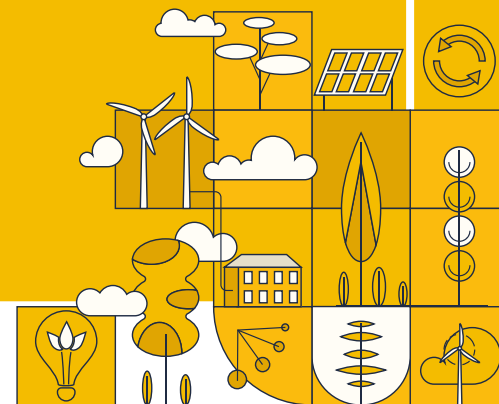


CORPORATE SOCIAL RESPONSIBILITY

Report
2024





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INTRO

Corporate Social Responsibility guides Eryk's business; we believe it creates solid foundations for our long-term competitiveness. In the current political climate, CSR seems to have fallen out of fashion; we hear news of large companies withdrawing their ESG programs. But rumours of the death of CSR are premature. A good CSR policy, integrated into a company's operations and aligned with its objectives, is a way to build a sustainable, **future-proof business**.

We invest in long-term relations with our stakeholders. To our business partners, we offer **transparency, quality and commitment**. Sometimes, this doesn't pay off immediately, but it benefits us in the long run by building our brand and lowering transaction costs.

Despite rumours of globalisation going out of fashion, the world is becoming smaller than ever; what happens elsewhere matters to what we are doing here and should be our concern. We have to look beyond our backyard and ahead of us. This is why we **strengthen our involvement in Africa**.

In 2017, we created our African vision. Today, we have turned the vision into a mission. We successfully continue the Apprenticeship Program for young West African electricians and we are engaged in the review of the electrical curriculum with the National Board of Technical Education to contribute to better technical education in Nigeria.

In spring, we started a new African chapter by opening our new **office in Lagos, Nigeria**. From there, we deliver **remote IT services** to global customers, creating jobs, incomes, and growth opportunities for Nigeria on the one hand, and flexible solutions supporting the competitiveness of our clients on the other.



Lucja Kalkstein

Lucja Kalkstein
Vicepresident

1/5
WHO
WE
ARE

**INTERNATIONAL
TECHNICAL SERVICE
PROVIDER since 2004**



intertek

ISO 9001

ISO 14001

ISO 45001

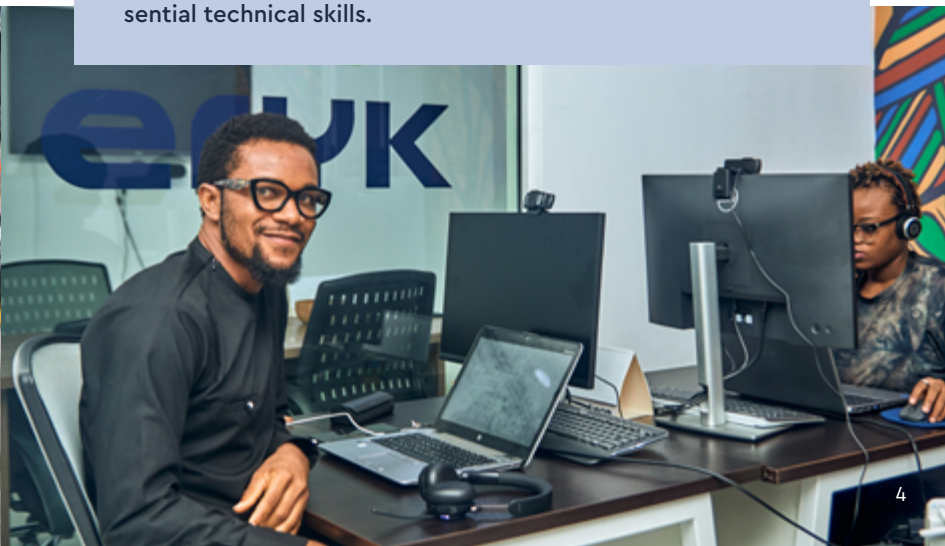
ISO 26000 (CSR)

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 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:

With our experienced technical specialists by your side, your industrial project is in capable hands. We are leaders in:

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

Remote IT Services:

Our talented Nigerian software engineers are ready to join your IT team. We excel in:

- Software development,
 - Programming,
 - Web development,
 - Cybersecurity,
 - IT Management,
 - Front desk services,
- just to mention a few.



