



Integrated Report 2022

Annex IV

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 302-2, 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, 418-1

Statement of use	CTT has reported in accordance with the GRI standards for the period from 1 January 2022 to 31 December 2022
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	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.	7 , 9 , 13 , ## , 174 , 263 , 264 , 492 , 556		SDG 16
2-2	Entities included in the organisation's sustainability reporting	13 , 39		SDG 16
2-3	Reporting period, frequency and contact point	13 , 13 , 205 , 489 , 492 , 568		
2-4	Restatements of information	13		
2-5	External assurance	13 , 461	GC 10	SDG 16
ACTIVITIES AND WORKERS				
2-6	Activities, value chain, and other business relationships	7 , 9 , 13 , 15 , 16 , 25 , 28 , 39 , 49 , 50 , 54 , 56 , 58 , 59 , 60 , 134 , 138 , 264 , 328		
2-7	Employees	16 , 107 , 548	GC 6	SDG 5
2-8	Workers who are not employees	107	GC 6	SDG 5
GOVERNANCE				
2-9	Governance structure and composition	7 , 9 , 174 , 176 , 180 , 182 , 183	GC 10	SDG 16
2-10	Nomination and selection of the highest governance body	174 , 177 , 494	GC 10	SDG 16
2-11	Chair of the highest governance body	7 , 176 , 181	GC 10	SDG 16
2-12	Role of the highest governance body in overseeing the management of impacts	7 , 180 , 182 , 234 , 240		SDG 16
2-13	Delegation of responsibility for managing impacts	7 , 157 , 181 , 183 , 202 , 233 , 489		SDG 16
2-14	Role of the highest governance body in sustainability reporting	181 , 183 , 202		SDG 16
2-15	Conflicts of interest	185 , 186 , 234	GC 10	SDG 16
2-16	Communication of critical concerns	42		SDG 16
2-17	Collective knowledge of the highest governance body	177 , 192 , 494	GC 10	SDG 16
2-18	Evaluation of the performance of the highest governance body	187 , 238	GC 10	SDG 16
2-19	Remuneration policies	9 , 109 , 185 , 206 , 208 , 219	GC 6	SDG 5 SDG 8 SDG 10

Indicator	Description	Page(s)	Global Compact	SDG
2-20	Process to determine remuneration	109, 185, 206, 208, 211, 219	GC 6	SDG 5 SDG 8 SDG 10
2-21	Annual total compensation ratio	109	GC 6	SDG 5 SDG 8 SDG 10
STRATEGY, POLICIES AND PRACTICES				
2-22	Statement on sustainable development strategy	9, 64	GC 1-10	SDG 1-17
2-23	Policy commitments	25, 45, 64, 157, 185	GC 1-10	SDG 1-17
2-24	Embedding policy commitments	64	GC 1-10	SDG 1-17
2-25	Processes to remediate negative impacts	42, 50, 114, 157, 160		SDG 1-17
2-26	Mechanisms for seeking advice and raising concerns	25, 157, 185, 233		SDG 17
<p>Compliance with laws and regulations In 2022 CTT recorded eight specific administrative offence proceedings being closed, some of which initiated in previous years. The oldest processes went as back as 2019. The amounts associated with these proceedings fell within a window from €142.50 to €7,551.00. The average amount was 1,552.28€ and their combined value reached a total of €12,418.25. Of these eight cases, only two reached amounts above €1,000.00€ and represented, alone, 80,1% of the total expense in fines. One of the cases was connected the refusal to present the Complaints Book and another with a security procedural breach with the installation of an ATM machine on CTT premises. The most frequent type of proceeding was related to customs offences.</p> <p>Regarding the payment of social and economic fines, the sum for CTT Group amounted to €864,500.00. The fine by ANACOM, CTT's regulator for the postal activity, stands out. €753,000.00 were paid for alleged non-conformities with the standards of service under the Concession agreement for the provision of universal postal service, in Portugal. there was however an appeal, that did not suspend the sentence, but that will require arbitration to settle the case.</p>				
2-27		114, 136, 159	GC 1-5	SDG 16
2-28	Membership associations	153		SDG 8
STAKEHOLDER ENGAGEMENT				
2-29	Approach to stakeholder engagement	45, 53, 57, 59, 114, 134, 148, 149, 155, 155, 489		SDG 1-17
2-30	Collective bargaining agreements	109, 114, 548	GC 3	SDG 8
MATERIAL TOPICS				
DISCLOSURES IN MATERIAL TOPICS				
3-1	Process to determine material topics	13, 155, 155		SDG 1-17
3-2	List of material topics	13, 155	GC 6	SDG 5 SDG 8
3-3	Management of material topics	71, 91, 134, 148, 149, 155, 159, 160		SDG 1-17

