



# Annex

ESG indicators





## ANNEX III – ESG INDICATORS

**Table 1 - Employees**

GRI 2-7, 2-30, GRI 401-1, 401-3, 403-9, 403-10, 404-1, 405-1, 405-2

Human Resources	'22			'23			CTT	Annual variation %
	Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA		
<b>Labour Indicators (number of people)</b>								
<b>Employees</b>	<b>12,506</b>	<b>9,763</b>	<b>2,743</b>	<b>13,670</b>	<b>10,135</b>	<b>3,535</b>	<b>9.3</b>	
Female	4,747	3,376	1,371	5,326	3,511	1,815	12.2	
Male	7,759	6,387	1,372	8,344	6,624	1,720	7.5	
<b>Type of contract (number of people)</b>								
<b>Permanent</b>	<b>11,192</b>	<b>9,028</b>	<b>2,164</b>	<b>11,386</b>	<b>8,794</b>	<b>2,592</b>	<b>1.7</b>	
Female	4,126	3,081	1,045	4,252	3,027	1,225	3.1	
Male	7,066	5,947	1,119	7,134	5,767	1,367	1.0	
<b>Fixed-term</b>	<b>1,314</b>	<b>735</b>	<b>579</b>	<b>2,284</b>	<b>1,341</b>	<b>943</b>	<b>73.8</b>	
Female	621	295	326	1,074	484	590	72.9	
Male	693	440	253	1,210	857	353	74.6	
<b>Full-time</b>	<b>12,081</b>	<b>9,630</b>	<b>2,451</b>	<b>13,136</b>	<b>10,001</b>	<b>3,135</b>	<b>8.7</b>	
<b>Female</b>	<b>4,534</b>	<b>3,322</b>	<b>1,212</b>	<b>5,067</b>	<b>3,468</b>	<b>1,599</b>	<b>11.8</b>	
Permanent	3,992	3,056	936	4,082	3,003	1,079	2.3	
Fixed-term	542	266	276	985	465	520	81.7	
<b>Male</b>	<b>7,547</b>	<b>6,308</b>	<b>1,239</b>	<b>8,069</b>	<b>6,533</b>	<b>1,536</b>	<b>6.9</b>	
Permanent	7,001	5,937	1,064	7,014	5,756	1,258	0.2	
Fixed-term	546	371	175	1,055	777	278	93.2	
<b>Part-time</b>	<b>425</b>	<b>133</b>	<b>292</b>	<b>534</b>	<b>134</b>	<b>400</b>	<b>25.6</b>	
<b>Female</b>	<b>213</b>	<b>54</b>	<b>159</b>	<b>259</b>	<b>43</b>	<b>216</b>	<b>21.6</b>	
Permanent	134	25	109	170	24	146	26.9	
Fixed-term	79	29	50	89	19	70	12.7	
<b>Male</b>	<b>212</b>	<b>79</b>	<b>133</b>	<b>275</b>	<b>91</b>	<b>184</b>	<b>29.7</b>	
Permanent	65	10	55	120	11	109	84.6	
Fixed-term	147	69	78	155	80	75	5.4	
<b>Age group (number of people)</b>								
<b>&lt;30</b>	<b>1,030</b>	<b>495</b>	<b>535</b>	<b>1,602</b>	<b>830</b>	<b>772</b>	<b>55.5</b>	
Female	444	186	258	671	279	392	51.1	
Male	586	309	277	931	551	380	58.9	
<b>30 to 50</b>	<b>6,431</b>	<b>4,600</b>	<b>1,831</b>	<b>6,654</b>	<b>4,410</b>	<b>2,244</b>	<b>3.5</b>	
Female	2,734	1,753	981	2,953	1,724	1,229	8.0	
Male	3,697	2,847	850	3,701	2,686	1,015	0.1	
<b>&gt;50</b>	<b>5,045</b>	<b>4,668</b>	<b>377</b>	<b>5,414</b>	<b>4,895</b>	<b>519</b>	<b>7.3</b>	
Female	1,569	1,437	132	1,702	1,508	194	8.5	
Male	3,476	3,231	245	3,712	3,387	325	6.8	
<b>Professional category (number of people)</b>								
<b>Senior personnel</b>	<b>1,422</b>	<b>982</b>	<b>440</b>	<b>1,477</b>	<b>1,025</b>	<b>452</b>	<b>3.9</b>	
<b>Female</b>	<b>722</b>	<b>505</b>	<b>217</b>	<b>741</b>	<b>534</b>	<b>207</b>	<b>2.6</b>	
<30	45	25	20	72	49	23	60.0	
30 to 50	477	295	182	440	280	160	(7.8)	
>50	200	185	15	229	205	24	14.5	
<b>Male</b>	<b>700</b>	<b>477</b>	<b>223</b>	<b>736</b>	<b>491</b>	<b>245</b>	<b>5.1</b>	
<30	46	21	25	56	29	27	21.7	
30 to 50	382	228	154	374	217	157	(2.1)	
>50	272	228	44	306	245	61	12.5	

