



9M21

Results Presentation

Appendix

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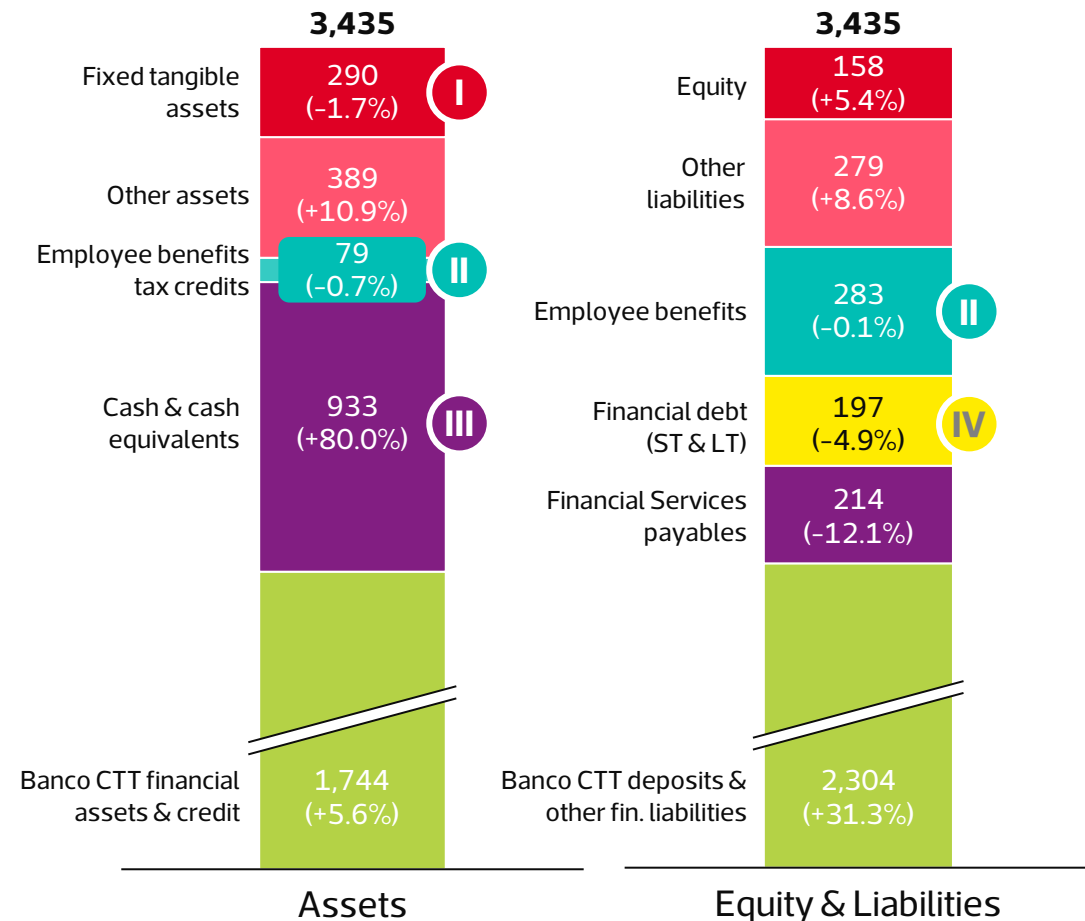
Appendix

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Key Balance sheet details

30 September 2021 Balance sheet

€ million; % change vs. 31 Dec 2020



I Fixed tangible assets

(+) Rights of use (leases)	100.1
(+) Other fixed tangible assets	189.7
(=) Fixed tangible assets	289.9

Rights of use declined €2.4m vs. Dec-20 (-2.4%)

II Net employee benefits

(+) Employee benefits ¹	282.8
(-) Employee benefits tax credit	78.7
(=) Net employee benefits	204.1

¹ Of which €270m related to healthcare

III Adjusted cash ¹

(+) Adjusted cash Banco CTT	121.7
(+) Adjusted cash CTT	16.0
(=) Adjusted cash	137.7

