

ctt

Certification According to ISO Standards

October 2019



Certifications

CTT has been making significant investments by implementing management systems Certifications in different domains.

Such strategic investment aims to contribute significantly to the consistency and services quality, improving processes at different stages of the value chain, developing and promoting the worker's participation and strengthening CTT Brand image through customer satisfaction improvement.

The success of the certification has created a strong internal motivation. The geographical dispersion of more than 1000 installations and about 12000 workers involved require big coordination' effort.

Different approaches and timings were adopted in implementation of management systems across business areas and groups.

Follow the match between referential and business areas and certified companies.

Certification Recognitions obtained	Quality	Environmental	Occupational Health and Safety	Information Security	Services Certification	Services Certification	Services Certification	IPC Certification	SMETA
Referentials	ISO 9001	ISO 14001	OHSAS 18001 NP4397	ISO 27001 IEC	SC-POCO-10	SC-POCO-73	SC-POCO-74	IPC Methodology	4 Pillars
Production Logistics Center of North, Center and South ⁽¹⁾	X	X	X						
Exchange Offices of International Mail ⁽²⁾								X	
Post Offices ⁽³⁾							X		
CTT - Printing e Finishing	X	X		X					
CTT Expresso ⁽⁴⁾	X	X	X						X
CTT Contacto ⁽⁵⁾	X	X							
Tourline	X	X							
Corporate CTT ⁽⁶⁾	X	X	X		X	X	X		

(1) - Document Manager (Mailmanager) in Production centers of Center (Center and South)

(2) - Lisboa

(3) - 254 Post offices

(4) - SMETA (Sedex Members Ethical Trade Audit). This certification is based on 4 Pillars: Human Resources, Environment, Health and Safety and Good Business Practices.

(5) - Mail Management and Distribution semi addressed, addressed and unaddressed as well as a range of goods and logistics services.

(6) - Includes the activities of Human Resources (RH), Physical Resources and Security (RS), Purchasing and Logistics (CL), Brand and Communication - Environmental Management (MC-STA), Information Systems (SI), Support to Occasional Customers, (AN-ACO), Contact Center Management (AN-GCC), Support to Contract Clients (AN-ACC)