



# “WE ALL KNEW THIS WILL AFFECT ALL COLLEAGUES.”

JAAP MEIJS, MEMBER OF THE ENEXIS CORONA ISSUE TEAM IN 2020

“We could not foresee in February 2020 how the corona virus would develop in the Netherlands. Nevertheless, we considered it important to be prepared for possible measures and to be able to answer questions from employees. It quickly became clear that this did not concern a crisis that would last a few days or weeks. Therefore, we put together an issue team with the most directly involved disciplines. We had to take difficult decisions, but the atmosphere was relaxed and open and there was room to share concerns.

We all knew: this is going to affect all colleagues directly, whether you work within the office or out in the field. This is why we wanted to be able to explain each decision properly. Working as much as possible from home was quickly implemented, but the work on our grids also had to go on safely to guarantee the continuity of the energy supply. Work instructions can easily be adapted, however, these do not remove all the concerns of colleagues. Fortunately, there was room everywhere to discuss these concerns. I think it is admirable how the whole organisation has shown so much flexibility. Everyone was willing to contribute to devising measures for each work flow. Urgent work behind the front door was always continued, even in buildings where there was an outbreak. Respect for our colleagues that still continued to carry out that work. I remember a picture of a colleague who entered a customer's house wearing a lot of protective gear. It appeared unreal, but then you actually see how big the impact is of the corona virus and of our measures. I also have a lot of respect for colleagues who immediately started working from home. Often under difficult circumstances, such as with children around you who could not go to school, a provisional work station or the lonely feeling that comes over you when working from home all day. And this now already for months.

What I experienced is that, in general, there was understanding for the measures that we took. It was appreciated that we communicated quickly and clearly. That in my role as a member of the issue team, I was able to mean something directly for my colleagues – despite all the difficulties – also gave me a positive feeling.”

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