



Green culture

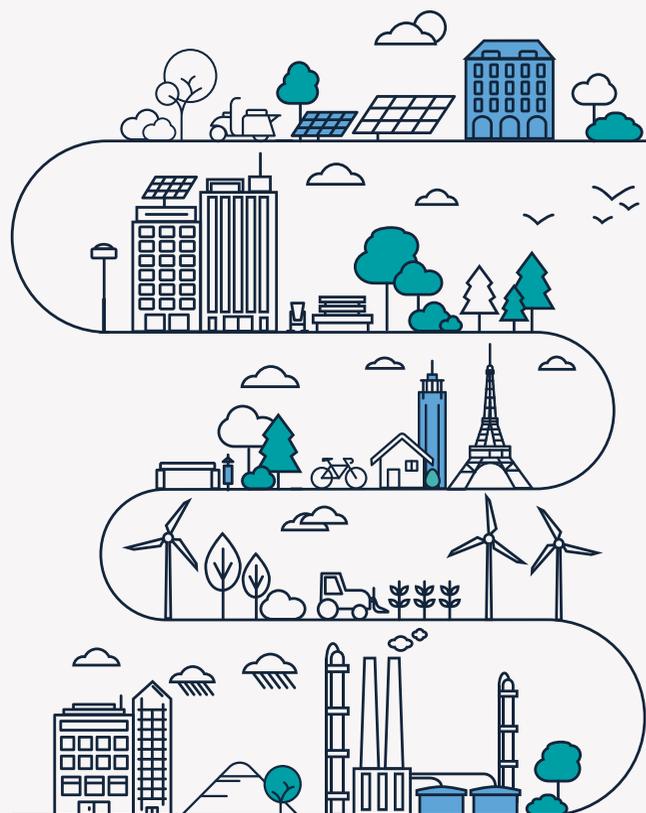
Community engagement

Trusted suppliers

Legal compliance

Pride and integrity

[www.eryk.com](http://www.eryk.com)



# CORPORATE SOCIAL RESPONSIBILITY

Report

# 2020



# INTRO

*2020 was a turbulent year, much different than planned. The world's most pressing challenge was Covid-19, that forced us to change many arrangements and priorities. We had to focus on our operations and key stakeholders: especially customers and employees. We implemented all possible precautionary measures to make Eryk a SAFE workplace and to minimize the risk of Covid-19 infections. At the same time we strived to keep promises given to customers and make sure to provide services according to agreements and deadlines despite Covid-19 restrictions. We also tried to do our best to keep a good team spirit and motivation, often switching into virtual solutions (such as in sport challenges).*

*Our involvement in the local communities was much under the level we would desire, but we kept engaging where possible. When it comes to environment, this year we did not have to compromise. On the contrary, switching to virtual meetings saved us and the Earth many travels. Finally, we stayed committed to our long-term vision of creating sustainable jobs in Africa. Even though the whole project has almost stopped for some months due to pandemic, we continue it and work on next steps.*

*Responsible business means the world to us. It is not only the ethical thing to do, but it is also an expectation towards ourselves – international service provider, employer and a member of communities.*

