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# CORPORATE SOCIAL RESPONSIBILITY

Report

# 2022



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# INTRO

We have never wanted our CSR policy to be a charity-type appendix to other activities. What we want is a business philosophy, guiding our daily operations. **It is about people. It is about making the world a better place, bit by bit. And it is about good business.**

This is why, after the pandemic put us on hold for over a year, **we concentrated our efforts on Eryk Apprenticeship Program** – and are happy to see it take off. At the end of 2022 we had 13 apprentices, among them 4 from West Africa. So far 12 of our young technicians have already graduated and joined the ranks of our competent teams as full-fledged technicians. The program gives young people an opportunity to develop their skills and build their professional career, which is vital all over the world, but even more so in West Africa, from where many of our apprentices come. At the same time, Eryk gains competent and motivated technicians, who help build our business and deliver first-class service to our customers. This profession is heavily dominated by men, so last year we decided to give preferences to female candidates; even though there are few, we want to support them in this career choice.

Early 2022 shocked us with news of Putin's attack on Ukraine. Our first impulse was to give our Ukrainian staff whatever support we could offer. While Eryk staff spontaneously organised collection for civilians affected by the war, the shareholders decided to send funds to the Ukrainian army; this was the least we could do.

Fortunately for us, in spite of the war in Europe and turbulent economic weather, **2022 was good year for business**; Eryk had record high sales and earnings. With a full order book, our biggest struggles were to deliver to our promises.

We were happy to fully **engage once more in supporting local culture, sport and education** in the world that opens up and offers good business opportunities after the tough pandemic years.

We are proud to share 2022 CSR report of Eryk Group. Enjoy the read!

Jens-Chr. Møller  
President

Lucja Kalkstein  
Vicepresident



# 1/5 WHO WE ARE



ISO 9001

ISO 14001

ISO 45001

CSR ISO 26000

## We provide services within:



Industry & Automation



Building Installations



Energy & Renewables

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 letting them easily 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, specialised 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.





## Professional in whatever we do.

Our company has many years of extensive hands-on experience in executing demanding projects, and together with our educated, knowledgeable and passionate teams of technicians and engineers, we provide our partners with efficient and cost-competitive services in:

- Electrical installation,
- Mechanical assembly,
- Commissioning,
- Maintenance



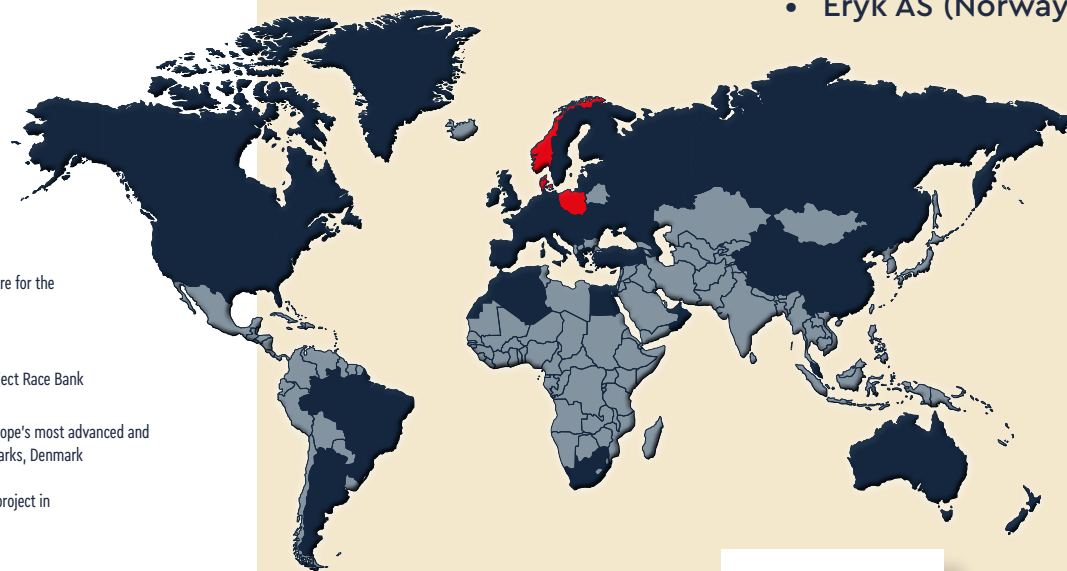
We provide our technical services to a broad variety of industries that can be split into 3 business areas:

1. Industry & Automation (incl. sub-categories such as manufacturing, processing, automotive, intralogistics)
2. Building Installations
3. Energy & Renewables

Our services are provided world-wide.

