

cApStAn SA
Chaussée de La Hulpe 268
1170 Brussels
Belgium
VAT: BE0890600946

Who does What in cApStAn

WHO IS RESPONSIBLE FOR WHAT

Team Team lead or person(s) responsible (back-up)	Email address to be used	Main responsibilities
HR Roberta (Jan)	HR (hr@capstan.be)	FIXED STAFF ONLY: hiring and onboarding fixed staff, contracts definition and dismissal, salary/payroll, evaluations, training approval, holiday approval, Edenred, transport, replacement of office equipment

EHR | Roberta and Grace

EHR
(external.resources@capstan.be)

EXTERNAL RESOURCES ONLY:

general communication with vendors, selecting, hiring and onboarding vendors, assessment policies, dismissal procedure, recommendation and referral letters

Operations |
Laura W (Grace)

Operations (operations@capstan.be)

assigning projects and tasks to the PMs, preparing individual workplan, providing budget feedback and input, supporting PMs in project-related questions

Business Development |
Deva (Steve)

BizDev (bizdev@capstan.be)

sales, marketing and business development activities, participation in conferences, preparation of tenders and offers, relation with clients and prospects

<p>Finance Jan (Savita, Andrea)</p>	<p>FNZ accounts@capstan.be and invoicing@capstaninc.us (only for cApStAn Inc jobs)</p>	<p>expenses, reimbursement, invoicing</p>
<p>Technical Team Laura C</p>	<p>Tech team (ttt@capstan.be), always copy laura.casanellas@capstan.be</p>	<p>company-wide IT management, technical R&D, implementation and management of translation technology tools, technical assistance to projects and operational team</p>

<p>TOPIC OR QUESTIONS RELATED TO</p>	<p>ASK</p>	<p>ADDITIONAL</p>
<p>Training (both employees and freelance staff)</p>	<p>Roberta (hr@capstan.be AND team lead (Ops/BizDev/TTT))</p>	

<p>Holidays (employees)</p>	<p>Roberta (hr@capstan.be) AND team lead (Ops/BizDev/TTT)</p>	<p>Add holidays in Officient + Calendar + Plunet</p>
<p>Holidays (freelance staff)</p>	<p>Your Team lead (Ops/BizDev/TTT)</p>	<p>Add holidays in Calendar</p>
<p>External resources, their profile on Plunet</p>	<p>Roberta and Grace (external.resources@capstan.be)</p>	
<p>Projects details (PMs)</p>	<p>Laura W. (operations@capstan.be) or the Lead PM if already assigned</p>	<p>Consider if implications in other teams (TTT) or for colleagues in the same project</p>
<p>Projects details (TTT)</p>	<p>Laura C. (laura.casanellas@capstan.be)</p>	<p>Consider if implications in other teams (Ops) or for colleagues in the same project</p>

Invoicing procedures

Savita
(accounts@capstan.be)

Both clients and subcontractors

Administrative support for logistics (workshops, meetings, etc.), office supplies

Savita (accounts@capstan.be)

Project budget

If you're preparing a budget and have doubts, contact BizDev or Ops (depending on client).

If you have questions about an existing budget of a project you're working on, contact the one who made the budget (typically BizDev, sometimes Ops).

If you're not the Lead PM, contact the Lead PM first.

Plunet

Stefanos (stefanos.markianos@capstan.be)

memoQ

Valentina (valentina.nardo@capstaninc.us)

IT maintenance
(server, software and
hardware), Odo

Süleyman, **always copy**
laura.casanellas@capst
an.be (also to be primarily
asked if in doubt) and
gergoe@harras.be

Specify clearly your
question in the subject
line

To replace existing
hardware, contact HR
(**hr@capstan.be**)

MT, AI, automation,
tools, translation
technology, macros,
TMs, R&D

Kos, Manuel, Valentina,
depending on the issue,
ttt@capstan.be **always**
copy
laura.casanellas@capst
an.be (also to be primarily
asked if in doubt)

Specify clearly your
question in the subject
line

Tenders, bids, offers

bizdev@capstan.be, if not sure whether Steve or Deva is
responsible

cApStAn Website,
social media,
newsletter, marketing
activities

bizdev@capstan.be - if you have any questions, comments about our marketing activities on our website, social media, newsletter. Currently Sergen and Anna are supporting for some marketing tasks but you can address the email to **bizdev@capstan.be**, and Steve or Devasmita will loop in the relevant team members as needed.

savita.gauchan@capstan.be - if you have any updates (e.g. employees joining and bio needs to be updated, or leaving and bio needs to be removed) or questions/comments for the teams page on cApStAn website <https://www.capstan.be/team/>