



Annex IV

GRI Index



Committed to Deliver

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G-8	Markets served, including geographic breakdown, sectors served, and types of customers/beneficiaries <i>The Organization 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>	50, 73, 74, 79, 456	

Indicator	Description	Page(s)	SDG
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G-12	Describe the organization's supply chain <i>The supply chain whose businesses were conducted by Procurement is composed of 92% national suppliers, or suppliers with representation in Portugal, and 8% foreign suppliers. The group of suppliers with the highest percentage of contracted value is that of IT/Communications (51%), followed by Facilities and Buildings (13%), Transport (11%), and Saleable Materials, Sales Support and Consumables (10%). These values were calculated based on supply agreements signed in 2020; renewals were not taken into account renewals</i>	457	
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G-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	61, 141	

Indicator	Description	Page(s)	SDG
G-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether position holders report directly to the highest governance body	141	
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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	132	
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G-40	Nomination and selection processes for the highest governance body members and committees, including considerations on diversity, independence, experience and other topics	132, 135, 136, 150, 402	SDG 5 SDG 16
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G-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	160	SDG 4
G-44	Governance structure of the organization, including its commissions or committees. Identify any commissions or committees responsible for decision-making on economic, environmental and social impacts	146, 190	
G-45	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Includes 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	62, 63, 160, 186	SDG 16
G-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	62, 63, 101, 102, 192	
G-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	60, 61, 63, 102, 160	
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Remuneration and Incentives			
G-51	Remuneration policies for the highest governance body and senior executives	143, 163, 165, 175	
G-52	Process adopted for determining remuneration	92, 143, 163, 165, 175	
G-53	How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable	92, 167, 186	SDG 16
G-54	Ratio of the total annual remuneration the organization's highest-paid individual in each country where the organization has significant operations to the mean total annual remuneration of all employees (excluding the highest-paid individual) in the same country <i>Ratio of 22.4</i>	458	
G-55	Ratio of the percent increase in the total annual remuneration of the organization's highest-paid individual in each country where the organization has significant operations to the mean percent increase in the total annual remuneration of all employees (excluding the highest-paid individual) in the same country <i>0</i>	458	
Ethics and Integrity			
G-56	Values, principles, standards and norms of behavior, such as codes of conduct and codes of ethics	59, 143, 144	SDG 16
G-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines (e.g. ombudsman)	59, 143, 144	SDG 16
G-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	59, 143, 185, 144	SDG 16

Indicator	Description	Page(s)	SDG
Economic performance (consolidated data)			
	Management approach, targets, performance, policies and framework	28-31, 50-55, 59-67, 93-95, 97-98	
EC1	Direct economic value generated and distributed	72, 76, 78, 84, 91, 97, 206, 260, 341, 342, 343	SDG 8
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	66, 67, 101, 102	SDG 13
EC3	Coverage of the organization's defined benefit plan obligations	95, 232, 311	
EC4	Financial assistance received from the Government		459
		CTT Group	
	Tax benefits	414,000	
	Tax credits	230,328	
Market Presence			
EC5	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 635 euros for men and 635 euros for women, corresponding to ratios of 1.0 and 1.0, respectively, in relation to the national minimum wage (635 euros). Note: CORRE and CTT Express data not included.	448-451, 459	SDG 1
	Percentage of employees earning the national minimum wage, irrespective of the type of employment contract 10.2%. It should be noted that variable remuneration should be added to this value (meal subsidies, operational bonuses and bonuses associated with the activity [delivery]).		
EC6	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.	459	
Indirect Economic Impacts			
EC7	Development and impact of investment in infrastructures and services provided	25, 50, 64, 65, 66, 74, 77, 78, 79, 97	
EC8	Significant indirect economic impacts, including the extent of impacts	25, 50, 65, 73, 77, 99	
Procurement Practices			
EC9	Proportion of spending on local suppliers at significant business premises Negotiation and Procurement is managed in a centralized form, with all the company's contracting 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 equal opportunity practices arising not only from the company's own choice but, in certain circumstances, from the rules of public procurement. However, as CTT is a company with a presence throughout the entire Portuguese territory, many contracted services have a relevant impact on the local economy, since they are provided by local companies (e.g., cleaning services, fuel, maintenance).	459	SDG 12
Labor			
	Management approach, targets, performance, policies and framework	28-31, 59-67, 92-97, 448-451	
LA1	Total number and rates of new employee hiring and employee turnover by age group, gender and region Number of individuals whose employment contract was terminated, by gender A total of 29 individuals, including 19 men, terminated their employment contract in 2020.	92, 448-451, 459	SDG 5 SDG 8
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant business premises	95	SDG 8
LA3	Return to work and retention rates after parental leave, by gender	92, 448-451, 459	SDG 5 SDG 8