# Eryk consists of:

- Eryk Sp. z o.o. (Poland)
- Eryk A/S (Denmark)
- Eryk AS (Norway)

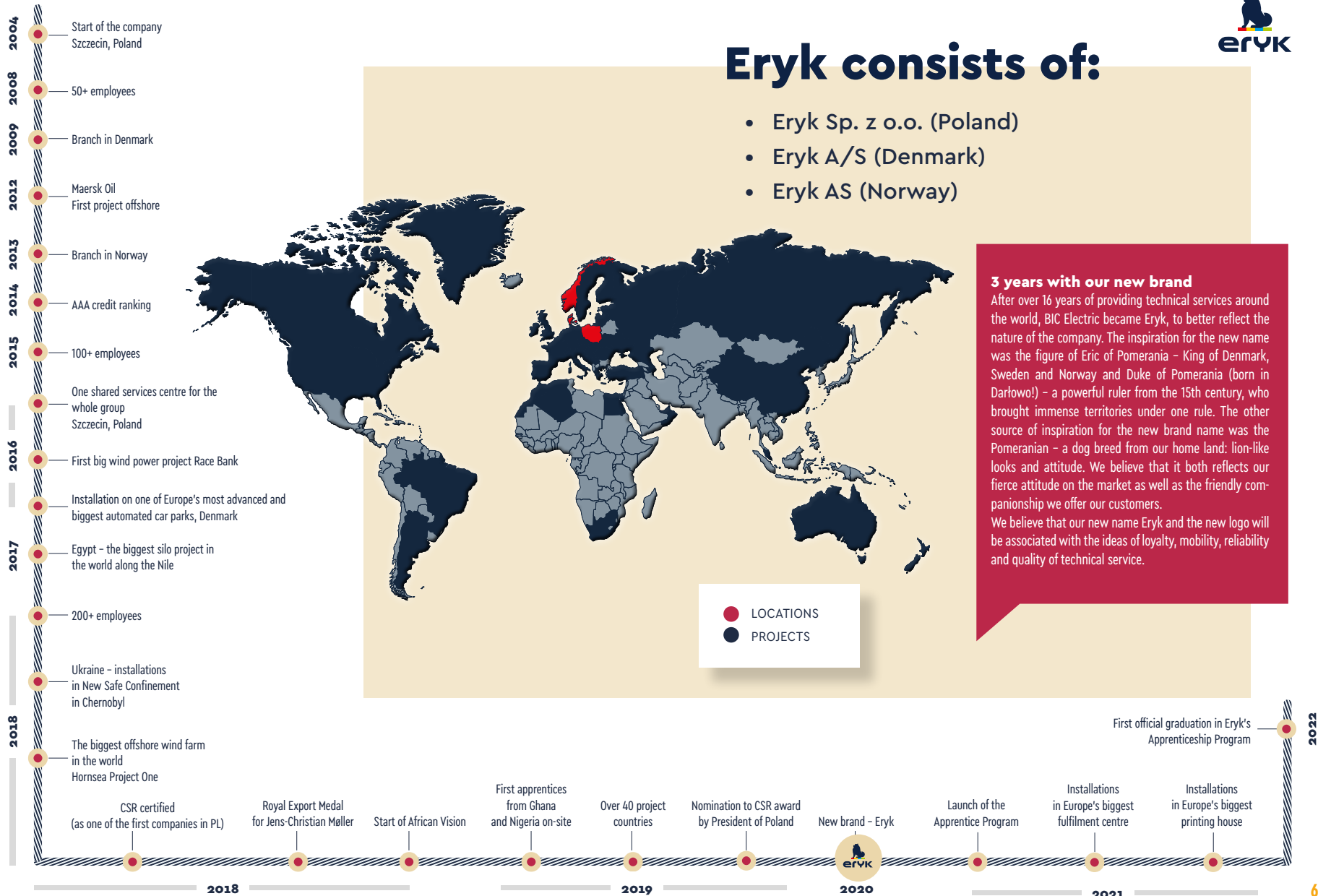


● LOCATIONS  
● PROJECTS

## 3 years with our new brand

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 of inspiration for the new brand name was the Pomeranian – a dog breed from our home land: lion-like looks and attitude. We believe that 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.



# 2 / 5

## OUR CSR

Eryk believes in conducting business in a manner which ensures 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 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. Yes, 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 individual 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).

### **Success-sharing**

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

### **Local presence**

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 integrity, quality, transparency and keeping commitments.



## OUR VALUES

**We want to build on our Scandinavian roots and promote the culture based on:**

### **Personal responsibility**

Instead of order and control, we believe in personal responsibility for own work and decisions, for one's team, the company, its surroundings and the environment. When we commit to an agreement, we take full responsibility for fulfilling it completely.

### **Equality**

Every individual should be treated equally regardless of their social status, wealth and position. Within Eryk we strive to shorten power distance and empower all groups of employees. Law and procedures must be applied to everyone in the same manner.

### **Respect**

At Eryk we respect every individual: their beliefs, aspirations and personal freedom; and consequently we expect every individual to respect common space, values and rules.

### **Customer-centrism**

All parts of our organization, from the sales and technical teams onsite to the administrative back office strive to deliver the best possible experience to our customers.



## CSR PRINCIPLES



### Labour practices

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



### Business sustainability

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



### Community involvement

- active membership
- support to culture and sport activities
- participation in local events



