

NASA Exchange – Johnson Space Center (JSC) Contractor Handbook August 2026

STARPORT MISSION

To cultivate a vibrant community by facilitating activities and services that engage, enrich, and energize the NASA family.

STARPORT VISION

We are the heart of the NASA community, striving to make NASA the best place for innovators of today and tomorrow.

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Section 1: Introduction

Welcome to the NASA Exchange – Johnson Space Center (JSC), also known as Starport. Starport is designed to promote the welfare and morale of the JSC workforce. As a quality-of-life program, Starport directly supports the mission of JSC by providing wellness programs, fitness and recreational services, food and vending services, retail operations, employee activities, and convenience services. These programs enhance work life, promote mental and physical fitness, and create an environment that attracts and retains quality employees.

Starport is a non-appropriated funded program and is financially self-sustaining. All money earned through Starport operations is used to support JSC employee services and activities.

This Handbook provides contractors with information about working conditions, expected behaviors, and policies affecting contractual agreements. Following the policies described herein is considered a condition of continued contractual agreement. However, this Handbook does not alter your status as an independent contractor.

All Starport contractors serve as independent contractors, unless otherwise stated in writing in the contract. The Handbook does not constitute a promise of employment as a Starport employee. You are responsible for reading, understanding, and complying with the provisions of this Handbook and any other policies you may receive.

1.1 Changes in Policy

This Handbook supersedes all previous Contractor Handbooks and memos on subjects covered herein. Starport reserves the right to interpret, change, suspend, amend, or cancel any part of its policies, procedures, and benefits at any time. Changes will be communicated to all contractors and are effective on the dates determined by Starport.

No individual supervisor or manager may change policies at any time. If you are uncertain about any policy or procedure, speak with your contract manager or the NASA Exchange Operations Manager.

1.2 Contract Information Update

Contractors must provide accurate information in the contract process and maintain updated contact and personal information throughout the contractual period.

Misrepresentations, falsifications, or material omissions may result in exclusion from future contracts.

1.3 Contractual Relationship

You entered your contract voluntarily and may resign at any time, unless otherwise stated in your contract. Similarly, Starport may terminate the contract at any time, unless otherwise stated in the agreement.

All contractors must follow the policies outlined in this Handbook and supporting documentation provided in their contract.

Section 2: Definitions of Contractor Status

A contractor is a person or company who provides services to Starport or its patrons for compensation. Contractors are independent contractors and are not employees of Starport.

2.1 Tax Withholdings

Starport does not deduct taxes from contractor payments. Contractors may be liable for self-employment taxes. IRS Form 1099 will be submitted at the end of each calendar year as required by law.

2.2 Health Insurance

Contractors are responsible for their own health insurance coverage.

2.3 Intellectual Property

All programs and services created during the contract period remain Starport property unless prior written agreement is made. Intellectual property includes any creative work, design, or invention for which one may apply for copyright, patent, or trademark protection.

Section 3: Contract Employment Policies

3.1 Onboarding

New contractors may require clearance through the JSC Security Office to be issued a NASA badge. The Starport Exchange Operations Manager designee initiates this process on notification of a new contract and receipt of an IdMAX information sheet filled out by the contractor and creating an identity in IdMAX. Once the identity creation process is complete, the contractor will be notified to pick up their NASA badge at Building 110.

This process may be completed prior to entry onboard, but a temporary badge will be issued in the interim if it is not.

3.2 Separation

Contractors voluntarily separating must follow terms in their contract. A JF 760, JSC Termination Checklist must be completed by contract management. All government-issued property must be returned; otherwise, final paychecks may be withheld.

3.3 Time and Availability

Contractors provide services as outlined in the contract or Statement of Work (SOW). Services that involve scheduled classes, workshops, fitness facility upkeep, offerings, or sessions, must be attended at the mutually agreed-upon dates and times established in the class schedule or SOW. These scheduled sessions constitute defined service commitments rather than assigned work shifts.

Contractors are responsible for arriving prepared and on time for all contracted sessions and for providing advance notice if they are unable to fulfill a scheduled service commitment.

Contractors may be required to attend project-specific meetings that are directly related to deliverables under contract. Attendance expectations will be outlined in the project scope. Contractors are not required to participate in general employee meetings, training courses, or activities unless required by NASA such as mandatory System for Administration, Training, and Educational Resources (SATERN) and/or compliance training.

