



### Overview

CeleraPro's leadership team hopes you enjoyed the July 4<sup>th</sup> holiday. Do take time to enjoy the summer and plan to be ready for a normal situation later this year; it looks like we will be getting back to the office in September.

Back at our Reston HQ, we have been busy pursuing opportunities and standing by for award notification on bids submitted. Breaking News:

**\*\*\*CeleraPro Wins 70-Person NASA Prime Contract in Huntsville, AL\*\*\***

CeleraPro has been awarded a 70-person NASA administrative support contract in Huntsville, AL along with two teammate subcontractors. This is a big win for us which was accomplished through a lot of time and effort by our back-office team. We are in the midst of contract transition from the incumbent to CeleraPro and it becomes all ours on Aug 1, 2021.

We submitted a proposal for support to the United States Geological Survey in Reston. In addition, we are a sub to LightGrid on a DISA opportunity, and we are about to submit our GSA Multiple Award Schedule (MAS) proposal. We are a sub to an incumbent on a National Geospatial Agency (NGA) IDIQ bid called Clover, and we are on a National Institute of Health (NIH) IDIQ bid called CIO-SP4. As you can see, we are busy and successful concerning available opportunities.

CeleraPro continues to seek opportunities to grow. Our GSA client is happy with the administrative ~~support~~ support, and we recently received a CPARs rating of Very Good. We are hoping to continue to improve to get to an Exceptional rating by making the GSA contract the benchmark for Government support. GSA has already approved our next option year of support that will start in January 2022.

On the subject of benefits, we want to remind you that medical costs and corresponding insurance coverage are driven by the market demands and we have no control over that. We are still offering

the best opportunities available to CeleraPro staff. As we add staff and new opportunities this year and our insurance pool grows, costs should start to decrease in the next yearly open season. We will be able to obtain reduced premiums for our health insurance and possibly lower fees on our 401k advisory services.

As part of our continued growth, we are adding processes to automate and facilitate repetitive functions. As you know, we have returned to manual timecards. Although "Hour Timesheet" did not meet our needs we are looking for new applications. We appreciate the efforts by the staff while we were testing this system. We are reviewing other automated systems and are very close to implementing a new one. We will let you know more in the near future.

As a reminder with respect to GSA security, we have everyone cleared to support tasking on the OAS contract. Several of you have received requests for updates on your badges. Please make sure to get that taken care of right away and if there are any issues, let us know.

Several of you have also asked whether you need to get the vaccine. **The answer is emphatically yes from our perspective.** All CeleraPro employees should get the vaccine and please be aware that GSA could decide that you cannot go back to work at the site unless you get a vaccine. Once we turn to onsite support, there will be limited options to work from home.

As we continually reminded you last year, we need you to **take vacation time.** Many of you have stepped up to this request, but we need everyone to participate and plan ahead. We monitor your vacations hours carefully so that there is no impact on our clients. While many staff are taking vacation days as requested, there are still a few members who have used minimal or none of their 2021 vacation allocation.

Current guidance from our COR continues to focus on working from home. If there are requests to return to the work site, make sure we know about it and we will confirm through the

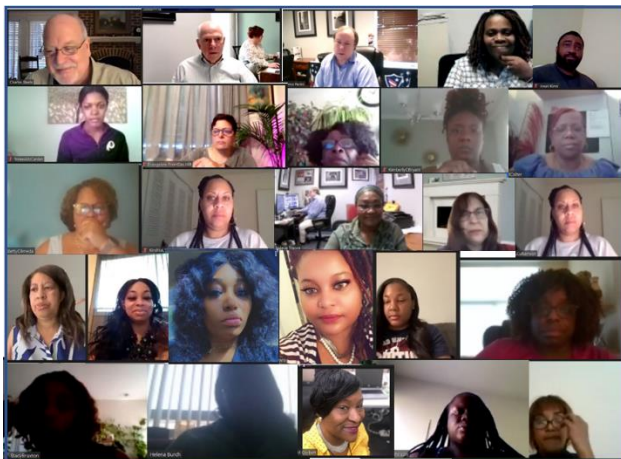


COR. Please provide Chuck with information as to who gave the direction, to whom it was given, when it occurs, and whether is it continuous (five days/week) or partial (a few days).