### Fair operating practices

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



### Human rights

- dignity
- transparency
- equality
- whistleblower
- freedom



# 3 / 5 OUR STAKEHOLDERS

**We consider customers and employees to be our most important stakeholders. For three other stakeholders – suppliers, local communities and environment – we keep track of and report on our activities. We also recognise and manage the impact of other stakeholders, such as state regulators and authorities in particular, but we do not include them in the annual report.**

In 2022 we were finally able to get back to normal levels of involvement in the local communities, supporting concerts, kids' sport teams and charity organisations. We were particularly happy to be able to invite all Eryk staff to the traditional Summer Party as well as organise other social events. When it comes to environment, we noticed with pleasure that virtual meetings have become a norm and save us and

the Earth many travels. We stayed committed to our long-term vision of helping create sustainable jobs in Africa. Even though the whole project had almost stopped for some months due to pandemic, we continued it and work on next steps. Finally, the Russian aggression in Ukraine made it clear that a business company is also allowed, and sometimes obliged to take a stance on the global politics.

**ERYK'S CUSTOMERS**

**ERYK'S EMPLOYEES**

**ERYK'S SUPPLIERS**

**LOCAL COMMUNITIES**

**MOTHER NATURE**

#### **Our priorities:**

- to remain a reliable partner and keep promises under changeable circumstances,
- to provide our employees with support, stability, development opportunities and safety.



# ERYK'S CUSTOMERS

## Customer Satisfaction

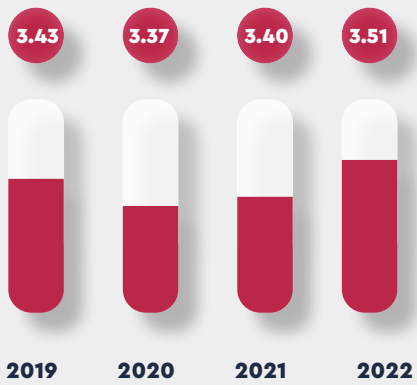
We listen to and we hear our customers – our open dialogue via customer satisfaction evaluation and face-to-face meetings allows us to continually improve our services. We measure customer satisfaction to find out how well Eryk meets their requirements. It is a comprehensive way to evaluate the collaboration in general and in detail, to build and develop our relationship with our customers, to show our commitment, and to get inspiration for improvement. In 2022, 38% of Eryk's new customers were gained thanks to the recommendations of our existing customers.



