



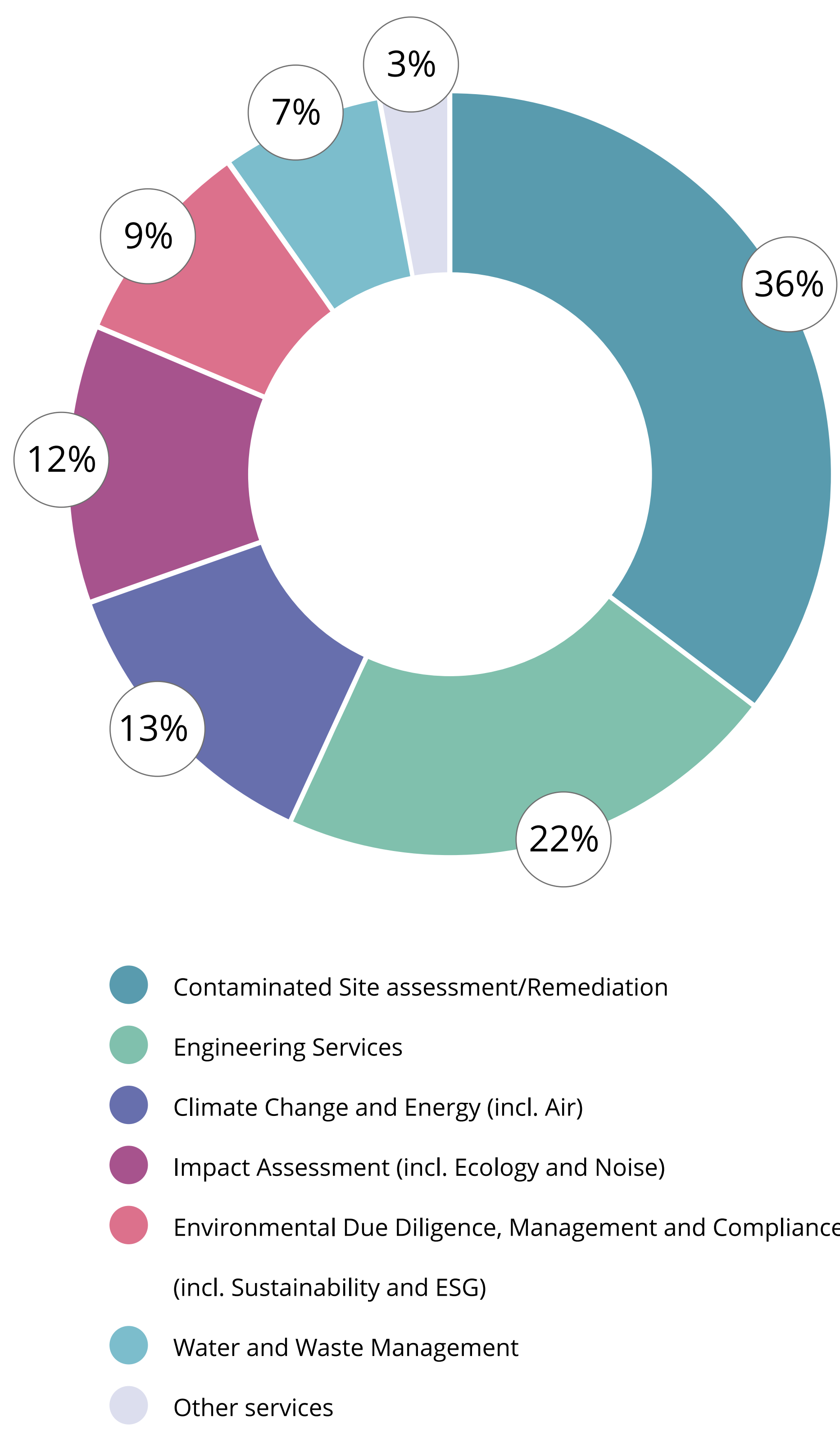
Financial results 2020

Financial results

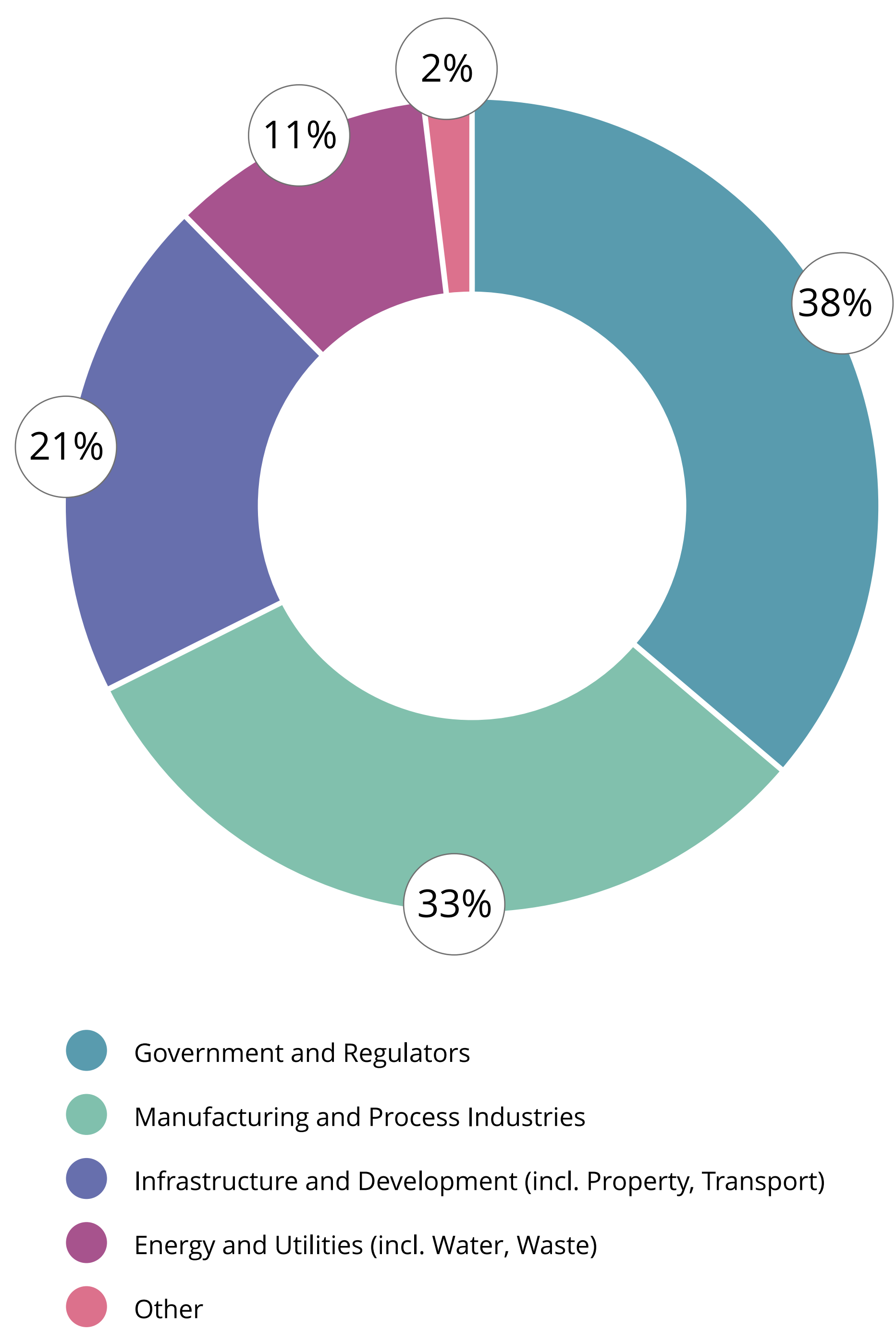
In 2020, we took important next steps towards our living ambition. Our continuing focus on international industrial markets for both consultancy and monitoring activities has proven to be a successful strategy. In addition, our sharpened market profile combined with new propositions in the public sector have resulted in increased turnover in 2020. TAUW Group's turnover grew by more than 4%, from EUR 138 million in 2019 to EUR 144 million in 2020. Our EBITDA increased by more than 16% to EUR 9.9 million and the EBITDA margin improved to almost 7%. Moreover, our cash flow improved significantly, thanks to the strong results and a significant improvement of our working capital. We are very proud of these results.

