

Moving Forward

The vacation months are upon us and you need to make sure that your GTMs and our management staff are aware of your plans as soon as possible. Make every effort to plan forward and touch base with your identified back-ups when you are planning vacation. The retirement plan is in place and everyone needs to be signed up. There is important information included in the memorandum to remind you about the retirement plan, LWOP, sharing of information outside the team, etc. Submitting your timecards is your responsibility and needs to be a priority. Make it your responsibility to turn in your timecard on-time. If you have any questions, please continue to reach out to myself and/or Dr. Perini. Commitment to the GTMs, being on-time, providing the needed support, being a team player, and supporting your staff teammates are all priorities as we move forward.

Private Information

I want to reiterate that information that is shared within the CeleraPro team needs to stay there. You should not be discussing internal activities or actions that are CeleraPro specific at your worksite or with anyone outside the team – especially with the government. We have members of the team that have taken pay concerns to the CO which will not be tolerated. It is not their issue and should not be voiced with them. Again, the GSA client has no insight into how we operate, nor should they. Payroll, guidance, rules and responsibilities, etc. are all private information and should not be shared. In addition, talking negatively about CeleraPro or other staff members will not occur at any time within the workplace. We need everyone

to be proactive and supporting the efforts of the team. We are always one team and need to support each other.

Timecards

The timecard situation needs to be effective. We still have a few team members that can't get their timecard submitted on-time. This is a small but important process that impacts us each week and must stop. During payroll weeks, it slows that process and can have an impact on running payroll on-time. We need everyone to be proactive in getting their timecards submitted every Friday for the previous week and especially on the 15th and last day of each month. Again, there is no excuse for not submitting the timecard on-time. In addition, when submitting your timecards, you need to make sure of what item you are selecting such as GSA contract, sick leave, or vacation. Strong reminder - LWOP is not a normal option and needs to be approved in advance by the program manager.

CPARS Assessment

It is important that each of you understand that there is new guidance on how the COR will be reviewing our contract and specifically your performance. The Contractor Performance Assessment Report System (CPARS) has been put in place for the government to grade our performance monthly. The items that they will be grading including reporting, staff recruitment, staff performance, staff availability (including sick leave, vacation, etc.) and work performance. We want to continually have excellent marks in all these which

requires your commitment and performance. The GTMs talk highly of you support. Let's make sure to make the team proud.

Health and Welfare

Your accounts are now active and working properly. We believe the process is now working smoothly for most of the staff. If you do still have questions or something does not seem to be working correctly, let us know. We are hopeful that this will continue to be the norm. If you have any questions concerning the plan, you can contact AXIM at (855) 808-4474 or email at FSGcompliance@aximfsg.com. It is important to also understand what is captured within your H&W (pre-tax) and what expenses are paid separately out of your paycheck. We have notified all the staff that are currently requesting Short Term Disability (STD) and Accidental Death & Dismemberment (AD&D) insurance that it is NOT paid out the H&W funds. These insurance payments are separate monthly payments out of your paycheck and are paid post-tax. We are working with AXIM to figure out how to handle this change in guidance and will let you know as soon as possible.

Payroll

It is important to remember and understand the payroll can only run on-time when all timecards are submitted. Every effort needs to be made to submit your timecards when required. This should be a priority to make sure we can make our payroll runs on-time. We have mentioned many times that you can submit your timecards on Friday early in the day to ensure that we have the information. Late timecards impact the ability to run payroll

at the appropriate time. Make every effort to not being the problem in the process. For access to paystubs, use the link provided in the "Workforce" email and contact Intuit for help logging in at (800) 446-8848 (CeleraPro is connected to QuickBooks payroll). Reminder that pay comes on the 7th and 22nd when we have the timecards submitted on-time. This process is working for most of the staff and will not change in the immediate future. Make this a personal note to take care of it as soon as possible each week. and pay period

Retirement Benefits

We have identified the savings plan that each of you need to sign up for immediately. The savings plan is the Voya 401k Retirement Plan. You all had the opportunity to support the webinar for the staff on 6/14 at 9:30am where you were provided more information about the plan. Over the past few weeks, Voya representatives have been available and very helpful in getting staff signed up. We still have staff that have not signed up for the plan – this needs to be taken care of immediately as you are losing potential opportunities to build your retirement fund. If you have not signed up yet, contact them immediately. As of today (July 1st), the plan is in place.

LWOP Guidance

I want to reiterate the use of LWOP is only available through prior approval from myself and/or Dr. Perini. It is important to understand the policy and rules around the use of LWOP. Employees CAN NOT simply decide to use LWOP. The use of the charge is strictly with prior approval of myself and/or Dr. Perini.

