



MARCH/APRIL 2020

CORE VALUES: INTEGRITY, TEAMWORK, EXCELLENCE, INNOVATION, DEPENDABILITY



WEATHERING THE STORM

BUSINESS CONTINUITY

Dear Colleagues,

The announcement of the first case of COVID-19 on the 28th of January 2020 opened a new vista in the life of Nigerians. Images from China where the pandemic began and other parts of the world it had spread to had already created a lot of apprehension in the minds of many. Almost 3 months down the line, Nigeria has reported 981 confirmed cases with 197 recoveries and 31 deaths. Globally, the virus, with no known cure has infected nearly 3 million people, resulted in over 190,000 deaths. Despite frantic efforts to curtail the spread of the disease, these figures are growing daily at an alarming rate. Indeed, COVID-19 has taken the world like a raging storm being more prevalent in the most developed economies of the world which possess the most advanced medical and healthcare systems.

Confirming its arrival on Nigerian soil set a lot of minds racing and a lot of questions begging for answers. The most pressing being – will Nigeria be able to curtail this highly infectious disease and what will the impact be on the Nigerian society?

Put forward as the most effective tool to control the growing spread is 'social-distancing' (physical distancing). This entails maintaining a physical distance of about 2 metres between persons and reducing the frequency of close contact between people. This knowledge guided the Federal Government and some State Governments to introduce movement restriction via lockdown orders and legislation which arguably has curtailed but not totally stopped the spread of COVID-19.

The result of this is that people are compelled to stay at home and businesses and organisations must shut down or operate remotely: only organisations providing essential services pertaining to food, health, security and utilities are exempted from the restriction. IBEDC as a utility company must maintain its operations albeit partially to ensure business continuity and essential service delivery to our customers.

The impact on the Nigerian society and economy is no different from the impact on other societies and economies all over the world, no country can confidently state that they were adequately prepared for the COVID-19 onslaught. All available resources are being channeled towards medical and health related activities to combat this virus. Economic issues have taken a back seat, and nothing captures this better than the words of the Ghanaian President Nana Akufo-Addo: "We know what to do to bring our economy back to life. What we do not know how to do is to bring people back to life."

IBEDC too cannot say it was fully prepared for the impact of COVID-19, but we pulled our human and material resources together to take the challenge head on; we had no other option!

Initially, it was extremely challenging managing customers who thronged the Head Office Customer Care Center and other business offices to pay their electricity bills, vend and make enquires or complaints. They were pressured by the fear of the spreading pandemic, the uncertainty of the prevailing lockdown by the government, its economic effect upon them and the envisaged tariff increase that was slated for April 1st 2020. It was an uphill task getting customers to embrace the safety protocols implemented by the company. Kudos to the HSE team and security personnel who



effectively managed the situation and ensured the safety protocols were maintained.

I must admit that the unfolding experience has done what every experience does: provide a learning curve!

As a utility company, IBEDC's Management realized that we had to continue operations, though skeletal by implementing a 'Service Continuity Plan' in lieu of a 'Business Continuity Plan'. Our focus has been to keep our Customers 'powered up' and available resources channeled to areas of the business that will ensure 'service continuity'. Within the context of this reality, we are maintaining the balance of keeping our employees safe and at the same time, fulfilling our mandate of providing service to our customers.

To this end, only organizational activities which directly impact service delivery to customers are being maintained. Our Distribution Substation Officers (DSOs) who man the Injection Substations and our technical crews who respond to faults are our most crucial workforce during this period. Our payment centres allow our numerous customers to access power and make payments are also important and they must remain functional. Support activities like keeping our facilities powered up, procuring and distributing safety and operational supplies, as well as funding activities are also going on and must continue as they are crucial to our Service Continuity Plans.

We have learnt that though we tried to eliminate customer interface, it must take place due to our numerous customers who are not tech savvy enough to use our online channels. Thus, we have implemented safety protocols to ensure that employees who must interface with customers do so within the highest safety standards.

Even though we do not know how long this pandemic will subsist, we know that it must surely come to an end (and we pray it happens sooner than later). We shall weather this storm together and it shall not dampen our resolve nor waver our commitment to provide efficient service till we witness an end of the COVID-19 scourge.

Stay Safe, Be Safe.

