



The importance of proactiveness in managing the Covid-19 crisis

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HR leading role in the COVID-19 crisis

Since the first days, in OPAP we recognized that this severe health crisis affecting humanity would unfortunately last for a long time.

HR, having OPAP people as a priority, led the formation of an agile Crisis Team to review the situation, take quick decisions and act fast.

The Crisis Team scheduled a **Proactive crisis management plan** that protected successfully our people and ensured business continuity.



Proactive crisis management plan

In the unprecedented health crisis we live, it has proven that time could either turn to an ally or an enemy of the decision makers and the people affected by their decisions. In OPAP we acted proactively making time our ally to the protect our people with a 5-pillar plan:

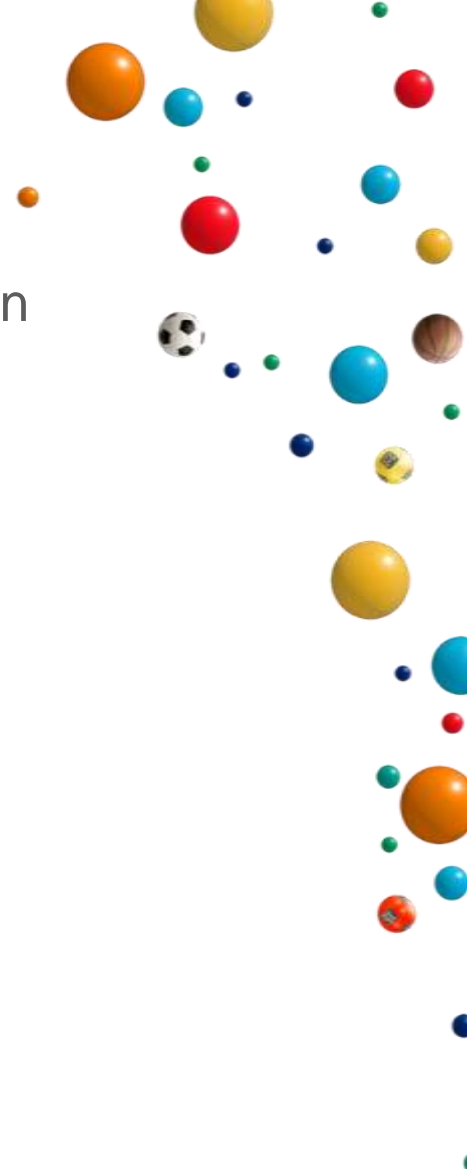
01. Proactive communication and measures

02. Proactive workplace adjustments

03. Collaboration tools

04. Employee engagement

05. Employee development



01. Proactive communication & measures

We monitor the developments on the pandemic and inform regularly our people of any measures deemed necessary, in accordance with (and sometimes prior to) the instructions of the competent health care bodies.



02. Proactive workplace adjustments

As part of our proactive measures, we adjusted from day one our workplace to the new reality for the protection and safety of our people



03. Collaboration Tools

From day one, we ensured business continuity for our critical operation during the work-from-home period as everyone with a laptop has **VPN** access to OPAP network.

