

CELEBRATING IBEDC GLADIATORS

CAPITAL BUILDING



DISTRIBUTION SUBSTATION
OPERATOR (DSO)

TEAM LEAD (TL)

CUSTOMER RELATIONS
OFFICER (CRO)

TRIBUTE



CAPT. HOSA OKUNBO

Our Esteemed Investor & Pioneer Director Takes the Last Flight

“When great trees fall, rocks on distant hills shudder, lions hunker down in tall grasses, and even elephants lumber after safety...”

The first stanza of Maya Angelou’s 1990 classic poem When Great Trees Fall metaphorically captured the ambience within the Ibadan Electricity Distribution Company (IBEDC) on 8 August 2021, when news of the passing of Captain Idahosa Wells Okunbo at the age of 63 broke.

Temperaments telling of uncertainty and disbelief suffused the entire Business several days after the news was confirmed. Captain Okunbo was not just the company’s esteemed investor and pioneer Director but an icon, who touched the lives of many within and outside.

The late Captain Okunbo was not only pivotal to the establishment of IBEDC but also was very much involved in piloting the smooth growth of the company to the enviable heights it had achieved. Vigorously described as a rare breed Nigerian, prudent money and people manager, Captain Okunbo began an

enviable life, planting his money and wealth of experiences to instill hope in others, especially in his home state, Edo, where he became an iconic investor. Late Capt. Okunbo, popularly called Cappy, was born January 7, 1958. He attended Government Primary School, Benin City, Edo State; Federal Government College, Warri, Delta State; Nigerian Civil Aviation Training Centre, Zaria, Kaduna State, and ACME School of Aeronautics, Fort Worth, Texas, USA. Aged 30 in 1988, and having logged over 7,000 hours of flight time, Okunbo retired and went into private business.

His chain of businesses spanned across the gamut of hospitality, security, real estate, oil servicing, and agriculture. Okunbo founded and was chaired the board of several Nigerian companies including, Ocean Marine Solutions LTD (OMS). Through these businesses, he contributed immensely to the development of the Nigerian economy by providing jobs to thousands of his fellow country-men and women.

One of his most profound legacy which will never be forgotten was his philanthropy. He was gifted in the act of giving, helping the downtrodden in the society and supporting those people who had no one to care for them. As a philanthropist per excellence, his death has created a huge vacuum that will be difficult to fill in his home state, Edo and beyond.

He was a kind-hearted, magnanimous, pragmatic business man; a cultural icon and someone to whom so many people are grateful. He was a person who believed in progress, development of other people and Nigeria as a whole. He was a sagacious entrepreneur who kept pushing the frontiers of business, taking risks and trying new things.

We take solace in the fact that the legacy of Capt. Okunbo, a farmer, industrialist, patriot, philanthropist, pathfinder, culture and art promoter with unusual courage, will never be forgotten for he conquered the air, the sea and the land. Adieus...

Content

22-23 **NEW**
SPORTS
@IBEDC

IBEDC strategic Initiatives for the business year 2021, broken down to actionable objectives and projects were designed to help us achieve significant and organization-wide impact. Our goals were communicated to action owners responsible for optimal performance the through effective use of resources. To achieve financial sustainability, promote customer satisfaction and improve internal processes.

Our focus in this special Half Year edition of IBEDC Voice is to showcase our people on the field (we have tagged

them IBEDC Field Gladiators) who give their all in the pursuance of corporate goals.

In our usual tradition, there is something for everyone, from Legal Perspective, to Happenings Across the Franchise to a new addition Sport@IBEDC.

Lastly, on a sad note, we celebrate our late pioneer Director...



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**Safety
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CELEBRATING IBEDC FIELD GLADIATORS

Business organizations across the globe opened the year 2021 determined to come out of the adverse position created by the COVID-19 pandemic. IBEDC like any other business came up with strategic plans to improve on service delivery to customers, staff and shareholders. Our key focus is to drive Optimal Performance and Accountability in order to achieve the underlisted objectives:

- Improve Collection to a minimum of N11.3bn by June & N15bn by December 2021
- Reduce ATC&C losses to a maximum of 35% by December 2021
- Meet SRT commitments and TCN Service Level Agreement without sacrificing profitability
- Equip staff to perform; achieve companywide employee stewardship; .

In view of the above and as the year settles into its second half, IBEDC Voice had eye opening interviews with three officers in strategic field roles to assess what has been achieved till date and envision how the year 2021 will end.

We spoke with Femi Akinkulore - Team Lead(TL), Mowe- Ibafo, (Ogun Region), Grace Happiness Eriaremhen, Customer Relations Officer (CRO), Apomu Service Unit, Ile-Ife, (Osun Region) and Oladigbotu Regina a Distribution Substation Operator (DSO) attached to Oluyole Injection Substation Ibadan Region

VOICE: As one of the Team Leads (TL), how would you rate the business performance for the year?