Human Resources	'22			'23			CTT	Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries		
<b>Middle management</b>	<b>575</b>	<b>376</b>	<b>199</b>	<b>585</b>	<b>366</b>	<b>219</b>	<b>1.7</b>	
<b>Female</b>	<b>220</b>	<b>152</b>	<b>68</b>	<b>215</b>	<b>147</b>	<b>68</b>	<b>-2.3</b>	
<30	3	0	3	10	2	8	233.3	
30 to 50	103	49	54	89	41	48	-13.6	
>50	114	103	11	116	104	12	1.8	
<b>Male</b>	<b>355</b>	<b>224</b>	<b>131</b>	<b>370</b>	<b>219</b>	<b>151</b>	<b>4.2</b>	
<30	8	0	8	15	0	15	87.5	
30 to 50	168	78	90	170	75	95	1.2	
>50	179	146	33	185	144	41	3.4	
<b>Counter service</b>	<b>2,246</b>	<b>2,166</b>	<b>80</b>	<b>2,285</b>	<b>2,149</b>	<b>136</b>	<b>1.7</b>	
<b>Female</b>	<b>1,579</b>	<b>1,522</b>	<b>57</b>	<b>1,621</b>	<b>1,518</b>	<b>103</b>	<b>2.7</b>	
<30	89	82	7	121	102	19	36.0	
30 to 50	740	697	43	728	654	74	-1.6	
>50	750	743	7	772	762	10	2.9	
<b>Male</b>	<b>667</b>	<b>644</b>	<b>23</b>	<b>664</b>	<b>631</b>	<b>33</b>	<b>-0.4</b>	
<30	39	37	2	55	52	3	41.0	
30 to 50	214	198	16	203	179	24	-5.1	
>50	414	409	5	406	400	6	-1.9	
<b>Delivery</b>	<b>5,362</b>	<b>4,573</b>	<b>789</b>	<b>6,124</b>	<b>5,007</b>	<b>1,117</b>	<b>14.2</b>	
<b>Female</b>	<b>879</b>	<b>687</b>	<b>192</b>	<b>1,108</b>	<b>809</b>	<b>299</b>	<b>26.1</b>	
<30	98	46	52	178	101	77	81.6	
30 to 50	577	453	124	694	501	193	20.3	
>50	204	188	16	236	207	29	15.7	
<b>Male</b>	<b>4,483</b>	<b>3,886</b>	<b>597</b>	<b>5,016</b>	<b>4,198</b>	<b>818</b>	<b>11.9</b>	
<30	325	159	166	571	363	208	75.7	
30 to 50	2,227	1,866	361	2,279	1,806	473	2.3	
>50	1,931	1,861	70	2,166	2,029	137	12.2	
<b>Other groups</b>	<b>2,901</b>	<b>1,666</b>	<b>1,235</b>	<b>3,199</b>	<b>1,588</b>	<b>1,611</b>	<b>10.3</b>	
<b>Female</b>	<b>1,347</b>	<b>510</b>	<b>837</b>	<b>1,641</b>	<b>503</b>	<b>1,138</b>	<b>21.8</b>	
<30	209	33	176	290	25	265	38.8	
30 to 50	837	259	578	1,002	248	754	19.7	
>50	301	218	83	349	230	119	15.9	
<b>Male</b>	<b>1,554</b>	<b>1,156</b>	<b>398</b>	<b>1,558</b>	<b>1,085</b>	<b>473</b>	<b>0.3</b>	
<30	168	92	76	234	107	127	39.3	
30 to 50	706	477	229	675	409	266	-4.4	
>50	680	587	93	649	569	80	-4.6	
<b>Leadership by gender (number of people)</b>	<b>233</b>	<b>172</b>	<b>61</b>	<b>245</b>	<b>171</b>	<b>74</b>	<b>5.2</b>	
<b>Executive Committee</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>-40.0</b>	
Female	0	0	0	0	0	0	—	
Male	5	5	0	3	3	0	-40.0	
<b>Leadership - 1<sup>st</sup> level</b>	<b>48</b>	<b>35</b>	<b>13</b>	<b>52</b>	<b>39</b>	<b>13</b>	<b>8.3</b>	
Female	8	8	0	11	11	0	37.5	
Male	40	27	13	41	28	13	2.5	
<b>Leadership - 2<sup>nd</sup> level</b>	<b>180</b>	<b>132</b>	<b>48</b>	<b>190</b>	<b>129</b>	<b>61</b>	<b>5.6</b>	
Female	85	66	19	86	63	23	1.2	
Male	95	66	29	104	66	38	9.5	
<b>Diversity (number of people)</b>								
<b>Foreign employees</b>	<b>230</b>	<b>94</b>	<b>136</b>	<b>763</b>	<b>400</b>	<b>363</b>	<b>231.7</b>	
Female	110	36	74	346	150	196	214.5	
Male	120	58	62	417	250	167	247.5	

