

## Charlotte Sanders – COO Networks

Charlotte Sanders (1968) is a highly experienced leader of complex assignments and transformations in the field of operations and customers. With a keen eye for content, process and collaboration, Charlotte is able to flawlessly translate ambition into actionable plans, with results that are important for both customers and society. With her integrity and connecting style, Charlotte provides direction, scope and confidence. She considers it important to create a safe working environment in which colleagues focus on each other and which prioritises both performance and personal development.



Charlotte has been Consumer and Small Business director at Alliander for the past four years, a role in which she bears ultimate responsibility for Alliander's work for more than 3 million customers. With her vision and passion for Alliander's mission, Charlotte has realised safe and cost-efficient working methods within this business unit, an increase in productivity and a significant improvement in customer service. Her leadership has led to successful innovations and IT changes in which the customer's interests are always paramount.

### COO Networks

As COO Networks, Charlotte will soon be responsible for the systematic planning, prioritisation and realisation of the exponential growth of activities on the energy networks and organising the conditions required for this in cooperation with external partners. In doing so, she will steer the appropriate fulfilment of our broad asset management responsibilities. She will also be responsible for the further upscaling of two important operational chains, namely High Voltage and Large Work Packages. As a result, she will make a significant contribution to the safe achievement of Alliander's production objectives and meeting the energy requirements of almost 3 million consumers and more than 500,000 business customers.

“In my work for Alliander, the fact that I can contribute to the energy transition and therefore to a more sustainable future has always been a driving force for me. I am now looking forward to doing this in the position of COO Networks, a role in which I wish to scale up our production in a safe and structured way while focusing on both costs and people. Through closer cooperation within Alliander and with our chain partners, and by encouraging different ways of working, we can further increase our effectiveness. This is urgently required if we are to achieve a future-proof and sustainable energy system for our customers.”

### Career

In 2017, Charlotte started working at Alliander as Operations programme manager and then held a managerial position with the Implementation and Contracting & Logistics Support Unit. Before Charlotte joined Alliander, she gained 25 years of experience in various management roles at KPN, De Lage Landen and PWC. She studied occupational and organisational psychology at the Catholic University of Nijmegen, completed the Master of Marketing at TIAS in Tilburg and recently completed the Executive Program for Supervisory Board Members and Regulators.

### Personal background

Charlotte has two 21-year-old daughters, both students, one of whom has already left home. She lives in the Nijmegen area with her partner and other daughter. She likes spending free time with friends and family. Charlotte enjoys playing tennis and relaxes by reading, watching movies and going on long walks in nature.