

# CORPORATE SOCIAL RESPONSIBILITY

Report  
2025





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# INTRO

Corporate Social Responsibility guides Eryk's business. We believe it creates solid foundations for long term competitiveness – especially when the external environment is uncertain. A good CSR policy, integrated into daily operations and aligned with business objectives, is not a marketing add on. It is a practical way to build a sustainable, future proof organisation that can deliver consistently, earn trust and reduce long term risk.

In 2025, we continued to invest in long term relations with our stakeholders and to operate with transparency, quality and commitment, even when this does not pay off immediately. We believe this approach strengthens our brand and lowers transaction costs over time.

Responsible business today also means taking responsibility for data security – our own, our employees' and our customers'. As an international technical service provider, we handle information that is vital to business continuity and trust. In 2025, we implemented an information security management system in accordance with ISO 27001, which got certified in early 2026.

Turbulent times require solid foundations and clear guidelines. Our values – personal responsibility, respect, equality and customer centricity – help us navigate complexity and make decisions consistently across countries, cultures and business lines. Together with our Code of Conduct, they set the standards for our business.

In a turbulent environment it is not always easy to make decisions. When the best option is unclear, we rely on a simple principle: do the right thing. We are convinced that such times reward organisations that combine agility with reliability – able to adapt fast, while remaining dependable and values driven.



*Lucja Kalkstein*  
**Lucja Kalkstein**  
Vicepresident

# 1/5 WHO WE ARE

**INTERNATIONAL  
TECHNICAL SERVICE  
PROVIDER since 2004**



ISO 9001

ISO 14001

ISO 45001

ISO 26000 (CSR)

ISO 27001  
- implemented in  
2025, certified in  
Q1 2026.

## WE ARE YOUR #1 PARTNER IN: **INDUSTRIAL SERVICES & REMOTE IT SERVICES**

Our mission is to provide technical services in an agile manner, whether pertaining to electrical installation, mechanical assembly, commissioning, maintenance work, or remote support in IT services.

We aim to make your business more successful by offering you scalable resources, available to you wherever and whenever you need them. We are a responsible business partner and employer who strives for a reliable quality of service, cares for the environment and invests in its staff.

We are born international and specialise in working across borders. Over the years, we have developed the skills necessary to manage a multilingual and multicultural organisation with knowledge about global industry, labour market and essential technical skills.



# PROFESSIONAL IN WHATEVER WE DO

As a technical service partner, Eryk combines high quality and flexibility with cost optimisation and access to a qualified workforce. Our skilled, passionate, educated specialists have experience in executing complex & demanding projects, ensuring the most efficient service for our international customers.

With more than 300+ skilled and experienced specialists, Eryk is ready to take care of your project anywhere in the world.



## WE ARE PROFESSIONALS IN:

### Industrial services:

- Electrical installation,
- Mechanical assembly,
- Service & maintenance,
- Commissioning of automation systems & machinery.

### Remote IT Services:

- Mobile applications
- Web applications
- UI/UX design
- Quality assurance
- Data analysis



# YOU CAN COUNT ON US

We offer technical services to a wide range of industries worldwide. We divide them into four business areas:



Building Installations



Energy & Renewables



Industry & Automation



Remote IT Services

With Eryk, adjusting your capacity and focusing on your core business becomes easier.



## Eryk consists of:

- Eryk Sp. z o.o. (Poland)
- Eryk A/S (Denmark)
- Eryk IT Sp. z o.o. (Poland)
- Eryk Limited (Nigeria)



# 2 / 5

## OUR CSR

**Eryk believes in conducting business in a manner that ensures sustainable growth while demonstrating a high degree of social responsibility.**

**We believe this approach creates a competitive advantage for our business.**



Our marketplace



Our community



Our people



Our environment

### **NOT ONLY ABOUT THE BUSINESS**

We disagree that „the only business of business is business“, i.e. the only purpose and rationale of 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, society and other stakeholders.

### **BUSINESS TRANSPARENCY**

We believe we must act ethically towards our business partners; profit maximisation must not come at the expense of integrity, quality, transparency, and fulfilling commitments.

### **LOCAL PRESENCE**

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

### **SOCIAL COMMITMENT**

We pay taxes. We believe that a company must make a fair contribution to society; we also appreciate paying taxes as it signifies that we are making a profit.

### **SUCCESS-SHARING**

We are committed to fair salaries and wages at all times, and when the company achieves strong results, we believe employees should share in that success.