Human Resources		'22			'23			CTT
Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %	
<b>Employees with special needs</b>	<b>305</b>	<b>278</b>	<b>27</b>	<b>317</b>	<b>293</b>	<b>24</b>	<b>3.9</b>	
Female	145	128	17	148	134	14	2.1	
Male	160	150	10	169	159	10	5.6	
<b>Schooling level (number of people)</b>								
University education	2,277	1,498	779	2,557	1,566	991	12.3	
12 <sup>th</sup> year	6,303	4,853	1,450	6,972	5,139	1,833	10.6	
3 <sup>rd</sup> cycle elementary education	2,875	2,456	419	3,074	2,563	511	6.9	
< 3 <sup>rd</sup> cycle of elementary education	1,051	956	95	1,067	867	200	1.5	
<b>Turnover rate</b> c)	<b>18.5</b>	<b>16.9</b>	<b>24.4</b>	<b>18.7</b>	<b>17.4</b>	<b>22.7</b>	<b>0.2 p.p.</b>	
<b>Female</b>	<b>17.8</b>	<b>16.1</b>	<b>21.6</b>	<b>19.4</b>	<b>17.8</b>	<b>22.5</b>	<b>1.6 p.p.</b>	
<30	6.1	4.9	8.7	53.1	74.9	37.5	47.0 p.p.	
30 to 50	9.1	7.9	12.0	18.0	16.9	19.6	8.9 p.p.	
>50	2.6	3.3	0.9	8.6	8.3	10.8	6.0 p.p.	
<b>Male</b>	<b>19.0</b>	<b>17.3</b>	<b>27.1</b>	<b>18.3</b>	<b>17.1</b>	<b>23.0</b>	<b>-0.7 p.p.</b>	
<30	7.7	6.8	12.1	65.2	78.2	46.3	57.5 p.p.	
30 to 50	7.9	6.9	13.0	16.3	16.0	17.2	8.4 p.p.	
>50	3.4	3.7	1.9	8.6	8.1	13.5	5.2 p.p.	
<b>Contracting rate</b>	<b>29.9</b>	<b>24.9</b>	<b>47.5</b>	<b>37.5</b>	<b>33.4</b>	<b>49.4</b>	<b>7.6 p.p.</b>	
<b>Female</b>	<b>31.8</b>	<b>25.5</b>	<b>47.0</b>	<b>39.9</b>	<b>35.0</b>	<b>49.5</b>	<b>8.1 p.p.</b>	
<30	12.3	10.0	17.9	124.9	176.7	88.0	112.6 p.p.	
30 to 50	18.3	14.7	26.9	40.3	40.3	40.4	22.0 p.p.	
>50	1.2	0.8	2.2	5.7	2.7	29.4	4.5 p.p.	
<b>Male</b>	<b>28.7</b>	<b>24.6</b>	<b>48.0</b>	<b>36.0</b>	<b>32.6</b>	<b>49.2</b>	<b>7.3 p.p.</b>	
<30	14.1	12.2	23.1	156.5	196.9	97.9	142.4 p.p.	
30 to 50	13.0	11.1	21.9	36.6	36.0	38.4	23.6 p.p.	
>50	1.6	6.2	3.1	5.2	3.2	26.2	3.6 p.p.	
<b>Rate of return</b>	<b>95.1</b>	—	—	<b>93.6</b> <sup>83</sup>	—	—	<b>-1.5 p.p.</b>	
<b>Female</b>	93.8	—	—	94.3	—	—	<b>0.5 p.p.</b>	
<b>Male</b>	96.6	—	—	92.9	—	—	<b>-3.7 p.p.</b>	
<b>Rate of retention</b>	<b>90.1</b>	—	—	<b>93.6</b>	—	—	<b>3.5 p.p.</b>	
<b>Female</b>	91.6	—	—	95.9	—	—	<b>4.3 p.p.</b>	
<b>Male</b>	88.8	—	—	91.3	—	—	<b>2.5 p.p.</b>	
<b>Prevention &amp; safety</b>								
<b>Total number of work accidents</b>	<b>801</b>	<b>706</b>	<b>95</b>	<b>865</b>	<b>755</b>	<b>110</b>	<b>8.0</b>	
Female	194	169	25	237	201	36	22.2	
Male	607	537	70	628	554	74	3.5	
<b>Injury rate due to work accidents</b> *10 <sup>6</sup>	<b>34.0</b>	<b>0.3</b>	<b>0.3</b>	<b>34.9</b>	<b>37.0</b>	<b>23.8</b>	<b>0.9 p.p.</b>	
Female	23.0	23.0	25.0	25.7	27.5	17.4	2.7 p.p.	
Male	40.0	40.0	36.0	39.8	42.0	27.7	-0.2 p.p.	
<b>Rate of occupational diseases</b> *10 <sup>6</sup>	<b>2.1</b>	<b>2.4</b>	<b>0.0</b>	<b>1.7</b>	<b>2.0</b>	<b>0.6</b>	<b>-0.4 p.p.</b>	
Female	3.2	3.8	0.0	2.3	2.7	0.8	-0.9 p.p.	
Male	1.5	1.7	0.0	1.4	1.6	0.5	-0.1 p.p.	

