



### **Ongoing Business at CeleraPro**

We will be through the first quarter of the year by the end of March. It will be important to review the vacation or PTO hours that you carried over into 2022 and use those hours before the end of the month. Guidance from the government states that all GSA staff will be required to report to work on-site on 11 April, with either proof of being fully vaccinated, or wearing a mask with proof of being negatively tested every two weeks. Stand by for further updates. For NASA the return date is 25 March for 75% of staff with no specifics of who that 75% is. Please stand by for further instructions. We will provide more information as we are notified. One of the options being discussed is alternate days at the office and home. Be prepared for whatever direction is given.

We are looking for a positive 2022. This starts with each of you. We need all to continue to commit to a positive environment and help CeleraPro demonstrate that commitment to each of your customers. You are the face of CeleraPro. Please remember that at all times!

We have been actively updating our Benefits Package for each of you through United Healthcare (UHC) and Guardian. This was and still is very important for your personal/family health care over the next year. We know that the interactions with Guardian have been slow, but they should be in place very soon. If you have a special need, you can reach out to Walter at BBG or contact us for further guidance. Make sure you are responsive if anything else is needed. More information will be available soon and we ask your patience. Concerning UHC ID cards, many of you received two different cards. One of the cards was the old coverage you have and the second is for the new coverage you have signed up for this calendar year. Again, if you have any questions, please reach out first to BBG to see if they can answer your question. If not, as always, let us know.

### **Congratulations to Angel Lopez**

Angel Lopez is a part of the Satellite Needs Working Group Team which was awarded the 2021 NASA Honor Group Award for exceptional performance of NASA's role in the inter-agency Satellite Needs Working Group 2020 Assessment and Analysis Phase. Congratulations Angel for the well-deserved recognition for your outstanding work!!

### **Staffing to Meet Customer Needs**

CeleraPro is continuing to work hard with the CO and COR to achieve a stable state with staffing at NASA. We are currently making several moves internally to achieve and exceed requests from the NASA customer. This is going to continue into the early 2022. We need everyone to be available and responsive to new tasking if it happens, which includes the return to onsite work. It is important we provide support over and above what is expected. We need to provide the help requested by Keith to make sure we have those positions at NASA covered. Make sure you are responsive to Keith's direction. The same direction is in place at GSA. Keep Chuck and Jamika aware of any illness, new direction or tasking, or other impact that will keep you from your support. If you have new issues with COVID at GSA or NASA, be proactive and coordinate with your appropriate PM.

The vaccine status will continue to a major issue as we try to figure out the best way to staff and meet the customer needs. We will be providing more guidance to staff concerning the vaccine requirements as we move further into the new year. Remember current guidance from both NASA and GSA is staff need to be vaccinated to return to work, including working remotely from home. Operations at both sites are going well and we need to continue to focus on the needs of our clients at a high standard.

### **\*\*Health Insurance and Benefits**

As we add staff through new opportunities, our medical insurance pool grows so costs may decrease during a future open benefits season. As of Feb 1, 2022, each of you will have updated



your insurance requests. **THOSE CHANGES WILL BE REFLECTED IN YOUR PAY ON YOUR UPCOMING PAYCHECKS.** Pay attention to your payroll checks to make sure it is correct. 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 everyone getting Short-Term Disability (STD), life insurance increasing from \$25,000 to \$50,000, and increased AD&D 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 our medical coverage benefits and will continually look for improvement during 2022. CeleraPro is focused on obtaining reduced premiums for our health insurance and possibly lower fees on our 401k advisory services.

We continue to work on new handbooks for Exempt and Non-Exempt, which should be available to the staff on the CeleraPro website (as soon as final updates are accomplished). Everyone will be required to review these documents and provide signed agreement. Please make the effort to review these handbooks as they provide a lot of information and guidance concerning CeleraPro. Keith, at NASA, or Jamika, at GSA, will be your points of contact. New information and guidance will be included for your review.

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. Please inform us of any differences.

