



HUMAN. TECHNOLOGY.
BETTER TOGETHER.

Sustainability report

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1. Introduction

At United Call Centers (UCC), sustainability is a core pillar of our corporate philosophy. As a global business process outsourcing provider, we recognize our responsibility to integrate sustainable practices into our operations, ensuring a positive impact on our associates, clients, and the communities we serve. Our commitment to sustainability is reflected in our ethical employment policies, environmental initiatives, and corporate social responsibility (CSR) programs. This report outlines UCC's sustainability efforts, achievements, and future commitments.

2. Commitment to Responsible Employment

2.1. Workforce Well-being and Diversity

UCC is dedicated to fostering an inclusive workplace that values diversity and equal opportunities. Our employment policies emphasize gender equality, work-life balance, and professional growth. Our **Gender Equality Plan (GEP)** ensures that associates are provided equal opportunities in hiring, promotions, and professional development.



2.2. Gender Equality Plan at UCC

United Call Centers (UCC) recognizes that gender equality is not only a fundamental human right but also a strategic advantage in today's global workplace. We are committed to fostering an inclusive environment where all associates, regardless of gender, feel valued, empowered, and supported in their professional growth. By embracing gender equality, we enhance innovation, improve associate engagement, and strengthen our company culture.

A diverse workforce brings unique perspectives and talents, which are essential for driving creativity and operational excellence. Additionally, gender equality helps attract and retain top talent, ensuring that UCC remains a competitive and forward-thinking organization in an increasingly diverse labor market. To turn this vision into reality, UCC has established a comprehensive Gender Equality Plan (GEP), which outlines actionable steps to eliminate gender-based disparities, promote fair treatment, and support career advancement for all associates.

Key Pillars of UCC's Gender Equality Plan (GEP)

2.2.1. Leadership Commitment

- Senior management actively supports gender equality initiatives to ensure company-wide alignment with our commitment to fairness and inclusion.
- A dedicated Gender Equality Committee has been formed, with representatives from various departments, to oversee and drive the implementation of the GEP.

2.2.2. Equal Opportunities in Recruitment & Hiring

- UCC ensures that all job advertisements and descriptions use gender-neutral language to attract a diverse pool of candidates.
- We provide specialized training for our recruitment teams to help identify and eliminate unconscious bias in hiring decisions.





2.2.3. Pay Equity

- Regular salary audits are conducted to identify and correct any gender-based pay gaps.
- We maintain full transparency in salary structures and promotion criteria to prevent potential discrimination.

2.2.4. Flexible Work Arrangements

- UCC offers flexible work schedules and remote work opportunities, ensuring that associates—especially those with caregiving responsibilities—can balance their personal and professional lives effectively.
- Our parental leave policies are inclusive and gender-neutral, supporting both mothers and fathers equally.
- We foster a culture based on trust and productivity rather than rigid expectations of physical office presence.

2.2.5. Career Development & Advancement

- UCC provides mentorship programs to support the professional growth of women and underrepresented genders.
- Leadership training programs are designed to promote diverse leadership styles and perspectives, ensuring equitable representation at all levels of management.
- We have sponsorship programs that actively support women and marginalized groups in achieving leadership positions.

2.2.6. Workplace Culture & Diversity Training

- Regular diversity and inclusion training ensures that all associates understand and respect workplace equality principles.
- A zero-tolerance policy for harassment and discrimination is strictly enforced, with transparent reporting mechanisms and appropriate consequences for violations.
- UCC actively fosters an inclusive work environment by organizing awareness campaigns, cultural celebrations, and associate engagement activities that embrace diversity.

2.2.7. Work-Life Balance & Associate Well-being

- We provide childcare assistance, parental leave support, and mental health resources, including counseling services to promote overall associate well-being.
- UCC encourages a healthy work-life balance by discouraging excessive overtime and promoting time-off policies that allow associates to recharge and maintain their personal well-being.
- Our workplace culture encourages associates to openly discuss their needs and seek support without stigma.

At UCC, gender equality is not just an aspiration—it is a tangible, measurable commitment that drives our policies, workplace culture, and business success. Through our Gender Equality Plan (GEP), we are ensuring that every associate has access to equal opportunities, fair treatment, and the resources they need to thrive. We believe that by embracing diversity and inclusion, we build a stronger, more innovative, and more prosperous company—one that truly reflects the values and expectations of a modern, forward-thinking workforce.





2.3. Flexible and Remote Work Model

UCC's work-from-home infrastructure, implemented in 2016, has significantly reduced office-related carbon footprints while enhancing associate well-being. By eliminating the need for daily commutes, we have helped lower CO₂ emissions, reducing traffic congestion and air pollution. Additionally, our remote work approach has led to decreased office energy consumption, minimizing electricity and heating usage. Associates also benefit from a better work-life balance, increased productivity, and cost savings on transportation. This model supports our sustainability objectives while fostering a healthier and more efficient work environment.

2.4. Associate Development & Training

We provide continuous learning opportunities, including language trainings, soft skills development, and AI-driven knowledge transfer through SuperchargeU, our award-winning educational platform. Our training programs cover essential skills such as communication techniques, conflict resolution, active listening, technical troubleshooting, emotional intelligence, customer relationship management, sales strategies, and problem-solving. These initiatives ensure our associates are well-equipped to handle diverse customer interactions and contribute to a seamless service experience.



2.5. Recognition Programs

Our "Associates of the Month" and "Excellence Awards" programs highlight outstanding performance and commitment, reinforcing a culture of motivation and recognition. In addition to monthly recognition, we present our most prestigious award, the "Excellence of Quality", at our grand year-end celebration, honoring colleagues who have demonstrated exceptional dedication and excellence throughout the year.

