



Because customer experience begins in the phone...

# CSR

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Corporate Social Responsibility - Report 2019

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## We care



In Moranti Services, we focus on 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 reflected in everything we do.

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

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

Kind regards,  
**Moranti Services A/S**

Birgitte Dam Kræmmegaard  
CEO

## **The CSR rapport, in general**

This CSR report relates Moranti Services A/S (in the following referred to as Moranti).

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 may refer to internal documents, which are only available on the company's intranet and internal systems.

## **This rapport covers**

### **Company**

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### **Business Areas**

Service and solution provider within; Customer service, 1<sup>st</sup> – 3<sup>rd</sup> level IT service, Help Desk, Back Office, 24/7 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 we operate. We want a business with a strong culture and a business with widely recognized values. For us these are the key components of being a leading service provider.



Being a service & solution provider, Moranti handles a significant amount of personal data, which require documented processes and systems. To ensure we always comply with the GDPR, 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

Our employees are our most important and valued 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.

## Occupational health and safety organization

We have a well-functioning occupational health and safety 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 perform quarterly meetings to follow up on our focus areas moving forward.

## Newsletters from the occupational health and safety group

The group posts newsletters quarterly. 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 2<sup>nd</sup> year the group prepares and executes 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.



## Crisis Management

The company has 2 trained crisis teams to handle situations like; terror actions, natural disasters, larger accidents/incidents involving several people etc. The teams are trained in handling contact with people in distress, relatives and the like. The company has a well-defined crisis management system, which is a part of our Corporate Governance structure.

## 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

## Sick leave

Satisfaction amongst employees is often reflected in absenteeism and is of such a focus area for the company. The sick leave percentage for 2018 was 5,8%, which is similar level as last year. 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, are 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 1<sup>st</sup> day of absence. The dialog is regarding, how we as a company, together with the employee, doctor and municipality can adjust the working conditions for the employee to ensure fast and easy return to work

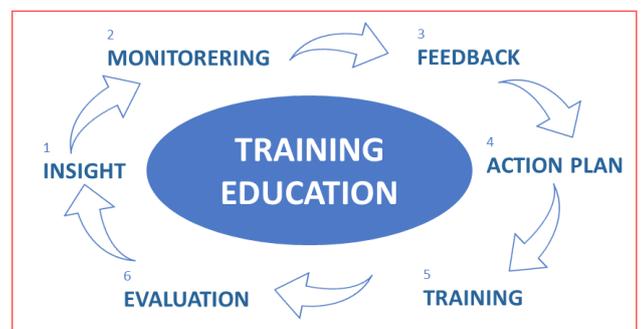
## Work-related injuries

We are fortunate 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, followed by training of the specific tasks each employee will fulfill e.g. written communication, call-flow and conflict handling etc. This require an understanding and ability to identify the customer needs to create value for the caller as well as an understanding between operation and internal/external processes.

Motivation is essential, both to ensure company and individual development respectively. We educate each employee internally and externally, including both personal and professional development.



## **Recruitment**

Moranti is committed to employing a diverse workforce. Qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, veteran status, or disability.

Our recruitment policy is to use different channels to recruit new employees. We work with 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**

As a company we have a social responsibility, which we execute through various initiatives e.g. being:

- Corporation with public institutions, 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.
- Cooperation with municipalities to redefine working conditions to ensure disabled and/or ill people to maintain their contact to the company and labor market in general.

## Business areas

Moranti was founded as a privately-owned business in 1982. During the years, Moranti has evolved into a strong technology company, both through development and acquisitions. Today, the company is specialized within several areas being a Customer Care IT service and solution provider with inbound and outbound capabilities. We serve customers globally in 8 languages. Our headquarters are in Copenhagen where our dedicated employees strive to provide the good experience in each customer contact.

### Customer Care

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

#### 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

### Reception and Switch board

An increasing number of companies are outsourcing their reception/switchboard to avoid unnecessary wait and/or lost calls. We offer; switchboard, messages handling by phone and email, requests and calendar management etc. We handle both full-time solutions and overflow situations (ie calls are redirected to Moranti 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
-  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.

### Customer service / outbound

Outbound customer service (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
-  Ad-on sales
-  Anti-churn

### 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
- 📞 refinancing

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 the quality.



### On-line administration and social media

This service area includes tasks within;

- 📞 Order Management
- 📞 Track & Trace
- 📞 Sales Support
- 📞 SMS Answers / Inquiries
- 📞 E-mail handling and webshops

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

### Security and Support

Moranti have competent surveillance/damage control 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 1<sup>st</sup> -3<sup>rd</sup> level support for several companies of monitoring, debugging and/or handling/escalation of crash on systems, alarms and hardware.

Reports are received either by telephone, email, SMS or other IT system set-ups.



### Surveillance

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

- Monitoring of servers
- Answer emergency calls, whether it is storm, water or fire damage, car breakdown, credit card /SIM 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

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, and 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 we have a responsibility to promote environmental sustainability. 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 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 continued involvement, inspiration and training of our employees. Our environmental policy and CSR report is available to all our stakeholders. 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, which have an impact on energy consumption and CO<sub>2</sub> 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 comply with relevant environmental legislation and we monitor relevant environmental laws continuously 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 m<sup>2</sup> for our operation affecting 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's 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 CO<sub>2</sub> emissions.

Further, we aim to reduce our travel activities and thus our CO<sub>2</sub> 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 ...**

## **Contact**

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