

WUN

womens utilities network

FOR ALL



WWW.THEWUN.CO.UK



WELCOME TO WUN FOR ALL
We will be starting shortly

<https://thewun.co.uk/>



Why WUN for ALL?

So that people have a place to drop into, and ..

- Feel connected
- Share & gain knowledge
- Get positive interaction
- Talk about daily challenges
- Have designated Talk Time
- A space for creativity

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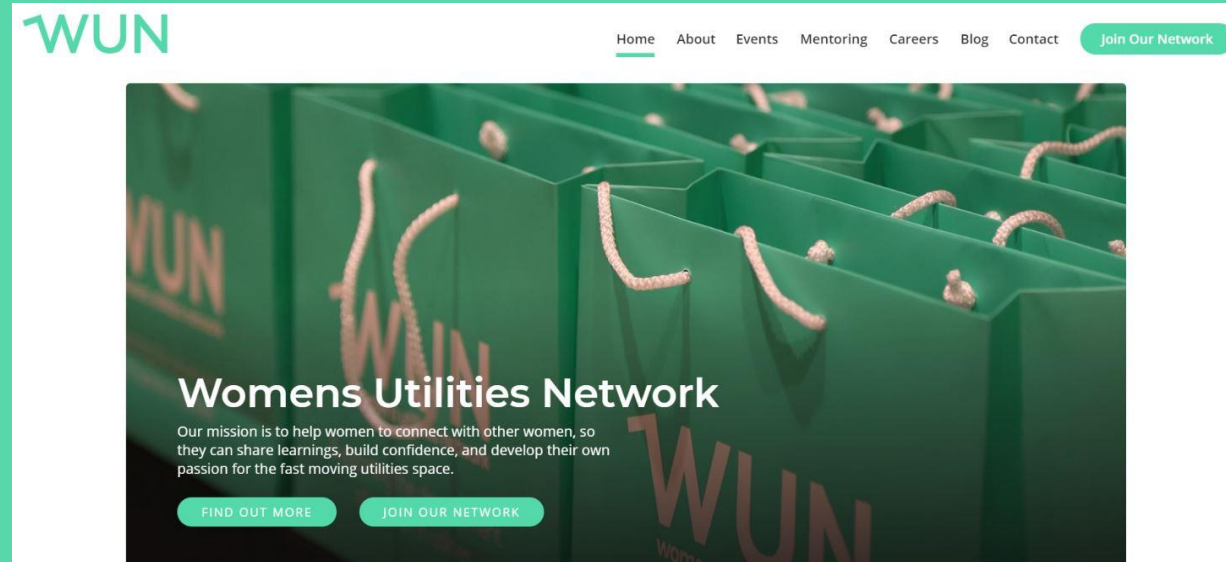
#WUN

Have you looked at the new WUN Website ?

- Easy to use
- New Functionality
- Event booking & catchup
 - Blogs & podcasts
- Coming soon WUN Newsletter
- **Don't forget to join our network**

<https://thewun.co.uk/>

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Have you completed the WUN survey ?

