

Case Study: People's mobility in a pandemic crisis scenario

Imagine a business that relies on skilled engineers and technician's worldwide mobility. Now imagine that suddenly borders are closed, quarantine is mandatory almost everywhere, and people are just obliged to #stayhome. How would this business be able to strive? Well, this is not hypothetical anymore. That was Endiprev in 2020.

As every company in the wind energy industry, and after a great year for the sector as 2019 was, Endiprev had high expectations for 2020 and was closely following several projects, especially on the offshore sector, that would enter the pipeline throughout the year. The Covid-19 virus was already being monitored by the Health and Safety Department in January; however, the team was far from thinking of the possibility that the spread of the virus would reach a pandemic stage. The confirmed cases in different countries were obviously a concern and, for that reason, all the information gathered was being communicated with everyone, especially with the teams working on the field.

In March, with the World Health Organization considering the Covid-19 outbreak a pandemic, the situation escalated very fast. European countries started going into lockdown, borders closed, some wind farms closed, and mandatory quarantine was established for a big part of Europe. Endiprev could not mobilize its team in or out of any country. This was the company's first and main challenge: to protect its team, while keeping up with the commitments made with its customers.

With most projects suspended and wind farm works postponed, Endiprev started bringing most teams home, and, for three months, the company had its activity reduced by almost 50%. Without knowing when the teams would be able to return to their on-going projects or when the virus would be contained, the second challenge of 2020 had presented itself. There was a lot of uncertainty about the future, as the Covid-19 pandemic threatened to carry in its wake an economic crisis like never before. However, one thing was sure: Endiprev would have to do everything necessary to keep the team intact, hoping that soon they would be able to return to their work.

Despite this troubling state of affairs, Endiprev's team still found a way of staying busy and turning this situation around. The field teams took the time to increase their knowledge about new technologies in the industry and how they could better perform their tasks. The office teams, on the other hand, took the time to improve and upgrade several support processes to increase the field teams' efficiency. For those technicians that Endiprev was able to keep safely working on

a few European wind projects, the company had to quickly adapt to their different compliance and preventive measures. These would completely change from country to country, depending on their epidemic curve, which was another challenge in itself for the company's Health and Safety Department.

At the end of the second quarter, the number of new confirmed cases of Covid-19 was decreasing, making the wind energy industry restart the activity. Endiprev's team was able to return to several projects and started to help its customers to get their schedules back on track. Those teams were monitored daily by the Health and Safety Department and by the Management team, making sure that everyone had all the information they needed and every PPE necessary to protect themselves.

With the company's and their customer's contingency plans in place, the team felt overall safe working on the wind farms. Their daily routine was definitely different, but everyone complied with the new rules right away. "We can go weeks without having contact with other people outside the team. We always use masks and disinfect our hands regularly", stated one of the [company's technicians working in France](#). The biggest challenge they faced was the life outside the site when they felt more exposed to the virus. "In our new daily routine, the mask and disinfectant are always present, just like the cellphone and the wallet. Usually, when we need to go to the supermarket, we tend to have additional measures to protect ourselves because here the use of the mask is not mandatory," [confessed one of Endiprev's technicians in Sweden](#).

Throughout the Covid-19 pandemic, the man labor chain had to face different and heavy challenges, not only due to the mobility restrictions but also due to how the risk of the virus was perceived and addressed across Europe. The Endiprev team was exemplary in following every instruction given.

The company turned out to end the year with results similar to the ones they registered in 2019, and with several new and important projects across Europe. This would not be possible without the commitment and motivation of all Endiprev team members. Everyone understood the difficult, serious, and unprecedented situation they were all facing, as individuals and as a company. Together, Endiprev was able to overcome the challenges, and, for that, they have their strong and resilient team to thank for.