



Integrated Report 2022

Annex III

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	'21			'22			CTT	Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries		
Labour Indicators (number of people)								
Employees	12,608	10,123	2,485	12,506	9,763	2,743		-0.8
Female	4,697	3,487	1,210	4,747	3,376	1,371		1.1
Male	7,911	6,636	1,275	7,759	6,387	1,372		-1.9
Type of contract (number of people)								
Permanent	11,283	9,346	1,937	11,192	9,028	2,164		-0.8
Female	4,078	3,180	898	4,126	3,081	1,045		1.2
Male	7,205	6,166	1,039	7,066	5,947	1,119		-1.9
Fixed-term	1,380	832	548	1,314	735	579		-4.8
Female	619	307	312	621	295	326		0.3
Male	706	470	236	693	440	253		-1.8
Full-time	12,242	9,978	2,264	12,081	9,630	2,451		-1.3
Female	4,490	3,421	1,069	4,534	3,322	1,212		1.0
Permanent	3,970	3,151	819	3,992	3,056	936		0.6
Fixed-term	520	270	250	542	266	276		4.2
Male	7,752	6,557	1,195	7,547	6,308	1,239		-2.6
Permanent	7,161	6,152	1,009	7,001	5,937	1,064		-2.2
Fixed-term	591	405	186	546	371	175		-7.6
Part-time	366	145	221	425	133	292		16.1
Female	207	66	141	213	54	159		2.9
Permanent	108	29	79	134	25	109		24.1
Fixed-term	99	37	62	79	29	50		-20.2
Male	159	79	80	212	79	133		33.3
Permanent	44	14	30	65	10	55		47.7
Fixed-term	115	65	50	147	69	78		27.8
Age group (number of people)								
<30	1,095	566	529	1,030	495	535		-5.9
Female	477	217	260	444	186	258		-6.9
Male	618	349	269	586	309	277		-5.2
30 to 50	6,773	5,117	1,656	6,431	4,600	1,831		-5.0
Female	2,765	1,915	850	2,734	1,753	981		-1.1
Male	4,008	3,202	806	3,697	2,847	850		-7.8
>50	4,740	4,440	300	5,045	4,668	377		6.4
Female	1,455	1,355	100	1,569	1,437	132		7.8
Male	3,285	3,085	200	3,476	3,231	245		5.8
Professional category (number of people)								
Senior personnel	1,443	1,000	443	1,422	982	440		-1.5
Female	708	504	204	722	505	217		2.0
<30	39	11	28	45	25	20		15.4
30 to 50	483	324	159	477	295	182		-1.2
>50	186	169	17	200	185	15		7.5
Male	735	496	239	700	477	223		-4.8
<30	43	23	20	46	21	25		7.0
30 to 50	441	264	177	382	228	154		-13.4
>50	251	209	42	272	228	44		8.4

Human Resources	'21			'22			CTT	Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries		
Middle management	566	382	184	575	376	199	1.6	
Female	223	153	70	220	152	68	-1.3	
<30	4	0	4	3	0	3	-25.0	
30 to 50	113	56	57	103	49	54	-8.8	
>50	106	97	9	114	103	11	7.5	
Male	343	229	114	355	224	131	3.5	
<30	12	0	12	8	0	8	-33.3	
30 to 50	165	86	79	168	78	90	1.8	
>50	166	143	23	179	146	33	7.8	
Counter service	2,413	2,310	103	2,246	2,166	80	-6.9	
Female	1,670	1,618	52	1,579	1,522	57	-5.4	
<30	110	107	3	89	82	7	-19.1	
30 to 50	848	805	43	740	697	43	-12.7	
>50	712	706	6	750	743	7	5.3	
Male	743	692	51	667	644	23	-10.2	
<30	51	44	7	39	37	2	-23.5	
30 to 50	268	233	35	214	198	16	-20.1	
>50	424	415	9	414	409	5	-2.4	
Delivery	5,393	4,733	660	5,362	4,573	789	-0.6	
Female	843	696	147	879	687	192	4.3	
<30	108	54	54	98	46	52	-9.3	
30 to 50	543	461	82	577	453	124	6.3	
>50	192	181	11	204	188	16	6.3	
Male	4,550	4,037	513	4,483	3,886	597	-1.5	
<30	330	165	165	325	159	166	-1.5	
30 to 50	2,415	2,118	297	2,227	1,866	361	-7.8	
>50	1,805	1,754	51	1,931	1,861	70	7.0	
Other groups	2,793	1,698	1,095	2,901	1,666	1,235	3.9	
Female	1,253	516	737	1,347	510	837	7.5	
<30	216	45	171	209	33	176	-3.2	
30 to 50	778	269	509	837	259	578	7.6	
>50	259	202	57	301	218	83	16.2	
Male	1,540	1,182	358	1,554	1,156	398	0.9	
<30	182	117	65	168	92	76	-7.7	
30 to 50	719	501	218	706	477	229	-1.8	
>50	639	564	75	680	587	93	6.4	
Leadership by gender (number of people)	246	186	60	233	172	61	-5.3	
Board of Directors	5	5	0	5	5	0	0.0	
Female	0	0	0	0	0	0	0.0	
Male	5	5	0	5	5	0	0.0	
Leadership - 1st line	48	36	12	48	35	13	0.0	
Female	6	6	0	8	8	0	33.3	
Male	42	30	12	40	27	13	-4.8	
Leadership - 2nd line	193	145	48	180	132	48	-6.7	
Female	92	73	19	85	66	19	-7.6	
Male	101	72	29	95	66	29	-5.9	
Diversity (number of people)								
Foreign employees	171	68	103	230	94	136	34.5	
Female	75	28	47	110	36	74	46.7	
Male	96	40	56	120	58	62	25.0	

