

The background of the entire page is a photograph of a sunset or sunrise over a range of mountains. The sky is a gradient of light blue at the top to a deep orange and red near the horizon. The mountains are silhouetted against the bright sky. Overlaid on this image are several technical-style graphics: concentric circles and dashed lines, similar to a target or a technical drawing, in a light blue or grey color. These graphics are positioned in the upper left, center, and lower right areas of the page.

IMPEC GROUP NEWSLETTER

# IMPEC IN FOCUS

OCTOBER 2020, ISSUE NO. 2

# IMPEC IN FOCUS

Monthly Newsletter: Health & Wellness Edition

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## TARAN'S TIP-OFF

*Written by Taran Alexander*

October brings images of colorful leaves, the Spooktacular fun of All Hallows Eve, all things Pumpkin Spice Life, and reflections of the holidays ahead. For Impec Group's own Christina Hudnall, New Beginnings are the theme. She engages her teams, her clients, her friends, and her loved ones to reflect on the potential of a new path, a new beginning.

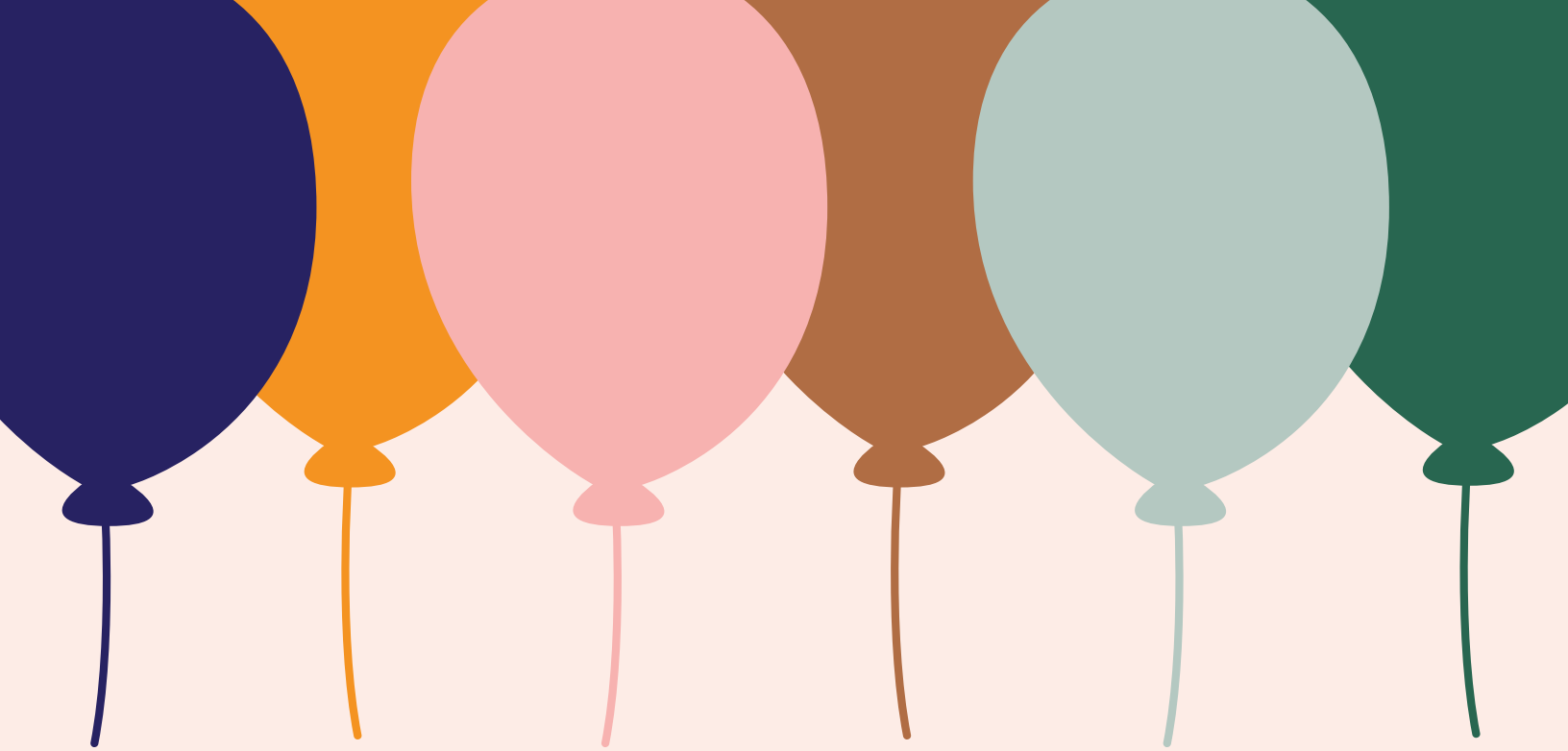
Engagement is the primary purpose of this newly imagined newsletter. This instrument allows for each reader to gain a little more insight into the various divisions, the features, and our people. For example, our Workplace Technology teams are busy evolving the vision of service deliveries. Our very own Reagan leads this evolution as Carly transitions to a Senior Advisory role for Impec Group.