TL Femi: As a company, the performance for the year so far has not been impressive as we were not able to meet our collection target of N11.3bn by June. The month of July was far from this target as well, although there was a slight improvement compared to June. ATC&C loss position remains far above the expected target. However, at our level we are doing everything professionally acceptable to ensure we not only meet our target but surpass it.

VOICE: The collection target for the year is to hit N11.3bn by June, but the highest figure recorded so far is N7 billion, what factors do you think are responsible for this?

TL Femi: The factors responsible for these include but not limited to:

- Technical losses on our distribution lines resulting from frictional losses due to windings, mechanical wear and tear of equipment and materials e.g Transformers, usage of underrated fuses and naked copper wire instead of cartridge fuses, underrated aluminium conductors etc.
- Commercial losses arising from wrong tariff classification, under billing, un-billed customers, incorrect bands, energy theft and meter bypass activities.
- Collection losses resulting from not collecting billed revenue within a billing cycle and all forms of cash diversion and suppression.

d. Inadequate resources to drive the business.

e. Customer dissatisfaction resulting in apathy to payment which has resulted inadequate revenue for the business to sustain itself and make more resources for operations available

VOICE: As a TL, how are you effectively deploying resources and driving internal process to achieve the target for the year?

TL Femi: Knowing fully well the challenges we face, we employed the 80/20 Pareto's rule in the deployment of both material and human resources. The effective use of data and management information (IT) is part of the strategies being employed in ensuring that we meet our target.

VOICE: What will you do differently to contribute to the attainment of the N15bn collection target by end of the year?

TL Femi: Part of the new approach is to do more stakeholders' engagement, and make more effort towards ensuring customers' satisfaction by meeting and surpassing their expectation i.e. being customer centric in order to delight them. Also, our activities will be more technology driven by making good use of IT to generate and manage data adequately, putting these data into use to enhance our performance.



Femi Akinkulore
Team Lead (TL), Mowe- Ibafo
Ogun Region



Grace Eriaremhen
Customer Relations Officer (CRO),
Apomu Service Unit,
Osun Region

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

VOICE: IBEDC is committed to honoring the Service Level Agreement (SLA) with the Transmission Company of Nigeria (TCN) on power supply, as a Lines Worker, how are you contributing to this?

DSO Regina: The commitment is unwavering. From my end, I will continue to ensure the distribution of supply allocated to IBEDC by TCN to consumers at the right time commensurate to their various band categorizations. I will also be efficient with Load shedding or load picking when the frequency is low or high to promote equitable distribution when there are challenges.

VOICE: How are you helping to reduce technical losses?

DSO Regina: Technical losses are the losses that occur within the distribution network due to cables, overhead lines and other

substation equipment that we use to transfer electricity. My major contribution is timely reporting of faults for quick resolutions, when I observe abnormalities on the lines and equipment. As well as my swift response to instructions from the technical team on the field regarding switching off and restoration of supply.

VOICE: Would you say the business has sufficiently equipped you to effectively carry out your duties

DSO Regina: The company has equipped us to an extent, but some of our equipment need to be upgraded.

VOICE: The TL has given us the overview of the scorecard, let us now raise specific issues with the Customer Relations Officer (CRO) and Distribution Substation Operator (DSO). Another objective of the year is to reduce both technical and commercial losses, as a Customer Relations Officer, have you achieved success in your effort to plug commercial leakages?

CRO Grace: I will say yes as much as within my capacity, by capturing more customers into the billing system and reactivating some functional closed accounts discovered on the field. Also reporting illegal electricity users (Illicit Meters) and suspected bye-pass on Prepaid Meters to my supervisor for disconnection, especially in areas prone to assault from customers.

VOICE: Stakeholder's engagement and interaction is vital to your job, how would you rate your customer centricity skills?

CRO Grace: I would score myself high on this, because I engage in series of one-on-one meetings and interface with the customers. I also ensure that all complaints received are fully resolved and in a timely manner