### Team Meeting (June 29)

We appreciate the participation of the staff at our Team Meeting on June 29<sup>th</sup>. It was good to see many of you and provide you with current information about the company, staff members and next steps as we move through this impact from COVID-19. Remember that our focus right now is on meeting/exceeding the client's needs, being available and proactive to those needs, and staying on top of the vacation hours for the calendar year. This is an exciting time for CeleraPro as we take on additional opportunities such as NASA.

We continue to look forward to seeing and hearing from you as we finally move beyond this terrible virus and its impact on everyone. We are happy that our staff have continued to provide a high level of performance during this time and want to compliment the successes you have provided for our GSA client. Each of you have a copy of the discussion points. Attached is a snapshot of the call. If you have further questions, reach out to Chuck or Michelle.



### New CeleraPro Staff

As a reminder, please welcome our newest CeleraPro staff member:

- Ms. Ndeye Taore who will be working in the back office with Dr. Perini supporting certification for standards including NISDT 800-171, ISO 9001:2015, CMMC, and CMMI Dev Level 3.
- Ms. Donna Quisenberry who will be working in the back office to support development of proposals and R&D grants.
- Shannan Nixon is joining at the St Elizabeth Campus supporting Everette Smallwood. We welcome her aboard.

### Timecards and General Support

Everyone was directed to go back to manual timecards starting April 16<sup>th</sup>. We are back to the following process:

- 1) Timecards are due twice per month on the 15<sup>th</sup> and the last day of month for pay period,
- 2) If the 15<sup>th</sup> or the last day of the month are a Saturday or Sunday, you may submit on the preceding Friday,
- 3) Weekly timecards are due every Friday,
- 4) We will notify you of possible new automated systems in the future.

We need everyone to be smart about the timecard process. The same process has been in place for almost two years. Timecards need to be submitted on time if we want to continue to have payroll provided on time. This is the responsibility of all staff.

As mentioned earlier, we are reviewing potential new opportunities to cover the timecard and payroll process. We believe we have identified a good fit that will be introduced in July. Watch for more information on next steps with our timecard process.

All staff need to be prepared to return to actual onsite support with our GSA clients when the make the formal decision to return. As of now, they are talking the beginning of September. This could change as they access the evolving situation. Make sure we are prepared for the actual return.



### **Vacation Planning for 2021**

We need everyone to be diligent in continually using vacation time and tracking vacation time. This is a priority for the entire staff. 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.

### **Kudo Collection Process**

With the next GSA OAS contract competition coming up in the next 24 months, it has become increasingly important for CeleraPro to collect kudos (a.k.a. commendations, awards, and “attaboys”) to demonstrate the excellence with which we conduct our work.

Last month we introduced you to a new internal process called the Kudo Collection Process (KCP). We believe this is a positive and fun approach to tracking information about your performance. We have received several instances of kudos to the staff in the last month. If your GTM or other source makes the effort to thank you for your efforts, let us know.

Anytime you get a compliment on your efforts (whether formal or informal) we would like to know so that we can track those kudos. We encourage staff to continue to develop close relationships with their GTMs and other government staff connected with the agency.

### **Special Kudos to the Back Office**

We have a great crew supporting the back office functions of the company and the success in winning new opportunities. The members of the back office were instrumental in developing a proposal to win a 70-person contract at NASA Huntsville against 26 other competitors.

### **Remote Work Feedback**

We have been receiving numerous comments from the staff on operating from your home instead of the office. Remote operations have been unique for everyone. It is important to know what is going on and if your role has changed with your client. The feedback from the GTMs is that

everyone is doing well, and we want to make sure and stay on top of that. So far, nothing surprising in the responses, but it is obvious that the staff like working from home instead of commuting, that they miss the interactions with others, and that it is easier to get things done without distractions. It is important to remember that this is still a work environment at home, and you need to be available during the workday hours. We appreciate the effort and commitment.

