

Overview

The last few months have been very trying for the staff and your management team wants to thank you all for your efforts. GSA leadership is trying to figure out how to get back to working on-site without threatening the health and wellbeing of employees. Each of you has remained committed to the needs of your GSA POCs and our customer has expressed that they are pleased with the continued support. While we have all continued to deal with unexpected challenges due to COVID-19, you have had to make major changes in how to operate, support your clients, while still taking care of your personal lives. We continue to be lucky to have the ability to work from our homes (and stay employed during these difficult times) so please make sure you are performing all the tasks that your GSA government manager and office requires. We thank everyone for stepping up and helping CeleraPro with the backlog of vacation hours. Under the current circumstances, we could be into the 4th quarter before vacation looks real to everyone. Please continue to regularly and frequently take vacation while we go through these challenging times.

We hate to say it again, but we need to have a commitment on getting timecards turned in on time. It is important that we show professionalism in meeting our requirements, and that includes getting timecards submitted. This is a challenge to the entire team to do whatever is necessary to get the timecards to the management team effectively. Also, pay attention to content on your timecards to make sure they are correct the first time. This should be a process set in stone by now. 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. In addition, pay attention to the special guidance we provide around holidays and the demand for multiple timecards in the same period.

To not be repetitive by including the same content every month, we created a Reference Section at the end of this Memorandum for important company and contract related information. The paragraphs in the reference section have blue headers and minor

changes to those sections are shown in blue text. The reference section is useful for new staff members and as a reference to company policies. For the full set of company policies, please refer to the CeleraPro Employee Handbook.

Granted Option Year 2 on IDIQ Contract

Good news for the team! The GSA contracting office has notified Dr. Perini that we have been awarded Option Year 2 (OY2) for the IDIQ contract. The IDIQ (Indefinite Delivery, Indefinite Quantity) is the award that allowed CeleraPro to bid on Task Order 2, which is the contract that the majority of CeleraPro staff work on. We anticipate that OY2 for Task Order 2 will be approved in January.

Houston, the problem is being addressed

*****Action Required***** We hope you feel like we do, that CeleraPro is a family. In the back-office we spend a lot of time working to make sure all CeleraPro staff are well taken care of. The situation with the timecards has gotten better and we appreciate it. Still, we need to be diligent to the time left in the year and make sure we take care of our hours or we will end up losing them. While many of you have complied with our pleading requests to take vacation time, there are still a few people that need to take time off and let Atosha and I know.

You can spend a day cooking, paint a room, clean out a closet, read a best-selling novel, start learning a new language, watch videos on YouTube, plan a garage sale, gather clothes you no longer wear for Goodwill, prepare an awesome recipe, sleep in all day, binge-watch a TV series, start your Holiday shopping online, catch-up with friends or relatives on the phone, take a car trip, go for a hike in a park, or visit a friend or family member that has been as careful and isolated as you have been. We welcome suggestions on ways to take an enjoyable and practical vacation day from home.

We hate to do this, and while it may not seem fair to take vacation at home, we cannot impact the needs of our customers or put the company at risk. Once again, it is critical that all staff take vacation days so that the customer does not get impacted by a huge

bow-wave of time off in the latter part of the year when everyone returns to work.

Monthly Staff Highlight

This is a new section in the Monthly Memorandum. Going forward, the Monthly Memorandum will highlight one or two staff members each month. We randomly selected a member of the team to learn a little about them. This is not a requirement, but an opportunity to get to know each other. We would like to highlight the following things about each employee:

- a. Background information about you and anything you would like to share about your family
- b. How long have you supported GSA and where else you may have worked in the past?
- c. Any special interests that you would like to share, including any pets
- d. A description of the one event in your life that stands out as a most favorite memory

You may find that other team members have experiences, history, and/or goals similar to yours.

Staff Member Highlight – Betty Olmeda

This month we will highlight *Betty Olmeda*. Betty has been with CeleraPro since our contract started in January 2019 - and supported the previous contractor since July 2012. She has been with GSA for 8 years. Betty is the mother of two beautiful daughters, Alicia and Jasmine who have grown into very independent and strong women. She also has a brother who lives in Salt Lake City, UT and a sister that resides in DC. She is proudly celebrating her 60th birthday this November.

