 2 and 3 (2005-30)	-30%	Accumulated variation: -27.5%	●	Maintain (7% reduction by 2030)
Ditto (annual)	0.9%	3.3%	●	-1.2%
CO ₂ intensity/postal item scopes 1, 2 and 3 (2013-25)	-20%	Accumulated variation: -11.1%	●	2025 goal Maintain
Ditto (annual)	0.2%	0.6%	●	-1.2%

⁴⁷ SCE - System of certification of buildings

⁴⁸ Total amount of most consuming CTT building (approximately 75% of total consumption)

⁴⁹ Road traffic accidents with material damage and work accidents

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Topic	Goal	Accomplishment	Progr.	CTT Goals for 2020 and following
Acquisition of electricity of renewable origin	Maintain full coverage	100% Green Energy	●	Maintain full coverage
Consumption Management				
Water consumption	0%	-4.3%	●	0%
Paper consumption (except Production & Digitalisation)	0%	-6.0%	●	0%
Waste Management				
Recovery rate	Increased recovery rate	Rate of 85.2% (deteriorated by 2.6%)	●	Increased recovery rate
Biodiversity				
Press releases, advertisements and mailings	Continuous activity	Keep Me Posted campaign launched	●	Continuous activity
Initiatives to promote biodiversity	Sponsorship	6 th edition of "A Tree for the Forest"	●	7 th edition of "A Tree for the Forest"
Training and Awareness-Raising				
Environmental awareness	Holding and launch of the course	Reprogrammed launch	●	Launch underway in 2020
Thematic philatelic issues and publications	5 philatelic issues	11 philatelic issues and 1 label	●	6 philatelic issues
Thematic lectures on sustainability	Dissemination actions	Internal and external dissemination of the CTT programme	●	Continues in 2020
Quality of Service				
Certification of postal agencies	Extend the certification of postal agencies	Accomplished with expansion	●	Extend to a further 50, to a total of 350 certified agencies
Certification of the subsidiaries	Maintain subsidiaries covered	Suspended certification of Transporta, which was integrated in CTT Expresso.	●	Maintain subsidiaries certified
Corporate certification	Maintain	Accomplished	●	Evolve in Corporate Certification
Average treatment times of claims ⁵⁰	10 days national and 38 days international	9 days national and 38 days international	●	Maintenance of the goal (10 national and 38 international)
QS international	Improve/maintain the positioning in the IRA-E, K+1 ranking	We did not improve (16 th place) ⁵¹	●	Improve/maintain the positioning in the IRA-E, K+1 ranking
	Maintain the inbound GMS result above the target	90.6% ⁵² , above the target of 88%	●	Maintain the inbound GMS result above the target
Procurement				
Pre-contractual procedures with environmental criteria	60%	97.0%	●	Maintenance of the goal
Contracts concluded with environmental criteria	60%	98.9%	●	Maintenance of the goal

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Topic	Goal	Accomplishment	Progr.	CTT Goals for 2020 and following
Qualification and assessment of suppliers	Completion of 3 modules in the Recording System	In progress	●	Implementation of the recording and supplier qualification system in the electronic platform (continuous action)
Hygiene and Safety				
Work-related fatalities (own liability)	0 deaths	1 fatal accident	●	0 fatal accidents
Number of work accidents	-5%	6.2% (1,080 accidents)	●	-5%
Days lost	-5%	-16% (24,320)	●	-5%
Interior Air Quality (QAI)	Conduct of Interior Air Quality (QAI) audits	Under preparation	●	Conduct of Interior Air Quality (QAI) audits
Qualification				
Training effort rate	1.2%	1.1%	●	1.45%*
Volume of training	244,300 hours	251,032 hours	●	316,000 hours*
Training in eco-efficient driving	10 drivers	67 drivers	●	Training of 320 drivers*
Sustainable Marketing				
Participatory carbon offset model	Voting process for 100% of the Espresso offer	Accomplished	●	Voting process for "Green" Mail
Implementation of social business services/inverse logistics services	Assess extension to new businesses and implementation	In progress	●	Assess extension to new businesses and implementation
Community				
Social and environmental voluntary work actions	12 actions	22 actions carried out	●	12 actions
Long duration voluntary work	Maintain and reinforce	Launch of the 3 rd edition of EPIS Mentoring and other continuous actions	●	Maintain EPIS partnership and strengthen continuous voluntary work
Diversity				
Professional occupation for disabled persons	12 people	13 people	●	13 people
Equal opportunities	Training via e-learning of 1,000 employees	195 employees	●	294 employees
Gender Equality Plan	Phased implementation	Preparation of the new Plan	●	Continuation
Wage gap analysis	Completion	Absence of finalised external tool	●	Completion in 2020

* Provisional figures

⁵⁰ Average treatment time - average time of treatment of requests for CTT information and claims, minus the time elapsed between the date of entry into the company and date of entry into the service - (calendar days) Source: SIAC

⁵¹ Provisional figure, subject to change

⁵² Provisional figure, subject to change

