



INTEGRATED MANAGEMENT SYSTEM MANUAL

Eryk Group



This Integrated Management System is made in accordance with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, KLS, ISO 26000:2010 requirements and with requirements for authorised electrical installation companies according to Danish, Swedish and Polish norms and regulations.



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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:</p> <ul style="list-style-type: none"> • Technical Responsible Persons / Authorised persons, • Key Account Manager, • Key Account Engineer(s).
Eryk consists of:	<p>Eryk Sp. z o.o. Eryk A/S Eryk IT Sp. z o.o.</p>
Executive Board	<p>President and Vice President (P, VP) Chief Executive Officer of Eryk Sp. z o.o. (CEO)/ Group Chief Operation Officer (COO) Chief Executive Officer of Eryk A/S (CEO)/ Group Chief Sales Officer (CSO)</p>
Operational management	<p>Key Account Manager (KAM) Chief Administration Officer (CAO) and</p>
Management group	<p>The Management Group are: Executive Board, operational management and at least one manager appointed from each group - see enclosure 1: “Management and organisation plan”.</p>

► INTRODUCTION

Eryk consists of Eryk Sp. z o.o., Eryk A/S and Eryk IT Sp. z o.o.

Eryk'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: 852 242 51 45
 - The company's Danish tax identification number: SE/VAT: 12 32 25 50
 - Danish electrical contractor's authorisation 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 authorisation granted to the company: EFUL-14287
 - Technical Responsible Person: Michał Płudowski.
- **Eryk IT Sp. z o.o.**
 - Eryk IT Sp. z o.o. Polish tax identification number: NIP/VAT: 852 270 52 58

Eryk has introduced the Integrated Management System in accordance with the ISO 9001:2015, ISO 14001: 2015, ISO 45001:2018, 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 Eryk:

- 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:

- Eryk is a competent subcontractor as international technical service provider of Electrical and Mechanical Installation, Commissioning and Maintenance, as well as IT services,
- 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 and Swedish 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, and the Polish National Electrical Code Standard PN-IEC 60364,
- All tasks related to the IT services are carried out with the utmost care and attention to quality and data protection to meet customer expectations.
- Eryk's environmental policy is appropriate to the nature, scale and environmental impacts of its activities and services,
- Eryk's health and safety policy is in accordance with all applicable rules, regulations and ISO 45001:2018 standard,
- Eryk's CSR policy is in accordance with all applicable rules, regulations and ISO 26000: 2010 standard.

The purpose and ambition of Eryk 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
- Energy & Renewables
- Information Technology (IT).

The Integrated Management System has been accepted by the Chief Executive Officer of Eryk Sp. z o.o. (CEO)/ Group Chief Operation Officer (COO) and by the Technical Responsible Person and has been used since 01.07.2010. The Integrated Management System was revised in October 2024.

Date **Chief Executive Officer of Eryk Sp. z o.o. (CEO)/**
Group Chief Operation Officer (COO)

Authorised

29.10.2024



¹ The Danish National Electrical Code Standard exists only in Danish

► MISSION, VISION AND STRATEGY

We want to be the preferred supplier of electrical or mechanical installation, commissioning and maintenance, as well as information technology (IT) services. Our company 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, Eryk launches the Code of Conduct, as part of its Corporate Social Responsibility Policy.

We are committed to sustainability. This includes respect for universally recognized principles on human rights, labour law, the environment and anti-corruption. Therefore, we seek to ensure that our company, together with our customers and suppliers, operates in accordance with the requirements of the enclosed Code of Conduct.

We aim to promote a culture of Corporate Social Responsibility among our employees, customers, suppliers and community. 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.

Our Mission

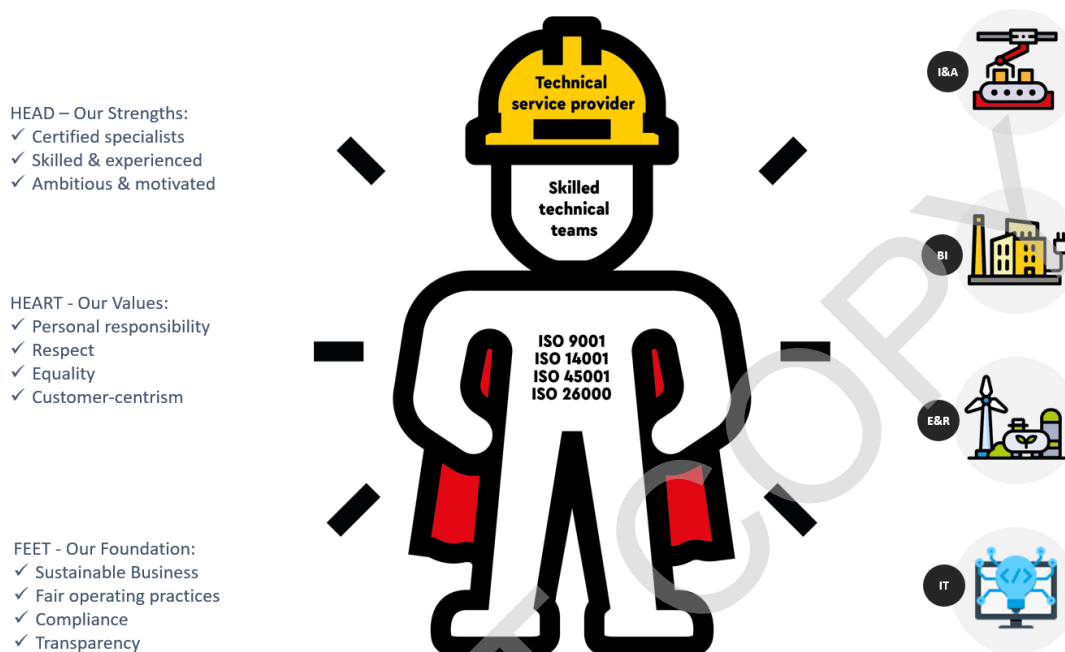
- We execute electrical and mechanical assembly, installation, commissioning and maintenance.
- We provide information technology (IT) services.

Our Vision

We aim to have the best manpower to deliver our services at a competitive price, according to the highest quality, safety and compliance standards.

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

ERYK HERO



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

Market scope:

We operate in the following industries:

- Industry & Automation,
- Building Installations,
- Energy & Renewables,
- Information Technology (IT).

OUR CORE COMPETENCES

- Compliance (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. Additionally, we have expanded our competences to offer IT services in automation, programming and software development, data analysis, cloud computing, cybersecurity, IT management and web development.

Each of those certificates and competences shall be shared by at least 2 persons in the company.

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. We take responsibility for agreements and we keep our commitments.

- **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.

- **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 organisation, from the sales and technical teams onsite to the administrative back office strive to deliver the best possible experience to our customers.

Strategy

Eryk's goal is to be the leading international provider of technical services including IT services. 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 engaging 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 to be an international provider of technical services and IT services. Our market strategy is presented in our marketing strategy plan. We see ourselves as a subcontractor to European and global companies, and we are prepared to carry out installation projects worldwide and deliver IT services. To complement our core installation services, we offer a limited range of engineering services, only when requested by customers and positively evaluated by us.

Moreover, we strive to minimise 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.

Other focus areas - to work as a competent subcontractor who provides:

- IT services in the areas of automation, programming and software development, data analysis, cloud computing, cybersecurity, IT management and web development,
- electrotechnical manpower for Polish electrotechnical industry ².

² not certified by ISO standards

PLACE FOR DOING THE CONTRACTING

All over the world.

IT IS NOT OUR CORE BUSINESS TO

- purchase components and materials:
 - in special cases we can make exceptions. This has to be approved by CEO of Eryk Sp. z o.o./COO, President or Vice President.
 - we do not want to build up any stock of components or materials. Purchase of components and materials has to be made to the specific project.
- sell to end-users,
- developing own proprietary software.

SCOPE OF THE IMS

- ISO 9001: 2015
- ISO 14001: 2015
- ISO 45001: 2018
- 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),
- 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,
- electrotechnical manpower for Polish electrotechnical industry.

► QUALITY POLICY & GOALS

Eryk offers its customers high quality:

- electrical and industrial installation as well as commissioning and maintenance service,
 - information technology (IT) services,
- 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,
- we shall make continuous improvements on objectives/targets.

ISO 9001, ISO 14001, ISO 45001, ISO 26000 and Danish, Swedish and Polish standards and regulations are the basic guidelines for Eryk's Integrated Management System. 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 long-term relations 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 be based either 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 at Eryk has to know and follow the Code of Conduct.

SUBCONTRACTORS

We aim to establish sustainable relations with key subcontractors to ensure that the service provided to-Eryk's customers is of the required and expected quality and reliability.

We work with subcontractors from around the world, to ensure the cooperation only with those, who are able to continuously and faultlessly meet our expectations and requirements.

Therefore, a thorough, careful assessment and continuous reassessment of the competences of their resources, quality and timeliness of services delivery , suitability and ability to cooperate should be carried out.

Cooperation with subcontractors, should be based on a written contract that defines the scope of work, required resources, including human resources and competences, the schedule of services, responsibilities, guarantees and the terms of payment.

Quality Goals

SALES/KEY ACCOUNT DEPARTMENT

Our customer satisfaction level should be at least / not less than 90% satisfied customers. We measure customer satisfaction (enclosure 13: "Customer satisfaction survey", enclosure 27: "Customer Management satisfaction survey", enclosure 44 "Customer satisfaction survey – IT services" and enclosure 14: "Customer satisfaction evaluation") and we evaluate it at review meetings of the Integrated Management System. Survey consists of questions with single 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, Sales representative or Customer Relations representative will address the customer and clarify the issue, to make sure we solve the problem or improve 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.

► ENVIRONMENTAL POLICY & GOALS

At Eryk, we are committed to the implementation of proactive measures to help protect and sustain the environment for future generations. We recognize 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 as well as by maintaining the quality of service expected by our customers,
- monitor performance and aim for continued improvement by reducing, reusing 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.

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 Eryk 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 all cases, the need of travel should first be evaluated – when possible, we shall use video- conference system or Teams.

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.

Our aim is to cooperate with suppliers who have a strong commitment to the environment as an integral part of their business, which is verified during supplier evaluation.

OUR SHARED SERVICE CENTER

Our Shared Service Centre in Szczecin is located in Posejdon building which is so-called nZEB standing for: nearly-Zero-Emission-Building. It is constructed according to the highest standards for sustainability and it is the one of largest project of its type in Poland.

The building in which our Shared Service Centre is, has the highest level of BREEAM environmental certification: Outstanding.

► HEALTH & SAFETY POLICY & GOALS

Eryk 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 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,
- be open to consultation and participation of employees in Health and Safety system,
- 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 ISO 45001:2018 standard 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 recognize that to achieve our goal of eliminating all injuries and illnesses, we must create a culture of safety awareness. By offering our employees meetings and other trainings 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 and sustainable commuting 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,
- while traveling 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.

► CORPORATE SOCIAL RESPONSIBILITY

BUSINESS PHILOSOPHY

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. Our responsibility encompasses interaction with:

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

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.

In 2021, we rolled out the Apprenticeship Program, designed for a young generation of electro-technicians from Africa and Europe, at the beginning of their professional careers. Our aim is to give them an opportunity to learn and gain experience on international projects under the supervision of our qualified technicians.

