



CORPORATE SOCIAL RESPONSIBILITY

Report





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INTRO

Corporate Social Responsibility is a **solid foundation for sustainable business**. We have long been convinced of that. Recent stories of Boeing's decline remind us how compromising on company values leads to trouble and to erosion of market position. Boeing, once known for engineering excellence, suffered from prioritizing profits and shareholders' value, leading to quality problems, lost orders, and declining value. Restoring its quality-focussed culture and reputation will take years.

For us, a **long-term perspective** and **responsibility to stakeholders** are cornerstones of our philosophy. We deliver quality service and ensure customers get value for money. We create a rewarding work environment for employees, consider the environment and society, and strive to keep commitments. Sustainable business means avoiding shortcuts, accepting responsibilities, and building trust.

Sustainable business also means looking ahead and **getting ready for what's to come**. Europe's aging population will soon withdraw many from the labour market, and this skilled labour shortage is already today reported to be a major growth barrier. Meanwhile, Africa's booming young population urgently needs jobs to avoid instability and migration crises. Eryk addressed this challenge in 2018 with an apprenticeship program for young West African electricians. In 2023, we took the next step: we opened a Lagos office offering remote IT services from spring of 2024, leveraging Nigerian IT talent and creating local jobs and avoiding migration movements. Across our company group, we now employ over 50 talented West Africans. We are among the first Danish companies to set employment and operations standards in West Africa, just like we did in Poland 20 years ago. Our focus remains the same: providing hassle-free, excellent technical services worldwide.

We are pleased to present our 2023 CSR report. Enjoy!

President

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, as well as remote IT services. 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 they can both optimize their use of own resources and ensure high quality of service.

We are born international and specialize in working across borders. Through the years, we have developed the competences necessary to run a multi-lingual and multi-cultural organization with knowledge about the European industry, labour market and essential technical skills.



Professional in whatever we do.

*Industrial services**

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.

*from 2024 also Remote IT Services



Maintenance



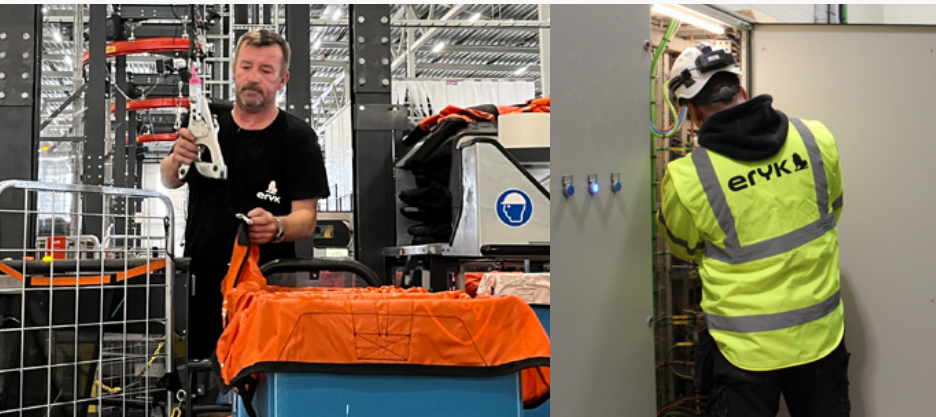
Electrical
installation



Mechanical
assembly



Commissioning



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 IT Sp. z o.o. (Poland)
- Eryk Limited (Nigeria)



¹ The National Board for Technical Education in Nigeria

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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.

Local presence

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

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.

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.

Respect

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

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.

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



Human rights

- dignity
- transparency
- equality
- whistleblower
- freedom



Fair operating practices

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



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

3 / 5 OUR STAKEHOLDERS

Our most important stakeholders – with biggest mutual impact – are our **customers** and our **employees**. Regarding the following group – **suppliers**, **local communities** and the **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 do not include them in the annual report.

