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GENDER EQUALITY, INCLUSION AND DIVERSITY PLAN

2023 | 2024

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Managing diversity, equality and inclusion is essential for all our businesses. We believe our people are more productive when they are treated with respect and dignity, when they feel engaged and proud of their contribution towards helping the company grow, when they feel reflected in corporate policies, and when their skills are leveraged so that they develop in a working environment whose doors are open to diversity, equality and inclusion.

Background

At Novabase, we believe in equal opportunities and mutual respect regardless of everyone's ethnicity, gender, religion, beliefs, social background or sexual orientation. These differences which characterize us, and a variety of perspectives, tend to enhance the quality of decision-making processes, providing greater intellectual and cultural richness and a more accurate reflection of reality and of those involved.

Novabase embraces the management of diversity, equality and inclusion as an integral part of its global strategy, and thus as components that are universal to all processes of talent management at our organization. This commitment applies to all companies belonging to the group, and to all regions.

Novabase also defends the need to boost awareness on policies for the integration of women, and the eradication of any obstacles that may breach the principle of equal opportunities and non-discrimination based on sex and gender. Professional growth should be valued based on the skills, capacities and knowledge of our people, regardless of their sex, gender or identity.

Reinforcing Celfocus' commitment to developing practices and policies that promote diversity, equality and inclusion at work, we signed the "Portuguese Diversity Charter" in May 2023, an initiative of the Portuguese Association for Diversity and Inclusion in partnership with the High Commission for Migration.

In this context, the main aspects, documents, practices and processes in place at the Novabase Group, which we believe have an impact on non-financial issues relevant to the Group (namely involving the environment, society, labour, gender equality, non-discrimination, human rights and the fight against corruption), are listed below:

- Equality plan: presents a set of measures, based on internal analyses and diagnostics, aimed at promoting equal treatment and opportunities between men and women, and eliminating any discrimination based on sex, gender or identity.
- Novabase's business and the conduct of its employees are governed by applicable law in relevant jurisdictions, and by Novabase's Code of Conduct (published at its corporate website), an internally approved document in effect at the Group since 2011 aimed at guiding the conduct of Novabase's professionals through values cultivated by the Group in its customer and interpersonal relations;
- In 2019, a specific procedure was implemented on how to act in the event of workplace harassment, a conduct which Novabase considers to be unacceptable;
- The company's business is managed in accordance with the Integrated Management System. Novabase's companies are audited by its financial

auditors; its certifications in quality (ISO 9001), environmental management (ISO 14001) and occupational health and safety (ISO 45001) are renewed each year after internal and external audits, the latter conducted by certifying entities;

- The company regularly monitors customer and employee satisfaction with company services and other issues of interest to the management;
- In compliance with Portuguese Corporate Governance Institute recommendations on the governance of listed companies, and in view of fostering a culture of responsibility and compliance, Novabase has adopted a whistleblowing system for reporting irregularities (known as “SPI”) that may occur within its Group (for a detail of the system, please see <https://content.novabase.com/storage/uploads/comunicacao-de-irregularidades-2.pdf>)
- The company also has “Internal Regulations on Business Dealings with Qualified Novabase, SGPS, S.A. Shareholders” in effect.

All of the above practices address the legal and regulatory requirements applicable to Novabase’s business, including:

- Council of Ministers Resolution no. 20/2112 of 08 March 2012, which requires the mandatory adoption of an equality plan by all entities in the state corporate sector, with a view to achieving equal treatment and equal opportunities between men and women, eliminating discrimination and reconciling personal, family and professional life;
- This obligation was extended to listed companies through Law no. 62/2017 of 01 August, which passed the scheme for equal representation between men and women in the managing and supervisory boards of entities from the corporate public sector and listed companies. Article 7 of this law establishes the obligation to prepare annual equality plans “aimed at effectively achieving equal treatment and equal opportunities between men and women, eliminating gender discrimination and reconciling personal, family and professional life”;
- Law no. 62/2017, which also requires listed companies to have quotas representing both genders of 20% (beginning on the first elective General Meeting of Shareholders held after 01 January 2018) and 33.3% (beginning on the first elective General Meeting of Shareholders held after 01 January 2020) vis-à-vis all executive and non-executive directors;
- Sub-section III, articles 23 through 65 of the Labour Code, which gives relevance to the topic of gender equality through general positions on equality and non-discrimination, the prohibition of harassment and equality and non-discrimination according to gender and parenthood.

