

CSR

Corporate Social Responsibility - Report 2017

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1. We focus on people



At Moranti Services (MS) customers and employees are our main focus. We want an interaction that ensures high quality in everything we do. Keeping high quality, the key focus helps us to increase our customer- and employee satisfaction. In return creating motivation and job satisfaction in our daily business.

We believe that a workplace is driven by high motivation, constant training and focus on customer needs, creates the highest productivity. This virtuous circle ensures growth in our company enabling us to invest in retaining top talents.

Our vision and values are rock solid. We believe in them and practice them in everything we do. This CSR report describes how our company works systematically with CSR related issues. We do not only appear to be social responsive, we prove it by our ethical business activities.

We take great pride in being a company that complies with applicable laws and regulations about business ethics and this is reflected in our behavior! We have internal audit processes to ensure that we are constantly updated on these areas, as well as to our actions constantly adapted to the current laws.

Please, give a good reception of our CSR report and hope that it will give you an overview on how we do business.

Looking forward to a continuously good and future cooperation.

Kind Regards
Birgitte Dam Kræmmergaard

CEO
Moranti Services A/S

2. Generally, about the CSR rapport

This CSR report relates Moranti Services A/S (MS). The report was prepared in accordance with the Danish Act on Financial Statements (paragraph 99a) on reporting on social responsibility and the ten principles of the UN Global Compact.

The report refers to other documents which will be available on the company's intranet and internal systems.

3. This rapport covers conditions for

Company

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Moranti Services A/S



Business Areas

Customer service, contact and call center, telemarketing, back office and outplacement, development of customized web solutions, outsourcing of financial functions, IT Operations / Service from level 1-3.

4. Vision, mission and values

Vision

We make a difference

We strive to be the Nordic region's preferred service partner for public and private companies

Mission

We create value to our customer

Through planning, quality and efficiency we create added value in every customer contact with and for our clients' customer

Core Values

Innovation – *We ensure the best service through continuous development and training of our employees*

Quality – *Productivity and reduction of waste time is obtained through an improved platform*

Long-term Strategies – *KPI's are enforced to secure our clients' future investments and constant development*

Partnership - *We think long term and our Governance structure ensures our clients' benefit – year after year*

5. Our most important resource: Our employees

5.1. Our employees

MS provides services and due to this our most important resource is competent employees. It is therefore important to ensure employee retention, as well as having a good model to attract new employees who want to work in a growing company. Besides skilled employees, we must ensure that our entire technology platform remain in the forefront and lives up to the demands placed on a company like ours.

Working environment groups

We have very well-functioning working environment groups in which both management representatives and employee representatives are visible. The primary focus is job satisfaction, as we want to be known as the contact center with the best working environment. We are convinced that cooperation, trust and fairness creates a job, suitable for everyone. In the case of employees whose resources involuntarily are limited to one or more areas we also offer schemes such as flexible jobs, reduced working hours and irregular working hours.

Additionally, we put ergonomics and prevention of work injuries on the agenda of the working groups. We have an annual working environment meeting, which is intended to both follow up on on-going focus areas and plan future areas to take up.

"Nyt om Arbejdsmiljø" – Newsletters from the working environment group

Each month our working environment group prepares and issues a newsletter for employees and management. The newsletters cover everything from new initiatives on health and safety to information about what is done on specific areas as well as overall initiatives for the entire organization. The newsletters also contain useful links to correct ergonomic postures, guidelines for setting the working tables and chairs and simple exercises to prevent work-related ailments.

APV – Workplace assessment report

The working environment group clarifies the overall framework for, and make a written APV for all employees (every second year). The APV is analyzed and the result forms an action plan, in which representatives from the groups, managers and employees are involved to solve the different action points. The groups select areas of focus based on the APV.

A good working environment is measured e.g., in our employee satisfaction and APV. This applies to both physical and psychological work. Status of action plans is uploaded to the intranet, which is accessible to all employees.

Senior policy

To ensure the retention of senior employees, we have prepared a senior policy, to meet the demands of flexibility and preserve important knowledge and skills in the company.

This policy entitles employees to a paid day off work as follows:

- One paid day off per year from 58 years of age.
- Two paid days off per year from 60 years of age.
- Three paid days off per year from 62 years of age.

