

Overview

We are lucky to have such as efficient and effective staff supporting the GSA leadership. I have receiving high marks for your efforts. Keep it up!! We have sent out a short performance review response to everyone on the team. Do not forget to respond as soon as possible. It is due by Sept 15th. In addition, 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 you know when we know more. GSA leadership is still trying to figure out how to get back to working on-site without threatening the health and wellbeing of employees. Each of you must stay focused and committed to the needs of your GSA POCs. 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 stepping up to help CeleraPro with the backlog of vacation hours, but 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.

We hate to say it again and again, but we need to have a commitment on getting timecards turned in on time. It is important that we show professionalism in meeting our requirements, and that includes getting timecards submitted. This is a challenge to do whatever is necessary to get the timecards to the management team effectively. Also, pay attention to content on your timecards to make sure they are correct the first time. I do not want to ask this again. This is part of your commitment to the success of our contract. As always, make sure to get your time sheets submitted on time on Fridays, the 15th, and on the last day of each month, sending them to atosha@celerapro.com with CC to Chuck.

Responding to Federal Taxes Delay

You may have seen reporting about the Federal Government allowing companies to delay collection of federal taxes from September to the end of the year. The guidance from the IRS is that while a company may elect to defer withholding, it is not a requirement AND employees would have to pay it back in 2021. Company accounting systems are not designed to handle this. CeleraPro is working with its accountants to better understand the implications with the federal guidance so that you can make the right decision. We will keep you aware if other formal guidance comes. Stay tuned!

We Want to Thank the Team

*****Action Required***** In the back-office we spend a lot of time working to make sure all CeleraPro staff are getting the support they deserve. The situation with your vacation has gotten somewhat better and we appreciate it. We will need to be diligent about our vacation time left in the year and make sure we take care of our hours or we may end up losing them. While many of you have complied with our ongoing requests to take vacation time, there are still a few people that need to take time off and let Atosha and I know.

Please make the effort to know how many hours you have, look ahead, and plan your time in the next month, during Thanksgiving, and around the Christmas and New Year time. Continue to track your hours and make sure to use them as soon as possible. This year you can only carry over 24 hours (with advanced approval) and we would prefer you to be as close at zero by the end of the year.

We all need to be part of this effort and the entire management staff have already made the necessary efforts to get vacation hours down and effective. Once again, it is critical that all staff take vacation days so that the customer does not get impacted by an immediate and huge demand of time during the latter part of the year when everyone returns to work. This is important to both the client and CeleraPro.

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 similar to yours.

Staff Member Highlight

This month we highlight *Danita Williams*. Danita has been with CeleraPro since the contract started in January 2019. She supported previous contracts at GSA since 2012. Her career started as a Licensed Cosmetologist and she worked on Capitol Hill at the Democratic Congressional Campaign Committee helping host Fundraiser Events for Congress for a few years. She has met many representatives and senators while hosting the Fundraiser Events. Eventually she moved on to the Democratic House and Senate Council working under the former Secretary of State, Madeleine Albright. Danita loved the experience! After leaving Capitol Hill she was employed with the American Physical Therapy Association (APTA) for over 20 years serving multiple positions. Her next step led to the contractor work she has provided to GSA under different firms. Danita has a passion working as an Event Planner because she loves to decorate and plan parties outside of work and loves to decorate her home from season to season. Danita has two children, Malik who is 27 and Maya 21. Malik received his Master of Education a few years ago and he is a Middle School Counselor in Southern Maryland.

Maya has just started her senior year in college in Delaware and she has expressed interest of attending grad school. They are both smart, intelligent and they both have stayed on the Honor Roll List/Deans List since Elementary School. Her favorite memory is the birth of her two amazing children. Danita has a full life and loves to read, cook, going out on dates, church, concerts, dancing, comedy shows, shopping, amusement parks, music, traveling, beaches and being outdoors near the water. Since the pandemic started, she has been exercising and walking up to 10 miles per day

Support to COVID-19 Research–Update

CeleraPro is continuing to do an outstanding job in its support to COVID-19 research. CeleraPro is now 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. We continue to earn credit and are in the top 4000 contributors world-wide. There is still time to participate and it has no impact on your computer. We have fourteen (14) CPUs processing data and highly encourage you to contribute CPU time from your personal (not GSA) computer. 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 participating if you decide to join.

