

10. Investor Support

The mission of the **Investor Relations (IR)** department of CTT is to ensure a solid and long-term relationship between, on the one hand, shareholders, investors and research analysts, the Portuguese Securities Market Commission (CMVM), Euronext Lisbon, and the capital markets in general and, on the other, the Company and its corporate bodies, providing timely, clear and transparent information representing the current evolution of CTT in economic, financial and corporate governance terms. Additionally, the department ensures that the Company's strategy is proactively articulated with investors and research analysts and that the Company has a complete understanding of the perception the markets have of it.

CTT's IR team consists of 5 people and is managed by Peter Tsvetkov, with **contacts** as follows:

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The **Market Relations Representative** of CTT is the Executive Director and CFO, Guy Patrick Guimarães de Goyri Pacheco.

In 2018, within the above-mentioned mission of the IR, CTT carried out the following initiatives:

- In addition to the regular publication of financial accounts – Annual Report 2017 and Interim Report (1st half of 2018) – issued 23 press releases with material information (including press releases and presentations of quarterly results) and 26 press releases regarding qualifying holdings in CTT, as well as 4 concerning management transactions of CTT shares. In total, 55 communications to the market were produced.
- 356 e-mails were received and processed from institutional investors, 1,636 from research analysts, 663 from organisers of investor events and conferences and 994 from other investors and the public. As some of these e-mails did not call for an answer (e.g. research reports on CTT and peers which the IR receives from brokers) or were responded directly by phone, the number of responses given by e-mail and respective response times are indicated in the table below. At the end of 2018, no e-mail or other query was left unanswered.

2017-2018 comparative table of the responses given by e-mail

| | within 1h* | | from 1h to 24h* | | more than 24h* | | Total | |
|---|--------------|--------------|-----------------|--------------|----------------|-------------|--------------|-------------|
| | '17 | '18 | '17 | '18 | '17 | '18 | '17 | '18 |
| To institutional investors | 282 | 126 | 83 | 36 | 6 | 12 | 371 | 174 |
| To analysts | 213 | 132 | 51 | 29 | 3 | 3 | 267 | 164 |
| To other (retail investors, general public, etc.) | 223 | 176 | 163 | 139 | 12 | 9 | 398 | 324 |
| Total | 718 | 434 | 297 | 204 | 21 | 24 | 1,036 | 662 |
| Percentage | 69.3% | 65.6% | 28.7% | 30.8% | 2.0% | 3.6% | 100% | 100% |

(*) counted from the time of receipt of the inquiry.

- During the year, 11.5 days were spent in external meetings with investors, 7 of which in 7 conferences (organised by 6 different brokers in 4 different cities) and 4.5 days in 5 roadshows (organised by 3 different brokers in 4 different cities). In 2018, the CEO of the Company spent 3 days abroad on activities involving Investor Relations and the CFO spent 4.5 days on similar activities. CTT also received visits by 5 investors in Lisbon. Throughout the year, the Company met with 117 investors.

As at 31 December 2018, the coverage of CTT shares was provided by 8 research analysts (11 at the end of 2017). As at that date, the average target price of the 8 analysts who provided regular coverage of the share (i.e. who issued research and recommendations in the last 12 months) was €3.407 and Santander was under revision. One of the analysts issued a negative recommendation the share, while 5 held neutral recommendations and one held a positive recommendation.

