



SOCIAL REPORT



2022

CONTENTS

INTRODUCTORY NOTE.....	3
1. CHARACTERISATION OF HUMAN RESOURCES	4
2. STAFF MOVEMENTS.....	11
3. CHANGE IN PROFESSIONAL STATUS.....	13
4. WORK SCHEDULES AND ABSENCES	16
5. HEALTH AND SAFETY AT WORK.....	19
6. VOCATIONAL TRAINING	21
7. STAFF COSTS	23

INTRODUCTORY NOTE

Under the terms of Article 26(1)(h) of ANACOM's statutes, approved by Decree-Law No. 139/2015, of 16 March, the Board of Directors (BoD) must approve the Social Report (SR) annually, and promote its availability on this Authority's website, in accordance with the provisions of Article 52(1)(c).

The SR is a management tool that provides a set of indicators related to the organisation's human resources, and must be drawn up annually with reference to 31 December of the previous year. It is structured in seven chapters: characterisation of human resources; staff movements; change of professional situation; work schedules and absences; health and safety at work; vocational training; and staff costs.

On 31 December 2022, ANACOM employed 397 staff members, including four workers seconded to FPC – Fundação Portuguesa das Comunicações [Portuguese Communications Foundation] and five members of the Board of Directors. Not included in this total are four workers assigned to other organisations for reasons of public interest.

A woman in profile is shown holding a smartphone to her ear. The background is a composite image featuring a cityscape at night with illuminated buildings, overlaid with a white network diagram of interconnected nodes and lines. The entire image has a greenish-yellow tint and includes bokeh light effects and curved white lines.

SOCIAL REPORT 2022

1. CHARACTERISATION OF HUMAN RESOURCES

Staff plan

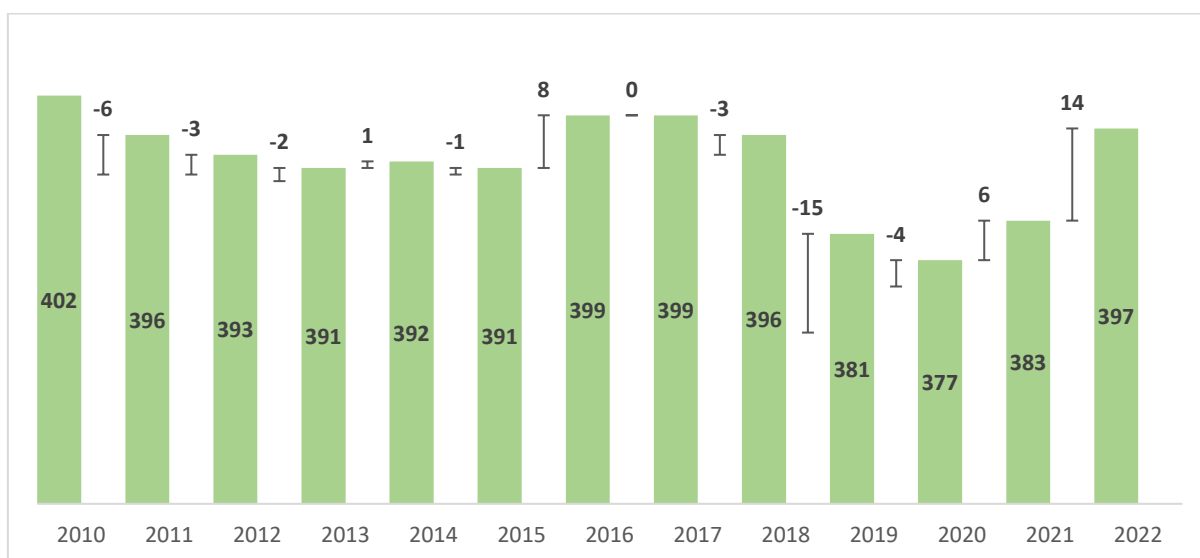
ANACOM's Resource Plan for 2022 provided for 423 workers on its staff, and as at 31 December 2022, there were 397 employees.

It is worth highlighting the predominance of senior management (61.7%) in ANACOM's workforce, which also includes 25.2% of workers in technical, operational, or auxiliary assistant positions.

ANACOM's headcount showed little variation between 2010 and 2018. However, there was a sharp decrease in the number of workers in 2019 and, above all, in 2020 (19 fewer workers in these two years).

From 2021, there was a gradual increase in the number of workers, with 2022 standing out with an increase of 14 employees.