She attended Trinity College and The Catholic University of America and was on the Dean's list at both learning institutes. She is a strong advocate against Domestic Violence and was an invited guest speaker before Congress numerous times on changing laws concerning the prevention of Domestic Violence. She has been involved putting in place policies regarding Welfare Back to Work,

Stalking Laws, Handgun Laws and The Violence Against Women Act.

Her current assigned position is Executive Assistant in the Regional Commissioner's Office of NCR PBS. A few of her duties are to assist the Director of the Office of Mission Support & Performance Improvement (OMSPI), reach out to candidates for jobs and schedule interviews, assist NCR PBS directors when needed/upon request, and other duties as assigned.

Betty loves spending time with her daughters and their family pet LilBit. She enjoys bowling, volleyball, going to the beach or pool, working out and sitting on her balcony in the evenings and relaxing. Since the pandemic she has enjoyed learning YOGA, with a plan to try TIA CHI in the future. Betty is a very busy lady!

Support to COVID-19 Research – Update

CeleraPro is doing an outstanding job in its support to COVID-19 research. CeleraPro is now in the top 2.5% of companies among the quarter million across the world supporting Stanford University and Washington University in finding a cure for the Corona Virus. We have earned over 25,000,000 points and we are in the top 6000 contributors worldwide. There is still time to participate and it has no impact on your computer. We have fourteen (14) CPUs processing data and highly encourage you to contribute CPU time from your personal (not GSA) computer. You will be helping to solve a grave human crisis, the Corona Virus, COVID-19! Go to <https://foldingathome.org/start-folding/>, download the installer, and once the application starts running, enter your name and team **265787** as your identity. Also select COVID-19 from the drop-down as the focus of your support. We hope to see your name in the list! Thanks for participating if you decide to join.

GSA Client Needs

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. In recent conversations with our COR, LaKeya

Hayden, there are repairs going on at some facilities. There continue to be rumors everywhere about going back to work and initial guidance has come out in the last day or so. LaKeya is reviewing guidance that is being given by certain GTMs and what the Administrator has said. The direction from the COR is to continue working at home until official notification from GSA leadership definitively states when to return to work on-site. As we have continued to mention, let us know if you get direction to report to site. The government has stated they only want key players back at site who cannot do their critical function work from home.

CeleraPro Staff Changes/ Improvements

We continue to grow and expand in opportunities and staff. That is a positive situation for the team. There are still numerous changes on the team addressing 21 different changes including new hires, moves within the team, and staff taking on new tasks. We will be making a few moves on the team and want you to take good care of yourself by wearing face masks and washing your hands often. That may be the way of business for a while, so we will need to stay focused. We will keep you aware of the changes and guidance from the GSA government leadership. Tocarra Johnson is leaving for another opportunity, Lacey Zane has begun supporting in Springfield, and Claudette Washington has joined our AWF team at 1800 F Street.

CeleraPro's leadership is proud of the work and performance of the team during these special times, and appreciates everyone's commitment, support to CeleraPro, and the professionalism provided to each of our valued government clients. Please be flexible in actively responding to the needs of the government. They are as tired of the situations that confront us as each of you are. Make every effort to reach out to them and be available.

Paid Family Leave

We wanted to make sure and repeat the information about Family Leave. DC's Paid Family Leave officially began on 1 July making Paid Family Leave (PFL) available to employees working in DC. Paid Family Leave is a benefit program initiated by DC Office of Employment Services (DOES) for DC

employee to care for their family in time of need. The Paid Family Leave Act provides up to:

- 8 weeks to care for a new child (birth and/or adoption)
- 6 weeks to care for a family member with a serious health condition
- 2 weeks to care for your own serious health condition

The minimum wage replacement is 90 % of the income and the maximum is \$1000 per week. It takes 7 days after qualification to receive the benefit. To qualify, the applicant must meet eligibility which is based on family relationship and medical certification from a qualify health care provider. PFL benefits are funded by an employer tax on gross wages paid to employees. There is no limit on compensation under this regulation. For more information, check on <https://does.dc.gov/page/dc-paid-family-leave>.

Certificates of Coverage

Each member of the staff has now received an email from Atosha describing their current United Health Care Medical benefits along with appropriate Certificates of Coverage. These documents provide an overview of your specific individual medical benefits. The information should provide an accurate snapshot of the selections you made for 2020. Make sure the material is correct and confirm your coverage/benefits. Please contact Atosha if you have not received this information.