IV Financial debt

(+) Bank loans	84.5
(+) Lease liabilities	112.2
(=) Financial debt	196.7

¹ More detail in slide 27 of results presentation

Growth in parcels in Portugal and Spain drives revenues and profitability growth

Revenues 9M21

Consolidated view; € million; % change vs. prior year

Portugal	€99.1m (+22.0%)
Parcels	€86.6m (+32.8%)
Cargo	€6.3m (-27.0%)
Banking network	€3.4m (-32.4%)
Logistics	€2.3m (+35.2%)
Other	€0.5m (-27.0%)
Spain	€84.9m (+76.1%)
Mozambique	€2.4m (+13.7%)
Total	€186.3m (+41.7%)

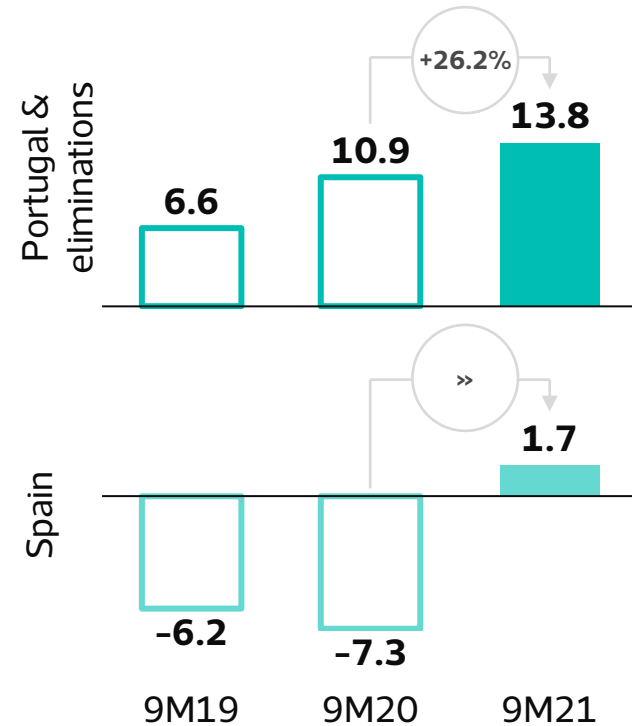
Volumes by region (m items)

