

INTEGRATED MANAGEMENT SYSTEM MANUAL

EDITION 2020, REVISION 2
05.05.2020



This Integrated Management System is made in accordance with DS/EN ISO 9001:2015, DS/EN ISO 14001:2015, OHSAS 18001:2007, KLS, ISO 26000:2010 requirements and with requirements for authorised electrical installation companies according to Danish, Norwegian, Swedish and Polish norms and regulations.

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PROJECT IN VARGARDA

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DEFINITIONS AND ABBREVIATIONS IN THIS DOCUMENT

IMS	Integrated Management System
CME / CMEs	<p>“Chief Managing Engineer” or “Chief Managing Engineers” defines the following individuals or the group of individuals: Technical Responsible Persons / Authorised persons, Key Account Manager, Key Account Engineer(s).</p>
Eryk Group	<p>consists of: Eryk Sp. z o.o. Eryk A/S Eryk AS Eryk GmbH Eryk A/S (BIC Electric West Africa A/S)</p>
Executive Board	President and Vice President
Overall management of operations	Chief Administration Officer and Chief Operational Officer
Management group	The management group are: President, Vice President, CAO, COO, Quality and Lean Manager, Executive Officer and one manager appointed from each group – see Enclosure 1 “Management and organisation plan”.

INTRODUCTION

The Eryk Group consists of Eryk Sp. z o.o., Eryk A/S, Eryk AS, Eryk GmbH and Eryk A/S (BIC West Africa A/S).

Eryk Group's overall technical responsible person is Michał Płudowski.

- ▶ **Eryk Sp. z o.o.** is registered at the Danish Safety Technology Authority, regarding KLS Integrated Management System.
 Eryk Sp. z o.o. Polish tax identification number: NIP/VAT: 852 24 25145
 The company's Danish tax identification number: SE/VAT: 12 32 25 50
 Danish electrical contractor's authorization granted to the company: EFUL-14401
 Swedish electrical authorisation: Almän Behörighet no.: 99999910-0116
 Polish electrical authorisation no.: 673/D₁/61/2017
 Technical Responsible Person: Sebastian Płacewicz
- ▶ **Eryk A/S** is registered at the Danish Safety Technology Authority, regarding KLS Integrated Management System.
 Eryk A/S Danish tax identification number: CVR/VAT: 32 15 32 08
 Danish electrical contractor's authorization granted to the company: EFUL-14287
 Technical Responsible Person: Michał Płudowski
- ▶ **Eryk AS** Norwegian organisation number / VAT: 911 854 600
 Norwegian electrical contractor's company ID: 100924
 Norwegian approval as electrical contractor ref.: 2014/19557/AKOI
 Technical Responsible Person: Grzegorz Domański
- ▶ **Eryk GmbH**
 VAT: D 22 258 07285
- ▶ **Eryk A/S (BIC Electric West Africa A/S)**
 CRV/VAT: DK 32 15 32 08

The Eryk Group has introduced the Integrated Management System in accordance with the DS/EN ISO 9001:2015, DS/EN ISO 14001:2015, OHSAS 18001:2007, ISO 26000:2010 standards and with guidelines from the Danish Safety Technology Authority (KLS – Kvalitetsledelsessystem), which implies that procedures have been established and instructions have been issued with regard to work connected to the electrical installations and systems, machines and equipment, and that the operating procedures have been decided upon. However, if the requirements of the customer's quality management system are more demanding than ours, we will consider working on customer's documentation in order to avoid double work.

The Integrated Management System specifies requirements for quality, environment, occupational health and safety management and CSR system in which the Eryk Group:

- needs to demonstrate its ability to consistently provide services that meet customer's and applicable statutory and regulatory requirements,
- aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer's and applicable statutory and regulatory requirements,
- strives to reduce its environmental footprint in all operations,
- is committed to sustainability,
- is able to create a safe and healthy workplace for every employee,

- strives to look in to the complete life cycle of our operations,
- runs its business in an ethical way with respect for all our stakeholders.

The Integrated Management System’s main purpose is to guarantee that:

- The Eryk Group is a competent subcontractor as international technical service provider of Electrical and Mechanical Installation, Commissioning and Maintenance
- All tasks involving the installations are performed with highest possible care and attention - in accordance with quality, environmental and safety rules and regulations,
 - The completed installations will live up to the technological requirements of the Danish, Swedish and Norwegian rules for electrical low voltage installations according to the European norm EN60364 and national standards: the Danish National Electrical Code Standard (*Stærkstrømbekendtgørelsen*¹) chapter 6, the Swedish National Electrical Code Standard SS 4364000:2009, the Norwegian National Electrical Code Standard NEK400:2018 and the Polish National Electrical Code Standard PN-IEC 60364,
- The Eryk Group’s environmental policy is appropriate to the nature, scale and environmental impacts of its activities and services,
- The Eryk Group’s health and safety policy is in accordance with all applicable rules, regulations and OHSAS 18001:2008,
- The Eryk Group’s CSR policy is in accordance with all applicable rules, regulations and ISO 26000:2010 standard.

The purpose and ambition of the Eryk Group is to be able to provide services, which are superior, technologically superb and constitute an important part of the state-of-the-art technology within:

- Industry & Automation
- Building Installations
- Oil & Gas
- Wind Power

The Integrated Management System has been accepted by the President of the company and by the Technical Responsible Person and has been used since 01.07.2010. The Integrated Management System was revised in May 2020.

05.05.2020

.....

Date



President



.....

Authorised

¹ The Danish National Electrical Code Standard exists only in Danish.

1. MISSION, VISION AND STRATEGY

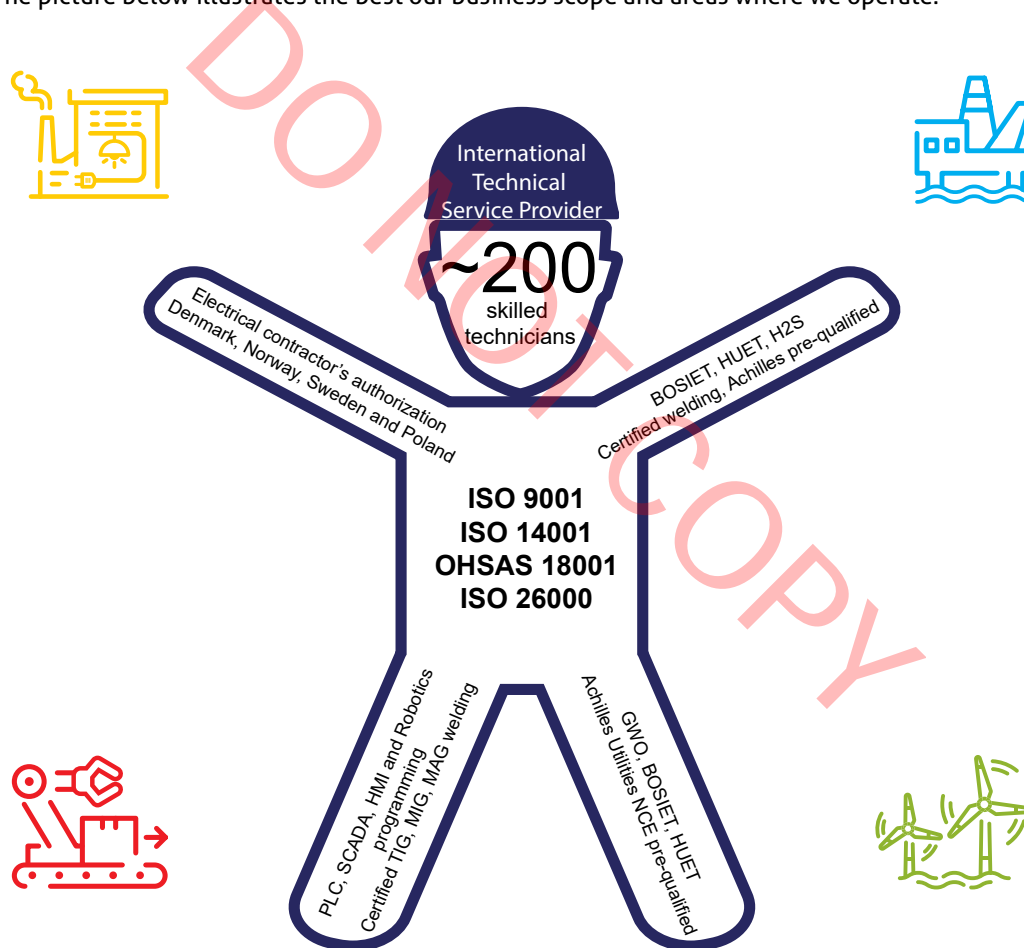
Mission

The Eryk Group has the competences necessary to run a multi-lingual and multi-cultural organisation with knowledge about European industry, labour market and essential technical skills.

Eryk Sp. z o.o. has its office in Szczecin (Poland) from where all activities are managed.

For the Norwegian market, an associate company Eryk AS was established with a not permanently staffed office in Norway. Eryk A/S is a company with a not permanently staffed office in Denmark. For the German market, Eryk GmbH was established. Eryk A/S) Eryk A/S (BIC West Africa A/S) is our response to changing environment as well as a part of our business strategy.

The picture below illustrates the best our business scope and areas where we operate:



Customer scope:

- Industry & Automation,
- Building Installations,
- Oil & Gas,
- Wind Power.

Vision

Our vision is to be the preferred supplier of electrical or mechanical installation, commissioning and maintenance. Consistently with our vision, our Group is dedicated to providing services with emphasis on high quality, flexibility, increased effectiveness, reliability and environmentally friendly processes.

We strive towards fulfilment of our vision by relying on our values. By acting in accordance with our values in working towards our goals, we earn the trust of our customers, business partners, suppliers, employees and the communities where we live and work.

In order to strengthen the compliance and good corporate governance in a broader sense, the Eryk Group launches the Code of Conduct, as part of its Corporate Social Responsibility Policy.

Our group is committed to sustainability. This includes respect for universally recognised principles on human rights, including labour rights, the environment and anti-corruption. Therefore, we seek to ensure that our own group, together with our customers and suppliers, operates in accordance with the requirements of the enclosed Code of Conduct.

We aim to promote Corporate Social Responsibility culture among our employees, customers, suppliers and society. Responsible business is a choice, a philosophy of running a business with respect to ethical, environmental and social aspects. Sustainable growth should be guided by one sole rule: fair practice - because only such CSR adds value.

Core Competences

- HR (especially labour law across borders and working according to all rules and regulations),
- Project management,
- HSEQ management,
- Sales and marketing.

We aim to have in the company all competences and certificates needed to make full-size low voltage electrical installations, mechanical installations and commissioning of buildings and of machinery. Each of those certificates and competences shall be shared by at least 2 persons in the company.

Core Values

- loyalty,
 - honesty,
 - quality,
 - flexibility.
- towards our colleagues, the customers, the suppliers, the society, the company and all the defined stakeholders listed in enclosure 32.

Strategy

Eryk's goal is to be the leading international technical service provider. We will meet our goal by being a scalable and flexible resource for our business partners on an international level, delivering high quality services, by using competent and skilled employees and always taking full responsibility for legal compliance on the marketplace where we operate.

We strive to be associated with:

- high quality services,
- competent and skilled employees,
- flexibility,
- increased effectiveness,
- legal compliance,
- internationality,
- scalable resource for our business partners.

Our market role is an international technical service provider. Our market strategy is presented in our marketing strategy plan. We see ourselves as a subcontractor to European and global companies, and we are ready to carry out installation projects worldwide. To complement the range of our core services, we are expanding it to include engineering services.

Moreover, we strive to minimize of our environmental impact, considering life cycle perspective. We make decisions based on analysis of risk and opportunities that need to be addressed to achieve the improvement and make sure that our Integrated Management System achieves its results.

Business scope

The primary focus area:

- to work as a competent subcontractor who provides electrical and mechanical assembly, installations, commissioning, maintenance and electrical engineering.

Secondary focus area:

- consulting services.

Place for doing the contracting

All over the world.

We do not want to

- purchase components and materials, with the following exceptions:
 - › In Poland - for service projects - we will consider purchase, if the customer requires full delivery,
 - › In special cases for Danish projects we will consider purchase, if the customer requires full delivery, but we do not want to build up any stock of components or materials,
- sell to end-users.

Scope of the IMS

- ISO 9001:2015
- ISO 14001:2015
- OHSAS 18001:2007
- ISO 26000:2010
- KLS

Exclusion from our IMS

- the designing process described in p. 8.3 in EN ISO 9001 (because we work on customer's documentation),
- steel reinforcement works (isolated projects out of scope of our operations controlled by our customer),
- all welding work in accordance with customer requirements:
 - › are a part of assembly/installation/construction of machines,
 - › are not part of the welding works of the main building.

2. QUALITY POLICY & GOALS

The Eryk Group offers its customers high quality electrical and industrial installation and commissioning all over the world.

Our overall quality objectives include being regarded as a:

- well-established and sound as well as an enterprising company,
- reliable and credible supplier,
- solid and credible customer,
- good and developing work place with satisfied staff, and
- serious competitor.

To achieve this, the following shall be in order:

- we shall meet the needs and requirements as well as realistic expectations of our customers,
- we shall observe agreements made,
- the services supplied shall have the quality expected,
- authority requirements shall be met,
- we shall do the right thing the first time,
- service shall be performed at the time most convenient to our customer,
- we shall have well-trained, motivated staff,
- we shall give development opportunities to our staff,
- our staff shall behave in a polite and correct manner,
- we shall have the Integrated Management System defining responsibilities and competences, and
- we shall make continuous improvements on objectives/targets.

ISO 9001, ISO 14001, OHSAS 18001, ISO 26000 and Danish, Norwegian, Swedish and Polish norms and regulations are the basic guidelines of the Integrated Management System for the Eryk Group.

To ensure that the right quality is integrated in our services, every staff member must know and meet procedures identified. The management group will see to it that every staff member has the prerequisites and qualifications required to do his/her job, including those of knowing his/her responsibilities and authorities.

The management group shall identify requirements for resources and arrange for suitable resources, including allocation of educated/trained staff for management and performance of the work. The management group will regularly evaluate the continued suitability/applicability and effectiveness of the Integrated Management System with a view to initiating improvements.

Purchase

We will aim to establish good partner connections with major/important suppliers to ensure the quality and the reliability of supply of services needed.

We shall use only such suppliers who will continuously be capable of meeting our expectations and requirements. A thorough, careful evaluation and continuous reassessment of supplier suitability and willingness to cooperate shall thus be conducted.

We need a minimum of two suppliers wherever possible. Important cooperation with suppliers, such as outsourcing of activities, shall be agreed upon in writing and then maintained continuously.

Sales

We shall meet customer requirements and realistic expectations. Any faults and deficiencies of our services shall be remedied as soon as possible and so that the drawbacks will be of minimum inconvenience to our customers.

Complaints

Claims are to be dealt with in a correct and serious manner immediately after they have been communicated by the customer.

Services/Installations

Since our services are customer specific, they will either be based on the availability of the necessary customer requirement specification or on approved documentation prepared by the customer.

Order processing shall be timely so that our service can be run at minimum costs. Only such labour shall be used as has been subjected to training before they do any specific jobs on their own.

Finance

We shall have well-functioning accounting providing a true and fair view, giving us updated figures for earnings, costs, and budgets.

Staff

Each individual staff member is responsible for the quality of own work and must always check the quality of accomplished own work. All jobs shall be filled by persons having relevant education/training so that each job can be performed satisfactorily, and so as to keep up the motivation of the particular employee and satisfy his/her ambitions.

A corporate culture of delegating responsibilities and authorities to individual staff members shall be established and maintained. All staff shall be encouraged to put forward ideas for improvement.

Relevant training and educational activities shall be planned for the staff having needs in relation to assignments given. There shall be an information level which will appeal to the staff. Everyone in Eryk Group has to know and follow the Code of Conduct.

Quality Goals

Sales

Our customer satisfaction level should be at least / not less than 90% satisfied customers. We measure customer satisfaction (enclosure 13: "Customer satisfaction survey" and enclosure 14: "Customer satisfaction evaluation") and we evaluate it at review meetings of the Integrated Management System.

Survey consists of questions with multiple choice answers ranging from 1 – 4, where 1 is *Very Poor* and 4 is *Very Good*. The definition of a satisfied customer is the average of all answers being 2.8 or higher. Thus, to reach our goal, 90 % of the answered surveys must have an average score of 2.8 or higher.

Whenever a single question gets a score of 2 (Poor) or less, the Key Account Engineer or Customer Relations representative will address the customer and clarify the issue, to make sure we solve the problem or improve for next time.

Services/Installations

Times of delivery shall be met. Our customers, colleagues and stakeholders shall be informed if we cannot deliver on time. The services supplied shall be faultless to specified test procedure.

Invoicing

Invoicing must be performed no later than six working days upon delivery.

Staff

Wherever possible, a minimum of two persons per job on-site must have been educated and trained.

3. ENVIRONMENTAL POLICY & GOALS

At the Eryk Group we are committed to the implementation of proactive measures to help protect and sustain the environment for future generations. We recognise the impact of our operations on the environment and aim to minimise any detrimental effects that may occur.

By working together, we can contribute to making a cleaner and safer environment and ensure that environmental issues remain a focal point and receive proper attention.

In delivering our commitment we will:

- comply with relevant environmental legislation and take a proactive approach to future requirements and obligations,
- seek to conserve natural resources through the responsible use of energy, water and materials but also by maintaining the quality of service expected by our customers,
- monitor performance and aim for continued improvement by reducing, re-using and recycling in areas such as energy consumption, reduction of waste materials and water consumption,
- work with suppliers who have compatible policies for managing their impact on the environment,
- be aware of our environmental impact and will always strive to have life cycle approach.

Examples of everyday actions:

Recycling of...

- paper, glass, plastic, toner cartridges, fluorescent tubes, batteries, etc.
- waste compacted to reduce number of collections

Disposal of...

- chemicals and other dangerous substances used on the projects and in the offices owned by Eryk Group

Saving energy by...

- use of low energy light bulbs and fluorescent tubes
- turning off all electrical equipment after work is done and during the breaks – this includes all electrical tools on the sites and all electrical office equipment

Reduction of...

- fuel consumption by reducing the number of necessary trips and by increasing the number of workers travelling in one car
-

Using...

- environmentally friendly paper

When choosing future facilities for the company we will take into account environmental aspects and sustainability as much as location and price.

Environmental goals

The main impact on the environment caused by the Eryk Group is from transportation of people in the cars. Therefore, the management group considered it as the most important environmental aspect. We want to reduce our pollution by the reducing the number of trips or by training the staff in eco driving rules.

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.

Transport of people

In travels between Poland and the project sites our goal is to have at least 2 persons in a car. We strive to 2 percentage point yearly increase.

In travels between accommodation places and the project sites our goal is to have an average of 3 persons in a car. In all cases, the need of travel should first be evaluated – when possible, we shall use video-conference system or Skype. We will count how many meetings do we succeed to make electronic. In case of one-person-projects, our goal is to use public transport.

Electricity

The machines and facilities of the company must be used properly as specified and turned off when not in use.

Other

When at all possible, equipment and supplies chosen should have the best available energy / environmental rating. New company cars should be A/B energy class with the so-called eco tires, minimising the use of fuel.

New cloud-based archive system is implemented in order to reduce consumption of paper.

We do not accept suppliers if their total score in environmental part of supplier evaluation is less than 3.

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4. HEALTH & SAFETY POLICY & GOALS

The Eryk Group recognizes that the occupational health and safety is an integral part of its management function. The organisation views these as a primary responsibility and to be the key to good business in adopting appropriate health and safety standards.

The health and safety policy calls for continuous improvement in its health and safety management activities and business.

To achieve this, Eryk Group will do the following:

- comply with all applicable laws and regulations,
- follow a concept of continuous improvement and make best use of its management resources in all matters of health and safety,
- communicate its objectives and its performance against these objectives throughout the organisation and to interested parties,
- take due care to ensure that activities are safe for employees, associates and subcontractors and others who come into contact with our work,
- work closely with our customers and suppliers to establish the highest health and safety standards,
- adopt a forward-looking view on future business decisions that may have health and safety consequences,
- train our staff in the needs and responsibilities of health and safety management, and
- support those who refuse to undertake work on the grounds of health and safety.

Occupational health should aim at:

- the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations,
- the prevention amongst workers of departures from health caused by their working conditions,
- the protection of workers in their employment from risks resulting from factors adverse to health,
- the placing and maintenance of the worker in an occupational environment adapted to his physiological and psychological capabilities,
- and, to summarize, the adaptation of work to man and of each man to his job.

Health and Safety goals

System

Maintain Health & Safety System in accordance with OHSAS 18001:2007 and continuous improvement of it.

Safety

Our safety goal is zero injuries and zero fatalities. We register and evaluate all incident or accidents. Once a year during the Management Review we evaluate the safety statistics.

Safety Culture

We recognise that to achieve our goal of eliminating all injuries and illnesses, we must create a culture of safety awareness. By offering Team Leaders meetings and other training focused on developing positive behaviour, we have made affirmative steps towards such a culture. If all employees express and focus on such behaviour/attitude towards safety, it will spread throughout the rest of the organisation and become a part of the culture. We send out information about Health & Safety issues regularly using our newsletter (the Safety Corner).

Training

Undertake training and actively motivate all our people to work in a safe and responsible manner.

Our occupational health strategy focuses on three key areas:

- ▶ Health, well-being & performance – where we aim to:
 - promote both environmental goals and Health and Safety goals through our bicycle policy,
 - support good working atmosphere by financing integration events – at the office and on-site,
 - the health of our employees, which brings both individual and business benefits,
 - work with mental well-being and resilience at workplace by approaching each other with respect and kindness in all work relations,
 - give opportunities for feedback and expressing needs during various quarterly and annual meetings.

- ▶ Prevention of occupational ill-health – where we aim to:
 - prevent work-related illness and occupational diseases,
 - ensure good ergonomics at the workplace.

- ▶ Travel-related activities, where we:
 - provide advice about safe and ecological ways for traveling.

Stimulants, alcohol and drugs policy

It is strictly forbidden to smoke, drink alcohol, take drugs or other stimulants at any time paid for by Eryk, especially:

- At work
- During business trips
- In rented cars
- During journeys between the accommodation and working site
- At the accommodation

Breaks for the purpose of smoking (smoking breaks) within working time are not accepted. If employees want to smoke before or after work, they shall leave the working address (building and area outside belonging to it).

Any employee violating the above restrictions may face any of the following consequences:

- Cash penalty,
- Official reprimand,
- Decrease of salary,
- Downgrade of position,
- Disciplinary dismissal.