### **FOCUS: PEOPLE**

The company is not an abstract entity; it is a living organism mainly composed of individuals with their unique needs, goals, ambitions, and dreams. We believe that it is the company's duty to provide them with a safe and welcoming working environment, as well as opportunities for development.

## 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 our own work and decisions, for one's team, the company, its surroundings and the environment. When we commit to an agreement, we take full responsibility for fulfilling it completely.

### RESPECT

At Eryk, we respect everyone, including their beliefs, aspirations, and personal freedom. Consequently, we expect everyone to respect common space, values and rules.

### 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.

### EQUALITY

Everyone should be treated equally regardless of 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.

## CSR PRINCIPLES



### COMMUNITY INVOLVEMENT

- support to culture, sport and education
- participation in local events
- active membership in business organisations



### BUSINESS SUSTAINABILITY

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



### HUMAN RIGHTS

- dignity
- transparency
- equality
- freedom



### LABOUR PRACTICES

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



### FAIR OPERATING PRACTICES

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



# 3 / 5 OUR STAKEHOLDERS

We map our stakeholders, analyse our mutual impact and monitor the major stakeholder groups.

Our most important stakeholder groups – with the biggest mutual impact – are our **customers** and our **employees**. We keep track of and report on our relations with **suppliers, local communities and the environment**. We recognise and manage the impact of other stakeholders, such as state regulators, subcontractors or competitors, but do not include them in the annual report.

In 2025, Eryk supported local culture and sports initiatives in both Poland and Denmark and remained active in networking and industry events, while maintaining a strong focus on creating a safe and rewarding working environment for our people.

We continued to develop our Apprenticeship Program and strengthened our long-term presence in West Africa, where we provide remote IT services to European customers from our office in Lagos, Nigeria. In 2025, we marked the first anniversary of our remote IT services.

Education remains high on our agenda. We invest in training our people, encourage them to learn new skills and continue collaboration with Skive College, where we train our apprentices.

Finally, we continued funding The Kilutori Schools, which provides education to more than 200 children in rural Kenya.

ERYK'S CUSTOMERS

ERYK'S EMPLOYEES

ERYK'S SUPPLIERS

LOCAL COMMUNITIES

MOTHER NATURE

## OUR PRIORITIES:

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

# ERYK'S CUSTOMERS

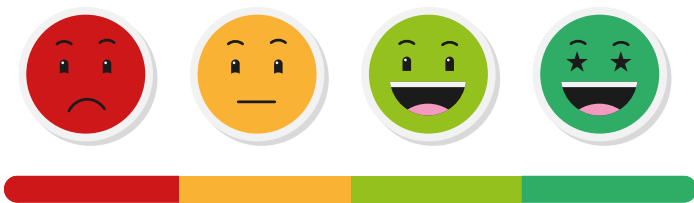
## CUSTOMER SATISFACTION

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

We measure customer satisfaction to find out how well Eryk meets their requirements. It is a comprehensive way to evaluate the collaboration in general and in detail, to build and develop our relationship with our customers, to show our commitment, and to get inspiration for improvement. In 2025, 31,6% of Eryk's new customers were acquired through recommendations from our existing customers.

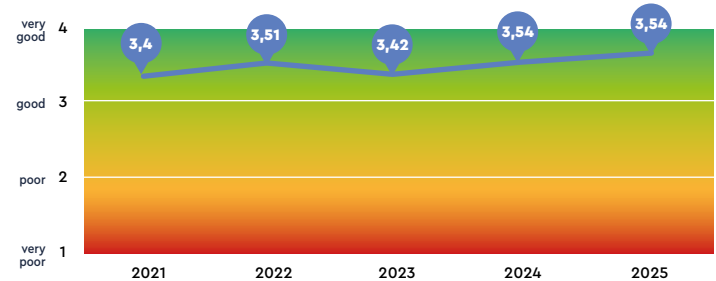
## OUR RECIPE FOR LONG-TERM PARTNERSHIP:

- delivering quality service,
- keeping commitments and promises,
- treating stakeholders with respect,
- transparency and dialogue,
- learning from mistakes and implementing improvements.
- implementing improvements.

