

26th World Gas Conference

1 – 5 June 2015 – Paris, France



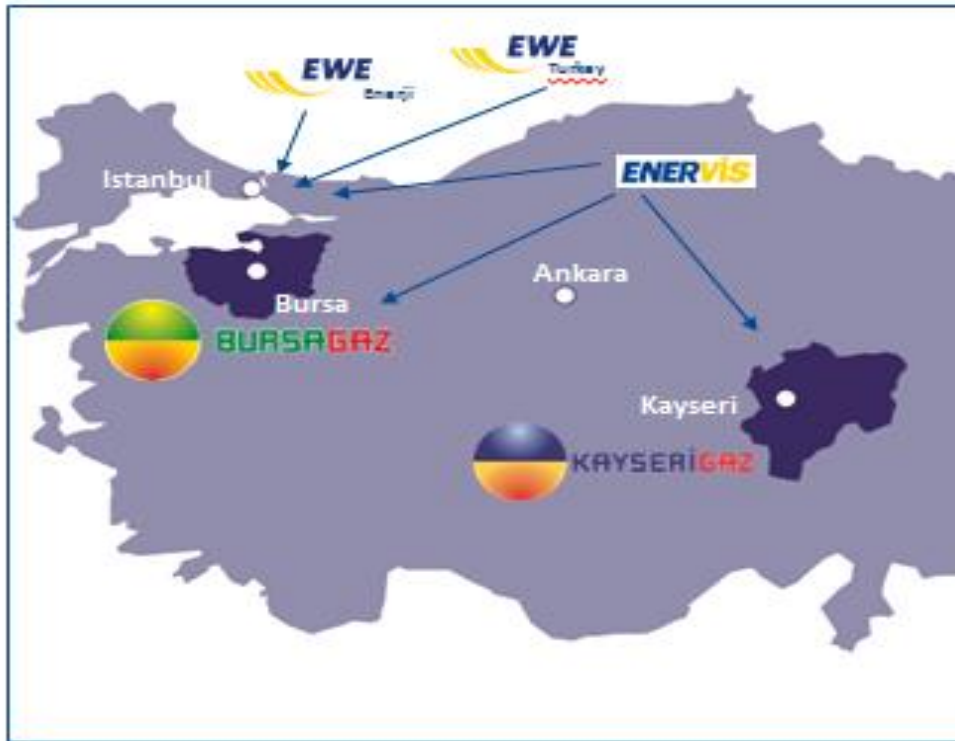
TS TF 1.1

WORK LIFE EMPLOYEMENT

Mustafa ÖZDEMİR
BURSAGAZ



BURSAGAZ- Role Model in The Energy Market



- ▶ A natural gas distribution company operating within a nationally regulated market in the region of Bursa.
- ▶ Privatized in 2004, and owned by German multi utility market role model player EWE AG with more than 100 years of experience in energy distribution activities
- ▶ Acting in national and international energy platforms (IGU, Marcogaz, Gazbir, Petform etc) to shape the future market strategies

Network Planning and Construction of Distribution Lines

Operating and Maintenance of the Network

Transportation to Eligible Consumers and Retail Sales

Fulfillment of Customer Service

**TOP OPERATIONAL
ACTIVITIES OF
BURSAGAZ BY ITS
LICENCE**

Values & Principles for Future Existence

VISION

To be a **world class role model** company,
gaining the customer portfolio
creating **synergy** for group companies

