



Annex III
ESG Indicators

ANNEX III – ESG INDICATORS

Table 1 - Employees

GRI 102-8, 102-41, GRI 202-1, GRI 401-1, 401-3, 403-9, 403-10, 404-1, 405-1, 405-2

Human Resources	'20			'21			CTT
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
Labor Indicators (number of people)							
Employees	12,234	10,481	1,753	12,608	10,123	2,485	3.1
Female	4,117	3,563	554	4,697	3,487	1,210	14.1
Male	8,117	6,918	1,199	7,911	6,636	1,275	-2.5
Type of contract (number of people)							
Permanent	10,767	9,461	1,306	11,283	9,346	1,937	4.8
Female	3,624	3,201	423	4,078	3,180	898	12.5
Male	7,143	6,260	883	7,205	6,166	1,039	0.9
Fixed-term	1,467	1,020	447	1,380	832	548	-5.9
Female	493	362	131	674	362	312	36.7
Male	974	658	316	706	470	236	-27.5
Full-time	11,957	10,328	1,629	12,242	9,978	2,264	2.4
Female	4,007	3,496	511	4,490	3,421	1,069	12.1
Permanent	3,572	3,176	396	3,970	3,151	819	11.1
Fixed-term	435	320	115	520	270	250	19.5
Male	7,950	6,832	1,118	7,752	6,557	1,195	-2.5
Permanent	7,116	6,249	867	7,161	6,152	1,009	0.6
Fixed-term	834	583	251	591	405	186	-29.1
Part-time	277	153	124	366	145	221	32.1
Female	110	67	43	207	66	141	88.2
Permanent	52	25	27	108	29	79	107.7
Fixed-term	58	42	16	99	37	62	70.7
Male	167	86	81	159	79	80	-4.8
Permanent	27	11	16	44	14	30	63.0
Fixed-term	140	75	65	115	65	50	-17.9
Age group (number of people)							
<30	1,055	696	359	1,095	566	529	3.8
Female	314	233	81	477	217	260	51.9
Male	741	463	278	618	349	269	-16.6
30 to 50	6,693	5,543	1,150	6,773	5,117	1,656	1.2
Female	2,451	2,037	414	2,765	1,915	850	12.8
Male	4,242	3,506	736	4,008	3,202	806	-5.5
>50	4,486	4,242	244	4,740	4,440	300	5.7
Female	1,352	1,293	59	1,455	1,355	100	7.6
Male	3,134	2,949	185	3,285	3,085	200	4.8
Professional category (number of people)							
Senior personnel	1,399	995	404	1,443	1,000	443	3.1
Female	681	508	173	708	504	204	4.0
<30	43	18	25	39	11	28	-9.3
30 to 50	456	324	132	483	324	159	5.9
>50	182	166	16	186	169	17	2.2
Male	718	487	231	735	496	239	2.4
<30	43	27	16	43	23	20	—
30 to 50	436	259	177	441	264	177	1.1
>50	239	201	38	251	209	42	5.0

Human Resources	'20			'21			CTT
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
Middle management	498	367	131	566	382	184	13.7
Female	190	147	43	223	153	70	17.4
<30	2	0	2	4	0	4	100.0
30 to 50	89	49	40	113	56	57	27.0
>50	99	98	1	106	97	9	7.1
Male	308	220	88	343	229	114	11.4
<30	7	0	7	12	0	12	71.4
30 to 50	145	83	62	165	86	79	13.8
>50	156	137	19	166	143	23	6.4
Counter service	2,433	2,340	93	2,413	2,310	103	-0.8
Female	1,670	1,626	44	1,670	1,618	52	—
<30	103	100	3	110	107	3	6.8
30 to 50	909	873	36	848	805	43	-6.7
>50	658	653	5	712	706	6	8.2
Male	763	714	49	743	692	51	-2.6
<30	45	40	5	51	44	7	13.3
30 to 50	298	263	35	268	233	35	-10.1
>50	420	411	9	424	415	9	1.0
Delivery	5,693	4,924	769	5,393	4,733	660	-5.3
Female	852	717	135	843	696	147	-1.1
<30	102	66	36	108	54	54	5.9
30 to 50	568	480	88	543	461	82	-4.4
>50	182	171	11	192	181	11	5.5
Male	4,841	4,207	634	4,550	4,037	513	-6.0
<30	514	267	247	330	165	165	-35.8
30 to 50	2,656	2,321	335	2,415	2,118	297	-9.1
>50	1,671	1,619	52	1,805	1,754	51	8.0
Other groups	2,211	1,855	356	2,793	1,698	1,095	26.3
Female	724	565	159	1,253	516	737	73.1
<30	64	49	15	216	45	171	237.5
30 to 50	429	311	118	778	269	509	81.4
>50	231	205	26	259	202	57	12.1
Male	1,487	1,290	197	1,540	1,182	358	3.6
<30	132	129	3	182	117	65	37.9
30 to 50	707	580	127	719	501	218	1.7
>50	648	581	67	639	564	75	-1.4
Leadership by gender (number of people)	247	195	52	246	186	60	-0.4
Board of Directors	5	5	—	5	5	—	0.0
Female	0	0	—	0	0	—	—
Male	5	5	—	5	5	—	0.0
Leadership - 1st line	49	39	10	48	36	12	-2.0
Female	10	10	0	6	6	0	-40.0
Male	39	29	10	42	30	12	7.7
Leadership - 2nd line	193	151	42	193	145	48	0.0
Female	90	74	16	92	73	19	2.2
Male	103	77	26	101	72	29	-1.9
Diversity (number of people)							
Foreign employees a)	165	80	85	171	68	103	3.6
Female	49	31	18	75	28	47	53.1
Male	116	49	67	96	40	56	-17.2
Employees with special needs a)	254	239	15	297	272	25	16.9

