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# CORPORATE SOCIAL RESPONSIBILITY

Report

# 2021





# INDEX

|                            |    |
|----------------------------|----|
| INTRO .....                | 3  |
| 1. Who we are.....         | 4  |
| 2. Our CSR.....            | 7  |
| 3. Our Stakeholders.....   | 10 |
| Eryk's Customers.....      | 11 |
| Eryk's Employees.....      | 12 |
| Eryk's Suppliers .....     | 18 |
| Local Communities.....     | 19 |
| Mother Nature.....         | 20 |
| 4. Apprentice Program..... | 21 |
| 5. African Vision.....     | 22 |



# INTRO

We entered 2021 weakened and a little dispirited by the events of 2020, but looking back, we think that 2021 was a good year for Eryk, all in all. In spite of the ongoing pandemic challenges and the supply-chain crisis that many companies around the globe were facing, the world of business saw a light of hope – the return to normalcy seemed within reach. Many of us rolled up our sleeves for vaccinations and boosters so we could stay safe and healthy, and we kept the sleeves up as there was work to be done.

A good crisis like Covid-19 pandemic should never go to waste, though. We used this opportunity to look at our strengths and weaknesses and to redefine our business. For the first time, we invited employees from all corners of the organisation for far-reaching consultations in a series of workshops.

One of the projects initiated during these workshops was the Apprenticeship Program, aimed at training young technicians so that they become first-class specialists, ready to work globally according to Eryk's high standards. This Apprenticeship Program is already a next chapter in our training and development story – a few years earlier, we decided to engage the first group of apprentices from West Africa. In 2021, that program was reviewed, standardised, upgraded, and extended to also embrace young people from Europe. At the end of 2021, Eryk had 19 apprentices.

The Covid-19 pandemic remained our chief challenge throughout 2021, engaging our resources and disturbing schedules. We concentrated our efforts on securing the safety of our employees and minimising infection risks. At the same time, we did our best to keep commitments towards our customers and meet their expectations and deadlines, even despite Covid-related shortages.

During 2021, we focused on our employees, own efficiency, good team spirit and motivation. Consequently, our involvement in the local communities was not as intense as we would have wanted, but we kept engaging where possible. As always, we were also environmentally aware. The reduction of our carbon footprint proved to be quite achievable as the virtual meetings spared us, and the Earth, many travels.

It is with great pleasure that we present the 5th annual CSR report of Eryk Group.

Enjoy the read!

Jens-Chr. Møller  
President

Lucja Kalkstein  
Vicepresident



# 1/5 WHO WE ARE



ISO 9001

ISO 14001

ISO 45001

CSR ISO 26000

## We provide services within:



Industry & Automation



Oil & Gas



Building Installations



Wind Power

Eryk is an international technical service provider who offers electrical and mechanical assembly, installation and commissioning services worldwide. Our aim is to provide an additional scalable resource to our collaboration partners' business where they easily can ramp their capacity up or down, when needed, avoiding the costs of increasing or decreasing own staff headcount when experiencing a fluctuating pipeline. By using Eryk's support onsite they can both optimize their use of own resources and ensure high quality of service.

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





## Professional in whatever we do.

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

- Electrical installation,
- Mechanical Assembly,
- Welding,
- Commissioning,
- Maintenance.



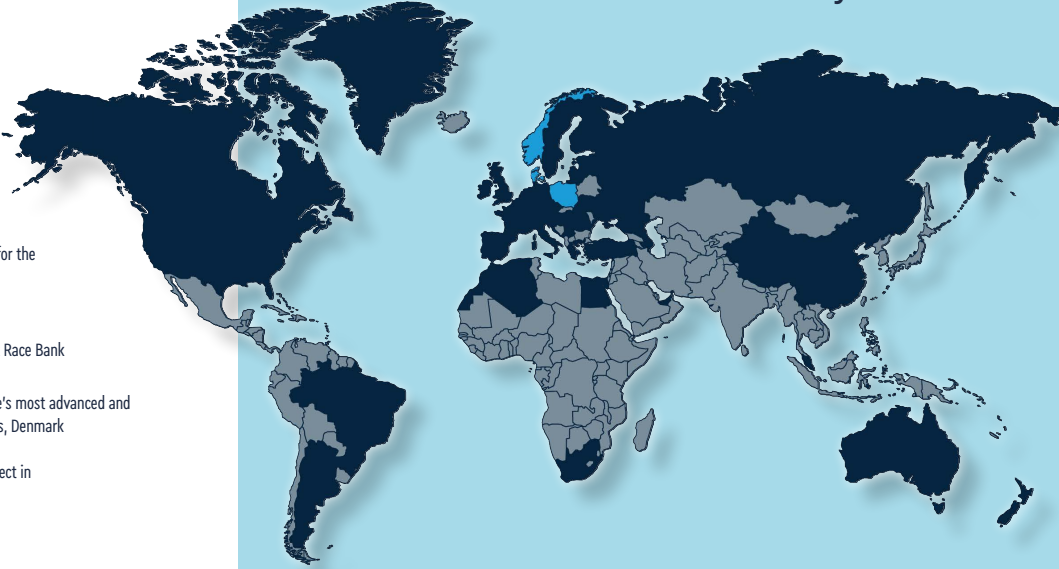
We provide our technical services to a broad variety of industries that can be split into 4 business areas:

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

Our services are provided world-wide.

# Eryk consists of:

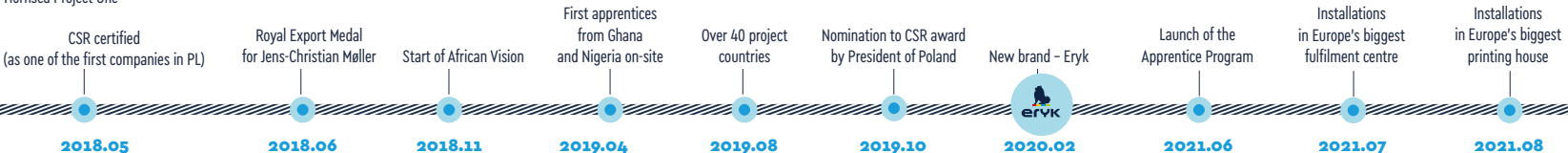
- Eryk Sp. z o.o.
- Eryk A/S
- Eryk AS



**2021.02 – 2<sup>nd</sup> anniversary of Eryk!**

After over 17 years of providing technical services around the world, BIC Electric became Eryk, to better reflect the nature of the company. The inspiration for the new name was the figure of Eric of Pomerania – King of Denmark, Sweden and Norway and Duke of Pomerania (born in Darłowo!) – a powerful ruler from the 15th century, who brought immense territories under one rule. The other source of inspiration for the new brand name was the Pomeranian – a dog breed from our home land: lion-like looks and attitude. We believe that it both reflects our fierce attitude on the market as well as the friendly companionship we offer our customers.

We believe that our new name Eryk and the new logo will be associated with the ideas of loyalty, mobility, reliability and quality of technical service.



# 2 / 5

## OUR CSR

Eryk believes in conducting business in a manner which 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 marketplace



Our community



Our environment



Our people

## BUSINESS PHILOSOPHY

### **Not only about the business**

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

### **Focus: People**

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

### **Social commitment**

We pay taxes. We believe that it is a company's obligation to contribute its fair share to the society; we also like paying taxes because it means we make a profit (or so it should be).

### **Success-sharing**

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

### **Local presence**

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

### **Business transparency**

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



## OUR VALUES

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

#### Personal responsibility

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

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



## CSR PRINCIPLES



### Fair operating practices

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



### Business sustainability

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



### Community involvement

- memberships
- charity
- local activities



### Human rights

- dignity
- transparency
- equality
- whistleblower
- freedom



### Labour practices

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



/5

# OUR STAKEHOLDERS



Customers



Employees



Suppliers



Local communities



Mother Nature

**Pandemic forced us to change many arrangements and priorities, often in the last moment, and usually more than once. We had to focus on our operations and key stakeholders: especially customers and employees.**

#### **Our priorities:**

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



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

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



## ERYK'S 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 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.

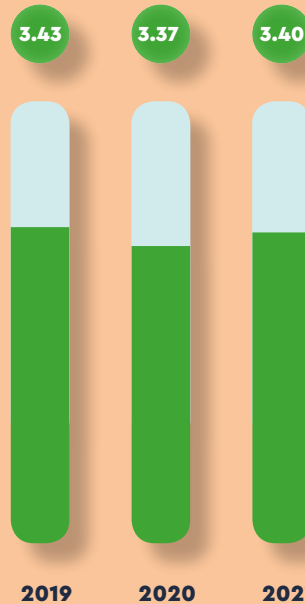
In 2021, 50% of Eryk's new customers were gained thanks to the recommendations of our existing customers!