Metric	Total	Portugal	Spain
9M21	54.0	23.9	30.1
vs. 9M20	+48.3%	+21.2%	+80.4%

23.1 (+29.6%) excluding cargo

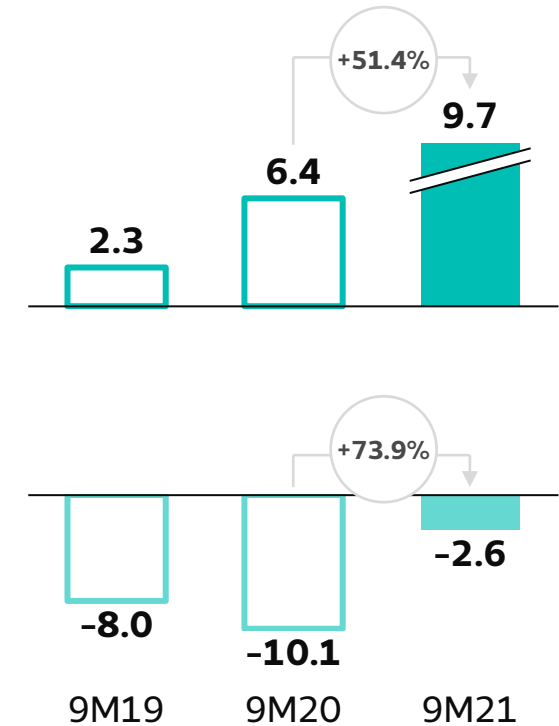
EBITDA^{1,2}

€ million



Recurring EBIT²

€ million

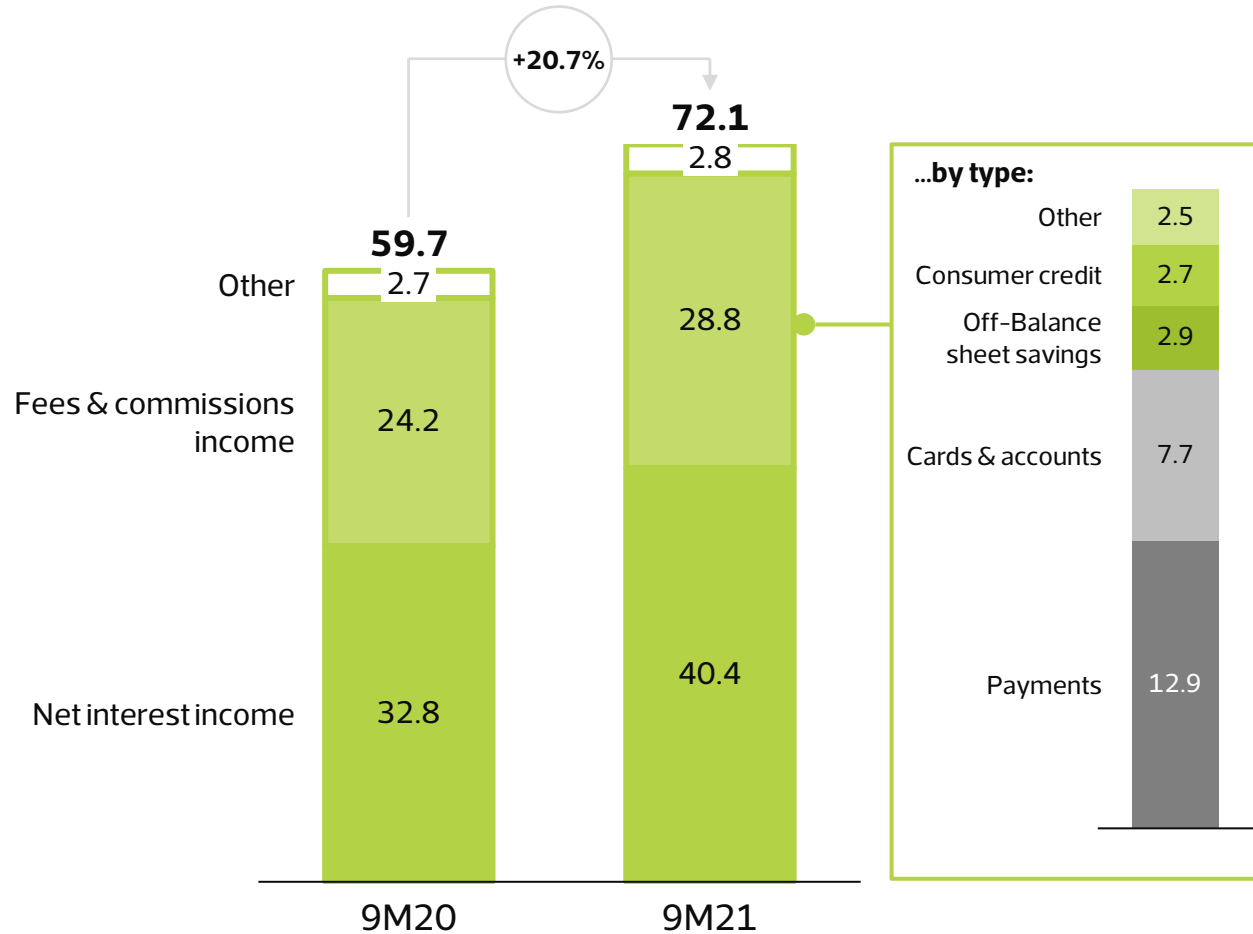


¹ Excluding Specific items, depreciation & amortization; ² Individual company views (not consolidated)