Human Resources		'20			'21			CTT
Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %	
Female	123	116	7	146	131	15	18.7	
Male	131	123	8	151	141	10	15.3	
Schooling level (number of people)								
University education	2,038	1,546	492	2,249	1,531	718	10.4	
12 th year	5,933	5,168	765	6,316	5,017	1,299	6.5	
3 rd cycle elementary education	3,071	2,681	390	2,930	2,556	374	-4.6	
< 3 rd cycle of elementary education	1,192	1,086	106	1,113	1,019	94	-6.6	
Turnover rate	c)	16.3	15.4	21.9	18.5	16.0	33.3	2.2 p.p.
Female		14.7	15.0	13.0	15.7	14.9	19.8	1 p.p.
<30		5.3	5.1	6.7	5.9	5.3	9.0	0.6 p.p.
30 to 50		6.5	6.6	5.6	7.5	7.0	9.9	1 p.p.
>50		2.9	3.3	0.7	2.3	2.6	1.0	-0.6 p.p.
Male		17.2	15.7	26.0	20.1	16.6	41.0	2.9 p.p.
<30		9.1	7.5	17.8	9.7	7.5	23.0	0.6 p.p.
30 to 50		5.0	4.7	4.6	7.3	6.1	9.3	2.3 p.p.
>50		3.1	3.4	1.4	3.1	3.1	3.3	0 p.p.
Contracting rate		22.7	19.6	40.8	31.5	25.8	64.9	8.8 p.p.
Female		22.2	20.7	31.8	31.2	26.3	58.2	9 p.p.
<30		9.7	9.2	12.8	14.1	11.5	28.5	4.4 p.p.
30 to 50		12.0	11.1	17.9	16.3	14.3	27.5	4.2 p.p.
>50		0.5	0.4	1.1	0.8	0.6	2.2	0.3 p.p.
Male		22.9	19.1	45.0	31.7	25.6	68.7	8.7 p.p.
<30		14.0	11.2	29.9	17.2	13.0	42.4	3.2 p.p.
30 to 50		8.2	7.2	13.8	13.4	11.6	24.6	5.2 p.p.
>50		0.8	0.7	1.3	1.0	0.9	1.7	0.3 p.p.
Rate of return		—	—	—	95.7 ⁸⁸	—	—	—
Female		—	—	—	92.5	—	—	—
Male		—	—	—	98.4	—	—	—
Rate of retention		90.9	90.9	—	90.1	90.0	—	-0.8 p.p.
Female		—	—	—	96.1	96.1	—	—
Male		—	—	—	88.8	88.8	—	—
Prevention & safety b)								
Total number of work accidents		832	746	86	789	689	100	-5.2
Female		210	200	10	196	173	23	-6.7
Male		622	546	76	593	516	77	-4.7
Injury rate due to work accidents	*10 ^{^(5)}	3.0	3.1	2.8	2.9	3.0	2.2	-0.1 p.p.
Female		2.1	2.3	0.9	2.0	2.1	1.5	-0.1 p.p.
Male		3.5	3.4	4.0	3.3	3.5	2.5	-0.2 p.p.
Rate of occupational diseases	*10 ^{^(5)}	0.04	0.04	0.00	0.11	0.12	0.00	0.1 p.p.
Female		0.06	0.07	0.00	0.15	0.17	0.00	0.1 p.p.
Male		0.02	0.03	0.00	0.08	0.10	0.00	0.1 p.p.
Rate of days lost due to work accidents	*10 ^{^(5)}	99.7	106.6	50.0	102.3	110.0	53.1	2.7 p.p.
Female		77.8	88.8	6.8	66.4	72.3	27.4	-11.4 p.p.
Male		110.9	115.5	75.6	120.8	129.5	65.9	9.9 p.p.
Deaths		0	0	0	0	0	0	—