Human Resources		'21			'22			CTT
Indicators		CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Employees with special needs		297	272	25	305	278	27	2.7
Female		146	131	15	145	128	17	-0.7
Male		151	141	10	160	150	10	6.0
Schooling level (number of people)								
University education		2,249	1,531	718	2,277	1,498	779	1.2
12 th year		6,316	5,017	1,299	6,303	4,853	1,450	-0.2
3 rd cycle elementary education		2,930	2,556	374	2,875	2,456	419	-1.9
< 3 rd cycle of elementary education		1,113	1,019	94	1,051	956	95	-5.6
Turnover rate	c)	18.5	16.0	33.3	18.5	16.9	24.4	0 p.p.
Female		15.7	14.9	19.8	17.8	16.1	21.6	2.1 p.p.
<30		5.9	5.3	9.0	6.1	4.9	8.7	0.2 p.p.
30 to 50		7.5	7.0	9.9	9.1	7.9	12.0	1.6 p.p.
>50		2.3	2.6	1.0	2.6	3.3	0.9	0.3 p.p.
Male		20.1	16.6	41.0	19.0	17.3	27.1	-1.1 p.p.
<30		9.7	7.5	23.0	7.7	6.8	12.1	-2 p.p.
30 to 50		7.3	6.1	9.3	7.9	6.9	13.0	0.6 p.p.
>50		3.1	3.1	3.3	3.4	3.7	1.9	0.3 p.p.
Contracting rate		31.5	25.8	64.9	29.9	24.9	47.5	-1.6 p.p.
Female		31.2	26.3	58.2	31.8	25.5	47.0	0.6 p.p.
<30		14.1	11.5	28.5	12.3	10.0	17.9	-1.8 p.p.
30 to 50		16.3	14.3	27.5	18.3	14.7	26.9	2 p.p.
>50		0.8	0.6	2.2	1.2	0.8	2.2	0.4 p.p.
Male		31.7	25.6	68.7	28.7	24.6	48.0	-3 p.p.
<30		17.2	13.0	42.4	14.1	12.2	23.1	-3.1 p.p.
30 to 50		13.4	11.6	24.6	13.0	11.1	21.9	-0.4 p.p.
>50		1.0	0.9	1.7	1.6	6.2	3.1	0.6 p.p.
Rate of return		95.7	—	—	95.1 ⁶⁰	—	—	-0,6 p.p.
Female		92.5	—	—	93.8	—	—	1.3 p.p.
Male		98.4	—	—	96.6	—	—	-1.8 p.p.
Rate of retention		90.9	—	—	90.1	—	—	-0.8 p.p.
Female		90.5	—	—	91.6	—	—	1.1 p.p.
Male		91.1	—	—	88.8	—	—	-2.3 p.p.
Prevention & safety								
Total number of work accidents		789	689	100	801	706	95	1.5
Female		196	173	23	194	169	25	-1.0
Male		593	516	77	607	537	70	2.4
Injury rate due to work accidents	^{*10} ₅	2.9	3.0	2.2	3.4	3.4	3.2	0.5 p.p.
Female		2.0	2.1	1.5	2.3	2.3	2.5	0.3 p.p.
Male		3.3	3.5	2.5	4.0	4.0	3.6	0.7 p.p.
Rate of occupational diseases	^{*10} ₅	0.11	0.12	0.00	0.21	0.24	0.00	0.1 p.p.
Female		0.15	0.17	0.00	0.32	0.38	0.00	0.17 p.p.
Male		0.08	0.10	0.00	0.15	0.17	0.00	0.07 p.p.