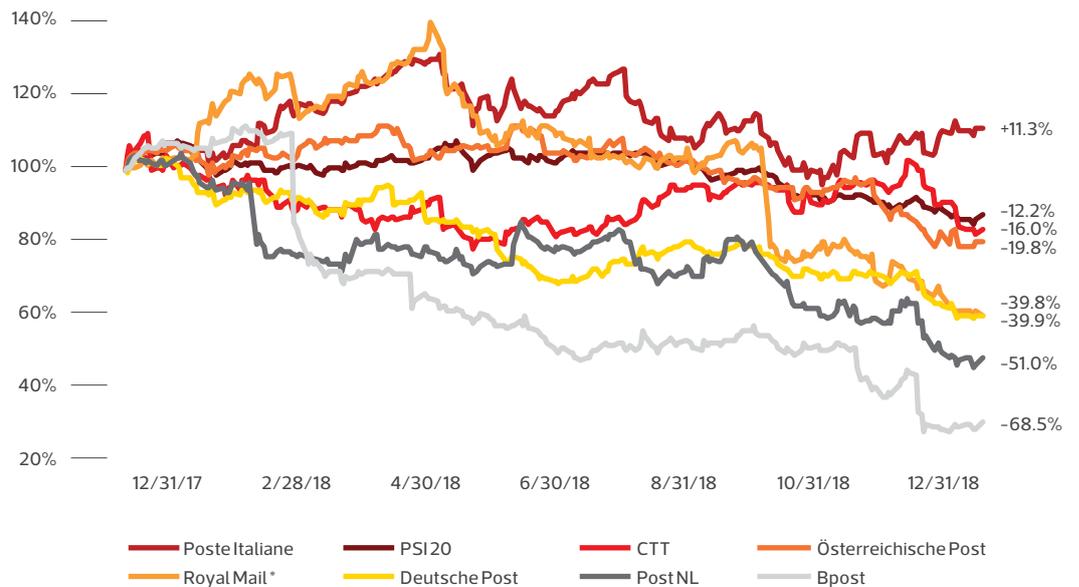
Throughout the year 2018, circa 230 million CTT shares were traded, corresponding to a daily average of 903 thousand shares, which translates into an annualised turnover ratio of around 150% of the share capital, which is a strong measure of the share liquidity level. As at 31 December 2018, in the last trading session of the year, the closing price of the CTT share was €2.946.

In 2018, CTT paid a dividend of €0.38 per share and the CTT share price depreciated by 16.00%. Hence, the total shareholder return or TSR (capital gain + dividend, calculated on the basis of the share price as at 31 December 2017) was -5.09%. During this period, the PSI20 depreciated by 12.19% and recorded a total shareholder return of -8.64%.

In terms of share price appreciation, the best performer of the European postal sector in 2018 was Poste Italiane, whose shares appreciated by 11.30% while the remaining peers recorded depreciations ranging from 19.8% to -68.5%.

CTT share price performance vs PSI20 Index & sector

(Year 2018 - rebased at 100 as at 31 Dec 2017)



* Royal Mail share price in GBP.

Table 3 – GRI content index

Table of Environmental, Social and Economic performance indicators organised according to GRI4

GRI content index (excludes the indicators that are not applicable to the company)