⁸⁸ 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		'20			'21			CTT
Indicators		CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Absenteeism (%)	c)	6.3	6.8	3.1	6.9	7.5	3.4	0.5 p.p.
Training	c)							
Number of training hours		187,598	163,258	24,340	215,046	183,002	32,045	14.6
Average training hours		15	16	15	18	18	19	18.5
Female		23	24	22	26	27	24	12.8
Male		11	11	11	14	14	16	22.5
Average hours per category								
Senior personnel		26	26	25	26	24	30	-0.1
Female		25	26	22	25	24	30	0.4
Male		26	26	28	26	25	30	-0.5
Middle management		24	21	35	24	19	37	0.6
Female		32	24	67	27	20	43	-16.4
Male		19	19	20	23	18	33	17.2
Counter service		35	36	20	42	43	17	19.5
Female		36	36	33	42	43	22	18.3
Male		35	36	9	42	44	12	22.3
Delivery		9	9	6	11	11	9	22.6
Female		12	12	12	13	13	17	9.1
Male		8	9	5	10	11	7	25.8
Other		1	0	10	3	0	16	54.5
Female		3	0	17	4	0	17	26.5
Male		1	0	5	2	0.1	15	96.6
Wage ratio by gender (F/M)		1.07	1.07	1.02	1.00	1.06	0.83	-0.06 p.p.
Senior personnel		0.83	0.86	0.71	0.80	0.87	0.67	-0.02 p.p.
Female (€)		1,995.5	2,079.5	1,748.8	1,964.4	2,061.3	1,725.0	-1.6
Male (€)		2,418.2	2,405.0	2,446.1	2,444.4	2,382.1	2,573.9	1.1
Middle management		0.97	0.96	0.92	0.94	0.95	0.91	-0.03 p.p.
Female (€)		1,332.1	1,412.5	1,057.1	1,259.2	1,366.3	1,025.1	-5.5
Male (€)		1,377.1	1,466.9	1,152.6	1,336.3	1,440.2	1,127.5	-3.0
Counter service		0.94	0.93	0.95	0.94	0.93	1.00	-0.01 p.p.
Female (€)		1,067.6	1,076.4	742.9	1,075.0	1,082.5	841.8	0.7
Male (€)		1,140.9	1,163.1	782.1	1,141.6	1,163.4	845.2	0.1
Delivery		0.92	0.89	1.12	0.92	0.89	1.15	0 p.p.
Female (€)		823.3	828.4	796.5	844.6	848.4	826.9	2.6
Male (€)		897.5	926.0	708.4	922.7	948.9	716.8	2.8
Other		0.96	0.97	0.94	0.87	0.96	0.88	-0.01 p.p.
Female (€)		969.9	964.1	990.5	844.2	966.4	758.6	-13.0
Male (€)		1,005.8	998.2	1,055.0	969.5	1,002.3	861.5	-3.6
Labour relations (%)	d)							
Collective labour agreements		89.7	98.3	5.0	95.8	99.4	58.9	6.1 p.p.
Union membership (%)		73.6	77.0	40.4	75.4	77.8	51.6	1.8 p.p.

a) In 2020, CORRE data not included. In 2021, includes data of all the subsidiaries, including NNS and HCCM.

b) 321 Crédito, CORRE, NNS and HCCM data not included.

c) NNS and HCCM data not included *.

d) Excludes CTT Express, 321 Crédito, CORRE, NNS and HCCM data.