5. CORPORATE SOCIAL RESPONSIBILITY

Eryk 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. Our responsibility encompasses interaction with:

- our marketplace,
- our environment,
- our community,
- our people.

CSR Goals

The more assessments we conduct, the more we know about our employees and about ourselves. That's why we strive to 25% of annual assessments quarterly. Eryk Group is committed to the following CSR principles:

- We manage our business with pride and integrity,
- We develop, implement and comply with the Code of Conduct.
- We are committed to full legal compliance in everything we do.
- We encourage the use of only trusted suppliers in our supply chain.
- We aim to provide a safe, fulfilling and rewarding career for all our employees.
- We aim to take part in community programmes which support our brand values and further promote recognition as an active contributor to local charity and community development.
- We actively assess and manage the environmental impact of our operations.

Organisational Governance

Our Top Management carries out activities to be a crucial element of progress and development of society and the well-being of our employees. Moreover, they promote corporate values by ensuring accountability, fairness and transparency in the company's relationship through dialogue with our stakeholders (enclosure 32).

By taking the effort to execute transparent business activities, and by conducting business activities with fairness and honesty, we strive for strong and effective corporate governance structure. The flow of our responsibilities is visible in our integrated Management System (enclosure 1).

Human rights

Eryk Group follows all provisions regarding human rights and Anti-Discrimination law.

We do not discriminate against anybody and employ the best person for the job regardless of gender, age, disability, race, religion, nationality, political opinion, trade union membership, ethnic origin, religion and sexual orientation. We adhere to the equal pay for equal work principle. Each employee has absolute right to equal treatment and respect for his/her dignity.

Eryk Group strongly opposes hate speech and hateful attitude among employees. Freedom from discrimination is a fundamental human right – we are prepared to listen to our employees by "whistle blower" platform – all our stakeholders are encouraged report to us any behavior at work or related to work, which they find or suspect to be unfair, discriminative, illegal or criminal in nature.

Labor practices

We ensure and promote legal employment. We strive to have long-term relations with our employees. We value the sense of stability and security of our employees. It is essential for workers to be able to choose their employment freely, to develop their potential to the fullest, have equal rights and opportunities and to be rewarded based on merit. Moreover, we see our employees as human beings with family obligations. For that reason, we support their work-life balance.

We care about health and safety of our employees. We are certified according to OHSAS 18001:2007 norm, thus our IMS covers all the H&S issues in chapter 5. We go beyond our workers' physical safety and

put a lot of emphasis on their mental wellbeing and their personal development – we are in constant open dialogue with our employees – we encourage them, and we await honest feedback via “Team Leaders evaluation” and quarterly bonus meetings, quarterly meetings, Management Forum. We support their career development by financing trainings and education. We protect personal data of our employees.

The environment

We cover environmental issues by fulfilling requirements of DS/EN ISO 14001:2015 norm.

Fair operating practices

We conduct transparent and fair business operations with a strong commitment to ethical behavior. Should any event occur that is against the spirit of compliance, we work to identify the root cause and prevent the recurrence thereof, and also take strict and fair measures.

We strive to handle transactions based on healthy, fair and equal partnerships with business partners, acknowledging that, even if we outsource business to them, we will be ultimately held accountable for the relevant products and services.

Fair operating practice is the core subject of social responsibility and they include:

- anti corruption,
- responsible involvement,
- fair competition,
- respect for property rights.

Our pricing policy is transparent and clear. We always strive to deliver promised quality (as described in chapter 3) and value to our customer, even when it turns out to be more expensive than predicted. It is our aim to meet terms of contract.

We always pay our suppliers, employees, public agencies in full and on time. We never promise something we cannot deliver.

Consumer issues

We run B2B business and thus we do not provide our services to the end user. Nevertheless, we are obliged to alert and act when something occurs. We also respect the rights of customers and work to provide accurate information about our products and services. We listen to and hear our customers – our open dialogue via customer satisfaction evaluation and face to face conversation allows us to continually improve our services.

Community involvement

We believe our business role is fulfilled when it extends its influences and possibilities onto communities. We actively support various types of communities, from the very local to national level. We are active in business organizations and chambers of commerce. We are also engaged as a sponsor in educational and cultural life of various communities.

- ▶ We are active members of local and national business chambers and organizations, here we are involved in exchanging knowledge, contacts, disseminating good practices; we are involved in both organizing events and very often sponsorships. We work closely with regional government on development of Scandinavian business, bringing work places, creating wealth and spreading Scandinavian working culture.
- ▶ With regard to local communities, we support education and culture by offering sponsorship, and we help groups which are in the biggest need. In particular we support:
 - charities working in humanitarian aid, animal protection and environment,
 - local initiatives,
 - cultural events on the regional level: theatre, concerts,
 - local schools.

6. MANAGEMENT

The daily management in the Eryk Group is handled by the CAO and COO as illustrated in the organisation plan (enclosure 1: "Management and organisation plan"). In case of absence, responsibilities and authorities shall pass to the immediate superior manager.

Management Commitment

The Eryk Group management will manifest its commitment to the Integrated Management System by:

- communicating to the staff how important it is to meet customer requirements as well as authority requirements and own requirements,
- defining our quality, environmental and health and safety policy,
- demonstrating strong commitment of leadership,
- specifying its strategic directions,
- evaluating and managing risk on every field of its activity,
- identifying measurable quality, environmental, health and safety targets related to relevant functions and at relevant levels at Eryk Group, including meeting of customer requirements,
- implementing the evaluation by the management,
- ensuring that adequate resources are available,
- ensuring that customer requirements are identified and met with a view to enhancing customer satisfaction,
- participating in the planning of the Integrated Management System,
- ensuring that the integrity of the Integrated Management System is maintained by making changes in that system,
- ensuring that responsibilities and authorities are defined and communicated internally within the Eryk Group, and
- ensuring that appropriate communication processes are established within the Eryk Group and all its interested parties.

The Eryk Group management shall ensure that our policies:

- are appropriate for the Eryk Group purposes,
- cover a commitment to meeting requirements and to continue improving the effectiveness of the Integrated Management System,
- create a framework for identifying and reviewing all targets,
- are communicated to and are understood by everybody at the Eryk Group, and
- are reviewed with a view to continued sustainability.

All Eryk Group Staff

Responsibilities

- maintaining and checking the quality of own work,
- complying with current procedures and instructions,
- informing immediate superior on matters which may impair the quality, or on proposals which may improve the quality,
- leaving the workplace clean and tidy at the end of every working day,
- keeping order in own toolbox,
- being responsible for the tools and equipment: keeping them in good shape and arranging for replacement in case any get damaged,
- bringing all necessary equipment for the project: tools, working clothes, safety equipment,
- keeping order in company cars and informing immediately in case there is need for repair or maintenance,

- informing about holiday plans in good time (at least 2 weeks in advance),
- delivering all documents in good time: time sheets, travel forms, expense forms, mileage, etc.,
- complying with the safety policy, site health and safety plan, and risk assessments of Eryk Group,
- cooperating with both managers and customers and following instructions,
- using the appropriate equipment for the job and not misusing it,
- keeping equipment in good condition and reporting defects,
- reporting any accident, dangerous occurrence, ill health or condition to the H&S Specialist or the appointed responsible person,
- taking all reasonable steps to ensure own and others' safety,
- avoiding improvised arrangements and suggesting safe ways of reducing risks,
- observing all warning notices and following instructions,
- not interfering with or misusing anything provided to them in the interests of health and safety,
- reporting defective equipment to the Authorized Person or the appointed responsible person and not using it until it is repaired, and
- informing the CMEs if they suffer from any allergies, health problems or are receiving medication likely to affect their ability to do normal working tasks.

Authorities

Each staff member shall be authorised to stop own work if suspecting or finding quality, environmental or health and safety problems.

Functions assigned to a position

There are functions in the Eryk Group that could be assigned to any position according to the organisation chart (Enclosure 1: "Management and organisation plan") and the responsibilities assigned to the function:

- The Technical Responsible Person (DK/NO: Faglig Ansvarlig)
- Health & Safety Representative
- Team Leader

The Technical Responsible Person (DK/NO: Faglig Ansvarlig)

Responsibilities

- making sure that all installation tasks are carried out properly with regard to electrical safety, and that the tasks are carried out in accordance with laws and regulations provided by the authorities,
- ensuring electrical safety, which includes inspection of on-going tasks and providing the employees with appropriate courses/training and directions,
- ensuring that all equipment is stored, maintained and used in accordance with the requirements of the Danish, Norwegian, Swedish and Polish National Electrical Code Standards,
- making sure that the evaluation of the employees' qualifications is based on the documented courses, education and experience, through which the Technical Responsible Person builds his/her knowledge about a particular employee's ability to solve problems and carry out tasks (Enclosure 6: "Employee evaluation and assigning staff to particular tasks"),
- making sure that a person has the right qualifications to handle the responsibility delegated to him/her,
- evaluating the qualifications of an employee to whom a responsibility is being delegated,
- ensuring that all employees are given sufficient instructions on how particular tasks should be performed,
- ensuring that the necessary supervision is exercised,
- ensuring that equipment used by Eryk Group is suitable for the job and regularly inspected and maintained,
- ensuring that equipment procured by Eryk Group is suitable for the intended task, complies with statutory safety standards, is CE marked and is accompanied by statutory documentation and manuals, and
- ensuring that contractors are competent and have adequate health and safety arrangements.

Authorities

- the right to assign employees to solve particular problems and carry out particular tasks,
- the right to refrain from carrying out tasks which are not in accordance with the Danish, Norwegian, Swedish and Polish National Electrical Code Standards, and the right to stop any such tasks which are in progress,
- with regard to subcontracting tasks - the right to sign contracts concerning changes in projects and the right to reject materials which are not in accordance with the regulations, and
- the right to delegate the responsibilities in the area of instruction and supervision.

Health & Safety Representative

According to the current organisation plan, this is the Team Leaders.

Responsibilities

- overall responsibility for health and safety in the workplace,
- performing inspections to on the first day of project to identify hazards and prevent accidents. Team Leader has to conduct the inspection every month. If a hazard is identified, he has to take immediate action (enclosure 25: "Construction site inspection checklist"),
- ensuring that there is adequate first aid provision in the workplace,
- ensuring that fire precautions are in the workplace,
- ensuring that materials in the workplace are stored safely and all areas are safe and tidy,
- ensuring that all incidents or hazards are registered by filling out a report (enclosure 12 "Non-conformance, Incident or Hazard report") and informing the CME and Quality and Lean Manager, and
- ensuring that every employee has proper induction process in the workplace (enclosure 24: "Health and Safety Induction form").

Authorities

- the right and obligation to stop any activity not meeting the requirements of the health and safety norms and regulations.

Team Leaders and Team Managers

Responsibilities

- planning, organizing and improving work in the team in cooperation with the Customer Relations Manager and the Key Account Engineers,
- acting as Health & Safety representatives,
- monitoring and reporting work progress to the Key Account Department,
- evaluating the situation and taking decisions in case of problems or any deviations not covered by any procedure during execution of projects (in extraordinary cases, only after consultation with the management),
- ensuring that all errors made within the area of electrical safety, quality requirements and "near miss" occurrences are registered by filling out a report (enclosure 12 "Non-conformance, Incident or Hazard report") and informing the Quality and Lean Manager,
- affirming and controlling the health and safety principles,
- passing on information from meetings to the rest of the team,
- training and overseeing the employees' competences,
- reporting accidents/incidents at the project immediately to immediate superior,
- ensuring that every team member has the necessary equipment: tools, working clothes, safety equipment,
- ensuring in good time that transport has been arranged for every team member, incl. booking tickets,
- keeping order at the bed & breakfast or other place of accommodation,

- filling in weekly timesheets on time, carefully and with all required information, including name of the project, week numbers, totals; delivering documentation like timesheets etc. in right time; timesheets must be sent latest on the following Tuesday at the latest, and
- filling Team Leader Evaluation forms (Enclosure 19 "Team Leader Evaluation") after finishing each project, although if the project lasts longer than 3 months then the employee evaluation has to be done on a quarterly basis.

Authorities

- compulsory participation in team leader meetings, and
- stopping own or team work if suspecting or finding quality, environmental or health and safety problems and reporting it to the Quality and Lean Manager.

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7. OCCUPATIONAL RISK ASSESSMENT

The Eryk Group management is responsible for preparing the risk analysis in which all risks are identified and evaluated, and for preparing the solutions to minimize negative impact of these risks. The analysis includes:

▶ Physical Risks

Building risks are the most common type of physical risk. Fire or explosions are the most common risk to a building. A plan has been implemented to handle the immediate effects of these risks. Hazardous material spills or accidents also occur with some regularity. People who work with these materials should be properly equipped and trained to handle these materials safely.

▶ Location Risks

Among the hazards facing the location of our activities are nearby fires, storm damage, floods, hurricane or tornado, earthquake and other natural disasters. Terrorist threats should also be considered. The Employees should be familiar with those kinds of risks.

▶ Human Risks

Alcoholism and drug abuse are major risks to personnel in the work force. Employees suffering from these conditions should be urged to seek treatment, counseling and rehabilitation if necessary.

Protecting against embezzlement, theft and fraud may be difficult, but these are crimes which occur frequently in the workplace. A system of double checking all invoices and payables verification will prevent embezzlement and fraud. Stringent accounting procedures will discover embezzlement or fraud.

A thorough background checks before hiring personnel can uncover previous offenses in the applicant's past.

Sickness among the work force is inevitable and is always a problem. To prevent loss of productivity, the Eryk Group will try to assign and train backup personnel to handle the work of critical employees when they are absent due to illness.

After the risks have been identified, they must be prioritized in accordance with assessment of their probability of occurring.

On behalf of the management of the Eryk Group, Health & Safety Representative has the overall responsibility for the implementation of this procedure and must cover day to day operation and the maintenance of records of impacts. In Eryk Group the daily Health & Safety Representatives are the Team Leaders / Team Managers.

The hazard identification, risk assessment and risk control processes and their outputs are the basis of the entire health and safety system.

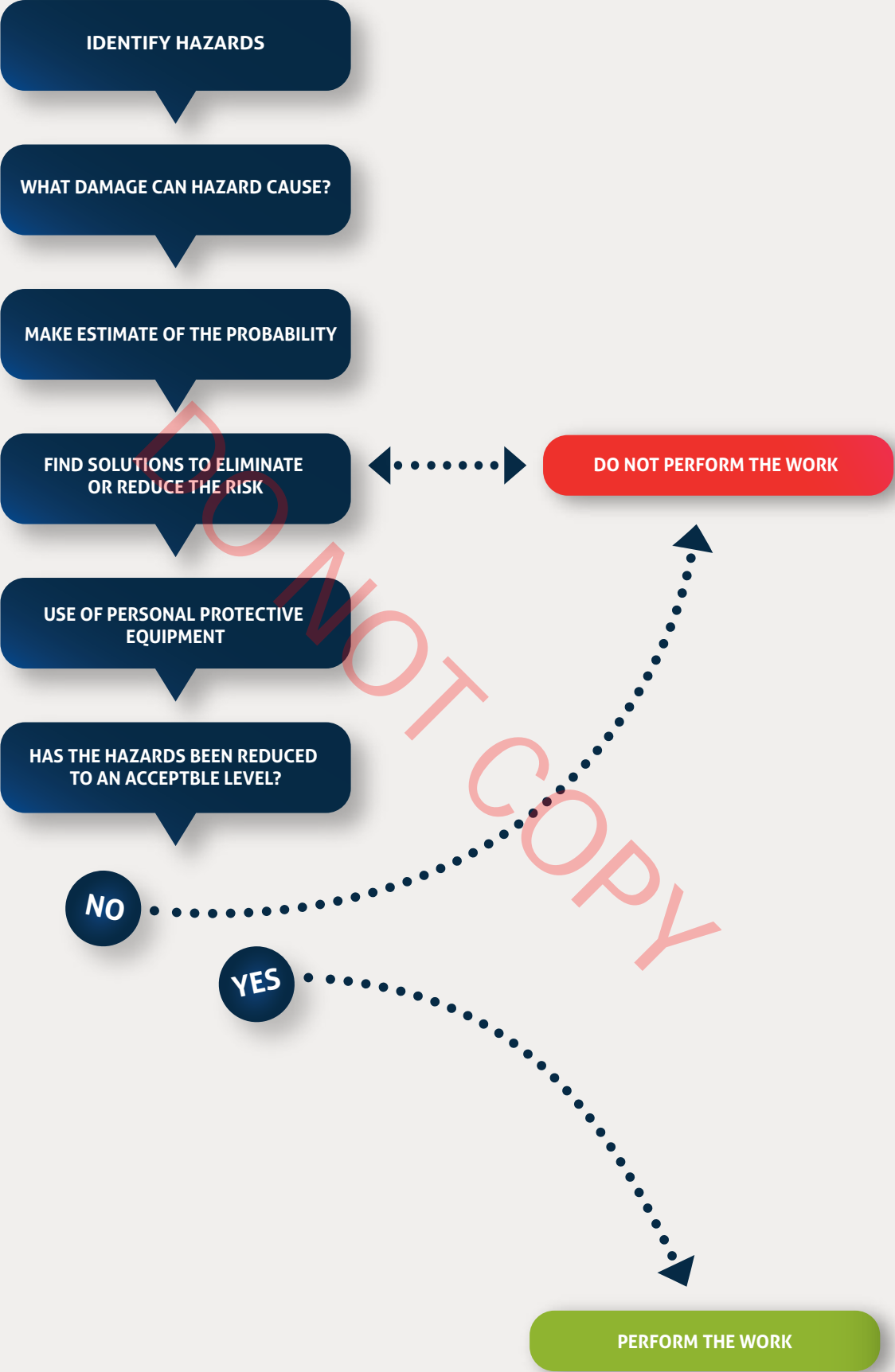
The hazard identification, risk assessment and risk control processes enable the Eryk Group to identify, evaluate and control its health and safety risks on an on-going basis. In all cases, consideration is given to normal and abnormal operations within the organisation and to potential emergency conditions.

The Eryk Group has included (but not limited itself to) the following items:

- legislative and regulatory requirements,
- identification of health and safety risks faced by the organisation,
- an examination of all existing Occupational Health & Safety management practices, processes and procedures, and
- an evaluation of feedback from the investigation of previous incidents, accidents and emergencies.

Risk assessment and risk control processes connected with the on-site project realization have been described in the enclosure 21: "Risk assessment-project level".

A simple procedure, showing the process of risk analysis should be carried out prior to any work and is described below:



8. THE INTEGRATED MANAGEMENT SYSTEM

The Quality and Lean Manager prepares the Integrated Management System with appropriate documentation. All documentation is available in digital form. Some of the documentation (the manual, templates) is also available in printed form in the Quality and Lean Manager's office. It should be stored for at least 3 years. It is the Quality and Lean Manager's responsibility to provide the documentation for the introduction and maintenance of the Integrated Management System.

Management responsibilities and rights of a Technical Responsible Person and of the other employees are defined in the Integrated Management System.

The tasks for which the Technical Responsible Person is responsible are also defined in the system. This information should be clear enough to prevent any ambiguity. The Technical Responsible Person, management, employee or any Safety Technology Authority should never have doubts as to whose responsibility a particular task is (enclosure 1: "Management and organisation plan" and enclosure 3: "Description of Authorised Employees' positions").

Any changes in the organisational structure, descriptions of particular positions/roles and shared responsibilities should be updated on a daily basis.

The Integrated Management System–portfolio

The Quality and Lean Manager is responsible for the maintenance of the Integrated Management System-portfolio and keeping it up-to-date. The Integrated Management System-portfolio should be available in digital form stored on Intranet (SharePoint) in the folder Eryk/IMS.

Review of the Integrated Management System

The management group will evaluate the Integrated Management System at least once a year at an ordinary management group meeting to ensure that the Integrated Management System remains suitable, adequate, and effective.

The Quality and Lean Manager will arrange for an agenda in writing, particularly containing:

- Integrated Management System relation to current organization and operations,
- strategic directions,
- changes in the business environment and our response to them,
- changes, need for changes and suggestions for improvements of the Integrated Management System, including our quality, environmental, health and safety and CSR policies and our objectives/targets,
- audit results,
- non-conformity status,
- stakeholders review,
- Health and Safety status of training,
- assessment of risk and opportunities.

Such reviews should be followed up by appropriate documentation at all times (Enclosure 4: "Review meeting of the Integrated Management System"). This documentation should be archived in the Integrated Management System-portfolio.

Each review should take into account:

- results of internal/external audits,
- reports from previous reviews,
- reports of deviations,
- status of corrective actions,
- customer complaints,

- documentation of the evaluative measures carried out,
- European norm EN60364, Danish National Electrical Code Standard / Swedish National Electrical Code Standard SS 4364000:2009 / Norwegian National Electrical Code Standard NEK400:2018 / Polish National Electrical Code Standard PN-IEC 60364,
- statement that we have reviewed and verified:
 - laws and regulations regarding electrical safety,
 - laws and regulations regarding environment, and
 - laws and regulations regarding health and safety.

Integrated Management System audit

The Quality and Lean Manager is responsible for ensuring that the internal audits are carried out at least four times a year and for evaluating whether the Integrated Management System is reliable enough to ensure quality requirements, environmental compliance and electrical safety for the company. Furthermore, it is the Quality and Lean Manager's responsibility to implement any adjustments to the system whenever such a need arises.

The Quality and Lean Manager is responsible for carrying out the audit and for keeping objectivity and impartiality of the audit process. An internal audit should be carried out according to the audit plan (enclosure 17: "Audit plan").

The auditor writes a note about his conclusions from the audit using enclosure 5: "Audit report" form.

The note should include:

- a statement of whether the system is in compliance,
- a list of any noted nonconformities,
- a list of proposals for improvement.

Special attention should be paid to the following:

- new activities,
- activities, which have previously led to errors or discrepancies, and
- organisational changes related to a particular activity.

If the auditor finds any nonconformity, the person who is responsible for the audited area should immediately undertake necessary corrections and corrective actions to eliminate detected nonconformities and their causes.

Filled out audit reports shall be stored in the Integrated Management System-portfolio.

In Eryk Group, the internal audits can be carried out by the Quality and Lean Manager, Health & Safety Specialist, customer relations representative and the Key Account Engineers. It is the Quality and Lean Manager's responsibility to ensure that internal auditors have necessary experience and education.

