

## Moving Forward

We are moving into the summer months and need to be aware of vacation schedules and supporting our staff. Make every effort to plan forward and touch base with your identified back-ups when you are planning vacation. We have identified a savings plan which will be discussed further in this report. Make it a priority to get your timecards submitted on-time. There is no excuse for not turning in your timecard. If you have any questions or comments, please continue to reach out to myself and/or Dr. Perini. LWOP is becoming an issue and needs to be resolved. We have provided further guidance and established policy in this report.

## Private Information

It is a very important for staff to remember that they should not be discussing or sharing information about the internal operations of CeleraPro. This causes unnecessary problems for management and the team. 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. The COR should not be involved. 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. This is company policy and failure to adhere will result in a warning.

## Timecards

We need everyone to be proactive in getting their timecards submitted every Friday for the previous week and especially on the 15<sup>th</sup> and

last day of each month. Again, there is no excuse for not submitting the timecard on-time. It impacts everyone especially during payroll dates. The longer it takes to submit your timecard, the more chance of delaying the payroll process. This is something none of you want to deal with. 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. More on this later in this report.

## 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](mailto:FSGcompliance@aximfsg.com).

## 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. We have mentioned many times that you may 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 be 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).

## Retirement Benefits

We have identified a savings plan that you will be learning more about over the next few weeks. The savings plan is the Voya 401k Retirement Plan. There will be a webinar for the staff on 6/14 at 9:30am where you will learn more about the plan. The webinar will be scheduled in the morning and will be a call-in. We will keep you advised as we get closer to the date. It is HIGHLY advisable that everyone attend the webinar. Each staff member will be provided an overview, required documentation, and contact information for the process.

## LWOP Guidance

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:

### Existing Policy:

- 1) LWOP and Vacation require approval in advance.
- 2) LWOP is only an option after all sick leave and vacation time have been used.

### New 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

I 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. The demand for back-up coverage will continue to grow as we move into these 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

I want to repeat this again: the contract permits you to be absent for up to three days without coverage for your position. After this period, unless your GTM specifically states otherwise, CeleraPro will provide a fill-in from our staff. Please give as much notice as possible for all absences. We will make every effort to support the GTM if there are specific needs within the 3-day period.

## SOP Development/Roles and Responsibilities

\*\*\*Action\*\*\* I have talked to many of you about development of the Standard Operating Procedures (SOPs) for your specific roles on the team. I want to complete this task within the next month and each of you will play an active role in that development. We have developed a list of roles, responsibilities, and functional

systems for each staff member based on your feedback. Some of you have already started. We need everyone engaged in the process. We will send out the matrix again to make sure everyone has the guidance to develop their first draft of your first SOP to be delivered to Mr. Steele no later than 6/14. CeleraPro leadership will review the drafts, get edits back to you by 6/21, and final versions will be due on July 1. Second and third SOPs (if appropriate based on your specific roles) will follow completion of the first SOP. We want to continue to build and expand on the experience on the team. If you gain new skills or training, make sure to communicate that with the management team.

## 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 need everyone's commitment to make this process successful. We have already had staff step up and support other staff out on vacation or sick leave. We appreciate the efforts. 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\*\*\* 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. 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.

## 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. Due to this requirement, please 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.

## 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 and enrollment information will be available in June starting with the webinar call on Friday, Jun 14<sup>th</sup> at 9:30am. Info has been sent to everyone for the webinar.

- Monique Williams is joining the team to provide support to ATF starting Monday, Jun 3<sup>rd</sup>. Please make sure she is welcomed to the team and provide any assistance that she may need.
- The next Team Meeting will occur sometime in July or 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. Include ways to improve our support to GSA and better ways to communicate with each other. Thank you!