

CORPORATE SOCIAL RESPONSIBILITY

REPORT
2018

BIC electric



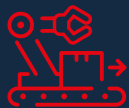
1 WHO WE ARE



Building Installations



Oil & Gas



Industry & Automation



Wind Power

Electrical & Mechanical
Installation, Commissioning & Maintenance
Welding & Engineering

International
Technical
Service Provider

+200
skilled
technicians

Electrical contractor's authorization
Denmark, Norway, Sweden and Poland

BOSJET, HUET H2S
Certified welding, Achilles pre-qualified

ISO 9001
ISO 14001
OHSAS 18001
DS 49001

PLC, SCADA, HMI and Robotics
programming
Certified TIG, MIG, MAG welding

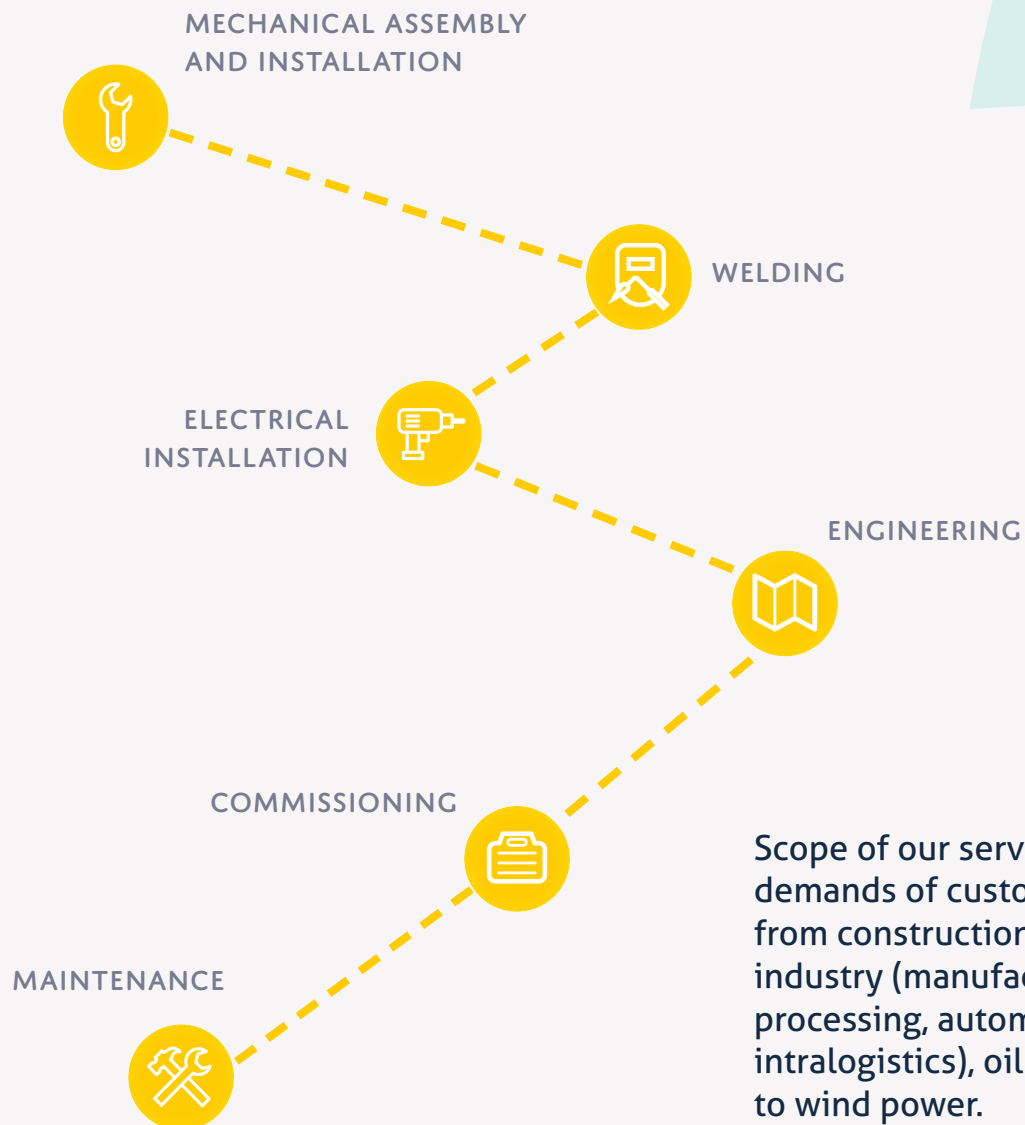
GWO, BOSJET HUET
Scaffolding pre-qualified