### Our recipe for long-term partnership:

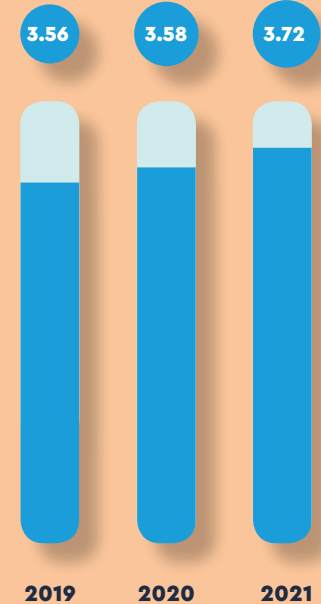
- Delivering the highest quality
- Keeping commitments and promises
- Treating stakeholders with respect
- Regular customer satisfaction surveys and continuous dialogue
- Learning from mistakes and implementing improvements



### CUSTOMER MANAGEMENT SATISFACTION SURVEY



### CUSTOMER SATISFACTION SURVEY



\* Out of 4

## ERYK'S EMPLOYEES

# We strive to be a good employer

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

**NCDC Business Race 2021**  
2 Teams, 2nd place in a row!



**Work hard, play hard :)**

Table football battles in 2021: 288



**10 years at Eryk!**

Congratulations:  
Artur, Władysław and Jarosław!

# Health & Safety

## Keeping us safe. Covid-19 precautions

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



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



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



Instructions via posters and newsletters



Screening for Covid-19-related problems via CRM survey



Tests against Covid-19

- over 900 tests in 2021
- testing before and after each project
- additional tests for employees to eliminate uncertainty
- Covid-19 helpdesk in the office



Adjusted accommodation standards at the projects



Rearrangements of the working space to minimize the infection risks



Covid-19 risk assessment

## We track H&S statistics.

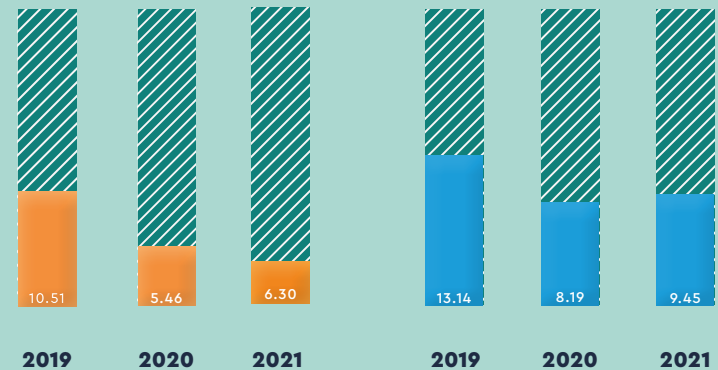
We strive to 0 injuries and 0 fatalities.