VALUES & PRINCIPLE

Entrepreneurship
Excellence
Reliability
&
Ahead
Responsible
Together

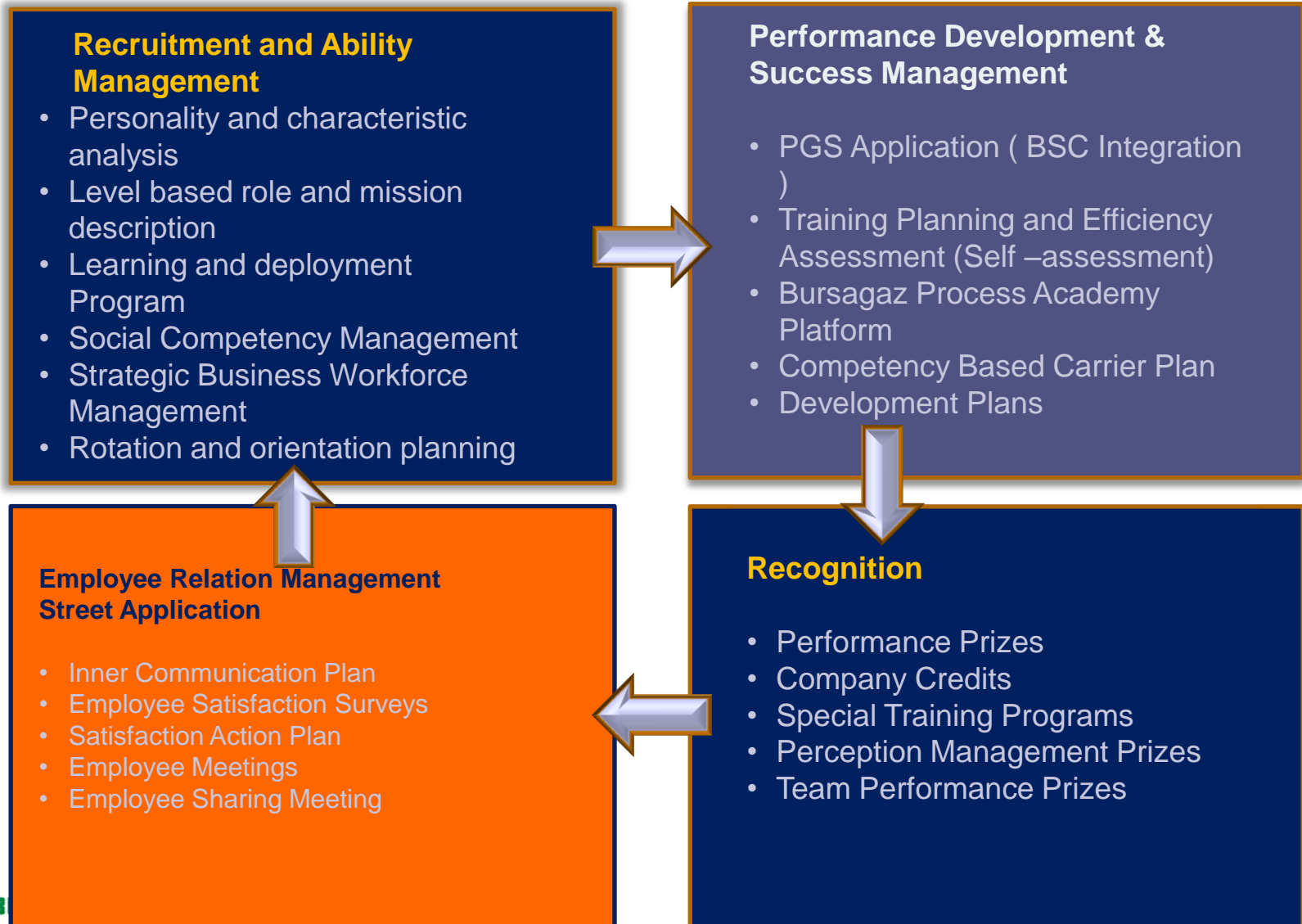
MISSION

Procuring secure and sustainable natural
gas supply, convenient of legislations ,
providing qualitative, environment friendly
and solution oriented natural gas service

TO EXECUTE OUR VISION, MISSION AND VALUES,
WE INIATED NEW WAYS OF WORKING SUCH AS.....

Work Life Employment Model

Work Life Employment Management Approach



It starts with the first step..(Recruitment)

Before the job interview at Bursagaz, Enneagram Personality Inventory is applied to all candidates invited to interview
Ego analysis is used as a means of determining the position in the company.

BURSAGAZ
BURSAGAZ
ÜYELİK BİLGİLERİM
TESTE BAŞLA
RAPORLARIM
FİRMA BİLGİLERİ
PERSONEL ARAMA
PERSONEL LİSTESİ
PERSONEL EKLE
YETKİNLİK ARAMA
GENEL ŞİFRE
ŞUBELER
HAVUZLAR
ÇIKIŞ

Üye Girişi

Pozisyon Uygunluk - Yazıcı Görüntüsü (Kullanıcı: SİBEL CALIŞKAN)