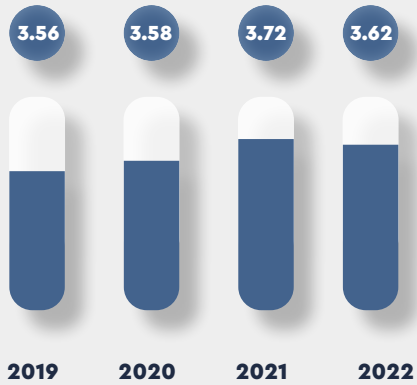
## Our recipe for long-term partnership:

- Delivering the highest quality
- Keeping commitments and promises
- Treating stakeholders with respect
- Regular customer satisfaction surveys and continuous dialogue
- Learning from mistakes and implementing improvements

## CUSTOMER MANAGEMENT SATISFACTION SURVEY



## CUSTOMER SATISFACTION SURVEY



\*on a scale 1-4 ( 1- very poor, 4- very good)

# We strive to be a good employer

- We care for our employees, because they are the essential part of and co-authors of success;
- We respect every person in the workplace;
- Physical and mental wellbeing are of paramount importance to us;
- SAFETY on site and in the office – this is an absolute MUST;
- We care for good and transparent two-way communication;
- We support personal development of our staff (by financing education and training);
- We do our best to keep a good team spirit;
- ...and to promote a healthy lifestyle.



### 10 and 15 years at Eryk!

We often tell the new recruits that we want them to stay at Eryk until their retirement. Most of them take it as a joke, but we actually mean it: we promote and nourish long, stable relationship and in 2022 we were happy to see 6 more people celebrate their 10th and four more – their 15th anniversaries at Eryk.

Congratulations!



# Health & Safety

## Our H&S goal: 0 injuries and 0 fatalities

In 2022 we did not reach the goal. We had a bad series in the late spring and that really made us realise that we need to find for ways of improving both knowledge and awareness.

The steps we took:

- regular health & safety corner in the newsletter, with some real-life examples from own sites whenever possible
- extraordinary safety training for all team leaders (July 2022)
- extraordinary training with OHS expert from Labour Inspection
- continued first aid training – we trained 6 persons

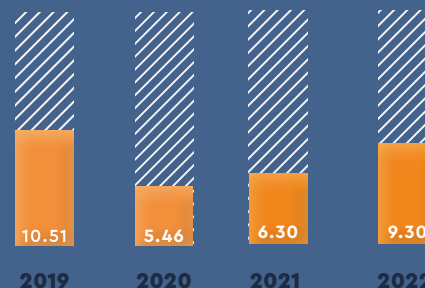
Our statistics in the second half of 2022 were much better; nevertheless we closed the year with results of which we are not very proud.

Taking care of wellbeing of our employees not only in the physical, but also in the mental aspect – we have expanded our health care package by meetings with psychologist.

Together with Medicovert we have also started seminars with psychologist helping our employees to fight stress. Meetings about other subjects are planned.

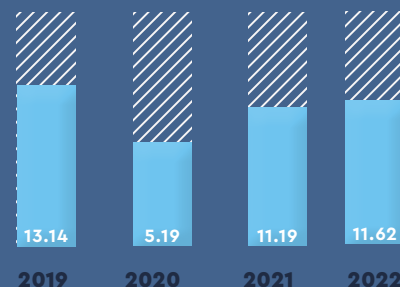
**LTIF: 9,30**

**Lost Time Injury Frequency**  
the number of lost time injuries  
(no of accidents) per 1,000,000 work hours



**TRIF: 11,62**

**Total Recordable Injury Frequency**  
the number of all accidents which required  
more than first aid per 1,000,000 work hours