Joe and Richard continue to deliver results with new opportunities to clean, disinfect, and maintain the workspaces around the nation. Christian expertly develops effective solutions to streamline our processes. Gina and Renee plan to consolidate 115 years of a client's HQ materials over the next few months. When I relocate, I know the subject matter experts!

Jyrki and the LaunchPad team command a global team of Spacent experts to redefine workspace on demand. Wait, what does that mean, Jyrki? Finally, an Impec Gold star to our own Jason for maintaining reporting compliance on a late Sunday evening.

We imagined this newsletter as a window into the worlds of Impec Group. And have you heard about the Pets in Focus section? Another way to engage with our team members is a glimpse into the wild world of our companions. One look at Eros, a peek at Django, or a moment with Jake and you may need to reach out to know more.

Engagement is a key element in health and wellness. The cold and flu season is around the corner. One suggestion from our friends at Harvard Business Review: we are managing higher stress these days, one tool we all have immediate access to: breathing. Breathing makes the difference between alarm and resilience. So, divert yourself from that email, breathe, and read on to learn more. Also, spend time with the pets of Impec Group.



# HAPPY OCTOBER BIRTHDAYS!

**To the following employees:**

Henry  
Eusebio  
Rodolfo  
Maria A. G.  
Richard  
Guadalupe  
Angelica  
Julio  
Perla

Teresa  
Reyes  
Maria A. A.  
Gabriela  
Araceli  
Ashley  
Juan  
Maria P.  
Mario



## SITE SERVICES PANORAMA

*Written by Christina Hudnall*

### NEW QUARTER, NEW MONTH, NEW BEGINNINGS FOR THE NEW YOU!

October ushers in a new quarter and an opportunity to start planning for the new you, Version 2.0! The days that lay ahead promise Spooktacular costumes for All Hallows Eve; the grateful celebrations to cherish the cornucopia of blessings; and the yule tide greetings. The pandemic response is a new element this year. The Site Services teams want to take this opportunity to reinforce the importance of social distancing, hand

and respiratory hygiene. One of Christina's passions is team member development. The fourth quarter is the planning time for the new you in 2021. The opportunities to reposition yourself in the workplace begin with the dare to imagine future. Virtual learning, self-directed courses, webinars, Ted Talks, and even a podcast on the commute to ... the refrigerator, I mean, home office are only a few options.

### VIRTUAL LEARNING RESOURCES!

- Ted Talks
- Coursera.com
- Udemy.com
- Free webinars

### HOLIDAY BLUES AND WELL BEING

Impec Group believes in fostering wellbeing of our clients, our team members, and our loved ones. The holidays can be a difficult time for many individuals for any number of reasons. Christina's program focuses its resources on engagement activities and transparent communications. Depression rates can increase dramatically in the fourth quarter. The pandemic's impact can greatly increase feelings of anxiety and concern. Common symptoms associated with depression include increased sleep, fatigue, apathy, depressed mood, and trouble focusing.





All is not lost, even amidst the pandemic! Exercise, bright light therapy, and supplements to the rescue. Exercise is a great mood enhancer. The endorphins released through exercise make a difference. A balance of aerobic exercise and strength training is the best combination. Even a brisk 30-minute walk shows positive impact on an individual's mood. Enlighten yourself: halogen lights help

"Enlighten yourself: halogen lights help your body adjust to the lowered levels of sunlight available."

your body adjust to the lowered levels of sunlight available. More on vitamin D in the next paragraph, though. Studies found that 30 minutes of bright, non-UN white halogen light first thing in the morning improved seasonal depression as well as certain antidepressant prescribed treatments. The key is timing: do avoid bright lights at night as low evening levels of melatonin can decrease your sleep quality.

