



IV

Annex

GRI index



ANNEX IV – GRI INDEX

Index of Environmental, Social and Economic performance indicators

GRI 2-1, 2-27, GRI 201-4, 202-1, 202-2, 205-2, 205-3, 206-1, 207-1, 207-2, 207-3, 207-4, GRI 303-2, 304-1, 304-2, 304-4, 305-6, 306-2, 308-1, 308-2, GRI 401-1, 402-1, 403-10, 406-1, 407-1, 408-1, 409-1, 410-1, 411-1, 412-1, 412-2, 412-3, 414-1, 414-2, 415-1, 416-1, 416-2, 417-1, 417-2, 417-3, 418-1

Statement of use	CTT has reported in accordance with the GRI standards for the period from 1 January 2023 to 31 December 2023
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No sectoral standard was used

Indicator	Description	Page(s)	Global Compact	SDG
GENERAL DISCLOSURES				
THE ORGANISATION AND ITS REPORTING PRATICES				
	Organisational details			
2-1	<i>CTT is present in Portugal, Spain, with the Spanish branch of CTT Expresso – Serviços Postais e Logística, S.A. (better known as CTT Express) and in Mozambique, via a participation in Correio Expresso de Moçambique, S.A.</i>	15, 23, 178, 276, 498		SDG 16
2-2	Entities included in the organisation's sustainability reporting	15, 37		SDG 16
2-3	Reporting period, frequency and contact point	15, 16, 214, 495, 498, 554		
	Restatements of information			
	<i>202-1: In 2023, workers in Spain and Mozambique were not considered.</i>			
	<i>204-1: The accounting of suppliers started to be done by the volume of purchases and not by the absolute number of supplier companies.</i>			
	<i>305: Carbon emissions started to be accounted for in tons of CO₂e, instead of tons of CO₂. Due to changes in the collection methodology, emissions from the own fleet were revised due to changes in the emission factor; and emissions from the subcontracted fleet were revised due to the use of euro class emission factors at CTT Express, and a review of the distance traveled by CTT Express vehicles.</i>			
2-4	<i>404-1: Training hours started to count with 321 Credit. Some of the values recorded by 321 Credit still do not have the disambiguation achieved for the remaining companies. Whenever 2022 values were updated or their collection methodology was revised, even if not linked to GRI indicators (as is the case with absenteeism), there is an explicit mention next to the new value.</i>			
2-5	External assurance	16, 469	GC 10	SDG 16
ACTIVITIES AND WORKERS				
2-6	Activities, value chain, and other business relationships	15, 17, 18, 27, 28, 37, 47, 48, 52, 54, 56, 57, 58, 128, 132, 276, 337		
2-7	Employees	18, 100, 533	GC 6	SDG 5
2-8	Workers who are not employees	100	GC 6	SDG 5
GOVERNANCE				
2-9	Governance structure and composition	7, 9, 23, 178, 179, 185, 186, 188	GC 10	SDG 16
2-10	Nomination and selection of the highest governance body	178, 182, 500	GC 10	SDG 16