# We care for good and transparent communication

- Two-way communication: we try to communicate openly and listen to our employees
- Internal newsletters: we keep all staff updated about the newest developments at the company. In 2022 we sent the newsletter 18 times; on average each had 266 recipients and 189 clicks
- Annual survey: anonymous survey of employees' opinion on the company and work environment (see results on the next page)
- Management Forum: a cyclical meeting platform for open dialogue between Team Leaders, Team Managers and Management Board. It gives an opportunity to discuss crucial issues within the organization and to share the visions, plans and ambitions as well as challenges. After pandemic break, this year we held the meeting offline in connection with the Summer Party and had a lively discussion.
- Staff Information Meeting (SIM): new format of quarterly information meetings for all staff. The meeting is held in a conference centre of a hotel next door; after a presentation of current issues by the management and Q&A session, there are drinks, snacks, chatting and socialising.
- Whistleblower: anonymous platform to expose any illegal, unethical or improper behaviour directly to company's top management.
- Ideas box – every employee can share the ideas by using the email [ideas@eryk.com](mailto:ideas@eryk.com)
- Staff Representatives – 2 persons elected among the technical and office staff participate in coordination meetings and are consulted on relevant problems.

## Annual meetings

We strive to meet every employee once per year to hear their opinion on work environment, career plans, training and development wishes. as well as give our feedback. In the dispersed organization that Eryk is, scheduling these meetings is not always easy, but we accept no excuses and aim for 100% of staff.

In 2022 we reached 93% of annual assessment, which leaves only 10 people without them.

**Selected results of the measurable evaluations that we surveyed were (average for 2022 on a scale (1-very poor – 5- very good):**



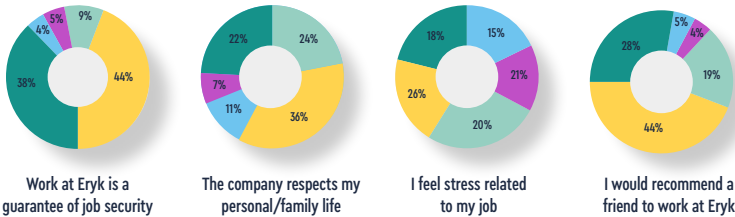
# Our Employees – how do they see Eryk?

In 2022 **annual anonymous survey**, 152 out of 248 shared their view on Eryk as a workplace. 29 employees represented office staff and 123 – project staff.

**Here are some results:**

- For more than 82% of employees work at Eryk is a guarantee of job security;
- 77% know the career path and development opportunities;
- More than 57% of people says that the company respects their personal/family life;
- 43% feel some stress related to their job, but over 70% would recommend a friend to work at Eryk;
- Most of people evaluates well the team work (71%) and atmosphere (close to 72%), but only 47% are satisfied with their salary;

Among benefits offered by Eryk most appreciated benefits are private healthcare and co-financing of courses and trainings.



● I strongly disagree
 ● Somewhat disagree
 ● Neither agree nor disagree
 ● Somewhat agree
 ● I strongly agree

# We support personal development of our staff

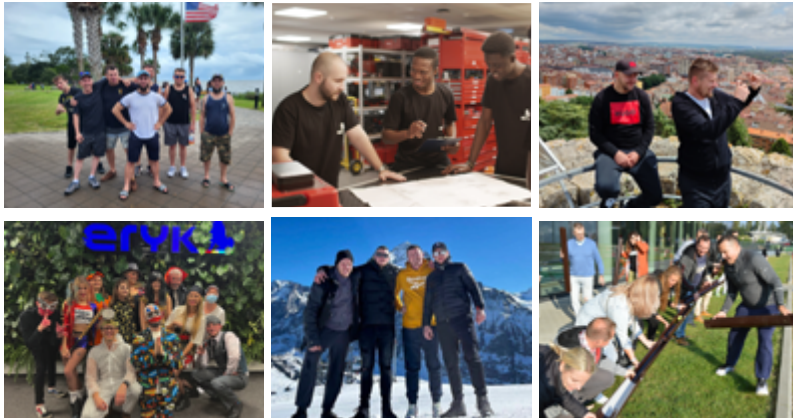
## Eryk encourages and co-finances education and training of our staff.

