One year with COVID-19

Workplace challenges and opportunities
Are we in a new normal?

Kristin Claessens
Head of Operations Securities & Financial Markets Belfius Bank

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Working @ Belfius
Before COVID-19

BeWoW (Belfius Way Of Working) change program, aiming for a new mindset within Belfius:
• More trust between managers and employees
• More empowerment of each employee
• More flexibility for Belfius and employees
• More mobility for all staff

BRICKS
Complete reorganisation of the configuration in all buildings

BYTES
 Updating of individual employee equipment, remote work tools, digital meeting rooms

BEHAVIOUR
Generalisation of teleworking, no time registration anymore, management by output, remote management, participatory management
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CONTROL

REACTIVITY

PRESENCE

/ WORK FROM HOME

TRUST & RESPONSABILITY

ENTREPRENEURSHIP

RESULT-ORIENTED

WE WORK FROM HOME
COVID-19 challenges

- Redefine distribution strategy
- Cyber security
- Implement stimulus measures
- Digital first
- Maintain operational resilience
- Alternative sourcing strategies
- Operational efficiency
- Cost management
- Adapt control measures
- Psychologic health
- Redesign operating model
- Employee safety
- Operational resilience
- Enhance BCP
- Privacy
- Embed new ways of working
- Fraud risk
- Communication to stakeholders
BeWoW (Belfius Way Of Working) becomes Be=Teams. The 3 building blocks remain and ‘Teams’ is added. In a context of working more remotely, collaboration is all the more important.

New ‘home-based’ work organisation system
The presence at Belfius buildings is:
• Meaningful (there is a real added value to be physically present at the office)
• Inspiring (the working environment and social contacts are stimulating and inspiring)

The most efficient and modern communication tools allow everyone to remain actively in touch with the colleagues – these tools meet all relationship and collaboration needs including with clients, suppliers and other external contacts

A culture of autonomy and responsibility, active collaboration and permanent feedback helps everyone to combine customer care, efficiency and work-life balance
Working @ Belfius

After COVID-19

Before COVID-19

Exploring output management

“The office” is my landbase, homework the exception

I commute (almost) everyday, spend hours in traffic

When I do homework, I work alone

A meeting : a long presentation around a table

We are supposed to be at the office

9-5 is the standard workscheme

Work comes first

After COVID-19

Building trust and beyond

Homeoffice is my landbase, and I can work from the office or anywhere else

It takes me a second to go to my (home)office

We work together from home

A meeting : an efficient videoconference

We reserve a space if we need to be at the office

I plan my day to meet my priorities (pro and private)

Work Life balance comes first
COVID-19 opportunities

“If you always do what you’ve always done, you’ll always get what you’ve always got.”
Henry Ford

“Never let a good crisis go to waste.”
Winston Churchill

“The measure of intelligence is the ability to change.”
Albert Einstein

CHANGE YOUR VIEW
Fosbury: from weird to standard