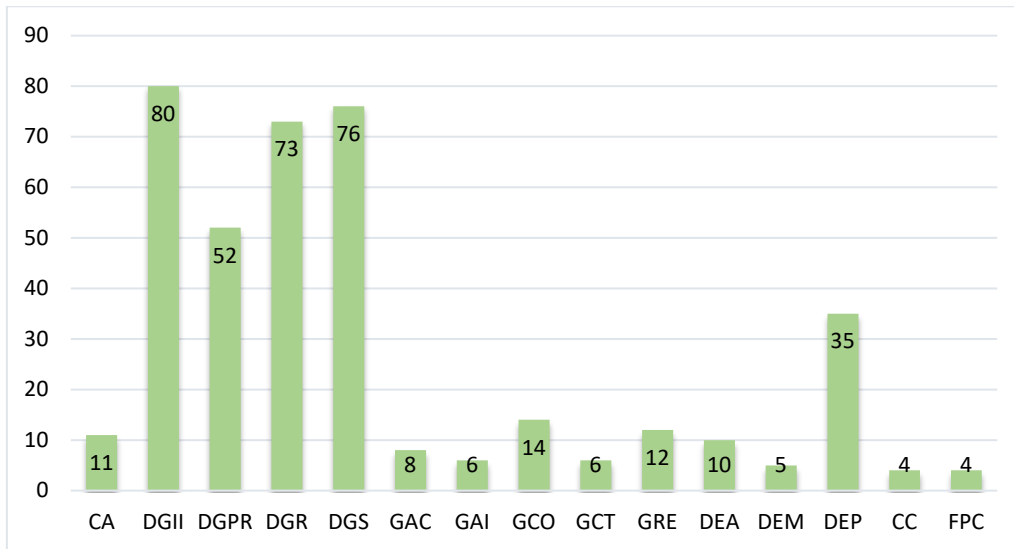
Figure 1 – Headcount development 2010–2022



The distribution of the organisation's staff by organic unit highlights the Directorate-General for Information and Innovation (DGII), the Directorate-General for Supervision (DGS), and the Directorate-General for Regulation (DGR), which together account for around 58% of ANACOM's staff. Among the other organic units,

the Directorate-General for Human and Financial Resources (DGPR) stands out, with 13% of the workers, followed by the Porto Delegation (DEP) with 35 workers (8.8%).

Figure 2 – Distribution by organic unit as at 31/12/2022¹

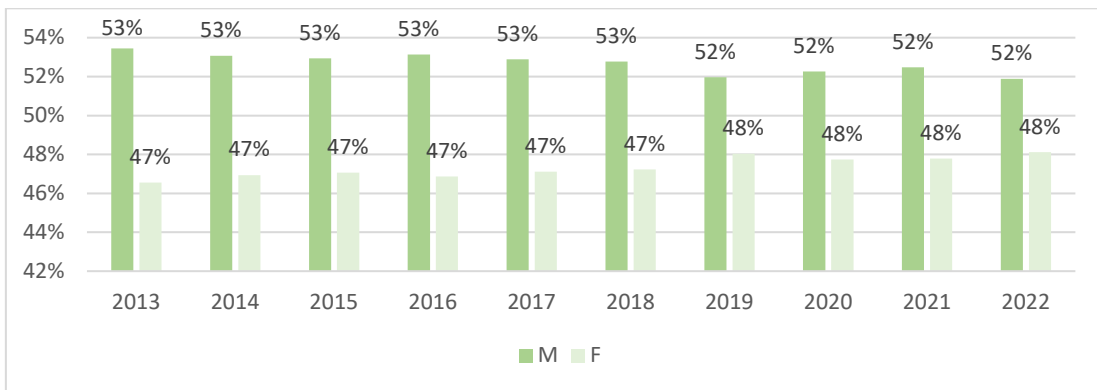


¹ **BoD** – Board of Directors; **DGII** – Directorate-General for Information and Innovation; **DGPR** – Directorate-General for Human and Financial Resources; **DGR** – Directorate-General for Regulation; **DGS** – Directorate-General for Supervision; **GAC** – Board of Directors Support Office; **GAI** – Internal Auditing Office; **GRE** – External Relations Office; **DEA** – Azores Delegation; **DEM** – Madeira Delegation; **DEP** – Porto Delegation; **CC** – Joint Resource Centre; and **FPC** – Fundação Portuguesa das Comunicações [Portuguese Communications Foundation].