BIC is an international technical service provider in electrical and mechanical assembly, installations and commissioning, working worldwide.

We have the competences necessary to run a multi-lingual and multi-cultural organization with knowledge about European industry, labor market and essential technical skills.

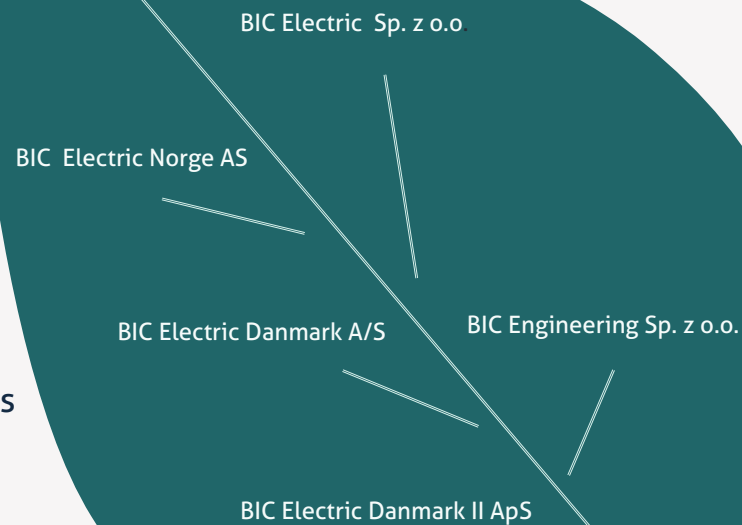
Our aim is to provide an additional scalable resource to our partners' businesses and help them carry out technical projects, optimize their use of own resources and ensure high quality of service and cost optimization.

Our technical expertise allows us to execute projects in our business areas in a specialized scope of services:



Scope of our services meets demands of customers: from construction, through industry (manufacturing, processing, automotive, intralogistics), oil & gas to wind power.

BIC GROUP CONSISTS OF



2 OUR CSR

CSR AREAS

BIC group believes in conducting business in a manner which achieves sustainable growth whilst demonstrating a high degree of social responsibility. We believe that this approach creates a source of competitive advantage for our business.



We do not agree that „the only business of business is business“, ie the only purpose and rationale for a company is to maximise profit to its shareholders. A healthy company must make a profit, this is a condition for its survival and ability to fulfil its roles, but it also has obligations towards its employees, business partners, the society and other stakeholders.



The company is not an abstract entity; it is a living organism primarily made up of people with their needs, goals, ambitions and dreams. We believe that it is the company's obligation to offer them a safe and friendly working environment and room for development.

We pay taxes. We believe that it is a company's obligation to contribute its fair share to the society; we also like paying taxes because it means we make a profit (or so it should be).



We believe that when a company makes a healthy profit, it must also pay fair salaries and wages to its employees who contribute to profit creation and should get a share in it.

We believe that a company should involve in the local society.



