



Ongoing Business at CeleraPro

As we move into the holiday season, we need to be thankful for our staff, the work environment that is starting to return to normal, and a committed leadership team focused on what is best for our employees. We want each of the staff to feel part of the family at CeleraPro. While we cannot promise or solve things, our focus is always on providing the best we can for our "family." Operations are looking better at both GSA and NASA. There has been a lot of staffing changes at GSA, but not surprising as the new fiscal year started in September when the government tends to look for new employees. NASA is getting back to operations and has to deal with several facilities under construction or changing. We will stay on top of that.

We are in a good state of operations both at GSA and at NASA. The negotiations at NASA were challenging but successful thanks to Dr. Perini and Sara Crabtree allowing us to continue our support and focus on delivering our services to the organization.

The quality of support provided helped to facilitate the negotiation. It is important for staff to continually seek ways to improve efficiency, quality, or timeliness in meeting direct customer needs and building relationships. We are most impactful when we stay a step ahead of the client. CeleraPro's Standard Operating Procedures (SOPs) provide effective guidance for each position. This becomes very important when we move staff around or hire new staff. It a good way to document new efficiencies, and if your idea is very impressive, we may describe it here so that others can make use of it and reward you for your ingenuity.

As we exit the COVID-19 pandemic, GSA and NASA are trying to figure out the best means for success. While Dr. Perini, Mr. Petrie, and Ms. Crabtree continue to be focused on new opportunities, we need to stay focused on the guidance from Chuck and Jamika at GSA, and

CASS-II PM Keith at NASA. All have been working closely with the customer to reposition staff into new positions with, everyone covered. Injuries, illnesses, etc. continue to impact staffing, but the internal commitment to help and support from the staff has been impressive. We operate as a team and thank all of you for supporting that philosophy. The CeleraPro leadership team will continue to be supportive of ongoing changes and continues to be very agreeable to giving new opportunities with internal promotions, coverage for illnesses or injuries, and when hiring new staff. We are interviewing and moving staff to new opportunities as quickly as possible.

Focus on Customer Needs

As we mention every month, CeleraPro depends on its staff to follow the guidance and expectations of the GSA and NASA government leadership as they try to integrate back to an environment of normal operations at the sites. You are the front-line representing the company, and your professionalism is what the customer sees each day. For 95% of the staff, this is not a problem, and we thank you for your expertise in satisfying customer needs.

Guidance from the government currently states that all GSA and NASA staff, including contractors, are required to report to work on-site through an agreed upon coordination with each Government Technical Manager (GTM). Specific direction has been provided by GSA and by NASA to staff which includes the COR supporting all agreed upon schedules directed by the GTMs. Please do not complain about the return to work, especially to the government points of contact.

Vacation Usage Direction

For contractual reasons, we must continue to remind you and make sure everyone is aware of their vacation usage schedule and sick leave balance. CeleraPro guidance states that all staff need to use their vacation hours during the 12-month cycle at GSA (Jan-Dec) and NASA (Aug-



Jul) in which vacation is accrued. The sick policy of 56 hours will work to the same schedule. There is no carryover of sick leave hours whether you use them or not.

For GSA, this is the time of the year where everyone needs to be thinking about using all their vacation hours. You do not want to be at the end of the calendar year and be directed that you need to take vacation. Again, the GSA contract is on a Jan-Dec schedule for sick leave and vacation.

The NASA team is on an Aug-Jul schedule for sick leave and vacation. Your vacation is there to be used as it accrues, not to wait until the end of the 12-month cycle. Plan and take advantage of it in the immediate future.

Finally, it is important to understand that you cannot go in the hole (GITH) with vacation unless preapproved by your program manager. It is important to NOT go in the hole unless necessary. There are always unique situations for requests in advance for vacation. Each of those will be handled on a case-by-case situation and must have the approval of management.

Most importantly we expect you to continue to commit to a positive environment and help CeleraPro demonstrate your commitment to your customers. You are the faces of CeleraPro.

Payroll Adjustment

As stated last month, the COR has given guidance on pay rate adjustments for the Washington DC metro area GSA staff. Those rates took place last month. This is formal notification that the GSA staff will be receiving a salary adjustment per direction from our GSA Contracting Officer, in response to wage and H&W increases by the Department of Labor (DOL). The rate change can be found in your Paychex account where specific hourly rates are annotated. The rate change may only be minimal for some pay grades. No additional changes at this time for the NASA contract which has already seen its H&W increase.