Finally, let us talk supplements. To bolster immune defenses as cold and flu season approaches, a standard multi-vitamin and 1,000mg of vitamin C are the standards. Given the shorter days, vitamin D deficiencies are concerns. Try a vitamin D3 supplement in the morning. Christina reminds us all that vitamin D3 suppresses melatonin. You want melatonin, so do the D3 in the mornings.

Christina reminds us all that "The best medicine is human engagement."



Christina reminds us all that the best medicine is human engagement. Phone a friend. Facetime your Grammie in Florida. You know Philis is ready to tell you all about her fried chicken recipe, the recipe that everyone wants; the one passed down through the generations.

## READ AND SIP! HERE ARE OUR BEVERAGE RECOMMENDATIONS:

- Hot Apple Cider, with freshly grated cinnamon
- Cinnamon Chai Tea
- Turmeric Tea



## THE O&M ENVIRONMENT

*Written by Richard Peterson*

As essential, critical infrastructure workers, our Operations and Maintenance team members protect ourselves, our clients, and the public within the pandemic response. These dedicated individuals leverage the latest technology to measure the effectiveness of our cleaning protocols to yield the best possible results for our clients. One of the newer instruments in contactless sanitation is the electrostatic sprayer. Impec Group's sanitation teams respond to hot zone concerns while adhering to CDC, state, county, and municipal guidelines for health, safety, and wellbeing.

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"One of the newer instruments in contactless sanitation is the electrostatic sprayer."

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The O&M supply chain gurus recognized the need for a robust allocation of PPE when the authorities created the Health Orders. Equipment for our front-line teams was scarce. The support team rose to the occasion to ensure the health, safety, and wellbeing of each team member. Throughout the pandemic our sourcing teams have maintained inventory of EPA-registered cleaning chemicals with the safest ratings attainable among the products designed to kill the COVID-19 virus.



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## "Impec Group won four new business contracts."

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Impec Group realized substantial demand for sanitation and maintenance services. Public and private sector clients continued to navigate through the environment to define their own new normal. Impec Group won four new business contracts. These awarded jobs represented a 20% increase in our staffing requirements. Our supervisory teams responded to the call for additional staffing requirements.

Impec Group's own Estrella Lopez consistently identifies new candidate to fulfill our staffing needs. Her successes in identifying qualified candidates for the teams is creative and effective. Estrella provides a clear framework in connecting with talented individuals in our communities. Her commitment to the human touch personalizes the experiences of each team member with whom she meets.

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"Impec Group's own Estrella Lopez consistently identifies new candidate to fulfill our staffing needs."

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**HIRE.  
TRAIN.  
RETAIN.**





## THE PROJECT MANAGEMENT LANDSCAPE

*Written by Gina Caruso and Renee Ralston*

As the third quarter of 2020 ended, the Impec Group project management teams reflect on the surge of projects. The planning and execution phases of Intuitive Surgical, Mammoth Biosciences, PG&E, and the State of California Insurance Fund continue into October. The Intuitive Surgical project objective its laboratories and its manufacturing operations.

After 115 years in downtown San Francisco, PG&E relies on Impec Group to manage the consolidation of its headquarters' operations. The Impec Group professionals maintain proper pandemic precautions at each stage in every project to ensure the safety and wellbeing of the client's team members, those Impec Group team members assigned to the field responsibilities, and to the public.

Through the pandemic and the forest fires, our project managers maintained the world class delivery of services. This commitment to the human touch embodies our core values.

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" Tina's dedication to exceeding the client's expectations is not the outlier, rather the norm. "

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Tina Mink remains resolute in her projects. Tina's dedication to exceeding the client's expectations is not the outlier, rather the norm. With so many moving parts to each project, one key to success is maintaining a sense of purpose in the frenetic aspects of the project. It becomes second nature to understand the project and to be comfortable in the fray.