Distribution by gender

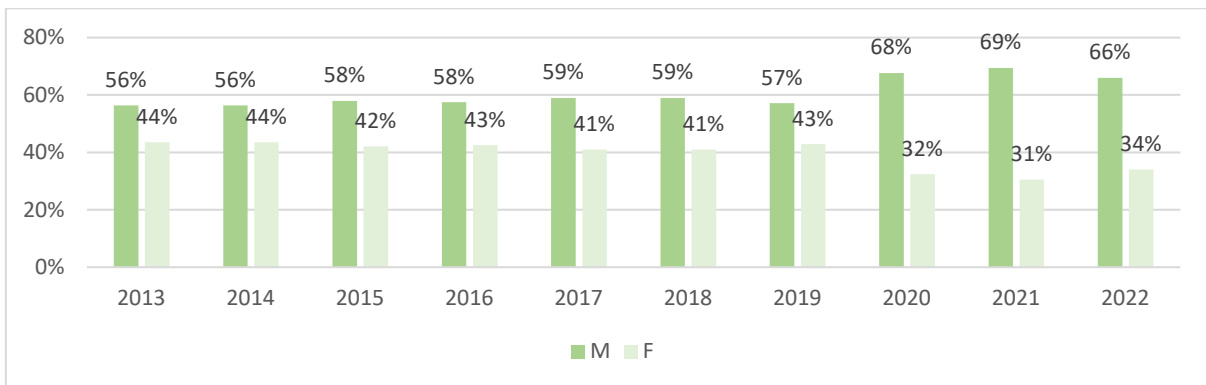
With regard to the distribution of ANACOM's workers by gender between 2013 and 2022, the organisation's workforce tends to be balanced.

Figure 3 – Distribution by Gender 2013–2022



As for management and coordination positions, there is a predominance of men (66%), especially among managers.

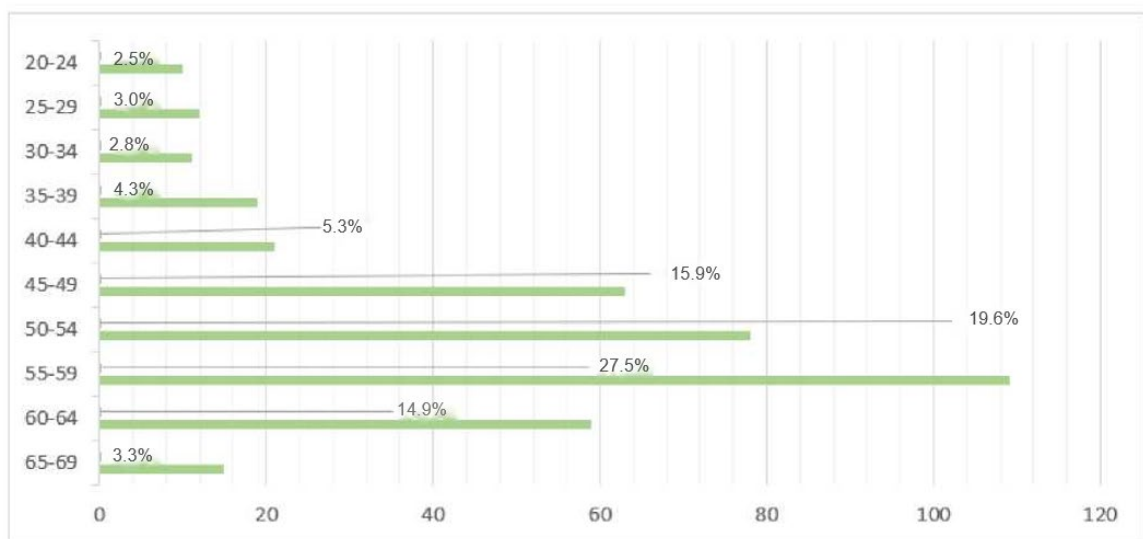
Figure 3.A – Distribution by Gender in Management and Coordination Positions 2013–2022



Age structure

ANACOM's workers have a high average age (51.7 years), attesting an ageing demographic pyramid. The 45–59 age group accounts for around 63% of the total workforce.