### **Vaccination Status**

We want to continue to remind staff they need to be vaccinated to be allowed back to work onsite. There are potential changes in guidance concerning the vaccinations, but further formal direction from the government at both GSA and

NASA will be coming soon. We are working with the GSA and NASA management based on new guidance and decisions from the Supreme Court, Congress, military leadership, and the medical community. The Government will continue tracking the status of all staff members on their status concerning vaccines. Keith at NASA, and Jamika at GSA, are the points of contact for reporting status. If you have not yet provided proof of your required vaccine, please provide the necessary proof to Keith and Jamika so we can provide that information to the government. This will be required to return to work. CeleraPro continues to provide company guidance staff need to be vaccinated. We will be reviewing the guidance in the future as we respond to government guidance and recommendations.

Everyone needs to be very responsive on this situation and make every effort to meet the guidance from CeleraPro and guidance from NASA and GSA. All our current contracts are government based, so the guidance from CeleraPro is based on the guidance for continuous support to the government. The changing environment dealing with COVID-19 impact requires continued vigilance to maintain health and safety.

### **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.
- Sub to an incumbent on a National Geospatial Agency (NGA) IDIQ bid.
- National Institute of Health (NIH) IDIQ bid called CIO-SP4.
- USGS Prime proposal submission, expecting an award in October.



- Teaming with a SB HUBZone prime on GSA Polaris.

CeleraPro is continually seeking opportunities through colleagues, relationships, and posted solicitations to order to grow and build company capabilities and improve employee benefits.

In addition, CeleraPro continues to hire highly qualified staff to address our growing needs both on the tasks and in the back office. We currently have potential candidates in the security process at GSA to ensure available staff if needed in the future and are continuing to recruit new candidates to fill potential positions at NASA.

### **Continuing Business at GSA**

We continue to get great feedback from the customer at GSA and are proud of our ongoing commitment by our staff while working remotely. The COR is very interested in how the staff are doing and has been proactive in supporting the performance of this team. Although we have a close relationship with the COR, it is important each staff member takes any issues or concerns to Chuck and/or Jamika. Issues and concerns should NOT be directed to the COR. Remember the issues stay inhouse. It is not appropriate for our management to hear from the COR concerning issues occurring onsite.

Reminder for GSA staff to copy Jamika on all messages to Chuck to ensure one of us respond to your requests or needs. Remember to be responsive and available to your Government Task Managers (GTMs). If there are conflicts or issues, let Chuck and Jamika know right away.

### **Team CeleraPro (NASA)**

As a reminder, CeleraPro is the prime at NASA on Team CeleraPro and includes teammates and friends from Quadrus Corporation and LightGrid LLC. It is important to understand there are three companies supporting the tasking. We are one team supporting each other. If there are any questions or concerns, Keith is always available to work with you to address those 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.

### **Continuing NASA Staff Performance**

Many changes in staffing, roles, and guidance from the NASA CO/COR are occurring. Make sure that you are meeting and exceeding the expectations from the NASA management. We are trying to get the right staff member into the strongest positions and allow them to be successful. NASA management is appreciative of the commitment of the staff members. In addition, Keith is available and working overtime to get to know all staff members better, meeting the needs of the NASA management, and providing each team member an avenue to share information. Make sure he is aware of any issues, increased tasking, and overall demands of your services.

### **Paychex Conversion**

This is now our prime payroll and timecards system and is automated for your convenience. This is an area that always needs to be monitored. We have made the process as simple as possible. It is important each staff member make this a priority daily. This should make your ability to keep the system current extremely easy. Most important to this new process – timecards should be filled out and SUBMITTED daily. 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. We have observed more staff not keeping their timecards up to date. This is important. It is unacceptable to ignore or not submit timecards daily. For your information, we actively check the system daily to see if everyone has submitted their time.



### **Customer Feedback**

For both GSA and NASA teams, we are pleased to let you know the clients continue to provide strong feedback on your efforts. This needs to continue to make sure we are not only meeting their needs but exceeding expectations. Make sure we are all trying to exceed the expectations of the clients. Remember the NASA client is learning about CeleraPro and how we function as well.

### **Vacation and Sick Leave Hours**

Everyone should have been monitoring their personal vacation and sick leave hours especially as we moved through the holiday season. While NASA staff should be fine as the contract recently started, please plan ahead to make sure management is aware of your plans and planning for the necessary coverage. Notify Michelle and Keith, as soon as possible on your planning.

Concerning GSA, we need to be diligent about our vacation hours as you were only able to carryover eight (8) hours into the new calendar year. We have provided guidance several times about planning more effectively especially with the carryover hours that need to be used during the first quarter of the 2022. Keep Michelle, Chuck, and Jamika aware of those plans.