⁶⁰ 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		'21			'22			CTT
Indicators		CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Rate of days lost due to work accidents⁶¹	^{*10} ₅	102.3	110.0	53.1	121.8	133.6	43.7	19.1
Female		66.4	72.3	27.4	65.9	72.2	27.6	-0.8
Male		120.8	129.5	65.9	151.3	165.7	58.4	25.2
Deaths		0	0	0	0	0	0	0.0
Absenteeism (%)	c)	6.9	7.5	3.4	7.5	8.3	4.8	9.1
Training⁶²	c)							
Number of training hours		215,046	183,002	32,045	138,042	120,775	17,267	-35.8
Average training hours		18.2	18.1	18.7	11.8	12.4	9.1	-35.2
Female		26.2	26.6	23.8	18.2	19.8	10.8	-30.5
Male		13.9	13.6	15.8	8.4	8.5	8.0	-39.6
Average hours per category								
Senior personnel		25.8	24.1	29.9	17.0	14.6	22.7	-34.1
Female		25.4	23.6	30.3	18.0	16.1	22.9	-29.1
Male		26.2	24.6	29.6	16.0	13.0	22.6	-38.9
Middle management		24.5	18.9	65.0	14.6	16.1	11.5	-40.4
Female		26.7	19.9	42.6	15.2	17.1	10.4	-43.1
Male		23.0	18.2	33.1	14.2	15.4	12.0	-38.3
Counter service		41.9	43.0	16.9	31.4	31.4	32.3	-25.1
Female		42.0	42.7	21.7	31.8	31.7	34.4	-24.3
Male		41.6	43.8	12.0	30.7	30.8	27.1	-26.2
Delivery		10.8	11.0	8.9	3.2	3.4	2.0	-70.4
Female		13.4	12.7	16.7	3.4	3.9	1.5	-74.6
Male		10.3	10.7	6.6	3.1	3.3	2.2	-69.9
Other		2.8	0.1	15.7	8.9	10.2	4.0	213.6
Female		4.4	0.1	16.7	7.7	9.9	2.7	75.7
Male		2.0	0.1	14.7	9.5	10.3	5.4	365.8
Wage ratio by gender (F/M)		1.00	1.06	0.83	1.00	1.06	0.86	0 p.p.
Senior personnel		0.80	0.87	0.67	0.78	0.85	0.63	-0.02 p.p.
Female (€)		1,964.4	2,061.3	1,725.0	1,951.5	2,053.0	1,715.3	-0.7
Male (€)		2,444.4	2,382.1	2,573.9	2,514.5	2,420.0	2,716.4	2.9
Middle management		0.94	0.95	0.91	0.97	0.94	0.98	0.03 p.p.
Female (€)		1,259.2	1,366.3	1,025.1	1,299.1	1,377.1	1,124.6	3.2
Male (€)		1,336.3	1,440.2	1,127.5	1,342.6	1,459.7	1,142.4	0.5
Counter service		0.94	0.93	1.00	0.94	0.93	1.25	0 p.p.
Female (€)		1,075.0	1,082.5	841.8	1,087.9	1,095.9	875.8	1.2
Male (€)		1,141.6	1,163.4	845.2	1,156.9	1,173.2	701.3	1.3
Delivery		0.92	0.89	1.15	0.93	0.90	1.26	-0.01 p.p.
Female (€)		844.6	848.4	826.9	869.4	863.6	889.9	2.9
Male (€)		922.7	948.9	716.8	930.7	964.8	708.8	0.9
Other		0.87	0.96	0.88	0.87	0.96	0.88	0 p.p.
Female (€)		844.2	966.4	758.6	872.1	985.7	802.9	3.3
Male (€)		969.5	1,002.3	861.5	997.4	1,026.7	912.0	2.9

⁶¹ 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.

⁶² 321 Crédito, CORRE, NewSpring Services and its subsidiary HCCM data not included.

Human Resources	'21			'22			CTT
	Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	
Labour relations (%)⁶³							
Collective labour agreements	95.8	99.4	58.9	96.5	99.5	66.4	0.7 p.p.
Union membership (%)	75.4	77.8	51.6	75.7	78.3	50.1	0.3 p.p.

