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Summer Edition

2019

The Cutting Edge



Veterans Enterprise Technology Solutions, Inc. is a Service-Disabled Veteran Owned Small Business (SDVOSB)

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A Message from CEO, Jim Moody

It's hard to believe that summer is here again. I hope that everyone is able to take some time to relax and enjoy time with family and friends. It has been a busy, but successful Summer. VETS was successful in winning several of our re-compete contracts and we also won some new work, including a contract with the Defense Logistics Agency (DLA).

In this edition of the Newsletter we update you on several initiatives, spotlight a couple of our bright and successful personnel, and provide several insights on the way ahead. This newsletter exists to provide both employees and our customers with better insights on our thinking, planning, where we have been and our game plan for the future. To that extent, I recommend taking time to scan the contents of this newsletter. You are certain to find multiple articles of interest.

On July 4th, we celebrated the 243rd anniversary of America's Declaration of Independence from Great Britain. Like most of you, I am proud to be an American. We have so much to be proud of and thankful for. May God continue to bless, guide and protect us.

Our new Staffing Pros Division has been helping our Government and commercial customers with their short and long term staffing requirements. Our current customers include: the U.S. Bureau of the Census, U.S. Army TARDEC, Booz Allen Hamilton (BAH), Morgan 6, and Cardinal Health.

For the past 3 years, VETS has been providing software engineering, software development, testing and infrastructure support to American Innovative Applications Corporation (AIAC). We are proud to announce that AIAC's cloud-based Waitbusters Digital Diner is projected to support over one (1) million customers this year.

Here's wishing each of you and your families a happy and safe summer!

Jim





SPOTLIGHT:

Pamela Clay, VETS Corporate Controller

In the Employee Spotlight this issue is Pamela Clay, VETS' Corporate Controller. Pam guides VETS' financial decisions by establishing and monitoring policies and procedures. In her role, she is responsible for protecting company assets by enforcing internal controls. Additionally, she oversees the management of accounts receivable and payables, and department staff.

Pam became a full time VETS employee in April 2011, working as the Accounting Assistant. She says her favorite thing about working for VETS is they have good employees that are always willing to help, no matter what the circumstances may be. Prior to joining VETS, she worked for two years at Garner Road YMCA as an Intern/Accounting Assistant.

Pam grew up on their family farm in Alton, Virginia. Her family were 'bacca farmers that raised cows, chickens, and hogs. She currently makes her home in Roxboro, North Carolina with her fiancé. Pam shared that the wedding is set for September and will be held on their farm, which currently has no farm animals, but a host of hunting dogs.

When asked what has been the best piece of advice she has ever received, Pam shared it came from her late grandmother. She often told her, "Don't give up, keep the faith. Have confidence and persistence to overcome obstacles in life." In keeping with that, she shared her favorite scripture, Hebrews 11:1 – "Faith is the substance of things hoped for, the evidence of things not seen." Both her grandmother's advice and this much-loved scripture play a big role in assuring she lives a value-driven life of integrity, compassion, and dedication, Pam said.

When asked what her favorite books or podcasts are, Pam admitted she doesn't really have a preferred genre and she hasn't explored podcasts, yet. However, she enjoys reading random business articles. Pam has a Bachelor's Degree in Accounting and her Masters in Accounting and Financial Management.

In her spare time, Pam loves planning family events and working on Pinterest projects.



PAMELA R. CLAY
VETS Corporate Controller



Community Events:

42nd Annual LakeFest Held in Clarksville

On July 19-21, 2019, VETS, Inc. was the proud ADMIRAL SPONSOR of the 42nd Annual LakeFest held in Clarksville, Virginia. The VETS Team was well represented participating in activities throughout the three-day event. It was a weekend filled with something for everyone, including an antique auto show, 5k run, juried arts and crafts show, helicopter rides, sand sculptors, live bands, children's entertainment and activities, fireworks on the lake, and more than 20 food vendors representing a diverse array of ethnic cuisines.



L to R: Kolbe Thomas (Staffing Pros), Kendele Underwood (Director of Corporate Operations), Aaron Jones (Payroll & Waitbusters), Tiffany Ayscue (AR and Security), Victoria Rowe (Summer Intern), Emily Toombs (Waitbusters), Dave Winn (IT), Josh Glasscock (Office Manager), Jim Moody (CEO), Pamela Clay (Corporate Controller), Jac Wagstaff (AP), Zack McKinney (IT).

The Southeast Tourism Society voted LakeFest one of the Top 20 Festivals in the Southeast last year. The event attracts between 40-50,000 visitors each year to VETS' small lakeside town. The Clarksville Lake Country Chamber of Commerce sponsors a contest each year for local artists to submit their LakeFest logo design ideas. The winner receives a cash award of \$250 and bragging rights as their artwork graces LakeFest area newspapers and media promotions, as well as on brochures and t-shirts.

Soon the planning will begin for the 43rd Annual LakeFest coming to Clarksville in July 2020. For updates and information on attending, vendor booths, or lodging contact:

The Clarksville Lake Country Chamber of Commerce

105 2nd Street, PO Box 1017

Clarksville, VA 23927

434-374-2436

<https://clarksvilleva.com/>



Far Right: VETS Office Manager, Josh Glasscock, and Director of Corporate Operations, Kendele Underwood, enjoy the festivities with (L) three attendees

8 Summer Safety & Health Tips

Whether you are planning that dream vacation or enjoying a simple staycation, summer is the time when millions of Americans hit the road, skies, and water. Regardless if you are heading out for a day trip or weeks-long trip, never forget to take a few common-sense precautions, advises the United States (US) Department of Health and Human Services, Center for Disease Control (CDC) and Prevention. The CDC works around the clock to protect the health, safety and security of America from diseases at home or abroad. They tackle both curable and preventable, chronic and acute diseases, protecting people of all ages from human activity or attack. Headquartered in Atlanta, the CDC has field experts throughout the US and around the globe.