Turnover (in mEUR)	EBITDA (in mEUR)	EBITDA (in % of Turnover)	Solvency (equity ratio in %)	Free cash flow (in mEUR)	Number of employees
144.1	9.9	6.9	50.9	10.6	1,229
+ 4.4%	+ 16.5%	+ 70 bps	+ 360 bps	+ 158.5%	+ 2.2%
2019: 138.0	2019: 8.5	2019: 6.2%	2019: 47.3%	2019: 4.1	2019: 1202

Turnover split per field of activity 2020



Turnover split per client group 2020





CO₂ footprint 2020

(data and targets only for TAUW NL)

In 2020, we used considerably less energy in our buildings. In the Netherlands we monitor this very precisely. There we have used 16.8% less electricity and 7.2% less natural gas than in 2019. We also see clear differences for our (company) cars. We see a decrease in fuel consumption of 39.8%. Corona has obviously had an effect on these figures.

Savings in CO₂ tons per year



155

Natural gas consumption



121

Electricity usage



163

Fuel consumption private cars for business traffic



547

Fuel consumption of lease cars for business traffic



13

Purchased heat



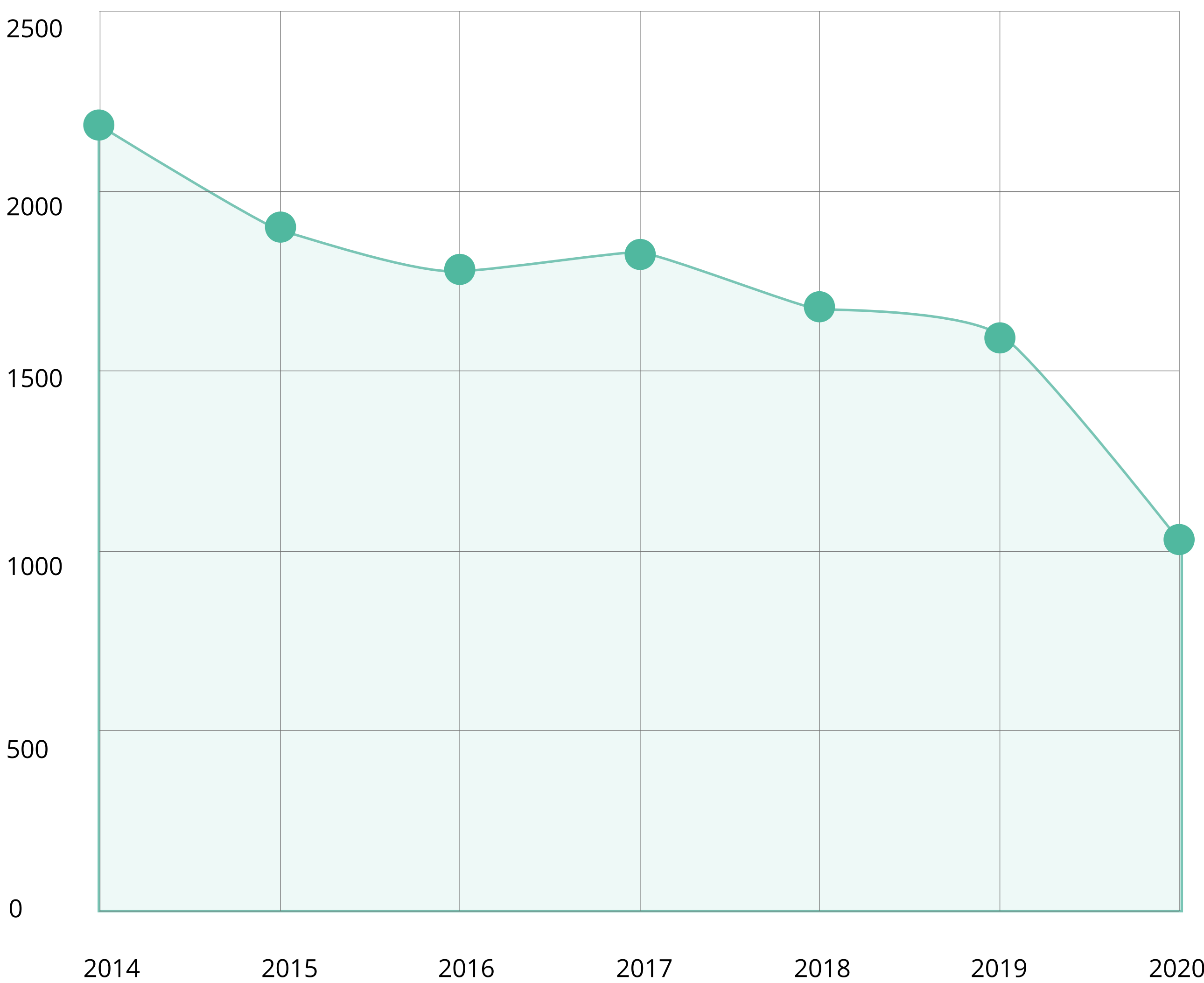
20

Fuel consumption business air travel

Total reduction of CO₂ tons/year

1,020

CO₂ emissions TAUW scope 1 and 2 in tons per year



Emissions from business transport and combustion of natural gas in the buildings

Goal: by 2023 TAUW will emit 50% less CO₂ per FTE compared to 2019; by 2030, the CO₂ reduction will be 100% (with the exception of the “buy” inevitable) and we will be climate neutral.

