



Green culture

Community engagement

Trusted suppliers

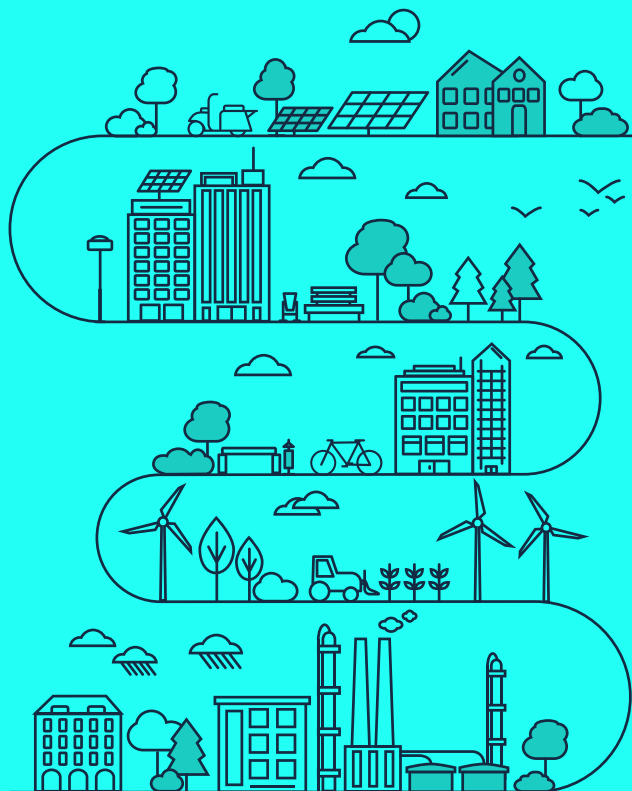
Legal compliance

Pride and integrity

2019

CORPORATE SOCIAL RESPONSIBILITY

Report



www.eryk.com



Intertek

ISO 9001

ISO 14001

OHSAS 18001

CSR ISO 26000

**We provide services
within:**



Industry & Automation



Oil & Gas



Building Installation



Wind Power

**WHO
WE
ARE**



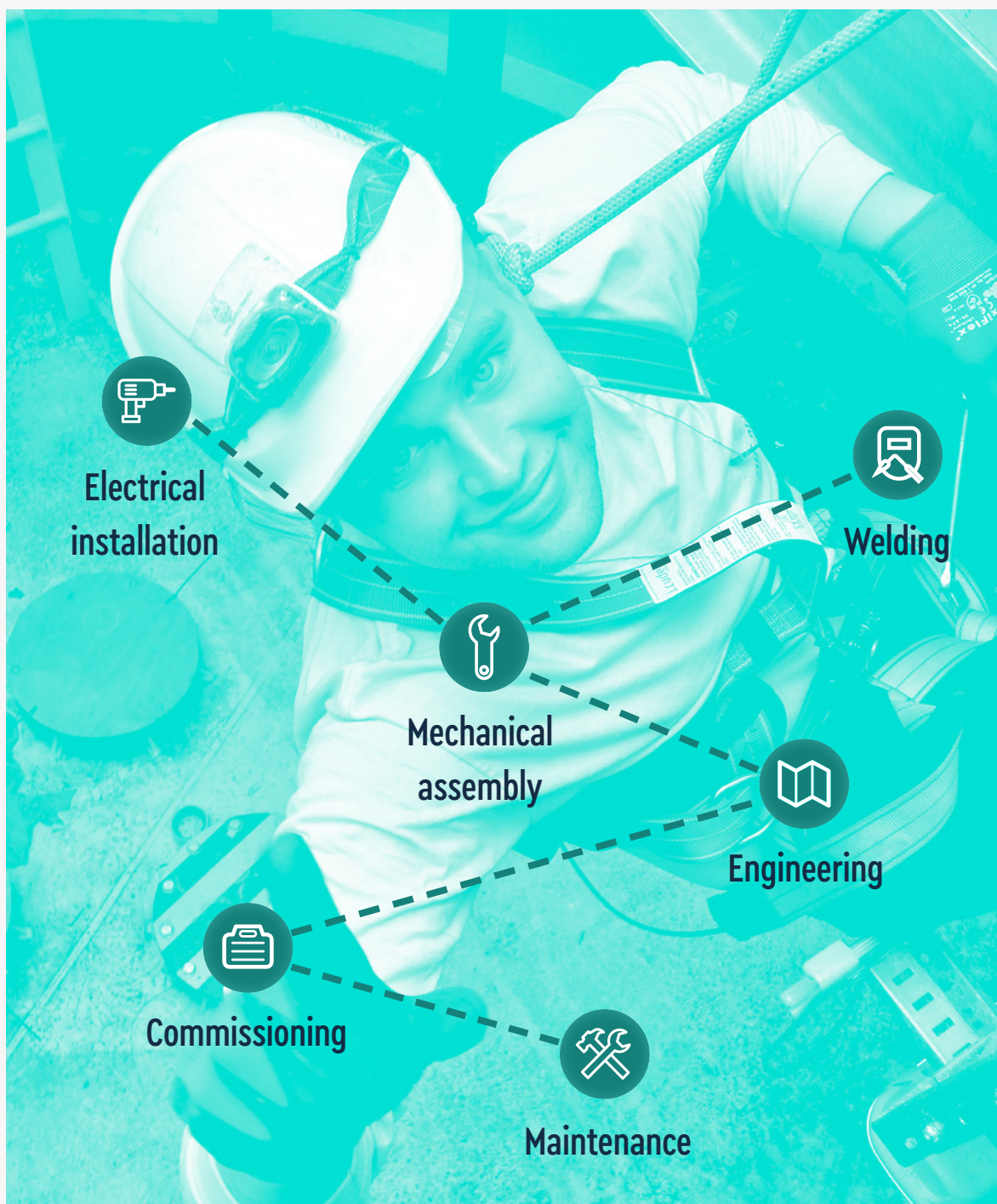
Eryk is an international technical service provider in electrical and mechanical assembly, installations and commissioning, working worldwide.