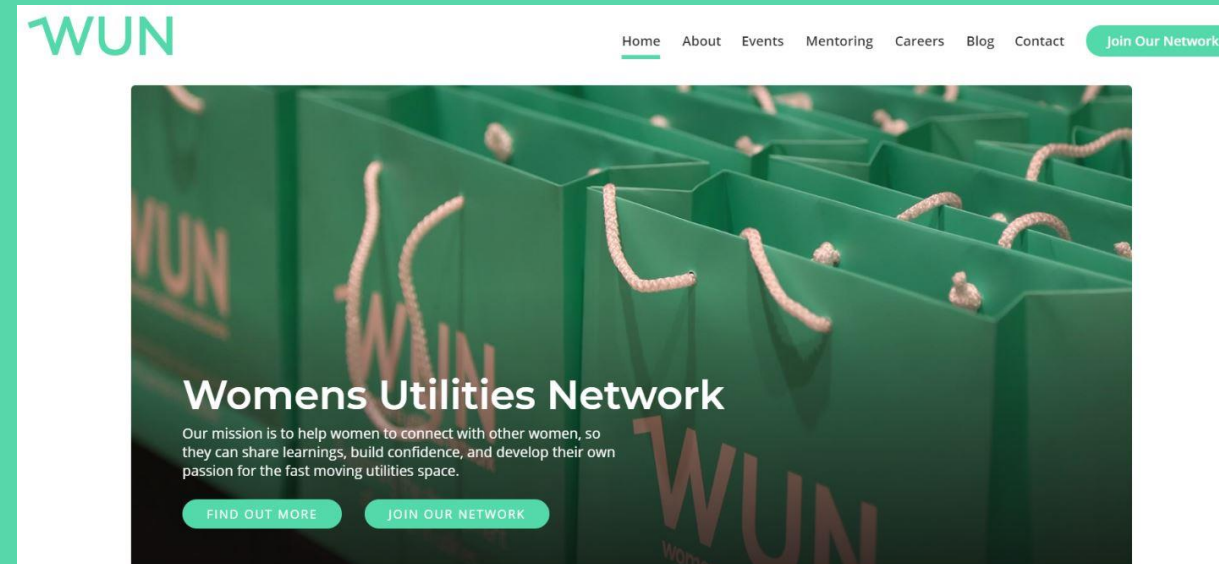
The Women's Utilities Network is here to support and encourage women, to build the right networks and develop skills and confidence for a fulfilling career within the utilities sector.

We're calling out to our wonderful members, to ask for your valuable input to enable us to grow, so that you can continue to get the best from the network.

This short survey takes no more than 2 minutes we promise, and your valued contribution will really help us with delivering future plans.

Share your valuable feedback via LinkedIn or on website

<https://thewun.co.uk/>





Today's Agenda

- 1.00pm - Welcome – Hayley Monks WUN Founder & MD Think Inspire Create
- 1:05 Speaker –Geraldine Buckland, Chief People Officer , Elexon
- 1:30 Speaker Angela Booth, Complaints and Quality Transformation Manager, Thames Water
- Discussion /Q&A
- 1.55pm – Wrap up and close – Hayley Monks

Today's Speaker –Geraldine Buckland

Chief People Officer , Elexon

Geraldine's early career was spent as a lending banker with Lloyds Banking group and she moved into training and HR later. As well as having led Smith & Williamson's management consultancy organisation, she has worked in some highly regulated environments such as First Group and Bristol Water, as well as in the energy sector at BP, before her current role at Elexon. She is also currently Vice Chair at First Choice Housing Association.

Geraldine is married, has one son who is at University, and lives in Somerset.



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E L E X O N

The future of work in Utilities – what has Covid taught us and what might we expect to see changing in the next 6-24 months?

Geraldine Buckland, Chief People Officer
Elexon

• June 2021

Start with the journey...

- We've learned a whole new language to describe the learning leaps we've had to make this year.
- What are we saying now, that we weren't saying 18 months ago?

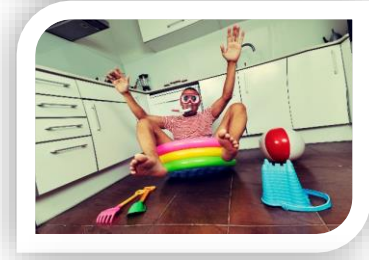


New 2020/ 2021 Buzzwords....



Blursday:

This oh-so-relatable word perfectly describes how easy it is to lose track of the days of the week, thanks to the disorienting effects of lockdown



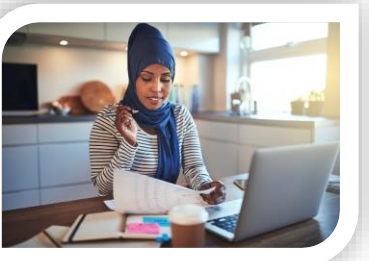
Coronacation:

A forced stay-at-home vacation caused by the Coronavirus pandemic



Quarantini:

A DIY cocktail mixed at home, when your fave local pub or wine bar is closed due to lockdown restrictions



Remote working:

Working off-site instead of in the office. The Oxford Languages report for 2020 showed a massive increase in the use of the words “remote” and “remotely”, up more than 300% compared to 2019. They are most often used in connection with meeting, working, studying and voting. Online searches followed suit, with a big increase in UK-based Google searches for “remote work” in March and again in December.

New 2020/ 2021 Buzzwords....



