

Overview

Unexpected challenges are making astonishing changes to our daily routines. Life as we know it has been dramatically altered and the world will never be the same. While dealing with the Corona Virus (CV), our staff have had to make major changes in how they operate, support the client, and take care of their personal lives. We are very aware of the challenges that each of you currently face and we are lucky that we still have a client that is working with an ongoing need for your continued performance. Please make sure you are performing all the tasks that your GSA government manager and office requires. We are all on one team.

Atosha Buhendwa has joined the team as our new Back Office Manager and will be your point of contact for time sheets and payroll. Please welcome her aboard and be very responsive and supportive to her requests. As always, make sure to get your time sheets submitted on time on Fridays, the 15th, and on the last day of each month, sending them to atosha@celerapro.com with copy to Chuck.

The W2 process has been updated and we believe staff have the necessary information for their 2019 taxes. We thank the impacted team members for their efforts and patience as we have moved through that problem. We have now cleared up the payroll process and 2020 will not be a repeat of the 2019 issue.

The GSA client has many demands, especially now during the CV crisis, to keep the government running and we want to help accomplish those goals. As we mentioned last month, there have been numerous changes on the team addressing 19 different changes including new hires, moves within the team, and staff taking on new tasks. We should be fully

staffed as soon as the government security office is up and running. The security process has ground to a stop right now, but hopefully it will be up and running soon.

CeleraPro's leadership continue to be proud of the work and performance of the team during these special times, and appreciate everyone's commitment, support to CeleraPro, and the professionalism provided to each of our valued government clients. It is important that we always respond effectively to the client's needs. If there are concerns about interactions with the government or your support, make every effort to reach out to us to work with them to address the issue. Always focus on making sure the client gets what they need.

The 2020 renewal of CeleraPro's United Healthcare plan is up and running. Remember to review your coverage to make sure you understand policy requirements. Many stayed with their current plan, but make sure you have what you requested. If there are any concerns or questions, let us know right away.

The Voya 401k is running smoothly. Be active in making sure your account meets your needs. We have had some feedback from staff not being able to access their Voya account. Let us know if that happens and remember this is your private account. You should be able to reach out to Voya and get a quick answer.

We continue to have a few problems with timecards being submitted on time. Remember that late timecards can impact our ability to run payroll. We are doing better – keep it up.

CeleraPro is working with DC's Metro SmarTrip to provide a new transportation benefit that will be available to staff that work in DC. The benefit allows staff members talking Metrorail or

Metrobus or parking in a Metrorail garage to purchase SmarTrip fare cards on a pre-tax basis. We have started the process with several staff members. This will continue to be an option each month, but you need to request the benefit a month in advance if you are interested. You can reach out to any of the management staff to get the process started.

Continue to reach out to Dr. Perini, Chuck, or Atosha with questions. Please remember that our commitment to the GTMs, being on-time, providing the needed support, being a team player, and supporting your staff teammates will continue to be our top priorities. We recognize that some portions of the content of this Memorandum may be repetitive, but the purpose of the repetition is to educate new staff and to emphasize critical policies that we expect you understand and adhere to. Sections that are repeated each month are now at the end of the Memorandum with Blue headers. Please use these as a reference. Any minor changes to those sections will be shown in blue text.

1. Corrected W2 Distribution

The errors caused by the QuickBooks software have been corrected so there will not be a reoccurrence of the issue with underpayment of taxes and incorrect W2s next year. The staff has been tremendous in working with us to resolve the problem. CeleraPro understands that this has an impact on our employees. We thank everyone for helping to resolve this problem.

2. DC Transportation Benefit

The DC SmarTrip transportation benefit is now available to employees that work within Washington DC area and take WMTA transportation. The first step in the process was the survey that was sent out to the DC staff to determine interest. We subsequently sent the required DC SmarTrip forms to complete and instructions on how to use this new benefit. Remember that the requests need to be

submitted in the preceding month to activate your account.

3. Updated Employee Handbook

An updated version of the Employee Handbook has been provided to each of staff member. The handbook provides an overview of all CeleraPro policies and procedures, which occasionally get updated. Since this revision incorporated a fairly extensive update, Signature is required to confirm receipt, understanding of the policies described, and agreement that those policies and procedures will be followed. If you haven't received the handbook, please let us know asap. If you have not yet sent your signed receipt and acceptance, please send the signed signature sheet to Chuck and Atosha. The document will give you the updated guidance concerning CeleraPro benefits, guidance and expectations. Look for future announcements if the document is updated.

4. Disparity in Pay Stubs/Vacation

It is important that everyone understands the new process for vacation accumulation process that started in January 2020. Rather than receiving your full amount of vacation on your anniversary date,

Years of Service	Vacation hours/pay period
<1 year	4.00
1-4 yrs	4.00
5-14 yrs	6.00
15+ yrs	8.00

CeleraPro made the unique decision to allow accrual over a 10-month period from January through October. This allows staff to have all their vacation just in time for holiday season. Based to your number of anniversary years, you will accumulate 4, 6, or 8 hours of vacation each pay period (see the table above). Unfortunately, QuickBooks software only allows accumulation over 12 months, so the number of hours shown on your pay stub will be less than the hours you have available (by a small amount). The 10-month accumulation is easy to track. Just multiply the number of the pay period (April 7th will be pay period #6), multiply by your rate from the table above, and subtract the number of hours already

taken. Please keep track of the hours you have taken and let us know if you have any questions.