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|-------------------------------|---|---------|--|
| Strategy and Analysis | | | |
| G-1 | Chairman's Statement | - | |
| G-2 | Description of key impacts, risks, and opportunities | - | |
| Organizational Profile | | | |
| G-3 | Report the name of the organization | - | |
| G-4 | Report the primary brands, products, and/or services | - | |
| G-5 | Report the location of organization's headquarters | - | |
| G-6 | Report the number of countries where the organization operates, and names of countries with either the organization has significant operations or that are specifically relevant to the sustainability issues covered in the report. <i>Portugal, Spain and Mozambique</i> | - | |
| G-7 | Report the nature of ownership and legal form | - | |
| G-8 | <i>Report the markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries) The Organisation also operates abroad in locally established companies in Spain and Mozambique. Although in both countries the provision of services is at the level of Express Mail of items and merchandise, in Spain the customers are especially classified in the area of private customers and in Mozambique there is a large proportion of public sector customers</i> | - | |
| G-9 | Report the scale of the reporting organization, including: Total number of employees; Total number of operations; Net sales (for private sector organizations) or net revenues (for public sector organizations); Total capitalization broken down in terms of debt and equity; Quantity of products or services provided | - | |
| G-10 | Total employees by employment type, contract and gender | - | ODS 8 |
| G-11 | Report the percentage of total employees covered by collective bargaining agreements | - | ODS 8 |
| G-12 | Describe the organization's supply chain <i>The supply chain whose businesses were conducted by Procurement in 2018 is 87% composed of national suppliers or with representation in Portugal and 13% of foreign suppliers. The group of suppliers with the highest percentage of awarded value is that of Transport with 34% of the awarded value, followed by IT/Communications with 25% and Facilities and Buildings with 11.51%. These values were calculated based on the cases awarded in 2018, and do not take into account renewals</i> | - | |
| G-13 | Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain | - | |
| G-14 | Report whether and how the precautionary approach or principle is addressed by the organization | - | |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|---|---|---------|--|
| G-15 | Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses | - | |
| G-16 | Memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation: holds a position on the governance body; participates in projects or committees; provides substantive funding beyond routine membership dues; views membership as strategic | - | |
| Identified Material Aspects and Boundaries | | | |
| G-17 | Entities included or not in the organisation's financial statements or equivalent documents | - | |
| G-18 | Process for defining the report content and aspect boundaries | - | |
| G-19 | List all the material aspects identified in the process for defining report content | - | |
| G-20 | For each material aspect, report the aspect boundary within the organisation | - | |
| G-22 | Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements | - | |
| G-23 | Significant changes from previous reporting periods in the Scope and aspect boundaries | - | |
| Stakeholder Engagement | | | |
| G-24 | List of stakeholder groups engaged by the organisation | - | |
| G-25 | Basis for identification and selection of stakeholders with whom to engage | - | |
| G-26 | Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group | 400 | |
| G-27 | Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns | 400 | |
| Report Profile | | | |
| G-28 | Reporting period (such as fiscal or calendar year) for information provided. | - | |
| G-29 | Date of most recent previous report (if any) | - | |
| G-30 | Reporting cycle (such as annual, biennial) | - | |
| G-31 | Provide the contact point for questions regarding the report or its contents | - | |
| G-32 | GRI content index | 402 | |
| G-33 | Policy and current practice with regard to seeking external assurance for the report. Involvement of the senior management | - | |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|------------------------------------|--|---------|--|
| Governance | | | |
| G-34 | Governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts | - | |
| G-35 | Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees | - | |
| G-36 | Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body | - | |
| G-38 | Composition of the highest governance body and its committees by executive or non-executive position, independence and gender. Governance tenure, responsibilities, commitments and competences of each individual relating to economic, environmental and social impacts | - | |
| G-39 | Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organisation's management and the reasons for this arrangement) | - | ODS 16 |
| G-40 | Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including considerations on diversity, independence, experience and other topics | - | ODS 5 ODS 16 |
| G-41 | Processes for the highest governance body to ensure conflicts of interest and whether conflicts of interest are disclosed to the stakeholders | - | ODS 16 |
| G-43 | Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics | - | ODS 4 |
| G-44 | Processes for evaluation of the highest governance body's performance, especially with respect to economic, environmental and social performance. Indicate their frequency and measures taken | - | |
| G-45 | Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities Include the highest governance body's role in the implementation of due diligence processes Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities | - | ODS 16 |
| G-46 | Identified Material Aspects and Boundaries role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics | - | |
| G-47 | Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities | - | |
| G-49 | Process adopted for communicating critical concerns to the highest governance body | - | |
| Remuneration and Incentives | | | |
| G-51 | Remuneration policies for the highest governance body and senior executives | - | |
| G-52 | Process adopted for determining remuneration | - | |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|------------------------------------|--|---------|--|