With the holiday season around the corner, we know the pandemic will alter how we plan, manage, and conclude our projects, and our personal plans. We expect the unexpected. We continuously manage shifting objectives. Health, safety, and the wellbeing of our clients, our teams, and our loved ones are at the heart of all we do. And we stay hydrated.

# CHANGES IN WORKPLACE TECHNOLOGY

*Written by Reagan Nickl*

## EXTRA, EXTRA!

### 48-hour Software Launch & Return to Work Strategy

In September, the Workplace Technology (WPT) team shattered the stigma of old workplace technology with a ground-up implementation. This implementation took place in fewer than 48 hours!

Historically, workplace technology was difficult to use. Implementation timelines were grueling as various applications did not communicate well. So, when our client described their goal to return 500 employees to work safely and productively, we were excited. When we learned the timeline was less than five business days, we knew we could exceed their expectations.

### The Lesson learned.

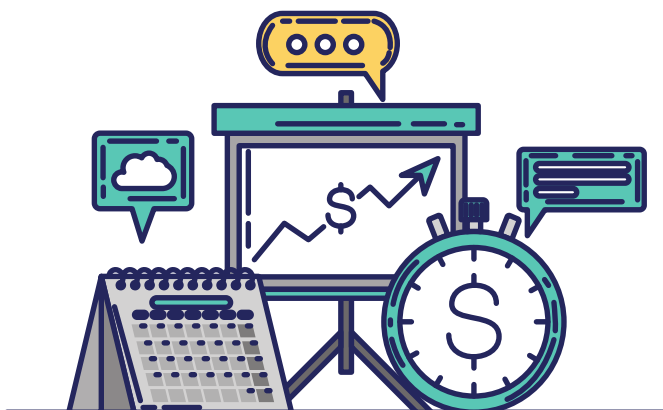
Gone are the days where workplace technology exists for large budgets, or for those sophisticates in specialized



workspaces. Our team's goal pairs customers with the technology that meets their needs, their budgets, and their tight deadlines!

### Be on the Lookout:

October witnesses the launch of a new promotional video. The WPT team assembled workplace leaders across various industries. These industries included robotic engineering, municipal management, and commercial real estate management. These leaders shared their experience and best practices in navigating the pandemic response. We discussed outcomes stemming from these experiences and stories involving community, innovation, and resiliency, and perseverance. Inspiration really does come from practicing healthy, safe habits. We are excited to share their stories soon.





### Big Changes.

To better focus on client needs, initiatives, and goals, the WPT team structure evolves! Carly Tortorelli, our Senior Vice President, and leader of the WPT efforts, accepted an advisory role. Reagan Nickl, our Sr. Director of Workplace Technology, accepted the call to lead the organization through these changes. WPT will simplify and deepen our tech stack and optimize the efficiencies within our team structure.

New and existing clients can expect to be assigned to a permanent and dedicated customer success manager. This individual is focused on the specific needs of the customer's organization and their group goals. Further, these changes promise to deliver more meaningful and precise product offerings.



**CARLY TORTORELLI**

*New Trusted Advisor*

As the former Senior VP of Workplace Technology, Carly is now moving into a strategic advising role by joining the Impec Group Advisory Board. We wish her well on her future work at Saltmine and are excited to have her guidance as one of our trusted advisors.