We believe that it is our obligation to behave ethically towards our business partners; profit maximisation cannot come at the expense of quality, transparency and keeping commitments





CSR PRINCIPLES



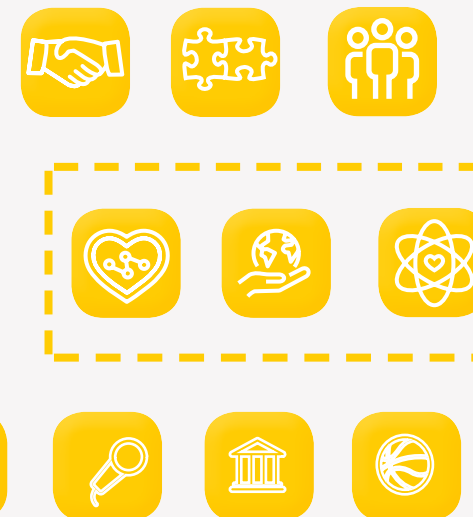
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BUSINESS SUSTAINABILITY



4

COMMUNITY INVOLVEMENT



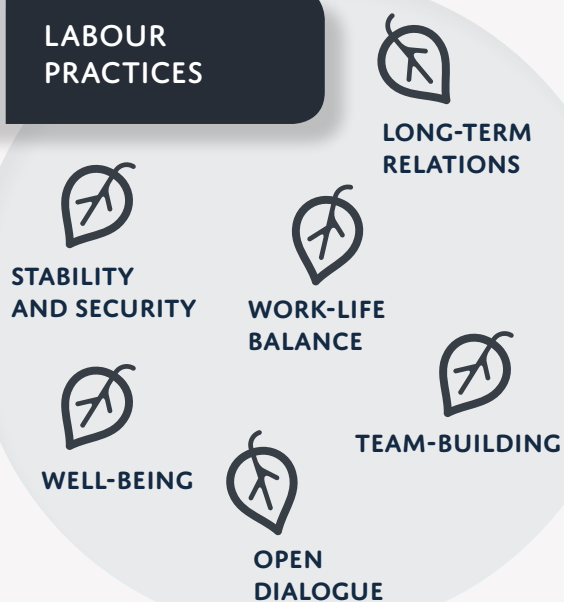
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HUMAN RIGHTS



}

LABOUR PRACTICES



}

FAIR OPERATING PRACTICES



Active memberships
in diverse industrial
associations



Donations in 2018
of DKK 222.000
in total


Sport initiatives

4

COMMUNITY INVOLVEMENT

We care for
communities
surrounding us.
Those small and big,
on our continent
and much further.



MIM Greentech Academy Ghana



Technical vocational academy
for young women and men
currently training 56 students.
BIC sponsored state of the art
technical teaching equipment and
computers

Euro Music Drama



Music festival organized in
Szczecin. BIC supported event's
promotion in local radio

Wood and Brass Band



Youth brass band from the West
Pomeranian region.
2018 – a sponsored trip to China for
a music festival

Support for small rock concerts



3

PERFORMANCE MEASUREMENTS

CUSTOMER SATISFACTION



COLLECT • ANALYZE • CONTROL • IMPROVE

In BIC Group, we see customer satisfaction as a major goal of a good and fair business. We do so, because only by:

- ♦ delivering quality,
- ♦ adding value to all parties,
- ♦ keeping commitments, and
- ♦ treating stakeholder with respect...

....it is possible to maintain long-term relationships.

We see the level of our customer satisfaction as the actual measure of our customers' perception of our services and a means to provide insight into their needs.

We gather our customer feedback through open-ended questions in surveys.

We define a satisfied customer as reporting the average of all answers ≥ 2.8 .

There is always room for improvement and we always strive to deliver better.

