



Annex IV

GRI index and indicators



Annex IV

Index and GRI indicators

Table 1 - Employees

Human Resources	18			19			CTT
Indicators	CTT	CTTSA	Subsidiaries	CTT	CTTSA	Subsidiaries	Annual Δ %
Labour Indicators (no. of people)							
Employees	12,097	10,663	1,434	12,355	10,743	1,612	2.1
Female	4,018	3,613	405	4,125	3,650	475	2.7
Male	8,079	7,050	1,029	8,230	7,093	1,137	1.9
Type of contract (no. of people)							
Permanent	10,884	9,825	1,059	10,979	9,735	1,244	0.9
Female	3,599	3,279	320	3,687	3,283	404	2.4
Male	7,285	6,546	739	7,292	6,452	840	0.1
Fixed-term	1,213	838	375	1,376	1,008	368	13.4
Female	419	334	85	438	367	71	4.5
Male	794	504	290	938	641	297	18.1
Full-time	11,788	10,490	1,298	12,021	10,565	1,456	2.0
Female	3,902	3,533	369	4,018	3,579	439	3.0
Permanent	3,544	3,248	296	3,638	3,260	378	2.7
Fixed-term	358	285	73	380	319	61	6.1
Male	7,886	6,957	929	8,003	6,986	1,017	1.5
Permanent	7,256	6,534	722	7,264	6,443	821	0.1
Fixed-term	630	423	207	739	543	196	17.3
Part-time	309	173	136	334	178	156	8.1
Female	116	80	36	107	71	36	-7.8
Permanent	55	31	24	49	23	26	-10.9
Fixed-term	61	49	12	58	48	10	-4.9
Male	193	93	100	227	107	120	17.6
Permanent	29	12	17	28	9	19	-3.4
Fixed-term	164	81	83	199	98	101	21.3
Age group (no. of people)							
<30	950	651	299	1,105	769	336	16.3
Female	317	255	62	325	262	63	2.5
Male	633	396	237	780	507	273	23.2
30 to 50	6,912	5,957	955	6,906	5,853	1,053	-0.1
Female	2,411	2,097	314	2,472	2,109	363	2.5
Male	4,501	3,860	641	4,434	3,744	690	-1.5
>50	4,235	4,055	180	4,344	4,121	223	2.6
Female	1,290	1,261	29	1,328	1,279	49	2.9
Male	2,945	2,794	151	3,016	2,842	174	2.4

Human Resources		18			19			CTT
Indicators	CTT	CTTSA	Subsidiaries	CTT	CTTSA	Subsidiaries	Annual Δ %	
Professional category (no. of people)								
Senior personnel	1,282	1,017	265	1,288	1,013	275	0.5	
Female	628	500	128	646	514	132	2.9	
<30	48	27	21	49	26	23	2.1	
30 to 50	422	323	99	430	330	100	1.9	
>50	158	150	8	167	158	9	5.7	
Male	654	517	137	642	499	143	-1.8	
<30	33	21	12	38	23	15	15.2	
30 to 50	396	278	118	388	270	118	-2.0	
>50	225	218	7	216	206	10	-4.0	
Middle management	429	383	46	401	370	31	-6.5	
Female	159	151	8	151	149	2	-5.0	
<30	0	0	0	0	0	0	0.0	
30 to 50	62	54	8	53	51	2	-14.5	
>50	97	97	0	98	98	0	1.0	
Male	270	232	38	250	221	29	-7.4	
<30	0	0	0	0	0	0	0.0	
30 to 50	120	90	30	104	83	21	-13.3	
>50	150	142	8	146	138	8	-2.7	
Counter service	2,435	2,435	0	2,397	2,397	0	-1.6	
Female	1,679	1,679	0	1,656	1,656	0	-1.4	
<30	94	94	0	98	98	0	4.3	
30 to 50	926	926	0	922	922	0	-0.4	
>50	659	659	0	636	636	0	-3.5	
Male	756	756	0	741	741	0	-2.0	
<30	30	30	0	45	45	0	50.0	
30 to 50	296	296	0	285	285	0	-3.7	
>50	430	430	0	411	411	0	-4.4	
Delivery	5,317	4,934	383	5,208	4,974	234	-2.1	
Female	725	684	41	742	721	21	2.3	
<30	86	69	17	80	80	0	-7.0	
30 to 50	500	477	23	509	489	20	1.8	
>50	139	138	1	153	152	1	10.1	
Male	4,592	4,250	342	4,466	4,253	213	-2.7	
<30	361	243	118	296	294	2	-18.0	