Banco CTT continues its path of growth on the back of consumer credit and auto offerings with improved profitability

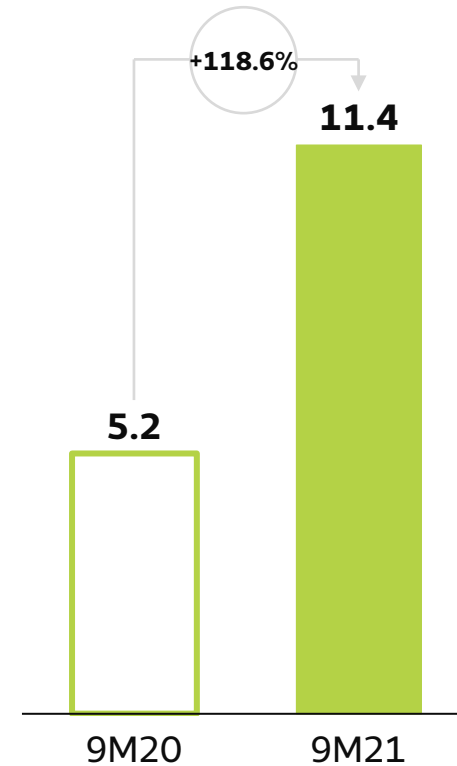
Revenues

€ million; % change vs. prior year



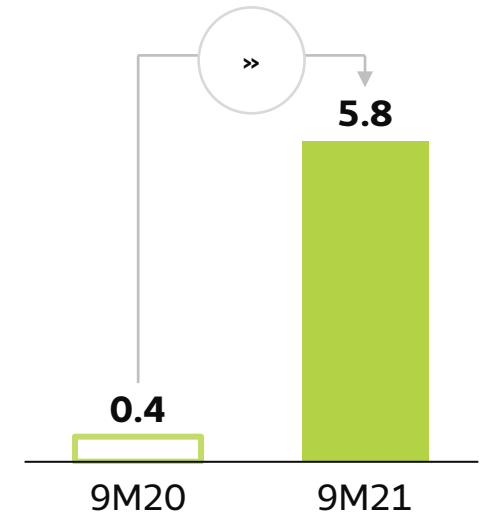
EBITDA¹

€ million % change vs. prior year