Failure to meet statement of work or project scope may result in contract modification or termination.

Outside scheduled commitments, contractors control their work hours.

Please note, the following are observed as legal holidays and typically will result in a revised facility schedule. All planned activities may be held, postponed, or cancelled during these times at the discretion of Starport.

Government holidays observed include New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas.

3.4 Participant Access and Check-in Procedure

Starport maintains access and participation procedures to ensure the safety, security, and proper use of facilities and programs. Contractors are expected to support and reinforce these procedures when conducting activities within Starport facilities.

Participants in Starport programs or activities may be required to check in at the Member Services Desk or follow other designated entry procedures before accessing program spaces. Contractors may be asked to assist in ensuring that participants follow these procedures when attending classes, events, or activities conducted under Starport programs.

Contractors should direct participants who have questions regarding membership status, facility access, or registration requirements to the Member Services Desk or appropriate Starport staff. Contractors should not independently grant facility access or waive program participation requirements without authorization from Starport management.

3.5 Performance Standards and Customer Service

Performance expectations include delivering services as scheduled, maintaining professional conduct with patrons and staff, and providing services that meet established safety and quality standards. Contractors are expected to maintain all required certifications and professional credentials, arrive prepared and organized for scheduled services, and adhere to all applicable safety and security protocols.

Contractors must also demonstrate professional communication and effective collaboration with facility staff and participants while maintaining positive feedback and satisfaction from clients, members, and guests. In addition, contractors are required to follow all operational and administrative procedures established by the facility to support safe and effective business operations.

3.6 Pay Periods

Payment schedule is outlined in the specific contract. Compensation from other sources for Starport-sponsored activities is prohibited.

3.7 Training

Contractors must complete mandatory training as required by NASA and contract requirements, such as SATERN courses. All fitness and wellness contractors must maintain current CPR/Automated External Defibrillator (AED) certification.

3.8 Contractor Benefits

Fitness contractors receive Starport Fitness Facility membership at no cost. Other contractors and their dependents are eligible for NASA-affiliated fitness rates memberships.

Exchange Operations may provide other contractors with limited opportunities to promote the services they provide within Starport or Exchange-managed facilities. These opportunities are intended to support program awareness and increase participation among the NASA community.

- All promotional activities must be approved in advance by Exchange Operations management to ensure consistency with NASA and Exchange communication policies, facility guidelines, and branding standards.
 - Exchange Operations reserves the right to determine the timing, placement, and format of all promotional materials and communications.
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Section 4: Standards of Conduct

4.1 Contractor Expectations

Contractors must comply with ethical, safety, and occupational standards, build cooperative and effective working relationships, maintain open, honest, courteous, and timely communication, comply with all Starport, JSC, NASA policies and laws, and align conduct with Executive Orders, NASA standards, and [JSC Expected Behaviors](#).

Contractor conduct must be professional, courteous, and supportive of Starport policies and maintain facility and equipment integrity.

4.2 Drug-Free Workplace Program

Starport is committed to a drug-free workplace. Starport has the responsibility and obligation to protect its employees and property, as well as that of its customers and the general public. Random testing may apply to certain positions.

4.3 Violence in the Workplace

All acts or threats of violence are prohibited and will be addressed immediately. Therefore, acts of violence, threats, harassment, intimidation, and other disruptive behavior involving a direct or indirect threat of physical harm are prohibited, will be dealt with immediately, and will not be tolerated. All employees, contractors, and employees of resident agencies and other tenants at any NASA facility are responsible for reporting incidents involving workplace violence. This policy also covers any incidents involving individuals from outside of NASA perpetrating violence against NASA employees or guests on NASA property. In addition to physical acts against people or property, such behavior can also include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm to self and others. Such behavior shall be dealt with immediately and appropriately, and those who commit such acts may be immediately removed from the premises, denied reentry pending completion of the

appropriate investigation, and may be subject to administrative and/or disciplinary action, including removal, criminal prosecution, or both.

All employees, contractors, resident agencies and other tenants and guests shall comply with the workplace violence prevention policies as set forth in applicable laws and regulations. As outlined in this NPD, Centers will develop procedures for responding to and managing incidents and threats of workplace violence. All policies and procedures will be uniformly enforced.