<sup>83</sup> The Rate of return covers all employees who have not left the Company in less than one month after the end of the last period of parental leave. These figures include subsidiaries.

**Human Resources**
**'22**
**'23 CTT**

Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
<b>Rate of days lost due to work accidents<sup>84</sup></b> *10 <sup>6</sup>	<b>1,218.0</b>	<b>1,336.0</b>	<b>437.0</b>	<b>1,230.2</b>	<b>1,367.6</b>	<b>519.0</b>	<b>12.2 p.p.</b>
<b>Female</b>	659.0	722.0	276.0	764.0	863.6	300.4	<b>105.0 p.p.</b>
<b>Male</b>	1,513.0	1,657.0	5.8	1,481.9	1,632.5	654.6	<b>-31.1 p.p.</b>
<b>Deaths</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0 p.p.</b>
<b>Absenteeism (%)<sup>85</sup></b> c)	<b>8.1</b>	<b>9.1</b>	<b>5.5</b>	<b>7.4</b>	<b>8.3</b>	<b>4.6</b>	<b>-0.7 p.p.</b>
<b>Training<sup>86</sup></b> c)							
<b>Number of training hours</b> *10 <sup>4</sup>	<b>13.8</b>	<b>12.1</b>	<b>1.7</b>	<b>15.6</b>	<b>12.7</b>	<b>2.9</b>	<b>13.0</b>
<b>Average training hours</b>	<b>11.8</b>	<b>12.4</b>	<b>9.1</b>	<b>12.5</b>	<b>12.5</b>	<b>12.2</b>	<b>104.9</b>
Female	18.2	19.8	10.8	18.8	19.5	14.8	<b>102.3</b>
Male	8.4	8.5	8.0	8.9	8.8	10.1	<b>105.0</b>
<b>Average hours per category</b>							
<b>Senior personnel</b>	<b>17.0</b>	<b>14.6</b>	<b>22.7</b>	<b>20.7</b>	<b>21.2</b>	<b>19.6</b>	<b>120.8</b>
Female	18.0	16.1	22.9	20.9	21.0	20.5	<b>115.1</b>
Male	16.0	13.0	22.6	20.6	21.3	18.8	<b>127.8</b>
<b>Middle management</b>	<b>14.6</b>	<b>16.1</b>	<b>11.5</b>	<b>13.0</b>	<b>16.7</b>	<b>3.3</b>	<b>88.0</b>
Female	15.2	17.1	10.4	14.9	18.4	1.6	<b>97.0</b>
Male	14.2	15.4	12.0	11.9	15.5	3.9	<b>82.8</b>
<b>Counter service</b>	<b>31.4</b>	<b>31.4</b>	<b>32.3</b>	<b>31.3</b>	<b>30.2</b>	<b>53.4</b>	<b>98.7</b>