Recurring EBIT

€ million; % change vs. prior year

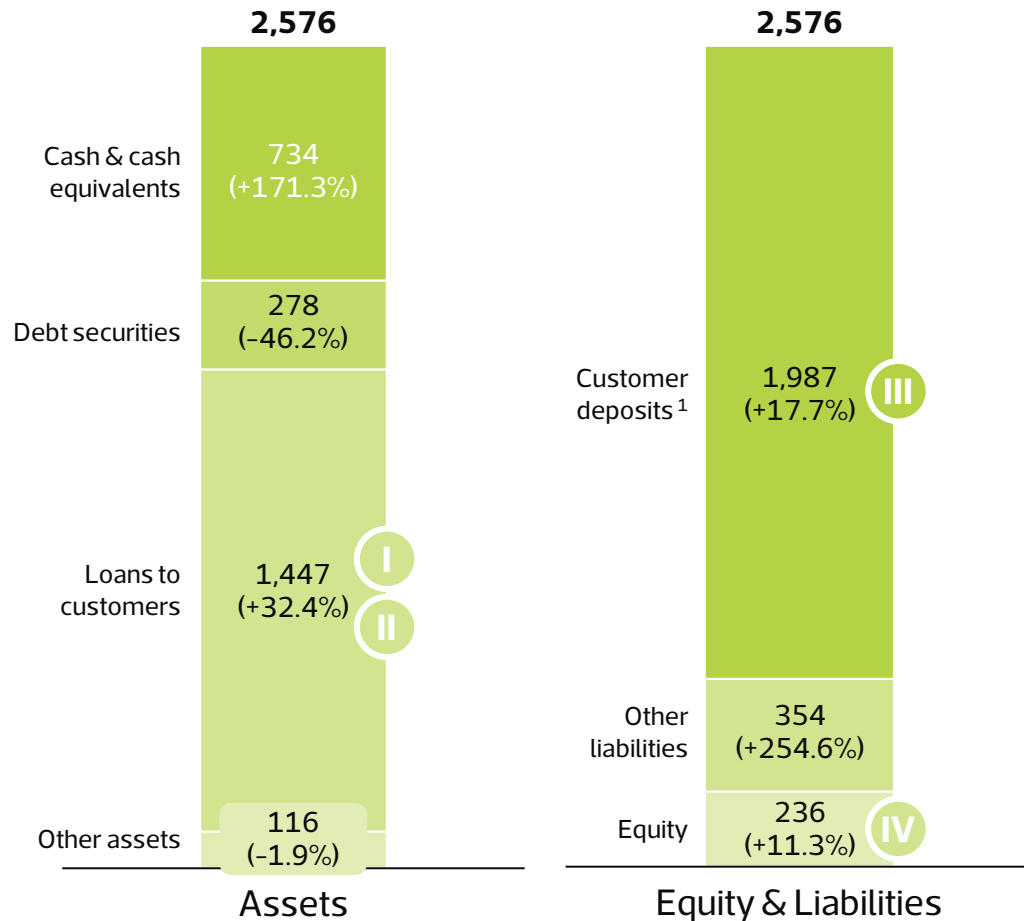


¹ Excluding Specific items, depreciation & amortization

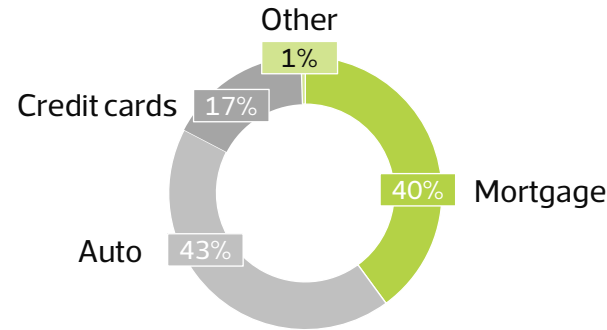
Banco CTT cost of risk remains stable with improved capital position in 3Q21