In 2022:



# We do our best to keep a good team spirit

We try to create a friendly and supportive atmosphere. Hard work seems easier when we can rely on each other and are a team that enjoys spending time together – at work and even afterhours.



## SUMMER PARTY

After the long covid break, in 2022 we held a Summer Party at the seaside combined with a crazy team building session and Management Forum for close to 150 people.



## CHRISTMAS PRESENTS FOR EMPLOYEES' CHILDREN



A smile on a kid's face when receiving a gift is priceless. Santa's Little Helper from Eryk saw 131 such smiles :)



### That Christmas song again!

Fortunately, we are a million times better at our job than at singing. Our Christmas song can be found on Youtube

Click here:

[https://youtu.be/E8C2lx0SgPQ\\_\(2022\)](https://youtu.be/E8C2lx0SgPQ_(2022))





# A healthy mind in a healthy body

To keep our bodies healthy and our minds sane, we kept the regular sports activity in 2022 and added some more:

## Running – as in previous years

- King Eryk run in Darłowo
- NCDC relay race in Szczecin

**Cycling – we managed to start an enthusiastic biking team who spent countless hours training together in preparation to the big events.**

- MS Challenge – Skagen-Copenhagen ride
- DGI HÆRVEJSLØBET race – from Flensburg to Viborg
- Ultra Gryfus 2022

**Footgolf** – We are proud of the continued successes of Patryk, our Regional Sales Manager, who participated in various tournaments at international level and defended the title of **Polish Tour FootGolf Champion**.



## Where mutual trust matters

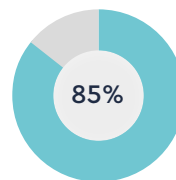


We aim to create stable relations with our suppliers, based on trust and shared values. A good dialogue with our suppliers helps us deliver quality services.

We have high expectations towards them. As a responsible and credible business partner, we want to 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.



percentage of evaluated suppliers that showed a satisfactory CSR awareness level

## LOCAL COMMUNITIES

After the lean pandemic years, 2022 was again full of good initiatives that we could join and support. 2022 was historically good for Eryk businesswise and we were more than happy to share some of our success.

We supported (to mention just a few):

- Young sports team in Szczecin (Iskierka and Majbasket)
- PCPM, a Polish NGO providing humanitarian, development and medical relief assistance throughout the world
- Doctors Without Borders
- Rock Hard Ride Free and Gryf Events, local grass root associations dedicated to organisation of hard rock concerts in Szczecin and surroundings
- Sclerose Foreningen in Denmark



## KILUTORI SCHOOL

Finally, we supported a very local initiative, but located in another corner of the globe: Kilutori school in Kenya, where over 200 Masai children get basic education. The school is a private initiative, financed with small donations; however, during Covid the donations dried out and we decided to step in, providing close to half of the school's budget during 2022 and 2023; we hope that within this period the school will find other sustainable financing.





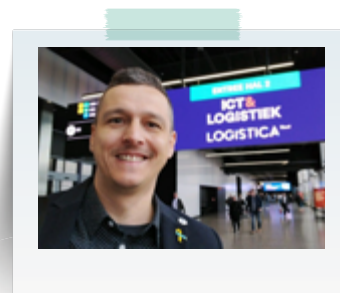
## LOCAL COMMUNITIES

### ACTIVE MEMBERSHIPS IN DIVERSE INDUSTRIAL ASSOCIATIONS



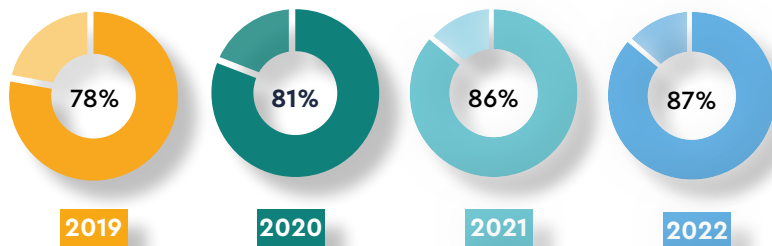
In 2022 Eryk took part in over 30 industrial events and in a couple of celebrations, such as:

- NCDC's 20th Anniversary
- Crayfish Party (in partnership with SPCC)
- Christmas Family Meeting (in partnership with SPCC)
- Scandinavian Workplace – Workshop (in partnership with SPCC)



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

Being a provider of onsite services, Eryk travels a lot, so this is where we concentrate our environmental efforts. We strive to make sure to eliminate unnecessary travels and to fill up vehicles when they hit the road to get to projects. Our policy is that at least 2 persons should share a car and we follow up on this.



TRIPS WITH MIN. 2 PERSONS SHARING 1 CAR

**Posejdon – home to Eryk's Shared Service Center – in October 2022 in the new BREEAM classification for office buildings in Poland awarded 3rd best score**

Posejdon is a so-called nZEB, standing for: nearly-Zero-Emission-Building. It was a strong argument for choosing this location as being closely in line with our CSR policy. Also, operation-wise, the building leaves a reduced carbon footprint.





# 4/5

## APPRENTICE PROGRAM

### Becoming world class technicians

The Apprenticeship Program has been designed for a young generation of technicians at the beginning of their professional careers. Our aim is to give them a chance to learn and gather experience on international projects under the supervision of our qualified technicians. The program was rolled out in 2021. It is built on our experience with African apprentices. We are glad to see that our customers are now more appreciative of the program by requesting for apprentices amongst the team compositions on their projects.



### Details:

**Goal:** to train excellent technicians according to our high standards and help young, promising people learn and become good specialists.

### **Program design:**

- » Onboarding process; which involves inter-departmental trainings and other trainings on H&S, PPEs, use of basic and power tools, safe electrical work and other courses.
- » On-the-job trainings on live projects across the EU.
- » Working with experienced Eryk Coaches.
- » Monthly evaluations on soft and hard skills.
- » External trainings as needed for improvement on the job.
- » Final evaluation – involving theoretical and practical exam before graduation.

### **For whom?**

Graduates in electrical field: high schools and vocational schools. People with technical education or background, willing to become part of the program.

### **Apprentice program 2022 in numbers**

- » 12 graduates in 2022 (3 Nigerians, 4 Ghanaians and 5 Polish)
- » 20 Apprentices currently in the program (11 Polish and 9 Nigerians)
- » 37 trained and experienced Coaches, ready and willing to guide the Apprentices
- » we visited 4 vocational schools (in Stargard, Wałcz, Kołobrzeg and Gryfino) 9 times
- » and we invited young electricians for Open Days at Eryk twice; we talked about how it is to work at Eryk and served hotdogs.

### Our Goal

- » To continue to work with stakeholders in African and Europe to keep the program running on a desired level
- » To Keep the constant flow of applications from Africa and Europe into the program.
- » We aim to have 25% apprentices among all Eryk technicians by 2025.
- » We would like to keep constant inflow of apprentices and keep improving proportions between young and senior technicians.

## Our graduates about the Apprenticeship Program



### Maurice

*„I have further solidified my interpersonal skills and abilities to function in a team that cuts across diverse cultural backgrounds. As for the technical aspect, I have learnt a lot about residential building installations, this was a whole new area for me when I joined Eryk“.*



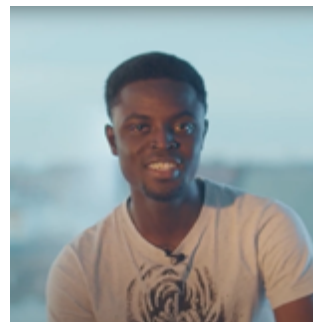
### Dominik

*„In Eryk, I got the basic electrical knowledge, thanks to which I became interested in this profession. I am eager to gain new knowledge and develop myself in this field. In the meantime, I have managed to obtain SEP – electrical qualification certification“*



