

ANNEX IV – GRI INDEX

GRI 102-55

Table of Environmental, Social and Economic performance indicators

Indicator	Description	Page(s)	Global Compact	SDG
Organisational Profile				
102-1	Name of the organisation	15; 222; 223		
102-2	Activities, brands, products and services	18; 46; 62; 68; 74; 76; 77; 79; 98; 223		
102-3	Location of organisation's headquarters	222; 450; 515		
102-4	Countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability issues covered in the report <i>Portugal, Spain and Mozambique.</i>	8; 223; 494		
102-5	Nature of ownership and legal form	15; 138; 450; 515		
102-6	Markets served, including geographic breakdown, sectors served and types of customers/beneficiaries <i>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>	46; 69; 79; 494		
102-7	Scale of the reporting organisation, including: total number of employees; total number of operations; net sales (for private sector organisations) or net revenues (for public sector organisations); quantity of products or services provided	89		
102-8	Total number of employees by employment type, contract and gender	89; 487	GC 3 GC 6	SDG 8
102-9	Description of the organisation's supply chain, including the main elements related to its activities, primary brands, products and services <i>The supply chain whose businesses were conducted by procurement and awarded in 2021 is composed of 97% national suppliers, or suppliers with representation in Portugal, and 3% foreign suppliers. The group of suppliers with the highest percentage of contracted value is that of Engineering and Technology-Based Research and Services (44%), followed by Mail and Goods Transport (27%), Machines, Accessories and Consumables for Materials Handling, Packaging and Storage (5%), and Information Technology, Broadcasting and Telecommunications (4%). Others accounted for 19%.</i>	15; 494		
102-10	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	15		
102-11	Report whether and how the precautionary approach or principle is addressed by the organisation	62		
102-12	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	56; 102		
102-13	Membership in sector associations and/or national or international advocacy organisations in which the organisation holds a position in the governance body; participates in projects or committees; provides substantive funding beyond routine membership fees; views membership as strategic	59		

Indicator	Description	Page(s)	Global Compact	SDG
Strategy				
102-14	Chairman's Statement	8; 10		
102-15	Description of key impacts, risks, and opportunities	46; 62; 105; 108		
Ethics and Integrity				
102-16	Values, principles, standards and norms of behaviour	57; 151	GC 10	SDG 16
102-17	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to reporting concerns about unethical or unlawful behaviours regarding matters related to organisational integrity	57; 198	GC 10	SDG 16
Governance				
102-18	Governance structure of the organisation, including its commissions or committees Identify any commissions or committees responsible for decision-making on economic, environmental and social impacts	139; 147		
102-19	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	59; 147		
102-20	Report whether the organisation 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	147		
102-21	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, indicate the structure, body or persons involved and any feedback processes to the highest governance body	51; 52		
102-22	Composition of the highest governance body and its committees by executive or non-executive position, independence, gender, participation of underrepresented social groups and stakeholder participation. Governance tenure, responsibilities, commitments and competences of each individual relating to economic, environmental and social topics	138		
102-23	Report whether the Chair of the highest governance body is also an executive officer and, if so, their function within the organisation's management and the reasons for this arrangement	145		SDG 16
102-24	Nomination and selection processes for the highest governance body members and committees, including considerations on diversity, independence and experience related to economic, environmental and social topics	141		SDG 5 SDG 16
102-25	Processes used to avoid conflicts of interest and whether conflicts of interest are disclosed to the stakeholders	151; 199		SDG 16
102-26	Report the roles of the highest governance body and senior executives in the development, approval and updating of the organisation's purpose, values, vision and mission statements, and definition of strategies, policies and goals related to economic, environmental and social impacts	144; 198		
102-27	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	169		SDG 4
102-28	Processes for evaluation of the highest governance body's performance, especially with respect to economic, environmental and social performance Indicate whether the evaluation is independent, as well as the respective frequency and measures adopted	153; 203		
102-29	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities, including the highest governance body's role in the implementation of due diligence processes	60; 169; 199		SDG 16
102-30	Report the highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics	60; 108; 205		

