

## Moving Forward

We have some changes to our staff over the next few weeks. Several CeleraPro staff members have found new opportunities and will be moving onward and upward in their careers. CeleraPro's recruiting team will be interviewing candidates in the next few days. Lennie Miller has moved on to another opportunity and we are working with his replacement through the security process.

The services provided by the Business Benefits Group (BBG) has been effective as they have transitioned into their role providing oversight of CeleraPro's medical benefits. Voya seems to be running smoothly. We need each of you to be responsive to the timecard process to make it effective. Ms. Ellen Hughes has replaced departed Aseel Fauzy and will be tracking GSA OAS staff time. Please send time sheets to both Chuck and [Ellen@CeleraPro.com](mailto:Ellen@CeleraPro.com). If you have any questions or comments, please continue to reach out to Dr. Perini or myself. Commitment to the GTMs, being on-time, providing the needed support, being a team player, and supporting your staff teammates continue to be top priority as we move forward.

We recognize that the content of this Memorandum is frequently repetitive, but the administrative issues we cover and recover each month continue to surface as issue. We hope you are reading and adhering to CeleraPro policies and look forward to a day when we don't have to repeat ourselves!

## Private Company Information

CeleraPro was thrilled with the positive comments that we receive from our client, but we must make sure that we are not sharing

internal company conversations or information. This type of information should only be shared through company leadership. Just 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. This just makes sense in that we want to provide the best view of our team to all.

## Telework

The COR has asked about CeleraPro' telework policy guidelines which are limit telework to a fixed number of hours prepay period with prior approval from CeleraPro. Some contractors, not necessarily CeleraPro, have been abusing telework and we want to make sure CeleraPro staff are fully appraised of the company policy.

## Time Sheets

The time sheet process is functioning better. We have changes in the CeleraPro backroom support with the exit of Aseel. We have now hired a new team member, Ellen, who will manage the timecard process as we move forward. Most of you are doing an extraordinary job of getting time sheets sent in on time. Thank you! A few team members are continuing to have trouble with the time sheet process. This is a small but important process critical to CeleraPro's weekly contract expectations and the payroll process. We need everyone to be proactive in filling out their time sheets at the end of every day and submitting them every Friday, as a contract requirement. In addition, the payroll time sheets need to be submitted on

the 15<sup>th</sup> and last day of the month. Let's make sure the time sheets are in so that we can be effective in meeting contract requirements and making sure the payroll is run on time. Strong reminder - LWOP is not a normal option and needs to be approved in advance by the program manager.

## **CPARS Assessment**

Just a quick reminder that the Contractor Performance Assessment Report System (CPARS) has been put in place for the government to grade team performance. CPARS are another method for the government to assess our performance. The items that they grade include reporting, staff recruitment, staff performance, staff availability (including sick leave, vacation, etc.) and work performance. We want to continually have excellent marks in all areas which requires your commitment to outstanding performance.

## **Health and Welfare**

We now have Business Benefits Group (BBG) handling our health and welfare accounts for medical, vision, and dental. Initial results show that BBG has stepped into that role and the results are excellent. As mentioned last month, there were issues with Short-Term Disability (STD) and Accidental Death & Dismemberment (AD&D) insurance benefits. These are now covered using H&W funds. If you have any other questions, you can reach BBG at (703) 385-7200.

## **Payroll**

**IMPORTANT:** Remember that the payroll can only run on-time when all time sheets are submitted. Every effort needs to be made to submit time sheets when required as a priority. You can submit your time sheet on Friday early

in the day to ensure that we have the information. Late time sheets 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 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 paydays are on the 7<sup>th</sup> and 22<sup>nd</sup>.

## **Retirement Benefits**

Just a reminder that the retirement plan is up and running. The savings plan is the VOYA 401k Retirement Plan. Each of you has established your preferences in the plan. If you still have questions or something does not seem to be working correctly, let us know. For questions concerning the plan, you can contact VOYA at 866-865-2660. VOYA representatives will continue to be available to respond to staff needs.

