MORANTI

Because customer experience starts at first contact...

CSR

Corporate Social Responsability - Report 2023

Contents

We care

Moranti Services has developed into a resilient IT service and customer experience management company over the years. We have taken on new tasks and developed our existing program to meet the new and challenging demands in the market. Initiatives which are in full compliance with our mission statement; *We unite tradition and innovation.*

Something, however, has not changed – and never will, and that is our focus on our customers, business partners and employees as well as our continues strive to improve our high level of professionalism, performance, and quality.

Further, we continue to 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, and thus the constant changing ways of working conditions has flourished new initiatives in Moranti Services. This both to ensure that we not only achieve the expectations to a professional company, but also ensure employee satisfaction and continued development both in short and long terms.

We believe that ethical responsibility, diversity, and inclusive leadership ensure the best results. This, combined with our adherence of applicable laws and regulations, define our fantastic corporate culture - which we cherish and are proud of. As 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 making Moranti Services who we are.

Kind regards,
Moranti Services A/S

Martin Rahbek
CEO

The CSR rapport, in general

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

The report is in accordance with;

- section 99a of the Danish Financial Statement Act and the amendment dated the 20th December 2018 with the introduction of the "safe harbor" principle, which came into force 1st January 2019.

- UN Global Compact's Communication on Progress (COP) report

This report may refer to internal documents, which are only available on the company's communication site and internal systems.

This rapport covers

Company

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Business Areas

Service and solution provider within; Customer service, 1st – 3rd level IT service, Help Desk, Back Office, 24/7 monitoring & support.

Who we are

VISION
We strive to be your preferred service partner

MISSION
We unite tradition and innovation

Core Values

INNOVATION
Through renewal and development, we ensure the best service, both now and in the future

QUALITY
Insight, professional competence, and motivation creates performance

PARTNERSHIP
Sparring and dialogue support our mutual business platform, generating growth and development

Plan Quality Finance
Strategy Project Honesty
TeamSpirit Team

Our responsibility

Not only do we want to be recognized as a great place to work, we also want Moranti to be "best in class" in terms of acting with integrity, social responsibility and commitment to the communities. We protect and develop our corporate culture and our widely recognized values. For us these are the key components of being a leading service provider.

ISO 9001, 14001, 45001, 27001 Compliant

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.

We have during last year also engaged in the process of being ISAE 3000 certified. This gives our customers the assurance that our systems and services being used have high security standards, assess risks accordingly and excellent quality control.

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 of 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.

- Donations – due to Covid, many areas within the health sector have been challenged. Moranti decided to support the Cancer Society who have identified several relevant areas of action – within prevention, research, and patient support.

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.

Due to the rapid changing ways of working the quarterly meetings have been changed to monthly or even more regularly if needed. The health and safety organization ensure that employees comply with the guidelines and restrictions in our contingency plan, with specific focus on the pandemic instructions, e.g. cleaning, hygiene, "none-visitor" policy etc.

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 2nd 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

Moranti has two 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.

Contingency Plan

Moranti has a well-defined contingency plan, which also include restrictions and guidelines if a pandemic situation should occur. This has proved to be very useful in the past year, as we were able to make immediate actions to protect our employees and business in general.

Our employees

Our employees are our most important and valued resource, and we believe that ethical responsibility, diversity and inclusive leadership ensure the best results and accountability in the entire organization.

It is vital to ensure competences, not only in terms of employee retention but also the ability to attract new employees. We continually develop and implement various initiatives to ensure all employees thrive. Further we must ensure that our IT-platform remains "best in class", taken the business we operate in, into account.

Employee satisfaction

It is important that employees are content. We appreciate initiatives that strengthen the individual, group and teams as well as supporting the company.

Open door policy, visible management and an anchored feed-back culture ensure an honest dialog and enables the management to honor individual interests, skills and to develop competences for e.g. future higher educations or internal promotions. Some of the initiatives are e.g. job variation, training and education, "a friend at work" etc.

Additionally, there are company paid fitness, green areas - including a large roof terrace for free use, access to lounge and canteen area. Our Social Club performs social events in the company and on social media. The Social Club is sponsored by Moranti and is entirely run by a board of employees, who operates in accordance with the articles of association.

Training - Education

All our employees are trained in our compliance procedures and rules followed by training of the specific task(s), of which they are recruited for or have requested. Part of the training thus covers written communication, call & workflows, conflict management etc. This requires an understanding and ability to identify the customer needs to create value for the guest/customer/client as well as an understanding between operation and internal/external processes.
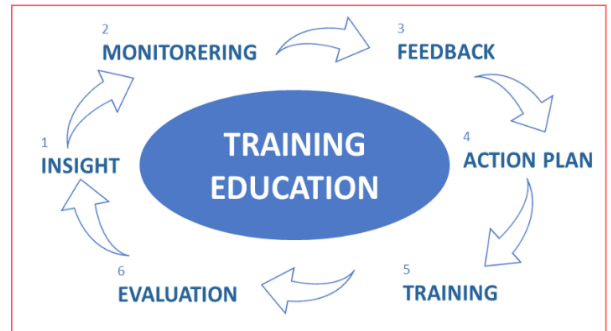
Motivation is essential, both to ensure company and individual development respectively. We educate each employee internally and externally, including both personal and professional development.