Unmute:

If your colleague speaks up in a virtual meeting, but you can't hear them, you'd typically advise them to unmute their microphone. Not a word we would have commonly used before, unmute has seen a whopping 500% rise since March.



Virtual happy hour:

The perfect occasion to enjoy that quarantini. Virtual happy hour is an online gathering via a platform like Zoom or Skype, where you can socialise with your workmates or friends while safely isolating at home.



Waist-up fashion:

Thanks to the increase in virtual – a well-groomed appearance from the waist up, with comfy tracksuit bottoms and slippers safely out of view of the camera. workplace meetings, many employees have started relying on “waist-up fashion”

And my personal favourite.....



A tactful phrase we've started using as a way to remind ourselves that while the world is forever changed, we are adapting and adjusting.

What's around the corner.....?

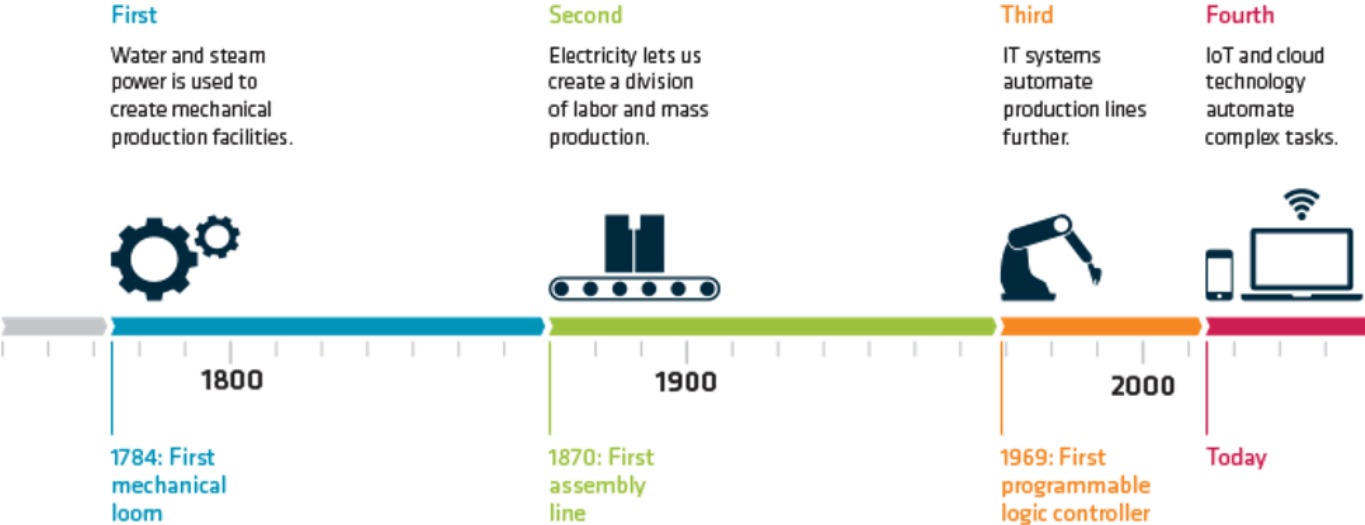
The Fifth Industrial Revolution is poised at the cusp of a future in which things considered unimaginable today become the norm.

Mankind is ready to take a step forward.



1st industrial revolution	2nd industrial revolution	3rd industrial revolution	4th industrial revolution	5th industrial revolution
Mechanisation	Electrification	Automation and globalisation	Digitalisation	Personalisation
Occurred during the 18 th and 19 th Centuries, mainly in Europe and North America	From the late 1800s to the start of the First World War	The digital revolution occurred around the 1980s	Start of the 21 st century	Second decade of the 21 st century
Steam engines replacing horse and human power	Production of steel, electricity and combustion engines	Computers, digitisation and the internet	AI, robotics, IoT, blockchain and crypto	Innovation purpose and inclusivity
Introduction of mechanical production facilities driven by water and steam power	Division of labour and mass production, enabled by electricity	Automation of production through electronic and IT systems	Robotics, artificial intelligence, augmented reality, virtual reality	Deep, multi-level co-operation between people and machines. Consciousness

Industrial revolution timeline



1 st industrial revolution	2 nd industrial revolution	3 rd industrial revolution	4 th industrial revolution	5 th industrial revolution
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The virtual age has arrived

- A recent Deloitte blog stated:
- **“...that Covid-19 has heralded the start of the Virtual Age, which is tectonic enough to qualify as the Fifth Industrial Revolution. With it comes a re-imagining of work, workforces and workplaces. In the near future, corporates may no longer be defined by physical offices and gleaming headquarters.”**



Several industry leaders, including Google, Zillow, Uber, Twitter, Reuters, Facebook, Square and others, announced extensions of their work-from-home policies. While Twitter's plans preceded the pandemic by two years, the company's decision to offer workers flexibility and autonomy may represent the ideal model for the future.