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.

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

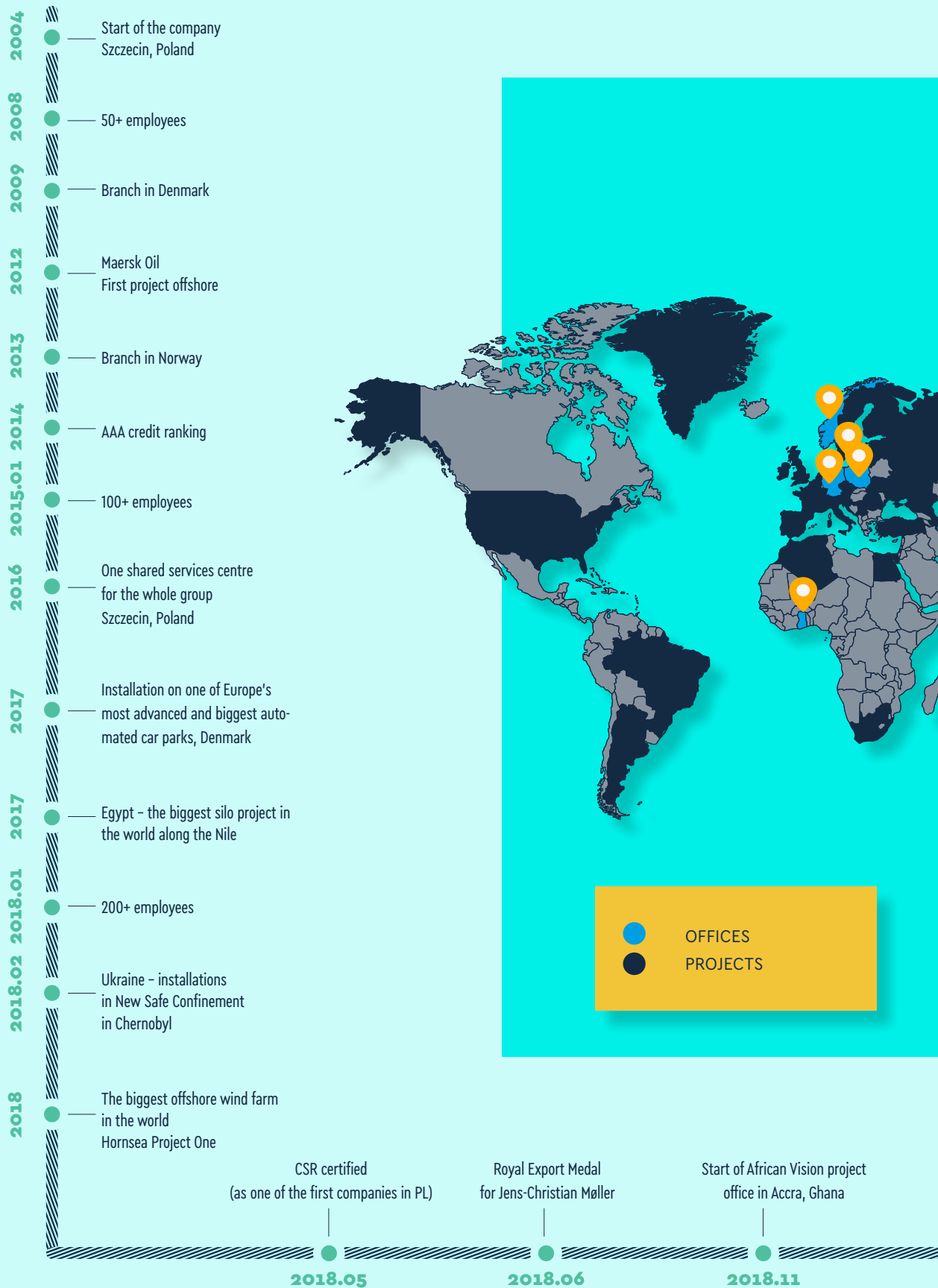


Our technical expertise allows us to execute projects in our business areas in a specialized scope of services:



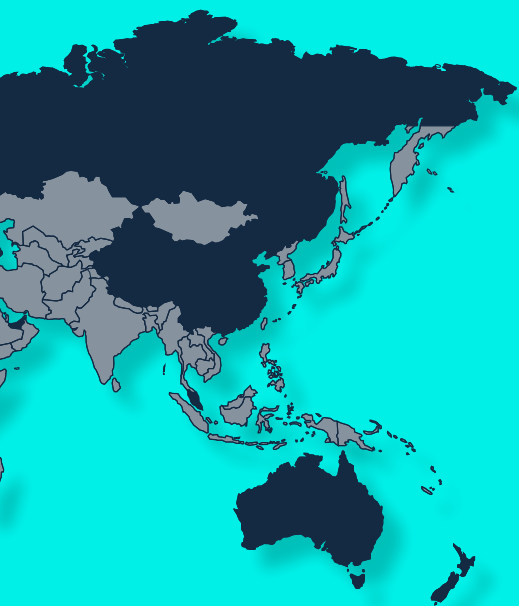


We provide these services to a broad variety of industries: from construction, through industry (manufacturing, processing, automotive, intralogistics), oil & gas to wind power.



Eryk consists of:

- Eryk Sp. z o.o.
- Eryk A/S
- Eryk AS
- Eryk GmbH
- Eryk A/S in Ghana



After over 15 years of success in providing electrical and mechanical assembly, installation and commissioning services around the world, BIC Electric became Eryk, to better reflect the nature of the company. The inspiration for the new name was the figure of Eric of Pomerania – King of Denmark, Sweden and Norway and Duke of Pomerania (born in Darłowo!) – a powerful ruler from the 15th century, who brought immense territories under one rule. The other source was the Pomeranian – a small companion dog with a lion-like attitude – this, on the one hand, reflects our fierce attitude on the market and, on the other, a friendly companionship we offer our customers.

We believe that our new name Eryk and the new logo will be associated with the ideas of loyalty, mobility, reliability and quality of technical service.

First trainees from Ghana
and Nigeria on-site

Over 40 project countries

Branch in Germany

Nomination to CSR award
by President of Poland

New brand – Eryk

2019.04

2019.08

2019.09

2019.10

2020.02



2

OUR CSR

Eryk 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.

RESPONSIBILITY



Our marketplace



Our community



Our environment



Our people

BUSINESS PHILOSOPHY

Not only about the business

We do not agree that „the only business of business is business“, i.e. 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.

Focus: People

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.

Social commitment

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).

Share in success

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.

