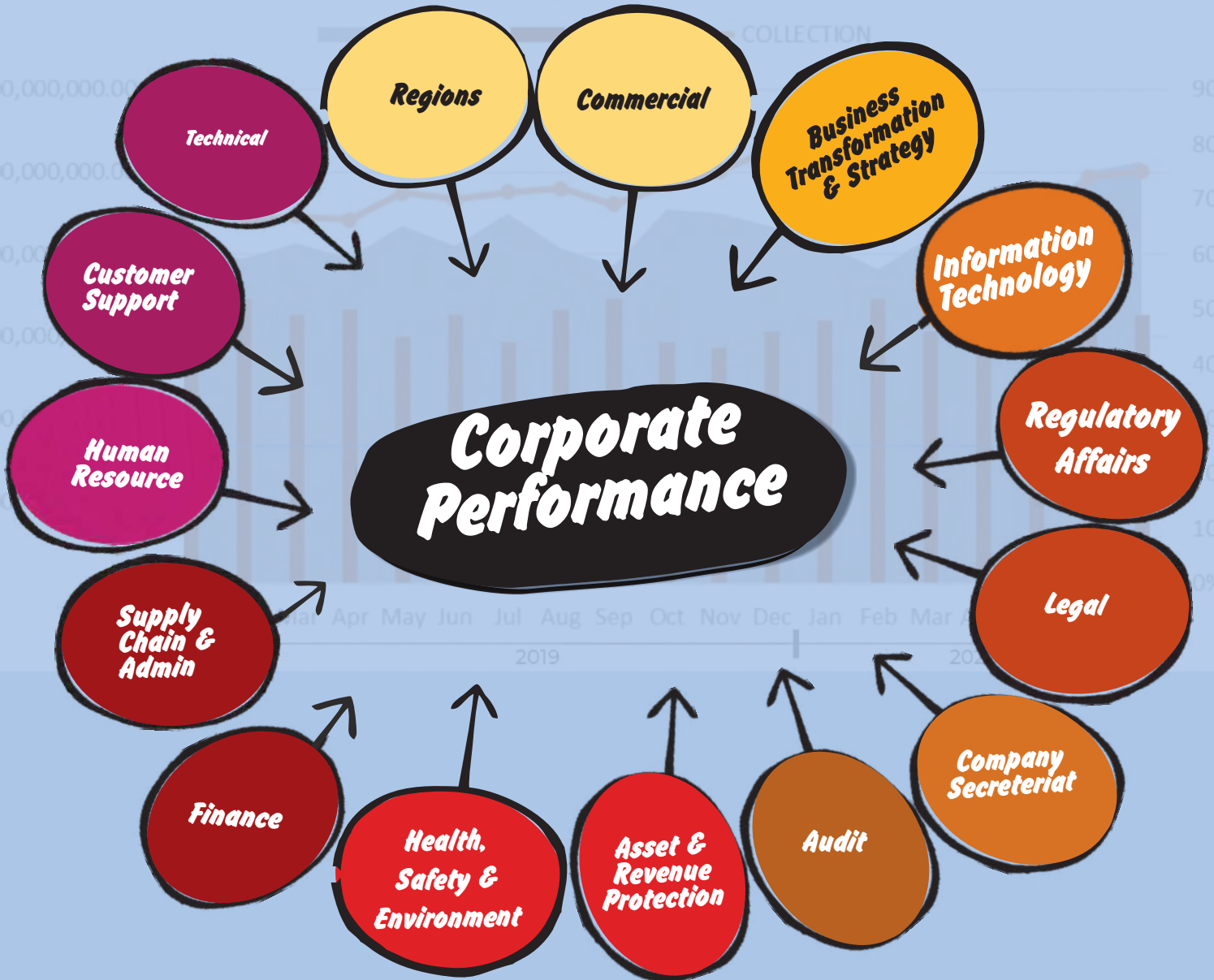


Interplay of IBEDC Key Performance Indicators



HALF YEAR CORPORATE SCORECARD

...the way forward

HALF YEAR CORPORATE SCORECARD

...the way forward

Introduction

The July/August edition of our exciting and educative IBEDC Voice is the first issue in the second half of the year 2020 and it will review the company's performance in the first half of the year. The Year 2020 will go down in history as one of the most memorable years of the 21st century. The emergence in December 2019 of the novel Corona Virus (COVID-19) in Asia (China precisely) and its spread to practically every country of the world has impacted every facet of human life. The lockdown measures put in place to curb the spread of the pandemic greatly affected all social and economic activities across the globe. This led to many business organizations closing shops, some temporarily and others permanently. Nigeria was not insulated from the global economic downturn neither was IBEDC. It is within this context that we shall view our performance in the year 2020.

Our Performance Measurement Standards – Corporate Scorecard

Our performance as a company is hinged on our major Key Performance Indicators (KPIs). These are: Collection (the total amount of revenue we can bring in); Collection Efficiency (the amount of revenue collected as a percentage of the value of energy billed); and Aggregate Technical, Commercial & Collection (ATC&C) Losses which is a sum total of losses resulting from network equipment inefficiency, failure to capture all billable energies and failure to collect billed energy. Every action we take is aimed at impacting these three indices as desired.

The Journey So Far

Having ended Year 2019 on a relatively high note; breaking the N5 Billion Collection mark in November and peaking at N5.3 Billion in December, moving Collection Efficiency from 59% in January to 65% in December and bringing ATC&C down from 51% in January to 46% in December, we entered Year 2020 with much optimism. We decided to go in firing on all cylinders, set very ambitious targets on our major KPIs and went all out pushing to achieve these. These ambitious targets are necessary to keep IBEDC in good stead to meet its obligations regarding NERC's Minimum Remittance Order (MRO), staff salaries and other operating costs as well as investments into upgrading our business infrastructure.

