

NOVABASE

Topic	Metric	2021	2020	2019	Comments
Business ¹					
Customer satisfaction	NPS	*	60	45	International customer loyalty metric: <i>Net Promoter Score</i> (http://www.netpromoter.com/why-net-promoter/know/)
Innovation	RDI investment	€3,0 million	€3,0 million	€2,6 million	Investment in research, development and innovation (amount in millions of euros)
Financial results	Turnover	€ 138,79	€ 125,08	€120,255	Amount in millions of euros
	EBITDA	€ 12,67	€ 11,83	€9,359	Amount in millions of euros
	International business	55,40%	55,20%	57,7%	Percent turnover from international projects
Staff					
Human resources	Average number of employees	1870	1769	2253	Average number of employees in Novabase world
Training	Novabasecampus program	280 initiatives	116 initiatives	222 initiatives	Training program in corporate culture and values, organizational development and management, behavioural training and best delivery practices
		1513 participants	968 participants	3,016 participants	
		59769 hours	14,996 hours	48,029 hours	
Occupational health and safety	Accidents in the workplace	4 accidents	2 accidents	24 accidents; 22 of which were commuting accidents (92%)	Accidents in the workplace and during commuting (while regularly travelling between home and the workplace)
	Training and awareness	363 participants	213 participants	387 participants	Training and awareness in occupational hygiene, safety and health
		363 hours	348 hours	905 hours	
Environment					
Energy	Power consumption	371 Mw/h	464 MWh (a)	592 MWh (a)	Annual electricity consumption
	Thermal energy consumption	397 Mw/h	550 MWh	649 MWh	Annual thermal energy consumption (heating and cooling)
Water	Water consumption	1.158 m3	1,470 m ³ (a)	4,350 m ³ (a)	Annual consumption from public water supply
Fuel	Diesel and gasoline consumption	115.890 L	143,697 L	208,650 L	Fleet vehicle annual fuel consumption
Waste	Recycling of cardboard and paper	1,05 t	2,4 t (a)	12	Annual amount of waste sent to recycling
	Recycling of plastic	0,065 t	1,4 t (a)	2,5 t	
	Recycling of glass	0,2 t	0,2 t	0,6 t	
Emissions	Greenhouse gas emissions	584 tCO ₂ (b)	860 tCO ₂ (b)	2,115 tCO ₂ (b)	Emission of CO ₂ and from the consumption of electricity, thermal energy, vehicle fleet fuel and generator

¹ Detailed information in 2019 Annual Report

(a) Includes: Main office, Vila Nova de Gaia and Madrid

(b) Includes: Fleet, air travel and buildings (main office, Vila Nova de Gaia, Madrid)

* Methodology changed in 2021