Indicator	Description	Page(s)	Global Compact	SDG
2-11	Chair of the highest governance body	7, 9, 181, 186	GC 10	SDG 16
2-12	Role of the highest governance body in overseeing the management of impacts	185, 186, 191, 245, 251		SDG 16
2-13	Delegation of responsibility for managing impacts	159, 185, 188, 211, 244, 495		SDG 16
2-14	Role of the highest governance body in sustainability reporting	185, 188, 211		SDG 16
2-15	Conflicts of interest	191, 245	GC 10	SDG 16
2-16	Communication of critical concerns	40, 155		SDG 16
2-17	Collective knowledge of the highest governance body	182, 200, 500	GC 10	SDG 16
2-18	Evaluation of the performance of the highest governance body	193	GC 10	SDG 16
2-19	Remuneration policies	9, 102, 189, 215, 217, 230	GC 6	SDG 5 SDG 8 SDG 10
2-20	Process to determine remuneration	102, 189, 215, 217, 220, 230	GC 6	SDG 5 SDG 8 SDG 10
2-21	Annual total compensation ratio	102	GC 6	SDG 5 SDG 8 SDG 10
STRATEGY, POLICIES AND PRACTICES				
2-22	Statement on sustainable development strategy	61	GC 1-10	SDG 1-17
2-23	Policy commitments	42, 61, 159, 190	GC 1-10	SDG 1-17
2-24	Embedding policy commitments	61	GC 1-10	SDG 1-17
2-25	Processes to remediate negative impacts	40, 48, 159, 162		SDG 1-17
2-26	Mechanisms for seeking advice and raising concerns	27, 159, 190		SDG 17
2-27	<p>Compliance with laws and regulations</p> <p><i>In 2023, 35 administrative offence proceedings were completed and filed, some of which were initiated in previous years, the oldest dating back to 2013 and which has since expired, as have two others. The expenses associated with these offences fell within a very wide range, from cases with expenses between € 102.00 and € 140,000.00. The average value of the fines applied was € 6,887.35 and the total amounted to € 158,096.46. Of all the cases, only three had associated expense values above € 1,000.00. These three outliers alone represented 99.4% of the total expense with fines. The fine attributed by a process initiated ANACOM in the amount of € 140,000.00, for non-compliance with service provision standards under the Universal Postal Service Concession Contract, stands out. The second most relevant value, of € 11,438.20, referred to the absence of electronic communication in CTT Stores and a fine of only € 5,700.00 (of an initial value of € 1,000,000.00 requested, still in 2022, by ANACOM) was applied for alleged non-compliance with postal density requirements.</i></p>	130, 161	GC 1-5	SDG 16
2-28	Membership associations	157		SDG 8
STAKEHOLDER ENGAGEMENT				
2-29	Approach to stakeholder engagement	42, 55, 57, 106, 128, 149, 150, 155, 495		SDG 1-17
2-30	Collective bargaining agreements	102, 106, 533	GC 3	SDG 8
MATERIAL TOPICS				
DISCLOSURES IN MATERIAL TOPICS				
3-1	Process to determine material topics	16, 150, 155		SDG 1-17
3-2	List of material topics	155	GC 6	SDG 5 SDG 8

Indicator	Description	Page(s)	Global Compact	SDG
3-3	<p>Management of material topics</p> <p>Climate change and GHG emissions As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:</p> <ul style="list-style-type: none"> Achieve 100% of own green vehicles in the last mile by 2030 (50% by 2025) Electrify 45% of the subcontracted fleet by 2030 Purchase annually 100% of electricity from renewable sources by 2030 Increase photovoltaic energy production for own consumption (UPAC) Increase the installation of LED lighting by 3% per year by 2030 (up to 100 m²) Reduce electricity consumption by 4% by 2024 Train 90% of the workers in the "Green Planet" environmental programme, by 2025 Include environmental criteria in 99% of pre-contractual procedures every year 	68 , 85 , 128 , 149 , 150 , 155 , 161 , 162		SDG 1-17
3.3 Topic 1	<ul style="list-style-type: none"> 99% of contracts signed to include environmental criteria every year Achieve a net-zero carbon balance (scopes 1, 2 and 3) by 2030 Reduce CO_{2e} emissions of scope 1 by 5% compared to 2022, by 2024 Mitigate CO_{2e} emissions of scopes 1 and 2, in relation to 2021 (+1% by 2024, -61% by 2030) Mitigate the total CO_{2e} emissions of scopes 1, 2 and 3, in relation to 2021 (-11% by 2024, -55% by 2030) SBT (well-below 2°C) target: 30% reduction of CO₂ emissions of scopes 1, 2 and 3, compared to 2013 SBT (well-below 2°C) target: Reduce carbon intensity per postal item by 20% (scopes 1, 2 and 3) compared to 2013 Offsetting direct carbon emissions from CTT's offer every year Promote active reforestation of the national territory: over 6,500 kits A Tree for the Forest, per year <p>Customer satisfaction and experience As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:</p> <ul style="list-style-type: none"> Maintain CTT, on an yearly basis, a capillarity for 100% of municipalities and rural areas with at least one CTT post office 	91	GC 7-9	SDG 7 SDG 12 SDG
3.3 Topic 2	<ul style="list-style-type: none"> Incorporate recycled and/or reused material in the supply of mail and express & parcels (80% in 2024-2025, and 100% in 2030) Offsetting, every year, direct carbon emissions from CTT's offer Keep the First Contact Resolution rate, in the Customer Support lines, above 90% Increase the Virtual Assistants service rate to 40% Keep the satisfaction degree (CSAT survey response) on Customer Support channels above 60% <p>Business Transformation As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:</p>	128		SDG 10
3.3 Topic 3	<ul style="list-style-type: none"> Average Response Time for Information Requests for the Universal Postal Service (National goal: <= 15 days or under; International goal: 56 days or under) Increase the Virtual Assistants service rate to 40% 	75		SDG 10