Human Resources

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CTT

Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual Δ %
30 to 50	2,780	2,584	196	2,670	2,490	180	-4.0
>50	1,451	1,423	28	1,500	1,469	31	3.4
Professional category (no. of people)							
Other groups	2,634	1,894	740	3,061	1,989	1,072	16.2
Female	827	599	228	930	610	320	12.5
<30	89	65	24	98	58	40	10.1
30 to 50	501	317	184	558	317	241	11.4
>50	237	217	20	274	235	39	15.6
Male	1,807	1,295	512	2,131	1,379	752	17.9
<30	209	102	107	401	145	256	91.9
30 to 50	909	612	297	987	616	371	8.6
>50	689	581	108	743	618	125	7.8
Leadership by gender (no. of people)	211	175	36	182	148	34	-13.7
Administration	5	5	-	5	5	-	0
Female	1	1	-	0	0	-	-100
Male	4	4	-	5	5	-	25
Leadership - 1st line	43	35	8	40	32	8	-7.0
Female	10	10	0	8	8	0	-20
Male	33	25	8	32	24	8	-3.0
Leadership - 2nd line a)	163	135	28	137	111	26	-16.0
Female	79	68	11	67	56	11	-15.2
Male	84	67	17	70	55	15	-16.7
Diversity (no. of people) a)							
Foreign employees	44	31	13	85	63	22	93.2
Female	14	13	1	21	20	1	50.0
Male	30	18	12	64	43	21	113.3
Employees with special needs	257	247	10	262	252	10	1.9
Female	112	107	5	125	120	5	11.6
Male	145	140	5	137	132	5	-5.5
Schooling level (no. of people)							
University education	1,809	1,490	319	1,963	1,545	418	8.5
12 th year	5,536	4,886	650	5,743	5,039	704	3.7
3 rd cycle elementary education	3,334	2,983	351	3,339	2,959	380	0.1
<3 rd cycle elementary education	1,418	1,304	114	1,310	1,200	110	-7.6
Turnover rate	17.7	17.0	22.4	16.9	16.4	20.2	-0.8 p.p
Female	15.8	16.4	10.6	15.8	16.1	13.3	0 p.p
<30	6.2	6.3	4.7	6.4	6.2	7.4	0.2 p.p
30 to 50	6.3	6.5	4.7	6.8	7.0	5.5	0.5 p.p
>50	3.3	3.5	1.2	2.6	2.8	0.4	-0.7 p.p
Male	18.0	17.3	23.0	17.5	16.6	23.1	-0.5 p.p
<30	9.7	8.7	16.9	9.2	8.2	15.3	-0.5 p.p

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CTT

Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual Δ %
30 to 50	4,8	4,8	3,6	5,5	5,3	4,7	0,6 p.p
> 50	3,5	3,8	1,2	2,8	3,1	1,1	-0,7 p.p
Contracting rate	18,9	17,6	30,7	21,8	20,1	33,0	2,9 p.p
Female	19,0	19,0	19,5	21,0	20,5	24,8	2 p.p
<30	9,4	9,5	8,4	9,6	9,2	12,2	0,2 p.p
30 to 50	9,3	9,2	10,1	11,1	11,0	12,4	1,8 p.p
>50	0,3	0,2	1,0	0,3	0,3	0,2	0 p.p
Male	18,5	16,9	29,6	22,2	19,9	36,4	3,7 p.p
<30	11,8	10,5	21,2	13,5	12,0	23,1	1,7 p.p
30 to 50	6,1	5,9	7,8	8,1	7,5	12,0	2 p.p
>50	0,6	0,6	0,7	0,6	0,5	1,3	0 p.p
Rate of Return	100	100		99	99		-1 p.p
Female							
Male							
Rate of Retention	100	100		100	100		-0 p.p
Female							
Male							
Prevention and Safety b)							
Total no. of work accidents	1017	896	121	1080	975	105	6,2
Female	266	250	16	284	268	16	6,8
Male	751	646	105	796	707	89	6,0
Injury rate due to work accidents *10 [^] (5)	3,9	3,8	5,1	3,8	3,7	4,9	-0,2 p.p
Female	3,1	3,1	2,9	2,8	2,7	3,7	-0,4 p.p
Male	4,3	4,1	5,8	4,3	4,2	5,3	0 p.p
Rate of occupational diseases *10 [^] (5)	0,03	0,03	0,00	0,06	0,07	0,00	0 p.p
Female	0,05	0,05	0,00	0,11	0,11	0,00	0,1 p.p
Male	0,02	0,03	0,00	0,04	0,04	0,00	0 p.p
Rate of days lost due to work accidents *10 [^] (5)	142,9	137,8	197,4	124,9	127,2	93,6	-18,1 p.p
Female	93,4	91,3	125,3	85,6	84,6	109,9	-7,8 p.p
Male	167,4	161,6	220,3	144,2	149,1	89,5	-23,2 p.p
Deaths	0	0	0	1	1	0	100
Absenteeism	5,1	5,5	2,6	4,8	5,2	2,7	-0,3 p.p
Training b)							
No. of training hours	218 607	202 129	16 478	229 384	211 457	17 927	4,9
Average training hours	19	19	15	20	20	18	4,0
Female	28	28	26	30	30	29	6,0
Male	14	14	11	14	14	14	1,9
Average hours per category							
Senior personnel	43	44	42	41	39	48	-5,1
Female	47	48	46	41	40	45	-13,1
Male	39	40	38	41	38	51	4,3