Başarı Odaklı	%21	
Meydan Okuyan	%14	
Mükemmeliyetçi	%14	
Yardımsaver	%13	
Barışçı	%11	
Sorgulayıcı	%10	
Araştırmacı	%7	
Maceracı	%3	
Özgün	%2	

İçer Dönük
Bes Duyu
Duygu
Kararlı

Dışer Dönük
Sezgi
Mantık
Esnek

DEĞERLENDİRME FORMU
Tutarlılık Çok iyi
Yorumunuz:
Gönder

- BİR EKİP İÇİNDE
- GELİŞİM FIRSATLARINIZ
- GENEL ÖZELLİKLER
- KİŞİLİK TİPİ VE DEĞERLER
- KİŞİLİK TİPİNİZ
- LİDERLİK TARZINIZ
- MOTİVE EDİCİ FAKTÖRLER
- ONLARIN KURUMLARINA KATKILARI İLE İLGİLİ TAVSİYELER
- ONLARIN İLETİŞİM TARZLARI İLE İLGİLİ TAVSİYELER
- ÖĞRENME TARZINIZ
- PROBLEM ÇÖZME TARZINIZ
- STRES PROFİLLERİNİZ
- İÇİNDE YERALDIĞINIZ KURUMA SAĞLADIĞINIZ KATKILAR
- İLETİŞİM TARZINIZ

YETKİNLİKLER

Internet | Korunmalı

BURSAGAZ

<DOC_ADI>

Doküman No	<DOC_KODU>
Yayın Tarihi	<DOC_HAZ_TAR>
Değişiklik Tarihi/No	<REV_TARHI> / <REV_NO>
Sayfa No	1/1

Hazırlayan/Revize Eden <REV_POZ_TAN>
Onaylayan <SON_ONAY_POZ_TAN>

BURSAGAZ İŞ TANIM KİŞİLİK ENVANTER KARTI

Sirket	Bursagaz
Müdürlik	Genel Müdürlük
Pozisyonu	İnsan Kaynakları Temsilcisi
Pozisyon Görev Tanım Kodu	İK-01
Bağı Olduğu Pozisyon	İnsan Kaynakları Yöneticisi
Performans Tanımı	Yetkinlik
Beklenen Kişilik Karakteri	Başarı Odaklı, Yardımsaver, Barışçı

BE CERİ ALANLARI

GÜÇLÜ ALANLAR	2. DERECE ÖNCELİKLİ ALANLAR	3. DERECE ÖNCELİKLİ ALANLAR
Empati Etkin dinleme ve Diyalog Kendini Geliştirme Kişileri Geliştirme Motive Etme Organize Etme Planlama Problem Çözme Sonuç Odaklılık Sosyal Olma Süreçlere Dikkat Takım Çalışmasına Bağlılık İkna Etme İletişim İnsan Odaklılık İş Birliğine Açıklık ve Uyum	Başarı ve Çaba Detaylara Dikkat Kalite Odaklılık Karar Verme Kendinin Farkında Olma Stratejik Düşünme Sürekli Öğrenme Tedbirlilik Veri Toplama Vizyon Yeniliğe Açıklık	Anlam ve Farklılık Arama Esneklik Etkin Delegasyon Kavramsal Düşünme Kreatiflik Orjinallik Pazar Odaklı Olma Tasarım İnsiyatif Alma