9. MANAGEMENT OF RESOURCES

Before assigning staff to particular tasks, it must be ensured that the following procedures have been established:

- ensuring that the assigned staff is qualified and trained appropriately to the complexity of the particular task,
- the need for providing instructions has been evaluated,
- the need for supervisions has been evaluated, and
- ensuring that the work environment and the infrastructure needed to achieve conformity requirements are available.

The criteria for assigning staff to particular tasks shall be documented and stored in the Integrated Management System-portfolio (enclosure 6: "Employee evaluation and assigning staff to particular tasks"). These oversight measures shall be updated in case of any changes and at least once a year, for instance, during staff meetings. All of the sections have to be filled in for each employee (reference code scheme in the enclosure). The updated enclosure shall be archived in the Integrated Management System.

Education and training

The employees:

CMEs and HR employee are obligated to evaluate the need for additional education/training related to the task types performed by the employees. They also decide if the employee whose work may create a significant impact upon the environment needs appropriate training or information (for instance, during staff meetings).

The education, courses attended and experience of an employee are registered in a document, which provides the CMEs with a basis for assigning people to perform particular tasks (enclosure 7: "Professional CV"). CMEs, HR employee evaluate the employees' need for additional training at least once a year in cooperation with the individual employee. It shall be done during annual assessment meetings where the person having a meeting with employee shall discuss also:

- skills described and evaluated in competence matrix,
- professional CV,
- survey about skills, experience, education and competences,
- report from previous annual assessment meeting.

After each meeting the report from the meeting shall be filled out and stored.

All employees working in Norway shall have first-aid training. It is HR Department responsibility to make sure that all team members have required education.

Chief Managing Engineers – CMEs:

CMEs are obligated to keep their professional knowledge updated, especially as regards the current guidelines of the Danish, Norwegian, Swedish and Polish norms and regulations.

The Technical Responsible Person's/Authorised Person's complementary training is registered and confirmed, e.g. by course certificates. The Technical Responsible Person/Authorised person shall update his/her knowledge for at least a total of 70 hours for every 5-year period. As a principle, it shall be done on a daily basis, but can also be completed during one long-term course instead.

All employees who perform tasks connected to works on or near live installations (L-AUS – Lavspændings-Arbejde Under Spænding) are required to attend basic training and shall be given instructions on how to perform tasks at least once every year (acc. Danish SB, part. 63, section 637.4.1).

Environmental aspect identification

The Quality and Lean Manager is responsible for identifying and evaluating the environmental aspects (enclosure 16: "Environmental aspect identification"). It is necessary for setting goals for the Eryk Group. He/She has to remember and consider the following. The goals:

- must be consistent with the environmental policy, including the agreement on pollution prevention,
- must abide by legal and other requirements,
- should take into account a life cycle perspective,
- must be in accordance with technology ability, requirements of business and financial activities.

The Quality and Lean Manager also needs to establish contact with environmental and health safety organisations to update new environmental requirements so that the environmental management activity of the Eryk Group is always effective and suitable.

Emergency

The H&S Specialist and the Key Account Department are responsible for ensuring that the emergency plan exists and is well known.

The responsibility for creating the emergency plan lies with:

- the facility owner - in case of our offices,
- the customer - in case of on-site assembly.

They will collect information and consider the confidence and emergency level of each situation to decide whether or not the Eryk Group will need to provide suitable resources.

They are also responsible for:

- ensuring that all emergency exits are properly marked,
- ensuring that all fire extinguishers are in good condition, and
- ensuring that information on emergency telephone numbers is available.

Everyone in the Eryk Group must know the emergency plan for his/her workplace.

10. SERVICE REALISATION

In the Integrated Management System Manual a flow chart of the Eryk Group services areas (Enclosure 8: "Flow chart") is available. The flow chart describes the processes all the way from the initial customer contact to delivery and invoicing - thus, also covering activities such as procurement and services.

Documents

All documents related to the project realization process must meet the following conditions:

- all offers, contracts, invoices and order confirmations shall be in English, unless the customer requires to receive the document in his native language,
- the person who prepares or receives the document shall ensure that it is stored in the right place,
 - the person authorized to prepare offers distributes the offer documents by e-mail to the President, Vice-President, Sales Manager, Key Account Engineers or Customer Relation representative for final offer review before it is sent to the customer,
 - the person authorized to confirm orders distributes all documents connected with order and information by e-mail to the President, Vice-President, Customer Relations Manager, Sales Manager and to Key Account Engineers for final order conditions review, before the order confirmation is sent to the customer,
- all legal information, including VAT number, must be included in the documents,
- updates of documents shall be stored keeping the original names and description

All offers, contracts, invoices and order confirmations shall be stored on Intranet (SharePoint). The rules for creating file names and the folders for storing them are described in separate document. Everyone creating any file shall follow the rules described.

The persons who maintain the customer drawings or other documents are the Customer Relations Manager and Key Account Engineers or another delegated person. They are responsible for approving and maintaining customer documents. If the person responsible for approving finds any nonconformity, he/she must inform the customer. After the customers' decisions, they are responsible for securing old documents and replacing them with proper ones.

Contracts

Contracts with customers shall be made in written form. President and Vice-President are the persons with the rights to accept the contracts. The contract documentation shall be stored in the Integrated Management System-digital database.

The Technical Responsible Person or the holder of a proxy, including the Customer Relations Manager, shall define the basis for the contracts made both in oral and in written form BEFOREHAND, in order to prevent the company from getting involved in tasks that are not in accordance with appropriate electrical safety laws and regulations, including the Danish, Norwegian, Swedish and Polish National Electrical Code Standards. It is the abovementioned person's responsibility to come up with an appropriate and safe way of resolving the task/problem in case of any mistakes, errors or unclear situations. Furthermore, it shall be verified whether the company will be able to provide qualified personnel to perform particular tasks, and it shall be evaluated whether any special measures shall be taken to increase electrical safety.

The abovementioned guidelines are applicable in all cases, including any changes being made to previously signed contracts.

Procedure for handling Non-Disclosure Agreements and other sensitive information

We work with confidential information entrusted to us by our customers and we commit ourselves to confidentiality.

After receiving confidential information we first record it in the Customer Files folder on Share Point. We distribute the information between our site employees by giving them project checklist on which there is a checkbox with information about confidentiality of the project.

Everyone who has contact with the NDA, i.e.: Top Management, Key Account Department, Sales and Marketing Department is obliged to send it to the e-mail address: NDA@bic-electric.com.

The e-mail box operator is a Customer Relation Representative and his task is to collect NDAs on SharePoint w Customer Files folder NDA, to which above mentioned persons have access. The register of NDAs contains:

- name of the company;
- date of NDAs start;
- date of NDAs expiry;
- NDAs.

When NDAs expires, Customer Relation Representative has to delete both, electronic version and remove the paper one.

All confidential information can be used only for the intended purposes. All persons engaged in that process are obliged to maintain confidentiality. Moreover, all employees of the Eryk Group are required to keep strict confidentiality and not to disclose and not to use information constituting the secret of our Stakeholder, nor any confidential information and facts that they will learn during cooperation or preparation of the offer.

Project realisation

In order to assure that the appropriate levels of safety are maintained, the company will purchase only approved equipment.

The equipment necessary for project needs is purchased by the Tools Department, Technical Responsible Person or Key Account Engineer. The purchase may be performed by a non-Technical Responsible Person upon previous explanation by the Technical Responsible Person of all technical requirements, legislations and details.

The procedure for procurement applies to the purchase of the following:

- materials for onsite projects,
- tools,
- safety gear,
- working clothes,
- marketing materials.

Other purchases, like office supplies, administrative services, travel and so forth, are not covered by this procedure and do not have to be documented, but following the same rules for selecting suppliers and handling the orders is strongly recommended.

Suppliers

We only use approved suppliers. A list of "Approved Suppliers" list is stored in a folder on Intranet (SharePoint) with full contact data.

For important suppliers, we make the supplier evaluation and store the files in "Supplier evaluation" folder on SP - there is information about evaluation result.

For choosing and approving suppliers we use the following **approval criteria**:

- **quality** - Products and services we buy must be of high quality and in case of any failures it must be possible to quickly correct any faults. We only buy products and services from suppliers known for good quality. We prefer suppliers with well implemented quality management systems.
- **price** - In order to be able to deliver our own services at the most competitive prices, we make sure that we pay the lowest prices provided the quality and other terms are equivalent. We negotiate discount agreements from our regular suppliers.
- **delivery** - We require the delivery terms that guarantee reliable and timely delivery, as well as save our time. We only use suppliers who ship goods to our premises (unless not possible at all). We use suppliers who ensure quick and smooth replacement of faulty or wrongly delivered items.
- **payment terms** - We take into account if the supplier has a transparent and timely way of invoicing, which is for us easy to handle.
- **returning items** - It shall be possible to return not used materials easily and without extra fees.
- **environment** - We prefer suppliers who maintain ISO 9001:2015 and/or 14001:2015 or equivalent system or have other environmental policies.
- **CSR** - We prefer suppliers who have CSR policies. If there is no CSR standard implemented we shall select the suppliers based on their ability and will to meet the principles of social responsibility.

All approved suppliers shall be **evaluated at least every 2 years**. The results of the evaluation shall be stored in an updated Supplier Evaluation form (enclosure 15). As a rule, we hold a meeting with all approved suppliers at least every year; short minutes from this meeting are to be filed with the reviewed supplier Evaluation Form. We do not evaluate suppliers, if the value of services bought is less than 50 000 PLN or if we buy services or materials from specific supplier less than 3 times per year.

Additionally the suppliers have to be made aware of the importance of meeting the requirements of the CSR standard implemented in Eryk. This awareness has to be built during the visits and meetings with the suppliers. This is the purchaser responsibility to present the CSR requirements. It is unacceptable to purchase any product where we get the information that the producer does not respect the human rights or does not fulfil the required legislations or standards.

Orders

Orders must be normally placed only with approved suppliers.

All order confirmations must include the name of the persons who made it and the reference like project name / number, storage, etc.

Check of deliveries

Upon receipts of a delivery, the following must be carefully checked:

- accordance of goods received with the shipment list,
- accordance of goods received with order confirmations,
- quality of goods.

Any missing items must be immediately noted and reported to the contact person responsible for the supplier and to the supplier.

Any faulty / damaged goods must be separated, marked and reported to the contact person responsible for the supplier and to the supplier.

Customer satisfaction

An important part of the Integrated Management System-portfolio is the part about Customer satisfaction. It shall be measured by the Quality and Lean Manager (enclosure 13: "Customer satisfaction survey" and enclosure 14: "Customer satisfaction evaluation") and shall be included in the Integrated Management System-portfolio. The CMEs and Customer Relations representative shall ask customers about their satisfaction after each meeting with the customer. The enclosure could be delivered both in paper or electronic version. We also measure the Customer Management satisfaction using the enclosure 27 – "Customer Management Satisfaction Survey".

Archiving

All other documents than those described above, like evaluation forms, minutes of meetings with suppliers, other enclosures and other IMS related documents, are stored on Intranet (SharePoint) in the folder: Eryk\IMS\.

Instructions

The need for written instructions and/or guidelines should be considered in the context of a particular task's complexity, appropriate assignment of staff to tasks in correspondence with the employees' education, training and experience and the need for planned oral instructions and supervision.

Acceptable written forms for guidelines/instructions:

- drawings of the installations,
- key-diagrams,
- activity plans,
- supplier's instructions,
- internal instructions of the company.

Our entire automation activity is based on customer's instructions, drawings, descriptions etc. It is customer's responsibility to deliver us all necessary documents for all automation process phases (project description, equipment requirements, assumptions for programming, FAT and SAT procedure, commissioning instructions etc.).

Testing

Inspections and test on installations according to Danish, Norwegian, Swedish and Polish National Electrical Code Standards (in Danish, SB part 61, section 611) are not part of the Eryk Group's range of responsibilities.

Control and testing shall be done exclusively by a customer or by a person with appropriate authorisation to do so. Enclosure 6: "Employee evaluation and assigning staff to particular tasks" determines what kind of tasks an employee is authorised to control and test.

The Eryk Group's employees with relevant education or a training certificate may perform the tests in cooperation with the customer in all cases where an inspection/trial of a particular project shall be carried out. It is the customer's responsibility to provide appropriate procedures for trials/inspection of all electrical installations. The CMEs shall be informed orally about such tests.

The employees who perform these tasks shall have relevant electrical education, including the Polish D electrical certificate.

Procedure for projects carried out by Eryk AS under own authorization number

When Eryk AS decides to make complete installation projects in Norway under their own authorization number, the following procedures must be followed:

- Log into the system of the local utility company supplying the electricity e.g. "Nordvest Nett AS" by using the given password and username.
- Register the project in the system by using the installation form "Melding om Installasjonsarbeid" filling in the relevant information such as: who is making the installation, who has ordered the job and what kind of net system will be used.
- Fill out the document called "Samsvarserklæring" It is a guarantee that the electrical installation is done correctly and according to the regulations.

- During the project, the responsible electrician must fill out the document "Proceskontrol plan". It is a record of what kind of job has been done so far and when it will be approved.
- The authorized person makes the final check by using the documentation "Slutkontrol ved mindre instal-lasjon" He uses the equipment "Elma Combi 419" and tests the entire installation.
- Log into the system of the local utility company supplying the electricity e.g. "Nordvest Nett AS" by using the given password and username. Register the project as finished and submit all documentation such as electrical drawings, Samsvarserklæring, process and final check documents.
- Hand over all the documentation to the end user while saving a copy in Eryk AS's files for at least 5 years.

Third party property

Eryk Group will maintain the customers' property according to their documents and their requirements. After receipt and verification of the package, the Customer Relations Manager or Key Account Engineers or other delegated person approves the equipment and forwards it to the assembly. After being approved, the Group is responsible for customer property in case of loss or damage. If the person responsible for approving finds any nonconformity, he/she shall prepare photographic evidence and send it to the customer with his/her comments. In cases where photos may not be convenient, other arrangements for proof shall be arranged. Then, it is a customer decision what he/she shall do with the nonconforming components. Nonconforming components shall be stored in a separate place.

Equipment

All electrical tools, testing and measuring equipment, as well as devices and equipment for L-AUS purchased by the company shall be registered in a database (enclosure 9 "Maintenance of equipment").

Maintenance of the electrical manual tools

Only high quality tools and equipment produced by trusted manufacturers are allowed. Authorised electrical installation tasks shall be performed only by qualified personnel, who is also qualified and entitled to carry out inspection of the electrical manual tools. Individual employees are responsible for inspection every time that a particular tool is used. Should an employee notice that the tool is not electrically safe enough to use, it shall not be used under any circumstances and must be sent for repairs or replaced by another device.

Maintenance of the testing and measuring equipment

Only high quality testing and measuring tools and equipment produced by trusted manufacturers are allowed. Only a voltage indicator is allowed when carrying out electrical installation tasks, which require authorisation.

The Technical Responsible Person or the holder of a proxy are responsible for ensuring that all ordered materials and tools are in a physical form and quality which is appropriate for a particular task in terms of electrical safety. The Technical Responsible Person or the holder of a proxy are obligated to check whether the purchased materials and tools are broken or if there are any defects, before they are actually put to use.

An employee shall check every time, prior to use, whether the device is electrically safe and that it can be actually used. The device must not be used under any circumstances if an employee notices that the device is not electrically safe. The device shall be sent for repairs or replaced by another device that is electrically safe.

The following equipment is used only for estimating values and does not need to be calibrated. Nevertheless, an internal inspection shall be carried out once a year by a delegated employee in accordance with the following procedure:

- ▶ 230 VAC voltage measurements with the voltmeter. Voltage in the net shall be measured by the normally used voltmeter and 2 other reliable voltmeters. The tested voltmeter will pass the test if the result lies within a deviation of +/- 5% of the average from the two reference voltmeters. The voltage indicator shall be replaced with a new one if it turns out to be malfunctioning.

Planning of work

For all work on electric installations, there must be at least two safety barriers. If one barrier fails, there will still be one barrier providing the worker with complete safety. The following diagram presents a schematic description of the safety policy and system, including a description of the three working methods.

Planning of work - Choosing the work method

Dead working	Work in the vicinity of live parts	Live working
Safety barrier I De-energise the installation and verify that the installation is dead	Safety barrier I Distances (high-voltage), personal protective equipment (low-voltage)	Safety barrier I Personal protective equipment
Safety barrier II Secure against re-energising	Safety barrier II Electrical protective barriers	Safety barrier II Electrical protective barriers

The method of work preferred by Eryk is dead working. The necessity to do Live working or near live installations (L-AUS) tasks shall be always assessed individually in cooperation between the customer and the CMEs. Testing tasks is possible only pursuant to the provisions described in section "Testing".

Dead working – establishing safety measures

When working on a de-energized installation, the following safety measures must be set up:

- de-energise the installation,
- secure against re-energising,
- verify that the installation is dead,
- based on a risk analysis, evaluate the need for earthing and short-circuiting and set this up if necessary,
- if necessary, protect against other live parts in the vicinity of the work position.

For dead working, two safety barriers are always required.

This requirement entails de-energising the part of the installation where work is to be carried out so that both the part of the installation where work is to be conducted is completely dead and also any part of the installation where the worker will encroach upon the live-working zone. All parts that could possibly cause the installation to become energised must be disconnected; this means evaluating the risk of possible differences in potential at locations where:

- there is a risk of energising from the low voltage side of a transformer or other sources,

- operational earthing connectors are not directly earthed, e.g. there is a connection between the neutral point of the transformer and the arc extinction coil,
- there is a connection with overhead lines.

Before setting up safety measures at the worksite, the Team Leader must check that the installation is dead and that necessary safety measures are in place at the switching sites. The requirement that the installation must be tested for voltage in a suitable manner entails the following:

- the voltage test gives reliable information on whether the relevant installation parts are dead,
- the voltage test does not put the worker in any danger.

If there are live parts in the vicinity of the worksite, these must be protected by means of safety barriers as specified in Work in the vicinity of live parts – Setting up safety measures.

Dead working – Removing safety measures

Before removing safety measures that were established before working on the installation, all those involved with the work and any others who could be affected by it, must be informed that there will no longer be safety measures in effect, and that the installation shall be regarded as energised.

Before the installation can be declared ready for being re-energised, all safety measures that were set up must be removed, and all those involved with the work must have left the worksite so that the installation may safely be re-energised.

The Team Leader is responsible for ensuring that safety measures are removed when work has been completed.

Work in the vicinity of live parts – establishing safety measures

For work in the vicinity of a live electrical installation, the following safety measures must be set up:

- the outer limit of the vicinity zone must be defined and marked, and
- electrically protective barriers and/or boundary barriers must be set up.

To ensure that tools or materials cannot possibly result in short-circuiting and earthing, and that no person can come into contact with live parts, suitable protective barriers must be used where necessary. It is important that these protective barriers are suited to the type of work involved and the correct voltage level, and that they are in good condition.

If the safety measures mentioned above cannot be used in full, another working method must be employed. For working in the vicinity of live parts, two safety barriers are always required.

The outer limit of the live working zone and other relevant limits must be demarcated by boundary barriers. Suitable equipment for demarcation of boundaries includes barrier gates, cordons etc.

The requirement also entails blocking access to live parts in adjacent fields, even if barriers or doors between fields are closed.

To protect personnel from contact with live parts or from coming dangerously close to live parts if there is a possibility that they may encroach on the live working zone, live parts must be suitably protected.

Working in the vicinity of live parts – dismantling safety measures

Before removing safety measures, all those who have been involved in the work must be informed that the work has finished and that safety measures will no longer be in effect.

Live working (not performed by Eryk and not in our scope of operations so far)

Live working may only be conducted by those with sufficient training in live working, and the work must follow approved methods and applicable work procedures. Before live working may commence, any possible fire and explosions hazards must be eliminated. For live working, two safety barriers are always required.

When working on objects that are located inside the live-working zone, including direct work on live installation parts (known as live working), additional training is required. Training must be documented. The requirement that work must follow relevant work procedures implies the development of a procedure for each work task, based on the selected working method.

DO NOT COPY

11. INSTRUCTION AND SUPERVISION

It is the responsibility of the CMEs to evaluate the need for giving instructions for the tasks performed by a particular employee. The evaluation shall be based on the task type and its complexity, which simultaneously constitutes the criteria for assigning staff to a particular task. The CMEs evaluate and define an appropriate combination of employee competence, oral instructions and supervision, which should be used for various task types.

The above mentioned evaluation process is closely connected to employee education and training and the need for control/inspection.

A classification of the employees' needs for instructions has been established. The classification ensures that an employee with no education and no training will be given a code, which ensures that the necessary instructions will be provided, while experienced and trained employees will be assigned a code, which will imply that instruction is not necessary. The evaluation of the need for supervision shall be summed up in a table, where the list of employees and task types are updated on a daily basis (Enclosure 6: "Employee evaluation and assigning staff to particular tasks").

The tasks assigned may be adjusted for an employee as he/she acquires more knowledge and experience. An electrician with insufficient experience necessary to accomplish a particular task will be provided with oral instructions by the delegated Team Leader before the task will be performed, and will receive a copy of the necessary schemes/drawings if available. An electrician who has no related experience will be shown how the task shall be performed and, if that is not possible, will be supervised during the task to assure that it is performed correctly. Supervision will continue until the apprentice acquires enough experience to handle the tasks by himself/herself.

The Eryk Group developed the internal program for training the Team Leaders. Every employee with necessary background and experience after approval by the CMEs could try to work on the Team Leader trainee position, where the experienced Team Leader takes care of proper way of his/her training. After 3 months' trial period the trainee is evaluated by the Team Leader, by the CMEs. They decide whether the trainee is able to work as an independent Team Leader.

12. MEASURING AND ANALYSIS, CONTROL OF RECORDS AND DOCUMENTS

The Eryk Group shall create and maintain a system which covers particularly:

- measuring customer satisfaction to establish customers' opinion of whether the Eryk Group meets customer requirements,
- examining all activities with significant relationship to environment,
- internal audit,
- hazard identification, risk assessment and other health and safety aspects and measurements necessary to create a safe workplace, and
- identification of aspects and measurements necessary to reduce our impact on the environment,
- CSR performance.

Data from the above is to be collected and analysed with a view to evaluating whether improvements could be made. The Eryk Group will continuously improve the effectiveness of the Integrated Management System by applying the quality, environmental, health and safety policies, the objectives, results, analysis of data collected, the corrective and preventive actions, as well as the management evaluations.

All important documents are to be controlled in the following way:

- review for correctness and adequacy prior to release,
- approval possibly by way of initials or signature,
- checking necessity to update and updating,
- possibly version control with version no or date,
- ensuring availability on places of use,
- providing identification and readability,
- ensuring identification and distribution of external documents,
- impeding unintended/unauthorised use of outdated and invalid documents.