Human Resources

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CTT

Indicators	CTT	CTTSA	Subsidiaries	CTT	CTTSA	Subsidiaries	Annual Δ %
Middle management	28	30	21	28	29	17	-2.3
Female	30	30	42	31	31	23	1.9
Male	27	29	17	26	27	16	-5.2
Counter service	31.6	31.6	15.5	41	41	-	28.3
Female	32.5	32.5	15.5	42	42	-	28.2
Male	29.9	29.9	-	38	38	-	27.1
Delivery	8.1	8.2	4.4	7	7	7	-17.3
Female	9.0	9.1	4.2	7	7	7	-17.6
Male	7.9	8.1	4.5	7	7	7	-17.2
Other	8.3	27.7	5.4	14	15	6	63.0
Female	12.0	21.7	7.5	15	16	10	26.4
Male	6.9	39.2	4.9	13	15	5	85.5
Wage ratio by gender (F/M) b)	1.07	1.07	1.19	1.08	1.08	1.18	0 p.p
Senior personnel	0.80	0.84	0.63	0.82	0.87	0.66	0 p.p
Female (€)	2,006.9	2,070.2	1,759.7	2,042.2	2,089.2	1,859.1	1.8
Male (€)	2,519.1	2,450.7	2,777.0	2,499.2	2,414.0	2,805.1	-0.8
Middle management	1.00	0.98	0.95	0.98	0.96	0.83	0 p.p
Female (€)	1,379.2	1,399.0	1,005.0	1,398.3	1,404.0	972.3	1.4
Male (€)	1,378.1	1,430.9	1,056.2	1,422.1	1,463.0	1,177.2	3.2
Counter service	0.93	0.93	-	0.93	0.93	-	0 p.p
Female (€)	1,073.9	1,073.9	-	1,078.7	1,078.7	-	0.4
Male (€)	1,157.0	1,157.0	-	1,160.7	1,160.7	-	0.3
Delivery	0.91	0.90	1.00	0.90	0.89	1.01	0 p.p
Female (€)	813.3	823.5	624.8	820.77	820.44	834.83	0.9
Male (€)	895.2	916.0	626.6	916.98	921.23	826.59	2.4
Other	0.98	0.96	1.01	1.02	0.99	1.07	0 p.p
Female (€)	941.2	959.6	768.3	970.61	990.69	838.90	3.1
Male (€)	964.3	1,003.0	760.5	955.02	1,004.5	783.09	-1.0
Labour Relations (%) b)							
Collective labour agreements	90.7	98.4	7.5	90.4	98.4	5.6	-0.3 p.p
Union membership (%)	76.0	79.3	40.8	73.9	77.0	40.3	-2.1 p.p

a) Excludes data of CORRE and Tourline

b) Excludes data of CORRE, Tourline and 321 Crédito

Table 2 - Environment

Environment	18			19			Annual Δ %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
Indicators^{a)}							
Energy consumption (GJ)	390,353.4	351,854.5	38,498.8	380,691.4	343,699.4	36,992.0	-2.5%
Total electricity consumption	155,576.8	135,430.7	20,146.1	141,921.2	123,375.7	18,545.5	-8.8%
Conventional electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	-
Green electricity consumption	155,576.8	135,430.7	20,146.1	141,921.2	123,375.7	18,545.5	-8.8%
Solar panel power consumption	127.2	127.2	0.0	127.2	127.2	0.0	0.0%
Thermal power consumption	6,575.7	6,575.7	0.0	6,632.2	6,632.2	0.0	0.9%
Total fuel consumption	226,421.8	208,069.0	18,352.7	230,952.4	212,505.9	18,446.5	2.0%
Total gas consumption	1,651.8	1,651.8	0.0	1,058.4	1,058.4	0.0	-35.9%
Average fleet consumption (l/100km)	9.2	9.5	6.9	9.2	9.5	7.0	0.4%
Less pollutant vehicles (unit)	311.0	311.0	0.0	315.0	310.0	5.0	1.3%
Total direct atmospheric emissions of CO₂ (scope 1) (ton CO₂)	16,176.5	14,870.4	1,306.1	16,461.5	15,148.6	1,312.9	1.8%
Fuel consumption	16,078.0	14,771.9	1,306.1	16,396.9	15,084.0	1,312.9	2.0%
Gas consumption	98.5	98.5	0.0	64.6	64.6	0.0	-34.4%
Total indirect atmospheric emissions of CO₂ (scope 2) (ton CO₂)	188.5	188.5	0.0	190.1	190.1	0.0	0.9%
Electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	-
Thermal power consumption	188.5	188.5	0.0	190.1	190.1	0.0	0.9%
Total Indirect Emissions (scope 3) (ton CO₂)^{b)}	41,803.9	14,491.9	27,312.0	43,446.1	14,294.1	29,152.0	3.9%
Air transport	11,272.8	7,249.6	4,023.2	11,696.7	7,066.6	4,630.1	3.8%
Sea transport	56.3	4.4	51.9	56.6	4.4	52.2	0.6%
Road transport by outsourced fleet b)	24,205.8	1,632.7	22,573.1	25,407.7	1,505.5	23,902.3	5.0%
Air and rail travel on company business	7.7	7.7	0.0	6.9	6.9	0.0	-8.9%
Commuting	6,261.3	5,597.5	663.8	6,278.0	5,710.6	567.4	0.3%
Offset CO₂ emissions (ton CO₂)	980.5	320.2	660.3	1,011.6	314.4	697.2	3.2%
Scopes 1+2 (ton CO₂)	16,365.0	15,058.9	1,306.1	16,663.7	15,338.7	1,312.9	1.8%
Scopes 1+2+3 (ton CO₂)^{b)}	58,168.9	29,550.8	28,618.1	60,097.7	29,632.8	30,464.9	3.3%
Carbon incorporation by postal item (scopes 1 and 2) (g CO₂/item)	14.2	21.9	2.8	14.0	24.5	2.3	-0.9%
Carbon incorporation by postal item (scopes 1, 2 and 3) b) (kg CO₂/item)	50.3	43.0	61.0	50.6	47.3	54.3	0.6%
Carbon intensity per €1000 turnover (scopes 1+2) (kg CO₂/1000€)	22.8	26.3	6.9	22.5	27.3	5.9	-1.4%

