



Ongoing Business at CeleraPro

The past month has been remarkably busy and challenging at both GSA and NASA. Over the past 30 days, GSA has lost four of their staff to resignations. In addition, several serious illnesses or injuries have plagued the team. The management team has been very active in giving new opportunities with promotions, coverage for the ill or injured, and hiring four new staff. The new staff are now in the clearance process at GSA. Hopefully, they will be onboard in the next few weeks.

At NASA, we are proactively dealing with the end of the contract year and beginning of the first option year of the contract. Many staffing changes have occurred over the past 12 months. Several roles will end with the contract base year this month, but all have found new opportunities. The management team is working diligently to make the transition to the first option year a smooth success. We need everyone to be fully focused on meeting and exceeding the needs of the NASA customers.

The constantly changing environment at both GSA and NASA will continue to impact the staff as the sites return to onsite support for their clients. Please follow the guidance and expectations of the GSA and NASA government leadership as they try to integrate back to a normal operational environment at the sites. Guidance from the government currently states that all GSA staff, including contractors, are required to report to work on-site through an agreed upon coordination with each Program Manager. The CO/COR supports the agreed upon schedules directed by the GTMs. Specific direction has been provided to staff by GSA. For NASA, the return dates for the staff continue to focus on a gradual re-integration back to normal onsite status continues. and the responses by the government change almost weekly.

The GSA contract support for 2022 is already halfway through the year and many changes have

occurred. The important part is being agile and rapidly responsive to customer needs.

This is the time of the year where everyone needs to be thinking about vacation and using your hours. We do not want to be at the end of the calendar year dictating that you need to take vacation. Please be proactive. This starts with each of you. Most importantly we expect you to continue to commit to a positive environment and help CeleraPro demonstrate that commitment to each of our customers. You are the faces of CeleraPro. Please always remember that!

Important Backup Support

There continues to be much confusion about providing backup support to your teammates when needed. This is a contract requirement and was discussed with each staff member several times. We want to clear this up right now. The process exists for both GSA and NASA. At GSA, we have developed a plan for coverage in the different support Service Centers when possible. That coverage is part of the contract and not up for discussion. All are expected to step up and honor that approach. Chuck and Jamika will continue to coordinate the coverage at GSA.

At NASA, we have the same need, and it is usually coordinated around the facility team. You must be committed to support the needs of the government manager for other members of the team if assigned. The back-up support is an important commitment to your teammates. You might be part of a multi-person coverage team for a colleague who is on extended leave. We are pleased to hear proactive commitments to assist your teammates. We try to rotate staff through the support positions to reduce impact to your main location. This process will continue and is a central requirement of our contract for which we are evaluated. Everyone at NASA is expected to step up to this requirement. Keith, as the PM, and Chuck are expected to coordinate and direct those decisions at NASA.



Staffing/Contract Changes at NASA

As we mentioned initially in April, we are happy to announce that we have twenty-three new staff members that have joined us from either LightGrid or Quadrus. This is important as we integrate the entire group into one support team. Keith has been working with each of you to get comfortable with CeleraPro's approach and Michelle has been working the benefits setup for everyone. We hope the transition has been as smooth as possible for you and your government contacts. We are excited about each of you joining us in our support to NASA CASS II. Your support to the customer will be business as usual except for the company change. If you have any questions, please reach out to Keith or Chuck.

Staffing Changes at GSA

It is extremely important that we make our transitional periods with staff movement ongoing as smooth as possible. As we mentioned earlier, staff changes continue to be impactful to GSA as four staff members have terminated, health issues are impacting some staff, and we have moved some staff to new positions. It is important that you are proactive in helping with new staff members, those taking on new responsibilities, and the needs of your teammates. There are new staff members that have been hired and are in the clearance process now. We can now state that we have hired three new staff for GSA. We expect all staff to be helpful and supportive as we transition the new staff and provide coverage for every current position.

Staff Performance Feedback

We continue to get great comments and feedback for our staff from NASA and GSA leadership. We enjoy getting that information and want to make sure everyone is focused on that feedback. If there is special feedback, guidance, or performance assessment from your government leadership, we love to get that information and share it. This is an opportunity to review how your manager's feel about your performance. Please engage with your

management to refine that assessment and set a personal plan that will move your skills ahead and exceed your government management expectations and needs. Congratulations from CeleraPro management on a job well done!