January 2020 looked promising with a new Collection peak of N5.4 Billion, however, the effects of the COVID-19 pandemic had begun to creep in and this reflected in our Collection moving into a decline in February 2020 and March 2020 with figures of N5.2 Billion and N5 Billion respectively. By April 2020, the general lockdown and uncertainty crashed our Collection to a paltry N3.1 Billion being merely 45% Collection Efficiency and these resulted in an all-time high ATC&C loss of 70%!



Iranola Ayodeji

Chief Business Transformation & Strategy Officer (CBTSO)

The fighting spirit demonstrated by employees in rallying to save the situation despite the general safety concerns, uncertainties and economic depression occasioned by the pandemic, saw us returned to N4.1 Billion and 67% in Collection and Collection Efficiency respectively, while bringing ATC&C losses down to 60% in May 2020. Remedying the bad situation continued in June 2020 with Collection moving to N5.0 Billion and Collection Efficiency up to 75% and ATC&C losses down to 55%. The table below shows how we have averaged on the three (3) major KPIs as of 30th June 2020

	TARGET	ACTUAL	% TARGET ACHIEVED
COLLECTION	N36.4B	N27.7B	76%
COLLECTION EFFICIENCY	82%	61%	74%
ATC&C LOSSES	19.7%	55%	-179%

Figure 1: Table of IBEDC's 6-Months Performance Average (January to June 2020)

This performance over six (6) months (January - June 2020) will be better appreciated when viewed historically and comparatively beginning from January 2019 as the chart shows.

Other Matters of Note

Certain regulatory policies like adjustment in the Minimum Remittance Order (MRO) and Estimated Bill Capping, as well as the MAP program, which is being stalled by unfavorable import duties regime, have put a severe strain on our efforts. When the Service Reflective Tariff regime kicks off, we expect this to throw up its own challenges which will impact our business as well.

Interplay of IBEDC Key Performance Indicators

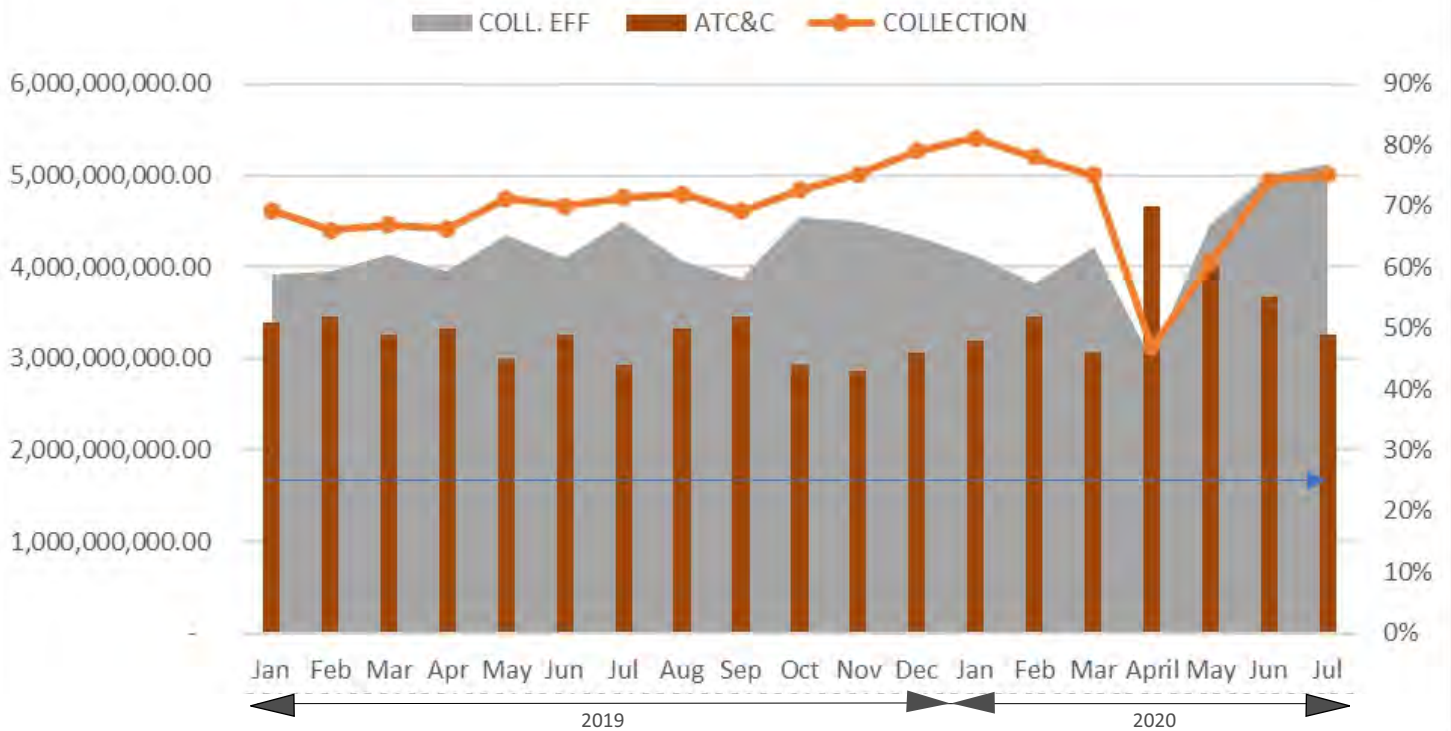


Figure 1: IBEDC Key Performance Indicators (KPIs) from January 2019 to July 2020

The Way Forward

It is not in doubt that one cannot expect to achieve a new result by using same old methods. Thus, we are changing some of our old methods and introducing some new ways to the Company's operations. These actions are aimed at ensuring that despite the "new normal" and the attendant economic downturn of the COVID-19 pandemic, the dynamism of the regulator's policies as well those of the government, IBEDC remains focused and poised to improve its performance for the good of all stakeholders: customers, staff and shareholders. Our planned line of action includes:

1. Ensuring that customer tariff classification is correctly and accurately done to improve billing in the light of the Bill Capping regulation. This will help improve customer satisfaction, response, shore up collection, collection efficiency and further drive down commercial and collection losses.
2. Increase metering of our customers.
3. Increase network infrastructure upgrade to cut down technical losses and improve customer satisfaction with the attendant upswing of collection.
4. Invest more in the provision of work-tools and training to enable staff adjust easily to the new work order.
5. Strengthen the Corporate and Individual Performance Management System to ensure a culture of high performance is cultivated and enshrined in the company. This will come with the attendant reward and sanction regime accordingly.
6. Conclude ongoing Information Technology innovations which will reduce waste, drive efficiency and transform the company's operations.
7. Drive Operational Compliance through the standardization of all our operating processes in line with Standard Operations Procedure (SOP) manuals. This will help align our processes for uniformity and efficiency while easily highlighting deviations from the norm.

Conclusion

The second half of Year 2020 has begun in earnest and from our performance in July (Collection – N5 Billion; Collection Efficiency – 77%; ATC&C – 49%), we apparently have hit the ground running. However, we are yet to achieve our targets especially for ATC&C losses (19.7%) and minimum of N7.5 Billion monthly collection. It is a tall task but not an impossible one if everyone understands that playing our individual roles optimally is what will get us there. Our individual targets and KPIs emanate from these business or corporate targets. The onus now rests with us all to pitch in and deliver the goods. This calls for Responsibility for Results (R.4.R). Our clarion call is "Together Everybody Achieves More" (T.E.A.M).

"Great performance
is never luck.
It takes a lot of focus,
heart and hard work."



CELEBRATING **OUR** COVID-19 HEROES



Alhaja Mariam Arowolo as the Acting Head, Safety and Environment has been at the fore front of the battle against COVID-19 and keeping employees safe with the adoption of appropriate COVID-19 safety protocols in IBEDC. When she tested positive herself, experience indeed became the best teacher, but this did not dampen her resolve, she rather felt challenged to rise to the occasion. We bring you her discussion with IBEDC Voice.

VOICE: You occupy a unique position as the Ag. Head HSE, midwifing the safety protocols on COVID-19 for the company and overseeing its implementation franchise wide. As well as being at the front line of arranging testing for staff and also carrying out contact tracing of proximate employees exposed to confirmed cases. You had a first-hand experience of COVID-19 and came out a winner. kindly share this experience with your colleagues across the IBEDC franchise .

VOICE: Let me begin by asking: How does it feel having recovered from the new coronavirus disease (COVID-19)?

Alhaja Mariam: I was not sick, nor did I have any symptoms. I only partook in the general testing organised for some employees.

VOICE: What ran through your mind when your own test result came back positive?

Alhaja Mariam: As a normal being I was not happy but at the same time, I had to accept that fate.

VOICE: What prompted you to take the test?

Alhaja Mariam: By virtue of my position I was prompted to take the test going by the happenings then.

VOICE: Talking about contact tracing, how do people respond when you put calls through to them and inform them of their exposure to COVID-19 ?

Alhaja Mariam: (smiles) the responses I get range from ..“No, I didn’t come in contact with the person oh”, “we only spoke for 10 minutes “, to” I have not even seen him/her at all.” However, some persons were calm and opened minded, they wanted to know what the next line of action was.

VOICE: Is there any reported case of harassment or stigmatization of any staff who tested positive or was identified as a proximate contact to a positive case?

Alhaja Mariam: So far, we have not recorded any, also note that it is against IBEDC's covid-19 protocols.

VOICE: What medical treatment were you given?

Alhaja Mariam: The Management provided immune boosting supplements through our retainer hospitals to everyone who tested positive, which was a major helping factor in our recovery process, I also took local herbs to keep me healthy.

VOICE: Were you at the isolation center? How was life in isolation

Alhaja Mariam: No, I was not in an Isolation center. However, I was on self-isolation at home. Life in isolation for me was productive. I practically buried myself in work, I had to look for a way to take my mind off the COVID status. (laughter) I seem to have gained some weight though.

VOICE: How did you feel when your test came back negative?

Alhaja Mariam: (laughter) Yeah! I felt very happy and relieved.

VOICE: What can you say about IBEDC'S responses to the cases?

Alhaja Mariam: I must say that the COVID-19 Response Team and the Management are doing a great job in responding promptly and adequately whenever the need arises. The psychological aspect of encouraging infected persons goes a long way in their recovery.

VOICE: How would you rate the Safety Protocols put in place to curtail the spread of COVID-19?

Alhaja Mariam: Above 90%.

VOICE: What do you intend to do with the experience gained following your recovery?

Alhaja Mariam: I will use this opportunity to improve on the established safety guidelines and encourage persons who might be positive in the future. I will tell them that covid-19 is not a death sentence.


VOICE: What message would you like to share with your colleagues regarding safety protocols in and outside of the workplace?

Alhaja Mariam: I want to tell everyone that covid-19 is real. hence, the need to observe all safety protocols always, irrespective of where you are. Stay safe always!

BEHIND THE ROLE WITH YUSUF

Now, it is just a few minutes to four and I am climbing up the stairs, still looking myself but just slightly tired. I barely hear Iya Bolu's greetings or Safety's unending broadcast. All I want is the comfort of my chair and the cold breeze from the AC. I reply a few more mails, meet with colleagues and it is a wrap for the day.

Outside the role, 6.00pm is when the day begins. With the company of the super team at the region, soft music playing, and banter flying across, you could barely tell what I have been through during the day. I close feeling just as fresh as I started the day. Either in well tucked in shirt or half flying shirt, what happens when the office door shuts is just enough to face tomorrow.



“What happens when the office door shuts is just enough to face tomorrow.”