Ego Analysis Test

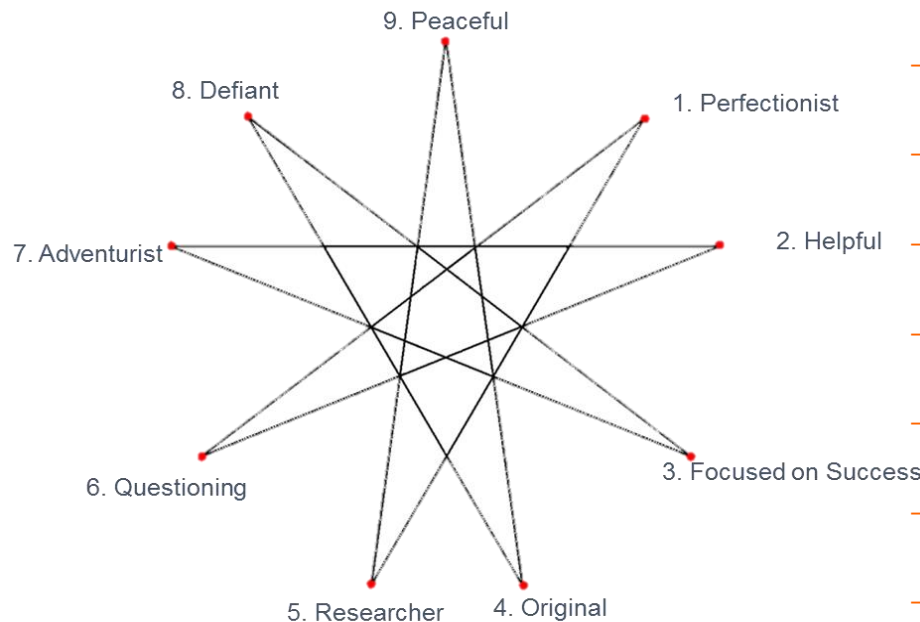
Personality Inventory

Strategic Employee Model...

Recruitment process in Bursagaz starts with examination of position based personality-inventory mappings and by determining the critical position workforce needs.

Enneagram model is a methodology to examine the type of personality and including 9 characteristics. With this model Bursagaz seeks people who has strategic perspectives with these 9 specific characteristics so that they can prepare their own business and development plans.

ENNEAGRAM MODEL FOR STRATEGIC EMPLOYEE MANAGEMENT



- Improving people
- Forming strategy and deployment
- Managing performance
- Deploying the innovative approach
- Managing partners
- Deploying CSR Mind
- Coaching and mentoring

Welcome to your new World...

People usually feel nervous in the first day at work. But Bursagaz creates a warm welcoming environment and try to make them feel at home



Welcome Box

Flowers
Introduction Documents
Company Card

Stationery Supplies
Mobile Phone



Orientation Program

Field Orientation

Orientation Efficiency Test



First Day Friend

Company Tour, short brief about company culture

Meeting with GM

Orientation

LET'S WARM UP

People who just started to work in Bursagaz company does not jump directly their own departments. However 1 month orientation program is prepared for each people so that they may have chance to meet all departments and also learning more about what they do. Orientation program has really huge advantages for new people to warm up company on the first days.



Now it is time to develop

Bursagaz gives a huge importance to develop their people in terms of social way and good career as well. Bursagaz established a career development system for each employees that meets the expectations for vertical, horizontal or outside directed career with the awareness that the career is a lifelong process.

Development Planning

- ✓ Creating an atmosphere of trust for people within the company
- ✓ Creating a non-hierarchical system of career planning
- ✓ Create backup maps based on employee position
- ✓ Moving the development beyond education and lead people to good practices.
- ✓ Create a positive effect on personal space



Development with Coaching System

Bursagaz career planning system is an open system for all of the employee's in the company. This system is based on work life employment model by planning the development plans of each people. This approach which also guarantees and support outside directed career, increased the level of belief in the system.



Each employee has the opportunity to choose their own coach. Coaches provide them blue, yellow or red packet prepared education programs that improve their leadership behaviors, personal development and technical skills as well. People also have chance to share this education experiences and provide information dissemination out of the company

More Details About Coaching System

CHARACTERISTICS OF COACHING SYSTEM

High level of knowledge of the paired coaches

% 70 mentoring % 30 coaching system

People choose their own coach

Examination for the results of the analysis of people

Follow-up coaching trainings

Fully open system for all people

Trainings for people

Confidentiality agreement to protect the employee information

CV's are written to the future



More Details About Coaching System



Personality Profile

- Development work that people draw their own profile

Values Profile

- Development work that reveals the purpose and values of their life

Personal Swot Analysis

- It is also a development work that shows people strengths and weaknesses with the anticipation of threats and opportunities for themselves.

Development Card

- It is a development work including personal competence, development planning, inventory information and personal timeline.