Indicator	Description	Page(s)	Global Compact	SDG
	Responsible Governance As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:			
3.3 Topic 4	<ul style="list-style-type: none"> Maintain the endorsement of the 10 principles of the United Nations Global Compact (UNGC) every year Score in the Leadership position in the Carbon Disclosure Project - Climate Change every year Score 90% on the sustainability proficiency rating (SMP) of IPC's SMMS - Sustainability Measurement System programme by 2030 Reinforce the alignment of the ESG programme in meetings with Top Management (held quarterly) - Sustainability Committee every year Introduce ESG incentives in the 50% targets of top and middle management by 2025 Create opportunities and professional occupation for people with disabilities by hiring 50 workers by 2025 Promote open and trustful communication channels with Stakeholders every year 	159	GC 10	SDG 8
	Work conditions As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:			
3.3 Topic 5	<ul style="list-style-type: none"> Reduce the number of road accidents by 5% per kilometre travelled Increase the attendance rate to 93% Prevention of labour mortality (own responsibility): 0 deaths Reduce occupational accidents by 5% Reduce lost days by 5% Promote corporate volunteering and corporate social support actions: 6 initiatives Promote the active participation of employees in up to three volunteer days per year 	110	GC 6	SDG 4 SDG 5
	Training and development As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:			
3.3 Topic 6	<ul style="list-style-type: none"> 1% annual training rate (permanent staff) 90% annual rate of workers trained (CTT permanent staff) Provide a welcome and integration programme to all new hirings Create and implement the new onboarding programme for integrating new employees by 2025 Disseminate a training programme for new managers (e-learning) on equal opportunities and non-discrimination every year Create and implement the new training programme on Equal opportunities and non-discrimination, aimed at recruitment, management and the internal public in general by 2025 	107		SDG 4
3.3 Topic 7	Data privacy and information security As this is a new material subject, not present in the previous version of the Materiality Matrix, specific ESG Commitment have not yet been assigned.	161		SDG 3
	Diversity, Equity and Inclusion As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:			
3.3 Topic 8	<ul style="list-style-type: none"> Achieve gender parity in senior and middle management positions (45%) by 2025 Publish and implement the CTT Equality Plan every year Analyse the wage gap 	115		SDG 4

Indicator	Description	Page(s)	Global Compact	SDG
	Community involvement As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:			
3.3 Topic 9	<ul style="list-style-type: none"> Promote corporate volunteering and corporate social support actions: 6 initiatives Promote the active participation of employees in up to three volunteer days per year Invest 1% of recurring EBIT in social impact projects Maintain CTT capillarity for 100% of municipalities and rural areas with at least one CTT post office Contract 75% of services to local suppliers (per purchase volume in the Iberian Peninsula) 	##		SDG 4
	Resource Efficiency, Waste and Circular Economy As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:			
3.3 Topic 10	<ul style="list-style-type: none"> Keep office paper consumption the same as the previous year Maintain the waste recovery rate above 75% Incorporate recycled and/or reused material in the mail and express & parcels offer Release 8 philatelic issues dedicated to sustainability Provide a welcome and integration programme to all new hirings Reduce fuel consumption 5% by 2024 	96		SDG 4
	Energy management As shown in chapter 4.1 ESG Commitments and Sustainable Development Goals, in relation to this material topic, CTT has committed to the following targets:			
3.3 Topic 11	<ul style="list-style-type: none"> Achieve 100% of own green vehicles in the last mile by 2030 (50% by 2025) Electrify 45% of the subcontracted fleet by 2030 Purchase annually 100% of electricity from renewable sources by 2030 Increase photovoltaic energy production for own consumption (UPAC) Increase the installation of LED lighting by 3% per year by 2030 (up to 100 m²) Reduce electricity consumption by 2% by 2024 Reduce fuel consumption 5% by 2024 	86	GC 7-9	SDG 7
SPECIFIC DISCLOSURES				
ECONOMIC PERFORMANCE (CONSOLIDATED DATA)				
201-1	Direct economic value generated and distributed	75		SDG 8
201-2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	42, 85	GC 7	SDG 13
201-3	Coverage of the organisation's defined benefit and other pension plan obligations	110; 298; 405;		
201-4	Financial assistance received from the Government CTT Group received €289,851.00, as tax benefits and €1,688,017.00 as tax credits.			