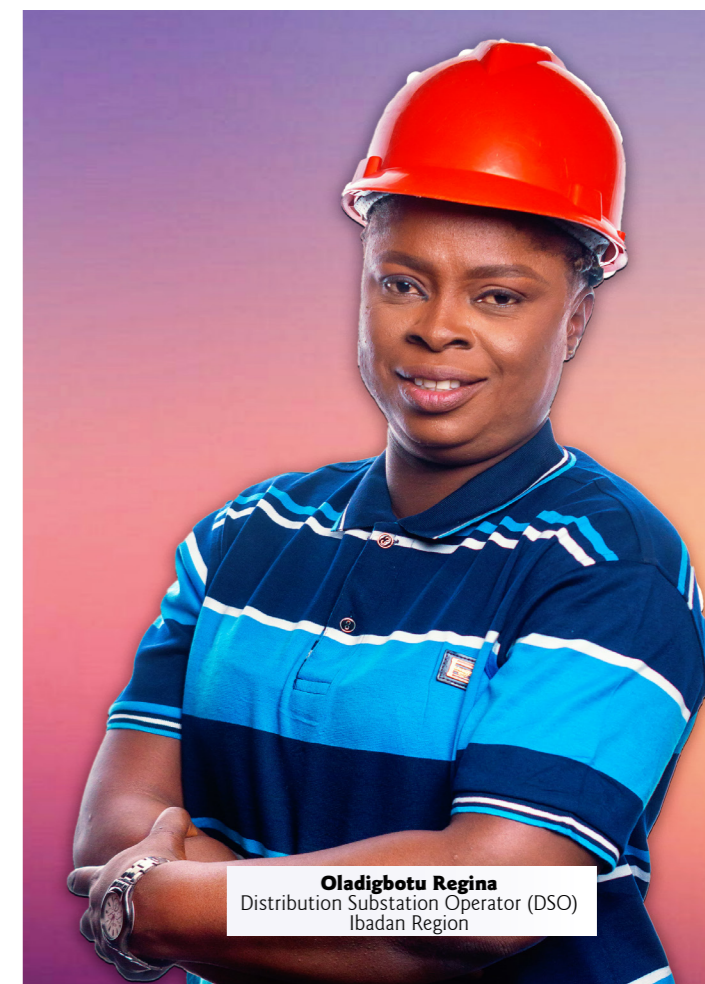
thereby providing quality service and engendering customers' satisfaction.

VOICE: Are there factors that affect your performance on the field?

CRO Grace: Yes, there are number of factors affecting my performance which I believe if immediately tackled will yield great benefit to the company, as well as increase my productivity. First on the list is the lack of an efficient disconnection team with tools at the Service Centre. Also faulty Distribution Transformers affect our revenue collection alot. It's simply a case of "no light, no money". Our large land mass area and high customer population make it difficult to effectively reach all customers, especially those who are in the far flung locations.

VOICE: Is the collection target for the year 2021 feasible?

CRO Grace: Yes, With the right attitude and commitment to work, and management's support by providing the needed resources, I strongly believe the set target is achievable.



Oladigbotu Regina
Distribution Substation Operator (DSO)
Ibadan Region

LEGAL PERSPECTIVE

Disconnecting Electricity: The hazards in and between (Part 1)

The word “Disconnection” entails many passive insinuations that relate to isolation or detachment in ordinary usage in everyday life. However, in the Nigerian Electricity Supply Industry (NESI), it is an active word connoting the termination of the connection of a customer or household to public supply of electricity. The social media space is strewn with video clips of violent encounters between staff of Distribution Companies (DISCO) nationwide and Customers resisting disconnection in varying degrees of extremity.

Contrary to popular opinion, an unpaid electricity bill by itself alone does not constitute adequate ground for disconnecting a customer from the grid. According to the provisions of the Nigerian Electricity Regulatory Commission (NERC’s) Connection and Disconnection Procedures for Electricity Services, 2007 and the Customer Complaints Handling: Standards and Procedures, 2006; disconnection can be by request or as a sanction for failure to remit electricity bills. Even then, certain steps still need to be taken before disconnection is applied.

A customer may voluntarily request disconnection for any number of reasons after notifying the DisCo and will not be billed for electricity for the period of disconnection, provided the customer does not cancel the disconnection request.

On the other hand, disconnection for non-payment is a veritable tool for ensuring prompt payment of electricity bills and has the dire consequences. In order for disconnection for non-payment to be justified it must be by notice. The period between the last payment and disconnection must not be less than 90 days, and this is followed by a notice of disconnection that also gives another 10 working days’ grace to the customer to do the needful. If the customer makes any substantial payment during this period, it is sufficient to delay disconnection for another 90 days. However, it is not until a customer fails to meet these magnanimous requirements that disconnection becomes imminent. It is noteworthy to say that as the law stands, it is only the most recalcitrant customers that would be disconnected, but this is not sometimes the case.

Disconnection can also be applied in cases where a customer has been found to be in contravention of the electricity laws. Where such a customer is connected to DISCO’s network illegally or where DISCO considers customer’s network to be dangerous to the health and integrity of the network and or the quality of supply to other customers.

Likewise, proven cases of energy theft and inaccessibility to a meter for reading and billing purposes within a period of three consecutive bills, would also warrant a disconnection. Notices in these cases are issued after the fact. We shall bring you the concluding part of this article in our next edition.

Barr. Olawale Aro
Head, Regulatory & Government Relations



Power Round Up

■ Senate committee expresses concern over N70b owed IKEDC

Senate Committee on Privatization and Commercialization has expressed concern over the outstanding N70.96b debt owed Ikeja Electricity Distribution Company (IKEDC) by its customers and Ministries, Departments and Agencies (MDAs).

The Committee’s Chairman, Senator Theodore Orji said this during an oversight visit to the company. He noted that as a business venture, such indebtedness was an impediment to its vision of providing quality supply of electricity to its customers.

Orji assured the company’s management that the legislative arm of government would look into the issue, since majority of the debt was owed by MDAs.