Interview Preparation Form

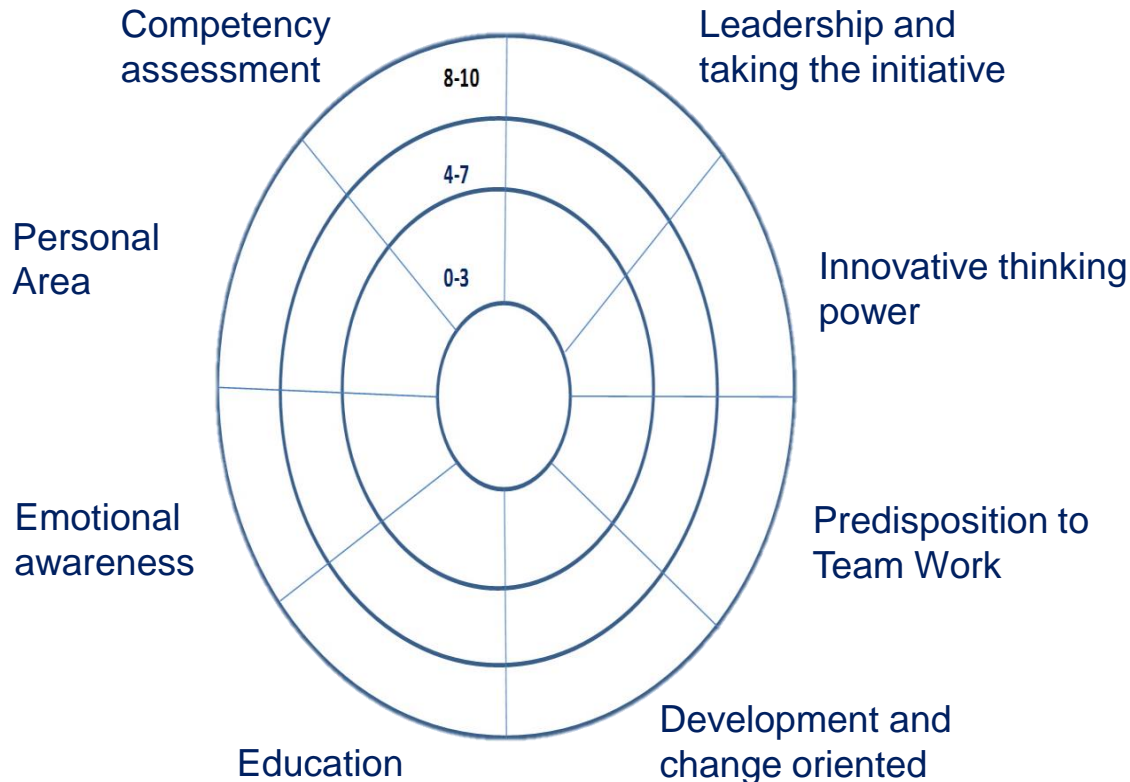
- It is a development work including personal competence, development planning, inventory information and personal timeline.

So What coaches do?

Bursagaz Wheel in Coaching System

Bursagaz wheel plays an important role in the coaching process to identify and prioritize development aspects of people. This wheel is also a good way to determine development plans for people.

Bursagaz Coaching Wheel



If the center of the wheel represents 0(zero), means dissatisfaction. If the edges of the Wheel represent 10(ten), means complete satisfaction. Middle part of the wheel indicates main values. Each part is about ideal life.