| EC9 | <p>Proportion of spending on local suppliers at significant locations of operation</p> <p>87% of the purchases were awarded to national suppliers or with representation in Portugal and 13% to international suppliers. The concept of "local" should be understood as "national"</p> <p>Negotiation and Procurement is managed in a centralised form, with all the company's procurement needs being consolidated regardless of the origin of the need and location of the provision of the service or supply. Location criteria are not used for purposes of selection of suppliers, unless this proves necessary from the operational point of view, which is justified by practices of equal opportunities arising not only from the company's own choice but in certain circumstances of the rules of public procurement. However, as CTT is a company with a presence throughout the entire Portuguese territory, many outsourced services have a relevant impact on the local economy due to being provided with local resources (e.g. cleaning services, fuel, maintenance)</p> | - | ODS 12 |
| Labour | | | |
| | Management approach, targets, performance, policies and framework | | |
| LA1 | Total number and rates of new employee hires and employee turnover by age group, gender and region | - | ODS 5 ODS 8 |
| LA2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation | - | ODS 8 |
| LA3 | Return to work and retention rates after parental leave, by gender | - | ODS 5 ODS 8 |
| Labour/Management Relations | | | |
| LA4 | <p>Minimum number of prior notice in relation to operational changes, including if this procedure is specified in collective agreements</p> <p>Notice to enforce operational changes is given 30 days in advance</p> <p>There are other notice periods according to the situation in question, all described in the Company Agreement</p> | - | |
| Hygiene and Safety | | | |
| LA5 | <p>Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes</p> <p>The prior requirements for the establishment of occupational health and safety committees have been fulfilled. However, these committees are not yet operational as there is no employee representatives have yet been elected. Elections are expected to be organized at the workplaces by the ERCT</p> <p>Every six months, the company asks its employees to complete a questionnaire about occupational health and safety at their workplaces</p> | - | |
| LA6 | Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender | - | ODS 3 |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|---|---|---------|-------------------------------------|
| LA7 | Workers with high incidence or high risk of disease related to their occupation | - | ODS 3 |
| LA8 | Health and safety topics covered in formal agreements with trade unions <i>No other is known apart from those foreseen in the regulation of social work - ROS and in the Company Agreement - AE2015. The new ROS of CTT maintains a high level of protection, with greater balance in the division of costs between the Company and the beneficiaries, and promoting a more rational use of the benefits. To this end, the contribution towards benefits in the system has increased, by higher monthly levies and co-payments payable in routine acts, keeping the encompassing nature of the system and strengthening some social support measures</i> | - | ODS 8 |
| Training | | | |
| LA9 | Average hours of training per year per employee by gender, and by employee category | - | ODS 4 ODS 5 |
| LA10 | Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings <i>Proposed Outplacement Programme to Support Transition and Change</i> | - | ODS 4 ODS 8 |
| LA11 | Percentage of employees receiving regular performance and career development reviews, by gender and by employee category | - | ODS 5 |
| Diversity and Equal Opportunities | | | |
| LA12 | Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of | - | ODS 5 ODS 8 |
| Equal Remuneration for Women and Men | | | |
| LA13 | Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation | - | ODS 5 ODS 8 ODS 10 |
| Supplier Labour Practices Assessment | | | |
| LA14 | Percentage of new suppliers that were screened based on labour practices criteria <i>In 2018, of the 166 new suppliers of CTT, SA, 106 (63.9%) were selected based on criteria associated to labour practices. In the case of Mailtec, 80% of the 5 new suppliers were selected in accordance with these practices</i> | - | ODS 8 ODS 16 |
| Labour Practices Grievance Mechanism | | | |
| LA16 | Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms | - | ODS 16 |
| Human Rights | | | |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|---|---|---------|--|
| HR1 | Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening <i>The number of contracts considered significant stood at 337 (95,8%), in which all include clauses relative to compliance with legislation and good practices on matters of human rights</i> | - | ODS 10 ODS 12 |
| HR2 | Total hours of training on human rights policies and procedures relative to aspects of human rights that are relevant to operations, including the percentage of employees trained <i>6,936 workers received 14,326 hours of training on human rights policies, representing 54.4% of the national total number of workers</i> | - | ODS 4 |
| Non-discrimination | | | |
| HR3 | Total number of incidents of discrimination and corrective actions taken <i>No cases of discrimination occurred</i> | - | |
| Freedom of Association and Collective Bargaining | | | |
| HR4 | 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</i> | - | ODS 10 |
| Child Labour | | | |
| HR5 | 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>Based on the Company Agreement, there are no impediments to the free exercise of the right to freedom of association or to collective bargaining. Supply agreement negotiations include the signing of a declaration of principles by suppliers whereby they state their commitment towards social responsibility, as expressed in clause n) "Observes all principles and procedures concerning the right to freedom of association, forced labour, child labour and equality defined in ILO's (International Labour Organization) Fundamental Conventions"</i> | - | ODS 16 |
| Forced or Compulsory Labour | | | |
| HR6 | 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>All forms of child labour are prohibited by CTT. See HR5</i> | - | ODS 16 |
| Supplier Human Rights Assessment | | | |
| HR10 | Percentage of new suppliers that were screened using human rights criteria <i>70% of new suppliers were screened using human rights criteria</i> | - | ODS 16 |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|---|--|---------|-------------------------------------|
| HR11 | <p>Significant actual and potential negative human rights impacts on the supply chain and actions taken in this respect</p> <p>There is no plan of audits to suppliers in order to specifically assess compliance with this point. However, as noted above, the award of products and services is formally subordinated to compliance with the principles and procedures relative to human rights defined in the Universal Declaration of Human Rights. Any breach in this matter, whether due to indirect knowledge or observance during the monitoring visits made by the procurement team, shall be acted upon immediately and may constitute fair grounds for contractual rescission</p> | - | ODS 12 |
| Society | | | |
| Local Communities | | | |
| S01 | Percentage of operations with implemented local community engagement, impact assessments, and development programmes | - | |