■ Nigeria, 13 Others to Benefit from WAPP \$5bn Electricity Interconnectivity

The West Africa Power Pool (WAPP) has mobilized approximately \$5 billion to complete nine cross border interconnections and aims to interconnect all 14 countries by 2024.

The organization was able to do this through its partners including the World Bank.

This has improved access in several countries of the region, to the extent that a country like Côte d’Ivoire, is now able to sell excess electricity to other countries that need it.

Created in 1999, WAPP brings together 14 countries. Its mission is to promote and develop infrastructure for the production and transmission of electrical energy and to ensure the coordination of power exchanges between the member states of the Economic Community of West African States (ECOWAS).

■ Benin DisCo Decries Power Assets Vandalism

Benin Electricity Distribution Company (BEDC) PLC has decried rising cases of vandalism across its franchise. It said besides being an economic crime, the vandalism is also an act of sabotage against the good purpose and intents of the company.

BEDC said the effects of vandalism should stimulate tougher laws to be enforced to protect public property, especially electricity infrastructure.

The Head, Corporate Affairs, Mr. Adekunle Tayo, in a statement appealed to the public to be vigilant and security conscious, to combat the activities of unruly elements in the society, whose aim is to make life unbearable for people through their nefarious acts.

Behind the Role

With Ibukun

My name is Ibukun Oladeji. I am the Company's Human Resource Performance Management Officer; I also double as the Human Resources Business Partner (HRBP) for Head Office. My role simply is to ensure that all employees' performance aligns with the Organizational goal and its being monitored, evaluated and rewarded accordingly. Contrary to many misconceptions, Performance Management transcends beyond periodic appraisals, hence, my work entails constant engagement and communication with Line Managers on ensuring setting of performance objectives, performance monitoring & feedback, designing of evaluation instruments, analysis of performance & Human Resource data and continuous reporting. As the Head Office HRBP, my responsibility is to promote quality employee experience and support all Functions to drive HR initiatives & programs at the Head Office.

Being a music lover, when I wake up in the morning, I enjoy listening to soul lifting music while I commit the day to God. The usual morning routine is school runs for the children which can be very stressful

sometimes, and trust me, there are days I feel like spanking the children just to get through the morning rush so I don't get to work late. Once I resume I attend to any urgent email(s) which usually flies at night in the light of the new world of work where business is no longer restricted to 8am-5pm. To be real with you, it gets really tense sometimes when there are strict timelines to be met and quite a lot of deliverables pending. At times like this, going to the office on weekends becomes necessary. This is because working in HR can equally be challenging and exciting at the same time... (smiles) The team sometimes get stretched, so I like to calm the tension in the office by cracking jokes and having intelligent conversations/discussions with my team members. In order to balance work and social life, I hang out sometimes with friends & colleagues to "beer" the stress occasionally. On a lighter note, I love fried rice like "kilode" and won't mind to eat it every day of the week if it's possible (laughing).

my children have fallen in love with it too. Personally, I have a preference for cool colored outfits which complements me perfectly, since I'm very light skinned (Chuckles). In my leisure, I don't trade bonding with my kids for anything, I always look forward to spending quality time with my family daily. Taking life one day at a time is my practice and I like networking with people of like minds as often as possible. An atmosphere of strife is a major turn off for me and I try to avoid such unhealthy situations. One thing I encourage is teamwork and professionalism – knowing what to do, when to do it and doing it extraordinarily well.

If I were a car, I will like to be a G-Wagon, though it has a boxy-like frame which makes it not too attractive from outside, but the interior is exquisite and off course very rugged, which portrays my resilience to keep moving in life, no matter what odds are stacked against me. My slogan has been "it can only get better" and I'm optimistic it will.

"One thing I encourage is teamwork and professionalism - knowing what to do, when to do it and doing it extraordinarily well"



Policy Watch

PERFORMANCE MANAGEMENT

IBEDC CONDITION OF SERVICE PAGE 79-83 SECTION 9.2 PERFORMANCE MANAGEMENT AND APPRAISALS

As we proceed further into the second half of the year and complete the Mid-year review of our individual contributions to the business, it is important that we all maximize the use of this opportunity to take stock of what we have achieved in the first half of the year. This will enable us ascertain if we are still on track and guide us as to what needs to be done so that we can achieve our business targets for the year. All these form an integral part of the performance management process as contained in the Company's Performance Management Policy.

"Performance management is the systematic approach of achieving corporate objectives through an integrated process of measurement and continuous improvement of employee performance".

Our Conditions of Service has provided clarity as regards this as well as employee performance expectations. Please refer to pages 79-83 for detailed information on Performance Management.

9.2.1 The Company shall maintain a system to manage the performance of its employees with the aim to improve the overall capacity and effectiveness.

9.2.2 The Company shall provide the required work tools and logistics as much as possible to enable employees perform optimally...

9.3 APPRAISALS

9.3.1 Performance appraisals serve as an opportunity for both employee and Supervisor to give feedback in respect of the agreed performance plans made.