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.

Eryk 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 programs 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.

CSR goals

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 the requirements of its customers. It is a comprehensive way to evaluate the collaboration in whole or in part, to build and develop our relationship with our customers, to show our commitment, and to get an inspiration for improvement.

Annual assessment employee meeting

The more assessments we conduct, the more we know about our employees and about ourselves. That's why we strive to complete 25% of annual assessments quarterly.

Development of Apprenticeship Program

We aim to have 25% of Apprentices among Eryk technicians and to minimise of the drop-out rate.

We track H&S statistics

We strive to 0 injuries and 0 fatalities

Environment:

Minimising the impact of our travels.

ORGANISATIONAL GOVERNANCE

Our Executive Board and Operational Management carry 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: "Stakeholders Analysis"). 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.

HUMAN RIGHTS

Eryk 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, ethnicity, 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 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 behaviour at work or related to work, which they find or suspect to be unfair, discriminative, illegal or criminal in nature.

LABOUR PRACTICES

We ensure and promote legal employment and prevent child labour. 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 working according to ISO 45001:2018 standard, thus our IMS covers all the H&S issues in chapter: HEALTH & SAFETY POLICY & GOALS. 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", quarterly meetings, annual meetings, and 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 ISO 14001:2015 standard.

FAIR OPERATING PRACTICES

We conduct transparent and fair business operations with a strong commitment to ethical behaviour. 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 practices are 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 QUALITY POLICY & GOALS) and value to our customers, even when it turns out to be more expensive than predicted. It is our aim to meet terms of our 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 organisations 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 organisations. 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, culture and sport 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, sport teams,
 - local schools.

► MANAGEMENT

The daily management of Eryk is handled by the Executive Board and Operational Management, 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

Eryk 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, including meeting 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 Eryk, and
- ensuring that appropriate communication processes are established within Eryk and all its interested parties.

Eryk management shall ensure that our policies:

- are appropriate for Eryk 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 Eryk, and
- are reviewed with a view to continued sustainability.

All Eryk 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,
- 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 HSEQ responsible person, 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 Authorised Person or the appointed responsible person and not using it until it is repaired, and
- informing the CME 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.

Each staff member shall be authorised to report any breaches to company's Code of Conduct and CSR policy, in direct contact with their superior or using online Whistleblower feature.

FUNCTIONS ASSIGNED TO A POSITION

There are functions in Eryk 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: Faglig Ansvarlig),
- Health & Safety Representative,
- Team Leader.

The Technical Responsible Person (DK: 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, 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,
- 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 is suitable for the job and regularly inspected and maintained,
- ensuring that equipment procured by Eryk 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, 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 safety organisation plan, this is the Team Leader (enclosure 23: "Safety organisation plan").

RESPONSIBILITIES

- overall responsibility for health and safety in the workplace,
- performing inspections on the first day of project to identify hazards and prevent accidents. Team Leader has to conduct the inspection every week. 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 are stored safely in the workplace 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 or HSEQ responsible person, 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 standards and regulations.

Team Leaders and Team Managers

RESPONSIBILITIES

- planning, organizing and improving work of the team in cooperation with 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 Technical Responsible Person and HSEQ responsible person,
- 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 that transport has been arranged in good time 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 appropriate forms in our Salesforce CRM system after finishing each project, although if the project lasts longer than 3 months then the employee evaluation must be done on a quarterly basis. Electronic forms used for evaluation are: Project Evaluation, Team Members Evaluation – one for each technician being part of the project, Skill Evaluation 2.0 – one for each technician being part of the project.

AUTHORITIES

- mandatory 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 Key Account Engineer.

► OCCUPATIONAL RISK ASSESSMENT

Eryk's management is responsible for preparing the risk analysis in which all risks are identified and evaluated, and for preparing the solutions to minimise 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 workplace. Employees suffering from these conditions should be urged to seek treatment, counselling 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 detect 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, Eryk 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 occurrence.

On behalf of the management of Eryk, 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 the daily Health & Safety Representatives are the Team Leaders / Team Managers.

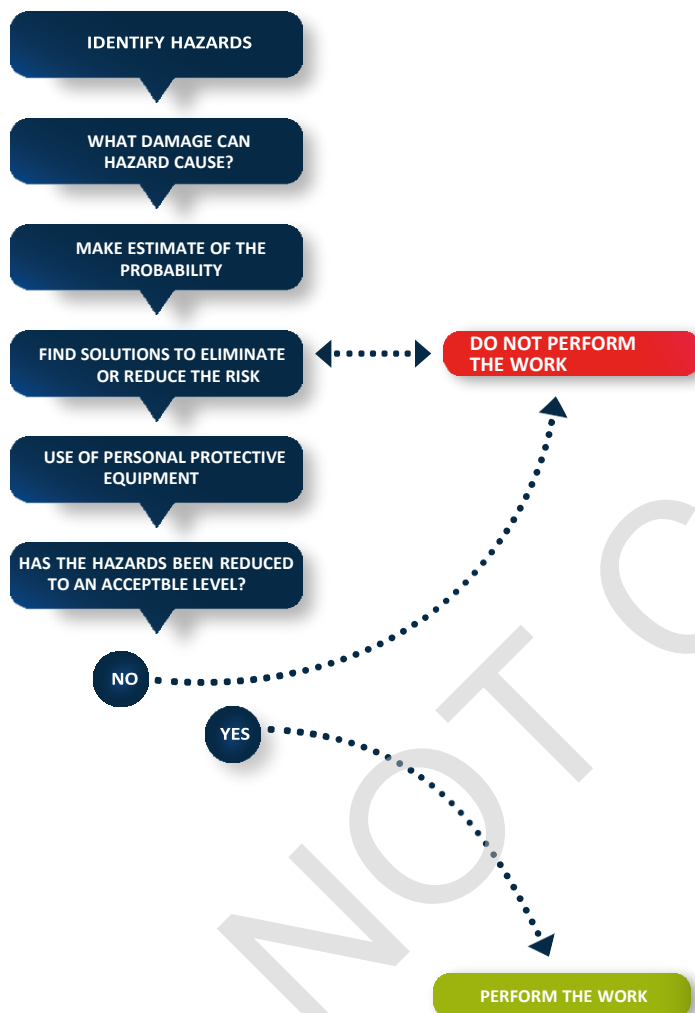
The hazard identification, risk assessment and risk control processes and their outputs are the basis of the entire health and safety system.

The hazard identification, risk assessment and risk control processes enable Eryk 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.

Eryk 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 realisation 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:



► THE INTEGRATED MANAGEMENT SYSTEM

HSEQ responsible person 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 HSEQ responsible person office.

It should be stored for at least 3 years. It is the responsibility of HSEQ responsible person's 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, employees 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 HSEQ responsible person 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 HSEQ responsible person will arrange for an agenda in writing, particularly containing:

- Integrated Management System relation to current organisation 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 / 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

HSEQ responsible person 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 responsibility of HSEQ responsible person to implement any adjustments to the system whenever such a need arises. The HSEQ responsible person is responsible for conducting 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 shall write a note about his/hers conclusions from the audit using enclosure 5: "Audit report" form. The report should include:

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

Particular 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, the internal audits can be carried out by the HSEQ responsible person, CEO of Eryk Sp. z o.o./COO, CAO, Health & Safety Specialist and the Key Account Engineers. It is the responsibility of HSEQ responsible person to ensure that internal auditors have necessary experience and education.

► 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 online database Salesforce system. These oversight measures shall be updated in case of any changes and at least once a year, for instance, during technician's yearly assessment. Information in database is automatically updated when each Skills Evaluation 2.0 is done for technicians.

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.

CHIEF MANAGING ENGINEERS – CMES:

CMEs are obligated to keep their professional knowledge updated, especially as regards the current guidelines of the Danish, 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 HSEQ responsible person is responsible for identifying and evaluating the environmental aspects (enclosure 16: "Environmental aspect identification").

It is necessary for setting goals for Eryk. 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 HSEQ responsible person also needs to establish contact with environmental and health safety organisations to update new environmental requirements so that the environmental management activity of Eryk is always effective and suitable.

Emergency

The HSEQ responsible person, 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 Eryk 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 Eryk must know the emergency plan for his/her workplace.

► SERVICE REALISATION

A flow chart of Eryk's service areas is available in the Integrated Management System manual (enclosure 8: "Flow chart"). The flow chart describes the processes all the way from the initial customer contact to service delivery and invoicing - thus, also covering activities such as procurement and support services.

Documents

All documents related to the project realisation process must comply with 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 authorised to prepare offers distributes the offer documents by e-mail to the President, Vice-President, CEO of Eryk Sp. z o.o./ Group COO, CEO of Eryk A/S /Group CSO, Group Sales Manager, Key Account Engineers, Customer Relations representative or Sales representative for final offer review before it is sent to the customer.
- the person authorised to confirm orders distributes all documents connected with order and information by e-mail to Key Account Engineers and Customer Relations or Sales representative 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 representatives 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. Group Sales Manager, CEO of Eryk Sp. z o.o./ Group COO, CEO of Eryk A/S /Group CSO, Group CAO, Key Account Manager or President/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 representative and Sales representative, 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, Swedish and Polish National Electrical Code Standards.

It is the responsibility of above-mentioned persons 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 check-list on which there is a checkbox with information about confidentiality of the project.

Everyone who has contact with the NDA, i.e.: Customer Relation representative, Key Account Department, Sales and Marketing Department is required to save it in the appropriate folder on the company server.

The Customer Relation Representative's task is to control the collected NDAs on SharePoint in the Customer Files folder, which can be accessed by the aforementioned people.

The register of NDAs contains:

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

When NDA expires, adequate steps according to specific NDA clauses/stipulations are taken. 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 Eryk 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 only purchase approved equipment.

The equipment necessary for project realisation is purchased by the Tools Department, Technical Responsible Person or Key Account Engineer. The purchase may be made 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" is available in Salesforce CRM, with full contact data.

Approved suppliers are evaluated using the "Supplier evaluation" form (enclosure 15). Completed survey is stored in Salesforce CRM.

We use the following criteria to select and approved suppliers:

- **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 provide our own services at the most competitive prices, we make sure that we pay the lowest prices where the quality and other terms are equivalent. We negotiate discount agreements with 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 policy. If there is no CSR standard implemented we shall select the suppliers based on their ability and willingness to comply with the principles of social responsibility.

All approved suppliers shall be **evaluated at least every 2 years**. We do not evaluate suppliers, if the value of purchased services is less than 50 000 PLN per year 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 responsibility of purchaser to present the CSR requirements. It is unacceptable to purchase any product where we receive the information that the producer does not respect the human rights or does not fulfil the required legislation 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/services.

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.

SUBCONTRACTORS

We only cooperate with approved subcontractors. Approved subcontractors are evaluated using the "Supplier evaluation" form (enclosure 15). Completed survey is stored in Salesforce CRM.

We select and approve them based on the following criteria:

- **availability of resources** - the subcontractor must be able to provide the required resources in a timely manner and, if necessary, ensure the substitutability of human resources of equivalent quality.
- **qualifications and experience of the personnel** - the subcontractor's personnel must be qualified, experienced and have the appropriate education, training and qualifications.
- **legitimacy of employment** - we require the subcontractor's personnel to be employed or cooperate in accordance with Eryk's work environment standards.