CUSTOMER MANAGEMENT SATISFACTION SURVEY

2016
3.35



2018
3.31



2017
3.14



2.8

CUSTOMER SATISFACTION SURVEY

2018
3.44



2017
3.37

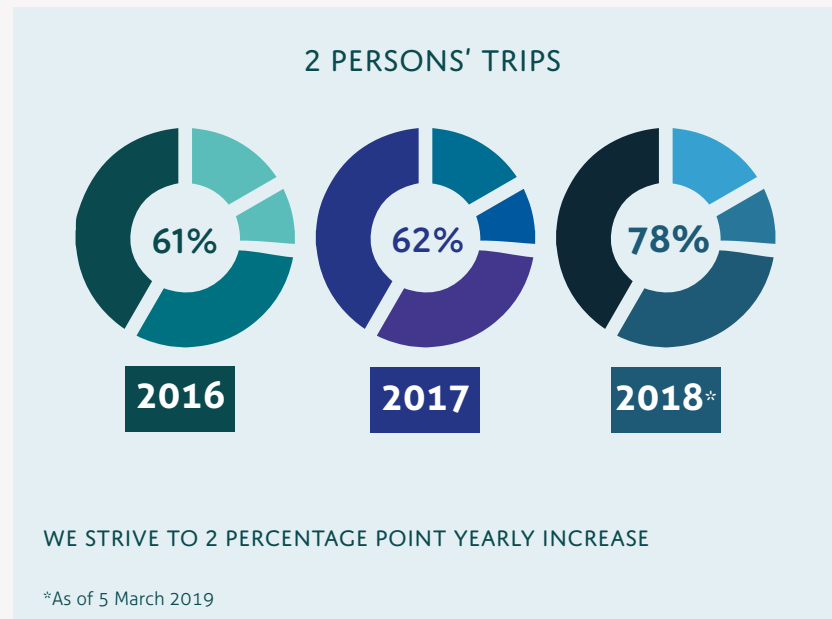


2016
3.10



The main impact on the environment caused by the BIC group is from transportation of people in the cars. Therefore, each travel is registered in the system, so we will know exactly how many trips were made or how many people were in the cars, and we can evaluate this information.

Additionally we are continuously working on reducing the fuel consumption by using video-conference systems and minimizing the number of travels.

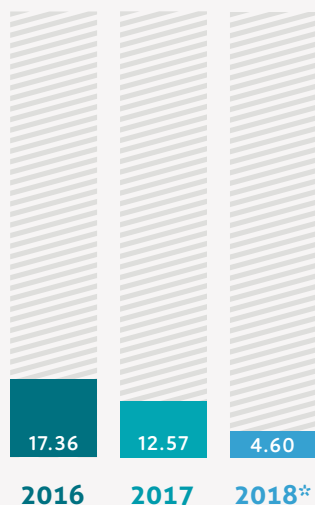


ENVIRONMENT

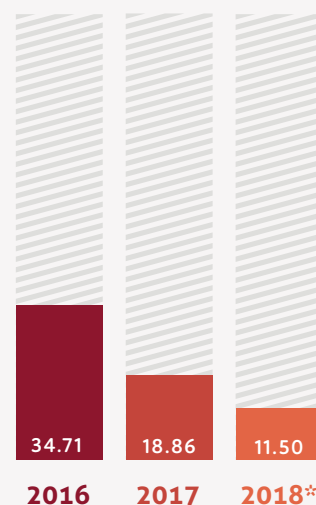


HEALTH & SAFETY

LTIF



TRIF



BIC Group's declared goal is zero injuries and zero fatalities. We are constantly working on the company's culture to create a safety awareness and we cooperate with customers to keep safe worksites. In BIC Group we make sure that trainings and safety measures are rigorously kept and that information about Health & Safety is regularly issued in the Safety Corner in our company newsletter.