Emissions from electricity consumption, transport by private vehicles and air traffic

Goal: by 2023 TAUW will emit 15% less CO₂ per FTE compared to 2019.



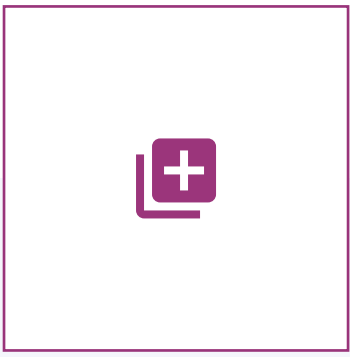





Safety statistics 2020

Due the COVID-19 situation and regional lockdowns, the number of reported incidents has dropped significantly this year as can be seen in the figure below. As in previous years, our occupational safety focus areas are: travelling, exposure to dangerous substances and slipping and tripping hazards. These focus areas will be considered in the updated 2021 annual (country) safety plans, as we aim to reduce incidents related to these matters

Safety statistics 2020

			
Unsafe situations and almost accidents reports	Incident with absence	Medical treatments	Incidents with first aid or material damage
2020262	20205	20203	202098
2019368	20196	20195	2019121
2018417	20189	20182	2018102





Satisfaction statistics 2020

Customer satisfaction

In our annual customer satisfaction survey in the Netherlands, we ask to what extent clients would want to work with TAUW again in the future? In recent years, this report figure has shown a clear upward trend.

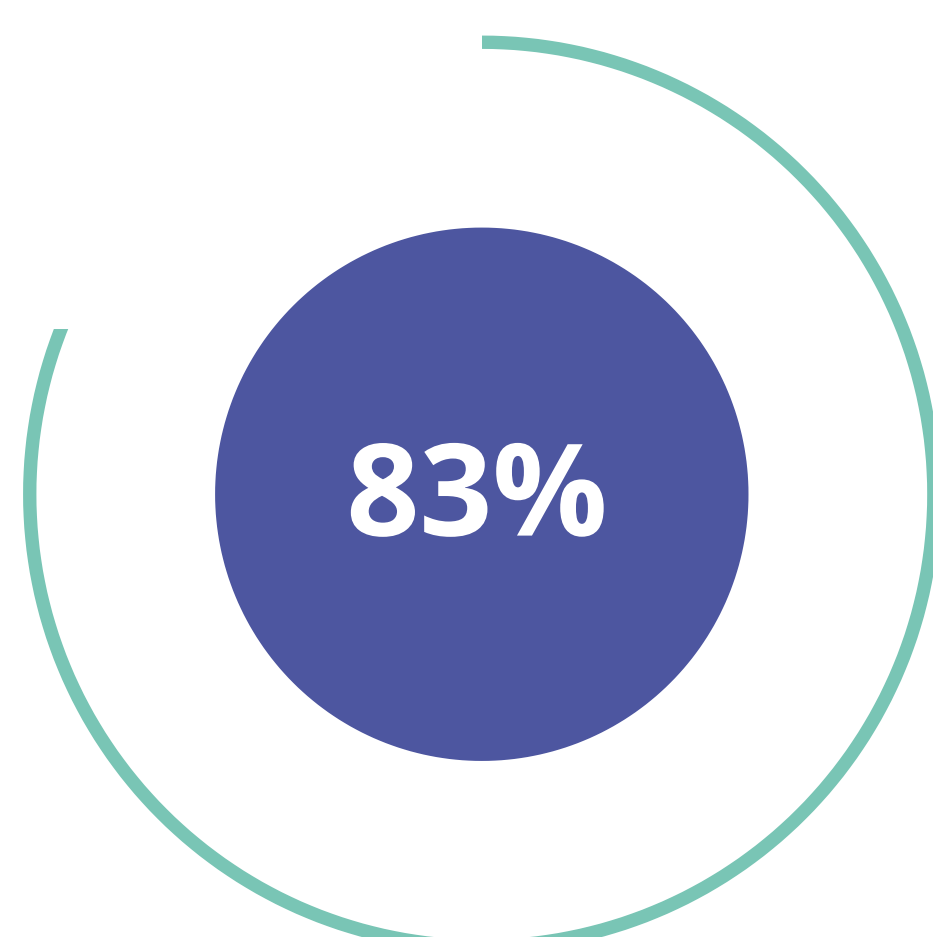
Intentions of working with TAUW in the future



