

BUSINESS SUSTAINABILITY

THE NEW NORMAL

January 2020 ushered in a new era. What started as an outbreak of a new strain of Coronavirus in the city of Wuhan- China, rapidly escalated into a global pandemic, altering the course of life as we used to know it and birthing an entirely different world. The entire world witnessed what would have hitherto been termed impossible. Businesses, (save for essential businesses) had to shut down and some settled for remote working (Work from Home - WFH). Schools were closed, movement was restricted and, in some locations, totally prohibited except those otherwise permitted to do so. Gatherings and social events were also prohibited, churches and mosques across the world suspended physical gatherings. All these measures we have come to know and accept as the new normal.

If this pandemic taught the world anything, it is that truly, change is the only constant thing. Life and living on earth took a new turn and we, as inhabitants of the planet had to make critical modifications on how to go about our daily business and interactions with people. Hand washing, usage of alcohol-based hand sanitizers, wearing of nose masks and face shields as well as physical distancing became sacrosanct. Only businesses and companies providing services such as health care, food, groceries and agriculture, electricity, safety, first responders, law enforcement, communication and information technology and a few others were permitted to keep operating. Others were either shut down partially or completely.

For human beings and businesses alike, COVID-19 is not a death sentence. Whilst there have been numerous human deaths and business collapse because of the pandemic, there are also cases of recoveries and sustainability. Although some businesses have gone under or become irrelevant and obsolete due a rapid change in consumer behaviour and trends occasioned by COVID-19, the world is also witnessing the gradual reopening of old businesses as well as the establishment of new ones. COVID-19 bears the similitude of a lifestyle and operational modification programme which puts enormous responsibility on business owners and managers to innovate or risk going under.

The Management of IBEDC, the COVID-19 Protocol Team and the Health, Safety and Environment (HSE) Department collectively worked assiduously to ensure that IBEDC continued to deliver optimally to customers during the pandemic. Only select employees whose responsibilities required their physical presence in the offices and on the field could resume daily operations onsite wearing their PPE and observing all other necessary precautions put in place. Others had to work remotely, while teleconferencing, webinars and virtual meetings became the order of the day.

The decision to work remotely enabled IBEDC to guarantee the health and safety of her employees and to flatten the curve. However, remote working is not the only change necessitated by COVID-19. Business sustainability, now more than ever, has become paramount. What used to be a feel-good option for forward thinking companies has become a necessity for all businesses and organizations who want to play the long-term game. It has become crucial for continuity that businesses and organizations begin to evaluate and consider the social (well-being), environmental and economic contexts in which



they operate. An alignment of environmental, social, and economic investments with Return On Investment (ROI) is now imperative for the reputation, profitability, and continuity of every organization.

IBEDC is committed to ensuring her operations are carried out in a manner that puts the triple bottom line of PEOPLE, PLANET and PROFIT at the very heart of her operations. This, IBEDC has demonstrated by evaluating the occupational health & safety and social interrelations of her business operations and ensuring that these factors are not neglected in the bid to remain profitable. As a player in the ever-dynamic Electricity Distribution Sector, IBEDC recognises that business processes in the new world birthed by COVID-19 cannot be business as usual. Incorporating sustainable business practices into every aspect of her business is central to guaranteeing business continuity and profitability.

IBEDC will continue to amplify her efforts to ensure that the positive impact of her operations on the people and the environment is enhanced and negative impacts (if any) are reduced to the barest possible minimum.

In conclusion, there really is no going back to the world as we knew it before COVID-19. What COVID-19 has done, is to force organizations to ponder on how successful their existing workplace strategies have been. The workplace shift necessitated by the pandemic will require a revisiting of roles and responsibilities, a proper understanding of flexible working conditions, identification of productivity boosters and brain drainers, improvement in general hygiene and a lot of other improvements. This shift has however come to stay and should be fully embraced and utilized for all the benefits it can produce for businesses and employees.

Kemi Ajakaiye

Executive Director

Ampak Nigeria Limited (IBEDC-HSE Consultant)

SPOTLIGHT ON IBEDC HERO - INDEX CASE



'No matter how dangerous an ailment or a disease is, early detection is the first key for survival.'