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 is 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 people



Our community



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 believe that when a company earns a healthy profit, it must also pay fair salaries and wages to its employees who contribute to profit creation, and they should receive a share of it.

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

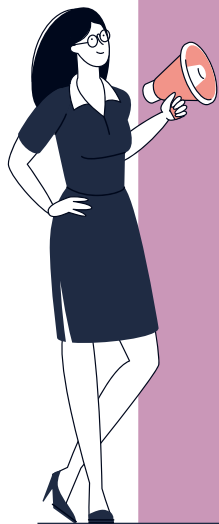
At Eryk, we respect everyone, including their beliefs, aspirations, and personal freedom. Consequently, we expect everyone to respect common space, values and rules.

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 stakeholders – 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 also 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 2024, Eryk engaged in supporting local music and sport, was active in business networks

and associations and did not spare efforts to create a safe and rewarding working environment.

Our African Vision became the African Mission: as we continue offering **apprenticeships** to talented African electricians, we took a step further and **opened an office in Lagos, Nigeria**. From there, we deliver remote **IT services** to European customers, thereby creating good local jobs while at the same time contributing to improved competitiveness of our customers.

Education is high on our agenda: in spring, in the presence of the King of Denmark, Frederik X, we signed an MoU with Maritime Academy in Szczecin and Skive College with the view to develop modern technical education adjusted to the needs of global business. In autumn, we offered our expertise to review the electrical curriculum for all technical schools and polytechnics working under the National Board of Technical Education (NBTE) in Nigeria. Finally, we continue funding to Kilutori School which offers education to over 200 young kids 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

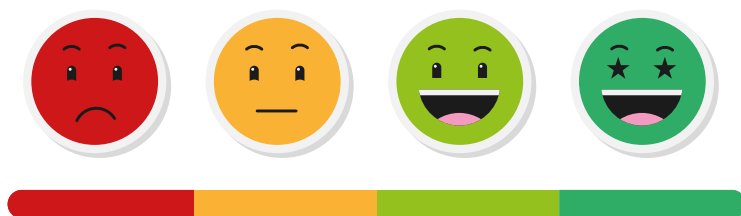
We listen to, and we hear our customers – our open dialogue via customer satisfaction evaluation and face-to-face meetings allows us to continually improve our services.

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 2024, 33,3% of Eryk's new customers were gained thanks to the recommendations from our existing customers.

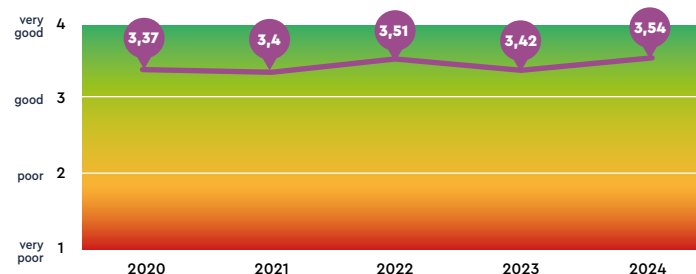
OUR RECIPE FOR LONG-TERM PARTNERSHIP:

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

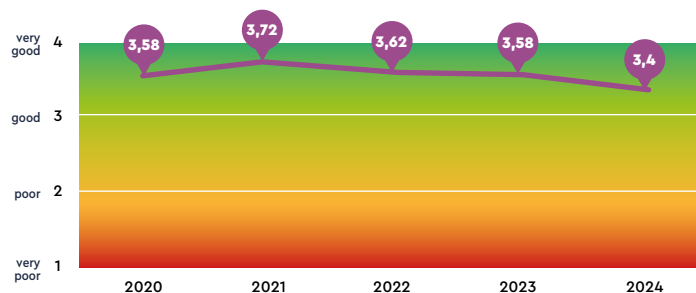


CUSTOMER SATISFACTION SURVEY – RESULTS

We asked 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 ingredient and co-owner of our success.
- 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 2024, we were delighted to witness 9 more individuals celebrating their 10th anniversary at Eryk. Congratulations!



