

The background features a close-up of several leaves hanging from a thin, light-colored string. The leaves are in various stages of autumn, with colors ranging from green to deep red and brown. Overlaid on the image are several white geometric lines, including concentric circles and intersecting straight lines, creating a technical or architectural feel.

IMPEC GROUP NEWSLETTER

IMPEC IN FOCUS

NOVEMBER 2020, ISSUE NO. 3

IMPEC IN FOCUS

Monthly Newsletter: Grateful Gatherings Edition

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TARAN'S TIP-OFF

Written by Taran Alexander

October brought warm weather, spooky costumes, and an overall sense that while the pandemic impacted our worlds, we persevere with family and friends and gatherings the best ways we can.

Hello Impec in Focus readers and welcome to November! We continue to recognize all the good in the world for which we can be grateful. Our attitudes of gratitude extend beyond our loved ones, our team members, our front-line heroes, and our Veterans to those who may need an extra smile or kind word.

Take a moment to breathe. Grab a warm mug of your favorite winter drink.

Enjoy this issue of Impec in Focus! We are eternally grateful for our service members and for the opportunities afforded us.



John Fitzgerald Kennedy wrote, "As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."



HAPPY NOVEMBER BIRTHDAYS!

To our following friends:

Site Services

Joseph P.
Christian T.
Luis P.

Project Management

Lilith H.

Leadership Team

Raffy Espiritu

Operations & Maintenance

Juan G.
Miguel G.
Francisco Z. G.
Eugenio M. T.
Roberto F.
Raul C. O.
Claudia B.
Guadalupe F.
Jennsy S.



Photo by Edmond Dantès from Pexels

STAFFING SOLUTIONS DEVELOP HAPPY HUMANS

Written by Christina Hudnall

Impec Group is grateful for our team members who serve our client's needs.

These needs fluctuate and so do the staffing requirements. As business continues to adapt to the changing world, our dedication to our team members advances. Christina and her skilled site services teams engage our team members actively to avoid attrition.

In November, Impec Group promoted two deserving team members, Landon and Noe, who are assigned one of our larger accounts.

Christina is grateful for engagement techniques to develop and retain individual team members. The fundamental benefit of happy humans is the reduced cost of attrition. Christina understands the benefit of reinvesting these savings into our team members. In November, Impec Group promoted two deserving team members, Landon and Noe, who are assigned one of our larger accounts. These individuals exemplify the dedication for which Impec Group is known. #congratulations

The holidays are times to give thanks and to show appreciation. The need for food rises as weather shifts. Local food banks, such as Second Harvest, answer the call throughout communities across the nation. Impec Group and its clients are grateful to partner with local food banks. Stay tuned for more information on our food drive partnerships and donation locations. We are grateful for your support in these efforts.



Finally, Impec Group is grateful to support our client's philanthropic efforts to maintain the health and wellbeing of our communities. The impact of the pandemic on available blood supplies has been severe. To replenish supplies, blood drives are scheduled at client sites nationally. While these events require prior registration, we encourage those who can donate blood to seek out local blood banks.

WHERE FUNDING MEETS GRATITUDE

Written by Richard Peterson



Image Source: Freepik

The winter brings new weather patterns and new schedules for certain teams. Gatherings assume a new look and feel as we adhere to pandemic precautions. October witnessed Impec Group training sessions to mobilize the new team members assigned to service the San Jose City Parks. These individuals represent the new San Jose City Parks cleaning team. Our teams oversee the cleaning schedules of more than 95 public parks within San Jose. We are grateful for the opportunity to maintain safe and healthy public spaces for people to gather using pandemic precautions.

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The Operations and Maintenance teams reflect the true wealth of the human spirit in maintaining the health and wellness of the clients we serve. One of Impec Group's clients, UCSF Fresno funded the COVID-19 Equity Project (CEP) to protect the health and wellness of underserved communities. CEP provides community testing, social support, and health services through a grant awarded to the UCSF Fresno organization. CEP's mission provides equal access for COVID-19 testing and other health screenings to underserved areas in Fresno, specifically communities of color. Impec Group is honored to support CEP by maintaining their testing locations. We are grateful.



As we evaluate the approaching holidays, we leverage technology to connect with our families in meaningful ways. Our virtual communications become lifelines to those family members and friends who may live alone or far away. We are grateful for the opportunities we create from these challenges.

ATTITUDES OF GRATITUDE

Written by Gina Caruso and Renee Ralston

The attitude of gratitude is at the core of each of Impec Group's project managers. Our clients continue to take advantage of employees working from home to improve their employees' workspace while they are out. The employees will be coming back to beautiful new space way ahead of schedule.

Our pandemic precautions allow our teams to fulfill the scopes of work in a safer approach. With these increases in our projects, the team has added two new faces to the team.



Ronel is working at PG&E's 245 Market location in San Francisco. Arnie joined the team to work with the Kaiser Oakland Facilities Team. Our Phyllis is shifting her focus to support Jennifer Harris at State of California Insurance Fund (SCIF). We are thankful for each of our team members and their invaluable contributions professionally and personally.