*We have the pleasure to present the 4<sup>th</sup> annual CSR report.*

*Enjoy the reading!*

Jens-Chr. Møller  
President

Lucja Kalkstein  
Vicepresident



**We provide services within:**



Industry & Automation



Oil & Gas



Building Installations



Wind Power

ISO 9001

ISO 14001

ISO 45001

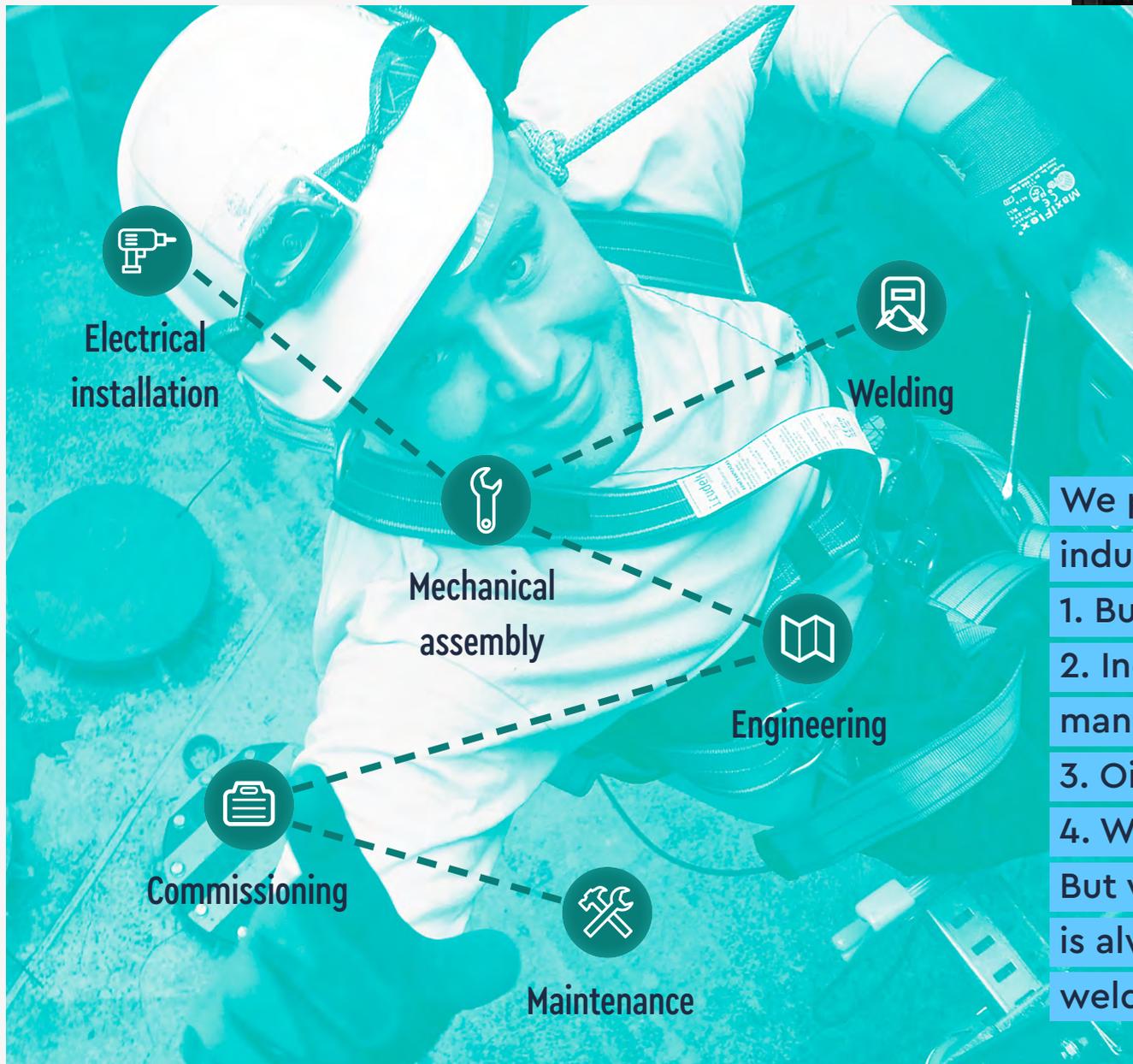
CSR ISO 26000

**WHO  
WE  
ARE**

Eryk is an international technical service provider who offers electrical and mechanical assembly, installation and commissioning services worldwide. Our aim is to provide an additional scalable resource to our collaboration partners' business where they easily can ramp their capacity up or down, when needed, avoiding the costs of increasing or decreasing own staff headcount when experiencing a fluctuating pipeline. By using Eryk's support onsite they can both optimize their use of own resources and ensure high quality of service. We are born international, specialized in working across borders and through the years we have developed the competences necessary to run a multi-lingual and multi-cultural organization with knowledge about European industry, labour market and essential technical skills.



We are professionals. Our company has a long and wide experience in executing demanding projects and together with our experienced, educated and passionate teams of technicians and engineers we provide our partners with efficient and cost-competitive services in Electrical installation, Mechanical Assembly, Welding, Engineering, Commissioning, Maintenance.



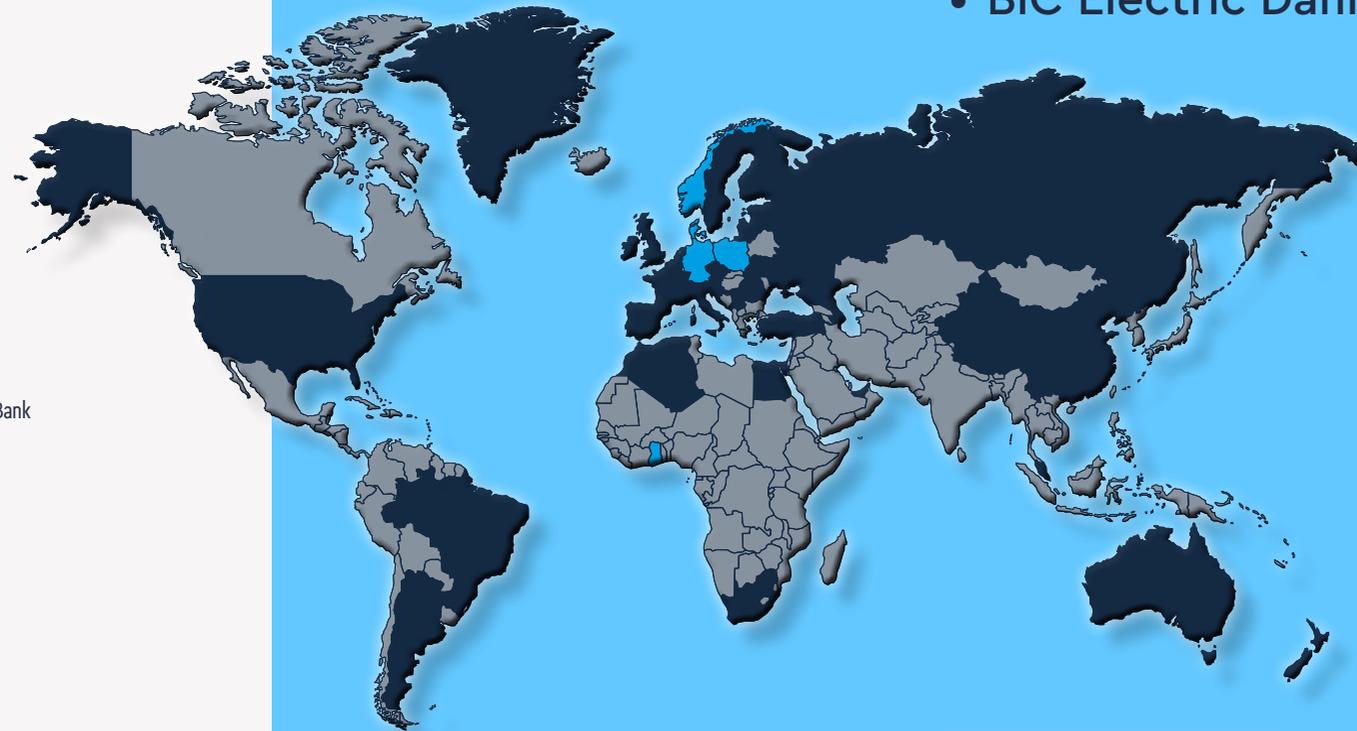
We provide our technical services to a broad variety of industries that can be split into 4 business areas:

1. Building installations
2. Industry & Automation (incl. sub-categories such as manufacturing, processing, automotive, intralogistics)
3. Oil&Gas
4. Wind Power

But what we provide in each business area is always the same: electrical & mechanical installation, welding & commissioning services on-site world-wide.