30 September 2021 Banco CTT Balance Sheet

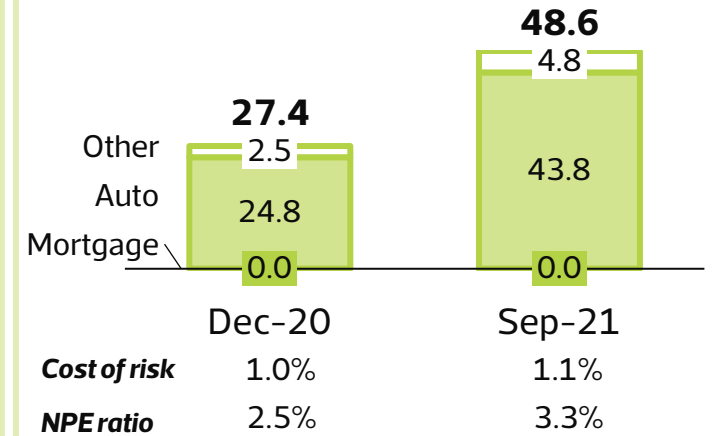
€ million; % change vs. 31 Dec 2020



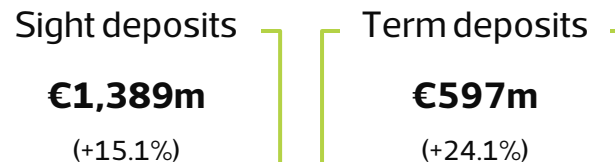
I Loans by type



II Non-performing exposures²

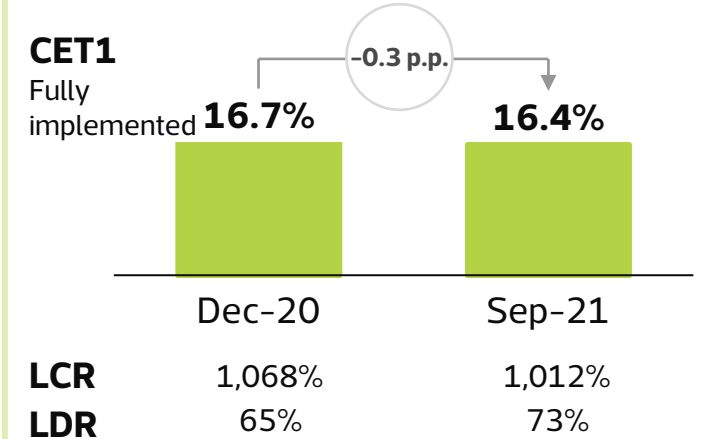


III Customer deposits¹



Significant growth both in term & sight deposits
559k current accounts (+41k in 9M21)

IV Capital and liquidity



¹ Excludes deposits from intragroup companies; ² New regulatory definition of default which came into effect in January 2021 resulted in a non-recurring growth of non-performing exposures in 9M21.

Mail profitability hindered in 3Q21 by the decline in inbound mail revenues

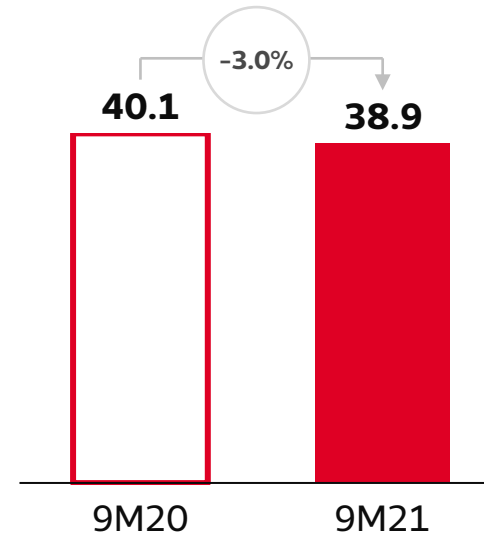
Revenues 9M21 ¹

€ million; % change vs. prior year

Transactional	€268.3m (+1.9%)
Advertising	€13.3m (+1.9%)
Editorial	€9.5m (+0.7%)
Business solutions	€12.8m (+2.7%)
USO parcels	€5.8m (+22.1%)
Philately & other ¹	€7.1m (+22.9%)
Total	€316.7m (+2.6%)

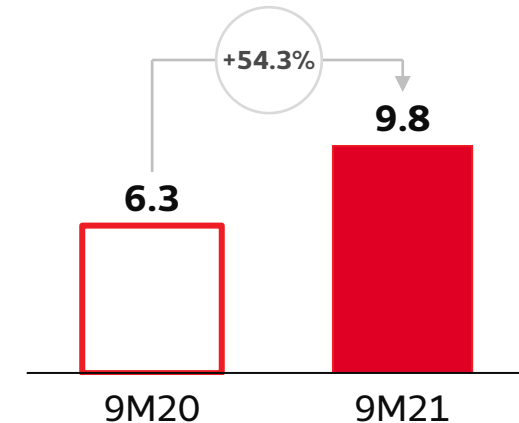
EBITDA ²

€ million



Recurring EBIT

€ million



Volumes by type (m items)

Metric	Avg. mail prices	Addressed mail	Transactional	Advertising	Editorial	Unaddressed mail
9M21	N.A.	361.7	313.5	26.9	21.4	333.1
vs. 9M20	+2.0%	-6.6%	-6.9%	-5.7%	-3.1%	9.1%

¹ Including Central Structure; ² Excluding Specific items, depreciation & amortization