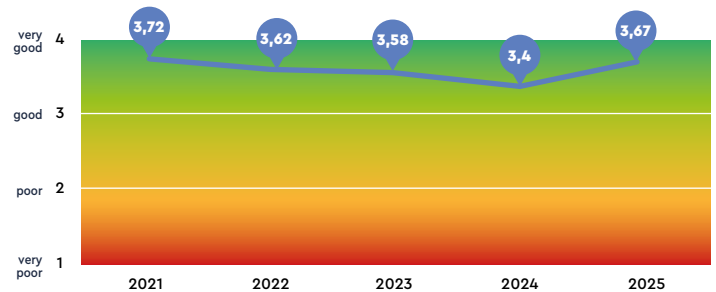


## CUSTOMER SATISFACTION SURVEY – RESULTS

We asked representatives of top management



We asked project managers responsible for the site



# WE STRIVE TO BE A GOOD EMPLOYER



- We care for our employees because they are an essential part of our success and also co-owners of it.
- We respect every person in the workplace.
- Physical and mental well-being are of paramount importance to us.
- SAFETY on site and in the office is an absolute MUST.
- We prioritise good and transparent two-way communication.

- We support the personal development of our staff by financing education and training.
- We do our best to keep a good team spirit
- ...and to promote a healthy lifestyle.

### 10 YEARS AT ERYK!

We often tell the new recruits that we hope they will remain at Eryk until their retirement. Most of them take it as a joke, but we genuinely mean it: we foster and support long-term, stable relationships, and in 2025, we were delighted to witness 19 more individuals celebrating their 10<sup>th</sup> anniversary at Eryk. Congratulations!



# HEALTH & SAFETY

## OUR H&S GOAL: 0 INJURIES AND 0 FATALITIES

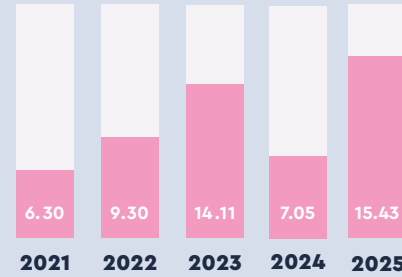
Despite the progress made in 2024, when we successfully reduced the number of workplace events, 2025 unfortunately reached the highest level in the company's history.

We must note, however, that all injuries were minor and did not pose a threat to employees' health or life. Analysis showed that most cases resulted from a lack of attention and not following safety rules, highlighting the ongoing need for education and raising H&S awareness, especially among new employees.

To reduce the risk of similar occurrences in the future, we implemented the following measures:

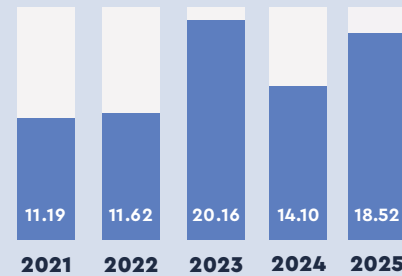
- Increased the number of newsletters reminding employees about safety rules;
- Strengthened the role of team leaders in monitoring and enforcing H&S practices;
- Conducted more frequent site audits by our H&S Specialist to assess risks and reinforce safe work practices;
- Closer collaboration with employee representatives to promote safe work practices and compliance with H&S rules.

These initiatives were part of our ongoing commitment to providing a safe and healthy working environment for all employees.



**LTIF: 15.43**

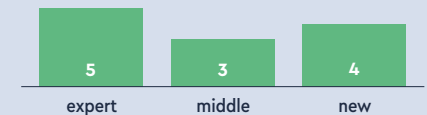
**Lost Time Injury Frequency**  
the number of lost time injuries (no of accidents) per 1,000,000 work hours



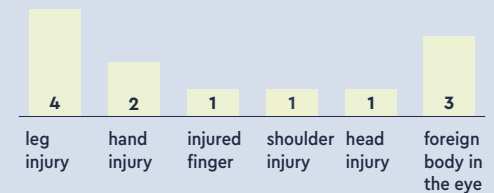
**TRIF: 18.52**

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

## ACCIDENTS VS EXPERIENCE IN ERYK



## CAUSE OF ACCIDENTS



# WE CARE FOR GOOD AND TRANSPARENT COMMUNICATION (1)

## **Two-way communication:**

we try to communicate openly and listen to our employees.

## **Internal newsletters:**

we keep all staff updated about the newest developments in the company. In 2025, we shared 17 internal newsletters with our employees; on average, each had 350 recipients and 280 clicks.

## **Management Forum:**

a cyclical meeting platform for open dialogue between Team Leaders, Team Managers, Project Management and Management Board. It gives an opportunity to discuss crucial issues within the organisation and to share the visions, plans and ambitions. From 2024, we have conducted the Management Forum in English to accommodate our non-Polish-speaking colleagues.