- **quality** – we only work with subcontractors known for good quality, as services provided to our customers by subcontractors must be of high quality and, in the event of a fault, must be able to be rectified quickly. We give preference to suppliers with well-implemented quality management systems.
- **price** - in order to provide our own services at the most competitive prices, we ensure that we work with subcontractors who offer the lowest prices parallel with the availability of resources in a timely manner, good quality and timeliness for the offering services. We negotiate discounts with our subcontractors.
- **payment terms** - we take into account if the subcontractors have a suitable payment terms.

During cooperation, all subcontractors shall be **evaluated at least every 2 years**. In addition, the subcontractors 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 meetings with the subcontractors. This is the responsibility of Sales representative to present the CSR requirements. It is unacceptable to cooperate with subcontractors if we receive the information that they do not respect the human rights or does not fulfil the required legislation or standards.

SUBCONTRACTING

Subcontracting shall only be outsourced with selected and approved subcontractors.

All subcontracting confirmations must include a list of the subcontractor's personnel based on an analysis of qualifications and experience in accordance with the customer's expectations and the scope of the outsourced work.

SUBCONTRACTOR SUPERVISION

when services are provided by subcontractors, the following must be carefully checked:

- verification of the subcontracted personnel providing the services in accordance with the list of designated resources approved by the client,
- monitoring of the performance and quality of the service on an ongoing basis and before the final result is handed over to the customer,
- supervision of the timeliness of the service according to the schedule.

CUSTOMER SATISFACTION

Customer satisfaction is an important part of the Integrated Management System portfolio. It shall be measured by the Key Account, Sales, Marketing and Communications Departments.

The CMEs and Customer Relations or Sales representative shall ask customers about their satisfaction after meeting with the customer using enclosure 13: "Customer satisfaction survey", enclosure 27: – "Customer Management Satisfaction Survey" or enclosure 44: "Customer satisfaction survey –IT services". The survey can be delivered both in paper or electronic form and we evaluate them with enclosure 14: "Customer satisfaction evaluation". All mention above enclosures shall be included in the Integrated Management System-portfolio.

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 the complexity of a particular task's, appropriate assignment of staff to tasks in correspondence with the employees' education, training and experience and the need for planned verbal 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, Swedish and Polish National Electrical Code Standards (in Danish, SB part 61, section 611) are not within Eryk's scope of responsibility.

Control and testing shall be done exclusively by a customer or by a person with appropriate authorization to do so. All information regarding competencies and skills has been implemented within the Salesforce platform.

Eryk'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 verbally informed of such tests. The employees who perform these tasks shall have relevant electrical education, including the Polish D electrical certificate.

Third party property

Eryk will maintain the customers' property according to their documents and their requirements. After receipt and verification of the package, the Customer Relations representatives 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's 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 using Hilti ON! Track online software for this purpose, with information about required inspections and expiration dates. Automatic reminders are sent from the system to the user at least one month ahead of the expiration date.

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 repair or replaced with 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 authorization.

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 $\pm 5\%$ 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 electrical 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	Safety barrier I	Safety barrier I
De-energize the installation and verify that the installation is dead	Distances (high-voltage), personal protective equipment (low-voltage)	Personal protective equipment
Safety barrier II	Safety barrier II	Safety barrier II
Secure against re-energizing	Electrical protective barriers	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-energize the installation,
- secure against re-energizing,
- 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-energizing 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 energized must be disconnected, this means evaluating the risk of possible differences in potential at locations where:

- there is a risk of energizing 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 energized.

Before the installation can be declared ready for being re-energized, 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-energized.

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.

► 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, verbal 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.

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 verbal 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.

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.

In the case of outsourced services, before delegating any task to a subcontractor, Eryk must approve the subcontractor's personnel to ensure that the resources have the necessary qualifications and experience to meet our and the customer's needs and expectations. In addition, the subcontractor must be able to ensure the substitutability of resources with equivalent qualifications, if necessary.

The subcontractor's personnel must be familiar with and adhere to Eryk's rules and policies.

Eryk shall ensure that the service is provided by qualified personnel and shall monitor the performance and quality of the service on an ongoing basis.

Eryk monitors the timeliness of the service provided to ensure that the scope of the delegated task is realised according to the schedule.

Eryk also ensures that the tasks assigned to the subcontractor are checked and completed before the final result is handed over to the customer.

► MEASURING AND ANALYSIS, CONTROL OF RECORDS AND DOCUMENTS

Eryk shall create and maintain a system which covers particularly:

- measuring customer satisfaction to establish customers' opinion of whether Eryk 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. Eryk will continuously improve the effectiveness of the Integrated Management System by applying the quality, environment, 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 number 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 HSEQ responsible person 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. The HSEQ responsible person 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.").

Technical Responsible Person is responsible for the purchase and distribution of all relevant material from the authorities etc.

► PROCEDURES IN CASE OF NONCONFORMANCE, CONTROL OF CORRECTIVE ACTION

The Key Account Engineers are 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 using 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/incidents that have a negative impact on the environment,
- customer claim,
- violation of H&S, quality, environmental and CSR rules.
- uncontrollable soil, air, and water pollution-

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/service realisation, 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 non-conformity report is prepared by HSEQ responsible person based on information provided by the employee who identify the discrepancy/mistake, noticed incident or hazard.

Alternatively, this may be carried out by the Key Account Engineers, H&S Specialist, Customer Relations representative, or the person to whom responsibility for this has been delegated – depending on the type of discrepancy.

The HSEQ responsible person shall submit report on discrepancies to the Key Account Department and the relevant parties on the contents of the report, which he/she finds relevant.

Technical Responsible Person, HSEQ responsible person, H&S Specialist, Key Account Engineers 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 HSEQ responsible person, H&S Specialist with Key Account Engineers shall take all appropriate actions to eliminate the detected situation, and the method of conduct depends on the arrangement between them.

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 reports of discrepancies, 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 for accidents:

- ▶ **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 HSEQ responsible person, 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.

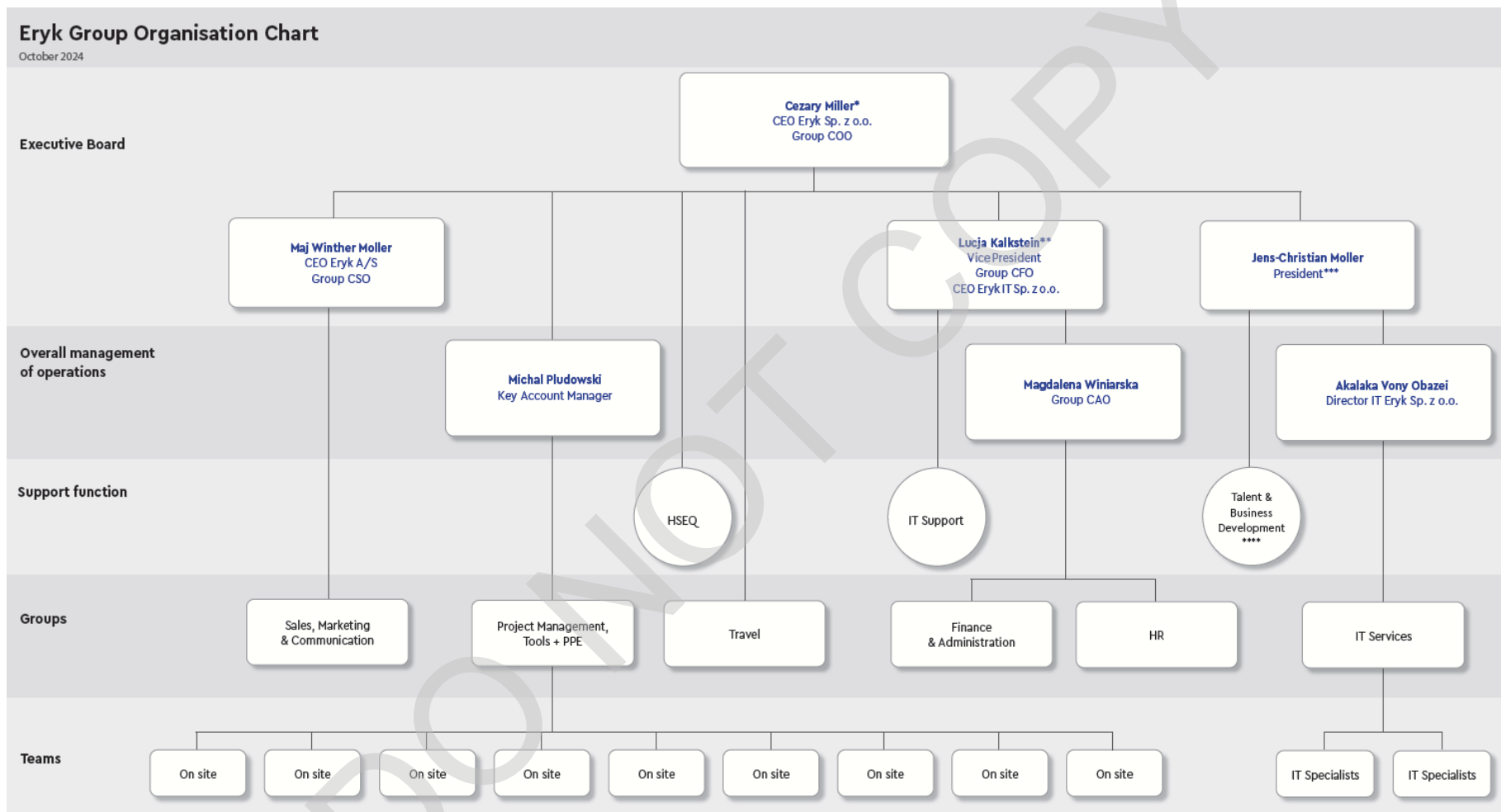


ENCLOSURES

No Integrated Management System Manual – Enclosures

- 1 Management and organisation plan
- 2 *(discontinued)*
- 3 Description of Authorized Employees' positions
- 4 Review meeting of the Integrated Management System
- 5 Audit report
- 6 *(discontinued)*
- 7 Education and training of staff
- 8 Flow chart
- 9 *(discontinued)*
- 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 *(discontinued)*
- 20 *(discontinued)*
- 21 Risk assessment – project level
- 22 *(discontinued)*
- 23 Safety organisation plan
- 24 Health and Safety induction form
- 25 Construction site inspection checklist
- 26 Appendix to the contract - Health Safety checklist
- 27 Customer Management Satisfaction Survey
- 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 *(discontinued)*
- 36 HSE training card
- 37 *(discontinued)*
- 38 Statement of health state allowing to perform work
- 39 *(discontinued)*
- 40 Procedure in case of accident
- 41 *(discontinued)*
- 42 *(discontinued)*
- 43 *(discontinued)*
- 44 Customer Satisfaction Survey – IT services

MANAGEMENT AND ORGANISATION CHART



Executive Group: Executive Board + Group CAO + Key Account Manager
Management Group: Executive Group + at least one manager appointed at each Group

*Responsible for H&S, **Responsible for Integrated Management System

***Honorary title

****Responsible for the Apprenticeship Program

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DESCRIPTION OF “TECHNICAL RESPONSIBLE PERSON” POSITIONS

ORGANISATIONAL PLACEMENT

Eryk overall Technical Responsible Person is Michał Płudowski.