2.6. Virtual Wellness Programs at UCC

Enhancing Associate Well-being in a Digital World

At UCC, we recognize that associate well-being is a cornerstone of productivity, engagement, and overall job satisfaction. With an increasingly remote and digital workforce, virtual wellness programs have become essential to maintaining a healthy and motivated team. Through ergonomic assessments, stress management webinars, and fitness challenges, we provide accessible and effective health solutions that support our associates both physically and mentally.

The Impact of Virtual Wellness Programs

Research shows that workplace wellness programs significantly improve associate health, reduce absenteeism, and boost productivity. Associates who participate in such initiatives report lower stress levels, improved focus, and increased overall well-being. At UCC, our goal is to





provide a holistic approach to wellness that supports both mental and physical health in an inclusive and engaging way.

Key Components of UCC's Virtual Wellness Programs

1. Ergonomic Assessments

- We offer virtual workspace evaluations to help associates optimize their home office setup, reducing the risk of musculoskeletal disorders and ensuring long-term comfort.
- Proper ergonomic support has been shown to decrease back pain and increase productivity, making it a critical element of our wellness initiatives.

2. Stress Management Webinars

- UCC organizes regular stress management sessions to provide associates with practical tools to handle workplace pressure and maintain a positive mindset.
- Mental well-being is a top priority, and these programs help associates develop resilience, improve focus, and achieve a better work-life balance.

3. Fitness Challenges

- Our company-wide Calorie Challenge has already helped associates burn hundreds of thousands of calories, promoting an active and health-conscious lifestyle.
- Fitness challenges not only improve physical health but also foster team bonding and engagement, creating a sense of community even in remote work environments.

4. Mental Health Awareness Programs

- UCC regularly promotes mental well-being through Mental Health Awareness Week and other awareness initiatives led by internal trainers and well-being ambassadors.
- These programs provide associates with practical tools to manage stress, build resilience, and maintain a healthy work-life balance.

5. Positive Pulse Well-being Initiative

- Our annual Positive Pulse campaign supports associate well-being during the year-end period through interactive virtual sessions focused on mindfulness, resilience, healthy habits, and stress management.
- The initiative encourages positive lifestyle choices, strengthens associate engagement, and fosters a supportive workplace culture across teams.

The Business Benefits of Investing in Associate Wellness

By prioritizing virtual wellness programs, UCC is not only supporting its workforce but also contributing to higher job satisfaction, lower healthcare costs, and increased retention rates. Studies have shown that companies investing in associate well-being experience higher productivity, reduced burnout, and stronger workplace morale.

As we continue to innovate and enhance our wellness initiatives, UCC remains committed to fostering a culture of health, balance, and long-term success for every associate.

2.7. Calorie Challenge: A Company-Wide Fitness Initiative

Our Calorie Challenge is a company-wide fitness initiative designed to promote healthier lifestyles among our associates. Over a four-week period, participants collectively burned over 415,000 calories, reflecting our team's dedication to personal health and well-being.





Understanding the Impact of 415,000 Calories

To grasp the significance of burning 415,000 calories, consider the following comparisons:

Weight Loss Equivalent: Burning 7,700 calories results in approximately 1 kilogram of body fat loss. Therefore, 415,000 calories equate to about 53.9 kilograms of fat burned collectively by our associates.



Physical Activities:

- **Running:** An average person burns roughly 600 calories per hour while running. It would take approximately **691.7 hours** of running to burn 415,000 calories.
- **Cycling:** Cycling at a moderate pace burns about 500 calories per hour, requiring **830 hours** to reach 415,000 calories.
- **Walking:** Walking burns approximately 300 calories per hour, so it would take **1,383.3 hours** to burn 415,000 calories.

Benefits of Corporate Fitness Programs

Implementing fitness initiatives like the Calorie Challenge offers numerous advantages:

- **Reduced Absenteeism:** Companies with active wellness programs have reported up to a 50% reduction in absenteeism.
- **Enhanced Productivity:** Regular physical activity is linked to improved mental clarity and energy levels, leading to higher productivity.
- **Improved Associate Morale:** Group fitness challenges foster camaraderie and a sense of community, boosting overall associate morale.

2.8. Associate Satisfaction at UCC: A Commitment to Workplace Excellence

United Call Centers remains dedicated to fostering a positive, engaging, and supportive work environment. The 2024 Associate Satisfaction Survey, completed by 233 associates globally, provides valuable insights into associate experiences, workplace culture, and areas of strength. The results demonstrate a high level of job satisfaction, effective leadership, and a strong sense of teamwork, reinforcing UCC's commitment to associate well-being and professional growth.

2.9. Key Findings from the 2025 Staff Satisfaction Survey

2.9.1. Overall Employee Satisfaction and Retention Outlook

UCC's 2025 Staff Satisfaction Survey demonstrates continued progress in employee engagement and workplace satisfaction. The survey received responses from **347 employees globally**, representing a **69% participation rate** and the highest number of participants in the past three years.

- **86% of employees expressed overall satisfaction with UCC**, continuing a positive trend from **82% in 2024** and **78% in 2023**.
- **84% of employees believe they will still be working at UCC in one year's time**, demonstrating strong retention potential and long-term commitment to the organization.
- UCC achieved an **Employee Net Promoter Score (eNPS) of 53**, improving from **45 in 2024** and **37 in 2023**, indicating growing employee advocacy and willingness to recommend UCC as an employer.





2.9.2. Workplace Culture and Leadership Confidence

The survey highlights a strong organizational culture built on collaboration, trust, and supportive leadership.