Vacation Highlights

This is a special section this month instead of our normal spotlight on an employee. Since we have been pushing everyone to use their vacation, we decided to demonstrate the vacation plans for one of our staff. Chuck just returned from spending a 7-day cruise visiting Honduras and a couple of sites in Mexico. He had an opportunity to experience the best in people several times on the trip. The cruise ship held over 6,000 staff, crew, and vacationers from all over the world. His experiences with family and new contacts had a very positive impact on him. The opportunity to talk to people/families that were from just about every country in the world was interesting. You realize just how much people are the same no matter what country they are from. No politics – just friendly and supportive talk and sharing. The children like the same things and the families tend to laugh with other families about common issues and concerns.

He has been on several Disney cruises when his kids were younger (all married with their own families now), but this was different. This is the first time he went on a Royal Caribbean cruise. There were many more activities for the adults, and all cheered for each other no matter where they were from. From basketball (a grandson finished second in a basketball shooting contest), to pickleball tournaments that everyone participated in, to major shows such as Mama Mia that everyone cheered for, our days went by fast. It was interesting to talk to families from Russia and find out how they feel about the war in Ukraine. Chuck met people from China, India, Germany, England, Spain, Honduras, Brazil, Mexico, Canada, Argentina, Korea, Japan, and the list goes on. All were in the same frame of mind and enjoying the same ideas, music, and comradery. All enjoying each other's stories.



A special event occurred off the coast of Cuba on the return trip. The cruise ship came upon a large boat filled with people who were trying to get to the United States from Cuba (or at least that is what it looked like). The cruise staff slowed to check on them and found they were making this journey with no water or food. They had no idea how long the crossing would take. The ship captain directed staff to help the people by providing several cases of water and food to the people on the boat. This slowed our progress for about an hour, but no one on the cruise ship was against giving them help. As a matter of fact, much of the ship watched the help and gave a rousing cheer for the crew. As mentioned earlier, there are good people everywhere.

We will be back to our Spotlight section next month. We hope that each of you get the special opportunity to share something like this in the future!

Staff Member Evaluation at NASA

The COR will be sending the NASA managers a new assessment of staff as we approach the end of the first year of the contract. We want to see excellent reviews for everyone, so be aware of your actions and impact. Team CeleraPro staff members received an overall rating of “Very Good” the last time around. Our COR was pleased with the feedback we received and looks forward to the next assessment for year one of the contract. Nine NASA organizations rated their staff members as a five. We want to make that score even better. We look forward to the team getting back to some onsite work and building on their excellent performance. Keith is available to provide any NASA staff feedback to CeleraPro employees if desired.

Health Insurance/Benefits

CeleraPro continues to be actively updating our Benefits Package through United Healthcare (UHC) and Guardian. This is important for your personal/family health care over the next year. We have moved to a combination of United Healthcare (UHC) and Guardian to provide

better options for a better price. As a reminder, we have also added to the benefits for the staff including CeleraPro paying premiums for Short-Term Disability (STD) insurance which also increased from \$25,000 to \$50,000, and AD&D insurance which increased from \$25,000 to \$50,000. CeleraPro also added more options on your health insurance with UHC. We are working with Business Benefits Group (BBG) to access medical coverage benefits and will continually look for improvement during 2022.

Vacation Policy Change

The Service Contract Act (SCA) does not require companies to provide any vacation to staff until after their first year of employment. CeleraPro has taken an additional step by allowing staff to accrue and use vacation immediately. Over the last few months, we have had several employees abusing this policy, resigning from their position after a few months, with CeleraPro paying out the maximum twenty-four (24) hours of vacation to people that did not dedicate themselves to the company for very long. To prevent this, we are immediately instituting the requirement that employees work for at least six (6) months prior to a termination that is either their choice or for performance to get a vacation pay-out.

If the position gets terminated by the Government or if the termination is outside the employee’s control, then the supervisor or manager can override this policy. Similarly for an employee that has been with CeleraPro for less than a year (but more than six months) can receive vacation payout up to twelve (12) hours. No vacation is paid out unless a minimum of two-week’s notice is given prior to the last date of employment. This policy should not affect those of you reading this since GSA staff for the most part have been with CeleraPro for three plus years and NASA staff are close to celebrating their first year with us on 1 August. Reminder that any plan to resign is given first to your CeleraPro supervisor or manager, not to the



customer. CeleraPro is responsible for informing the customer. This policy is a subset of never discussing company business with the customer, and your plan to resign is company business. Any changes to company policy will be added to the handbooks and be available for review with online updates available through CeleraPro.com and always announced in the Monthly Memorandum and at staff meeting.