Yusuf Adewuyi
*Regional Legal Officer
Ogun Region*

I am Yusuf Adewuyi, the Regional Legal Officer for Ogun Region. As a Regional Legal Officer, I work to prevent and defend the company against any legal action. I also ensure compliance of our field staff with regulations to minimize or forestall incidents that may lead to legal actions. A neatly pressed shirt tucked into a well pressed pants and a pair of black shoes to match, or a half flying shirt, dull shoes, sweaty face with rolled up sleeves best describe me while I am on duty.

A normal day starts with me waking up at past six am, I say my prayers and get ready for work. I rarely do breakfast. In the office, I check my mails, reply to the ones that I can and I am out to the court or police station for any pressing issue of the day.

Indeed, it is tougher going to police stations than going to the courts. At a police station, possibly after a complaint of assault against a staff, I meet the IPO and start canvassing reasons why my case must be taken to court. Interestingly, there is mostly another lawyer on the other side either pleading with me or also giving reasons why his client should not go to court. The other lawyer is mostly the one that wants to spend, so I battle reason and money. If the IPO is difficult, I move to his superior until I get my way.

Employee Corner

“My dream for IBEDC is technological growth in every aspect of the company and being the best electricity company in Nigeria.”

Akinrinlola Ayodeji Folarin
*Finance & Account
Ijeun Business Hub,
Ogun Region*



Health Safety

POLICY WATCH:

EMPLOYEE HEALTH AND SAFETY (II)

IBEDC CONDITIONS OF SERVICE
Section 11.1, Page 88

An hour hardly goes by without the mention of the word COVID-19. Yes, the business world and organisations are beginning to open offices, airports, social gatherings, places of worship and eventually schools. These organisations must put in place hygienic and safe environments for all to function without getting infected by the virus.

Taking into cognisance the devastating effects of the virus and the way it is easily spread from person to person, it is imperative that everyone adheres to the new normal occasioned by this virus in order to remain safe, avoid a second wave of the virus and stop the spread of the virus altogether.

IBEDC Conditions of Service has provided us with information on Employee Health and Safety in this regard. Please refer to page 88 Section 11.1.

11.1 Employee Health and Safety

11.1.6 Each employee shall obey safety rules and exercise caution in all work activities. Employees shall diligently maintain safe and healthy

working conditions and follow proper operating practices and procedures designed to prevent injuries and illnesses, work interruption, damage or destruction of equipment, material, or property.

11.1.7 Employees shall report violators as well as unsafe conditions, equipment, and practices immediately in good faith without fear of retaliation. Employees violating safety standards, or causing hazardous or dangerous situations, or failing to report or remedy such situations, may be subject to disciplinary action including possible termination.

11.1.8 Employees who have special personal or medical needs shall contact Supervisors accordingly to ensure that adequate response provisions/arrangements are made.

11.1.9 Employees must notify supervisor of all injuries and/or accidents including near misses or close calls that might have caused property damage or personal injury. If the injury requires treatment other than minor First Aid, the Supervisor will initiate the necessary paperwork.

Remember that while adhering to the constant flow of information from the company on how to keep safe in this difficult period, it is strongly advised that any employee who experiences any of the illness' symptoms such as, itching in the throat, dry cough, high temperature, tiredness, shortness of

breath, is advised to seek medical attention immediately. Adequate arrangements have been made with our retainer hospitals and Teaching hospitals at our various locations to facilitate required medical care.

Kindly contact the IBEDC COVID-19 response team or the HR Business Partner at your location to assist further on this with the details below:

Mrs. Mariam Arowolo
(Head, Health & Safety) –
08170065202/07032064435

Jude Eguabor
(Head, Employee Relations) –
08170061998/08028372760

Adeseye (Oyo Region) –
08170064932/08034232294

Damilola (Head Office, Ibadan) –
08170065058/08035011204

Constance (Ibadan Region) –
09081253808/07068965743

Adebayo (Kwara Region) –
09083371011/08030605777

Olabode (Ogun Region) –
09081253803/08021434550

Segun (Osun Region) –
08170065388/08102292903

You may also call 080097000010, the national toll-free emergency contact as provided by NCDC. For more information on policy watch, please contact bolaji.balogun@ibede.com.

HEALTH FOCUS



WORLD
HEPATITIS
DAY

HEPATITIS refers to an inflammatory condition of the liver. It is commonly caused by a viral infection, but there are other possible causes of hepatitis. These include autoimmune hepatitis and hepatitis that occurs as a secondary result of medications, drugs, toxins, and alcohol. Autoimmune hepatitis is a disease that occurs when your body makes antibodies against your liver tissue.

Hepatitis A is caused by an infection with the hepatitis A virus (HAV). This type of hepatitis is mostly transmitted by consuming food or water contaminated by feces from a person infected with hepatitis A.

Hepatitis B is transmitted through contact with infectious body fluids, such as blood, vaginal secretions, or semen, containing the hepatitis B virus (HBV). Injection drug use, having sex with an infected partner, or sharing razors with an infected person increase your risk of getting hepatitis B.

Hepatitis C comes from the Hepatitis C virus (HCV). Hepatitis C is transmitted through direct contact with infected body fluids, typically through injection drug use and sexual contact.

Hepatitis D also called Delta hepatitis. hepatitis D is a serious liver disease caused by the hepatitis D virus (HDV). HDV is contracted through direct

contact with infected blood. Hepatitis D is a rare form of hepatitis that only occurs in conjunction with hepatitis B infection. The hepatitis D virus cannot multiply without the presence of hepatitis B.

Hepatitis E is a waterborne disease caused by the hepatitis E virus (HEV). Hepatitis E is mainly found in areas with poor sanitation and typically results from ingesting fecal matter that contaminates the water supply

Excessive alcohol consumption can cause liver damage and inflammation. This is sometimes referred to as alcoholic hepatitis (which is non-infectious hepatitis)

Common Symptoms of acute hepatitis appear quickly. They include

- Fatigue
- Flu-like symptoms
- Dark urine
- Pale stool
- Abdominal pain
- Loss of appetite
- Unexplained weight loss
- Yellow skin and eyes, which may be signs of jaundice

Chronic hepatitis develops slowly, so these signs and symptoms may be too subtle to notice.