In 2023 we were fortunate enough to enjoy good order portfolio and reasonable profits, so we did not have to limit our CSR ambitions. Throughout the year we focused our efforts on delivering the best possible service to our customers, compliant with global regulations, and on creating a good and safe working environment for our staff. We made sure to find time for engaging in business networks and organisations, as well as resources

to support local music and sport. After hours we had fun joining parties or running and biking. A lot of effort has been devoted to the apprenticeship program. We deepened our engagement in Africa, which now makes an integral part of our business strategy addressing the challenges of the future. Finally, we supported a primary school in rural Kenya which educates over 200 kids, for most of whom it is the only available education.

ERYK'S CUSTOMERS

ERYK'S EMPLOYEES

ERYK'S SUPPLIERS

LOCAL COMMUNITIES

MOTHER NATURE

Our priorities:

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

ERYK'S CUSTOMERS

Customer satisfaction

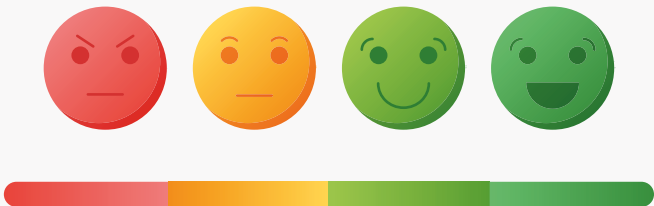
We listen to and we hear our customers – our open dialogue via customer satisfaction evaluation and face-to face meetings allows us to continually improve our services.

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 2023, 37,5% of Eryk's new customers were gained thanks to the recommendations of our existing customers.

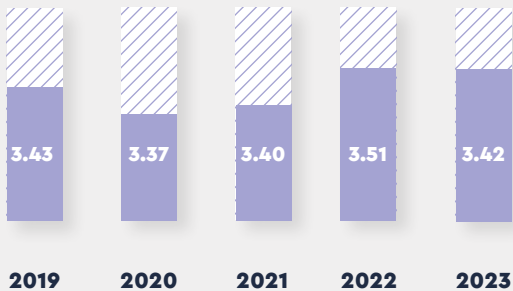
Our recipe for long-term partnership:

- Delivering quality service
- Keeping commitments and promises
- Treating stakeholders with respect
- Transparency and dialogue
- Learning from mistakes and implementing improvements

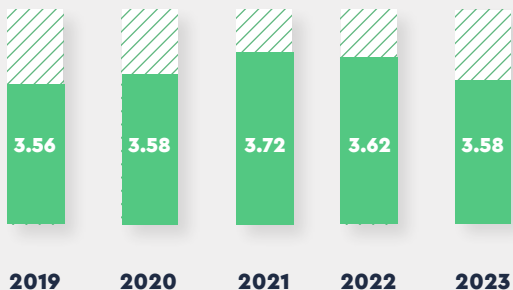


CUSTOMER SATISFACTION SURVEY – RESULTS

we asked project managers responsible for the site



we asked project managers responsible for the site



*on a scale 1-4 (4 is super satisfied)

We strive to be a good employer

- We care for our employees, because they are the essential part of and co-owners 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 2023 we were happy to see 7 more people celebrate their 10th and two more – their 15th anniversaries at Eryk. Congratulations!



Health & Safety

Our H&S goal: 0 injuries and 0 fatalities

In 2023 we did not reach the goal. We are rather unhappy with last year's OHS statistics; both LTIF and TRIF numbers are higher than in 2022. Our OHS statistics were even more worrying than in previous years and we keep working on improving our records.

On the positive side we note that in 2023 we did not record any serious injuries. Most of cases (30%) related to minor eye injuries and over 20% to working on ladder, resulting in falling; 15% was slipping on icy surface. What is more worrying, most of accidents involved our senior, experienced staff, which suggests rather lack of due care than training and need for working with safety.