In a press release on May 17, 2019, the CDC shared the following eight (8) tips for a safe, healthy summer of work and play. It covers a wide range of information from travel vaccinations to insect bite prevention.

#1. Travel Abroad Safely

Before traveling abroad, check out health and safety risks at your destination. Animal illnesses and drinking water might be very different from what you're used to and could make you sick. Get needed vaccinations at least 4 to 6 weeks before you leave to ensure you're protected by the time you travel.

The CDC's Summer Travel Abroad site has health and safety tips for anyone traveling outside the United States. CDC's latest traveler's health updates include information about measles and malaria. Many countries are experiencing measles outbreaks, including Brazil, England, France, Israel, Japan and Ukraine. Check out the CDC's Vaccine Information Statements (VIS) to get the latest information. New anti-malarial medications are available for travelers to parts of the Caribbean, Central and South America, Southeast Asia, and Africa. About 1,700 cases of malaria are diagnosed every year in U.S. travelers who go abroad.



#2. Swimming Safety

Swimming, one of the most popular summer activities for children and adults, got the spotlight May 20–26, when we observed Healthy and Safe Swimming Week.

This year's theme, "Pool Chemistry for Healthy and Safe Swimming," highlights the roles that swimmers, parents of young swimmers, aquatics and beach staff, residential pool owners, and public health officials play in preventing disease outbreaks, drowning, and pool chemical injuries.

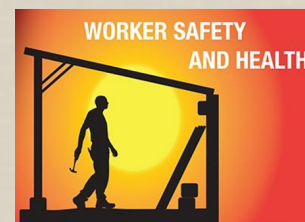
The CDC recommends that everyone check out the latest inspection score of pools where you plan to swim. Look for inspection scores online or on site.

Chemicals like chlorine are added to pool water to kill germs and stop them from spreading, helping to keep swimmers healthy. However, mishandling pool chemicals can cause injuries. Owners and operators of both public and privately owned pools, hot tubs/spas, and water playgrounds can take steps to prevent pool chemical injuries.



#3. Young Worker Safety and Health

Young workers (ages 15–24) have higher rates of job-related injury compared to adult workers. To help keep young workers safe at their summer jobs, the CDC's National Institute for Occupational Safety and Health (NIOSH) is participating in the social media campaign, #MySafeSummerJob, to provide workplace safety and health information and resources to employers of youth, young workers, parents, and educators. My Safe Summer Job is a collaboration between government agencies—including the Occupational Safety and Health Administration (OSHA) and NIOSH—and numerous professional and non-profit organizations, including CareerSafe and the National Safety Council. The campaign is raising awareness



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8 Summer Safety & Health Tips

about job-related hazards and how to address them, workers' rights and responsibilities, voicing safety concerns on the job, and injury prevention.

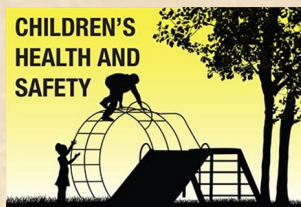
#4. Beat the Heat and Rays

Heat kills more than 600 people in the United States each year. Preventing heat-related illnesses, including heat stroke and heat exhaustion, is important for people of all ages, but extreme heat poses the greatest risk for people under age 4 and over 65, and anyone who has a pre-existing medical condition or who lives in a home without air conditioning. The best ways to protect yourself from heat include staying cool, hydrated, and informed: find air-conditioning during hot hours and wear cool clothing, drink plenty of liquids, and pay attention to heat advisories. NIOSH offers several recommendations and tools that employers can incorporate into trainings, and workers can use in real-time, in order to help stay safe when working in heat.

Sunburn is a common summertime injury. Unprotected skin can be burned by the sun's UV rays in as little as 15 minutes, but can take up to 12 hours for the skin to show the damage. The CDC recommends staying out of the sun between 10 a.m. and 4 p.m., when its UV rays are at their highest level. Sunscreen is recommended for anyone working and playing outside in the summer, even on cloudy days. Hats, sunglasses, and long sleeves are also recommended for outdoors activities.

#5. Children's Health and Safety

Summer activities, such as riding a bike and playground time, are great for a child's development. To keep kids healthy and safe all summer long, be sure children use helmets that fit well while riding their bikes and follow playground safety tips from the CDC's website. Parents should ensure children stay safe while traveling in cars. Children should be properly buckled in a car seat, booster seat, or seat belt — whichever is appropriate for their weight, height, and age — on every trip. Properly buckling up reduces serious and fatal injuries by up to 80 percent. Children under age 13 are best protected in the back seat.



#6. Stay Up to Date on Vaccines

Making sure your child is up to date on vaccines is key to protecting them against serious diseases throughout their life. The summer is a great time to make appointments for your child to get recommended vaccines or to catch up on vaccines they might have missed when they were younger. The CDC's recommended immunization schedule is safe and effective at protecting your child from 14 infectious diseases like measles, chickenpox, and rubella. It's based on how your child's immune system responds to vaccines at various ages, and how likely your child is to be exposed to a particular disease. The CDC also recommends three vaccines for all 11- to 12-year-old boys and girls to prevent infections that can cause meningitis, HPV cancers, and whooping cough. More information about how vaccines work, where to find vaccines in your area and what vaccines your child needs can be found on the CDC vaccine website, www.cdc.gov/vaccines.