## **Whistleblower:**

an anonymous platform to expose any illegal, unethical or improper behaviour directly to the company's top management.

## **Ideas box**

– every employee can share ideas by using the email [ideas@eryk.com](mailto:ideas@eryk.com).

## **Staff Representatives**

– 2 persons elected among the technical and office staff participate in coordination meetings and are consulted on relevant subjects.



# WE CARE FOR GOOD AND TRANSPARENT COMMUNICATION (2)

## ANNUAL MEETINGS

We strive to meet every employee once per year to hear their opinion on the work environment, career plans, training and development wishes, and to give our feedback. In Eryk's dispersed organisation, scheduling these meetings is not always easy, but we accept no excuses and aim for 100% of staff. In 2025, we made 96% of annual employee assessment.

## AVERAGE RESULTS OF THE EVALUATIONS: A SURVEY PERFORMED IN 2024: SCALE: 1- VERY POOR, 4 - VERY GOOD

Is salary satisfying?

3,22

Are benefits satisfying?

3,82

Are working conditions satisfying?

3,82

Evaluate development and promotion opportunities

3,67

# WE SUPPORT THE PERSONAL DEVELOPMENT OF OUR STAFF

## ERYK ENCOURAGES AND CO-FINANCES THE EDUCATION AND TRAINING OF OUR STAFF.

In 2025:

138

technical training completed (L-AUS, SEP, UDT, IPAF, VCA and other)



47

people learning English with a tutor



26

people learning English with e-tutor



11

learning other foreign languages (German, Polish, Spanish and French) a tutor



16

people learning German with e-tutor



66

soft skills training (management of team, motivation, coaching)



3

MBAs



Quality management, OHS, project management, general management courses



# MORE THAN JUST WORK – AFTER HOURS



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

## AT ERYK, WE FIND ROOM FOR SOCIAL LIFE. IN 2025 WE ORGANISED:

- Annual Summer Party at the seaside combined with a great team building session and Management Forum, which gathered 220 participants.
- Integration events for apprentices: tournament in Szczecin and go-karting in Denmark
- Integration meetings for the office staff: painting with wine, Tur-nau vineyard tour & tasting and go-karting.



- Integration evenings for teams working on sites.
- Family Picnic (In June, our employees and their children met at Fol-wark Podkowa to have some fun together. There were bouncy castles, slides, games for the families and a BBQ with a chillout zone.



# A HEALTHY MIND IN A HEALTHY BODY

To keep our bodies healthy and our minds sane, we kept the regular sports activities in 2025 and added some more:



## **RUNNING – OUR PARTICIPATION IN THESE RACES IS ALREADY A TRADITION**

- **King Eryk run in Darłowo – 10 km**  
We participated with 5 runners  
In addition to runners, Eryk provides financial support to the event
- **Swanson relay race in Szczecin – 4x4 km**  
We participated with 2 teams

## **CYCLING – OUR BIKING TEAM TOOK PART IN SOME EXTREME EVENTS:**

- 3 people from Eryk Cycling Club took part in a cycling camp in Malaga.
- DGI HARVEJSLOBET race – 125km on gravel or 160 and 300km on road bike – a team of 8 did the Viking Gran Fondo from Flensburg, DE to Viborg, DK
- UltraGryfus – a team of 4 people rode in the race around Zalew Szczeciński



- We collected a total of 11,712.38 km in Eryk's get-out summer challenge. It was an initiative featuring running, walking and cycling.

## **BICYCLE POLICY**

Eryk group sees a great benefit in the usage of bicycles on a daily basis – both to the environment by reducing the usage of company owned and private cars and thereby decreasing the emissions of CO2, and also by contributing to better personal health of office staff. Therefore in 2016, Bicycle policy was implemented. Usually, one or two employees use the company's co-financing to buy a bicycle. In 2025, one person decided to use a newly purchased bicycle to commute to the office.



## ERYK'S SUPPLIERS

# WHERE MUTUAL TRUST MATTERS

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

We have high expectations towards them. As a responsible and credible business partner, we want to ensure that our suppliers are always:

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

**WE EVALUATE OUR SUPPLIERS AT LEAST EVERY SECOND YEAR.**

100%

2025 – 36 suppliers were assessed  
100% of the evaluated suppliers  
marked as CSR compliant



## LOCAL COMMUNITIES

We are a part of local communities and benefit from being here; we use the infrastructure and networks, and this is where most of our employees live. For this reason, we must contribute and give back. Full order book and good profit made supporting a broad range of smaller and bigger events and initiatives locally possible.