### Alex

*„At the beginning of the training I was always standing and watching my supervisors to show me some tasks and teaching me a lot of things before I can do something, but now I feel that I have developed some capabilities and abilities to do some of the tasks on my own and I'm very proud of that.“*



### Listowel

*„For the past years in Eryk I have improved my skills on the electrical parts, and on the mechanical parts. I like Eryk Team Leaders on-site. They are very competent, they are always ready to teach their trainees and their co-workers to know more, to improve on their skills.“*

# 5 / 5

## AFRICAN VISION

### Creating African world-class electricians

#### Long-term vision

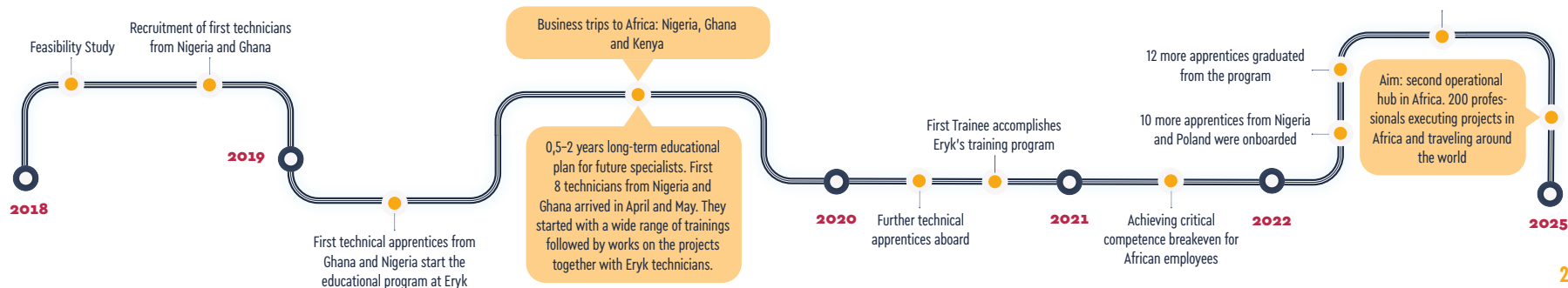
We believe that we can contribute to a better future of West African professionals and their families. Our goal is to create sustainable, high competence jobs, transfer our technical skills and company values, and make our employees appreciated professionals in Africa and around the globe.

#### Short-term goal

To continue to evolve our Apprenticeship Program in the best and most internationally accepted way in order to recruit and train the young African professionals to build them up to world-class electrical technicians in Eryk. We aim to have 50 apprentices in the program by the end 2023.

#### Furthermore:

- We started a collaboration with ICMPD, an organization active in Nigeria, involved in development of competences and creation of sustainable employment in Africa.
- We visited Enugu State and started the collaboration with Godfrey Okoye University.
- We conducted technical tests for the next apprentices and selected the best candidates.



# What's Next?

We started cooperation with the Nigerian National Board of Technical Education regarding selecting and screening the best candidates for our program; MoU was signed in March 2023. This collaboration gives access to over 200 accredited technical institutions in Nigeria. This also means that the Apprenticeship program will get more competitive and much sought out for by young professionals in Nigeria. This will involve:

- Conducting of pre-screening exercise of the candidates.
- Deployment of computer based testing system for candidates.
- Online interviews and selection of the successful candidates.
  - » in spring 2023 we will receive a new group of young electricians from Nigeria
  - » in 2023 Eryk will be a part of an EU project related to legal migration of technical professional to the EU

## African Apprentices:

24 – Apprentices started the program

17 – Apprentices continue the program

7 – Graduates

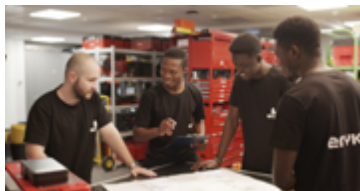
1 – became a manager in charge of

Apprenticeship Program





## ...a bit more pictures from 2022







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