

The Cutting Edge



Winter 2022 Edition

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Message from CEO Jim Moody

VETS President | Navy Veteran | SDVOSB Owner

My wife, Mona, and I are currently visiting Williamsburg, Virginia. We live about 2 hours from here, so we are fortunate to have been here many times. We especially love to visit *Colonial Williamsburg* as it reminds of the many struggles our ancestors endured during the founding of our great nation. Last year we visited Berkely Plantation, the birthplace of two U. S. Presidents and where the first recorded Thanksgiving celebration was held. The lyrics for the song “Taps” was also recorded here. Visiting this area truly reminds us of the many things that we, as Americans, are thankful for. My list of things for which I am thankful includes:

- I was adopted at birth, so I am eternally thankful to my birth mother for the life she provided to me.
- I am thankful for the love, attention, education, and discipline provided by my single mother, my grandparents, my aunt, uncle and all of my cousins and friends.
- I am thankful to be living in our great nation where we enjoy freedom, liberty and the chance to pursue happiness.
- I am thankful to our Lord God for his love and for all the blessings he bestows upon us.
- I am thankful for my children, grandchildren, great grandchildren and many nieces and nephews.
- I am thankful for our dogs who provide never ending love and companionship.
- I am thankful to all our managers and employees for their dedicated service to our customers.
- I am thankful for our customers who allow VETS to support their requirements.
- I am thankful to the U. S. Navy in which I had the pleasure of serving and growing for 20 plus years.
- I am thankful for the many friends we have had the pleasure of knowing and enjoying fellowship with.
- I am thankful to our church, our pastors, our Sunday School, and congregation. Thru them we have grown in our biblical knowledge, understanding, and beliefs.
- I am thankful to our many service personnel including our health care workers, firefighters, police, plumbers, electricians, government service personnel, elected officials, etc.



We truly have a lot to be thankful for. I challenge each of you to take time today — and every day — to give thanks and show your appreciation for the many things that you are thankful for. *Mona and I wish each of you a blessed, safe holiday season and a prosperous new year in 2023 — Jim*

Happy Thanksgiving

Happy Hanukkah

Merry Christmas



Happy New Year
Joyous Kwanzaa



Human Resources

People First.
People Always.

Seasons Greetings from Clarksville!

SIX TIPS TO MANAGE HOLIDAY STRESS



The holiday season is upon us. For some, that could be a seemingly endless number of holiday parties. Others will hit the road to visit loved ones navigating the crowded skies or the busy roads. While many will open up their homes to friends and relatives. Whatever the makeup of your holiday, you could find stress right around the corner. To help, we put together a list of our six tips for managing stress during the holidays.

ACCEPT IMPERFECTION

Be realistic about expectations. Having an Instagram worthy table setting complete with a six-course meal made from scratch while curated gifts sit perfectly wrapped under a themed spruce tree is a heck of a lot of pressure to place on yourself.

HOLIDAY REFLECTION

Before you embark on your holiday season, spend some time reflecting. Think back to those moments that left you feeling stressed and worn down and be aware of your limitations. Then, reflect on what the holidays mean to you and the outcome you would like to have.

PLAN SPENDING

It's the season of giving, a time when we feel an immense sense of pressure to buy something, anything, for just about everyone. According to a recent consumer survey, a third of consumers incurred holiday debt with purchases like presents, plane tickets, frequent outings, and hosting gatherings. Determine your financial comfort zone ahead of holidays and stick with your budget. Start with a list of those you are buying for and a budget for each individual. You may find it beneficial to have a conversation with individuals ahead of time regarding gifts and expectations.

MAINTAIN HEALTHY HABITS

The holidays are notorious for getting in the way of healthy habits. Do you get enough sleep or over-indulge in behaviors such as smoking, drinking, or eating poorly? *Prioritize sleep, eat well, & make time for exercise -- walk, run, bike, or hit the gym*

RESPOND WITH KINDNESS

Family dynamics can be complex. Focus on similarities and the things you enjoy doing together. If you need to, set boundaries ahead of time and limit your exposure to individuals that create stress for you.

