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Investor Support

Committed to Deliver

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The mission of the **Investor Relations** 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 hand, the Company and its corporate bodies, providing timely, clear and transparent information on 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 that the markets have of it.

The Investor Relations team consists of 4 people, is managed by Peter Tsvetkov, and its **contacts** are 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 2020, within the above-mentioned mission, the IR team carried out the following initiatives:

- In addition to the regular publication of financial accounts (2019 Integrated Report and Interim Integrated Report of the 1st half of 2020), 17 press releases with material information (including press releases and presentations of quarterly results) were issued, as well as 33 press releases regarding qualifying holdings in CTT and 28 concerning management transactions of CTT shares. In total, 78 communications to the market were produced in the 2020 financial year.
- 326 e-mails were received and processed from institutional investors, 1,135 from research analysts, 245 from organizers of investor events and conferences and 1,075 from other investors and the general public. As some of these e-mails did not call for an answer (e.g., research reports on CTT and peers which the Investor Relations department 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 2020, no e-mail or other query was left unanswered.

2019-2020 comparative table of the responses given by e-mail

	within 1h*		from 1h to 24h*		more than 24h*		Total	
	2019	2020	2019	2020	2019	2020	2019	2020
To institutional investors	170	199	55	38	2	1	227	238
To analysts	72	143	20	17	6	5	98	165
To other (retail investors, general public, etc.)	180	169	88	49	6	14	274	232
Total	422	511	163	104	14	20	599	635
Percentage	70.5%	80.5%	27.3%	16.4%	2.3%	3.1%	100%	100%

* counted from the time of receipt of the inquiry.

- During the year, CTT met with 74 investors in 121 meetings held mostly online due to the COVID-19 pandemic outbreak. These meetings were organized by 9 different brokers and gathered institutional and retail investors from Portugal and other European countries such as Spain, the UK, Germany, Switzerland, France and Italy, among others. Also, 17 meetings were carried out with non-European investors from the USA, Canada or even China and Thailand.

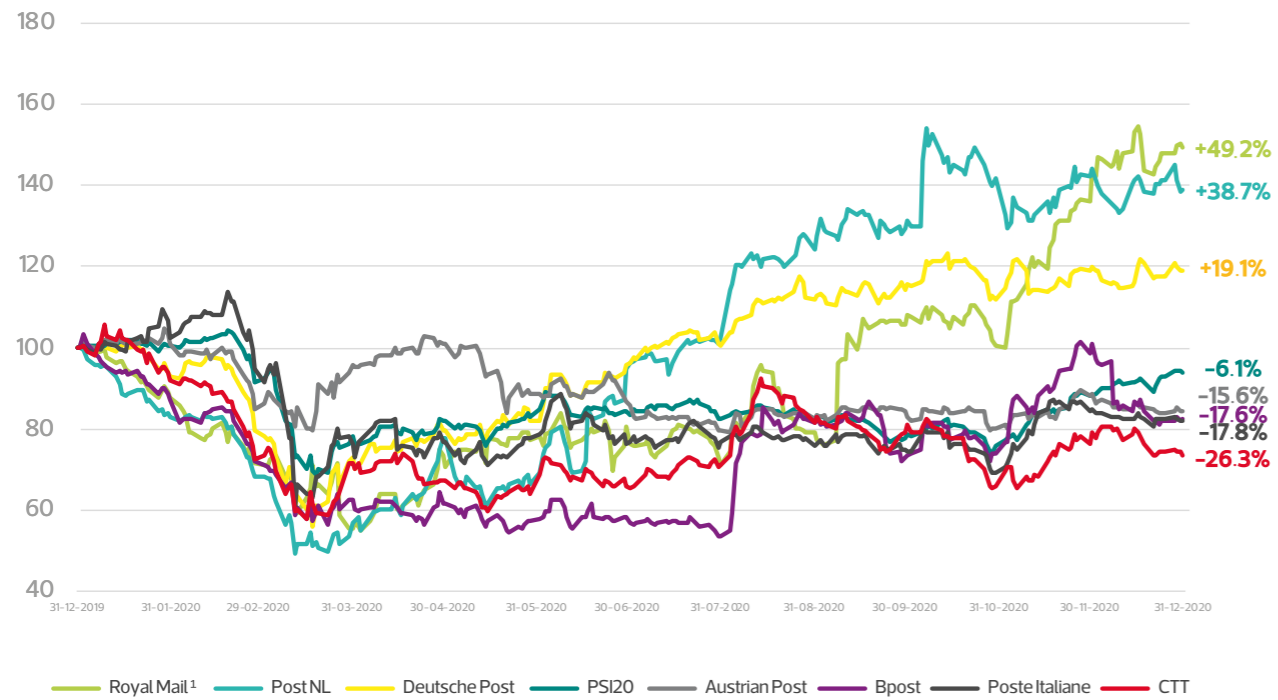
As of 31 December 2020, the coverage of CTT shares was provided by 7 research analysts. As at that date, the average target price of the 6 analysts who provided regular coverage of the share (i.e., who issued research and recommendations in the last 12 months) was €2.44; Santander research was under review. One of the analysts issued a negative recommendation on the share, while 2 held neutral recommendations and 3 held a positive recommendation.

Throughout the year 2020, circa 165 million CTT shares were traded, corresponding to a daily average of 641 thousand shares, which translates into an annualized turnover ratio of around 110% of the share capital, which is a clear measure of the liquidity level of the stock. As of 31 December 2020, in the last trading session of the year, the closing price of the CTT share was €2.35.

In 2020, due to the economic uncertainty caused by the COVID-19 pandemic, CTT Board of Directors proposed to its shareholders at the Annual General Meeting of 29 April that the Net Profit of the Company be allocated to Retained Earnings and therefore no dividend was distributed. Hence, the total shareholder return or TSR (capital gain + dividend, calculated on the basis of the share price as of 31 December 2019) was -26.3%. During this period, the PSI 20 declined by -6.1% and recorded a total shareholder return of -2.7%.

In terms of share price appreciation, the best performer of the European postal sector in 2020 was Royal Mail, whose shares appreciated by 49.2%, while the remaining peers recorded share price evolutions ranging from 38.7% to -17.8%, as shown in the graph below.

CTT share performance vs PSI20 & EU postal peers
(rebased at 100 as of 31 Dec 2019)



¹ Royal Mail share price in GBP
Source: Bloomberg as of 31 Dec 2020