Technical Responsible Person for Eryk A/S is Michał Płudowski and for Eryk Sp. z o.o. is Sebastian Płacewicz.

EMPLOYEES

See the organisation chart Enclosure 1.

MAIN RESPONSIBILITIES

Responsible for electrical installation jobs at Eryk.

The areas of responsibility can be described as follows:

- new installations, as well as with repair and maintenance of electrical installations at the customers and:
- contracting with the building constructor,
- handling offer calculations/special offers,
- project management/follow-up/building meetings,
- conducting appraisal interviews,
- arranging training courses for the employees,
- hiring /dismissing employees,
- maintenance of the building/area.

QUALIFICATION

- authorized as an 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 manner,
- qualified to work as a supervisor, oversee electrical installations, and check electrical equipment.

OWN PROJECTS

In projects carried out with internal employees and without any agreement with external suppliers contract, Eryk is responsible for ensuring compliance with the quality system and ensuring that the necessary performance and documentation for the final check are in place.

PROJECTS FROM SUBCONTRACTOR/COLLABORATOR

For cooperative agreements with external electrical companies, the quality system and the documents for final check have to be defined.

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AGENDA FOR ERYK IMS REVIEW MEETING

Participants:

Keeper of the minutes:

1. Status of the last IMS Review meeting.
2. Does our IMS fits to current organisation and operations + risk and opportunities analysis:
 - business areas,
 - organisation,
 - strategic directions,
 - changes in the business environment and our response to them.
3. 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?
4. Environmental goal:
 - Are our environmental goals relevant for current operations and have we reached them?
 - Suggestions for improvements of environmental goals and their measurements?
5. 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.
6. CSR goals:
 - Are our CSR goals relevant for current operations and have we reached them?
 - Suggestions for improvements of CSR goals and their measurements?
7. Results of the external and internal audits:
 - Suggested improvements,
 - Implementation of improvements.
8. Non-conformance status.
9. Stakeholders review and feedback from them.
10. Legal compliance.
 - Review of Enclosure 10
11. Risks and opportunities – discussion.

HSEQ responsible person will call for the next meeting within 12 months.

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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 Eryk?				
What are the quality goals in Eryk?				
Are procedures and responsibility conditions known?				
What should be done in the case of non-conformance issue?				
How is the organisation 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 the necessary courses and training?				
How does Eryk evaluate the need for education of staff?				
Do 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 Eryk?				
What are the H&S goals in Eryk?				

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What should be done in the case of accidents, hazards or near miss?					
What do our employees have to do just after starting a new project?					
How do we evaluate risk at work?					
Who is the responsible overall for safety at work?					
Do you know the emergency plan for your workplace?					
Are the emergency exits marked properly?					
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 there serviceable fire-fighting equipment at the workplace?					
Environment					
What is the environmental policy in Eryk?					
What are the environmental goals in Eryk?					
Are waste materials managed appropriately on site?					
Are chemical substances stored correctly?					
Do the employees have safety data sheets for chemical substances?					
Do the employees know Eryk's policy for eco-driving?					
Is Eryk's smoking/alcohol policy known?					
CSR					
Are the CSR core values known?					
Have you ever experienced any case of law violation whilst working in Eryk?					
Approval of audit (date, init.):					

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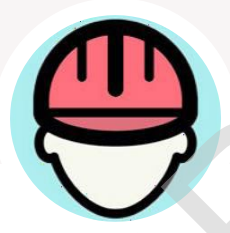
PROFESSIONAL CV

POSITION

Name

Surname

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-	School
1997-	School

WORK EXPERIENCE

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

COURSES & CERTIFICATES

Electrician

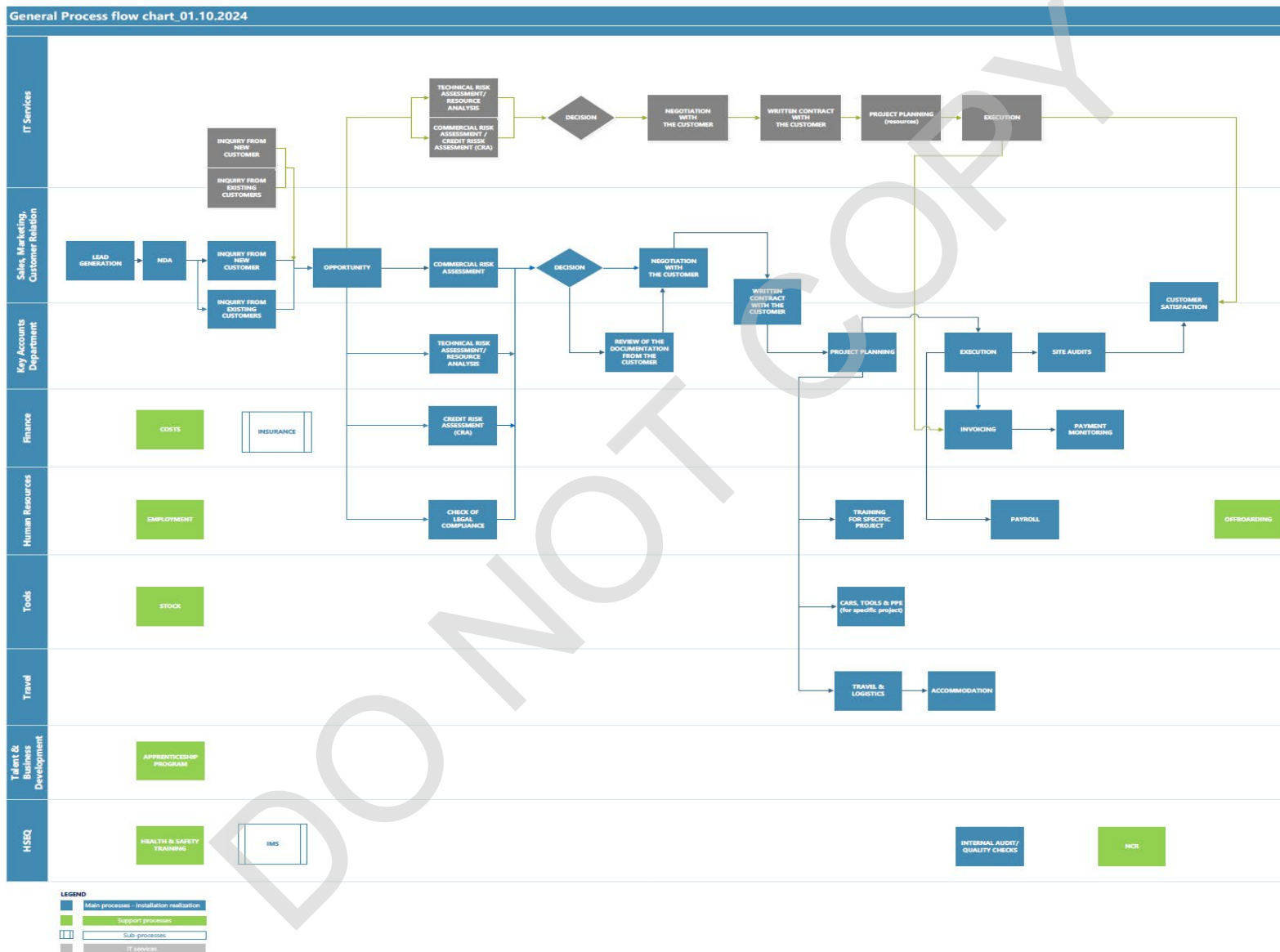
Other electrician

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.

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FLOW CHART



Prepared by:
Agata Wróbel

Checked by:
Cezary Miller

Approved by:
Lucja Kalkstein

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RELEVANT MATERIALS FROM AUTHORITIES

DENMARK

- Bekendtgørelse om anvendelse m.v. af elevatorer, rulletrapper og lignende maskiner (BEK nr. 461)
- Elsikkerhedsloven. Danish National Electrical Code Standard
- Bekendtgørelse af lov om autorisation af virksomheder på el-, vvs- og kloakinstallationsområdet.
- Installationsbekendtgørelsen
- Bekendtgørelse om sikkerhed for udførelses af elforsyningsanlæg med tillæg og ændringer.
- Bekendtgørelse om Drift af elforsyningsanlæg.
- Maskinsikkerhedsbekendtgørelsen – herunder elektrisk udstyr på maskiner.
- 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.
- Eksplosive atmosfærer – Del 0: Udstyr – Generelle krav, DS/EN IEC 60079
- Eksplosive atmosfærer - Konstruktion, valg og opbygning af elektriske installationer
- www.sik.dk/erhverv/elinstallationer-og-elanlaeg

FIRE TECHNOLOGY

- DBI- Brandteknisk vejledning: Varslingsanlæg
- DBI- Brandteknisk vejledning: Brandventilation
- DBI- Forskrift vedr. Automatiske branddørlukningsanlæg
- Bekendtgørelse om brandværnsforanstaltninger i hoteller m.v., plejehospitaler, forsamlingslokaler, undervisningslokaler, daginstitutioner og butikker, BEK nr. 174

HEALTH AND SAFETY

- Bekendtgørelse af lov om arbejdsmiljø
- Anvendelse af hejse-, løfte- og transportredskaber
- Faldsikringsvejledning fra arbejdstilsynet
- Arbejdstilsynets vejledning vedr. forebyggelse af arbejdsulykker i store og mellemstore
- Arbejdstilsynets vejledning vedr. øjenværn

ENVIRONMENT

- Bekendtgørelse af lov om miljøbeskyttelse

OTHER RELEVANT MATERIALS

- Bygningsreglement – nyeste version Lys og belysning - Belysning ved arbejdspladser - Del 1: Indendørs arbejdspladser, DS/ EN 12464-1
- Fællesregulativet

NB! Always check regarding newest version when looking for information in above-mentioned publications.
Bold type marks minimum requirements.