Table 2 – Environment

GRI 301-1, 301-10, 302-1, 302-3, 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	'20			'21			
Indicators a)	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Energy consumption (GJ)	361,358.3	328,908.8	32,449.5	358,273.1	316,942.9	41,330.2	-0.9 %
Total electricity consumption	132,777.2	115,876.8	16,900.3	127,218.2	107,398.5	19,819.7	-4.2 %
Conventional electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	—
Green electricity consumption	132,777.2	115,876.8	16,900.3	127,218.2	107,398.5	19,819.7	-4.2 %
Solar panel power consumption	127.2	127.2	0.0	813.5	127.2	686.3	539.5 %
Thermal power consumption	5,785.0	5,785.0	0.0	4,549.0	4,549.0	0.0	-21.4 %
Total fuel consumption	221,577.0	206,027.9	15,549.2	224,589.5	203,765.3	20,824.2	1.4 %
Total gas consumption	1,091.9	1,091.9	0.0	1,102.9	1,102.9	0.0	1.0 %
Average fleet consumption (l/100)	9.4	9.6	7.1	9.1	9.4	6.8	-3.2 %
Less pollutant vehicles (unit)	335.0	316.0	19.0	346.0	324.0	22.0	3.3 %
Total direct atmospheric emissions of CO₂ (scope 1) (tons CO₂)	15,949.0	14,842.2	1,106.8	15,999.4	14,517.5	1,481.9	0.3 %
Fuel consumption	15,882.2	14,775.4	1,106.8	15,944.6	14,462.7	1,481.9	0.4 %
Gas consumption	66.8	66.8	0.0	54.8	54.8	0.0	-18.0 %
Total indirect atmospheric emissions (scope 2) (tons CO₂)	164.9	164.9	—	9.0	9.0	—	-94.5 %
Electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	—
Thermal power consumption	164.9	164.9	0.0	9.0	9.0	0.0	-94.5 %
Total other indirect atmospheric emissions (scope 3) (tons CO₂) b)	42,733.3	12,507.8	30,225.3	50,245.6	16,095.3	34,150.2	17.6 %
Air transport	11,762.2	7,776.4	3,985.8	13,217.8	8,289.9	4,927.8	12.4 %
Sea transport	105.9	14.2	91.7	118.4	7.2	111.2	11.8 %
Road transport by outsourced fleet b)	27,320.4	1,590.6	25,729.8	30,274.0	2,068.6	28,205.4	10.8 %
Delivery by motorcycle	1,484.6	1,484.6	0.0	1,374.4	1,374.4	0.0	-7.4 %
Air and rail travel on company business b)	30.8	30.8	0.0	18.0	18.0	0.0	-41.6 %
Commuting	2,029.4	1,611.2	418.0	5,243.0	4,337.2	905.8	158.4 %
Offset CO₂ emissions (tons CO₂)	3,346.3	2,701.3	645.0	5,474.6	4,813.9	660.7	63.6 %

a) CORRE, NNS and HCCM data not included.

b) CTT Express data not included.

Environment	'20			'21			Annual variation %
	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	
Indicators a)							
Offset CO₂ emissions (tons CO₂)	3,346.3	2,701.3	645.0	5,474.6	4,813.9	660.7	63.6 %
Scopes 1+2 (tons CO₂)	16,113.9	15,007.1	1,106.8	16,008.4	14,526.5	1,481.9	-0.7 %
Scopes 1+2+3 (tons CO₂)	58,847.1	27,514.7	31,332.4	66,253.9	30,621.8	35,632.1	12.6 %
Carbon incorporation by postal item (scopes 1 and 2) (g CO₂/item)	16.2	28.6	2.3	15.7	29.5	2.8	-3.1 %
Carbon incorporation by postal item (scopes 1, 2 and 3) b) (g CO₂/item)	59.0	52.5	65.9	64.9	62.3	67.3	10.0 %
Carbon intensity per €1000 turnover (scopes 1+2) (kg CO₂/€1000)	21.0	29.2	4.3	17.8	27.6	4.0	-15.2 %
Captured water by source (m³) b)	31,680.5	26,195.5	5,485.0	32,809.2	27,305.2	5,504.0	3.6 %
Well	1,923.0	1,923.0	0.0	2,075.0	2,075.0	0.0	7.9 %
Public network	28,775.5	23,290.5	5,485.0	29,886.2	24,382.2	5,504.0	3.9 %
Rainwater	982.0	982.0	0.0	848.0	848.0	0.0	-13.6 %
Spillage (unit)	0.0	0.0	0.0	0.0	0.0	0.0	—
Consumption of materials (tons)	3,434.2	2,327.3	1,106.9	3,470.7	2,574.0	896.7	1.1 %
Paper	2,478.2	2,137.2	341.0	2,705.1	2,318.9	386.2	9.2 %
Plastic	686.7	168.6	518.1	731.8	226.5	505.2	6.6 %
Metal	3.9	3.0	0.9	5.6	4.7	0.9	43.6 %
Other materials	265.4	18.5	246.9	28.2	23.9	4.4	-89.4 %
Waste routed to final destination	—	—	—	—	—	—	—
Total waste (tons)	2,433.9	1,088.9	1,345.0	2,303.7	902.0	1,401.7	-5.3 %
Recovery rate (unit/100)	1.0	1.0	1.0	1.0	0.9	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) c)	3,444.7	3,397.0	47.7	4,729.3	4,660.5	68.8	37.4 %

a) CORRE, NNS and HCCM data not included.

b) 321 Crédito data not included.

c) 321 Crédito data not included.