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Subject: Progress Report (01/21/19 - 01/27/19)

Date: Sun, 27 Jan 2019 12:23:35 +0000

Please note:

This is a summary of the week's focus, not a comprehension of all projects.

All Divisions. Finish cleaning out all division work spaces.

Carpentry. – Chillax bath soffit. Investigate knock – a/c (no knock could be heard), assess gate latch, fix kitchen door (better but needs more work), begin awning—all FP Pool. Begin demo and order materials – LSJ nursery retaining wall. Begin install tiki ceiling – LSJ.

Electrical. Rough-in lights – LSJ Tiki. Electrical and completed install – FP Pool awning. I know they were completing other plumbing and electrical projects per Kyle or Mike. Need update on those projects.

Engineering. Paint division floor. Ambulance to GSJ for AC Maintenance. Emptied/covered large furniture Cabana 4 (AC repairs involve cutting cement board – dusty work). Estimate w/ welder – support beams. Sheridan to GSJ w Anna and St Thomas for parts and supplies – much to do w ambulance maintenance per JE. Checked GSJ generator and added oil.

Heavy Equipment. Move multiple barge loads. Trench – Palms. Move and plant palms. RO fiber trench fill (ongoing). Assist w move of countertop rack. Assist landscaping w collapsed statue – nursery. Meant to do concrete at RO Plant but labor and heavy equipment to GSJ for road project.

Housekeeping. Clean out RO Plant, Electrical, Carpentry, Blue Beach, MC. Shampoo stained rug from CostULess per Karyna (stain is discolored from previous attempts at stain removal thus its original placement in CostULess, will dispose).

Landscaping. Clean overgrowth – tunnel roof. Fix collapsed statue – Nursery. Finish prep of footings for concrete pour – Pebble Beach. Move and plant palms. Begin planting Bryan's Plants. Demo mirrors – chillax bath and master bath to prep for new install. Collect stones and line GSJ roads. Nicholas was painting shelves for rust but incomplete b/c pulled w three other landscapers/masons for priority of GSJ Road project.

Marine. Nautica back to BVI Painters for repair, not to be used for crew runs, sell. Sportis – new tubes. Little C to go in for repairs next. Ferry service will continue. Search continues – new barge and crew boat. Patrick coordinated barge runs w Boscoe in Mike's absence.

Painters. Complete painting of GSJ dock including adding sanded layer. Complete paint – GSJ tiki deck. Paint Landscaping division. Begin paint- Painting division. Patched tunnel roof w filler over division spaces.

RO/Maintenance. Pools. Assist Gemini as needed. Routine maintenance.

Reefco. Repair Cabana 2. Complete Cabana 4. Ongoing maintenance to other units.

Contractors on island this past week:

Boschulte - landscaping

Reefco – repairs and maintenance

Gemini - RO

JPK – GSJ

EB – GSJ

Grand Design - Countertops

Danny - MC Pool Wall

Many thanks to all for all the hard work.

Other Notes:

- Monday (Jan 21) - LSJE recognized federal holiday (MLK) - no workers
- Some crew pulled for GSJ road priority, slowed projects here but still accomplished quite a bit and I believe road project is complete.
- Mike was on vacation this week. Will be back Monday.
- Many thanks to Una and Daphne in flexibility w me on payment requests and crew payroll. Alerted by Smiley that Premium is almost out. This could be the reason the Premium pump is taking a while to begin pumping. Need to order first thing Monday.
- Daphne will assist w water order to GSJ (thank you)
- Mike to coordinate trash removal first thing this coming week as well.
- New cell and two iPads received (thank you).
- Please call or text to alert to time-sensitive email as working from phone in field challenging esp when inbox filled w Cashkim photos and dialogue. Will filter to different folder and check periodically as I value this and do not want to miss anything. WhatsApp (Karyna uses this also) would work well for this kind of dialogue.
- Copying other division/project leads so can add information I might have missed.
- Please note new work cell number: 340.514.4446.
- Striving to complete proposal for LSJE policy, re: staff/crew.

Observations, Re: Operations

- **Mission.** As I understand it, all our positions exist to enable the principal to come home to a space that exists exactly as he envisions it to be. He doesn't care about process, only end results. Every project must be prioritized toward this outcome so he can have peace and quiet so he can think.
- **"Organizational Drag."** This is the common dynamic among companies where systems of operation hinder the company's top performers' productivity. These areas need to be identified and addressed.
- **Goals.** Need to develop measures of effectiveness (goals) for all employees and periodic review of goals met. This will help press us toward the mission and the principal will be able to see quantitative and qualitative results.
- **Incentive programs.** Rather than clocking hours (which encourages "milking the clock"), studies show incentives (rewarding goals met early with bonuses instead of raises, a catered "thank you" lunch, or maybe a day off or early release if deadlines are met early) increase efficiency and productivity, providing more output per dollar for the company.
- **Work-Life Balance.** Across the board studies show that companies gain more product for their dollar when they encourage/require time off. Persons who consistently work more than 50 hours per week accomplish no more than persons who work 35 hours per week. A direct correlation exists between chronic overtime and an inverse rate of production, most often because that individual begins making more mistakes. There are anomalies to this rule and we all would like to think we are that person, but they are very rare.

- **Work Environment.** A direct correlation exists between perception of support/happiness in work environment and work performance. When people experience hostility/work-place sadism (satisfaction gained by others' failures), efficiency, productivity, dependability diminishes. Instead of looking behind to our failures, we need to press our eyes forward to how we will contribute and fill gaps to reach the finish line.
- **Clarification.** In order to improve my role efficiency, an assessment of operations infrastructure would be helpful to me. I need help understanding better what everyone does so I know how/who to lean on for support. Would be helpful if I could meet with STC so they can help me understand their role as it relates to the island. A short paragraph (preliminary to the meeting if elected) of each person's position title and responsibilities as it relates to island operations would be helpful. Perhaps we can develop some flow charts. If desired I would be happy to conduct a visioning meeting so we can set priorities, goals, deadlines, and see them through.

Stephanie Remington
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