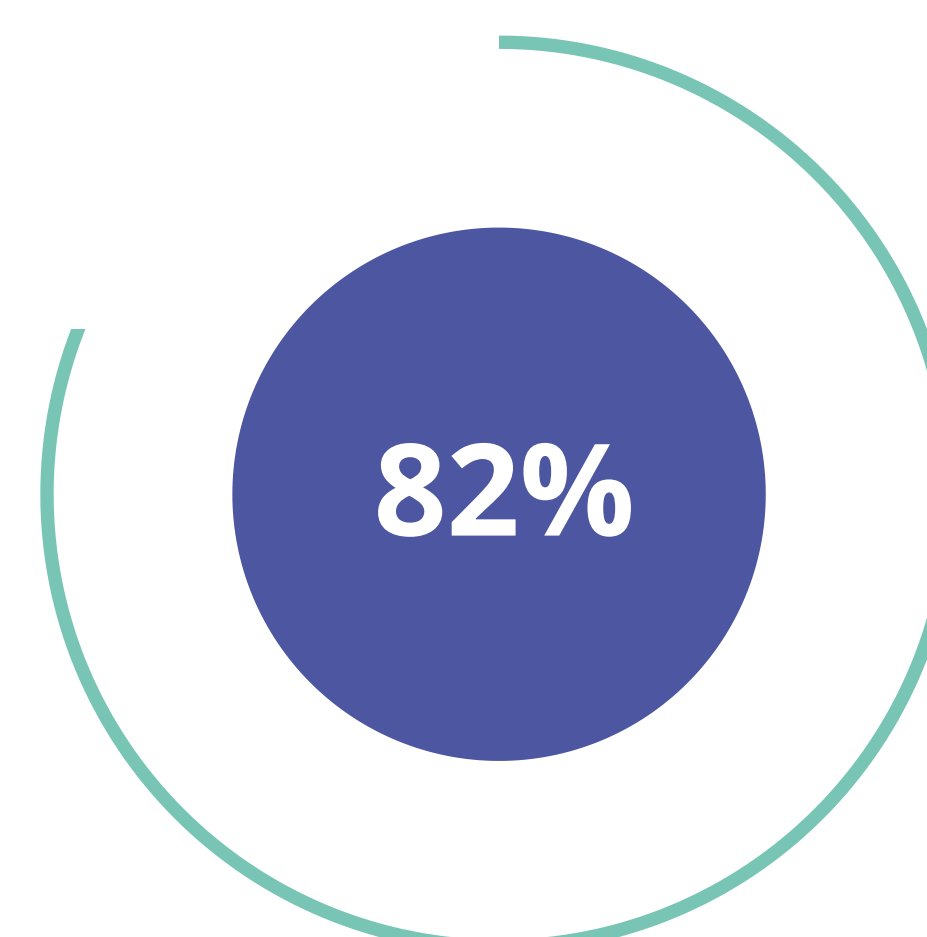
The average overall satisfaction score of our clients is **8.4** for over more than **6,000 projects in 2020**. In particular, our clients indicate that they appreciate our **collaboration**, **customer service** and **expertise**.

Employee satisfaction

We care about our employees' opinions. To (further) improve our personnel policy TAUW Netherlands conducts an employee survey twice a year to provide insight into the work experience of our employees. The survey from 2020 shows that, despite all that happened in 2020, scores have remained stable. In general, employees are still (very) satisfied with their work; the score remains high. The vast majority of employees also intend to recommend TAUW to friends and acquaintances. This score has even increased based on the last four measurements.



Employee satisfaction
83% is (very) satisfied with his/her work.



Recommendation
82% intend to recommend TAUW to friends and acquaintances.