We actively participated in diverse professional associations, attending events, sharing knowledge and taking on the role of a host or a speaker. We were also happy to sponsor a range of local cultural events, sports teams and charities.



### **IN 2025, ERYK TOOK PART IN OVER 30 INDUSTRIAL EVENTS AND LOCAL NETWORKING MEETINGS, AMONG OTHERS:**

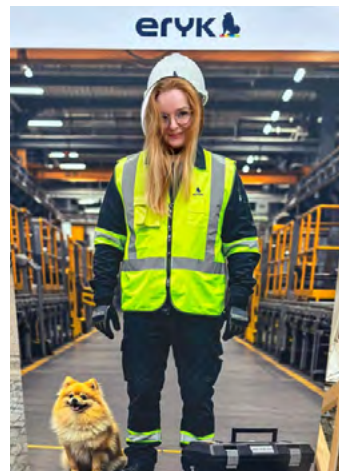
- We were honoured to take part in a special meeting with Her Majesty Queen Mary of Denmark in Lagos, Nigeria
- Co-organised study visit to Denmark for Nigerian delegates from the National Board of Technical Education (NBTE) & Technical and Vocational Education Training (TVET).
- Green Energy Export Day 2025, TechBBQ (IT industry), Green Gas Days 2025 arranged by Danish Industry, a series of AndersenB2B: Impact Network meetings with a number of Danish industrial companies
- DI Top Meeting 2025 – a Dansk Industry annual event
- a series of network meetings arranged by Vejle municipality
- EY Entrepreneur Of The Year in region Syd- og Sønderjylland where we were nominated,
- Green Power Denmark Summit 2025
- Traditional Crayfish Party arranged by SPCC for the Scandinavian business community in Szczecin
- West Pomeranian IT Cluster events

## LOCAL COMMUNITIES

### WE SUPPORTED WITH DONATIONS AND SPONSORSHIP:

- Local sports teams, events and individual athletes in Poland and Denmark, among others: Gryfus Cycling Team, Copernicus kids' cycling team, "Burza na rowerze" & "Tour de Fundacja" (biking), Iskierka (kids football), MTB Event in Hobro,
- partner of Jazz Camp for Kids in Szczecin Philharmonics,
- jazz jam sessions with the participation of students of the Academy of Arts in Szczecin
- rock concerts organised by Rock Hard Ride Free and Gryf Events, local associations of music enthusiasts,
- Brass & Wood kids' orchestra
- charities: Doctors Without Borders, MONAR shelter for single mothers
- equipment for a vocational school in Wałcz

We became a partner in Edupower – an event that combined vocational schools and technical universities with wind power business in need of young talent.

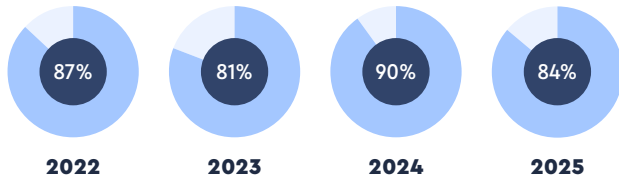


ACTIVE  
MEMBERSHIPS  
IN DIVERSE  
INDUSTRIAL  
ASSOCIATIONS



# THE WHOLE WORLD IS NOT A LITERAL STAKEHOLDER, BUT STILL...

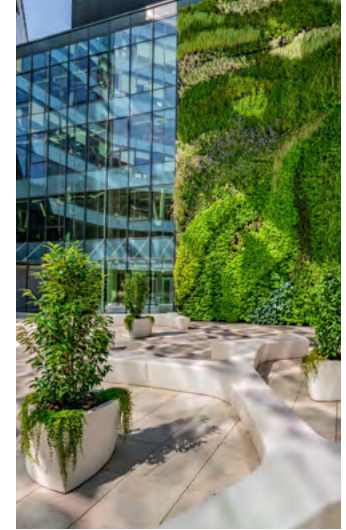
As a provider of onsite services, Eryk travels a lot, so this is where we concentrate our environmental efforts. We strive to eliminate unnecessary travel and fill up vehicles when they hit the road to get to projects. Our policy is that at least two people should share a car, and we follow up on this.