9.3.2 Employee's performance rating shall be on a continuous basis throughout the appraisal period to ensure sustained high morale and adequate employee development. Supervi-

sors must ensure that there is no delay in appraising subordinate employee.

9.4 Performance Improvement Plan (PIP)

9.4.1 Remedial action shall be taken on employees who fail to achieve a specified minimum level of performance in order to provide an opportunity for improvement. Any employee with poor and unacceptable performance shall be placed on probation until the next internal performance review period which shall be in three (3) months or as determined by Management. Employees placed on probation shall, from the date of such placement, be appraised monthly by their supervisors to monitor the improvement in performance. This should be documented accordingly...

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



Health Focus

What is First Aid?

It is the first skilled assistance or treatment given to an injured person before been taken to the hospital

Aims of First Aid

- To preserve life
- To prevent a condition from becoming worse
- To promote recovery

Steps to Administering First Aid on a Victim

- D = for Danger
- R = for Response
- A = the Airways
- B = if Breathing
- C = Compression
- D = use Defibrillator
- Make arrangement to move victim to the hospital

How to put a Victim in Recovery Position

If the casualty is breathing, he needs to be placed in the recovery position.

- The jaw is forward
- The mouth is low
- The chest is clear off the ground

CASES REQUIRING FIRST AID

1) Burns

Depth of Burns

Treatment of Burns

- Place the casualty in a comfortable position
- Reassure the casualty and obtain basic information about them.
- Gently flush the affected part with plenty of water
- Gently remove any object such as watches, rings and burnt clothing unless it is sticking to the affected part.
- If casualty complains of thirst, give him sip of water
- Cover the affected part with clean bandage or with a sterile, non-fluffy and non-adhesive materials
- Guide against or treat for shock
- If the casualty has suffered asphyxia or any other respiratory disorder as a result of burn, resuscitate if necessary and carry out the general treatment for unconsciousness as necessary.

2) Bleeding

It is the escape of blood from the damaged blood vessels, if not controlled, might lead to death.

How to stop Bleeding

- Direct Method: This is the application of direct pressure on the injury
- Indirect Method: This is the application of pressure at the closest pressure points to the spot of injury.

3) Wound

It is the break in the continuity of the body tissue, which allow the out flow of blood and inlet of germs

Treatment of Wounds

- Place the casualty in the most comfortable position
- Reassure the casualty
- Arrest bleeding
- Guide against or treat for shock
- Apply cold compress in case of contusion
- Clean, dress and bandage all wounds as necessary
- Transport a casualty with severe wounds to the hospital.

IBEDC VOICE

Paparazzi



Your beloved IBEDC Paparazzi went on a picture spree guys, and there is something for everyone. From NERC'S Deputy Chairman visit at the HQ to other courtesy visits across the franchise and even for football enthusiasts. Happy viewing!

Turn over for pictures

Deputy Chairman NERC visits IBEDC



Pre-Qualification Exercise on 132/33KV Transmission Lines and Substation Rehabilitation Project held at IBEDC Head Office



IBEDC CSR initiative in partnership with Switch Academy



Courtesy visit of Nigerian Army & Navy to Ogun Regional Office



Customer Centricity training at Osun Region



Oyo Regional Head and Team visit University of Ibadan (UI)



Osun Regional Head & Team pay courtesy call on the new Commandant Nigeria Security and Civil Defence Corps (NSDC) in Osun State



HAPPENINGS ACROSS THE FRANCHISE

IBEDC pays condolence visit to late Capt. Okunbo's family



The Management of Ibadan Electricity Distribution Company, (IBEDC), on Thursday 19th August 2021, paid a condolence visit to the Benin home of the late billionaire, Captain Idahosa Wells Okunbo, who passed on at a United Kingdom hospital, on Sunday, August 8.

Signing the condolence register, the IBEDC boss, Engr. Ayodele, wrote: "We have come to commiserate on the loss of our man, pillar, a dinosaur in his own right and a rare gem.

Responding to the outpouring of sympathy, Captain Hosa's immediate younger brother and a Director in IBEDC, Kingsley Okunbo, expressed gratitude for the kind words spoken about his departed brother.

The younger Okunbo, who is the chief mourner for the family, and who received the sympathisers alongside his younger brother Morrison Okunbo, said that the entire Okunbo family was consoled by the fact "I know that my brother is in a better place".

IBEDC continues Training On Customer Focus

In a bid to improve the customer centricity of its workforce, Ibadan Electricity Distribution Company (IBEDC) continued its series of trainings on Customer Focus for staff across the franchise to optimise quality service delivery.

According to the Consultant facilitating training, Mr. Ademola Adewusi, IBEDC's services is adjudged by the way the staff treat the customers, either external or internal customers.

The training is geared towards re-orientating staff to cultivate more effective ways of delivering customer service and to identify

the consequence of bad service to both internal and external customers. This includes wrong perception of the brand, low revenue and lack cooperative gestures from some stakeholders.