BREATHE AND RELAX!

Don't forget to take deep cleansing breaths to help reduce your stress level. Practice relaxation techniques with deep breathing and meditation to help refocus your energy. And take time for yourself, allowing time for a nap, to read, or watch a movie with the family. [Jackman, Dan/November 8, 2022/FEEA.ORG](#)

The holidays can be a joy-filled season, but they can also be stressful and especially challenging at times. If you or a family member are in need of assistance, remember VETS' Employee Assistance Program is available to you and your immediate family members at no cost and is completely confidential. The toll free number is **1-800-316-2796** and is available **24/7**.

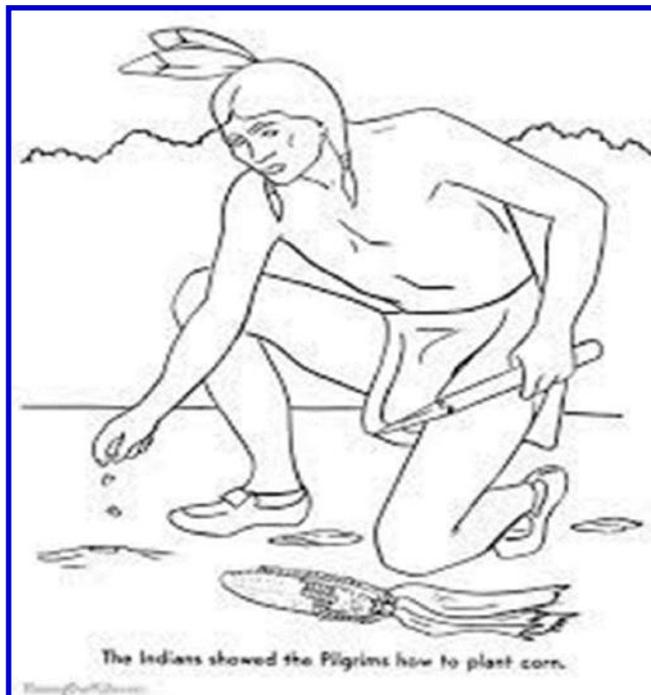
Thankfulness and the Story of Squanto, it's Complicated..



Thanksgiving is an American celebration that is distinctively, well, Native American. As all historical stories, this one is no less layered, complicated, and viewed from a prism of the reader. So, I want to share the story of Squanto. It's a story we all learned in elementary school, for the crayon pictures of our youth. Far less complicated than the man.

Squanto did not live on the shores of North America all his life. He had been kidnapped at least once and some believe probably twice, and made three journeys to Europe — two forced, and one voluntary. Before African American slavery, there was Native American slavery. His travels abroad also explain how he could speak English and act as a translator between the colonists and the Indians. In addition, it is

The Thanksgiving story wouldn't be complete without Squanto, the "friendly" Indian who helped the Pilgrims at Plymouth survive. He taught them how to cultivate crops, which plants they could use and which they should avoid, and how to tap the native maple trees for sap.



Squanto was not his real name, but a shortened

version of Tisquantum, or Tsquantum, a name that referred to the rage of the Manitoba, the powerful spiritual element of the Native American world. Tisquantum was probably not the name he was given when he was born, but it was the name he used to identify himself when he met the Pilgrims...essentially saying he was ***"The Wrath of God."***

believed that this may have saved his life, given 90% of the Native American coastal population of Massachusetts and Rhode Island were decimated by a fast-spreading disease (smallpox).

Squanto was the only surviving member of his village, of the Patuxent people. When he returned to his homeland after his time in Europe, Squanto found

that all the coastal settlements of his friends and family had died, leaving the village empty of the living. It is also believed the Pilgrims did NOT clear the land and build huts themselves when they arrived in Massachusetts. They moved into the disease-decimated settlement of the Patuxent, using whatever shelter and food could be found in the remains of the village.

