

MANAGEMENT POLICY FOR CORPORATE RESPONSIBILITY

MONSSON OPERATION's commitment in an approach of Corporate Social Responsibility (CSR) translates into a series of original and exemplary initiatives, especially in developing markets where outsourcing is practiced. Far from being a constraint, **CSR** practiced within **MONSSON OPERATION** proves to be a true competitive advantage in the daily activity of our company.

Corporate Social Responsibility within MONSSON OPERATION translates:

- gender balance and representation of nationalities within the company's management;
- a culture of "business angel" and a talent discovery in countries where the company operates;
- investment in trainings and development of its own employees;
- involvement of our specialists in applied research and development activities within MONSSON group;
- promoting the concept of **Open Source** for a sustainable distribution of knowledge;
- creating a virtuous circle of new activities and new job opportunities;
- a competitive advantage in organizational culture center.

CSR DEFINITION: "RESPECT, RESPONSIBILITY, DETERMINATION, PROFESSIONALISM, CONTINUOUS DEVELOPMENT"

CSR or **Corporate Social Responsibility** is a concrete translation of the company's culture and values of sustainable development in various areas in which it operates. In other words, **CSR** groups ethical initiatives and sustainable actions of the company on an economic, social, ecological, cultural and managerial point of view.

CSR enables the company to formalize commitments. Like a code of good conduct, it guides both the impact of business activity in the areas where it operates and the best practices with the view of improving its ecosystem broadly.

With the exception of companies listed on the stock market, which have an obligation to communicate the social and environmental impact in their annual reports, the other companies have no obligation, be it economic or legal, to engage in a **CSR** approach.

EQUITABLE MANAGEMENT OF HUMAN RESOURCES

Since its creation, **MONSSON OPERATION** has highlighted the welfare of human resources: a real, voluntary and pragmatic commitment, because the equitable investment in the welfare of human

resources, partners or project developers, brings benefits to the company, customers and to its ecosystem.

EMPLOYEES: A VALORIZED HUMAN HERITAGE

At **MONSSON OPERATION**, sharing knowledge is considered as a source of development. All employees have access to information and training. They are free to express themselves and they are encouraged to communicate on blogs and social networks. Moreover, they participate in various training programs organized by the company in order for them to develop within the company.

All employees are bilingual or multilingual, thanks to an intensive program aimed at assimilating new languages and practicing everyday English and a third language (German).

MONSSON OPERATION is an exceptional tool for recognizing and sharing of knowledge, present in all areas where Monsson Operation performed its activity.

- promotes continuous training and independent learning: foreign languages, technical skills
- knowledge management, internal and external training classes
- remunerated professional internships, followed most frequently by recruitment

OUR COMMITMENT: SUSTAINABLE DEVELOPMENT IN AREAS WHERE WE ALREADY HAVE BRANCHES

Investing in training, supporting innovation and enterprise creation generates a virtuous circle which benefits the local economy level. **MONSSON OPERATION**'s approach of **CSR** contributes to the strengthening and sustaining of relationships within its entire ecosystem: group, clients, start-up companies, and partners.

Given the fact that there is a shortage of resources, training or skills in developing areas, **MONSSON OPERATION** undertakes to:

- comply with labor laws and provide decent remuneration
- provide a management and durable training system
- support the students in their attempt to integrate into professional life through paid internships of qualification, coordinated by a coach
- invest in start-up companies and provide them with technological and marketing support

MONSSON OPERATION is an engine for creating new activities and new jobs locally. **MONSSON OPERATION** invests locally in people, distribution of stock-options, training future professionals, investing in start-up companies and by giving advice for customers.



MONSSON OPERATION builds lasting relationships with its customers. The company bases its customer relationships on transparency and advice, particularly because of the quality assurance program. Ensuring sustainable performance allows balanced and salutary preservation of financial resources available for investment, which provides a permanent increase in a territorial ecosystem.

OUR VALUES

- Transparency
- Continuously improving quality
- Excellent customer services
- Interns and partner training support through the activities of operational departments

Through **Corporate Social Responsibility**, **MONSSON OPERATION** detaches itself from its competitors and creates a virtuous circle of growth in its own ecosystem.

CEO

Ana – Mihaiela Aldea



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