



Annex III

GRI Indicators



Committed to Deliver

ANNEX III

– GRI INDICATORS

Committed to Deliver



Table 1 - Employees

Human Resources			'19			'20		CTT
Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %	
Labor Indicators (number of people)								
Employees	12,355	10,743	1,612	12,234	10,481	1,753	-1.0	
Female	4,125	3,650	475	4,117	3,563	554	-0.2	
Male	8,230	7,093	1,137	8,117	6,918	1,199	-1.4	
Type of contract (number of people)								
Permanent	10,979	9,735	1,244	10,767	9,461	1,306	-1.9	
Female	3,687	3,283	404	3,624	3,201	423	-1.7	
Male	7,292	6,452	840	7,143	6,260	883	-2.0	
Fixed-term	1,376	1,008	368	1,467	1,020	447	6.6	
Female	438	367	71	493	362	131	12.6	
Male	938	641	297	974	658	316	3.8	
Full-time	12,021	10,565	1,456	11,957	10,328	1,629	-0.5	
Female	4,018	3,579	439	4,007	3,496	511	-0.3	
Permanent	3,638	3,260	378	3,572	3,176	396	-1.8	
Fixed-term	380	319	61	435	320	115	14.5	
Male	8,003	6,986	1,017	7,950	6,832	1,118	-0.7	
Permanent	7,264	6,443	821	7,116	6,249	867	-2.0	
Fixed-term	739	543	196	834	583	251	12.9	

Human Resources			'19			'20		CTT
Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %	
Part-time	334	178	156	277	153	124	-17.1	
Female	107	71	36	110	67	43	2.8	
Permanent	49	23	26	52	25	27	6.1	
Fixed-term	58	48	10	58	42	16	0.0	
Male	227	107	120	167	86	81	-26.4	
Permanent	28	9	19	27	11	16	-3.6	
Fixed-term	199	98	101	140	75	65	-29.6	
Age group (number of people)								
<30	1,098	769	329	1,055	696	359	-3.9	
Female	321	262	59	314	233	81	-2.2	
Male	777	507	270	741	463	278	-4.6	
30 to 50	6,904	5,853	1,051	6,693	5,543	1,150	-3.1	
Female	2,473	2,109	364	2,451	2,037	414	-0.9	
Male	4,431	3,744	687	4,242	3,506	736	-4.3	
>50	4,353	4,121	232	4,486	4,242	244	3.1	
Female	1,331	1,279	52	1,352	1,293	59	1.6	
Male	3,022	2,842	180	3,134	2,949	185	3.7	
Professional category (number of people)								
Senior personnel	1,378	1,013	365	1,399	995	404	1.5	
Female	672	514	158	681	508	173	1.3	
<30	49	26	23	43	18	25	-12.2	
30 to 50	451	330	121	456	324	132	1.1	
>50	172	158	14	182	166	16	5.8	
Male	706	499	207	718	487	231	1.7	
<30	39	23	16	43	27	16	10.3	
30 to 50	429	270	159	436	259	177	1.6	
>50	238	206	32	239	201	38	0.4	
Middle management	504	370	134	498	367	131	-1.2	
Female	211	149	62	190	147	43	-10.0	
<30	0	0	0	2	0	2		
30 to 50	103	51	52	89	49	40	-13.6	
>50	108	98	10	99	98	1	-8.3	
Male	293	221	72	308	220	88	5.1	
<30	4	0	4	7	0	7	75.0	
30 to 50	132	83	49	145	83	62	9.8	
>50	157	138	19	156	137	19	-0.6	
Counter service	2,473	2,397	76	2,433	2,340	93	-1.6	
Female	1,714	1,656	58	1,670	1,626	44	-2.6	
<30	103	98	5	103	100	3	0.0	
30 to 50	966	922	44	909	873	36	-5.9	
>50	645	636	9	658	653	5	2.0	
Male	759	741	18	763	714	49	0.5	
<30	49	45	4	45	40	5	-8.2	
30 to 50	296	285	11	298	263	35	0.7	
>50	414	411	3	420	411	9	1.4	
Delivery	5,217	4,974	243	5,693	4,924	769	9.1	
Female	742	721	21	852	717	135	14.8	
<30	80	80	0	102	66	36	27.5	
30 to 50	509	489	20	568	480	88	11.6	
>50	153	152	1	182	171	11	19.0	
Male	4,475	4,253	222	4,841	4,207	634	8.2	
<30	298	294	4	514	267	247	72.5	
30 to 50	2,676	2,490	186	2,656	2,321	335	-0.7	
>50	1,501	1,469	32	1,671	1,619	52	11.3	

