



Because customer experience begins in the phone...

CSR

Corporate Social Responsibility - Report 2018

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We care



In Moranti Services, our focus is our customers and employees. Through innovation and by “thinking out of the box”, we continuously strive to improve our high level of performance and quality.

We believe, that an open-minded dialog with our customers and the empowerment of our employees, not only generates a high performance, but also ensures satisfaction and motivation – both amongst our customers and our employees.

We know, that companies are driven by people - for people. This is reflected in our core values, which we practice in everything we do.

We aim to be a responsible company, acting ethical correct on e.g. the natural environment, work environment, operating environment and social environment.

We are proud of being a company that complies with applicable laws and regulations. This is not something we say – it’s what we do.

For documentation, we perform internal audits, quarterly combined with both noticed and non-noticed external audits, performed by either our customers, consultants or representatives from EU.

Thank you for being an asset in developing our business together us.

Kind regards,
Moranti Services A/S

Birgitte Dam Kræmmegaard
CEO

The CSR rapport, in general

This CSR report relates Moranti Services A/S.

The report is in accordance with the Danish Act on Financial Statement's (paragraph 99a) social responsibility and the ten principles of the UN Global Compact.

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

This rapport covers

Company

Moranti Services A/S
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Business Areas

Customer Service (in- and outbound), Back Office, Security & Support, On-Site service

Our responsibility

We want to be recognized as a great place to work. But most of all, we want Moranti to become a synonym for acting with integrity, social responsibility and commitment to the communities in which it operates. We want a business with a defining culture, a business with values that are widely recognized. For us these are the key components of being a leading services company.



The new GDPR will be in force as from 25th May 2018.



Being a service provider, Moranti handles a significant amount of personal data, which require documented processes and systems. To ensure we comply with the GDPR at all times, we perform 4-6 internal audits yearly. Further, we are being externally, announced and unannounced, audited by customers, EU representative etc. approx. 6-8 time yearly.

Our employees

Being a service provider, our employees are our most important resource. It is vital to ensure competences in the organization, not only in terms of employee retention but also the ability to attract new employees. Further we must ensure that our IT-platform remains “best in class”, taken the business we operate in, into account.

Working environment organization

We have a well-functioning working environment organization with representatives from both employees and management. The focus areas are job satisfaction, ergonomics and prevention of work injuries. We want to be recognized of having one of the best working environments within the service sector. We believe corporation, trust and respect creates a company culture fitted for everyone. Physical and/or mental disabilities are considered when planning working hours, tasks etc.

We preform quarterly meetings to follow up on our focus areas moving forward.

Newsletters from the working environment group

The group posts newsletters monthly. The newsletters inform of new initiatives on health and safety as well as follows up on initiatives made within specific areas in the organization.

APV – Workplace Assessment Report

Every 2nd year the group prepare and execute a written APV for all employees. The replies are then analyzed and made into an action plan, where representatives from both managers and employees are involved, selecting the focus areas of significant importance in the APV. All comments are replied upon.

Based on the APV and daily dialog with the employees, we measure and rank our working environmental status. The APV result and action plan is uploaded to the intranet being accessible for everybody in the company.



Senior policy

To preserve important knowledge and skills in the company, we have a defined senior policy for our elder employees

The policy offer:

- From the age of 60
 - a. One extra day off yearly, paid by the company
- From the age of 62
 - a. Two extra days off yearly, paid by the company

“Grøn Smiley” – Green Smiley

The Danish Working Environment (Arbejdstilsynet) recent visit was in Summer 2017.

The Green Smiley was assigned for the following reasons:



- The company does not violate health and safety regulations or
- The company does not have any outstanding with The Danish Working Environment (Arbejdstilsynet)

Sick leave

Satisfaction amongst employees are often reflected in absenteeism and is of such a focus area for the company. The sick leave percentage for 2017 was 5,7%, which is a decrease of almost 1% compared to 2016. As a responsible company, caring for our employees, we ensure an environment where dialog between managers and employee are normal. It is through dialog any factors influencing the sick leave is revealed.

The company operates with different categories

1. Informal “Welcome back” dialog held upon return from sick leave
2. Informal “Phone call” when an employee has been absent more than 3 days
3. “Occupational retention” dialog is held if the employee is long-term ill. The meeting needs to take place no later than 4 weeks after 1st day of absence. The dialog is regarding, how we as a company, together with the employee, doctor and municipality can adjust the work for the employee to ensure fast and easy return to work

Work-related injuries

Vi are fortunated not to have had any accidents or injury in the company. If, however an accident or injury should occur they would be reported to the to the Industrial Injury Board (Arbejdsskadestyrelsen)

Training - Education

All our employees are trained in our compliances and then the specific tasks each employee will fulfill e.g. written communication, call flow and conflict handling. This require an understanding and, identification of customer needs to create value for the caller. Further, is the understanding between operation and internal/external processes.