Indicator	Description	Page(s)	Global Compact	SDG
	<p>GHG emissions and climate change</p> <p>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+UPP) Increase the installation of LED lighting by 3% per year by 2030 (up to 100 m m2) Reduce building consumption by 10% compared to 2019 by installing a specialised energy consumption monitoring system by 2022 Reduce electricity consumption by 2% by 2023 (-5% by 2022) Reduce fuel consumption 2% by 2023 (-5% by 2022) Train 90% of the workers in the "Green Planet" environmental programme, by 2025 Include environmental criteria in 99% of pre-contractual procedures every year 99% of contracts signed to include environmental criteria every year Achieve a net-zero carbon balance (scopes 1, 2 and 3) by 2030 Reduce CO2 emissions of scope 1 by 3% compared to 2022, by 2023 Reduce CO2 emissions of scopes 1 and 2, in relation to 2021 (-1% by 2022, -2% by 2023, -61% by 2030) Reduce the total CO2 emissions of scopes 1, 2 and 3, in relation to 2021 (+5% by 2022, +1% by 2023, -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 	98	GC 7-9	SDG 7 SDG 12 SDG
3.3 Topic 1				
	<p>Customer satisfaction and experience</p> <p>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 Incorporate recycled and/or reused material in the supply of mail and express & parcels (60% in 2023, 80% in 2025, and 100% in 2030) Offsetting, every year, direct carbon emissions from CTT's offer 	134		SDG 10
3.3 Topic 2				
	<p>Employee satisfaction and experience</p> <p>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"> Assess employee satisfaction: quarterly survey 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 by 2023 	110	GC 6	SDG 4 SDG 5
3.3 Topic 3				

Indicator	Description	Page(s)	Global Compact	SDG
	<p>Ethics, transparency and anticorruption</p> <p>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 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 	157	GC 10	SDG 8
3.3 Topic 4				
	<p>Health and safety at work</p> <p>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"> Reduce the number of road accidents by 5% per kilometre travelled every year Increase the attendance rate to 93%, by 2025 (92% in 2023) Maintain the indicator of labour mortality (own responsibility) at: 0 deaths every year Reduce occupational accidents by 5% every year Reduce lost days by 5% every year 	117		SDG 3
3.3 Topic 5				
	<p>Training and development</p> <p>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"> 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 	114		SDG 4
3.3 Topic 6				

Indicator	Description	Page(s)	Global Compact	SDG
3.3 Topic 7	<p>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:</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+UPP) Increase the installation of LED lighting by 3% per year by 2030 (up to 100 m m2) Reduce building consumption by 10% compared to 2019 by installing a specialised energy consumption monitoring system by 2022 Reduce electricity consumption by 2% by 2023 (-5% by 2022) Reduce fuel consumption 2% by 2023 (-5% by 2022) 	91	GC 7-9	SDG 7
SPECIFIC DISCLOSURES				
ECONOMIC PERFORMANCE (CONSOLIDATED DATA)				
201-1	Direct economic value generated and distributed	9, 15, 49, 56, 59, 71, 77, 78, 328, 396, 443		SDG 8
201-2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	45, 91	GC 7	SDG 13
201-3	Coverage of the organisation's defined benefit and other pension plan obligations	117		
201-4	<p>Financial assistance received from the Government CTT Group received €275,859, as tax benefits and €1,650,000 as tax credits.</p> <p>Relevant facts concerning the tax credits, that are shown in Note 52 of chapter 7. Consolidated and Individual Financial Statements, occurred already in the first quarter of 2023.</p>			
MARKET PRESENCE				
202-1	<p>Ratios of standard entry level wage by gender compared to the local minimum wages at significant business premises The lowest salary paid by CTT was €705 for both men and women, corresponding to a ratio 1.0 in relation to the national minimum wage. In CTT Express, the lowest annual gross salary was €14,000, which coincides with the "salario mínimo interprofesional" in Spain. Note: CORRE data not included.</p> <p>Percentage of employees earning the national minimum wage, irrespective of the type of employment contract 13%. It should be noted that variable remuneration should be added to this value (meal subsidies, operational bonuses and bonuses associated with the activity (delivery)). Note: CORRE data not included.</p>	556	GC 6	SDG 1
202-2	<p>Percentage of senior managers at significant business premises hired from the local community 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.</p>	556	GC 6	
INDIRECT ECONOMIC IMPACTS				
203-1	Development and impact of investment in infrastructures and services provided	7, 9, 17, 39, 45, 50, 60, 78		
203-2	Significant indirect economic impacts, including the extent of impacts, both positive and negative	17, 39, 45, 50, 124, 138		