Environment

'18

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Indicators ^{a)}	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual Δ %
Captured water by spring source (M³)	51,059.3	37,003.8	14,055.6	48,717.5	36,420.3	12,297.2	-4.3%
Well	1,843.0	1,843.0	0.0	1,631.0	1,631.0	0.0	-11.5%
Public network	47,854.1	33,798.6	14,055.60	46,063.5	33,766.3	12,297.2	-3.4%
Rainwater	1,362.2	1,362.2	0.0	1,023.0	1,023.0	0.0	-24.9%
Spillage (unit)	8.0	8.0	0.0	4.0	4.0	0.0	-50%
Consumption of materials (ton)	3,569.2	1,304.0	2,265.3	3,154.4	2,474.4	680.0	-6.3%
Paper	2,860.1	1,032.0	1,828.1	2,599.9	2,330.4	269.5	-3.4%
Plastic	576.0	243.8	332.2	491.6	122.7	369.0	-22.6%
Metal	4.4	3.7	0.7	4.3	3.7	0.6	-2.6%
Other materials	128.8	24.5	104.2	58.7	17.7	40.9	64.1%
Waste routed to final destination	-	-	-	-	-	-	-
Total waste (ton)	1,560.6	738.7	821.9	1,297.3	663.6	633.6	-16.9%
Recovery Rate (unit/100)	0.9	0.9	0.8	0.9	0.8	0.9	-2.6%
Environmental Certification	-	-	-	-	-	-	-
ISO 14001 certified Units/Companies	Corporate+4	Corporate	4 companies	Corporate+4	Corporate	4 companies	-
FSC certified Units/Companies	1.0	0.0	1.0	0.0	0.0	0.0	-
Environment Investment and Costs (1000€)	2,065.9	1,972.9	93.0	2,319.0	2,292.6	26.4	1.9%