There will be many more lessons to be learned from Covid-19 that can be applied to the future of work and our foray into Industry 5.0. Now more than ever, we need to be open to applying these learnings while giving creative people ample freedom to put their human touch on how smart machines operate.

In the long run, we'll all produce better outcomes while finely calibrating technology road maps to produce breakthrough products that benefit everyone in our ever-changing world.

The future of employment in a post-Covid world

- Our collective consciousness now considers

- **Before Covid**

and anticipates...

'Anno Remedio'

- The year of the remedy is attributable not just to a cure for the virus but also a move-forward remedy for the pervasive economic and environmental challenges that confront us.
- As we strive to build back better, four key changes to how we work will be necessary over the next five years.
- We now think before Covid and after Covid. "After" is that now time before full resolution.
- Full resolution is likely to evolve over time and encompass some key areas of thinking.

The future of employment in a post-Covid world

1. “Remotopia”: work from home – from the margins to the mainstream

2. Blue collar. White collar. Green collar?

3. The gig economy evolution

4. Automation and AI augment (not replace) the workforce

1. “Remotopia”: work from home – from the margins to the main

At the outset of 2020, less than 5% of workers did their jobs remotely. Now, more than half of knowledge workers work remotely.

In the wake of the ongoing COVID-19 pandemic, a number of high-profile companies - Facebook, Google, PayPal, Shopify, Siemens, and more - have announced long-term or permanent remote work policies.

Remote working arrangements, which are new to many companies and workers, require vastly different ways of thinking and collaborating.

For example, the emerging normalcy of distributed workforces will place even greater importance on soft skills such as communication, reliability, empathy, and flexibility.



2. Blue collar White collar Green collar?

The climate clock keeps ticking. As the US looks to rejoin the Paris Climate Agreement and strengthen its commitment to climate change mitigation policies, new business opportunities should abound.

For starters, electric vehicles (EVs) are expected to reach price parity with internal combustion engines vehicles by 2024. This clearly has motivated Amazon, the world's largest retailer, to boost its investment in electrifying its delivery fleet . All signs point to the emerging importance of the green business economy.

As new regulations and new technologies give way to new platforms and ways of doing business, the workers behind it must evolve. The rise of "green collar" jobs represents great opportunity for job creation and will be a salvation to many workers whose jobs will be eliminated by new policies around industrial carbon cuts or automation.



3. The gig economy evolution

“The next COO at your company will work remotely, stay with the company for six months, and never even get a company email account. But they will be the best hire you’ve ever made.”

On-demand labour platforms like ‘TaskRabbit’ and ‘Uber’ have helped normalize the gig economy, providing a platform for ad hoc tasks to be completed by freelance workers. That normalization, along with new technologies, has opened the door for the freelancing of white collar jobs like marketing, management, engineering - and even finance. ‘Upwork,’ ‘We Are Rosie,’ and ‘Guru’ provide marketplaces for these professional services.

The combination of these platforms and collaboration tools like ‘Mural,’ ‘Slack,’ and ‘Zoom’ is creating an environment in which minimal barriers remain for talented workers to contribute to projects at a range of businesses with complete flexibility.

There will be growth in freelancing. Now, the most talented individuals are betting on themselves.



- Not sure if this should be in the slide?
- So you may or may not agree with the statement. Indeed I can go with the concept, as long as I don't focus too much on the detail, but the concept is useful.
- Quick, fit for purpose solutions. Maybe not forever solutions. Problem, fix, problem, fix.

4. Automation and AI augment (not replace) the workforce

Much of the conversation around jobs in the Fourth and Fifth Industrial Revolution pivots around the importance of so-called knowledge workers and creativity-based work.