| S02 | Operations with significant actual and potential negative impacts on local communities | - | |
| Anti-corruption | | | |
| S03 | Total number and percentage of operations assessed for risks related to corruption and the significant risks detected | - | |
| S04 | <p>Communication and training on anti-corruption policies and procedures</p> <p>Regarding the total and percentage number of business partners that were informed of anti-corruption policies and procedures adopted by the organisation, CTT informs the suppliers of the Code of Ethics and the Responsible Procurement Policy during the procurement process. We consider that the business partners that know it are those that sign the statement which includes mention of these two documents of CTT. Of the 669 suppliers to whom we awarded purchases, 654 signed the statement, i.e. 97.7%</p> | - | ODS 4 ODS 16 |
| S05 | Confirmed cases of corruption and actions taken | - | ODS 16 |
| Public Policy | | | |
| S06 | <p>Total value of political contributions by country and recipient/beneficiary</p> <p>No contributions were made</p> | - | |
| Anti-competitive Behaviour | | | |
| S07 | Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes | - | ODS 16 |
| Compliance | | | |
| S08 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations | - | |
| Supplier Assessment for Impacts on Society | | | |
| S09 | <p>Percentage of new suppliers that were screened using criteria for impacts on society</p> <p>70% of the new suppliers were selected in accordance with these criteria, with 277 having been submitted to assessments of impacts on society</p> | - | |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|---|---|---------|--|
| SO10 | Significant actual and potential negative impacts on society in the supply chain and actions taken <i>No significant, real or potential negative impacts on society were detected in the supplier chain</i> | - | |
| Impacts on Society Grievance Mechanism | | | |
| SO11 | Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms | - | |
| Product responsibility | | | |
| Customer Health and Safety | | | |
| PR1 | 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> | - | |
| PR2 | Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes <i>No cases were recorded of non-compliance relative to health and safety caused by products or services</i> | - | ODS 16 |
| Product and Service Labelling | | | |
| PR3 | Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements <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 the waste of the non-reusable packaging placed by CTT on the market</i> | - | ODS 12 |
| PR4 | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes | - | |
| PR5 | Results of surveys measuring customer satisfaction | - | |
| Marketing Communications | | | |
| PR6 | Sale of banned or disputed products <i>CTT does not sell this type of products</i> | - | |
| PR7 | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes <i>A determination of Banco de Portugal relative to Banco CTT, without any fine or penalty, relative to a Mortgage Loan announcement in a press release, without the respective representative example</i> | - | |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|-------------------------|---|---------|-------------------------------------|
| Customer Privacy | | | |
| PR8 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data <i>With respect to mail, items that have gone astray, delays and occasional anomalies in delivery figure as the main causes of customer claims, with no claims having been received which might be associated to breach of customer privacy, namely the unlawful interception of letter mail</i> | - | ODS 16 |
| Compliance | | | |
| PR9 | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services | - | |
| Environmental | | | |
| Materials | | | |
| | Management approach, targets, performance, policies and framework | | |
| EN1 | Materials used by weight or volume | - | |
| EN2 | Percentage of materials used that are recycled input materials | - | ODS 15 |
| Energy | | | |
| EN3 | Energy consumption within the organization | - | ODS 7 ODS 12 |
| EN4 | Energy consumption outside the organization <i>Value calculated through the emission factors derived from energy suppliers</i> | - | |
| EN5 | Energy intensity | - | ODS 7 ODS 12 |
| EN6 | Reduction of energy consumption | - | ODS 7 ODS 9 ODS 12 ODS 13 |
| EN7 | Reductions in energy requirements of products and services | - | ODS 7 ODS 9 ODS 12 ODS 13 |
| Water | | | |
| EN8 | Total water withdrawal by source | - | ODS 6 |
| EN9 | Water sources significantly affected by withdrawal of water <i>In view of the nature of the company's productive processes, the consumption of water by CTT is fairly low, in relative terms. Water is essentially used for human consumption, cleaning and irrigation of green areas</i> | - | ODS 6 |
| EN10 | Percentage and total volume of water recycled and reused | - | ODS 6 |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|------------------------------|--|---------|--|
| EN11 | 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 to the size and location of the real estate properties, situated in urban and industrial areas, where there is no knowledge to suggest that CTT develops activity or operates facilities inside protected zones or areas with a high biodiversity index</i> | - | ODS 15 |
| EN12 | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas <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> | - | ODS 15 |
| EN13 | Habitats protected or restored | - | ODS 13 ODS 15 |
| EN15 | Direct greenhouse gas (GHG) emissions (scope 1) | - | ODS 12 ODS 13 |
| EN16 | Energy indirect greenhouse gas (GHG) emissions (scope 2) | - | ODS 12 ODS 13 |
| EN17 | Energy indirect greenhouse gas (GHG) emissions (scope 3) | - | |
| EN18 | Greenhouse gas (GHG) emissions intensity | - | |
| EN19 | Reduction of greenhouse gas (GHG) emissions | - | ODS 11 ODS 13 |
| EN20 | Emissions of ozone-depleting substances (ODS) <i>There were no emissions of this type</i> | - | ODS 13 |
| EN21 | NOx, SOx and other significant air emissions | - | |
| Effluents and Waste | | | |
| EN22 | Total water discharge by quality and destination <i>Discharged into a municipal collector only at one facility of the Centre region</i> | - | ODS 6 |
| EN23 | Total weight of waste by type and disposal method | - | ODS 12 |
| EN24 | Total number and volume of significant spills <i>Eight spills occurred at the South production and logistics centres, which can be placed in this context. However, they had no significant impact</i> | - | |
| Products and Services | | | |
| EN27 | Extent of impact mitigation of environmental impacts of products and services <i>The focus on ecologically friendly consumption has concentrated not only on reducing the environmental impact associated to the use of resources but also on the selection of suppliers through the inclusion of environmental criteria in tender procedures.</i> | - | ODS 11 ODS 12 ODS 17 |