The Portuguese parliament has also issued a number of recommendations to the government in this regard:

- Resolution no. 116/2012 of 13 July, recommending that it take family support measures to reconcile personal life with professional life;

- Resolution no. 260/2017 of 30 November, recommending measures to ensure actual compliance with working hours and the reconciliation of work with family life.

Through Law no. 60/2018 of 21 August, the Portuguese parliament passed measures promoting wage equality between men and women for the same work or work of equal value, through four types of information, evaluation and correction mechanisms, which entered into force on 21 February 2019.

Managing and Supervisory Board Diversity Policy

We believe that diversity in our corporate boards helps to improve Novabase's performance and competitiveness. As such, we are committed to the following policy:

- Compliance with Law no. 62/2017 of 01 August, since gender diversity provides different management styles and complementary approaches;
- With regard to age, there must be a balance between experience and maturity and the youth and energy needed for the fast-paced innovation of our highly dynamic sector (Information Technologies);
- With regard to qualifications and education, in addition to areas associated with technology, various other areas of knowledge must also be represented, in view of the mounting importance of multidisciplinary in team performance.

Novabase will monitor this policy's implementation, in accordance with its corporate governance model, and will review it whenever deemed appropriate.

Diagnostics

To properly gauge the present needs in relation to gender equality, various internal and external information sources were considered, namely:

- Diagnostic index, available at the Portal, for equality at work and companies.
- Guide for preparing equality plans, published by the Commission for Equality in Labour and Employment (CITE).
- Analytics of Human Resources who monitor the how strategies and action plans are laid out each year.
- Recommendations from the CITE's technical analysis of the plan published by Novabase in 2022/2023.

Strategy, Mission and Values

Diversity, equality and inclusion are inherent underlying values in Novabase's organizational culture. They allow us to attract, develop, motivate and retain the best talent. They help us to be more innovative when developing products and solutions for our customers. They help us expand the business into new regions, embracing and

incorporating new cultures and customs. They nurture the growth and ongoing success of our business.

At Novabase, we promote a culture where all people have a proactive “voice” within the organization. We focus on transparent communication in our processes and procedures, promoting equal opportunities in an organization which is increasingly more multi-generational and multi-cultural.

The values of diversity, equality and inclusion are a prerequisite for the sustainability of Novabase’s long-term business strategy. As such, Novabase is committed to constantly encouraging and promoting equality between our people, and accepting each person’s individuality as a competitive advantage.

This commitment is reflected in our Code of Conduct, in the Gender Equality and Diversity Plan, in the Measures for identifying and acting in cases of Moral Harassment, in the Hybrid Work Policy, communicated and available for consultation of our people in the different communication channels of the company, focusing on issues in the field of equality between women and men, reconciliation of professional, family and personal life and protection of parenthood.

Results and Indicators

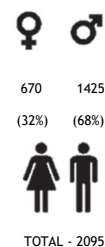
Since no matters involving human rights, corruption or attempted bribery were reported in 2022/2023 to the management of Novabase SGPS, S.A. through the available channels for this purpose, there are no indicators to report in this regard.

As regards gender equality, we remain committed at the Novabase Group to act according to the principles of equal treatment and equal opportunities between men and women.