Registrations are documents stating results achieved for action implemented, such as test reports. Registrations are to be made and maintained to document that requirements are being met, and that the Integrated Management System is used effectively. Registrations shall constantly/continuously be readable, easy to identify and recover.

Control is understood to be definition of:

- identification,
- readability,
- storage,
- protection,
- recovery,
- storage time,
- arrangement.

The Quality and Lean Manager is responsible for ensuring that all important documents are controlled. All important documents are archived in the Integrated Management System-portfolio and serve for the review of the Integrated Management System by the management. Quality and Lean Manager is responsible for changes in legislation regarding quality, environment and H&S.

Technical Responsible Person is responsible for all other technical and low regulations regarding safety when working with electrical installations.

Material from the authorities etc.

A list of the documents, which are in the possession of the Technical Responsible Person, shall be prepared (enclosure 10: "Relevant materials from authorities etc.").

The Quality and Lean Manager together with Technical Responsible Person are responsible for the purchase and distribution of all relevant material from the authorities etc.

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13. PROCEDURES IN CASE OF NONCONFORMANCE, CONTROL OF CORRECTIVE ACTION

The Quality and Lean Manager is responsible for ensuring that all errors made within the area of electrical safety, quality requirements and "near miss" occurrences are registered and used for evaluating the need for taking corrective action, including any adjustments to the Integrated Management System.

A report on discrepancies shall be compiled in the following situations (enclosure 12: "Non-conformance, Incident or Hazard report"):

- injury, near-miss, hazard or accident,
- discrepancies within the IMS including the procedures and instructions that constitute a part of it,
- errors significant to electrical safety,
- nonconforming services,
- unexpected situations that negatively affect the environment,
- customer claim,
- soil, air, and water pollution that is uncontrollable.

If the employee finds a nonconforming component, he/she shall place it in a separate location, mark it, and report the finding to his/her immediate superior.

When the nonconformity, incident or hazard is detected, the CMEs shall be informed and shall take actions to eliminate the detected situation.

When the nonconformity is detected after delivery, the CMEs with the customer, shall take all appropriate actions to eliminate the detected nonconformity. In that case method of removal of nonconformity depends on the arrangement between the CMEs and the customer.

The report on discrepancies is prepared by the employee who has noticed the discrepancy/mistake. Alternatively, this may be carried out by the Customer Relations Manager, Key Account Engineers or the person to whom responsibility for tests has been delegated.

The report on discrepancies shall be submitted to the Quality and Lean Manager. The Quality and Lean Manager shall inform the top management and the Technical Responsible Person about the contents of the report, which he finds relevant.

The reports on discrepancies shall be archived in the Integrated Management System-portfolio and serve for the review of the Integrated Management System by the management.

The CMEs and the Quality and Lean Manager are responsible for reviewing nonconformities, determining the causes, evaluating the need for action to ensure that nonconformities do not recur. Corrective and preventive actions shall be undertaken if the management regards it necessary.

The employees shall be informed about all discrepancies that are followed by preventive measures, e.g. in an announcement. When the incident or hazard is detected, the H&S Specialist with the Customer Relations Manager or Key Account Engineers shall take all appropriate actions to eliminate the detected situation. In that case, the method of conduct depends on the arrangement between the H&S Specialist, the Customer relations Manager, Key Account Engineers. The Technical Responsible Person shall be informed every time about these situations. In case of problems on site, the customer shall also be involved.

The report of the incident or hazard is prepared by the employee who noticed the problem. Alternatively, this may be carried out by the H&S Specialist or the Customer Relations Manager, Key Account Engineers or another person to whom responsibility for this has been delegated. The Technical Responsible Person shall always be informed.

The report shall be submitted to the Quality and Lean Manager. The Quality and Lean Manager shall inform the top management and the Technical Responsible Person about those contents of the report, which he/she finds relevant.

The reports of incidents or hazards shall be archived in the Integrated Management System-portfolio and serve for the review of the Integrated Management System by the management.

For statistical purposes, we use the following definitions: **First Aid Case (FAC)** - A work related minor injury or illness which can be treated by a first aider or equivalent, and does not require a professional physician or paramedic.

- ▶ **Medical Treatment Case (MTC)** - The injured or sick person requires treatment (more than First Aid) from a professional physician or qualified paramedic.
- ▶ **Restricted Work Case (RWC)** - Where the employee cannot fulfil his normal work on the day following an incident but is able to undertake a temporary job; work at his normal job but not full-time; work at a permanently assigned job but unable to perform all duties normally connected with it.
- ▶ **Lost Time Injury (LTI)** - Any work related injury or illness which prevents that person from doing any work on the day after the accident.

Corrective actions shall be undertaken if the H&S Specialist, CMEs or the management regards it necessary. Corrective actions shall be implemented in response to customer complaints, unacceptable levels of non-conformance, issues identified during an internal audit, or adverse or unstable trends in process monitoring.

Implementation of corrective actions is the path towards improvement and effectiveness of IMS. Corrective actions are nothing but the action based on the problem identification. The problem or a non-conformance can be identified internally through staff suggestions, management reviews, document reviews or internal audits. Customer complaints or suggestions, customer rejections, non-conformities raised in customer or third party audits and recommendations by the auditors are the external sources which lead to finding the root cause of the problem. Non-conformity is always followed by risk assessment and corrective actions. The employees shall be informed about situations, decisions and steps taken, e.g. in an announcement.

In case of incident in Norway where electric shocks to Eryk's employees and/or damage to equipment/property caused by electricity occurs, Eryk has to inform Norwegian Directorate for Civil Protection (DSB). Quality and Lean Manager must report electronically about that on DSB's website.



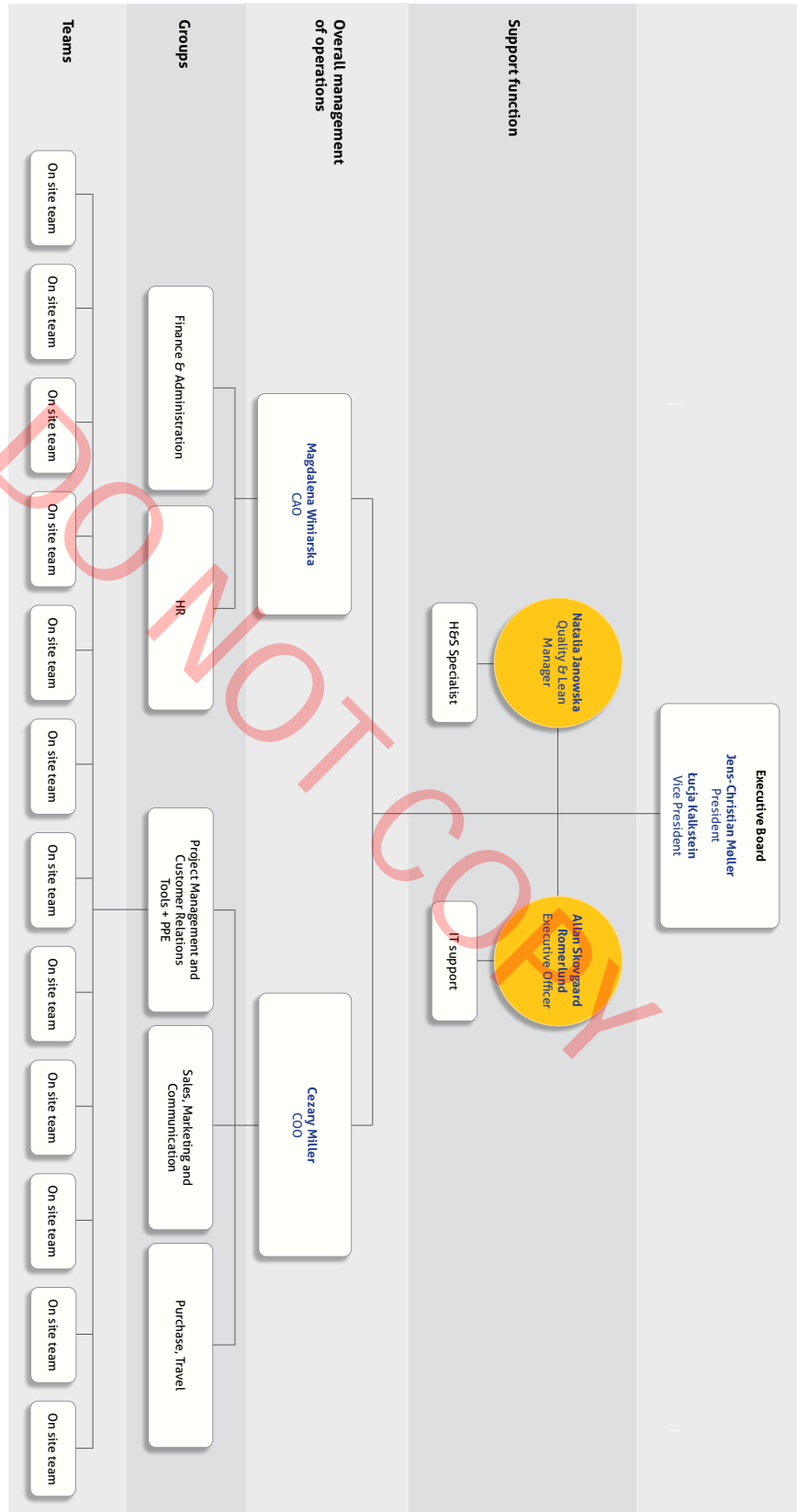
ENCLOSURES

ENCLOSURES

No Integrated Management System Manual – Enclosures

- 1 Management and organisation plan
- 2 Discontinued
- 3 Description of Authorised Employees' positions
- 4 Review meeting of the Integrated Management System
- 5 Audit report
- 6 Employee evaluation and assigning staff to particular tasks
- 7 Education and training of staff
- 8 Flow chart
- 9 Maintenance of equipment
- 10 Relevant materials from authorities etc.
- 11 Discontinued
- 12 Nonconformance, Incident or Hazard report
- 13 Customer satisfaction survey
- 14 Customer satisfaction evaluation
- 15 Supplier evaluation
- 16 Environmental aspect identification
- 17 Audit plan
- 18 Discontinued
- 19 Team Leader evaluation
- 20 Discontinued
- 21 Risk assessment – project level
- 22 Discontinued
- 23 Safety organization plan
- 24 Health and Safety induction form
- 25 Construction site inspection checklist
- 26 Appendix to the contract - Health Safety checklist
- 27 Customer Satisfaction Survey Management
- 28 Discontinued
- 29 Discontinued
- 30 Discontinued
- 31 Code of Conduct
- 32 Stakeholders Analysis
- 33 Risk assessment – corporate level
- 34 List of especially dangerous works
- 35 Technical inspection report
- 36 HSE training card
- 37 Acknowledgement of occupational risk assessment
- 38 Statement of health state allowing to perform work
- 39 NET gross list
- 40 Procedure in case of accident

MANAGEMENT AND ORGANIZATION PLAN



DESCRIPTION OF "TECHNICAL RESPONSIBLE PERSON" POSITIONS

Organisational placement

Eryk Group overall Technical Responsible Person is Michał Płudowski. Technical Responsible Person for Eryk A/S is Michał Płudowski, for Eryk AS is Grzegorz Domański and for Eryk Sp. z o.o. is Sebastian Płacewicz.

Employees

See the organisation chart Enclosure 1.

Main responsibilities

Responsible for electrical installation job at Eryk Group.

The areas of responsibility can be described as follows:

- New installations together with repair and maintenance of electrical installations at the customers. And:
- Contact with the building constructor
- Offer calculation/special offer
- Project management/follow-up/building meetings
- Appraisal interview
- Education/course for the employees
- Hire/dismiss employee
- Maintenance of the building/area

Qualification

- Authorised as electrician.
- Electrical qualification, certificate D.
- Service focused with good interpersonal skills.
- Experience in supervising and motivating employees.
- Ability to work independently and in a structured way.
- Qualification to work as a supervisor and control for the assembly, electrical installation and check the electrical equipment.

Own projects

In projects which are made with own employees and without any agreement with an external supplier contract, Eryk Group is responsible for the quality system being observed and makes sure that performance and necessary documents for the final check are in place.

Projects from subcontractor/collaborator

In co-operating agreements with external electrical companies, the quality system and the documents for final check have to be defined.

AGENDA FOR ERYK IMS REVIEW MEETING

Participants:

Keeper of the minutes:

1. Does our IMS fits to current organization and operations + risk and opportunities analysis:
 - business areas,
 - organization,
 - strategic directions,
 - changes in the business environment and our response to them.
2. Quality goals:
 - Are our quality goals relevant for current operations and have we reached them?
 - Suggestions for changes/improvements of quality goals and their measurements?
3. Environmental goal:
 - Are our environmental goals relevant for current operations and have we reached them?
 - Suggestions for improvements of environmental goals and their measurements?
4. Occupational Health and Safety goals:
 - Are our occupational health and safety goals relevant for current operations and have we reached them?
 - Suggestions for changes/improvements for occupational health and safety goals and their measurements?
 - Health and Safety status of training.
5. CSR goals:
 - Are our CSR goals relevant for current operations and have we reached them?
 - Suggestions for improvements of CSR goals and their measurements?
6. Results of the external and internal audits:
 - Suggested improvements,
 - Implementation of improvements.
7. Non-conformance status.
8. Stakeholders review and feedback from them.
9. Legal compliance.

Quality and Lean Manager will call for the next meeting within 12 months.

AUDIT REPORT

Audit no:	Place of audit:			Date of audit:	
Auditor:	Participants in audit:			Person responsible for field:	
Question:	✓	✗	N/A	Observation:	Corrective actions:
Quality					
What is the quality policy in the Eryk Group?					
What are the quality goals in the Eryk Group?					
Are procedures and responsibility conditions known?					
What should be done in case of non-conformance?					
How is the organization built up?					
Is the quality of the work OK?					
Is there order in the workplace?					
Is there order in the storage area?					
Is the communication with the customer OK?					
Does the Team Leader have the right delegations to do the tasks?					
Do all employees have all necessary courses and training?					
How does the Eryk Group evaluate the need for education of the staff?					
Do the employees know their own responsibilities according to IMS?					
Have all legal requirements been fulfilled? Was our legal preparation conducted in a proper way?					
Health and Safety					
What is the H&S policy in the Eryk Group?					
What are the H&S goals in the Eryk Group?					
What should be done in case of accidents or hazards?					
What do our employees have to do just after starting a new project?					
How do we evaluate risk at work?					
Who is the overall responsible for safety at work?					
Do you know the emergency plan for your workplace?					
Are the emergency exits marked OK?					

Do the employees have the right personal protective equipment?					
Do the employees have the right tools?					
Are the tools marked and checked?					
Is a first aid kit available at the workplace?					
Is the fire-fighting equipment at the workplace?					
Environment					
What is the environmental policy in the Eryk Group?					
What are the environmental goals in the Eryk Group?					
Is the recycling system working?					
Are the chemical substances stored OK?					
Do the employees have safety data sheets for chemical substances?					
Do the employees know the rules of the eco-driving?					
Is the smoking policy known?					
CSR					
Are the CSR core values known?					
Have you ever experienced any case of law violation while working in Eryk?					
Approval of audit (date, init.):					

EMPLOYEE EVALUATION AND ASSIGNING STAFF TO PARTICULAR TASKS

5	4	3	2	1	
					Surname
					Initials
					Industrial installations
					Building installations
					Automation installations
					Tunnel installations
					Alarm installations
					IT installations
					Elevator assembly
					Distribution panels
					Control panels
					PLC programming
					Cable ducts
					Welding
					High voltage licence
					Mechanical work
					Copper Soldering
					Plumbing
					Electrician
					Mechanic
					Other education
					Commercial university degree
					Humanistic university degree
					Certified electrician / "Einstallatør"
					Engineering degree
					Semi-skilled worker
					Electrical technical responsible person
					Fall protection
					ABA/ABDL installations
					Driving licence
					Lift certificate
					Fork lift certificate
					Manitou lifts
					Hotworks
					Scandinavian Hotwork
					LAUS - General Electr. Awareness
					VCA - Health, Safety, Environment
					Norwegian FSE
					Norwegian DSB - foreman
					Norwegian DSB - electrician
					Atex
					Stick welding (111)
					TIG Welding (141)
					MIG welding (131)
					MAG welding (135)
					FCA (flux core arc) (136)
					Gas welding (3..)
					Norwegian ID
					GWO
					Bosiet
					Huet
					H2S
					SB - Electr. Awareness course
					Safety Awareness Course
					Incident Free Orientation
					English
					German
					Danish
					Russian
					Polish

0	The employee without the necessary background in the form of education, training and experience. Is not allowed to work independently on the task. Efficient instruction and supervision are necessary.
1	The employee who has partly acquired the necessary background in the form of education, training and experience. Is allowed to work on the task according to the instruction. Supervision is necessary.
2	The employee who has partly acquired the necessary background in the form of education, training and experience. Is allowed to work on the task according to the instruction. Supervision is not necessary.
3	The employee with the necessary background in the form of education, training and experience. Is allowed to work on the task according to the instruction. No supervision.
4	The employee with the necessary background in the form of education, training and experience. Is able to work independently or work as supervisor or instructor.

PROFESSIONAL CV

Name
Surname

POSITION

DESCRIPTION

DESCRIPTION OF REFERENCE PROJECTS

Project	description
Project	description
Project	description
Project	description

SKILLS

JUNIOR TECHNICIAN

English	■	■	■	■	■	*
Building installations	■	■	■	■	■	
Cable ducts	■	■	■	■	■	
Industrial installations	■	■	■	■	■	

EDUCATION

2003-2006	School
1997-2003	School

WORK EXPERIENCE

2017-present	Company – position Description
2012	Company – position Description
2010-2012	Company – position Description
2010	Company – position Description
2008-2009	Company – position Description
2007-2008	Company – position Description

COURSES & CERTIFICATES

- ▼ Electrician
- ▼ Other electrician
- ▼ VCA – Health, Safety, Environment

*

■ without the necessary background reg. education, training and experience. Not allowed to work independently on the task. Efficient instruction and supervision are necessary.

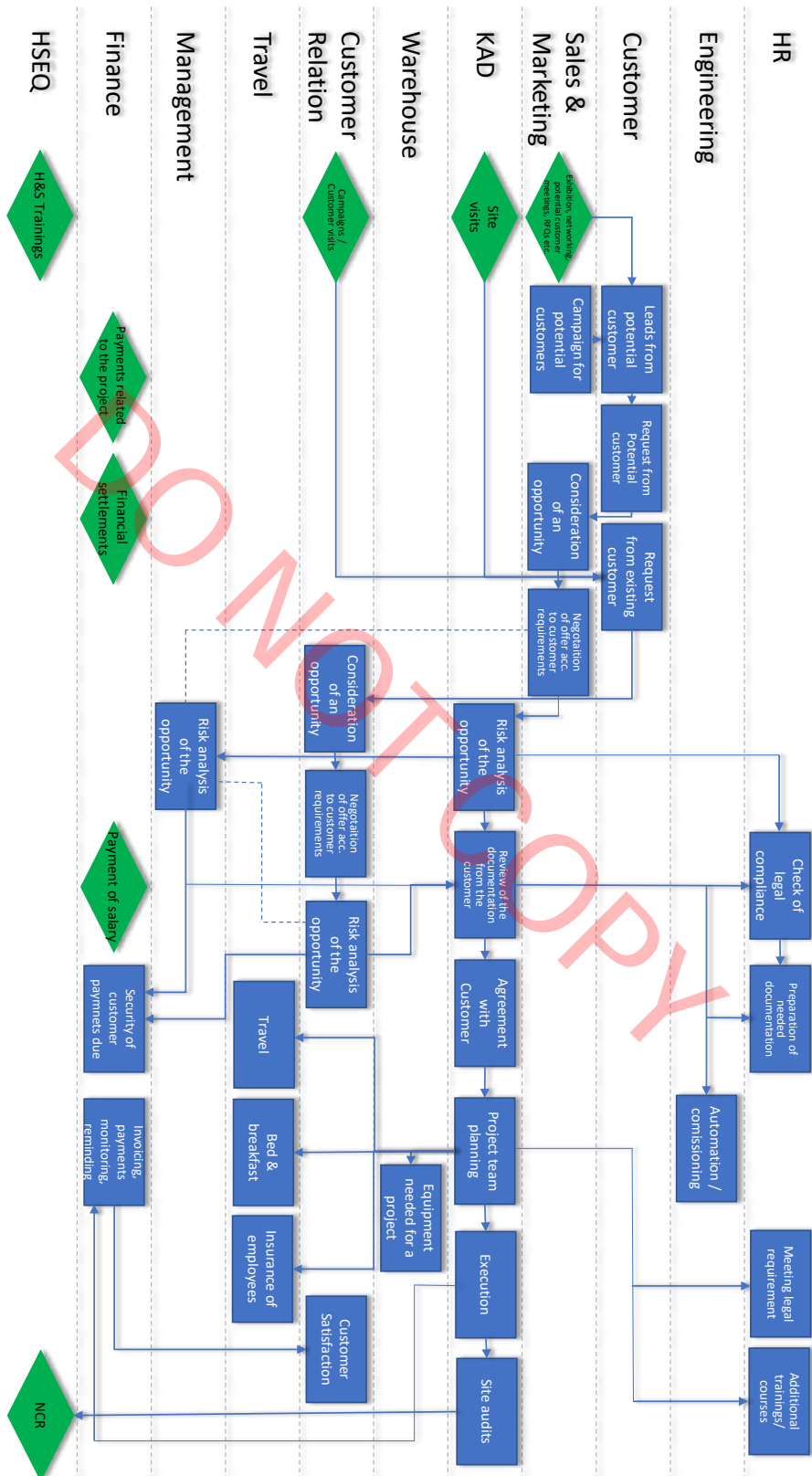
■ with partly acquired necessary background reg. education, training and experience. Allowed to work on the task acc. to the instructions. Supervision is necessary.

■ with partly acquired necessary background reg. education, training and experience. Allowed to work on the task acc. to the instructions. Supervision is not necessary.

■ with the necessary background reg. education, training and experience. Allowed to work on the task acc. to the instructions. No supervision.

■ with the necessary background reg. education, training and experience. Able to work independently or to work as a supervisor or instructor.