Engr. John Ayodele
Chief Operating Officer





WHAT YOU NEED TO KNOW

IBEDC has in the wake of the Corona Virus pandemic initiated a five (5) Phase Response Plan actively implemented by the Health, Safety & Environment Department and the Human Resource Division. The teams have been working with other departments of the company to implement the IBEDC response plan for the Corona-virus pandemic. The plan is as follows:

- **Phase 1** – COVID-19 as a Distant Event.
- **Phase 2** – COVID-19 as a reality in our franchise area.
- **Phase 3** – COVID-19 as an occurrence in an IBEDC Location.
- **Phase 4** – COVID-19 as an epidemic around us.
- **Phase 5** – Government Lockdown.

The team has been saddled with the responsibility of providing the necessary guidance, awareness and advocacy on the appropriate precautionary measures, procurement/use of safety gear, provision of wash-points in all our locations across the franchise and enforcement of proper safety protocol. The Company monitors events as they unfold and, on this basis, the Management issues relevant guidelines on conducting business activities during this perilous season. The HSE team work to ensure compliance of

these guidelines at all levels in the organization. The guidelines have addressed the following:

1. Educating employees on relevant information on COVID-19 and required precautionary measures.
2. Reduced physical presence in all work locations while maintaining adequate presence of essential duty employees.
3. Provision of safety/protective items such as pocket-size hand sanitizers, face masks and hand-gloves to employees.
4. Practice safety protocol such as temperature checks, handwashing/sanitizing, maintaining appropriate physical distancing and associated practices in our customer care offices/cash centers open to customers.
5. Introduction of remote working for non-essential duty employees via the use of information technology.
6. Suspension of field operational activities which bring employees in major unguarded contact with the public.
7. Promotion of alternate customer interfacing channels leveraging on technology. E.g. the use of emails, SMS and social media to lodge complaints while using our online payment channels to vend and pay for electricity bills.

The relevant government agencies and taskforce teams are being engaged and their activities tracked regularly to ensure we stay abreast of all information and directives required to

foster seamless business operations and loss prevention as much as possible.

Within our franchise areas - Kwara, Ogun and Osun states are experiencing total lockdown with the attendant movement restriction. Even though our employees are exempted from the restriction being staff of a utility company, they are still faced with transportation challenges due to the absence of public transport. Oyo State on the other hand is experiencing partial lockdown with a 7pm to 6am curfew.

The Company has undoubtedly deployed immense resources towards combatting the COVID-19 scourge and requires the support and understanding of all employees as it tries to maintain its operations without compromising the health and safety of its employees and customers.

The tireless effort of the Emergency Response Protocol Team members under the guidance of the HSE Department have been working round the clock to ensure continued safe operations in IBEDC through adherence to the organizational safety protocols across our operational locations.

Let us play our part in stopping the COVID-19 pandemic by strictly adhering to the safety practices and encouraging others around us to do the same!

Mariam Arowolo

Ag. Head, Health, Safety & Environment

... ENSURING SAFETY PROTOCOLS ACROSS OUR FRANCHISE



Seating arrangement at the HQ Customer Care Office in compliance with the recommended social distance



A customer using the Wash point at Monatan Business Hub



A customer using the Wash point at Dugbe Business Hub



Ag. Head HSE at Monatan Business Hub during one of the daily monitoring exercise.

BEHIND THE ROLE

WITH Constance



“I am guided by Faith, Justice, Vision, Excellence, and Innovation.”

Hello, I am Constance Odiase, the Regional Safety Supervisor for Ibadan Region. I am responsible for ensuring compliance to the organisation's Occupational Health & Safety policies, procedures and the effective implementation of strategic safety initiatives to achieve VISION ZERO.

My workday begins with a mental review of activities within the region to identify safety gaps which can hinder Vision Zero and the smooth running of business operations. As a safety professional working in a dynamic and sometimes volatile work environment like IBEDC, I constantly

have to think innovatively to salvage unsafe situations and ensure that the safety of lives is never compromised. I support other functions, particularly the Commercial and Technical Divisions to ensure the seamless integration of HSE guidelines in their daily field activities. Working with the Communication team, education of customers on useful safety tips which can help reduce the spate of public accidents is another integral aspect of my workday.

I am guided by Faith, Justice, Vision, Excellence, and Innovation. I am a strong advocate for 'standing out from the crowd' even though I prefer

not to be in the spotlight. I come from a background of exceptionally strong women, who inspire me to be the very best version of myself. To unwind and relax, I love swimming, staying at home to read, and listening to good music in a quiet, cool and serene environment.

Employee Corner

In a post-COVID world, major operational changes will need to be implemented for Business Continuity. Management should consider that remote working may become a work norm. Therefore non-essential staff need to be equipped with the necessary tools to work effectively from home.