Financial Services & Retail boosted by the renewed commercial dynamics in retail

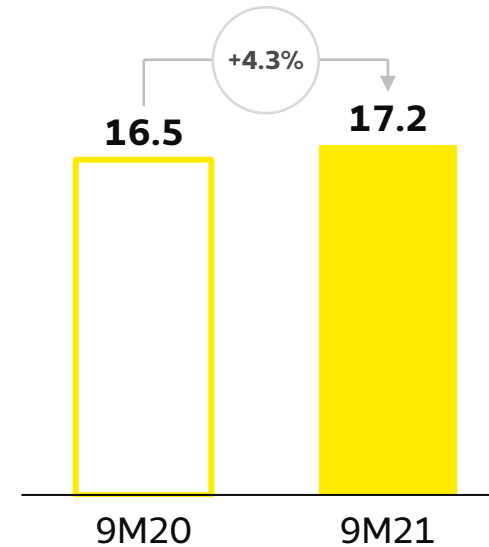
Revenues 9M21

€ million; % change vs. prior year

Savings & insurance	€18.2m (-1.6%)
Money orders	€4.2m (-6.8%)
Payments	€1.1m (+2.3%)
Retail products & services	€11.6m (+45.9%)
Other	€0.3m (+174.5%)
Total	€35.6m (+10.2%)

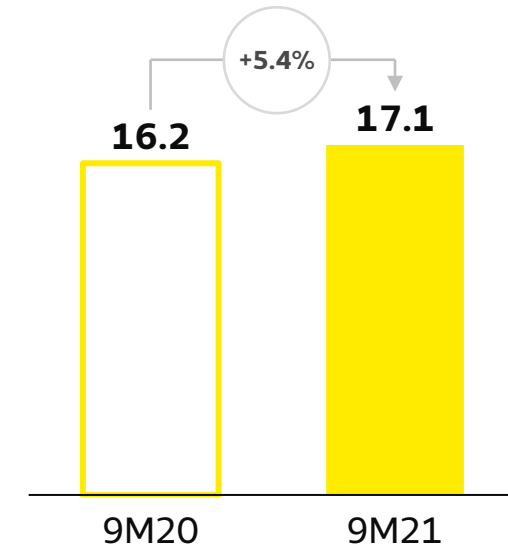
EBITDA¹

€ million



Recurring EBIT

€ million



Financial Services volumes by type

Metric	Savings flows (€bn)	Placements	Redemptions	Money orders (m ops.)
9M21	4.4	3.5	0.8	11.0
vs. 9M20	24.1%	23.3%	23.6%	-4.7%

¹ Excluding Specific items, depreciation & amortization

Consolidated Income statement

Income statement

€ million

	Reported		With Banco CTT under equity method	
	9M20	9M21	9M20	9M21
Revenues	534.3	612.9	486.4	553.8
Operating costs	468.9	530.0	423.3	479.2
of which Impairments & provisions	13.2	8.8	4.7	0.4
EBITDA	65.4	82.9	63.1	74.6
Depreciation & amortization	46.1	43.2	41.9	38.2
of which IFRS 16 impact	18.0	19.7	17.4	19.2
Recurring EBIT	19.3	39.7	21.3	36.4
Specific items	2.1	-5.8	2.1	9.4
EBIT	17.3	45.5	19.2	27.0
Net financial income / (costs)	-7.3	-6.4	-7.3	-6.3
of which IFRS 16 impact	-2.5	-2.3	-2.5	-2.3
Associated companies – gains / (losses)	-1.1	-1.7	-2.9	12.5
Earnings before taxes	8.9	37.4	9.0	33.1
Net profit attributable to equity holders	4.3	26.3	4.4	26.5