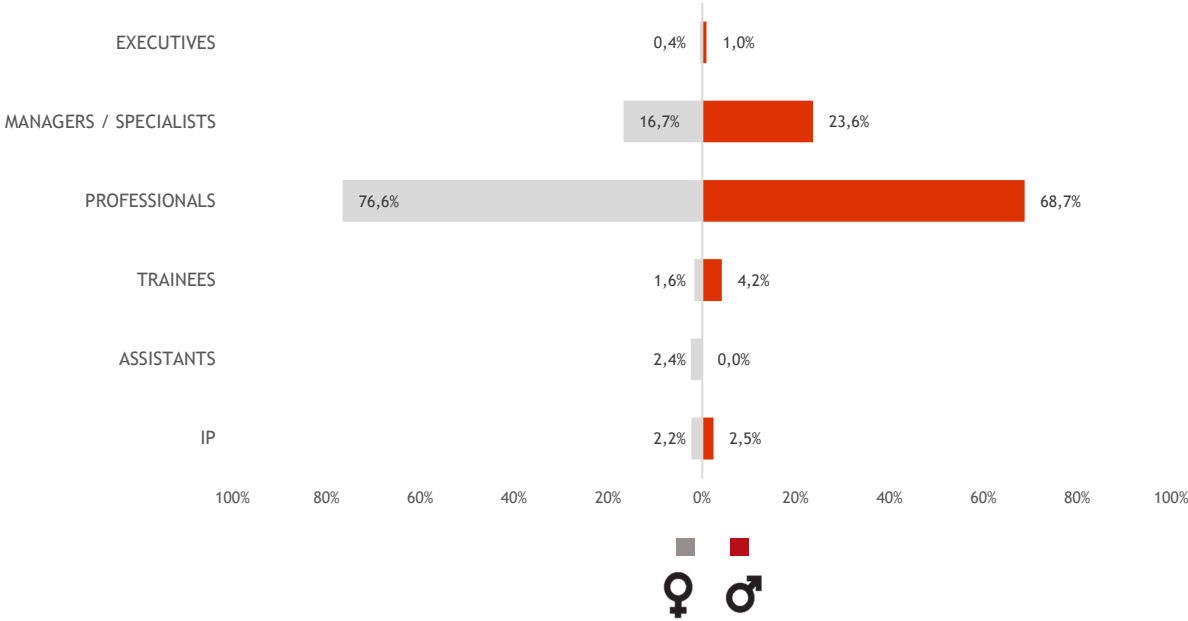
We pay attention to indicators to monitor trends at our organization involving the proportion of men and women vis-à-vis all employees, career advancement and respective compensation.

Organizational profile

The IT sector continues to be predominantly male. At the Novabase Group, this indicator has remained stable in recent years. In 2023, the distribution of men and women has been 68% and 32%, respectively.



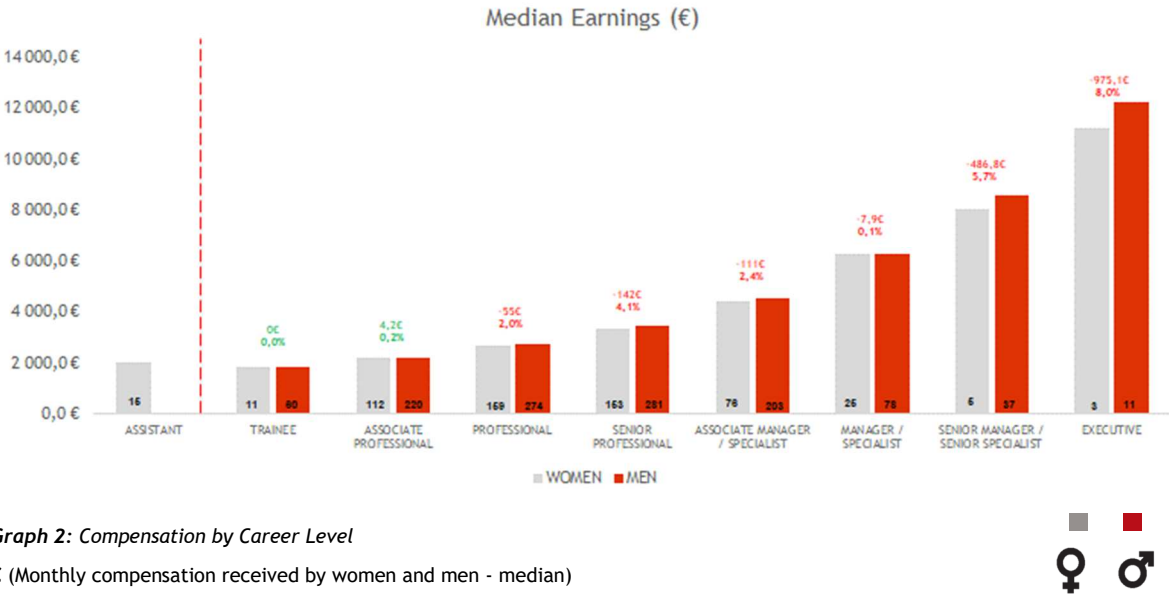
With regard to the percent distribution of women/men by career level proportionally to the total number of women/men at the company, we can still see a relatively lower distribution of women at the higher organizational levels, although this difference is not significant.



