

Happy New Year!

2019 was a successful first year of the contract and we look forward to new and exciting opportunities. As we mentioned last month, there have been numerous changes on the team including 8 new hires. All but three have made it through the security clearance process. We will hopefully be up to speed in the next 30 days.

We appreciated everyone attending the Team Staff Meeting/Luncheon on December 19th at the Matchbox Restaurant. We enjoyed seeing everyone and hope that you had a good time at the event. We always look forward to getting together with the staff. Our next team meeting will probably be in March. We will provide more information once we get closer to the date.

CeleraPro's management team is proud of the performance of the team, and appreciate everyone's commitment, support to CeleraPro, and the professionalism provided to each of our valued government clients. As we start the second year of our contract, please reflect on what we have accomplished over the past year and help us focus on making our support to GSA more effective.

Everyone should have received the Open Enrollment announcement for United Healthcare. We need you to review the material and submit your updated paperwork for any changes, upgrades, or adjustments to your personal coverage. If you do nothing, your current selections will stay the same. This is the only enrollment period for the year. The deadline for submitting this material is January 13th but let's get it completed as soon as possible. The Business Benefits Group (BBG) is

available to help with any questions concerning the open enrollment period. If you did not receive the email announcing the Open Enrollment, let us know right away. Enrollment is due Monday!

The Voya 401k is running smoothly. Be active in making sure your account meets your needs. For 2020 CeleraPro has established a policy that assures all staff apply at least a small amount of company contributions toward their retirement.

Ms. Ellen Hughes is now established as the point of contact for all timecard and payroll processes. Please be responsive to her requests and 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 Ellen, Chuck, or Dr. Perini. 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. Make yourself available when necessary. We recognize that the content of this Memorandum is frequently repetitive, but the occasional administrative issues we cover and readdress each month continue to drive us to reminding you as well as inform new staff. We expect that you understand and are adhering to CeleraPro policies.

Health and Welfare (H&W)

Business Benefits Group (BBG) handles our health and welfare accounts for medical, vision, and dental. If you have any other questions, you can reach BBG at (703) 385-7200.

Retirement Benefits

The CeleraPro retirement 401k plan is managed by VOYA with Ascensus as our 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.

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

Telework

This is a reminder that telework is not a normal approved action for the team. Only special coordination with the COR and GTMs and prior approval from Chuck and/or Dr. Perini. At this point in the process, it looks like there is space at 1800 F St. to support space requirements for the staff. Please keep management aware of any questions, requests, or expectations by your GSA management. We want to respond as quickly as possible.

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:

- 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 office manager and COR approval in advance
- Staff that do not report to work at the customer site and attempt to use unapproved telework may be charged vacation time.

Time Sheets

The time sheet process is functioning better. Ellen has taken over the primary coordination of timecards, sick leave requests, and vacation requests. Remember that requests for sick leave and vacation need to be approved prior to taking the time off. Please make sure you are coordinating with her as the primary contact.

We want everyone to be diligent about submitting timecards on time. If this is a problem for you, please put a reminder on your phone or a sign on your desk that you will see before you leave for the day each afternoon. Strong reminder - LWOP is not a normal option and needs to be approved in advance by the program manager.

CPARS Assessment

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. The items that they grade include reporting, staff recruitment,

staff performance, staff availability (including sick leave, vacation, etc.) and work performance. The COR is now using this approach to access our performance. Please continue to focus on excellence in all efforts.

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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 payday are on the 7th and 22nd.

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, and Emergencies

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.

This month, CeleraPro will send all staff members an updated Employee Handbook as

well as a few updated policy forms that require your signature. The Employee Handbook which will be a living document is updated as guidance and agreements change.

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. We will provide each of you a staff matrix that defines your primary position and back-up roles on the CeleraPro team. 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.

SOP Development

We continue to refine and develop the Standard Operating Procedures (SOPs) for all staff functions. We are reviewing and updating all the SOPS for content and consistency. We will be

working on the final version of the content through January. 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.

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.

Fourth Quarter Staff Meeting

The CeleraPro quarterly staff meeting was attended by most and enjoyed by all that attended. We reviewed corporate policies and contract status, we performed our annual ethics training, discussed corporate procedures, and executed our annual gift exchange (see pictures).

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.



January 2020