## **LWOP Guidance**

This is the ongoing reminder that 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 this charge is strictly with prior approval of myself and/or Dr. Perini. LWOP can have an immediate impact on your health coverage by not having enough H&W to pay premiums. LWOP also seriously impacts our support to the client. 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.

## **CeleraPro Policy for LWOP:**

- 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. If LWOP is being taken due to illness, 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.

## **Vacation, Sick Leave, and Emergencies**

**\*\*\*Action\*\*\*** It is important to remember 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. Make sure your GTM is in the loop and has let us know whether they need support. All staff are required to sign that they have read and understand the CeleraPro Paid and Unpaid Time Off (P&UTO) policy which was updated in August. We will re-send that updated policy within the next week. In addition, we have provided each of the staff with the Employee Handbook which will be a living document updated as guidance and agreements change. Make sure that you have read and signed the

signature page and returned that signature page to Chuck.

## **Three-Day Coverage Guidance**

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 within the CeleraPro GSA staff. That means that 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. We will make every effort to support the GTM if for specific needs if requested within the 3-day period.

## **Primary and Back-up Matrix**

We have provided each of you a staff matrix that defines your primary position and back-up roles on the CeleraPro team. This staffing back-up plan now aligns with GSA guidance and is based on the agreement with the COR and OFM management. Back-up roles will be associated with service centers. Make sure you understand the matrix and reach out to the staff you may be supporting. We need everyone to be proactive to check in with their potential back-up partners and make the effort to visit the site. If you are going to be out for vacation or extended sick leave, contact your identified back-ups in the matrix to give them a heads up and the opportunity to prepare. The GTMs also need to be in that loop as soon as possible. Ask yourself,

“Are you fully aware of what is expected of you in a back-up role?”. If not, please coordinate with your primary.

## **SOP Development/Roles and Responsibilities**

**\*\*\*Action\*\*\*** We are continuing to refine and develop the Standard Operating Procedures (SOPs) for all staff functions. We are in the process of reviewing all the SOPS for content and consistency. Each of you have provided the latest updates and we are now in the process of reviewing. With the many staff changes now occurring on the staff, it is more important than ever that the SOPs provide the framework and content of the roles that each of you perform. SOPs are a contract requirement that CeleraPro proposed in our contract. Please take an active role in this SOP development process and make this a priority!

## **Back-up Coverage for Staff**

**\*\*\*Action\*\*\*** One of the changes to the execution of this GSA contract is the elimination of floater positions. As we refine the process, CeleraPro intends to make back-up coverage only one day at a time which nominally would 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. It is apparent that many have not made the effort to touch base and be proactive to understand what support you may need to provide in the future. Reach out to the staff you have been identified to support.

## **Vacation/Sick Leave Calendar**

**\*\*\*Action\*\*\*** All staff members must submit vacation planning or long-term sick leave as

soon as possible. The Vacation/Sick Leave calendar is an important tool that allows us to 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. Important reminder – each staff member needs to plan out their vacation hours through the end of the calendar year so that a maximum of only 40 hours are carried into the new year. All hours above the 40 will be lost on Jan 1<sup>st</sup>. 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 for all team members. We can only be effective in supporting the GSA client if we have coordinated and planned well. Make the effort to get those leave plans to us ASAP.

## **If You Are Moving**

**\*\*\*Action\*\*\*** 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. Failure to adhere to company policies may result in warnings or termination. 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 you are moving out of a HUBZone. If you do not keep us aware of changes, it could have an impact on CeleraPro’s HUBZone certification.

## 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

**\*\*\*Action\*\*\*** The next Team Meeting will occur in December as a XMAS team luncheon. We will provide more information as we pull the planning together. If anyone has a suggestion for the event, please contact Chuck with your ideas. Everyone is expected to attend.

## Suggestion Box

**\*\*\*Action\*\*\*** Please feel free to offer suggestions to CeleraPro leadership. If these are a concern or problem, let us know – 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!