Indicator	Description	Page(s)	SDG
Labor Relations			
LA4	Minimum prior notice in relation to operational changes, including if this procedure is specified in collective agreements <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>	460	
Hygiene and Safety			
LA5	Percentage of the total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs <i>The prior requirements for the establishment of occupational health and safety committees have been fulfilled. However, these committees are not yet operational as no employee representatives have yet been elected. Elections are expected to be organized at the workplaces by the ERCT.</i> <i>Every six months, the company asks its employees to complete a questionnaire about occupational health and safety at their workplaces</i>	460	
LA6	Type and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and gender	25, 51, 92, 96, 448-451, 460	SDG 3
LA7	Employees with high incidence or high risk of disease related to their occupation <i>A total of 7 occupational diseases were reported (including 4 women). No data are available for Corre, CTT Express Espanha and ex-321 Crédito</i>	448-451, 460	SDG 3
LA8	Health and safety topics covered in formal agreements with trade unions <i>No others are known apart from those foreseen in the regulation of social work - ROS and in the Company Agreement. 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</i>	92	SDG 8
Training			
LA9	Average hours of training per year per employee, by gender and employee category	93, 448-451	SDG 4 SDG 5
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings <i>54,669 hours of training were conducted, involving the participation of 20,003 employees, in 9 thematic areas for the improvement of skills.</i>	93, 460	SDG 4 SDG 8
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	93	SDG 5
Diversity and Equal Opportunities			
LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group and other indicators of diversity	24, 97, 131, 133, 136, 448-451, 460	SDG 5 SDG 8
Equal Remuneration for Women and Men			
LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant business premises	93, 448-451	SDG 5 SDG 8 SDG 10
Assessment of Supplier Labor Practices			
LA14	Percentage of new suppliers that were screened based on labor practices criteria <i>All 4 new suppliers of CTT, SA (100%), as entered into the system, were selected based on criteria associated with labor practices</i>	460	SDG 8 SDG 16
LA15	Significant actual and potential negative impacts on labor practices associated with the supply chain and measures adopted <i>CTT is strongly committed to ensuring strict compliance with labor regulations by its suppliers. No negative impacts were observed</i>	460	
Labor Practices Grievance Mechanisms			
LA16	Number of grievances about labor practices filed, addressed and resolved through formal grievance mechanisms	60, 101	SDG 16
Human Rights			
HR1	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% of employees received 2,817 hours of training on human rights policies</i>	460	SDG 4
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>7% of employees received 2,817 hours of training on human rights policies</i>	460	SDG 4

Indicator	Description	Page(s)	SDG
Non-discrimination			
HR3	Total number of incidents of discrimination and corrective actions taken <i>No cases of discrimination occurred</i>	96, 461	
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>	461	SDG 10
Child Labor			
HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor <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 "Observes all principles and procedures concerning the right to freedom of association, forced labor, child labor and equality defined in ILO's (International Labor Organization) Fundamental Conventions", amongst others</i>	96, 461	SDG 16
Forced Labor			
HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor <i>All forms of child labor are prohibited by CTT. See HR5</i>	96, 461	SDG 16
Security Practices			
HR7	Percentage of security personnel trained in the organization's Human Rights policies or procedures that are relevant to operations <i>The majority of the security personnel is external to the Company, but with assured training and compliance with requirements associated to human rights aspects</i>	461	
Indigenous Rights			
HR8	Total number of incidents of violations involving the rights of indigenous peoples and measures adopted <i>Not applicable</i>	461	
Assessment			
HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessment <i>0%. See HR 5.</i>	461	
Supplier Human Rights Assessment			
HR10	Percentage of new suppliers that were screened using human rights criteria <i>100% of new suppliers were screened using human rights criteria</i>	461	SDG 16
HR11	Significant actual and potential negative impacts on human rights in the supply chain and measures adopted <i>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</i>	461	SDG 12
Human Rights Grievance Mechanisms			
HR12	Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms <i>None recorded</i>	461	

Indicator	Description	Page(s)	SDG
Society			
Local Communities			
SO1	Percentage of business premises with implemented local community engagement, impact assessment, and development programs	73, 98	
SO2	Operations with significant actual and potential negative impacts on local communities	67, 73, 98, 101	
Anti-corruption			
SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks detected	60, 62, 92, 94	
SO4	Communication and training on anti-corruption policies and procedures <i>11% of the employees (1,469) received information and 9% (1,211) received training on anti-corruption policies and procedures</i> <i>During the procurement process, they inform the suppliers of the Code of Ethics and Responsible Procurement Policy. We consider that the business partners that know this are those that sign the statement which mentions these two documents of CTT. Of the 124 suppliers to which we awarded purchases, 119 signed the statement, i.e. 96%.</i>	51, 59	SDG 4 SDG 16
SO5	Confirmed cases of corruption and measures adopted <i>No cases of corruption occurred</i>	60	SDG 16
Public Policy			
SO6	Total value of political contributions by country and recipient/beneficiary <i>No contributions were made</i>	462	
Anti-competitive Behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	60	SDG 16
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	60	
Supplier Assessment for Impacts on Society			
SO9	Percentage of new suppliers that were screened using criteria for impacts on society <i>100% of the new suppliers were selected in accordance with these criteria</i>	462	
SO10	Significant actual and potential negative impacts of the supply chain on society and measures adopted <i>No significant, real or potential negative impacts on society were detected in the supply chain. However, 123 suppliers (with which 264 significant supply agreements are signed) were assessed for impacts on society</i>	73	
Impacts on Society Grievance Mechanisms			
SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms <i>None recorded</i>	101	
Products and Services			
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>	462	
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>	462	SDG 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 non-reusable packaging waste placed by CTT on the market</i>	99, 462	SDG 12