There is an immediate impact on your health coverage and lack of support to the client. If you use LWOP, you will need to pay for the time on your health plan. In addition, it should never be assumed the LWOP is the same as normal work hours. Your GTM is being directly impacted. Moving forward:

CeleraPro Policy:

- 1) LWOP may only be taken when requested and approved in advance.
- 2) LWOP may not be taken for anything that can be rescheduled (e.g. banking, medical, professional appointments).
- 3) LWOP may only be taken when an employee has used all their vacation time, or if LWOP is being taken due to illness, the sick time must have been fully used.
- 4) LWOP may only be taken up to 16 hours in a pay period and up to 64 hours (8 days) in a calendar year, and only for emergency purposes. Exceptions can be made for hospitalization.
- 5) Failure to adhere to these policies will result in a formal warning, (first time verbal, second time written, third time immediate termination). CeleraPro will begin recruiting for a replacement staff member after the second warning in order to be responsive to the client.

Vacation, Sick Leave, and Emergencies

We can't say this enough. It is important to remember that requests for vacation, sick leave and emergencies need to occur as soon as possible. As demonstrated already on the team, backup coverage is becoming important as we move into the Spring and Summer months.

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.

Primary and Back-up Matrix

We have provided each of you a staff matrix that defines your primary position and back-up roles. We need the staff to be more proactive to check in with their potential back up partners and make the effort to visit the site. We need you to be available and provide a positive impact. Your GTMs are aware of this process and it is approved by the COR. If you are going to be out for vacation or extended sick leave, contact your identified back-ups in the matrix to give them the opportunity to prepare. The GTMs need to be in that loop as soon as possible. Each of you need to be able to explain the approach and how we respond to each need.

Three-Day Coverage Guidance

This is important. The contract permits you to be absent for up to three days without coverage for your position. We want to provide the GTMs with the best coverage possible. After this period, unless your GTM specifically states otherwise, CeleraPro will provide a fill-in from our staff. That means that everyone on the team needs to be available to help other staff with back-up when necessary. Please give as much notice as possible for all absences. We will make every effort to support the GTM if for specific needs within the 3-day period.

SOP Development/Roles and Responsibilities

*****Action***** I have continued to talk to many of you about development of the Standard Operating Procedures (SOPs) for your specific roles on the team. I am reviewing the material and will be touching base with each of you for further guidance. Many have given the detail necessary to take the next step. Others have only provided very high-level information that needs much more detail. I will be sending out some examples to the team for guidance so that we can get this completed. I understand that this may be new to some of you and it is a challenge. I am looking at more than a 100 potential SOPs, so I need your focused help. The examples do NOT need to be copied, but instead provide further insight into how you would describe your activities. This is a contract requirement and needs to be completed. I will get the guidance out to you this week and then want the next step feedback provided to me by Friday, July 12th. We are already behind schedule and I want this completed before I submit the work to Dr. Perini. Each of you need to play an active role in that development. We need everyone engaged in the process. CeleraPro leadership will review the drafts, get edits back to you by shortly after receiving the information. Each staff member should have multiple SOPs describing their workload. **MAKE THIS A PRIORITY!**

Back-up Coverage for Staff

*****Action***** Everyone needs to understand the new contract. One of the changes eliminates floater positions. If we need to provide coverage for one of your associates, we will need to provide it from our staff. We have discussed the back-up roles many times and it has been approved by the COR. I want to work a process where back-up coverage may be one day at a time and nominal would occur on a Tuesday and Thursday for each staff member. This would allow us to provide minimal impact on your current position, but still giving some back-up coverage for your teammate. After talking to some of the staff and GTMs, it is apparent that many have not made the effort to touch base and be proactive. This needs to change immediately. Please step up and take that next step with the staff you have been identified to support.

Vacation/Sick Leave Calendar

*****Action***** Each of you need to be submitting planning vacation or long-term sick leave as soon as possible. The Vacation/Sick Leave Calendar is available so that we can track staff plans well in advance. This calendar is beneficial to us in planning future activities. It is important to keep this updated as far in advance as possible and provide us with the means to prepare and support backup roles when necessary. Notify the PM as soon as possible when you have made plans or need to provide coverage to a teammate. We strongly encourage and expect the staff to reach out to the appropriate staff identified for backup roles so that each has experience at the site and with the GTM. This is a requirement to all team

members. We can not be effective in supporting the GSA client if we have not coordinated and planned well. Make the effort to get those plans to us ASAP.

If You Are Moving

*****Action***** If you are moving or planning a move, CeleraPro needs to know. We have a standing requirement for a percentage of staff to live within a HUBZone. This is key to our contract and needs to be adhered to as plans change. Due to this requirement, you must inform us 60 days in advance. Keep us aware of any moves that might be planned. This is necessary so that we keep the books updated and maintain our HUBZone status. If you do not keep us aware of changes, it could have an impact on the contractual situation.

Personal Announcements

*****Action***** 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.

Upcoming Events

- Voya Retirement Plan rollout starts July 1st. Everyone needs to be signed up. If you haven't accomplished that yet, do not waste another day.
- The next Team Meeting will occur sometime in August.

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!