Development Boxes

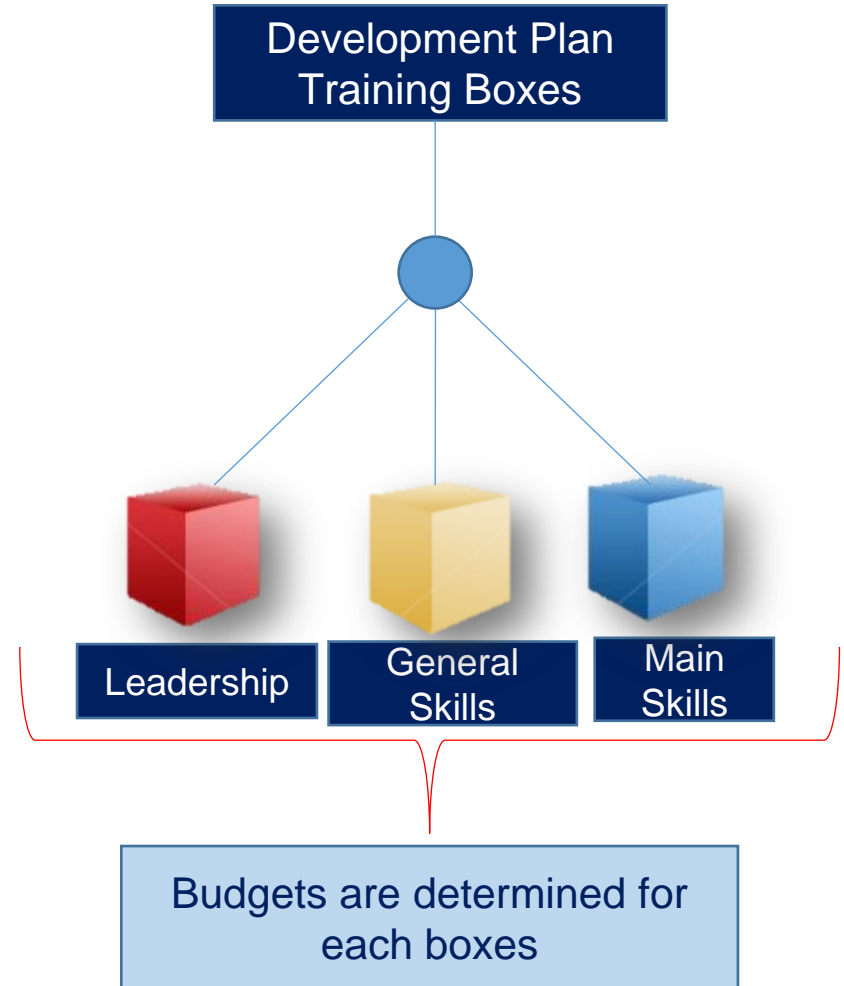
Development plans for 3 years

FREE BUDGET to every employee within the scope of the development plan

Development box implementation that was created in order to develop personal competencies

Development plans contribution to the performance management

Evaluation of development plans in performance interviews



Development Plans

With the scope of 3 year schedule, development plans are designed specifically for each person and for their special requirements. Besides of intense leadership programs Bursagaz employees have their own free budget so they have opportunity to choose their own training program as they requested. They have also chance to use this free budget for any personal development program such as playing guitar, swimming, fishing courses etc.

BURSAGAZ BİLGİLENDİRME ENVANTERİ	
ALINAN EĞİTİMLER	
MBA Eğitimi - Fatih Üniversitesi	
Entegre Yönetim Sistemleri Eğitimi	
ISO 22301 İş Sürekliliği ve Toplumsal Güvenlik Eğitimi	
SAP GRC Risk Yönetimi Eğitimi	
Stratejik Planlama ve Hedeflerle Yönetim Eğitimi	
ISO 50001 Enerji Yönetim Sistemi	
MS Project Eğitimi	
Koçluk Eğitimi	
Zaman Yönetimi Eğitimi	
Toplantı Yönetimi Eğitimi	
Takım Çalışması	
Enneagrama giriş ve liderlik	
Eğiticilerin Eğitimi	
Yaratıcı Düşünme Teknikleri ve İnovasyon	
ITIL 20000 Eğitimi	
Bireysel ve Örgütsel Farkındalık	
Çatışma Yönetimi	
Etkili Sunum Teknikleri	
Liderlik Yöneticilik ve Önderlik	
Çalışan Desteği Kurumsal Temsil	
Süreç Yönetimi	
Çevre Merveut	
ISO 14004 Sera Gazları Yönetimi	
Kıyaslama	
Şirket Değerleme Yöntemleri	
Finansal Tablolara Değerlendirme / İşletme Bütçeleri	
SERTİFİKALAR	
ISO 9001, ISO 14001, OHSAS 18001, ISO 10002, ISO 50001, ISO 27001, ISO 22301 İş tetkikliği sertifikasyonu	
KATILINAN FUAR/SEMINER/KOĞRE VB.	
Yıllık Kalder Bursa Kalite Kongresi	