Indicator	Description	Page(s)	Global Compact	SDG
PROCUREMENT PRACTICES				
204-1	Proportion of spending on local suppliers at significant business premises	138		SDG 12
ANTI-CORRUPTION				
205-1	Total number and percentage of operations assessed for risks related to corruption and the significant risks detected	132 , 157	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 3357 employees, be it through initial and knowledge expanding training sessions, totalling 10,390 hours. Of these employees, 2770 belonged to the counter service professional group, 273 were senior personnel, 71 to middle management, 75 were attributed to delivery tasks, and 168 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. Of the 427 suppliers that were hired, 419 accepted these terms, i.e. 98.1%.</i></p>	114	GC 10	SDG 4 SDG 16
205-3	Confirmed cases of corruption and measures adopted		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>CTT Express had a case filed by the Comisión Nacional del Mercado y la Competencia for the existence of an alleged market-sharing cartel. On 23 December 2022, the ruling of the Audiencia Nacional condemned it to pay €3,148,845, plus costs. In 2023, an appeal before the Supreme Court is being assessed.</i></p>	556		SDG 16
TAXES AND TAXATION				
207-1	<p>Taxation approach</p> <p><i>CTT Group undertakes its fiscal functions with the utmost rigour professionalism, in accordance with the following principles: a) Pays owed taxes and contributions in all the jurisdictions it is present in; b) Implements the most adequate alternatives for its business and shareholders, in complete compliance with the Law; c) Adopts the principle of full completion in the operations within its business group, in the context of rules, written guidance and international, both conventional and best practices, regarding transfer pricing; d) Divulges true and complete information about relevant transactions; and e) Upholds its legitimate interests, by the administrative course and, if required, through the judiciary, when it pays taxes, contributions and tributes it considers to raise grounded legal doubts.</i></p>	443 , 556		
207-2	<p>Taxation governance structure and tax risk control</p> <p><i>CTT Group adopts a responsible fiscal policy, so to keep a low level of fiscal-related risk that avoids procedures that amount to significant fiscal risk. In that sense, a risk management transversal policy is implemented with the goal of identifying, quantifying managing, monitoring and minimizing fiscal risks, among others, in close collaboration with the highest bodies of control and command (Board of Directors, Executive Committee and Audit Committee).</i></p> <p><i>This management is centralized in the GFI – Gestão Fiscal e Impostos team, within the “Contabilidade & Fiscalidade” (Accounting & Taxes) department. Its reach crosses the whole of CTT Group, interacting in close collaboration with various departments and teams.</i></p>	443 , 556		

