

NOVABASE

Topic	Metric	2022	2021	2020	Comments
Business ¹					
Customer satisfaction	NPS	**	*	60	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	€3,0 million	Investment in research, development and innovation (amount in millions of euros)
Financial results	Turnover	€ 163,41	€ 138,79	€ 125,08	Amount in millions of euros
	EBITDA	14 €	€ 12,67	€ 11,83	Amount in millions of euros
	International business	60,90%	55,40%	55,20%	Percent turnover from international projects
Staff					
Human resources	Average number of employees	2089	1870	1769	Average number of employees in Novabase world
Training	Novabasecampus program	665 initiatives	280 initiatives	116 initiatives	Training program in corporate culture and values, organizational development and management, behavioural training and best delivery practices
		2426 participants	1513 participants	968 participants	
		58939 hours	59769 hours	14.996 hours	
Occupational health and safety	Accidents in the workplace	4 accidents	4 accidents	2 accidents	Accidents in the workplace and during commuting (while regularly travelling between home and the workplace)
	Training and awareness	505 participants	363 participants	213 participants	Training and awareness in occupational hygiene, safety and health
		505 hours	363 hours	348 hours	
Environment					
Energy	Power consumption	432 Mw/h	371 Mw/h	464 MWh (a)	Annual electricity consumption
	Thermal energy consumption	514 Mw/h	397 Mw/h	550 MWh	Annual thermal energy consumption (heating and cooling)
Water	Water consumption	1.600 m3 (c)	1.158 m3	1,470 m ³ (a)	Annual consumption from public water supply
Fuel	Diesel and gasoline consumption	116.030 L	115.890 L	143,697 L	Fleet vehicle annual fuel consumption
Waste	Recycling of cardboard and paper	2,20 t (c)	1,05 t	2,4 t (a)	Annual amount of waste sent to recycling
	Recycling of plastic	0,11 t (c)	0,065 t	1,4 t (a)	
	Recycling of glass	0,002 t	0,2 t	0,2 t	
Emissions	Greenhouse gas emissions	1160 tCO ₂ (b)	584 tCO ₂ (b)	860 tCO ₂ (b)	Emission of CO ₂ and from the consumption of electricity, thermal energy, vehicle fleet fuel and generator

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

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

(c) Includes: Main office, Vila Nova de Gaia

* Methodology changed in 2021

** In progress