“Grøn Smiley” – Green Smiley

We are registered with the Danish Working Environment with Green Smiley and recent visits by the labor inspectorate (Arbejdstilsynet) was January 2015.

The Grøn Smiley was assigned for the following reasons:



- The company does not violate health and safety regulations or
- The company does not have any outstandings with Arbejdstilsynet

Sick leave

Satisfied employees may be reflected in absenteeism, which naturally is a major focus area. Sick leave for 2015 amounted to 6.5%.

For us it is important to maintaining a close dialogue between the company and the employee. This is achieved by conversations revealing whether any factors in the work environment causes the sick leave, to improving the physical or psychological work. To ensure a return to work after illness, both out of respect for the employee and for the company, employment centers, municipalities and health insurance are also involved for coaching and counselling.

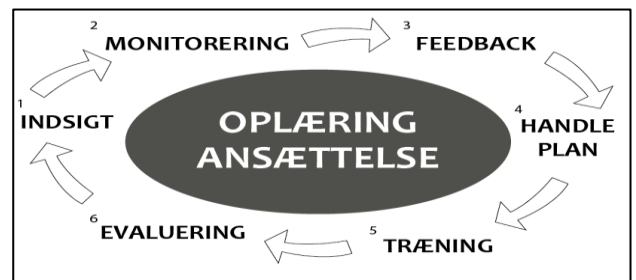
Work-related injuries

Fortunately, we have had very few accidents and only minor damage. These accidents are all reported to the Industrial Injury Board (Arbejdsskadestyrelsen), like safety organization through accident elements for the establishment of preventive interventions. In addition, our intranet inform regarding prevention and miscellaneous procedures.

Training - Education

All new employees undergo thorough training. In MS we train, is among other things, in written communication and proper handling of calls. This involves understanding the call flow from the welcome, identification of customer needs, creating value for the customer to the correct conclusion. In addition, the focus is on understanding from operations and internal / external processes.

We maintain motivation among employees by developing the individual and ensure the right team spirit. Our workplace has a variety of different profiles / teams. We educate the individual employee both internally and with our customers. Training can vary from one day to several months, and include personal to professional development.



Recruitment

We collaborate with various recruitment agencies to ensure the quality of our recruitment process. Recruitment agencies are specialized in different profiles and competencies.

Recruitment agencies conduct interviews and depending on which team the candidate will be recruited to, make different tests that assessed within the candidate to proceed in the recruitment process. After an assessment of the overall impression of the different parts of the process, candidates are send for an interview with the manager.

6. Business areas

Moranti Services (MS) is the largest Contact Center in Denmark employing over hundred people located in Copenhagen. Moranti Business Services offers standardized and tailor-made call center solutions within customer care, technical support, telemarketing and outplacement to our business partners in the Nordics - and their customers.

Customer service

Nothing is more annoying than calling customer service only to find yourself stuck in a queue forever, or calling a helpdesk who can't help you because they are closed! Moranti Business Services answers yearly more than 3.6 million calls to customer service and we can guarantee that an agent is ready to take your call - 24 hours a day, 7 days a week, 365 days a year. Moranti Services business partners represent a great variety of businesses within BtB and BtC in different sectors ex. telecom, IT, communication, media and insurance.

Our skills in customer services can be divided into the following categories:

- Invoice management
- Complaints
- Mobile phones incl. setup
- Product and subscription
- Retention
- Product sales

Reception and Switch board

All companies have a wish for high availability. No one may call in vain for a reception or waiting too long for being transferred. Unfortunately, several companies experience periods of unsatisfactory waiting at their main number.

Therefore, many companies have chosen a reception and / or switchboard solution from MS. Either as a full outsourcing, where we handle all calls, or a solution with a so-called overflow. By overflow calls will be redirected after e.g. 4 ring.

All calls are handled by a group of trained employees who handle similar call for other companies. This operation synergy means that we can offer an attractive pricing model, based on a fixed low subscription per. month, combined with a competitive price per. call / minute.

You will achieve economic optimization, by converting existing fixed costs to a variable that can be scaled as needed.

The handling of incoming calls can be performed directly in your systems via a link and / or MS processing system. In addition, we can make integration to e.g. MS' Outlook so that the employees' calendar status can be accessed remotely. We can thus inform the caller about any absences (illness, meetings, out of the house, etc.).