# Eryk consists of:

- Eryk Sp. z o.o.
- Eryk A/S
- Eryk AS
- Eryk GmbH
- BIC Electric Danmark A/S in West Africa



● LOCATIONS  
● PROJECTS

**2021.02 – 1st anniversary of Eryk!**  
 After over 16 years of providing technical services around the world, BIC Electric became Eryk, to better reflect the nature of the company. The inspiration for the new name was the figure of Eric of Pomerania – King of Denmark, Sweden and Norway and Duke of Pomerania (born in Darłowo!) – a powerful ruler from the 15th century, who brought immense territories under one rule. The other source is the Pomeranian dog – a small companion with a lion-like attitude – we believe it both reflects our fierce attitude on the market as well as the friendly companionship we offer our customers.  
 We believe that our new name Eryk and the new logo will be associated with the ideas of loyalty, mobility, reliability and quality of technical service.

**2004** Start of the company  
Szczecin, Poland

**2008** 50+ employees

**2009** Branch in Denmark

**2012** Maersk Oil  
First project offshore

**2013** Branch in Norway

**2014** AAA credit ranking

**2015.01** 100+ employees

**2016** One shared services centre  
for the whole group  
Szczecin, Poland

**2016** First big wind power project Race Bank

**2017** Installation on one of Europe's  
most advanced and biggest auto-  
mated car parks, Denmark

**2017** Egypt – the biggest silo project in  
the world along the Nile

**2018.01** 200+ employees

**2018.02** Ukraine – installations  
in New Safe Confinement  
in Chernobyl

**2018** The biggest offshore wind farm  
in the world  
Hornsea Project One

**2018.05** CSR certified  
(as one of the first companies in PL)

**2018.06** Royal Export Medal  
for Jens-Christian Møller

**2018.11** Start of African Vision project  
office in Accra, Ghana

**2019.04** First trainees from Ghana  
and Nigeria on-site

**2019.08** Over 40 project countries

**2019.09** Branch in Germany

**2019.10** Nomination to CSR award  
by President of Poland

**2020.02** New brand – Eryk

**2020.04** New office in PL  
(shared service center)

**2020.10** ISO 45001 certified  
(H&S)

# OUR CSR

Eryk believes in conducting business in a manner which achieves sustainable growth whilst demonstrating a high degree of social responsibility.

We believe that this approach creates a source of competitive advantage for our business.

## RESPONSIBILITY



Our marketplace



Our community



Our environment



Our people

## BUSINESS PHILOSOPHY

### Not only about the business

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

### Focus: People

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

### Social commitment

We pay taxes. We believe that it is a company's obligation to contribute

its fair share to the society; we also like paying taxes because it means we make a profit (or so it should be).

### Share in success

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

### Locally present

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

### Business transparency

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



## CSR PRINCIPLES



### Fair operating practices

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



### Human rights

- dignity
- transparency
- equality
- whistleblower
- freedom



### Business sustainability

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



### Labour practices

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



### Community involvement

- memberships
- charity
- local activities



# OUR CSR & OUR STAKEHOLDERS

2020 was much different than planned. Covid-19 forced us to change many arrangements and priorities, often in the last moment, and usually more than once. We had to focus on our operations and key stakeholders: especially customers and employees.

Our priorities were:

- to remain a reliable partner and keep promises in changing circumstances,
- to assure safety of our staff while maintaining operations, and
- to give our employees all possible support, stability and safety.

Our involvement in the local communities was much under the level we would desire, but we kept engaging where possible. When it comes to environment, this year we did not have to compromise. On the contrary, switching to virtual meetings saved us and the Earth many travels.

Finally, we stayed committed to our long-term vision of helping create sustainable jobs in Africa. Even though the whole project has almost stopped for some months due to pandemic, we continue it and work on next steps.

## ERYK'S KEY STAKEHOLDERS



Customers



Employees



Suppliers



Local communities



Mother Nature



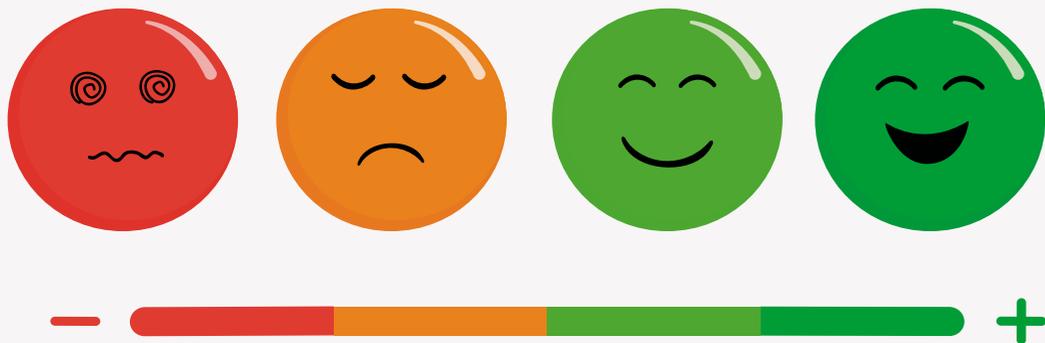


## ERYK'S CUSTOMERS

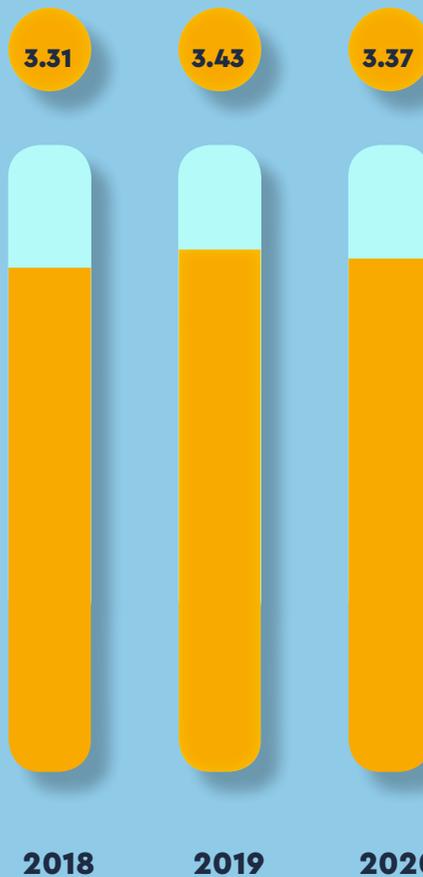
In Eryk, we see customer satisfaction as the best measure of a good and fair business.