GSA Client Needs

As you all know, the GSA client has many demands during the CV crisis to keep the government running and we want to help accomplish those goals. In conversations with our COR, LaKeya Hayden, there has been no change in the 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 next couple of weeks. The direction from the COR is to continue working at home until official notification from GSA

leadership definitively states when each staff member should return to work on-site. As we have continued to mention, let us know if you get direction to report to site. We have been told that several staff members have been asked in for a day here or there just to catch up. Further guidance will be provided as soon as we hear something.

CeleraPro Staff Changes/ Improvements

We continue to grow and expand in opportunities and staff. That is a positive situation for the team. There are still numerous changes on the team addressing 22 different changes including new hires, moves within the team, and staff taking on new tasks. Tocarra Johnson recently left the team for a new task with another company. We have moved Alexis Taylor into her position and currently interviewing candidates to fill the position that she left under Calvert Jones. As we mentioned last month, Lacey Zane has joined our contract and is supporting Springfield. 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 work and performance of the team during these special times, and appreciates everyone's commitment, 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. I want to repeat that the government are as tired of the pandemic as each of you are. Make every effort to reach out to them and be available.

Certificates of Coverage

Each member of the staff has received an email from Atosha describing their current United Health Care Medical benefits along with appropriate Certificates of Coverage. We want to make sure that everyone has received the forms or have reached out to Atosha if you have not seen it. These documents provide an overview of your specific individual medical benefits. The information should provide an accurate snapshot of the selections you made for 2020. Make sure the material is correct and accurately reflect your coverage/benefits.

Please contact Atosha if you have not received this information or if you believe there is an error.

SOP Finalization

*****Action Item***** We have been working on the personal SOPs for several months now. We have completed the lasted versions and they are now on CeleraPro's Quality Management System (QMS). Chuck is working two updates that should be finished this week. Even though we have the SOPs in the QMS, remember that we need to be constantly aware of changes in our roles and update the versions that exist. The SOPs are a deliverable that has been promised to the COR and helps build credibility in what we provide and the outstanding experience we have on the team. As a reminder, there are many reasons for the SOPs including:

- a. Providing a better understanding of your role for yourself and the client
- b. Providing CeleraPro management more insight into your responsibilities
- c. The tasks you perform might warrant a possible promotion
- d. Building understanding and insight into your commitments and expectations

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 Atosha approximately 24 hours' notice. Always be thinking 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 will require 2 weeks' notice in advance to make arrangements for long-term fill-ins. And for greater than five days, please provide at least 30 days' notice.**

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 make every effort to review Employee Handbook for details on out GITH policy. Use of the GITH hours require pre-approval by Chuck or Dr. Perini.

Virtual Staff Meeting in September

I have been talking about this for a while. We want to have a virtual staff meeting with the team to make sure everyone is doing fine. We will be working to find the right tool to do a virtual mater later this month. We know of possible approaches for doing a virtual conference, but we are also interested of any staff have other ideas. We have been promising a 60-90-minute virtual meeting and are planning to make it happen in September (4QFY20) so that everyone has an opportunity to participate. I am asking again as I have not heard from anyone yet, one of things we would like to do during the meeting is respond to questions from the team. You can submit them separately or in your Performance Review mentioned earlier in the memorandum and due on Sep 15th. Please focus on questions that we can share and not be personal in nature unless you can share it with the team. 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 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 10-month accumulation is easy to track. Just multiply the number of the pay period (April 7th will be pay period #6), multiply by your rate from the table above, and subtract the number of hours already taken.

CeleraPro Handbook

An updated version of the Employee Handbook has been provided to each of 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.

Please review your handbook so that you understand the process and expectations of both management and of each staff member. It is important that each of you understand what the company is trying to do for you and in return what our expectations are. The handbook provides most of the guidance that you need. We want everyone to succeed. Make sure you are very aware of your benefits from United Healthcare and from Voya. If you have questions, please ask. The document will give you the updated guidance concerning CeleraPro benefits. If you have not yet sent your signed receipt and acceptance, please send the signed signature sheet to Chuck and Atosha.

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 talking 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.

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 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

- 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 days 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 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 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 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, 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.