**LTIF: 6,30**

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

**TRIF: 9,45**

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



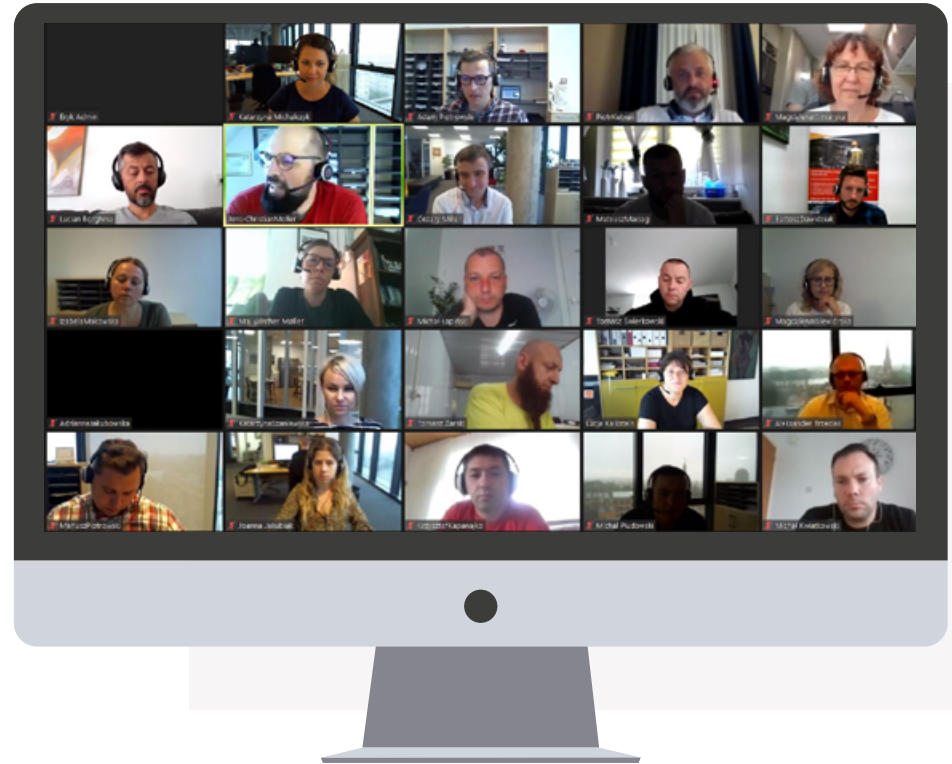
\* Out of 4



# We care for good and transparent communication

- **Two-way communication:** we try to communicate openly and listen to our employees
- **Internal newsletters:** we keep all employees updated about the newest developments at the company. In 2021 we sent the newsletter 16 times, and it is our new record!
- **Whistleblower:** anonymous platform to expose any illegal, unethical or improper behaviour directly to company's top management.
- **Annual assessment:** opportunity to share and to get the feedback about the company. It allows us to improve by listening to the observations of our staff directly. In 2021 we had meetings with 80% of all staff.
- **Annual anonymous survey:** anonymous channel of expressing opinion on numerous aspects of the work environment
- **Management Forum:** A cyclical meeting platform for open dialogue between Team Managers and Management Board. It gives an opportunity to discuss crucial issues within the organization and to share the visions, plans and ambitions as well as challenges. This year the meeting was held online.
- **Strategic Workshops:** 2021 opened with Strategic Workshops which engaged many of Eryk's employees for several weeks and in some cases even months. Jointly, we discussed various areas of our company and we kickstarted initiatives helping us improve our business processes and approach.

## June 2021 – Management Forum – this time, online



## Contents shared in our internal newsletters – examples



Safety corner - Covid 19



Tools - organisational matters



Vaccination - important information!

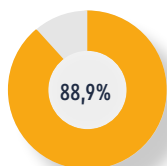
# Eryk Employees – how do they see us?

## Ratings from our employees in annual anonymous survey

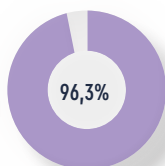
Some results from 2021



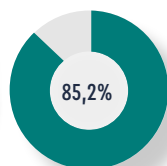
\* Scale 1-5 (1=worst, 5=best)



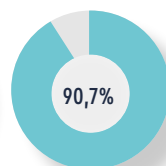
good relationship with your co-workers based on mutual kindness, honesty, openness and trust



proper working conditions



very good and good rate -> image as an employer



freedom of sharing opinions and ideas with others

# We support personal development of our staff

## Eryk finances education and training



Most of trainings performed on-line.

## We support passions of our employees



The patronage over the creation of the Fenix music clip "Dla Ekipy". The music video was published on 3<sup>rd</sup> September 2021, on Youtube platform. This is a single from the artist's upcoming album „Lost in ZS”.

# We do our best to keep a good team spirit



Eryk is more than a technical service provider. We are a group of friends and we can rely on each other. We are a team that enjoys spending time together – at work and afterhours.

## CHRISTMAS PRESENTS FOR EMPLOYEES' CHILDREN

A smile on a kid's face when receiving a gift is priceless.

Santa's Little Helper from Eryk saw **162** such smiles :)



A minute of fame?  
How about

**1 minute 18 seconds?**

Fortunately, we are a million times better at our job than at singing ;)

Our Christmas song can be found on Youtube  
Click here:

<https://www.youtube.com/watch?v=fC-Y8Og3yQg>

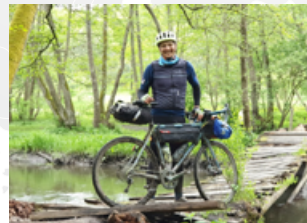
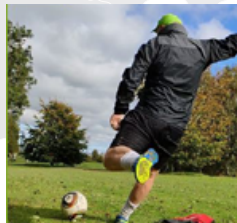




# A healthy mind in a healthy body

## We celebrated some sport successes:

- 2nd Place of Eryk's Running Team at the NCDC Business Relay Race among over 154 teams.
- FootGolf success! Our colleague Patryk Kwiecień (Sales Rep. at Eryk) won Polish Championship 2021. Congratulations!
- Ultra-cycling Wanoga race – 580 km in 3 days done by our Sales Manager Adam Piotrowski.
- Aarhus-Odense-Copenhagen bicycle race – 376 km in just one day, achieved by Eryk's President Jens-Chr. Moller, with an average speed of 28,4 km/h!