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- Ordinance of the Minister of Labour and Social Policy of 26 September 1997 (as amended) on general occupational health and safety regulations
- Ordinance of the Minister of Economy of 20 September 2001 (as amended) on occupational health and safety during the operation of machinery and other technical equipment for earthworks, construction and road works
- Ordinance of the Minister of Infrastructure of 6 February 2003 on occupational health and safety during the performance of construction works
- Act Labour Code of 26 June 1974 (as amended) – Section X
- Ordinance of the Minister of Labour and Social Policy of 1 December 1998 (as amended) on occupational health and safety at workplaces equipped with screen monitors
- Ordinance of the Minister of Economy of 30 October 2002 (as amended) on the minimum requirements for occupational health and safety regarding the use of machinery by employees at work
- Ordinance of the Minister of Labour and Social Policy of 14 March 2000 (as amended) on occupational health and safety in manual transport works (in the Notice on the uniform text, an entry in the title was added: "and other works related to physical effort")
- Ordinance of the Minister of Economy and Labour of 27 July 2004 (as amended) on training in the field of occupational health and safety
- Ordinance of the Council of Ministers of 3 April 2017 on the list of works that are burdensome, dangerous or harmful to the health of pregnant women and women breastfeeding a child
- Ordinance of the Council of Ministers of 2 September 1997 (as amended) on the occupational health and safety service
- Ordinance of the Minister of Entrepreneurship and Technology of 21 May 2019 on the manner and procedure for checking the qualifications required for the operation and maintenance of technical devices and the method and procedure for extending the validity period of qualification certificates
- Ordinance of the Minister of Energy of 28 August 2019 (as amended) on occupational health and safety at energy equipment
- Ordinance of the Minister of Health and Social Care of 30 May 1996 (as amended) on conducting medical examinations of employees, the scope of preventive health care for employees and medical certificates issued for the purposes provided for in the Labor Code
- Act of 25 February 2011 on chemical substances and their mixtures
- Ordinance of the Minister of Development and Finance of 15 December 2017 (as amended) on occupational health and safety in the use of motor-driven industrial trucks
- Act of 2 March 2020 (as amended) on special solutions related to the prevention, counteracting and combating Covid-19, other infectious diseases and crisis situations caused by them

OCHRONA PRZECIWPOŻAROWA / FIRE PROTECTION

- Act of 24 August 1991 (as amended) on fire protection
- Ordinance of the Minister of Internal Affairs and Administration of 24 July 2009 on fire water supply and fire roads
- Ordinance of the Minister of internal affairs and administration of 7 June 2010 (as amended) on fire protection of buildings, other buildings and areas

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
- Act of 10 April 1997 (as amended) Energy Law

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NORMY/NORMS

- PN-HD 60364-4-41:2017-09
- PN-HD 60364-4-42: 2011 - wersja angielska - instalacje elektryczne niskiego napięcia -- część -42: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed skutkami oddziaływania cieplnego.
- PN-HD 60364-4-42: 2011 - wersja polska - instalacje elektryczne niskiego napięcia -- część -42: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed skutkami oddziaływania cieplnego.
- PN-HD 60364-4-43: 2012 - wersja polska - instalacje elektryczne niskiego napięcia -- część -43: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona przed prądem przetężeniowym.
- PN-HD 60364-4-442: 2012 - wersja angielska - instalacje elektryczne niskiego napięcia -- część -442: Ochrona dla zapewnienia bezpieczeństwa -- Ochrona instalacje 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: -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 -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 5-5: Dobór i montaż wyposażenia elektrycznego -- Postanowienia ogólne.
- PN-HD 60364-5-52: 2011 - wersja angielska - instalacje elektryczne niskiego napięcia -- część 5-5 : opór i montaż wyposażenia elektrycznego – Oprzewodowanie.
- PN-HD 60364-5-52:2011- Instalacje elektryczne niskiego napięcia -- Część 5-52: Dobór i montaż wyposażenia elektrycznego – Oprzewodowanie.
- PN-HD 60364-5-53:2022-10 - Instalacje elektryczne niskiego napięcia -- Część 5-53: Dobór i montaż wyposażenia elektrycznego -- Aparatura rozdzielcza i sterownicza.
- PN-HD 60364-5-53:2022-10 - wersja angielska- Instalacje elektryczne niskiego napięcia -- Część 5-53: Dobór i montaż wyposażenia elektrycznego -- Aparatura rozdzielcza i sterownicza.
- 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 prądowórcze.
- 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 60364-5-56:2019-01 - wersja angielska - 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: Sprawdzanie.
- PN-HD 60364-7-701: 2010 - wersja polska - Instalacje elektryczne niskiego napięcia - Część 7-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 60364-7-704:2018-08 - wersja angielska - Instalacje elektryczne niskiego napięcia - Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Instalacje na terenie budowy i rozbioru.

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- 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 ogrodnictwo.
- 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 ogrodnictwo.
- PN-HD 60364-7-706: 2007 - wersja angielska - instalacje elektryczne niskie o napięcia -- część -706: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Pomieszczenia przewodzące i ograniczające swobodę ruchu.
- PN-HD 60364-7-708: 2017-11 - wersja angielska - instalacje elektryczne niskie o napięcia -- część -708: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Kempingi dla przyczep, kempingi oraz podobne lokalizacje.
- PN-HD 60364-7-709: 2010 - wersja angielska - Instalacje elektryczne niskie o napięcia -- część -709: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Porty jachtowe oraz podobne lokalizacje.
- PN-HD 60364-7-710: 2012 - wersja angielska - instalacje elektryczne niskie o napięcia -- część -710: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Pomieszczenia medyczne.
- PN-HD 60364-7-712: 2016-05 - wersja angielska - instalacje elektryczne niskie o napięcia -- część -712: Wymagania dotyczące specjalnych instalacji lub lokalizacji -- Fotowoltaiczne (P) układy zasilania.
- PN-IEC 60364-7-713: 2017-10 - wersja angielska - 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 przewoźne.
- 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: 2019-05 - 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: 2019-01 - 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, urzędzeń 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: 2019-07 - wersja angielska - Instalacje elektryczne niskiego napięcia -- Część 8-1: Efektywność Energetyczna.
- PN-EN 12464-1: 2022-01 - wersja angielska 2004 - Światło i oświetlenie - Oświetlenie miejsc pracy - Część 1 -- Miejsca pracy we wnętrzach.
- Dyrektywa 2006/42/WE w sprawie maszyn.
- Dyrektywa 2014/30/WE - w sprawie harmonizacji ustawodawstw państw członkowskich odnoszących się do kompatybilności elektromagnetycznej (dyrektywa EMC).

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NONCONFORMANCE, INCIDENT OR HAZARD REPORT

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

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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 – Michał Płudowski +48 507-943-009

Safety Coordinator – Jacek Kukuła: + 48 605-054-969

Office/Biuro: + 48 91 469 44 66

Country Kraj	Police Policja	Medical Pogotowie	Fire Straż pożarna	Additional info Dodatkowe informacje
European Union	112			
Belgium	112			Police – 101; Ambulance / Firebrigade – 100
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
Spain	112			National – 091; Local Police – 092; Ambulance – 061; Fire – 080,085; Civil Guard – 062
Switzerland	112			
Sweden	112			Police – 101; Ambulance / Fire brigade – 100
United Kingdom	999 or 112			
USA	911			

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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.

Company: _____
Project: _____
Contact Name: _____

Phone: _____
Email: _____
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 dialogue with project manager responsible for planning and execution of project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Your dialogue with sales and commercial responsible person for the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Eryk 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 select the right team for the project	<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 were 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's technicians on-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Eryk ability of handling and solving problems on-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Your overall impression of Eryk's performance on-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your overall cooperation with Eryk Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Newsletters and general information from Eryk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

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Thank you very much for your time.

We appreciate it!

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CUSTOMER SATISFACTION EVALUATION

Customer Satisfaction Evaluation

No.	Customer name	1	2	3	4	5	6	7	8	9	10	11	average	Evaluated projects	Date 2024
		1	2	3	4	5	6	7	8	9	10	11			
1		3	4	3	4	3	4	4	3	4	3	n/a	3,50		10.01.2024
2		3	4	3	4	3	4	4	3	4	3	n/a	3,50		10.01.2024
3		3	4	3	4	3	4	4	3	4	3	n/a	3,50		10.01.2024
4		4	4	4	4	4	4	4	4	4	4	4	4,00		12.01.2024
5		4	n/a	4	4	4	n/a	4	4	4	4	n/a	4,00		16.01.2024
6		3	3	3	3	3	3	3	3	3	3	3	3,00		18.01.2024
7		4	4	3	4	3	3	3	3	3	3	n/a	3,30		26.01.2024
8		4	4	4	3	3	3	3	3	3	3	n/a	3,30		26.01.2024
9		4	4	3	3	3	3	3	3	3	3	n/a	3,20		26.01.2024
10		4	4	3	3	3	3	3	3	3	3	n/a	3,20		27.01.2024
11		4	4	3	4	4	n/a	3	3	3	4	n/a	3,56		30.01.2024
12		3	4	3	4	4	3	3	3	4	4	n/a	3,50		30.01.2024
13		3	3	3	3	4	4	4	3	4	4	n/a	3,40		30.01.2024
14		4	3	3	3	3	3	3	n/a	3	3	3	3,10		06.02.2024
15		4	3	3	3	2	3	2	n/a	2	3	3	2,80		06.02.2024
16		3	4	n/a	4	3	3	3	3	3	3	3	3,20		13.02.2024
17		3	4	n/a	4	3	3	3	3	3	3	3	3,20		13.02.2024
18		4	3	n/a	4	4	4	n/a	4	4	4	4	3,89		15.02.2024
19		4	4	4	3	4	4	3	4	4	4	n/a	3,80		16.02.2024
20		3	4	4	4	3	2	3	3	3	3	n/a	3,20		19.02.2024
21		3	3	3	4	4	3	3	3	3	3	3	3,18		19.02.2024
22		4	4	4	4	3	n/a	3	n/a	4	4	3	3,67		21.02.2024
23		4	4	4	4	4	3	3	3	4			3,67		21.02.2024
24		4	4	4	4	3	n/a	3	n/a	4	4	3	3,67		21.02.2024
25		4	4	4	4	4	4	4	4	4	4	4	4,00		27.02.2024
26		3	4	3	4	4	n/a	3	3	3	4	n/a	3,44		28.02.2024
27		4	4	4	4	4	4	4	4	4	4	4	4,00		07.03.2024
28		4	4	4	4	4	n/a	4	4	4	4	n/a	4,00		06.03.2024
29		n/a	4	n/a	4	3	n/a	3	n/a	3	4	n/a	3,50		06.03.2024
30		n/a	4	n/a	4	3	n/a	3	n/a	3	4	n/a	3,50		06.03.2024
31		3	4	n/a	3	3	4	3	4	4	4	3	3,50		15.03.2024
32		4	3	3	3	3	3	4	4	3	3	3	3,27		21.03.2024
33		4	4	4	4	4	3	4	3	3	4	n/a	3,70		21.03.2024
34		4	4	4	4	4	3	4	3	3	4	n/a	3,70		21.03.2024
35		3	4	3	3	3	3	3	3	3	3	n/a	3,10		29.03.2024
36		3	4	3	3	3	3	3	3	3	3	n/a	3,10		29.03.2024
37		3	3	3	3	4	n/a	3	3	3	3	n/a	3,11		02.04.2024
38		4	4	4	4	4	4	4	4	4	4	n/a	4,00		02.04.2024
39		4	4	4	4	3	3	3	3	3	4	3	3,45		02.04.2024
40		4	4	4	4	4	4	4	4	4	4	3	3,91		08.04.2024
Total Customer Satisfaction		3,61	3,74	3,42	3,69	3,42	3,38	3,35	3,34	3,41	3,54	3,23	3,48		
Very satisfied customers where the satisfaction result is above 3,5															

Prepared by:
Agata Wróbel

Checked by:
Cezary Miller

Approved by:
Lucja Kalkstein

Issue date: 29.10.2024

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SUPPLIER EVALUATION

Supplier name: _____
 Category: _____
 Contact Name: _____
 Email: _____
 Phone: _____
 Responsible person: _____
 Date of evaluation: _____

All approved suppliers shall be evaluated at least every 2 years.-

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?) <small>Prices should be negotiated at least once per year.</small>	<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 question- yes or no

8. Does the supplier hold the appropriate certificates and fulfil 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 and 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:

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

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ENVIRONMENTAL ASPECTS IDENTIFICATION – ERYK

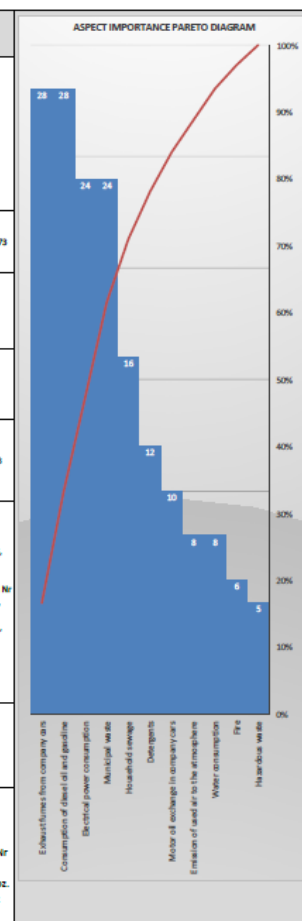
Environmental aspects identification - ERYK Sp. z o.o.