Locally present

We believe that a company should be involved in the local society.

Business transparency

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



Fair operating practices

- transparent pricing and contracts
- responsible involvement
- fair competition
- anti-corruption
- respect for property rights



Human rights

- dignity
- transparency
- equality
- whistleblower
- freedom



Business sustainability

- pro-environmental culture
- employee well-being
- transparent business practices



Labour practices

- long-term relations
- stability and security
- work-life balance
- team-building
- well-being
- open dialogue
- personal development



Community involvement

- memberships
- charity
- local activities



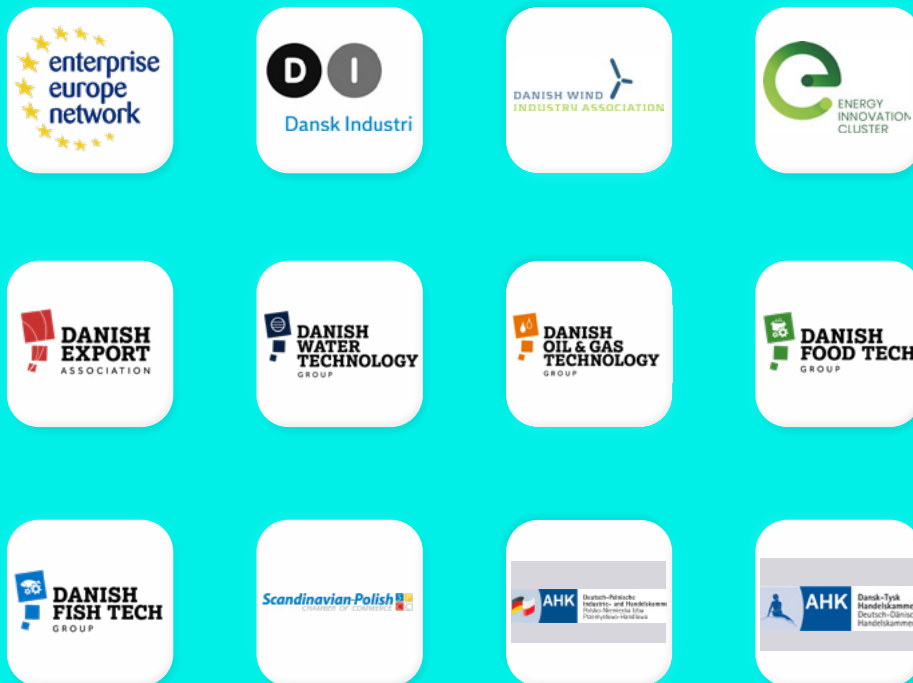
Community involvement

In 2019 Eryk donated a total of DKK 215.000.
Some of beneficiaries:

- Ghana Greentech Academy
- Euromusic Drama Festival in Szczecin, 25–28.10
- Wood & Brass Youth Orchestra from the Westpomeranian region
- Danish Paralympic Team
- Danish organization – ADHD Foreningen
- Spinning – arrangements & Hobro IK – Lillegårdens sponsorship
- The Society of Friends of Children in Szczecin



Active memberships in diverse industrial associations



Hosting and active participation in local events,
sharing the knowledge and Scandinavian
business values.



CSR MEASUREMENTS

COLLECT • ANALYZE • CONTROL • IMPROVE

We measure and analyze our business and use the results for continuous improvement. To evaluate our CSR performance, we use the following measures:



Customer satisfaction as a proxy for fair business practices



Health & safety statistics for good and safe working environment



Travel statistics for our impact on environment



We also collect and analyze data on education and training of staff (personal development), share of staff who did annual meetings (part of two-way communication with employees), staff seniority (creating conditions for stable, long-term employment).





CUSTOMER SATISFACTION

In Eryk, 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.

