
Foundever Denmark ApS

Sluseholmen 2 - 4, 3., DK-2450 København SV

Annual Report for 2023

CVR No. 30 55 42 56

The Annual Report was
presented and adopted
at the Annual General
Meeting of the
company
on 27/6 2024

Anssi Eemeli Korhonen
Chairman of the
general meeting



Contents

	<u>Page</u>
Management's Statement and Auditor's Report	
Management's Statement	1
Independent Auditor's Report	2
Management's Review	
Company information	4
Financial Highlights	5
Management's Review	6
Financial Statements	
Income Statement 1 January - 31 December	8
Balance sheet 31 December	9
Statement of changes in equity	11
Notes to the Financial Statements	12

Management's statement

The Executive Board has today considered and adopted the Annual Report of Foundever Denmark ApS for the financial year 1 January - 31 December 2023.

The Annual Report is prepared in accordance with the Danish Financial Statements Act.

In our opinion the Financial Statements give a true and fair view of the financial position at 31 December 2023 of the Company and of the results of the Company operations for 2023.

In our opinion, Management's Review includes a true and fair account of the matters addressed in the Review.

We recommend that the Annual Report be adopted at the Annual General Meeting.

Copenhagen, 27 June 2024

Executive Board

Anssi Eemeli Korhonen
Executive officer

David Edwin Grimes
Executive officer

Charlotte Monique Lucette Craipeau
Executive officer

Malin Hjortzberg-Nordlund
Executive officer

Independent Auditor's report

To the shareholder of Foundever Denmark ApS

Opinion

In our opinion, the Financial Statements give a true and fair view of the financial position of the Company at 31 December 2023 and of the results of the Company's operations for the financial year 1 January - 31 December 2023 in accordance with the Danish Financial Statements Act.

We have audited the Financial Statements of Foundever Denmark ApS for the financial year 1 January - 31 December 2023, which comprise income statement, balance sheet, statement of changes in equity and notes, including a summary of significant accounting policies ("the Financial Statements").

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs) and the additional requirements applicable in Denmark. Our responsibilities under those standards and requirements are further described in the "Auditor's responsibilities for the audit of the Financial Statements" section of our report. We are independent of the Company in accordance with the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (IESBA Code) and the additional ethical requirements applicable in Denmark, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Statement on Management's Review

Management is responsible for Management's Review.

Our opinion on the Financial Statements does not cover Management's Review, and we do not express any form of assurance conclusion thereon.

In connection with our audit of the Financial Statements, our responsibility is to read Management's Review and, in doing so, consider whether Management's Review is materially inconsistent with the Financial Statements or our knowledge obtained during the audit, or otherwise appears to be materially misstated.

Moreover, it is our responsibility to consider whether Management's Review provides the information required under the Danish Financial Statements Act.

Based on the work we have performed, in our view, Management's Review is in accordance with the Financial Statements and has been prepared in accordance with the requirements of the Danish Financial Statements Act. We did not identify any material misstatement in Management's Review.

Management's responsibilities for the Financial Statements

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with the Danish Financial Statements Act, and for such internal control as Management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the Financial Statements, Management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting in preparing the Financial Statements unless Management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Independent Auditor's report

Auditor's responsibilities for the audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the Financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs and the additional requirements applicable in Denmark will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Financial Statements.

As part of an audit conducted in accordance with ISAs and the additional requirements applicable in Denmark, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Management.
- Conclude on the appropriateness of Management's use of the going concern basis of accounting in preparing the Financial Statements and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the Financial Statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and contents of the Financial Statements, including the disclosures, and whether the Financial Statements represent the underlying transactions and events in a manner that gives a true and fair view.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Hellerup, 27 June 2024

PricewaterhouseCoopers

Statsautoriseret Revisionspartnerselskab

CVR No 33 77 12 31

Niels Henrik B. Mikkelsen
State Authorised Public Accountant
mne16675

Anders Røjleskov
State Authorised Public Accountant
mne28699

Company information

The Company

Foundever Denmark ApS
Sluseholmen 2 - 4, 3.
2450 København SV
Telephone: +45 3263 0900
CVR No: 30 55 42 56
Financial period: 1 January - 31 December
Incorporated: 27 June 2007
Financial year: 17th financial year
Municipality of reg. office: Copenhagen