Remember sick leave hours did not carry over into the new calendar year. A new set of 56 hours became available on Jan 1, 2022.

### **Remote Operations/Escort Duty**

We have been notified a few staff may be asked to help escort visitors at NASA. New guidance from the CO/COR is staff will no longer support escort duty (especially for Foreign National coverage) or long periods of time unless under special agreement. We need ALL staff to get trained for the escort duty (about an hour of online training and badged) to help when needed in short-term situations. You may need to help staff on one of the subs as well. This is part of the CASS-II contract at NASA and we understand the request may mean time at the site. Make sure you coordinate with Keith if requested for escort

duty. Again – escort duty in your support organization for a short-term period is understandable. 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.

For staff working at each GSA and NASA site, continue to make yourself a willing participant in covering and supporting other staff when they are out of the office on vacation or sick leave. We are a family.

### **Staff Changes**

There are several position changes going on at NASA to help meet the requirements of the different areas of support. These moves are meant to benefit the government and the staff. Please work with Keith to make these moves efficient and effective for the government. These moves are driven by changes in requirements from the NASA government leadership.

We still have Shantee Haynes in the clearance process for positions in the future. If you know someone who might be a good fit, let chuck, Keith and Jamika know. Due to clearance needs for the GSA contract, we try to build our available staff for opportunities. We hope to have several options for them once their clearances are completed. All staff need to continue to provide back-up support where necessary until we have cleared staff available.

### **Vacation Planning for 2022**

Despite working from home, we need everyone to be diligent in continually using vacation time. We are entering a new calendar year and will need to be tracking your vacation hours. Any hours carried into the new calendar year will need to be used within the first quarter of the calendar year. We need to be very diligent about our vacation hours. GSA staff carried over a maximum of eight (8) hours into 2022. NASA staff carried over whatever hours accrued for vacation but will need to be more diligent as you can only carry over 24 hours next year. The rest will be lost if you do not use it. We do not payout for excess vacation hours. This is your



responsibility so please stay on top of it. Sick leave is specifically for staff or their dependents who are sick or need to go to doctor's appointments. It is not additional vacation time. We monitor your vacations hours to assure there is no impact to our clients. We do not want to be forced to require vacation days be taken and urge you to be proactive in taking days off. If all staff do not proactively take vacation time, we will have to start directing vacation time to ensure compliance. Please make this a priority. The impacts of accruing a large vacation balance have the following impacts:

- Impact on the customers if many staff members take an abundance of accrued vacation simultaneously causing impact to mission
- Impact to staff when vacations cannot be approved due to abundance of requests during the holidays or summer months
- Impact to the CeleraPro commitment if we cannot provide sufficient fill-ins due to too many staff using large amounts of accrued vacation

To avoid these impacts, please request vacation time for approval early through Chuck and Jamika for GSA and Keith and Chuck for NASA. Always CC Michelle on vacation requests.

### **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 will be reaching out to each of you to ensure these updates have occurred. Make a concerted effort to appropriately update your specific SOPs up to date for the remote work, when changes or new guidance occur on your task, or simply to revise content. All updates to SOPs were due on 28 February 2022.

### **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. These lists should have been provided to Keith. If not, make sure and get them to him now. He has reached out to you to continue the process. We have seen some of the information more in an SOP format. Keith will be working with you and providing guidance. 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. The NASA SOPs will be due to Keith and Chuck by 28 March 2022. If you need examples or guidance, reach out to Keith.

### **Staff Member Highlight**

This month we would like to introduce you to **Michelle Atosha Buhendwa** from our Back Office. She is The Office Manager for CeleraPro responsible for office management, customer invoicing, payroll, and coordination of personnel



training and benefits. Originally, and proudly from Congo-Kinshasa in Africa, she came to the United States over eighteen years ago. Her post-secondary education began at a small community college in Northern Virginia, and her undergraduate degree was attained at George

Mason University (GMU). A great deal of Michelle's professional career has been spent in Accounting, Management, and Human Resources.

During her career, she has made significant contributions to her employers (past and present) in these areas of expertise. Further, one position allowed Michelle to use her varied business skills for the betterment of a spiritual organization. Including God in her work methods is crucial because it always steers her toward doing the right thing.