The takeaway: computers and software will not be able to replicate human creativity. While some manual labour will indeed be eliminated by intelligent machines, far more jobs will be augmented by them.

In the wake of the pandemic, logistics operations have looked to on-demand automation services like Fetch Robotics to enable social distancing and safe work environments in warehouses.

Another example is the trucking industry. Despite automation – demand for drivers continues to rise in the interim – especially with the sharp increase of e-commerce.

At first blush, AI-powered autonomous vehicles would seem destined to eliminate millions of trucking jobs worldwide. Instead, the development of autonomous vehicles is more likely to improve working conditions and safety with sensors that predict weather patterns and other drivers' behaviour.



PREDICTIONS...
TRULY GLOBAL WORKING –
EVENTUALLY.
THOSE WHO DON'T MOVE, ADAPT
AND CHANGE WILL HERALD THEIR
OWN DOWNFALL AS TALENT VOTE
WITH THEIR FEET.

AND...
NEW INDUSTRIAL REVOLUTIONS
ARE BEING BORN AND
HAPPENING QUICKER THAN THE
PREVIOUS ONES.
CAN HUMANS MAKE THESE
CHANGES AT THIS SPEED? AT
WHAT COST?

ELEXON

THANK YOU

Geraldine Buckland

Geraldine.buckland@elxon.co.uk

• June 2021

Today's Speaker –Angela Booth

Complaints & Transformation Manager Thames Water



Angela is the Complaints and Quality Transformation Manager at Thames Water – working to raise the standard of service to customers,

Director on the board for WATRS & Chair of Thames Water's Women's Network

A keen fitness enthusiast & loves her Peloton



<https://thewun.co.uk/>



The Future of Work in Utilities

Angela Booth

16 June 2021



Covid: the impact on women

Covid has had a disproportionate impact on women

Domestic violence

- Significant increase in domestic violence during lockdowns (UN Women, 2021)
- Financial dependence often stops a victim severing ties with their abusive partner. The pandemic has exacerbated this through job loss and unemployment which have disproportionately affected women and minorities over men (Evans et al., 2020)

Work-types

- ~ 84% women in Europe between 15-64 are employed in services that are facing job losses (European Parliament, 2021)
- In London, mothers were 47% more likely to have lost their job or to have resigned from it (Greater London Authority, 2021)

Unpaid work

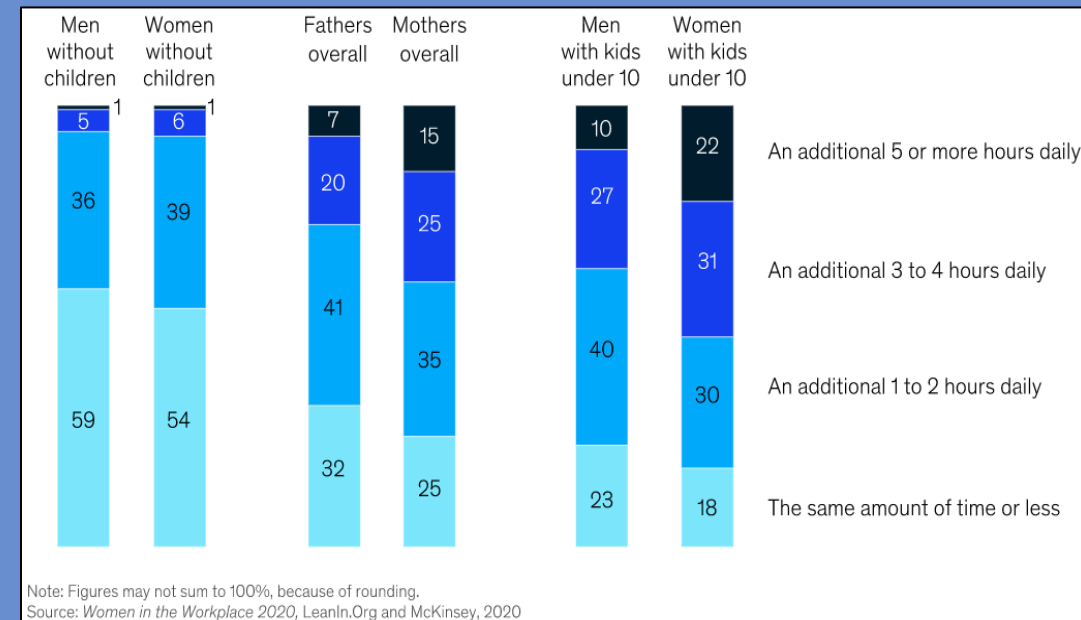
- The pandemic has accentuated already existing gender norms and women have disproportionately picked up unpaid childcare and domestic work (UN Women, 2021)

