



Annex V

**Non-financial
information**

ANNEX V – NON-FINANCIAL INFORMATION (CMVM)

PART I - INFORMATION ON THE POLICIES ADOPTED	GRI Indicators (see Annex IV)	Chapter of the Report
A - INTRODUCTION		
Description of the Company's general policy regarding sustainability issues, including any eventual alterations to the previously approved policy.	102-10, 102-15, 102-40, 102-42, 102-46, 102-48	1.3 Explanation of the Nature of the Integrated Report - Scope and Boundary 2.2 Strategic Lines 2.3 Sustainable Development Goals
Description of the methodology and reasons for its adoption in non-financial information reporting, as well as any alterations in respect to previous years and the corresponding reasons.	102-43, 102-44, 102-49	1.3 Explanation of the Nature of the Integrated Report - Scope and Boundary Annex VI - Sustainable Finance and Taxonomy
B - CORPORATE MODEL		
General description of the business model and organization form of the Company/Group, indicating the main business areas and markets in which it operates (if possible, using organizational charts, graphs or functional tables).	102-2, 102-6, 102-45	3. CTT Business Units
C – MAIN RISK FACTORS		
Identification of the main risks associated with report topics, resulting from the Company's activities, products, services or trade relations, including supply chains and subcontracting, if applicable and whenever possible.	205-1	2.7 Risk Management
Indication of how these risks are identified and managed by the Company.	102-29	2.7 Risk Management
Description of the internal allocation of competences, including corporate bodies, commissions, committees and departments responsible for risk identification and management/monitoring.	102-30, 102-18	2.7 Risk Management - Governance Model
Express indication of all new risks identified by the Company, compared with previous years, and of risks that no longer exist.	201-2	2.7.2 Identification of risks and CTT response
Indication and brief description of the main opportunities identified by the Company within the scope of the reported topics.	102-31	1.2 Statement of the CEO 2.5 Stakeholder Engagement 3.5 Future Perspectives
D – POLICIES IMPLEMENTED		
Description of the Company's policies regarding: i. the environment; ii. social issues; iii. the employees, gender equality and non-discrimination; iv. human rights; and v. fight against corruption and attempted bribery, including due diligence, as well as the results of their adoption, including the associated key non-financial indicators and the respective comparison with the previous year.	102-43, 102-55, 103-1, 103-2, 103-3, 205-2	4. Performance

I. - ENVIRONMENTAL POLICIES

<p>1. Description of the Company's strategic goals and main actions to be undertaken such as to ensure their achievement.</p>		4.5.1 Environmental management policy and systems
<p>2. Description of the key performance indicators defined.</p>	<p>See indicators 301-308 in Annex IV</p>	4.5.1 Environmental management policy and systems
<p>3. Indication, compared with the previous year, of the degree of achievement of the goals set, regarding the following aspects:</p>		
<p>i. Sustainable use of resources: consumption of water, other raw materials and energy; measures adopted to improve resource use efficiency; measures adopted in order to increase energy efficiency and promote the use of renewable energy.</p>		4.3 Intellectual Capital 4.5.4 Consumption, waste and biodiversity
<p>ii. Pollution and climate change: Indication of the following: greenhouse gas emissions; emission of pollutants; penalties incurred; and measures adopted to prevent, reduce or mitigate the effects of the aforementioned emissions.</p>		2.3 Sustainable Development Goals 4.5.3 Atmospheric emissions and climate change
<p>iii. Circular economy and waste management: prevention measures, recycling, reuse or other ways to transform or eliminate waste.</p>		2.2 Strategic Lines 2.3 Sustainable Development Goals 3.2 Express & Parcels - Eco portfolio 4.3 Intellectual Capital 4.5.4 Consumption, waste and biodiversity
<p>iv. Biodiversity protection: impact of activities or operations on protected areas and measures adopted in order to protect or restore biodiversity.</p>		4.5.4 Consumption, waste and biodiversity

