



Ongoing Business at CeleraPro

Several changes are occurring across the team this month. Guidance from the government states that all GSA staff, including contractors, will be required to report to work on-site on the week of 11 April with specific schedules coordinated with each of your GTMs. 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 date was 25 March. Each of the staff have different schedule for onsite return based on the needs of their government managers. It continues to be important that staff coordinate with their managers and provide an updated schedule to Keith. We are learning as we move back to business at the facilities. 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. The important part is being agile and rapidly responsive to customer needs. This starts with each of you. We need you 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 always remember that!

***Providing Backup Support**

There seems to be much confusion about providing backup support to your teammates when needed. 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. The backup approach was directed in the contract back in 2019. 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 a 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 typically a favor but could be covering a colleague who is on extended leave. We try to rotate staff through the support position 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, is expected to coordinate and direct those decisions at NASA.

Staffing/Contract Changes at NASA

Due to funding impacts on specific tasking at NASA, CeleraPro has been working with our subcontractor(s) to make the changes necessary for success moving forward. As we mentioned on April 1st, five staff members moved from the LightGrid team to the CeleraPro team. Those staff are *Charlene Coke, Anna Hall, Tina Hancock, Marcy Jones, and Gary Matthews*. We welcome them to our CeleraPro family. Our relationship with LightGrid is excellent and we look forward to the future with LightGrid on the NASA contract. The second major change was the termination of our contract with Quadrus due to financial impacts. We want to heartily welcome the former Quadrus staff to our team. They are *Tammy Allen, Margaret Andrews, Eileen Bailey, Ashley Brazier, Mary Duren, Tracey Higgins, Brittany Jordan, Tina Lockhart, Kimberly Michaels, Angela Miller, Candice Mitchell, Jonielle Osborne, Stacey Rush, Jasmine Taylor, Kelly Wessler, and Jeneal Young*. Keith will be working with each of you as needed to facilitate your acclimation with CeleraPro processes. We want the transition to be as smooth as possible for you and your government contacts. This transition has the full support of the NASA CO/COR. Finally, *Anna Hall* has resigned to take on a new opportunity and we welcome three new members to the NASA team: *Brendan DeSpain, Cindy Strother, and Tiffany Scarborough*. 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

This is a busy period at GSA as three 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. In the past few weeks, we have had resignations from *Lawanda Johnson, Sharisa Mullins, and Keisha Plummer*. It is important that everyone step up and help support these positions during transition to new staff. The new members have already been hired and are going through the clearance process. The new onboarding staff include *Robin Beasley and Samantha Settles*. We are currently interviewing for the third position with priority to anyone residing in a HUBZone.

Congratulations to Stacy Skinner

Stacy Skinner is a member of our NASA team. She has an opportunity to meet all the people she supports at Kennedy Space Center, Los Angeles, and the support personnel she interacts with at Langley Research Center daily. The NASA Engineering and Safety Center (NESC) has a Face-to-Face meeting twice a year. All NESC employees from each center are invited to attend the F2F where they discuss projects and policies for the year. This time they invited selected administrative support personnel from each center to attend. During the week they have different training and group exercises. Congratulations to Stacy!

GSA Staff Performance Review

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 aware of the opportunity. Each year we receive an assessment of staff performance from the government. This provides both management and each staff member insight into the expectations and needs of each of the

managers. We were very pleased with the recent feedback we received and have provided each of the GSA team with a personal performance review. 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!

Staff Member Evaluation at NASA

The COR sent NASA managers the six-month contract staff member evaluation. NASA managers returned twenty-seven evaluations. Team CeleraPro staff members received an overall 4.21 rating out of five possible, which fell in the "Very Good" category. Our COR was very pleased with the feedback we received and looks forward to the next assessment this summer. Nine NASA organizations rated their staff members as a five. We want to make that score 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 if desired.

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 or 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 Keith's 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 staff and meet the customer needs. Remember current guidance from both NASA and GSA is 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.

Update to Health Insurance/Benefits

CeleraPro has been actively updating our Benefits Package through United Healthcare (UHC) and Guardian. This is important for your personal/family health care over the next year. As we add staff through new opportunities, our medical insurance pool grows so costs may decrease during a future open benefits season. As of the end of April, each of you has updated your insurance for the next calendar year. These impacts will be reflected in your paychecks. Make sure you are aware of your changes. 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 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.

CeleraPro Handbooks

New handbooks for Exempt and Non-Exempt have been distributed to the staff. 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 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.

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.

Returning to On-site Work and Vaccination Status

We want to remind staff they need to be aware of current requirements for returning to on-site work. 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. The government is moving from Stage 2 to Stage 1 at many of the sites which carries specific guidance on masks, verification of virus shots, and schedule. 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. 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 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.

All our current contracts are government based, so 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. The changing environment as you return to the work site is important. Follow the guidance from your government management team as you return to



site. Your commitment is key to 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 – submitted, awaiting award)
- National Institute of Health (NIH) IDIQ bid called CIO-SP4 (submitted, awaiting award)
- USGS Prime proposal submission, expecting an award this month (submitted, awaiting award)
- Teaming with a SB HUBZone prime on GSA Polaris (awaiting final RFP)

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.

Protecting Information at GSA and NASA

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 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, 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 have been monitoring their personal vacation and sick leave hours especially as we are already hitting mid-year. While NASA staff had no issues about current hours carrying over, 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. NASA staff will only be able to carry over 24 hours this calendar year. 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 (available to SCA personnel) do 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 CeleraPro staff will no longer support escort duty (especially for Foreign National coverage) for long periods of time unless under special agreement. Despite this, we need ALL staff to get trained for escort duty (about an hour of online training and badged) to help when needed in short-term situations. 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 as is needed. 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 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.

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. All staff will be directed over the next 30-60 days to develop and provide specific SOPs for their task area. 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 final SOPs will be due to Keith and Chuck by early July 2022. If you need examples or guidance, reach out to Keith.

Staff Member Highlight

This month we would like to introduce you to



Yvonne Barbour on the NASA contract. She has been an employee on contract since 2011. Yvonne started in the Engineering Office but moved to a 01(secretary 3) position quickly. In 2019, she became the Executive Secretary Assistant to the SLS Program Office. Prior to

taking this position she solely supported the Chief Engineer Office and several other organizations along with supporting the Program Office. Yvonne has received several awards for performance as well as a Certificate of Excellence in 2019 for brilliant and consistent high standards of performance which also included a Manager's Commendation letter from the SLS Program Manager (John Honeycutt). This is the highest honor Marshall Space Flight Center can bestow on an employee in exemplary service and outstanding accomplishments. Prior to coming to NASA, she worked at Continental formerly Chrysler Corporation for 26 years until the closure of the Huntsville Electronics plant.



Yvonne is a Huntsville, Alabama native, wife, mother, and veteran. She is an advocate believer that leaders should always be people who make positive difference. She believes that you should leave a place better off than you found it. Yvonne believes in being transparent and standing by your word. Her expectations of anything and anyone is high, and failure has never been an option. She has been able to acquire multiple degrees with one being a Master's in Business Administration, and another bachelor's in criminal justice, but the degree she is most proud of her Diploma of Pastry Arts from The Auguste Escoffier School of Culinary Arts (2021). Baking is her pride and passion and has been for over 40 years. Yvonne takes pride in everything that she does.

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.

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.

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.

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.

- 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 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. 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.