Adeoriike Aderibigbe | Lead, Brand Development

"You will not be the same after the storms of life: you will be stronger, wiser and more alive than before"

- Bryant McGill

In the event of a contagious disease outbreak such as the COVID-19 pandemic, the IBEDC Conditions of Service has stipulated guiding principles and policies as regards to staff welfare should a need arise. Please refer to page 90 Section 11.4 stated below

11.4 Contagious and Life-Threatening Diseases

11.4.1 The Company shall issue Health Risk Notices from time to time about Contagious Diseases and measures that need to be taken to secure the Company's workforce. These measures should be consistent with the directives given by Health Authorities.

11.4.2 If Management believes an employee is exhibiting symptoms of a contagious disease while in the workplace, Management reserves the right to remove the employee from the premises to a safe location as a preventive measure before consultation with a Company-approved physician for further directive.

11.4.3 Prior to returning to work following a contagious disease, an employee must provide a medical report authorising a return to work from a Company-approved physician that indicates the employee no longer poses a threat to others.

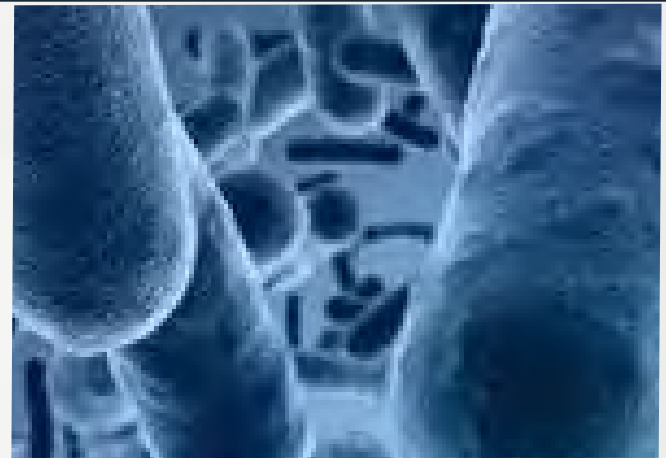
11.4.4 When life-threatening diseases such as HIV/AIDS,

Cancer, Hepatitis B, Hepatitis C, etc., are reported at the Company, the response shall reflect respect for the dignity and rights of the individual while protecting the health and safety of other employees in the work environment.

11.4.5 Employees with life-threatening diseases shall be entitled to all normal benefits applicable to others in the same job classification.

The COVID-19 virus is very contagious and life-threatening. 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 symptoms such as, itchy throat, dry throat, dry cough, high temperature, fatigue, shortness of breath, should seek medical attention immediately. Adequate arrangements have been made with our retainer hospitals and teaching hospitals across the franchise to facilitate the required medical care with relevant government institutions.

Kindly contact the HR Business Partner in the respective locations to assist further on this. Also, endeavour to call the national toll-free emergency contact provided by NCDC - 08097000010 For more information on policy watch, please contact bolaji.balogun@ibedc.com.



CONTAGIOUS
DISEASES



WORKING REMOTELY

The current COVID-19 pandemic has compelled economies, corporations, and businesses to adopt alternative and innovative ways to keep their respective business machineries moving, without necessarily compromising the safety of their workforce.

The work from home model (partially or totally) has previously been adopted predominantly by multinationals, IT specialists, educational institutions and others. The obvious benefits of working from home include the absence and hassle of commute time as well as the opportunity to set your own work pace and schedule. IBEDC has appropriately approved remote working presently through this Management's proactive action

plans, and it is recommended that standard guiding protocols are embraced for resource optimization and value creation. Summarily, working from home requires good time management and the discipline to set appropriate boundaries between work and personal life. The objective is to continue to add value to the corporate vision of IBEDC, regardless of our work location.

Tips for Working Remotely

1



Try to set regular working hours and stick to them

2



Make a to-do list

3



Have a dedicated workspace that is free from intrusion by family, pets or friends.

4



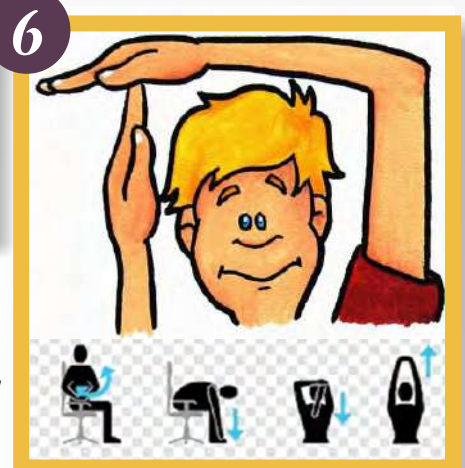
Apply computer workstation health and safety tips like good table and leg room, chair and sitting posture and computer vision syndrome.