a) Excludes data of CORRE and 321 Crédito

b) Excludes data of CORRE, Transporta and 321 Crédito

Table 3 – Content Index and GRI Indicators

Table of Environmental, Social and Economic performance indicators

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G-2	Description of key impacts, risks, and opportunities	51, 63, 97	
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G-3	Report the name of the organization	27, 202	
G-4	Report the primary brands, products, and/or services	5, 51, 63, 70, 76, 77, 92, 202	
G-5	Report the location of organization's headquarters	26, 202	
G-6	Report the number of countries where the organization operates, and names of countries with either the organization has significant operations or that are specifically relevant to the sustainability issues covered in the report. <i>Portugal, Spain and Mozambique</i>	202, 447	
G-7	Type and nature of ownership and legal form	27, 124, 202, 396	
G-8	Markets served, including geographic breakdown, sectors served, and types of customers/beneficiaries <i>The Organisation also operates abroad in locally established companies in Spain and Mozambique. Although in both countries the provision of services is at the level of Express Mail of items and merchandise, in Spain the customers are especially classified in the area of private customers and in Mozambique there is a large proportion of public sector customers</i>	51, 71, 72, 77, 447	
G-9	Scale of the reporting organization, including: Total number of employees; Total number of operations; Net sales (for private sector organizations) or net revenues (for public sector organizations); Total capitalization broken down in terms of debt and equity; Quantity of products or services provided	29, 86	
G-10	Total employees by employment type, contract and gender	86, 440	ODS 8
G-11	Report the percentage of total employees covered by collective bargaining agreements	58, 90, 440	ODS 8
G-12	Describe the organization's supply chain <i>The supply chain with which business was conducted by Procurement is 92% composed of national suppliers or with representation in Portugal and 8% of foreign suppliers. The group of suppliers with the highest percentage of awarded value is that of Transport with 31%, followed by IT/Communications with 45% and Saleable Material, Sales Support and Consumables with 12%. These values were calculated based on the cases awarded in 2019, and do not take into account renewals</i>	447	
G-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	27	
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Indicator	Description	Pages	SDG
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G-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	27, 140	
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Stakeholder Engagement			
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Report Profile			
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G-29	Date of most recent previous report (if any)	28	
G-30	Reporting cycle (such as annual, biennial)	28	
G-31	Provide the contact point for questions regarding the report or its contents	26, 155, 397	
G-32	GRI content index	28, 447	
G-33	Policy and current practice with regard to seeking external assurance for the report Involvement of the senior management	28	
Governance			
G-34	Governance structure of the organisation, including its commissions or committees Identify any committees responsible for decision-making on economic, environmental and social impacts	125, 129, 132	
G-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	60, 132	
G-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	132	

Indicator	Description	Pages	SDG
G-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics if consultation is delegated, describe to whom and any feedback processes to the highest governance body	56	
G-38	Composition of the highest governance body and its committees by executive or non-executive position, independence and gender Governance tenure, responsibilities, commitments and competences of each individual relating to economic, environmental and social impacts	15, 124	
G-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organisation's management and the reasons for this arrangement)	126, 129, 131, 139	ODS 16
G-40	Nomination and selection processes for the highest governance body and its committees, including considerations on diversity, independence, experience and other topics	124, 126, 127, 143, 400	ODS 5 ODS 16
G-41	Processes for the highest governance body to ensure conflicts of interest and whether conflicts of interest are disclosed to the stakeholders	137, 173	ODS 16
G-42	Report the highest governance body's and senior executives' roles in the development, approval and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	129, 173	
G-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	153	ODS 4
G-44	Processes for evaluation of the highest governance body's performance, especially with respect to economic, environmental and social performance. Indicate their frequency and measures taken	139, 176	
G-45	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities	62, 63, 64, 153, 174	ODS 16
G-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	62, 97, 178	
G-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	60, 61, 63, 98, 153	
G-48	Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material aspects are covered	15	
G-49	Process adopted for communicating critical concerns to the highest governance body	153	
G-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	56, 392	
Remuneration and Incentives			
G-51	Remuneration policies for the highest governance body and senior executives	135, 155, 166	

Indicator	Description	Pages	SDG
G-52	Process adopted for determining remuneration	87, 135, 155, 166	
G-53	How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable	87, 160, 174	ODS 16
G-54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country <i>Ratio of 22.3</i>	450	
G-55	Ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country 0	450	
Ethics and Integrity			
G-56	Values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	59, 136	ODS 16
G-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines)	59, 136	ODS 16
G-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	59, 136, 173	ODS 16
Economic performance (consolidated data)			
	Management approach, targets, performance, policies and framework	51-55, 59-67, 89-90, 92-93, 434-437	
EC1	Direct economic value generated and distributed	70, 77, 80, 86	ODS 8
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	67, 97	ODS 13
EC3	Coverage of the organization's defined benefit plan obligations	91	
	Financial assistance received from the Government		
	Group ⁽¹⁾		
	Tax benefits	1,663,153	
	Tax credits	324,729	
EC4	Total	1,987,882	450
	⁽¹⁾ Excludes Banco CTT and 321 Crédito. The Bank received €94,486.77 as a grant for net employment creation		
Market Presence			
EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation <i>At the end of 2019, the lowest salary paid by CTT was €622 for men and €622 euros for women, corresponding to ratios of 1.04 and 1.04 respectively in relation to the national minimum wage (€600). Note: Excludes data of CORRE, Tourline and 321 Crédito</i>	440, 450	ODS 1