For Adewale Ogunjobi, Regional Safety Officer Ogun Region, experiencing COVID-19 first-hand as a survivor, places him in a unique position to speak on the pandemic. He recognizes this has placed a call to duty upon him especially as a Safety Officer, to speak out to his colleagues in the company on the COVID-19 scourge. We bring to you his discussion with IBEDC Voice.

VOICE: You occupy a unique position being the first (and till date only) employee who has had a first-hand experience of COVID-19 and came out a winner. Can you be so kind as to share this experience with your colleagues across the IBEDC franchise area?

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

ADEWALE: Sincerely, I feel normal, I feel real, since I was very much optimistic right from the beginning of the whole saga. I did not panic, I knew COVID-19 was not a death sentence.

VOICE: What symptoms did you have when you fell ill and what prompted you to take the test?

ADEWALE: The major symptom I had then was a burning sensation in my throat to the right-hand side of my chest and down to my stomach. The doctor's diagnosis was that I had a gastro problem, which could be ulcer or a stomach infection, and that was what I was treated for. The reason I decided to take the COVID-19 test was because of my position as a safety officer, and the number of people I am exposed to daily. I did not want to take any chances at all. I needed to know for sure that I was not at risk or putting any one at risk. That was why I took the test.

VOICE: What was running through your mind when your test result returned positive?

ADEWALE: (Smiles) You know, my mind quickly raced to the issue of stigmatization. I knew it was my duty to disclose my status at work and to the people I had contact with. I had to tell people who were very close to

me, more so that I took the test even against advice from some medical personnel. I had no other option than to break the chain of community transmission.

VOICE: What was the experience with the N.C.D.C, Doctors, and Nurses at the treatment center?

ADEWALE: (Giggles) They are very wonderful people, although they dress like astronauts (laughter). The way they kitted reminded me of the Apollos' landing on the moon, but they were very nurturing; they showed us affection and gave us a listening ear

VOICE: What was the treatment for the disease like?

ADEWALE: All the medications were tablets, no injection, no drip, just tablets. But for me unfortunately, it was a different story at the isolation center. While conducting another round of tests on me, the doctor accidentally pushed the test kit further down my nose beyond the usual, I felt a severe pain, which led to a headache. I was therefore given some intravenous treatments (drips).

VOICE: How was life at the isolation center? Were you able to communicate with family and friends?

ADEWALE: The problem with the isolation center, however, was its penitentiary nature, you cannot go out, you are confined to the building. It was just like a Big Brother's house – almost. At the Big Brother's house, nobody wants to be evicted, but at the isolation center, everyone wants to be evicted from the house (laughter), so we were all praying for eviction. I spoke with my family and friends on the phone.

VOICE: When did the things change? How did you feel when your test came back negative?

ADEWALE: Actually, I set a record at that isolation center; that was the first time a maiden test (for a change of status) conducted at the isolation center came back negative. The usual practice at the isolation center was to conduct tests within 48 hours after arrival. I arrived there on Friday May 9th at about 8pm, and the following day, around 10am, a test was conducted on me and the result came out negative. It was like a miracle; I was not expecting my first result to be negative. So, I knew the second test will also come out negative, because I did everything to protect myself to avoid being re-infected, and it came out negative!

VOICE: What can you say about IBEDC'S response to your case, did you feel a sense of belonging, were you well taken care of?

ADEWALE: Let me say categorically here, that I commend IBEDC. You know it was a psychological boost, knowing that the company I work for was and is still behind me. There was no single day I did not receive phone calls from my Head of Department and colleagues. The encouragement and support I received from IBEDC staff was overwhelming.

VOICE: What do you think of IBEDC's Safety Protocols put in place to curtail the spread of COVID-19?

ADEWALE: I think IBEDC has put in place the best and achievable safety measures for a workplace during this global pandemic and beyond. You know it is just like having different detergents at home, but one of them tackles stains better. IBEDC has adopted the best and the most realistic safety measures to combat the spread of COVID-19. It now rests with the employees to adhere to the safety measures, use the safety PPEs and always abide by the safety guidelines.