5



Embrace new technology & proper communication tools. Applications such as ZOOM, WhatsApp and Skype are readily available and easy to use.

6



Take intermittent breaks from work to stretch & exercise

7



Eat and snack healthy

Lekan Osoba | Head, IT Operations



IBEDC Strategic Management Retreat 2020



pictures





IBEDC ACTIVATES A N100 MILLION CSR INITIATIVE TOWARDS THE FIGHT AGAINST COVID-19 PANDEMIC

The severity of the Coronavirus is such that it has become a global crisis that requires collective action to mitigate the negative economic effect of the disease. IBEDC as a responsible corporate citizen and a socially responsible organisation committed to ensuring that its business decisions make a profound impact on the lives of the communities within the environment where it operates. The company made a N100 Million naira as a Corporate Social Responsibility (CSR) initiative towards the COVID-19 pandemic.

The Management was compelled to act after observing the effects the lockdown initiated by the Federal and State government has on the economy and particularly on the quality of life of indigenes within the states under its franchise.

The 100 million CSR initiative was implemented through donations of relief items namely -Rice, Noodles, Semovita etc. to states within our franchise area of Ogun, Oyo, Osun, Kwara and partly Niger, Kogi and Ekiti states.

The company also supported the University College Hospital (UCH), an authorised care giver in the COVID-19 battle with N5 million naira for the procurement of medical equipment and apparels.



IBEDC DONATION TO UCH



Engr. Peter Oyelami Regional Head, Ibadan presenting N5m cheque to the representative of the CMD, UCH



IBEDC representatives with the officials of UCH at the presentation of N5M cheque for COVID-19 CSR support



Ms Angela Olanrewaju, HBCC presenting IBEDC COVID-19 CSR Support items to the media.



Mr Tope Bailey, RH Oyo presenting IBEDC COVID-19 CSR Support items to the Commissioner For Agriculture, Hon Muyiwa Ojekunle and Commissioner For Energy, Barr. Temi Ashamu respectively.



Cross Section Of IBEDC Management representatives at the COVID-19 CSR Support To Oyo State Government



Engr Peter Oyelami and Ms Angela Olanrewaju addressing the officials Of Oyo State Government at the COVID-19 CSR Support presentation to Oyo State Government.



Presentation of palliative items to Kwara and Kogi State Governments by the Regional Head, Engr. Musbau Ajisafe Bello

Kwara



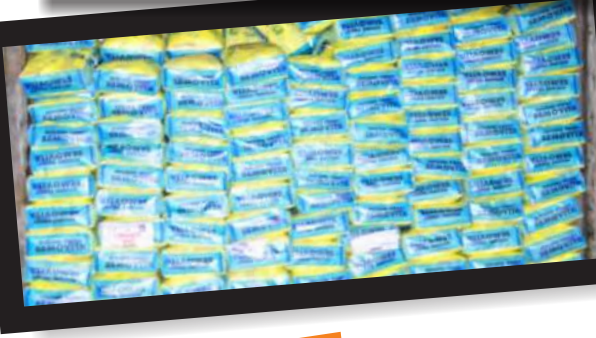
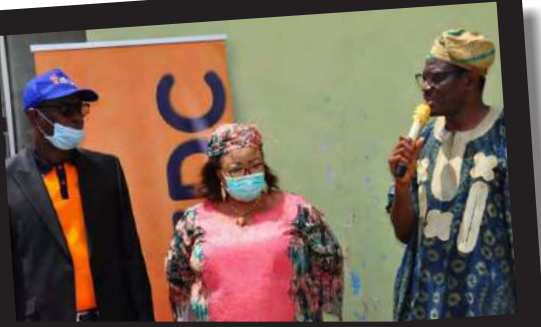
Kogi





Presentation of palliative items to Osun and Ekiti State Governments by the Regional Head, Mr Akinleye Ogunleye

Osun



Ekiti





Presentation of palliative items to Ogun State Government by the Regional Head, Mr Ademola Adewumi



Protegé Nigeria Limited donates 200 packs of facemasks to IBEDC





The theme of the event- 'Gender Equality in IBEDC: An opportunity for Growth provided participants with the chance to learn how to position themselves, navigate the complex and competitive work environment, listen to a panel discussion on career growth, unconscious bias, engaging men and dealing with sexual harassment in the workplace.