Document Owner:	Agata Wróbel	Deputy:		Document number and version:	Enclosure 16	Date of issue:	29.10.2024
Change description:	Updates on legislation	Changed by:					Agata Wróbel (HSE Compliance Officer)

ENVIRONMENTAL ASPECT GRADATION (Impact on the environment + Quantity) * Occurrence frequency	A. Impact on the environment	1 - very low	2 - low	3 - average	4 - huge
	B. Frequency of occurrence	1 - almost never	2 - rare	3 - often	4 - always
	C. Quantity	1 - very low	2 - low	3 - significant	4 - huge
	D. Legal requirements	1 - no regulations	2 - general guidelines	3 - standards	4 - law regulations

<https://isap.sejm.gov.pl/>

Environmental aspect description	Source of the environmental aspect	Impact on the environment description	Impact on the environment scale	Quantity	occurrence frequency	Legal requirements	ASPECT IMPORTANCE	Goals	COMMENTS	Responsible person	Legal grounds
Emissions to the air	Exhaust fumes from company cars	business trips, travel to the project sites	Emission of exhaust fumes into atmosphere - greenhouse effect	4	3	4	4	28	Increasing the number of passengers traveling in one car. Reduction of fuel usage per worker to the possible minimum.	Key Account Engineer and all the other employees using company cars or own cars for the project purpose	t.j. Dz. U. z 2024 r., poz. 54, 834, 1089, 1212. Dz.U. 2014 poz. 1169 Dz.U.2010.16.87 Dz.U. 2023 poz. 1710
	Emission of used air to the atmosphere	air conditioning	Emission of used air back into atmosphere. Air might contain dangerous substances from cooling agent	1	1	4	2	8	Effective usage of Air conditioning system. Installation of proper filters inside the air conditioning installation	Office building administrator	
Emissions to the water	Detergents	Dishwasher, cleaning of the office area	Release of dirty water including detergents into rivers and the sea through the sewage system	2	1	4	4	12	Effective usage of dishwasher in eco mode where possible. Use of natural - biodegradable detergents	All employees	t.j. Dz. U. z 2024 r., poz. 1087, 1089, 1473
Emissions to the soil and groundwater	Motor oil exchange in company cars	company cars	might lead to the leakage of motor oil into soil and groundwater	3	2	2	4	10	Elimination of the leakage risk by exchanging the oil in authorised car service workshops	Company cars users	
Energy consumption	Electrical power consumption	All kind of electrical equipment used in ERYK	Electrical power production based on water and coal. Depletion of coal resources and emission of CO2 into atmosphere.	3	3	4	2	24	Reduction of electrical power consumption by turning off all devices during work breaks and after finishing work.	All employees	
Water consumption	Water consumption	Dishwashers	Depletion of clean water resources.	1	1	4	4	8	Staying below 100l of water in the Eryk office during one week	Office staff	t.j. Dz. U. z 2024 r., poz. 1087, 1089, 1473
Waste	Hazardous waste	Production processes on the project sites.	Pollution of air, water and soil through the storage. The risk of leakage to the environment	4	1	1	4	5	Ensuring that all chemical waste is disposed of properly.	Project staff	t.j. Dz. U. z 2023 r. poz. 1587, 1597, 1688, 1852, 2029;
	Municipal waste	Kitchen	Storage of waste in natural environment	2	1	4	4	24	More effective segregation of municipal waste	All employees	t.j. Dz. U. z 2001 r. Nr 63, poz. 638, 2003 r. Nr 7, poz. 78, z 2004 r. Nr 11, poz. 97, Nr 96, poz. 959, z 2005, Nr 175, poz. 1458, z 2013 r. Nr 63, poz. 322, z 2013 r. poz. 21.
	Household sewage	Eryk office	River water contamination	2	2	4	4	16		All employees	t.j. Dz.U.2024.927
Transportation related aspects	Consumption of diesel oil and gasoline	Daily commute, Traveling to the project site, Business trips	CO2 emissions, depletion of natural resources	4	3	4	2	28		Company cars users	Dz.U.U.EU.2019.111.13
Fire, leaks and other unusual situations	Fire	The whole office area, project sites	Emission of harmful substances into the atmosphere	4	2	1	4	6	Elimination of any potential fire possibility through periodic risk analysis and good preparation of work on project sites.	All employees	t.j. Dz.U. z 2002 r. Nr 147, poz. 1329, z 2003 r. Nr 52, poz. 432, z 2004 r. Nr 96, poz. 959, z 2005 r. Nr 100, poz. 839 i 836, z 2006 r. Nr 194, poz. 1410, z 2007 r. Nr 89, poz. 590, z 2008 r. Nr 163, poz. 1015, z 2009 r. Nr 11, poz. 39;



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1.



AUDIT PLAN

Period:

Auditors:

Participants in audit:

Audit no.	Quarter	Place Department	Finish date	Subject/ process	Comments	Status	Auditor

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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, unfavourable health consequences in staff due to environmental hazards or the manner of doing work;
- Risk assessment – process of analysing 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.

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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, analyse 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

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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
<i>S – Degree of damage</i>	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 work-places on the premises.

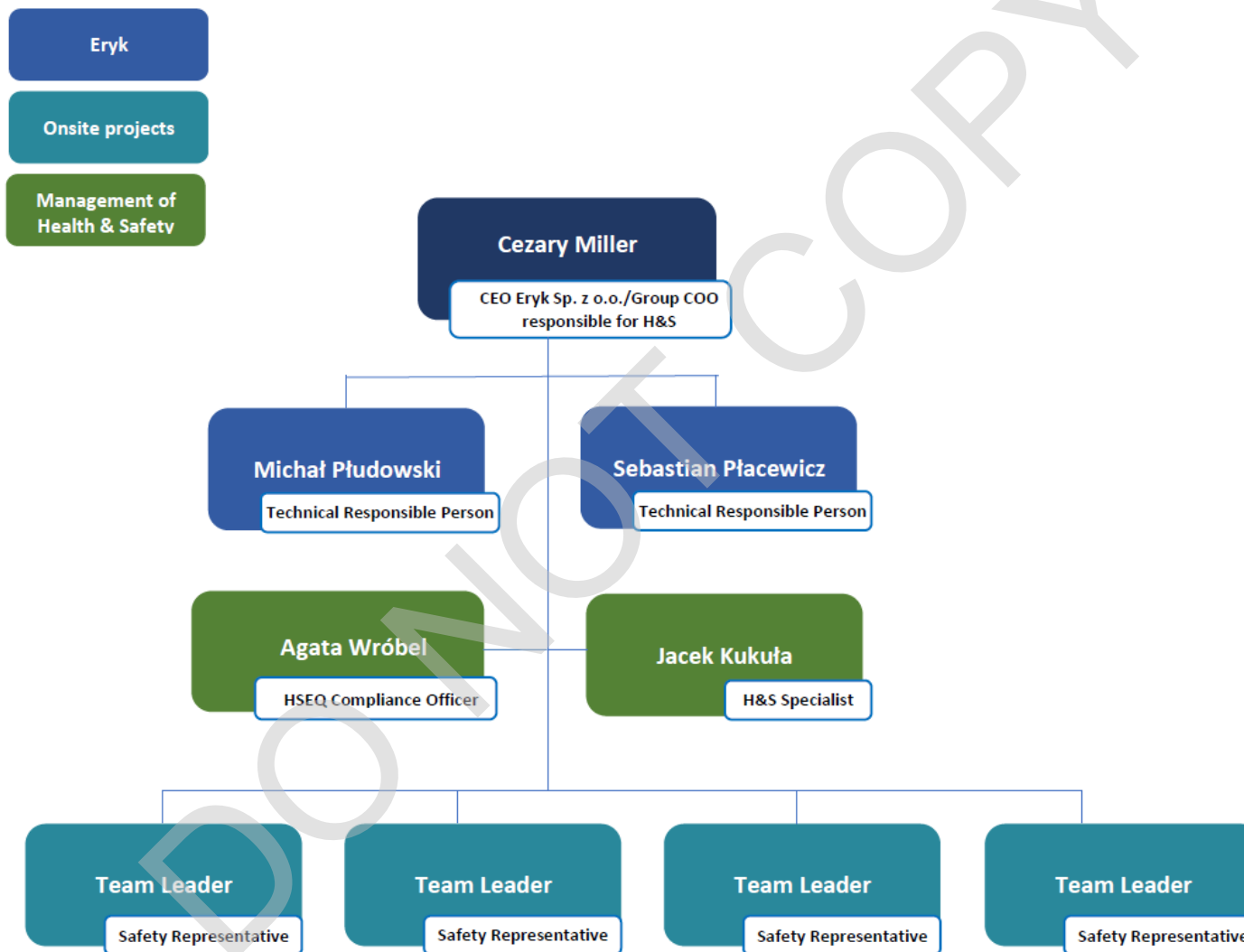
The occupational risk shall be assessed by a team appointed by the owner of Eryk. The team now consists of the following persons:

Jacek Kukuła – head

Michał Płudowski – member

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SAFETY ORGANISATION PLAN



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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 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.

Customer representative name: _____

Date: _____ Customer representative signature: _____

Name of Employee:	Employee's Signature:	Name of Employee:	Employee's Signature:

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

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CONSTRUCTION SITE/ WORKSHOP INSPECTION CHECKLIST

Project details/ szczegóły projektu

Person performing site inspection: _____ Date: _____
Osoba dokonująca inspekcji _____ 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 używanych substancji?			
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. poręcze i podesty zostały prawidłowo zainstalowane)?			
13.	Are all ladders industrial grade and appropriate to job? Czy wszystkie drabiny są klasy przemysłowe 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?			

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

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**CUSTOMER MANAGEMENT SATISFACTION SURVEY**

The following questionnaire will give us an idea of your satisfaction with our work in 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.

Company: _____
Contact Name: _____
Title: _____

Phone: _____
Email: _____
Date: _____

Please rate the following:

	Very poor	Poor	Good	Very good	N/A
1. Your cooperation with Eryk's Top Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Your cooperation with Eryk's Project Manager responsible for planning and execution of project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Your dialogue with sales and commercial responsible person for the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Your dialogue with Eryk's Team Leader(s) on-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Eryk's ability meet your requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Eryk's quality of the work executed on-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Eryk ability of handling and solving problems commercial and/or on-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Eryk ability to set the right team for the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Eryk's price level vs performance and quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your overall experience with Eryk Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Newsletters and general information from Eryk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

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Thank you very much for your time.

We appreciate it!

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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 behaviours that Eryk expects of its businesses and employees regardless of location or background.