BURSAGAZ GELİŞİM PLANLAMA ENVANTERİ	
RESİM	NSA ÖZGEÇMİŞİ: 1992 İstanbül doğumuyorum. St Michel Fransız kolejini birincilikle bitirdim ve İstanbül Üniversitesi Çeşme ve İngilizce İktisat çift ana dalı mezunuyum. 2004 yılında Tobb'taki bünyesinde çalışmaya başladım ve Çelik Grubu ile yapılan proje kapsamında 2005 yılında Bursagaz'da çalışmaya başladım. Sistem analisti ve kurumsal iletişim birimlerinde farklı görevlerde bulunmamın ardından 2010 yılı itibarıyla Yönetim Sistemleri birim yöneticiliği görevine devam ettim. EFQM başarılarında 4 yıldır değerlendirilme yapmaktayım. Evliliğim ve iki çocuğumla İngilizce ve Fransızca bilmekteyim.
	Adı Soyadı: Enan Tuğçe Betina Yanga
Şirket:	Bursagaz
İletişim Bilgileri:	0532468 39 62 / 0224 270 24 16
Sicil Numarası:	143
Müdürler / Birim:	Genel Müdürler / Yönetim Sistemleri
Posizyonu:	Birim Yöneticisi
Posizyon Görev Tanım Kodu:	
Bağlı Olduğu Pozisyon:	Genel Müdür
Liderlik Yaptığı Çalışan Sayısı:	12 (Ekipler Çerç)
Çalıştığı Projeler/Takımlar:	Değerlendirme Takımı Sürdürülebilirlik Takımı Innovation (In People Takımı / Project Great Place to Work Project E-Shoping Project ISO 22301 İş Sürekliliği Proje Ekibi Enerji Yönetim Takımı GRC Risk Yönetim Takımı Holding Stratejik Planlama Takımı/Proje

BURSAGAZ İŞ TANIM KİŞİLİK ENVANTER KARTI			
Şirket	Bursagaz	Doküman No	<DOC_KODU>
Müdürlük	Müşteri Hizmetleri Müdürlüğü	Yayın Tarihi	<DOC_HAZ_TAR>
Posizyonu	Müşteri İlişkileri Temsilcisi	Değişiklik Tarihi/No	<REV_TARİHİ> / <REV_NO>
Posizyon Görev Tanım Kodu	MHM-01	Sayfa No	1/1
Bağlı Olduğu Pozisyon	Müşteri İlişkileri Birim Yöneticisi	Hazırlayan/Revize Eden	Onaylayan
Performans Tanımı	Yetkinlik	<REV_POZ_TAN>	<SON_ONAY_POZ_TAN>
Beklenen Kişilik Karakteri	Yardımcı/Başarı/Başarı Odaklı	<REVIZE_EDEN>	<SON_ONAY>
BECERİ ALANLARI			
GÜÇLÜ ALANLAR	2. DERECE ÖNCELİKLİ ALANLAR	3. DERECE ÖNCELİKLİ ALANLAR	
Etkin Dinleme ve Diyalog	Kalite Odaklılık	Tasarım	
İnsan Odaklılık	Empati	Kavramsal Düşünme	
İletişim	İletişim	Planlama	
İkna Etme	İkna Etme	Stratejik Düşünme	
Pazar Odaklı Olma	Pazar Odaklı Olma	Tedbirlik	
Takım Çalışmasına Bağlılık	Takım Çalışmasına Bağlılık	Orjinallik	
İş Birliğine Açıklık ve Uyum	İş Birliğine Açıklık ve Uyum	Yeniliğe Açıklık	
Problem Çözme	Problem Çözme	Karar Verme	
Sonuç Odaklılık	Sonuç Odaklılık	Kreatiflik	
Esneklik	Esneklik	Etkin Delegasyon	
Sosyal Olma	Sosyal Olma	Kendinin Farkında Olma	
		Kişileri Geliştirme	

Bursagaz
Information
Inventory

Bursagaz
Development Plan
Inventory

Bursagaz Job Description
Personality Inventory Card

Learning never ends..

Lifetime Learning

With the scope
of development
Plan

Benchmarking

TEX

PEX

- Training
- Conference
- Multimedia
- Cine vision
- Book
- Puzzle

Technical Exchange Personal Exchange
National or International



Technical and Personal Exchange Programs

With the scope of work life employment system Bursagaz also organized Technical Exchange program with the company of German group companies which is firstly implemented in energy field. Bursagaz employees stayed in Germany for a certain period of time (1,5 months- 3 months) and they had chance to improve their foreign languages and brought some new ideas by sharing their knowledge.



Recognition

Bursagaz recognition structure consists of different Dynamics. Cross recognition method is applied within the Bursagaz company so that each people have opportunity to appreciate other people regardless of hierarchical structure

Financial rewards

Rewards who quit smoking

Team works rewarding

Performance bonuses en of the year

Suggestion system Money score gift check

Project manager rewards end of the successful process.