Tips to prevent hepatitis

Hygiene: Practicing good hygiene is one key way to avoid contracting hepatitis A and E. If you are traveling to

a developing country, you should avoid

- local water
- Ice
- raw or undercooked shellfish and oysters
- raw fruits and vegetables

Hepatitis B and C can also be contracted through sexual intercourse and intimate sexual contact. Practicing safe sex by using condoms can help decrease the risk of infection.

Vaccines: The use of vaccines is an important key to preventing hepatitis.

IMMUNE SYSTEM AND ITS BOOSTERS

Your immune system consists of a complex collection of cells, processes, and chemicals that constantly defends your body against invading pathogens, including viruses, toxins, and bacteria. Keeping your immune system healthy is key to preventing infection and disease. Making healthy lifestyle choices by consuming nutritious foods and getting enough sleep and exercise are the most important ways to bolster your immune system.

In addition, research has shown that supplementing with certain vitamins, minerals, herbs, and other substances can improve immune response and potentially protect against illness.



VITAMIN C - It is vital for immune health. Supplementing with this nutrient may reduce the duration and severity of upper respiratory tract infections, including the common cold.



PROPOLIS - It is a resin-like material produced by honeybees for use as a sealant in hives. Though it has impressive immune-enhancing effects and may have antiviral properties as well, more human research is needed.



GARLIC - It has powerful anti-inflammatory and antiviral properties. It has been shown to enhance immune health by stimulating protective white blood cells like NK cells and macrophages. However, human research is limited.



THE BOTTOM LINE
Supplements have been proven to help improve immune health. Zinc and vitamins C & D are just some of the substances that have been researched for their immune-enhancing potential.

However, although these supplements may offer some benefits for immune health, they should not and cannot be used as a replacement for a healthy lifestyle.

Maintaining a balanced diet, getting enough sleep, engaging in regular physical activity, and not smoking are some of the most important ways to help keep your immune system healthy and reduce your chances of infection and disease.

B COMPLEX VITAMINS - B vitamins, including B12 and B6, are important for healthy immune response. Yet, many adults are deficient in them, which may negatively affect immune health.



If you decide that you want to try a supplement, speak with your healthcare provider first, as some supplements may interact with certain medications or are inappropriate for some people.

Moreover, remember that there is no scientific evidence to suggest that any of them can protect against COVID-19, even though some of them may have antiviral properties.

Supplements that are known for their immune-boosting potential are

VITAMIN D – Healthy levels of this vitamin may help lower your risk of respiratory infections.

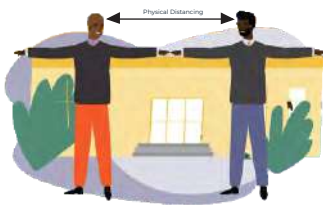
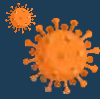


ZINC - Supplementing with Zinc may help protect against respiratory tract infections and reduce the duration of these infections.



COVID-19

Protect yourself and loved ones



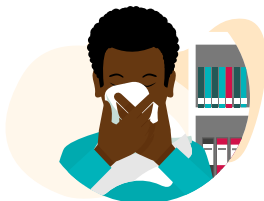
Maintain at least 6FT/2meters distance between yourself and anyone when in a public place.

A good way to know if one is 6ft apart is to spread your hands sideways.

Wash your hands with soap under running water for 20 seconds or use alcohol-based hand sanitizer regularly.



Regularly disinfect surfaces to ensure they are clean and hygienic.



Cover your mouth and nose with tissue when you cough or sneeze.

Dispose properly into a dustbin and sanitize your hands.

Avoid touching your eyes, nose or mouth, or eat without washing your hands.



Always use your face mask whenever you're going out.

If you have been in close contact with a confirmed case of the virus, isolate yourself for 14 days. If you have a fever, cough, or breathing difficulty, call **NCDC - 0800 9700 0010 (Toll Free)**.



WORD PUZZLE

Solve the puzzle below, send your answers to munirat.audu@ibedc.com and stand a chance to win a prize.

ARRANGE/CORRECT THE SPELLING

E.g. YEONKWR-NEW YORK

1. AECHHET
2. LETBKSLABA
3. LURAEPUSTAR
4. DAEDSIANOROC
5. SSIPOHOROMTAEM
6. NIXEAHSUITEIB
7. PCINHAS
8. STIGLOCOANAEG
9. EPIALNPEP
10. YTIVTICENONC

Congratulations to Yewande Abosede Babatunde (Commercial Division) who won the last edition's Word Search Puzzle.

Answer

1. Asymptomatic
2. Mushroom
3. Promise
4. Mississippi
5. The number 40

STORIES FROM THE REGION

Osun



OSBC GIVES THUMBS UP TO IBEDC FOR QUALITY SERVICE DELIVERY AND INFORMATION DISSEMINATION.

The Management of Osun State Broadcasting Corporation (OSBC) has described the Osun Regional Management of Ibadan Electricity Distribution Company, (IBEDC) as innovative in quality service delivery and information dissemination.

Mrs. Jumoke Akinjiola the Director General of OSBC disclosed this during a courtesy visit to the Corporation at Ile-Awiye, Oke Baale, Osogbo by a team led by the Regional Head, Mr. Akinleye Ogunleye.

According to Mrs Akinjola, IBEDC has done a lot in ensuring that the communication gap between the customers and the company is bridged, adding that IBEDC has leveraged on various media to communicate the policies, operations, activities, and business of the company.