Executive Board

Anssi Eemeli Korhonen
David Edwin Grimes
Charlotte Monique Lucette Craipeau
Malin Hjortzberg-Nordlund

Auditors

PricewaterhouseCoopers
Statsautoriseret Revisionspartnerselskab
Strandvejen 44
DK-2900 Hellerup

Financial Highlights

Seen over a 5-year period, the development of the Company is described by the following financial highlights:

	2023	2022	2021	2020	2019
	TDKK	TDKK	TDKK	TDKK	TDKK
Key figures					
Profit/loss					
Revenue	51,076	51,079	57,939	54,863	58,356
Profit/loss of primary operations	5,370	3,225	3,120	258	3,001
Profit/loss of financial income and expenses	81	-171	-41	-337	-6,384
Net profit/loss for the year	4,148	2,398	2,404	-62	-2,760
Balance sheet					
Balance sheet total	44,547	47,650	69,451	70,912	216,490
Investment in property, plant and equipment	31	508	-175	-330	-557
Equity	37,981	33,833	54,435	52,032	52,094
Number of employees	104	115	137	131	143
Ratios					
Gross margin	81.1%	82.5%	85.7%	83.7%	85.5%
Profit margin	10.5%	6.3%	5.4%	0.5%	5.1%
Return on assets	12.1%	6.8%	4.5%	0.4%	1.4%
Solvency ratio	85.3%	71.0%	78.4%	73.4%	24.1%
Return on equity	11.6%	5.4%	4.5%	-0.1%	-5.2%

Management's review

Key activities

The Company's main activity involves trade and industry as well as call center services and outsourcing of specific company related functions and related business.

Development in the year

The income statement of the Company for 2023 shows a gain of DKK 4,298,089 and at 31 December 2023 the balance sheet of the Company shows equity of DKK 38,131,371.

The past year and follow-up on development expectations from last year

In the fiscal year 2023, the Company demonstrated solid performance, successfully achieving the financial targets as stipulated in the budget. Looking ahead to 2024, the company projects the performance will continue to meet the established financial expectations, underpinned by the retention of a robust client base.

Concurrently, efforts are being advanced to consolidate the two Danish Foundever entities. This strategic integration, both legal and operational, is expected to optimize efficiencies and streamline business processes.

Special risks - operating risks and financial risks

Operating risks

Foundever Denmark's operational risk is low.

Market risks

The uncertainty in Europe and the rising costs in all areas are a challenge for us as and for most companies, but it is also an opportunity-creator in the sector in which we offer competitive services. We therefore take a positive view of 2023.

Foreign exchange risks

The main foreign currency transactions are with related parties in EUR and GBP. However, foreign exchange risks are predicted to be low.

Interest rate risks

The Company does not have any loans and, therefore, faces no interest rate risk.

Credit risks

The Company does not use financial instruments beyond those mentioned in the annual accounts and does not utilize derivative financial instruments.

Liquidity risks

Foundever Denmark does not face liquidity risk.

Management's review

Targets and expectations for the year ahead

Following the strategic acquisition of Legacy Sykes, we are embarking on a methodical organization restructuring. The intent is to effectuate a flawless integration of legacy Sykes's operation in our preexisting operation framework and organizational of synergies and cost efficiencies. Concurrently, we shall undertake a rigorous assessment of our operational footprint, executing requisite rightsizing to optimize our organizational scale.

Capitalizing on our robust market presence in Denmark and across the Nordic region, we anticipate pronounces expansion though the acquisition of new client partisanships in the imminent 12-month period.

For the fiscal year 2024 the Company expects an EBIT of approximately DKK 4.8 million to DKK 5.1 million.

Research and development

Foundever Denmark and the Foundever group will continue exploring technological, operational, and commercial opportunities to improve service quality and customer satisfaction. We will drive continuous system and process reengineering and strive to be at the forefront of AI development, shifting from traditional contact channels.