Female	31.8	31.7	34.4	31.7	30.6	51.3	<b>98.7</b>
Male	30.7	30.8	27.1	30.5	29.3	60.8	<b>98.3</b>
<b>Delivery</b>	<b>3.2</b>	<b>3.4</b>	<b>2.0</b>	<b>4.6</b>	<b>4.9</b>	<b>2.0</b>	<b>142.8</b>
Female	3.4	3.9	1.5	4.7	5.8	0.6	<b>137.2</b>
Male	3.1	3.3	2.2	4.6	4.7	2.9	<b>147.4</b>
<b>Other</b>	<b>8.9</b>	<b>10.2</b>	<b>4.0</b>	<b>6.2</b>	<b>6.1</b>	<b>8.1</b>	<b>68.7</b>
Female	7.7	9.9	2.7	6.9	6.9	6.5	<b>88.6</b>
Male	9.5	10.3	5.4	5.8	5.7	10.4	<b>60.1</b>
<b>Wage ratio by gender (F/M)</b>	<b>1.00</b>	<b>1.06</b>	<b>0.86</b>	<b>1.00</b>	<b>1.10</b>	<b>0.90</b>	<b>0.00 p.p.</b>
<b>Senior personnel</b>	<b>0.78</b>	<b>0.85</b>	<b>0.63</b>	<b>0.80</b>	<b>0.80</b>	<b>0.70</b>	<b>0.02 p.p.</b>
Female (€)	1,951.5	2,053.0	1,715.3	2,039.8	2,109.7	1,859.4	<b>4.5</b>
Male (€)	2,514.5	2,420.0	2,716.4	2,623.9	2,601.5	2,668.8	<b>4.4</b>
<b>Middle management</b>	<b>0.97</b>	<b>0.94</b>	<b>0.98</b>	<b>1.00</b>	<b>0.90</b>	<b>1.00</b>	<b>0.03 p.p.</b>
Female (€)	1,299.1	1,377.1	1,124.6	1,350.8	1,437.8	1,162.7	<b>4.0</b>
Male (€)	1,342.6	1,459.7	1,142.4	1,373.0	1,530.2	1,145.2	<b>2.3</b>
<b>Counter service</b>	<b>0.94</b>	<b>0.93</b>	<b>1.25</b>	<b>0.90</b>	<b>0.90</b>	<b>1.00</b>	<b>-0.04 p.p.</b>
Female (€)	1,087.9	1,095.9	875.8	1,132.2	1,143.7	963.0	<b>4.1</b>
Male (€)	1,156.9	1,173.2	701.3	1,208.8	1,221.8	960.7	<b>4.5</b>
<b>Delivery</b>	<b>0.93</b>	<b>0.90</b>	<b>1.26</b>	<b>0.90</b>	<b>0.90</b>	<b>1.20</b>	<b>-0.03 p.p.</b>
Female (€)	869.4	863.6	889.9	901.9	891.9	929.2	<b>3.7</b>
Male (€)	930.7	964.8	708.8	966.5	1,000.8	790.2	<b>3.8</b>
<b>Other</b>	<b>0.87</b>	<b>0.96</b>	<b>0.88</b>	<b>0.90</b>	<b>1.00</b>	<b>0.90</b>	<b>0.03 p.p.</b>
Female (€)	872.1	985.7	802.9	903.8	1,041.8	842.8	<b>3.6</b>
Male (€)	997.4	1,026.7	912.0	1,038.4	1,078.9	945.5	<b>4.1</b>