- All information regarding an incident and/or threat of workplace violence, including but not limited to names of involved parties, witnesses, reports, and investigations of allegations, and/or findings, will be treated confidentially to the extent practicable. Statements and reports may be used as evidence in administrative and/or criminal proceedings.
- For additional information refer to [NASA Policy Directive \(NPD\) 1600.3, Policy on Prevention of and Response to Workplace Violence Policy](#).

4.4 Personal Use of Government Services and Personal Cellphones

Limited use of government services and cellphones is permitted but must not interfere with duties or safety. Personal business, political use, or soliciting is prohibited. Please note the flexibility offered in this policy does not grant to contractors or create an inherent right to use Government resources, and one should not be inferred.

4.5 Dress Code

Contractors must maintain a professional appearance appropriate to their role. Clothing must not be ripped, offensive, or overly revealing. Tattoos and piercings are allowed unless distracting or unsafe.

A contractor's position and their department's activity dictate the type of clothing or uniform. Please check with your contract manager regarding any department specific requirements. If management determines a contractor is in violation of the dress code policy, the contractor will be encouraged to identify an appropriate resolution such as covering up, tidying up, removal of piercings, changing clothes, or other reasonable means to resolve the conflict.

4.6 Equal Employment Opportunity and Anti-Harassment

Starport provides equal opportunity for all employees and contractors. Harassment of any kind is prohibited. Allegations should be reported to supervisors or the Center Anti-Harassment Coordinator.

4.7 Reporting Operational Concerns & Grievance Procedures

Contractors play an important role in identifying operational issues that may affect the safety, quality, or effectiveness of services provided within Starport facilities and programs. Contractors are encouraged to promptly report any concerns related to facility conditions, equipment malfunctions, safety hazards, scheduling conflicts, or participant issues to the appropriate Starport manager or designated staff member.

Operational concerns should be reported as soon as reasonably possible so that Starport management can assess the situation and determine the appropriate course of action. This may include addressing facility maintenance needs, resolving program conflicts, responding to participant concerns, or implementing corrective measures to maintain safe and effective operations.

If a concern cannot be resolved through informal discussion, the contractor may submit a written description of the concern to the Exchange Operations Manager for review. Starport management will review the matter and determine appropriate steps to address the issue while ensuring compliance with applicable policies, operational procedures, and contractual terms.

Because contractors operate under independent contractor agreements rather than employment relationships, grievance procedures are limited to issues related to the coordination and administration of contracted services within Starport facilities and programs. Final determinations regarding operational matters remain the responsibility of Exchange Operations management in accordance with Starport policies and applicable contract terms.

4.8 Additional Expectations for Instructional and Program Contractors

Instructional and program contractors are expected to arrange qualified substitutes if unavailable, follow class or session policies for late arrivals or no-shows, and maintain CPR/AED certification for fitness-related activities.

4.9 Contractor Solicitation and Outside Business Activities

To ensure fairness, protect the integrity of Exchange programs, and prevent conflicts of interest, contractors may not use Exchange facilities, programs, or patron relationships to promote unrelated personal or commercial services. The following guidelines apply:

Contractors may promote only the classes, programs, or services that are part of their approved contract with Exchange Operations.

Contractors may not solicit Starport members, guests, or employees for private lessons, personal training, outside coaching, catering services, or other business activities that occur outside of Exchange Operations programs unless explicitly authorized by Exchange Operations management.

Contractors may not distribute business cards, marketing materials, or contact information promoting outside businesses or services to patrons while performing contracted services or while using Exchange facilities for those services.

Contractors may not represent their personal business activities as being affiliated with or endorsed by Exchange Operations, Starport, or NASA.

Contractors may not use Exchange mailing lists, member directories, internal communications platforms, or facility bulletin boards to advertise outside services or businesses without prior approvals from contract management.

All promotional activities must relate directly to the contractor's Exchange-approved services. The NASA insignia, logotype, and seal may not be used for any purpose without explicit permission. AI-generated artwork, images, graphics, or flyers should not be used for advertising. The final draft of all communication details and graphics must be reviewed and authorized by contract management prior to distribution.

Contractors who wish to propose additional services, classes, workshops, or events for consideration within Exchange programs should submit those proposals to Exchange Operations management for review.

Failure to comply with these guidelines may result in removal of promotional privileges, modification of service agreements, or termination of the contractor agreement.