#7. Food Safety

Food poisoning peaks during summer months due to warmer temperatures, which can let foodborne germs thrive. Each year, 1 in 6 Americans get sick from eating contaminated food. The CDC also has advice for food safety when grilling, on their website.



#8. Insect Protection

Protect yourself and your family from insect bites by using Environmental Protection Agency (EPA)-registered insect repellents with active ingredients such as DEET. Apply repellents only to exposed skin or clothing, as directed on the product label and always follow instructions when applying insect repellent to children.



For the latest health-related news from around the globe visit the CDC newsroom at <https://www.cdc.gov/media/index.html>. The VETS Team wishes you and your family a summer filled with rest, relaxation, fun, and good health.



The Future of Employer Trust

Employers stand at a crossroads between trust and distrust. Much is riding on the path leaders choose. The 2018 Edelman Trust Barometer, an annual report prepared by Edelman, a communications marketing firm that has tracked trust for over 18 years, found a profound change in trust across institutions from 2017-18. This loss of confidence resulted in people shifting trust to those within their circle of influence, most notably employers. Of those asked globally, 75% stated they placed the most trust in their employer to do what is right. That figure far out ranks trust in governments, NGOs, businesses (overall), and media.



Although many examples exist today that highlight why the trust barometer has fallen for so many institutions, and some of those will be touched on for background, the focus of this article is on employer trust.

When people do not trust their employers, employers risk being left behind not only by present employees, but by prospective candidates, current clients, and potential customers. In a recent keynote address at the International Association of Business Communicators' (IABC) 2019 Global Conference in Calgary, Keynote Speaker Soledad O'Brien urged organizations to opt for authenticity, saying, "No one will believe you if they don't trust you." Building trust requires ensuring employers' value statements match their organizational actions. O'Brien emphasized the importance of organizational transparency from employers in building trust both inside and outside their organizations. Business experts consistently identify trust as a key trait of effective leaders. Leadership development consultants Jack Zenger and Joseph Folkman performed a study of 300,000 leaders and found just that. When leaders were asked to rank the four top competencies from 16 key leadership skills, truthfulness ranked second only to the ability to inspire and motivate others.

An American Management Association article entitled, *Top Ten Traits of Great Leaders* (January 24, 2019), said, "Being a leader today is different from what it was 10 or even 5 years ago. Today's workplace has a fast pace of change and many more demands. It also involves working with many teams usually across different time zones, etc. It's a complex environment out there. Leading and managing have moved well beyond just commanding the troops to 'get it done'." While there are a number of different leadership styles, the best leaders share some common traits. Those traits include the ability to build and retain trust. The article went on to say, "People do want to follow and accomplish great things. All else being equal, a trusted leader will get more from his people and have a stronger following. Be someone your people can trust. It is important to remember that it takes a long time to earn trust; it builds over time. The flipside is that you can lose it quickly."

The Atlantic, an American multi-platform publisher, ran an article on January 21, 2018, entitled, *Trust is Collapsing in America*. It provided sobering statistics about the decline of trust in

the US. The statistics were pulled from the 2018 Edelman Trust Barometer Global Report. The article reported 73% of Americans were worried about the weaponization of fake news. Trust in the media also dropped in 2018, although paradoxically, the esteem of journalists rose significantly. Edelman's reported business and NGOs fared better, but only slightly, with a drop of 10% and 9%, respectively, from the previous year. Government took a hard hit in the US. The Pew Research Center, an American nonpartisan DC-based fact tank that provides information on social issues, public opinion, and demographic trends that shape the US and the world, added to the grim data. Their ongoing US policies and politics' study (1958-2019) reported that in 1958

73%

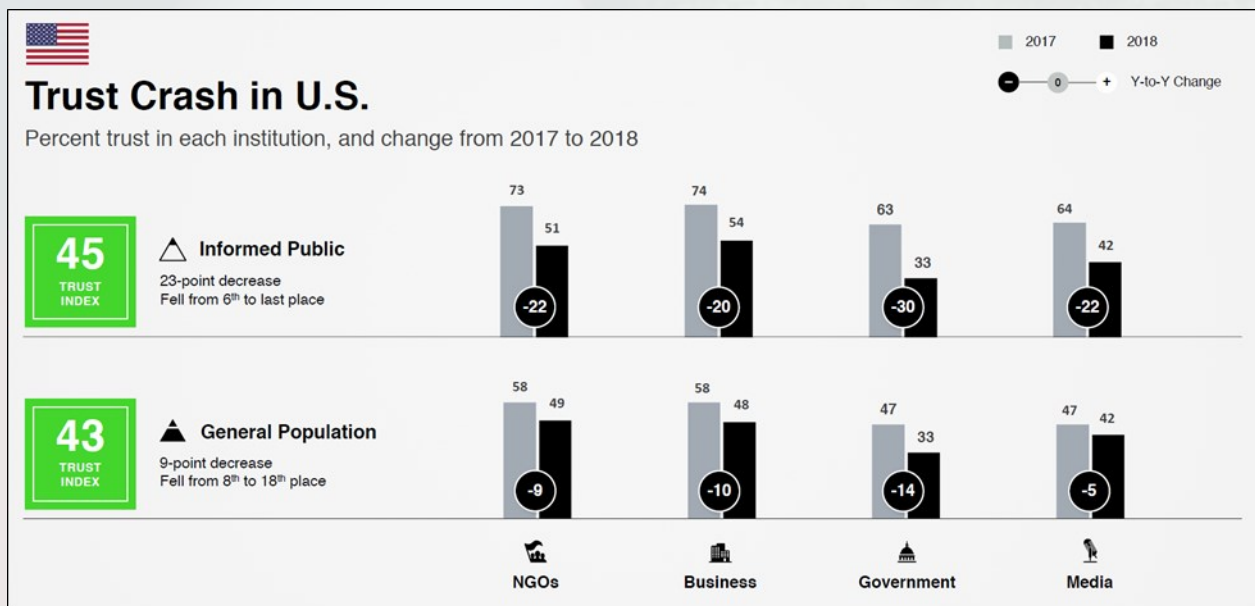
worry about false information or fake news being used as a weapon