Indicator	Description	Page(s)	Global Compact	SDG
MARKET PRESENCE				
202-1	<p>Ratios of standard entry level wage by gender compared to the local minimum wages at significant business premises</p> <p><i>The lowest salary paid by CTT was €760 for both men and women, corresponding to a ratio 1.0 in relation to the national minimum wage.</i></p> <p><i>Note: CORRE and CTT Express data not included.</i></p> <p>Percentage of employees earning the national minimum wage, irrespective of the type of employment contract</p> <p><i>580 workers, corresponding to 4.7% of the full-time workforce, in the companies based in Portugal. Variable remuneration should be added to this value (meal subsidies, operational bonuses and bonuses associated with the activity).</i></p> <p><i>Note: CORRE and CTT Express data not included.</i></p>		GC 6	SDG 1
202-2	<p>Percentage of senior managers at significant business premises hired from the local community</p> <p><i>Managers are primarily hired according to their skills. However, CTT recruits managers across the entire country, owing to the wide service coverage offered, thus generating employment opportunities in the entire Portuguese territory, i.e. both in rural and urban areas.</i></p>		GC 6	
INDIRECT ECONOMIC IMPACTS				
203-1	Development and impact of investment in infrastructures and services provided	19, 48, 134		
203-2	Significant indirect economic impacts, including the extent of impacts, both positive and negative	19, 37, 118, 132, 134		
PROCUREMENT PRACTICES				
204-1	Proportion of spending on local suppliers at significant business premises	132		SDG 12
ANTI-CORRUPTION				
205-1	Total number and percentage of operations assessed for risks related to corruption and the significant risks detected	159	GC 10	
205-2	<p>Communication and training on anti-corruption policies and procedures</p> <p><i>The Code of Conduct, the Code of Good Conduct for the Prevention and Combat of Harassment at Work and the CTT Group practices for the prevention of money laundering and terrorist financing were communicated to 4433 employees, totalling 43,793.3 hours. Of these employees, 3337 belonged to the counter service professional group, 681 were senior personnel, 184 to middle management, 86 were attributed to delivery tasks, and 145 to other groups.</i></p> <p><i>When suppliers start using the Ariba Spend Management platform, CTT inform those suppliers about their Ethics Code and Responsible Procurement Policy. we believe that commercial partners that know these policies are the ones that sign the declaration referring to them. If they do not sign, their process will be held up and they may not apply for tenders..</i></p> <p><i>Note: This procedure refers to processes managed by the Procurement Management team, excluding CTT Express and Corre. Processes under 5.000,00 € may also be dealt directly by the heads of department, under the Competence Delegation internal process.</i></p>	107	GC 10	SDG 4 SDG 16
205-3	Confirmed cases of corruption and measures adopted	51	GC 10	SDG 16
ANTI-COMPETITIVE PRACTICES				
206-1	<p>Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes</p> <p><i>There were no reported cases in 2023 in which CTT Group was convicted any such wrongdoing.</i></p>			SDG 16

Indicator	Description	Page(s)	Global Compact	SDG
TAXES AND TAXATION				
207-1	<p>Taxation approach <i>The CTT Group develops the tax function with the utmost rigour and professionalism, respecting and considering, among others, the following principles:</i></p> <ul style="list-style-type: none"> • <i>Integrity - Awareness of the impact of tax revenue on society, sense of duty to comply with declarative and payment obligations;</i> • <i>Transparency - Completion of all reports and communications, in addition to active participation in forums created for this purpose;</i> • <i>Collaboration - Prompt response to requests from the Tax Authority and all other agents;</i> • <i>Participation - Active participation in forums and associations where experiences and perspectives are exchanged</i> • <i>Cooperation - Pays taxes, fees and contributions due in all jurisdictions where it operates.</i> <p><i>On the other hand, the Group's tax policy follows guidelines that contemplate and result in:</i></p> <ul style="list-style-type: none"> • <i>Implementation of strategies and alternatives most suitable for the business, profit generation and remuneration of its shareholders, in full compliance with the Law;</i> • <i>Adoption of negotiating terms that respect the principle of full competition even in intra-group operations, in the context of the rules, written and conventional guidelines and best international practices applicable in the area of transfer pricing;</i> • <i>Disclosure of true and complete information about relevant transactions;</i> • <i>Defence of its legitimate interests through administrative means and, if necessary, judicially, when the payment of any taxes, contributions and levies raises doubts about legality.</i> 	449		
207-2	<p>Taxation governance structure and tax risk control <i>The CTT Group adopts a responsible tax policy, in order to maintain a low level of tax risk that allows avoiding procedures that may generate significant tax risks. In this sense, it has implemented a transversal risk management policy with the objective of identifying, quantifying, managing, monitoring and minimizing, among others, tax risks, in close connection with the highest levels of control and decision (among others, Board of Directors, Executive Committee and Audit Committee). This management is centralized in the GFI team - Tax and Tax Management, in turn inserted in the "Finance & Taxation" Directorate. Its action is transversal to the Group, interacting in a cooperative and very close way with the most diverse departments and teams. With this approach, it is intended to monitor risks and tax exposure, managing them in a prudent and cautious manner.</i></p>	449		