- **86% of employees report a strong team spirit**, reflecting a collaborative and supportive working environment.
- **86% trust UCC's leadership**, demonstrating confidence in management and organizational direction.
- **85% believe their direct manager effectively manages and motivates their team**, helping employees stay engaged and aligned with company goals.
- **83% are satisfied with the quality of feedback received from their direct supervisor**, reflecting ongoing improvements in people management practices.
- The most commonly perceived leadership style remains **Supporting Leadership (61%)**, reinforcing UCC's commitment to a people-centered leadership approach.

2.9.3. Training, Support, and Work-Life Balance

UCC continues to prioritize employee support, development, and well-being.

- **76% of employees feel they receive adequate training** to perform their roles effectively.
- **90% are satisfied with HR support**, while **81% are satisfied with IT support**, demonstrating strong internal support functions.
- **81% of employees report maintaining a healthy work-life balance**, highlighting the benefits of UCC's flexible working model.
- **70% consider their work-related stress levels acceptable**, indicating generally positive well-being outcomes while identifying an area for continued focus.

To support employee well-being, UCC provides initiatives such as **Mental Health Awareness Week**, **Positive Pulse**, stress management activities, wellness programs, and continuous learning opportunities.

2.9.4. Recognition and Employee Engagement

Employee recognition remains one of the key opportunities for further improvement, although positive progress has been observed.

- **69% of employees feel appreciated and recognized for their contributions.**
- Satisfaction with managerial feedback reached **83%**, demonstrating continued progress in leadership effectiveness and employee communication.

These results provide a strong foundation for further investment in employee recognition, career development, coaching, and leadership capabilities.

2.9.5. Benchmarking UCC's Results

The survey results demonstrate a consistently positive employee experience and a strong organizational culture. The continued increase in overall satisfaction and employee advocacy over the past three years reflects UCC's commitment to creating a supportive, engaging, and people-focused workplace.

Particularly notable are the improvements in:

- Overall employee satisfaction (**78% → 82% → 86%**)





- Employee Net Promoter Score (**37 → 45 → 53**)
- Trust in leadership (**83% → 86%**)
- Team spirit (**84% → 86%**)
- Employee recognition (**63% → 69%**)

These trends indicate sustained progress in employee engagement and organizational effectiveness.

2.9.6. Remote Work and Employee Productivity

As a remote-first organization, UCC continues to receive positive feedback regarding flexible work arrangements.

- **51% of employees report being more productive while working from home.**
- **34% are happy not to commute to an office**, while another **34% report feeling more motivated when working remotely.**
- Only **2.6% of employees report feeling isolated**, demonstrating the effectiveness of UCC's communication and engagement practices.
- Just **1.4% would prefer full-time office work**, reinforcing the positive perception of UCC's flexible operating model.

The results indicate a generally positive employee perception of remote work and support UCC's commitment to maintaining flexible working arrangements.

2.9.7. Actionable Insights and Future Improvements

While the survey demonstrates strong results across most key indicators, several opportunities remain for continued development:

- **Enhancing Employee Recognition:** Increasing recognition and appreciation initiatives to build on the current 69% satisfaction level.
- **Expanding Learning & Development:** Continuing to strengthen career development pathways and learning opportunities to improve training satisfaction.
- **Supporting Employee Well-being:** Maintaining focus on stress management, mental health, and work-life balance through targeted well-being initiatives.
- **Strengthening Leadership Capabilities:** Further developing coaching, feedback, and people management skills among leaders.
-

2.9.8. Conclusion: A Thriving Workforce Driving Business Success

The 2025 Staff Satisfaction Survey confirms that UCC continues to foster an engaged, collaborative, and people-focused workplace. Improvements in employee satisfaction, advocacy, leadership trust, and team collaboration demonstrate the effectiveness of UCC's employee-centered culture and management practices.

As UCC continues to grow, the organization remains committed to investing in employee well-being, leadership development, recognition programs, and learning opportunities. By maintaining a strong focus on people, UCC strengthens both employee experience and long-term organizational success.





3. Environmental Sustainability Initiatives

3.1. Environmental Sustainability Initiatives: Green Business Operations

In today's rapidly changing world, environmental sustainability has become a critical focus for businesses globally. Companies are increasingly recognizing that sustainable practices are not only essential for the planet's health but also beneficial for long-term business success. [A recent survey revealed](#) that 80% of businesses have established internal environmental sustainability goals, underscoring the growing commitment to eco-friendly operations.

Consumers are also driving this shift. [Products with environmental](#), social, and governance (ESG)-related claims have experienced 28% cumulative growth over a five-year period, compared to 20% for products without such claims. This trend indicates a clear preference for sustainable products, encouraging companies to adopt greener practices.

Financial markets reflect this momentum as well. [In 2023, green bonds issued worldwide surpassed \\$600 billion](#), marking a 13-fold increase compared to a decade earlier. This substantial growth highlights the escalating investment in sustainable projects and the financial sector's role in promoting environmental responsibility.

At UCC, we are committed to integrating sustainability into our core operations, aligning with global efforts to protect the environment and promote a healthier planet.

3.2. Environmental and Workforce Sustainability Analysis

At **United Call Centers (UCC)**, sustainability is a fundamental aspect of our corporate strategy. We continuously monitor key **Environmental, Social, and Governance (ESG) metrics** to assess our impact and identify opportunities for improvement. Our recent data highlights significant advancements in **energy efficiency, digital transformation, and associate development**, positioning UCC as a leader in sustainable business practices.