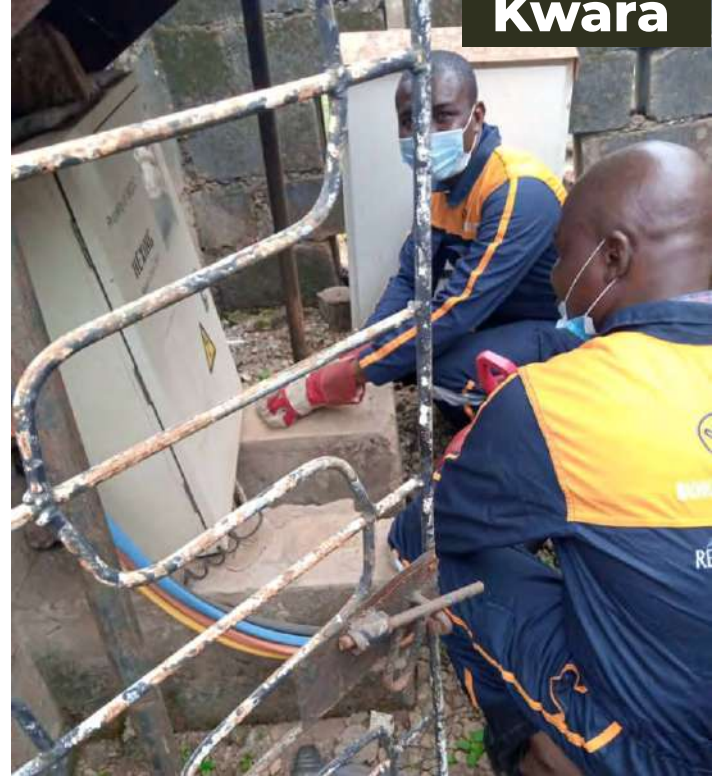
She commended the Regional Management for keeping the channels of communication open even during the lockdown with a WhatsApp group platform created for stakeholders and through the Sponsored Radio Programmes and the Social Media.

The DG appreciated IBEDC for the recent improvement on the power supply to the corporation unlike the incessant outage experienced during the rainy season due to the line been constructed through the Osun-Osogbo groove. She appealed that the issue be permanently addressed as they are striving to bring their services to the quality of any international broadcasting station.

In his response, the Regional Head, Mr. Ogunleye explained that talks are ongoing with the state government to finding a lasting solution to the problem. He said " We have looked at how to enhance the supply to OSBC and our Maximum Demand Customers, if we do not have the capacity, we will need to weigh all our options and if necessary we will re-route the line or install an isolator".

Meanwhile, the RH noted that an isolator has been installed around the area which is responsible for the recent improvement in supply.

Kwara



KWARA REMODELS ITS REGIONAL REVENUE PROTECTION & MONITORING ACTIVITIES

In its bid to improve revenue collection, Kwara Region has retooled its regional Revenue Protection Team. Having noticed some anomalies on the field, the Regional Management decided to empower the team to better identify leakage points and proffer solutions for improved revenue generation.

In line with its mandate, the efforts of the team has created a rise in revenue generation. In the month of June, revenue collection moved from 675 million to 733million, which gave about 58million positive variance (9% increase).

Similarly, in the month of July, revenue rose from 733 million to 748.8 million, recording about 15.8 million positive variance and collection efficiency of 70.4% from 68% in the month June. and volume wise, 68% growth was recorded for the MD customers in the months June.

The Revenue Protection Team was strengthened with other staff drawn from various departments and units is not only saddled with the responsibility of revenue generation, but it also carries out revenue protection activities, on the job appraisal and mentorship.

The team carried out staff orientation and strategic planning across the region. Customer Relationship Officers(CROs) are being mentored and trained to be more professional in their dealings with customers, they are taught to maintain and sustain strategies that contributed to the improvement of revenue generation in their various service centers and Business Hubs.

Expectedly, customers who are caught engaging in any kind of sharp practices are sanctioned, and leakages blocked in the process.

PICTURES FROM THE REGIONS

THE NEW NORMAL

Panoramic View of our Community Engagements



Community Engagement at Akanran - Oyo Region



Community Engagement at Lalupon - Oyo Region



Community Engagement at Orita/Panayi in Ilaro - Ogun Region



Community Engagement at Felele - Ibadan Region



Community Engagement at Orita/Panayi in Ilaro - Ogun Region

NTK – Need to Know

EMBRACING THE NEW WORK NORMAL – What you Need to Know



Photo Credit:rwksolvesit.com

CCOVID-19 has swept through workplaces like a hurricane, moving employees in every direction, exposing many to new risks and redefining what workers need to do their jobs safely, efficiently and effectively.

As part of Management's measures to ensuring the general wellbeing and safety of staff and business sustainability, a new work normal has been put in place, such as: virtual interpersonal communication channels and remote working.

1. AWAY WITH FREQUENT INTER/INTRA OFFICE MOVEMENTS, LETS TALK VIRTUALLY

Time to embrace asynchronous communication channels like:

1. Slack
2. Emails
3. Google Docs
4. Recorded Videos
5. CUG lines/ Phones
6. Text messages
7. WhatsApp chats

8. Output Message
9. Zoom

2. WORKING FROM HOME

As part of efforts to maintain physical distancing, which is our strongest precautionary measure against the spread of COVID-19, the Management has decongested the offices by 50%, which means, most of us at some point are required to work from home.

Working from home, however, is not an excuse for laxity or under performance.

So here is *HOW TO STAY FOCUSED AND PRODUCTIVE WHEN WORKING FROM HOME*- From incorporating movement breaks to instituting a "no pajamas" rule, these tips will help you do your best work

- Establish a designated work
- Start your day with mindfulness
- Change out of your pajamas
- Tidy up first
- Open the window
- Assign timeslots to your tasks
- Schedule at least one call or meeting
- Notify your team about your priorities

- Switch up your workspace
- Write things down
- Close non-work-related tabs on your systems
- Stay connected to teammates
- Establish clear working hours
- Take little mini-breaks
- Incorporate bursts of movement (walk around sometimes)
- Step outside to reset
- Eat your meals in a different room
- Take a real lunch break
- Log off from remote work at the same time you typically leave the office.

