



Overview

We are grateful for the support we have received from the team in meeting and raising the level of coverage to keep the government leadership with valued support. We have received many comments from the COR stating the appreciation and impact the team is providing to GSA leadership. Please keep this up. We are now moving toward the 4th quarter and efforts at GSA continue to grow and improve. We still have not heard any further guidance from the customer on next steps toward coming back to work on-site but know that a few have been asked to return for a day or two. Please try to provide that support when requested (but stay safe through social distancing, mask wearing, and frequent hand cleansing). We appreciate everyone providing their performance reviews and will be responding further soon. We still have not heard about taxes being held back or any guidance from the government. Several of you have already let me know that you do not want to do that. We will keep you appraised. Our COR, LaKeya, has sent out a quick questionnaire to each of the GTMs on performance. If it is like last year, we are sure it will be good news. We will let each of you know if there is any individual staff member feedback. GSA leadership is still trying to figure out how to get back to working on-site without threatening anyone's health and wellbeing. We continue to be lucky to have the ability to work from our homes so please make sure you are performing all the tasks that your GSA government manager and office requires.

We thank those of you that have been stepping up to help CeleraPro with the backlog of vacation hours. Still, there are still half a dozen with between 70 and 90 hours on the books, half of which need to be taken now. Please continue to regularly and frequently take vacation days to help keep the numbers down while we go through these challenging times. Please keep track of your vacation hours. It is important that we show professionalism in meeting our internal CeleraPro requirements, and that includes getting timecards submitted. This should not be a problem 20 months into a contract. Please step-up to the

challenge and do whatever are necessary to get your timecards submitted on time. As always, make sure to get your time sheets submitted on time every Friday, on the 15th of every month, and on the last day of each month, sending them to michelle@celerapro.com with CC to Chuck.

Responding to Federal Taxes Delay

We are very aware of information being provided by the government in dealing with US Government employees. The notices are only focused on them and not on contractors. CeleraPro will respond to this as appropriate when the time is right. We have received requests from several team members requesting that we not hold back on the taxes. We understand as this is only a delay in taxes – you will still be responsible for the taxes in April 2021. As we watch for further guidance from the government, CeleraPro will keep staff informed.

Moving Ahead with Vacation Usage

*****Action Required***** In the back-office we spend a lot of time working to make sure all CeleraPro staff are getting the benefits they deserve including sick and vacation time. In return, we appreciate that most of the team is making an effort to take vacation so that you do not end up losing hours at the end of the calendar year. To accurately understand your available hours, please recall that the hours on your paystub are less than your available hours because CeleraPro accrues hours over 10 months while the paystub shows hours that would accrue over 12. The next paycheck will provide updated vacation information in the memo field of the paystub.

We do not want to crowd the end of the year with staff taking weeks at a time so that they do not lose the hours. We need everyone to review their available hours and make sure that they have no more than 24 hours to possibly carry over. We would appreciate your using all your hours and not carrying over any hours if possible. We appreciate everyone looking ahead and commit those hours as soon as possible. If something changes, you can always change the request (but you must send a request update). We all need to be part of this effort to take



vacation days so that the customer does not get impacted by a huge demand for days off during the latter part of the year when everyone returns to work. This is important to both the client and CeleraPro.

Staff Member Highlight

This month we highlight **Kimberly Bryant**. Kim has been with CeleraPro since January 2019. She started contracting with GSA in 2008 after delivering her set of twins Sanaah and Byron, 6 months prior. Kim started at the National Courts Building in 2008 in the building manager's office. In 2010 she transferred to the Rosslyn Office to help with Crystal City support and their building manager's office. During that stint she also helped at the Tax Court's building manager's office from time to time as a floater providing whatever was needed to assist with daily deliveries. In November 2012, Kim took a position to work within the Office of Portfolio Management which is now known as the OPMRE Division.

In her leisure time Kim enjoys spending time with her god children, family, and friends especially in a good game of spades or Uno and would like to start weight training again. She enjoys baking sweet potato pies with her grandmother's recipe every holiday and occasionally partaking in a dozen blue crabs. Kim became her mother's caregiver in 2017. She is a retiree after 42 years with the DC district government. In 2019, Kim accomplished one of her many dreams. After years of consistency and staying focused, she was able to buy her first home to better provide and take care of her family. Kim plans on going back to school to finish her degree to show her kids it is never too late and to always stick to your goals no matter how long it takes. Good things come to those who work for it!!