FLOW CHART



RELEVANT MATERIALS FROM AUTHORITIES

DENMARK

- Elsikkerhedsloven (LBK nr 26 af 10/01/2019) Danish National Electrical Code Standard
- Bekendtgørelse af lov om autorisation af virksomheder på el-, vvs- og kloakinstallationsområdet, LBK nr 30 af 11/01/2019
- Installations bekendtgørelsen, BEK nr 1082 af 12/07/2016
- Bekendtgørelse om sikkerhed for udførelse af elforsyningsanlæg, BEK 1114 af 18/08/2016
- Bekendtgørelse om ændring af bekendtgørelse om sikkerhed for udførelse af elektriske anlæg BEK nr 811 af 14/08/2019
- Bekendtgørelse om Drift af elforsyningsanlæg, BEK 1113 af 18/08/2016
- Maskinsikkerhed, Elektrisk udstyr på maskiner, afsnit DS/EN 60204-1, 1. udgave okt. 2006.
- Lavspændingstavler DS/EN 61439 del 1 - 8
- **HD 60364 serien elektriske installationer**
- **DS/EN 50110 Arbejde på idriftsatte installationer**
- Bekendtgørelse om sikkerhed for udførelse af ikke-elektrisk arbejde i nærheden af elektriske anlæg, BEK nr 1112 af 18/08/2016
- Eksplosive atmosfærer – Del 0: Udstyr – Generelle krav, DS/EN IEC 60079-0:2018
- Eksplosive atmosfærer - Del 14: Konstruktion, valg og opbygning af elektriske installationer, DS/EN 60079-14, 2014
- www.sik.dk/erhverv/elinstallationer-og-elanlaeg
-
- **Documentation**
- DS-Håndbog 117. Bind 1+2: Eldokumentation. Grafiske symboler til skemaer jf. DS/IEC 60617-DB

Fire Technology

- DBI- Brandteknisk vejledning 24, 3. udgave: Varslingsanlæg
- DBI- Brandteknisk vejledning 27, 2. udgave: Brandventilation
- DBI- Forskrift 231, 4. udgave: Automatiske branddørlukningsanlæg
- Bekendtgørelse om brandværnsforanstaltninger i hoteller m.v., plejehjem, forsamlingslokaler, undervisningslokaler, daginstitutioner og butikker, BEK nr 174 af 25/02/2008

Health and safety

- Bekendtgørelse af lov om arbejdsmiljø, LBK nr 1084 af 19/09/2017, inkl. senere ændringer
- Anvendelse af hejse-, løfte- og transportredskaber - At-meddelelse 2.02.11
- Faldsikring - At-vejledning D.5.5-3
- Forebyggelse af arbejdsulykker i store og mellemstore virksomheder - At-vejledning F.0.5
- Øjenværn - At-vejledning D.5.8

Environment

- Bekendtgørelse af lov om miljøbeskyttelse, LBK nr 681 af 02/07/2019

Other relevant materials

- Bygningsreglement BR18
- **Lys og belysning - Belysning ved arbejdspladser - Del 1: Indendørs arbejdspladser, DS/EN 12464-1:2011**
- **Fællesregulativet 2019**

Bold type marks minimum requirements

NORWAY

Arbeidsmiljø

- Allmenngjøringsloven Arbeidsmiljøloven Arbeidsplassforskriften Byggherreforskriften
- Forskrift om administrative ordninger
- Forskrift om allmenngjøring av tariffavtale for byggeplasser i Norge
- Forskrift om identitetskort (id-kort) på bygge- og anleggsplasser
- Forskrift om konstruksjon, utforming og produksjon av personlig verneutstyr
- Forskrift om maskiner, Vedlegg IV nr.
- Forskrift om organisering, ledelse og medvirkning
- Forskrift om tiltaks- og grenseverdier
- Forskrift om utførelse av arbeid

Brann- og eksplosjonsvern

- ADR/RID 2013 - Forskrift om landtransport av farlig gods med veiledning
- Brann- og eksplosjonsvernloven
- Forskrift om brannforebyggende arbeid og tilsyn
- Forskrift om brannforebyggende tiltak og tilsyn
- Forskrift om håndtering av brannfarlig, reaksjonsfarlig og trykksatt stoff samt utstyr og anlegg som benyttes ved håndteringen
- Forskrift om håndtering av eksplosjonsfarlig stoff
- Forskrift om landtransport av farlig gods
- Forskrift om transportabelt trykkutstyr Internkontrollforskriften
- Landtransportforskriften
- Lov om planlegging og byggesaksbehandling (plan- og bygningsloven)
- Plan- og bygningslovgivningen for bygg oppført før 1997

El-sikkerhet

- NEK 400:2018
- Forskrift om elektrisk utstyr
- Forskrift om elektriske forsyningsanlegg
- Forskrift om elektriske lavspenningsanlegg
- Forskrift om elektroforetak og kvalifikasjonskrav for arbeid knyttet til elektriske anlegg og elektrisk utstyr
- Forskrift om helse og sikkerhet i eksplosjonsfarlige atmosfærer (ATEX brukerforskrift)
- Forskrift om opplysningsplikt ved salg og markedsføring av elektrisk materiell til forbruker
- Forskrift om sikkerhet ved arbeid i og drift av elektriske anlegg
- Forskrift om utstyr og sikkerhetssystem til bruk i eksplosjonsfarlig område (ATEX produktforskrift): Internkontrollforskriften
- Lov om tilsyn med elektriske anlegg og elektrisk utstyr (eltilsynsloven)
- Registreringsforskriften

Miljø og helse

- Forskrift om miljørettet helsevern Strålevern
- Strålevern
- Avfallsforskriften
- Forskrift om forurensningslovens anvendelse på radioaktiv forurensning og radioaktivt Forurensningsloven
- Strålevernforskriften

POLAND

Bezpieczeństwo i higiena pracy / Health and Safety

- ROZPORZĄDZENIE MINISTRA PRACY I POLITYKI SOCJALNEJ z dnia 26 września 1997 r. w sprawie ogólnych przepisów bezpieczeństwa i higieny pracy
- ROZPORZĄDZENIE MINISTRA GOSPODARKI z dnia 20 września 2001 r. w sprawie bezpieczeństwa i higieny pracy podczas eksploatacji maszyn i innych urządzeń technicznych do robót ziemnych, budowlanych i drogowych.
- ROZPORZĄDZENIE MINISTRA INFRASTRUKTURY z dnia 6 lutego 2003 r. w sprawie bezpieczeństwa i higieny pracy podczas wykonywania robót budowlanych
- Kodeks pracy – Dział X Podstawowe obowiązki osób kierujących pracownikami oraz pracowników w dziedzinie bhp.
- ROZPORZĄDZENIE MINISTRA PRACY I POLITYKI SOCJALNEJ z dnia 1 grudnia 1998 r. w sprawie bezpieczeństwa i higieny pracy na stanowiskach wyposażonych w monitory ekranowe (Dz. U. z dnia 10 grudnia 1998 r.)
- Rozporządzenie Ministra Gospodarki z dnia 30 października 2002 r. w sprawie minimalnych wymagań dotyczących bezpieczeństwa i higieny pracy w zakresie użytkowania maszyn przez pracowników podczas pracy (Dz.U. 2002 nr 191 poz. 1596)
- Obwieszczenie Ministra Rodziny, Pracy i Polityki Społecznej z dnia 11 maja 2018 r. w sprawie ogłoszenia jednolitego tekstu rozporządzenia Ministra Pracy i Polityki Społecznej w sprawie bezpieczeństwa i higieny pracy przy ręcznych pracach transportowych oraz innych pracach związanych z wysiłkiem fizycznym (Dz.U. 2018 poz. 1139)
- Rozporządzenie Ministra Gospodarki i Pracy z dnia 27 lipca 2004 r. w sprawie szkolenia w dziedzinie bezpieczeństwa i higieny pracy (Dz.U. 2004 nr 180 poz. 1860)
- Rozporządzenie Ministra Gospodarki z dnia 28 marca 2013 r. w sprawie bezpieczeństwa i higieny pracy przy urządzeniach energetycznych (Dz.U. 2013 poz. 492)
- Rozporządzenie Rady Ministrów z dnia 2 września 1997 r. w sprawie służby bezpieczeństwa i higieny pracy (Dz.U. 1997 nr 109 poz. 704)

Ochrona przeciwpożarowa / Fire protection

- Ustawa z dnia 24 sierpnia 1991 r. o ochronie przeciwpożarowej. (Dz.U. 1991 nr 81 poz. 351)
- Rozporządzenie Ministra Spraw Wewnętrznych i Administracji z dnia 24 lipca 2009 r. w sprawie przeciwpożarowego zaopatrzenia w wodę oraz dróg pożarowych (Dz.U. 2009 nr 124 poz. 1030)
- Rozporządzenie Ministra Spraw Wewnętrznych i Administracji z dnia 7 czerwca 2010 r. w sprawie ochrony przeciwpożarowej budynków, innych obiektów budowlanych i terenów (Dz.U. 2010 nr 109 poz. 719)
- Rozporządzenie Ministra Spraw Wewnętrznych i Administracji z dnia 2 grudnia 2015 r. w sprawie uzgadniania projektu budowlanego pod względem ochrony przeciwpożarowej (Dz.U. 2015 poz. 2117)
- Rozporządzenie Ministra Infrastruktury i Rozwoju z dnia 11 września 2014 r. w sprawie samodzielnych funkcji technicznych w budownictwie (Dz.U. 2014 poz. 1278)
- Obwieszczenie Ministra Inwestycji i Rozwoju z dnia 25 kwietnia 2018 r. w sprawie ogłoszenia jednolitego tekstu rozporządzenia Ministra Infrastruktury w sprawie dziennika budowy, montażu i rozbiórki, tablicy informacyjnej oraz ogłoszenia zawierającego dane dotyczące bezpieczeństwa pracy i ochrony zdrowia (Dz.U. 2018 poz. 963)
- Obwieszczenie Ministra Infrastruktury i Rozwoju z dnia 17 lipca 2015 r. w sprawie ogłoszenia jednolitego tekstu rozporządzenia Ministra Infrastruktury e dprawie wrunków technicznych, jakim powinny odpowiadać budynki i ich usytuowanie. Dz.U. 2015 poz. 1422

Środowisko / Environment

- Directive 2003/87/EC of the European Parliament and of the Council of 13 October 2003 establishing a scheme for greenhouse gas emission allowance trading within the Community

Instalacje elektryczne / Electrical installations

- USTAWA z dnia 10 kwietnia 1997 r. Prawo energetyczne

Normy / Norms

- PN-IEC 60364-3:2000 - wersja polska - Instalacje elektryczne w obiektach budowlanych -- Ustalanie ogólnych charakterystyk
- PN-HD 60364-1:2010 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część:1 Wymagania podstawowe, ustalanie ogólnych charakterystyk, definicje
- PN-HD 60364-4-41:2009 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część 4-41: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed porażeniem elektrycznym
- PN-HD 60364-4-42:2011 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 4-42: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed skutkami oddziaływania cieplnego
- PN-HD 60364-4-42:2011 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część 4-42: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed skutkami oddziaływania cieplnego
- PN-HD 60364-4-43:2012 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część 4-43: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed prądem przetężeniowym
- PN-HD 60364-4-442:2012 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 4-442: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona instalacji niskiego napięcia przed przepięciami dorywczymi powstającymi wskutek zwarć doziemnych w układach po stronie wysokiego i niskiego napięcia
- PN-HD 60364-4-443:2016-03 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część: 4-443: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed zaburzeniami napięciowymi i zaburzeniami elektromagnetycznymi -- Ochrona przed przejściowymi przepięciami atmosferycznymi lub łączeniowymi
- PN-HD 60364-4-444:2012 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część 4-444: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed zakłóceniami napięciowymi i zaburzeniami elektromagnetycznymi
- PN-HD 60364-5-51:2011 - wersja polska - Instalacje elektryczne w obiektach budowlanych -- Część 5-51: Dobór i montaż wyposażenia elektrycznego -- Postanowienia ogólne
- PN-HD 60364-5-52:2011 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-52: Dobór i montaż wyposażenia elektrycznego -- Oprzewodowanie
- PN-IEC 60364-5-523:2001 - wersja polska - Instalacje elektryczne w obiektach budowlanych -- Dobór i montaż wyposażenia elektrycznego -- Obciążalność prądowa długotrwała przewodów
- PN-IEC 60364-5-53:2000 - wersja polska - Instalacje elektryczne w obiektach budowlanych -- Dobór i montaż wyposażenia elektrycznego -- Aparatura rozdzielcza i sterownicza
- PN-HD 60364-5-53:2016-02 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-53: Dobór i montaż wyposażenia elektrycznego -- Aparatura rozdzielcza i sterownicza
- PN-HD 60364-5-534:2016-04 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-534: Dobór i montaż wyposażenia elektrycznego -- Odłączanie izolacyjne, łączenie i sterowanie -- Urządzenia do ochrony przed przejściowymi przepięciami
- PN-HD 60364-5-54:2011 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-54: Dobór i montaż wyposażenia elektrycznego -- Układy uziemiające i przewody ochronne
- PN-HD 60364-5-551:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-55: Dobór i montaż wyposażenia elektrycznego -- Inne wyposażenie -- Sekcja 551: Niskonapięciowe zespoły prądotwórcze
- PN-HD 60364-5-557:2014-02 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-557: Dobór i montaż wyposażenia elektrycznego -- Obwody pomocnicze
- PN-HD 60364-5-559:2012 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-559: Dobór i montaż wyposażenia elektrycznego -- Oprawy oświetleniowe i instalacje oświetleniowe
- PN-HD 60364-5-56:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 5-56: Dobór i montaż wyposażenia elektrycznego -- Instalacje bezpieczeństwa
- PN-HD 60364-5-56:2010 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część 5-56: Dobór i montaż wyposażenia elektrycznego -- Instalacje bezpieczeństwa

- PN-HD 60364-6:2016-07 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 6: Sprawdzenie
- PN-HD 60364-7-701:2010 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część 7-701: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Pomieszczenia wyposażone w wannę lub prysznic
- PN-HD 60364-7-702:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-702: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Baseny pływakie i fontanny
- PN-HD 60364-7-703:2007 - wersja polska - Instalacje elektryczne w obiektach budowlanych -- Część 7-703: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Pomieszczenia i kabiny zawierające ogrzewacze sauny
- PN-HD 60364-7-704:2010 - wersja polska - Instalacje elektryczne niskiego napięcia -- Część 7-704: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Instalacje na terenie budowy i rozbiórki
- PN-HD 60364-7-705:2007/A11:2013-03 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-705: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Gospodarstwa rolnicze i ogrodnicze
- PN-HD 60364-7-705:2007 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-705: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Gospodarstwa rolnicze i ogrodnicze
- PN-HD 60364-7-706:2007 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-706: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Pomieszczenia przewodzące i ograniczające swobodę ruchu
- PN-HD 60364-7-708:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-708: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Kempingi dla przyczep, kempingi oraz podobne lokalizacje
- PN-HD 60364-7-709:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-709: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Porty jachtowe oraz podobne lokalizacje
- PN-HD 60364-7-710:2012 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-710: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Pomieszczenia medyczne
- PN-HD 60364-7-712:2016-05 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-712: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Fotowoltaiczne (PV) układy zasilania
- PN-IEC 60364-7-713:2005 - wersja polska - Instalacje elektryczne w obiektach budowlanych -- Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Meble
- PN-HD 60364-7-714:2012 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-714: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Instalacje oświetlenia zewnętrznego
- PN-HD 60364-7-715:2012 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-715: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Instalacje oświetleniowe o bardzo niskim napięciu
- PN-HD 60364-7-717:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-717: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Zespoły ruchome lub przewożne
- PN-HD 60364-7-718:2013-12 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-718: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Obiekty komunalne i miejsca pracy
- PN-HD 60364-7-721:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-721: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Instalacje elektryczne w przyczepach kempingowych i pojazdach z przestrzenią mieszkalną
- PN-HD 60364-7-722:2016-05 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-722: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Zasilanie pojazdów elektrycznych
- PN-HD 60364-7-729:2010 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-729: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Korytarze obsługi lub nadzoru
- PN-HD 60364-7-730:2015-09 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-730: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Zasilanie jednostek żeglugi śródlądowej

- PN-HD 60364-7-740:2009 - wersja polska - Instalacje elektryczne w obiektach budowlanych -- Część 7-740: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Tymczasowe instalacje elektryczne obiektów, urządzeń rozrywkowych i straganów na terenie targów, wesołych miasteczek i cyrków
- PN-HD 60364-7-753:2014-12 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 7-753: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Kable grzewcze i wbudowane systemy grzewcze
- PN-HD 60364-8-1:2015-03 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 8-1: Efektywność Energetyczna
- PN-EN 12464-1:2004 Światło i oświetlenie - Oświetlenie miejsc pracy - Część 1 - Miejsca pracy we wnętrzach

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NONCONFORMANCE, INCIDENT OR HAZARD REPORT

Details of person involved in incident/accident or person reporting problem <small>Dane osoby poszkodowanej lub osoby raportującej zdarzenie</small>				Recipient	Report no Numer raportu		QM	
Name of project Nazwa projektu					Date Data			Recipient
Submitted by Zgłoszone przez					Initials Inicjały			
Own <input type="checkbox"/> <small>Własne</small>	Customer claim <input type="checkbox"/> <small>Skarga Klienta</small>	Audit <input type="checkbox"/> <small>Audyt</small>	Other <input type="checkbox"/> <small>Inne</small>					
Type <small>Typ</small>	<input type="checkbox"/> Accident (injury) <small>Wypadek (z obrażeniami)</small>	<input type="checkbox"/> Non conformance <small>Nieprawidłowość</small>	<input type="checkbox"/> Environmental hazard <small>Zagrożenie dla środowiska</small>	<input type="checkbox"/> Near Miss (non-injury) <small>Sytuacja niebezpieczna (bez obrażeń)</small>				Recipient
Accident/Incident/Details or Nature of Hazard <small>Szczegóły zdarzenia lub charakter zagrożenia</small>								
Injury/Illness details (to be completed only if an injury/illness has occurred) <small>Szczegóły wypełnić tylko w przypadku wystąpienia obrażeń/zachorowania</small>								
What has been done to solve the problem? <small>Co zrobiono w celu rozwiązania problemu?</small>								
<input type="checkbox"/> FAC (First Aid Case) <small>Pierwsza pomoc</small>	<input type="checkbox"/> MTC (Medical Treatment Case) <small>Pierwsza pomoc medyczna</small>	<input type="checkbox"/> RWC (Restricted Work Case) <small>Ograniczona zdolność do pracy</small>	<input type="checkbox"/> LTI (Lost Time Injury) <small>Nezdolność do pracy</small>				Authorised Manager	
Investigation results (why did it occur?) <small>Rezultat dochodzenia (dlaczego to się stało?)</small>								
Risk assessment – description of deviation severity <small>Ocena ryzyka – opis stopnia odchylenia</small>				Date data	Initials inicjały			
				Likelihood of recurrence <small>Prawdopodob. ponownego wystąpienia</small>	Big Duże <input type="checkbox"/>	Small Małe <input type="checkbox"/>		
				Consequence of recurrence <small>Konsekwencje ponownego wystąpienia</small>	Big Duże <input type="checkbox"/>	Small Małe <input type="checkbox"/>		
Should preventivwe actions be initiated? <small>Czy powinny zostać podjęte działania zapobiegające?</small>								
Yes Tak <input type="checkbox"/>				No Nie <input type="checkbox"/>				
If yes, what has been done to prevent recurrence? <small>Jeśli tak, co zostało zrobione, by zapobiec powtórzeniu?</small>								
Conclusions <small>Wnioski</small>								
Signature for completion <small>Potwierdzenie zakończenia</small>				Date Date		Initials Inicjały		

Prepared by: NJ Date: 25.05.2018 Accepted by: LK Date: 25.05.2018 Controlled by: NJ Date: 25.05.2018

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In case of emergency:

1. Provide immediate first aid
2. Call an ambulance. Give your personal data. Describe what happened. Provide the number of victims and the type of injuries. Inform about exact address. Make sure that the report has been accepted
3. Secure the accident site and do not allow bystanders, both with regard to victims, and to protect the site prior to investigation.

W razie wypadku:

1. Udziel natychmiastowej pomocy.
2. Wezwij karetkę. Podaj swoje dane. Opisz, co się stało. Podaj liczbę poszkodowanych oraz rodzaj urazów. Podaj dokładny adres. Upewnij się, że zgłoszenie zostało przyjęte.
3. Zabezpiecz miejsce wypadku i nie dopuszczaj osób postronnych, zarówno ze względu na poszkodowanych jak i na ochronę miejsca przed podjęciem dochodzenia.

Emergency contact numbers/Numery alarmowe:

















Technical Responsible Person – Sebastian Płacewicz +48798421818,

Safety Coordinator – Jacek Kukuta: +48605054969

Quality & Lean Manager – Natalia Janowska: +48 508 818 997, Office/Biuro: + 48 91 469 44 66

In case of work accident in Norway you have to contact/W razie wypadku przy pracy w Norwegii skontaktuj się z: Arbeidstilsynet/Inspekcja Pracy: + 47 81 54 82 22

In case of incident where both electric shocks of its own employees or damage to equipment/property caused by electricity, DSB must be informed. W przypadku zdarzenia, w którym porażeniu prądem elektrycznym uległ pracownik, bądź nastąpiło uszkodzenie sprzętu lub mienia na skutek awarii systemu elektrycznego należy poinformować DSB

Country Kraj	Police Policja	Medical Pogotowie	Fire Straż pożarna	Additional info Dodatkowe informacje
 European Union		112		
 Belgium		112		Police – 101; Ambulance / Firebrigade – 100
 Denmark		112		
 Finland		112		
 France		112		Police – 17; Hospital-based Ambulance – 15; Fire Service-based Ambulance – 18; Fire – 18
 Germany		112		Additional number for police – 110
 Greenland		112		112 works only from mobile phones; fixed line phones must call the local police or hospital
 Iceland		112		Also 911 is redirected to 112 for mobile phones
 Ireland		999 or 112		
 Netherlands		112		Also 911 is redirected to 112 on mobile phones
 Norway	112	113	110	
 Poland		112		Police – 997; Ambulance – 999; Fire – 998
 Portugal		112		
 Spain		112		National – 091; Local Police – 092; Ambulance – 061; Fire – 080,085; Civil Guard – 062
 Sweden		112		Police – 101; Ambulance / Firebrigade – 100
 United Kingdom		999 or 112		

Prepared by: NJ Date: 25.05.2018 Accepted by: LK Date: 25.05.2018 Controlled by: NJ Date: 25.05.2018

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CUSTOMER SATISFACTION SURVEY

The following questionnaire will give us an idea of your satisfaction with our work in our recent cooperation. Please take five minutes to fill it in. All comments are appreciated and will be taken into account. The information will be treated confidentially.