Only by:

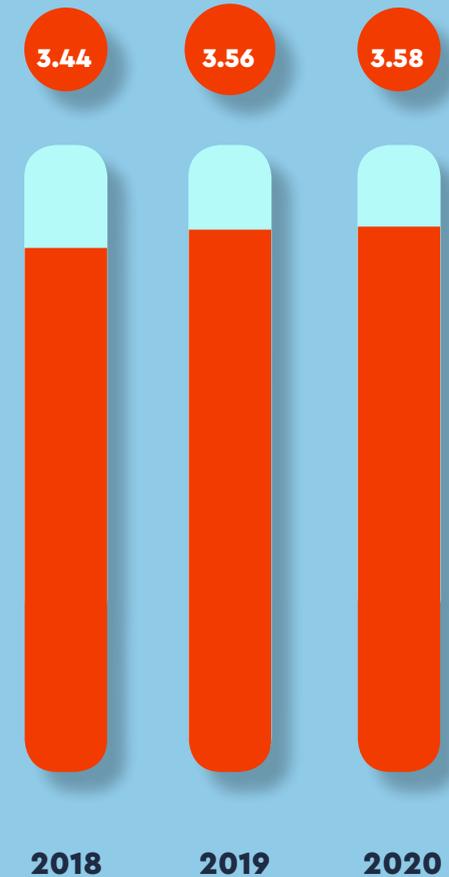
- delivering quality,
  - adding value to all parties,
  - keeping commitments and promises, and
  - treating stakeholder with respect...
- ...it is possible to maintain long-term relationships.



### CUSTOMER MANAGEMENT SATISFACTION SURVEY



### CUSTOMER SATISFACTION SURVEY

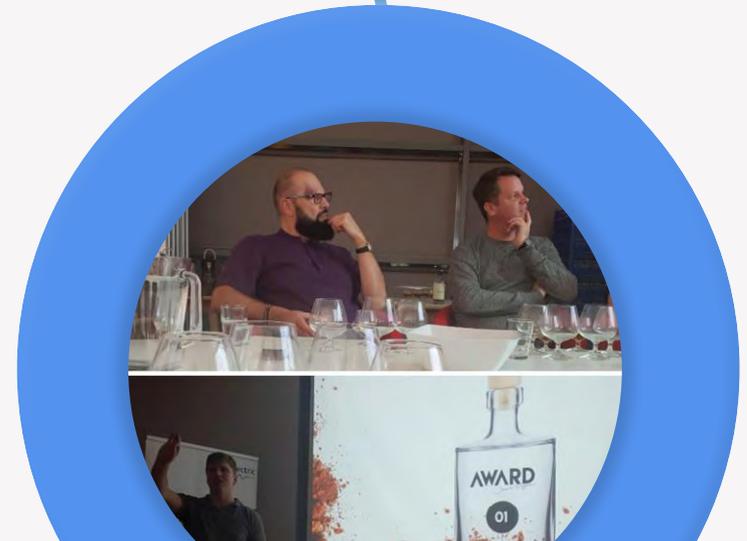
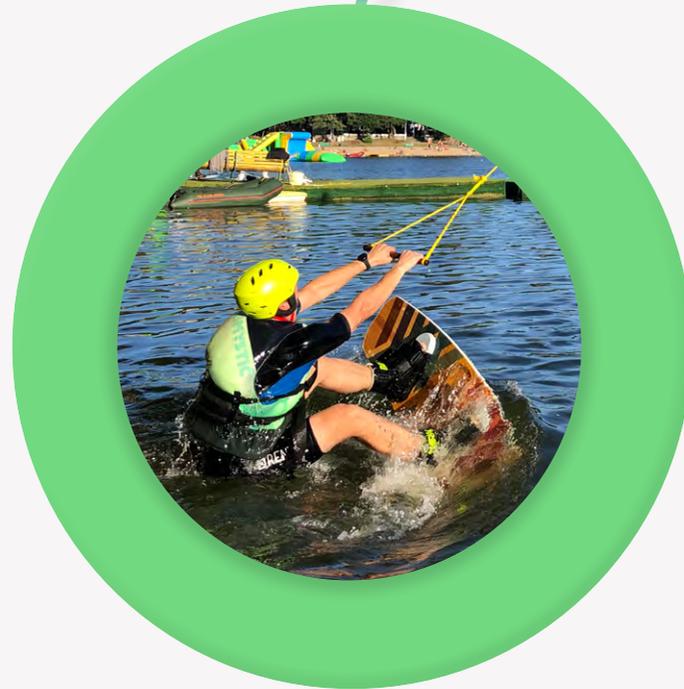
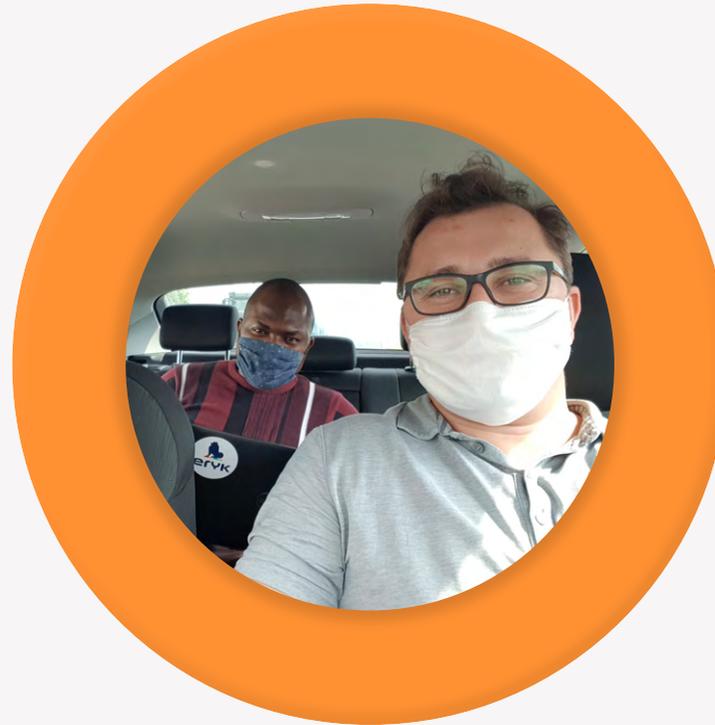