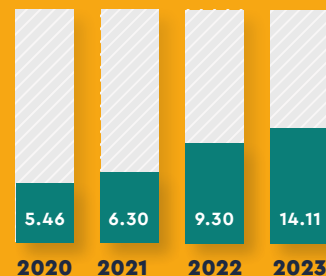
The steps we took:

- regular health & safety corner in the newsletter, with some

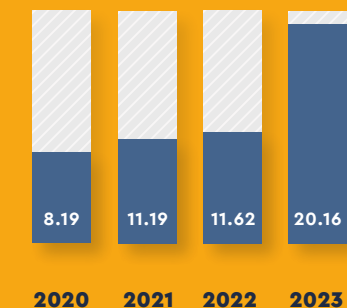
- real-life examples from own sites whenever possible
- first aid training for team leaders
 - extraordinary training with OHS expert from Labour Inspection
 - Better communication with team leaders – they get e-mails about all accidents and other important OHS events
 - Updated risk assessment
 - More focus on team leaders' OHS responsibilities during trainings culture.

Taking care of wellbeing of our employees not only in the physical, but also in the mental aspect. In addition to expanding our health care package by meetings with psychologist, we organised seminars with psychologist on how to deal with stress. We plan to have in 2024 seminars on health for the office staff.

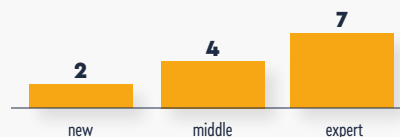
LTIF: 14,11
Lost Time Injury Frequency
 the number of lost time injuries
 (no of accidents) per 1,000,000 work hours



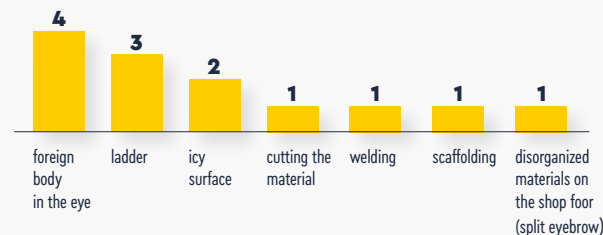
TRIF: 11,62
Total Recordable Injury Frequency
 the number of all accidents which required
 more than first aid per 1,000,000 work hours



ACCIDENTS VS EXPERIENCE IN ERYK



CAUSE OF ACCIDENTS



We care for a good an transparent communication (1)

- 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 2023 we sent the newsletter 18 times; on average each had 266 recipients and 189 clicks
- 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. In 2023 we held Management Forum in September in connection with the Summer Party and had a lively discussion with a participation of 38 technicians, office staff and management representatives.
- Staff Information Meeting (SIM): quarterly information meetings for all staff. The meetings were 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. Regretfully, due to very small attendance we decided to discontinue this form of communication.
- 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
- Staff Representatives – 2 persons elected among the technical and office staff participate in coordination meetings and are consulted on relevant problems.



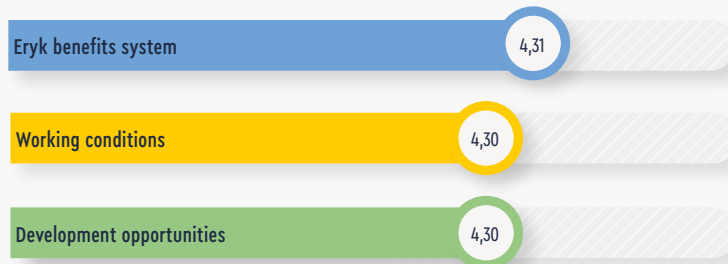
We care for a good an transparent communication (2)

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 2023 we made 89% of annual assessment.

Selected results of the evaluations. Survey performed in 2022.
Scale: 1- very poor, 5 - very good.



We support personal development of our staff

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

In 2023:



More than just work

– after hours

There is time for work and there is time for fun and relaxation, for getting together with colleagues and families. People are not just human resources, we are human beings with our need for recognition, social life and enjoyment.