3.2.1. Workplace Sustainability & Resource Efficiency

UCC's **hybrid work model** has led to a substantial reduction in daily office usage, resulting in notable decreases in energy consumption. This aligns with global trends, where energy efficiency improvements reached **2% in 2022**, double the average rate of the previous five years. Our commitment to remote work has not only enhanced associate satisfaction but also contributed to a lower carbon footprint.

Despite these improvements, our **water consumption** slightly exceeded expectations, indicating the need for continued monitoring and efficiency measures. By optimizing office utilities and promoting responsible water usage, UCC remains dedicated to enhancing sustainability in workplace operations.

3.2.2. Energy Efficiency and CO₂ Emissions

Our data demonstrates consistent energy conservation efforts, with electricity usage remaining below target levels. This underscores the effectiveness of our sustainability strategies, including the adoption of energy-efficient equipment and digital solutions. Globally, energy efficiency is recognized as a critical component in achieving net-zero emissions, accounting for up to **40% of the necessary reductions**.

However, **transportation-related CO₂ emissions** have exceeded target levels, highlighting the need for enhanced eco-conscious commuting initiatives. In the UK, for instance, the average daily commute contributes approximately **5.5 kg of CO₂ emissions per associate**. To address this,





UCC plans to introduce incentives for low-carbon travel, such as biking programs, carpooling, and further optimization of remote work, to mitigate emissions associated with associate transportation.

3.2.3. Paper Reduction & Digital Transformation

UCC has made significant progress toward paperless operations; however, **paper consumption per person** slightly exceeded our targets. This reflects ongoing administrative needs and opportunities for further digitization. By expanding digital workflows and AI-driven automation, we aim to minimize paper dependency and reduce waste. Notably, the digital technology sector is responsible for **3.5% of global greenhouse gas emissions**, with energy consumption rising by approximately **6% each year**, emphasizing the importance of sustainable digital practices.

3.2.4. Waste Management and Recycling Efforts

While **waste generation per associate** remained within expected ranges, slight increases suggest room for enhanced waste management programs. UCC is actively developing plastic-free initiatives to minimize single-use plastics and improve recycling efficiency, reinforcing our commitment to a circular economy and responsible consumption.

3.2.5. Associate Training & Development

UCC continues to invest in its workforce, with associate **training hours** closely aligning with our sustainability targets. This reflects our dedication to continuous learning and professional growth. By integrating AI-powered training platforms and expanding access to sustainability-focused education, we empower associates to actively contribute to UCC's long-term ESG goals.

3.2.6. Conclusion: Strengthening Sustainability Through Data-Driven Action

By tracking and analyzing ESG performance, UCC ensures that sustainability is not just a corporate commitment but a measurable impact. Our successes in energy efficiency, digital transformation, and workforce development highlight our ongoing progress, while identified areas for improvement—such as CO₂ emissions reduction, paper consumption, and waste optimization—will remain key focus areas moving forward.

With a data-driven approach to sustainability, UCC will continue enhancing environmental responsibility, optimizing operational efficiencies, and reinforcing our position as a leader in sustainable corporate practices.

3.3. Paperless Operations

Since 2021, UCC has been a paper-free company, significantly reducing waste and conserving resources. **A traditional office of 500 associates can use approximately 1.5 million sheets of paper annually, equating to roughly 180 trees saved each year.** By eliminating paper-based processes, we contribute to lower deforestation rates and reduced CO₂ emissions associated with paper production and transportation.



3.4. Eco-conscious Workspaces

Our remote work model reduces daily commuting, lowering CO₂ emissions while optimizing energy use. **On average, a 500-associate company with daily commuters can generate over 1,000 metric tons of CO₂ annually from transportation alone.** By embracing remote work, we





help cut emissions equivalent to taking 200 passenger cars off the road for a year, reducing our environmental footprint while fostering a more sustainable workplace.

3.5. REbot – AI-driven Sustainability Challenge



An interactive chatbot-based initiative that educates and encourages associates to adopt eco-friendly habits. In 2023 alone, this initiative led to the collection of 210 kg of waste from various locations worldwide. To put this into perspective, that’s roughly equivalent to saving 7,000 plastic bottles from ending up in landfills or preventing the pollution caused by over 420,000 plastic straws. By engaging associates in sustainability efforts, we actively contribute to cleaner environments and a greener future.

3.6. Cyclist-Friendly Workplace

UCC supports sustainable commuting by promoting cycling as an alternative to traditional transport, earning us a **Cyclist-Friendly Workplace Award**.

4. Community and Corporate Social Responsibility (CSR)

For over 25 years, UCC has not only been a leader in customer service but also a company deeply committed to giving back to the community. Our associates are the heart and soul of our CSR initiatives, continuously demonstrating compassion, generosity, and a willingness to make a difference. From supporting hospitals and children's homes to organizing blood drives and global donation campaigns, our team has consistently stepped up to help those in need.

The impact of corporate social responsibility is profound on a global scale—according to studies, companies with strong CSR programs report up to 50% higher associate engagement, and over 70% of associates believe their workplace should actively contribute to social and environmental causes. At UCC, we take this responsibility seriously, ensuring that our actions create real, measurable change in the lives of children, families, and communities worldwide.

Whether through life-saving blood donations, charity drives, or bringing joy to children through our AI Santa messages, our associates make an incredible impact every year. Their dedication is what fuels our CSR efforts, reinforcing the idea that businesses can—and should—play a vital role in building a better world.

4.1. Blood Donor Friendly Workplace

In partnership with the Red Cross, we organize frequent blood donation campaigns. To date, we have held more than 20 blood drives, helping to save countless lives through associate donations. In recognition of our commitment, the Red Cross has honored us with the "Blood Donor Friendly Workplace" award, reinforcing our dedication to corporate social responsibility and community well-being.