Support to COVID-19 Research—Update

CeleraPro is continuing to do an outstanding job in its support to COVID-19 research. CeleraPro continues to be one of the top companies among the quarter million across the world supporting Stanford

University and Washington University in finding a cure for the COVID-19 effort through distributed computing. We are in the (top 4000 of 255000 companies – putting us in the top 1.5%! There is still time to participate and it has no impact on your computer performance. Go to the following site, <https://foldingathome.org/start-folding/>, download the installer, and once the application starts running, enter your name and team **265787** as your identity. Also select COVID-19 from the drop-down as the focus of your support. We hope to see your name in the list! Thanks for contributing if you decide to join.

GSA Guidance

Our GSA client has many demands during the CV crisis to keep the government running and we want to help accomplish them. In continued conversations with our COR, LaKeya Hayden, there has been no change in the “work from home” guidance. LaKeya is reviewing guidance that is being given by certain GTMs and what the Administrator has said. The government is assuming that there will be further guidance from the Administrator within the near future. If you hear some different guidance from your GTM or other leadership, let us know. At the same time, do not overreact. Everyone wants to get back to work as soon as possible.

CeleraPro Staff Changes/ Improvements

We continue to grow and expand in opportunities and staff. We have made offers to two new potential staff members that will bring a lot of talent to our team. Both are very eager to start as soon as they are cleared. 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 is proud of the performance of the team and appreciates everyone's support to CeleraPro, and the professionalism provided to each of our valued government clients. Please be flexible in actively responding to the needs of the government.



SOPs Finalized!

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 these documents as your specific tasks evolve. Make a concerted effort to keep your SOPs up to date when changes or new guidance occur on your task. If you have questions, please touch base with Chuck.

Vacation Requests during the CV

Telework Period

CeleraPro has temporarily modified its vacation request requirement during the CV Telework Period to facilitate staff taking vacation during in-home isolation/lockdown. To request a single day (or partial day) of vacation, please give Chuck and Michelle (Atosha) approximately 24 hours' notice. Always think ahead 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. **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 in order to make arrangements for fill-ins. And for greater than five days, please provide at least 30 days' notice.**

You can borrow ahead even though the numbers on your paystub may not show the hours. CeleraPro will permit and approve staff to "Go in The Hole (GITH) on vacation. Maximum GITH permitted is 40 hours. Please make the effort to actively review the Employee Handbook for details on our GITH policy. Use of the GITH hours requires preapproval require by Chuck or Dr. Perini.

Virtual Staff Meeting in October

I have been promising this for a while. I apologize as the dynamics of getting this setup has been a little difficult. We will get it done and hopefully have a session toward the end of October. I have received several questions or comments from the staff that we will try to address during our session. If you have other questions you believe appropriate for the team meeting, please send them to Chuck for review. The virtual meeting will be a 60-90-minute meeting. We will actively work to set up a meeting in the next few weeks. The time, access, and content will

be provided as soon as we set up the meeting. Attendance is mandatory and the time is chargeable to the contract.

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*
1	2019	40
2	2020	24
3	2021	16
4	2022	8
5	2023	0

Due to the circumstances currently 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 year. We understand that lockdown requirements make taking a "real vacation" impossible, but we **request** that you take a day off every couple of weeks. Limited amount of vacation hours may be rolled over (see the table below). For 2020 the number of hours that can be rolled over to 2021 is 24. 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 made the unique decision to allow accrual over a 10-month period from January through October. This allows staff to have all their 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. 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 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 Atosha with questions. 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 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.

Monthly Staff Highlight

As mentioned last month, this is a new section in the Monthly Memorandum. Going forward, the Monthly Memorandum will highlight one or two staff members 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:

- a. Background information about you and anything you would like to share about your family
- b. How long have you supported GSA and where else you may have worked in the past?
- c. Any special interests that you would like to share, including any pets
- d. 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 through CeleraPro provided H&W funds. After the employee's medical premiums are paid, the next \$50 of H&W funds must be allocated 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 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. 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 appraised 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 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 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 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 Atosha. 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 January2020. 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, Atosha, 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 latest 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 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 work period, unless your direct GTM specifically states otherwise or gives new guidance, 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.