\* Out of 4



# Eryk as a good employer. We care!

- We care for our employees, because they are essential part of Eryk and co-authors of success.
- We respect every person in the workplace.
- Physical and mental wellbeing are of our great importance.
- SAFETY on site and in the office – this is an absolute MUST.



## Keeping us SAFE. Covid-19 precautions

– we have implemented all possible precautionary measures to make Eryk a SAFE workplace and to minimize the risk of Covid-19 infections. We informed, instructed, controlled and supported our employees in all possible and most efficient ways:



**1**

Keeping an eye on restrictions in countries where we travel (reg. quarantine and Covid-19 tests)



**2**

Proper safety masks, face-shields, disinfection liquids etc.



**3**

Instructions via posters and newsletters



**4**

Screening for Covid-19-related problems via CRM survey



**5**

Tests against Covid-19

- over 400 tests in 2020
- testing before and after each project
- additional tests for employees in case of feeling uncertain
- Covid-19 helpdesk in the office



**6**

Adjusted accommodation standards at the projects



**7**

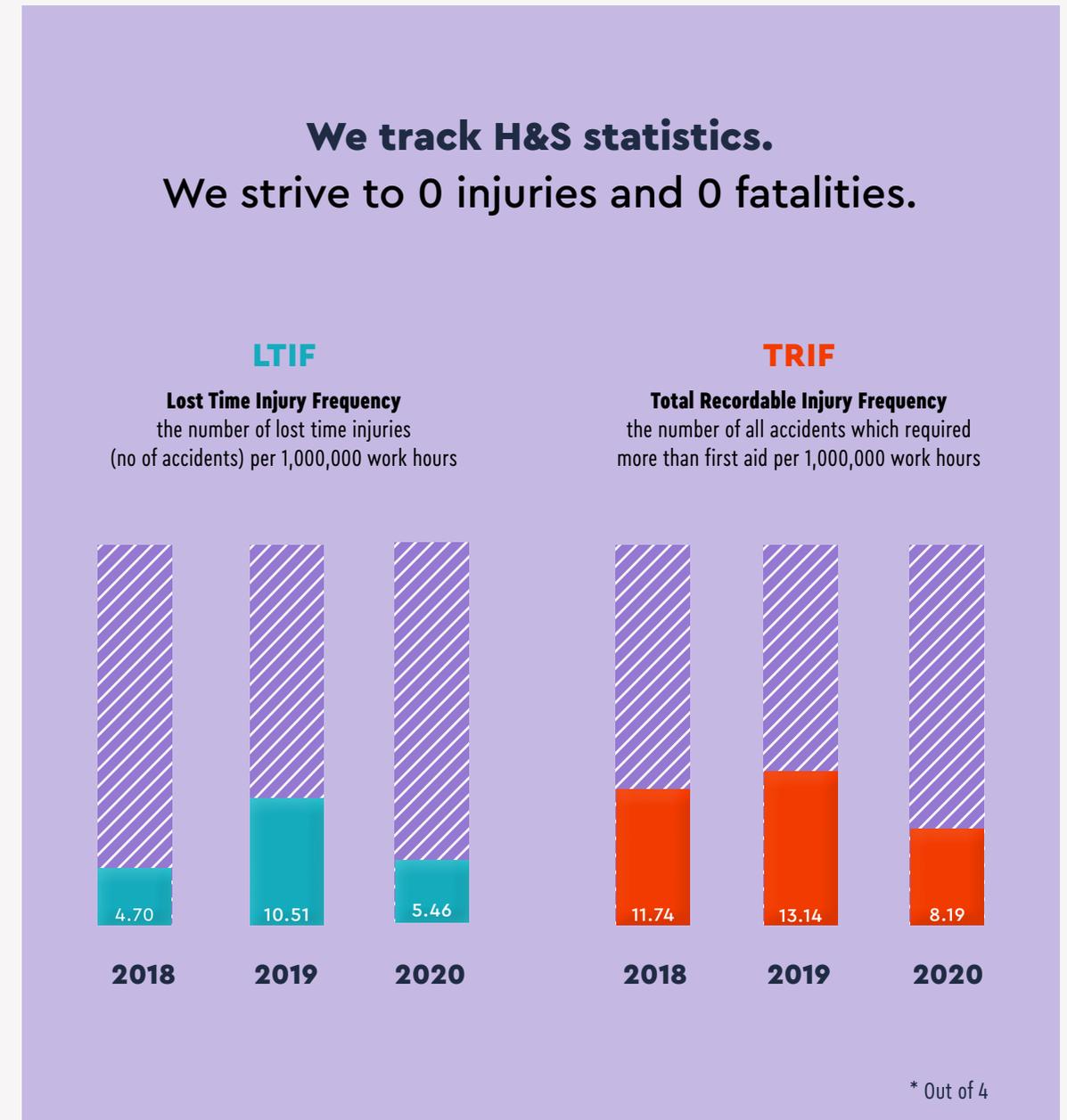
Rearrangements of the working space to minimize the infection risks



**8**

Covid-19 risk assessment

## Keeping us SAFE



# We care for a good and transparent communication

- **Two-way communication:** we try to communicate openly and listen to our employees
- **Internal newsletters:** we keep all employees updated about current issues in the company
- **Whistleblower:** anonymous platform to expose any illegal, unethical or improper behaviour directly to company's top management.
- **Annual assessment:** opportunity to share and to get the feedback about the company. It allows us to improve and to listen to our employees. In 2020 we had meetings with 80% of all staff.
- **Annual anonymous survey:** anonymous channel of expressing opinion on numerous aspects of the work environment