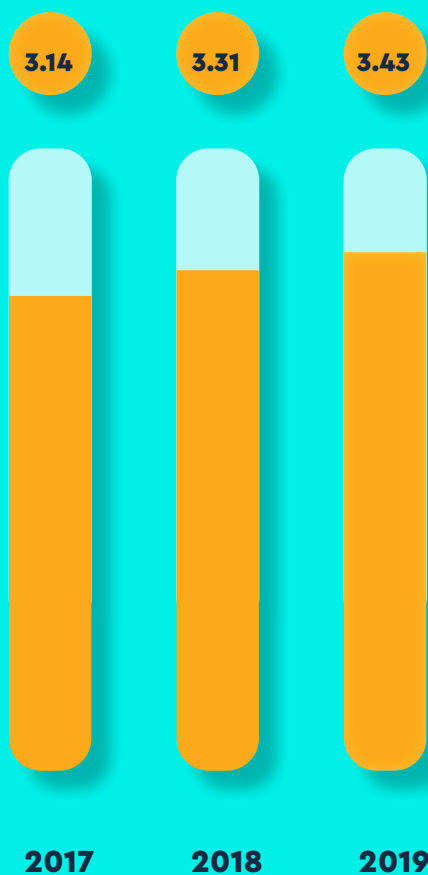
We see the level of our customer satisfaction as the actual measure of our customers' perception of our services and a means to provide insight into their needs.

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

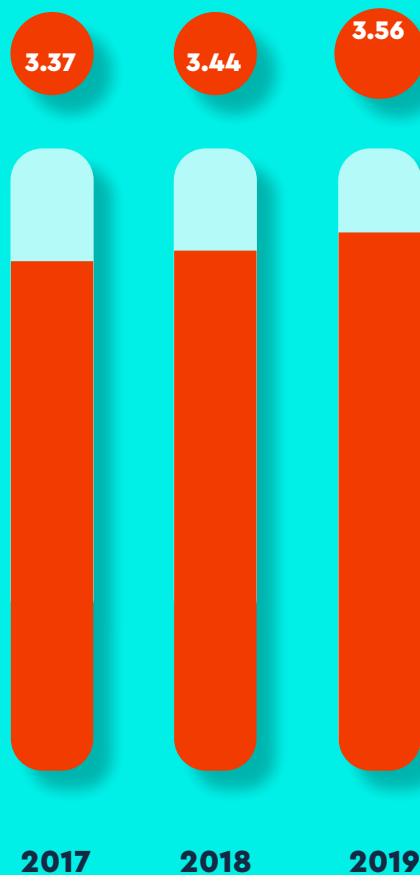
We define a satisfied customer as reporting the average of all answers ≥ 2.8 on a 4 point scale.

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

CUSTOMER MANAGEMENT SATISFACTION SURVEY



CUSTOMER SATISFACTION SURVEY



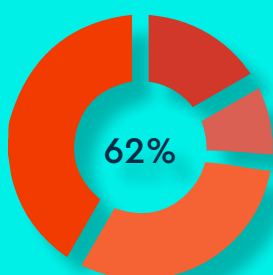


ENVIRONMENT

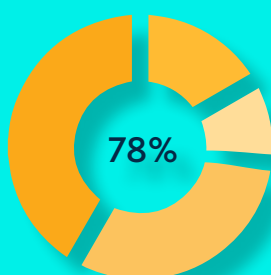
The main impact on the environment caused by Eryk is from transportation of people in the cars. Therefore, each travel is registered in the system, so we will know exactly how many trips were made or how many people were in the cars, and we can evaluate this information.