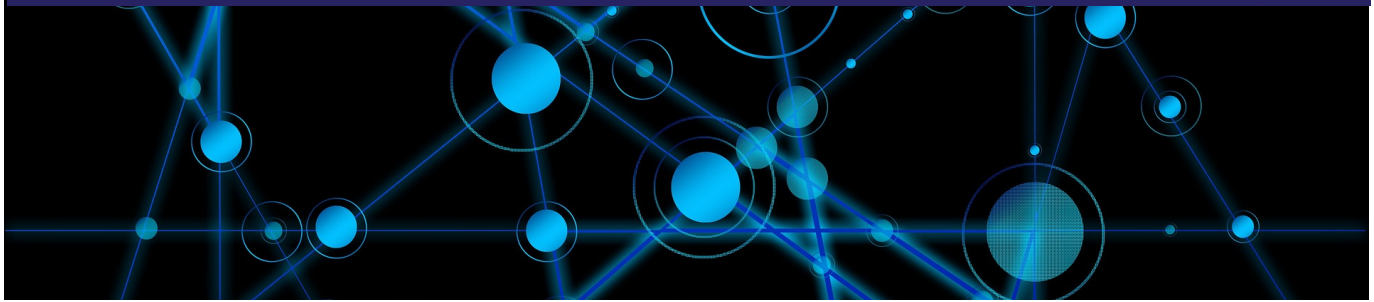


**REAGAN NICKL**

*Senior Director of Workplace Technology*

As Carly transitions to her advisory role, we welcome Reagan (our newly minted Senior Director of Workplace Technology) to lead the Workplace Technology team. So far, Reagan has been helping out with the CoreNet gala video project to highlight Impec's client stories. Stay tuned for video updates in the next edition!





## THE PARTNERSHIP ECOSYSTEM

*Written by Jyrki Kalavainen*

When Jyrki Kalavainen joined the senior leadership team as the Vice President of Innovative Workplace Technology, his vision was clear: to develop a network of global partnerships designed to leverage the advanced approach to globally dispersed workspace management. What does that even mean, Jyrki?

Let's explain that Jyrki targeted a Finnish organization, Tractr. The value proposition allows public and private sector organizations to identify and reserve workspace for periods of time, spanning the global markets. Simple and awesome.



"Spacent is the new hotness!"

The month of September witnessed an evolution in the partnership. Tractr rebranded their organization: Spacent is the new hotness!

Collaborating with Impec Group's LaunchPad team to analyze data sets and extrapolate patterns, October shapes up to be a very data visualized month for Spacent projects in the U.S. markets and the Pacific Rim.

Jyrki's expertise in managing team members from different countries and functional backgrounds in different locations is vast. Communication and cooperation are key components here. Jyrki's belief "anything that can be misunderstood, will be misunderstood" is a core strategy in addressing power balances. For a leader, three key messages maintain positive dynamics within a team:

### WHO WE ARE:

Identifying the team as a singular unit working together with a simple, unifying motto like, "We are different, yet one."

### WHAT WE DO:

Reinforcing the common purpose to refocus team member's energies toward the Spacent goals is accomplished by highlighting individual work contributions as integral to the overall objective.

### I AM THERE FOR YOU:

Distance and time are formidable challenges and brief phone calls or an email make the difference in conveying a team member's contributions matter.



## SOCIAL MEDIA HYGIENE WITH LAUNCHPAD

*Written by Khadija Tufail, Binbin Xia, Angela Wang*

### SOCIAL MEDIA GOT YOU HOOKED?



### CHECK OUT OUR TIPS BELOW

- The Social Dilemma (Netflix documentary)
- Digital Minimalism (Book)
- Qwant search engine (Alternative to Google)
- StayFocusd Google Chrome Extension
- Freedom (Web/ mobile app)
- Forest App (Mobile app)

**Have a tool to share? Email us at [marketing@impecgroup.com](mailto:marketing@impecgroup.com)**

In our last newsletter, we recommended following Impec Group on all our social media (shown on the right). While we still encourage this message, we are also wary of the negative implications that social media misuse and overuse can bring. Thus, we wanted to discuss some of these concerns with everyone this month, so we can all practice healthy social media hygiene in the coming month !

During the last few months, many of you may have found yourselves checking social media more. Whether you have spent all day staring at your laptop for remote work, are watching more TV or even doom scrolling the news late into the night, we have all have different preferences for using social media. As Edward Tufte says in Netflix documentary The Social Dilemma,

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"There are only two industries that call their customers 'users': illegal drugs and software."

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All three of us have watched this documentary and highly recommend it, along with our other tried and tested tools to the left. As marketing intern professionals, we use social media on the job everyday, so we strive to be mindful in the way that we use technology at work, instead of letting it control us! Ultimately, your social media usage should be like your sleep routine: tailored to your needs. Some may be fine deleting all their social media, while others find comfort in keeping a few apps handy at a distance. Whatever your strategy, make sure you stick to it like a good habit! Too much social media can lead to addiction while too little can leave us feeling disconnected, so we trust you to find a balance that suit your needs! ☐



## OUR CORE FUNCTIONS *Written by Taran Alexander*

### Fall FUN.

The Corporate Functions team brings the fun! The month of September brought opportunities for the teams to creatively support the team members of Impec Group. Engagement becomes even more critical as the pandemic precautions and the effects of the California wildfires reframe activities available.