Commenting after the events at their various regions, The Regional Head Osun, Mr. Akinleye Ogunleye admonished the staff in Osun to exhibit good attitude to work as it is important for satisfying customers and in achieving a quality service delivery, while the Officer-in-Charge, Kwara Region, Engr. Christopher Lawal, said the training will assist staff to perform better at their deliverables.



IBEDC upgrades Feeders to boost activities at Aerodrome & other communities



Ibadan Electricity Distribution Company (IBEDC) has commenced the upgrade of some of its feeders as promised under the Performance Improvement Plan on the Service Based Tariff regime.

One of such reconfiguration was carried out on the 11kv outgoing feeders at Samonda 1x 15MVA, 33/KV ISS and has created Aerodrome

gated Estate 11KV feeder. Consequently, Aerodrome community has now migrated from Band B to Band A (20hrs)

Under Oyo Region, Olorunda, Basorun, Iwo Road communities on New Asejire & GRA feeders upgraded from Band C to Band B. Under Ibadan Region, some customers under Anfani 11kv feeder were upgraded from Band B to Band A.

DISCO FOR WOMEN



If this issue is triggering to you, let me apologize in advance, the last thing I want is to cause you pain or discomfort. However, if this issue makes you uncomfortable because it's not talked about often, I'd strongly advise you to continue reading.

Now, think about the words "yes" and "no". We've been saying them for as long as we can remember; from the moment we could speak and understand. To say yes is to agree. To say no is to disagree. And all the little phrases that we use in between, like "I don't want to" or "not right now" or "of course" or "all right" all mean the same thing. So why then, is it so hard to understand the meaning of yes and no when it comes to sexual consent?

Consent has always meant and will always mean the same thing: permission, approval, agreement. You'll be surprised (or maybe not) at how many times some people have argued that "they were unsure" of what the victim meant when they said "I don't want to" or "not right now." There is absolutely no way either of those phrases can be translated to "yes." But at some point society has made it okay for people to believe that "I don't want to" or "not right now" isn't enough of a reason. It is more than enough of a reason. Simply having the gut feeling that tells you no is enough to justify every choice you will ever make for the rest of your life.

Being drunk doesn't guarantee consent. Being passed out doesn't guarantee consent. Reluctance doesn't guarantee consent. Regardless of physical appearance or location, yes

will always mean yes and no will always mean no. A protest will always be a protest. A cry for help will always be a cry for help.

I beg you all to understand that rape is not an issue to be taken lightly. It is not an issue to be brushed off and trivialized. It does. Certainly, you cannot be indifferent to it when it affects the people around you. Whether you know them or not, whether you'll remember their names tomorrow or not, it will continue to be an impending problem unless everyone stands together to do something about it. That starts, first and foremost, by making yourself as aware as possible. It starts when you let go of the negativity and toxicity of rape culture. It starts when you educate yourself and the next generation on the meaning of consent. Because tomorrow depends on today. What we do now, the choices we make, can either make or break tomorrow's reality.

Daniel Iyoha-Ojie
Lead, Learning & Development

Success Nuggets

"It's not what you know; It's not even who you know; it's what you implement that counts"
- Anonymous

Key indicators of progress toward an intended result are better tracked when evaluated against set targets, our field gladiators share their experiences on meeting the targets for the year and what we should look forward to for the rest of 2021

Our Corporate success is hinged on methodical implementation of strategies, discipline and adherence to our core values and efficient customer care. My expectation for the second half of the year is significant improvement in our service delivery to quell the growing customers' apathy to payment as well as the negative attitude to our infrastructure and personnel.

Joel Ojiakor, Business Hub Manager, Ojoo

For us at the Asset & Revenue Protection Division, Customer-centricity as a strategy and a culture means balancing customer service and revenue protection (Prevention, Detection and Recovery of losses). To achieve this, our officers need more than top-tier debt collection skills especially for those caught for energy theft. We are often required to deal with challenging and difficult circumstances, hence, the need to acquire more skills to equip us for the task.

Lawal Akeem Olanrewaju, CRO GRA Service Centre, Ijebu-Ode B/H

We are no.1 in the NMD class and no.2 in ATC&C loss reduction in Ogun Region. We are ranked amongst the best three B-Hubs in ATC&C loss reduction across the franchise. For the second half of the year, I look forward to sustaining excellent service delivery and becoming no.1 in the franchise in NMD portfolio and ATC&C loss reduction.

Oluwasogo Olufayo BM, Ijeun B/H

Planning, discipline and direction are the summary of my success so far in the year and for the rest of the year. I pledge to uphold the following qualities: obedience, loyalty, truthfulness, industriousness etc. in order to move the organizational primary aims and objectives forward.

Sheu Mustapha Tijani, Ogun Regional Driver

My success nugget has been promptness – quick response to faults clearing to reduce technical losses. Another key factor is ensuring that materials are available to carryout tasks like maintenance with Personnel Protective Equipment (PPE). My expectation for the next quarter is effective energy management to support our revenue drive.