VOICE: Since your resumption to duty – which incidentally is that of a Regional Safety Officer, what has been your experience? Have you experienced any form of stigmatization or discrimination from the management or colleagues?

ADEWALE: It is expected; when you asked me how I felt when my result came out positive, I said "stigmatization". You cannot wish it away, some colleagues who used to hug me before, now say hello from a distance. Peoples' mindset about COVID-19 survivors must change. They need to understand that once a patient is cured and discharged, he or she is COVID-19 free. The management, however, has not shown any bias towards me.

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

ADEWALE: As a Regional Safety Officer, I have always advised my colleagues that no matter how dangerous an ailment or a disease is, early detection is the first key for survival. If you ask me what I consider the most dangerous disease, I will say cancer, but if cancer is detected on time, it can be managed and even cured. This is what I am advocating, prompt response. No matter how dangerous or difficult a situation is, prompt response matters a lot.

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

ADEWALE: COVID-19 is now at the community

transmission stage, that means your next-door neighbor or colleague might be infected and you will not know it. So, these safety measures should be our new lifestyle. It should not be superficial limited to working hours, but mandatory wherever we go. Safety should be a culture.



...the NEW NORMAL across the franchise

Life after the lockdown has been anything but business as usual. Drastic changes to our routines have made us to alter and re-evaluate the way we do business and relate with customers, bearing in mind the need to remain customer friendly, courteous, focused and yet observing all safety protocols. Here is a panoramic view of our new normal across the franchise.



HQ

Temperature check at the HQ entrance by security officials





Ibadan

A staff wearing his nose mask.



Kwara

Customers adhering to physical distancing protocol.



Oyo

Akaran BH - customers observing physical distancing.



Ogun

A customer washing his hands whilst temperatures of other customers are being checked.



Osun

Staff and customers observing physical distancing



BEHIND THE ROLE WITH Mustapha



My name is Mustapha Abdulkadir, a Customer Relationship Officer at Taiwo Service Centre under Baboko Business Hub- Kwara Region.

My day starts at 5.00 am with prayers, I then prepare for work. I normally resume around 7:00am. My typical routine at work begins with checking my records (for indebted customers), with that, I map out my movements for visitations and collections for the day. My job over the years has been very interesting and rewarding. I am known for meeting my targets most of the time. In January and February, I achieved over a 100 percent in my collection targets. However, in the months of March

and April, I recorded 70% and 75% respectively due to the COVID- 19 saga.

This global pandemic has thrown up major challenges with revenue collection and many customers are not responding as they use to. Many complain of hunger and lack of money due to the lockdown while some have become very aggressive. It has also forced a change in the way I relate with customers in terms of physical contact as I now must go to the field with my face mask, sanitizer, and hand gloves. I am careful not to let my customers feel I am discriminatory in my interaction with them when I sanitize my hands or maintain a distance from them. Now that the lockdown has been

relaxed and people can resume their economic activities, I hope for a better performance for this month of June.

Hard work and dedication have been my motivation in life, and this has paid off with my winning the IBEDC best performing CRO award twice. My schedule gives little room for relaxation, but every time I have the opportunity, I play football and table tennis.

Mustapha Abdulkadir
*Customer Relationship Officer,
Baboko BH, Kwara Region*
Two time winner, Best Performing CRO Award

Employee Corner

The IBEDC of my dream is an organization that gives me the opportunity to explore my innovative thoughts in building the organization to a perfect level.

Adesuwa Okpefa
Energy Management, Regional Office, Ogun

“Hard work and dedication are my watch words”

Life isn't about waiting for the storm to pass; it's about learning to dance in the rain

Vivian Greene

EMPLOYEE HEALTH AND SAFETY

IBEDC CONDITIONS OF SERVICE

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POLICY WATCH

The COVID-19 pandemic is still ravaging the world and one of the attendant consequences of this is the major decline of economies and the devastation of livelihoods. To preserve life, governments in the world over are trying to get their economies back on track and Nigeria is no exception. Various organizations are seeking safe ways to re-open their businesses, return to full operation and ensure Business Continuity in the new normal of “living and doing business with COVID-19 prevalence”.