A sunny September Saturday saw several seasoned supervisors study sessions. Core Fun hosted the semi-annual training seminar with the O&M supervisors participating remotely. Being able to provide information is only part of the benefit. The opportunities to share best practices, to discuss emerging trends, and to engage in some unstructured conversations build tremendous value.

Our own Jacinto temporarily assumed the role of Interim Operations Manager for one of Impec Group's larger key accounts. Jacinto's unique approach embodies Impec Group's competitive advantage that is the Human Touch. The account and the Impec Group teams continue to develop with Jacinto's expertise.

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"The Core Fun team reminds all Impec Group team members, clients, friends, and loved ones the best defense in remaining healthy is the flu shot. "

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Autumn approaches, bringing cold and flu season back into consideration. The Core Fun team reminds all Impec Group team members, clients, friends, and loved ones the best defense in remaining healthy is the flu shot. This season represents a unique consideration: the pandemic. Given that COVID-19 and the usual influenza (the flu) virus both classify as Novel Coronavirus illnesses, what additional steps can we take in health and wellness prevention? The CDC details the similarities and differences. Both COVID-19 and the flu can have varying degrees of signs and symptoms, ranging from no symptoms (asymptomatic) to severe symptoms. Symptoms vary, as do the severity of symptoms.

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"In short, the flu and COVID-19 present similar symptoms. Other signs and symptoms associated with COVID-19 may include change in or loss of taste or smell. "

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Commonly reported symptoms include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, sore throat, runny or stuff nose, muscle pain or body aches, headaches, or vomiting and diarrhea. In short, the flu and COVID-19 present similar symptoms. Other signs and symptoms associated with COVID-19 may include change in or loss of taste or smell.

The timeframe for symptoms to appear vary. If an individual contracts COVID-19, it could take them longer to develop symptoms than if the individual had flu. Typically, a person develops flu symptoms anywhere from **1 to 4 days after infection**.

Typically, a person develops COVID-19 symptoms **5 days after being infected**, but symptoms can appear as early as **2 days after infection** or as late as **14 days after infection**, and the time range can vary.

Given that these two viruses present symptoms similarly, we advise everyone to remain aware and to take precautions. Our best defenses in infection prevention are hand hygiene (washing your hands), social distancing (6 feet always), and respiratory hygiene (wearing a mask and covering the coughs and sneezes).

If you present any of these symptoms, take necessary steps to ensure your safe recovery. Schedule a COVID-19 test. Always communicate with Impec Group via your direct supervisor and human resources when your test is scheduled and your test results. Contact your medical professional. Many counties have stringent guidelines on reporting time frames. Do protect yourself by isolating yourself, quarantining, from others. Consult with your doctor by telephone or virtual appointment.

Wash  
YOUR  
Hands



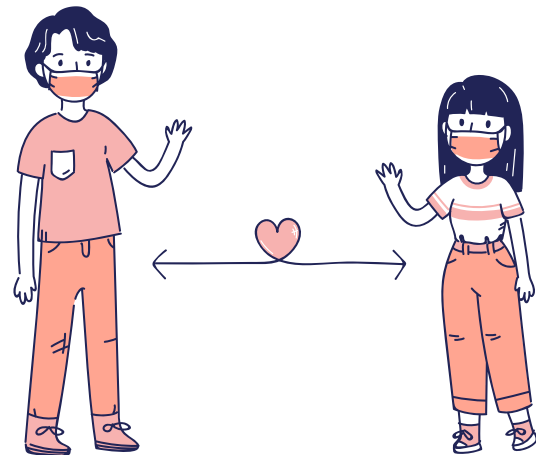
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"The pandemic will certainly impact the coming holidays and how we celebrate with teammates, with neighbors, with friends and family, and travel plans. "

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Finally, seek emergency medical attention and call 911 if these symptoms appear: trouble breathing, persistent pain or pressure in the chest, new confusion, the inability to wake or stay awake, or bluish lips or face. Please find the article here for your review: <https://www.cdc.gov/flu/symptoms/flu-vs-covid19.htm>. If you have any questions, please consult with your medical professional.