Rewarding People's Performance



Finding easy working ways for our people

Bursagaz made huge investments for mobile technologies such as SCADA, GIS and Path Finder that makes employee's daily works much easier. Through these mobile technologies in Bursagaz, people can find more free time for social activities or personal development during the work time.

Operational Management

- Path Finder
- Work Force Management

Green IT

- Mobile application
- Social Media

Customer Satisfaction &
Business Location
Management

- Home Office
- Tele Services

Network Management

- SCADA & GIS
- Remote Control

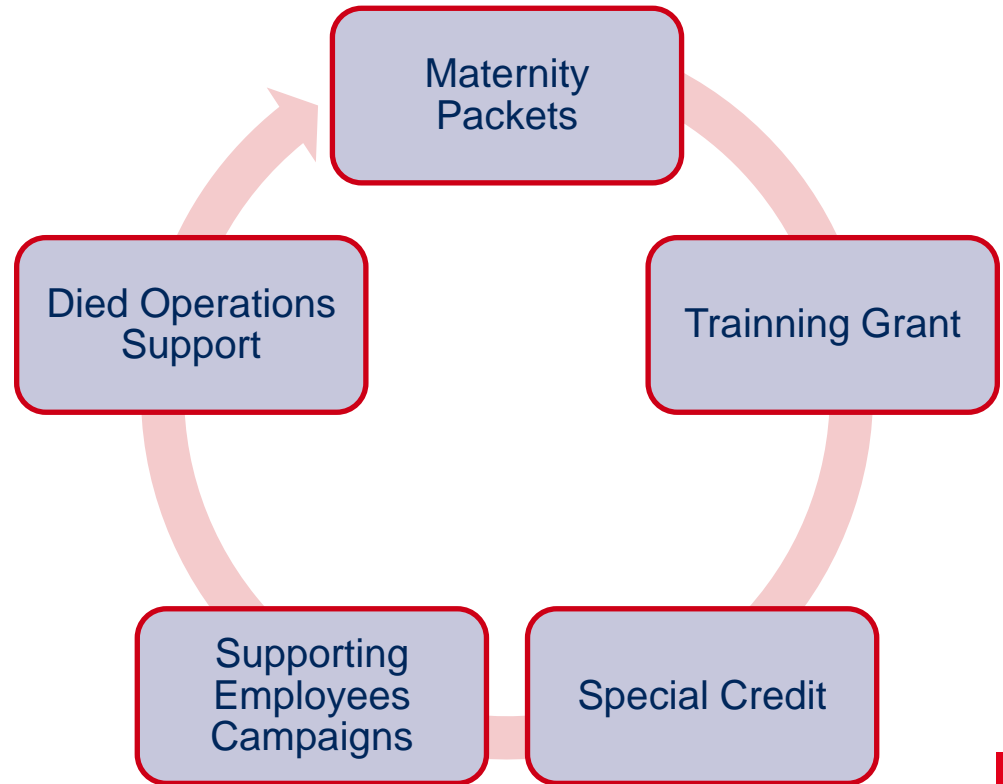
Consumption Management

- S-Online

Caring People

Our Employees knows that their company is with them in good & bad day

Welcome Baby



Being a family..

Bursagaz also gives gift checks to the people so they have opportunity to shop according to their own preferences the people on their birth days



Bursagaz gives present to the children of our people according to their school reports such as variety of books or gifts in the semester and year-end holidays



Bursagaz organize hello to summer parties, coffee parties, barbecue parties in order to rise up our people motivation during the year.



IIP Gold Certification & GPTW Awards

In the light of these projects and applications Bursagaz has placed 1st in Great Place to Work competition in 2014. Bursagaz employees think that Bursagaz Company is the greatest place for working in Turkey. And also Bursagaz has won the IIP (Investors in People) gold award in the first application



First Turkish Turkish and National Energy Company Having Listed in The First 50 Best Employers in Europe in 2013



The Best Employer in Turkey based on Great Place to Work National Competition 2014



Investors In People Gold Certification based onsite Assessment done by International Assessors 2014

Advantages of Work Life Employment

Developing people



Inspiring people



Increasing people's performance



Supporting people from the beginning to end



Caring people and their families



People feel valuable



Leading to sustainable success

Thank You

THANK YOU

SINCE THE FUTURE....LIVE THE FUTURE IN PRESENT