Indicator	Description	Page(s)	Global Compact	SDG
102-31	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities	57; 60; 108; 169		
102-32	Report the highest body or position that formally reviews and approves the organisation's sustainability report and ensures that all material aspects are covered	8; 20; 144; 148		
102-33	Process adopted for communicating critical concerns to the highest governance body	169		
102-34	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	52; 447		
Remuneration Policies				
102-35	Remuneration policies for the highest governance body, senior executives and other employees	150; 173; 175; 186		
102-36	Process adopted for determining remuneration	90; 150; 173; 175; 186		
102-37	Stakeholder involvement regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable	90; 178; 199		SDG 16
102-38	Ratio of the total annual remuneration the organisation's highest-paid individual in each country where the organisation has significant operations to the mean total annual remuneration of all employees (excluding the highest-paid individual) in the same country <i>Ratio of 22.5 (for the CTT Group).</i>	496		
102-39	Ratio of the percent increase in the total annual remuneration of the organisation's highest-paid individual in each country where the organisation 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>	496		
Stakeholder Engagement				
102-40	List of stakeholder groups engaged by the organisation	52		
102-41	Total number and percentage of employees involved in collective negotiation agreements	52; 90; 94; 487	CG 3	SDG 8
102-42	Basis for identification and selection of stakeholders with whom to engage	49		
102-43	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	51; 52; 62; 72; 76; 77; 94; 105; 447		
102-44	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns	51; 52; 62; 72; 94; 98; 105; 447		
Identified Material Aspects and Boundaries				
102-45	Entities included in consolidated financial statements (affiliates and joint ventures), included or not in the report	15; 46; 145; 147		
102-46	Process for defining the report content and aspect boundaries	15		
102-47	List of all material aspects identified in the process for defining report contents	49		
102-48	Effect of any restatements of information provided in previous reports resulting from mergers, acquisitions, measurement methods or other motives, and the reasons for such restatements	15		
102-49	Significant changes from previous reporting periods in the scope and aspect boundaries	15		
102-50	Reporting period (such as fiscal or calendar year) for the information provided	15		
102-51	Date of the most recent previous report (if any)	15		
102-52	Reporting cycle (such as annual, biennial)	15		
102-53	Contact for questions concerning the report or its contents	172; 450; 515		

Indicator	Description	Page(s)	Global Compact	SDG
102-54	Declaration of the organisation that the report was produced in compliance with GRI Standards, in the Core or Comprehensive option	15		
102-55	GRI indicators	15; 494		
102-56	Policy and current practice with regard to seeking external assurance for the report, with the involvement of senior management	15		
Management Approach				
103-1	Explanation and boundaries pertaining to material aspects. Involvement of the organisation regarding the impacts caused thereby or for which it has contributed, or if the organisation is directly associated with these impacts through its business relationships	49	CG 1-10	
103-2	Management approach and its elements. Policies, commitments, objectives and goals, resources, complaint mechanisms, projects, programmes and initiatives for managing material aspects	22; 59; 107; 108	CG 1-10	
103-3	Evaluation of the management approach, results and improvements	22; 108	CG 1-10	
Economic Performance (consolidated data)				
201-1	Direct economic value generated and distributed	68; 74; 77; 81; 88; 98; 213; 399		SDG 8
201-2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	62; 108	GC 7	SDG 13
201-3	Coverage of the organisation's defined benefit and other pension plan obligations	95; 248; 358		
201-4	Financial assistance received from the Government <i>CTT Group received 163.595 €, as tax benefits and 983.564 € as tax credits.</i>	497		
Market Presence				
202-1	Ratios of standard entry level wage by gender compared to the local minimum wages at significant business premises <i>The lowest salary paid by CTT was €643 for men and €665 for women, corresponding to ratios of 0.97 and 1.0, respectively, in relation to the national minimum wage (€665). Note: CORRE and CTT Express data not included.</i> Percentage of employees earning the national minimum wage, irrespective of the type of employment contract <i>11%. It should be noted that variable remuneration should be added to this value (meal subsidies, operational bonuses and bonuses associated with the activity [delivery]).</i>	487; 497	GC 6	SDG 1
202-2	Percentage of senior managers at significant business premises hired from the local community <i>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.</i>	497	GC 6	
Indirect Economic Impacts				
203-1	Development and impact of investment in infrastructures and services provided	19; 46; 62; 69; 76; 77; 79; 98		
203-2	Significant indirect economic impacts, including the extent of impacts, both positive and negative	19; 46; 62; 69; 76; 104		