At Eryk we make sure to find room for social life. In 2023 we organised:

- Annual Summer Party at the seaside combined with a great outdoor team building session and Management Forum, which gathered over 150
- Integration parties for the office (e.g. Halloween)
- Integration events for apprentices, like watching a football match at Pogon Szczecin stadium together
- Integration evenings for teams working on sites
- Family Picnic (In June our employees and their children met at Gubałówka in Szczecin to have some fun together. There were castles, slides, games for the whole families and BBQ with chillout zone.



A healthy mind in a healthy body

To keep our bodies healthy and our minds sane, we kept the regular sports activity in 2023 and added some more:

Running – as in previous years

- » King Eryk run in Darłowo – 10 km
- » NCDC relay race in Szczecin – 4x4 km

Cycling – our biking team took part in some extreme events:

- » DGI HÆRVEJSLØBET race – 160 and 300 km – The Viking Gran Fondo from Flensburg-Viborg, DK
- » Ultra Gryfus 2023 – 275 km around the Szczecin Lagoon



Get-Out Challenge: getting ready for the summer! Competition among all Eryk employees.

The champions in 2023:

- » Biking: 2'776,8 km
- » Running: 382,6 km
- » Walking: 360,1 km

It wasn't just about the competition- it was a call to break free from routine, enjoy the nature, while promoting an active lifestyle. Collectively, the Eryk team accomplished a remarkable feat, amassing a staggering total of 12,786 km – which makes it a bit more than a distance between Cape Town and Paris.



Bicycle policy

Eryk group sees a great benefit in the usage of bicycles on a daily basis – both to the environment by reducing the usage of company-owned and private cars and thereby decreasing the emissions of CO₂, and also by contributing to a better personal health of office staff – therefore in 2016 **Bicycle policy** was implemented. Usually, one or two employees are thanks to it buying a bicycle co-financed by the company. Also in 2023 one person decided to use newly purchased bicycle for coming to the office.



Where mutual trust matters

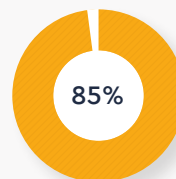
We aim to create stable relations with our suppliers, based on trust and shared values. A good dialogue with our suppliers helps us deliver quality services.

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 every second year.



percentage of evaluated suppliers that showed a satisfactory CSR awareness level

LOCAL COMMUNITIES

We are a part of local communities and benefit from being there; we use the infrastructure or networks, and this is where our employees live. For this reason, we have obligation to contribute and give back. Full order book and good profit made it possible to support a broad range of smaller and bigger events and initiatives.

In 2023 we actively participated in diverse professional associations, attending the events, sharing knowledge and taking on the role of a host or a speaker. We were also happy to sponsor a

range of local culture events, sport teams and charities.

In 2023 Eryk took part in over 30 industrial events and local networking meetings, among others:

Scandinavian Days in Szczecin, including a Breakfast with the City Mayor

- Traditional Crayfish Party arranged by Scandinavian-Polish Chamber of Commerce
- BALTEXPO maritime fair in Gdańsk
- DI Top meeting in Herning, Denmark.

ACTIVE MEMBERSHIPS IN DIVERSE INDUSTRIAL ASSOCIATIONS



In March 2023 we hosted a visit of the Nigerian ambassador in Poland.

We supported with donations and sponsorship:

- Young sport teams: Iskierka (football) and Majbasket (basketball) in Szczecin, and Copernicus in Toruń (cycling)
- Opera in Szczecin
- Szczecin Jazz festival
- Wood&Brass Band, a youth brass band
- A series of rock concerts organised by Rock Hard Ride Free and Gryf Events, local grass root associations,

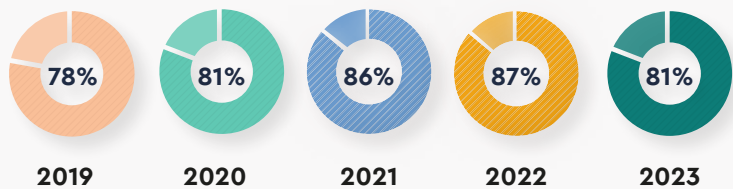


We also donated equipment and PPEs to vocational schools with which we cooperate.