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Continued: Leadership Corner

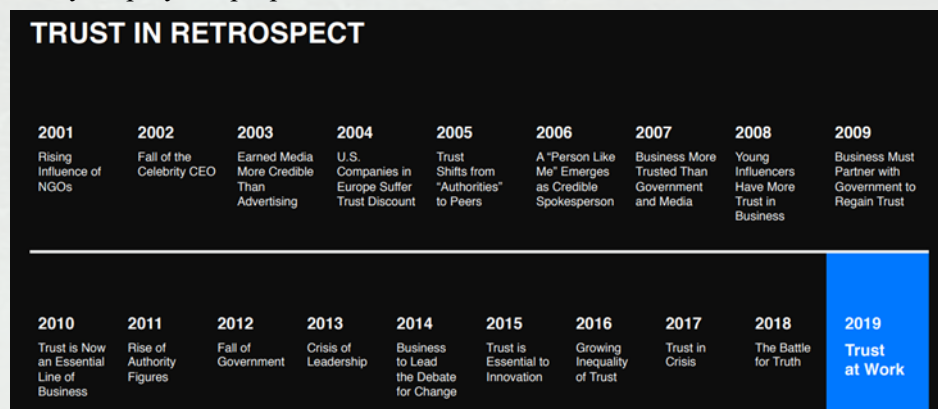
75% of citizens trusted the federal government to always, or almost always, do the right thing. Presently, 21% of Republicans and 14% of Democrats surveyed report trusting government to do the right thing (overall). Further, the study found that today only 17% of Americans say they trust Washington to do what is right “just about always” (3%) or “most of the time” (14%).

The good news is that employers have an unprecedented edge for building trust in today’s climate. The Edelman report found that the Informed Public (regular consumers of news), which previously placed far more confidence in institutions than the General Population at large, dropped 30% -- placing it equal to that of the general public. That drop resulted in the United States topping the list of the least-trusting Informed Public of all 28 participating countries. In the past, confidence eroded due to economic crises or other catastrophes. In their absence, The Edelman report offered US uncertainty and chaos surrounding what is true and what is not – the blurring of boundaries delineating fact, opinion, and misinformation -- as a key factor in the loss of public trust.



Trust falls sharply among America’s Informed Public in 2018 Edelman Trust Barometer survey.

The 2019 Edelman Trust Barometer (ETB) focused on employer-employee relationships. It offers business leaders data and insights on employee trust that may require course changes for their organizations or a complete remapping of their company strategy. From 2018-19, businesses and NGOs experienced a modest increase in trust in both the Informed Public and General Population, as reported in the ETB. Governments and the media remained stagnant, distrusted by both groups. From the below timeline, it is not difficult to grasp that ethical standards of conduct, including trust, need to be at the core of every employer’s purpose, culture, and brand.*



A retrospect of Trust since 2001 labels 2019 as the year of trust at work.

Adherence to a high standard of ethical conduct has never had a stronger business case than it does today. A company's success can be directly tied to its public perception.

Employees, candidates, and customers have unprecedented access to the internet and social media. With a click of a button anyone has unlimited data and information about the trustworthiness of a business, their products and services, as well as about their leaders, cultures, affiliations, and actions. Moreover, they are getting their information from cohorts and platforms they are confident will provide reliable facts from which to gauge a company's trustworthiness.

The business case for adherence to a clear ethical code has never been stronger. It falls to business' C-suites to continue to learn strategies for creating and sustaining a culture of trust. As Ghassan Khoury, Gallup's Managing Partner for Europe, Middle East and Africa, and Maria Semykoz, Gallup Workplace Analytics Architect, point out in their article, "The Real Future of Work: The Trust Issue", (February 6, 2019; Issue 3), "The notion that transgressions can be glossed over by a crisis communications agency in a bad publicity moment is outdated and dangerous... Only by aligning their purpose, brand and culture around ethics can organizations ensure their actions and communications are consistent and reliable across all channels, geographies and stakeholder groups."

In the article, "Trust in the Workplace: 6 Steps to Building Trust with Employees", David Grossman of The Grossman Group in Chicago talks about the opportunity business leaders have to develop a shared definition of trust with their employees. The emotional response employees have about their employer's leadership can deepen trust. When employees believe leadership respects them, treats them fairly, and allows them to make mistakes without adverse outcomes, trust is built or strengthened. Companies that align their actions to their brand's mission, vision, and culture hit a key pillar for creating workplace trust. When there are disconnects between an employer's pledges and actions, organizations experience a loss of employee confidence and engagement.