5. Using Vacation and Allowable Carryover on Contract during CV

It is important that you manage your vacation accrual so that you do not end the year with a larger number of hours that have to be taken all at once. CeleraPro policy is that vacation is taken in the year that it is accrued. Please plan to use all your vacation hours in 2020. Due to the circumstances currently confronting us, it will be important to be aware of your vacation time so that everyone is not taking vacation at the same time later this year. We understand that lockdown requirements make taking a “real vacation” impossible, but we highly recommend that you take a day off every couple of weeks and use the non-work time to paint a room, clean out a closet, write a best-selling novel, create a YouTube Channel or Blog, prepare an awesome meal, sleep in all day, binge-watch a TV series, learn a new language, start your Holiday shopping online, or catch-up with friends or relatives on the phone. We welcome your suggestions on how to take a vacation day from home. A small number of vacation hours may be rolled over (see the table below) but payouts for unused vacation time is not available. For 2020 the number of hours that can be rolled over to 2021 is 24. Please plan your time accordingly so that you are prepared.

Contract Year	Calendar Year	Allowable Carry Over to Next Year*
1	2019	40
2	2020	24
3	2021	16
4	2022	8
5	2023	0

New employees accrue a prorated portion of the 80 hours per year available to staff in years 1-5.

6. Vacation Requests During the CV Telework Period

CeleraPro has temporarily modified its vacation request requirement during the CV Telework Period in order to facilitate staff taking vacation during in-home isolation/lockdown. To request a single day (or partial day) of vacation, please give Mr. Steele and Atosha approximately 24 hours’ notice. If you plan to take 2-3 days off, please provide at least 48 hours’ notice. For 4-5 days off, we will require 30 days’ notice in advance in order to make arrangements for long-term fil-ins. And for greater than five days, please provide at least 60 days’ notice.

CeleraPro permits staff to “Go in The Hole” (GITH) on vacation in the early part of the year prior to full vacation accrual. Maximum GITH permitted is 40 hours. Please review Employee Handbook for details on our GITH policy. GITH hours require pre-approval by the Program Manager or Dr. Perini.

7. Virtual Staff Meeting in April

The CeleraPro quarterly staff meeting will be scheduled during late April. The meeting will be virtual, and the time, access, and content will be provided as soon as we set up the meeting. Expect more information as we get closer to a date. Attendance is mandatory and the time is chargeable to the contract.

8. Personal Announcements

Please let us know if you have any exciting news you would like to share with the team. Items such as births, birthdays, graduations, weddings, and other events can be included. This is purely voluntary but will help us get to know one another.

Recurring Messages

These reminder messages are provided for new staff and as a reference for all staff members. Any changes to the standard information will appear in blue text.

Retirement Benefits Policy

The CeleraPro retirement 401k plan is updated for 2020 to include a policy established to meet Employee Retirement Income Security Act (ERISA) requirements. The policy requires all staff to designate a portion of their CeleraPro company contribution to their 401k. For most staff, this is already being done. After applying funds to the employee's medical benefits (including dental, vision, and selected optional insurance), remaining funds go to their Voya 401k account, which satisfies the requirement.

For staff that also wish to cover other family members, the policy requires that before applying funds family member coverage, the next \$50 will be deposited into the employee's 401k, and then additional funds may be applied to the employee's family members. Federal laws managed by the IRS and Department of Labor, have established rules that govern 401k retirement plans.

CeleraPro is unusual among small businesses in providing a 401k (which is better than the typical IRA provided by most small businesses). As a result, there are regulations that must be followed that require CeleraPro staff to have a minimum contribution to their 401k. CeleraPro chose to provide a 401k to its employees rather than an IRA because a 401k provides employees with better options.

The 401k funds are maintained and recorded by VOYA with Ascensus as our plan administrator. If you have questions or something does not

seem to be working correctly, you can contact VOYA at 866-865-2660. VOYA representatives will continue to be available to respond to staff needs.

Health and Welfare (H&W)

Business Benefits Group (BBG) handles our health and welfare accounts for medical, vision, and dental. If you have any questions, you can reach BBG at (703) 385-7200. Premiums for the employee are paid through CeleraPro provided H&W funds. After the employee's medical premiums are paid, the next \$50 of H&W funds must be allocated to the employee's 401k. Any remaining H&W funds may be allocated to employee family benefits. If these benefit premiums exceed the H&W funds, the remaining premium is paid through employee payroll deduction.

Telework

The CeleraPro Telework Policy is Temporarily modified during the Corona Virus Isolation/Lockdown Period. See Paragraph 6 above.