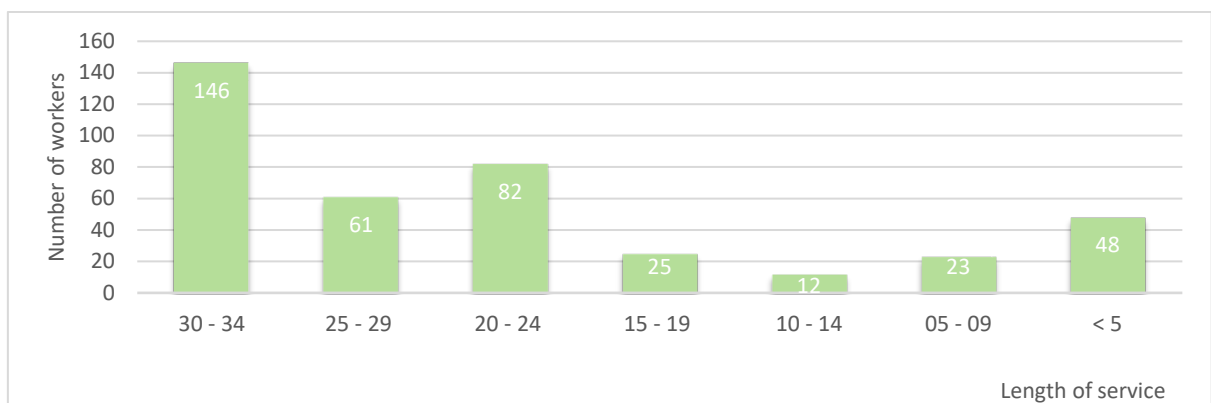
Figure 4 – Age structure in 2022



Structure by length of service

ANACOM's workforce has a high level of permanence in the organisation, with more than 73% of the workers having 20 or more years of length of service, of which 37% have 30 to 34 years of service.

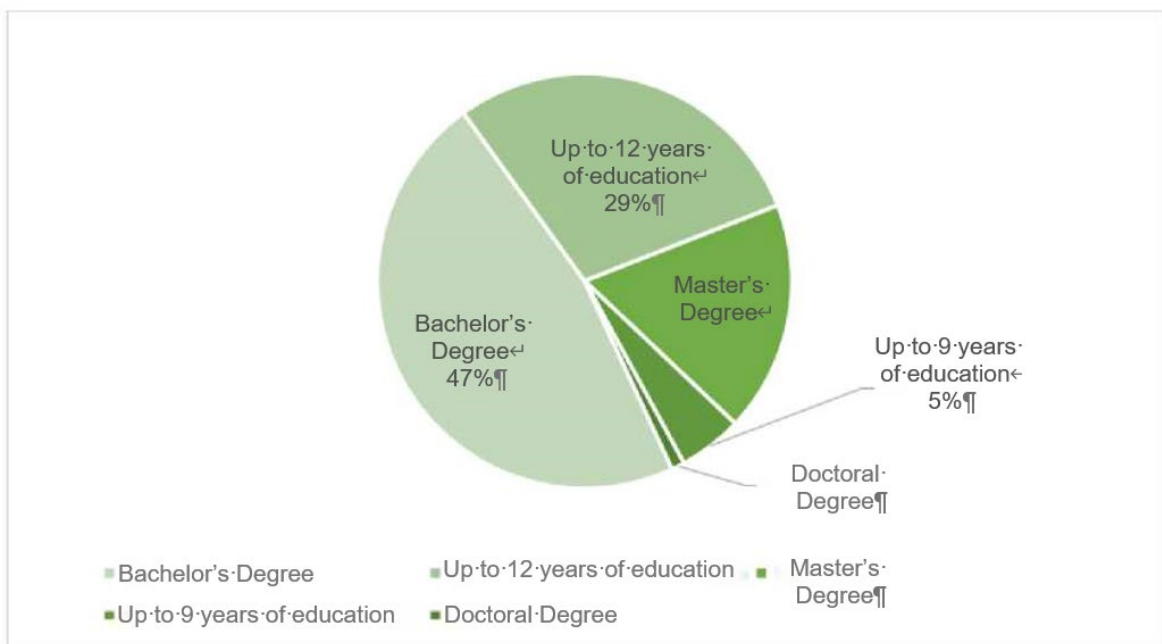
Figure 5 – Number of employees by length of service



Qualification structure

ANACOM has high levels of higher education and has seen a progressive increase in workers with master's degrees, a factor related to the increased recruitment of highly qualified young workers over the last two years.

Figure 6 – Educational Qualifications



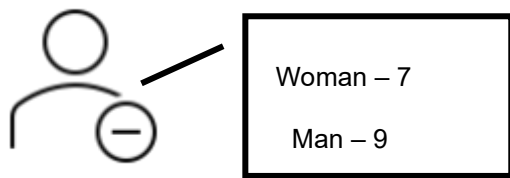
A woman with blonde hair is shown in profile, looking towards the right. Her hand is near her chin in a thoughtful pose. The background is a composite image featuring a city skyline at night with illuminated buildings, overlaid with a white network diagram consisting of interconnected nodes and lines. The entire image has a greenish-yellow tint and a bokeh effect with soft, out-of-focus light spots.

SOCIAL REPORT 2022

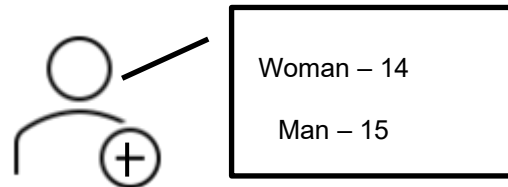
2. STAFF MOVEMENTS

Recruitment/termination of service

In 2022, ANACOM made an effort to renew the organisation's staff, resulting in the hiring of 29 new employees, 14 women and 15 men, all with higher education qualifications. As far as leaving the organisation is concerned, there were 16 terminations of employment contracts (seven women and nine men), 11 of which were due to old age retirement and five to contract termination on their own initiative. The overall staff turnover rate is 5.7% per year.