In this new normal, personal discipline is most important. It is essential that every employee while at home, at work, or in a public place is conscious of his/her health, maintains proper hygiene practices, and follows strict safety protocols as communicated regularly.

The Company will continue to work diligently to carefully implement all guidelines and safety protocols as laid down by the Government/NCDC, so that we can maintain a safe work environment. It is therefore expected that every employee does his/her part and adheres strictly to these guidelines.

IBEDC Conditions of Service has provided us with information on Employee Health and Safety in this regard. Please refer to page 87 Section 11.1.

11.1 Employee Health and Safety

11.1.1 The Company places high emphasis on the safety, health, and well-being of the employees. The Company shall provide adequate and qualitative safety equipment/materials for employees to carry out their official duties safely.

11.1.2 Employees shall properly use all safety equipment required for personal protection. Hard hats must be worn at job sites where use is mandated. Protective shoes and goggles must also be worn if applicable for safety on the job site. It is important that employees follow all safety practices on the job site. Customers or other authorized personnel visiting a job site should be advised of safety procedures as well.

11.1.3 Employees shall share equally in the responsibility of ensuring their own personal health and safety, and that of others in the workplace by identifying hazards and complying with any reasonable directions (such as following safe work procedures, wearing personal protective equipment (PPE) etc.) provided by Management. All jobs and tasks must be performed in a safe manner.

11.1.4 Due to the nature of the business of the Company, there shall be regular workshops and briefing sessions for all employees on the risks involved in the performance of business specific tasks.

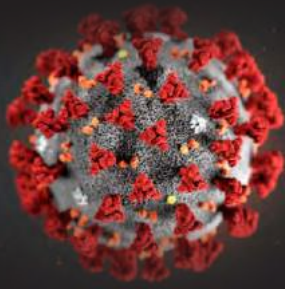
11.1.5 All employees shall participate in annual health, safety and environment drills which may be conducted as approved by the Company from time to time to ensure workforce readiness

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 throat, dry cough, high temperature, tiredness, shortness of breath, is advised to seek medical attention immediately. Such employee should not panic but immediately contact any member of the IBEDC COVID-19 Response Team for assistance and activation of our safety protocol without delay. Their contacts details are:

Mrs. Mariam Arowolo (Head, Health & Safety) – 07032064435/08056679116/08170065202
Jude Eguabor (Head, Employee Relations) – 08028372760/08170061998
Adeseye (Oyo Region) – 08034232294/08170064932
Damilola (Head Office, Ibadan) – 08035011204/08170065058
Constance (Ibadan Region) – 07068965743/09081253808
Adebayo (Kwara Region) – 08030605777/09083371011
Olabode (Ogun Region) – 08021434550/09081253803
Segun (Osun Region) – 08102292903/08170065388

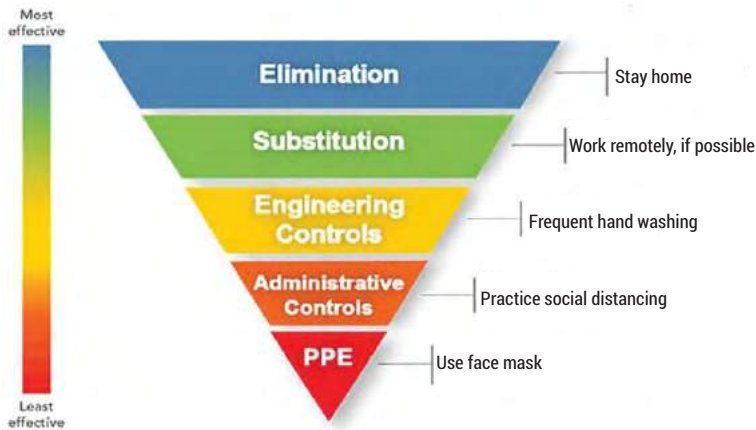
Adequate arrangements have been made with our retainer hospitals and teaching hospitals in our various location to facilitate required medical care. The HR Business Partners in the respective regions are on hand to assist further on this. Also, endeavour to call 080097000010, the national toll-free emergency contact as provided by NCDC.