Wasiu Anifowoshe, Technical Line Worker, Soka SH

My drive is captured under these heading:

Know Your Customers and Area of Coverage (KYC & KYA): Each CRO is mandated to know their individual Customers and Area of Coverage with their Peculiarities/Constraints. This helps us in decision making on Energy allocation and Revenue Collection.

Formation of Debt Recovery Team at the Service

Centre: All the Technical Supervisors are given the role of Debt Recovery Manager for their Service Centre and they report to the Technical Engineer on weekly basis.

Daily Communication with all my Team Members: On daily basis, every Staff gets update on our Target, Collections and the Expected Collection from each location for the current day via mail and our WhatsApp platforms as early as 6:30am which I also follow with phone calls to all Team Leads.

So far, my ATC&C Losses which was 67% in January 2021 improved to 46% in July 2021 and I intend to bring it to a value below 30% before the End of this year.

Olusoji Ayandokun, BHM Ikirun

Timely and cost-effective maintenance of the fleet, keeping them in good condition for our commercial and technical operations has helped in fault clearing and cash collection drive thus far. My expectation for the remaining Six months of the year is a more efficient fleet administration, prompt replacement of malfunctioning part, and commitment to safe driving.

Taiye Adeniran, Driver, Oyo Region

I have decided to give myself complete peace of mind in order to function optimally in my area of duty. Peace of mind is a great tool that gives good health and success. Secondly, I have decided to nurture and cherish a better working relationship with my colleagues and customers and by so doing increase my productivity

Mr Adeyemi Kayode Adeyemi, Regional Energy Management, Kwara

I intend to get closer to my Creator so that I will show more God's consciousness in all my dealing. I am also determined to show more adjustments to situations as they occur.

Balkis Adebisi, Customer Care Officer

Safety Talk

UNDERSTANDING STRESS AND ITS MANAGEMENT



Stress is the body's automatic response to any physical or mental demand placed on it. Stress can have a big impact on your body in ways that are felt by you and also obvious for others to see. One of the most visible potential by-products of stress is weight gain.

Types of Stress

- **Acute Stress** – this is Usually experienced for a short period of time. It may be due to work pressure, the pressure of meeting deadlines, minor accidents, over exertion and increased physical activity. Some of the Symptoms of this type of tension are headaches, back pain, stomach problems, rapid heartbeat, muscle aches or body pain.
- **Chronic Stress** – This is the most precarious stress. It is a prolonged stress that can exist for weeks or years. This stress is due to poverty, broken or stressed families and marriages, chronic illnesses and failure in life. It is very harmful to the health of the victims.

Causes of Stress

- Job insecurity
- High performance demand
- Bad bosses
- Unhealthy work-place
- culture
- Personal or family problems
- Technology

Symptoms of Stress

- Insomnia
- Loss of mental concentration
- Absenteeism
- Depression
- Extreme anger and frustration
- Migraine
- Headaches
- Problems

Where are you on the stress continuum?

Below are some simple action points for each stage on the stress continuum. It's important to note that it's okay to be at any stage of the continuum. The goal is to achieve self-awareness and be encouraged to engage in practical steps for better outcome.

Thriving "I got this"

- Calm and steady with minor mood functions
- Able to take things in stride
- Consistent performance
- Able to take feedback and adjust to change of plans
- Able to focus
- Able to communicate effectively
- Normal sleep patterns and appetite

Way Forward

- Take time to savor the good
- Help others who are struggling
- Keep using your go-to coping strategies
- Let go of feeling guilty for feeling good (Yes sometimes this happens!)

Surviving "Something isn't right"

- Persistent fear, panic, anxiety, anger, pervasive sadness, hopelessness
- Exhaustion
- Poor performance and difficulty in making decisions or concentrating
- Avoiding interaction with co-workers, family, and friends
- Fatigue, aches and pains
- Restless, disturbed sleep
- Self-medicating with substances, food or other numbing activities

Way Forward

- Focus on meeting basic needs
- Establish boundaries where possible
- Inform supervisor and identify next steps for bouncing back
- Let support system know (FYI: You aren't a burden for doing this)

Struggling "I can't keep this up"

- Nervousness, sadness, increased mood fluctuations
- Inconsistent performance
- More easily overwhelmed or irritated
- Increased need for control and difficulty adjusting to changes
- Trouble sleeping or eating
- Activities and relationships you used to enjoy seems less interesting or even stressful
- Muscle tension, low energy, headaches

Way Forward

- Try to let go of some to-do list items
- Add 1-2 coping strategies (exercise, limit social media)
- Reconnect to purpose (What do I want to stand for right now?)
- Use deep breathing to hold steady during difficult moments
- Connect with support system

In Crisis "I can't survive this"

- Disabling distress and loss of function
- Panic attacks
- Nightmares or flashbacks
- Unable to fall or stay asleep
- Intrusive thoughts
- Thought of self-harm or suicide
- Easily enraged or aggressive
- Careless mistake and inability to focus
- Numbless or out of control
- Withdrawal from relationships
- Dependence on substances, food, or other numbing activities to cope

Way Forward

- Connect with a mental health professional or team
- Arrange for time off or a leave of absence
- Ask support system for help, including supervisor
- Focus solely on the short-term
- Let go of self-criticism & engage in self-compassion



WORD SEARCH

Solve the puzzle below, send your answers to busolami.tunwase@ibedc.com/joshua.arowolo@ibedc.com and stand a chance to win a prize.