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 Centre – in 2022 awarded 3rd best score in the new BREEAM classification for office buildings in Poland.

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.

Commuting Policy

Since September 2023 our Sustainable Commuting Policy is in place encouraging our office employees to walk, bike or come by public transport to work. The aim is to promote environmentally friendly commuting practices among Eryk employees and stakeholders. In 2023 21 employees (out of 47 office staff) were using the policy – including 4 who came by public transport every day when working in the office.



Trees Planting

A little forest of approx. 5000 seedlings was planted in spring in the vicinity of Szczecin, PL. Under the supervision of the organisers: the forestry of Tanowo, and together with other participants from Szczecin and neighbourhood. the nature lovers from Eryk took the shovels and the buckets with 1-year old seedlings, and planted a nice piece of terrain.

4/5 APPRENTICESHIP PROGRAM

Developing world-class technicians

The Apprenticeship Program has been designed for a young generation of electro-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 electro-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 electro-technical education or background, willing to become part of the program.

Gender inclusivity

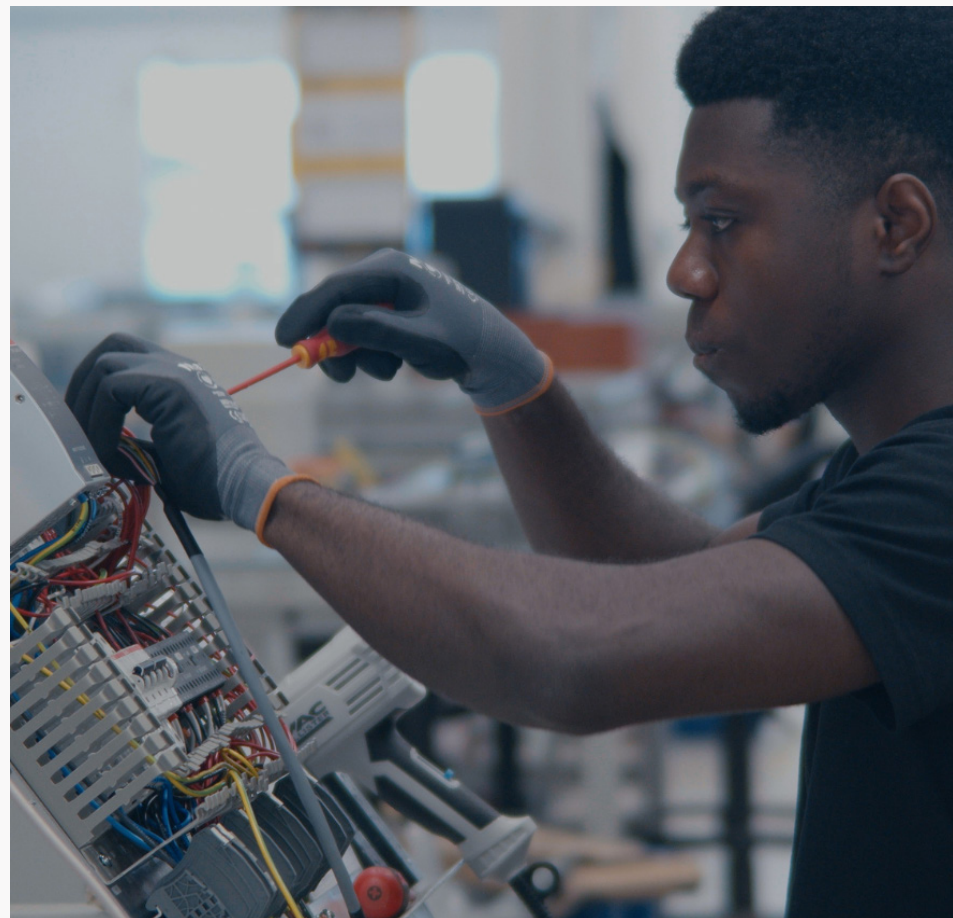
We give preferences to female candidates; we wish to increase the share of female electricians among our staff and support girls in pursuing a technical carrier.