Thank you.

After filling in the form, return it by email to the person who sent it to you.
The form is also available at www.bic-electric.com/satisfaction.pdf

Company: _____	Phone: _____
Project: _____	Email: _____
Contact Name: _____	Date: _____

Please rate the following:

	Very poor	Poor	Good	Very good	N/A
1. Your dialogue with Eryk before the order was placed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Your cooperation with Eryk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Your communication with Eryk management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Eryk's ability to meet the timetable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Eryk's ability to stop the work when quality issues were found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The quality of the work done by Eryk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Eryk's way of handling possible problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Eryk management's ability to find the right team for the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Your overall impression of Eryk's performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

**Thank you very much for your time.
We appreciate it!**

SUPPLIER EVALUATION

Supplier Name: _____

Category: _____

Contact Name: _____

E-mail: _____

Phone: _____

Responsible person: _____

Date of evaluation: _____

Evaluation has to be done at least once per year. It does not have to take place at the same time at the meeting with the supplier.

Date of last meeting: _____

Meeting should take place at least once per year.

Please rate the supplier for the following:

	Very poor	Poor	Good	Very good
1. Quality of goods/services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Prices (with discount)? <i>Prices should be negotiated at least once per year.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Delivery to our location, time and reliability of deliveries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Flexibility in case of "urgent order"?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Quality of problem resolution (replacement of faulty items, returning of items, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Flexibility during cooperation and quality of communication?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Payment terms, transparent and timely invoicing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Answer the questions below – yes or no

8. Does the supplier hold the appropriate certificates and fulfill the standards of the business area of the supplier?	<input type="checkbox"/>	NO	<input type="checkbox"/>	YES
9. To the best of your knowledge, does the supplier have any quality management system?	<input type="checkbox"/>	NO	<input type="checkbox"/>	YES
10. To the best of your knowledge, does the supplier have any environmental policy?	<input type="checkbox"/>	NO	<input type="checkbox"/>	YES
11. To the best of your knowledge, does the supplier have any Health & Safety policy?	<input type="checkbox"/>	NO	<input type="checkbox"/>	YES
12. To the best of your knowledge, does the supplier act according to Corporate Social Responsibility standards?	<input type="checkbox"/>	NO	<input type="checkbox"/>	YES
13. To the best of your knowledge, is it easy to substitute the supplier?	<input type="checkbox"/>	NO	<input type="checkbox"/>	YES

Additional comments:

TEAM LEADER EVALUATION

Project and team evaluation

This questionnaire will help the management get a better idea of the projects you perform and the cooperation among the Eryk employees. All comments are appreciated and will be taken into account. The information will be treated confidentially. Thank you.

Each document in this enclosure is a part of Sales Force project evaluation.

Project: _____
 Team leader name: _____
 Phone: _____
 Date: _____

Please rate the following:	Very poor	Poor	Good	Very good
1. How good was Eryk at informing you about the project before starting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How good is Eryk at setting up the right team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How is your Bed & Breakfast?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. What do you think of the project?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How is your cooperation with the Site Manager?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How are the working drawings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How is the materiel flow?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How is the cooperation among the Eryk employees in the team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How good are the Eryk employees in the team at following instructions from the team leader?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. How many people were you on average in each car during the project? (number of people divided by number of cars - estimated)	Average: ----			

Please write a few comments about the project (good things, bad things and challenges):

TEAM LEADER EVALUATION

Employee evaluation

This questionnaire will help the management get a better idea of the individual employees' skills and competences, and it will work as a tool for annual meetings with the employee. All comments are appreciated and will be taken into account. All information will be treated confidentially. Please fill out one form per employee.

Thank you.

Project: _____
 Team leader name: _____
 Phone: _____
 Employee name: _____
 Date: _____

Please rate the following:

	Very poor	Poor	Good	Very good
1. How good are the employee's skills in terms of carrying out the project?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How is the employee's attitude towards the Site Manager?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How is the employee's social attitude towards his/her colleagues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How good is employee at sharing knowledge with his/her colleagues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How much is the employee focused on the quality of his/her work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How good is the employee's overall knowledge about our IMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How good is the employee at stopping the work when he/she finds a mistake?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How good is employee at keeping order in his/her toolbox?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How good is the employee at bringing his/her safety equipment to work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. How good is the employee at coordinating the transport for the project?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. How good is the employee at showing up on time for work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How good is the employee at keeping order on site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. How much is the employee focused on cleaning up after him/herself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. How good is the employee at keeping our smoking policy? (if non-smoker, X in very good)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. How good is the employee in keeping order at the B&B?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. How good are the English skills of the employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write a few comments about the employee

RISK ASSESSMENT – PROJECT LEVEL

Procedure. Occupational Risk Assessment At Work Station

The purpose of this procedure is to establish uniform rules for the assessment of occupational risk at Eryk.

The procedure shall apply to all work stations at Eryk

The Management Group of Eryk shall be responsible for the following:

- appointment of a team to assess the occupational risk; approval of assessment results and supervision of the process;
- implementation of the occupational risk assessment on site and notification to and training of the subordinate staff;
- making all the data necessary for the identification of occupational hazards available, and appointment of an employee to join the risk assessment team;
- establishment of scope and performance of examination and measurements of factors detrimental to health at work stations, organization of occupational risk assessment in a plant and storage of records of risk assessment results;
- providing staff with information on occupational hazard at subordinated work stations.

Definitions

- Risk – combination of probability of the occurrence of a certain event that results in hazard and consequences related to the said event;
- Occupational risk – probability of occurrence of undesirable events connected with work that might cause losses, in particular, unfavorable health consequences in staff due to environmental hazards or the manner of doing work;
- Risk assessment – process of analyzing risk and identification of risk acceptability;
- Hazard identification – process of identifying risk and defining specification thereof;
- Hazard – condition of work environment that might cause accident or sickness;
- Detrimental factor occurring in the work process – factor which results or may result in ailment through its influence on an employee;
- Personal protection means – means for the protection of human beings against hazardous and detrimental factors that occur individually or jointly in the work environment. Personal protection means include protective clothing and means protecting lower and upper extremities, head, face and eyes, respiratory system, hearing, equipment protecting from fall from higher elevation and means isolating the entire body;
- Collective protection means – means for the protection of a group of people at a time against hazardous and detrimental factors that occur individually or jointly in the work environment that are technical solutions used in work rooms, on machines and other equipment;

Course of action

The actions, presented below, apply to a team assessing the occupational risk.

The occupational risk shall be assessed by a team appointed by the Board of Eryk. If necessary, at the request of the head of occupational risk assessment team, third party experts may be appointed. The team members are entitled to turn to third party experts in order to collect the information necessary for the occupational risk assessment purposes.

The hazard identification consists in the regular analysis of information in order to identify hazards at the work station. The team members list all already found hazards, and then, by means of an adopted method, analyze operations and actions performed at the certain work station to find out whether all occurring hazards have been identified.

The method adopted for the purpose of the risk assessment at Eryk is **Preliminary Hazard Analysis (PHA)**. Preliminary Hazard Analysis (PHA) is a matrix, induction method that allows qualitative risk estimation. Risk

estimation is the determination of possible losses through the degree of damage S and probability P with which damage can occur.

Risk valuation is expressed by:

$$W = S \times P$$

where:

S - degree of damage.

P - probability of event damage.

Estimation of damage degree S and probability of damage P is based on a scale of six levels for each identified hazard. The characteristics of each level are shown in the tables below:

S – Degree of damage	
Level	Characteristics
1	Negligible injury, slight injury
2	Light damage, measurable damage
3	Severe damage, significant damage
4	Fatal accidents, severe injuries
5	Collective fatal accidents, very large-scale damage on the premises
6	Collective fatal accidents, large-scale damage outside the plant premises

P – Probability of damage	
Level	Characteristics
1	Very improbable
2	Unlikely, occurring once every 10 years
3	Ad hoc events occurring once a year
4	Frequent events, occurring once a month
5	Regular events occurring once a week
6	High probability of the event

After estimating the risk parameters, the risk is calculated based on the risk matrix presented in the table below:

PHA RISK MATRIX								
		P- Probability of damage						
		Level	1	2	3	4	5	6
S – Degree of damage	1	1	2	3	4	5	6	
	2	2	4	6	8	10	12	
	3	3	6	9	12	15	18	
	4	4	8	12	16	20	24	
	5	5	10	15	20	25	30	
	6	6	12	18	24	30	36	

Risk is valued at three levels:

1-3 - acceptable risk,

4-9 - acceptable risk acceptance after assessment,

10-25 (36) - risk not acceptable - risk reduction required.

Note: The value of the risk ratio below 25 refers to the estimation of the damage level at workplaces on the premises.

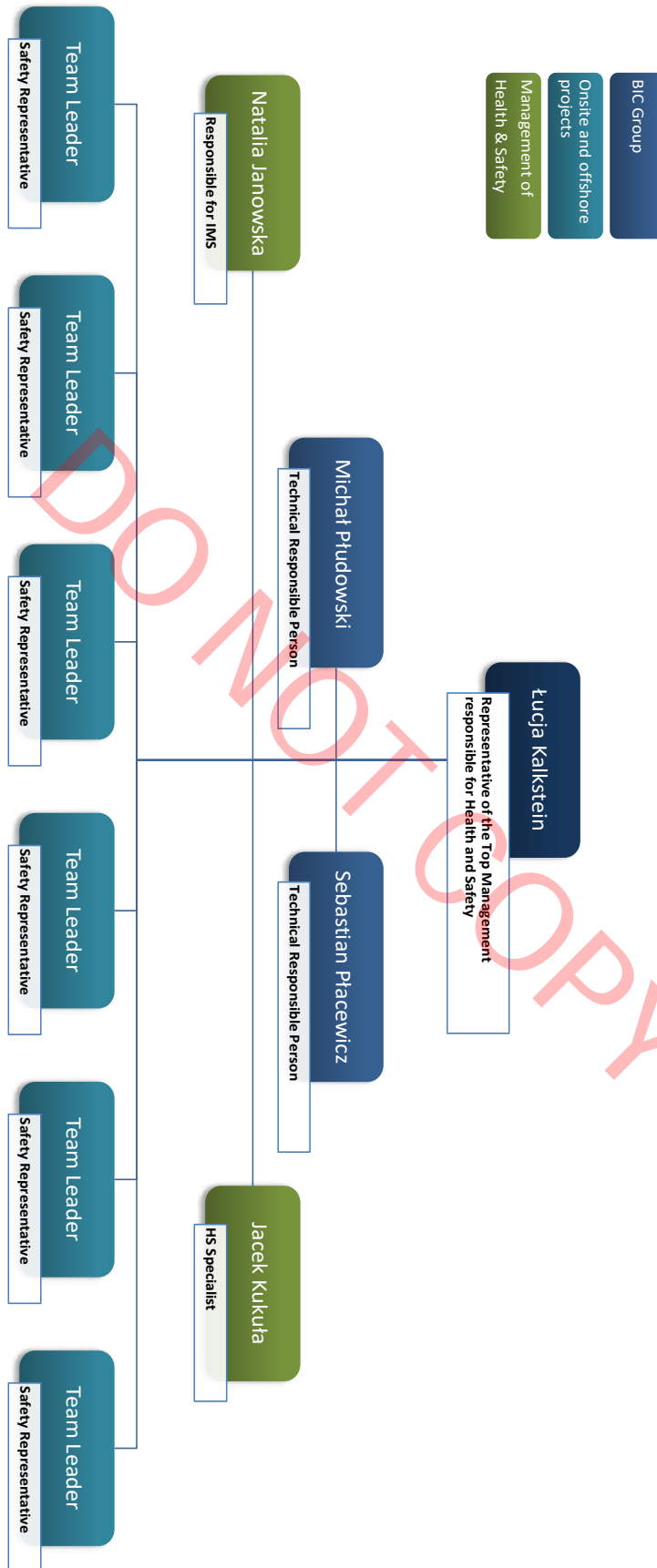
The occupational risk shall be assessed by a team appointed by the owner of Eryk. The team now consists of the following persons:

Jacek Kukuta – head

Michał Płudowski – member

Natalia Janowska – member

SAFETY ORGANIZATION PLAN



HEALTH AND SAFETY INDUCTION FORM

Eryk`s Project number:

Please inform Eryk employees about:

1. Project-specific conditions/requirements:

- Its history,
- Current stage,
- Future program of work,
- Type of construction,
- End use and customer`s requirements,
- Location of statutory notices.

2. Emergency Evacuation & Fire:

- The alarm,
- Exit routes,
- Assembly points,
- Fire points,
- Fire prevention.

3. Environment & Waste Disposal

4. Standard site rules

5. Personal Protective Equipment

6. Accident Reporting

7. All risks that may appear on the site

Communication on site. Your site staff is:

- Site Representative of the customer:

.....

- Safety Representative of the customer:

.....

- First aiders:

.....

.....

- Your site contact telephone number is:

.....

I confirm that the above health and safety induction information has been provided and explained to Eryk employees.

Customer representative Name:

Customer representative Signature:

Date:

I confirm that the above health and safety induction information has been provided and explained to me and I fully understand my responsibilities towards health and safety.

Please feel free to ask any questions you may have, before you sign your induction form.

Name of Employee:	Employee`s Signature:

The health and safety induction information has to be provided each time you start a new project.

CONSTRUCTION SITE/WORKSHOP INSPECTION CHECKLIST

Project Details

Szczegóły projektu

Person performing site inspection:

Osoba dokonująca inspekcji:

Date:

Data:

Project name:

Nazwa projektu:

		Yes	No	N/A
1.	Has work area been separated from local traffic (barriers, tape, etc.) and marked? Czy miejsce pracy zostało oddzielone (bariery, taśmy, itp.) oraz oznakowane?			
2.	Have all the employees been inducted? Czy wszyscy pracownicy przeszli szkolenie stanowiskowe?			
3.	Are workers aware of nearest evacuation exit and assembly point? Czy pracownicy wiedzą gdzie znajduje się najbliższe wyjście ewakuacyjne i punkt zbiorczy?			
4.	Are workers aware of local emergency procedures? Czy pracownicy znają lokalne procedury awaryjne?			
5.	Are all entrances, exits and walkways clear and identifiable? Czy wszystkie wejścia, wyjścia i przejścia są dostępne i rozpoznawalne?			
6.	Is there a Material Safety Data Sheet for each hazardous substance? Czy są karty charakterystyk wszystkich substancji niebezpiecznych?			
7.	Are chemical containers clearly labelled and stored correctly (e.g. not near food)? Czy pojemniki na substancje niebezpieczne są właściwie oznakowane i przechowywane (np. nie w pobliżu żywności)?			
8.	Are all employees working safely and according to IMS? Czy wszyscy pracownicy pracują bezpiecznie i zgodnie z zapisami zintegrowanego systemu zarządzania IMS?			
9.	Is all personnel wearing correct safety clothing and PPE? Czy wszyscy pracownicy używają właściwej odzieży ochronnej i sprzętów ochrony osobistej?			
10.	Are all guards in place – where applicable? Czy wszystkie osłony są na miejscu – w stosownych przypadkach?			
11.	Do all steps and stairways have non-slip treads and are them damage-free? Czy wszystkie stopnie i schody są właściwie zabezpieczone i nieuszkodzone?			
12.	Are the scaffoldings secured (e.g. guard rails and toe boards have been properly installed)? Czy rusztowania są zabezpieczone (np. poręczki i podesty zostały prawidłowo zainstalowane)?			
13.	Are all ladders industrial grade and appropriate to job? Czy wszystkie drabiny są klasy przemysłowej i odpowiednie do pracy?			
14.	Are electrical equipment and leads free of damage? Czy urządzenia elektryczne i przewody są wolne od uszkodzeń?			
15.	Is all machinery and equipment in safe and clean condition? Czy wszystkie maszyny i urządzenia są bezpieczne i czyste?			
16.	Is portable electrical equipment and extension leads without visible damages? Czy przenośne urządzenia elektryczne i przedłużacze nie mają widocznych uszkodzeń?			
17.	Are power switches/outlets free of burn or overheating marks? Czy wyłączniki i gniazdka są wolne od oznak wypalenia/przegrzania?			
18.	Is appropriate firefighting equipment available, visible & readily accessible? Czy zapewniono odpowiedni sprzęt gaśniczy oraz czy jest on widoczny i łatwo dostępny?			
19.	Are adequate first aid kits with appropriate contents available? Czy odpowiednie zestawy pierwszej pomocy z właściwym wyposażeniem są dostępne?			
20.	Are emergency contact (security) number displayed near kits? Czy w pobliżu zestawów znajdują się odpowiednie numery awaryjne?			
21.	Are all the material, tools and any equipment supplied by customer without any damage? Materiał, narzędzia oraz wszelki sprzęt dostarczony przez klienta bez jakichkolwiek wad?			

APPENDIX TO THE CONTRACT – HEALTH & SAFETY CHECKLIST

Dear customer,
 Before we start the project, we would like to have the information below:

Project details

Project Name: _____
 Person responsible for the project: _____
 E-mail: _____
 Phone: _____

.....
 Signature _____ Date _____

Checklist Item	Insert ✓ in the appropriate column		
	Yes	No	N/A
Health & Safety plan (PPS)			
Building site drawings			
Time schedule			
Risk assessment for working place (APV)			
List of the special equipment or non-standard working clothes			
List of the necessary trainings which our employees should possess			
Specific arrangements relating to any particularly hazardous work			
List of the other special requirements			

CUSTOMER MANAGEMENT SATISFACTION SURVEY

The following questionnaire will give us an idea of your satisfaction with our cooperation. Please take five minutes to fill it in. All comments are appreciated and will be taken into account. The information will be treated confidentially.

Thank you.

After filling in the form, return it by email to the person who sent it to you.
The form is also available at www.bic-electric.com/cs-management.pdf

Company: _____ Phone: _____
Contact Name: _____ Email: _____
Title: _____ Date: _____

Please rate the following:		Very poor	Poor	Good	Very good	N/A
1.	Your overall cooperation with Eryk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Your cooperation with Eryk's management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Your cooperation with the sales and project department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Your cooperation with Eryk's Team Leaders and technicians working on site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Eryk's ability to meet your requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Eryk's ability to stop the work when quality issues are found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	The quality of the work done by Eryk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Eryk's way of handling possible problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Eryk project department's ability to find and set the right team for the projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Newsletters and general information from Eryk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Eryk's price level vs. performance and quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

Thank you very much for your time.

We appreciate it!

CODE OF CONDUCT

We believe that compliance with laws, regulations and our own standards is central to our business conduct as well as to our long-term sustainability as a group. Our Code of Conduct defines the behavior that the Eryk Group expects of its businesses and employees regardless of location or background.

Eryk Group does business globally, and that means our business and our employees are subject to the laws and regulations of multiple jurisdictions, as well as to regulation by international organizations. Further, the Eryk Group has its own additional policies, standards, instructions and processes to further implement the principles of the Code.

This Code outlines necessary processes and minimum standards. Eryk Group will not accept any attempt to use the requirements as a means to lower existing standards. In addition to meeting the requirements of this Code, suppliers shall comply with all national laws and regulations, as well as other applicable standards.

Our Code of Conduct and policies should cover internationally agreed principles in relation to human rights including labour rights, environmental principles and anti-corruption principles.

Human rights and Anti-Discrimination principles

Eryk Group, together with own customers and suppliers, are expected to manage adverse impacts on internationally recognized human rights including labour rights. The following are the human rights aspects that we should manage:

- Eryk Group follows all provisions regarding human rights and Anti-Discrimination law that stem from Polish and European labor legislations and the EU's anti-discrimination directives, and enforces compliance with them;
- Direct or indirect discrimination between the Eryk Group and employees and among employees themselves, in particular on grounds of gender, age, disability, race, religion, nationality, political opinion, trade union membership, ethnic origin, religion, sexual orientation, and also on grounds of employment for a definite or indefinite period, full or part-time work, is not allowed;
- Each employee has absolute right to equal treatment and respect for his dignity, and if he/she notices any instances of discrimination or violation of human rights, he is free to report this incident to the Management of Eryk Group;
- Aspects and conditions of employment and remuneration for the same type of work or the work of the equal value are identical at all times. Special consideration is given to gender equality;
- Eryk Group strongly objects hate speech or any other types of hate crime among employees.

Environmental principles

Eryk Group, together with own customers and suppliers, establishes processes that manage all significant impacts on external environment. All of them should protect the environment by using environmentally sound technologies that are less polluting, and use all resources in an efficient way. Environmental aspects that we should manage:

- Use of scarce natural resources, energy and water,
- Emissions to air and releases to water,
- Noise, odour and dust emission,
- Potential and actual soil contamination,
- Waste management (hazardous and non-hazardous substances),
- Product issues (design, packaging, transport, use and recycling/disposal).

Anti-corruption principles

It is fundamental to Eryk Group that directors, managers and employees of the Eryk Group may not engage in bribery, extortion or kickbacks, whether to public officials or to private persons who are related to or may influence Eryk Group's business or business opportunities, nor may Eryk Group directors, managers or employees receive or demand any payment for themselves or their relatives or affiliates from government officials or from Eryk Group's business partners or prospective business partners. Anti-corruption principles that we should manage:

- Documenting, recording and keeping income and expenditure data available for periods determined by law,
- Not permitting corruption of public officials or private-to-private corruption, including both 'active' and 'passive' corruption,
- Not permitting payment of bribes or trading in influence in relation to business partners, government officials or employees,
- Not permitting use of facilitation payments, unless you are subject to threats or other coercion,
- Not hiring government employees to do work that conflicts in any manner with the former official obligations of that employee.

Contracting with Third Parties

In all cases, contracts to which Eryk Group is a party should be in writing, leaving as little uncertainty as possible. As a general principle, Eryk Group employees, when negotiating or entering into contracts with third parties, should aim at only accepting risks that Eryk Group can control or influence, or which can otherwise be mitigated, for instance by way of insurance, while risks that cannot be controlled or influenced by Eryk Group, or which cannot be sufficiently insured, must be avoided.

Customers

Our customers and prospective customers are the center of our business and of Eryk Group's very existence. Meeting the customer's needs and expectations is critical for our success. Our directors, managers and employees must therefore always act politely and with dignity towards Eryk Group's customers, and show a high standard of willingness to assist and serve our customers with the needs that they have. When approaching or negotiating with our customers, we negotiate in good faith, and present clear and accurate information about Eryk Group's pricing, delivery times, services, and products. Eryk Group employees must perform all customer/sales contracts in a fair and ethical manner, without discrimination or deception, and in strict compliance with applicable laws, regulations and the terms of the contract.