Graph 1: % women/men by career level proportional to the number of women/men at the company (including all individuals with an employment relationship)

In terms of compensation practices, the Novabase Group actively promotes a culture of equity, both at the time of hiring (with comparative compensation & benefits market studies) and internally (using tools for performance evaluation and recognition, where individual and collective contributions are differentiating factors).

In the diagnostics done in 2023, a comparative analysis of compensation levels between men and women revealed different trends. The average compensation of women at the start of their initial career is the same or even higher than that of men. However, this difference has a downward trend for women over their careers, ranging between 2% and 8%. This difference is usually more volatile at higher career levels, specially at the executive level, which has fewer people.

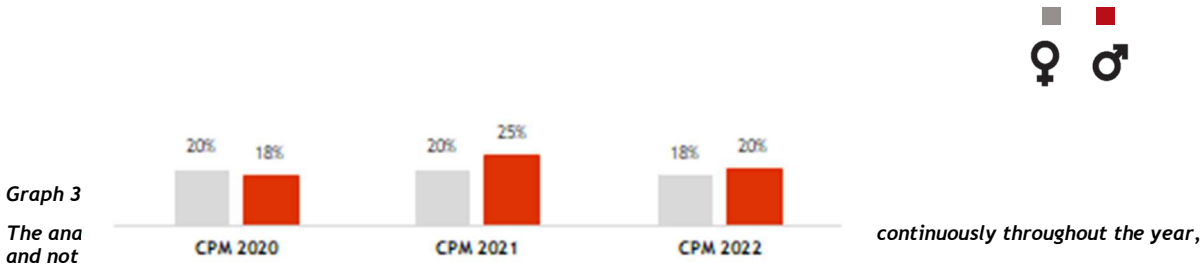


Graph 2: Compensation by Career Level

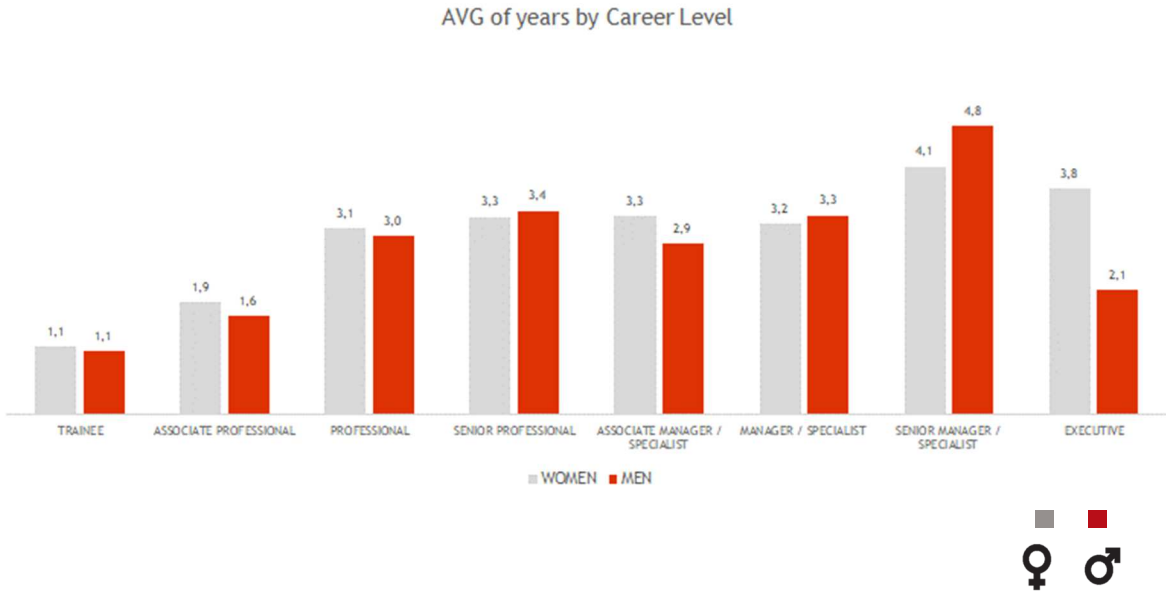
€ (Monthly compensation received by women and men - median)

% (Percent difference in relation to the highest median)

With regard to analysing promotions, no significant difference is observed. We can conclude that promotions have no gender biases. It is also worth noticing the existence of women promoted while in parental leave.