16 EXITS



29 ADMISSIONS

A woman with dark hair is shown in profile, looking towards the right. Her hand is near her chin in a thoughtful pose. The background is a composite image featuring a city skyline at night with illuminated buildings, overlaid with a white network of nodes and lines. The entire image has a greenish-yellow tint and bokeh light effects.

SOCIAL REPORT 2022

3. CHANGE IN PROFESSIONAL STATUS

Selection and recruitment

The selection and recruitment process was reinforced in 2022, seeking to continue the programme of recruiting young people with a high level of qualification and a professional profile suited to the needs arising from the implementation of ANACOM's new organisational structure.

To this end, and following the external calls for applications launched the previous year, the following recruitment procedures were launched in 2022:

- Recent graduates in the fields of Law, Economics, and Engineering (relevant branches).
- Senior management with consolidated experience for the Directorate-General for Regulation, in the areas of Law, Economics, Telecommunications Engineering, and Communications Security Engineering.
- Geographic information systems administrator for the Directorate-General for Information and Innovation.
- Senior management for the internal audit function of the Internal Auditing Office.
- Newly graduated telecommunications engineers.

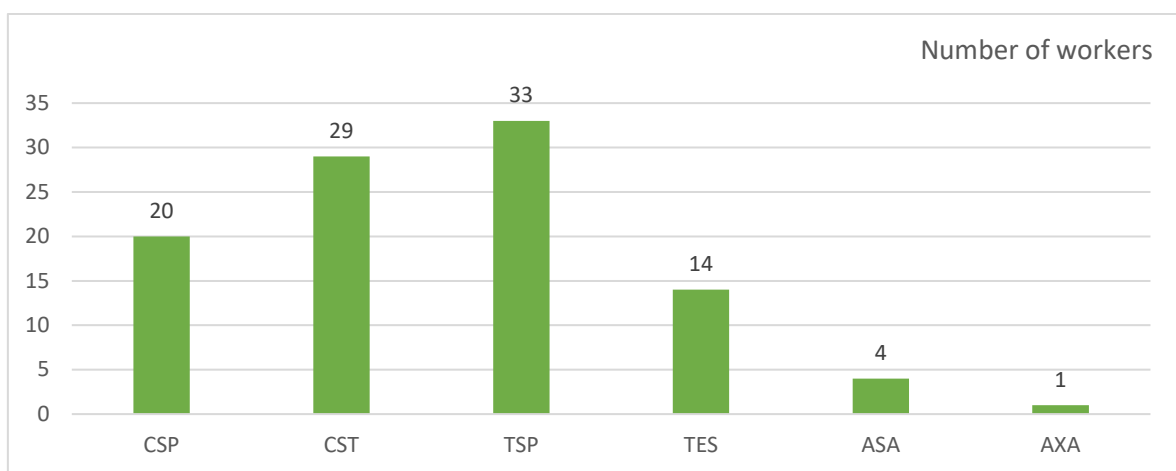
Changes in remuneration class/payment of performance bonuses

In 2022, with effects dating back to January, there were changes in remuneration class and progression, and changes in level or tier resulting from the application of the merit-based rules on career progression provided for in Clause 5 of the Careers Regulation annexed to ANACOM's Collective Labour Regulation Agreement.

Changes in salary positioning and in progression and changes in level or tier at ANACOM are highest at the senior management level (which includes the functional groups of senior technician, consultant, and principal consultant), with around 81% of the total figure, and which covers 82 employees. The remaining 19% concern progression at the level of technical, operational or auxiliary assistants.


Also, as part of ANACOM's professional development process, exceptional progressions took place for workers who met certain eligibility criteria based on performance evaluation, covering 5% of the workforce.

Figure 7 – Distribution of changes in remuneration class by professional group²



² The functional groups provided for in the Collective Labour Regulation Agreement (ARCT), or Company Agreement (CA), are as follows:

- Senior management: Principal Consultant (CSP); Consultant (CST), and Senior Technician (TSP).
- Middle management: Specialist Technician (TES).
- Skilled professionals: Administrative Assistant (ASA).
- Semi-skilled professionals: Administrative Clerk (AXA).

A woman with dark hair is shown in profile, looking towards the right. She is wearing a light-colored, possibly white, long-sleeved top. The background is a composite image featuring a city skyline at night with illuminated buildings. Overlaid on the city and the woman are several digital network graphics, including a complex web of white nodes and lines, and a prominent yellow line that curves across the scene. The overall color palette is dominated by greens and yellows, with a soft, ethereal glow.

