

## Overview

As we get closer to the holiday season and to the end of the calendar year. The management team wants to thank you for your efforts and support during a very trying time. 2020 is going to be one of those years that we look back upon and be thankful we are moving into 2021. At the same time, we can be thankful that we continued to operate at a high level for the client and have already been notified of the approval for Option Year #2 of our contract. Please keep up the focused support for each of our sties and GTMs. You are the frontline for how CeleraPro looks and acts for the customer. We are now getting toward the end of the 4<sup>th</sup> quarter and need to get several things in place. First, everyone needs to work with Michelle in getting the appropriate amount of vacation time committed before the end of the calendar year. If you still need to work on taking some leave, you have should have received messages from Michelle providing details. You can carry over 24 hours at the end of this calendar year. We do not want anyone to lose vacation time, so please work with Michelle on scheduling and taking the required vacation days / hours. Second, continue to review your SOPs to make sure they are up to date with your current functions. We want this to be a description of your current and ongoing functions. Third, be aware of the possible changing work environment. Per current direction, all staff should be working remotely. I have heard some rumors that certain staff are asked to come in for a day here and there. If this is the case, please provide Chuck with some information on your guidance so that we can clear it with LaKeya Hayden.

We appreciate everyone providing their performance reviews and we are waiting for feedback from the GTMs. We are tracking the feedback and coordinating it with the COR. At the same time, she has requested feedback from the GTMs. Unfortunately, that process is moving slowly, but she has recently asked for feedback again. We have planned for a virtual call/celebration for the end of the year / holiday season. The mandatory quarterly meeting will be a Zoom call on Friday, December 18<sup>th</sup> from 11am – 1pm. You will receive details this

week and the topic will also be discussed with additional detail later in this memorandum. Finally, we enjoy the holidays and look forward to the new year let us make a strong effort in getting our timecards submitted on time. There are several members of the team that seem to be late every other week. This is unacceptable and should be a priority with everyone. As always, make sure to get your timecards submitted every Friday, on the 15<sup>th</sup> of each month, and on the last day of each month.

## Taking Care of Vacation Usage

**\*\*\*Action Required\*\*\*** We are now into the last month of the year and everyone needs to be on top and committed to getting their personal vacation planning in place. As we have said many times, staff can only carry over 24 hours. We would like to see each staff member use all their hours. That is why they are there! We appreciate the effort and planning that most of the team is making right now. Michelle has reached to all staff who need to use hours and made it very clear and understandable. Make every effort to work with her to get the planning in place and accurately understand your available hours, please recall that the hours on your paystub are less than your available hours because CeleraPro accrues hours over 10 months while the paystub shows hours that would accrue over 12 months.

We appreciate everyone looking ahead and committing hours as soon as possible. If something changes, you can always make changes to the request (by sending a request update). This is important to both the client and CeleraPro.

## Staff Member Highlight

This month we would like to highlight **Tonee McCarden**. She is thirty-two years old, and has lived in the D.C, Maryland, Virginia area for nine years. In 2011, Tonee graduated from Auburn University with a B.S. in Business Administration. In college, she was a part of the Auburn University Marching Band, playing the clarinet and twirling the school colors. After graduation she interned at Walt Disney World in Orlando, FL for five months. In January 2012,

once her internship was completed, she moved to Virginia to live closer to her mother, and a week later started working as a Contractor for GSA. Through her nine years, she has worked for three different contractors (Ventura Group, ABMSI, and CeleraPro). She started working at the Silver Spring Metro Center 1 Building and now works at the William Jefferson Clinton Building complex. Currently, she is pursuing a Masters in Business Administration with a concentration in Corporate Finance.

Tonee is a Navy baby! Both of her parents served in the U.S. Navy, and she is an only child. Tonee's father was Active-Duty for five and a half years, where he was deployed on a ship called USS Macdonough (DDG-39) for two years. Afterwards he served in the Reserve for seven years. Her mother was Active-Duty for twenty years and retired in 2005 as a Lieutenant Commander. With both of her parents being in the military, they were constantly moving (e.g. South Carolina, three different places in California, Michigan, and Alabama). Tonee has lived all over the United States but has spent most of her childhood in Alabama.

For five years (2015 - 2019), she was an NFL Cheerleader for the now Washington Football Team. In those five years, Tonee was lucky enough to go on four Military Appreciation tours, spanning seven countries—Afghanistan, Belgium, Germany, Netherlands, Honduras, Kuwait, and Niger. She felt blessed to be able to travel abroad to visit our deployed servicemen and women who are risking their lives fighting for our Country. It certainly puts into perspective just how lucky we are to be in this country. And while it might not seem that way right now, we are at least at home, safely in our beds, with our families. Many people do not understand how hard it is on our soldier's mental health to be away from their friends and family for so long.

When she is not working or dancing, she spends time fixing up her house, completing a lot of do-it-yourself projects and crafts. Quite often she can be found scrolling through Pinterest to find her next project, which just so happens to be building a wooden crate bookcase with lighting. You can also find her showing off her impressive architectural skills building elaborate structures; In other words, playing with LEGOS. What can we say? Tonee loves to build things!

### **Support to COVID-19 Research—Update**

As we get closer to possible vaccinations for COVID-19, it is nice to know that some of our team have supported the COVID-19 research process. If you are interested, let us make a last strong effort to get more CeleraPro staff members included in this process. It does not cost or impact your capability. CeleraPro is one of the top companies among the quarter million across the world supporting Stanford University and Washington University in finding a cure for COVID-19 effort by donating computer time using a process called distributed computing. If interested in being part of the solution, go to the site: <https://foldingathome.org/startfolding/> 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 contributing if you decide to join.