Also with regard to career advancement, an analysis of the average time in each career level does not suggest a clear pattern of differences.



Graph 4: average time in each career level for women/men

We remain committed to reducing and eliminating wage gaps and will progressively adopt measures needed to achieve this goal.

The Novabase Group has processes and internal tools to proactively promote equity at the time of salary review and promotion. Valuing people’s professional experience, technical and soft skills, performance and potential are factors which apply to the entire organization and are known by our people. We strive for a culture of transparency in relation to opportunities for internal mobility and career advancement.

Measures and practices to be implemented, and their monitoring

At Novabase, creating an increasingly more inclusive culture continues to be one of our main goals, and we have attempted to take firm steps in this direction. Defining and achieving an Annual Equality Plan reflects our commitment and journey to make the organization ever more inclusive, with greater diversity and equal access to opportunities and the fulfilment of obligations, adding value to our people, partners and customers.

Several different people with diverse roles at the organization take part in defining, approving and monitoring this plan (Table 1).

We now present a summary of the measures and practices implemented in the past year, from September 2022 to September 2023 (Table 2), along with the measures and initiatives planned for September 2023 to September 2024, in the various aspects of the plan (Table 3).

Building a 2023/2024 Equality Plan is based on the diagnostic performed in 2022/2023, with the help of a support matrix provided by CITE - Self-assessment Guide on Gender Equality in Companies. This diagnostic was carried out by a diverse multidisciplinary team with members from the Human Resources, Legal and Business Departments.

The Plan for 2023/ 2024 was prepared based on the observance of CITE recommendations on the Novabase Equality Plan (recommendation no. 45/cite/2023). Therefore, in the Plan for 2023/2024, we reflect indicators on the assessment of results, financial investment and timelines for the proposed measures.

Measures aimed at legal compliance, such as establishing a mandatory system of quotas for people with a degree of disability of 60% or more, among the total number of people, are priorities for Novabase; as such, we promote various initiatives aimed at pursuing this goal, despite the challenges of the job market in which we operate.

Compliance with these initiatives will be monitored and assessed based on a monthly follow-up meeting with those in charge of implementing each measure (Table 1). In addition, the Gender Equality and Diversity Committee will meet quarterly with the same goal, and to make decisions on the proposed plan whenever deemed necessary.

The findings presented and gaps encountered are analysed and discussed by the Committee and the equality and diversity team to determine measures to be implemented in the next cycle to gradually eliminate gaps and promote gender equality from all standpoints.

2023/2024 Governance Model for Equality

Table 1

				Status
Gender Equality, Diversity and Inclusion Committee	Managing Director Human Resources Department (DRH) Legal Department Investor Relations Coordinator of team for gender equality and diversity (member appointed by DRH)	<ul style="list-style-type: none"> > Ensure and monitor implementation of gender equality, diversity and inclusion measures Promote discussion on gender equality, diversity and inclusion trends and practices > Lay groundwork for implementing the plan > Ensure coordination of plan with the Executive Committee 	Quarterly monitoring meetings and respective meeting minutes.	According to plan

Gender equality, diversity and inclusion team	Multidisciplinary team with representatives from different organizational areas and with knowledge of, or actively involved in, topics involving diversity, equality and inclusion (e.g., LGBT community, associations for disabled persons, associations for women's empowerment)	Define an action plan by analysing different aspects of gender equality and diversity, including: <ul style="list-style-type: none"> › Organizational mission and values › Recruitment and selection of new talent › Vocational training › Career management and remuneration › Reconciliation of professional, personal and family life › Parental protection and family assistance › Obligation to respect dignity in the workplace 	Monthly meetings to monitor the activity plan in place, and its respective implementation	According to plan
Gender Equality, Diversity and Inclusion Plan	Gender equality, diversity and inclusion team Managers of approved initiatives and respective working teams	See description of initiatives in Table 2.	In accordance with action plan	See Table 2.

Table 1. Governance model of 2023/2024 Equality Plan.