Indicator	Description	Page(s)	Global Compact	SDG
207-3	<p>Approach to stakeholder involvement and management of their concerns regarding taxation</p> <p><i>The CTT Group reconciles the responsible fulfilment of its tax obligations with the commitment to create value for its shareholders, advocating the efficient management of its tax burden through the use of legally available tax benefits and incentives applicable in each region and that are appropriate for the businesses developed. On the other hand, tax initiatives take into account the impacts and contributions of the stakeholders involved and/or impacted. Some CTT Group companies in Portugal are taxed under the Special Taxation Regime for Groups of Companies, being monitored by the Large Taxpayers Unit (UGC, in Portuguese), a department of the Tax and Customs Authority. Contacts with the UGC are constant and result in an efficient outcome of the challenges that are being created. The CTT Group is committed to maintaining a relationship with the Tax Authorities of the countries where it operates, based on principles of trust, good faith, transparency, collaboration and reciprocity, with the aim of facilitating the application of tax law and minimizing litigation - being an active member of discussion forums on government and administrative tax policies.</i></p>	150		
207-4	<p>Tax jurisdictions where the entities included in the organisation's audited final consolidated financial statements or the financial information registered in public registry offices are considered resident for taxation purposes. Reporting by country.</p> <p><i>Sure, here is the translation to English: The CTT Group, as a multinational group, fully complies with the annual communication and reporting obligation arising from the transposition into Portuguese tax law of the provisions of Action 13 of BEPS - Base Erosion and Profit Shifting (Country by Country Report), which is part of a plan to enhance transparency for tax administrations adopted by OECD and G20 countries. This obligation is fulfilled in Portugal by CTT Correios (as the dominant company), in accordance with the established legal deadlines (last reporting year: 2022, preparing the report for 2023).</i></p>	276, 449, 455		
CONSUMPTION OF MATERIALS				
301-1	Materials used by weight or volume	96, 538	GC 7-9	
301-2	Percentage of materials used that are recycled input materials	19, 96	GC 7-9	SDG 15
301-3	Recovered products and packaging	57, 538	GC 7-9	
ENERGY				
302-1	Energy consumption within the organisation	19, 86, 89, 538	GC 7-9	SDG 7 SDG 12
302-3	Energy intensity	538	GC 7-9	SDG 7 SDG 12
302-4	Reduction of energy consumption	86, 538	GC 7-9	SDG 7 SDG 9 SDG 12 SDG 13
302-5	Reductions in energy requirements of products and services	55, 57, 88, 89	GC 7-9	SDG 7 SDG 9 SDG 12 SDG 13
WATER AND EFFLUENTS				
303-1	Water sources significantly affected by withdrawal of water	96	GC 7-9	SDG 6
303-2	Management of impacts generated by wastewater <i>No water bodies are significantly affected by liquid effluents.</i>			SDG 6
303-3	Total water withdrawal	96, 538	GC 7-9	SDG 6
303-4	Wastewater <i>CTT does not yet make this information available. In the Materiality analysis, the theme was not identified as material.</i>		GC 7-9	SDG 6
303-5	Total water consumption <i>CTT does not yet make this information available. In the Materiality analysis, the theme was not identified as material.</i>		GC 7-9	SDG 6