CeleraPro Handbooks

When changes are made to CeleraPro handbooks for Exempt and Non-Exempt staff, these updates will either be distributed to the staff or if the updates are minor, notification will be provided that the update can be found on the CeleraPro website. We are in the process of updating some key areas within the handbooks. Remember that the handbook is a reference, but final direction or decisions comes from CeleraPro management. Everyone is required to review these documents and provide signed agreement for major changes. Please make the effort to review these handbooks as they provide a lot of information and guidance concerning CeleraPro policies and benefits. Keith, at NASA, or Jamika, at GSA, will be your points of contact. New information and guidance will be included for your review when updated. Expect continuing changes to the handbooks over the next year. CeleraPro continues to review and access new and better options.

The last pages of this Monthly Memorandum (the “Blue Pages”) are references to company policies, processes, and contacts. If there is a discrepancy between the handbook and the “blue pages”, the handbook takes precedence unless otherwise noted (note: the aforementioned vacation policy change takes precedence over the handbook until the handbooks are updated). Please inform us of any differences.

New Opportunities

Hopefully, we will begin to get further feedback on potential new opportunities soon. The CeleraPro management team continues to track

and identify new opportunities. There is high potential on our winning several of these opportunities. As a reminder, here are the new opportunities we are tracking:

- GSA Multiple Award Schedule (MAS) proposal – submitted, awaiting award)
- National Institute of Health (NIH) IDIQ bid called CIO-SP4 (submitted, awaiting award)
- Teaming with a SB HUBZone prime on GSA Polaris (awaiting final RFP)

Protecting Information

We continue to get great feedback from the customers at GSA and NASA. It is important each staff member takes any issues or concerns to Chuck, Keith, and/or Jamika. Issues and concerns should NOT be shared with the CO/COR. Remember the issues stay inhouse. It is not appropriate for our management to hear from the CO/COR concerning issues occurring onsite.

Team CeleraPro (NASA)

As a reminder, CeleraPro is the prime at NASA on Team CeleraPro and includes friends from LightGrid LLC. We are one team supporting each other. If there are any questions or concerns, Keith is always available to work with you to address issues and concerns on the contract. Make sure to use his local availability to quickly respond to customer needs or questions. Always keep him aware of any vacation or sick leave requests as soon as possible.

Paychex Payroll Operations

Paychex is our automated payroll processing application. MOST IMPORTANT TO THIS PROCESS – TIMECARDS SHOULD BE FILLED OUT DAILY AND SUBMITTED. On each Friday, the online timecards should be SUBMITTED and APPROVED (by the staff member). This is the same process every week. If you need to take vacation or sick leave, you need to request the time through the Paychex system, notify the government management, and coordinate with the PM at NASA or GSA. Do not forget the daily entry of data!



Vacation and Sick Leave Hours

Everyone should be monitoring their personal vacation and sick leave hours especially as we are already hitting mid-year. Each staff member needs to be more diligent about not keeping a large number of hours on the books toward the holiday season later in the year. CeleraPro will conform to Department of Labor / Service Contract Act requirements and require that all SCA staff vacation be used in the year it was accrued. This is a major policy change which will result in a new handbook being distributed in the next month. This applies to both NASA and GSA staff.

Remember sick leave hours (available to SCA personnel) do not carry over into the new contract year.

For GSA, a new set of 56 hours will become available on January 1st as the contract is on a 12-month calendar year of Jan – Dec. For our NASA staff, the contract year is based on Aug – Jul each year. A new set of 56 hours will be provided on August 1st.

Remote Operations/Escort Duty

Guidance from the NASA CO/COR is CeleraPro staff will no longer support escort duty (especially for Foreign National coverage) for long periods of time unless under special agreement. Please make sure you coordinate with Keith if requested for escort duty and take the training course so that you are prepared. Escort duty in your support organization for a short-term period is part of our tasking and approved. The same applies to GSA staff. If asked and it is short-term, provide the help. If it is an impact, contact Chuck and Jamika.