Important Backup Support

It is important to remember that our contract guidance from both GSA and NASA is to provide back-up support when other staff are out of the office. This has not changed since the beginning of our initial contracts, nor is it a request. All staff need to be ready to provide back-up support upon request from our PMs or other leadership. If your customer does not want you providing backup to another position or positions, we need to get that guidance in a formal request from the GTM to the COR. If the COR approves that request, it will also mean no support will be provided to your manager when you are out of the office for vacation or sick leave.

Successful Staffing at GSA and NASA

It is important to have processes in place when we need to bring new staff into CeleraPro, as well as provide opportunities for advancement. This is just a reminder that your program leadership works hard to provide opportunities and effective replacement of staff when necessary. The CeleraPro management team includes company leadership, back-office support, and leadership from the program managers (PMs) that all play a key role in successfully meeting customer need for rapid contractor replacements. Our PMs, Chuck (with support from Jamika) and Keith have been effective in making this happen as smoothly as possible. The management team at CeleraPro takes great pride in having processes that quickly and effectively find the candidates, identify the immediate need, proactively move candidates through the clearance process. It is extremely important that we continue to cover our transitional periods with ongoing staff movement to ensure continued coverage of your previous position until a replacement staff is in place.

Staff Performance Feedback

We continue to get positive comments and feedback for our staff from NASA and GSA leadership. CeleraPro will be reaching out through the COR to get performance feedback on staff at GSA over the next couple of

months. Feedback or coordination of each staff member's performance will occur during the first quarter of 2023. NASA will begin to collect information from the managers over the next few months with performance reviews being worked at the beginning of the new year.

Please be aware of the performance request and act proactively to gain an extra positive impact with your management. In the past, we have been pleased with the results. We enjoy getting that information and want to make sure everyone is focused on that feedback. If there is any special feedback, guidance, or performance assessment (positive or negative) from your government leadership sent exclusively to you, we need to get that information and share it. Congratulations on a job well done from all of us in CeleraPro's leadership team!

Employee Spotlight

This month we would like to introduce you to *Tammy Allen* from our NASA staff. Tammy is



currently working on the CASS II contract at NASA MSFC supporting the Systems Engineering and Integration Division. She provides administrative support to Executive Management Staff on day-

to-day office functions, as well as integrates across the division for correspondence and actions and any additional support needed to assist the two hundred plus people in her division that may have a need. Tammy has worked for NASA the over 16 years and says the job continues to be very rewarding.

Tammy was a recipient of the Space Flight Awareness award in 2009. "It was an awesome experience," says Tammy, "as was witnessing a space shuttle launch, which was amazing." She was awestruck seeing the huge shuttle lift off the ground and disappear into space. That experience still gives her pause and makes her proud to be an employee at Marshall Space Flight Center.

Tammy is a native of Huntsville, AL, and a graduate of Johnson High School. After living in Indianapolis, IN for eight ½ years, she longed to come back home to raise her children. She has a son, Jeremy, who is an Auburn graduate and Architect. Her daughter India graduated from the University of Alabama as a Communications Major. Her youngest daughter, Denitra is also a graduate of the University of Alabama with a Master of Social Work. She has a wonderful son-in-law and daughter-in-law she adores. She has four beautiful grandchildren, five-year-old Justice, four-year-old Christopher, 2-year-old Judah, and 1-year-old Iyla. Tammy has two bonus children she has been given the privilege of raising: her niece, nine-year-old Serenity, and her nephew, five-year-old Elijah. She is "Te-Te" to her bonus children and "Mi-Mi" to her grandchildren.

Tammy loves reading books and listening to gospel music. "Retail Therapy" is another way she likes to decompress. You could call her the "Master" bargain shopper; she is always looking for a deal. It is essential for her to look good and feel good. She loves being a listening ear and helping co-workers, family, and friends. She does not like seeing others in pain, whether physical, emotional, or spiritual. It is rewarding to her that people feel they can trust and confide in her and that sharing with her is a safe place. It is essential to her, based on her faith in God, that she listens and hopefully provides the wisdom that they may need. It is vital for her to support her family and her work family.