Human Resources		'19		'20		CTT	
Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Other groups	2,783	1,989	794	2,211	1,855	356	-20.6
Female	786	610	176	724	565	159	-7.9
<30	89	58	31	64	49	15	-28.1
30 to 50	444	317	127	429	311	118	-3.4
>50	253	235	18	231	205	26	-8.7
Male	1,997	1,379	618	1,487	1,290	197	-25.5
<30	387	145	242	132	129	3	-65.9
30 to 50	898	616	282	707	580	127	-21.3
>50	712	618	94	648	581	67	-9.0
Leadership by gender (number of people)	204	148	56	247	195	52	21.1
Board of Directors	5	5	-	5	5	-	0.0
Female	0	0	-	0	0	-	-
Male	5	5	-	5	5	-	0.0
Leadership - 1 st line	52	32	20	49	39	10	-5.8
Female	11	8	3	10	10	0	-9.1
Male	41	24	17	39	29	10	-4.9
Leadership - 2 nd line	147	111	36	193	151	42	31.3
Female	69	56	13	90	74	16	30.4
Male	78	55	23	103	77	26	32.1
Diversity (number of people)							
Foreign employees a)	138	63	75	165	80	85	19.6
Female	26	20	6	49	31	18	88.5
Male	112	43	69	116	49	67	3.6
Employees with special needs a)	265	252	13	254	239	15	-4.2
Female	127	120	7	123	116	7	-3.1
Male	138	132	6	131	123	8	-5.1
Schooling level (number of people)							
University education	1,963	1,545	418	2,038	1,546	492	3.8
12 th year	5,743	5,039	704	5,933	5,168	765	3.3
3 rd cycle elementary education	3,339	2,959	380	3,071	2,681	390	-8.0
<3 rd cycle of elementary education	1,310	1,200	110	1,192	1,086	106	-9.0
Turnover rate	16.9	16.4	20.2	16.3	15.4	21.9	-0.6 p.p.
Female	15.8	16.1	13.3	14.7	15.0	13.0	-1.1 p.p.
<30	6.4	6.2	7.4	5.3	5.1	6.7	-1.1 p.p.
30 to 50	6.8	7.0	5.5	6.5	6.6	5.6	-0.4 p.p.
>50	2.6	2.8	0.4	2.9	3.3	0.7	0.3 p.p.
Male	17.5	16.6	23.1	17.2	15.7	26.0	-0.3 p.p.
<30	9.2	8.2	15.3	9.1	7.5	17.8	-0.2 p.p.
30 to 50	5.5	5.3	4.7	5.0	4.7	4.6	-0.5 p.p.
>50	2.8	3.1	1.1	3.1	3.4	1.4	0.3 p.p.
Contracting rate	21.8	20.1	33.0	22.7	19.6	40.8	0.9 p.p.
Female	21.0	20.5	24.8	22.2	20.7	31.8	1.2 p.p.
<30	9.6	9.2	12.2	9.7	9.2	12.8	0.1 p.p.
30 to 50	11.1	11.0	12.4	12.0	11.1	17.9	0.9 p.p.
>50	0.3	0.3	0.2	0.5	0.4	1.1	0.2 p.p.
Male	22.2	19.9	36.4	22.9	19.1	45.0	0.7 p.p.
<30	13.5	12.0	23.1	14.0	11.2	29.9	0.4 p.p.
30 to 50	8.1	7.5	12.0	8.2	7.2	13.8	0.1 p.p.
>50	0.6	0.5	1.3	0.8	0.7	1.3	0.2 p.p.
Rate of return	100	100		100	100		0 p.p.
Female							
Male							
Rate of retention	99	99		91	91		-8 p.p.
Female							
Male							