Indicator	Description	Page(s)	Global Compact	SDG
207-3	<p>Approach to stakeholder involvement and management of their concerns regarding taxation</p> <p><i>CTT Group reconciles the responsible upholding of its fiscal obligations with a commitment to creating value for its shareholders, with a efficient management of its fiscal obligations thought the use of the tax benefits and incentives that are legally available, applicable to each of the regions it operates in, and that are in line with the businesses being carried out.</i></p> <p>Some societies within the group, in Portugal, are taxed under the Special Regime for the Taxation of Groups of Companies, being followed by the <i>Unidade dos Grandes Contribuintes</i>, which makes part of the <i>Autoridade Tributária e Aduaneiro</i>. The CTT Group is committed to keeping a relationship with the Tax Authorities of every country where it is present, based on the principles of trust, good-faith, transparency, collaboration and reciprocity, with the aim of facilitating the application of tax law and minimizing litigation.</p>	149, 556		
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>CTT, as a multinational group, complies with the yearly communication and report obligations that derive from the transposition the the Portuguese framework of the dispositions of Action 13 the the Base Erosion and Profit Shifting (Country by Country Report), which is part of the plan to reinforce the transparency towards the fiscal administrations adopted in OECD and G20 countries. This obligation is carried out in Portugal by CTT Mail, in accordance with the legally established deadlines (last reporting year: 2022).</i></p>	264, 443, 448, 556		
CONSUMPTION OF MATERIALS				
301-1	Materials used by weight or volume	103, 553	GC 7-9	
301-2	Percentage of materials used that are recycled input materials	17, 103, 103	GC 7-9	SDG 15
301-3	Recovered products and packaging	59, 103, 553	GC 7-9	
ENERGY				
302-1	Energy consumption within the organisation	9, 17, 91, 95, 553	GC 7-9	SDG 7 SDG 12
302-2	<p>Energy consumption outside the organisation</p> <p><i>In 2023, a control system will be implemented that will allow the value of energy generated in CTT's value chain to be accounted and reported.</i></p>	17, 98, 556	GC 7-9	
302-3	Energy intensity	91, 95, 100, 553	GC 7-9	SDG 7 SDG 12
302-4	Reduction of energy consumption	91, 553	GC 7-9	SDG 7 SDG 9 SDG 12 SDG 13
302-5	Reductions in energy requirements of products and services	53, 57, 94, 94, 95	GC 7-9	SDG 7 SDG 9 SDG 12 SDG 13
WATER AND EFFLUENTS				
303-1	Water sources significantly affected by withdrawal of water	102	GC 7-9	SDG 6
303-2	<p>Management of impacts generated by wastewater</p> <p><i>No water bodies are significantly affected by liquid effluents.</i></p>	556		SDG 6
303-3	Total water withdrawal	102, 553	GC 7-9	SDG 6
303-4	Wastewater	102	GC 7-9	SDG 6
303-5	Total water consumption	102, 553	GC 7-9	SDG 6
BIODIVERSITY				