The score for 2025 was influenced by the increase in single person travel, which resulted from a high number of last minute requests from the customers. In these cases, it was often impossible to coordinate trips for more team members, especially with frequent transfers between projects.

### POSEJDON – HOME TO ERYK'S SHARED SERVICE

Posejdon is a so-called nZEB, standing for: nearly-Zero-Emission-Building. In 2022 it was awarded 3rd best score in the new BREEAM classification for office buildings in Poland, which was a strong argument for choosing this location as being closely in line with our CSR policy. Also, operation-wise, the building leaves a reduced carbon footprint.



### COMMUTING POLICY

Since September 2023, our Sustainable Commuting Policy has been in place, encouraging our office employees to walk, bike or come by public transport to work. The aim is to promote environmentally friendly commuting practices among Eryk employees and stakeholders. In 2025, 22 employees (out of 50 office staff) were using the policy – including 16 who came by public transport or walking daily when working in the office.

# 4 /5

## APPRENTICESHIP PROGRAM

### Developing world-class technicians

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



### DETAILS:

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

### PROGRAM DESIGN:

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

## FOR WHOM?

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

## GENDER INCLUSIVITY

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

## OUR GOALS

- To continue to work with stakeholders in Africa and Europe to keep the program running on a desired level.
- To keep the constant flow of applications from Africa and Europe into the program.
- We aim to gain more partner companies in Poland & Denmark and have up to 18 apprentices assigned to these companies by the end of 2026.
- We aim to have a minimum of 13.5% of apprentices amongst all Eryk technicians working on Industrial projects by the end of 2026, and 25% of apprentices amongst all Eryk technicians in the long run.
- To bring the dropout rate down.

## APPRENTICESHIP PROGRAM 2024 IN NUMBERS

**1000+** applications from Africa and EU.

**35** apprentices currently in the program (6 EU and 29 Africans) – out of which 97.4% are male and 2.6% are female.

**1** new partner gained, and a total of 9 apprentices assigned to partner companies in Poland.

**67** trained and experienced Coaches, ready and willing to guide the Apprentices.

**2** new graduates (EU).

We had a drop-out rate of **26%**.

We visited **3** vocational schools in Poland (in Szczecin, Wałcz, and Gryfino) and 4 vocational schools in Nigeria (in Akwa Ibom, Enugu & Nasarawa).

We had **12** employees (apprentices & technicians) completing a 12 week "Electrically Skilled Persons" course at Skive College.

# 5 /5 REMOTE IT SERVICES

- LOCAL JOBS IN LAGOS, NIGERIA

## LONG-TERM VISION

Our long-term African Vision was born of a belief that we can contribute to a better future for West African professionals and their families. Our goal is to create sustainable, high-competence jobs, transfer our technical skills and company values, and make our employees appreciated professionals in Africa and around the globe.

In 2024 we opened a service centre in Lagos, from where we deliver remote IT Services. The core idea is simple: create **stable, skilled jobs locally** by employing Nigerian IT specialists who work with European customers under clear processes and strong data security expectations. Currently, the Lagos team counts 14 people. Growing the business proved harder than we had planned: our 2025 target assumed a much faster ramp-up, which we did not achieve. For 2026, the plan is to catch up gradually and grow the Lagos team.



# KILUTORI SCHOOL

Since 2022 we have supported Kilutori School, a primary school located in a Masai village in rural Kenya. More than 200 young children get their basic education there. The school is financed exclusively by private donations. When the donations dried out during Covid, we decided to step in, providing more than half of the school's budget.

If you want to help the Kilutori kids, don't hesitate to get in touch with Lucja Kalkstein at [LK@eryk.com](mailto:LK@eryk.com).

For smaller contributions, you can donate by searching for Kilutori School at <https://www.gofundme.com>  
Search: Kilutori School



## AWARDS

- Børsen Gazelle 2025 – The Gazelle Award is an annual recognition presented by the Danish business newspaper Børsen. It celebrates the fastest-growing companies in Denmark that have demonstrated strong and sustained growth over a four-year period. We first received this distinction in 2015, and being recognised again in 2025 marks an important milestone for our company. The award continues to reflect our long-term commitment to sustainable growth, resilience, and business development.



- Forbes Diamonds – This year, Eryk achieved an even higher position than in the previous edition, ranking 9th in the West Pomeranian Voivodeship and 364th nationwide in Poland. We are proud to see this continued progress and recognition. Receiving the Forbes Diamonds in 2025, following our recognition in 2024, reflects the consistency and strength of our long-term growth.



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