But... our "Eryk's Menu for 2021" also allowed us to indulge ourselves when the occasion was appropriate :)

## Eryk's Menu

2021

Pizza



Sushi



Cheesecake with walnut ice-cream & red currant sauce

Bagels



Blackcurrant-meringue cake



## Where mutual trust matters



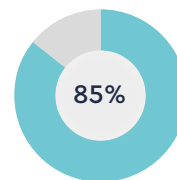
We aim to create stable relations with our suppliers, based on trust and shared values. A good dialogue with our suppliers helps us deliver quality services.

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

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

We evaluate our suppliers on a yearly basis.

- 60 – number of evaluated suppliers in 2021



percentage of evaluated suppliers that showed a satisfactory CSR awareness level

## LOCAL COMMUNITIES

In 2021, the Covid-19 pandemic also limited our local involvement significantly. It was quite a bit lower than what we would have wanted. Many initiatives just didn't happen. Nevertheless, we kept engaging where possible. In 2021 there were only few occasions where we could participate in person, share the knowledge and Scandinavian business values. Some of such events were performed on-line.

### In 2021 we supported:

- Doctors Without Borders – international medical humanitarian organization
- Cultural events in our region (in Szczecin and Goleniów)
- Danish organization – ADHD Foreningen



RAMPA  
KULTURA  
TWIERDZA  
DESIGN

ADHD  
- foreningen

MEDECINS SANS FRONTIERES  
DOCTORS WITHOUT BORDERS

## ACTIVE MEMBERSHIPS IN DIVERSE INDUSTRIAL ASSOCIATIONS



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

### Eco-travelling

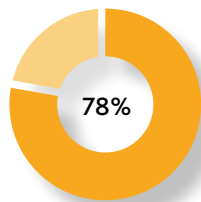
Testing policy and vaccinations made our job of achieving our travelling environmental goals easier. 2021 was much better than 2020, but we still need to focus on getting our technicians to the projects in a safe way.

### Meetings

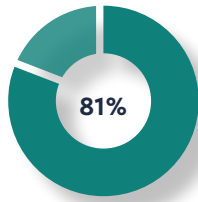
Waves of pandemic forced us many times to switch the meetings to the virtual world of Microsoft Teams of virtual room. Of course, we still love more the real meetings in person, but we also like the feeling that we emitted less CO2 thanks to the virtual solutions.

### Some numbers from 2021:

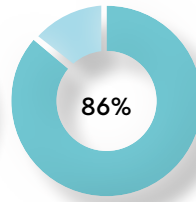
- 236 – no. of online meetings with the customers
- 21.240 minutes in total
- 25 € – for EACH Summer and Christmas "virtual visit" we have donated to Doctors Without Borders



2019



2020



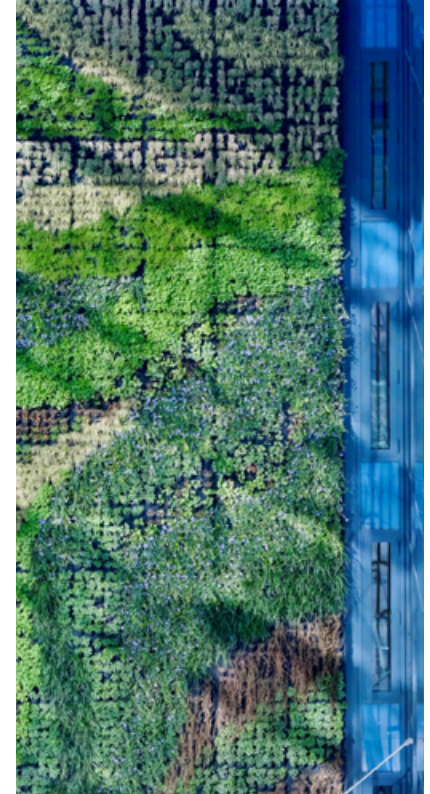
2021

TRIPS WITH MIN. 2 PERSONS SHARING 1 CAR

### Posejdon – home to Eryk's Shared Service Center – the best and the most eco-friendly office building in Poland

The jury of the competition "Construction of the year 2020" (PL "Budowa Roku") decided to award Posejdon for being the most technologically advanced and the most eco-friendly building in Poland.