Among the benefits to be achieved at a reception and switchboard option in MS A / S include:

- Full availability
- Economic optimization
- Overflow Solution, for example, own employee's absence or during peak periods
- No bottlenecks as we scale the staffing to needs and expectations
- The calls are handled by a group of qualified employees who know your business
- Access to MS A / S 'customer portal via the Internet, continuously informed of waiting times, response rate, call times, etc.
- Integration with Microsoft Outlook - Optional

Telemarketing

For many companies, outsourcing can be an effective tool to increase product sales, meeting booking. MS also offer to perform satisfaction surveys or to simply give your customers good customer service through welcome or service calls.

MS handles more than 1.5 million outbound contacts annually. Converted, this gives approximately 200,000 production hours, which makes MS to one of the largest providers of telemarketing. MS has extensive experience in both B2B and B2C, telesales and covers all areas of outbound services, such as:

- Product sales
- Subscription sales
- Booking
- Lead generation
- Customer satisfaction surveys
- Retention
- Collection

Outplacement

Today customer service is a strategic business area for many companies. Providing service to our customers does not only have the purpose of answering calls from clients but also supports the core business and generates value for the company and its partners. Some of these companies want to buy this competence from their external partner for a number of reasons, however with the partner as a physically integrated part of the company's own organization. For these clients, Moranti Business Services offers outplacement solutions where we take care of the recruiting of resources and subsequently run the operation from your company address. All services within customer service, technical support and telemarketing, can be offered as outplacement solutions.

Technical support

Moranti Business Services offers support via hotline in local languages for users in all of Scandinavia. Our helpdesk supports many different products produced by some of the world's largest suppliers every day.

Our customer base consists of both medium sized and large business partners as well as private consumers who require IT support.

Our competences lie within 1st and 2nd level technical support in the following areas:

- Hardware, software and network
- Mobile phones, PDA's and smartphones



- System configuration and setup
- Wireless network technology
- Periphery products
- Home PC solutions

Security and surveillance – MS Safe

All companies have an IT infrastructure which, to a greater or lesser extent, is crucial to their ability to drive optimum business of daily life. But for a number of companies the requirements for systems and hardware uptime are not just critical - they are directly critical. Breakdowns on central servers or systems that are discovered too late will in worst cases have fatal consequences for the company and its customers.

Therefore, many companies have chosen to have a security and surveillance solution from Moranti

Business Services A/S.

Your company's safety - if an accident occurs

With MS Safe a specialized guard team will be ready at your service up to 24 hours a day to receive reports of errors or crashes of your company's systems and hardware. Do you need extra reassurance; we also offer monitoring of your alarm systems and we react the second they go off. Via a fixed script that contains a contact list with numbers for security staff on call, we make sure authorized personal will get to your location to solve the issue. All incoming cases are registered in our case filing system, SR, but - depending on which option you choose – can even be logged directly in your CRM system via a secure connection.

Depending on your company's size and needs, you have also the possibility to buy access to the recorded conversations, as you can choose to have prepared a monthly case reporting of all cases. With MS Safe you can sleep safe and sound, knowing that there are always trained agents watching your business, who will act immediately in the case an accident occurs – 24 hours, 365 days a year.



7. Responsible Supplier Management

The financial crisis has put a special focus on the importance of growth the last years, and for Moranti it has become important to show responsibility in the selection of our suppliers when it comes to purchasing goods and services.

As a group, we ensure focus on social and environmental responsibility by working with responsible supplier management. By doing so, we ensure our desired growth is created with respect for human rights, labor rights, environmental conservation and we fight actively against corruption and unfair trade practices. We demand our suppliers and partners to also comply with the guidelines for social and environmental responsibility in accordance with internationally recognized principles and rights as defined by UN among others. We have defined these principles in our "Code of Business Conduct."

Our group procurement policy has been prepared with the aim to ensure a uniformity of the requirements that we want to present to our current and potential suppliers. That way we are able to transfer our own

standards and principles to both our customers as well as the society. When selecting suppliers, we put increasing attention to our supplier's ability to effectively manage quality but equally important is whether they have a positive environmental and safety profile which matches the principles of the Global Compact as a minimum.