### **SOPs Need Updates for Remote Work**

As requested earlier, we need everyone to update their SOPs to include a specific function surrounding remote support. In addition, per our team meeting, we request that each staff member look at their current SOP and update the initial overview section with specific actions taken in support of the function listed including how often is completed, how long it takes, how many times per week you need, the deliverables from the activity, and who the deliverable goes to. This gives us a better idea of not only your deliverables but the demand on time and required skills. We would like all updates to be submitted to Chuck by July 30<sup>th</sup>. This is more than enough time for everyone to update the SOP file. It is important that everyone update their SOPs and submit them to Chuck as soon as possible. Please update and provide the updated SOP as soon as possible. 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. Need to treat these documents as living guidance.

### **Ongoing CeleraPro Accomplishments**

Starting in March 2021, we provided a list of recent company accomplishments. That section has been moved to the recurring activities in the back of each memorandum. We want to continually provide a list of recent company accomplishments. This will be an ongoing effort to demonstrate our impact and commitment to our client and the staff. We want to remind everyone



to share the major impact you are having on the client and the resulting benefits to CeleraPro. Please identify any accomplishments that you have provided that go above your normal efforts.

### Staff Member Highlight

This month we take pleasure in introducing our leader *Dr. Remo Perini*. Born a small child, Remo grew up to become an adult over a period of years he often refers to as “childhood”. While nothing particularly interesting happened for those “childhood” years, some of the minutes were interesting and these will be described in his forthcoming autobiography, “Some of the Minutes were Interesting”.

Dr. Perini is a musician, cook, and writer. As a musician, Dr. Perini hosted a long running radio show on KFJC, 89.7FM, called “The Gateway to Infinity. With his press credentials, he has met notable personalities such as Frank Zappa, David Byrne, Kitaro, Brian Eno, and many others. As a cook, Dr. Perini is one of the owners of a restaurant in Vienna called Hawk & Griffin, a British Pub that just opened in June 2021. It is in



the writing that Dr. Perini has left his mark. As a proposal writing consultant, Dr. Perini has participated in the acquisition of \$4.5B worth of contracts for the companies he worked for.

In January 2018, Dr. Perini started CeleraPro and that March, submitted a proposal for a competitive opportunity at GSA. In July 2018, Dr. Perini was surprised to be the contract winner beating 137 companies on the price competitive bid. CeleraPro won the second task order which started in January 2019, acquiring a fantastic staff of 35 administrative professionals and the best program manager this side of the observable universe (Chuck). Dr. Perini spent the next year establishing company processes, including 401k, health care, etc. In 2020 he hired an office manager (Michelle) and growth officer (Ron), and in 2021, a quality manager (Gabrielle) and proposal writer (Donna). CeleraPro is growing and as it grows, the plan is to improve employee benefits to become a company that attracts the best employees. Dr. Perini strives to add a Research & Development (R&D) component to CeleraPro and is reaching out to Universities and Laboratories to initiate collaboration in the areas of sensor development and advancement of a unique biometric modality developed in his doctoral research and published as “A Method for Using Cognitive Psychophysiological Event-related Potentials (ERPs) as a Biometric Modality to Confirm the Identity of a Person or Information System User”. The dissertation is available on Amazon.

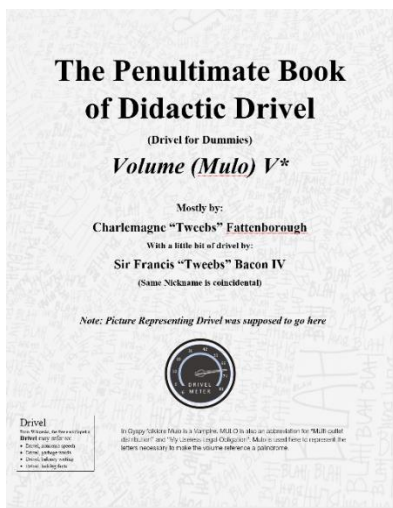


Dr. Perini is still involved with music and has over 4000 vinyl albums and a home with speakers everywhere. He is fond of cooking and frequently creating gastronomic recipes and extends an invitation to everyone to visit his restaurant on the corner of Nutley and Maple Avenues in Vienna. It is in the area of writing that Dr. Perini spends much of his time. He has written several children’s books which are in the



process of being illustrated for publication, hopefully in 2021. The first is called, “The Christmas Swim”. He has also written a book of humor titled, “The Penultimate Book of Didactic Drivel” which is being edited for later publication. Remo writes poetry and has published two poems in a book called, “The World’s Favorite Poems”.