Consolidated Balance sheet

Balance sheet

€ million

	Reported		With Banco CTT under equity method	
	31-Dec-20	30-Sep-21	31-Dec-20	30-Sep-21
Non-current assets	1,984.3	1,847.3	638.8	671.0
Current assets	910.6	1,587.4	484.0	439.4
Assets	2,894.9	3,434.6	1,122.8	1,110.4
Equity	150.3	158.4	150.3	158.7
Liabilities	2,744.6	3,276.3	972.5	951.7
Non-current liabilities	493.4	718.2	444.0	430.3
Current liabilities	2,251.2	2,558.1	528.5	521.4
Equity and Liabilities	2,894.9	3,434.6	1,122.8	1,110.4
Net financial debt¹	71.4	59.0	153.9	178.8

¹ See slide 27 of results presentation for more detail

Consolidated Cash flow statement

Cash flow

Cash flow € million	Reported			With Banco CTT under equity method		
	9M20	9M21	Δ 21/ 20	9M20	9M21	Δ 21 / 20
EBITDA	65.4	82.9	+17.5	63.1	74.6	+11.5
Non-cash items	-7.7	-13.9	-6.1	-15.7	-21.7	-6.0
Specific items affecting EBITDA	-2.1	5.8	+7.9	-2.1	-9.4	-7.3
Capex	-18.2	-21.5	-3.2	-15.4	-18.6	-3.1
Change in working capital	-21.3	-2.0	+19.3	-16.1	-2.6	+13.5
Operating cash flow	16.0	51.4	+35.3	13.8	22.3	+8.5
Tax	-7.9	-2.4	+5.5	-2.5	-0.4	+2.1
Employee benefits	-8.3	-9.5	-1.3	-8.3	-9.5	-1.3
Free cash flow	-0.2	39.4	+39.6	3.0	12.4	+9.4
Debt (principal + interest)	-0.9	-10.1	-9.2	-0.9	-10.1	-9.2
Dividends	0.0	-12.8	-12.8	0.0	-12.8	-12.8
Acquisition of own shares	0.0	-6.4	-6.4	0.0	-6.4	-6.4
Financial investments	0.4	-7.9	-8.2	0.4	-17.9	-18.2
Net change in adjusted cash	-0.7	2.3	+3.0	2.4	-34.8	-37.2
Change in liabilities FS & other & Banco CTT (net) ¹	-48.9	410.4	+459.4	-32.6	-37.3	-4.7
Change in other ²	-7.8	2.1	+9.9	-0.0	0.0	+0.0
Net change in cash	-57.4	414.8	+472.2	-30.2	-72.1	-41.9

¹ The change in net liabilities of Financial Services and Banco CTT reflects the evolution of credit balances with third parties, depositors or other banking financial liabilities, net of the amounts invested in credit or investments in securities / banking financial assets, of entities of the CTT Group providing financial services, namely the financial services of CTT, Payshop, Banco CTT and 321 Crédito; ² The change in other cash items reflects the evolution of Banco CTT's sight deposits at Bank of Portugal, outstanding cheques / clearing of Banco CTT cheques, and impairment of sight and term deposits and bank applications

Specific items with a positive impact on the 9M21 P&L

Specific items

€ million

	Reported		
	9M20	9M21	
Recurring EBIT	19.3	39.7	
Specific items	2.1	-5.8	
Revenues	-0.6	-0.9	
Staff costs	0.8	8.4	<div data-bbox="1886 777 2446 967" style="border: 1px solid purple; padding: 5px;"> €8.4m restructuring charge, of which €8.0m is a non-cash provision for 118 suspension agreements of employee contracts </div>
ES&S & other op. costs & other gains	1.9	-13.3	<div data-bbox="1886 994 2446 1433" style="border: 1px solid teal; padding: 5px;"> Net gain of €13.3m that was primarily related to a €17.8m capital gain booked in connection to the sale of public debt securities to optimize Banco CTT balance sheet against a backdrop of the rollout of the partnership with Sonae and expenses of €4.5m related with an initial IFRS9 adjustment with the acquisition of the credit stock of Cartão Universo, COVID-19 related costs and other one-off projects </div>
EBIT	17.3	45.5	

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