

Shared Services Contact and Escalation List

Human Resources

Topic	Description	Primary Contact	Escalation Contact
Performance Management	Performance management templates, goal development resources and other guidance. Performance appraisal systems that allow customized reviews and rating scales. Assistance with Key Performance Indicator setting and tracking. Annual Climate Surveys and adhoc pulse checks.	Teri Buller	Jessica Mihal
Full Cycle Recruitment	Organizational structure review; Creation of job descriptions; Job Postings; Interview Guides; Employee on-boarding, Reductions in force, Employee off-boarding.	Teri Buller	Jessica Mihal
Recruitment Coordination and Interviewing	All Management Recruitment	Doug Petersen	Teri Buller
	TSS South Florida	Ellie Fajardo	Doug Petersen
Risk and Compliance	Training and Guidance, Employee handbook and Policy creation, Employee Relations liability management training, performance management guidance, HR-related government reporting and auditing and guidance on topics such as how to legally terminate an employee and how to document terminations	Doug Petersen	Teri Buller
Employee Benefits Administration	Full scope employee benefits administration including, health insurance, 401(k) plans, Retirement Plan administration, Family & Medical leaves, COBRA administration and Affordable Care Act compliance, Flexible working arrangements, health savings accounts (HSAs), flexible spending accounts (FSAs), health reimbursement arrangements (HRAs), disability insurance, life and accident insurance, dental insurance, vision insurance, paid time off, tuition reimbursement, financial wellness services, employee assistance programs, compliance and learning curriculum, and recognition programs	Venus Valin	Teri Buller
Compensation Structure Development and Administration	Salary banding; Offer recommendations; Merit processes guidance and tools; STI plan drafting, calculations and administration & LTI calculations plan drafting, calculations and administration.	Jessica Mihal	
Succession planning.	Annual Performance and Potential evaluation to identify low, solid, high and star performers. Templates and guidance for high and low performers to create Individual Development Plans and Performance Improvement Plans. Bi-annual employee career goal and mobility survey. On-going support in these development processes	Doug Petersen	Teri Buller

Full Scope Payroll and Tax Processing	W2s & 1099s; federal, state and local payroll tax filing; state unemployment insurance (SUI) management; wage garnishments; payroll reporting. Management and employee access to pertinent information from an online dashboard or mobile app including with self-service capabilities, like updating personal information, submitting time-off requests, accessing W-2s, and printing check stubs and tax forms. Provision of a time and attendance system, customized to the operational needs.	Doug Petersen	Teri Buller
Payroll Processing	West Coast Union (excluding TSS)	Tiasha Holcomb	Doug Petersen
	East Coast Union	Tiasha Holcomb	Doug Petersen
	Corporate	Tiasha Holcomb	Doug Petersen
	TSS Non-Union/Union (weekly/biweekly payroll)	Tiasha Holcomb	Doug Petersen
Employee Relations Issues	West Coast	Venus Valin	Doug Petersen
	East Coast Union	Iris Villegas	Venus Valin
	Corporate	Doug Petersen	Teri Buller
	Central Coast	Ciara Keeling	Venus Valin

Admin Services

Topic	Description	Primary Contact	Escalation Contact
Phones/Hotspots	Requests for new/replacement cell/desk telephones, hardware, accessories and numbers. Troubleshooting, plan features and costs.	Steve Yanko	Teri Buller
Internet Service Providers	Availability, plan features and costs.	Steve Yanko	Teri Buller
Corporate purchasing accounts	Assistance with national chain accounts such as Amazon, Home Depot, Staples, Grainger, and others	Steve Yanko	Teri Buller
Ordering corporate stationary and supplies	Forms, business cards, letterhead and other office supplies can be ordered and shipped direct to end users	Steve Yanko	Teri Buller
Copiers	Requests for new/replacement units. Lease, purchase and service contracts.	Steve Yanko	Teri Buller
Mail	Direction for mailing items through USPS, Fedex, UPS	Steve Yanko	Teri Buller

Information Technology

Topic	Description	Primary Contact	Escalation Contact
Infrastructure Management Services:	Administering and managing technology, information, and data in a proactive way. Its scope ranges from the desktop to networking, storage, data, security, and cloud-based services.	Derric Hobbie	Teresa Garcia
Account Management	Full Cycle On-boarding and Off-boarding End Users	Derric Hobbie	Teresa Garcia

