



Ongoing Business at CeleraPro

We are in a good state of operations both at GSA and at NASA. The OY1 negotiations at NASA were challenging but successful allowing us to move ahead with our commitment and focus on delivering our services to these organizations. It continues to be important that the staff continually seek ways to improve efficiency, quality, or timeliness in meeting direct customer needs and building relationships with the GSA and NASA leadership. We are most impactful when we stay a step ahead of the client. CeleraPro's Standard Operating Procedures (SOPs) are 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.

Both GSA and NASA management tell us how much they count on our staff to make sure tasks are completed effectively. Both GSA and NASA are trying to figure out the best means for success as we start to exit the COVID-19 impacts. While Dr. Perini, Mr. Petrie, and Ms. Crabtree (our Director of Contracts) 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 the new positions. In the end, everyone has been covered and we look forward to a strong support team focused on success at GSA and NASA.

There have been continued challenges over the past 30 days at GSA, which has now lost or changed the role of at least half of our current staff. There are several resignations from staff that have found other opportunities. This has nothing to do with our current contract but does show up around the beginning of the fiscal year when organizations have additional funds and are looking for new Government staff to fill those positions. CeleraPro has done a very good job at being competitive.

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. GSA leadership team has been supportive of the ongoing changes and continues to be very agreeable to giving new opportunities with internal promotions, coverage for the ill or injured, and hiring new staff. We are interviewing and moving staff to new opportunities as quickly as possible.

It is important for all CeleraPro 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. The unique schedules that we have been supporting with our government clients at GSA and NASA continue. There is no guidance to return to fulltime, but each staff position has different guidance for the future. If your GTM or manager needs more time in the office, each of you need to step up to it without complaint, exception, or reluctance. The contract calls for fulltime support at the office 5 days a week and this remote work exception is temporary for most offices. 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 to staff which includes the COR supporting all agreed upon schedules directed by the GTMs. Do not complain about the return to work, especially to the government points of contact.

Continued new direction – 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.

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. 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 and not wait until the end of your scheduled 12-month cycle. Plan and take advantage of it.

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.

***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.

***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 your PM. If your manager 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. Current GSA requests have many GTMs requesting no backup support. The numbers are growing at NASA. We will honor those requests once we have concurrence from our CO/CORs at both GSA and NASA. Chuck, Jamika, and Keith will continue to coordinate the coverage at GSA and NASA.

We are pleased to hear proactive commitments to assist your teammates. Everyone at GSA and NASA is expected to step up to this requirement.

Continuation of HUBZone status

We want to repeat this special message notifying CeleraPro of continued compliance with HUBZone program. The approval carries a lot of weight when we are negotiating contracts extensions and upgrades at GSA and NASA. This is also important to our continued support and success with GSA, NASA, and future endeavors with solicitations that have a HUBZone set-aside.

Dear HUBZone Entrepreneur,

I am pleased to inform you that we have reviewed your program examination response and found the documents submitted to be sufficient to provide reasonable assurance that your firm was in compliance with the HUBZone program requirements at the time of its most recent certification anniversary.

At this time, there is no further action needed on your part regarding this process. Thank you for your response and your continued participation in the HUBZone Program. We appreciate your firm's contribution to the economic strength of its community and wish you good luck in your business endeavors.

Sincerely,

*Lori Gillen
Director, Office of the HUBZone Program
Office of Government Contracting and Business Development
U.S. Small Business Administration*



***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. It is time to give credit to our program leadership on their continued success in effectively making this happen, much out of the sight of the team. 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 quickly. Our PMs, Chuck (with support from Jamika) and Keith (single handedly) have been very effective in making this happen as smoothly as possible. Over the past three months, we have had twelve new hires, ten promotions, and five back-up support tasks for staff with major illnesses at GSA alone. NASA has gone through major staff changes and impacts as we moved into the first option year. Due to the processes, we have put into place, we have been very effective in finding the best talent and quickly getting them through the clearance process. 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, and provide follow-on support and assistance to get new staff up to speed with both the GSA and NASA customers and internally with CeleraPro. It is extremely important that we continue to cover our transitional periods with ongoing staff movement. There have been many changes with new staff, changing roles, and general movement of staff. Our internal procedures are meant to challenge, guide, and coordinate the process. We are proud of the management staff who are constantly involved and while this is good for the contract, it is important that all understand the need and requirement to provide continued support to the position you may be vacating while stepping up support to your new position. This is necessary to ensure continued coverage to your previous position until a replacement staff is in place. Please make sure this happens.