(Continued on page 5)

Thanksgiving and the Story of Squanto (*Continued*)

An additional note, Squanto was an ambitious politician. A strong personality with bilingual skills in a changing world, Squanto had political aspirations. He took his followers and split off. He wanted to overthrow Massasoit, the leader of a rival tribe. He tried to convince the followers of Massasoit that he could better protect them than their leader could because he, Squanto, understood both the Indians and the Englishmen. He told them that he knew the secrets of the white men...that the pilgrims had caches of bad stuff buried in the ground, a terrifying idea because of the disease that had already wiped out so many of the coastal communities.

Eventually Squanto died of a fever while visiting Southern Cape Code with Massachusetts Governor, William Bradford. He was helping

Bradford with an attempt to negotiate a peace treaty in 1622. He was in his 40s.

The reason I chose this story was mainly woven in the fact that, while much has changed, much has not. At the end of the day, we are all flawed, but we all have the capability to share, to teach, to love. And whether you are giving the lesson or receiving the words, it's about the feeling. The warmth we are left with, deep in our memories that will carry us thru this blessed adventure of God given life.

* * * * *

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

– Maya Angelou



VETS Awarded ISO Information Security Certificate



On Friday, November 4, 2022, VETS passed its external audit and was awarded its ISO Information Security certificate. This internationally recognized certification is known formally as ISO/IEC 27001:2013.

VETS is thankful to all its 27001 Team Members involved in the development and implementation of this prestigious information security system and our certification.

Competition in the government sector continues to increase. Adding ISO 27001 certification to VETS' existing ISO 9001:2015 Quality Management System certification, positions VETS to be more competitive in future Federal solicitations and requests for proposals. Achieving this certification also advances VETS' 2022-23 Goals & Objectives to protect VETS' reputation from security threats, avoid regulatory fines for breaches, increase opportunities for new business and growth, to name just a few of its benefits.

In the coming months, VETS plans to add ISO 20000-1:2018 — the certification for its Information Technology Management System — to its list of achievements. More information will be provided as we move further into preparation to complete the external audit . *Until then, please join VETS in celebrating this current accomplishment.*



Reflecting on Wonderful Partnerships

As we approach the Thanksgiving holidays, at Waitbusters, we reflect upon the wonderful partnerships we have made throughout the year. Partnerships that contributed towards the success of the restaurant industry. We have always focused on the smaller scale or “mom and pop” restaurants who particularly struggled due to the COVID-19 pandemic. We are thrilled that we could assist them in maintaining and thriving throughout 2022. Following are just some of the highlights from 2022.

Quikstone Capital Partnership (July, 2022)

Waitbusters announced their partnership with Quikstone Capital Solutions in July 2022, to assist restaurants in need of financial assistance post-COVID-19. Quikstone Capital provides merchant cash advances to restaurants and countless other businesses who need a faster, more flexible solution than a traditional loan.

According to Shane Gau, CPO of Waitbusters, LLC, “Over the past two years, many of our restaurant partners have come to us saying that they are in desperate need of working capital to help increase inventory, hire staff, and/or buy new equipment. We believe this partnership with Quikstone Capital will alleviate their financial burdens and allow them to grow in this new post-COVID-19 landscape.” With operating costs at an all time high and access to traditional loans at an all-time low, being able to access cash quickly is crucial.

Restaurants interested in obtaining a merchant cash advance can apply at:
<https://www.quikstonecapital.com/waitbusters>.

Partnership with FoodiesVA (August, 2022)

Waitbusters and FoodiesVA announced their strategic partnership. It takes FoodiesVA’s expansive restaurant directory and combines it with Waitbusters ability to drive online ordering.