The conference had in attendance over 450 female IBEDC employees from across the franchise area and the participants were challenged to move from their comfort zones and take on more challenging roles in the organization.

The D.I.S.C.O. for Women Conference is a one-day event for all IBEDC female employees, focused on creating awareness and sensitization on Gender Equality in IBEDC. The conference which took place on the 11th March 2020 was organized by IBEDC in partnership with USAID to empower female staff and educate them about the growth opportunities in the workplace.





Group photo of senior & middle management male participants from HQ, Ibadan and Oyo Region at the Engaging Men Workshop by Khumo Mkhethi- Engendering Utilities Change Management Coach



S/N	FIRST NAME	SURNAME	JOB TITLE	LOCATION
1	KAYODE	ODELEYE	METER STANDARD OFFICER	IJEUN
2	JAMIU	LAWAL	METER STANDARD OFFICER	CHALLENGE
3	SAMUEL	ALEMEDE	METER STANDARD OFFICER	SANGO
4	TOPE	AYANTAYO	METER STANDARD OFFICER	MOWE-IBAFO
5	KOLAWOLE	KUKU	METER STANDARD OFFICER	OMU-ARAN
6	RASHEED	OYEWOLE	METER STANDARD OFFICER	OGBOMOSO
7	MUTIU	SALAMI	METER STANDARD OFFICER	OSOGBO
8	KEHINDE	AJIBADE	NETWORK PLANNING OFFICER	OMU-ARAN
9	OMOMOLUWA	OMOLE	NETWORK PLANNING OFFICER	OMU-ARAN
10	ADEKUNLE	YUSSUF	NETWORK PLANNING OFFICER	DUGBE
11	ABDULKAREEM	BABATUNDE	DISTRIBUTION SUBSTATION OPERATOR	BABOKO
12	VICTOR	OLALERE	DISTRIBUTION SUBSTATION OPERATOR	OTA
13	SUNDAY	BAMGBOYE	DISTRIBUTION SUBSTATION OPERATOR	OTA
14	GABRIEL	ALABI	DISTRIBUTION SUBSTATION OPERATOR	OYO
15	ABIODUN	ADEWALE	DISTRIBUTION SUBSTATION OPERATOR	OLUMO
16	MOSHOOD	IBRAHIM	DISTRIBUTION SUBSTATION OPERATOR	BABOKO
17	AANU	OYEWOLA	DISTRIBUTION SUBSTATION OPERATOR	ILE-IFE
18	ABIODUN	FASANYA	DISTRIBUTION SUBSTATION OPERATOR	OLUMO
19	OLAOLUWA	OLUJIMI	CABLE JOINTER	AKANRAN
20	OLAYINKA	AKURE	ELECTRICAL FITTER	MOLETE
21	FOLAKEMI	OJUTIKU	CUSTOMER CARE OFFICER	HEAD OFFICE
22	KEMI	OLUWADARE	METER STANDARD OFFICER	MONATAN
23	ANDY	CHUWANG	METER STANDARD OFFICER	OJOO
24	KAZEEM	OYERO	METER STANDARD OFFICER	IJEBU-ODE
25	AYOTUNDE	FOLAJIN	BUSINESS INTELLIGENCE ANALYST	CHALLENGE
26	ABIODUN	OJEKUNLE	OPERATIONS & MAINTENANCE OFFICER	SAGAMU
27	OLASUNKANMI	OLORUNMAYE	BUSINESS INTELLIGENCE ANALYST	OYO
28	ANUOLUWAPO	OLANIYAN	METER STANDARD OFFICER	IKIRUN
29	OLAYINKA	GIWA	OPERATIONS & MAINTENANCE OFFICER	SAGAMU
30	JOSHUA	AROWOLO	BRANDING OFFICER	HEAD OFFICE
31	ABDULGAFAR	GADA	ADMINISTRATIVE ASSISTANT	BABOKO
32	DANIEL	OYENUGA	METER STANDARD OFFICER	AKANRAN
33	YUSUF	SULE	METER STANDARD OFFICER	OYO
34	SAHEED	BALOGUN	METER STANDARD OFFICER	REGIONAL OFFICE, OGUN
35	OLASEHINDE	ONI	CUSTOMER RELATIONSHIP OFFICER	MOWE-IBAFO
36	VICTOR	OJELABI	EXECUTIVE ASSISTANT TO the COO	HEAD OFFICE
37	ADEBAYO	AKINGBADE	PERSONAL ASSISTANT TO THE CHAIRMAN BOD	LAGOS