



Overview

We are already a month into 2021 and not much has changed on our contract. We are into our second option year and the client continues to be pleased with our support. We have several people in the clearance process and we hope they are available soon. As mentioned last month, we finished the year on a positive note with our meeting/celebration. We are proud that the team got involved and enjoyed the opportunity to see and talk to other staff members. The staff is healthy, and we all hope that you stay that way. The management team wants to thank all of you for your efforts looking forward to a stronger and more effective 2021. Let us start the new year right and be focused on client support and building your experience and capability. You are the frontline for CeleraPro's support to the customer, so we remind you to stay focused on excellence, even while working from home. We expect you to be available when we need to contact you during work hours.

With the starts of the new year, your sick leave hours for 2021 (56) are in place. Please make every attempt to give notice prior to taking sick time. More importantly, as we continually reminded you last year, we need you to take vacation time and monitor your vacations hours carefully so that we do not end having to require vacation be taken at the end of the year.

Continue to review your SOPs to make sure they are up to date with your current functions. Several staff have mentioned that they have taken on additional tasks. Make sure to update your documents and submit the changes to Chuck. Your SOP needs to be a complete description of your current and ongoing functions. If you receive guidance about returning to work at the GSA site, make sure that you coordinate that with Chuck in advance. We want to make sure the COR is in the loop and approves that direction. Please provide Chuck with information as to who gave the direction, to who it was given, when it is to start, and is it continuous (five days/week) or partial (a few days). We need

to clear the guidance you are getting with our COR LaKeya Hayden. We have requested feedback from your GTMs to gauge whether they need increased or different support so that we can be responsive. We continue tracking the feedback and coordinating it with the COR.

Distribution of 2020 W2s

All staff should have received a private email with your W2 information for their 2020 taxes. We have checked with many of the staff to confirm that you have received the documentation in an email. This is the only documentation that you will receive. We will not be mailing hardcopy of the W2 unless there is an issue. If that is the case, please contact Dr. Perini and Chuck to see how we can work the situation. Thanks to each of the staff who have responded in getting this completed quickly. We will continue to find the best options for all of you.

Vacation Planning for 2021

Even though we are into a new calendar year, we need everyone to be thinking about the use of their vacation. Nothing has changed at this point with the work from home policy. We will be reaching out to the team every few weeks to take advantage of some vacation early in the year so that you do not get into the situation we had at the end of the year. We want each of you to be prepared in advance and track your vacation time. We will continue that practice this year to stay on track with vacation as it is accrued. We want this to be a positive situation for the entire team and we are looking for the best way to continually track vacation hours and keep you advised. It is optimal right now to take some vacation hours each month to avoid building up too many hours. There is still COVID-19 and GSA is still operating under the same direction. The earliest we can expect changes for the staff to be back in the office may not occur until mid-summer. Therefore, we need you to be proactive. To assure compliance, we are introducing rules for taking vacation.



"Kudo" Collection Process

We want to introduce you to a new internal process that management will actively be reviewing and tracking, called the Kudo Collection Process (KCP). We believe this is a positive and fun approach to tracking information about your performance. We encourage staff to continue to develop close relationships with their GTMs and other government staff connected with the agency you support. If you receive a compliment verbally from their customer or in a message, we request that you ask them to send a message to you via email so that you can forward to CeleraPro leadership, who will put it in your personal file. The person with the most Kudo's by mid-December will receive a prize at the end of the year (maybe 2nd, and 3rd place prizes too).

Vacation Requests during the CV19 Telework Period in 2021

To request a single day (or partial day) of vacation, please give Chuck and Michelle at least 24 hours' notice unless there is an emergency. Please think ahead to meet this notification time frame as we move through the 1st quarter of the year. We want to approve everyone's request, so it is important to keep us up to date. Be responsive in getting your vacation taken care of for 2021. THIS IS IMPORTANT. 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 to make arrangements for fill-ins or backfill. And for greater than five days, please provide at least 30 days' notice. Finally, remember that many of you carried over hours into 2021, so the number of hours that you need to use is greater than usual.