The directory makes it simple to find local restaurants while traveling, and allows you to see reviews, order online, or make a reservation. It also gives back to the industry and community. FoodiesVA’s directory can be used as a promotional tool as well for restaurants who want to advertise specials or deals they have on a daily or weekly basis. It attracts new customers and keeps customers coming back. The site features its very own jobs classifieds section to hire those interested in local restaurant jobs – thereby stimulating local economic growth.

Partnership with Various Resellers

Waitbusters is all about channel partnership. What can we do for each other? When we work together, our business’ flourish and in turn keeps the restaurant industry thriving. We are thrilled to announce the following new resellers to our team:

- Brinks
- Merchant Data Systems
- Samsung
- Checkbook.io

Waitbusters Digital Diner provides:

- Online Ordering & Commission Free Delivery
- Delivery Driver Logistics
- Call Concierge
- Wait Line, Reservations & Table Mgmt
- Social Media Marketing
- SMS Text Message Marketing
- Loyalty & Rewards

Interested in learning more?

Email sgau@waitbusters.com to schedule a demo or check out www.waitbustersdining.com

Contact: Anicia Gau, Waitbusters, LLC
571-612-0213 | agau@waitbusters.com



Applauding Our Employees

2022 Employment Awards

5 Years' of Service

Noel E. Morrison — 11/27/2022

10 Years' of Service

Robin L. Hammond — 10/29/2022

2022 Birthdays!

OCTOBER



Leila Alzehrani
Tracey Canterberry
Reshma Chilveru
Sharon Davis
Diamons Howard
Aaron Jones
Katherine Marini
Aunjuna Moore
Damini Perry
Lynne Richardson
Ramonte Scott
Allison Stovall

NOVEMBER

Cara Harmon
Tantania Jones
James Moody
Morgan Moody
Jose Negrón
Steven Parson-McClendon
Rhonda Prophet
Alimamy Sesay



DECEMBER

Billy Blevins
Areana Davis
Victoria Dickerson
Da'Veon Henley
William (Billy) Julian
Leea Matthews
Katie Moody
M. Sue Settell
Kendele Underwood
Jonathan Young



Spotlight on Aaron Jones

Aaron Jones joined the VETS Team in 2015. Working first as an Executive Assistant, then in payroll, Aaron was recently promoted to VETS' Corporate HR/Payroll Manager. She has an Associate of Arts Degree, graduating Summa cum Laude.

When asked what she likes about working at VETS, Aaron said at the top of the list is the people. She said, "We have an amazing team of people who I know I can count on no matter what." Aaron went on to say she has developed lifelong friendships, which she is grateful for. Another thing Aaron loves about VETS is how they allow employees the opportunity to grow. She was quick to point out that her rise to management is not unique, as many of VETS employees have achieved the same thing.



Aaron, Blake, Aiden, and Layton.

Aaron grew up in Grassy Creek, NC. A tiny town, it has no stop light or post office. You won't find it on a map, she said. "Just know we are somewhere between Bullock, NC and Nelson, VA." Aaron believes growing up in such a rural setting instilled a love for nature and family in her. When she and husband, Blake, married they moved

back to her family farm in Grassy Creek, where they live with their two sons, Aiden and Layton. Aaron shared that they are active members in their church and enjoy giving back to their community.



We asked Aaron to share something people don't know about her, what her favorite quote is, and the best piece of advice she ever got. Aaron promptly said, "I am terrified of heights but also am

Aaron with Skydiving Instructor. an avid thrill seeker. I've been skydiving and love roller coasters." Her favorite quote: "I can do all things through Christ who strengthens me." *Philippians 4:13*. Aaron's favorite piece of advice came from her Dad. He always told her that in order to get, you have to give; but give without expecting anything in return. Aaron went on to say, "I try my best to follow the Golden Rule and treat others the way I'd like to be treated." She believes that a little kindness and compassion go a long way because you never know what other are going through.