Measures implemented in 2022/2023

Table 2

Aspect: Strategy, mission and values						
Goals	Measures	Departments/ Units in charge	Departments/Units involved	Financial investment	Evaluation of results	Implementation status
1. Give support and visibility to corporate initiatives for inclusion (gender equality, diversity, non-discrimination and others)	1.1 Signing of the Portuguese Diversity Charter, an initiative of the Portuguese Association for Diversity and Inclusion in partnership with the High Commission for Migration.	Diversity and Inclusion Team	People	No specific costs	Commitment to acknowledge, respect and appreciate the differences between people as a guiding cornerstone for Novabase's internal and external actions, comprising part of our values.	Implemented in Q2 2023
	1.2 Participation in "iGen Forum: Organizations for Equality Forum"	People	Corporate Development	No specific costs	Participation in the book "Gender Equality", launched by the Order of Portuguese Psychologists, with the coordination of SHL Portugal and GRACE - Empresas Responsáveis, through the chapter entitled "Gender Diversity in the Technology Sector and the Challenges of Celfocus and Neotalent"	Implemented Q3 2022

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	1.3 Participation in programs and initiatives with external entities, such as the mentoring program PWIT - Portuguese Women in Tech	People	Corporate Development	No specific costs	Participation of three mentors in the program	Implemented Annual program
	1.4 Participation in the Technovation Girls program with mentoring of young female student teams in the development of social sustainability projects. Another goal of this mentoring was to attract more female students to STEM (Science, Technology Engineering & Mathematics) areas, thereby making the job market more balanced, and allowing more female talent to be hired.	People	Novabase community	No specific costs	Successful mentoring of three teams in completing the project	Implemented Q4 2022 + Q1 2023
2. Internal and external communication and awareness activities	2.1. Internal and external communication of partnerships	Communication	People and Communication	No specific costs	Internal and external communication of work done in the Technovation Girls program, giving visibility to the goals and results achieved by the teams.	Implemented Q2 2023
	2.2 Publications for the purpose of contributing towards community awareness and information on gender equality, especially in the IT industry	Communication	People and Communication	No specific costs	Publication of an opinion article in the magazine "Human Resources": "Female Representation in the IT Sector and the Need for a Change of Mindset"	Implemented in Q3 2022
	2.3 Celebration of days with symbolic meaning in the context of diversity	Communication	Communication	No specific costs	Affirmation of commitment to inclusion and to support non-discrimination of the LGBTI+ community	Implemented Q2 2023
3. Gradual implementation of inclusive language in internal and external communication	3.1 Promotion and monitoring of the use of inclusive language in all aspects of internal and external communication	Diversity and Inclusion Team	People and Communication	No specific costs	Use of 100% inclusive language in internal channels and platforms (such as website, internal communication platforms and performance evaluation systems)	Implemented Continuity measure
Aspect: Equal access to employment						
Goals	Measures	Departments/ Units in charge	Departments/Units involved	Financial investment	Evaluation of results	Implementation status
4. Job announcements reaching the highest possible number of applicants with the desired profile (respecting equal	4.1 Use of inclusive language, without gender or any other type of discrimination, in writing job opportunities	People	People	No specific costs allocated	Zero cases reported with regard to job opportunities published	Implemented Continuity measure

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opportunities and without stereotypes)						
5. Inclusion of people with a degree of disability of 60% or more in the workforce	5.1 Establishment of partnership with Valor T, an employment agency for disabled persons Webinar to publicize our commitment to this goal and promote greater awareness on inclusion to the entire Novabase community	People Communication	People Communication Business Units	No specific costs	Awareness session about recruiting disabled people, in partnership Valor T, for all of Celfocus Internal survey to collect specific needs with regard to the hiring of disabled people Zero hires so far	Implemented Q1 2023 Q1 2023
	5.2 Establishment of partnership with Salvador Association Participation in two online recruitment meetings	People	People	No specific costs	Participation in Salvador Association recruitment meetings: Interviews with applicants (online) and subsequent sharing of respective profiles with business units Zero hires so far	Q2 + Q3 2023
	5.3 Establishment of partnership with IEFP (Institute for Employment and Vocational Training)	People	People	No specific costs allocated	Two announcements published	Implemented - continuity measure
	5.4 Establishment of partnership with Eurofirms Foundation	People (Talent Acquisition team)	Talent Acquisition	Specific costs depend on the success of hiring	Meeting planned and agreed with this foundation to share job openings	Q3 + Q4 - continuity measure
Aspect: Initial and ongoing training						
Goals	Measures	Departments/ Units in charge	Departments/ Units involved	Financial investment	Evaluation of results	Implementation status
6. Develop women with high potential at the organization and enhance gender balance in various career levels	6.1 Access to the program of PWN Lisbon - Professional Women's Network, namely "breakfasts" with role models, and training/workshops in the area of individual development for women with high potential, at starting and intermediate career levels	People	Business Units People	€1500 + VAT	Participation of 12 women in the 2022/2023 program	Annual program implemented
7. Raise awareness on our current female leaders as an inspiration for future leaders	7. 1 Balanced representation of women with leadership roles in internal communication spaces	Communication	Communication	No specific costs	Two publications (interview and opinion article) by our female leaders	Implemented