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

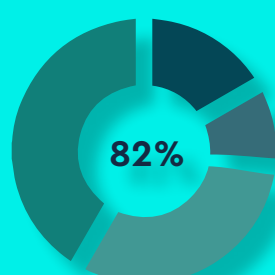
2 PERSONS' TRIPS



2017



2018



2019*

We strive to 2 percentage point yearly increase

*As of 5 March 2020

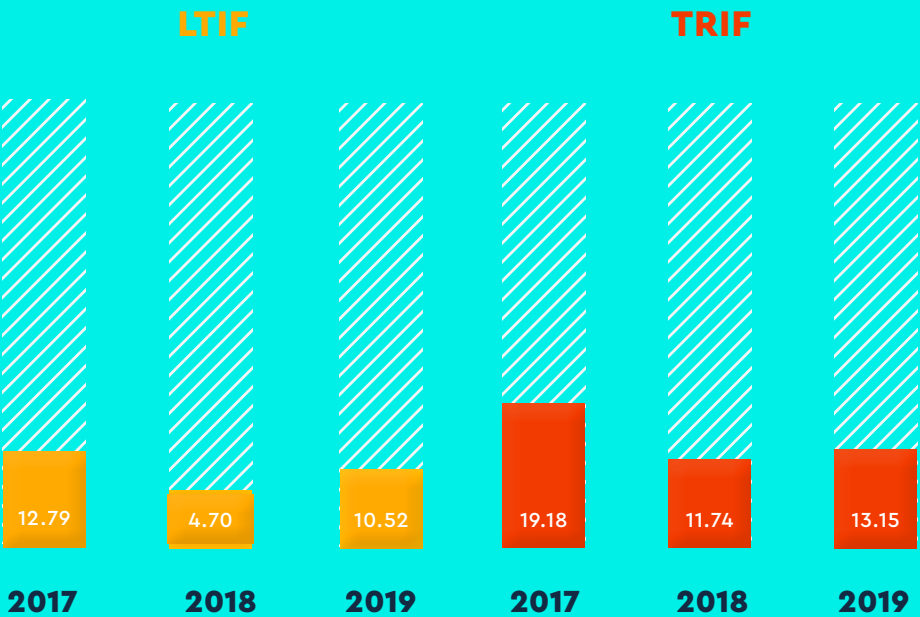
Eryk declared goal is zero injuries and zero fatalities.

We work continuously on the company's culture to create a safety awareness, and we cooperate with customers to keep work ites safe. In Eryk 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.

HSEQ awareness campaign:

- Contest for the best observations.
- Near-miss reports in HSEQ categories.
- Joint responsibility for the team safety.
- Taking care of the colleagues and of the HSEQ on the project site
- ... and awesome prizes for the best reports!

HEALTH & SAFETY



39

employees taking language lessons



1

employee taking postgraduate studies



227 employees



408 certificates*



299 employees



735 certificates*

2018

2017

2019

* Professional technical certificates, time and project management trainings, H&S and First Aid, language skills, digital tools etc.



333 employees



736 certificates*



Personal development

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 Eryk.



A GOOD EMPLOYER



Bicycle policy



Eryk's gifts 2019 - bonuses for employees, 10 years anniversary gifts, Family Christmas Party - tree plantation where each of us cut down our own Christmas Tree!



Company parties - regular integration parties and team building for project and administration staff