Aaron learned early in life that she enjoyed working with and helping people. Working in VETS payroll allowed her to do that. Further, she enjoys the relationships she has built with other employees. She's achieved that as VETS' Executive Assistant, Office Manager, Deputy Sales Director for VETS'

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Spotlight on Aaron Jones (Continued)

subsidiary, Waitbusters, as Payroll Manager, and now as VETS' Corporate HR/Payroll Manager.

We asked Aaron what she enjoys doing in her free time. "I love "glamping" and boating with my family. I also really enjoy baking, reading, and riding 4-wheelers. And, I love watching movies with my family, too." An avid reader, she enjoys any books by Colleen Hoover and Kristin Hannah. In addition, Aaron enjoys listening to podcasts, such as "Let's Fix Work."

Aaron commits her time to volunteer work at Tungsten Baptist Church. She serves as the Women's Missionary Union (WMU) President, Assistant Treasurer, and TeamKids Coordinator.

Aaron said they do a lot of community outreach and volunteer work. One of her favorite projects is providing Santa for children in their community who otherwise wouldn't have anything. Aaron said, "It blesses us so much more than it does them."

Her generosity, kindness, and commitment to helping others are just some of the reasons Aaron is such a good fit in our VETS family. Please join us as we congratulate Aaron on her recent promotion to Corporate HR/Payroll Manager. *Congratulations, Aaron! Thank you for all your hard work and commitment to VETS and its employees.*



VETS' Corporate Office
Wishes you all a
Merry Christmas
& a Happy &
Prosperous New Year





Leadership Today

By M. Sue Settell, MAM, PMP, CMP [NARA Program Manager & ISO Specialist]

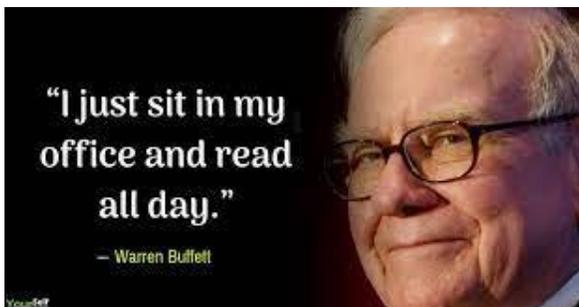
In two-decades as a Leader, ten working at VETS, I've learned that exceptional leaders evolve. That evolution requires a commitment and dedication to professional and personal growth. Current technological innovations and disruptions in business and social communities requires leaders to pivot and adjust while managing ever changing internal and external customer needs.



Over the years, I have been blessed to have worked under some of the best, most innovate leaders. Two key lessons I have learned is how those leaders strengthened their leadership skills and encouraged me to grow mine. The first was by reading; the second was being willing to listen and learn from those around them.

Reading is one way I keep up with the socio-cultural, economic, political, environmental, and other factors that influence issues that leaders face. Evidently, I'm in good company. Many well-known leaders are avid readers. In an article by Marissa Levin entitled, *Reading Habits of the Most Successful Leaders That Can Change Your Life Too*, she states, "Warren Buffet reads 500 pages a day; Mark Cuban reads 3 hours a day; and Bill Gates reads 50 books a year." How do some of the busiest, most successful people find the time to read you might ask? Levin, Founder and CEO of Successful Culture, and the Leadership Mindset columnist for Inc. Magazine, says they make reading a priority.

In the article she quotes Warren Buffet. Someone once asked him about his keys to success. Buffet responded by saying, "Read 500 pages every day. That's how knowledge works. It builds up, like compound interest. All of you can do it, but I guarantee not many of you will do it." To read more on what Buffet, Cuban, and Gates have to say about reading, success, and leadership check out Levin's article at <https://www.inc.com/marissa-levin/reading-habits-of-the-most-successful-leaders-that.html>.



