

## Overview

We finished the calendar year on a good note. The staff is healthy, and we had a great end of year meeting/celebration. The management team wants to thank all of 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 its behind us. We are grateful that the government leadership was happy with the high level of support we provided through the pandemic and in response they have renewed our contract for Option Year #2. Please keep your focused support for each of our sites and GTMs. You are the frontline for how CeleraPro looks and acts for the customer. We are now getting into the beginning of the 1st quarter and need to get several things in place. Your new sick leave hours for 2021 (56) are in place for everyone. We believe that everyone has planned their vacation hours so that no more than 24 hours carry over into 2021. There are several that have borrowed ahead into the new year and we will work those with each individual.

As usual, we need to remind you to be highly responsive with our time sheets. Everyone is aware of the process and we need to make this as efficient as possible. There are several members of the team that seem to be late every other week. This is not acceptable. Time keeping needs to be a priority with everyone. Please make sure you get your time sheets submitted every Friday, on the 15th of each month, and on the last day of each month. 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. All staff should be working remotely. If you are being asked to come to the office, let us know. Please provide Chuck with some information on your guidance so that we can clear it with LaKeya Hayden COR.

We have requested feedback from your GTMs to gauge whether they need increased or different support so that we can be responsive. We are tracking the feedback and coordinating it with the COR.

We have enjoyed a virtual call/celebration for the end of the year / holiday season. The mandatory quarterly meeting occurred on a Zoom call on Friday, December 18<sup>th</sup> from 11am – 1pm. There is further info in this memorandum about the session with all of you. GSA and back-office personnel all enjoyed the annual holiday meeting, and it was great to see many of you since the COVID-19 has shut down much of this. Chuck is especially thankful as he had his personal encounter with COVID-19 right after Thanksgiving. He is healthy now and looking forward to a healthy 2021.

## End of Year Meeting/Celebration

CeleraPro held its annual end of the year meeting / celebration December 13, 2020. In response to COVID19 concerns, the event was held via Zoom. It began with CeleraPro business: successes in 2020 to be proud of and expectations for 2021, led by Chuck Steele, Director of Programs. Dr. Perini followed with the announcement of a bonus for all GSA staff which set the mood for the rest of the meeting. A Not-Secret "Your-the-Santa" gift non-exchange followed where staff opened gifts, they got for themselves. Awards were given for ugliest sweater, funniest gift, and for most enthusiastic gift opening. Dr. Perini began the gift non-exchange by opening a gift bag to find a large glass of Borolo wine. Chuck excitedly revealed a figurine of the Beatles that he always wanted. The award for funniest gift went to Toney McCarden who convinced all of us that the cardboard box with the air holes on the side was a puppy, when in fact it was a Snoop Doggy-Dogg Cookbook. Alexis Taylor won the award for ugliest sweater, but there were a few runners-ups worth noting. Helena Montfort won the award for most enthusiastic with her unbridled, gushing, over-the-top excitement about a box of Starbucks K-cups. All three awardees received a Deed of Title for one acre of land on the planet Mars with a Map and information about how to get there. The three will be neighbors. The annual meeting / celebration ended with the worst version of Jingle Bells anybody has ever heard. Everybody had a good time, and several proclaimed it to be the best

Zoom Holiday Meeting ever. So Happy Holidays to the entire CeleraPro family and Best Wishes for a happy and healthy 2021. Cheers!

### **Taking Care of Vacation Usage**

The staff has been tremendous in working the vacation hours in a difficult period. We are hoping that taking vacation will become more natural this coming year for everyone. Remember that you can only carry over 16 hours during the 2021 contractual year. Everyone deserves their vacation, so pay attention to what hours you have accrued and take advantage of that time off. We are still under the strict guidance for COVID-19 and that may last well into the year and many people have had their vaccines. This is now the time to start thinking forward for the year and expectations of the government actually opening up again.

### **Staff Member Highlight**

There is no specific staff member highlighted this month as we wanted to focus on the year, we have all experienced together. There will be a new member of the team highlighted next month. If you are interested in participating in this, please reach out to Chuck and let him know.

### **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 continued to support the COVID-19 research process through the online distributed computing. CeleraPro has had contributed to the studies, science, and research through our continued contributions of CPU time on our computers that directly supports simulations and analyses of viruses and defense mechanisms. CeleraPro is currently the 3162<sup>nd</sup> most prolific supporter of 255,748 companies and universities involved in these important projects. We hope that all of you get vaccinated as soon as possible and look forward to a safer 2021 for everyone. This is a site where you can select to support the COVID-19 process or other studies that

are continuing to be important and are going on: <https://foldingathome.org/startfolding/>. If you are interested in being part of a scientific solution, go to the site, download the installer, and once the application starts running, enter your name and team **265787** as your identity. Thank you for your contribution 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 aware of the demands and any tasking to report to the worksites right now is something she wants to be aware of. 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 that a few staff members 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 continue to 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 team 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. At the same time, we are working new opportunities that may come to fruition early in 2021. This helps the company grow and provides additional opportunities. You will hear

more about these as we continue to grow as an organization.

### ISO 9001 Guidance and Approval

Thanks to each of the staff who have responded to the message from us addressing the new ISO 9001 guidance for your review. This document is important in our process moving forward. Each staff member has now responded to the request and provided the signed response necessary.

### 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 your specific documents as your tasking evolves. Make a concerted effort to keep your SOPs up to date when changes or new guidance occur on your task. Treating these documents as living documentation of your work helps you as well. We appreciate the effort and time; 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 modified its vacation request requirement during the COVID-19 Telework Period to facilitate staff taking vacation during in-home isolation/lockdown. We will continue that practice this year until further direction is provided by the client. 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 4th 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.

### 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>
<del>2</del>	<del>2020</del>	<del>24</del>
3	2021	16
4	2022	8
5	2023	0

Due to the circumstances currently still 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 new year. We understand that lockdown requirements make taking a "real vacation" impossible, but we **request** that you take a day off every just to keep track of what is going on. Limited amount of vacation hours may be rolled over (see the table below). For 2021 the number of hours that can be rolled over to 2022 is 16. 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 has 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

taking 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 Michelle with questions.

### Staff Commitment

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 selected 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 a staff member 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:

- Background information about you and anything you would like to share about your family
- How long have you supported GSA and where else you may have worked?
- Any special interests that you would like to share, including any pets
- 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 monthly through H&W funds. After the employee's medical premiums are paid, the next \$50 of H&W funds must be allocated monthly 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 payday's 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 Michelle. 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, Michelle, 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.