



One year with COVID-19

Workplace challenges and opportunities
Are we in a new normal?

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Working @ Belfius

Before COVID-19

BeWoW
Belfius Way of Working

BeWoW (Belfius **W**ay **O**f **W**orking) 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

10010
01001
00110

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



Working @ Belfius

Before COVID-19



CONTROL



TRUST & RESPONSABILITY

REACTIVITY



ENTREPRENEURSHIP

PRESENCE



RESULT-ORIENTED

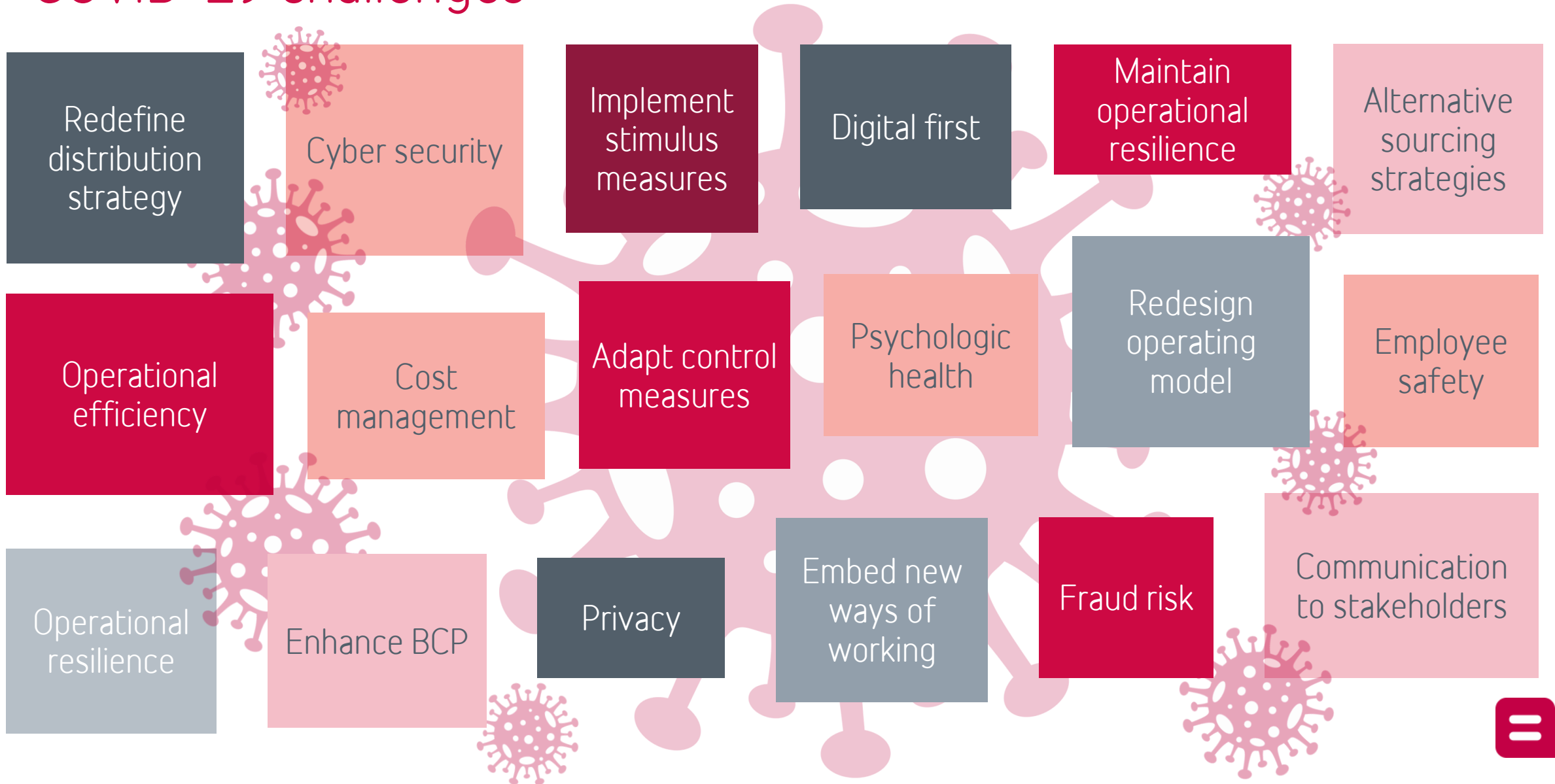
/ WORK FROM HOME



WE WORK FROM HOME



COVID-19 challenges



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After COVID-19

Be=Teams

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.