# Personal development – we support and finance:



## Rates given by our employees in annual anonymous survey

Some results from 2020



\* Scale 1-5



# We do our best to keep a good team spirit

## SPORT COMPETITIONS

### Eryk's Summer Sport Challenge

Copenhagen to Madrid and back! ..this was a distance we made this summer ...by walking, running, cycling and roller-skating :) Eryk's Sports Team completed the Summer Sport Challenge 2020 with the following results: our 13 participants covered over 4600 km and burnt around 250 thousand calories (that's 250.000!), which is equivalent to 774 pizza slices, 576 hot dogs or 8260 tomatoes :)

We are very proud of ourselves and we aim to keep up the sporty attitude. Congrats to our winners:

Maj (324 km in running), Adam (1765 km in cycling), Joanna (91 km in roller skating) and Agnieszka (510 km in walking)

### Virtual NCDC Business Race

Great success of our runners: one of our teams won the 2<sup>nd</sup> place

It was already the 6<sup>th</sup> edition of this regional event. Last year we could run together with over 1400 people from dozens of companies based in Szczecin, but this year, we did it virtually. All 152 teams ran individually using an app.

This year NCDC Business Race supported little Kajtuś suffering from muscular atrophy (SMA).

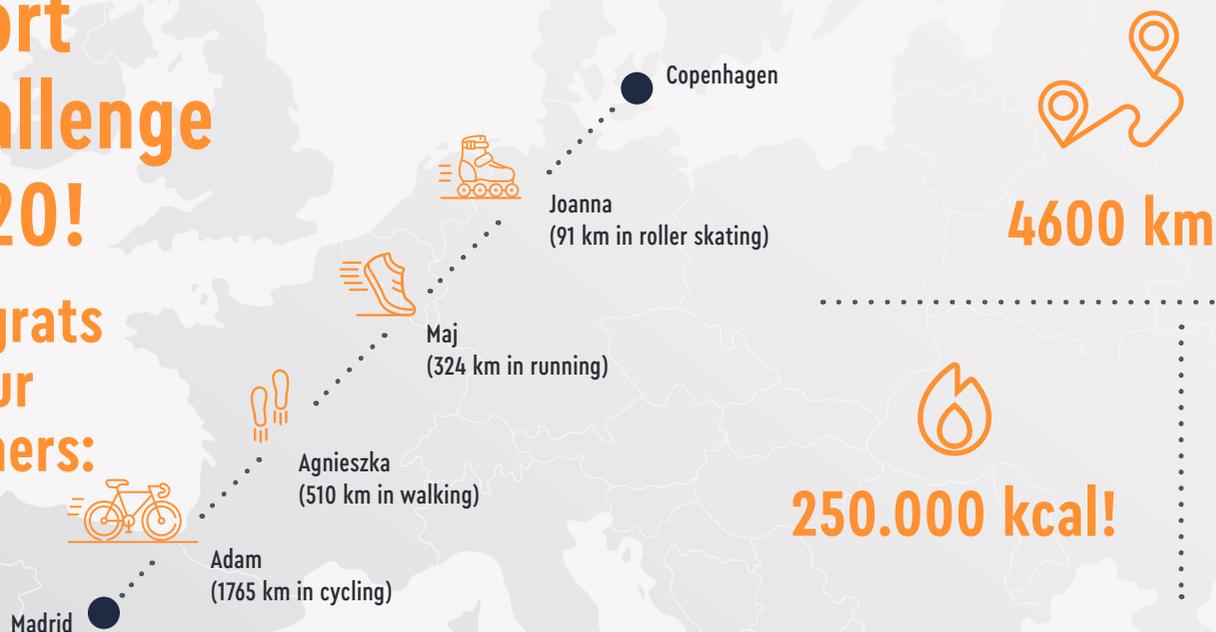
## CHRISTMAS PRESENTS FOR EMPLOYEES' CHILDREN

112 – number of wrapped presents by our Santa Little Helper.



## Sport Challenge 2020!

Congrats to our winners:



which is equivalent to 774 pizza slices



# Where mutual trust matters



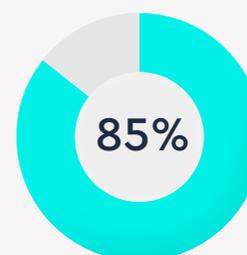
We aim to create stable relations with our suppliers, based on trust and shared values. A good dialogue with our suppliers helps us deliver quality services.

We have high expectations towards them, but also, as a responsible and credible business partner we ensure that our suppliers are always:

- selected professionally,
- treated with respect,
- managed in transparent processes,
- paid on time.

We evaluate our suppliers on a yearly basis.

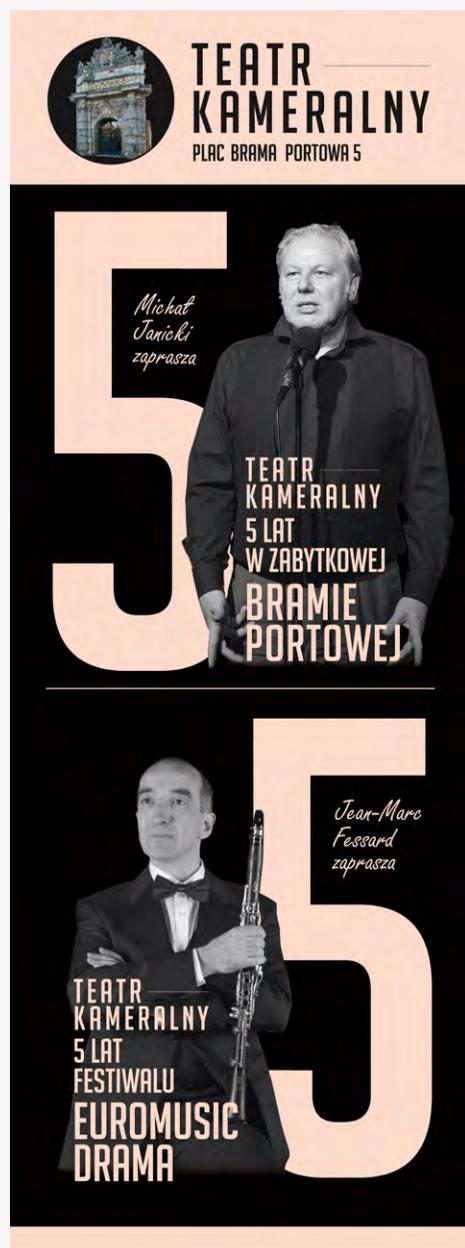
- 60 – number of evaluated suppliers in 2020