A little about Michelle’s family – She met her husband at church without knowing that they were born one day apart (different year, he is older), same number of girls and boys in their families, both first born, lost one sibling at very young age, their mothers have the same first name and their middle names means the same thing, and both of their parents were teachers. She has 3 kids: Divin, Hadriel, Odelia and soon that number will grow to 7 kids (she is adopting the children of her brother who passed away last year). She grew up in a big family and now looks forward to enjoying the 7 kids growing up together with all the headaches that comes with it.

### **CeleraPro Staff Opportunities**

CeleraPro is aggressively pursuing growth opportunities and expects to expand in staff in 2022. We have several proposals currently 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 to the standard information will appear in blue text. We



recognize some portions of the content of this Memorandum may be repetitive, but the purpose of the repetition is to educate new staff and to emphasize critical policies we expect you understand and adhere to.

### **CeleraPro Headquarters**

Most of the staff have never been to the CeleraPro Headquarters office in Reston where Remo, Ron, Chuck, Brian, Michelle, and Gabi, and spend much of their time. We are constantly updating the environment. These photos are posted so that you can be familiar with “CeleraPro Central.”

### **Staff Commitment**

Please remember our focused commitment to our customers, being on-time, providing the needed support, being a team player, and supporting your staff teammates will continue to be our top priorities. It is important as the work environment changes and is impacted by the virus and other actions we continue to provide support of the highest value.

### **Vacation Requests during the CV19 Telework Period in 2022**

It is important for all personnel to continue to plan for vacation and leave commitments. This directly impacts our GSA team at this time (the NASA team can carry over more hours this year and have just started within the last month or so). Next calendar year it will be an important item to track for both GSA and NASA. Continuing to carry a large vacation hour balance creates risk for the customer, for CeleraPro and for yourself. The customer has potential risk if all staff save their vacation while working from home, then the Government buildings re-open and they start taking off for long periods. We do not have sufficient back-up to cover large numbers of staff taking off for three or more days all at the same time. The Customer Mission would be impacted, CeleraPro would be impacted by not performing in a satisfactory manner, and staff will be impacted because vacation may not be approved and could be lost if not taken before the start of



the new year. Please be proactive and plan ahead with the vacation. It is important to our contract and our commitment to the client.

**For GSA staff:** To request a partial day or single day of vacation, please give Chuck, Michelle, and Jamika (jamika.patterson@gsa.gov), at least 24 hours' notice, unless there is an emergency. Please think ahead to meet this notification time frame. We want to approve everyone's request, so it is important to keep us up to date.

If you plan to take 2-3 days off, please provide at least 48 hours' notice. For 4-5 days off, we require one week notice in advance to arrange for fill-ins. For greater than five days, please provide at least 30 days' notice. Remember many of you carried over hours into 2022, so the number of hours you need to use may be greater than usual.

**For NASA staff:** To request a partial day or single day of vacation, please give Keith and Michelle at least 24 hours' notice, unless there is an emergency. Please think ahead to meet this notification time frame as we move through the new calendar year. We want to approve everyone's request, so it is important to keep us up to date. If you plan to take 2 days off, please provide at least 48 hours' notice. For 3-4 days off, we require one week notice in advance to arrange for fill-ins. And for greater than four days, please provide at least 30 days' notice.

### **Vacation and Sick Leave Carryover**

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

On January 1, all CeleraPro 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.

A portion of accrued vacation and PTO may be carried over into the following calendar year with Program Manager approval. Please see the employee handbook for details.

### **Kudo Collection Process**

We want to continue to remind you of the importance of the kudos many of you get from your customers. The next contract competition is right around the corner, and the kudos you receive could result in helping to win that competition. 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 COR. 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. We encourage staff to continue to develop close relationships with their customers and other government staff connected with the agency. If you receive a compliment verbally from your customer, or in a text message, we request you ask them to send a message to you via email so you can forward to CeleraPro leadership.

### **CeleraPro Handbook**

As referenced earlier in this memorandum, the updated CeleraPro Employee Handbook(s) for Exempt and Non-Exempt will be available soon on the CeleraPro website. One of the new items for the handbook will be the automated timecard process and expectations.

The handbook is the official reference describing CeleraPro policies and procedures, which occasionally get updated. Understanding the policies described and how those agreements will be followed is important. The handbook also provides explanation of benefits



from United Healthcare, Guardian and from Voya.