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 later this year or at the beginning of the new year. We need to make sure each person is aware of the performance request and acts proactively to gain an extra positive impact with your management. 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 from your government leadership, we would love to get that information and share it. This is an opportunity to review how your manager's feel about your performance. If you are taking on more responsibilities that exceed your current job description, there might be an opportunity for promotion. 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 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 *Lacey Zane* from the GSA team. Currently, she



is working with the Triangle Service Center located in the District of Columbia. The work includes work with outstanding invoices, micro-purchases, and

reports for safety conditions. Before Triangle Services she worked at Metro Center, working with access permissions and special projects related to energy, and leases. Prior to working



with CeleraPro, Lacey attended University of Tennessee at Chattanooga, majoring in an Industrial/Organizational Psychology.

She did her first Baldrige Examiner service while in school, and after school completed being a Baldrige Examiner two additional times. She has lived in the D.M.V. area for the past five years, working with technology, such as in computer labs and robotics.

A portion of her career was spent working in the mental health industry, where she was the case manager for adults and children. With that role, she ultimately learned many things, but the takeaway was providing services where she met the client where they work and live. This was with written or oral language, with where they were in their phase of services, or at their location.

When she is not taking on-line courses, she enjoys walking nature trails and traveling. Her motto is: have an attitude for gratitude.

Staff Member Evaluation at NASA

The COR will be sending the NASA managers a new assessment of staff in the next few months as we start the first option 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 increase that number as much as possible. 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.

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 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. 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. 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.

*CeleraPro.com

A new version of CeleraPro’s website will be launched in mid- to late-October. 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 a specific password for each employee. The password will be sent to you separately in the near future.

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. We want to make sure the GSA leadership is aware and supportive of your unique roles with each of the GSA GTM

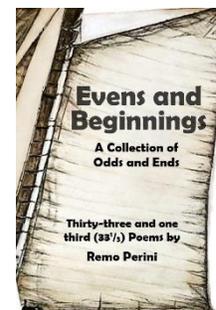
expectations. The SOPs provide the management team with insight into what you provide to the customer and determine if you are exceeding your responsibilities which might allow for a promotion. The SOPs also provide the CO, COR, the extent of your responsibilities in support of contract changes and follow-ons. 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.

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.

New: Internal Personal Achievements

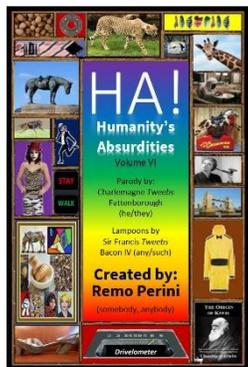
This is an important section that we have added to the Monthly Memorandum. It is focused on special accomplishments about each of you currently or in the past. We would like staff to submit those special events or commitments so that we can talk about them and show pride on what we individually accomplish. The article below is repeated to give you an idea about what your CeleraPro leader, Dr. Remo Perini, does in his free time. Read and enjoy and we look forward to others responding.





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 short write-up and a picture if appropriate to chuck@celerapro.com for consideration.

To start this section off, Dr. Perini, CeleraPro's president, has been working on several books in the genres of Humor, Children's Poetry, and non-Fiction and published his first (debut) book in August. It is a book of poetry called, *Evens and Beginnings, a Collection of Odds and Ends* containing 33¹/₃ poems of various lengths, styles, and moods. Forty-five (45) pages in paperback only at this time. It may become available as an E-Book later this year.



The book of poetry, *Evens and Beginnings, A Collection of Odds and Ends* is now available on Amazon.com at:

https://www.amazon.com/Even-Beginnings-Collection-Odds-Ends/dp/B0BGZFZDNJ/ref=sr_1_1?crid=AG7YZETBZTZZ&keywords=books+by+remo+perini&qid=1665152875&srefix=remo+perini%2Caps%2C910&sr=8-1#detailBullets_feature_div

or Barnes & Nobel:

<https://www.barnesandnoble.com/w/even-and-beginnings-remo-perini/1142404317?ean=9798985887778>

or through the website, TeoNique.com. Please leave your own personal comments and review if you decide to purchase it. Remo is interested in knowing what you think. His other book of humor called *HA! Humanity's Absurdities* will be out in November.

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.

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 2022.

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.

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)

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

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!

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 VERY diligent about only keeping a small 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 contract 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 7th 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 was provided on August 1st.

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.

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.

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 <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.