The Grossman Group article recommends companies align their actions with their words to build trust. The following six steps can help leadership at every level promote workplace trust.

1. **Understand building trust requires hard work because it must be earned.** Leaders must walk the talk, keep their promises, and align actions with values. Acknowledge that if trust is lost it takes time and is difficult to rebuild.
2. **Always be honest, truthful, recognize employees' efforts, and remain considerate of their views.** Leaders who exhibit support and understanding for team members during both good and bad times will earn trust with their employees.
3. **Be an active listener and confirm understanding by repeating what the employee(s) said.** Understand and use feedback tools to ensure every voice feels heard. Engage in dialogue, encourage questions, provide promised answers, and apply that knowledge to future actions.
4. **Consistency is key to building trust, requiring leaders to keep their promises and commitments.** Acting consistently, day in and day out, creates an environment of trust over the years. This consistency is quintessential for leaders to build employee trust across time.
5. **Leader behavior conveys organizational culture more quickly and clearly than words, so model the behavior you want from employees.** A leaders' actions influence employees' actions. Reinforce what is important to the company and give credit when others do great work.
6. **Acknowledging leadership successes and mistakes builds credibility that employees will emulate.** Honesty and accountability can be fostered through built-in processes that, overtime, result in a company culture where employee trust in its leaders is high.

One of the biggest challenges emerging for senior business leaders is their willingness to take a stand on ethical issues of the day. With the influx of Millennials and Generation Z into the workforce, the pressure for employers to be responsive to employee commitments to the environment, sustainability, and social responsibility is growing as recruiting highly qualified candidates becomes increasingly challenging in today's job market. It falls upon Chief Executive Officers (CEOs) and their leadership teams to ensure they navigate all business, political, and social issues honestly, ethically, and responsibly in keeping with their company's culture and

Continued: Leadership Corner

brand. In this way, employers can continue to build on the current wave of respect and trust many enjoy by continuing to lead with transparency.

In the 2019 Edelman report, 56% of respondents said they do not respect CEOs that do not speak out on critical issues.


The price of silence

56%

say they have **no respect** for CEOs that remain silent on important issues

This can and does lead to a decline in trust for their companies. Another 76% stated they expect business CEOs to lead change in important areas, such as equal pay,

Percent who say that CEOs should take the lead on change rather than waiting for government to impose it

76%  **+11pts**

Percent who agree CEOs can create positive change in:



prejudice and discrimination, the environment, sexual harassment, and fake news, rather than wait for government to regulate or impose it.

Additionally, almost three-fourths of respondents stated it is critically important to them that their CEO responds to challenges, including industry issues, political events, national crisis, and employee-driven concerns.

Employers that are able to respond to important issues, take the lead on change, and respond to challenges will reap the benefits of:

- Being viewed as important partners in change
- Strengthening employee relationships worldwide

71%

of employees agree
It's critically important for my CEO to respond to challenging times

- Industry issues
- Political events
- National crisis
- Employee-driven issues

- Being trusted to provide certainty on social issues and important topics.

By meeting these and other expectations business leaders build trust in their organization's commitment to

a better society, it's stated values and vision for the future, it's brand's mission and purpose, as well as confidence in operational decisions that affect employees' jobs. This is a shift from the past when CEOs and the organizations they represented were able to opt out and take a hands-off approach to societal challenges or their employees' concerns about such issues.

As leaders stand at the crossroads between trust and distrust, navigating these new and challenging roads is a critical business decision. Responsibility for their company's long-term success rests on the path they set out on. The level of employee trust businesses experience in the future rides on strategic decisions made by leaders and their C-suite teams today. Thoughtful, targeted secession planning is needed to ensure the next wave of leaders are equipped to continue to build and enhance employer trust.

Forward thinking companies who recognize the importance of building employee trust, and are willing to finance its sustainment, are investing in their businesses bottom lines.

Successful navigation will take commitment of both financial and human capital. Those willing to invest

now will be at the forefront of employers benefiting from high levels of internal and external trust and success. In this brave new business world, employers have an opportunity to stem the erosion of trust in leaders in the US, especially in the arena of employee-employer relationships.

Business leaders are uniquely poised to enhance their

TRUST AT WORK: THE NEW EMPLOYER-EMPLOYEE CONTRACT

1. Lead Change

- Be aspirational
- Address concerns about the personal impact of change
- Train the workforce of the future

2. Empower Employees

- Give them a voice
- Create opportunities for shared action
- Empower them with information

3. Start Locally

- Solve problems at home
- Improve societal conditions in the local communities in which you operate

4. CEO Leadership

- Live your values
- Engage directly
- Be visible and show a personal commitment, inside and outside the organization

reputations as truthful, ethical, and socially responsible company leaders, employers, and businesses.

*For more information on Brands and Trust download a free copy of the 2019 Edelman Trust Barometer Special Report: *In Brands We Trust?* (<https://www.edelman.com/research/trust-barometer-special-report-in-brands-we-trust>).

Meeting Humor: Can You Relate?

by M. Sue Settell

Dwight D. Eisenhower said, "A sense of humor is part of the art of leadership, of getting along with people, of getting things done." That quote came to mind recently when I saw an article by author and speaker Sara Cooper entitled, *10 Tricks to Appear Smart in Meetings*. After communicating with Sara, I received permission to share her poster and comments. If you would like to learn more about this topic check out TheCooperReview.com.