Income statement 1 January - 31 December

	Note	2023	2022
		DKK	DKK
Revenue		51,075,892	51,079,323
Other operating income		0	1,857
Other external expenses	1	-9,677,272	-8,958,553
Gross profit		41,398,620	42,122,627
Staff expenses	2	-35,758,944	-38,536,978
Depreciation and impairment losses of property, plant and equipment		-269,774	-360,180
Profit/loss before financial income and expenses		5,369,902	3,225,469
Financial income		203,774	108,516
Financial expenses		-123,145	-280,011
Profit/loss before tax		5,450,531	3,053,974
Tax on profit/loss for the year	3	-1,302,834	-655,936
Net profit/loss for the year	4	4,147,697	2,398,038

Balance sheet 31 December

Assets

	Note	2023	2022
		DKK	DKK
Other fixtures and fittings, tools and equipment		202,373	441,126
Leasehold improvements		0	0
Property, plant and equipment	5	202,373	441,126
Deposits	6	1,060,052	1,062,213
Fixed asset investments		1,060,052	1,062,213
Fixed assets		1,262,425	1,503,339
Trade receivables		2,483,920	4,327,516
Receivables from group enterprises		5,901,691	14,483,011
Other receivables		280,606	89,169
Deferred tax asset	7	220,204	292,796
Corporation tax receivable from group enterprises		600,063	0
Prepayments	8	3,618	183,611
Receivables		9,490,102	19,376,103
Cash at bank and in hand		33,794,342	26,770,643
Current assets		43,284,444	46,146,746
Assets		44,546,869	47,650,085

Balance sheet 31 December

Liabilities and equity

	Note	2023	2022
		DKK	DKK
Share capital		125,000	125,000
Retained earnings		37,855,979	33,708,282
Equity		37,980,979	33,833,282
Other provisions		1,110,790	0
Provisions		1,110,790	0
Trade payables		665,699	1,578,317
Payables to group enterprises		239,211	7,986,540
Corporation tax		1,784,571	512,510
Other payables		2,765,619	3,739,436
Short-term debt		5,455,100	13,816,803
Debt		5,455,100	13,816,803
Liabilities and equity		44,546,869	47,650,085
Contingent assets, liabilities and other financial obligations	9		
Related parties	10		
Subsequent events	11		
Accounting Policies	12		

Statement of changes in equity

	<u>Share capital</u>	<u>Retained earnings</u>	<u>Total</u>
	DKK	DKK	DKK
Equity at 1 January	125,000	33,708,282	33,833,282
Net profit/loss for the year	0	4,147,697	4,147,697
Equity at 31 December	125,000	37,855,979	37,980,979

Notes to the Financial Statements

	2023	2022
	DKK	DKK
1. Special items		
Provision for onerous lease contract	1,382,989	0
	1,382,989	0

	2023	2022
	DKK	DKK
2. Staff Expenses		
Wages and salaries	34,617,815	36,504,869
Pensions	510,995	1,511,925
Other staff expenses	630,134	520,184
	35,758,944	38,536,978

Including remuneration to the Board of Directors:

Board of directors	289,820	294,200
	289,820	294,200

Average number of employees	104	115
------------------------------------	------------	------------

The Executive Board for the Danish entity operates as management for the entire Group, of which the costs related to management of the Danish entity amount to DKK 289,820.

The Executive Board has changed in 2023.

	2023	2022
	DKK	DKK
3. Income tax expense		
Current tax for the year	1,206,508	708,509
Deferred tax for the year	72,593	-42,437
Adjustment of tax concerning previous years	23,733	-10,136
	1,302,834	655,936