For more information on policy watch, please contact bolaji.balogun@ibedc.com.



HEALTH FOCUS

SAFETY TIPS/PRECAUTIONARY MEASURES FOR IBEDC WORKFORCE



Frequently wash your hands with soap under running water for at least 20 seconds.

- When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good etiquette, especially when coughing and sneezing.
- Avoid close contact with people who are sick.
- If social distance cannot be achieved with customers, ensure you use nose mask and dispose immediately after use.
- Nose mask should not be re-used.
- Stay home if sick.
- Recognize personal risk factors.

According to WHO, certain people, including older adults and those with underlying conditions such as heart or lung diseases or are diabetic, are at higher risk for developing more serious complications from COVID-19.

Infographic credit: World Health Organization (WHO).



WORD PUZZLE

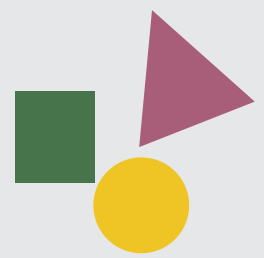
Solve the puzzle below, send your answers to munirat.audu@ibedc.com and stand a chance to win a prize.

1. People who show no signs of a given disease are.....
2. What kind of room has no doors or windows?
3. What gets broken without being helped?
4. The Word Quarantine comes from.....
5. What has four eyes but cannot see?

Congratulations to TOPE SARUMI (Regional Revenue Protection Supervisor, Ibadan Region) who won the last edition's Word Search Puzzle.

S/N	Statement/Word	Word which ends with "CATE"
1	Suspend a Student	Rusticate
2	Highly Sensitive	Delicate
3	Renounce Throne	Abdicate
4	Very Detailed	Intricate
5	Make completely dry	Desiccate
6	Prove not guilty	Vindicate
7	Official Document	Certificate
8	Pope's Tenure	Pontificate
9	Set Boundary	Demarcate
10	Tame	Domesticate

Mr Emmanuel Okunorobo's (Head, Internal Audit) Retirement Send Forth Party



The outgoing Head, Internal Audit
Mr. Emmanuel Okunorobo



Mr. Okunorobo's colleagues greeting him in the new normal way



The Chief Operating Officer (COO), Engr. John Ayodele saying "Thank You" to Mr. Okunorobo for his hard work over the years.



The Chief Human Resources Officer (CHRO), Ms. Ehi Obaseki enumerating Mr Okunorobo's remarkable strides as Head , Internal Audit





Chief Operating Officer (COO), Engr. John Ayodele presenting gifts to Mr. Okunorobo, flanked by Chief Business Transformation & Strategy Officer (CBTSO), Mr Ola Ayodeji and Head, Health, Safety & Environment (HHSE), Mrs. Mariam Arowolo



Management Staff celebrating with Mr. Okunorobo



STORIES FROM THE REGIONS

OGUN GETS 13 NEW CUSTOMER CARE OFFICES

The Company has created additional 13 Customer Care Offices at Ogun Region to enhance excellent service delivery to customers in that part of the network. This will bring our services to our esteemed customers who previously traveled long distances to our offices to resolve complaints and clear faults. The new offices are strategically located across Ogun state to assist the Company fulfil its mandate.

The Regional Head, Mr. Ademola Adewumi said the offices are strategically placed at Ilaro, Mowe/Ibafo, Magboro, Ogijo, Owode, Ifo, Ilogbo, Ago-Iwoye Ijebu-Ife, and other important locations to listen to complaints, resolve problems and have a strong presence. He is optimistic that these offices will reassure the people of IBEDC's commitment to their welfare.

"We are bringing our services closer to ensure that our customers have quick access to IBEDC's programmes, policies and prompt clarifications". With this development, Ogun region now has 19 Customer Care Offices in total.