Staff Changes

There is continuing movement on the staff at both GSA and NASA. Staff will need to be flexible and responsive to the changing environment as they begin to provide onsite support again. Remember that we are simply returning to normal operations. Each manager will have their own need and expectations for the returning

staff. It will be important to be proactive in meeting the needs at both GSA and NASA. Please work with Keith at NASA and Chuck/Jamika at GSA to make these moves efficient and effective for the government.

GSA SOP Updates/Remote Work

For our GSA team, please continually update your SOPs to include any new tasks or functions resulting from remote support. The latest versions of the SOPs need to be reviewed and amended to describe what accommodations are required for remote work or changes in tasking. Several staff have identified changing roles resulting from remote operations. Jamika is the point of contact for any updates to the SOPs. This is important so that the COR and our CeleraPro management are aware of potential changes in specific tasking. We want to make sure the GSA leadership is aware and supportive of your unique roles with each of the GSA GTM expectations.

NASA Task Track/SOP Development

For our NASA team, we have previously requested each of you to complete your tracking activities, tasks, and deliverables you provide. It is now time for closure on specific SOPs for each of the existing positions in the formal and layout provided by Keith. Make sure to provide the necessary feedback to Keith with the next 20 days so that we can deliver the finalized version to the NASA leadership. This should not be hard as each of you have been developing these documents for the last 60 days with Keith's guidance. Especially for the staff moving to CeleraPro from Quadrus and LightGrid, make sure to coordinate with Keith to better understand what needs to be generated. The SOPs provide the management team with insight into what you provide to the customer. This also provides the CO, COR, and PMs with insight into exactly what you are responsible for each day. If you need examples or guidance, reach out to Keith.



CeleraPro Staff Opportunities

CeleraPro is aggressively pursuing growth opportunities and expects to expand in staff in 2022. We have several proposals submitted for work in different areas of the country and have candidates in the process locally to help cover future tasking. We will try to keep you aware of opportunities in all regions where CeleraPro has a presence.

CeleraPro continues to review staff performance and identify staff that demonstrate high quality performance for internal promotion. We will keep you aware of the changes and guidance from the customer. CeleraPro's leadership team is proud of your performance and appreciates everyone's support. We also thank you for the professionalism provided to each of our valued government clients.

Recurring Content

These reminder messages are provided for new staff and as a reference for all staff members. Any changes will be provided and will appear in blue text.

Vacation and Sick Leave

Every new contract year, all SCA and PTO staff receive 56 hours of sick leave, which do not carry over to the next contract year.

On January 1, all GSA staff begin accruing vacation (SCA) or PTO (Exempt). On August 1, NASA staff begin accruing vacation (SCA) or PTO (Exempt). The department of labor designates hours of vacation based on years of seniority for SCA staff for each state or region. Please see the employee handbook for the numbers of days per year and hours per pay period based on seniority and employee type.

Kudo Collection Process

We want to continue to remind you of the importance of the kudos many of you get from your customers. It is important for CeleraPro staff to keep track of kudos (a.k.a. commendations, awards, and "attaboys") to demonstrate the excellence with which we conduct our work. CeleraPro leadership needs to

be aware of special work, compliments for personal efforts, and formal congratulations for your support. We will be sharing this information with the different CORs. We recently introduced the Kudo Collection Process (KCP) and have received several instances of kudos given to the staff in the last month. If your customer or other source makes the effort to thank you for your efforts, let us know.

Staffing to Meet Customer Needs

CeleraPro is working with the NASA CO and COR to achieve a stable state with CeleraPro staffing. We need you to be available and immediately responsive to new tasking as it happens, which includes return to onsite work. We know that there are a lot of questions about returning to site and we have asked CeleraPro staff member at NASA and GSA to proactively coordinate with your managers to understand their needs and plans. Do not wait for them to contact you. Make sure you are responsive to direction.

The same direction is in place at GSA. Keep Chuck and Jamika aware of any illness, appointments, vacations, new direction, new tasking, or other impact that will keep you from support on any given day or even a few specific hours.

The vaccine guidance continues to change with directions from the government as we try to figure out the best way to respond to changing COVID situations and impact. Remember current guidance from both NASA and GSA is for staff keep the government management aware of their health. As always, you need to keep the CeleraPro management aware of any changing situations and impact on your status.

Medical Coverage

Business Benefits Group (BBG) is the company that handles our medical, vision, dental, and employee insurance accounts. Remember, we have moved to a combination of United Healthcare and Guardian for our benefits. If these benefit premiums exceed the H&W funds (for SCA) or the monthly allowance (for



Exempts), the remaining premium is paid through employee payroll deduction. If you have any questions, you can reach BBG at (703) 385-7200. Ask for Walter, our Primary POC.