SOCIAL REPORT 2022

4. WORK SCHEDULES AND ABSENCES

Types of work schedules

ANACOM's workers have various types of working schedules, with a clear predominance of flexible working hours, covering around 70% of employees, followed by exemption from fixed working hours, applied to managers and employees, namely those with supervisory duties.

The distribution of ANACOM staff among the various types of working schedules is as follows:

- Flexible working hours – 277 workers.
- Exemption from fixed working hours – 55 workers.
- Shift schedules – 15 workers.
- Irregular working hours – 42 workers.
- Fixed working hours – 8 workers.

Telework

Aware of the importance of providing more flexible ways of working within the organisation, in 2022, ANACOM continued to boost the provision of work under the telework regime, giving the vast majority of employees access to one day of telework per week, enabling a greater reconciliation of work and family lives, with visible impacts on organisational motivation. On 31 December 2022, 270 workers were working under this model, along with 24 workers working under the other telework situations provided for by law (Article 166-A(2) and (3) of the Portuguese Labour Code).

Overtime work

In the year under review, overtime work totalled 5,061 hours, broken down as follows:

- Daytime overtime work on working days – 1,636 hours.
- Overtime work on weekly rest days (mandatory and complementary) – 2,259 hours.
- Overtime work at night – 855 hours.
- Work on public holidays – 311 hours.