<sup>84</sup> The Injury Rate is calculated as the ratio between the number of injuries and the total number of hours worked by CTT employees in 2022. The calculated rate was multiplied by a factor of 100,000 to allow for better readability.

<sup>85</sup> The 2023 data is an estimate based on the first 10 months of the year. In October a new management system was set up, making different calculations and not allowing for comparability with the rest of the year. The 2022 data was updated and now excludes absences due to work accidents or injuries, a pattern that was kept for 2023..

<sup>86</sup> CORRE, NewSpring Services data not included, as these subsidiaries did not, as of 2023, use the same platform for gathering data. 321 Crédito's data is partially accounted for, as these figures started being accounted in the same platform during 2023.

<b>Human Resources</b>		<b>'22</b>			<b>'23</b>			<b>CTT</b>
<b>Indicators</b>	<b>CTT</b>	<b>CTT SA</b>	<b>Subsidiaries</b>	<b>CTT</b>	<b>CTT SA</b>	<b>Subsidiaries</b>	<b>Annual variation %</b>	
<b>Labour relations (%)<sup>87</sup></b>								
Collective labour agreements	98.9	99.5	66.4	96.3	99.4	66.1	<b>-2.6 p.p.</b>	
Union membership	72.2	78.3	50.1	69.9	72.1	48.5	<b>-2.3 p.p.</b>	

<sup>87</sup> Does not include CTT Express (Spain), CORRE (Mozambique), 321 Crédito, NewSpring Services and MedSpring. In relation to 2021, Banco CTT and Open Lockers are now accounted for, which partially explains the recorded increase..