Busolami Tunwase
Lead, Media Relations



Photo
News

Pictures from IBEDC COVID-19 Testing at the Staff Development Centre, Iyaganku

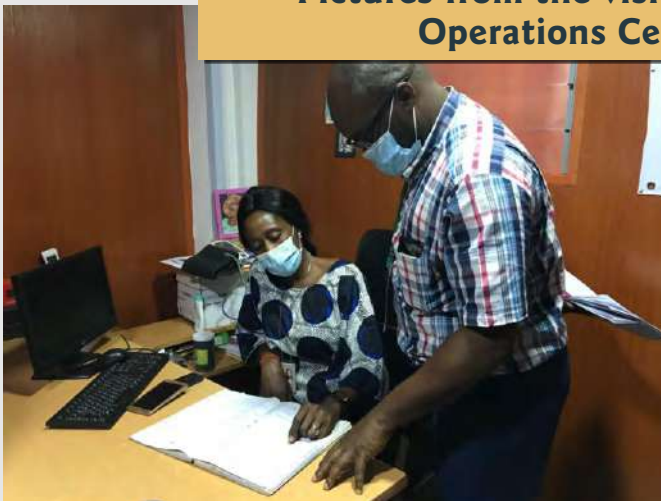


Congratulations!

Ibadan Regional Management issued commendation letters to outstanding staff for 2019 financial year performance cycle (Pre-COVID).

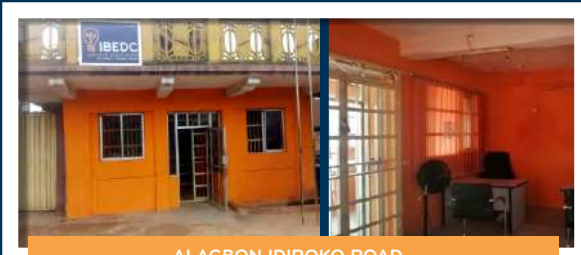


Pictures from the visit of Oyo State Emergency Operations Centre on COVID-19



TO SERVE OUR CUSTOMERS BETTER

12 NEW CUSTOMER CARE OFFICES CREATED ACROSS OGUN REGION



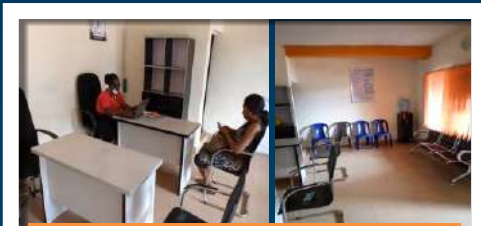
ALAGBON IDIROKO ROAD,
OPPOSITE OLORIEBI HOTEL



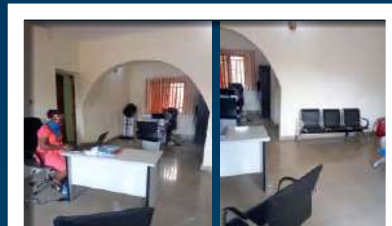
8, NURUDEEN OSHODI STR IBAFO,
BACK OF WORLD OIL FILLING
STATION



KM 46, LAGOS ABK EXPRESS
ROAD, VESPA BUS STOP, IFO



KM1, MAGBORO ROAD, OPP SHOPPERS
HUB, GIWA BUS STOP, MAGBORO



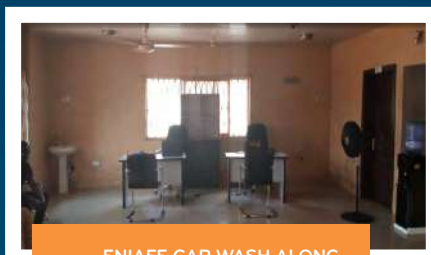
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OFADA ROAD, MOWE



IDI ORI, BESIDE ARO PSYCHIATRIC
HOSPITAL, ABEOKUTA



BESIDE RANTIPE FILLING
STATION FAJOL, OBANTOKO



ENIAFE CAR WASH ALONG
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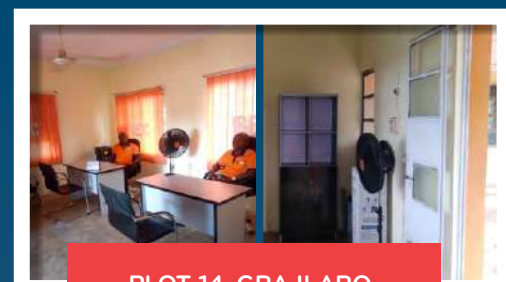
ALONG ILOGBO ROAD,
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OPP TOTAL FILLING STATION SAGAMU/
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THE EFFECT OF COVID-19 PANDEMIC ON IBEDC FEMALE WORKFORCE AND WHAT NEEDS TO BE DONE TO SURVIVE IT (PART 2)

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Learning & Development Specialist

The realities and the fallouts of the pandemic are still very much with us. Presently, women on essential duties work every day, while others work rotationally from home, and others from the office at lesser hours – i.e. from 9am to 4pm. our spouses are also juggling and adapting the remote working policies, while our children and wards are still at home. Managing work-life balance in this new normal becomes a necessity, so, it is important to provide answers and suggestions to this question-

WHAT CAN IBEDC WOMEN DO TO MANAGE REMOTE WORKING DURING THE PANDEMIC PERIOD?

1) Accept Reality and Adapt Fast:

You are not at the office, so your dream of uninterrupted time to focus on work is officially on hold. So work is not going to be “normal” and neither is the children’s schooling. The faster you can accept these facts, the better off you will be. Adapting can include learning new skills.