Eryk 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 organisations. Further, Eryk 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 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, 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 follows all provisions regarding human rights and Anti-Discrimination law that stem from Polish and European labour legislations and the EU's anti-discrimination directives, and enforces compliance with them;
- Direct or indirect discrimination between Eryk and employees and among employees themselves, in particular on grounds of gender, age, disability, ethnicity, 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;
- 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 strongly objects hate speech or any other types of hate crime among employees.
- Eryk does not approve of, and thus prohibits, any activity or behaviour such as mobbing, harassing or sexual harassment or similar.
- We oblige all our employees to counteract the above-mentioned behaviour's. Each employee is obliged to report immediately about any mobbing, harassment or sexual harassment committed against himself/herself or against any other employees to the HR Department and / or the KAD Department.

Environmental principles

Eryk, 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).

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Anti-corruption principles

It is fundamental to Eryk that directors, managers and employees of Eryk may not engage in bribery, extortion or kickbacks, whether to public officials or to private persons who are related to or may influence Eryk's business or business opportunities, nor may Eryk directors, managers or employees receive or demand any payment for themselves or their relatives or affiliates from government officials or from Eryk'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 is a party should be in writing, leaving as little uncertainty as possible. As a general principle, Eryk employees, when negotiating or entering into contracts with third parties, should aim at only accepting risks that Eryk 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, or which cannot be sufficiently insured, must be avoided.

CUSTOMERS

Our customers and prospective customers are the centre of our business and of Eryk'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'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's pricing, delivery times, services, and products. Eryk 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, SUBCONTRACTORS AND VENDORS

It is Eryk's objective to maintain good working relationships with our suppliers, subcontractors and vendors. Suppliers, subcontractors 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, subcontractors and vendors must not be influenced in any way by bribes, kickbacks, gifts, favours or entertainment offered by the supplier, subcontractor 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, subcontractor or vendor, Eryk may at any time, at its sole discretion, require competitive bids. All proposals from competing suppliers, subcontractors and vendors must be evaluated fairly. During contract negotiations with a supplier or potential supplier Eryk must act fairly and reasonably and in accordance with all applicable laws and regulations.

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Conflicts of Interest

Eryk directors, managers and employees may not perform services in competition with Eryk, nor may they work as an employee, consultant, or member of the board of directors of a company competing with Eryk. Additionally, directors, managers and employees may not be a supplier to Eryk or work for a potential customer or supplier while employed by Eryk, 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.

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 good- will 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's general policy to make charitable donations, sponsorships or contributions. They have to be always approved by the Executive Board. All charitable donations, sponsorships and contributions shall be fully documented.

Supervisors' responsibilities

- Those of Eryk's employees who supervise others must:
- Promote compliance and ethics by example - in other words, show by their behaviour 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 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 who is found to have violated the rules and standards set forth in the Code of Conduct and/or set forth in Eryk'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 who fails to comply with the principles set forth in this Code may have their contract terminated or not renewed.

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STAKEHOLDERS ANALYSIS

Interaction		Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
Eryk	Customers	<ol style="list-style-type: none"> Our offer is too expensive for the customer. We have not delivered our services on time. We have done our service not according to requirements. Customer was not satisfied with our service after the work. 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"> Active dialogue with the management. Flow of information. Risk management at the existing projects. Preventive actions. Independent audits. <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. Clear procedure reg. complaints and grievances. <p>Fair operating practices:</p> <ol style="list-style-type: none"> Anti-corruption. Fair competition. Respect for physical and intellectual property. <p>Consumer issues:</p> <ol style="list-style-type: none"> Responsible communication with and treatment of consumers. Well informed and educated customer who understands consequences of Eryk selection for his own well-being and for environment. We support our customer by avoiding complaints and by communicating how he can access after-sales services. Privacy rights. Transparency when prices are set. 	<p>e-mail, face-2-face conversation, newsletter, e-mail campaign, web page, social media</p>	<p>Satisfaction of our customer can strengthen relations and build alliances within the organisation around the idea of business responsibility. Each successful project supports the realization of company's strategy.</p> <p>Our happy customer can initiate our internal action which will result in Social Responsibility culture building.</p> <p>Open dialogue with our customers builds their engagement in positive relationships that determine the success of business.</p> <p>Dialogue is also a tool for engaging customers in the organisation'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>
	Customers	<ol style="list-style-type: none"> 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. Documentation delivered by the customer was incomplete. Customer hasn't paid us on time. Eryk has been assessed in an adverse way. 	<ol style="list-style-type: none"> and 2. We are trying to negotiate more friendly conditions. We remaining our customer about necessity of preparing the site according to the contract. We asking our customer to deliver all documentation needed. We remind our customer to pay outstanding amount. From the adverse assessment we take value added and we draw conclusions for the future. 			

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Interaction		Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
Eryk	Employees	<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 organisation'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>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.). 	face-2-face conversation, e-mail, videoconference, newsletter, annual assessment	<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.</p> <p>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>
		<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 behaviour 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. 		face-2-face, e-mail, annual assessment, telephone conversation	

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Interaction		Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
<div> <div>Eryk</div> <div>Subcontractors</div> </div>	→	<ol style="list-style-type: none"> Lack of clarity of obligations and responsibilities as a result of a poorly prepared contract. Eryk failure to provide clear instructions and task descriptions. Not timely payments. 	<ol style="list-style-type: none"> A well-drafted contract that clearly defines obligations and responsibilities. We provide clear instructions and tasks descriptions to avoid misunderstandings and mistakes and confirm with the subcontractors that all instructions are clear and understood. We make the payments in the fast track. 	<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 conversation, social media</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 Eryk's good reputation. Finally, the dialogue with the subcontractors allows us to continually verify our business.</p>
	→	<ol style="list-style-type: none"> Subcontractors that do not meet CSR standards, especially regarding labour conditions and anti-corruption. Delivered quality not meeting standards - too low skills and competences or lack of substitutability of resources with equivalent qualifications. Delivery times not kept. Unfair competition on subcontractor's side. Lax data and confidential information standards leading to potential leaks. 	<ol style="list-style-type: none"> We are ready to withdraw from cooperation We require the replacement of personnel with the same level and quality of competence or we start working with another subcontractor. Dialogue with the subcontractor, strengthening of the supervision over the timely delivery of the service or start working with another subcontractor. and 5. <p>A well-drafted contract clearly defines the rules of cooperation and the obligation and responsibilities regarding data protection and confidentiality of information.</p>		<p>face-2-face conversation, e-mail, telephone conversation</p>	

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Interaction	Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
Eryk → Suppliers	<ol style="list-style-type: none"> Inquiries for products/services 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/services with another supplier. We take an immediate action to align the payments. 	Fair operating practices: <ol style="list-style-type: none"> Anti-corruption Fair competition Respect for property rights Consumer issues: <ol style="list-style-type: none"> We prefer suppliers that can contribute sustainable development 	e-mail, mobile, supplier evaluation, face-2-face	<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>
Suppliers → Eryk	<ol style="list-style-type: none"> Ordered products have arrived/ordered services have been delivered 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 can claim from the supplier and deduct from the payment. We negotiate prices in a fair way. 		e-mail, telephone conversation, face-2-face conversation	
Eryk → Authorities	<ol style="list-style-type: none"> Very taught and restricted approach to regulations not including continuous improvement. Different interpretation of law/norms regulations. 	<ol style="list-style-type: none"> We have to fulfil authority requirements. We have to interpret regulation in the same way as Authority. 	Organisational governance: <ol style="list-style-type: none"> Open dialogue with management. Fair operating practices: <ol style="list-style-type: none"> Anti-corruption. Responsible political involvement. Fair competition. Promotion of social responsibility in a value chain. Respect for property rights. Management responsibility: <ol style="list-style-type: none"> Responsibilities and authority. Documentation. 	e-mail, telephone conversation, face-2-face conversation	<p>A good relationship with local authorities can be very helpful. It gives a picture of the company as a reliable business partner open to a change. Valuable relation with the authorities is the process of continuous and mutual learning and conscious cooperation, as well.</p>
Authorities → Eryk	<ol style="list-style-type: none"> Not fulfilling the assumptions of norms/regulations. Different interpretation of requirements of norms. 	<ol style="list-style-type: none"> Ask for indication of areas of improvement. Ask for explaining in precise way incomprehensible regulations. 		e-mail, telephone conversation, face-2-face conversation	

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Interaction	Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
Eryk → Media	1. Employees represent Eryk's brand image (e.g. they discuss company matters without proper authorization).	1. Make employees understand that each of them represents the brand and should be aware of the basic do's and don'ts of social media which may harm the image of our company.	Organisational governance: 1. Open dialogue with management. Fair operating practices: 1. Anti-corruption. 2. Responsible political involvement. 3. Respect for property rights.	e-mail, telephone conversation, face-2-face conversation, social media	We can create opinion through getting the information. When we send press information, media can share this with public opinion. We can know our stakeholders and their needs better. The image of the company is created by our customers. When we treat them as a part of local society we can notice very fast what do they think about our services. The other side of the coin is the risk that this information can turn against us. We have duty to report truly and objectively
Media → Eryk	1. Media are breaking reality by giving information which is not truthful. 2. Negative customers reviews are harmful .	1. We would ask for correction of false provided information. 2. Respond to customer complaints instantly and always solve their issues.	Consumer issues: 1. Responsible marketing, information and contractual practices.	e-mail, telephone, face-2-face conversation	
Eryk → Local Communities	1. Environmental interaction (we produce too much waste etc.). 2. 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).	1. We verify our approach by respecting other beings and weakening our negative influence. 2. We would immediately verify our behaviour.	Organisational governance: 1. Active dialogue with the management. Human rights: 1. Respect for civil and political rights. 2. Respect for economic, social and cultural rights. 3. Not discriminating against vulnerable groups.	e-mail, telephone conversation, face-2-face conversation	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. We have also undertake corporate philanthropy because we want to demonstrate our corporate citizenship and our social responsibility, because: 1. We want to share our goods with others. 2. Our cultural-national orientation has a rooted habit of giving. 3. We have strong organisational leadership.
Local Communities → Eryk	1. Too many requirements and pressure reg. sponsoring/charity of Eryk Group. 2. Environmental interaction (waste etc.) 3. Social interaction (improper behaviour etc.)	1. We give as much as we can - we support local communities, we do charity. 2. We would react with ask for minimizing bad influence. 3. We expect from others the same social approach as we present.	Community involvement and development: 1. Community involvement. 2. Education and culture. 3. Wealth and income generation 4. Investments in communities.	e-mail, telephone conversation, face-2-face conversation	

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Interaction	Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
Eryk → Owners	<ol style="list-style-type: none"> Insufficient profit. Bad advisors. 	<ol style="list-style-type: none"> 1. and 2. Owners of Eryk form the top management group of Eryk, therefore the interests of the owners coincide with the interests of Eryk. 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"> 1. Structure and organisation of the management. 2. Risk management and due diligence. 3. Decision making process and structures <p>Labour practices:</p> <ol style="list-style-type: none"> 1. Employment relationships. 2. Social dialogue. 3. Working conditions and social protection. 	Face-2-face conversation, e-mail, telephone	<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 → Eryk	<ol style="list-style-type: none"> 1. Wrong critical company decisions. 2. Focus only on profit. 				
Eryk → Banks	<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). 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. 	Face-2-face conversation, e-mail, telephone	<p>There are three main advantages coming from banks – Eryk 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.
Banks → Eryk	<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. 				