Staff Member Highlight

This month we would like to introduce **Jamika Patterson**. Jamika is 28 years old and was born and raised in Washington DC. She has enjoyed living in DC and does not plan on leaving this area – her roots are all based here. She is the 4th child out of six, five girls and one boy and they all are extremely close. She does not have children right

now but would like to in her near future. She attended Hyde Leadership Public Charter School (Washington DC). After high school, she attended Penn State University for 2 years but did not finish her degree. She is now on a new journey to finish her BA in business management at University of Maryland in 2022. During her teenage years every summer, she did the DC Summer Youth Program which grants the youth in Washington DC the opportunity to work in many professions over of the summer. At the age of 23 she got a job at the Census Bureau as an Admin Assistant. During her time there she met some great people who introduced her to her very first GSA contracting job.

Prior to the GSA work, she worked at Virgin Atlantic Airways as a Customer Service Agent at Dulles Airport. She enjoyed the job and had the opportunity to travel internationally for free. She has been a GSA contractor for 4 years now working in different departments in GSA gaining a lot of experience.

She has now found a new interest in selfcare and mental health making those main priorities in her life. She loves yoga, exercising, and journaling, she takes time out of her day to meditate. Her hidden talent is she knows how to sing but does not enjoy it as a passion. Still, it is a nice talent to have. During her free time, she likes to try new recipes and cook for her family and friends. She also likes to bowl and binge watch Grey's Anatomy. In August she went Skydiving for her birthday. Due to being at home due to the COVID-19, it was one of her favorite moments in 2020. Ultimately, her favorite thing is being around the people she loves.

GSA Task Availability

Our GSA client has many demands during the COVID-19 crisis to keep the government running and we want to help them accomplish them. Let CeleraPro management know if you are being tasked to go into office so that we can coordinate internally and with the COR. She is aware of the many demands and any tasking to report to the worksites right now is something she wants to be



aware of now. Make sure that you are always responsive and available to your GTM during the normal work hours. Remember that you should always be available by phone during the workday. It is important that the client knows you are available to support their needs from home.

CeleraPro Staff Opportunities

We continue to grow and expand in opportunities and staff. We have several proposals currently submitted for other work in different areas of the country and have candidates in the process locally to help cover future tasking. At the same time, there is some movement on the current tasks within our GSA contract which continue to cause possible new opportunities to 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 team is proud of the performance of the team and appreciates everyone's support. We also thank you for the professionalism provided to each of our valued government clients. Please be flexible in actively responsive to the needs of the government.

ISO 9001 Guidance and Approval

Thanks to each of the staff who have responded to the message from us addressing the new ISO 9001 changes. guidance for your review. This document is important in our process moving forward. Each staff member has now responded to the request and provided the signed response necessary.

Medical Coverage and 401K

We appreciate the quick responses for our medical and savings plan content during the open season. We still have the best plan available and it allows the staff the opportunity to select their medical coverage. Thanks to each of the staff who have responded to get this completed quickly. We will continue to look for the best options for all of you.

Current SOPs Need Continuous Updates

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 your specific documents as your tasking evolves. Make a concerted effort to keep your SOPs up to date when changes or new guidance occur on your task. Treating these documents as living documentation of your work will help you identify if new customer direction could result in a potential promotion. The updates also provide CeleraPro with an understanding of what each GTM requires.

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 still 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 new year. We understand that lockdown requirements make taking a "real vacation" impossible, but we **request** that you take a day off every month just to keep track of what is going on. Limited amount of vacation hours may be rolled over (see the table below). For 2021 the number of hours that can be rolled over to 2022 is 16.



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 has made the unique decision to allow accrual over a 10-month period from January through October. This allows staff to have all the 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 and can be found on the CeleraPro website. 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 Employee Benefits Information.” Review 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. 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 specific 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 Michelle with questions.

Staff Commitment

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 2021 to include a policy established to address the Employee Retirement Income Security Act (ERISA) requirements. The policy requires all



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staff 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 personal selected 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 a staff member 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.

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 will be paid monthly through H&W funds. After the employee's medical premiums are paid, the next **\$40 of H&W funds** must be allocated monthly 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 for the staff 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. **It is important that you are available during the workday. Even though you are at home supporting the task, the client needs to have access right away.** During this important time, special guidance on telework has been coordinated by each GTM. Normally, the staff telework is only permitted for 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.



- 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 technical 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 policy, review online at [on https://does.dc.gov/page/dc-paid-family-leave](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 Chuck 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

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



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with the Program Manager and Michelle. 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 if the employee has lived in a HUBZone for six months prior to joining CeleraPro, and if 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, Michelle, 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 lastest 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 the 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 ongoing work period, unless your direct GTM specifically states otherwise or gives new guidance, then 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. 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. 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.