Ibadan Region rewards over 50 Staff for good performance

Ibadan region has rewarded more than 50 of its Staff for good performance and exceptional service delivery. The initiative, championed by the Regional Head, Engr. Peter Oyelami recognized staff across all departments and units at Apata, Dugbe and Molete business hubs.

Letters of commendation and souvenirs were given to deserving staff, while those lagging in their duties were also sanctioned in line with the company's guidelines. In his address, Engr. Oyelami enjoined all staff to contribute maximally to the revenue target for the year 2020 for positive impact across the franchise.

The awardees expressed gratitude to the organization for the gesture and promised to do more in moving the region to a greater height.





NEED TO KNOW

HOW TO USE ZOOM

The outbreak of the COVID-19 pandemic and the need for physical distancing has necessitated the use of various virtual platforms for meetings. This is in compliance with the World Health Organization (WHO) regulation on Physical Distancing, Personal Hygiene, and avoiding crowded areas or meetings. The Zoom application has been adopted by the company and meetings are already being held using this application.

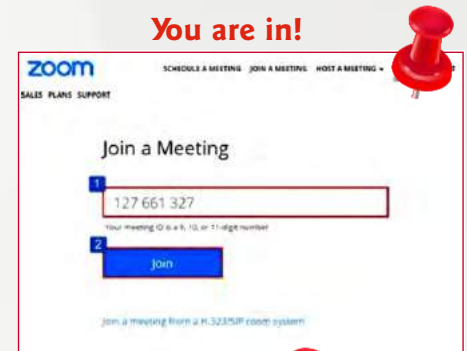
1. WHAT IS ZOOM?

Zoom is a web-based video conferencing tool with a PC client and a mobile app that allows users to meet online, with or without video. Zoom users can choose to record sessions, collaborate on projects, and share or write on one another's screens, all with one easy-to-use platform.

Zoom offers quality video, audio, and a wireless screen-sharing performance across Windows, Mac, Linux, iOS, Android, Blackberry, Zoom Rooms, and H.323/SIP room systems.

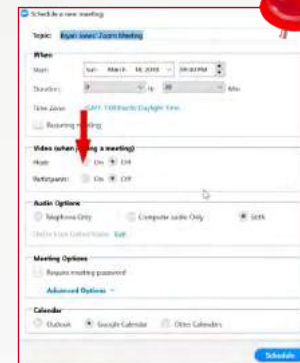
2. HOW DOES IT WORK? Joining a meeting:

- Go to Zoom.us
- Click the “Join a Meeting” tab. You can find the tab on the top right corner of the homepage
- When prompted, add your designated Meeting ID (The Meeting ID can be a 9, 10, or 11-Digit number). The Meeting ID should be provided by the host.



3. HOW TO START A MEETING

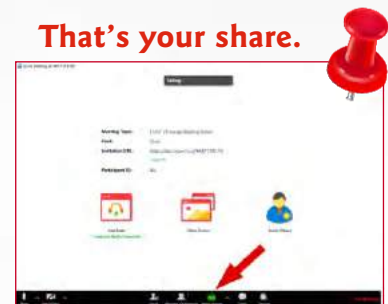
- Go to Zoom
- Toggle over the “Host a Meeting” tab on the top right-hand corner
- Choose whether you would like to keep video chat on or off
- Sign in using your login information or create a new account
- Launch the Zoom application and open
- Send out the meeting details, including the Meeting ID and/or link.



You have created a meeting!

4. SHARING YOUR SCREEN

- Zoom allows users to share their screen to the entire conference call, to do so, simply click “Share Screen” at the bottom of the window. Note: Only one person can use screen-share at a time, and one person must “Stop Sharing” before someone else can start sharing.
- To stop sharing the screen, simply click “Stop Sharing.”



That's your share.