Security	Network Security, Email server security, Internet-facing risk management, like firewall management and security configuration, Firewalls, Anti-virus and Anti-malware	Derric Hobbie	Teresa Garcia
Managed Print Services	Administering and managing copier and printer needs	Derric Hobbie	Teresa Garcia
Backup Services	Data backup and recovery	Derric Hobbie	Teresa Garcia
Business Continuity Process	Readiness to maintain critical functions after an emergency or disruption.	Teresa Garcia	Jessica Mihal
Physical Servers	Provision, maintenance, and monitoring	Derric Hobbie	Teresa Garcia
Cloud Based IT Services	Cloud based IT services such as Azure, O365, Outlook, VMware, etc.	Derric Hobbie	Teresa Garcia
Stake Holders Management:	Administering and managing the IT Systems requirements and solutions to support the Business process adding value to the organization.	Teresa Garcia	Jessica Mihal
IT Governance	Ensure the effective and efficient use of IT enabling the company	Teresa Garcia	Jessica Mihal
Service Desk System	Ticketing System, assignment, classification and timely resolution	Derric Hobbie	Teresa Garcia
Business Applications Solutions	Design, Development, Implementation and Maintenance	Teresa Garcia	Jessica Mihal
Policies and Procedures	Guidelines and Rules for the company to follow to achieve business or agencies compliance.	Teresa Garcia	Jessica Mihal
IT Vendor Management:	Identifying the business needs, evaluate, select, and triage the relationship with external and internal suppliers. Select the right vendors, categorize vendors to ensure the right contract, metrics, and relationship, determine the ideal number of vendors, mitigate risk when using vendors.	Teresa Garcia	Jessica Mihal

Health, Safety, Environmental and Risk Management Services:

Topic	Description	Primary Contact	Escalation Contact
Safety Support and Compliance Services	Meet with local safety committees, insurance committees, and port meetings to ensure that safety practices are up to date. Review of cargo handling practices and the safety measures for the equipment used to handle cargo. Provide risk assessment support to operations groups. Monitor and improve EHS insight CAPA and incident reporting. Provide Union Association Representation for safety topics. Create, update, and improve existing safety plans and measures for operations.	Will Sims	Greg Barker
HS&E Training	Train operations personnel on the use and applicability of EHS Insight, risk assessments, and other associated safety applications and technology Provide in-	Bobby Oberlechner	Greg Barker

	person training or through the Learning Management System component of EHS Insight. Maintain training records and monitor/communicate compliance. Assist with scheduling contractor trainings such as CPR, First Aid, AED. Provide support for LMS training on assigned EHS Insight topics. Initiate lunch and learns. Provide updates on Union Association and related industry training.		
Regulatory Support	Track, understand, and deliver state and federal OSHA reports. Respond to any OSHA citations and develop/administer our response in defense. Maintain government logs such as OSHA 300 for our various operations. Keep records for Coast Guard regulatory compliance. Provide liaison for FEMA and Emergency Management during crisis. Provide Union Association interaction for safety.	Bobby Oberlechner	Greg Barker
Safety Stewardship Development	Development of strong safety leadership through a variety of programs including stewardship and training.	Will Sims	Greg Barker
Environmental Management	Provide regulatory reporting support for DEQ and TCEQ as well as EPA. Ensure regulatory compliance with all applicable state and federal environmental statutes. Assist with new environmental programs to ensure carbon and environmental friendly operations.	Bobby Oberlechner	Greg Barker
Risk Mitigation and Management	Provide full cycle risk services which include incident control and mitigation measures, insurance claims, interaction with insurance adjusters/TPA state and federal workers compensation adjusters, hospitals, clinics, doctors, attorneys, and workers as needed	Ed Mitchell	Greg Barker
Insurance Procurement	Track and purchase the insurances required for the Company based on internal risk assessments and/or contractual requirements. Negotiate fees and rates with the insurance companies with the assistance of our brokers. Secure bonds/other security pursuant to contractual/license requirements.	Ed Mitchell	Greg Barker
Contract Review Support	Review contracts for liability, insurance, safety, risk, environmental, and other operational support topics to ensure compliance and adaptation.	Ed Mitchell	Greg Barker
Admin Support	Provide certificates of insurance in compliance with contractual documents.	Ed Mitchell	Greg Barker
Claims management systems	Maintain databases such as driver monitoring programs in compliance with insurance directives and claims systems within EHS Insight.	Ed Mitchell	Greg Barker