II – SOCIAL AND TAX POLICIES

<p>1. Description of the Company's strategic goals and main actions to be undertaken such as to ensure their achievement.</p>	<p>102-55</p>	2.2 Strategic Lines 2.3 Sustainable Development Goals 4.4 Social Capital
<p>2. Description of the key performance indicators defined.</p>	<p>See indicators 401-419 in Annex IV.</p>	4.4 Social Capital
<p>3. Indication, compared with the previous year, of the degree of achievement of the goals set, regarding the following aspects:</p>		
<p>i. Company commitment to the community: impact of the Company's activities on local employment and development; impact of the Company's activities on local populations and the territory; relationships and communication with community representatives; partnerships or sponsorships.</p>	<p>413-2</p>	1.6 ESG Commitments (Environmental, Social and Governance) 2.5 Stakeholder Engagement 2.6 Corporate Ethics
<p>ii. Subcontracting and suppliers: inclusion of social, gender equality and environmental issues in the procurement policy; consideration of social responsibility, environmental responsibility and governance issues in relations with suppliers and subcontractors; control and audit systems and the respective results. Whenever possible, include a reference to the fact that the policies adopted by the Company's suppliers are aligned with those established by the Company.</p>	<p>204-1</p>	1.6 ESG Commitments 2.5 Stakeholder Engagement 4.3 Intellectual Capital

iii. Consumers: measures aimed at ensuring consumer health and safety; complaint reception systems and complaints processing and resolution, namely the number of complaints received and the number of pending complaints, as well as the number of cases decided in favour of the complainant, satisfaction surveys and indication of the person responsible for complaints.	416-1, 417-2	1.6 ESG Commitments 4.4. Social Capital - Communication with customers 4.4. Social Capital - Customer satisfaction
iv. Responsible investment: if applicable, information on the responsible investment the Company sought to attract, including the issuing/acquisition of green bonds or SDG-linked bonds.		4.1 Financial Capital - Direct economic value generated and distributed by CTT
v. Stakeholders: information pertaining to eventual stakeholder consultation processes.	102-43, 102-21	2.5 Stakeholder Engagement
vi. Tax information: information on measures or actions with a fiscal impact, including eventual subsidies or any type of subvention or other capital advantage granted by the State.	201-1	3.4 Financial Services 4.1 Financial Capital - Economic value 4.3 Intellectual Capital
<hr/> III – EMPLOYEES, GENDER EQUALITY AND NON-DISCRIMINATION <hr/>		
1. Description of the Company's strategic goals and main actions to be undertaken such as to ensure their achievement.		1.6 ESG Commitments (Environmental, Social and Governance)
2. Description of the key performance indicators defined.		4.2 Human Capital 4.2.8. Diversity and equal opportunities
3. Indication, compared with the previous year, of the degree of achievement of the goals set, regarding the following aspects:	102-8, 405-1, 202-1, 405-2	
	Protocol of commitment to Inclusion signed in 2019.	
i. Employment: total number and distribution of employees by gender, age group, country of origin and professional category; distribution of types of contract (e.g. employment contract, service providers, temporary employees, etc.), by gender and age group; average contract duration; percentage of the workforce receiving the Portuguese minimum wage, irrespective of type of contract; remuneration of equal positions and middle management at the company, by gender; average remuneration of directors and managers, including variable remuneration, subsidies, compensation, long-term saving plans and any other payments, by gender; number of employees with disabilities (including a description of how the Company is ensuring or preparing itself to ensure compliance with Law no. 4/2019, of 10 January, concerning disability employment quotas).		4.2.1 Characterization of human capital Annex III – ESG Indicators – Table 1: Employees Annex IV – GRI Index
ii. Work organization: organization of working hours, including measures aimed at separating work from personal life.	403-9	4.2.5 Management of labour relations
iii. Health and safety: occupational health and safety and number of work-related accidents.	403-4	4.2.7 Occupational health and safety