Expectations of women at work

- Women in senior positions are 1.5x more likely to think about leaving work or downshifting their role because of COVID-19 compared to senior men. Senior women are experiencing more pressure and burn out, given that they are usually held to higher performance standards than men (McKinsey, 2021)

Dual-career-couple household responsibilities since the start of the Covid-19 crisis

% of employees



What we've done

We consciously supported our people and our customers

Supporting our people

- Enhanced dependents leave
- No furlough across the whole company
- Promoting a 'why not' approach to flexible working

Supporting our customers

- Embedded the 'safe spaces' app on our portal to support victims of domestic violence. More than 1,300 people per day have access to support through this scheme
- Increased financial support available

Creating jobs and hiring diverse talent

- Gender decoding job adverts, diverse hiring panels
- Plans to recruit 1,000 people this year, and signed up to the 10,000 black interns plan
- 'Ban the box' – equal opportunities to ex-offenders

Co-creating the future of work

- Engaged company wide and across EDI networks to co-create a proposal to work for all



Our persona proposal

How we will work in the future

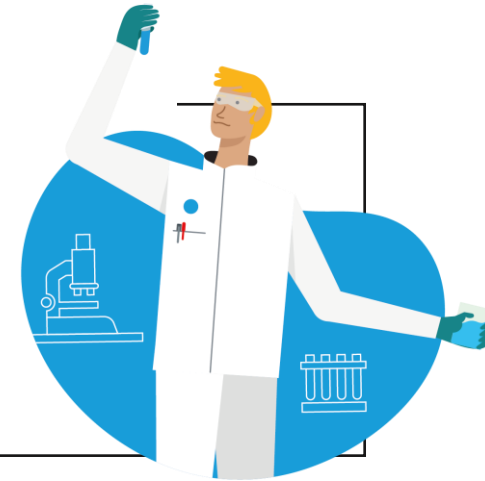


Field colleagues

- You need to be out and about to do your job.
- You need the right tools and tech to stay connected.
- You're the person that our customers see out and about, working on our network, visiting customer homes, and driving around our patch.

On-site colleagues

- You need to be on a specific site or office to do your job.
- You could be part of the control team, lab technician, or work out on an operational site.
- You need to have the tech, training and the right space to do your work.



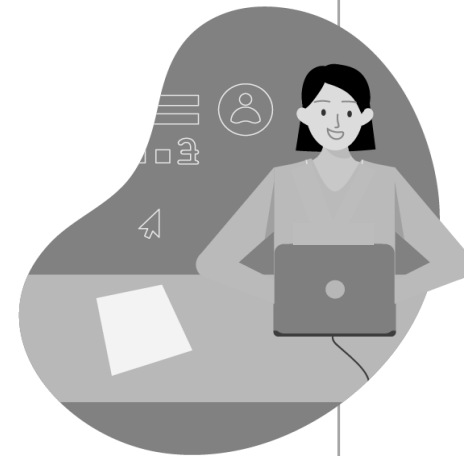
Hybrid colleagues

- You can do some of your job from home, but you also need time face to face with your team.
- You need a good home set up, and you need access to a hot desk when you come on site.
- You'll have a base site where you work regularly. You and your manager decide when you need to be on site.
- Some of our hybrid colleagues will be working on a schedule, either as a team or as an individual, and for these colleagues it is important that when they are on site, they are on site together.



Remote colleagues

- You never need to come into the office, your whole job can be done from home in the UK. You might come in once or twice a year (e.g. to pick up technology)
- You don't have any physical face to face meetings and you never need to be on site.
- You need a good home set up and all the tech to work from home full time.
- We've only identified a couple of roles in the whole business that could fall into this persona.