HEALTH & SAFETY

OUR H&S GOAL: ZERO INJURIES AND ZERO FATALITIES

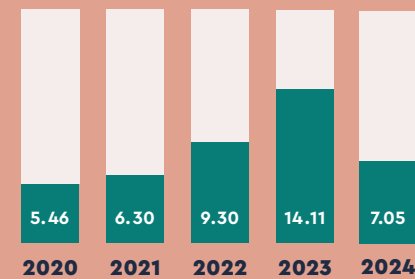
Although in 2024 we did not reach the goal, we are happy to see that our preventive activities in the area of health and safety have had an effect, and we have improved our statistics from the previous years, 2022 and 2023.

We can also note that in 2024, we recorded no serious injuries. Most of the cases (50%) were minor injuries – an ankle sprain or injured/broken fingers. This year most of the accidents involved our new employees, who have been with us for less than a year.

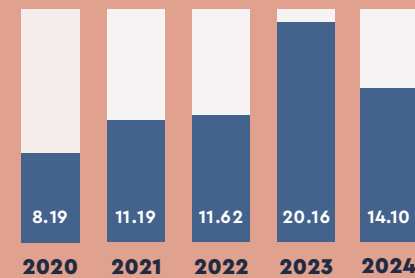
THE STEPS WE TOOK:

- Regular health & safety corner in the newsletter, with some real-life examples from own sites whenever possible;
- Better communication with team leaders – they get e-mails about all accidents and other important OHS events;
- Updated risk assessment;
- More focus on team leaders' OHS responsibilities during training;
- Increased number of site visits to monitor safety measures and remind employees of safe working rules.

We take care of the well-being of our employees. We do not only offer them a health care package and sports benefits but also have organised a seminar with a physiotherapist on how to take care of your spine and joints. We plan to continue such seminars for our technical and office staff. Together with our health care package provider, we are promoting cancer prevention.



LTIF: 7.05
Lost Time Injury Frequency
the number of lost time injuries (no of accidents) per 1,000,000 work hours

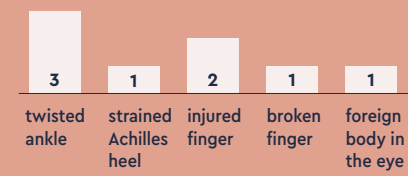


TRIF: 14.10
Total Recordable Injury Frequency
the number of accidents which required more than first aid per 1,000,000 work hours

ACCIDENTS VS EXPERIENCE IN ERYK

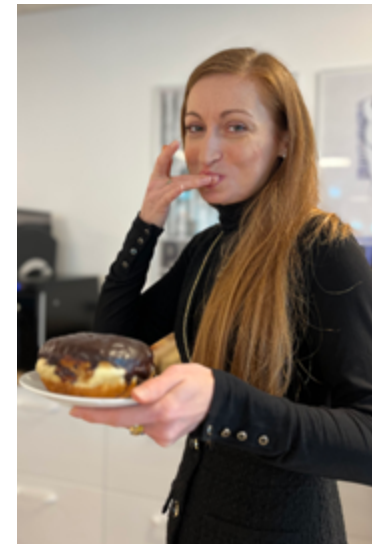


CAUSE OF ACCIDENTS



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 2024, we shared 18 internal newsletters with our employees; on average, each had 330 recipients and 270 clicks.
- In addition to the traditional newsletter, we introduced new formats: short videos and an AI-generated, summarized audio version.
- Management Forum: a cyclical meeting platform for open dialogue between Team Leaders, Team Managers and Management Board. It gives an opportunity to discuss crucial issues within the organisation and to share the visions, plans and ambitions. In 2024, we decided to conduct 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.
- Staff Representatives – 2 persons who have been elected among the technical and office staff participate in coordination meetings and are consulted on relevant problems.



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 2024, we made 96% of annual employee assessment.

