

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

## Who does What in cApStAn

### WHO IS RESPONSIBLE FOR WHAT

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

**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><b>Finance  </b> Jan (Savita, Andrea)</p>	<p><b>FNZ</b> (<a href="mailto:accounts@capstan.be">accounts@capstan.be</a>)</p>	<p>expenses, reimbursement, invoicing</p>
<p><b>Technical Team  </b> Laura C</p>	<p><b>Tech team</b> (<a href="mailto:ttt@capstan.be">ttt@capstan.be</a>), <b>always copy</b> <a href="mailto:laura.casanellas@capstan.be">laura.casanellas@capstan.be</a></p>	<p>company-wide IT management, technical R&amp;D, implementation and management of translation technology tools, technical assistance to projects and operational team</p>

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

<p>Holidays (employees)</p>	<p>Roberta (<a href="mailto:hr@capstan.be">hr@capstan.be</a>) <b>AND</b> 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 (<a href="mailto:external.resources@capstan.be">external.resources@capstan.be</a>)</p>	
<p>Projects details (PMs)</p>	<p>Laura W. (<a href="mailto:operations@capstan.be">operations@capstan.be</a>) 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. (<a href="mailto:laura.casanellas@capstan.be">laura.casanellas@capstan.be</a>)</p>	<p>Consider if implications in other teams (Ops) or for colleagues in the same project</p>

Invoicing procedures

Savita  
([accounts@capstan.be](mailto:accounts@capstan.be))

Both clients and subcontractors

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

Savita ([accounts@capstan.be](mailto: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](mailto:stefanos.markianos@capstan.be))

memoQ

Valentina ([valentina.nardo@capstaninc.us](mailto:valentina.nardo@capstaninc.us))

IT maintenance  
(server, software and  
hardware), Odoo

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

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

Specify clearly your  
question in the subject  
line

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

Kos, Manuel, Valentina,  
depending on the issue,  
**ttt@capstan.be** **always**  
**copy**  
**laura.casanellas@capstan.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/>