

## Moving Forward

As summer 2019 sets into the horizon, there are a few changes to staff guidance as well as a few changes of faces and names. Monique Matthews has joined the team and Jeneshia Brew will be joining shortly. Lennie Miller will be moving to a great new opportunity and we wish him the best. His replacement, Michael Fleming, is in process of on boarding through GSA security. We have changed the firm that handles our medical, dental, and vision coverage. We are now working with a far better provider, Business Benefits Group (BBG) and AXIM is no longer involved. Our retirement plan is in place with VOYA and they seem to be doing a good job. Submitting timecards continues to be an issue with some staff and, as we say every month, needs to be a priority. 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.

## Private Company Information

We are thrilled with positive comments that we receive from our client, but we must make sure that we are not sharing internal company conversations or information. The customer has asked a few questions about internal functions such as payroll. This type of information should only be shared through company leadership. Just be smart and keep internal actions within CeleraPro 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 is company policy and failure to adhere may result in a warning or for repeated infractions, termination.

## Time Sheets

The time sheet process needs to function smoothly. Most of you are doing an extraordinary job of getting time sheets sent in on time. Thank you! A few team members are still having trouble with the time sheet process. This is a small but important process critical to CeleraPro's 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. Please make sure to continually perform in a manner that will make the team proud, and provide required notifications prior to taking vacation, sick leave or personal absences.

## Health and Welfare

There has been a change in the firm that handles our health and welfare accounts for medical, vision, and dental. Business Benefits Group (BBG) has stepped into that role and initial results seem to be good. In the past under AXIM, there were issues with Short-Term Disability (STD) and Accidental Death & Dismemberment (AD&D) insurance benefits. These are now covered using H&W funds. Hopefully that clears up some questions that have existed while dealing with AXIM. If you have any other questions, you can reach BBG at (703) 385-7200.

## Payroll

It is important to remember and understand 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 and

contact Intuit for help logging in at (800) 446-8848 (CeleraPro is connected to QuickBooks payroll}. Reminder that payday's are on the 7th 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

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. We have updated the Vacation, Dich Leave, and LWOP policy and will ask each staff member to sign CeleraPro's updated Paid and Unpaid Time Off (P&UTO) policy at our meeting on 9/11/19.

## 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 GSA 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. 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. We need you to be available and provide a positive impact. 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, let's coordinate with your primary. Finalizing the SOPs will also help with this.

## 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 will be getting further guidance on the SOPs over the next few weeks. SOPs became a contract requirement when CeleraPro proposed them in its original bid. 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. 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. Please step up and take that next step with 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 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 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

- The next Team Meeting will occur on Wednesday, Sep 11<sup>th</sup> from 10-12 in Rm 1023 at ROB. Everyone is expected to attend.

## 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!