### **GSA Task Availability**

Our GSA client has many demands during the CV crisis to keep the government running and we want to help accomplish them. As we mentioned earlier, let management know if you are being tasked to go into office so that we can coordinate with the COR. She is very interested in any tasking to report to the worksites right now. Make sure that you are always responsive and available to your GTM during the normal work hours. If not, make sure you let them know your status. We have noticed a few staff were not available when we reach out to them. Remember that you should always be

available by phone during the workday. It is important that the client knows you are available to support their needs from home.

### **CeleraPro Staff Changes/ Improvements**

We continue to grow and expand in opportunities and staff. We have made two offers to two new candidate staff members that will bring a lot of talent to our team. At the same time, there is some movement on the current tasks which may cause changes. As new opportunities come along, we will continue to look internally first. We will keep you aware of the changes and guidance from the GSA government leadership. CeleraPro's leadership is proud of the performance of the team and appreciates everyone's support to CeleraPro. We also thank you for the professionalism provided to each of our valued government clients. Please be flexible in actively responding to the needs of the government.

### **ISO 9001 Guidance and Approval**

**\*\*\*Action Required\*\*\*** Each staff member received a message from us addressing the new ISO 9001 guidance for your review. This document is very important in our process moving forward. Each staff member needs to read and review the content of the briefing, then sign and return the acknowledgement on the last page. Only return the last page and make sure you date the form the day you sign. We would like this returned no later than Dec 7<sup>th</sup>.

### **Current SOPs are Updated / Available**

We now have the latest versions of the SOPs from each of the staff. We appreciate the effort and hope each of you will continue to track and update these documents as your specific tasks evolve. Make a concerted effort to keep your SOPs up to date when changes or new guidance occur on your task. Treating these documents as a living documentation of your work helps you as well. We appreciate the effort, it allows us better insight into what each of you do, and facilitates fill-ins when you are out.

### **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 Michelle at least 24 hours' notice unless there is an emergency. Please think ahead to meet this notification time frame as we move through the 4<sup>th</sup> quarter of the year. We want to approve everyone's request, so it is important to keep us up to date. Be responsive in getting your vacation taken care of for 2020. **THIS IS IMPORTANT.** If you plan to take 2-3 days off, please provide at least 48 hours' notice. For 4-5 days off, we require one-week notice in advance to make arrangements for fill-ins or backfill. And for greater than five days, please provide at least 30 days' notice.

### **Virtual Staff Meeting in December**

We are going to set up a call on Friday 18 December to talk to everyone. We will send out a briefing package before the meeting. It looks like the Zoom call worked fine last time for most of the staff. The mandatory meeting will focus on ways to improve customer support, reflect back on 2020, discuss the IOS 9001 quality evaluation, and discuss what lays ahead in 2021. Even though we have dealt with many changes and impacts on our lives this year, we can be thankful for where we are.

In addition to the serious part of the meeting, we are adding a seasonally spirited fun part. All staff members are asked to buy themselves a gift of no more than \$20 that you can wrap in advance and then unwrap and open on camera during the fun part of the meeting. You should get yourself a fun gift that you would not normally get for yourself, so we can imitate the "white elephant" gift exchange that we enjoyed last year. This will make the meeting a little merrier. For the person with the most unique gift or who displays the most excitement and enthusiasm when opening their gift, CeleraPro will award a fun prize that will be the envy of your colleagues.

We have received several questions or comments from the staff that we will try to address during our session. If you have other questions you believe appropriate for the team meeting, please send them to Chuck for review. The virtual meeting will be a 90 to 120-minute meeting and will be focused on what is going on now and moving through the winter. The Zoom access info will be provided this week. Attendance is mandatory and the time is chargeable to the contract.

### 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.**

### Allowable Vacation Carryover

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

Due to the circumstances currently confronting us, it is 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.

### 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 the 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 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). In fact, we accumulate on a 10-month accumulation and is easy to track. Just multiply the number of the pay period (24 pay periods), multiply by your rate from the table above, and subtract the number of hours already taken.

### CeleraPro Handbook

The latest version of Employee Handbook is available to each staff member and can be found on the CeleraPro website. 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. The handbook is available online at CeleraPro.com under the employee resources tab and “SCA Employee Benefits Information.” Please review your handbook so that you understand the

process and expectations of both management and of each staff member. It is important that you understand what your company benefits are and in return what our expectations are. The handbook provides the guidance that you need. Make sure you are aware of your benefits from United Healthcare and from Voya.

### **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 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 personal 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.

### **Monthly Staff Highlight**

As mentioned last month, 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?
- 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 like yours.

## 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 for the staff 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. **It is important that you are available during the workday. Even though you are at home supporting the task, the client needs to have access right away.**

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
- This is allowed 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 technical reporting, staff recruitment, staff performance, staff availability (including sick leave, vacation, etc.) and work performance. Please continue to focus on excellence in all efforts.

## Paid 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 concerning the family leave, check on <https://does.dc.gov/page/dc-paid-family-leave>.

### **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 15<sup>th</sup> and last day of the month, while actual paydays are on the 7<sup>th</sup> and 22<sup>nd</sup>.

### **LWOP Guidance**

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

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 lasted 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 the formal 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 ongoing work period, unless your direct GTM specifically states otherwise or gives new guidance, then 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.