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



WE SUPPORT THE PERSONAL DEVELOPMENT OF OUR STAFF

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

In 2024:

241	technical training completed (L-AUS, SEP, UDT, IPAF, VCA and other)	
31	people learning English with tutor	
22	people learning English with e-tutor	
12	learning other foreign languages (German, Polish, Spanish and French) with tutor	
16	people learning German with e-tutor	
40	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, 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 2024 WE ORGANISED:

- Annual Summer Party at the seaside combined with a great outdoor team building session and Management Forum, which gathered 215 participants.
- Integration events for apprentices, like watching a basketball match of the Polish Champion King Wilki Morskie at the "Net-to Arena" Szczecin stadium, go-cart racing, and West-African cooking workshops organised jointly for the office staff and the apprentices.
- Integration meetings for the office staff: ice-skating, exploring historical underground routes of Szczecin and providing gardening services for the "Po To Jestem" foundation (the organisation supports adolescents with autism disorders by training interpersonal communication skills through contact with a dog).
- Integration evenings for teams working on sites.
- Family Picnic (in June, our employees and their children met at Gubałówka in Szczecin to have some fun together. There were castles, slides, games for the 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 activity in 2024 and added some more:

RUNNING – OUR PARTICIPATION IN THESE RACES IS ALREADY A TRADITION

- King Eryk run in Darłowo – 10 km
We participated with 3 runners
In addition to runners, Eryk provides financial support to the event.
- NCDC relay race in Szczecin – 4x4 km
We participated with 2 teams
Our participation is a tradition, so is ensuring the presence of Wood & Brass youth orchestra.



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

- DGI HARVEJSLOBET race – 160 and 300 km – a team of 6 did the Viking Gran Fondo from Flensburg, DE to Viborg, DK.
- Eryk was represented in Aarhus-Copenhagen race of 376 km.



BICYCLE POLICY

Eryk group sees a great benefit in using 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 a year use the company's co-financing to buy a bicycle. In 2024, one person decided to use a newly purchased bicycle to commute to the office.



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.**



- 2024 – 30 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 there; we use the infrastructure and networks, and this is where our employees live. For this reason, we feel that we must contribute and give back. A full order book and good profit made supporting a broad range of smaller and bigger events and initiatives 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 2024, ERYK TOOK PART IN OVER 30 INDUSTRIAL EVENTS AND LOCAL NETWORKING MEETINGS, AMONG OTHERS:

- an official visit of His Majesty King of Denmark Frederik X in Szczecin and Warsaw,
- a dissemination seminar organised and hosted by Eryk to discuss opportunities and threats in migration from Africa to Europe in the context of our Apprenticeship Program with the participation of guests from Denmark, Poland and Nigeria,
- hosting Scandinavian-Polish Chamber of Commerce event with a workshop on cultural synergies,
- traditional Crayfish Party arranged by Scandinavian-Polish Chamber of Commerce for the Scandinavian business community in Szczecin,
- Danish Industry Top meeting in Herning, Denmark.

LOCAL COMMUNITIES

WE SUPPORTED WITH DONATIONS AND SPONSORSHIP:

- young sports teams: Iskierka (football) in Szczecin, Neptun Swimming Club for kids in Stargard, and Copernicus in Toruń (cycling),
- partner of Jazz Camp for Girls in Szczecin Philharmonics,
- Szczecin Jazz festival,
- cycle of jazz jam sessions with the participation of students of the Academy of Arts in Szczecin,
- a series of rock concerts organised by Rock Hard Ride Free and Gryf Events, local associations of music enthusiasts,
- support of a purchase of a bus for the "Po To Jestem" foundation supporting adolescents with autism disorders.

We were the main partner in Edupower – an event that combined vocational schools and technical universities with wind power business who is in need of young talents.

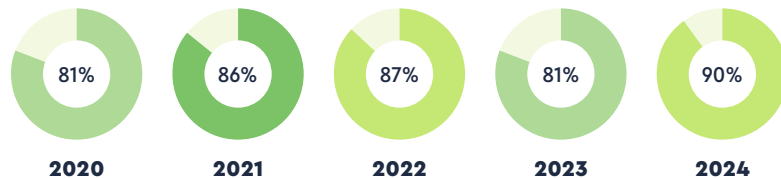


ACTIVE MEMBERSHIPS IN DIVERSE INDUSTRIAL ASSOCIATIONS



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 travels and fill up vehicles when they hit the road to get to projects. Our policy is that at least two persons should share a car and we follow up on this.



