

From the President

We are nearing the twelve-month mark for the GSA contract and all indicators appear to show that the customer is delighted with CeleraPro's support. This in full measure is due to the excellent work performed by our experienced and dedicated staff. We appreciate your patience during this initial start-up period, which included the Government furlough as well as the development of all CeleraPro benefits including medical, dental, and vision plans, along with an outstanding 401k plan.

We also went through a wave of replacements as the customer recognized the quality of our staff and hired many of them away from us. CeleraPro took advantage of these changes and awarded promotions to several deserving staff. We will continue this policy of promoting from within whenever possible. Additionally, we initiated all the processes necessary to manage the program including timecards and leave policies. New processes and policies are challenging, but we commend you for working with the management to establish and integrate these important tools.

GSA has exercised the first option year, so we will be together for at least another year. We have made a few tweaks to improve our benefits and policies which you will see in the updated Employee Handbook in the next few weeks.

Across the Insurance industry prices are rising. Our United Health Care costs are going up for the new year and the benefits provided are not as good. CeleraPro is working with BBG to try and identify better alternatives for the staff.

The GSA Government and CeleraPro management are carefully monitoring US Congressional budget activity in case of another Furlough. We look forward to seeing you at the

4th Quarter staff meeting and in advance wish you all a great holiday season. Thank you for all you do and keep up the excellent work — Remo

December Overview

It is that time of the year and Dr. Perini and I want to wish everyone the best. It has been a successful first year and we look forward to continued success next year. We have heard

many positive statements from the COR and GTMs about your work. There have been 15 changes on the team including 8 new hires in the last couple of months. All but three have made it through the security clearance process. We should be up to speed in the next few weeks.

We appreciate everyone's commitment and support of the transition process. Together we have accomplished a lot over the past year and look forward to how we can help GSA be more effective. As mentioned, we have lost some good staff members, but are excited about our new staff joining us. Please make sure to make everyone feel accepted and part of the team.

The 4th Quarter Staff Meeting/Luncheon on December 19th, starts at 12:00 noon at the Matchbox Restaurant. This event will give everyone an opportunity to meet and greet and have fun. The specifics are the last section of this newsletter. Everyone should treat this as a team meeting and attend.

The services provided by the Business Benefits Group (BBG) continues to be effective as they have transitioned into their role providing oversight of CeleraPro's medical/dental/vision benefits.

The Voya 401k seems to be running smoothly. We need each of you to be responsive to the timecard process to make it effective. Ms. Ellen Hughes continues to make this process more

effective and has provided excellent support in taking on the timecard and payroll processes. Please remember to send time sheets to her at Ellen@CeleraPro.com with copy to Chuck.

If you have any questions or comments, please continue to reach out to Dr. Perini and/or Chuck. Please remember that our commitment to the GTMs, being on-time, providing the needed support, being a team player, and supporting your staff teammates continue to be the top priorities as we move forward. We will need everyone to step up and help where necessary as we move into the holiday season. Make yourself available when necessary. We recognize that the content of this Memorandum is frequently repetitive, but the administrative issues we cover and recover each month continue to surface. We hope you are reading and adhering to CeleraPro policies and we welcome your suggestions for improvement.

Private Company Information

CeleraPro management continues to be thrilled with the positive feedback that we receive from our client, but we must make sure that we are not sharing internal company conversations or information. The GTMs are very protective of their staff but remember that your home is CeleraPro. If you have any issues or concerns, please address them to Chuck, Dr. Perini, or Ellen and we will respond rapidly.

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.

Telework

The COR is aware of the questions concerning possible telework impacted our staff moving from ROB to 1800 F Street. We know many of the moves will begin this month, so keep management aware of any questions, requests, or expectations by your GSA management. We want to respond as quickly as possible. Many of the GTMs are questioning the options for teleworking, but we will be doing our normal work until we get formal direction from the government leadership.

The GTMs are concerned about the number of staff that could need to telework. The space issues at 1800 F Street will impact the government staff first. Many CeleraPro staff will be transitioning to F Street over the next couple of weeks. For now, CeleraPro's GSA contract will continue with limited telework except for authorized snow or weather-related building closure days. The GSA government team is assessing possible approaches to how the staffing will be covered once the move is made this month. Some contractors, not CeleraPro, have been abusing telework and we want to make sure CeleraPro staff are fully apprised of the company policy.

Per CeleraPro's contract, our Telework policy is:

- employees are required to work on-site
- 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 as long as the employee has a laptop and can work remotely
- If approved, regular telework is permitted one day per pay period with program office manager and COR approval in advance.

Time Sheets

The time sheet process is functioning better. Ellen Hughes has taken over the primary coordination of timecards, sick leave requests, and vacation requests. Please make sure you are coordinating with her as the primary contact (Ellen@CeleraPro.com). Most of you are doing an extraordinary job of getting time sheets sent in on time. Thank you!

Medical, Dental, & Vision

Business Benefits Group (BBG) handles our Medical, Dental, Vision, and Insurance accounts. If you have any other questions, you can reach BBG at (703) 385-7200.

Payroll

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 22nd.