Indicator	Description	Pages	SDG
EC6	Percentage of senior management at significant locations of operation that are hired from the local community <i>The managers are hired above all according to their skills</i>	451	
Indirect Economic Impacts			
EC7	Development and impact of infrastructure investments and services provided	15, 31, 51, 63, 64, 65, 66, 72, 76, 77, 92	
EC8	Significant indirect economic impacts, including the extent of impacts	31, 51, 64, 71, 76, 77, 95	
Procurement Practices			
EC9	Proportion of spending on local suppliers at significant locations of operation <i>Negotiation and Procurement is managed in a centralised form, with all the company's contractualisation needs being consolidated regardless of the origin of the need and location of the provision of the service or supply. Location criteria are not used for purposes of selection of suppliers, unless this proves necessary from the operational point of view, which is justified by practices of equal opportunities arising not only from the company's own choice but in certain circumstances of the rules of public procurement. However, as CTT is a company with a presence throughout the entire Portuguese territory, many contractualised services have a relevant impact on the local economy due to being provided with local resources (e.g. cleaning services, fuel, maintenance)</i>	451	ODS 12
Labour			
	Management approach, targets, performance, policies and framework	59-67, 86-92, 434-437, 440-444	
LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	86, 440	ODS 5 ODS 8
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	90	ODS 8
LA3	Return to work and retention rates after parental leave, by gender	87, 440	ODS 5 ODS 8
Labour Relations			
LA4	Minimum number of prior notice in relation to operational changes, including if this procedure is specified in collective agreements <i>Notice to enforce operational changes is given 30 days in advance. There are other notice periods according to the situation in question, all described in the Company Agreement</i>	451	
Hygiene and Safety			
LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes <i>The prior requirements for the establishment of occupational health and safety committees have been fulfilled. However, these committees are not yet operational as there is no employee representatives have yet been elected. Elections are expected to be organized at the workplaces by the ERCT. Every six months, the company asks its employees to complete a questionnaire about occupational health and safety at their workplaces</i>	451	

Indicator	Description	Pages	SDG
LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	31, 52, 87, 91, 440	ODS 3
LA7	Workers with high incidence or high risk of disease related to their occupation <i>There were 12 occupational diseases (7 among women). No data for Corre and Tourline</i>	440, 452	ODS 3
LA8	Health and safety topics covered in formal agreements with trade unions <i>No others are known apart from those foreseen in the regulation of social work - ROS and in the Company Agreement. The new ROS of CTT maintains a high level of protection, with greater balance in the division of costs between the Company and the beneficiaries, and promoting a more rational use of the benefits</i>	87, 452	ODS 8
Training			
LA9	Average hours of training per year per employee by gender, and by employee category	89, 440	ODS 4 ODS 5
LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings <i>33,640 hours of training were conducted with the participation of 4,322 employees, in 8 thematic areas for improvement of skills</i>	88, 452	ODS 4 ODS 8
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	89	ODS 5
Diversity and Equal Opportunities			
LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	92, 123, 125, 127, 440	ODS 5 ODS 8
Equal Remuneration for Women and Men			
LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	87, 440	ODS 5 ODS 8 ODS 10
Supplier Labour Practices Assessment			
LA14	Percentage of new suppliers that were screened based on labour practices criteria <i>Of the 11 new suppliers of CTT, SA, 8 (73%) were selected based on criteria associated to labour practices. In the case of Production & Digitalisation and CTT Contacto, 100% of the 3 and 26 new suppliers, respectively, were selected in accordance with these practices</i>	452	ODS 8 ODS 16
LA15	Significant actual and potential negative human rights impact on labour practices associated to the supply chain and actions taken <i>No negative impacts observed</i>	452	
Labour Practices Grievance Mechanisms			
LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	60, 96	ODS 16

Indicator	Description	Pages	SDG
Human Rights			
HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening <i>The number of contracts considered significant stood at 354 (97%), in which all include clauses relative to compliance with legislation and good practices on matters of human rights</i>	453	ODS 10 ODS 12
HR2	Total hours of training on human rights policies and procedures relative to aspects of human rights that are relevant to operations, including the percentage of employees trained <i>3,877 employees received 11,763 hours of training on human rights policies, representing 31.4% of the national total number of employees</i>	453	ODS 4
Non-discrimination			
HR3	Total number of incidents of discrimination and corrective actions taken <i>No cases of discrimination occurred</i>	91,453	
Freedom of Association and Collective Bargaining			
HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights <i>There is no risk. This is consigned in the Portuguese Constitution and in the Company Agreement</i>	453	ODS 10
Child Labour			
HR5	Identifique operações e fornecedores em que exista risco significativo de ocorrência de trabalho infantil e medidas que contribuam para a sua eliminação <i>Com base no Acordo de Empresa, não existem impedimentos ao livre exercício da liberdade de associação nem à realização de acordos de negociação coletiva. Relativamente aos fornecedores, o processo de adjudicação de compras inclui a assinatura de uma declaração de princípios por estes, expressando desta forma a empresa, a expectativa de uma atitude de responsabilidade social por parte dos seus fornecedores, conforme cláusula n) "Cumprir com os princípios e procedimentos relativos a liberdade de associação, trabalho forçado, trabalho infantil e igualdade definidos nas Convenções fundamentais da OIT – Organização Internacional do Trabalho"</i>	91,453	ODS 16
Forced or Compulsory Labour			
HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour <i>All forms of child labour are prohibited by CTT. See HR5</i>	91,453	ODS 16
Security Practices			
HR7	Percentage of security personnel trained in the organization of Human Rights policies or procedures that are relevant to operations <i>The majority of the security personnel is external to the Company, but with assured training and compliance with requirements associated to human rights aspects</i>	453	
Indigenous Rights			
HR8	Número total de casos de violação dos direitos dos povos indígenas e tradicionais e medidas tomadas <i>Não aplicável</i>	453	
Assessment			
HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessment <i>0%. Please see HR5</i>	453	