					from Marketing and Human Resources	
Aspect: Equal working conditions						
Goals	Measures	Departments/ Units in charge	Departments/ Units involved	Financial investment	Evaluation of results	Implementation status
8. Uphold a working environment in which everyone feels they are treated with respect, courtesy, consideration, and professionalism.	8.1 Increased dissemination of the Code of Conduct and specific procedure for how to deal with workplace harassment in different internal communication channels Provision of Anti-Harassment Policy and Code of Conduct at the time of hiring	Corporate Development People Legal	Corporate Development People Legal	Costs related to communication plan	Communication in "Teams" channel Delivery of information among all new hires	Implemented
9. Collect feedback from our people on a series of key topics to enhance their working experience at Novabase (remote work, opportunities for development, compensation and benefits, career, etc.)	9.1 Launch, analysis and dissemination to all people of the Celfocus People Survey	People Communication	People Communication Business Units	€1200 + VAT	Launch of four surveys to gauge the employee experience on issues involving leadership, health and well-being, job satisfaction and motivation and support for physical and mental/emotional health. The results were analysed taking into account the diversity of profiles and shared with all people. Based on this analysis, measures were identified aimed at mitigating or eliminating the gaps found between expectations and the work experience.	Implemented - continuity measure
Aspect: Reconciliation of professional life with family and personal life						
Goals	Measures	Departments/ Units in charge	Departments/ Units involved	Financial investment	Evaluation of results	Implementation status
10. Facilitate and make available more information in Novabase's e-Care platform on family support topics	10.1 Develop and enhance the information system with family support topics, making it easier to find answers and support	People	People Contract Management Team	No specific costs	Updating of the e-Care platform and communication to all people on family health insurance Inclusion of mental health coverage and alternative medicines under a wider range of options	Implemented Q3 2022

11. Provide access to adequate remote working conditions	11.1 Expansion of the flex benefits plan with equipment needed for remote work	People	People	No specific costs	Inclusion of one additional piece of rapid-wear computer equipment Inclusion of Internet network	Implemented Q2 2023
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Table 2. Measures implemented in 2022/2023

Measures planned for September 2023 to September 2024

Table 3

Aspect: Strategy, mission and values						
Goals	Measures	Departments/ Units in charge	Department s/Units involved	Financial investment planned	Results evaluation indicators	Timeframe
1. Establish information mechanisms accessible to all people on policies and practices involving gender equality, the reconciliation of personal, family and professional life and parental protection	1.1 Creation and provision of a dedicated space, with structured and up-to-date information, at the internal online communication platform Consultation with all of our people on the degree of recognition of these policies in the work experience through the People Survey	People	People Communication	No specific costs	Assessment of the degree of recognition of policies in the work experience to establish a baseline	Q3 2024
2. Give support and visibility to corporate initiatives for inclusion (gender equality, diversity, non-discrimination and others)	2.1 Participation in programs and initiatives with external entities, such as the mentoring program PWIT - Portuguese Women in Tech	People	Corporate Development	No specific costs allocated	Participation with three mentors	Q3 2023 to Q3 2024
	2.2 Participation in the Technovation Girls program: Mentoring of teams of young female students in the development of social sustainability projects, to attract more female students to STEM (Science, Technology	People	People Business Units	€1000 + VAT	Participation with three or more mentors Creation of one student group sponsored by Novabase in developing their technology education	Q1 2024 to Q1 2025

