

# NOVABASE

Topic	Metric	2020	2019	2018	Comments
<b>Business <sup>1</sup></b>					
Customer satisfaction	NPS	60	45	48	International customer loyalty metric: <i>Net Promoter Score</i> ( <a href="http://www.netpromoter.com/why-net-promoter/know/">http://www.netpromoter.com/why-net-promoter/know/</a> )
Innovation	RDI investment	€3,0 million	€2,6 million	€4,0 million	Investment in research, development and innovation (amount in millions of euros)
Financial results	Turnover	€ 125,08	€120,255	€148,723	Amount in millions of euros
	EBITDA	€ 11,83	€9,359	€10,299	Amount in millions of euros
	International business	55,20%	57,7%	54,4%	Percent turnover from international projects
<b>Staff</b>					
Human resources	Average number of employees	1769	2253	2086	Average number of employees in Novabase world
Training	Novabasecampus program	116 initiatives	222 initiatives	161 initiatives	Training program in corporate culture and values, organizational development and management, behavioural training and best delivery practices
		968 participants	3,016 participants	2,214 participants	
		14,996 hours	48,029 hours	36,864 hours	
Satisfaction	Novabase services satisfaction	-	Average satisfaction level 7 (scale of 1 to 10)	-	Annual survey of staff to assess the level of satisfaction with the services rendered internally, such as: training, IT support, legal advisory and facilities.
		-	Participation rate: 50%	-	
Occupational health and safety	Accidents in the workplace	2 accidents	24 accidents; 22 of which were commuting accidents (92%)	19 accidents; 18 of which were commuting accidents (95%)	Accidents in the workplace and during commuting (while regularly travelling between home and the workplace)
	Training and awareness	213 participants 348 hours	387 participants 905 hours	429 participants 950 hours	Training and awareness in occupational hygiene, safety and health
<b>Environment</b>					
Energy	Power consumption	464 MWh (a)	592 MWh (a)	554 MWh (a)	Annual electricity consumption
	Thermal energy consumption	550 MWh	649 MWh	504 MWh	Annual thermal energy consumption (heating and cooling)
Water	Water consumption	1,470 m <sup>3</sup> (a)	4,350 m <sup>3</sup> (a)	4,125 m <sup>3</sup> (a)	Annual consumption from public water supply
Fuel	Diesel and gasoline consumption	143,697 L	208,650 L	195,777 L	Fleet vehicle annual fuel consumption
Waste	Recycling of cardboard and paper	2,4 t (a)	12	21 t	Annual amount of waste sent to recycling
	Recycling of plastic	1,4 t (a)	2,5 t	4,6 t	
	Recycling of glass	0,2 t	0,6 t	1,9 t	
Emissions	Greenhouse gas emissions	860 tCO <sub>2</sub> (b)	2,115 tCO <sub>2</sub> (b)	1,921 tCO <sub>2</sub> (b)	Emission of CO <sub>2</sub> and from the consumption of electricity, thermal energy, vehicle fleet fuel and generator

<sup>1</sup> 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)