Warren Buffet quote from Yourself.com

McChrystal, believes the best leaders listen to and learn from younger, less experienced people. In a TED Talk by McChrystal entitled, "Listen, learn...then lead," he advises that younger and more junior-level people often possess valuable expertise. They have a wealth of knowledge that leaders often don't possess. Effective leaders make room at the table for these individuals and the skills they possess. The best leaders are eager to learn from the people around them.



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Leadership Today *(continued)*

In his 2019 interview with Forbes, McChrystal doubled-down on the premise that leaders need to accept “reverse-mentoring.” He said, “When you think of technology, who do you go to to make your computer work? Your grandkids. And that’s true in so many things.”

McChrystal urged leaders to seek help from younger and less-experienced people. He said, “It’s

not a mark of dishonor and limitation. It’s a mark of willingness to learn.” McChrystal believes that readiness markedly increases a leader’s credibility.

Exceptional leaders continuously seek to expand their knowledge by engaging with people at every level. This willingness results in leaders who are viewed as trustworthy and dependable by those they lead.



Retired 4-Star U.S. Army General Stanley McChrystal
Photo by Brendan Smialowski | Getty Images News | Getty Images

During his TED Talk, McChrystal asked, “How does a leader stay credible and legitimate when they haven’t done what the people you’re leading are doing? It’s a brand new leadership challenge.”

He went on to say that this test has forced him to be more transparent, more willing to listen, and to consider a reverse in action based on the recommendations of younger and more junior-level people.

Though there are many leadership styles, they all embrace four common competencies. Those capabilities include: self-awareness, influence, communication, and learning agility. Leaders who successfully achieve these core skills do so through committed reading and being open to learning opportunities from every avenue.

VETS encourages such collaborations and benefits from the knowledge and skills of all its employees.

“I came to believe that a leader isn’t good because they’re right; they’re good because they’re willing to learn and to trust.” — General Stanley McChrystal

HIREVets.gov

Recognizes VETS, Inc. for 3rd Straight Year

On October 10, 2022, VETS, Inc. received a letter from the U.S. Department of Labor’s HIREVets Medallion Program Director. The letter congratulated VETS on its selection for the 2022 HIREVets Medallion Award. The ceremony took place on November 9th, in a virtually-attended event. Along with the award, VETS received access to a digital image of the 2022 medallion for use in solicitations and business activities.

For the 3rd year, the award honors VETS’ exemplary efforts in recruiting, employing, and retaining our nation’s veterans. *As a service-disabled, veteran-owned small business (SDVOSB), this recognition is one we are especially proud to receive.* Special kudos to VETS and Staffing Pros Recruiting, Human Resources, and Corporate Staff. Their dedication to sourcing and hiring individuals that meet the highest standards set the stage for VETS to receive this prestigious award once again.



A Busy Season for VETS' Growth Team

By Mark Muller, Sr. Vice President

This fall and winter have been a busy and exciting time for VETS' growth team. We have actively pursued and responded to proposals for both strategic recompetes, as well as new opportunities within the Department of Veterans Affairs (VA), the United States Transportation Command (USTRANSCOM), Small Business Administration (SBA), and Office of Under Secretary of Defense (OUSD).

Special Note: We also submitted four separate proposals for the very strategic Polaris contract vehicle. Our proposals were submitted under four unique set aside pools:

- Small Business
- Women-Owned Small Business
- HUBzone Business
- Service-Disabled Veteran-Owned

Polaris is valued to be \$15-20B over the next ten (10) years, which includes a five (5) year base plus five (5) one (1) year options.

The General Services Administration (GSA) Polaris **next-generation Governmentwide Acquisition Contract** (GWAC) is designed to focus on the next generation of information technology (IT) service-based solutions. Those solutions include 5G, blockchain, robotics processing, and cloud. Polaris will not only guide small businesses through the federal market, it will also help GSA customer agencies through the acquisition of IT service-based solutions, and give GSA a chance to improve its offerings.