4.10 Neutrality in Programs and Services

Contractors must maintain neutrality while providing services within Exchange facilities. During contracted activities, contractors may not engage in:

- Political advocacy or campaigning
 - Religious instruction or promotion unless specifically approved as part of a program
 - Personal fundraising activities
 - Promotion of personal opinions or controversial topics unrelated to the contracted service
 - Programs and services should remain focused on the intended recreational, wellness, or fitness purpose.
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Section 5: Safety and Emergency Procedures

5.1 Reporting Work-Related Injuries

Contractors must report injuries immediately to Starport Management. If a manager or designee is not available, report the injury to the Starport Member Services staff, and contact your Starport Manager or designee within 2 hours.

If medical attention is required, contract employees with NASA badges should be sent or escorted to the JSC Clinic promptly when during normal business hours and/or when the clinic is open. Contractors **MUST** indicate whether they were injured outside of their official contract duties.

If anyone is hurt or in need of help, the JSC onsite emergency contact number is 3-3333 from a NASA phone or 281-483-3333 from a mobile phone. Otherwise, please call 911.

Contractors are encouraged to carry personal liability insurance.

5.2 Reporting an Accident

All injuries must be recorded on a Starport Accident Report Form. This will provide Starport Management with the proper information about the incident and may protect you and Starport from any liability sustained from injuries. Accident report forms are located at the Starport Member Service Desk.

5.3 AED Locations and Operation

Building 207: First floor, near the Member Services Desk Certified AED operators. trained personnel should provide CPR until relieved by emergency responders.

Building 3: The closest AED is in Building 1 or Building 4S

Building 11: The closest AED is in Building 30

5.4 Emergency Evacuation

Contractors must follow Starport staff instructions and facility protocols during emergencies. Contact 3-3333 (NASA phone) or 281-483-3333 (cell) for emergency assistance.

The Gilruth Center (Building 207)

The procedure for emergency evacuation from Building 207(Gilruth Center) is to immediately exit the building when signaled to do so.

In such an event, Starport employees must instruct all facility members and guests to immediately evacuate the facility via the nearest exit and progress in a calm and orderly manner until they have reached a point of at least 75 feet from the building.

The planned assembly location is the Bluebonnet Pavilion. Avoid streets and parking lots as these areas may be needed for emergency response equipment.

The Building Fire Wardens will ensure that all visitors to the building have left the building as required. No one is to remain in the building beyond the time it takes for safe evacuation. No one is to return to the building until it is determined safe to do so by the proper authority.

Building 3 Cafeteria

- Meet in parking lot at rear of B3 near corner of B4S
- Remain at least 75 feet from building until 'all-clear' is issued by emergency responders
- You may need to vary route to avoid flames/smoke or emergency responders
- Seek to account for others working in the building at the time of the evacuation
- Inform first responders when asked if all building occupants are at assembly point

Building 11 Cafeteria

- Go across Avenue C and meet on the grassy area in front of B9 parking lot
- Remain at least 75 feet from building until 'all-clear' is issued by emergency responders
- You may need to vary route to avoid flames/smoke or emergency responders
- Manager or Starport designee will account for those working in the building at the time of the evacuation
- If manager/lead isn't present, account for co-workers and colleagues.
- Inform first responders when asked if all building occupants are at assembly point

CONTRACTOR RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the NASA Exchange – JSC Contractor Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Contractor Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with the NASA Exchange – JSC that provides otherwise, I have the right to resign from my employment with NASA Exchange – JSC at any time with or without notice and with or without cause, and that the NASA Exchange – JSC has the right to terminate my employment contract at any time with or without notice and with or without cause.

I have read, understand, and agree to all the above. I have also read and understand the NASA Exchange – JSC Contractor Handbook.

Signature _____ Print Name _____

Date _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that a contractor learns about the NASA Exchange - JSC, or its members or Partners, as a result of working for the NASA Exchange - JSC that is not otherwise publicly available constitutes confidential information. Contractors may not disclose confidential information to anyone who is not employed by the NASA Exchange - JSC or to other persons employed by the NASA Exchange - JSC who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of the NASA Exchange - JSC's confidential information is prohibited. Any employee who discloses confidential NASA Exchange - JSC information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature _____ Print Name _____

Date _____