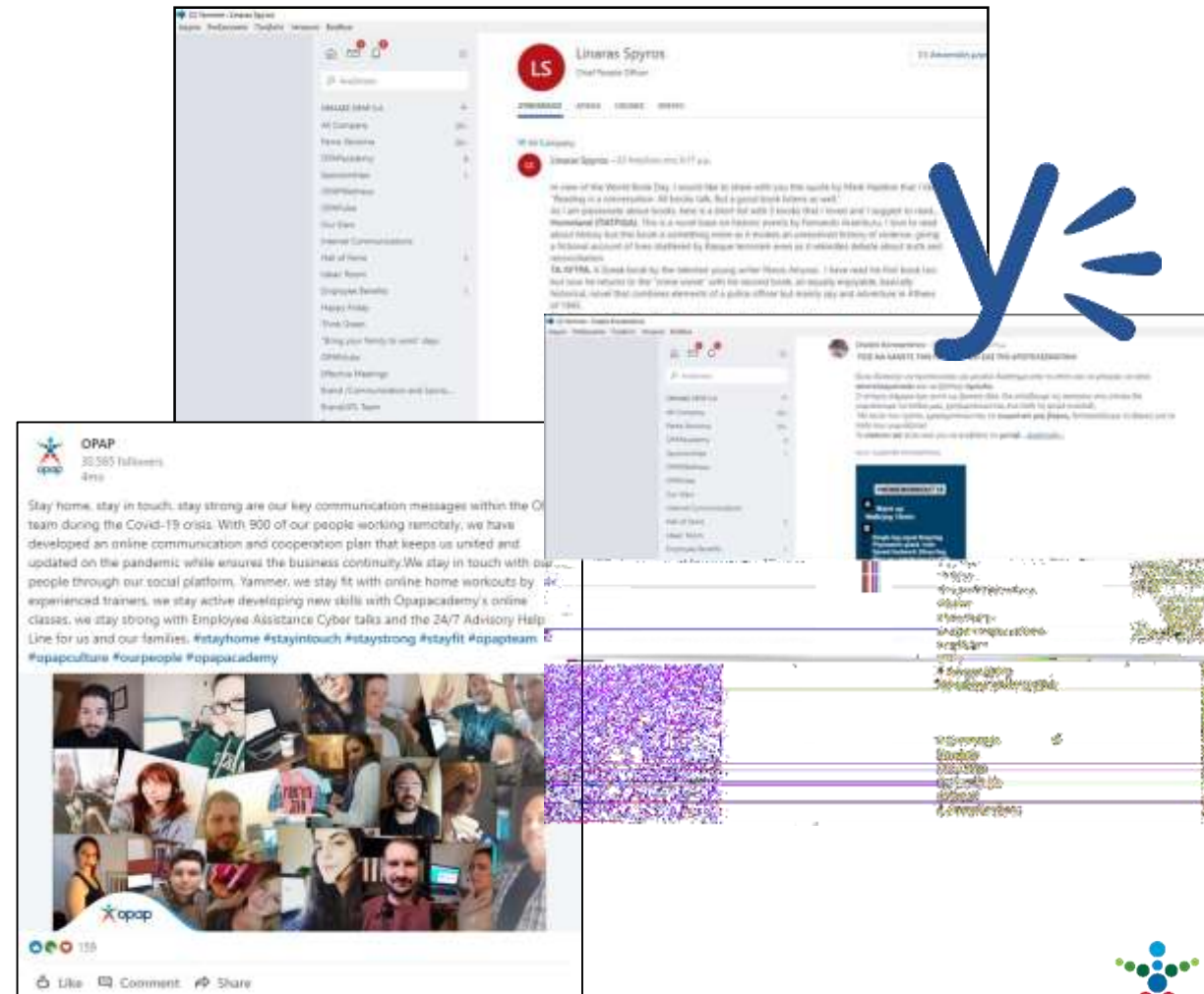
At the same time, **Microsoft Teams** was and is our valuable collaboration tool, “meeting room”, “e-learning room”.



04. Employee engagement

We ensured the physical and mental health of our people while cultivating the sense of inclusion and purpose during quarantine.

Microsoft **Yammer** has enabled us to interact with our colleagues, taking part in contests, sharing our favorite quarantine movies, books and recipes and have fun and stay connected!



05. Employee development

We continued to develop our people with Opapacademy 'Home Learning' series (daily eLessons to keep our people motivated, to develop new skills and work from home effectively). Opapacademy Hub uploaded work – out videos twice a week by our trainers.



Proactive in numbers

20

Announcements:
Our priority is the health and safety of our people

12

Disinfections and daily offices cleaning:
Disinfectants approved by (EOF) for the corona virus

950+

Yammer posts to stay in touch:
800+ active users

1350

employees:
1 corona virus case

80%

Work from Home with VPN usage and MS Teams:
Business Continuity

55%

Increase in eLearning Hours:
Opapacademy supported the development of our people

#Beproactive #Staysafe

Covid-19 crisis management confirmed that **proactiveness and flexibility** to the circumstances ensures employee safety and business continuity.





Thank you!