	Engineering & Mathematics) areas Support for the technology training of participating students, through a partnership with the Happy Code programming school					
3. Internal and external communication and awareness activities	3.1 Initiatives for sharing information and/or discussion forums on inclusive work practices, with a focus on mental health	People Communication	People Communication	€2000 + VAT	Webinar on practices promoting mental health that encourage the inclusion of people with different profiles and needs, with an audience of 200 or more people	Q4 2023
	3.2 Celebration of days with symbolic meaning in the context of diversity	Communication	Communication	No specific costs	Affirmation of commitment to gender diversity through communication initiatives supporting the LGBTI+ community	Q2 2024
Aspect: Equal access to employment						
Goals	Measures	Departments/ Units in charge	Department s/Units involved	Financial investment planned	Results evaluation indicators	Timeframe
4. Training of interviewers from business areas on interview techniques involving skills, rules and guidelines on questions to be asked during an interview to ensure objectivity, impartiality and equal opportunities for all people during the selection process	4. 1 Creation of an Interview Techniques course and training sessions for the first group of 10 people	People	People Business Units	No specific costs	Completion rate of 50% or more Training evaluation NPS of 50% or more	Q4 2023
5. Inclusion of people with a degree of disability of 60% or more in the workforce	5.1. Creation of training to support the integration of people with special needs	People	People Business Units	No specific costs	Completion rate of 50% or more	Q4 2023
	5.2 Ongoing partnerships with Valor T, Salvador Association, Eurofirm and IEFP	People	People Business Units	No specific costs	Publication of announcements at IEFP platform Inclusion of applicants with a degree of disability of 60% or more in the selection process	Continuity measure

6. Assistance and support in relocating women in a vulnerable position in the job market	6.1 Participation in the Dress for Success project, in partnership with the Salvador Association	People	Talent Acquisition	No specific costs allocated	Provide assistance as per request and develop a baseline measure based on our experience	Q3 2024
Aspect: Initial and ongoing training						
Goals	Measures	Departments/ Units in charge	Department s/Units involved	Financial investment planned	Results evaluation indicators	Timeframe
7. Increase the level of awareness on unconscious biases that lead to prejudice and micro-aggression, together with the adoption of inclusive practices among teams	7.1 Creation and implementation of the “Unconscious Bias” course	People	People Business Units		Completion rate above 50% Training evaluation NPS of 50% or more	Q1 2024
Aspect: Equal working conditions						
Goals	Measures	Departments/ Units in charge	Department s/Units involved	Financial investment planned	Results evaluation indicators	Timeframe
8. Collect feedback from our people on a series of key issues to enhance their experience working at the organization (remote work, opportunities for development, compensation and benefits, career, etc.)	8.1 Launch of the People Survey to determine the e-NPS, motivation and satisfaction on issues impacting the work experience of people from Celfocus	People	People Business Units	Costs involving the development and implementation of the communication process and information collection system	Positive change in the e-NPS (25)	Q4 2023 Q2 2024
9. Promote gender equality in compensation and benefits	9.1 In-depth analysis of the 2023 compensation report regarding differences between men and women	People	People	No specific costs	Identification of variables influencing the gap observed, and actions promoting equality between men and women with regard to compensation	Q1 2024
Aspect: Protection of parenthood						
Goals	Measures	Departments/ Units in charge	Department s/Units involved	Financial investment planned	Results evaluation indicators	Timeframe
10. Assist fathers and mothers during parental leave and when returning to work	10.1 Creation of monitoring and return to work program	People	People Business Units	No specific costs allocated	Creation of the program and assessment of the degree of participation to establish a baseline	Q2 2024

Aspect: Reconciliation of professional life with family and personal life						
Goals	Measures	Departments/ Units in charge	Department s/Units involved	Financial investment planned	Results evaluation indicators	Timeframe
11. Train people responsible for managing teams to promote work organization practices that encourage health, well-being, a balance between personal, family and professional life, and how to identify and take action in situations of vulnerability and stress	11.1 Creation and implementation of the “Personal Balance” course for people responsible for managing and leading teams	People	People Business Units	€2000 + VAT	Completion of two editions of the course Completion rate above 50% Training evaluation NPS of 50% or more	Q4 2023 to Q3 2024

Table 3. Measures and actions planned for September 2023 to September 2024