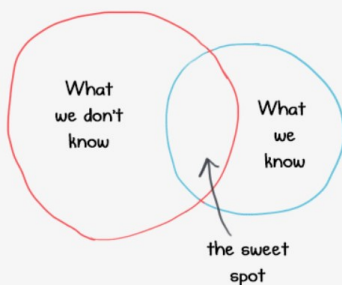
At the site you can learn more about Ms. Cooper, purchasing posters, or ordering her first book, *100 Tricks to Appear Smart in Meetings*, which landed at #1 on Amazon in the Books > Humor > Business humor > Paperback books > Books with pages > Handheld books category.

Sara Cooper brings her unique sense of humor to the workplace. "Like everyone, appearing smart in meetings is my top priority. Sometimes this can be difficult if you start daydreaming about your next vacation, your next nap, or bacon. When this happens, it's good to have some fallback tricks to fall back on. Here are my ten favorite tricks to quickly appear smart during meetings."

Some of these tricks made me laugh out loud. My favorites were #2 and #6. Though the poster specifically calls out Engineers it is universally applicable for any position in any industry. So, for those of you who have ever suffered through meetings in silence but wish you were brave, wise, or funny enough to contribute – here are ten tricks to help you out.

#1 DRAW A VENN DIAGRAM

It doesn't matter if your Venn diagram is wildly inaccurate, in fact, the more inaccurate the better.



Even before you've put that marker down, your colleagues will begin fighting about what exactly the labels should be and how big the circles should be, etc.

At this point, you can slink back to your chair and go back to playing Candy Crush.

TheCooperReview.com

#2 TRANSLATE PERCENTAGES INTO FRACTIONS

If someone says "About 25% of all users click on this button," quickly chime in with, "So about 1 in 4," and make a note of it.

Everyone will nod their head in agreement, secretly impressed and envious of your quick math skills.

25% of people clicked on this button.
So, about one in four.



TheCooperReview.com

#3 ENCOURAGE EVERYONE TO "TAKE A STEP BACK"

Can we take a step back here?



There comes a point in most meetings where everyone is chiming in, except you. This is a great point to go, "Guys, guys, guys, can we take a step back here?"

Follow it up with a quick, "What problem are we *really* trying to solve?" and, boom! You've bought yourself another hour of looking smart.

TheCooperReview.com

#4 NOD CONTINUOUSLY WHILE PRETENDING TO TAKE NOTES

Always bring a notepad with you. Your rejection of technology will be revered.

Take notes by simply writing down one word from every sentence that you hear.

Nod continuously while doing so.

TheCooperReview.com



Continued on the next page.

Continued: Meeting Humor: Can You Relate?

#5 REPEAT THE LAST THING THE ENGINEER SAID, BUT VERY VERY SLOWLY



After the engineer utters his divine words, chime in with, "Let me just repeat that," and repeat exactly what he just said, but very, very slowly.

Now, his brilliance has been transferred to you.

TheCooperReview.com

#6 ASK "WILL THIS SCALE?" NO MATTER WHAT IT IS

No one even really knows what that means, but it's a good catch-all question that generally applies and drives engineers nuts.



TheCooperReview.com

#7 PACE AROUND THE ROOM

Whenever someone gets up from the table and walks around, don't you immediately respect them?

I know I do.



Walk around. Go to the corner and lean against the wall. Take a deep, contemplative sigh.

Everyone will be freaking out and wondering what you're thinking.

TheCooperReview.com

#8 ASK THE PRESENTER TO GO BACK A SLIDE



It doesn't matter where in the presentation you shout this out, it'll immediately make you look like you're paying closer attention than everyone else is.

Don't have anything to point out? Just say something like, "I'm not sure what these numbers mean."

TheCooperReview.com

#9 STEP OUT FOR A VERY IMPORTANT PHONE CALL

When you step out of a meeting for an "important" phone call, everyone will realize just how busy and important you are.

They'll say, "Wow, this meeting is important, so if he has something even more important than this, well, we better not bother him."



TheCooperReview.com

#10 MAKE FUN OF YOURSELF

People love self-deprecating humor.

Say things like, "Maybe we can just use the lawyers from my divorce," or "God I wish I was dead."

They'll laugh, value your honesty, consider contacting H.R., but most importantly, think you're the smartest looking person in the room.

I haven't heard anything you've said for the past hour



TheCooperReview.com



Waitbusters' Digital Diner On Track To Seat 1,000,000 Guest Annually

By Anicia Ogonosky-Gau

As Waitbusters, LLC continues to expand to restaurants across the country, the startup is on track to seat 1,000,000 guests annually using its front of house software. With over ten to fifteen new restaurant customers being added monthly, growth was inevitable. But the real shift began when the company began thinking outside of the box in terms of typical "front of house" features to meet the ongoing demands of the times.

In 2017, Digital Diner planned to be the next big wait line solution. But over the past two years, and after countless discussions with restaurant owners and guests, the lineup has expanded to:

- Reservation Management
- Table Management
- Online Ordering
- Getting in line, making a reservation and ordering online with Alexa
- 3rd Party Delivery Support
- Delivery Driver Logistics
- Hotspot Deliveries
- Wait Line Predictor
- Loyalty Program
- Your Own Custom Restaurant Chatbot
- Select-a-Table Revenue Generator
- Jump-The-Line Revenue Generator

Waitbusters' CPO, Shane Gau, could not be more pleased with their achievements, explaining, "We are so proud that we're on track to seat 1,000,000 guests with our Digital Diner software. This process has been long but the hard work brought forth by our team really shows that efforts and communication pay off and make for an A+ product. We are achieving this goal with a small team, on the ground working tirelessly and daily – and without any downtime seen by any of our restaurant clients."