BRICKS

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)

10010
01001
00110

BYTES

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



BEHAVIOUR

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

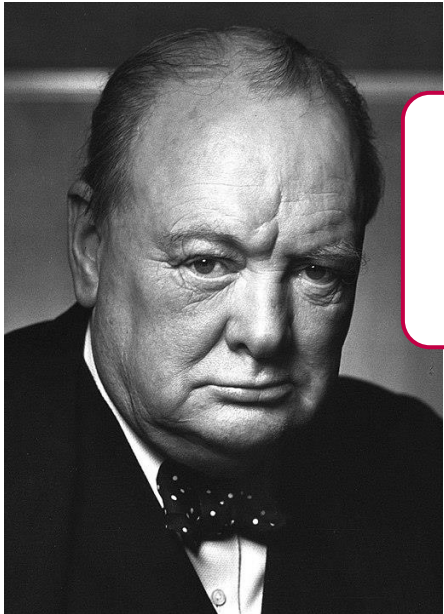
A meeting : an efficient videoconference

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

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

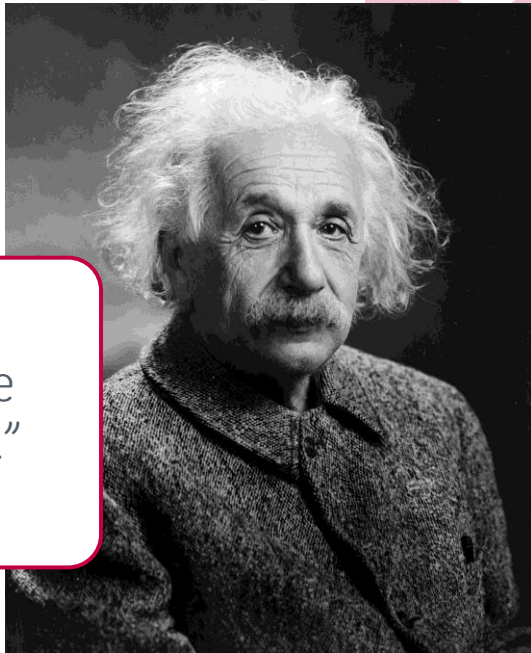
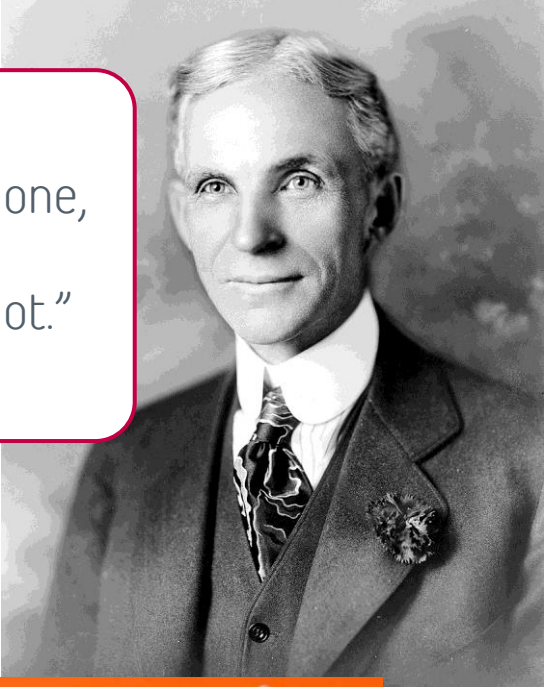
Work Life balance comes first

COVID-19 opportunities

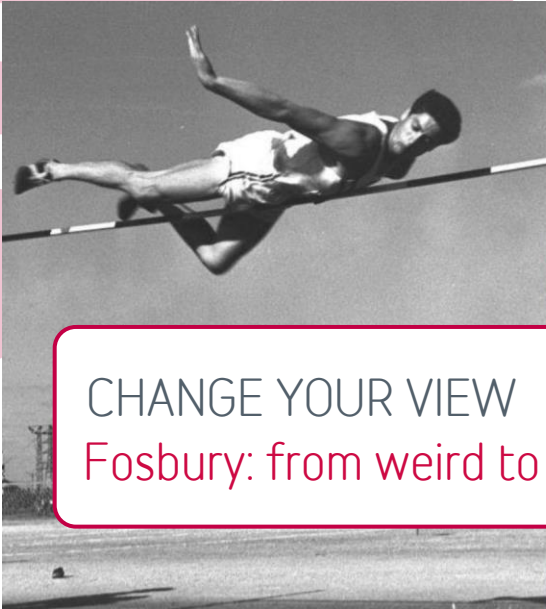


“Never let a good crisis go to waste.”
Winston Churchill

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



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



CHANGE YOUR VIEW
Fosbury: from weird to standard