Indicator	Description	Page(s)	Global Compact	SDG
Procurement Practices				
204-1	Proportion of spending on local suppliers at significant business premises <i>CTT is committed to its policy of ensuring scrupulous compliance by its suppliers with labour standards. At the time of contracting, suppliers must ensure that: a) They comply with the principles and procedures concerning freedom of association, forced labour, child labour and equality defined in the eight fundamental Conventions of the International Labour Organisation; b) They do not exercise discrimination based on nationality, race, gender, religion, sexual orientation, political option, age, health conditions and disability; c) They comply with the principles and procedures concerning health, hygiene and safety at work defined in national laws and regulations; d) They have not been subject to any administrative or judicial sanction for the use of labour force legally subject to the payment of taxes and social security contributions that has not been declared in accordance to the rules that impose this obligation in Portugal. The guarantee indicated in paragraph d) must be supported by a declaration issued by the competent entity and renewed during the period of execution of the contract.</i>	498		SDG 12
Anti-corruption				
205-1	Total number and percentage of operations assessed for risks related to corruption and the significant risks detected	57; 60; 92	GC 10	
205-2	Communication and training on anti-corruption policies and procedures <i>Anti-corruption policies and procedures were communicated to 10% of employees (1,211 in total); and 12% (1,469 employees) received training in this area.</i> <i>When suppliers start using the Ariba Spend Management platform, CTT inform those suppliers about their Ethics Code and Responsible Procurement Policy. we believe that commercial partners that know these policies are the ones that sign the declaration referring to them. Of the 187 suppliers that were hired, 185 accepted these terms, i.e. 99%.</i>	47; 57; 498	GC 10	SDG 4 SDG 16
205-3	Confirmed cases of corruption and measures adopted	57; 498	GC 10	SDG 16
Anti-Competitive Practices				
206-1	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes	59		SDG 16
Taxes and Taxation				
207-1	Taxation approach	399		
207-2	Taxation governance structure and tax risk control	399		
207-3	Approach to stakeholder involvement and management of their concerns regarding taxation	51		
207-4	Tax jurisdictions where the entities included in the organisation's audited final consolidated financial statements or the financial information registered in public registry offices are considered resident for taxation purposes. Reporting by country.	223		
Consumption of Materials				
301-1	Materials used by weight or volume	491	GC 7-9	
301-2	Percentage of materials used that are recycled input materials	119	GC 7-9	SDG 15
301-3	Recovered products and packaging	120	GC 7-9	

Indicator	Description	Page(s)	Global Compact	SDG
Energy				
302-1	Energy consumption within the organisation	19; 109; 112; 491	GC 7-9	SDG 7 SDG 12
302-2	Energy consumption outside the organisation <i>Value calculated based on invoices issued to CTT pertaining to energy consumption, subcontracted transport activities and emission factors from reference sources.</i>	109; 499	GC 7-9	
302-3	Energy intensity	109; 112; 117; 491	GC 7-9	SDG 7 SDG 12
302-4	Reduction of energy consumption	69	GC 7-9	SDG 7 SDG 9 SDG 12 SDG 13
302-5	Reductions in energy requirements of products and services	19; 72; 76; 77; 111; 112	GC 7-9	SDG 7 SDG 9 SDG 12 SDG 13
Water and Effluents				
303-1	Water sources significantly affected by withdrawal of water	119	GC 7-9	SDG 6
303-2	Management of impacts generated by wastewater <i>No water bodies are significantly affected by liquid effluents.</i>	499		SDG 6
303-3	Total water withdrawal	119; 491	GC 7-9	SDG 6
303-4	Wastewater	119	GC 7-9	SDG 6
303-5	Total water consumption	119; 491	GC 7-9	SDG 6
Biodiversity				
304-1	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>	499	GC 7-9	SDG 15
304-2	Description of significant impacts of activities, products, and services on biodiversity <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>	121; 499	GC 7-9	SDG 15
304-3	Habitats protected or restored	121	GC 7-9	SDG 13 SDG 15
304-4	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>	499	GC 7-9	

Indicator	Description	Page(s)	Global Compact	SDG
Emissions				
305-1	Direct greenhouse gas (GHG) emissions (scope 1)	19; 112; 115; 116; 491		SDG 12 SDG 13
305-2	Indirect greenhouse gas (GHG) emissions generated as a result of the acquisition of energy (scope 2)	19; 115; 116; 491		SDG 12 SDG 13
305-3	Other indirect greenhouse gas (GHG) emissions (scope 3)	115; 116; 491		
305-4	Greenhouse gas (GHG) emissions intensity	117; 119; 491	GC 7-9	
305-5	Reduction of greenhouse gas (GHG) emissions	47; 72; 76; 77; 112; 116; 491		SDG 11 SDG 13
305-6	Emissions of ozone-depleting substances (ODS) <i>There were no emissions of this type.</i>	500		SDG 13
305-7	NOx, SOx and other significant air emissions, by type and weight	116		