Motivation is essential, both to ensure development individually and as a company. We educate the individual employee both internally and externally, including both personal and professional development.

Recruitment

Our recruitment policy is to use different channels to recruit new employees. We work with both recruitment agencies, social media and on-line agencies.

Moranti has defined profiles for each of the segments we operate in. If candidates are recruited by the recruitment agencies, the candidates are assessed both by the agency and Moranti. When recruiting directly, Moranti always have 2 managers performing the interviews.

Social responsibility

We feel, that we as a company has a social responsibility for which we have taken several initiatives e.g. being:

- Corporation with the municipalities, supporting them in their effort to help people back to the labor market. We welcome people who need to be tested in their abilities to work after e.g. accidents, long-term illness etc.
- In corporation with the American Embassy, AmCham, business companies and volunteers we invite Somalis teenagers to visit our company – showing them why it is essential to get an education and what opportunities companies like ours, can offer them.

Business areas

Moranti is one of Denmark's oldest service, call and contact centers. We offer standard and customized solutions for customer service / helpdesk, monitoring / support team and back office assignments. We serve customers globally in 6 languages. Our headquarter is located in Copenhagen where our dedicated employees strive to provide the good experience every.

Customer service

Customer service covers a wide range of different tasks, where each area / task requires separate competencies and personal profiles.



Reception and Switch board

More and more companies choose to outsource their reception/switchboard to avoid unnecessary wait and/or lost calls. We offer; switchboard, handling of messages both by phone and e-mails as well as managing calendars. We handle both full time solutions or overflow situations (ie calls are redirected to Moranti Services when your lines are busy, during holiday periods, etc).

All calls are handled by trained employees, who are experienced in similar assignments, giving our business partners the possibility of increased service level (answer rate, extended opening hours, flexibility etc.).

The calls can be handled in Moranti' systems or directly in external systems.

Customer service / helpdesk

Customer service / helpdesk is a broader service than the reception and switchboard. Customer service includes e.g.:

-  Handling of inquiries
-  Guidance
-  Support
-  Registration
-  Reporting

We offer customer service / helpdesk as a fulltime solution (where Moranti takes all incoming calls), outside opening hours or as overflow during working hours.

Data handling / Telemarketing

Telemarketing is a proactive approach both towards your current as well as future customers. The value-added dialogue and customer experience are important in e.g.:

-  Satisfaction surveys
-  Service calls
-  Sales
-  Anti-churn
-  Booking of meetings

Debt recovery / Collect receivables

Based on years of expertise Moranti Services is very competent in handling services within this business area on behalf of our business partners;

- 📞 Debt recovery
- 📞 Credit card payments
- 📞 PBS registration
- 📞 Negotiation of installment plans

Each area is affecting a company's cash flow but it is often a "none likeable" assignment in the companies, why outsourcing is worth considering.

On-site services

Today customer service is a strategic business area for most companies. However, not being core business, companies request skilled and trained employees from Moranti to be located at their premises.

Others see on-site employees from Moranti as supplement to their own employees, adding different skills – this being languages, experiences, profile or the like.

It is not only a flexible solution but at the same time cost-efficient.

Back Office

Back office consists of a variety of different administrative assignments. Outsourcing of these create opportunities for economic optimization, without compromising on quality.



On-line administration and social media

This service area includes tasks within;

- 📞 Order Management
- 📞 Track & Trace
- 📞 Sales Support
- 📞 SMS Answers / Inquiries
- 📞 Emails handling

Further, we have extensive experience in managing social media, such as Facebook, LinkedIn, including "posts", "chat" and reply, as well as monitoring TrustPilot, etc.

Transaction monitoring, card barring

With our 24/7 monitoring of transactions on credit cards, telephone follow-up when there is suspicion of card abuse/ fraud, card barring etc. companies optimize their services and reduces response time which increases the customer satisfaction within their companies.

Further, we handle mobile barrier in case of loss of and /or theft around the clock.

Security and Support

Moranti have competent Guard Teams trained to handle your customers' calls and emails – globally whatever the time, all year-round. Our highly qualified employees are selected based on their empathic abilities, experience and skills within emergency handling, technical insight and support.



Alarm surveillance and technical support

Uptime, availability and security are essential for most businesses. With more than 20 years of experience we perform 1st and 2nd line support for several companies monitoring, debugging, correcting errors and/or handling/escalation of crash on systems, alarms and hardware.

Reports are received either by telephone, email or SMS.

Guard

We offer an 24/7 on-line guard team, who performs;

- Monitoring of servers
- Answer emergency calls, whether it is storm, water or fire damage, car breakdown, credit card activation / deactivation, burglary or allergic reactions caused by medicine, etc.

Well-defined contingency procedures ensure a proper, prompt and efficient handling of complex situations. This include an escalation plan, with each company we corporate with.