Suppliers and Vendors

It is Eryk Group's objective to maintain good working relationships with our suppliers and vendors. Suppliers and vendors must be selected fairly on the basis of who best meets our needs on a short term as well as on a long-term basis, using objective criteria such as price, quality, delivery times, performance, technical excellence, and more subjective criteria such as loyalty, reliability and willingness to assist in critical situations. Our choice of suppliers and vendors must not be influenced in any way by bribes, kickbacks, gifts, favors or entertainment offered by the supplier or vendor to us nor will we in any way use suppliers who are partly owned or operated by our directors, managers or employees or by friends or relatives of any of our colleagues. Despite long-term business relationships with a supplier or a vendor, Eryk Group may at any time, at its sole discretion, require competitive bids. All proposals from competing suppliers and vendors must be evaluated fairly. During contract negotiations with a supplier or potential supplier Eryk Group must act fairly and reasonably and in accordance with all applicable laws and regulations.

Conflicts of Interest

Eryk Group directors, managers and employees may not perform services in competition with Eryk Group, nor may they work as an employee, consultant, or member of the board of directors of a company competing with Eryk Group. Additionally, directors, managers and employees may not be a supplier to Eryk Group or work for a potential customer or supplier while employed by Eryk Group, nor may they accept money or any benefit from a customer or supplier or potential customer or supplier for advice or services that relate to the customer's or the supplier's business with Eryk Group.

Receiving and giving gifts and entertainment

In some countries, local customs in the business society call for giving or receiving gifts and/or entertainment on special occasions. The purpose of gifts and entertainment is to create goodwill and better public relations. The practice of giving business gifts varies between countries and regions and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift, entertainment or hospitality is reasonable and justifiable. The intention behind the actual gift, entertainment or hospitality should always be carefully considered. Usually we accept small gifts, company gadgets etc. where the value of it is up to 100 EUR.

Charitable donations, sponsorships or contributions

It is Eryk Group's general policy to make charitable donations, sponsorships or contributions. They have to be always approved by the Top Management. All charitable donations, sponsorships and contributions shall be fully documented.

Supervisors responsibilities

Those of the Eryk Group's employees who supervise others must:

- Promote compliance and ethics by example - in other words, show by their behavior what it means to act with integrity and to show competence, co-operation and responsibility
- Make sure that those who report to them understand the requirements of the Code of Conduct
- Monitor compliance and ethics of the people they supervise
- Use reasonable care to monitor third parties acting on behalf of Eryk Group to ensure that they work in a manner consistent with the principles of the Code of Conduct.
- Support employees who, in good faith, raise questions or concerns.

Any member of Eryk Group who is found to have violated the rules and standards set forth in the Code of Conduct and/or set forth in Eryk Group's other policies and instructions, or who withhold information during the course of an investigation regarding a possible violation of the Code of Conduct, may be subject to disciplinary action up to and including dismissal. Similarly, any agent, consultant or supplier working for or on behalf of Eryk Group who fails to comply with the principles set forth in this Code may have their contract terminated or not renewed.

STAKEHOLDERS ANALYSIS

Interaction	BIC's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
<p>BIC</p> <p>↓</p> <p>Customers</p> <ol style="list-style-type: none"> 1. Our offer is too expensive for the customer. We have not delivered our services on time. 2. We have done our service not according to requirements. Customer was not satisfied with our service after the work. 3. Service lasted longer than predicted. 	<p>We solve such situations through either fair negotiation or redressing it to our customers.</p>	<p>Organisational governance:</p> <ol style="list-style-type: none"> 1. Active dialogue with the management. 2. Flow of information. 3. Risk management at the existing projects. 4. Preventive actions. 5. Independent audits. <p>Human rights:</p> <ol style="list-style-type: none"> 1. Respect for civil and political rights. 2. Respect for economic, social and cultural rights. 3. Not discriminating against vulnerable groups. 4. Clear procedure reg. complaints and grievances. 	<p>e-mail, face-2-face conversation, newsletter, e-mail campaign, web page, facebook, linkedin</p>	<p>Satisfaction of our customer can strengthen relations and build alliances within the organization around the idea of business responsibility. Each successful project supports the realization of company's strategy. Our happy customer can initiate our internal action which will result in Social Responsibility culture building. Open dialogue with our customers builds their engagement in positive relationships that determine the success of business. Dialogue is also a tool for engaging customers in the organization's activities - to meet their needs, to educate them, and to learn from them, allowing the company to translate acquired knowledge into products and processes - is therefore a source of social innovation.</p>
<p>Customers</p> <p>↓</p> <ol style="list-style-type: none"> 1. Customer has got too high expectations. We have received a request with too short deadline. Site has not been prepared in the way set in the contract. 4. Documentation delivered by the customer was incomplete. 5. Customer hasn't paid us on time. BIC Electric has been assessed in an adverse way. 	<ol style="list-style-type: none"> 1. and 2. We are trying to negotiate more friendly conditions. 3. We reminding our customer about necessity of preparing the site according to the contract. 4. We asking our customer to deliver all documentation needed. 5. We remind our customer to pay outstanding amount. 6. From the adverse assessment we take value added and we draw conclusions for the future. 	<p>Fair operating practices:</p> <ol style="list-style-type: none"> 1. Anti-corruption. 2. Fair competition. 3. Respect for physical and intellectual property. <p>Consumer issues:</p> <ol style="list-style-type: none"> 1. Responsible communication with and treatment of consumers. 2. Well informed and educated customer who understands consequences of BIC selection for his own well-being and for environment. 3. We support our customer by avoiding complaints and by communicating how he can access after-sales services. 4. Privacy rights. 5. Transparency when prices are set. 	<p>face-2-face conversation, e-mail, customer satisfaction survey, videoconference</p>	<p>Satisfaction of our customer can strengthen relations and build alliances within the organization around the idea of business responsibility. Each successful project supports the realization of company's strategy. Our happy customer can initiate our internal action which will result in Social Responsibility culture building. Open dialogue with our customers builds their engagement in positive relationships that determine the success of business. Dialogue is also a tool for engaging customers in the organization's activities - to meet their needs, to educate them, and to learn from them, allowing the company to translate acquired knowledge into products and processes - is therefore a source of social innovation.</p>

Interaction	Potential conflict areas:	BIC's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
<p style="text-align: center;">BIC</p> <p style="text-align: center;">↓</p>	<p style="text-align: center;">Employees</p> <ol style="list-style-type: none"> We do not pay salaries on time. Bad working conditions. Lack of Medical / life insurance. Lack of development possibilities. Lack of needed PPE on the project. Bad B&B conditions. 	<ol style="list-style-type: none"> We pay the outstanding salaries in fast track. We talk with our customer responsible for site conditions set in the contract and ask him to keep them. We react immediately by buying lacking insurances. We take care of our employees' development by interviewing them what kind of trainings they need. We deliver missing tools quickly. Our Travel Department books new place. 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Active dialogue with the management. Flow of information/communication. Decision - making and urging employees to participate in the organization's activities. Leadership. Creating a culture where CSR is practiced. <p>Human rights:</p> <ol style="list-style-type: none"> Respect for civil and political rights. Respect for economic, social and cultural rights. Not discriminating against vulnerable groups. Transparency of the processes. 	<p>face-2-face conversation, e-mail, videoconference, newsletter, annual assessment</p>	<p>Recruiting and retaining the best employees – when the company's image improves and employees' trust increases, the company's attractiveness on the job market increases. Creating a positive image of the company among employees - Corporate social responsibility is one of the elements of non-financial motivation of employees. Through ethical codes, social programs, environmental care, the image of the company in the eyes of the employee improves. Employees are more engaged in the company, seeing that part of its activity is aimed at solving important problems for society. Happy employees in higher quality work and in higher end customer's satisfaction.</p>
<p style="text-align: center;">Employees</p> <p style="text-align: center;">↓</p>	<p style="text-align: center;">BIC</p> <ol style="list-style-type: none"> Employee does not acts in a proper way, according to the contract and policy of the company. Employee is not skilled enough. Competences of the employee are too low. 	<ol style="list-style-type: none"> Everything depends on employee's behavior and how heavily he has crossed the line. We are even ready to withdraw employees from the project. and 3. We continuously improve skills of our employees. 	<p>Labour practices:</p> <ol style="list-style-type: none"> 100% legal employment. Social and economic development. Reasonable working conditions. Development opportunities (access to education, respect for family commitments of workers by providing reasonable working hours etc.). 	<p>face-2-face, e-mail, annual assessment, telephone conversation</p>	<p>Recruiting and retaining the best employees – when the company's image improves and employees' trust increases, the company's attractiveness on the job market increases. Creating a positive image of the company among employees - Corporate social responsibility is one of the elements of non-financial motivation of employees. Through ethical codes, social programs, environmental care, the image of the company in the eyes of the employee improves. Employees are more engaged in the company, seeing that part of its activity is aimed at solving important problems for society. Happy employees in higher quality work and in higher end customer's satisfaction.</p>

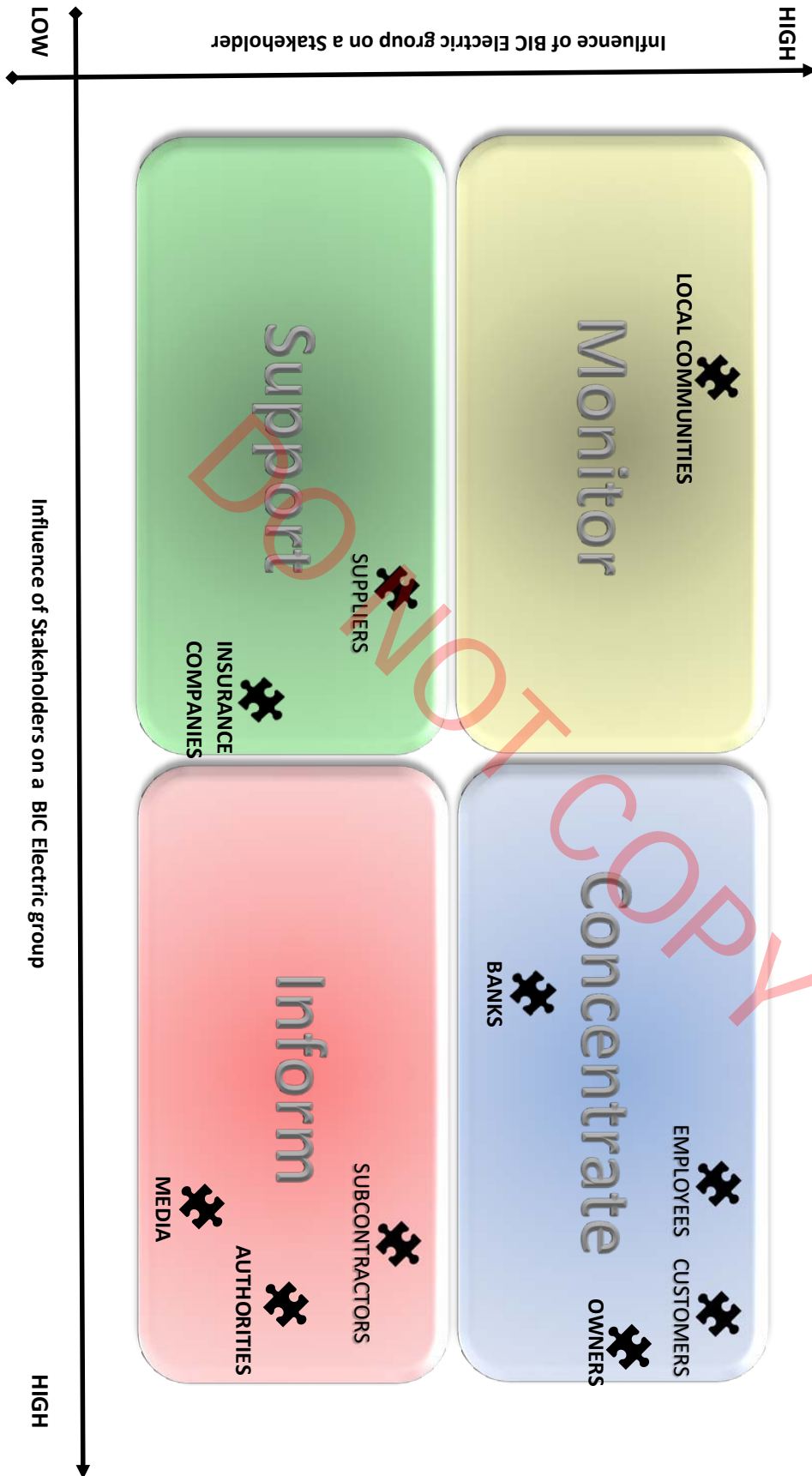
Interaction		Potential conflict areas:	BIC's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
BIC 	Subcontractors	<ol style="list-style-type: none"> Not timely payments. Lack of clear instructions regarding project. Different B&B conditions than agreed. Lack of needed PPE. 	<ol style="list-style-type: none"> We make the payments in the fast track. We deliver project checklist to eliminate misunderstandings. We try to change specific B&B. We deliver lacking PPE 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Open dialogue with subcontractors Decision making Engagement in company activities <p>Human rights:</p> <ol style="list-style-type: none"> Respect for civil and political rights Respect for economic, social and cultural rights Not discriminating vulnerable groups Transparency of the process <p>Labour practices:</p> <ol style="list-style-type: none"> Fair and legal conditions of contract. Reasonable working conditions. <p>Fair operating practices:</p> <ol style="list-style-type: none"> Anti-corruption Fair competition Respect for property rights 	<p>face-2-face conversation, e-mail, newsletter, telephone</p> <p>linkedin, facebook</p>	<p>Company raises the level of corporate culture, by taking the challenges of Corporate Social Responsibility. The company raises its standards of conduct with stakeholders and thereby avoids costs of "bad partnership". These changes result in improvement of trust, responsibility and transparency for all the subcontractors. Happy subcontractors lead to higher quality of work and in the final strengthening of BIC's good reputation. Finally, the dialogue with the subcontractors allows us to continually verify our business.</p>
	Suppliers	<ol style="list-style-type: none"> Non-ethical behavior, against BIC Group IMS. Too low skills and competences. Working time not suitable to project needs. 	<ol style="list-style-type: none"> We are ready to resign from services. Sometimes we are require from our subcontractors to reach certain level and sometimes we offer educative trainings. Time of subcontractor work has to be suitable to BIC Group needs. One of our watchwords is elasticity. 	<p>Fair operating practices:</p> <ol style="list-style-type: none"> Anti-corruption Fair competition Respect for property rights <p>Consumer issues:</p> <ol style="list-style-type: none"> We prefer suppliers that can contribute sustainable development 	<p>face-2-face conversation, e-mail, telephone</p> <p>face-2-face conversation</p>	
Suppliers 	BIC	<ol style="list-style-type: none"> Inquiries for products sent too late to be delivered on time. Payments not on time. 	<ol style="list-style-type: none"> In such situation we should take immediate action and order products with another supplier. We take an immediate action to align the payments. 	<p>Fair operating practices:</p> <ol style="list-style-type: none"> Anti-corruption Fair competition Respect for property rights <p>Consumer issues:</p> <ol style="list-style-type: none"> We prefer suppliers that can contribute sustainable development 	<p>e-mail, mobile, supplier evaluation, face-2-face</p> <p>e-mail, telephone conversation, face-2-face conversation</p>	<p>The increase of supplier awareness means that, in their decisions, they also rely on the trust of the company and its image. Suppliers are much more interested in cooperation with responsible companies that (except good financial performance) are managed in a transparent way. Moreover, we build our image and good relationships with the environment. For many stakeholders the financial credibility depends on social credibility.</p>
BIC 	Suppliers	<ol style="list-style-type: none"> Ordered products have arrived too late. Too high prices. 	<ol style="list-style-type: none"> In such situation we can either return the products or freeze them for the future needs. We negotiate prices in a fair way. 	<p>Consumer issues:</p> <ol style="list-style-type: none"> We prefer suppliers that can contribute sustainable development 	<p>e-mail, telephone conversation, face-2-face conversation</p>	

	Work agreement termination / strategic workers	Getting better work conditions at another company.	Lack of strategic competences.	3	3	3	18	Competitive work conditions comparing to other companies in Poland – work environment and salaries. Through a training system spreading the competences between at least two persons inside the organization.	Annual assessment. During which an employee can discuss the condition and the employer can verify employee's satisfaction.
CSR	Mobbing and any act of abuse	Non-ethical behavior of the superiors or subordinates.	Destruction of good atmosphere at the work place. Loss of employees.	3	4	2	14	Implementation of CSR policy and quick reaction to any unwanted situations. Whistle Blower implementation to report this kind of situations to the company's Top Management.	We are in open dialogue with our employees. Moreover, thanks to Whistleblower, our employees have certainty that in case of non-ethical behavior – there is a place where they can report it. Employees are more engaged in the company, seeing that part of its activity is aimed at solving problems.
CSR	Corruption, bribery	A situation where financial profits are proposed to close a deal.	Bad reputation for the company.	4	3	1	7	Implementation of CSR and ethical run of business in accordance with Code of Conduct.	We are associated with criticism of corruption and bribery, which makes us a trusted service provider respecting fair competition. Potential customers want to cooperate with us.
HEALTH & SAFETY	Accidents and hazard situations with the impact on health and safety	At all the sites where our services are provided.	Bad reputation for the company. Financial penalties. Lack of new orders.	4	3	3	21	Proactive management. Implementation of hazardous situation reporting system. Accident and hazardous situations data analysis. Procedures to eliminate or reduce the risk of accident occurrence. Green notebooks campaign and periodical H&S trainings.	Reduction of the number of accidents, countering threats, less employee absence - minimization of costs related to accidents, greater awareness of employees, adjustment of protection measures to existing threats, improvement of safety at workplaces.

Interaction		Potential conflict areas:	BIC's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
BIC	Local Communities	<ol style="list-style-type: none"> Environmental interaction (we produce too much waste etc.) Social interaction (we break unwritten rules of living in a local society – we are too noisy, we do not respect others in a common spaces). 	<ol style="list-style-type: none"> We verify our approach by respecting other beings and weakening our negative influence. We would immediately verify our behavior. 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Active dialogue with the management. <p>Human rights:</p> <ol style="list-style-type: none"> Respect for civil and political rights. Respect for economic, social and cultural rights. Not discriminating against vulnerable groups. <p>Community involvement and development:</p> <ol style="list-style-type: none"> Community involvement. Education and culture. Wealth and income generation Investments in communities. 	<p>e-mail, telephone conversation, face-2-face conversation</p>	<p>Interaction with local community can bring wide range of benefits. Company's participation in the life of local community, as well as undertaking long-term social investments, is facilitating efficient and conflict free functioning of the company.</p> <p>We have also undertake corporate philanthropy because we want to demonstrate our corporate citizenship and our social responsibility, because:</p> <ol style="list-style-type: none"> We want to share our goods with others. Our cultural-national orientation has a rooted habit of giving. We have strong organizational leadership. <p>Our contribution to the local community is:</p> <ul style="list-style-type: none"> Wealth creation. As a good employer we give good example to local business community. We support cultural and sport events. We assist to local initiative.
Local Communities	BIC	<ol style="list-style-type: none"> Too many requirements and pressure reg. sponsoring/charity of BIC Group. Environmental interaction (waste etc.) Social interaction (improper behavior etc.) 	<ol style="list-style-type: none"> We give as much as we can - we support local communities, we do charity. We would react with ask for minimizing bad influence. We expect from others the same social approach as we present. 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Structure and organization of the management. Risk management and due diligence. Decision making process and structures <p>Labour practices:</p> <ol style="list-style-type: none"> Employment relationships. Social dialogue. Working conditions and social protection. 	<p>Face-2-face conversation, e-mail, telephone</p>	<p>Conducting coherent business results in:</p> <ul style="list-style-type: none"> business development, profitability, success in planning. <p>Employee attachment means that we all want to develop company and go in the same direction in which the owners want.</p>
Owners	BIC	<ol style="list-style-type: none"> Wrong critical company decisions. Focus only on profit. 	<ol style="list-style-type: none"> and 2. Owners of BIC Electric form the top management group of BIC Electric, therefore the interests of the owners coincide with the interests of BIC Electric. We find it as a value added that we are a family owned and family run business. 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Structure and organization of the management. Risk management and due diligence. Decision making process and structures <p>Labour practices:</p> <ol style="list-style-type: none"> Employment relationships. Social dialogue. Working conditions and social protection. 	<p>Face-2-face conversation, e-mail, telephone</p>	<p>Conducting coherent business results in:</p> <ul style="list-style-type: none"> business development, profitability, success in planning. <p>Employee attachment means that we all want to develop company and go in the same direction in which the owners want.</p>
BIC	Owners	<ol style="list-style-type: none"> Insufficient profit. Bad advisors. 	<ol style="list-style-type: none"> and 2. Owners of BIC Electric form the top management group of BIC Electric, therefore the interests of the owners coincide with the interests of BIC Electric. We find it as a value added that we are a family owned and family run business. 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Structure and organization of the management. Risk management and due diligence. Decision making process and structures <p>Labour practices:</p> <ol style="list-style-type: none"> Employment relationships. Social dialogue. Working conditions and social protection. 	<p>Face-2-face conversation, e-mail, telephone</p>	<p>Conducting coherent business results in:</p> <ul style="list-style-type: none"> business development, profitability, success in planning. <p>Employee attachment means that we all want to develop company and go in the same direction in which the owners want.</p>