**Table 2 – Environment**

GRI 301-1, 301-3, 302-1, 302-3, 302-4, 303-3, 303-5, 305-1, 305-2, 305-3, 305-4, 305-5, 306-1, 306-2, 306-3, 306-4, 306-5

Environment	'22			'23			Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
<b>Indicators<sup>88</sup></b>	<b>CTT</b>	<b>CTT SA</b>	<b>Subsidiaries</b>	<b>CTT</b>	<b>CTT SA</b>	<b>Subsidiaries</b>	<b>Annual variation %</b>
<b>Energy consumption (GJ)</b>	<b>365,603.8</b>	<b>321,435.8</b>	<b>44,167.0</b>	<b>363,427.4</b>	<b>316,600.0</b>	<b>46,827.4</b>	<b>-0.6 %</b>
Total electricity consumption	131,368.4	110,469.2	20,899.1	120,518.7	100,015.3	20,503.5	-8.3 %
Conventional electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	—
Green electricity consumption	131,368.4	110,469.2	20,899.1	120,518.7	100,015.3	20,503.5	-8.3 %
Solar panel power consumption	2,275.3	118.9	2,156.4	6,708.1	3,834.3	2,873.8	194.8 %
Thermal power consumption	5,619.6	5,619.6	0.0	0.0	0.0	0.0	-100.0 %
Total fuel consumption	225,386.3	204,274.9	21,111.4	235,513.2	212,063.0	23,450.2	4.5 %
Total gas consumption	954.2	954.2	0.0	687.4	687.4	0.0	-28.0 %
<b>Average fleet consumption (l/100)</b>	<b>9.5</b>	<b>9.7</b>	<b>7.4</b>	<b>9.7</b>	<b>10.0</b>	<b>7.8</b>	<b>2.1 %</b>
<b>Less pollutant vehicles (unit)</b>	<b>596.0</b>	<b>570.0</b>	<b>26.0</b>	<b>736.0</b>	<b>684.0</b>	<b>52.0</b>	<b>23.5 %</b>
<b>Less pollutant vehicles in the last mile (%)</b>	<b>15.3</b>	<b>—</b>	<b>—</b>	<b>19.6</b>	<b>—</b>	<b>—</b>	<b>4.3 p.p.</b>
<b>Total direct atmospheric emissions of CO<sub>2</sub>e (scope 1) (tons CO<sub>2</sub>e)</b>	<b>18,356.8</b>	<b>16,632.9</b>	<b>1,723.9</b>	<b>19,146.1</b>	<b>17,235.6</b>	<b>1,910.6</b>	<b>4.3 %</b>
Fuel consumption	18,309.5	16,585.6	1,723.9	19,112.3	17,201.8	1,910.6	4.4 %
Gas consumption	47.3	47.3	0.0	33.8	33.8	0.0	-28.5 %
<b>Total indirect atmospheric emissions (scope 2) (tons CO<sub>2</sub>e)</b>	<b>9.9</b>	<b>9.9</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>	<b>0.00</b>	<b>-100.0 %</b>
Electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	0.0 %
Thermal power consumption	9.9	9.9	0.0	—	—	0.0	-100.0 %
<b>Total other indirect atmospheric emissions (scope 3) (tons CO<sub>2</sub>e)</b>	<b>66,198.0</b>	<b>15,806.4</b>	<b>57,057.7</b>	<b>63,204.3</b>	<b>14,758.2</b>	<b>48,497.8</b>	<b>-4.5 %</b>
Air transport	15,629.0	9,419.0	6,210.0	14,668.8	7,998.1	6,670.8	-6.1 %
Sea transport	66.9	3.3	63.6	80.7	1.8	78.8	20.6 %
Road transport by outsourced fleet	45,048.2	1,803.2	49,911.6	42,892.7	2,296.8	40,583.1	-4.8 %
Delivery by motorcycle	1,014.1	1,014.1	0.0	940.7	940.7	0.0	-7.2 %
Air and rail travel on company business <sup>89</sup>	48.7	48.7	0.0	83.6	82.2	1.4	71.7 %
Commuting	4,391.1	3,518.6	872.5	4,537.8	3,386.9	1,150.9	3.3 %
<b>Offset CO<sub>2</sub>e emissions (tons CO<sub>2</sub>e)</b>	<b>5,732.1</b>	<b>5,075.2</b>	<b>656.8</b>	<b>7,224.9</b>	<b>6,451.6</b>	<b>773.3</b>	<b>26.0 %</b>
<b>Scopes 1+2 (tons CO<sub>2</sub>e)</b>	<b>18,366.7</b>	<b>16,642.8</b>	<b>1,723.9</b>	<b>19,146.1</b>	<b>17,235.6</b>	<b>1,910.6</b>	<b>4.2 %</b>
<b>Scopes 1+2+3 (tons CO<sub>2</sub>e)</b>	<b>84,564.8</b>	<b>32,449.8</b>	<b>58,781.6</b>	<b>82,350.4</b>	<b>31,942.1</b>	<b>50,408.4</b>	<b>-2.6 %</b>
<b>Scopes 1+2+3 (tons CO<sub>2</sub>e) SBTi target</b>	<b>57,836.6</b>	<b>—</b>	<b>—</b>	<b>55,482.1</b>	<b>—</b>	<b>—</b>	<b>-4.1 %</b>
<b>Carbon incorporation by postal item (scopes 1 and 2) (g CO<sub>2</sub>e/item)</b>	<b>19.0</b>	<b>35.9</b>	<b>3.4</b>	<b>23.6</b>	<b>40.3</b>	<b>5.0</b>	<b>24.2 %</b>