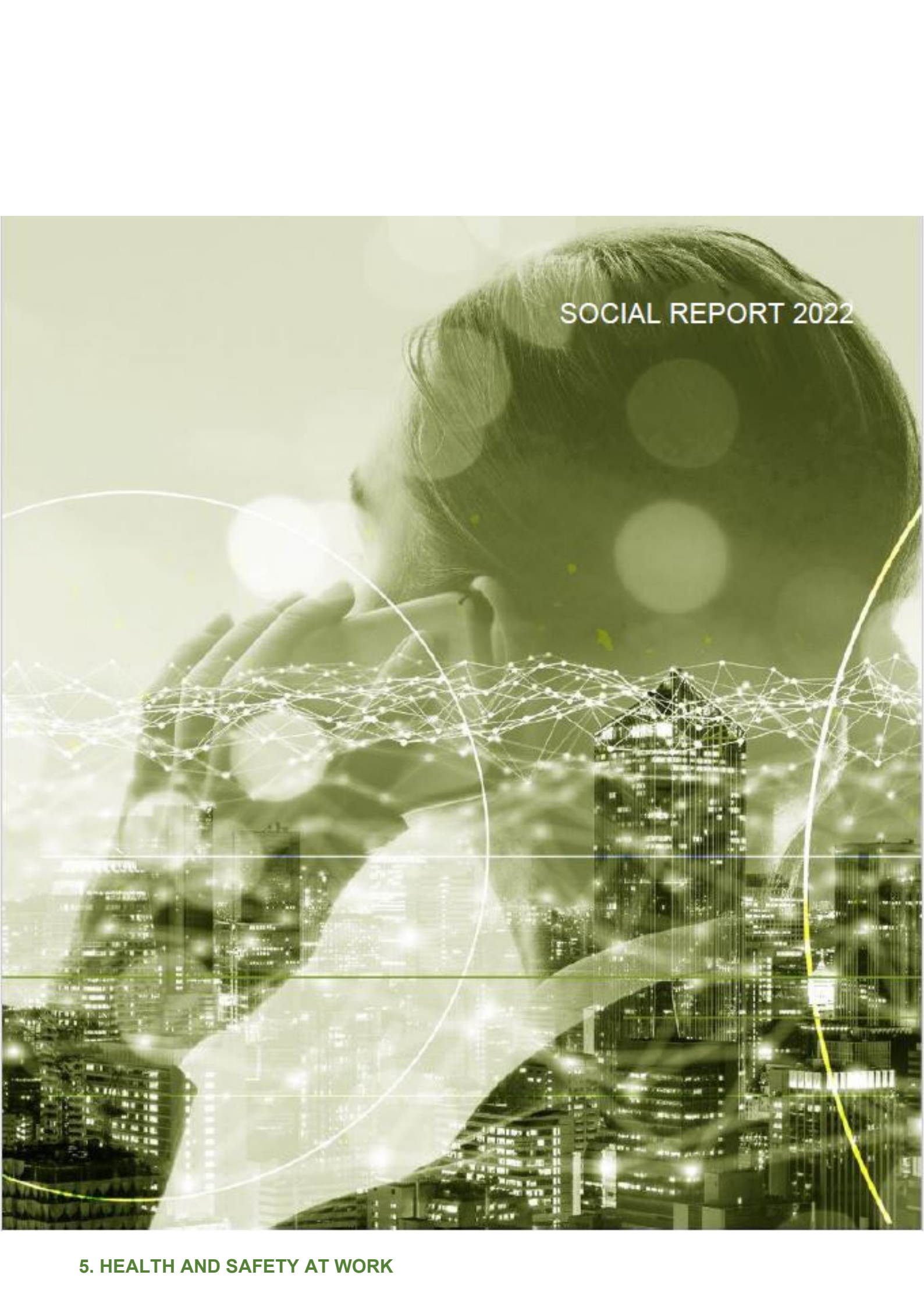
Absenteeism

The total number of days of absence recorded in 2022 is 5,158 days, an increase of 74% vis-à-vis 2021. An analysis by reason shows an increase in absences due to illness, family care, medical appointments, and student-worker hours.

Characterisation of the absences

The distribution of days of absence is characterised as follows:

- 3,918 days (76%) – illness of the employee or family members, representing an increase compared to 2021 (when 2,953 days of absence were recorded for these reasons).
- 688 days (13%) – parental protection, representing an increase compared to 2021 (with 598 days of absence).
- 552 days (11%) – other reasons, representing an increase compared to 2021 (with 300 days of absence).

A woman with dark hair is shown in profile, looking towards the right. The image is a composite with a greenish tint. Overlaid on the scene is a cityscape at night with illuminated buildings. A network of white nodes connected by thin lines is superimposed across the middle of the image. There are also some glowing circular bokeh effects and a thin white arc on the left side.

SOCIAL REPORT 2022

5. HEALTH AND SAFETY AT WORK

Work accidents

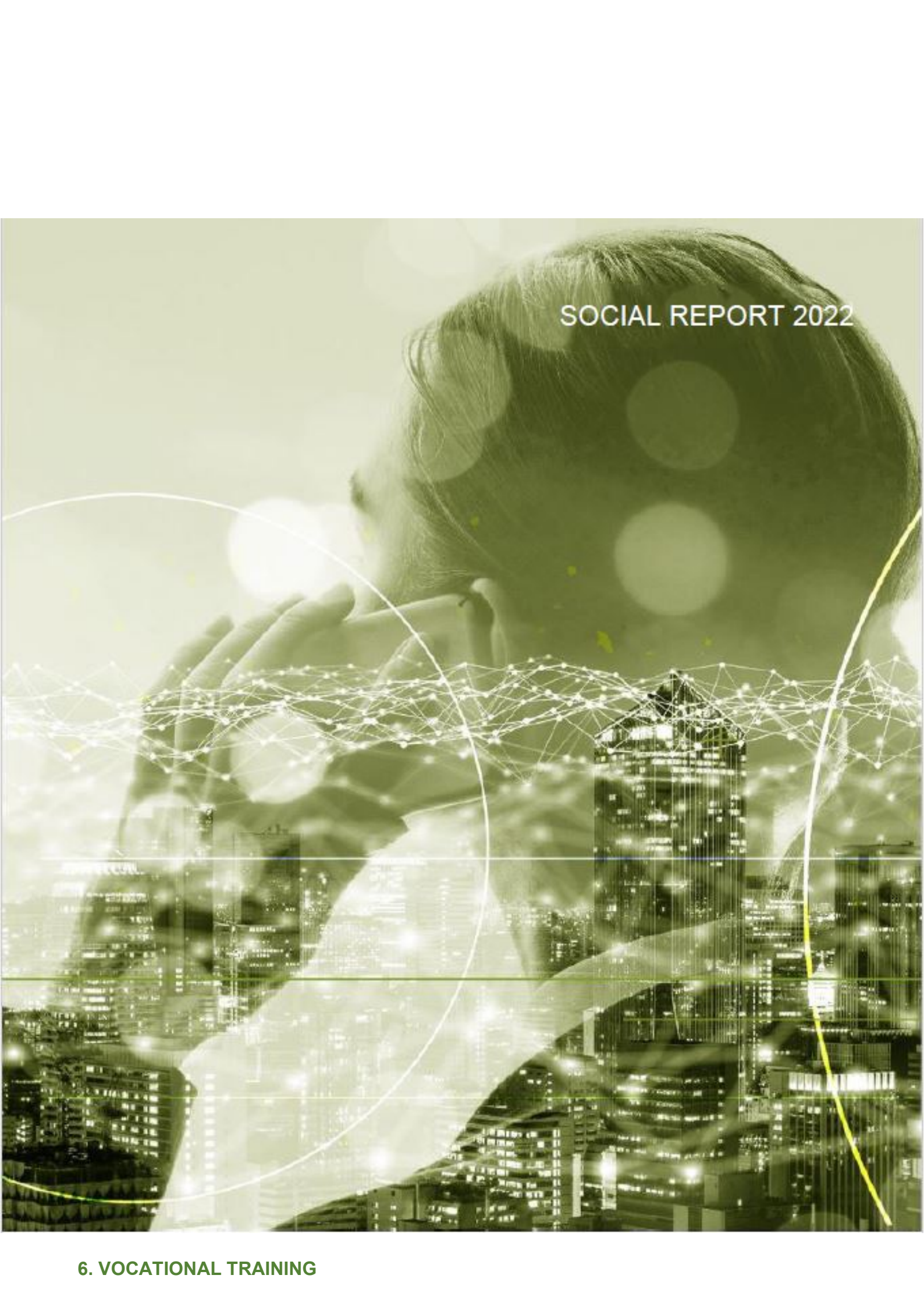
As in 2021, no work accidents were recorded in 2022.

