



# 2019 Annual Sustainability Report



# Key Results

Operating data (R\$ thousand)	2017	2018	2019	Δ 2018/2019
Net operating revenue (NOR)	1,437,283	1,591,841	1,795,126	12.8%
Average ticket (R\$/member/month)	19.66	20.43	21.13	3.4%
Number of beneficiaries	6,309,296	7,230,318	7,399,638	2.3%
Cost of services	657,423	702,456	798,323	13.6%
Adjusted EBITDA	351,648	415,348	418,461	0.7%
Adjusted EBITDA margin	24.5%	26.1%	23.3%	-2.8 p.p.
Net income	244,571	284,793	284,763	0.0%

Company indicators	2017	2018	2019	Δ 2018/2019
Employees	1,561	1,601	2,114	32%
Men	420	399	541	35%
Women	1,141	1,202	1,573	30%