

Overview

As is always the case, there have been several challenges to begin the year. Our W2 process discovered that staff were overpaid in early 2019 and both Social Security and Medicare were under paid. The complexity of the fix for the problem took weeks and the staff had to endure the process. We heartily thank the affected team members for their support, patience and effort in getting this corrected. We have now cleared up the process and 2020 will be clean process. The GSA client has put many demands in place with the staff and we need to, as a team, help accomplish those goals. We had a successful first contract year and we are looking forward to new opportunities. As we mentioned last month, there have been numerous changes on the team addressing 19 different changes including new hires, moves within the team, and staff taking on new tasks. We should be fully staffed in the next 30 days or hopefully less.

CeleraPro's leadership is proud of the work and performance of the team, and appreciate everyone's commitment, support to CeleraPro, and the professionalism provided to each of our valued government clients. It is important that we respond effectively to the client's needs at all time. If there are concerns about interactions with the government or your support, make every effort to reach out to us to work them with our support.

The United Healthcare plan is up and running in the new year based on the feedback for each of the staff for 2020. Remember to review your coverage to make sure you understand the new year arrangement. Many stayed with their current plan, but make sure you have what you requested.

The Voya 401k is running smoothly. Be active in making sure your account meets your needs.

We have had some feedback on some staff not being able to access their Voya account. Let us know when that happens and remember this is your private account. You should be able to reach out to Voya and get a quick answer.

The first pay period of the year in January was disappointing concerning timecard submittal. We did better on the second period. Let's keep that up. Ms. Ellen Hughes has worked closely with many of you to make this an easy process. Make this a focus each week and get the timecards submitted on time. Please continue to be responsive to her requests and remember to send time sheets to her at ellen@celerapro.com with copy to Chuck.

CeleraPro is working 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.

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 will continue to be our top priorities. Make yourself available when necessary. We recognize that the content of this Memorandum is often repetitive to educate new staff and to emphasize critical policies that we expect you understand and adhere to.

Corrected W2 Distribution

As mentioned last month, the errors caused by the QuickBooks software have been corrected so there will not be a reoccurrence of the issue with underpayment of taxes and incorrect W2s next year. In the first few months of 2019, this unforeseen error has resulted in the incorrect reporting of employee annual salaries as well as incorrect taxes. The staff has been tremendous in working with us to resolve the problem. CeleraPro understands that this has created an imposition on affected employees. We thank everyone who has participated in helping to resolve this problem.

Potential Transportation Benefit

A new transportation benefit is being offered to employees that work within Washington DC area. The first step in the process was the survey that was sent out to the DC staff to determine interest. Based on the results, interested staff will be sent the appropriate forms to complete and instructions on how to use this new benefit.

Updated Employee Handbook

An updated version of the Employee Handbook will be provided to the entire team soon. The document will give you the updated guidance concerning CeleraPro benefits, guidance and expectations. Look for announcements as the document is updated.

Disparity in Pay Stubs/Vacation

It is important that everyone is aware of how the vacation accumulation occurs starting in Jan 2020. Rather than accruing vacation over the 12 months in a year, CeleraPro made the unique decision to allow accrual over ten months, so that staff have all their vacation just in time for holiday season. In addition, dividing available hours results in an integer number of hours for staff that are employees in January. Based to your number of anniversary years, you will accumulate 4, 6, or 8 hours of vacation each pay period (see the following table). Unfortunately, QuickBooks software only 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). The number to believe is the 10-month accumulation. Please keep track of the vacation days (or hours) you have taken and subtract them from the number of the most recent pay period (March 7th was #4) multiplied by your number of accrual hours. It's easy!

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

Using Vacation and Allowable Carryover on Contract

It is important that you manage your vacation accrual so that you do not end the year with many hours that have to be taken all at once. CeleraPro policy is that vacation is taken in the year that it is accrued. Please plan to use all your vacation hours in 2020. If due to unforeseen circumstances, a small number of vacation hours may be rolled over (see the table below). For 2020 that number is 24. Please plan your time accordingly so that you are prepared.

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

* With prior approval by program manager

New employees will accrue a prorated portion of the 80 hours per year available to staff in years 1-5.

You must request vacation hours in advance per our Handbook agreement of 3 days or less 30

days in advance and 4 days or more 60 days in advance. This policy is to give CeleraPro time to find a replacement to fill-in during your absence.

CeleraPro permits staff to “Go in The Hole” (GITH) on vacation in the early part of the year prior to full vacation accrual. Maximum GITH permitted is 40 hours. Please review Employee Handbook for details on our GITH policy.

Next Staff Meeting in March

The CeleraPro quarterly staff meeting is scheduled for 9 April from 10-12 In the 1800 F Street location in room 1151. Attendance is mandatory and the two hours is chargeable.

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 to 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 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.

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.

Recurring Messages

These reminder messages are provided for new staff and as a reference for all staff members.

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. Premiums for the employee are paid through CeleraPro provided H&W funds. If after the employee’s medical premiums are paid, and the next \$50 of H&W funds are allocated to the employee’s 401k, 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

This is a reminder that telework is not a normal approved action for the team. 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. At this point in the process, it looks like there is space at 1800 F St. to support the work requirements of the CeleraPro staff. Please keep management aware of any questions, requests, or expectations by your GSA management. It is important that you be onsite 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
- (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. The items that they grade include reporting, staff recruitment, staff performance, staff availability (including sick leave, vacation,

etc.) and work performance. Please continue to focus on excellence in all efforts.

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 latest version of the content through and will be sending out the documentation for review. We want to make sure of the guidance and expectations of each position, so these SOPs will be important as we move forward and bring new staff onboard. 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.

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 paydays 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, & Emergency

Again, 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 Ellen. 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 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 and your continued employment.

Time Sheets

Execution of the time sheet process was not good during the first weeks of February. Our last timecard process at the end of the month was much better. Please keep that up and get your timecard submitted on time. Need to make sure you are responsive.

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.

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 document. If you have not received the latest version, let us know. We will be sending out the updated version soon. This document contains guidance and policy requirements from CeleraPro. 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. 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 in the direction.