Retirement Benefits

Just a reminder that the retirement 401k plan is up and running and managed by VOYA. 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.

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 & Emergency Leave

It is important to remember 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. Make sure your GTM is in the loop and has let us know whether they need support.

Staff are required to sign that they have read and understand the CeleraPro Paid and Unpaid Time Off (P&UTO) policy. We will be providing an updated version of the Employee Handbook in the next few weeks which includes the P&UTO policy and other process, procedure and policy descriptions. Make sure that you have read and understand the content of the document.

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 and Back-up Matrix

We have provided each of you a staff matrix that defines your primary position and back-up roles on the CeleraPro team. This staffing back-up plan now aligns with GSA guidance and is based on the agreement with the COR and OFM management. Back-up roles are associated with service centers. Please be proactive and check in with your back-up partners and visit the site. If you are going to be out for vacation or extended sick leave, contact your identified back-ups in the matrix to give them a heads up and the opportunity to prepare. The GTMs also need to be in that loop as soon as possible.

Back-up Coverage for Staff

As we move forward providing the most effective backup support, CeleraPro intends to make 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. It is apparent that many have not made the effort to touch base and be proactive in understanding tasks they may need to provide in the future. Please reach out to the staff you have been identified to support. This is important to the success of the team.

SOP Development

We are continuing to refine and develop the Standard Operating Procedures (SOPs) for all staff functions. We are in the process of reviewing all the SOPS for content and consistency. We will be working on the final version of the content through November and December. 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 expectation change. It is important that the SOPs provide the framework and content of the roles that each of you perform.

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.

Failure to adhere to company policies may result in warnings or termination. 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 you are moving out of a HUBZone. If you do not keep us aware of changes, it could have an impact on CeleraPro's HUBZone certification.

Note that the small business administration is about to implement new HUBZone requirements which may alleviate some of the onerous requirements. Stand-by for an update once the new rules are published.

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.

Holiday Meeting / Luncheon

*****Action***** The next Quarterly Staff meeting will be a Meeting / Luncheon at the Matchbox Restaurant on December 19th from noon to 3pm. We are excited about the opportunity to get together and celebrate with each of you. You have an excellent reputation with the government leadership and GTMs. We want to build on that.

Since it is our quarterly meeting where we discuss policy and how to do the best job possible for our customers, the time can be charged to the contract. We want to see everyone there. CeleraPro is giving door prizes (must be present to receive present). Also, we would like everyone to buy and wrap a present between \$5 and \$10 for a gift exchange. We will all draw numbers and in order select a gift and open it in front of everyone. That gift can be stolen by the next person who would then get to pick another gift (gifts can only be stolen three times). If you haven't done the before, it is fun and a lot of laughs. Some people will get silly gifts, and some get nice ones. Up to you what to buy and how to wrap it.

The flyer is attached below in the next two pages.

Suggestion Box

*****Action***** Please feel free to offer suggestions to CeleraPro leadership. If these is a concern or problem, let us now – BUT provide a solution as well.

This is not a complaint area. We have processes in place. We, as management, are constantly looking at better ways to do business and will let you know when we have possible changes.

Include ways to improve our support to GSA and better ways to communicate with each other. Thank you!

**Happy
Holidays!**



CeleraPro Fourth Quarter Staff Meeting and Holiday Celebration
(Required Meeting)

New Date!!

Happy Holidays

New Date!!


Required: EAT AND BE MERRY

New Date 


19 December 12 Noon to 3pm

Location: Matchbox Capitol Hill
521 8th Street SE, Washington, DC 20003
<https://my.matterport.com/show/?m=5RyMeytV9VG>





CeleraPro Fourth Quarter Staff Meeting and Holiday Celebration (Required Meeting)



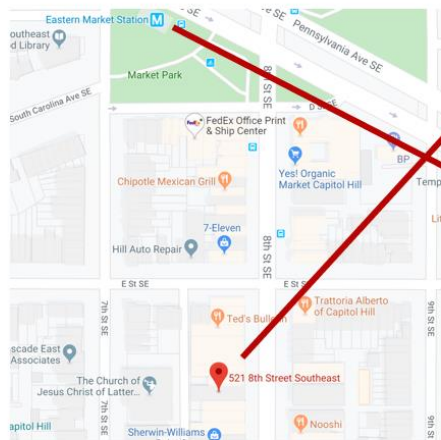
1. Location was selected due to proximity to Orange and Blue Line Metro Station (Eastern Market Metro Stop)
2. Door Prizes will be Awarded (Must be present to win present)
3. Holiday Gift Exchange: Bring a gift, get a gift, steal a gift. Bring a wrapped gift worth between \$5 and \$10. Upon entry with your gift you will pull a random number out of a hat (to be determined.... may not be a hat). Attendees will select gifts in the order of the number chosen. You can select a gift on the table (may not be a table) OR steal a gift previously selected and unwrapped. Gifts can only be stolen three times.

Meeting Starts at Noon with Hors D'Oeuvres and Door Prizes

Meeting continues with Lunch at 12:30

Gift Exchange at 1:30 to 3pm

Meeting adjourns at 3pm



We Look forward to Meeting with you!