POSEJDON – HOME TO ERYK'S SHARED SERVICE CENTRE – IN 2022 AWARDED 3RD BEST SCORE IN THE NEW BREEAM CLASSIFICATION FOR OFFICE BUILDINGS IN POLAND.

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



COMMUTING POLICY

Since September 2023, our Sustainable Commuting Policy 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 2024, 22 employees (out of 47 office staff) were using the policy – including 10 who came by public transport daily when working in the office.



HANDS IN THE SOIL, HEARTS IN THE CAUSE: ERYK'S WORKSHOPS IN DZWONOWO

Eryk employees participated in integration activities while supporting a meaningful cause—providing gardening services in a beautiful sensory garden near Szczecin. This unique space, created by the „Po To Jestem” Foundation, is designed for adolescents with autism disorder. It offers a soothing environment filled with nature's wonders. Eryk employees helped create a place where nature stimulates the senses and brings calm. It was not just an afternoon of teamwork but also a reminder of the power of nature in therapy and connection.



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 the supervision of our qualified technicians. The program was rolled out in 2019. 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:

our goal is 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 live 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 have 13.5% of apprentices amongst all Eryk technicians by the end of 2025, and 25% apprentices amongst all Eryk technicians in the long run.
- To bring the dropout rate down.



APPRENTICESHIP PROGRAM 2024 IN NUMBERS

26 apprentices currently in the program (6 EU and 20 Africans).

14 graduates (5 EU and 9 Africans).

We improved apprentice retention, resulting in a drop-out rate of 10% in 2024 compared to 40% in 2023.

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

5 We visited 5 vocational schools in Poland, (in Stargard, Wałcz, Kołobrzeg and Gryfino) and 7 vocational schools in Nigeria (in Lagos, Abuja, Kaduna & Ilaro).

We organised 1 Open-Day event for young electricians at Eryk's Shared Service Centre.



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.



**OUR LONG-TERM
AMBITION IS TO
CREATE 1000
SUSTAINABLE JOBS
IN WEST AFRICA.**

VISION TURNS INTO A MISSION

Following our vision to create quality, sustainable jobs not only for Africans but in Africa, in April 2024 we founded Eryk Limited and opened Eryk Limited in Lagos, Nigeria. Here, we are developing an African hub of Nigerian IT professionals operating by European standards, providing remote IT services to European customers. We employed the first team in 2024 and aim to have at least 40 specialists in December 2025.



MAKING AN IMPACT: EDUCATION, INNOVATION, AND RECOGNITION

KILUTORI SCHOOL

Kilutori School is located in a Masai village in rural Kenya. More than 200 young children get their basic education there; for many (mostly girls), it is the only education available. 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. We will continue our support in 2024 and 2025, hoping more donors will provide sustainable financing.

If you want to help the Kilutori kids, don't hesitate to get in touch with Lucja Kalkstein at LK@eryk.com. For smaller contributions, you can donate by searching for Kilutori School at <https://www.gofundme.com> Search: Kilutori School



DANISH INDUSTRY'S 2024 INITIATIVPRIS

Eryk has been awarded the 2024 Initiativpris by the regional office of Danish Industry (DI) – Denmark's largest business and employers' organisation. This award is presented to companies that take the initiative, lead the way, inspire others, and establish a strong foundation for growth through innovative thinking and the development of new sustainable solutions in a world characterised by change and uncertainty.

We were pleased with Pia Jakobsgaard-Iversen's justification of the decision as chair of the board of DI in the Triangle region. She explained that *"Eryk assists other companies in becoming more sustainable"* and *"contributes to the green transition on a global level"*, as well as takes *"new approaches to recruiting qualified labour addressing the shortage of qualified labour"* by recruiting employees in Ghana and Nigeria, and collaborating with technical schools from those two West African countries to train employees for Eryk and at the same time help develop these countries.