Apprentice program 2023 in numbers

- 14 graduates so far (8 EU and 10 Africans)
- 27 apprentices currently in the program (10 EU and 17 Africans)
- 54 trained and experienced Coaches, ready and willing to guide the Apprentices
- we visited 5 vocational schools (in Szczecin, Stargard, Wałcz, Kołobrzeg and Gryfino) 10 times
- and we invited young electricians for Open Days at Eryk twice; we talked about how it is to work at Eryk and served sandwiches. Some of them even tried to make a test for an electrician.

Our Goals

- 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
- To bring the dropout rate down



5 /5 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 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.
- Provide remote IT services from Lagos, Nigeria to the rest of the world and reach +50 African employees by the end of 2024.





At the same time we conducted a thorough feasibility study regarding providing remote IT services from Nigeria, including a project done together with a group of master students from Syddansk Universitet in Odense

Together with ICMPD, Eryk is the main partner in the EU supported TechPro4Europe project, enabling European private sector driven labour mobility schemes for Nigerian technical professionals

We started cooperation with the Nigerian National Board of Technical Education (NBTE) regarding selecting and screening the best candidates for our program; MoU was signed in March 2023. This collaboration gives us access to over 200 accredited technical institutions in Nigeria. Our Apprenticeship program got more competitive and much sought out for by young professionals in Nigeria

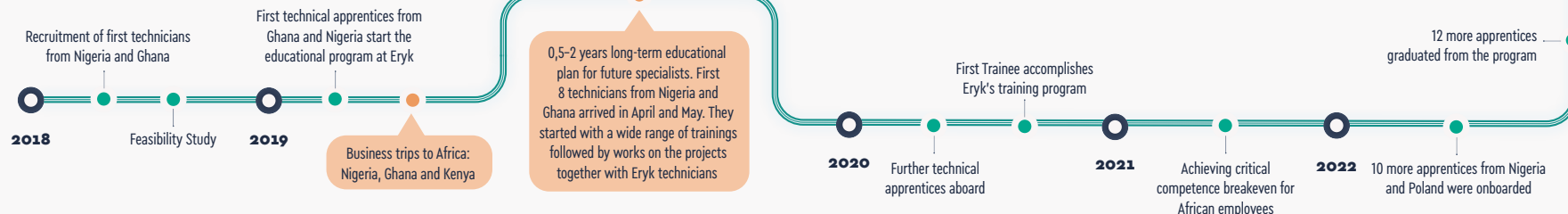
2023

We conducted technical tests for the next apprentices and selected the best candidates

We visited Enugu State and started the collaboration with Godfrey Okoye University

We started a collaboration with ICMPD, an organization active in Nigeria, involved in development of competences and creation of sustainable employment in Africa

12 more apprentices graduated from the program



What's Next?

- We decided to establish in Lagos in early 2024 with the aim of providing remote IT services from a company situated in Nigeria.
In April we started recruitment for the new business.
- Our ambition is to create 1000 sustainable jobs based in Lagos, Nigeria in the long run.
- For our electrical apprentices, we established cooperation with Skive College, a Danish technical school, where they will be able to get comprehensive formal electrical training in English.



Kilutori School

Finally, we supported a very local initiative in another corner of the globe: Kilutori school is located a Masai village in rural in Kenya; over 200 Masai children get there their basic education and for many of them (mostly girls) it is the only education available. The school is fully financed by private 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 continue our support in 2024 while hoping that eventually the school will find other sustainable financing.

You can donate to Kilutori school via: https://www.gofundme.com/f/help-the-kids-from-kilutori-school-in-kenya?utm_source=customer&utm_medium=copy_link_all&utm_campaign=p_cp+share-sheet&fbclid=IwAR3-UplpF_wx5rwEttAytVb580xxx4Q_D7wVZUBpjHrGjnTcczvE5K7ATIM