5. WHY WE LOVE ZOOM (ADVANTAGES)

- Using HD video and voice, Zoom brings innovation into meetings and webinars. Zoom also features dynamic voice detection and a choice of either full-screen, gallery view, or both using dual streaming for those of you with twice the number of screens. You are also allowed to join as a view-only attendee, or by telephone dial-in when you are on the go.
- Zoom has a feature-rich, mobile app for both iOS and Android, allowing you to virtually connect from anywhere with an Internet connection.
- Zoom makes group collaboration easier! Aside from being compatible with Mac, Windows, Linux, iOS, and Android, the program has group and private chat capabilities with screen sharing from phones, tablets, laptops etc.



- Zoom allows you to annotate and co-annotate shared documents as well as gain control of the keyboard, mouse, and even the whiteboard.
- Meetings at your Convenience. You have the option of either starting an instant meeting or creating a scheduled meeting.
- When you schedule a meeting, a Personal Meeting ID will be assigned for you to share or distribute.
- As a host you have special privileges to record a meeting or mute participant.
- Zoom allows you to create MP4 and M4A recordings throughout a meeting and offers Google Chrome and Outlook plug-ins.
- Rest assured that whatever you share, whether through a desktop or through the mobile application, is at its highest quality.
- You can even enable optimization and sound transfer for video sharing.
- Aside from all this, participants have the option of virtually raising their hand for permission to ask a question or speak to a group.
- While using the Zoom meeting format's breakout groups, hosts can designate times for small group collaboration without ending or restarting a meeting.
- Safety is a Priority. Aside from being given your own private login username and password, Zoom also implements both Secure Socket Layer (SSL) encryption and AES 256-bits encryption. Zoom features role-based access control and admin feature controls.
- It is Free! That is right, you do not pay for meetings less than 40 minutes. But of course, you have the option to pay and upgrade to gain access to even more features that Zoom offers.
- While using the free version, you can have as many sessions as you would like. You can have a maximum of 50 participants per session using the free version.

ZOOM IN-MEETING SECURITY TIPS

1. Protect your account.
2. Use your work e-mail to register with Zoom
3. Do not fall for fake Zoom apps.
4. Do not use social media to share conference links
5. Protect every meeting with a password
6. Enable Waiting Room
7. Turn off participant screen sharing
8. Stick with the Web client if possible.
9. Authenticate users
10. Disallow join before host
11. Use a randomly generated ID
12. Expel a participant or all participants
13. Check for updates
14. Enable/disable a participant or all participants to record
15. Temporary pause screen-sharing when a new window is opened

HAPPY ZOOMING ALL!!!

By

Lekan Osoba *Head, IT Operations &*

Busolami Tunwase *Lead, Media Relations*

D.I.S.C.O FOR WOMEN conference 2020

DISCUSSING ISSUES SURROUNDING CAREER OPPORTUNITIES
GENDER EQUALITY IN IBEDC



THE EFFECT OF THE PANDEMIC ON IBEDC FEMALE WORKFORCE AND WHAT NEEDS TO BE DONE TO SURVIVE IT (Part 1)

HOW ARE OUR WOMEN AFFECTED BY THE CORONAVIRUS PANDEMIC?

The potential risks of the Covid-19 pandemic on career women in IBEDC are easily evident. This is because as the primary caregiver for the family, disease outbreaks and pandemics have historically been observed to impact career women differently from career men. The short/long term effects of COVID-19 on women may be more complicated. 'Even if both parents work full-time, women have now become "the chief operating officers of their households"'. As a national poll shows, women are more likely than men to say their lives have been disrupted because of the coronavirus.' (unwomen.org - Women and the Frontlines of COVID-19 by Naomi Cahn)

PRIMARY IMPACT OF THE OUTBREAK TO CAREER WOMEN

Increased Stress and Burnout: According to a World Health Organization (WHO) research, findings show that the most stressful type of work is that which values excessive demands and pressures that are not matched to workers' knowledge and abilities, where there is little opportunity to exercise any choice or control, and where there is little support from others. (World Health Organisation – Occupational Health - https://www.who.int/occupational_health/topics/stressatw/en/)

These are essentially the conditions created by the Coronavirus pandemic for the average IBEDC female employee, which is further exacerbated by the increase in women's cultural duties as the primary care giver who is responsible for the upkeep of spouse, siblings, elderly and ill family members as well as children who are out of school. All these make it difficult to meet up with actual work demands.