Indicator	Description	Pages	SDG
Supplier Human Rights Assessment			
HR10	Percentage of new suppliers that were screened using human rights criteria <i>73% of new suppliers were screened using human rights criteria</i>	454	ODS 16
HR11	Significant actual and potential negative human rights impact in the supply chain and actions taken in this respect <i>There is no plan of audits to suppliers in order to specifically assess compliance with this point. However, as noted above, the award of products and services is formally subordinated to compliance with the principles and procedures relative to human rights defined in the Universal Declaration of Human Rights. Any breach in this matter, whether due to indirect knowledge or observance during the monitoring visits made by the procurement team, shall be acted upon immediately and may constitute fair grounds for contractual rescission</i>	454	ODS 12
Human Rights Grievance Mechanism			
HR12	Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms <i>None recorded</i>	454	
Society			
Local Communities			
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	71, 93	
S02	Operations with significant actual and potential negative impacts on local communities	71, 93, 94, 97	
Anti-corruption			
S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks detected	60, 62, 90	
S04	Communication and training on anti-corruption policies and procedures <i>43.2% of the employees received training on anti-corruption procedures. During the procurement process, they inform the suppliers of the Code of Ethics and Responsible Procurement Policy. We consider that the business partners that know this are those that sign the statement which includes mention of these two documents of CTT. Of the 245 suppliers that we awarded purchases, 233 signed the statement, i.e. 95%</i>	52, 59, 60, 454	ODS 4 ODS 16
S05	Confirmed cases of corruption and actions taken <i>No cases of corruption occurred</i>	60, 454	ODS 16
Public Policy			
S06	Total value of political contributions by country and recipient/beneficiary <i>No contributions were made</i>	454	ODS 16
Anti-competitive Behaviour			
S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	60	ODS 16
Compliance			
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	60	
Supplier Assessment for Impacts on Society			
S09	Percentage of new suppliers that were screened using criteria for impacts on society <i>73% of the new suppliers were selected in accordance with these criteria, with 233 having been submitted to assessments of impacts on society</i>	454	

Indicator	Description	Pages	SDG
SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken <i>No significant, real or potential negative impacts on society were detected in the supplier chain</i>	71,455	
Impacts on Society Grievance Mechanisms			
SO11	Número de queixas e reclamações relacionadas com impactos na sociedade, registadas, processadas e resolvidas por mecanismos formais <i>Não se registaram</i>	96,97,455	
Products and Services			
Customer Health and Safety			
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement <i>The appraisal and selection of retail products for sale at CTT post offices is based on criteria such as the recognition of the partner, its environmental practices and product certification, in order to assure compliance with the legislated health and safety rules relative to merchandising products, especially those intended for use by children, as is the case of toys</i>	455	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes <i>No cases were recorded of non-compliance relative to health and safety caused by products or services</i>	455	ODS 16
Product and Service Labelling			
PR3	Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements <i>This year, 17 buildings were recorded in the integrated registration system of the Portuguese Environment Agency (APA) and CTT now participates in the Sociedade Ponto Verde integrated system for management of the waste of the non-reusable packaging placed by CTT on the market.</i>	95,455	ODS 12
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes <i>CTT recorded 44,049 incidents and 12,263 cases of non-compliance</i>	96,455	
PR5	Results of surveys measuring customer satisfaction	31,95,96	
Marketing Communications			
PR6	Sale of banned or disputed products <i>CTT does not sell this type of products</i>	455	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes <i>No cases of non-compliance were detected</i>	455	
Customer Privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data <i>With respect to mail, items that have gone astray, delays and occasional anomalies in delivery figure as the main causes of customer claims, with no claims having been received which might be associated to breach of customer privacy, namely the unlawful interception of letter mail</i>	455	ODS 16
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	60	