| Indicator | Description | Page(s) | ODS (sustainable development goals) |
|--|--|---------|---|
| EN28 | Percentage of products sold and their packaging materials that are reclaimed by category | - | |
| Compliance | | | |
| EN29 | Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations <i>CTT was not the object of any lawsuits in the context of unfair competition and anti-trust conduct with application of significant fines or non-monetary penalties, derived from non-compliance with environmental or corporate laws and regulations.</i> | - | ODS 16 |
| Transport | | | |
| EN30 | Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce <i>In relation to external noise, although considered an area of low relevance to the business, noise emissions are monitored periodically in accordance with the regulations in force on this matter, with the obtained results being within the applicable legal parameters</i> | - | |
| Overall | | | |
| EN31 | Total environmental protection expenditures and investments by type | - | ODS 7 ODS 9 ODS 11 ODS 12 ODS 13 |
| Supplier Environmental Assessment | | | |
| EN32 | Percentage of new suppliers that were screened using environmental criteria <i>In 2018, environmental criteria were used in 96.7% of pre-contractual procedures, and contracts concluded with environmental criteria represented 98.3% of the total</i> | - | ODS 8 ODS 12 ODS 13 ODS 17 |
| EN33 | Significant actual and potential negative environmental impacts in the supply chain and actions taken <i>CTT has a Policy of Responsible Procurement, 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; includes a rescission clause due to non-compliance; it is applicable to all suppliers</i> | - | ODS 6 ODS 8 ODS 9 ODS 11 ODS 13 ODS 15 ODS 17 |
| Environmental Grievance Mechanism | | | |
| EN34 | Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms <i>No complaints were detected in this context</i> | - | |

(Source: GRI 4 (2013) "Sustainability Reporting Guidelines")