Waitbusters LLC, a service-disabled veteran owned company, is a provider of innovative restaurant technology solutions. Its Digital Diner solution offers restaurants the ability to create better experiences for their guests, save money, create new revenue streams, become more profitable, and find and retain happy customers. E-mail sgau@waitbusters.com to schedule a demo.



HR Highlights

Our people strategy IS our business strategy

VETS Human Resources Team would like to remind you of our Employee Assistance Program (EAP). The EAP is a benefit offered to you and your immediate dependent family members at no cost. That's right – ***no cost to you!***

Listed below are some of the EAP benefits offered to VETS employees through our Mutual of Omaha EAP. Mutual of Omaha's EAP has trained professionals available to you 24 hours a day, seven days a week.

They can be reached toll free by calling **1-800-316-2796**. They provide assistance for a variety of personal and professional matters including:

- Balancing work and home
- Depression
- Drug/alcohol abuse
- Eldercare and Child care
- Financial issues
- Gambling and other addictive behavior
- Grief and loss
- Life changes
- Mental health
- Parenting
- Relationships
- Resiliency
- Stress Management

If you or an immediate dependent family member are in need of assistance, please call the 800 number listed above or contact HR@vets-inc.com to take advantage of this free employee benefit. In today's complex world, where employees can struggle to balance work responsibilities, family obligations, and personal self-care, the EAP offers invaluable resources.

Employees who have used the EAP appreciated having a completely confidential service where they could discuss sensitive issues or seek out specific resources. For those who have used it, they've found the EAP to be very beneficial.

Free. Confidential. Resources.

If you need assistance, don't hesitate to reach out – professional help is just a phone call away.

Chaplain's Corner

He came into my study and sat down heavily on the couch. He was quiet for a while, then he said, "I can't figure it out. I'm at a good place in my marriage, my kids are doing well and my health is fine. But I feel a constant, low-level frustration."

We talked for a while and then he began to share about some decisions that had been made at his job and at a non-profit he works with. Both had made decisions that he felt were incompatible with the goals of the organizations. I asked him, "How do those decisions conflict with your values?"

Taking time to reflect on your most important values is a valuable exercise. Thinking about your understanding of what is ethical, what is just and what is true and then comparing those with people you work with can lead to some important insights. If our values are not consistent with the organizations we work with, we will find ourselves unhappy and uncomfortable.

He decided to approach the leadership at his job and at the non-profit to get a better understanding of their thinking and to express his concerns. Both were very open to his thoughts and made some changes. His frustration turned into a sense of accomplishment.

What do you value? Where are some places that clash with your values? Seeking to understand others' decisions and share your concerns may not always lead to change, but it will help you avoid the frustration of not living out what you value.

On the journey together,

Greg
Dr. Greg Randall,
VETS Corporate Chaplain



You can contact Greg via e-mail at chaplain@vets-inc.com. Feel free to send a prayer request or ask a question anytime. To speak to Greg, call 855-483-8746 ext 121. Please leave a message if you get the voice mail, and the chaplain will return your call. Greg is available to talk with you about spiritual issues, family issues, relationships, stress, grief, or any other area that is a concern for you. All chaplain services are voluntary and at the employee's direction and initiative, and the chaplain does not favor or promote one expression of faith over another.



United States Department of Labor- Celebrating American Workers

The first Monday in September is a creation of the early labor movement, with the first parade held in 1882. President Grover Cleveland signed a bill into law on June 28, 1894, declaring Labor Day a national holiday. The holiday, celebrated this year on Monday, September 2nd, is dedicated to the social and economic achievements of all American workers. It has come to constitute an annual national tribute to the contributions workers from every trade and industry have made to the strength, prosperity, and well-being of our country. VETS is proud to recognize the sacrifices and contributions of these workers from across this great country.

— From our team to yours, have a safe and enjoyable Labor Day holiday!



Mohammad Alamgir, EMS Support, with Habitat 1 in background.

Employee Recognition of the Month: **MOHAMMAD ALAMGIR**

By Stephanie Devine Clemons, V.P., Staffing Pros

Mohammad is currently supporting the Electronic Maintenance System (EMS) and the M1A1 Embedded Diagnostics Teams. For the EMS program he is tasked with an aggressive schedule delivery for about 11 products.

Do you want to work with people like Mohammad? Check out our current positions on THIS program:

- **Jr Java Developer** -- <https://careers-vets-inc.icims.com/jobs/1541/junior-java-developer/job>
- **IT Project Manager** -- <https://careers-vets-inc.icims.com/jobs/1540/it-project-manager/job>
- **Test and Evaluation Engineer** -- <https://careers-vets-inc.icims.com/jobs/1539/test-and-evaluation-engineer/job>
- **Systems Engineer** -- <https://careers-vets-inc.icims.com/jobs/1538/systems-engineer/job>

If you are interested in becoming part of a great team dedicated to professional growth, willing to help others grow and who wants to challenge your limits, then Staffing Pros, a subsidiary of VETS, Inc., may be the place for you. Come build your future with us and become a vital part of both our successes.

"The journey of a thousand miles begins with one step."



