



CTT hires around a thousand people and reinforces its Iberian operation to meet increased demand during the peak season

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CTT Correios de Portugal will reinforce its parcel processing and distribution operation to respond to the significant increase in demand during the peak season, which runs from Black Friday (November 28) to Epiphany (January 6).

At this stage, the volume of shipments is expected to grow by around 15% across the Iberian Peninsula, potentially exceeding 30% during the busiest week, expected in mid-December. It is estimated that CTT will process more than 5 million parcels during that week.

To ensure the continued quality of service, CTT will implement several operational reinforcement measures across the Iberian Peninsula, guaranteeing an effective response to the expected high volume of orders.

- Strengthening human resources: in operations, distribution and customer support, CTT will hire 970 people in the Iberian Peninsula. In Portugal, customer support is further complemented by the Chat Bot "Helena" - the intelligent virtual assistant, available 24 hours a day.

- Increased number of routes: during this period CTT will operate with more than 2400

additional routes.

- Handling capacity of 800,000 parcels per day: full Iberian coverage of CTT's operations will be ensured through 80 operational centers, 30 of which are fully automated and 17 serving both countries.

Peak activity is expected in the second week of December, when this number is projected to reach 5 million parcels delivered, with daily distribution expected to exceed one million parcels on some days of this campaign.

In Portugal, processing will be reinforced with the inauguration of a new order processing center – the Rio de Mouro Operational Center, in the Lisbon region – with the capacity to supply the entire western edge of the metropolitan area. In Spain, increased capacity is ensured by the installation, over the past year, of new automated sorters in Madrid (Villaverde), Barcelona, Bilbao, and San Fernando de Henares.

- As is currently the case for some customers,



distribution will be generally extended to Saturdays, Sundays and public holidays, and collections from business customers will also be brought forward whenever possible.

- Collectt network with over 20,000 delivery points. In line with market trends and customer expectations, CTT also offers alternative delivery methods to the usual home delivery.

CTT now integrates more than 20,000 "out-of-home" delivery and collection points into its collectt network across the Iberian Peninsula, ensuring greater proximity and convenience. In Portugal, this network includes CTT Stores and Points, Payshop Agents, and more than 1,100 Locky lockers spread throughout the country. In Spain,

collectt Express is supported by partner networks with significant territorial penetration, and the first Locky lockers are already installed and expanding.

It is important to emphasize the importance of being aware of potential "phishing" schemes, which typically occur during periods of high traffic, and customers should follow all procedures to ensure the security of their personal and banking data.

CTT will be constantly monitoring operations, reinforcing capacity if necessary, with a view to providing the best service to customers and meeting the most demanding quality standards, at such an important time for families and businesses.

Source: [CTT Portugal Post](#)