Human Resources		'19		'20		CTT	
Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Prevention and safety b)							
Total number of work accidents	1,080	975	105	805	746	59	-25.5
Female	284	268	16	205	200	5	-27.8
Male	796	707	89	600	546	54	-24.6
Injury rate due to work accidents *10*(5)	3.8	3.7	4.9	3.0	3.1	2.5	-0.8 p.p.
Female	2.8	2.7	3.7	2.2	2.3	0.7	-0.6 p.p.
Male	4.3	4.2	5.3	3.4	3.4	3.1	-0.9 p.p.
Rate of occupational diseases *10*(5)	0.06	0.07	0.00	0.04	0.04	0.00	-0.03 p.p.
Female	0.11	0.11	0.00	0.06	0.07	0.00	-0.05 p.p.
Male	0.04	0.04	0.00	0.02	0.03	0.00	-0.02 p.p.
Rate of days lost due to work accidents *10*(5)	124.9	127.2	93.6	102.1	106.6	55.5	-22.8 p.p.
Female	85.6	84.6	109.9	83.5	88.8	13.4	-2.1 p.p.
Male	144.2	149.1	89.5	111.2	115.5	70.4	-33 p.p.
Deaths	1	1	0	0	0	0	-100.0
Absenteeism (%)	4.8	5.2	2.7	6.3	6.8	3.1	1.5 p.p.
Training c)							
Number of training hours	236,785	211,457	25,328	185,564	163,258	22,306	-21.6
Average training hours	20	20	18	15	16	15	-20.8
Female	30	30	31	23	24	22	-22.0
Male	14	14	13	11	11	11	-19.9
Average hours per category							
Senior personnel	40	39	41	26	26	25	-35.1
Female	41	40	42	25	26	22	-37.7
Male	39	38	41	26	26	28	-32.4
Middle management	27	29	24	24	21	35	-12.0
Female	31	31	33	32	24	67	1.2
Male	24	27	16	19	19	20	-20.7
Counter service	40	41	-	35	36	20	-12.3
Female	42	42	-	36	36	33	-14.2
Male	37	38	-	35	36	8.5	-7.3
Delivery	7	7	7	9	9	6	33.1
Female	7	7	7	12	12	12	66.2
Male	7	7	7	8	9	5	26.2
Other	13	15	6	1	0	10	-90.0
Female	15	16	9	3	0	17	-82.1
Male	12	15	5	1	0	5	-94.5
Wage ratio by gender (F/M) b)	1.08	1.08	1.18	1.07	1.07	1.10	-0.01 p.p.
Senior personnel	0.82	0.87	0.66	0.81	0.86	0.65	-0.01 p.p.
Female (€)	2,042.2	2,089.2	1,859.1	2,030.2	2,079.5	1,852.5	-0.6
Male (€)	2,499.2	2,414.0	2,805.1	2,505.0	2,405.0	2,829.9	0.2
Middle management	0.98	0.96	0.83	0.99	0.96	0.82	0.01 p.p.
Female (€)	1,398.3	1,404.0	972.3	1,396.2	1,412.5	914.5	-0.1
Male (€)	1,422.1	1,463.0	1,177.2	1,412.5	1,466.9	1,113.1	-0.7
Counter service	0.93	0.93	-	0.93	0.93	-	0 p.p.
Female (€)	1,078.7	1,078.7	-	1,076.4	1,076.4	-	-0.2
Male (€)	1,160.7	1,160.7	-	1,163.1	1,163.1	-	0.2
Delivery	0.90	0.89	1.01	0.90	0.89	0.96	0 p.p.
Female (€)	820.8	820.4	834.8	818.0	828.4	708.6	-0.3
Male (€)	917.0	921.2	826.6	908.3	926.0	739.1	-0.9
Other	1.02	0.99	1.07	0.96	0.97	0.94	-0.1 p.p.
Female (€)	970.6	990.7	838.9	956.0	964.1	891.9	-1.5
Male (€)	955.0	1,004.5	783.1	992.7	998.2	944.9	4.0
Labor relations (%) b)							
Collective labor agreements	90.4	98.4	5.6	89.7	98.3	5.0	-0.7 p.p.
Union membership (%)	73.9	77	40.3	73.6	77.0	40.4	-0.2 p.p.

a) CORRE data not included *.

b) 321 Crédito*, CORRE* and CTT Express* not included.

c) 321 Crédito and CORRE not included *.

* Data pertaining to some indicators were not included as no data from 2019 are available for comparison.