### **DC Metro SmarTrip**

CeleraPro provides a transportation benefit to DC staff through DC's Metro SmarTrip. The benefit allows staff members taking Metrorail or Metrobus or parking in a Metrorail garage to purchase SmarTrip fare cards on a pre-tax basis. Based on the current situations with COVID-19, we have stopped taking funds to support this task. When the staff goes back to normal operations, we will reactivate the accounts selected by staff and let everyone know. Please reach out to Chuck, Jamika, or Michelle with questions.

### **ISO 9001 Guidance and Approval**

Thanks to each of the staff who have reviewed and completed the new ISO 9001 guidance and provided signed responses. It is important to continue to be responsive to these requests. Please be responsive to new requests for training, review, and acknowledgements in the future.

### **Retirement Benefits Policy**

The CeleraPro retirement 401k plan includes a policy established to address the Employee Retirement Income Security Act (ERISA) requirements. The policy requires CeleraPro to designate a portion of company contribution to employee 401k accounts. For the SCA staff, the minimum contribution of \$40/per pay period is contributed directly from CeleraPro to each SCA employee's 401k account. Remaining H&W funds are used to pay monthly health insurance premium to cover the cost of medical, dental, vision, and selected optional insurance. For staff that also wish to cover other family members, additional funds may be deducted from payroll to cover employee's family members. Federal laws managed by the IRS and Department of Labor have established rules that govern 401k retirement plans. CeleraPro staff waiving medical coverage can have the entire H&W

account applied to their 401k (other alternative coverage must be demonstrated).

H&W is not provided to employees on a cash basis as this would impact ERISA 401k requirements. CeleraPro is unusual among small businesses in providing a 401k (which is better than the typical IRA provided by most small businesses). As a result, there are regulations that must be followed that require CeleraPro SCA staff to have a minimum contribution to their 401k. CeleraPro chose to provide a 401k to its employees rather than an IRA because a 401k provides employees with better options. The 401k funds are maintained and recorded by VOYA with Ascensus as our plan administrator. If you have questions or something does not seem to be working correctly, you can contact VOYA at 866-865-2660. VOYA representatives will continue to be available to respond to all staff needs.

### **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. January has been very busy in updating these requests for each of the staff. Make sure you are responding as necessary to get all documentation submitted. 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.

### **Telework**

The CeleraPro Telework from home Policy for the staff is continues to be modified during the Corona Virus Pandemic Period. Telework (Working from Home) is not a normal approved action for the staff, but during current situation has been directed by the government until further notice. It is important you are available during the workday. Even though you



are at home supporting the task, the client needs to have access right away. 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 away from home.

Please keep management aware of any questions, requests, or expectations by your customer for work on the Government site. It is important you remain online during the day to support your customer. Some contractors (not CeleraPro) have abused the telework policy. We want to make sure CeleraPro staff are fully aware of the company policy for telework under normal (non-pandemic) conditions: If the client approves telework for a day, you still need to get CeleraPro management approval. Do not assume telework unless management has given approval.

Under normal conditions, CeleraPro's contracts require staff work on-site at the customer location.

- Telework is an exception and is not approved without a substantive reason (e.g., sick child)
- Telework must be approved
- 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 <https://does.dc.gov/page/dc-paid-family-leave>.

### **Payroll**

**IMPORTANT:** Remember the payroll can only run on-time when all time sheets are continually updated and submitted on time. Reminder timecard entries are submitted daily, and timecards are submitted and approved by you weekly. Also note the timecard system is checked daily to confirm all staff are submitting their time accurately.

### **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.

Please keep us aware of any moves and be sure to let us know where you are moving well in advance of the change, so we can recruit another HUBZone resident if necessary. If you do not keep us aware of changes, it could have an



impact on CeleraPro's certification and exercise of contract option years.

### **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. This would nominally occur on a Tuesday and Thursday, which should result in minimal impact for the staff to your current position. Our approach is consistent with the agreements with the contract COR. Please give as much notice as possible for all absences. 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 that work hard every business day to exceed the expectations of their customers. If you have ideas for the Monthly Memorandum or would like to be in the Employee Spotlight in an upcoming edition, contact Chuck Steele at 703-975-7095 or your PM at GSA or NASA.