

All Team Members Field Bcc-

Attention ALL TEAM MEMBERS:

To be clear, if there is a matter that need to be addressed in a timely manner or if there is an Urgent matter, including but not limited to CALLING OUT prior to or ON travel day, Missed flights, travel discrepancies, etc.; Pick up the phone and CALL.. Do not text and do not email.. Again, Pick up the phone and CALL the Project Supervisor ASAP.

If there is a matter on the weekend or late night that NEEDS ATTENTION; contrary to popular belief; we are NOT always sitting in front of our computers checking emails, so an email on Saturday or Sunday or at 2am on any day is not adequate communication, when you should pick up the phone and call so that we can address in a timely manner. Example: if you are going to miss your flight (for any reason) at 6am and you email at 3am.. We do not start work even on a typical workday until 7 to 8am CST.. so, by the time we see this 3am email, it's too late and we lose all funds for that now MISSED FLIGHT (an attendance infraction). But if you would have called at 3am, we have the opportunity to get up and CANCEL the flight, so we don't lose the money it cost to purchase the flight (sometimes hundreds of dollars per ticket).

If a matter is not urgent and doesn't NEED an answer on the weekend or in the middle of the night, please for these circumstances, out of respect for the Supervisor's time off or while sleeping, EMAIL your question, request, thought and let us get back to you the following day or on Monday (if sent over the weekend). Again, this is for NON-URGENT, NON-TIME SENSITIVE Matters. Matters that CAN wait; email and we will get back to you at our earliest convenience.

Example: Why would anyone email on Sunday morning and say, "Call Me ASAP, its urgent".. Being a Sunday, this might not get read until Monday. If truly urgent, why not just pick up the phone and call whomever they need to speak to? I'm not understanding the logic here. We can't help with accommodations if we are not PROPERLY looped in.

- Again IMPORTANT, URGENT, TIME SENSITIVE, CAN'T wait until Morning or Monday = PICK UP THE PHONE AND CALL THE PROJECT SUPERVISOR. If you don't get the Project Supervisor on the phone, Call myself.. Except for Mon, Wed & Fri between 7pm CST – 9pm CST; my phone is always on (even when I'm sleeping)..
- NOT URGENT, NOT TIME SENSITIVE, CAN wait until Morning or Monday = SEND AN EMAIL AND ALLOW TIME FOR THOSE COMMUNICATED WITH TO GET BACK TO YOU. However, if you email during the week and do not get a reply within 24 hours, PLEASE FOLLOW-UP to ensure it was not missed. If you email over the weekend and do not get a reply by EOD Monday (excluding Holiday Monday); PLEASE FOLLOW-UP to ensure it was not

missed. ALL Time off requests, MUST BE EMAILED and sent at least 2 weeks prior with Sunday being the deadline (this is outlined in the Time Off_Payroll Calendar 2023

Feel free to copy me on any and all requests sent to the Supervisor via email. If you get an auto reply from someone you reach out to; that means they are NOT available, and you should reach out to one of the other Supervisors or the Ops Manger.

Side NOTE for Weekends: to report flight delays, trouble checking into hotel, trouble picking up the rental car or with assistance with contacting your driver/passengers. If you need to call, please call Patricia Booker @ 878-847-8035. If not urgent and you email; please be sure to include Patricia on that email so she is looped in at patricia.booker@sasretailservices.com . Patricia works Sat and Sun so they you have a direct contact. Patricia is for TRAVEL related NON-EMERGENCIES. Patricia is not who you call if you are not going to make your flight, Patricia is not who you call if you are calling out, Patricia does not have the ability to change your flight or hotel or ANY travel from what was originally booked WITHOUT authorization from either myself or the Project Supervisor.

Help us be able to help you in a timely manner.. The better communication we have the less impact things typically have.. THANK YOU ALL IN ADVANCE!

Have a Blessed Day and Stay Safe!

Communication is Key!

Jayson McCallum
Special Projects Operations Manager / Wholefoods Market
CENTRAL TIME ZONE

*Upcoming PTO –
July 23rd – July 28th
October 13th*

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