Indicator	Description	Page(s)	Global Compact	SDG
Waste				
306-1	Generation of waste and significant impacts related to waste	491	GC 7-9	SDG 11 SDG 12 SDG 13
306-2	Management of significant impacts related to waste <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>	19; 47; 72; 76; 77; 119; 120; 121; 501	GC 7-9	SDG 11 SDG 12 SDG 17
306-3	Total amount of waste	120; 491	GC 7-9	SDG 11
306-4	Total amount of recovered waste, by type	120; 491	GC 7-9	SDG 12
306-5	Total amount of eliminated waste, by type	120; 491	GC 7-9	SDG 13
Environmental Compliance				
307-1	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>	59; 501	GC 7-9	SDG 16
Supplier Environmental Assessment				
308-1	Percentage of new suppliers that were screened using environmental criteria <i>Environmental criteria were used in 99.4% of pre-contractual procedures, and the agreements signed including environmental criteria represented 94.7% of the total.</i>	19; 501		SDG 8 SDG 12 SDG 13 SDG 17
308-2	Negative environmental impacts in the supply chain and measures adopted <i>CTT has a Responsible Procurement Policy 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>	501	GC 7-9	SDG 6 SDG 8 SDG 9 SDG 11 SDG 13 SDG 15 SDG 17
Labour				
401-1	Total number and rates of new employee hiring and employee turnover by age group, gender and region <i>Number of individuals whose employment contract was terminated, by gender: A total of 44 individuals, including 26 men, terminated their employment contract.</i>	89; 487; 501	GC 6	SDG 5 SDG 8
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant business premises	95	GC 6	SDG 8
401-3	Return to work and retention rates after parental leave, by gender	89; 97; 487	GC 6	SDG 5 SDG 8
Management of Labour Relations				
402-1	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>	501	CG 3	
Occupational Health and Safety				
403-1	Occupational health and safety management system. Activities, workplaces and employees included within the scope of the occupational health and safety management system. Explanation and reason for the non-inclusion of any employees, activities or workplaces	95; 501		SDG 3 SDG 8

Indicator	Description	Page(s)	Global Compact	SDG
403-2	Hazard levels, risk assessment and incident investigation. Processes used to investigate occupational incidents, including the processes used to identify hazard levels and assess risks related to incidents. Corrective measures, according to the control hierarchy and necessary improvements of the occupational health and safety management system	95		SDG 3 SDG 8
403-3	Occupational health services. Occupational health and safety functions that contribute to the identification and elimination of hazards and risk minimisation	95		SDG 3 SDG 8
403-4	Participation and consultation of employees concerning the development, implementation and assessment of the occupational health and safety management system. Responsibilities of the formal joint management-worker health and safety committees composed by employees of different hierarchical levels. Should any employees not be represented by these committees, indicate the corresponding reason <i>The employee representation structures have regular meetings in which possible health and safety-related non-conformities are identified with the intervention of health and safety professional. The objective is to mitigate risks. To complement these, regular risk evaluations are undertaken and constant contact is maintained with these professionals, the operational managers and those responsible for, which allows for a continued follow-up of risk factors and their mitigation</i>	502	GC 3 GC 6	
403-5	Employee training in occupational health and safety	92	GC 6	SDG 3 SDG 4 SDG 8
403-6	Promotion of employee health. Health services and programmes offered to employees for the purpose of addressing non-occupational health risks. How the organisation facilitates access to these services and programmes	95	GC 6	SDG 3 SDG 8
403-7	Prevention and mitigation of occupational health and safety impacts directly related to products and services	95	GC 6	SDG 3 SDG 8
403-8	Employees included within the scope of the occupational health and safety management system	95	GC 6	SDG 3 SDG 8
403-9	Occupational accidents	19; 47; 89; 95; 487		SDG 3
403-10	Occupational diseases <i>A total of 21 occupational diseases were reported (10 in women and 11 in men).⁸⁹</i>	487; 502		SDG 3
Training and Education				
404-1	Average hours of training per year per employee, by gender and employee category	92; 487	GC 6	SDG 4 SDG 5
404-2	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings <i>135,689 hours of training were conducted, involving the 27,527 participations of 9,846 (83%) employees, in 11 thematic areas for improvement of skills.</i>	91; 502	GC 6	SDG 4 SDG 8
404-3	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	91	GC 6	SDG 5
Diversity and Equal Opportunities				
405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group and other indicators of diversity	19; 97; 136; 139; 141; 487	GC 6	SDG 5 SDG 8

⁸⁹ Excluding Corre.