CeleraPro.com Update

A new version of CeleraPro's website will be launched in mid-November. It will look the same, but it loads faster because the pages are rendered differently, and it resides on a new hosting platform. Kudos to our web master Patrick Rittenhouse! A key feature of the upgrade is that company private and proprietary information is password protected. Everyone will have the same ID (CeleraProEmployee) and the same password which will be provided



separately. The portal login spot is at the bottom of the main page. Once you are logged into the employee resources portal, you will have access to the breakroom where legal notices are posted, the old versions of the monthly memorandum, and benefits information for SCA and non-SCA staff as well as link to the employee handbook. Please let us know if you have any questions!

Congratulations on Job Well Done

We always like to receive these messages like the following. Congrats to Candice. *"I am a branch manager at NASA/MSFC Propulsion Department and Candice Mitchell supports several functions that all the branches utilize, such as conference room scheduling, memorandum release, etc. I have noted that Candice's support goes well beyond the norm, and I really appreciate her attitude and excellent support.*

For example, the conference room scheduling software we have used for years was replaced with a complicated utilization of Outlook; Candice navigated this change and has been a pathfinder for a smooth transition for our department's workforce. In the organization from which I transferred a couple of years ago, by contrast, I have heard how much more disruptive this was for them, which I attribute to the fact they did not have Candice figuring out the complicated and glitchy process. Another example is the memorandum release process. Again, this involves ensuring proper formats and merging the cover memos and enclosures into single Adobe Acrobat file. While this may seem relatively minor, this is another case of comparing to my previous organization where they struggled mightily with that function and would release separate pdfs for the cover and enclosures. And it was not very timely, but Candice always turns around these products very quickly.

I have worked with many, many secretaries over my 32 years with NASA, but I cannot think of one

I have been more impressed with than Ms. Mitchell. She is a gem. Just wanted to pass along my appreciation."

John R. Sharp
Chief, Propulsion Thermal Analysis Branch, ER43
NASA/George C. Marshall Space Flight Center

GSA and NASA SOP Updates

Both GSA and NASA teams have completed generation of SOPs for each function performed in each position. If you do not have this complete, please speak to your PM to get it completed immediately. This is a reminder to continually update your SOPs to include any new tasks or functions as well as efficiencies and improvements in the way you perform each function. Jamika is the point of contact for any updates to the GSA SOPs and Keith for NASA SOPs. This is important so that the COR and our CeleraPro management are aware of potential changes in specific tasking. Most important, when a staff member is out ill, or terminates, the replacement has a much faster learning curve due to the SOPs explaining how everything is accomplished.

New: Internal Personal Achievements

This is an important section that we have added to the Monthly Memorandum. It is focused on special accomplishments about each of you currently or in the past. We would like staff to submit those special events or commitments so that we can talk about them and show pride on what we individually accomplish. This section is focused on personal accomplishments. We want to take advantage of the unique skills and talents many of our staff have and what they are committed to in the life. This is an important part of your legacy and the pride of CeleraPro. Please provide your thoughts, ideas, and especially your personal journeys to share.

If you have accomplished an important feat in your personal life outside of work that you wish to share with the team, we have added this section for you to share your excitement with the rest of us. You can send a write-up and a picture if



appropriate to chuck@celerapro.com for consideration.

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 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. 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 negotiated with the leadership team at the time. No vacation is paid out unless a minimum of two-week's notice is given prior to the last date of employment. Reminder that any plan to terminate 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. 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).

Health Insurance/Benefits

CeleraPro continues to actively update 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 2023.



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.

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)

Payroll Adjustment

This is formal notification that the GSA staff will be receiving a salary adjustment per direction from our GSA Contracting Officer, in response to wage and H&W increases by the Department of Labor (DOL) starting with the next paycheck. The rate change can be found in your Paychex account where specific hourly rates are annotated. The rate change may only be minimal for some pay grades. Please review your Paychex file to get more information. It may not immediately show up in the account but will be accounted for in the paycheck. In addition, the H&W rate of \$4.23 per hour to pay for healthcare

and 401K account has been increased to \$4.41 for the GSA contract. No additional changes at this time for the NASA contract which has already seen its H&W increase.

Paychex Payroll Operations

Pay attention to your timecard and you are your entries daily. This is a requirement. Paychex is our automated payroll processing application. Most important to this process – timecards must be filled out daily and submitted. 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!

CeleraPro Staff Opportunities

CeleraPro is aggressively pursuing growth opportunities and expects to expand in staff in 2023. 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.

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. **Special note – CeleraPro will be working with BBG to access our healthcare opportunities for 2023 and will coordinate those with the**



staff later this year or early 2023. 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 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. 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.

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 <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).

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.

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.