Notes to the Financial Statements

	2023	2022
	DKK	DKK
4. Profit allocation		
Retained earnings	4,147,697	2,398,038
	<u>4,147,697</u>	<u>2,398,038</u>
5. Property, plant and equipment		
	Other fixtures and fittings, tools and equipment	Leasehold improve- ments
	DKK	DKK
Cost at 1 January	7,578,429	451,558
Additions for the year	31,021	0
Cost at 31 December	<u>7,609,450</u>	<u>451,558</u>
Impairment losses and depreciation at 1 January	7,137,303	451,558
Depreciation for the year	269,774	0
Impairment losses and depreciation at 31 December	<u>7,407,077</u>	<u>451,558</u>
Carrying amount at 31 December	<u>202,373</u>	<u>0</u>
6. Other fixed asset investments		
		Deposits
		DKK
Cost at 1 January		1,062,213
Additions for the year		103,003
Disposals for the year		-105,164
Cost at 31 December		<u>1,060,052</u>
Carrying amount at 31 December		<u>1,060,052</u>
	2023	2022
	DKK	DKK
7. Deferred tax asset		
Deferred tax asset at 1 January	292,796	250,359
Amounts recognised in the income statement for the year	-72,592	42,437
Deferred tax asset at 31 December	<u>220,204</u>	<u>292,796</u>

Notes to the Financial Statements

8. Prepayments

Prepayments consist of prepaid expenses concerning rent, insurance premiums, subscriptions and interest.

9. Contingent assets, liabilities and other financial obligations

Rental and lease obligations

Lease obligations under operating leases. Total future lease payments:

Within 1 year

	2023	2022
	DKK	DKK
	882,414	515,537
	<u>882,414</u>	<u>515,537</u>

Other contingent liabilities

The Company is jointly taxed with other Danish Companies of the Foundever Group. The Company and the Companies subject to joint taxation have unlimited, joint and several liability for Danish corporation taxes.

The total amount of corporation tax payable is disclosed in the Annual Report of Foundever Denmark ApS, which is the management company of the joint taxation purposes.

10. Related parties and disclosure of consolidated financial statements

	<u>Basis</u>
Controlling interest	
ClientLogic BV, 59 Watford Road St. Albans Hertfordshire AL1 2AE Great Britain	Controlling Shareholder

Other related parties

The Company is included in the Group Annual Report of the Parent Company of the largest and smallest group:

<u>Name</u>	<u>Place of registered office</u>
Foundever Group S.A.	Luxembourg

The Group Annual Report of Foundever Group S.A. may be obtained at the following address:

33 boulevard du Prince Henri
L-1724 Luxembourg
RCS Luxembourg B171740

Notes to the Financial Statements

11. Subsequent events

No events materially affecting the assessment of the Annual Report have occurred after the balance sheet date.

Notes to the Financial Statements

12. Accounting policies

The Annual Report of Foundever Denmark ApS for 2023 has been prepared in accordance with the provisions of the Danish Financial Statements Act applying to medium-sized enterprises of reporting class C.

The accounting policies applied remain unchanged from last year.

The Financial Statements for 2023 are presented in DKK.

Cash flow statement

With reference to section 86(4) of the Danish Financial Statements Act and to the cash flow statement included in the consolidated financial statements of , the Company has not prepared a cash flow statement.

Recognition and measurement

Revenues are recognised in the income statement as earned. Furthermore, value adjustments of financial assets and liabilities measured at fair value or amortised cost are recognised. Moreover, all expenses incurred to achieve the earnings for the year are recognised in the income statement, including depreciation, amortisation, impairment losses and provisions as well as reversals due to changed accounting estimates of amounts that have previously been recognised in the income statement.

Assets are recognised in the balance sheet when it is probable that future economic benefits attributable to the asset will flow to the Company, and the value of the asset can be measured reliably.

Liabilities are recognised in the balance sheet when it is probable that future economic benefits will flow out of the Company, and the value of the liability can be measured reliably.

Assets and liabilities are initially measured at cost. Subsequently, assets and liabilities are measured as described for each item below.

Certain financial assets and liabilities are measured at amortised cost, which involves the recognition of a constant effective interest rate over the maturity period. Amortised cost is calculated as original cost less any repayments and with addition/deduction of the cumulative amortisation of any difference between cost and the nominal amount. In this way, capital losses and gains are allocated over the maturity period.

Recognition and measurement take into account predictable losses and risks occurring before the presentation of the Annual Report which confirm or invalidate affairs and conditions existing at the balance sheet date.

Translation policies

Danish kroner is used as the presentation currency. All other currencies are regarded as foreign currencies.

Transactions in foreign currencies are translated at the exchange rates at the dates of transaction. Exchange differences arising due to differences between the transaction date rates and the rates at the dates of payment are recognised in financial income and expenses in the income statement.