Indicator	Description	Page(s)	Global Compact	SDG
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>	556	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>	104,556	GC 7-9	SDG 15
304-3	Habitats protected or restored	104	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>	556	GC 7-9	
EMISSIONS				
305-1	Direct greenhouse gas (GHG) emissions (scope 1)	95, 98, 98, 99, 553	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)	98, 98, 553	GC 7-9	SDG 12 SDG 13
305-3	Other indirect greenhouse gas (GHG) emissions (scope 3)	98, 98, 553	GC 7-9	
305-4	Greenhouse gas (GHG) emissions intensity	100, 553	GC 7-9	
305-5	Reduction of greenhouse gas (GHG) emissions	9, 53, 57, 95, 98, 99, 553	GC 7-9	SDG 11 SDG 13
305-6	Emissions of ozone-depleting substances (ODS) <i>In 2022, emissions of the R-22 refrigeration fluid, in the amount of 1024 kg, were registered.</i>	556	GC 7-9	SDG 13
305-7	NOx, SOx and other significant air emissions, by type and weight	99	GC 7-9	
WASTE				
306-1	Generation of waste and significant impacts related to waste	103, 553	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>	53, 57, 59, 103, 103, 104, 553, 556	GC 7-9	SDG 11 SDG 12 SDG 17
306-3	Total amount of waste	553	GC 7-9	SDG 11
306-4	Total amount of recovered waste, by type	103, 553	GC 7-9	SDG 12
306-5	Total amount of eliminated waste, by type	103, 553	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>	556		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>	556	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
401-1	<p>Total number and rates of new employee hiring and employee turnover by age group, gender and region</p> <p><i>In 2022, regarding employee turnover, 839 of exits were by women and 1.477 by men. As for hiring, 1.504 new hires were women and 2.231 were men.</i></p> <p><i>As for age groups, 1678 of hires were under 29 years of age, 1873 had between 30 and 50, and 184 were over 51. As for exits, 885 were by employee under 29, 1048 were between 30 and 50 years old, and 383 were over 51.</i></p>	107 , 548 , 556	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	117	GC 6	SDG 8
401-3	Return to work and retention rates after parental leave, by gender	122 , 110 , 548	GC 6	SDG 5 SDG 8
MANAGEMENT OF LABOUR RELATIONS				
402-1	<p>Minimum prior notice in relation to operational changes, including if this procedure is specified in collective agreements</p> <p><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></p>	556	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	108 , 117		SDG 3 SDG 8
403-2	Hazard levels, risk assessment and incident investigation	45 , 117		SDG 3 SDG 8
403-3	Occupational health services	117		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	120	GC 3 GC 6	
403-5	Employee training in occupational health and safety	114 , 117	GC 6	SDG 3 SDG 4 SDG 8
403-6	Promotion of employee health	117 , 122	GC 6	SDG 3 SDG 8
403-7	Prevention and mitigation of occupational health and safety impacts directly related to products and services	117 , 121	GC 6	SDG 3 SDG 8
403-8	Employees included within the scope of the occupational health and safety management system	117	GC 6	SDG 3 SDG 8
403-9	Occupational accidents	17 , 107 , 117 , 548		SDG 3
403-10	<p>Occupational diseases</p> <p><i>A total of 39 occupational diseases were reported (18 in men).</i>⁶⁴</p>	117 , 548 , 556		SDG 3
TRAINING AND EDUCATION				
404-1	Average hours of training per year per employee, by gender and employee category	114 , 548	GC 6	SDG 4 SDG 5
404-2	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	114	GC 6	SDG 4 SDG 8
404-3	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	110	GC 6	SDG 5

⁶⁴ Excluding Corre.

Indicator	Description	Page(s)	Global Compact	SDG
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	17 , 122 , 173 , 176 , 177 , 548	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	109 , 548	GC 6	SDG 5 SDG 8 SDG 10
NON-DISCRIMINATION				
406-1	Total number of incidents of discrimination and corrective actions taken	122 , 157 , 556	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>	556	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>		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>	556	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>	556	GC 1	
INDIGENOUS RIGHTS				
411-1	Total number of incidents of violations involving the rights of indigenous peoples and measures adopted <i>Not applicable.</i>	556	GC 1 GC 2	

Indicator	Description	Page(s)	Global Compact	SDG
LOCAL COMMUNITIES				
413-1	Percentage of business premises with implemented local community engagement programmes. Assessment of the impact of local development programmes	9 , 124		
413-2	Operations with significant actual and potential negative impacts on local communities	45 , 50 , 134 , 136		
SUPPLIER SOCIAL ASSESSMENT				
414-1	<p>Percentage of new suppliers that were screened using social criteria</p> <p><i>100% of the new suppliers were selected in accordance with these criteria.</i></p> <p><i>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.</i></p> <p><i>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></p>	138 , 556	GC 1 GC 2	SDG 8 SDG 12
414-2	<p>Significant actual and potential negative impacts of the supply chain on society and measures adopted</p> <p><i>No significant, real or potential negative impacts on society were detected in the supply chain.</i></p>	138 , 556		SDG 12
PUBLIC POLICY				
415-1	<p>Total value of political contributions by country and recipient/beneficiary</p> <p><i>No contributions were made.</i></p>	556	GC 10	
CUSTOMER HEALTH AND SAFETY				
416-1	<p>Percentage of significant product and service categories for which health and safety impacts are assessed for improvement</p> <p><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></p>	556		
416-2	<p>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</p> <p><i>No cases were recorded of non-compliance relative to health and safety caused by products or services.</i></p>	556		SDG 16
MARKETING AND PRODUCT AND SERVICE LABELLING				
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, 14 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>	556		SDG 12
417-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	132 , 137		
417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	132		

Indicator	Description	Page(s)	Global Compact	SDG
CUSTOMER PRIVACY				
418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data <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>	136 , 137 , 159 , 556	GC 1	SDG 16

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