Our Suzanne Dabby showcases her own skills of virtual air traffic control.

The pandemic response continues to shape the way we deliver services. Our Suzanne Dabby showcases her own skills of virtual air traffic control. Our projects with PG&E and the State of California Insurance Fund are on track because of the teams in place and Suzanne's approach. She recognizes the importance of transparent, direct communication and the safety of the client, the teams, and the public. We are grateful.

As Halloween provided an opportunity to flex our skills in spooky, pandemically-safe fun, we look toward the thankful days in November. The temperatures start to dip, at least in the evenings. We create those favorite recipes. We share experiences and best practices in getting the merengue just right. Lastly, we remain humble and grateful for those special people and moments in our lives. And we stay hydrated.

GIVING VIRTUAL GRATITUDE

Written by Reagan Nickl

The year 2020 challenged many of us. World-wide pandemics, political tensions, and natural calamities provided a much different perspective. This time of year lends a sense of nostalgia. We warmly recall times with family and loved ones, gathering around the table with freshly baked dinner rolls piled high and a carved turkey waiting to be gobbled up. And per tradition, grandpa made us go around the table reflecting on things to be grateful for that year.

This year should be no different. So, in an effort to prepare for this year's Thanksgiving, I'm reflecting on things our Workplace Technology team can be grateful for:



Sophisticated Technology

In the past eight months, we've relied heavily on virtual meetings, emails, mobile devices, and even TikTok. In the history of humankind, technology has never been more readily available and easy to use. Workplaces around the globe continue to flex and to adapt to the circumstances, creating opportunities considering the pandemic. These technologies foster our creative future, and we are thankful.

A Capacity to Help

Being in the fortunate position to assist is such a blessing! The Workplace Technology team is grateful for the capacity and responsibility to assist in the re-entry to the workplace by evolving the workforce to be successful in our new norm.

So many silver linings this past year helped accelerate and evolve our industry from a necessary cost center of the organization, to a true driver of strategic advantage. From our team to yours, we hope you're surrounded by good people, food, and of course – good technology. ☺ Cheers!

Adaptable Customers

Working with customers for most my career, I understand the difficulty in abandoning a course of action, an exciting initiative, or a critical goal. However, our customers have met the unforeseen challenges with a special spirit of “bring it on,” Imagine the exhilaration in developing solutions to create productive and safer working environments. Regardless of the obstacle, Impec Group clients adapt, and we are thankful.

We are especially excited to highlight our client success stories during the pandemic. You can click to view our video below.





A VIRTUAL SOCIAL EXPERIENCE

Written by Jyrki Kalavainen

As October became November, Jyrki Kalavainen reflected on the critical successes his teams brought in Europe and in China.

Virtual teams bring opportunities to experience the world through the lenses of others. Meetings create opportunities for synergy. As the teams continue to respond to the pandemic, social outlets look more like virtual teams than ever before. We are grateful the technology brings us closer.

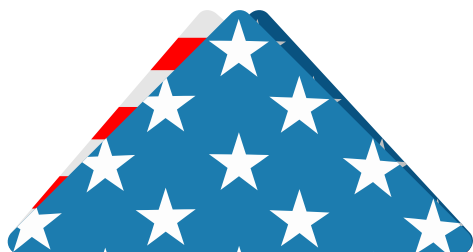


These virtual cafés allow for greater interactivity among professionals without sacrificing precious time.

Social contact rejuvenates the human spirit.

Jyrki's experiences guide his need to maintain balance among the team meetings, the social outlets, and the down time needed. Jyrki recommended a scheduled virtual café moment on a weekly basis to bring teams together, but not for a business synergy.

Rather, a scheduled opportunity to chat among colleagues about anything but business. These virtual cafés allow for greater interactivity among professionals without sacrificing precious time. A simple 30-minute café experience to share thoughts and your favorite winter beverage – a Turkish coffee, a warm cocoa, an earl grey tea? This attitude of gratitude is an exceptional engagement tool designed to enhance the social outlet satisfaction experience. Let's give it a try in the coming weeks.



The Veteran's Day holiday is an opportunity to reflect on the democracy and the lifestyle afforded the United States by those service members who committed themselves to the fundamental ideals on which this country was founded. In so many ways, we are grateful to the brave individuals who serve this country.

This holiday touches Jyrki's feelings as a Finn. His home country of Finland, a small, Nordic land always fought for its independence, freedom, and values. Finland shares its border with Russia. The uniqueness is the length of the coastal border: no other country has a longer border with Russia. Peace remains a part of contemporary Finnish history, though.

In the most current World War, Jyrki's family answered the calls to protect people and landscape in service to their country.

One of Jyrki's uncles remainder in military service as Commander of the Coastal Artillery. After being wounded another uncle continued to serve as the leader of the National Forestry Research organization. We are grateful for all veterans who served.

In so many ways, we are grateful to the brave individuals who serve this country.

President Barack Obama once said, "It's about how we treat our veterans every single day of the year. Veteran's Day is about making sure our service members have the care they need and the benefits that they've earned when they come home. It's about serving all of you as well as you've served the United States of America."