Indicator	Description	Page(s)	Global Compact	SDG
BIODIVERSITY				
304-1	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 with the size and location of CTT's facilities, situated in urban and industrial areas. No evidence exists to suggest that CTT develops activities or operates facilities inside protected zones or areas with a high biodiversity index.</i>		GC 7-9	SDG 15
304-2	Description of significant impacts of activities, products, and services on biodiversity <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>		GC 7-9	SDG 15
304-3	Habitats protected or restored	51 , 54 , 57 , 68 , 118	GC 7-9	SDG 13 SDG 15
304-4	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by extinction risk level <i>The direct activity of CTT poses no significant risk to species and habitats.</i>		GC 7-9	
EMISSIONS				
305-1	Direct greenhouse gas (GHG) emissions (scope 1)	19 , 91 , 92 , 92 , 538	GC 7-9	SDG 12 SDG 13
305-2	Indirect greenhouse gas (GHG) emissions generated as a result of the acquisition of energy (scope 2)	19 , 91 , 92 , 538	GC 7-9	SDG 12 SDG 13
305-3	Other indirect greenhouse gas (GHG) emissions (scope 3)	19 , 91 , 92 , 538	GC 7-9	
305-4	Greenhouse gas (GHG) emissions intensity	538	GC 7-9	
305-5	Reduction of greenhouse gas (GHG) emissions	51 , 57 , 92 , 92 , 538	GC 7-9	SDG 11 SDG 13
305-7	NOx, SOx and other significant air emissions, by type and weight	92	GC 7-9	
WASTE				
306-1	Generation of waste and significant impacts related to waste	97 , 538	GC 7-9	SDG 11 SDG 12 SDG 13
306-2	Management of significant impacts related to waste <i>Eco-friendly consumption measures have focused not only on reducing the environmental impact associated with the use of resources but also on the selection of suppliers through the inclusion of environmental criteria in tender procedures.</i>	97 , 538	GC 7-9	SDG 11 SDG 12 SDG 17
306-3	Total amount of waste	97 , 538	GC 7-9	SDG 11
306-4	Total amount of recovered waste, by type	97 , 538	GC 7-9	SDG 12
306-5	Total amount of eliminated waste, by type	97 , 538	GC 7-9	SDG 13
SUPPLIER ENVIRONMENTAL ASSESSMENT				
308-1	Percentage of new suppliers that were screened using environmental criteria <i>Environmental criteria were used in 98.1% of the 427 pre-contractual procedures, and the agreements signed.</i>			SDG 8 SDG 12 SDG 13 SDG 17
308-2	Negative environmental impacts in the supply chain and measures adopted <i>CTT has a Responsible Procurement Policy 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; it includes a rescission clause due to non-compliance; it is applicable to all suppliers.</i>		GC 7-9	SDG 6 SDG 8 SDG 9 SDG 11 SDG 13 SDG 15 SDG 17
LABOUR				

Indicator	Description	Page(s)	Global Compact	SDG
	Total number and rates of new employee hiring and employee turnover by age group, gender and region <i>In 2023, 58 people were fired, 40 of which were men.</i>			
401-1	Regarding employee turnover, 1.034 of exits were by women and 1.529 by men. As for hiring, 2.126 new hires were women and 3.007 were men. As for age groups, 2.295 of hires were 29 years of age or under, 2.547 had between 30 and 50, and 291 were over 51. As for exits, 963 were by employee under 29 inclusive, 1.136 were between 30 and 50 years old, and 464 were over 51.	100 , 533	GC 6	SDG 5 SDG 8
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant business premises	110	GC 6	SDG 8
401-3	Return to work and retention rates after parental leave, by gender	533	GC 6	SDG 5 SDG 8
MANAGEMENT OF LABOUR RELATIONS				
402-1	Minimum 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>		CG 3	
OCCUPATIONAL HEALTH AND SAFETY				
403-1	Occupational health and safety management system. Activities, workplaces and employees included within the scope of the occupational health and safety management system. Explanation and reason for the non-inclusion of any employees, activities or workplaces	101 , 110		SDG 3 SDG 8
403-2	Hazard levels, risk assessment and incident investigation	42 ,		SDG 3 SDG 8
403-3	Occupational health services	110		SDG 3 SDG 8
403-4	Participation and consultation of employees concerning the development, implementation and assessment of the occupational health and safety management system	114	GC 3 GC 6	
403-5	Employee training in occupational health and safety	107 , 110	GC 6	SDG 3 SDG 4 SDG 8
403-6	Promotion of employee health	110 , 115	GC 6	SDG 3 SDG 8
403-7	Prevention and mitigation of occupational health and safety impacts directly related to products and services	110 , 113	GC 6	SDG 3 SDG 8
403-8	Employees included within the scope of the occupational health and safety management system	110 , 114	GC 6	SDG 3 SDG 8
403-9	Occupational accidents	19 , 100 , 110 , 533		SDG 3
403-10	Occupational diseases <i>A total of 39 occupational diseases were reported (17 in men).⁹⁰</i>	110 , 533		SDG 3
TRAINING AND EDUCATION				
404-1	Average hours of training per year per employee, by gender and employee category	107 , 533	GC 6	SDG 4 SDG 5

⁹⁰ Excluding Corre.