Indicator	Description	Page(s)	SDG
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes <i>CTT recorded 44,461 incidents and 6,197 cases of non-compliance.</i>	101, 463	
PR5	Results of surveys measuring customer satisfaction	25, 100	
Marketing Communications			
PR6	Sale of banned or disputed products <i>CTT does not sell this type of products</i>	463	
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>No cases of non-compliance were detected</i>	463	
Customer Privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data <i>With respect to mail, lost items, delays and occasional anomalies in delivery constitute the main causes of customer complaints. No complaints were received that might be associated with breach of customer privacy, namely the unlawful interception of letter mail</i>	463	SDG 16
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	60	
Environment			
Consumption of materials			
	Management approach, targets, performance, policies and framework	28-31, 61-67, 101-102, 107-109, 111-113, 452-453	
EN1	Materials used by weight or volume	452, 453	
EN2	Percentage of materials used that are recycled input materials	110	SDG 15
Energy			
EN3	Energy consumption within the organization	25, 102, 103, 105, 452-453	SGD 7 SGD 12
EN4	Energy consumption outside the organization <i>Value calculated based on invoices issued to CTT pertaining to energy consumption, subcontracted transport activities and emission factors from reference sources</i>	103, 105, 108, 452, 453	
EN5	Energy intensity	103, 452, 453	SDG 7 SDG 12
EN6	Reduction of energy consumption	102, 103, 104, 105, 106, 108, 452, 453	SDG 7 SDG 9 SDG 12 SDG 13
EN7	Reductions in energy requirements of products and services	25, 74, 77, 104, 106, 107	SGD 7 SGD 9 SGD 12 SGD 13
Water			
EN8	Total water withdrawal by source	110, 452, 453	SDG 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>	463	SDG 6
EN10	Percentage and total volume of water recycled and reused	452, 453	SDG 6
Biodiversity			
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 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>	463	SDG 15

Indicator	Description	Page(s)	SDG
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>	111, 464	SDG 15
EN13	Habitats protected or restored	111	SDG 13 SDG 15
EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by extinction risk level <i>Not applicable</i>	464	
Emissions			
EN15	Direct greenhouse gas (GHG) emissions (scope 1)	25, 106, 107, 452, 453	SDG 12 SDG 13
EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	25, 107, 108, 452, 453	SDG 12 SDG 13
EN17	Energy indirect greenhouse gas (GHG) emissions (scope 3)	107, 108, 452, 453	
EN18	Greenhouse gas (GHG) emissions intensity	109, 452-453	
EN19	Reduction of greenhouse gas (GHG) emissions	51, 74, 77, 105, 106, 107, 108, 452, 453	SDG 11 SDG 13
EN20	Emissions of ozone-depleting substances (ODS) <i>There were no emissions of this type</i>	464	SDG 13
EN21	NO _x , SO _x and other significant air emissions	107	
Effluents and Waste			
EN22	Total water discharge by quality and destination <i>Discharged into a municipal collector only at one facility of the Central region</i>	464	SDG 6
EN23	Total weight of waste by type and disposal method	452, 453	SDG 12
EN24	Total number and volume of significant spills <i>No occurrences recorded</i>	464	
EN25	Weight of transported, imported, exported or treated waste, deemed hazardous under the terms of the Basel Convention <i>Not applicable</i>	464	
EN26	Identity, size, protected status and value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff <i>Not applicable</i>	464	
Products and Services (environmental impacts)			
EN27	Extent of impact mitigation of environmental impacts of products and services <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>	25, 51, 74, 77, 110, 111, 464	SDG 11 SDG 12 SDG 17
EN28	Percentage of products sold and their packaging materials that are reclaimed, by product category	111	
Legal and Regulatory Compliance			
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations <i>CTT was not the object of any legal actions 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>	60, 464	SDG 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>Although external noise is considered an issue of low relevance, noise emissions are monitored periodically in accordance with the regulations in force on this matter, with the results obtained being within the applicable legal parameters</i>	67, 101, 464	

Indicator	Description	Page(s)	SDG
General			
EN31	Total environmental protection expenditures and investments by type	103, 112, 452, 453	SDG 7 SDG 9 SDG 11 SDG 12 SDG 13
Supplier Environmental Assessment			
EN32	Percentage of new suppliers that were screened using environmental criteria <i>Environmental criteria were used in 98.5% of pre-contractual procedures, and the agreements signed including environmental criteria represented 99.8% of the total</i>	25, 465	SDG 8 SDG 12 SDG 13 SDG 17
EN33	Significant actual and potential negative environmental impacts in the supply chain and measures adopted <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; it includes a rescission clause due to non-compliance; it is applicable to all suppliers.</i>	465	SDG 6 SDG 8 SDG 9 SDG 11 SDG 13 SDG 15 SDG 17
Environmental Grievance Mechanisms			
EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms <i>No complaints were detected in this context</i>	465	

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