Indicator	Description	Pages	SDG
Environment			
Consumption of materials			
	Management approach, targets, performance, policies and framework	61-67, 97-98, 102-105, 434-437, 445-446	
EN1	Materials used by weight or volume	445	ODS 15
EN2	Percentage of materials used that are recycled input materials	106	
Energy			
EN3	Energy consumption within the organization	31, 98, 99, 100, 445	ODS 7 ODS 12
EN4	Energy consumption outside the organization <i>Value calculated through the emission factors derived from energy suppliers</i>	99, 100, 104, 445	
EN5	Energy intensity	98, 445	ODS 7 ODS 12
EN6	Reduction of energy consumption	98, 99, 100, 101, 104, 445	ODS 7 ODS 9 ODS 12 ODS 13
EN7	Reductions in energy requirements of products and services	31, 72, 75, 99, 100, 101, 102	ODS 7 ODS 9 ODS 12 ODS 13
Water			
EN8	Total water withdrawal by source	105, 445	ODS 6
EN9	Water sources significantly affected by withdrawal of water <i>In view of the nature of the company's productive processes, the consumption of water by CTT is fairly low, in relative terms. Water is essentially used for human consumption, cleaning and irrigation of green areas</i>	456	ODS 6
EN10	Percentage and total volume of water recycled and reused	445	ODS 6
Biodiversity			
EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas <i>All CTT premises are located in urban and/or industrial areas Regarding land use, the impact on biodiversity is associated to the size and location of the real estate properties, situated in urban and industrial areas, where there is no knowledge to suggest that CTT develops activity or operates facilities inside protected zones or areas with a high biodiversity index</i>	456	ODS 15
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas <i>CTT is involved in partnerships/projects with public and private entities acting in favour of biodiversity and promotes in-house and public awareness-raising actions on the topic</i>	107, 456	ODS 15
EN13	Habitats protected or restored	107	ODS 13 ODS 15
EN14	Total number of IUCN Red List species and national conversation list species with habitats in areas affected by operations, by level of extinction risk <i>Not applicable</i>	456	

Indicator	Description	Pages	SDG
Emissions			
EN15	Direct greenhouse gas (GHG) emissions (scope 1)	31, 102, 103, 445	ODS 12 ODS 13
EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	31, 102, 103, 445	ODS 12 ODS 13
EN17	Energy indirect greenhouse gas (GHG) emissions (scope 3)	102, 103, 445	
EN18	Greenhouse gas (GHG) emissions intensity	104, 445	
EN19	Reduction of greenhouse gas (GHG) emissions	52, 73, 75, 100, 102, 103, 445	ODS 11 ODS 13
EN20	Emissions of ozone-depleting substances (ODS) <i>There were no emissions of this type</i>	457	ODS 13
EN21	NO _x , SO _x and other significant air emissions	103	
Effluents and Waste			
EN22	Total water discharge by quality and destination <i>Discharged into a municipal collector only at one facility of the Centre region</i>	457	ODS 6
EN23	Total weight of waste by type and disposal method	445	ODS 12
EN24	Total number and volume of significant spills <i>Two spills occurred at the South production and logistics centre and two spills occurred at the North production and logistics centres, which can be placed in this context. However, they had no significant impact</i>	457	
EN25	Weight of transported, imported, exported or treated waste, deemed hazardous under the terms of the Basel Convention <i>Not applicable</i>	457	
EN26	Identity, size, protected status and value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff <i>Not applicable</i>	457	
Products and Services (environmental impacts)			
EN27	Extent of impact mitigation of environmental impacts of products and services <i>The focus on ecologically friendly consumption has concentrated not only on reducing the environmental impact associated to the use of resources but also on the selection of suppliers through the inclusion of environmental criteria in tender procedures.</i>	31, 52, 73, 75, 106, 107, 457	ODS 11 ODS 12 ODS 17
EN28	Percentage of products sold and their packaging materials that are reclaimed by category	106	
Legal and Regulatory Compliance			
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations <i>CTT was not the object of any lawsuits in the context of unfair competition and anti-trust conduct with application of significant fines or non-monetary penalties, derived from non-compliance with environmental or corporate laws and regulations</i>	60, 457	ODS 16
Transport			
EN30	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce <i>Although external noise is considered an area of low relevance to the business, noise emissions are monitored periodically in accordance with the regulations in force on this matter, with the obtained results being within the applicable legal parameters</i>	67, 97, 457	

Indicator	Description	Pages	SDG
Geral			
EN31	Total environmental protection expenditures and investments by type	99,108,445	ODS 7 ODS 9 ODS 11 ODS 12 ODS 13
Supplier Environmental Assessment			
EN32	Percentage of new suppliers that were screened using environmental criteria <i>Environmental criteria were used in 97% of pre-contractual procedures, and contracts concluded with environmental criteria represented 99% of the total</i>	31,458	ODS 8 ODS 12 ODS 13 ODS 17
EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken <i>CTT has a Policy of Responsible Procurement, aimed at promoting the improvement of the environmental and social aspects of the value chain, through the involvement and accountability of its suppliers. This Policy includes the following features: the Policy is publicly available at www.ctt.pt; it covers the fields of Health, Safety, Environment, Working Conditions, Ethics and Business Continuity; it is integrated in the tender documents; includes a rescission clause due to non-compliance; it is applicable to all suppliers</i>	458	ODS 6 ODS 8 ODS 9 ODS 11 ODS 13 ODS 15 ODS 17
Environmental Grievance Mechanisms			
EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms <i>No complaints were detected in this context</i>	458	

(Source: GRI 4 (2013) "Sustainability Reporting Guidelines")



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