DONATE TO SUPPORT THE MEN AND WOMEN WHO SERVED OUR COUNTRY:

Fisher House

- <https://fisherhouse.org/>

SemperFi & Americas fund

- <https://semperfifund.org/>

Wounded Warrior Family Support

- <https://www.wwfs.org/>

Navy-Marine Corps Relief Society

- <https://www.nmcrs.org/>

FIVE REASONS WE'RE GRATEFUL FOR SOCIAL MEDIA

Written by Khadija Tufail, Binbin Xia, Angela Wang

Last month, we expressed our concerns about the dangers of social media. However, this time we wanted to highlight many of the reasons why we are grateful for our digital platform:

1. Enabling our Internship

First of all, our digital work tools (Microsoft Teams, Planner), made our internship possible!

2. Cultivating Collaboration (Online)

Social media allowed us to create a wonderful community, reinforced throughout our pandemic response by using Zoom to connect with coworkers during biweekly SCRUM calls.

3. Connecting with the Professional Community

Virtual professional development events allowed us to work with our amazing mentors and fellow CoreNet interns (sometimes from the other side of the country) whom we would have never met otherwise!

4. Launch Marketing Campaigns ☐

Our burgeoning social media campaigns allow us to reach clients, enhance our company brand, and market our company workplace solutions even while remote.

5. We're never bored! Ever. EVAR.

Social media entertains us and keeps us reasonably sane by sharing recipes from Pinterest, K-pop videos on YouTube and cat memes on Instagram. We have shared a few of our favorite things, made possible by social media on the left.



Our Recommended Pumpkin Pie Recipe:

Ingredients

2 large eggs
 1/2 packed dark brown sugar
 1/3 white sugar
 1/2 teaspoon salt
 2 teaspoons cinnamon
 1 teaspoon ground ginger
 1/4 teaspoon ground nutmeg
 1/2 teaspoon lemon zest
 2 cups pumpkin pulp puree from sugar pumpkin or one 15 ounce can of pumpkin puree
 1 1/2 cup heavy cream
 1 good pie crust, chilled or frozen

Instructions

1. Preheat oven to 425 F
2. Make filling: Beat eggs into bowl and mix in the brown sugar, white sugar, salt, spices (cinnamon, ginger, nutmeg) and lemon zest
3. Pour into pie shell and bake for 15 minutes
4. After 15 minutes at 425 F, lower the temperature to 350 F and bake for 45-55 min.
5. Cool pumpkin pie on wire rack for 2 hours
6. Serve with whipped cream or topping of choice

Tried the recipe?

You can share your photo at marketing@impecgroup.com



TOP ENGAGEMENT TOOLS

Written by Taran Alexander

In the best of times and in times of challenge, connections with others foster adaptability and strength. Engagement supports the professional and emotional wellbeing. We want these moments in lieu of simply managing behaviors, outcomes, and performances. We are grateful for the opportunity to support our Impec Group teammates. Perhaps our top five ways nurture these moments might get you thinking about your own engagements?

01 One-on-one meetings are crucial to effective communication.

These meetings provide opportunities for comprehension checks and for critical feedback. Engagement hinges on these interactions. Do everything in your power not to cancel a chance to meet with someone, one-on-one.

02 Genuinely ask how the other is doing.

Begin an interaction by asking about someone's day or week. Best not to just dive into work or other conversations. Show you care about another person's wellbeing in and outside of the workspace.

03 Progress and outcomes drive engagement and excitement.

Even in small measurements, we want to recognize the efforts that lead to the outcomes. Two dynamics to consider: when recognizing someone, be specific about the progress or outcome. Recognizing someone is "totally awesome" carries less impact than recognizing someone's efforts in building progress or achieving an outcome. Secondly, celebrate the small wins as we build cadence, and we inspire creativity.



04 Consider the types of feedback you want to share.

- **We focus on objective, unbiased observations.** Design these observations to foster fulfillment, strength, and self-awareness.
- **We redirect and coach after sharing observations.** The goal is a desired outcome and the development of the person in the conversation.
- **Encouragement is all about support and confidence.** Be optimistic with positive observations about what is realistically possible, especially in constructive feedback or crucial conversations.
- **Recognize a positive outcome or behavior.** The feedback is specific to the progress or the outcome. Recognition tied to a person's motivations and strengths carries a greater impact.

05 Encourage individuals to proactively ask for help.

Foster the environment in which individuals are invited to ask questions. When we openly exchange feedback, we build trust.

We are truly grateful for the trust the Impec Group teams place in each of us. While these engagement tools are framed for our Impec Group team members, we can apply these concepts universally. I invite you to bolster your own engagement efforts and to share your results.



A string of five fabric leaves in various colors (green, olive, brown, orange, and dark red) hangs across the frame. The leaves have a woven texture and are attached to a thin, light-colored string. The background is a soft, out-of-focus bokeh of warm colors.

**QUESTIONS?
WANT TO BE FEATURED?**

*Reach out to Taran Alexander
talexander@impecgroup.com*