Posejdon is a so-called nZEB, standing for: nearly-Zero-Emission-Building. It is constructed according to high standards for sustainability and is the largest project of its type in Poland. During the construction, the CO2 emissions were 76% lower compared to similar buildings built with traditional techniques, which was an additional argument for choosing this location as being closely in line with our CSR policy. Also, operation-wise, the building will leave a reduced carbon footprint.





# 4/5 APPRENTICE PROGRAM

## Becoming world class technicians

The Apprentice Program was designed for a young generation of technicians at the beginning of their professional careers. Our aim is to give the apprentices a chance to learn and gather experience on international projects under the supervision of our qualified technicians. The program was rolled out in 2021. It is built on our experience with African apprentices.

### Details:

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

### **Program design:**

- » Introduction to health&safety, quality, basic and power tools, safe electrical work
- » On-the-job training.
- » Coaching by experienced technicians.
- » Periodic evaluation system.
- » External trainings – technical skills and foreign languages.

### **For whom?**

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

### **Apprentice Program in numbers:**

- 19 apprentices (12 – from Poland, 7 – from West Africa)
- 1 graduate in 2021
- 40 trained coach-technicians, ready to guide new apprentices.
- Our ambition reg. apprentices:
  - » 25% of all Eryk technicians by 2025
  - » We would like to keep constant inflow of apprentices and keep improving proportions between young and senior technicians.





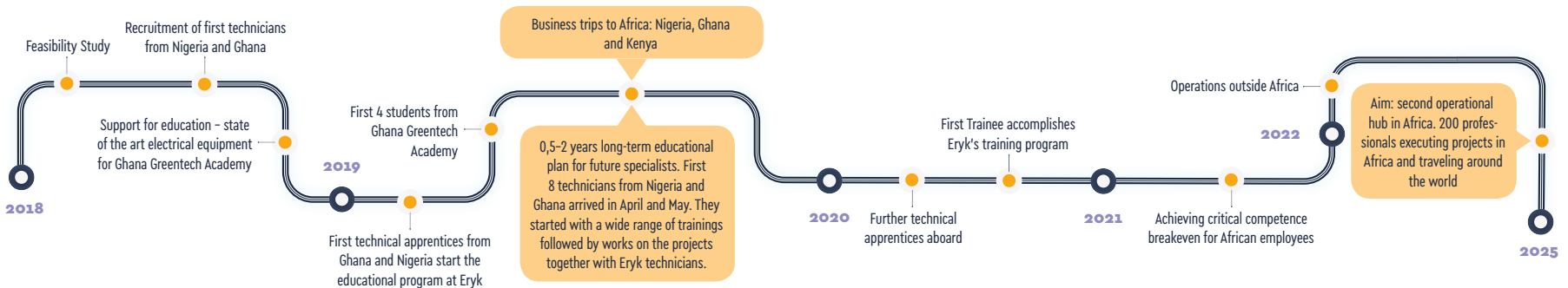
# 5 / 5

## AFRICAN VISION

### Creating African world-class electricians

#### Long-term vision

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



# What's Next?

**The Covid-19 pandemic forced a delay in pursuing our African Vision, but since mid-2021 we managed to move to these next steps:**

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



## **Spring 2022 – new apprentices!**

We are finalizing the formal part and we are getting ready to welcome the apprentices quite soon!





# How does it look so far?

## African Apprentices:

- 15 – Apprentices started the program
- 9 – Apprentices continue the program
- 2 – Graduates
- 1 – Joined our Customer Relations team

Meet our technician Chukwudi – one of the African apprentices who accomplished the training program in spring 2021 and joined the ranks of Eryk's technicians.



*"In the electrical team I have tasks like cable pulling, construction of cable trays, grounding of cable trays and conveyors, installation of IR sensors, etc. Working in a different culture feels great. At first it was a huge challenge, but now it has become a norm for me and more like an adventure."*

Chukwudi (Chudi) joined us in April 2019 as one of our first West African colleagues from Nigeria and Ghana to take part our training program in Europe. The course syllabus was designed for 2 – 4 years and focused particularly on our work standards. It started with extensive theoretical training, comprising technical and HSEQ issues, followed by practical training on-site, together with other Eryk technicians.





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