percentage of evaluated suppliers that showed a satisfactory CSR awareness level

## ERYK'S ENGAGEMENT IN LOCAL COMMUNITIES

Covid-19 pandemic significantly limited our local involvement. It was much under the level we would desire. Many initiatives were cancelled, postponed or switched into virtual world. Nevertheless, we kept engaging where possible. In 2020 there were only few occasions where we could participate in person, share the knowledge and Scandinavian business values.

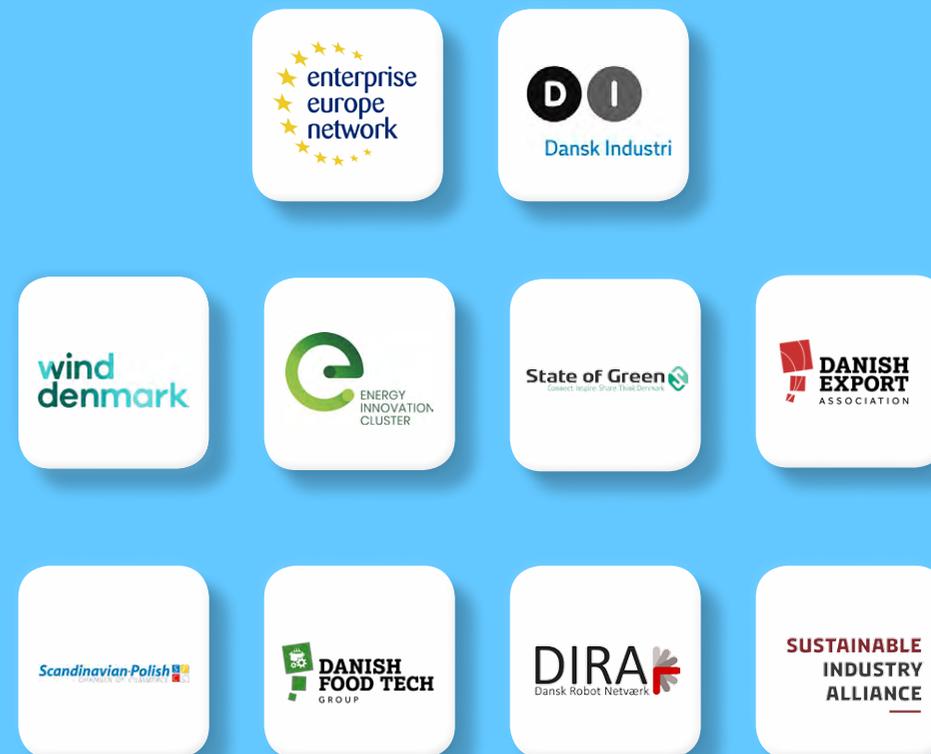


- We are a part of community**  
 – we participate and involve ourselves, and want to give back all the good energy we receive:
- we are active in business and social networks
  - we share expertise and Scandinavian business values
  - we support cultural initiatives
  - we engage in sports, and
  - support those in need

- In 2020 we supported:**
- EuroMusic Drama 2020 – theatre music festival in Szczecin
  - Paraspport Danmark – Danish organization promoting exercise and competitive sports for people with disabilities.
  - Doctors Without Borders – international medical humanitarian organization
  - Danish Sci-Fi Movie – student's project
  - Maritime Academy in Szczecin – students' competition promoting renewable energy



## ACTIVE MEMBERSHIPS IN DIVERSE INDUSTRIAL ASSOCIATIONS

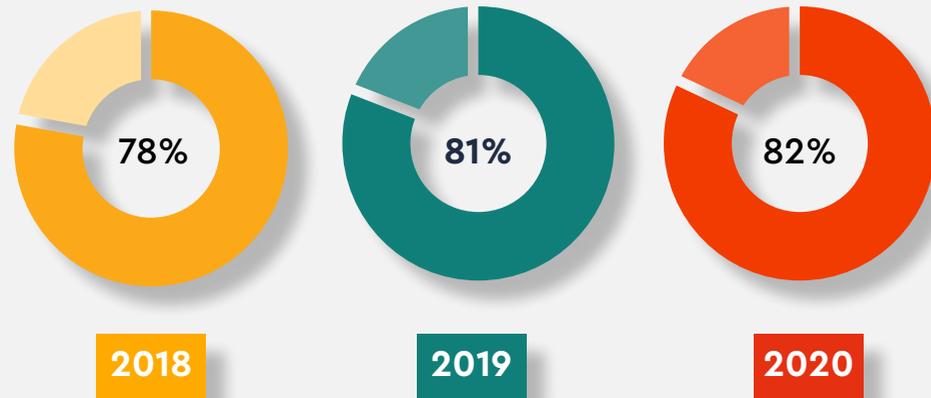


# Whole world not a literal stakeholder, but still...

## Eco-travelling

Although our travelling environmental goals are relevant, this year they clashed with Covid-19 restrictions. We were focused on getting people to projects in a safe way.

### TRIPS WITH MIN. 2 PERSONS SHARING 1 CAR



## Meetings

Pandemic reality forced us to meet our customers via Microsoft Teams or virtual room Switching to virtual meetings spared us and the Earth many travels.