4.2. Donations

Our commitment to giving back extends far beyond financial contributions. With the support of the Red Cross, we have actively supported children's homes, helped develop pediatric oncology wards, and delivered truckloads of donations to underprivileged villages. These donations have taken many forms, including toys, food, clothing, and essential supplies, ensuring that those in need receive meaningful assistance. None of this would be possible without the dedication and generosity of our associates, whose compassion and willingness to help make a real difference in the lives of countless children and families.





4.3. Personalized AI Santa Message

Using AI-driven technology, we create unique video messages for associates' children, adding a personal and joyful touch to the holiday season. Over the years, we have made hundreds of children happy with personalized Santa messages, making this initiative one of our most cherished traditions. In 2024, Santa spoke in 8 different languages, making the experience even more magical for our diverse global team. We are incredibly proud of our associates who participate in this program and embrace the holiday spirit with their families. The overwhelming positive feedback speaks for itself—we measured a 98% satisfaction rate among participants. As a company, we deeply value children's well-being and are committed to bringing joy to their lives through meaningful and heartwarming initiatives like this.

5. Sustainability Achievements

UCC's commitment to sustainability has been recognized through various industry awards and certifications:

5.1. Certifications and Awards: UCC's Commitment to Excellence and Innovation

United Call Centers has consistently demonstrated a commitment to quality, security, and innovation, as reflected in our internationally recognized certifications and industry awards. These achievements validate our efforts in delivering top-tier services, ensuring data security, and pioneering next-generation customer service solutions.

5.1.1. ISO 9001 & ISO 27001 Certifications

Upholding Quality and Security Standards

UCC's dedication to operational excellence and data protection is reinforced by our ISO 9001:2015 and ISO 27001:2022 certifications.

5.1.2. ISO 9001 – Quality Management System (QMS)

This globally recognized standard ensures that we maintain high-quality processes, continuously improving our services to meet customer expectations. Organizations with ISO 9001 certification benefit from greater efficiency, improved customer satisfaction, and stronger operational control.



5.1.3. ISO 27001 – Information Security Management System (ISMS)

With the increasing importance of data security, this certification guarantees that UCC adheres to the highest international standards in information protection. It demonstrates our proactive approach to cybersecurity, risk management, and data privacy, ensuring that client and associate information remains secure against cyber threats. By maintaining these certifications, UCC reaffirms its **commitment to delivering secure, reliable, and high-quality services** that meet the evolving demands of the industry.



5.1.4. Stevie Awards for Sales & Customer Service Recognizing Excellence in AI-Driven Customer Service



THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

The Stevie Awards for Sales & Customer Service are among the world's most prestigious honors in recognizing exceptional business achievements. UCC's recognition in this category highlights our leadership in AI-driven customer service and operational efficiency.

Our AI-powered customer service solutions enhance response accuracy, reduce wait times, and optimize agent performance, ensuring seamless interactions across multiple industries. Winning this award solidifies UCC's position as a pioneer in integrating AI into customer experience





management, reinforcing our role as a global innovator in intelligent automation and digital transformation.

5.1.5. Titan Business Awards

Celebrating Groundbreaking Innovation in Customer Service



The Titan Business Awards honor companies that redefine industry standards through innovation and outstanding business performance. UCC’s achievement in this competition acknowledges our continuous drive to push technological boundaries and transform customer service operations.

By implementing cutting-edge AI, automation, and omnichannel communication solutions, UCC delivers scalable, high-performance customer experiences tailored to diverse global markets. Our Titan Business Award win reflects our commitment to setting new benchmarks for customer engagement and operational efficiency.

5.1.6. BIG Innovation Award

Acknowledging UCC’s Leadership in Industry Advancement



The BIG Innovation Award celebrates organizations that bring groundbreaking ideas to life, shaping the future of their industries. Being recognized alongside global tech leaders like Cisco, IBM, and Intel Ignite highlights UCC’s pioneering role in customer service innovation.

This award validates our investment in AI-driven automation, cloud-based solutions, and customer-centric strategies, allowing us to stay ahead of market trends. By focusing on intelligent workflow optimization, advanced analytics, and predictive customer interactions, UCC continues to drive business transformation and client success on a global scale.

5.1.7. BIG Excellence in Customer Service Award

Honoring UCC’s Dedication to Customer Experience Excellence



The Excellence in Customer Service Award, presented by the Business Intelligence Group, recognizes organizations that set new benchmarks in customer experience through innovation, measurable impact, and service excellence. This distinction places UCC among an elite group of global organizations that are redefining how businesses engage, support, and retain their customers.

The award highlights UCC’s ability to combine advanced automation, multilingual expertise, and customer-centric design to deliver exceptional outcomes across complex and highly regulated industries. The recognition also reflects the success of UCC’s AI-enabled retail support ecosystem, which streamlines customer interactions, reduces operational complexity, and enhances service accessibility while maintaining a strong human focus.

5.1.8. Conclusion

Excellence, Innovation, and the Future of Customer Service

Through our ISO certifications and multiple industry awards, UCC remains at the forefront of customer service evolution. These recognitions reinforce our unwavering dedication to quality, security, and innovation, positioning us as a trusted partner for businesses worldwide.

As we continue to embrace emerging technologies and forward-thinking strategies, UCC is committed to leading the future of AI-powered customer service, ensuring exceptional experiences and transformative solutions for clients across industries.