iv. Social relationships: organization of social dialogue, including employee information and negotiation procedures, namely the number of interactions with trade unions and/or employee committees, if applicable; new agreements entered into or existing agreements reviewed; number of legal actions brought to Court and complaints to the Labor Authority; percentage of total employees covered by collective bargaining agreements, by country; evaluation of collective bargaining agreements, namely regarding occupation health and safety.	404-1, 404-2, 418-1, 412-2, 414-1	4.2.5 Management of labour relations
v. Training: training policies adopted and type of training (e.g. if the Company provides its employees with training on company performance evaluation, non-financial topics (e.g. privacy protection/GDPR, anti-money laundering, Human Rights in the value chain, etc.); the ratio between training hours and the number of employees.	401-1, 102-17 Diversity and Inclusion Policy	4.2.4 Training 4.2.8. Diversity and equal opportunities
vi. Equality: measures/policies adopted to promote equal treatment and opportunities between genders; equality plans; number of employment contracts terminated, by gender; protocols against sexual and gender-based harassment; integration and universal accessibility policies for persons with disabilities; policies against all types of discrimination; and, if applicable, diversity management.		
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IV – HUMAN RIGHTS		
1. Description of the Company's strategic goals and main actions to be undertaken such as to ensure their achievement.	See indicators 406-412 in Annex IV	1.6 ESG Commitments 2.3 Sustainable Development Goals Annex IV – GRI Index Annex IV – GRI Index 1.6 ESG Commitments
2. Description of the key performance indicators defined.		
3. Indication, compared with the previous year, of the degree of achievement of the goals set, regarding the following aspects:		
i. Due diligence procedures followed in connection with human rights, particularly regarding contracting of suppliers and service providers.	412-3	2.7.1 Description of the risk management process
ii. Measures aimed at preventing the risk of violation of human rights and, if applicable, measures aimed at corrective eventual violations; elimination of employment discrimination (in cases not mentioned above); elimination of forced and/or compulsory labour; effective abolition of child labour.	414-1, 408-1, 414-2	2.7.1 Description of the risk management process Annex IV – GRI Index
iii. Legal actions resulting from violation of human rights.	419-1, 413-1	2.7.1 Description of the risk management process Annex IV – GRI Index
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V – FIGHT AGAINST CORRUPTION AND ATTEMPTED BRIBERY		
1. Fight against corruption: measures and instruments adopted to fight corruption and bribery; policies implemented to dissuade employees and suppliers from engaging in such practices; information on the <i>compliance system</i> , including responsible persons, if applicable; eventual legal actions related to corruption or bribery involving the Company, its directors or employees; measures adopted in connection with public procurement, if relevant.	102-17, 205-1, 205-2, 205-3, 206-1	2.1.3 Regulatory framework - Financial sector 2.6 Corporate Ethics
2. Prevention of money laundering (for issuers subject to this regime): anti-money laundering measures; indication of the number of cases reported annually.	102-17	5.2.3 Oversight 5.3.3 Internal control and risk management

<p>3. Codes of ethics: indication of an eventual code of ethic that the Company has adopted or implemented; indication of the respective implementation mechanisms and monitoring of compliance therewith, if applicable.</p>	102-16	2.6 Corporate Ethics
<p>4. Management of conflicts of interest: measures aimed at managing and monitoring conflicts of interest, namely the requirement for submission of declarations of interests, incompatibilities and impediments by management and employees.</p>	102-17, 102-25	5.2.2 Management and Supervision - Mechanisms to prevent the existence of conflicts of interest 5.5.1 Control mechanisms and procedures

PART II – INFORMATION ON THE STANDARDS / GUIDELINES FOLLOWED

1. Identification of the standards / guidelines followed for reporting non-financial information

Identification of the standards/guidelines followed for reporting non-financial information, including the respective options, as well as any other principles followed by the Company, if applicable.

102-54

2.3 Sustainable Development Goals

Should the Company refer to the Sustainable Development Goals (SDG) set by the United Nations as part of the 2030 Agenda for Sustainable Development, the goals that the Company will seek to achieve should be included, as well as the measures adopted each year in order to fulfil the targets set for each SDG. In other words, the actions, projects or investments specifically defined for the purpose of achieving the SDGs in question should be identified.

1.6 ESG Commitments

2.3 Sustainable Development Goals

2. Identification of the scope and methodology used in the calculation of indicators

Description of the calculation scope and methodology (including the calculation formula) for all indicators defined, as well as reporting limitations.

Principles and calculations adopted in accordance with the GRI Standards for the preparation of sustainability information, with independent external verification, COMPREHENSIVE level, attributed by Ernst & Young Audit & Associados - SROC, SA.

1.3 Explanation of the Nature of the Integrated Report - Scope and Boundary

Whenever possible, a table should be produced including the indicators defined and the corresponding principles or goals, referring to detailed information on each indicator (e.g. the respective page(s) of the non-financial information report, the annual report, any other document(s) and/or the Company's website).

3. Justification when no policies are adopted

Should the Company decide not adopt any policies regarding one or more items, an adequate justification should be included in the non-financial information report.

Not applicable

4. Other information

Additional elements or information not included in the previous points, deemed relevant for the understanding, contextualization and justification of the importance of all non-financial information reported, namely concerning sustainability issues and responsibilities of the national or international organizations of which CTT is a member/part, as well as local or global sustainability commitments voluntarily undertaken by the Company.

Annex VI – Sustainable Finance and Taxonomy