Summer Party - integration for the whole company



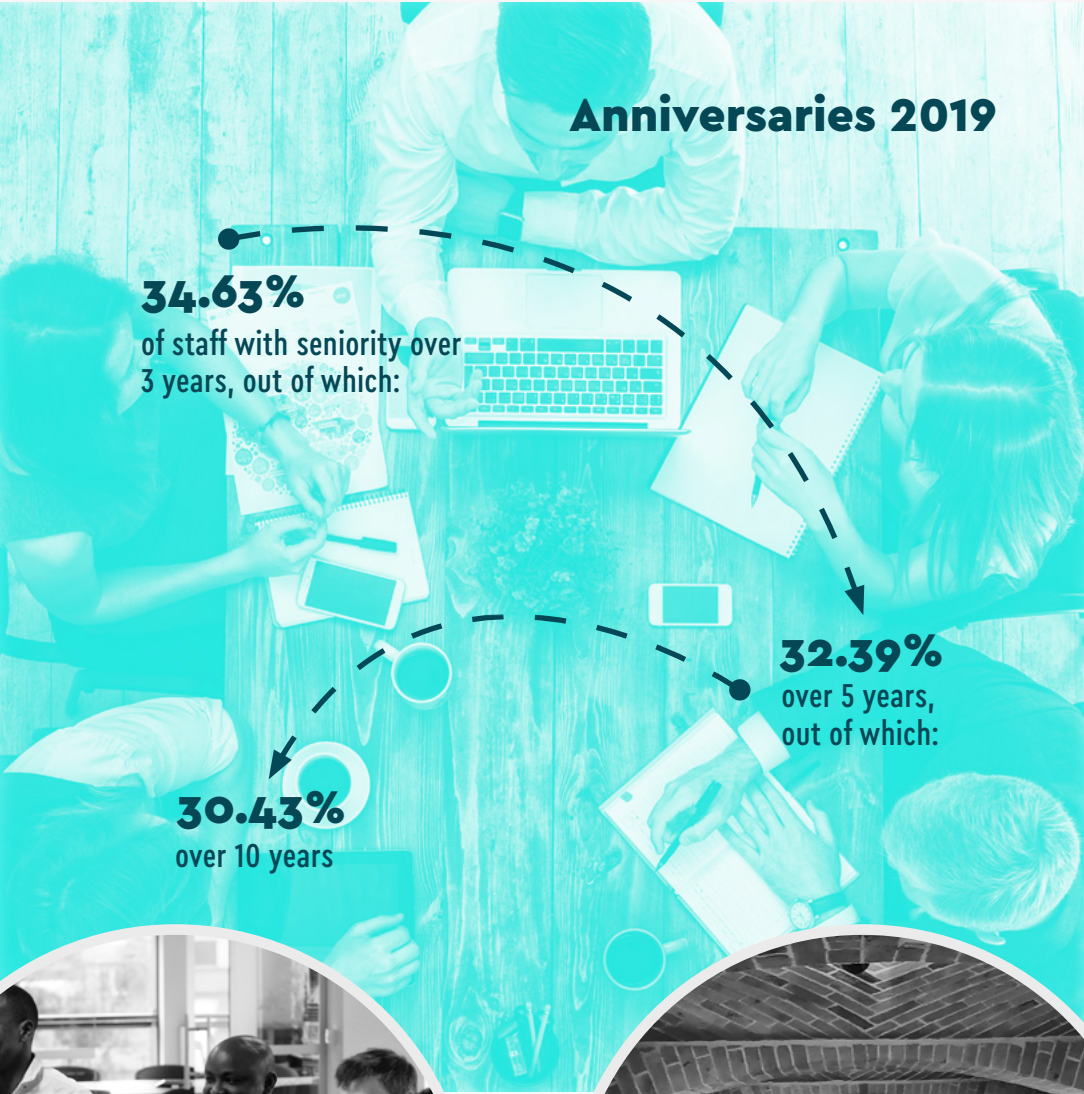
Family Picnic - first family picnic organized for our employees and their families. Leisurely active event with eco-games building pro-environmental culture



Sport initiatives - NCDC Business Race 2019, Endomondo Christmas Challenge in running, biking and walking



Work atmosphere



Two-Way communication



Transparent communication

Internal newsletters

Keeping all employees updated about current issues in the company. It is a platform of digital communication not only between the management and employees but also among different departments themselves. It is a quick and effective way of engaging the entire staff through transparent information, through "people" stories that the staff can relate to and through sharing our own, or customer's recognition of the efforts of our staff.

External newsletters and Social Media presence

A digital channel of communication with our external stakeholders, customers and potential customers, suppliers, service providers and followers. It is a platform for sharing updates, photos and media relating to our initiatives, successes, plans and ambitions.

Printed materials for our employees

Clear communication about our standards, values, processes, expectations and needs presented in eg. Integrated Management System (also available in a pocket version).

Management Forum

A cyclical meeting platform for open dialogue between Team Managers and Management Board, allowing for discussion of all crucial issues within the organization and for sharing the visions, plans and ambitions as well as challenges.

Annual Assessment

Opportunity for each employee 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 to learn where the employee might want to develop their own skills and which direction his/her career should take. Our aim is to give and receive feedback at least once per year. Our goal is to conduct 25% of annual assessments quarterly.

Employee survey

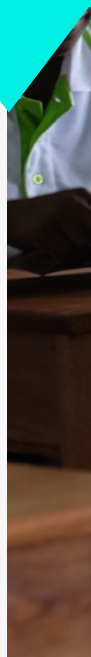
A yearly survey distributed digitally among all staff providing an anonymous channel of expressing opinion on numerous aspects of the work environment – from working conditions, incentives, through colleagues and rules, to development opportunities.

Whistle blower

Anonymous platform to expose any illegal, unethical or improper behaviours directly to company's top management. It can be used either by our own employees or by any third party who wants the company's top management to focus on an ethical issue.

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 our employees in Africa appreciated professionals.





Contribution to economical, industrial and social development in West Africa



Creating sustainable, high competence jobs



Sharing knowledge, experience and values

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 lie in the Sub-Saharan Africa. With the dedication that Eryk has shown I am confident that Eryk will succeed.