Table 2 – Environment

Environment	'19						'20
Indicators	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Energy consumption (GJ)	381,662.4	344,670.4	36,992.0	360,461.9	328,665.7	31,796.2	-5.6%
Total electricity consumption	141,892.2	124,346.7	18,545.5	131,880.7	115,633.7	16,247.0	-7.7%
Conventional electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	-
Green electricity consumption	142,892.2	124,346.7	18,545.5	131,880.7	115,633.7	16,247.0	-7.7%
Solar panel power consumption	127.2	127.2	0.0	127.2	127.2	0.0	0.0%
Thermal power consumption	6,632.2	6,632.2	0.0	5,785.0	5,785.0	0.0	-12.8%
Total fuel consumption	230,952.4	212,505.9	18,446.5	221,577.0	206,027.9	15,549.2	-4.1%
Total gas consumption	1,058.4	1,058.4	0.0	1,091.9	1,091.9	0.0	3.2%
Average fleet consumption (l/100)	9.2	9.5	7.0	9.4	9.6	7.1	2.2%
Less pollutant vehicles (unit)	315.0	310.0	5.0	335.0	316.0	19.0	6.3%
Total direct atmospheric emissions of CO ₂ (scope 1) (tons CO ₂)	16,491.0	15,148.6	1,342.4	15,798.4	14,691.6	1,106.8	-4.2%
Fuel consumption	16,426.4	15,084.0	1,342.4	15,731.6	14,624.8	1,106.8	-4.2%
Gas consumption	64.6	64.6	0.0	66.8	66.8	0.0	3.4%
Total indirect atmospheric emissions (scope 2) (tons CO ₂)	190.1	190.1	0.0	165.8	165.8	0.0	-12.8%
Electricity consumption	0.0	0.0	0.0	0.0	0.0	0.0	-
Thermal power consumption	190.1	190.1	0.0	165.8	165.8	0.0	-12.8%
Total other indirect atmospheric emissions (scope 3) (tons CO ₂)	45,703.3	16,551.4	29,152.0	44,584.8	14,513.4	30,071.4	-2.4%
Air transport	11,696.7	7,066.6	4,630.1	11,762.2	7,776.4	3,985.8	0.6%
Sea transport	56.6	4.4	52.2	105.9	14.2	91.7	87.0%
Road transport by outsourced fleet b)	25,523.8	1,621.5	23,902.3	27,320.4	1,590.6	25,729.8	7.0%
Delivery by motorcycle	2,141.3	2,141.3	0.0	2,459.2	2,459.2	0.0	14.8%
Air and rail travel on company business	7.0	7.0	0.0	0.6	0.6	0.0	-91.6%
Commuting	6,278.0	5,710.6	567.4	2,936.6	2,672.6	264.0	-53.2%
Offset CO ₂ emissions (tons CO ₂)	1,041.0	314.4	726.6	3,346.3	2,701.3	645.0	221.5%

a) CORRE and 321 Crédito data not included.
b) CORRE, Transporta and 321 Crédito data not included.

Environment	'19						'20
Indicators a)	CTT	CTT SA	Subsidiaries	CTT	CTT SA	Subsidiaries	Annual variation %
Scopes 1+2 (tons CO ₂)	16,681.1	15,338.7	1,342.4	15,964.3	14,857.4	1,106.8	-4.3%
Scopes 1+2+3 (tons CO ₂) b)	62,384.5	31,890.1	30,464.9	60,549.0	29,370.8	31,178.2	-2.9%
Carbon incorporation by postal item (scopes 1 and 2) (g CO ₂ /item)	14.1	24.5	2.4	16.0	28.3	2.3	14.0%
Carbon incorporation by postal item (scopes 1, 2 e 3) b) (g CO ₂ /item)	52.5	47.3	54.4	60.7	56.0	65.9	15.8%
Carbon intensity per €1000 turnover (scopes 1+2) (kg CO ₂ /€1000)	22.5	27.3	6.0	20.8	28.9	4.3	-7.9%
Captured water by source (m³)	40,856.3	36,420.3	4,436.0	31,680.5	26,195.5	5,485.0	-35,0%
Well	1,631.0	1,631.0	0.0	1,923.0	1,923.0	0.0	17.9%
Public network	38,202.3	33,766.3	4,436.0	28,775.5	23,290.5	5,485.0	-37.5%
Rainwater	1,023.0	1,023.0	0.0	982.0	982.0	0.0	-4.0%
Spillage (unit)	4.0	4.0	0.0	0.0	0.0	0.0	-100%
Consumption of materials (tons)	3,154.4	2,474.4	680.0	3,434.2	2,327.3	1,106.9	8.9%
Paper	2,599.9	2,330.4	269.5	2,478.2	2,137.2	341.0	-4.7%
Plastic	491.6	122.7	369.0	686.7	168.6	518.1	39.7%
Metal	4.3	3.7	0.6	3.9	3.0	0.9	-8.7%
Other materials	58.7	17.7	40.9	265.4	18.5	246.9	352.3%
Waste routed to final destination	-	-	-	-	-	-	-
Total waste (tons)	1,297.3	663.6	633.6	2,433.8	1,088.9	1,345.0	87.6%
Recovery rate (unit/100)	0.9	0.8	0.9	1.0	1.0	1.0	14.8%
Environmental certification	-	-	-	-	-	-	-
ISO 14001 certified Units/Companies	Corporate + 4	Corporate	4 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)	2,319.0	2,292.6	26.4	3,444.7	3,397.0	47.7	48.5%

a) CORRE and 321 Crédito data not included.
b) CORRE, Transporta and 321 Crédito data not included.