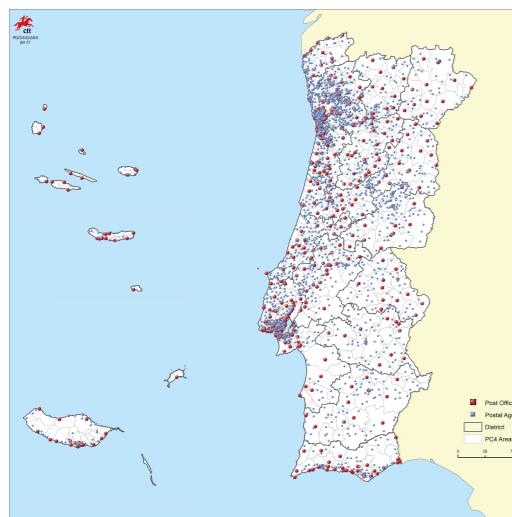


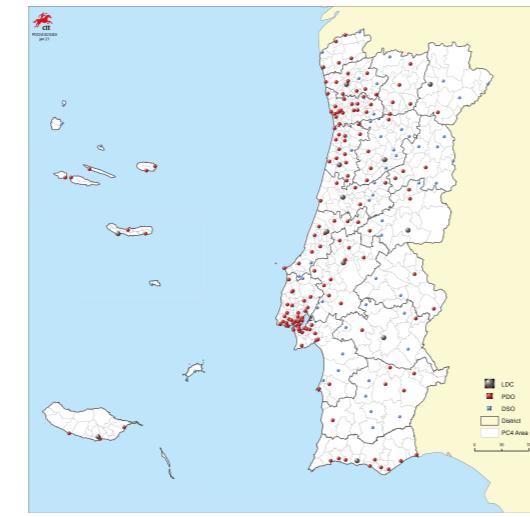
Density and postal coverage						
Inhabitants per postal establishment			Km ² per postal establishment			
	2016	2017	2018	2019	2020	
EU average	4,605	5,167	4,989	5,030	n.a.	
Portugal	4,413	4,350	4,314	4,346	4,352	

Source: UPU.

Note: Considering fixed postal establishments.



Retail network of post offices and postal agencies



Network of postal delivery offices

In terms of accessibility by disabled people, the company continued to pursue modernization and renovation work. The types of accesses which have been constructed include interior or exterior access ramps, lift platforms, removable ramps, ramping in public areas close to the entrance of the post office, alteration of façades with door opening with side elevation, or others. Thus, around 95% of the total post offices currently show improved conditions of accessibility.

Eco portfolio

CTT has progressively experienced the continued interest of its customers in using environmentally friendly mail products which are very often also an element of communication, in view of the customers' sensitivity to these arguments, thus contributing to improve the company's image among the public. Since its launch in 2010, total sales of the range of CTT eco products represent a revenue of approximately 110 million euros, to a large extent driven by the visibility of their environmental and carbon attributes.

Green mail is a 100% ecological offer, which focuses on the environmental component and guarantees the carbon neutrality of its products, at no additional costs for customers. In 2020, there was an increase of both revenues and volumes, with close to 8.1 million items having been sold, correspond-

ing to a 38% increase year-on-year. On average, 50.5 grams of CO₂ are emitted for each green mail item delivered by CTT.

During the Christmas season of 2020, CTT joined the NOS Christmas campaign, strengthening the commitment to keep Portuguese people and families connected, through green mail. Thousands of green mail large envelopes transported the Little Bear Present, ensuring that the surprise arrived in time for Christmas, reinforcing CTT's mission to connect people, during such atypical times as those currently being experienced with the COVID-19 pandemic. The proceeds of the sale of the Little Bear Present were entirely donated to the "Coração Amarelo" (Yellow Heart) Association.

The range of eco direct marketing services provides a distinctive symbol for the campaigns which stand out positively due to their environmental performance, through compliance with various ecological criteria. This measure sought to project the use of the channel of mail with ecological merit, through the use of ecological raw materials, responsible production processes and appropriate management of the end-of-life cycle. In 2020, the eco range maintained its relative weight (46%) in the domestic volume of Direct Mail, involving around 18.1 million items.

CTT once again put to public vote the selection of the projects for offsetting of green mail through the CTT website (www.ctt.pt). The winners were the national project of "Conservation of Woods", which fosters the planting of native species, original trees and bushes of the Portuguese flora, and the international project that promotes the use of renewable biomass, through a factory that produces bricks and other construction materials in the northeast of Brazil. This initiative fulfils the expectations of our stakeholders and allows them to participate actively in the decision-making process.

Philately

In 2020, **philately** revenues amounted to €5.6m, a decrease of 17.4% compared to 2019 (-€1.2m), due to the effects of the pandemic, as some philatelic events did not take place and the per-

formance of the sales outlets was also affected. The 4Q20 posted a slight recovery compared to the 9M20 (-12.6% vs. -19.4%).

CTT launched the issue "A Time for Hope" within the commemorations of the 500 years of the Postal Service. This is the first commemorative souvenir sheet in the world to ever be produced with a graphene insert that contains an information circuit featuring a poem by Miguel Torga, "Contagion".

For the 12th time, CTT was honored with one of the oldest and most prestigious awards for philatelic design in the world. The souvenir sheet of the "Christmas" stamp issue, notable for being the first in the world with a LED light, won the Asiago 2019 award.

Since 1962, the philately of CTT has been granted 65 international awards for philatelic design and editions, which makes it one of the most awarded in the world.

Commemorative philatelic issues of 2020

- Figures from History and Culture
- Ludwig Van Beethoven's 250th Anniversary
- Archbishops of Braga (3rd group)
- 75 Years of TAP Air Portugal
- 300 Years of the Foundation of the Royal Academy of History
- 800 Years of the General Inquiries of King D. Afonso II
- Madeira Photography Museum (Madeira issue)
- 100th Anniversary of Amália Rodrigues' Birth
- Justice League
- 150 Years of the Submarine Cable in Portugal
- 40 Years of the Motor Guarantee Fund
- Thank you, Portuguese population
- 500 Years of the Portuguese Postal Service (5th group)
- 100 Years of Aeronautics at Granja do Marquês
- 50 Years of the Cape Verdean Association
- 175 Years of the Creation of the Escola Naval
- 200th Anniversary of Florence Nightingale's Birth
- A Time for Hope

National and International Events