Søren Robenhagen – Commercial Attaché
Royal Danish Embassy, Accra, Ghana



Our CSR



Care for the environment



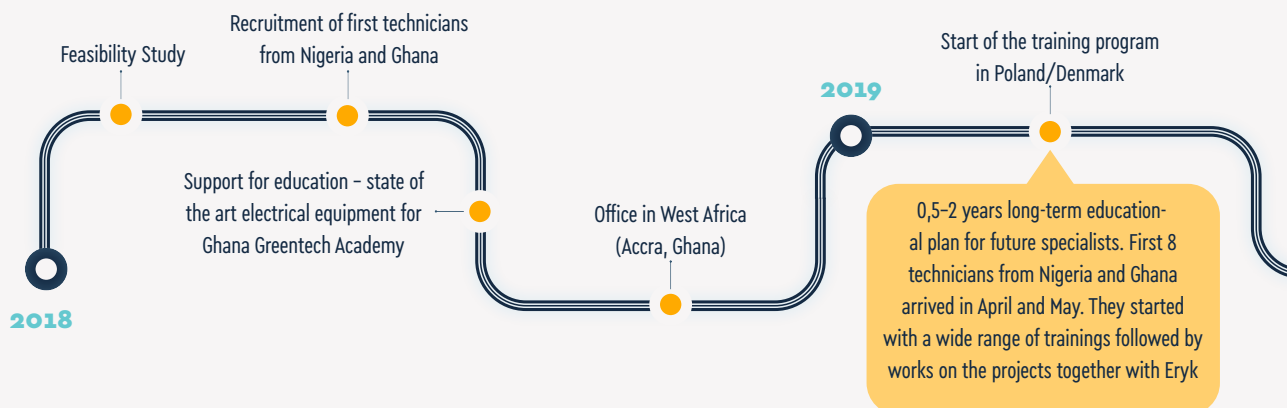
Quality



Health&Safety



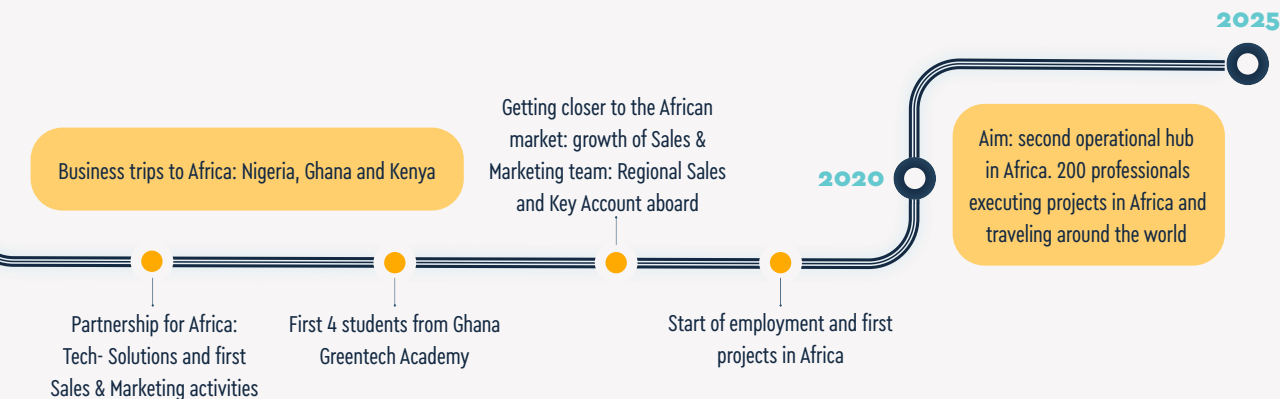
Company policies





The plan to create sustainable high competence jobs for West African professionals is very ambitious but I'm sure Eryk 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. Eryk is on good track and we fully support this fantastic project.

Per Christensen – Consul General to Nigeria
Royal Danish Consulate



Young generation

Best graduates from Ghana Greentech Academy – training and practice in Denmark and Poland for graduates.



Listowel



Florence



Alex



Michael



11 trainees by end of 2019

In 2019, Ghana Greentech Academy received from Eryk state of the art educational equipment worth over DKK 180.000 to set the same standards as in Danish technical schools.

180000
DKK