A critical component of wellness is engagement. The pandemic will certainly impact the coming holidays and how we celebrate with teammates, with neighbors, with friends and family, and travel plans. Telephone calls, texts, virtual check-ins, or other communication modalities are tools available to each of us. A routine check-in connection with someone creates mutual benefit for you and for the other person.



With proper social distancing and using a face mask, it is possible to interact with people in small groups of no more than 5 people. Also, routine physical activities provide benefit to your body and to your mind. If the weather permits, please enjoy a walk, at your own pace.

Finally, if you do feel emotional distress, crisis and prevention resources exist.

These resources are free of charge and are available 24 hours. Confidential support is available in English, Mandarin, and Spanish. The toll-free number is 800.273.8255. The Core Fun team exists to support your health and wellness.

**STAY SAFE**  
*Squad*



## MEET THE PETS OF IMPEC GROUP!

### ROCCO VASQUEZ



Waiting for social distancing to end so he can go play with his dog friends. Reach out to Monica Vasquez for scheduling playdates. ☐

### YULY PAHUA



Yuly reminds us about the importance of sleep in this health and wellness edition. 😴 Learn more by contacting Jaime Pahua.

### SUNNY & PAPPAS HUDNALL



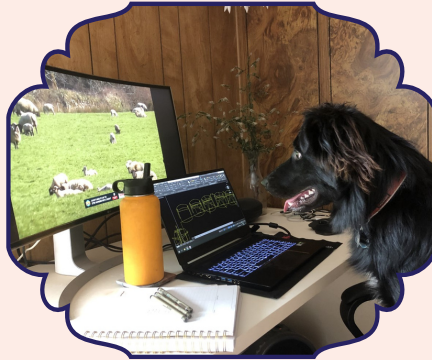
Having a ruff day? Come play with us! Contact our mom Christina Hudnall to schedule a playdate ☐

### CHASE RALSTON



Meet baby Chase who is in his terrible twos. Contrary to this picture, Chase is actually very active and a bit bratty. 😊

### DJANGO SUDWEEKS



Django likes loves to work remotely. ☐ Contact his assistant Emilee Sudweeks for WFH tips!

### CHARLEY RALSTON



Charley, a sweet one-eyed dog regularly puts up with two cats laying on top of him all the time. ☐

### EROS ZAVALA



Eros, the Roman Cupid, is here to steal your heart ☐ Photo courtesy of Alejandra Zavala

### SAKI XIA



Little Saki checking himself out after a week of working out ☺ ☐ Human: Binbin Xia

### OLIVER PETERSON



Have you ever seen a prettier ballerina? Oliver's ballerina career by reaching out to Richard Peterson! ☐

Thank you to all of our furry and feathery friends who keep us sane (or drive us insane) during this time :) Whether its showing up unexpectedly in Zoom calls or alerting us of our food delivery arrival, we wouldn't want it any other way!

### BLACKBERRY, COCOA AND DIAMOND SHIRLEY



Everyday is a good day when you are around horses. Come horse around with us and Shayne Shirley! ☐

### RUTH MANNING



Kevin Manning's future chicken which he plans to name Ruther Bader Hensberg in honor of Ruth Bader Ginsburg. ☐🐔

### CHELSEA RALSTON



Little princess who always lays with her front paws crossed. ☐☐🐱

### NALA AND SKY ZYLSTRA



Looking good. Feline better. 🐱  
Please direct all modelling inquiries to Lindsey Zylstra

### TWIX TUFAIL



Twix may snooze but she never loses ☐😴 Thanks for lending your lap Khadija Tufail !

### MILO AND OTIS CARUSO



All visitors must be approved by fluffy kings Milo and Otis! ☐  
Now reviewing all submissions sent to Gina Caruso

### PETER RABBIT



A friendly neighbor from NH  
Neighbor: Angela Wang

Reached the end of this section? Don't fret!  
This is the start of a continuous series, where you can keep up with the Pets of Impec!

Reach out to [talexander@impecgroup.com](mailto:talexander@impecgroup.com) to have us feature your pet (or friendly neighbor), and stay tuned for next month ☺





**QUESTIONS?  
WANT TO BE FEATURED?**

**Email Taran: [talexandere@impecgroup.com](mailto:talexandere@impecgroup.com)**