2) Make Sure Everyone Has a Workspace:

Whether you have an actual “home office” or working on a laptop in the living room, ensure everyone in the house has a defined workspace, and that includes your children. Everyone needs a space where they can do school or office work with minimal disruptions.

Be sure your children understand that when you are at your workspace, you are working and therefore not meant to be interrupted except for very important questions. Offer them the same courtesy in return with their schoolwork space.

3) Smartly Organize/Prepare for your Meetings:

You may not be able to totally eradicate the incessant shouts of ‘Mooommmmyyy’, but if it is within your control, schedule official online meetings when the children are engaged and there will be minimal distractions. You can also consider engaging your children with things that will capture their attention for the duration of the meetings, like cartoons or computer games. You may also want to put up a “Do Not Disturb” sign next to you when you really need a designated amount of quiet time (for an important online meeting).

4) Constant Communication:

Communicate with your own work team – your co-workers, your boss – be clear about what you can or cannot achieve and when you can and cannot be available. Everyone expects you will have some distractions, and that the usual eight-to-five expectations may be off the table right now. Talk to your team, if you need to, find out how you can all help each other through this transition.

5) Be Flexible with Your Hours:

Now is the time to rethink the way your schedule work. If you have a partner in the house, sit down and rethink your schedules together. Decide who can be the “more available” parent in the morning and who can take the afternoon shift. Prioritize your tasks and see which can be done in the evenings or on weekends. Can you take longer lunch hours to give yourself a chance to play in the backyard or go for a walk with your children in the middle of the day? Whatever works for you, free yourself up to give your child some attention and

engagement during the day.

6) Set Up a Schedule:

At this period, everyone in the household will benefit from a routine. Decide how your household’s “schedule” is going to work. Whether it is a list of tasks that can be accomplished in any order (which is how we like it), or whether it’s a specific hourly plan, commit that plan to paper and post it in a place where you can all see it.

7) Stay Strict to you Family Budget:

At least there are no “Owambe” parties organized for now, and while household spending could fluctuate and become unpredictable from month to month, it may be a good time to develop the discipline to strictly adhere to a budget that gives room for savings for precautionary spending.

8) Be Security Conscious:

This is not a time to feel unconcerned, keep abreast with neighborhood security activities. Be your neighbors’ keeper and share information with others. Perhaps create a WhatsApp group to keep neighborhood related information flowing among members.

9) Do not Forget to Laugh:

As experts advised, in this COVID-19 Period, find the funny side and You can put on your favorite funny TV show or seek out some comedy on YouTube. Just do something to get the laughter going. Play some indoor games with the children (like having them mimic Mummy & Daddy). Whatever happens, remember - we are all in this together. As the popular Chinese proverb goes, “I cannot come and go and kill myself”.



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1	Olawale	Aro	Head, Regulatory & Government Affairs	Head Office
2	Opeyemi	Bakare	Meter Standard Officer	Ilesa
3	Mohammed	Adogeri	Account Officer	Ogbomoso
4	Abubakar	Olarewaju	Administrative Assistant	Osogbo
5	Grace	Odejayi	Billing Analyst	Head Office
6	Sulaimon	Sanni	Billing Analyst	Regional Office, Ogun
7	Muis	Popoola	Billing Analyst	Regional Office, Ogun
8	Ezekiel	Aremu	Distribution Substation Operator	Oyo
9	Joshua	Onabowale	Distribution Substation Operator	Sango
10	Oluwatosin	Osuntoyinbo	Network Administrator	Head Office
11	Oluwafemi	Oyewole	Network Planning Officer	Ogbomoso

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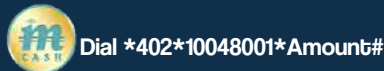


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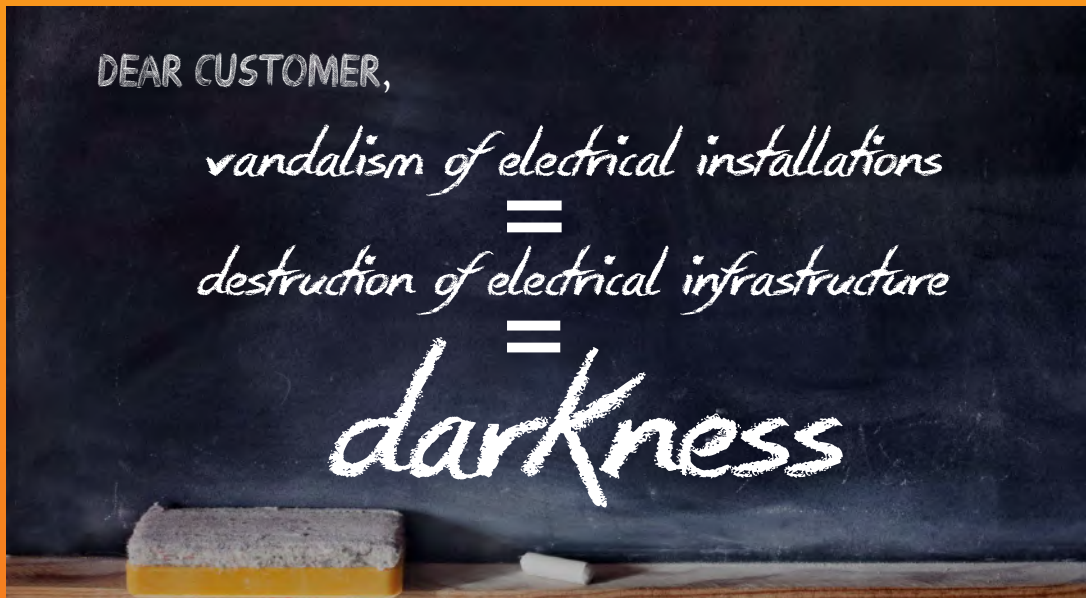
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