This is a reminder that telework is not a normal approved action for the team. The current situation has been directed by the government until further notice. During this important time, special guidance on telework has been coordinated by each GTM. Normally, telework is only permitted for very special circumstances and only after coordination with the COR and GTMs and prior approval from Chuck and/or Dr. Perini. Please keep management aware of any questions, requests, or expectations by your GSA management. It is important that you be online for your support to the GTM. Some contractors (not CeleraPro) continue to abuse the telework policy. We want to make sure CeleraPro staff are fully appraised of the company policy. CeleraPro Telework policy is as follows:

- If the client approves telework for a day, you still need to get CeleraPro management approval. Do not assume telework unless management has given approval.
- CeleraPro's contract requires that staff work on-site at the customer location
- Telework is an exception and is not approved without a substantive reason (e.g. sick child)
- Telework must be approved in advance
- Telework is permitted during inclement weather following OPM closure guidelines
- (only if the employee has a laptop and can work remotely)
- If approved, telework is permitted one day at a time with program manager 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

CPARS Assessment

As a reminder, the Contractor Performance Assessment Report System (CPARS) has been put in place for the government to grade team performance. The entire staff is doing very well against the CPARS assessment of our performance. We have received our initial assessment and the quality and effort of the team have received high marks. The items that they grade include reporting, staff recruitment, staff performance, staff availability (including sick leave, vacation, etc.) and work performance. Please continue to focus on excellence in all efforts.

SOP Development

We continue to refine and develop the Standard Operating Procedures (SOPs) for all staff functions. We are reviewing the material that you have provided us over the past several months. It is important that we get these documents in place with the client so that both sides understand the demands on each staff

member. We are currently reviewing the submitted SOPs and will be providing additional guidance for the documentation soon. Several staff have already been requested to provide updates on their specific documentation. We want to make sure of the guidance and expectations of each position, so these SOPs will be important as we move forward and bring new staff onboard. The information will provide each staff member an overview of their role and expectations. The SOPs will be continually updated as each of your roles and your GTMs expectations change.

Payroll

IMPORTANT: Remember that the payroll can only run on-time when all time sheets are submitted. You can submit your time sheet on Friday early in the day to ensure that we have the information. For access to paystubs, use the link provided in the "Workforce" email or contact Intuit for help logging in at (800) 446-8848 (CeleraPro is connected to QuickBooks payroll). Reminder that timecard submittal is on the 15th and last day of the month, while actual paydays are on the 7th and 2nd.

LWOP Guidance

This is the ongoing reminder that LWOP is only available through prior approval from myself and/or Dr. Perini. 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. Important note: LWOP can only be used after sick leave and vacation options have been exhausted.

Vacation, Sick Leave, & Emergency

Again, a reminder that requests for vacation and sick leave need to occur as soon as possible. As demonstrated already on the team, backup coverage is a constant impact. We have updated

the guidance per service centers. Everyone needs to be aware of the expectations concerning time away from the office. Requests for vacation time of 3 days or less must be made 30 days in advance. Requests for vacation time of 4 days or more must be made 60 days in advance. Additionally, if you have extended sick leave that you know in advance of more than 2 days, please coordinate in advance with the Program Manager and Atosha. Make sure your GTM is in the loop and has let us know whether they need support.

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 as long as the employee has lived in a HUBZone for six months prior to joining CeleraPro, and as long as they reside in a HUBZone for six months after being hired, the employee can thereafter be considered as a HUBZone resident as long as they are employed by CeleraPro even if they move out of the HUBZone.

Please keep us aware of any moves and be sure to let us know where you are moving well in advance of the change, so we can recruit another HUBZone resident if necessary. If you do not keep us aware of changes, it could have an impact on CeleraPro's certification and your continued employment.

Private Company Information

Be smart and keep internal CeleraPro information away from the workplace. Speaking

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, Atosha, or Dr. Perini and we will respond rapidly.

Employee Handbook

As mentioned earlier, CeleraPro is constantly updating and refining the content of the Employee Handbook. It is important that you keep that document available for your reference. All staff have been provided a copy of the latest v6.3 document. If you have not received the latest version, let us know. Please make sure to submit the signed form to show you have received and understand the guidance in the workbook. This document contains guidance and policy requirements from CeleraPro.

Three-Day Coverage Guidance

The contract permits you to be absent for up to three days without coverage for your position is required. After this period, unless your GTM specifically states otherwise, CeleraPro will provide a fill-in from within the CeleraPro GSA staff. The focus on back up coverage will be around the service centers. Make sure you know which staff members are on your service center teams. Everyone on the team needs to be available to help other staff with back-up when necessary. Our approach will be consistent with the agreements across the service centers and in agreement with the OFM management and COR. Please give as much notice as possible for all absences. CeleraPro needs to provide the GTMs with the best coverage possible. Every team member is

expected to provide back up support when needed.

Primary/Back-up Matrix

We continually update back-up roles and commitments based on service center changes and on new staff joining our team. Most of you are already aware of this process. If we need help outside your service center, make every effort to help. All staff are busy, but we are required to help support operational needs at other sites. Our focus currently is on back-up coverage only one day at a time. This would nominally occur on a Tuesday and Thursday. This results in minimal impact to your current position, but still gives required back-up coverage for your teammate. That will not always occur, but we will continue to focus in the direction.