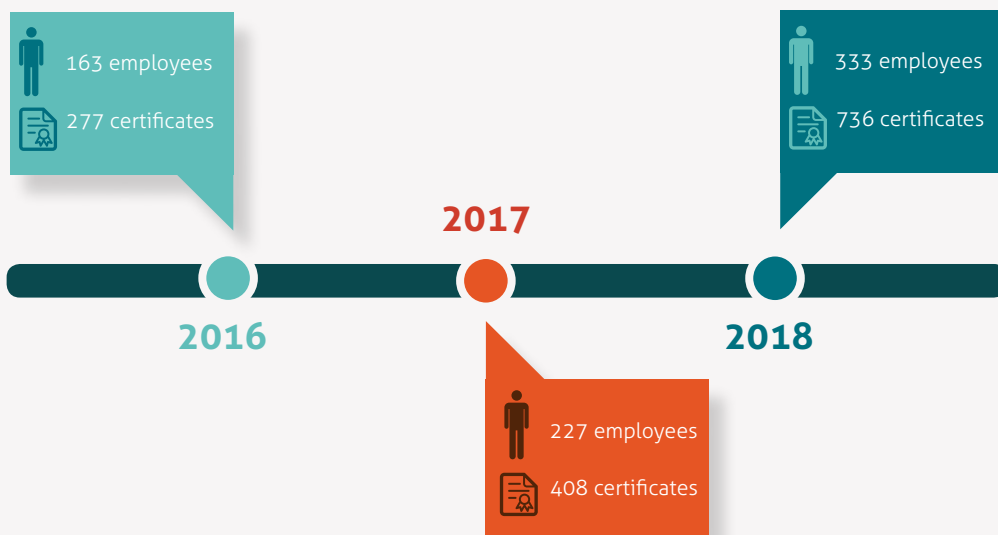
30 EMPLOYEES TAKING LANGUAGE LESSONS



10 EMPLOYEES TAKING POSTGRADUATE STUDIES



We are a “people company” and we understand the value of our colleagues. We are successful in attracting people with the right qualifications and in expanding their skills and competences once they join BIC.



PERSONAL DEVELOPMENT



A GOOD EMPLOYER

WORK

ATMOSPHERE



BIKE POLICY



COMPANY PARTIES

Regular integration parties and team building for project and administration staff



BIC'S GIFTS

2018 – bonuses for employees
first BIC Christmas party for kids
10 years anniversary gifts



SUMMER PARTY

integration for the whole BIC Family



TRANSPARENT



COMMUNICATION

WE AIM TO COMPLETE 25%
OF ANNUAL ASSESMENTS QUARTERLY



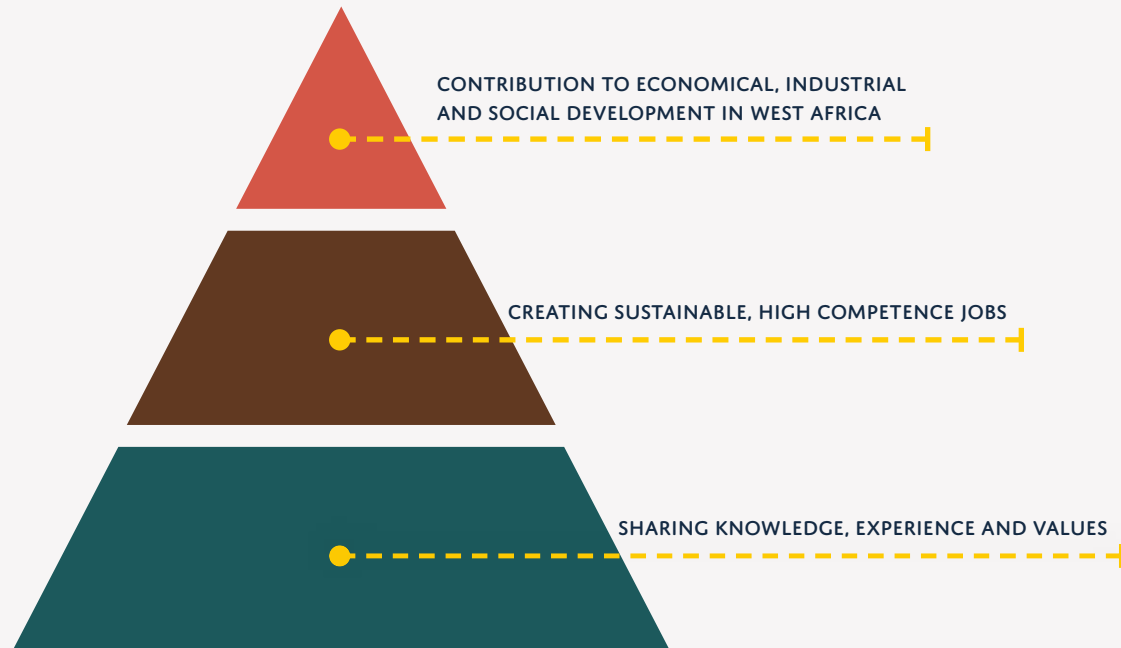
WE LISTEN, KEEP PEOPLE INFORMED AND HELP THEM GET ENGAGED