Special Thanks to all who participated on Polaris. We have been working hard on Polaris since last spring, so *kudos* to our fantastic Growth and Management Teams!

Winner-Winner! On our General Services Administration (GSA) Blanket Purchase Agreement (BPA) – VETS, as a prime contractor — was awarded our first task order for this agency. *Task Overview* - GSA is responsible for managing fine art collections throughout the federal government, from art within U.S. Courthouses to art housed within the Central Intelligence Agency (CIA). The GSA Center for Fine Arts is responsible for maintaining the associated suite of applications that are used by a diverse group of stakeholders (program staff, Public Buildings Service [PBS]), IT and Commercial Off the Shelf (COTS) vendors to centrally manage its fine arts collection. The goal of this contract is to provide program and IT support for The Museum System (TMS) and associated suite of applications to ensure the integrity, availability, functionality, and training of the systems to enhance and promote optimal use of these applications for stakeholders.



2023 is shaping up to be as busy and as exciting for VETS. Watch for more updates in the Spring Edition of *The Cutting Edge* newsletter.

VETS' EEO POLICY STATEMENT



It is the policy of Veterans Enterprise Technology Solutions, Inc. (VETS) (the "Company") to not discriminate against any employee or applicant for employment because of race, color, sex, creed, religion, national origin, gender, sexual orientation, age, gender identity, genetic information, disability, protected veteran status, or any other status protected by state or local law, and to provide equal employment opportunity and affirmative action for qualified individuals.

This policy statement is included in this Affirmative Action Program and is posted on Company bulletin boards. The Company will endeavor to recruit, hire, train, and promote persons in all job titles in accordance with this Affirmative Action Program. All other personnel actions are administered without regard to race, color, sex, creed, religion, national origin, gender, sexual orientation, age, gender identity, genetic information, disability, protected veteran status, or any other status protected by state or local law, and all employment decisions are based only on valid job requirements.

The Veteran and Disabled Affirmative Action Plan shall be available to any employee or employment applicant for inspection in the Human Resources Department during normal business hours. James Moody, President/CEO fully supports this policy and has assigned Kendele Underwood as EEO Coordinator with overall responsibility for:

- Annually updating the Affirmative Action Plan and the implementation of affirmative action activities as required by law.

Kendele Underwood's responsibilities include designing and implementing an audit and reporting system that will:

- Measure the effectiveness of the Company's Affirmative Action Program.
- Indicate any need for remedial action.
- Determine the degree to which our objectives have been attained.
- Determine whether individuals with known disabilities and protected veterans have had the opportunity to participate in all Company-sponsored educational, training, recreational, and social activities.
- Measure compliance with the Affirmative Action Program's specific obligations.

Employees and applicants shall not be subjected to harassment, intimidation, threats, coercion, or discrimination because they have engaged in any of the following activities:

- Filing a complaint.
- Assisting or participating in an investigation, compliance review, hearing, or any other activity related to the administration of Executive Order 11246, Section 503 of the Rehabilitation Act of 1973, as amended, Section 4212 of the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Veterans Employment Opportunities Act of 1998 or any other Federal, State or local law requiring equal opportunity for individuals regardless of race, color, sex, creed, religion, national origin, gender, sexual orientation, age, gender identity, genetic information, disability, or protected veteran status.
- Opposing any act or practice made unlawful by Executive Order 11246, Section 503 of the Rehabilitation Act of 1973, or its implementing regulations, Section 4212 of the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Veterans Employment Opportunities Act of 1998 or any other Federal, State or local law requiring equal opportunity for individuals regardless of their race, color, sex, creed, religion, national origin, gender, sexual orientation, age, gender identity, genetic information, disability, or protected veteran status.
- Exercising any other right protected by Executive Order 11246, Section 503 of the Rehabilitation Act of 1973, or its implementing regulations, or Section 4212 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 or the Veterans Employment Opportunities Act of 1998.

6/1/2021

James H. Moody, President & CEO



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