Receivables, payables and other monetary items in foreign currencies that have not been settled at the balance sheet date are translated at the exchange rates at the balance sheet date. Any differences between the exchange rates at the balance sheet date and the transaction date rates are recognised in financial income and expenses in the income statement; however, see the section on hedge accounting.

Income statement

Revenue

Revenue from the sale of services is recognised in the income statement when delivery and transfer of risk to the buyer have been made before year end.

Notes to the Financial Statements

Revenue is measured at the consideration received and is recognised exclusive of VAT and net of discounts relating to sales.

Other external expenses

Other external expenses comprise indirect production costs and expenses for premises, sales and distribution as well as office expenses, etc.

Staff expenses

Staff expenses comprise wages and salaries as well as payroll expenses.

Amortisation, depreciation and impairment losses

Amortisation, depreciation and impairment losses comprise amortisation, depreciation and impairment of property, plant and equipment as well as gains and losses on the sale of property, plant and equipment.

Other operating income and expenses

Other operating income and other operating expenses comprise items of a secondary nature to the main activities of the Company.

Financial income and expenses

Financial income and expenses are recognised in the income statement at the amounts relating to the financial year.

Tax on profit/loss for the year

Tax for the year consists of current tax for the year and changes in deferred tax for the year. The tax attributable to the profit for the year is recognised in the income statement, whereas the tax attributable to equity transactions is recognised directly in equity.

Balance sheet

Property, plant and equipment

Property, plant and equipment are measured at cost less accumulated depreciation and less any accumulated impairment losses.

Cost comprises the cost of acquisition and expenses directly related to the acquisition up until the time when the asset is ready for use.

Depreciation based on cost reduced by any residual value is calculated on a straight-line basis over the expected useful lives of the assets, which are:

Other fixtures and fittings, tools and equipment	3-5 years
Leasehold improvements	5 years

The fixed assets' residual values are determined at nil.

Depreciation period and residual value are reassessed annually.

Impairment of fixed assets

The carrying amounts of intangible assets and property, plant and equipment are reviewed on an annual basis to determine whether there is any indication of impairment other than that expressed by amortisation and depreciation.

If so, the asset is written down to its lower recoverable amount.

Notes to the Financial Statements

Other fixed asset investments

Fixed asset investments consist of deposit.

Receivables

Receivables are measured in the balance sheet at the lower of amortised cost and net realisable value, which corresponds to nominal value less provisions for bad debts.

Prepayments

Prepayments comprise prepaid expenses concerning expenses paid in advantages for the following year.

Deferred tax assets and liabilities

Deferred income tax is measured using the balance sheet liability method in respect of temporary differences arising between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes on the basis of the intended use of the asset and settlement of the liability, respectively.

Deferred tax assets are measured at the value at which the asset is expected to be realised, either by elimination in tax on future earnings or by set-off against deferred tax liabilities within the same legal tax entity.

Deferred tax is measured on the basis of the tax rules and tax rates that will be effective under the legislation at the balance sheet date when the deferred tax is expected to crystallise as current tax. Any changes in deferred tax due to changes to tax rates are recognised in the income statement or in equity if the deferred tax relates to items recognised in equity.

Deferred tax assets and liabilities are offset within the same legal tax entity.

Current tax receivables and liabilities

Current tax liabilities and receivables are recognised in the balance sheet as the expected taxable income for the year adjusted for tax on taxable incomes for prior years and tax paid on account. Extra payments and repayment under the on-account taxation scheme are recognised in the income statement in financial income and expenses.

Financial liabilities

Debts are measured at amortised cost, substantially corresponding to nominal value.

Financial Highlights

Explanation of financial ratios

Gross margin	$\text{Gross profit} \times 100 / \text{Revenue}$
Profit margin	$\text{Profit/loss of ordinary primary operations} \times 100 / \text{Revenue}$
Return on assets	$\text{Profit/loss of ordinary primary operations} \times 100 / \text{Total assets at year end}$
Solvency ratio	$\text{Equity at year end} \times 100 / \text{Total assets at year end}$
Return on equity	$\text{Net profit for the year} \times 100 / \text{Average equity}$