- ▶ Management Forum – open dialogue between Team Managers and Management Board,
- ▶ Annual Assessment – opportunity to share feedback about the company. Thanks to these yearly meetings, we know if our activities towards employees are effective, and if there are areas for improvement.
- ▶ The more assessments we conduct, the more we know about our employees and about ourselves. We try to make these meetings personal development meetings, and both give and receive feedback at least once per year. Our goal is to conduct 25% of annual assessments quarterly.
- ▶ Internal newsletters – to keep all employees updated with current issues in the company. It is a platform of communication not only between the management and employees but also among employees themselves.
- ▶ Printed materials for our employees – to become familiar with our Integrated Management System, our organization and our values.
- ▶ Whistle blower – anonymous platform to expose any illegal, unethical or not correct behaviours directly to company's top management.

4 AFRICAN VISION

Africa's economies are consistently growing faster than those of almost any other region of the world. In spite of these mounting potentials of the continent, social & educational development indicators in Africa have remained low. We believe that we can contribute to a better future of West African professionals and their families. Our goal is to create sustainable jobs, transfer our technical skills and company values, and make BIC employees in Africa appreciated professionals.



GLOBAL INVOLVEMENT





The project touches upon some very important issues in Ghana and West Africa, namely job creation, knowledge transfer and creating economic growth but also at the same time exploring the many opportunities that lies in the Sub-Saharan Africa. With the dedication that BIC has shown I'm confident that BIC will succeed.

**Søren Robenhagen - Commercial Attaché,
Royal Danish Embassy, Accra, Ghana**



The plan to create sustainable high competence jobs for West African professionals is very ambitious but I'm sure BIC will succeed. There have been made many preparations so far, incl. market studies, recruitment process preparations, establishment of the business operation hub in Ghana. etc. BIC is on good track and we fully support this fantastic project.

**Per Christensen – Consul General to Nigeria,
Royal Danish Consulate**



AIM – OPERATIONAL HUB IN WEST AFRICA -> 200 HIGHLY EDUCATED PROFESSIONALS

2025

Q4
2019

START OF EMPLOYMENT AND FIRST PROJECTS IN WEST AFRICA

START OF BIC ELECTRIC EXCHANGE PROGRAM – FIRST 6 STUDENTS FROM GHANA

September
2019

2019

START OF TRAINING IN POLAND/DENMARK: 0,5-2 YEARS LONG TERM EDUCATIONAL PLAN FOR FUTURE SPECIALISTS. FIRST TECHNICIANS COMING IN THE 1ST HALF OF 2019

BIC ELECTRIC WEST AFRICA – BRANCH IN ACCRA, GHANA

RECRUITMENT OF FIRST TECHNICIANS FROM NIGERIA AND GHANA

SUPPORT FOR EDUCATION – STATE OF THE ART ELECTRICAL EQUIPMENT FOR GREENTECH ACADEMY IN GHANA

2018

FEASIBILITY STUDY



Quality

Health & Safety

Company policies

BIC CSR

Care for the environment

DELIVERY OF THE STATE OF THE ART EQUIPMENT
FOR THE GREENTECH ACADEMY IN GHANA,
TO SET THE SAME STANDARDS AS IN DANISH
TECHNICAL SCHOOL (DONATION 200.000 DKK)

DEVELOPMENT OF BIC ELECTRIC EXCHANGE
PROGRAM FOR TRAINEES

TOP-PERFORMING STUDENTS – PRACTICE IN
DENMARK AND POLAND FOR GRADUATES

ENGAGING IN COMMUNITIES