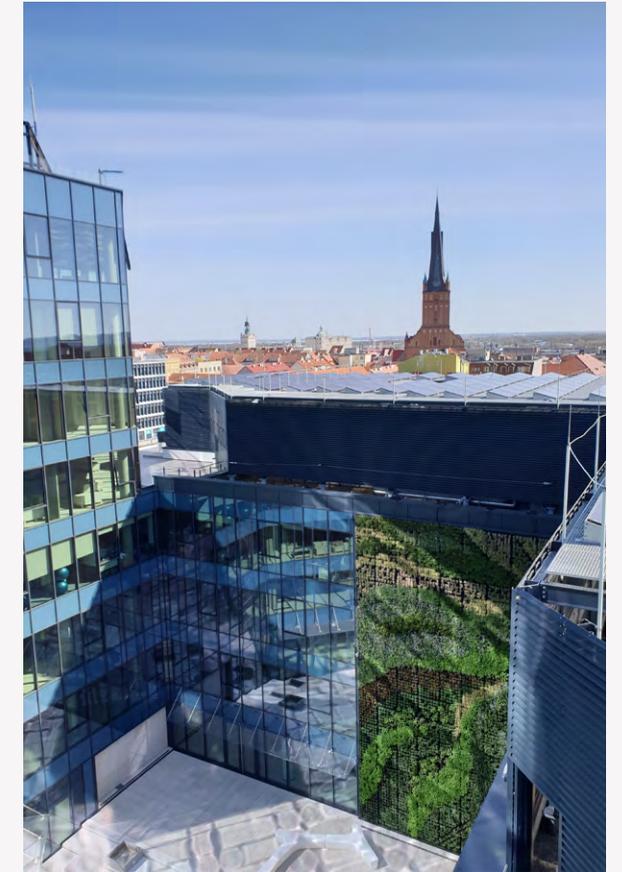
### Some numbers from 2020:

- 1465 – no. of online meetings
- 135.977 minutes
- 25 € – for EACH Summer and Christmas "virtual visits" we have donated to Doctors Without Borders

MOTHER NATURE

## Posejdon Center – Eryk's new home in a nearly-Zero-Emission-Building (nZEB)

In 2020, as a company with an already limited environmental impact, we consciously changed the location of Shared Service Centre to a pro-environmental building, constructed according to highest sustainability standards. Posejdon Center is the largest project of its type in Poland to date. It was granted BREEAM certificate – level: Excellent. Thanks to implementation of passive geothermal energy collection system, CO2 emissions of the building are 76% lower compared to similar buildings built with traditional techniques. This fits perfect to our CSR policy.



# AFRICAN VISION

## Long-term vision

We believe that we can contribute to a better future of West African professionals and their families. Our goal is to create sustainable, high competence jobs, transfer our technical skills and company values, and make our employees in Africa appreciated professionals.

GLOBAL INVOLVEMENT



Contribution to economical, industrial and social development in West Africa



Creating sustainable, high competence jobs



Sharing knowledge, experience and values

# 66



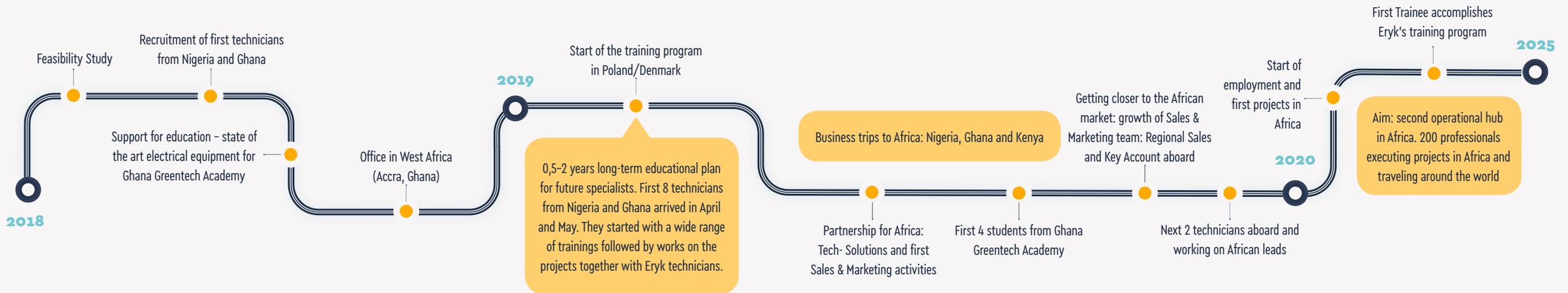
*The project touches upon some very important issues in Ghana and West Africa, namely job creation, knowledge transfer and creating economic growth but also at the same time exploring the many opportunities that lie in the Sub-Saharan Africa. With the dedication that Eryk has shown I am confident that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

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



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

Per Christensen - Consul General to Nigeria  
Royal Danish Consulate



Our CSR



Care for the environment



Quality



Health & Safety



Company policies

**Meet Ebenezer –  
Eryk's first Trainee  
who accomplished the  
training program and  
became Eryk Technician.**



Ebenezer joined us in April 2019 as one of our first West African colleagues from Nigeria and Ghana to take part our training program in Europe. The course syllabus was designed for 0,5–2 years and focused particularly on our work standards. It started with extensive theoretical training, comprising technical and HSEQ issues, followed by practical training on-site, together with other Eryk technicians.

"My on-site training consisted of industrial electrical and mechanical installations – all these projects were fully carried out by Eryk technicians. I'm impressed by their working standard, it's marvelous. I'm happy to be part of the company :)."



# Young generation

Journey continues! 4 young, talented trainees from electrical college in Ghana, who joined Eryk in the second half of 2019 continue their education program. 2020 was full of practical training on site with Eryk Technicians.



Listowel



Florence



Alex



Michael



Unfortunately, due to Covid-19, we had no new trainees in 2020, as we planned before the pandemic. In 2021 we will start organizing arrival of 3 next trainees.