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Interaction		Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
<div> <div>Eryk</div> <div>Insurance</div> </div>		<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"> Eryk 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 organisation 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. 	Face-2-face conversation, e-mail, telephone	<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. Favourable 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.
		<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. Eryk 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 Eryk 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. 		Face-2-face conversation, e-mail, telephone	

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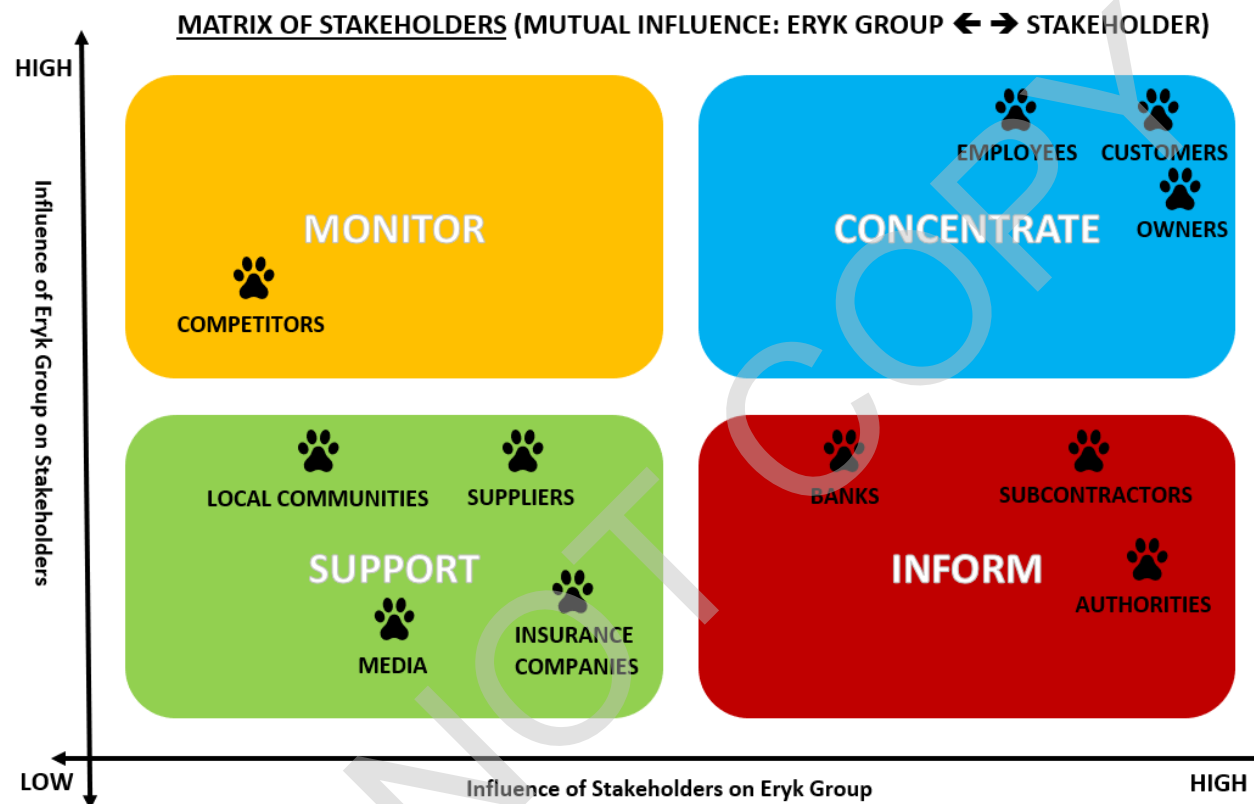
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Interaction		Potential conflict areas:	Eryk's response:	Corporate Social Responsibility core issues that apply to the stakeholder:	Communication channels:	Interest of the stakeholder in relation to company CSR:
Competitors	Eryk	<ol style="list-style-type: none"> Competitors offer similar services to our potential and existing customers, causing us to lose orders and turnover and/or accept lower prices Competitors poach Eryk's employees, which results in our failure to staff projects and losing competences We compete for the same pool of skilled labour; as a result, we face pressure on wages and difficulties recruiting staff 	<ol style="list-style-type: none"> Good marketing, good and close dialog with customers, keeping high standards of technical quality and customer service, superior to the level offered by competition; careful pricing policy We strive to be a good employer, which creates a stable and friendly working environment and communicating with employees. We are taking steps to retain good employees. Instead of engaging in wage competition, we build our reputation as a good employer by creating good working environment and employer branding. Important element is to broaden the pool of available staff: Eryk is running an ambitious apprenticeship program addressed to both European and African young technicians. 	<p>Organisational governance:</p> <ol style="list-style-type: none"> Open dialogue with the stakeholder. Structure and organisation of the management. Risk management and due diligence. Decision making process. <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. 	e-mail, telephone	<ol style="list-style-type: none"> Competition creates strong incentive to improve our quality, customer service and prices Price pressure forces Eryk to optimise processes and decrease costs. Threat of losing good staff forces Eryk to be a good workplace.
Eryk	Competitors	<ol style="list-style-type: none"> We compete for the same customers, which leads to our competitors losing orders and/or falling prices We compete for the same pool of available skilled employees. 			e-mail, telephone	

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RISK ASSESSMENT – CORPORATE LEVEL

The present document describes the risk areas relevant to the business model and their impact on the business continuity. Their evaluation will help focus our efforts on high-risk areas first.

Business areas:

- industrial installations,
- building installations,
- energy & renewables,
- information technology (IT).

RISK GRADATION

RISK IMPORTANCE = (Impact on the business + probability) X Occurrence frequency

Impact on the business scale	1 - very low	2- low	3 - high	4 – very high
Probability scale	1 - very low	2- low	3 - high	4 – very high
occurrence frequency scale	1 - almost never	2 - rare	3 - often	4 – very often
RISK IMPORTANCE scale	2 – 7 very low	8 – 17 low	18 – 23 high	24 – 32 very high

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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 IMPORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
MARKET, ENVIRONMENT & CUSTOMERS	Market trend	Changing market trend, requirements and demands.	Need to adjust the business to the changing market trends, requirements and demands.	4	2	3	18	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	2	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.

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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 IMPORTANCE	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.	2	3	2	12	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.	4	3	3	21	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.	4	4	3	28	Permanent monitoring of legal status applied in different countries where Eryk 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 Eryk's technicians. Double taxation.	3	3	3	18	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.	

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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 IMPORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
LABOUR FORCE	Resources availability	Risk of lack of qualified workers.	No possibility to start a new project.	4	3	4	28	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.
	Recruitment of unskilled labor force	Risk of recruiting wrong people. Risk of failing to develop own staff.		3	3	2	12	Employee development and retention programs – details in HR strategy document.	First employment agreement is signed for trial period to verify the competences in practice.
	Work agreement termination of skilled / 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	3	2	12	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.

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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 IMPORTANCE	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.	3	3	1	6	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. Hazardous situation reporting system. Accident and hazardous situations data analysis. Procedures to eliminate or reduce the risk of accident. Periodical H&S trainings, additional trainings. High quality protective gear given to all Eryk employees. Regular safety inspections of the facility by our team leaders. Ongoing dialog with the customer in terms of continuous improvement of the health and safety conditions.	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.	3	3	1	7	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.	Eryk 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.

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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 IMPORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
ORGANISATION	Lack of common culture	Recruitment process and candidates verification process. 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.
	Communication problems	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.
IT	Attack on IT infrastructure	Hackers, competitors willing to get the data files or break down of Eryk IT system.	Losing strategic and/or confidential data. Losing market position.	4	4	2	16	Better secured IT structure. Implementation of basic procedures to handle IT equipment and data in a safer way.	Protection of data; well secured IT infrastructure, both hardware and software. Using providers known for high level of security. Keeping procedures regarding IT safety: training, checks.

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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 IMPORTANCE	Methods and goals to eliminate / minimize the risk	OPPORTUNITIES related to risk mitigation
	Delays at the project against the agreed service delivery date	Accidents, sickness of our employees. Delays of material and other equipment supplied by our customer or external supplier.	Loss of good reputation. Financial penalties.	2	2	2	8	Elimination of accident possibility at the site by professional preparation through HSE trainings. Implementation of health & safety and bicycle policy to promote safety awareness and healthy lifestyle. Good communication with the client to react to delay factors on their side (like missing materials).	Improved project management. Better communication and coordination with customers. Decreased accident occurrence.

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REGISTER OF ESPECIALLY DANGEROUS WORKS

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 (e.g. 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. Behaviour and procedures in case of an emergency or emergency situations.

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HEALTH & SAFETY TRAINING CARD

1. Name of the person undergoing training	
2. Name of the organizational unit: Eryk Sp. z o. o.	
3. General training	Training conducted on (name of the trainer) (signature of the trainee)
4. Training in the workplace	Instruction at the workplace conducted in the period (name of trainer) After testing the knowledge and skills required to work in accordance with the provisions and principles of safety and health, Mr./Mrs. is hereby allowed to perform work as: (signature of the trainee) (date and signature of the manager of the organizational unit)
	Instruction at the workplace conducted in the period (name of trainer) After testing the knowledge and skills required to work in accordance with the provisions and principles of safety and health, Mr./Mrs. is hereby allowed to perform work as: (signature of the trainee) (date and signature of the manager of the organizational unit)

I the undersigned hereby confirm that on I have been familiarized with the occupational risk that is associated with my work performed as:

I have also been 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. I also declare that I am acquainted with the workplace safety instructions.

.....
(date and signature)

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STATEMENT OF HEALTH STATE ALLOWING TO PERFORM WORK

I, the undersigned..... declare that my health allows me to perform work as:
I have no medical contraindications related to work.

.....
(signature)

OŚWIADCZENIE O STANIE ZDROWIA POZWALAJĄCYM NAWYKONYWANIE PRACY

Niżej podpisany..... oświadczam, że mój stan zdrowia pozwala mi na wykonywanie pracy na stanowisku:
Nie posiadam żadnych przeciwwskazań medycznych związanych z pracą.

.....
(podpis)

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PROCEDURE IN CASE OF ACCIDENT/ INCIDENT



kad@eryk.com

REPORT YOUR ACCIDENT TO ERGO HESTIA (Alarm Centre 24 h):
+48 801 107 107, +48 555 5 555, +48 555 6 555

H&S Specialist will take care about all needed post-accident documentation and procedures.

HSEQ responsible person will document and keep the proper records, accordingly to our Integrated Management System

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CUSTOMER SATISFACTION SURVEY - IT services

Thank you for choosing our IT services. We value your feedback and would like to hear about your experience with our team. Your input will help us improve our services and better meet your needs. 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.

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

Please rate the following:

	Very poor	Poor	Good	Very good	N/A
1. Your dialogue with Eryk throughout the cooperation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Your dialogue with Eryk's IT Specialists during the cooperation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Eryk's ability to select the right candidates for the project.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Time management skill of Eryk's IT Specialists.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The ability of Eryk's IT Specialists to adapt to changes during the project.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The ability of Eryk's IT Specialists to offer solutions or actively make suggestions to aid in project deliverables.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The quality of the work done by Eryk's IT Specialists.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Eryk's IT Specialists speed of issue resolution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Overall attitude to work of Eryk's IT Specialists.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Your overall impression of Eryk's performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Your overall cooperation with Eryk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

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Thank you very much for your time.

We appreciate it!

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