<sup>88</sup> CORRE data not included.

<sup>89</sup> CTT Express data not included

Environment	'22			'23			Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
<b>Indicators<sup>88</sup></b>							
<b>Carbon incorporation by postal item (scopes 1, 2 and 3) b) (g CO<sub>2e</sub>/item)</b>	87.5	69.9	117.1	101.6	74.9	131.5	16.1 %
<b>Carbon intensity per €1000 turnover (scopes 1+2) (kg CO<sub>2e</sub>/€1000)</b>	20.3	32.1	3.7	78.0	34.4	4.2	284.2 %
<b>Captured water by source (m<sup>3</sup>)</b>	38,452.0	24,069.7	14,382.3	39,228.3	21,844.7	17,383.6	2.0 %
Well	2,021.0	2,021.0	0.0	2,162.0	2,162.0	0.0	7.0 %
Public network	35,366.0	20,983.7	14,382.3	36,194.7	18,811.1	17,383.6	2.3 %
Rainwater	1,065.0	1,065.0	0.0	871.6	871.6	0.0	-18.2 %
<b>Spillage (unit)</b>	0.0	0.0	0.0	0.0	0.0	0.0	—
<b>Consumption of materials (tons)</b>	3,772.9	2,818.0	955.0	2,378.2	1,108.6	1,269.6	-37.0 %
Paper	3,042.6	2,660.8	381.7	1,467.6	933.7	533.9	-51.8 %
Plastic	641.1	133.6	507.5	852.6	123.1	729.5	33.0 %
Metal	4.2	3.6	0.6	6.4	3.2	3.2	53.3 %
Other materials	85.1	19.9	65.2	51.5	48.6	2.9	-39.4 %
<b>Waste routed to final destination</b>	—	—	—	—	—	—	—
Total waste (tons)	3,286.7	760.1	2,526.6	5,525.9	855.8	4,670.1	68.1 %
Recovery rate (unit/100)	0.99	0.96	1.00	0.99	0.97	1.00	—
<b>Environmental certification</b>	—	—	—	—	—	—	—
ISO 14001 certified Units/ Companies	Corporate +3	Corporate	3 companies	Corporate +3	Corporate	3 companies	—
FSC certified Units/ Companies	0.0	0.0	0.0	0.0	0.0	0.0	—
<b>Environmental investment and costs (€1000)</b>	5,235.2	5,151.6	83.6	8,878.0	8,776.2	101.9	69.6 %