In the Moranti Group, responsible supplier management implies ongoing reviews of selected suppliers, in particular those suppliers having a direct effect on the following:

- The quality of the services we provide to our customers
- Our image and brand in the market
- The environment and the work environment
- The ability to ensure continued good profitability

We will communicate openly about the challenges we may have, including both positive and negative consequences of supplier ratings and responsible supplier management. We believe that through meaningful dialogue and cooperation we can create the necessary understanding and allocate the needed resources to influence and improve social and environmental conditions.

8. We care about the environment

Environmental objectives

As one of the largest IT service companies, we at the Moranti Group are aware of the fact that we affect the environment around us, and that we because of our company size have a responsibility to promote greater environmental sustainability and responsibility. We commit to reduce the overall environmental impact and work actively to prevent and reduce environmental impacts from our employees and core activities among others. We want to be perceived as an environmentally conscious company and through joint efforts achieve lasting benefits for the environment, our business, our customers, employees and society.



Environmental policy

In the Moranti Group we want to aim to reduce the environmental impact and energy consumption of our three locations from an overall perspective and within a reasonable financial frame and we will comply with relevant environmental legislation as a minimum.

We will seek to align our facilities with environmental and energy-friendly lighting forms and reduce the environmental impact through our waste management by recycling an increasing share of our waste. We want all employees to be aware of and comply with our environmental policies and the management team must take the lead to promote environmental awareness. We want to create an environmentally consciousness by continuously involving, inspire and train our employees and at the same time provide appropriate consultancy to customers and partners. Our environmental policy and CSR report is available to all our stakeholders, and we want to have an open dialogue with customers, authorities and other stakeholders concerning all environmental conditions.

We have prepared a procurement policy including environmental considerations. When purchasing new equipment, such as IT and other electronics that has an impact on energy consumption and CO2 emissions, we will seek to use environmentally conscious suppliers and demand environmentally friendly products and services. It is also a requirement that all our key suppliers have read and signed our "Code of Conduct" which ensures all applicable international regulations on the environment, labor rights etc. are complied with.

With our environmental policy we want to improve our environmental performance continuously by setting specific targets and take actions to achieve those objectives. All guidelines and solutions must take into account the economy and our work environment and must be reasonable in relation to the performance of our daily tasks.

Waste management

Regulatory

In the Moranti Group we follow the WEEE - Directive (Waste Electrical and Electronic Equipment), which lays down common EU rules on the management of electric scrap with the aim to prevent and reduce waste from electronic equipment and to promote recycling. We want to ensure all our electronic wastes, including old computers, etc. are managed in an environmentally correct way. This is in line with our overall environmental objectives and policies. We will comply with relevant environmental legislation at a minimum and we will therefore continuously monitor relevant environmental laws in order to ensure that the group's activities are conducted within the established legal requirements.

Waste disposal

One of our environmental objectives is to reduce the overall environmental impact. This is done through the way we dispose our waste. We have made agreements with our property managers and external suppliers at our locations concerning our waste management. Our employees are responsible for sorting waste in various containers and collection systems in accordance with the instructions. Our waste is sorted in the following way:

- Combustibles
- Paper and cardboard
- Electronic equipment
- Soft plastic
- Batteries
- Cans
- Glass and china

Energy consumption

We all know that energy is the basis of modern society, but both production and consumption of energy affects the environment. In the Moranti Group we want to work actively to prevent and reduce environmental impacts through a continuous reduction and effective use of the energy for heating, water and electricity at our locations.

We have many employees, and consequently we have facilities with many m² to heat and light up. Taking our need for big offices and overall profitability into consideration we aim to align our facilities with technical measures that can help to manage and reduce our energy consumption. At our headquarters in Copenhagen we have installed an auto off system at almost all of our operating PCs, and we work for also introducing this to our other locations.

Transport

Company cars

Since the majority of Moranti Group's core services does not involve driving, but different types of assignments for our clients over the phone and online, we are not in need of a large fleet of vehicles. Only a few of our customer activities requires transport and in those cases our employees are using private cars. Our existing cars do not constitute a major environmental impact. Nevertheless we seek to take the environment into account when we acquire new cars. We do this by defining the requirements for the energy class of the cars among others. In this way we contribute to improving fuel economy and reducing overall CO₂ emissions.

We are also aiming to reduce our travel activities and thus our CO2 by replacing long trips by car or plane, and instead use conference calls, Internet and video conferencing , which benefits both the environment and work efficiency.



We make a difference

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