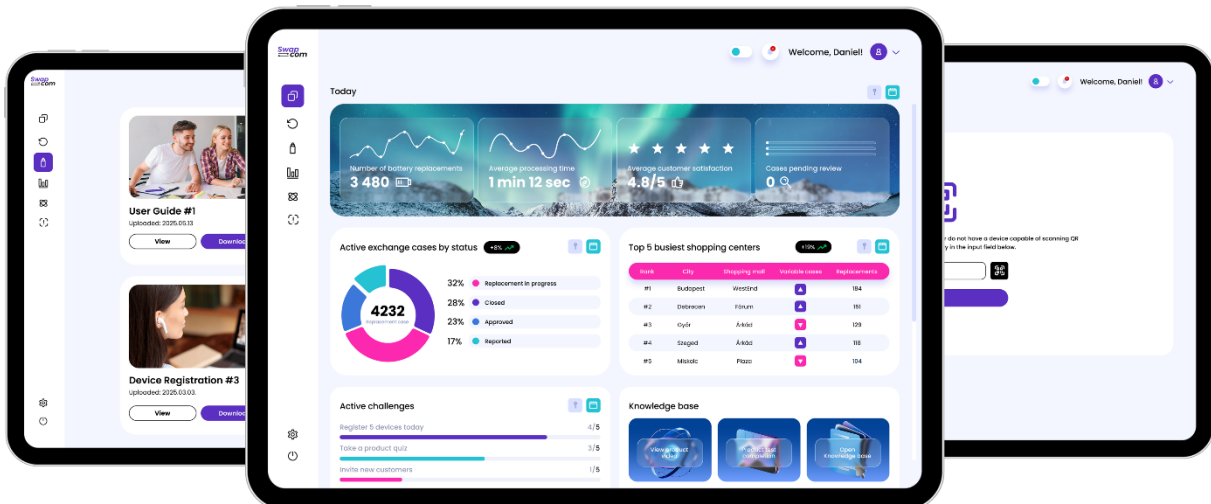
6. Swapcom

Driving Sustainable Product Lifecycle Management Through Digital Innovation

6.1. Overview

Swapcom represents a new generation of digital sustainability platforms, helping manufacturers, retailers, and service providers manage the complete product lifecycle with greater transparency, efficiency, and regulatory readiness. Operating successfully for over four years across more than 2,500 retail stores, the platform has supported approximately 50,000 product exchanges while integrating registration, product tracking, warranty administration, logistics, and replacement verification into a single digital ecosystem. By digitizing these processes, Swapcom significantly reduces paper-based administration, operational waste, and manual effort, while improving data accuracy and accountability throughout the value chain.

The platform has also transformed the customer experience, reducing exchange processing times from approximately 15 minutes to less than 1 minute and increasing customer satisfaction (CSAT) from 78% to 96%. As sustainability requirements become increasingly complex, organizations need solutions that not only improve operational efficiency but also support regulatory compliance, environmental responsibility, and transparent reporting. Swapcom addresses these challenges through a scalable, future-ready digital ecosystem designed to support both business growth and long-term sustainability goals.



6.2. Supporting Circular Economy and Regulatory Compliance

6.2.1. EU Battery Regulation 2027 Readiness

Swapcom is already aligned with the requirements of the EU Battery Regulation entering into force in 2027. The platform enables the collection, management, and traceability of lifecycle-related data, helping organizations prepare for stricter transparency, reporting, and circular economy obligations. By digitalizing product ownership, warranty management, and service histories, businesses can create auditable records that support compliance while reducing administrative complexity and risk.

6.2.2. Digital Product Lifecycle Traceability

The platform creates a centralized digital record throughout the customer and product journey, enabling organizations to:





- Improve product traceability across the lifecycle
- Support responsible product stewardship
- Facilitate repair, replacement, and recycling processes
- Reduce information loss associated with fragmented systems
- Strengthen transparency for customers, regulators, and business partners

6.2.3. ESG-Ready by Design

Sustainability reporting is becoming a strategic requirement rather than a regulatory obligation alone. Swapcom has therefore been developed with ESG readiness at its core.

Its configurable ESG framework enables organizations to:

- Capture environmental, social, and governance-related data
- Consolidate operational and sustainability metrics in a single platform
- Support internal sustainability initiatives and reporting requirements
- Improve visibility into sustainability performance indicators
- Create a foundation for future ESG disclosure frameworks

This transforms sustainability data from a reporting burden into a strategic asset that supports better decision-making and continuous improvement.

6.2.4. Enterprise Scalability and Operational Efficiency

Swapcom has been engineered to support high-volume enterprise environments, enabling millions of registrations, transactions, warranty claims, and customer interactions to be processed through automated workflows.

Key sustainability advantages include:

- Reduced reliance on paper-based administration
- Lower operational resource consumption
- Fewer manual interventions and administrative errors
- Improved efficiency across customer service and warranty processes
- Scalable deployment across multiple countries and markets

The ability to operate at large scale ensures that sustainability initiatives can deliver meaningful impact across entire organizations rather than being limited to pilot projects.

6.2.5. Trusted Verification Through IBM Integration

To strengthen trust, transparency, and accountability, Swapcom can be integrated with IBM-based certification and verification systems.

This capability enables:

- Secure validation of product and warranty-related information
- Reliable compliance documentation
- Enhanced supply chain transparency
- Greater stakeholder confidence in sustainability data
- Creation of trusted and auditable digital records

As sustainability expectations increase across global value chains, verified and trustworthy data is becoming as important as environmental performance itself.





6.2.6. Measurable Sustainability Impact

Beyond compliance and digital transformation, Swapcom delivers tangible environmental benefits through the reduction of paper-intensive workflows, optimization of reverse logistics, and automation of customer lifecycle management processes.