Indicator	Description	Page(s)	Global Compact	SDG
404-2	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	107	GC 6	SDG 4 SDG 8
404-3	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	103	GC 6	SDG 5
DIVERSITY AND EQUAL OPPORTUNITIES				
405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group and other indicators of diversity	19, 115, 177, 179, 182, 533	GC 6	SDG 5 SDG 8
405-2	Ratio of basic salary and remuneration of women to men, by employee category and significant business premises	102, 533	GC 6	SDG 5 SDG 8 SDG 10
NON-DISCRIMINATION				
406-1	Total number of incidents of discrimination and corrective actions taken <i>None of the disciplinary cases in which an infraction was found to have occurred constituted a case of discrimination.</i>	115, 159, 533	GC 1 GC 6	
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
407-1	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. Based on the Company Agreement, there are no impediments to the free exercise of the right to freedom of association or to collective bargaining.</i>		GC 1 GC 3	SDG 10
CHILD LABOUR				
408-1	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour <i>All forms of child labour are prohibited by CTT and we are committed to the scrupulous fulfilment by our suppliers of all relevant norms regarding labour policy, defined in the International Labour Organization's (ILO) Fundamental Conventions, amongst others. Regarding suppliers, supply agreement negotiations include the signing of a declaration of principles by suppliers whereby they state their commitment towards: a) the right to freedom of association, forced labour, child labour and equality defined in the eight ILO Fundamental Conventions; b) not discrimination based in nationality, race, gender, religion, sexual orientation, political affiliation, age, health conditions and handicaps; c) abiding by the principles and procedures regarding health, hygiene and work safety, under national law and regulations; d) not having been subjected to an administrative or judicial fine for the use workforce that was of legally obliged to the payment of taxes and social security contributions that were not declared under the Portuguese legal framework – this guarantee must be supported by documentation issued by the competent entity and renewed during the period set by the contract.</i>	104, 132	GC 1 GC 5	SDG 16
FORCED OR COMPULSORY LABOUR				
409-1	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>See 408-1.</i>	104, 132	GC 1 GC 4	SDG 16
SECURITY PRACTICES				
410-1	Percentage of security personnel trained in the organisation's Human Rights policies or procedures that are relevant to operations <i>The majority of security personnel is not employed by the company and the hiring process ensures that they hold the adequate certification by the state regulator, insuring that these workers received specific training that is inline with CTT's Human Rights requirements.</i>		GC 1	

Indicator	Description	Page(s)	Global Compact	SDG
INDIGENOUS RIGHTS				
411-1	Total number of incidents of violations involving the rights of indigenous peoples and measures adopted <i>Not applicable.</i>		GC 1 GC 2	
LOCAL COMMUNITIES				
413-1	Percentage of business premises with implemented local community engagement programmes. Assessment of the impact of local development programmes <i>In the absence of an exhaustive mapping of all CTT operations, it is not possible to determine the ratio of these operations that have had a significant impact on communities. In 2023, CTT initiated a study with the aim of making the social impact of internal projects tangible and intends, throughout 2024 and in the following years, to analyse all social initiatives, as well as projects and products in order to understand and maximize the positive impact they may bring to the surrounding communities.</i>	118		
413-2	Operations with significant actual and potential negative impacts on local communities	42 , 48 , 128 , 130		
SUPPLIER SOCIAL ASSESSMENT				
414-1	Percentage of new suppliers that were screened using social criteria <i>100% of the new suppliers were selected in accordance with these criteria. The adjudication of goods and services is formally subjected to the fulfilment of principles and procedures regarding human rights, under the Universal Declaration of Human Rights. Any shortcoming in this area that comes to CTT's attention, be it through indirect knowledge or by verifying in loco during the visits made by our team, is subject to immediate action and eventual cessation by just cause. The Ariba Spend Management platform, implemented in 2021, gathers the management of all procurement queries, contracts and suppliers. In order to conclude the registration in this platform, suppliers have to read and accept our policy documents, such as CTT's Responsible Procurement Policy.</i>	132	GC 1 GC 2	SDG 8 SDG 12
414-2	Significant actual and potential negative impacts of the supply chain on society and measures adopted <i>A supplier audit plan to assess compliance with measures to mitigate or address negative impacts on communities has not been formalized. During regular interaction with suppliers, no significant, real or potential negative impacts on society were detected.</i>	132		SDG 12
PUBLIC POLICY				
415-1	Total value of political contributions by country and recipient/beneficiary <i>No contributions were made.</i>		GC 10	
CUSTOMER HEALTH AND SAFETY				
416-1	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>			
416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services, by type of outcomes <i>No cases were recorded of non-compliance relative to health and safety caused by products or services.</i>			SDG 16
MARKETING AND PRODUCT AND SERVICE LABELLING				