Interaction	Potential conflict areas:	BIC's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
<p>BIC</p> <p style="text-align: center;">↓</p> <p>Banks</p>	<ol style="list-style-type: none"> 1. Verbal arrangements are different from contractual ones (it is mainly about policies). 2. Failure to meet the terms of contract by one of the parties (e.g. insufficient flexibility in solving problems). 	<p>We solve each conflict ad hoc – we care about quick reaction and mobility at the bank part (sometimes we don't have time for a visit, then we arrange everything by phone, by e-mail or by bank calling us).</p> <p>In fact, the messages are clear enough and the items agreed and our cooperation goes very well.</p>	<p>Organisational governance:</p> <ol style="list-style-type: none"> 1. Dialogue with management. 2. Risk management. 3. Decision making process. <p>Labour practices:</p> <ol style="list-style-type: none"> 1. Social dialogue. 2. Working conditions and social protection. <p>Fair operating practices:</p> <ol style="list-style-type: none"> 1. Anti-corruption. 2. Fair competition. 3. Promotion of social responsibility in the value chain. 4. Respect for property rights. <p>Consumer issues:</p> <ol style="list-style-type: none"> 1. Consumer data protection and privacy. 2. Access to essential services. 	<p>Face-2-face conversation, telephone, e-mail</p>	<p>There are three main advantages coming from banks – BIC relationship:</p> <ol style="list-style-type: none"> 1. A wide range of products, interesting solutions for currency transactions, very good offer of current accounts. 2. Big negotiation possibilities - negotiating both prices and terms of contract, the bank is definitely leader in negotiating exchange rates. 3. High flexibility of Bank employees – great mobility – we arrange everything by phone, e-mail or meeting in our office.
<p>Banks</p>	<ol style="list-style-type: none"> 1. The product is poorly adjusted and doesn't meet our requirements. 2. Some significant agreements have been skipped. 3. Lack of timeliness or finishing things at the last moment. 4. Price – the services are too expensive. 5. Failure to meet the terms of the contract by one of the parties (e.g. insufficient flexibility in solving problems). 6. Waiting time for implementation. 			<p>Face-2-face conversation, telephone, e-mail</p>	

Interaction	Potential conflict areas:	BIC's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
<p>BIC</p> <p style="text-align: center;">↓</p> <p>Insurance</p>	<ol style="list-style-type: none"> The insurer does not want to pay compensation, because we do not have a set of documents. The insurer does not want to pay compensation, because the accident was caused by a chronic illness (e.g. fainting due to diabetes) - 	<ol style="list-style-type: none"> BIC bears the costs, because, for various reasons, it happens that employees do not have a set of documents – the costs are still covered. In order to counteract this, we try to educate employees, e.g. by sending instructions on how to proceed in case of an accident. Such situations have happened, and we had to agree to bear the costs, because it was in line with the terms of the policy. Currently, taught by experience, we have included chronic diseases into the policy. 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Open dialogue with the stakeholder. Structure and organization of the management. Risk management and due diligence. Decision making process. <p>Human rights:</p> <ol style="list-style-type: none"> Complaints and grievances management. Avoidance of complicity. Risk situations. Basic workers' rights. <p>Fair operating practices:</p> <ol style="list-style-type: none"> Fair competition. Promotion of social responsibility in the value chain. Respect for property rights. <p>Labour practices:</p> <ol style="list-style-type: none"> Employment relationships. Social dialogue. Working conditions and social protection. 	<p>Face-2-face conversation, e-mail, telephone</p>	<ol style="list-style-type: none"> When looking for a new product - we are able to receive a larger number of responses to our inquiry, and thus receive a better offer. When focusing all services at one broker (company's rating, fleet insurance, project insurance) we can count on help in crisis situations. The broker helps us to complete the documentation necessary to solve cases with insurance companies Broker is flexible - despite some restrictions contained in the contract, when we exceed the number of insured employees (for example, when we exceed man-days initially agreed) we are sure that people are still insured, and annexes issued without a problem, in any amount. Favorable insurance conditions - this is not about the price, but about the scope of insurance (by negotiating the last contract we managed to raise the insurance sum significantly without increasing the price, and additionally negotiate the inclusion of chronic diseases in insurance). We get to know better the nature of work (which is dynamic) and thanks to this we are better and better protected under all circumstances.
<p>Insurance</p>	<ol style="list-style-type: none"> We are always faced with new situations, which even a broker is unable to predict, often associated with costs. We draw conclusions from such situations and we remember them when we negotiate a new contract. BIC Electric has employees working in potentially hazardous areas and building installations that result in losses if build wrongly 	<ol style="list-style-type: none"> Therefore we must have a close cooperation with our insurance companies to mitigate potential conflict areas, coming from accidents at work or covering losses. When it comes to a BIC conflict - and an employee who has incurred medical costs, the employee is always a priority - that's why, on the basis of expense forms, we pay the right amount, and then we "fight" with the insurer on our own. 		<p>Face-2-face conversation, e-mail, telephone</p>	



MATRIX OF STAKEHOLDERS (MUTUAL INFLUENCE: BIC GROUP ↔ STAKEHOLDER)

RISK ASSESSMENT - CORPORATE LEVEL

MARKET, ENVIRONMENT & CUSTOMERS			Description of the risk	Source description of the risk	Description of the impact on the business	Impact on the business scale	Probability scale	occurrence frequency scale	RISK IM-PORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
Market trend	Changing market trend, requirements and demands.	Need to adjust the business to the changing market trends, requirements and demands.	4	2	2	12	Permanent monitoring of market trends, requirements and demands. Marketing strategy focused on new market trend.	Staying updated with the new trends, and adapting to them, if they change in a direction favorable to us, lets us stay ahead of the competition by responding to customers' needs more accurately.			
Non-ethical competitors	Companies with the same or similar business profile not respecting the business ethics. Price dumping.	Noncompetitive prices.	2	3	3	18	Prove our advantages to our customers against competitors in terms of quality, health, safety and environment. The proof are the references from closed projects.	Possibility to differentiate on the market and the ability to brand ourselves as service provider who operates transparently, according to law and regulations.			
Non-ethical customers	Customers not respecting the business ethics. Customers not respecting the law. Lack of knowledge of both issues.	Cash flow and financial problems. Conflict with authorities regarding law compliance.	4	3	2	14	Monitor customer status especially for new customers. Gain information about the customer given by authorities and from internet resources.	Keeping company's good image and trustworthiness through careful check of potential business partners, which brings assurance of fair business operations during projects' realizations and future cooperation.			

MARKET, ENVIRONMENT & CUSTOMERS							Description of the risk	Source description of the risk	Description of the impact on the business	Impact on the business scale	Probability scale	occurrence frequency scale	RISK IM-PORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
Market trend							Changing market trend, requirements and demands.	Need to adjust the business to the changing market trends, requirements and demands.	4	2	2	12	Permanent monitoring of market trends, requirements and demands. Marketing strategy focused on new market trend.	Staying updated with the new trends, and adapting to them, if they change in a direction favorable to us, lets us stay ahead of the competition by responding to customers' needs more accurately.	
Non-ethical competitors							Companies with the same or similar business profile not respecting the business ethics. Price dumping.	Noncompetitive prices.	2	3	3	18	Prove our advantages to our customers against competitors in terms of quality, health, safety and environment. The proof are the references from closed projects.	Possibility to differentiate on the market and the ability to brand ourselves as service provider who operates transparently, according to law and regulations.	
Non-ethical customers							Customers not respecting the business ethics. Customers not respecting the law. Lack of knowledge of both issues.	Cash flow and financial problems. Conflict with authorities regarding law compliance.	4	3	2	14	Monitor customer status especially for new customers. Gain information about the customer given by authorities and from internet resources.	Keeping company's good image and trustworthiness through careful check of potential business partners, which brings assurance of fair business operations during projects' realizations and future cooperation.	

Description of the risk	Source description of the risk	Description of the impact on the business	Impact on the business scale	Probability scale	occurrence frequency scale	RISK IM-PORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
FINANCE								
Currency risk	Exchange rates differences coming from intervals in time between taken costs and payment from the customer.	Less profit on delivered services.	3	3	4	24	As much as it is possible and practical, we try to invoice in the same currency as costs.	We cooperate with reliable contractors, mainly Danish. We try to spend in the same currency, we are up to date with protective instruments.
Customer payment risk	Willingness to pay by the customer according to agreed terms and conditions in contracts. Bankruptcy of our customer.	Influence on cash flow. Nonprofit of delivered service.	3	3	2	12	We monitor financial standing of customers, adjust cooperation terms when needed, monitor status of payments closely and insure our payables with Euler Hermes when possible.	We know both financial condition of our clients and market situation. We are up to date with updating our contracts conditions. In addition, we reach for instruments securing transactions (e.g. receivables insurance).
LAW & TAX								
Rules for delivering services abroad	Risk of new or changing rules for delivering services abroad.	Penalties due to law non fulfillment.	3	3	3	18	Permanent monitoring of legal status applied in different countries where BIC is providing services. Consulting by experts. Established compliance unit in HR department.	We know the European market and regulations very well. We do not limit ourselves to cooperation on the domestic market – we know how to operate on the global market, what means that we can deliver our services, regardless of legal restrictions.
Foreign tax regime	Risk of our projects and/or staff falling into foreign tax regime.	Payment inconvenience to BIC technicians. Double taxation.	3	3	2	12	We introduced monthly reporting of employee status (how many days in given country) with feedback to project planning. Very big focus on long-term projects.	

CSR	LABOR FORCE			Description of the risk	Source description of the risk	Description of the impact on the business	Impact on the business scale	Probability scale	occurrence frequency scale	RISK IM-PORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
	Work agreement termination of skilled / strategic workers	Recruitment of unskilled labor force	Resources availability									
Mobbing and any act of abuse	Non-ethical behavior of the superiors or subordinates.	Destruction of good atmosphere at the work place. Loss of employees.	3	4	2	14	Implementation of CSR policy and quick reaction to any unwanted situations. Whistle Blower implementation to report this kind of situations to the company's Top Management.	We are in open dialogue with our employees. Moreover, thanks to Whistle-blower, our employees have certainty that in case of non-ethical behavior – there is a place where they can report it. Employees are more engaged in the company, seeing that part of its activity is aimed at solving problems.				
	Getting better work conditions at another company.	Lack of strategic competences.	3	3	3	18	Through a training system spreading the competences between at least two persons inside the organization.	Annual assessment. During which an employee can discuss the condition and the employer can verify employee's satisfaction.				
	Risk of recruiting wrong people. Risk of failing to develop own staff.		4	3	2	14	Competitive work conditions comparing to other companies in Poland – work environment and salaries.	First employment agreement is signed for trial period to verify the competences in practice.				
	Risk of lack of qualified workers.	No possibility to start a new project.	4	3	3	21	We work on employer branding, new markets from which we recruit (e.g. Ukraine).	We have job offers on many job portals. Thanks to such a solution, more people can apply for a job offer and we can recruit more people if required. We differentiate recruitment tools. Our job offers are easily accessible.				

Description of the risk	Source description of the risk	Description of the impact on the business	Impact on the business scale	Probability scale	occurrence frequency scale	RISK IM-PORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
CSR Corruption, bribery	A situation where financial profits are proposed to close a deal.	Bad reputation for the company.	4	3	1	7	Implementation of CSR and ethical run of business in accordance with Code of Conduct.	We are associated with criticism of corruption and bribery, which makes us a trusted service provider respecting fair competition. Potential customers want to cooperate with us.
HEALTH & SAFETY Accidents and hazard situations with the impact on health and safety	At all the sites where our services are provided.	Bad reputation for the company. Financial penalties. Lack of new orders.	4	3	3	21	Proactive management. Implementation of hazardous situation reporting system. Accident and hazardous situations data analysis. Procedures to eliminate or reduce the risk of accident occurrence. Green notebooks campaign and periodical H&S trainings.	Reduction of the number of accidents, counteracting threats, less employee absence - minimization of costs related to accidents, greater awareness of employees, adjustment of protection measures to existing threats, improvement of safety at workplaces.
ENVIRONMENT Accidents and hazard situations with the impact on environment	At all the sites where our services are provided.	Bad reputation for the company. Financial penalties. Lack of new orders.	4	3	2	14	Proactive management. Implementation of hazardous situation reporting system. Accident and hazardous situations data analysis. Procedures to eliminate or reduce the risk of accident occurrence. Moreover, we are training our teams working on site in the scope of minimizing negative impact on the environment.	BIC is recognized as a company that cares about the environment. Building the pro-environmental awareness can help us acquire clients focused on minimizing the negative impact on the environment.

IT	ORGANISATION		Description of the risk	Source description of the risk	Description of the impact on the business	Impact on the business scale	Probability scale	occurrence frequency scale	RISK IM-PORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
	Communication problems	Lack of common culture									
Attack on IT structure	Wrong information distribution methods. Lack of communication skills. Decrease of productivity.	Wrong information distribution methods. Lack of communication skills. Decrease of productivity.	Recruitment process and candidate verification process.	Wrong information distribution methods. Lack of communication skills. Decrease of productivity.	Wrong understanding of given information, bigger rotation of employees.	4	3	2	14	Open communication within the company. Internal newsletter and other information distribution channels.	Well-informed, calm and confident employees with very good understanding of goals of the company. Better work-atmosphere and faster problem-solving. Good corporate image of the company.
		Conflicts in teams and between the people inside the company.	Distribution of employed technicians around the project sites in different places with different cultures.	Conflicts in teams and between the people inside the company.		2	3	2	12	Common get-together events and parties. Rotation of the technicians around the projects to gain more experience of common culture. Trainings of the employees and increasing interpersonal competences.	Greater involvement and loyalty of employees - less personnel fluctuation - lower costs associated with the recruitment of new employees. Satisfied employee - more motivated to work. Higher interpersonal competences of employees - improvement of communication within the company - fewer conflicts and a better working atmosphere.
			Hackers, competitors willing to get the data files or break down of BIC IT system.	Losng strategic and/or confidential data. Losng market position.		4	3	3	21	Better secured IT structure. Implementation of basic procedures to handle IT equipment and data in a safer way.	Protection of our consumers' personal data and building trust and the image of a reliable company. With a well-secured IT platform we detect a problem earlier and ensure the highest level of quality of service provision is maintained.

WORK AT PROJECT SITE		Description of the risk	Source description of the risk	Description of the impact on the business	Impact on the business scale	Probability scale	occurrence frequency scale	RISK IM-PORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
Delays at the project against the agreed service delivery date	Accidents at the site	By operating on many projects in different areas of the world technicians must be familiar with the conditions on site.	Any accident might have impact on employee health conditions.	4	3	3	21	<p>Safety training given on the site each time our employees start a new project. High quality protective gear given to all BIC employees. Regular safety inspections of the facility by our team leaders. A proactive approach of the customers to the health and safety conditions on site. Ongoing dialog with the customer in terms of continuous improvement of the health and safety conditions.</p>	<p>A well-trained team with high qualifications: As a result, all Health and Safety principles are maintained at the highest level. Absence of accidents means that work is performed without any delay. Thanks to that, we keep deadlines and increase the satisfaction of our client.</p>	
	Accidents, sickness of our employees. Delays of material and other equipment supplied by our customer or external supplier.	Loss of good reputation. Financial penalties.	4	2	2	12	<p>Elimination of any possible accident possibility at the project site by professional preparation of the employees to the work through several HSE trainings. Implementation of health & safety and bicycle policy to promote safety awareness and continuous improvement in the aspect of environmental impact of the company's activity and to encourage the health-aware attitude among employees.</p>			

REGISTER OF ESPECIALLY DANGEROUS WORK

The official list of especially dangerous works with regard of higher risk of incidents is the following:

1. Work at heights;
2. Maintenance, modernization and repair the electrical equipment located under voltage;
3. Work carried out in the vicinity of exposed electrical appliances or parts thereof, which are under voltage.

Detailed requirements for safety at work during the execution of above listed especially dangerous works:

1. Direct supervision of the work where possible. The work of especially dangerous status will be always performed by at least two people;
2. Protective gear is defined by the employer or the person managing employees and informs the staff members of proper usage of this protective gear before starting the work;
3. Manager or other designated and trained employee performs preliminary HSE training to all the staff members assigned to the project. The training shall contain at least the following:
 - task/activity delegation to the individual staff members,
 - sequence of task/activities,
 - requirements for safety and health at the individual tasks/activities.

The employees permitted/authorized to execute the especially dangerous works will:

1. Have no medical contraindications,
2. Be additionally trained in matters of safety at these type of works,
3. Hold additional permissions required for certain work that is defined as especially dangerous (eg. live electric power circuits)

Before starting by the project staff any work defined as especially dangerous, the person managing the employees informs about the following:

1. Scope of the work to be done,
2. The type of risks that may occur,
3. The necessary means of individual and collective protection and their proper usage,
4. Description of work processes,
5. Behavior and procedures in case of an emergency or emergency situations

OŚWIADCZENIE O ZAPOZNANIU Z OCENĄ RYZYKA ZAWODOWEGO

Niżej podpisany potwierdzam, że zostałem w dniu zapoznany z ryzykiem zawodowym, które wiąże się z wykonywaną pracą na stanowisku:

Zostałem także poinformowany o zasadach ochrony przed zagrożeniami występującymi na moim stanowisku. Zobowiązuje się do stosowania zaleconych środków ochronnych oraz pracy w zgodzie z przepisami bezpieczeństwa.

.....
(podpis)

ACKNOWLEDGEMENT OF OCCUPATIONAL RISK ASSESSMENT

I, the undersigned hereby confirm that on
I was familiarized with the occupational risk that is associated with the work performed as:

I was also informed about the rules for protection against hazards at my workplace.
I will use the recommended protective equipment and will work in accordance with the safety principles.

.....
(signature)

OŚWIADCZENIE O STANIE ZDROWIA POZWALAJĄCYM NA WYKONYWANIE PRACY

Niżej podpisany

oświadczam, że mój stan zdrowia pozwala mi na wykonywanie pracy na stanowisku:

.....
Nie posiadam żadnych przeciwwskazań medycznych związanych z pracą.

.....
podpis)

STATEMENT OF HEALTH STATE ALLOWING TO PERFORM WORK

I, the undersigneddeclare that my health allows me to perform work as:

I have no medical contraindications related to work.

.....
(signature)

CSR NET & GROSS LIST

Organisational governance

Issue	Short term relevance	Long-term relevance	Reference	Comment
Dialogue with stakeholders	X	X	Enclosure 32	Open communication through different channels of communication.
Organisation of the management	X	X	Enclosure 1	Eryk is focus on progress of society and well-being of employees.
Risks and opportunities	X	X	Enclosure 33, Enclosure 4	A very thoughtful decision making process either in the office or at site.
Decision making process	X	X	-	

Human rights

Issue	Short term relevance	Long-term relevance	Reference	Comment
Civil and political rights	X	X	Enclosure 31, chapter 6, Whistleblower, chapter 2	Freedom of thought and expression – protection of individuals' freedom.
Cultural rights	X	X	Enclosure 31, chapter 6, Whistleblower, chapter 11	Equality, human dignity and non-discrimination.
Discrimination of vulnerable groups	X	X	Enclosure 31, chapter 6, Whistleblower	Equality, respect and protect the rights of vulnerable groups
Complaints and grievances management	X	X	Chapter 6, Whistleblower, Enclosure 12	Mechanism for controlling complaints and grievances.
Risk situations relating to human rights	X	X	Enclosure 31, chapter 6, chapter 11, Whistleblower	Respect of human rights when conditions are unfavourable (e.g. systematic corruption, involvement of children)
Basic workers' rights	X	X	Enclosure 31, chapter 6, Employee representative	There are two representatives of people's voice elected in the employee's election.

Labour practices

Issue	Short term relevance	Long-term relevance	Reference	Comment
Employment relationship	X	X	Chapter 6, chapter 5	Assurance and promotion of legal employments. Long-term relations with employees
Working conditions and social protection	X	X	Chapter 6, enclosure 21	Welfare of workers and their families. Economic development through: responsible salaries, working hours, resting periods, vacations.
Social dialogue	X	X	Chapter 6, chapter 7, chapter 9	Building up social cohesion.
H&S at work	X	X	Chapter 5, chapter 8	OHSAS 18001

Development opportunities at work	X	X	Chapter 6, Enclosure 6, chapter 3, chapter 10, chapter 12, enclosure 6, enclosure 7	We care about development of our staff. We facilitate our employees their personal development, moreover during either annual interview or quarterly talks, they have occasion to express their needs in the open dialogue.
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THE ENVIRONMENT – we cover environmental issues by fulfilling requirements of DS/EN ISO 14001:2015 norm.

Fair operating practices

Issue	Short term relevance	Long-term relevance	Reference	Comment
Anti-corruption	X	X	Enclosure 31, chapter 6, chapter 2	We prevent corruption and bribery by raising awareness among the employees.
Responsible political involvement	X	X	Chapter 6	We have strong proxy in Communication and Marketing Department which is to represent our company outside.
Fair competition	X	X	Chapter 6	Ethics of Eryk within relationship with other organization.
Social responsibility in value chain	X	X	Chapter 6, chapter 11, chapter 2	Open dialogue with other, surrounding us organizations.
Respect for property rights	X	X	Chapter 6, Chapter 11, Enclosure 11	Eryk respects physical and intellectual property rights.

CONSUMER ISSUES – We run B2B business and thus we do not provide our services to the end user. Nevertheless, we are obliged to alert and act when something occurs.

Community involvement

Issue	Short term relevance	Long-term relevance	Reference	Comment
Community involvement	X	X	Chapter 6	We believe our business role is fulfilled when it extends its influences and possibilities onto communities.
Education and culture	X	X	Chapter 6, Chapter 20, Chapter 12, chapter 2	Promotion of culture and education.
Employment creation and skills development	X	X	Chapter 6, chapter 5	We support economic and social development.
Technology development and access	X	X	Chapter 1	As far as we can, we give easy access to the modern technology.
Wealth and income generation	X	X	Chapter 6	We work closely with regional government on development of Scandinavian business, bringing work places, creating wealth and spreading Scandinavian working culture.
Health	X	X	Chapter 5, chapter 8	OHSAS 18001
Investments and communities	X	X	Chapter 6, chapter 2	Maintenance and strengthen our relationships with communities.

PROCEDURE IN CASE OF ACCIDENT / INCIDENT



1. **STOP WORK AND PROTECT WOUNDED PERSON**



2. **CALL FOR HELP/ASK SOMEONE TO DO IT**



3. **START THE RESCUE PROCEDURE**



4. **INFORM SITE MANAGEMENT AND YOUR TEAM LEADER**



5. **TEAM LEADER INFORMS EITHER:**
- * KEY ACCOUNT ENGINEER or
 - * QUALITY AND LEAN MANAGER → +48 508 818 997 or
 - * HSE SPECIALIST → +48 605 05 49 69



6. **THE INJURED PERSON FILLS ENCLOSURE 12 AND FORWARD IT TO QUALITY AND LEAN MANAGER:**
- + 48 508 818 997
NJ@BIC-electric.com

REPORT YOUR ACCIDENT TO ERGO HESTIA (Alarm Center 24 h): + 48 22 522 29 90, + 48 22 232 29 90

ERGO
HESTIA

HEALTH AND SAFETY SPECIALIST will take care about all needed post-accident documentation and procedures.

QUALITY AND LEAN MANAGER will document and keep the proper records, accordingly to our Integrated Management System.