COVID-19 brings about a disruption of the very delicate work-life balance for IBEDC career women and has therefore made remote work arrangements necessary. This arrangement further compounds the stress level for the

workforce as they now need to develop skills like basic computer use, tele-conferencing, soft-data management, applications/software installations and operations, optimizing mobile technology etc. in the shortest possible time.

Economic Impact: A real and present challenge for the IBEDC Female workforce is the increase of the household spending pattern on consumables, utilities (electricity bills), home entertainment, and furnishings as well as fixtures, although in the same stroke, expenditure on travel and transportation has declined. However, it is observed that the rate of increase in the house-hold consumables, medicine and entertainment outweighs the rate of decrease in the drop of travel expenses. The economic situation is expected to be particularly difficult for married IBEDC female employees whose significant other has experience loss of employment or decline in income during this period.

SECONDARY IMPACTS OF THE OUTBREAK

Gender-based violence amid coronavirus lockdown as many domestic violence victims are sheltering-in-place with their abusers.

Increase in crime and more investments in home

security: The lockdown and stay-home order has increased the rate of crime and incidents of criminal activities in some areas within our franchise area.

Decline in Mental Health & wellbeing: All these issues can lead to increased levels of apprehension and anxiety and decline in mental health which can be seen through various forms like increased burnout, obesity, fatigue, insomnia, loss of concentration and lack of appetite.

All these issues if not checked and controlled will not only affect our female workforce but also by extension affect the corporate bottom line.

(Look out for the concluding part in [next edition](#))



Say Goodbye To Estimated Billing GET METERED WITH MAP

ACROSS OUR FRANCHISE AT:

*Oyo, Ogun, Osun, Kwara, Parts of Niger,
Ekiti and Kogi State*



**Price
adjustment of
meters to reflect
NERC PRICE
REVIEW**

Dear Esteemed Customer,
Following the Nigerian Electricity Regulatory Commission (NERC) PRICE REVIEW on Meter Asset Provider Scheme (MAPs) released on the of 1st June 2020, these upward reviews will be reflected in payment for meters starting from 15th June 2020 as shown below.

Single Phase Meter Instalment Options

PAYMENT YEARS	UP FRONT	1 YEAR	2 YEARS	3 YEARS	4 YEARS	5 YEARS	6 YEARS	7 YEARS	8 YEARS	9 YEARS	10 YEARS
METER COST(N)	49,228.66	49,228.66	49,228.66	49,228.66	49,228.66	49,228.66	49,228.66	49,228.66	49,228.66	49,228.66	49,228.66
MONTHLY SERVICE CHARGE (N)	NIL	4,583.87	2,529.65	1,854.69	1,524.40	1,331.80	1,207.87	1,123.02	1,062.40	1,017.80	984.24
FINAL TOTAL METER COST (N)	49,228.66	55,006.40	60,711.52	66,768.95	73,171.18	79,908.04	86,996.94	94,333.29	101,990.80	109,921.97	118,108.42

Three Phase Meter Instalment Options

PAYMENT YEARS	UP FRONT	1 YEAR	2 YEARS	3 YEARS	4 YEARS	5 YEARS	6 YEARS	7 YEARS	8 YEARS	9 YEARS	10 YEARS
METER COST(N)	90,850.72	90,850.72	90,850.72	90,850.72	90,850.72	90,850.72	90,850.72	90,850.72	90,850.72	90,850.72	90,850.72
MONTHLY SERVICE CHARGE (N)	NIL	8,459.45	4,668.42	3,422.81	2,813.26	2,457.82	2,229.11	2,072.51	1,960.65	1,878.33	1,816.39
FINAL TOTAL METER COST (N)	90,850.72	101,513.44	112,042.16	123,221.05	135,036.27	147,469.03	160,496.13	174,090.60	188,222.43	202,859.27	217,967.24

Terms and Conditions apply