Occupational medicine

During 2022, ANACOM's workers underwent a total of 157 occupational health examinations. The type of medical examinations carried out was broken down as follows:

- Entrance examinations – 23.
- Periodic examinations – 112.
- Occasional examinations³ – 22.

³ Occasional examinations – these are examinations to assess the worker's fitness for duty in the event of prolonged absence (more than 30 days) from work due to illness or an accident at work; to assess the worker's fitness for duty, for an acceptable reason (whether requested by ANACOM or the worker); to assess the health and fitness of the worker whenever there are substantial changes in the material components of the work that could have harmful repercussions on the worker's health; and to assess the state of health and fitness of the worker when the Occupational Physician deems it necessary.

A woman with dark hair is shown in profile, looking towards the right. Her hand is near her chin in a thoughtful pose. The background is a composite image featuring a city skyline at night with illuminated buildings, overlaid with a network of white and yellow glowing nodes and lines. The entire image has a greenish-yellow tint. The text "SOCIAL REPORT 2022" is positioned in the upper right area.

SOCIAL REPORT 2022

6. VOCATIONAL TRAINING

Vocational training

In 2022, the training and development strategies took on a highly important role in adequately empowering and training people to meet the training needs set out in a plan or of an ad hoc nature. It is worth noting the execution of training initiatives in new formats, through the provision of both online and in-person courses.

In 2022, 124 training initiatives were held, corresponding to 11,000 training hours with a participation rate of over 90%. Of the total training hours carried out, English language training stands out, accounting for 26% of the overall figure, as does training on information and data (16%).


Internal training was also especially important in 2022, with a total of 995 participations and a volume of 1,244 hours. Also noteworthy were the training initiatives and the webinars aimed at strengthening knowledge about the activity and the organisation.

Figure 8 – Key training indicators

	2022	2021	2020
Number of initiatives	124	159	504
Number of participations	1,725	2,179	3,662
Number of training hours	11,201	13,263	12,349
Number of training hours/Average number of workers	30	35	34
Training costs (thousand euros)	165	187	111
Training costs/Staff costs	0.7%	0.8%	0.5%
Training costs/Average number of workers (euros)	441	501	303

Note: in 2022, for calculation purposes, the average headcount was considered to be 376

In 2022, the overall cost of the training plan was 165,000 euros, which translated into 124 initiatives, 1,725 participations, and 11,201 training hours. On average, this corresponds to 30 hours and to an investment in training of 441 euros per employee.

A woman with dark hair is shown in profile, looking towards the right. The image is a composite with a cityscape at night in the background, featuring illuminated buildings. Overlaid on the scene is a network of white nodes connected by thin lines, suggesting a digital or data network. The overall color palette is a mix of dark blues, greys, and warm yellow and orange tones from the city lights and network nodes. The text 'SOCIAL REPORT 2022' is positioned in the upper right quadrant.

SOCIAL REPORT 2022

7. STAFF COSTS

Staff costs

Staff costs amounted to 24.9 million euros, an increase of 3% compared to 2021.

Overall, remuneration costs rose by 3% due to increases in the salary scale and to career progression, in accordance with the law and the provisions of the Portuguese State Budget, and to the increase in the number of employees.

ANACOM

AUTORIDADE
NACIONAL
DE COMUNICAÇÕES

2022



Lisbon (Headquarters)
Rua Ramalho Ortigão, 51
1099 - 099 Lisboa
Portugal
Tel: (+351) 217211000
Fax: (+351) 217211001

Azores

Rua dos Valados, 18 - Relva
9500 - 652 Ponta Delgada
Portugal
Tel: (+351) 296302040

Madeira

Rua Vale das Neves, 19
9060 - 325 S. Gonçalo - Funchal
Portugal
Tel: (+351) 291790200



Customer service
800206665
info@anacom.pt

Porto

Rua Direita do Viso, 59
4250 - 198 Porto
Portugal
Tel: (+351) 226198000

www.anacom.pt