Indicator	Description	Page(s)	Global Compact	SDG
405-2	Ratio of basic salary and remuneration of women to men, by employee category and significant business premises	90; 487	GC 6	SDG 5 SDG 8 SDG 10
Non-Discrimination				
406-1	Total number of incidents of discrimination and corrective actions taken <i>No cases of discrimination occurred.</i>	97; 503	GC 1 GC 6	
Freedom of Association and Collective Bargaining				
407-1	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. Based on the Company Agreement, there are no impediments to the free exercise of the right to freedom of association or to collective bargaining.</i>	503	GC 1 GC 3	SDG 10
Child Labour				
408-1	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>All forms of child labour are prohibited by CTT. Regarding suppliers, 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 labour, child labour and equality defined in ILO's (International Labour Organisation) Fundamental Conventions", amongst others.</i>	97; 503	GC 1 GC 5	SDG 16
Forced or Compulsory Labour				
409-1	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>See 408-1.</i>	97; 503	GC 1 GC 4	SDG 16
Security Practices				
410-1	Percentage of security personnel trained in the organisation's Human Rights policies or procedures that are relevant to operations <i>The majority of security personnel is not employed by the company and the hiring process ensures that they hold the adequate certification by the state regulator, insuring that these workers received specific training that is inline with CTT's Human Rights requirements.</i>	503	GC 1	
Indigenous Rights				
411-1	Total number of incidents of violations involving the rights of indigenous peoples and measures adopted <i>Not applicable.</i>	503	GC 1 GC 2	
Human Rights Assessment				
412-1	Total number and percentage of operations that have been subject to human rights reviews or impact assessment, by country <i>0%. See 408-1.</i>	503		
412-2	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>49% of employees received 5,564 hours of training on human rights policies.</i>	503	GC 1 GC 2	SDG 4
412-3	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 358 (99.44%), including clauses relative to compliance with legislation and good practices on matters of human rights.</i>	461		SDG 10 SDG 12

Indicator	Description	Page(s)	Global Compact	SDG
Local Communities				
413-1	Percentage of business premises with implemented local community engagement programmes. Assessment of the impact of local development programmes	102		
413-2	Operations with significant actual and potential negative impacts on local communities	62; 69; 102; 107; 108		
Supplier Social Assessment				
414-1	Percentage of new suppliers that were screened using social criteria <i>100% of the new suppliers were selected in accordance with these criteria.</i>	504		SDG 8 SDG 12
414-2	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. Of the 187 suppliers to which we awarded purchases, 185 accepted the statement, i.e. 99%. 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 observed during the monitoring visits made by the procurement team, shall be acted upon immediately and may constitute fair grounds for contractual rescission.</i> <i>CTT implemented a new platform – Ariba Spend Management – to centralise and manage consultation processes, contracts and suppliers. In order to complete their registration in this new platform, suppliers are required to read and accept the Code of Ethics and the Responsible Procurement Policy.</i> <i>CTT is strongly committed to ensuring strict compliance with labour regulations by its suppliers. No negative impacts were observed.</i>	69; 504	GC 1 GC 2	SDG 12
Public Policy				
415-1	Total value of political contributions by country and recipient/beneficiary <i>No contributions were made.</i>	504	GC 10	
Customer Health and Safety				
416-1	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>	504		
416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services, by type of outcomes <i>No cases were recorded of non-compliance relative to health and safety caused by products or services.</i>	504		SDG 16
Marketing and Product and Service Labelling				
417-1	Type of product and service information required by the organisation's procedures for product and service information and labelling. 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>	104; 504		SDG 12
417-2	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 42,527 incidents and 4,353 cases of non-compliance.</i>	107; 504		

Indicator	Description	Page(s)	Global Compact	SDG
417-3	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>	504		
Customer Privacy				
418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data <i>0. 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>	505	GC 1	SDG 16
Socioeconomic Compliance				
419-1	Monetary value of significant fines for non-compliance with socioeconomic laws and regulations	59		

Source: GRI Standards (2016), directives for the preparation of Sustainability Reports