Each training session is followed up by an online survey to ensure Moranti's quality level and to make continues improvements.

Moranti Academy

Moranti Academy offers a variety of education and coaching modules for both teams and individuals. The modules combine theory and "real-time" tasks and are designed to ensure continuous personal development of our employees. We always recruit e.g. new managers, specialists, coaches internally. This is both a motivating factor for the individual and ensures that Moranti focuses on each employee's development curve, potential and approach to his/her colleagues, partners, and the task.

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, on-line agencies, on-boarding bonusses to current employees and municipalities etc.

Based on our defined profiles for each segment we operate in, Moranti has successfully innovated the job postings by designing typology job postings. This has impowered the company to attract the right employees for the various job functions.

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.

Senior policy

We have defined senior policy for our elder employees to ensure that important knowledge and competences are kept in the company. At the age of 65, the employee has the possibility of entering into an agreement on e.g. reduced working hours, changed of working hours or other tasks. All parameters to enable the employees can stay a little longer in the labor market.

Sick leave

We believe that happy and motivated employees affect not only the performance and quality but also has an impact on the absenteeism. A claim supported by the lowest sick leave percentage ever, being 3,4% compared to 2020 where the sick leave percentage was very satisfactory with 3,7%

As a responsible company, caring for our employees, we ensure an environment where dialog between managers and employee is normal. It is through dialog any factors, influencing the sick leave, are revealed.

Moranti operates with different categories of dialog;

1. Informal "Phone call" when an employee has been absent more than 3 days
2. "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 working conditions for the employee to ensure a fast and easy return to work
3. Manager and employee perform a well-being conversation, where they, together and in writing, make goals for the coming period. The Well-being formula is signed by both parties and includes a date for a follow-up meeting

Work-related injuries

We are fortuned 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 Industrial Injury Board (Arbejdsskadestyrelsen).

Business areas

Moranti was founded as a privately-owned business in 1982. Throughout 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 headquarter is in Copenhagen where our dedicated employees strive to provide the good experience in each customer contact whether it is on the phone, by email, social media or chat.

We operate in own systems as well as in external systems, which gives our business partners both flexibility, time reduction, minimize manual errors and economical optimization.

Customer Care

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

Reception and Switch board

An increasing number of companies outsource their reception/switchboard to avoid unnecessary wait and/or lost calls or to improve their customer service by prolonging their opening hours. We offer; switchboard, messages handling by phone and email, requests and calendar management etc. We handle both full-time solutions and back-up support when your lines are busy.).

Each contact is handled by trained employees, who often have experience in similar assignments, which give our business partners the possibility to improve the "customer experience".

Customer service

Customer service is an extension of the reception and switchboard and includes both the reactive as well as proactive contact.

The reactive customer service - Inbound includes e.g.:

- Handling of inquiries
- Support
- Registration
- Reporting

The proactive customer service - Outbound addresses both existing as well as future customers.
The customer experience and the value-based dialogue are performed by:

- Satisfaction surveys
- Service calls
- Call-backs
- Anti-churn

Customer service can be a 100% solution (i.e. where Moranti answers all incoming calls), outside normal business hours or as overflows during business hours or peak periods.

IT services 24/7

Moranti's competent Tech Team is trained to handle and resolve IT inquiries and tasks at any time. We provide stable and reliable IT service, support and help desk - round the clock. This reduces both downtime and ensures rapid fault resolution.

Back Office

Our skilled employees perform a variety of different administrative tasks such as:

- Handling on-line damage control cases
- Order Management
- Track & Trace
- Sales Support
- SMS and e-mail handling
- Support

Further, we have extensive experience in managing SoMe, such as Facebook, LinkedIn, TrustPilot, including "posts", "chat" and reply on various request and comments

Alarm monitoring and technical support

Moranti has more than 20 years of experience in 1st - 3rd level support, which includes monitoring, debugging and repairing, handling and/or escalating of systems, alarms and/or hardware crashes.

Banking and insurance services

Based on years of expertise, Moranti is very competent in handling services within arrears, credit card payments, re-financing as well as answering various debtor questions.

As these areas affect a company's cash flow, even not considered as primary tasks, an outsourcing solution is recommended.

24-hour security – damage control

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.

Moranti have competent surveillance/damage control teams, trained to handle your customers' calls, emails, chat or the like – 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.

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."

Procurement Policy

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

Overall, Moranti strives, within a reasonable financial framework, to reduce environmental impact and energy. We comply - as a minimum - with relevant environmental legislation.

We use sustainable energy and limit the use of cars for the benefit of public transportation. This, as well as our recycling system for waste management, are factors that reduce the environmental impact. Management has a responsibility to promote environmental awareness among employees and to ensure that employees comply with our environmental policies. This is done, inter alia, through inspiration, involvement and training. Our environmental policy and CSR report are publicly available documents. Further, we have an open dialogue with customers, authorities and other stakeholders on all environmental issues.

We have a procurement policy, that includes environmental considerations, so we always strive to use environmentally conscious suppliers, including the purchase of IT equipment or other electronics that have an impact on energy consumption and CO_2 emissions.

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 m² 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
- All office lights upgraded to LED technology to save energy

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 or public transportation.

Further, we aim to reduce our travel activities and thus our CO_2 by replacing long trips by car or plane with conference calls, Internet and video conferencing, which benefits both the environment and work efficiency.

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