~ Lao Tzu



STAFFINGPROS

Honor. Integrity. Commitment.

In June of last year we stood up a Technology Staffing Company with a heart and emphasis on our Veterans. Staffing Pros was designed to meet the needs of their integrators and commercial partner. We excel at providing talented consultants, temp to perm hires and permanent placement options.

Our mission is value; our passion is veterans.

We cannot even begin to believe it has been a full year since we stood up this division with a mission!

The first test of our delivery was The CENSUS 2020 project where we are a part of the team bringing security and compliance to individuals responsible for identity verification, finger-printing, photographing and badging of between 500,000 and 700,000 selectees to work the 2020 CENSUS. The program will hire in waves, totaling 2,000 individuals nationwide. This work will scale to 528 locations across the US, including Alaska, Hawaii and the territories. The first wave began October 2018 and ran thru January 2019. Up to five additional waves are following taking various scales of work through August 2021. To give you a sense of the scope of our task, the first wave consisted of 40 locations. Wave two will be 204 locations. As the program grows, so does our team's capabilities.

The CENSUS numbers will provide information such as household median incomes, determine government representation, diversity, aging, and so forth, to plan, forecast and implement future resource needs. Please partake in the 2020 CENSUS.

Another program meeting with success for both Staffing Pros and M6-VETS, our Mentor-Protégé company, is the Army CCDC Ground Vehicle Systems Center. Based in Detroit, Michigan, CCDC develops, integrates and sustains technology solutions for all manned and unmanned DoD ground vehicle systems (GVS) and combat service support (CSS) equipment to improve Current Force effectiveness and provide superior capabilities for the Future Force. Positions include everything within the Application Development lifecycle to include aspects of artificial intelligence and robotics. If done correctly those working on this task have the potential to save the lives of our military men and women each and every day.

While all such programs participate in "after action reports," this program gets notifications on their products and what lives were spared because of them. Those working on this project are truly making a difference.

Another program meeting success for the M6 Mentor-Protégé team is at the Department of Veterans Affairs (VA), Office of Information & Technology (OI&T). The mission of the program is to provide benefits and services to Veterans of the United States. The BIP is an information technology initiative, which provides for the reduction of the technology footprint supporting VBA and NCA through the expansion and the reuse of VBMS technology solutions. These solutions can be leveraged by other programs within the VA to reduce development costs and provide quicker to market solutions in order to **better serve our Veterans**. This program has now been seeded by Cloud Architects, Sr System Engineers, Scrum Masters and Business Analysts -- all recruited by Staffing Pros!

In addition, we have executed MSA's with additional partners at EVS placing folks for them on their first Department of Justice program. On the commercial side we executed our first MSA with Cardinal Innovative Health where we have a specific mission in helping them increase their Veteran numbers, when we can. Our first placement has already taken hold with multiples to follow!

We are business developing in all verticals across the DC and Charlotte markets. We have a special excitement for Charlotte with expected growth forecasted in 2020. Some of the large customers making "The Queen's City" their home are: newly merged BBT / SunTrust, Honeywell moving its headquarters out of Connecticut and Lowes purchasing an additional building moving back from its offshore model. We remain bullish in Charlotte!

As ALWAYS, we enjoy introductions to new partners and customers. We LOVE referrals of all kinds but especially veterans! And we welcome all feedback and suggestions!

Please follow us on:

StaffingPros.US

Facebook: [@StaffingProsUS](https://www.facebook.com/StaffingProsUS)

LinkedIn: [@StaffingPros](https://www.linkedin.com/company/StaffingPros)

Twitter: [@ProsStaffing](https://twitter.com/ProsStaffing)

Important Notice

VETS EMS Homepage www.cbizems.com

Employee Self Service Options:

- Address and phone number changes
- Retrieve PayStubs & W-2 forms (2016 forward)
- Change Tax withholdings or allowances
- Change Direct Deposit accounts
- Initial benefit enrollments and Open enrollment
- Review current benefit elections and deductions
- Information>Documents Section – contains payroll and benefits related information. VETS Benefits Guides and Summaries of coverage



- ❖ **VETS Human Resources:** Robin Hammond, PHR, Corporate HR manager hr@vets-inc.com or 434-374-5899, ext. 113
- ❖ **Payroll and Deltek Costpoint Timekeeping issues:** Payroll@vets-inc.com or 434-374-5899 ext. 104
- ❖ **VETS Help Desk/IT Support:** help@vets-inc.com, 855-483-8746 x140. Help with VETS email passwords, Sharepoint access issues, and other IT issues.
- ❖ **VETS Security:** Jennifer Boit, VP Recruiting and Corporate Security jboit@vets-inc.com and Tiffany Ayscue, Security Coordinator tayscue@vets-inc.com
- ❖ **VETS Contracts:** Contracts@vets-inc.com, Christine Beamer, VP of Contracts and Pricing, cbeamer@vets-inc.com, Ashley Lenzi, Contract Specialist alenzi@vets-inc.com
- ❖ **VETS EMS Portal:** www.cbizems.com
- ❖ **Deltek Costpoint Timekeeping and Expense:** <https://vetsinc-cp.costpointfoundations.com/cpweb/cploginform.htm?1510962526>
- ❖ **Expense report issues and questions:** AP@vets-inc.com
- ❖ **TRAVEL.INC:** Booking questions, Josh Glasscock, Office Manager jglasscock@vets-inc.com, 434-374-5899, ext. 116