⁶³ 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 Indicators a)	'21			'22			Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
Energy consumption (GJ)	358,723.4	317,653.7	41,069.7	365,462.7	321,435.1	44,027.5	1.9 %
Total electricity consumption	127,668.5	108,109.2	19,559.3	131,229.1	110,469.2	20,759.9	2.8 %
Conventional electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	—
Green electricity consumption	127,668.5	108,109.2	19,559.3	131,229.1	110,469.2	20,759.9	2.8 %
Solar panel power consumption	813.5	127.2	686.3	2,275.3	118.9	2,156.4	179.7 %
Thermal power consumption	4,549.0	4,549.0	0.0	5,619.6	5,619.6	0.0	23.5 %
Total fuel consumption	224,589.5	203,765.3	20,824.2	225,384.5	204,273.2	21,111.3	0.4 %
Total gas consumption	1,102.9	1,102.9	0.0	954.2	954.2	0.0	-13.5 %
Average fleet consumption (l/100)	9.1	9.4	6.8	9.5	9.7	7.4	4.4 %
Less pollutant vehicles (unit)	346.0	324.0	22.0	667.0	641.0	26.0	92.8 %
Total direct atmospheric emissions of CO₂ (scope 1) (tons CO₂)	15,999.4	14,517.5	1,481.9	16,077.6	14,574.1	1,503.5	0.5 %
Fuel consumption	15,944.6	14,462.7	1,481.9	16,030.3	14,526.9	1,503.5	0.5 %
Gas consumption	54.8	54.8	0.0	47.3	47.3	0.0	-13.7 %
Total indirect atmospheric emissions (scope 2) (tons CO₂)	9.0	9.0	0.00	9.9	9.9	0.00	10.0 %
Electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	0.0 %
Thermal power consumption	9.0	9.0	0.0	9.9	9.9	0.0	10.0 %
Total other indirect atmospheric emissions (scope 3) (tons CO₂)	72,862.0	16,095.3	56,766.8	72,620.1	15,562.5	57,057.7	-0.3 %
Air transport	13,217.8	8,289.9	4,927.8	15,629.0	9,419.0	6,210.0	18.2 %
Sea transport	118.4	7.2	111.2	66.9	3.3	63.6	-43.5 %
Road transport by outsourced fleet	52,890.5	2,068.6	50,821.9	51,458.1	1,546.4	49,911.6	-2.7 %
Delivery by motorcycle	1,374.4	1,374.4	0.0	1,013.6	1,013.6	0.0	-26.3 %
Air and rail travel on company business b)	18.0	18.0	0.0	61.4	61.4	0.0	241.5 %
Commuting	5,243.0	4,337.2	905.8	4,391.1	3,518.6	872.5	-16.2 %

a) CORRE data not included.

b) CTT Express data not included.

Environment	'21			'22			Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
Indicators a)							
Offset CO₂ emissions (tons CO₂)	5,474.6	4,813.9	660.7	5,732.1	5,075.2	656.8	4.7 %
Scopes 1+2 (tons CO₂)	16,008.4	14,526.5	1,481.9	16,087.5	14,584.1	1,503.5	0.5 %
Scopes 1+2+3 (tons CO₂)	88,870.4	30,621.8	58,248.6	88,707.7	30,146.5	58,561.1	-0.2 %
Scopes 1+2+3 (tons CO₂) SBTi target	54,513.0	29,222.2	25,290.7	56,259.8	29,068.2	27,191.6	3.2 %
Carbon incorporation by postal item (scopes 1 and 2) (g CO₂/item)	15.7	29.5	2.8	16.6	31.4	3.0	5.7 %
Carbon incorporation by postal item (scopes 1, 2 and 3) b) (g CO₂/item)	87.0	62.3	109.9	91.8	64.9	116.6	5.5 %
Carbon intensity per €1000 turnover (scopes 1+2) (kg CO₂/€1000)	18.9	27.6	3.8	17.7	28.1	3.3	-6.3 %
Captured water by source (m³)	33,247.7	27,743.7	5,504.0	35,479.5	24,069.7	11,409.8	6.7 %
Well	2,211.0	2,211.0	0.0	2,021.0	2,021.0	0.0	-8.6 %
Public network	29,952.7	24,448.7	5,504.0	32,393.5	20,983.7	11,409.8	8.1 %
Rainwater	1,084.0	1,084.0	0.0	1,065.0	1,065.0	0.0	-1.8 %
Spillage (unit)	0.0	0.0	0.0	0.0	0.0	0.0	—
Consumption of materials (tons)	3,470.0	2,573.9	896.1	3,772.9	2,818.0	955.0	8.7 %
Paper	2,704.5	2,318.9	385.6	3,042.6	2,660.8	381.7	12.5 %
Plastic	731.8	226.5	505.2	641.1	133.6	507.5	-12.4 %
Metal	5.6	4.7	0.9	4.2	3.6	0.6	-25.0 %
Other materials	28.2	23.9	4.4	85.1	19.9	65.2	201.8 %
Waste routed to final destination	—	—	—	—	—	—	—
Total waste (tons)	3,059.9	902.0	2,157.9	3,286.7	760.1	2,526.6	7.4 %
Recovery rate (unit/100)	1.0	1.0	1.0	1.0	1.0	1.0	—
Environmental certification	—	—	—	—	—	—	—
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	—
Environmental investment and costs (€1000)	4,729.3	4,660.5	68.8	5,235.2	5,151.6	83.6	10.7 %

a) CORRE data not included.