6.2.7. Resource Reduction

Industry research indicates that digital customer lifecycle processes can reduce paper usage by more than 90% compared to traditional paper-based administration. At enterprise scale, this translates into substantial reductions in paper consumption, printing requirements, storage needs, and associated carbon emissions.

6.2.8. Operational Carbon Footprint Reduction

Through automated verification and traceability mechanisms, Swapcom helps organizations:

- Reduce unnecessary product replacements
- Minimize avoidable transportation events
- Improve first-time resolution rates
- Optimize reverse logistics processes
- Lower the environmental impact of warranty and service operations

6.2.9. Sustainability Data as a Strategic Asset

By consolidating customer, product, compliance, and lifecycle information within a unified digital environment, organizations gain access to real-time sustainability insights that support:

- Performance monitoring
- Continuous improvement initiatives
- Regulatory reporting
- Stakeholder transparency
- Data-driven sustainability strategies

6.2.10. Creating Long-Term Sustainable Value

Swapcom demonstrates how digital innovation can accelerate sustainable business transformation by combining:

- Regulatory readiness
- Circular economy support
- Enterprise scalability
- ESG preparedness
- Trusted certification capabilities
- Operational efficiency
- Environmental impact reduction

The platform enables organizations to reduce waste, improve traceability, strengthen compliance, and build greater customer trust while supporting measurable sustainability outcomes. By aligning technology, transparency, and responsible business practices, Swapcom helps create long-term value for businesses, consumers, regulators, and the wider environment.



7. United Nations - Global Compact



United Nations
Global Compact

7.1. Introduction

United Call Centers (UCC) is a proud participant in the United Nations Global Compact (UNGC), the world's largest corporate sustainability initiative. By aligning our strategies and operations with the UNGC's Ten Principles, we demonstrate our commitment to responsible business practices in the areas of human rights, labor standards, environmental sustainability, and anti-corruption.

This report provides a detailed overview of UCC's adherence to these principles, integrating data from internal sustainability initiatives.

Anti-Bribery and Anti-Corruption Policy

o UCC maintains a zero-tolerance approach to bribery, corruption, extortion, and unethical business practices across all countries in which it operates.

o Through clear policies, management oversight, third-party compliance requirements, reporting mechanisms, and associate awareness activities, UCC promotes transparency, accountability, and ethical decision-making throughout its operations.



7.2. The Ten Principles of the UN Global Compact

The UNGC's Ten Principles are derived from key international declarations and conventions, guiding businesses to operate responsibly and sustainably:

7.2.1. Human Rights

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.
- **Principle 2:** Ensure they are not complicit in human rights abuses.

7.2.2. Labor Standards

- **Principle 3:** Uphold the freedom of association and the effective recognition of the right to collective bargaining.
- **Principle 4:** Eliminate all forms of forced and compulsory labor.
- **Principle 5:** Abolish child labor.
- **Principle 6:** Eliminate discrimination in respect of employment and occupation.

7.2.3. Environment

- **Principle 7:** Support a precautionary approach to environmental challenges.
- **Principle 8:** Undertake initiatives to promote greater environmental responsibility.



- **Principle 9:** Encourage the development and diffusion of environmentally friendly technologies.

7.2.4. Anti-Corruption

- **Principle 10:** Work against corruption in all its forms, including extortion and bribery.

7.3. UCC's Commitment and Actions

1. Human Rights

UCC is dedicated to upholding and promoting human rights within our sphere of influence:

- **Policy Implementation:** We have established comprehensive policies that align with international human rights standards, ensuring respect and support for all individuals.
- **Associate Training:** Regular training sessions are conducted to educate our associates about human rights issues, fostering a culture of respect and awareness.

2. Labor Standards

We adhere strictly to fair labor practices:

- **Freedom of Association:** Associates are free to join associations and engage in collective bargaining, ensuring their voices are heard.
- **Prohibition of Forced Labor:** We have zero tolerance for forced or compulsory labor in any form.
- **Child Labor:** Strict age verification processes are in place to prevent child labor.
- **Non-Discrimination:** Our recruitment and employment practices are designed to eliminate discrimination, promoting diversity and inclusion.

3. Environmental Sustainability

Environmental sustainability is integral to our operations:

- **Reducing Waste:** UCC supports food waste reduction by encouraging associates to donate excess food and engage with local food collection initiatives.
- **Supporting Local Markets:** We prioritize local suppliers and producers, reducing our carbon footprint while strengthening regional economies.
- **Educational Initiatives:** UCC integrates sustainability training into associate development programs, emphasizing the importance of responsible resource usage.

4. Anti-Corruption

Integrity is a core value at UCC:

- **Anti-Corruption Policies:** We have robust policies to combat all forms of corruption, including extortion and bribery.
- **Associate Awareness:** Regular training ensures that our associate can identify and appropriately respond to unethical practices.

7.4. Integration into Business Strategy

- **Sustainable Development Goals (SDGs):** Our internal initiatives contribute directly to the UN's SDGs, including poverty reduction, quality education, and climate action.





- **Stakeholder Engagement:** We actively engage with stakeholders, including clients, associates, and communities, to promote sustainability and corporate responsibility.

United Call Centers remains steadfast in our commitment to the UN Global Compact and its Ten Principles. Through continuous effort and dedication, we strive to contribute positively to society and the environment, ensuring that our business practices reflect our core values of integrity, respect, and sustainability.