Responsible Supplier Management

The financial crisis changed many companies' approach to the market. Moranti believes, in addition of ensuring healthy growth, that it is important to show responsibility. This also applies to the selection of suppliers when purchasing goods and services.

By working with responsible supplier management, we ensure our focus on the social and environmental responsibility. Growth must be made with respect for human rights, labor rights, environmental conservation.

We are actively fighting against corruption and unfair trading practices. We require our suppliers and partners to comply with the guidelines for social and environmental responsibility in accordance with internationally recognized principles and rights as defined by, amongst others, the UN. The principles are defined in our "Code of Business Conduct."

Our procurement policy is designed to ensure uniformity of the requirements we wish to present to our current and potential suppliers. This enables us to transfer our own standards and principles to both our customers and the society. When selecting suppliers, we are particularly aware of our supplier's ability to manage quality, effectively. Equally important is they have a positive environmental and safety profile that, as a minimum, is equivalent to the principles of the Global Compact.

In Moranti, responsible supplier management implies ongoing reviews of selected suppliers, especially those who have a direct impact 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 communicate openly about the challenges we may have, including both positive and negative consequences of supplier assessments and responsible supplier management. We believe, that an honest dialogue and cooperation creates the necessary understanding enabling us to and allocate the necessary resources to influence and improve social and environmental conditions.



We care about the environment

Environmental objectives

Being a significant market player within our business area we are aware of the affect we have on the environmental surroundings. Due to our company size have a responsibility to promote environmental sustainability and responsibility. We are committed to reduce the overall environmental impact and to work actively to prevent and reduce environmental impacts from our employees and core activities. We want to be perceived as an environmentally responsible company and by joint efforts achieve lasting benefits for the environment, our business, our customers, employees and society.



Environmental policy

From an overall perspective, Moranti aim to reduce the environmental impact and energy within a reasonable a financial frame. We comply, as a minimum, with relevant environmental legislation.

WE SUPPORT

We use sustainable energy, hybrid company cars and our waste management recycling system are factors which reduces the environmental impact. We want all employees to be are aware of and comply with our environmental policies, where the management team has the responsibility of promoting environmental awareness. We want to create an environmental awareness by a continues involvement, inspiration and training of our employees. Our environmental policy and CSR report is available to all our stakeholders, and we encourage an open dialogue with customers, authorities and other stakeholders concerning all environmental conditions.

We have a procurement policy, which include environmental considerations. We aim to use suppliers, who are environmentally aware, when we purchase new equipment, such as IT or any other electronics, that have an impact on energy consumption and CO2 emissions. Further, we require environmentally friendly products and services in our company, like we changed our previous stationary phones with soft phones.

It is a requirement that all our key suppliers have read and duly signed our "Code of Conduct" confirming they comply with all applicable international regulations on the environment, labor rights etc.

Our environmental policy sets the guidelines and actions of improving our environmental performance continuously. All guidelines and solutions must take financial consequences and our working environment into account as well as being reasonable in relation to the performance of our daily tasks.

Waste management

Regulator

Moranti follow the WEEE - Directive (Waste Electrical and Electronic Equipment), which define common EU rules managing electric scrap for prevention and reduction of waste from electronic equipment and to promote recycling. We want to ensure all our electronic wastes are correctly managed from an environmental perspective and in alignment with our overall environmental objectives and policies. We will comply with relevant environmental legislation and we monitor continuously relevant environmental laws to ensure that our activities are conducted within the established legal requirements.

Waste disposal

One of our environmental objectives is to reduce the overall environmental impact. We do this by the way we dispose our waste. We have made agreements with our property manager and external suppliers 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 as follows:

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

Energy consumption

We know that energy is the base of modern society and that both production and consumption of energy affects the environment. In Moranti, we work actively to prevent and reduce environmental impacts through a continuous reduction and effective use of the energy for heating, water and electricity using sustainable energy whenever possible.

The number of employees, require facilities with several m² for our operation, which affect our consumption of heating and electricity.

Taking our need for space and overall profitability into account, we continuously aim to align our facilities with technical measures to manage and reduce our energy consumption. Examples of initiatives made;

- Our operating PCs have been installed with an auto off system
- We have an automatically heating system
- Light savers in areas not being used on a regularly basis

Transport

Company cars

As the majority of Moranti' core business does not involve driving, we are in no need of a large fleet of vehicles. Few activities require transport and when occurring our employees use private cars. Our current company cars do not impact environmental significantly. Nevertheless, we take the environment into account when we acquire new company cars, by choosing hybrids or electric driven cars to improve fuel economy and the reduction of CO₂ emissions.

Further, we aim to reduce our travel activities and thus our CO₂ by replacing long trips by car or plane with conference calls, Internet and video conferencing, which benefits both the environment and work efficiency.

We unite tradition and innovation ...

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CUSTOMER EXPERIENCE IS THE NEW BATTLEGROUND

Your success depends on your ability to exceed the customer's expectations – you can do this by thinking and acting like you were one of them