4			3	2	7			5
	1	5				3	2	
2	3		1		8		9	6
			8		6			
	4	3		1		6	8	
			2		4			
1	7		6		2		4	3
	8	4				2	6	
5			9	4	3			8

Let's solve this Sudoku

Know the rules

Sudoku is a puzzle based on a small number of very simple rules:

- Every square has to contain a single number
- Only the numbers from 1 through to 9 can be used
- Each 3x3 box can only contain each number from 1 to 9 once
- Each vertical column can only contain each number from 1 to 9 once
- Each horizontal row can only contain each number from 1 to 9 once

Once the puzzle is solved, this means that every row, column, and 3x3 box will contain every number from 1 to 9 exactly once.

Answers for last edition questions.

7	2	3	8	4	6	1	5	9
6	1	5	3	9	2	4	7	8
8	4	9	7	1	5	6	3	2
3	7	8	6	5	4	9	2	1
1	9	4	2	8	7	3	6	5
2	5	6	9	3	1	8	4	7
5	6	1	4	7	9	2	8	3
4	8	7	1	2	3	5	9	6
9	3	2	5	6	8	7	1	4

Winner of Last Quiz
Oluwatosin Osuntoyinbo
IT Department, HQ



We celebrate the following staff: (L-R) Atinuke Porter, Oluwadamola Odebunmi, Aminat Salako (Corps Member) and Oluseyi Olatunji for the role they played in the timely resuscitation and subsequent medical attention our colleague received.



On the 3rd of August, 2021, at about 9:30am, a staff of Facility Management Department was walking out of her office to join a team for an inspection. Upon approaching the lobby, she suddenly collapsed. Coincidentally, a safety representative was at the scene of the incident. He commenced emergency resuscitation swiftly. In the process of trying to evacuate her to the in-house clinic, it was observed that the clinic was not open at the time. As her condition was deteriorating, it became apparent that

she should be evacuated immediately to the nearest hospital. Promptly a vehicle was deployed to convey her to the hospital. Clinical attention was administered and we are happy to report that she is now hale and hearty.

Sports and Wellness in Achieving Work-Life Balance (Part 1)

From clear health benefits to boost in productivity, the gains of incorporating sports into work activities are immense. Let us look at some of the astounding impacts that sport and wellness can have on work life:

- **Boosts Employee Engagement:**

Employee engagement is about the emotional investment of the employee in the workplace. Their commitment to the workplace in terms of time, energy, and the level to which they are willing to push themselves to achieve organizational success. Sports can boost employee engagement through friendly rivalry in a game. It also helps to improve adaptability, which is essential for team coordination.

- **Relieving Stress:**

Overtime, office activities and work pressure can all lead to stress and anxiety if left unchecked. Sport is a fantastic stress buster for employees, it is also a natural mood booster.

- **Encourages Team bonding:**

Sports have a blend of values that reflects on our day-to-day life. They provide a platform to practice discipline and maintain strong bonding with colleagues. Sports push employees out of their comfort zone and dissipates the work-related pressure with an element of fun. The friendly competition in sports teaches the value of discipline, tolerance, and cooperation. Playing any kind of sport leads one to observe situations better and promotes team-building opportunities.

- **Improves Stamina and Dedication:**

There is no denying that work of any kind can be physically tiring even if your workplace is an office. Staying fo-

cus and sharp for all that time is going to take its toll on you. Sports help you build not only skill, but also stamina, strength, and focus. This means that it is going to benefit you when it comes to that crunch time and you simply have to put in the extra hours to finish off a project. Sports offer even great mental benefits, as the time spent learning or practicing with others can help us ignore some of the physical strain of exertion and further release the endorphins that help skew our mood towards the more positive side. It is that chemical in the brain which relieves pain and stress. The levels of stress hormones, cortisol, and adrenaline also reduces. Studies have shown that 30 minutes of exercise each day can make the employees calmer.

- **Expands Judgement and Management Skill:**

Playing any kind of sport helps the employees to judge a situation better. To win a difficult situation, the employee has to understand the challenge's demands and adapt accordingly. In addition, team sports teach how to manage the available resources in the best possible way to achieve success. It enhances one's management skills and helps one make the right decisions. The problem-solving and strategic thinking traits from sports help employees handle their primary tasks better. (Watch out for the concluding part of this article in our next edition).

Donald Olu
Customer Care Department

HQ Staff at weekly football and physical exercise session



Ogun Region Kicks off Inter-Business Hub Football Competition