Customer Treatment Policy

At UCC, we believe every customer deserves to be treated with dignity, fairness, professionalism, and Customer Treatment Policy

o UCC is committed to delivering fair, transparent, and professional customer service across all communication channels, ensuring customers are treated with respect, consistency, and accountability.

o Through defined service standards, quality assurance processes, complaint handling procedures, and strong data protection practices, UCC continuously improves customer experience while maintaining compliance with ISO 9001:2015 and ISO 27001:2013 standards.

8. Conclusion: A Sustainable and Responsible Future with UCC

United Call Centers (UCC) has firmly embedded sustainability, corporate responsibility, and associate well-being into the core of its operations. By integrating **environmental, social, and governance (ESG) principles** into every aspect of our business, we ensure that our impact extends beyond corporate success to a **greener planet, stronger communities, and a more inclusive workforce**.

Our **commitment to sustainability** is demonstrated through initiatives such as **paperless operations, CO₂ reduction, plastic-free programs, and AI-driven environmental solutions**, positioning UCC as a leader in corporate responsibility. With our **Global Tree-Planting Initiative**, we actively contribute to **reforestation and carbon sequestration**, while our **eco-conscious workspaces and remote-first model** significantly reduce environmental impact.

UCC's investment in **associate well-being** is equally profound. Through **virtual wellness programs, stress management webinars, fitness challenges, and a strong work-life balance culture**, we empower our workforce to **thrive both personally and professionally**. The **Calorie Challenge**, for example, has resulted in over **415,000 calories burned in just four weeks**, highlighting our commitment to fostering a **health-conscious corporate culture**.

Our **corporate social responsibility (CSR) programs** underscore our dedication to **making a difference in communities worldwide**. From **charity donations and blood donation campaigns** to our **Personalized AI Santa Message**, we bring joy, relief, and tangible support to those in need. As a company, we believe that businesses should be more than economic entities—they should be **forces for positive global change**.

UCC's **commitment to excellence and innovation** has been recognized through **ISO 9001 and ISO 27001 certifications**, as well as prestigious awards such as the **Stevie Awards, Titan Business Awards, and the BIG Innovation Award 2025**. These accolades validate our **pioneering advancements in AI-driven customer service and our unwavering focus on quality and security**.

Looking ahead, our **future sustainability goals** aim to expand **international ESG initiatives, develop AI-powered impact measurement tools, and deepen our role in global environmental efforts**. With a **dedicated ESG team**, UCC is proactively shaping the **future of**





responsible business practices, ensuring long-term success for both our organization and the world around us.

At UCC, we believe that **sustainability is not just an initiative—it is a responsibility and a continuous commitment**. By fostering **innovation, inclusivity, and environmental stewardship**, we remain at the **forefront of global corporate responsibility**, ensuring that our actions today create a **better world for generations to come**.

9. Future Sustainability Goals

9.1. UCC's Commitment to Global Environmental Stewardship

United Call Centers (UCC) is dedicated to enhancing its sustainability initiatives through strategic projects that address pressing environmental and social challenges. Our future goals focus on global impact, innovation, and corporate responsibility, ensuring that our ESG strategy remains at the forefront of industry best practices.

9.2. Global Tree-Planting Initiative

Reforestation plays a critical role in combating climate change by absorbing CO₂ emissions, restoring biodiversity, and improving air quality. UCC aims to engage its workforce across over 50 countries in tree-planting efforts by the end of 2025, ensuring we actively contribute to global sustainability goals.

Tree-planting initiatives are among the most cost-effective methods for carbon sequestration, with studies showing that one mature tree can absorb up to 22 kg of CO₂ per year. Large-scale reforestation efforts have been linked to significant reductions in global temperatures and improved ecosystem resilience. By making this a core pillar of our sustainability efforts, UCC is taking a proactive stance in addressing climate change.

9.3. Digital Inclusion and Educational Support

UCC is committed to bridging the digital divide by donating technology and digital learning tools to underprivileged students. Our partnership with Miskolc Children's Home ensures that children from disadvantaged backgrounds gain access to essential digital literacy resources, preparing them for future career opportunities in an increasingly technology-driven world.

Digital inclusion is one of the key drivers of socio-economic progress, with research showing that a 10% increase in digital literacy can lead to significant improvements in employment rates and economic stability. By investing in educational technology, UCC contributes to a more inclusive and equal society, where all children, regardless of background, can develop key digital skills.

9.4. Enhanced ESG Strategy

To strengthen sustainability governance, UCC has established a dedicated ESG team, focusing on the development and implementation of impactful environmental and social initiatives. Moving forward, we aim to expand our ESG strategy by:

- **Integrating AI into ESG reporting** to enhance data collection, impact measurement, and transparency.
- **Increasing international sustainability efforts** by partnering with global organizations.
- **Developing clear CO₂ reduction goals** to further decrease our environmental footprint.
- **Expanding company-wide awareness programs** to encourage associates to adopt sustainable habits.





Companies that effectively integrate AI into sustainability efforts have been shown to achieve higher operational efficiency, better risk management, and improved compliance with global environmental standards. By leveraging technology, UCC is optimizing its sustainability impact and ensuring long-term progress.

9.5. CO₂ Emissions Reduction and Plastic-Free Programs

As part of our commitment to reducing our carbon footprint, UCC is implementing energy-efficient technologies, optimizing remote work strategies, and investing in sustainable office solutions. Remote work alone has been linked to up to a 50% reduction in emissions per associate compared to daily commuting, reinforcing its effectiveness as a sustainable business practice.

In addition to CO₂ reduction, plastic pollution remains a major global concern. UCC is actively developing plastic-free initiatives to minimize single-use plastics in our offices and daily operations. By eliminating unnecessary plastics and promoting reusable alternatives, we align with global efforts to reduce plastic waste, supporting a cleaner and healthier environment.