Risks to diversity progress

New ways of working could exacerbate gender inequality

Hybrid and remote working:

- Could be suppressive of women's professional development unless men take on a greater share of domestic and caring responsibilities where heterosexual couples are concerned. When downsizing a career or cutting back, it is more likely to be the person who earns less, and this is statistically more likely to be the woman (BBC, 2020)
- Risk of remote workers being left out of making important decisions, or receiving performance reviews, both of which are established means for career progression. Hybrid working is more messy and less clear cut than "all-remote" and requires a greater array of management skills to succeed (Financial Times, 2021)
- May adversely affect women by reducing opportunities for face-to-face networking. Networks play an important role in work assignments, career capital and henceforth, progression (Harvard Business Review, 2021)
- Remote and hybrid working models are often linked with greater risk of burnout and mental health issues (ClydeCo, 2021)





Q&A/Discussion

<https://thewun.co.uk/>



Break Out

<https://thewun.co.uk/>

What's coming up....



•

- 1pm 14th July 2021 Net Zero – A perspective from the Water Industry with David Riley Head of Carbon Neutrality at Anglian Water .

David is at the forefront of Anglian Waters ambition to achieve net zero by 2030.

Look out for further events on social media & WUN Website

<https://thewun.co.uk/>

WUN Podcast –

You can follow our podcast on Apple Podcasts, Spotify, Amazon Music and wherever else you get your podcasts – just search “WUN4ALL”.

Or just click through for new website

<https://thewun.co.uk/news-blogs/>

Look out for June’s podcast with Anna Dowson , Group Head of Energy at Tesco.
Discussing overcoming the barriers for energy management.



Thank you to all our Partners for their support



#WUN Don't forget to follow us for the latest news



and updates



Women's Utilities Network

@TheWUN1

WUN helps women connect so we can work together to support one another, share learnings, build confidence and create a better future for women in #utilities!

📍 England 🌐 womensutilitiesnetwork.com 📅 Joined October 2018

77 Following 119 Followers

Not followed by anyone you're following

Tweets

Tweets & replies

Media

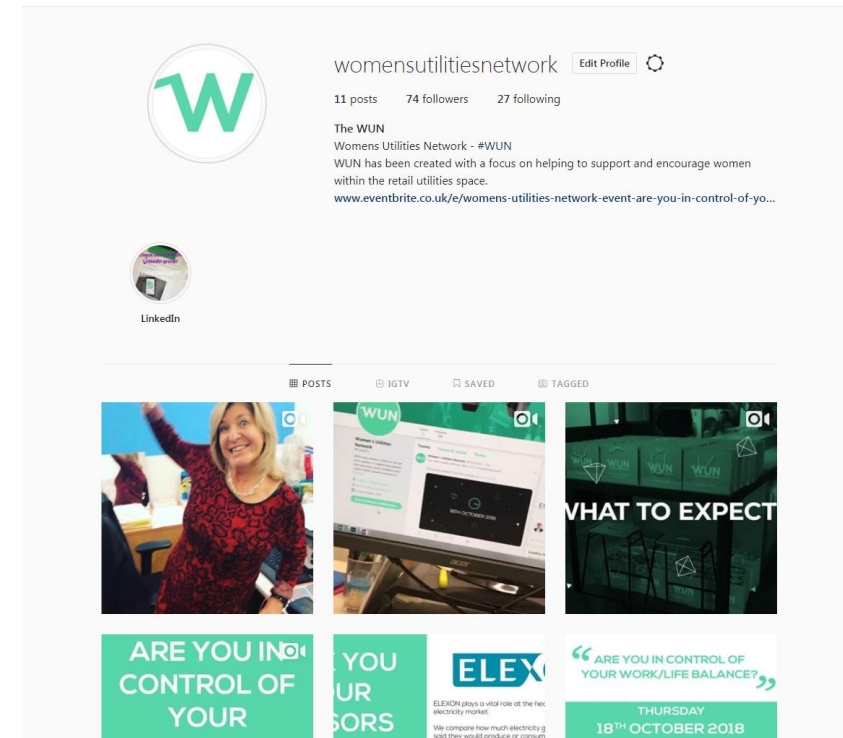
Likes



Women's Utilities Network @TheWUN1 · 22h

Get your tickets to our event quick!

This Thursday is our upcoming WUN event all about Psychometrics...We have



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