On-site Work and Vaccination Status

New guidance has been provided on what is expected whether or not you have been vaccinated. Follow the directions of the government health guidance at each facility within NASA and GSA. Make sure that you are aware of the guidance, follow the specific guidance given by GSA or NASA, and be prepared to operate onsite under that guidance. There have been flare-ups in COVID at both GSA and NASA and the government is reacting to each situation. Reach out to your GSA GTMs and NASA Managers to make sure you understand their specific expectations and guidance. The guidance will most likely be changing several times as we deal with changing guidance so pay attention to new updates and direction. Keith at NASA, and Jamika at GSA, are the points of contact for reporting status. We will be reviewing the guidance in the future as we respond to government guidance and recommendations.

The guidance from CeleraPro is based on the guidance you receive from the government. The guidance for returning to a specialized work environment has been specific from both the NASA and GSA management.

Telework

The CeleraPro Telework from home Policy for the staff is continues to be modified as the agreements and direction for back to work occur. It is important you are available during the workday whether you are working at the office or home. Also, it is important to note that Remote Work is approved for staff (for both GSA and NASA contracts) to work at home, not from a location other than home. This means that Telework / Remote work cannot be performed periodically during a vacation or trip.

- Telework is an exception and is not approved without a substantive reason (e.g., sick child)
- Telework must be approved by your client
- Telework is permitted during inclement weather following customer closure guidelines
- This is allowed only if the employee has a laptop and can work remotely
- If approved, telework is permitted one day at a time with PM and COR approval in advance
- Staff that do not report to work at the customer site and attempt to use unapproved telework will be charged vacation time and may receive a verbal warning.

Paid Family Leave (DC Only)

Specific to DC staff, Paid Family Leave is now officially being provided making Paid Family Leave (PFL) available to employees working in DC. Paid Family Leave is a benefit program initiated for staff through the DC Office of Employment Services (DOES) for DC to care for their family in time of need. For more information concerning the family leave policy, review online at on <https://does.dc.gov/page/dc-paid-family-leave>.

LWOP Guidance

This is the ongoing reminder that LWOP is only available through prior approval from Chuck or Jamika (for GSA), and by Keith (for NSA). If you use LWOP, you may need to pay a portion of the health plan premium out of pocket to make up for the lost wages. LWOP can only be used after sick leave and vacation options have been exhausted.

If You Are Moving

If you are moving or planning a move, CeleraPro needs to know when and where. We have a standing requirement for a percentage of staff to live within a HUBZone. Due to this



requirement, you must inform us of your new address 60 days in advance of a move. The Small Business Administration has updated its policies regarding HUBZone residence as of January 2020. The new rule is that if the employee has lived in a HUBZone for six months prior to joining CeleraPro, and if they reside in a HUBZone for six months after being hired, the employee can thereafter be considered as a permanent HUBZone member if they are employed by CeleraPro.

Private Company Information

Remember we need to be smart and keep internal CeleraPro information away from the workplace. Speaking to anyone negatively about CeleraPro, its policies, or about other company staff members should not occur at any time, especially within the workplace. We are a team and expect everyone to be proactive and mutually supportive of team efforts. If you have any issues or concerns, please address them to Chuck and Jamika (for GSA staff) or Keith and Chuck (for NASA staff). Dr. Perini also has an “open door” policy and will discuss any concerns with staff as time allows.

Primary/Back-up Matrix

CeleraPro maintains a matrix of fill-in roles based on customer needs. Per our GSA and NASA contracts, fill-ins CAN NOT be government or other non-CeleraPro contractor unless approved by the COR and PM.

All staff are required to help support operational needs in other offices, if directed to do so by the PM. Our approach is to provide fill-in coverage only one day at a time. Our approach is consistent with the agreements with the contract the GSA and NASA CORs. CeleraPro needs to provide all customers with the best coverage possible. Every team member is expected to provide fill-in support when needed.

Thank You

CeleraPro is more than just a business name. It is a collection of outstanding individuals who provide outstanding support to each of their

clients. If you have ideas for the Monthly Memorandum or would like to be in the Employee Spotlight in an upcoming edition, contact Chuck Steele or your PM at GSA or NASA.