Indicator	Description	Page(s)	Global Compact	SDG
417-1	<p>Type of product and service information required by the organisation's procedures for product and service information and labelling. Percentage of significant product and service categories subject to such information requirements</p> <p><i>This year, 18 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 non-reusable packaging waste placed by CTT on the market.</i></p>			SDG 12
417-2	<p>Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes</p> <p><i>There were no cases reported.</i></p>			
417-3	<p>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes</p> <p><i>In 2023, Banco CTT reported a case of non-compliance that resulted in a reprimand. There are no other cases reported throughout the CTT Group.</i></p>			
CUSTOMER PRIVACY				
418-1	<p>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data</p> <p><i>0. Regarding the mail activity, the losses, delays and occasional anomalies in delivery, which appear as the main causes for complaint from customers, have not yet constituted any evidence of violation of privacy, namely breach of secrecy of correspondence.</i></p>		GC 1	SDG 16

Source: GRI Standards (2021), directives for the preparation of Sustainability Reports

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GRI 2-3

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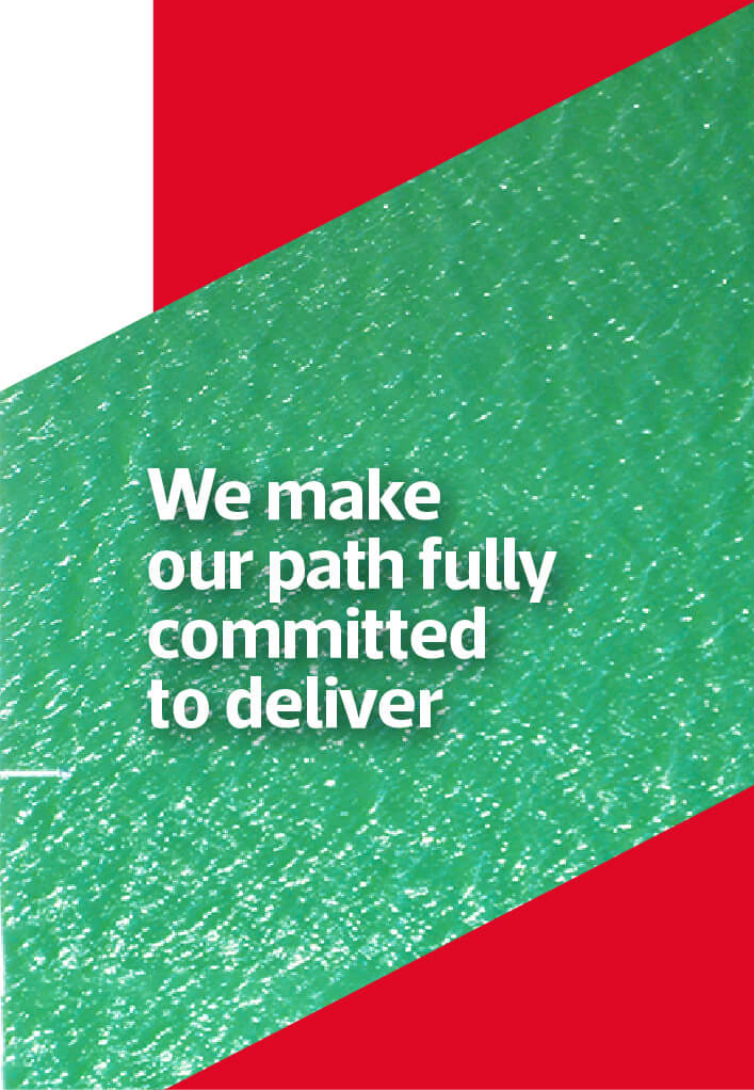
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A large, diagonal, green textured area that overlaps the red background. The texture is a fine, grainy pattern, similar to paper or fabric.

**We make
our path fully
committed
to deliver**

We deliver the future by connecting people and businesses in a sustainable way.

We are close and bring people and companies together. We connect people and businesses, working with a focus on the needs and expectations of our customers.

We conduct our activity with honesty and consistency, building trust relationships that generate credibility with all stakeholders.

We protect our future and that of the new generations. We act responsibly in the social, environmental, and economic dimensions with everyone we engage with.

We work with commitment, dedication, and diligence, resiliently to achieve our goals vis-à-vis all stakeholders. We place the customer at the center of everything we do. We serve them with quality and meet their needs, aspiring to exceed their expectations.

We make our path fully committed to deliver.