SOP Finalization

*****Action Item***** We have been working on the personal SOPs for several months now. We need to get the process completed and delivered to the customer. A few staff members still need to respond now to get this task completed. There are many reasons for the SOPs including:

- a. Providing a better understanding of your role for yourself and the client
- b. Providing CeleraPro management more insight into your responsibilities
- c. The tasks you perform might warrant a possible promotion
- d. Building understanding and insight into your commitments and expectations

We have provided specific guidance on getting these documents completed. Each document needs to be specifically numbered per guidance that was sent out earlier. Let us make this the final version before delivery. Make a concerted effort across the team so that we can close this deliverable. Remember that this document needs to be updated when changes or new guidance occur on your task. If you have questions, please touch base with Chuck.

Vacation Requests during the CV Telework Period

CeleraPro has temporarily modified its vacation request requirement during the CV Telework Period to facilitate staff taking vacation during in-home isolation/lockdown. To request a single day (or partial day) of vacation, please give Chuck 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 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 Chuck or Dr. Perini.

Virtual Staff Meeting in August

The normal CeleraPro quarterly staff meetings have been impacted by the current events. We have been promising a 90-minute virtual meeting and are planning to make it happen in August or September (4QFY20) so that everyone has an opportunity to participate. One of the things we would like to do during the meeting is respond to questions from the team. I am requesting now for staff to submit some questions that they would like addressed. No promises on how many we can handle, but we will try to address most of the questions. Please focus on questions that we can share and not be personal in nature unless you can share it with the team. We will actively work to set up a meeting in the next few weeks. The time, access, and content will be provided as soon as we set up the meeting.

Attendance is mandatory and the time is chargeable to the contract.

Special Announcement from GSA



Dear NCR and Central Office Colleagues,

In accordance with our Return to Facilities guidelines, last week the Administrator received a recommendation to move NCR and Central Office from the gating period to Phase 1. On Monday, the Administrator accepted this recommendation.

The Central Office and National Capital Region will transition to Phase 1 on **Tuesday, July 21**. If this results in a change to your individual status, you will be notified.

If you are not notified of a change to your status, then you will still be required to telework until further notice. It is our expectation that supervisors will work with this small group of employees to accommodate concerns about childcare, transportation, and health conditions that may increase the risk to the employee, their household, or those to whom they provide care. **Unless directed to report by a supervisor, you are not allowed to come to the office.**

Information about returning to facilities and steps GSA is taking to keep you safe can be found here. As a reminder, Administrator Murphy and I will be hosting a town hall with NCR and Central Office on July 9, where we can answer additional questions.

We will continue to monitor the situation and apply the gating criteria to the facts as new information emerges. We also want to hear from you. Please share your questions, comments and concerns with your supervisor and with ReturntoFacility@gsa.gov. We are all here to support you.

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.**

Using Vacation and Allowable Carryover on Contract during CV

Due to the circumstances currently confronting us, it is very 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 **request** that you take a day off every couple of weeks. Limited amount of vacation hours may be rolled over (see the table below). 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

Differences in Pay Stubs/Vacation

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

This continues to be a question and concern with our staff. 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, 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.

CeleraPro 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. Understanding of the policies described, and agreement that those policies and procedures will be followed is important.

Please review your handbook so that you understand the process and expectations of both management and of each staff member. It is important that each of you understand what the company is trying to do for you and in return what our expectations are. The handbook provides most of the guidance that you need. We want everyone to succeed. Make sure you are very aware of your benefits from United Healthcare and from Voya. If you have questions, please ask. The document will give you the updated guidance concerning CeleraPro benefits. If you have not yet sent your signed receipt and acceptance, please send the signed signature sheet to Chuck and Atosha.

DC Metro SmarTrip

CeleraPro is continuing to work 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. Based on the current situations with the COVID-19, we will continue to stop taking funds to support this task. When the staff goes back to normal operations, we will reactivate the accounts that have been selected by staff and let everyone know.

Continue to reach out to Dr. Perini, Chuck, or Atosha with questions. Please remember that our focused 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.

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.

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 apprised 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.

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. **Pay attention to your 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 22nd.

LWOP Guidance

This is the ongoing reminder that LWOP is only available through prior approval from myself 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

This is 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 day 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 permanent HUBZone member.

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 on the direction.