Dr. Perini’s influences include Kurt Vonnegut who he met at a book signing, and Leo Tolstoy who did not have a convenient book signing that Remo could attend due to Tolstoy’s death 49 years before Dr. Perini’s birth.



Some highlights of Remo’s adult life include:

- Featured Speaker at a convention of laundromat owners in Palo Alto, CA
- Called by the producer of the David Letterman show about appearing on the show.
- Crash landed a private plane filled with golf clubs in Livermore, CA.
- Visited 27 countries, some of them for only a few minutes.
- In the casinos of Monte Carlo, he is known to occasionally hit on 16 (this story will appear in the upcoming novel, “Hits on 16”)
- Hosted a laundromat review show called “Bay Area Laundromats” on KFJC, 89.7FM
- Dogs like him (more detail will appear in the upcoming documentary, “Dogs Like Him”)
- He likes to plan spontaneous events weeks in advance.

- As an author, he likes to use big words that he does not fully understand so he can feel more antisestablishmentarianism
- He has achieved a remarkable and unprecedented level of humility that some refer to as “The Best” humility
- Sometimes he reads books upside down to confuse people in airports and train stations.
- He can recite the mathematical constant pi to 15 decimal places and say the alphabet backwards pretty quickly.
- He is often quoted as speaking in parenthesis or between commas but is rarely found speaking after an ellipsis.
- He had a starring role in an off-Broadway (elementary school) play called “The Devil and Daniel Webster” in which Dr. Perini did not play Daniel Webster.
- He aspires to becoming a narcissist but feels he is just not good enough to meet the rigorous demands of that personality trait.



Remo’s post adult life will include a period often referred to as “old age”, partly because the age at which this typically occurs is when the person is chronologically old. Remo eagerly looks forward to being feeble and possibly other synonyms of feeble, but shudders at the idea of being anything that rhymes with feeble. Remo anticipates the joy of soup-eating febleness and cannot wait to be spoon fed his favorites soup, soup de jour.

Remo grew up on Long Island in NY, moved to CA in 1982, to CO in 1993, and to VA in 1995. His Ph.D. and MBA are from George Mason University. Remo credits his love of writing to his eighth grade English teacher who inspired him to make up words and use punctuation as one



would use a whoopie cushion (not her exact words).

Remo lives in Vienna with his two sons, Mateo and Nico who are ~~at this time~~ currently twelve (12) and nine (9) years old respectively, as well as irrespectively. The boys like to hike, play video games, listen to music, and eat candy, ice cream, and cake. Mateo is learning to play guitar and Dominic is learning piano. Remo has a poodle named Enzo that likes cheese.



### CeleraPro Staff Opportunities

CeleraPro is aggressively pursuing growth opportunities and expects to expand in staff in 2021. We have several proposals currently submitted for 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 may result in new opportunities. We will try to keep you aware of possible opportunities locally and in other areas.

CeleraPro continues to review staff performance and identify staff that continually perform in an outstanding manner for internal promotion. We will keep you aware of the changes and guidance from the customer. CeleraPro's leadership team is proud of your performance and appreciates everyone's support. We also thank you for the professionalism provided to each of our valued government clients.

### Continuing 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 those goals. Make sure that you are always responsive and available to your GTM during the

normal work hours. Keep us aware of your status if you are away from the phone or computer for a while. A few of the staff are currently going to the office are certain days to help with immediate needs. 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.

### ISO 9001 Guidance and Approval

Thanks to each of the staff who have reviewed and completed the new ISO 9001 guidance and provided signed responses. It is important to continue to be responsive to these requests. Please be responsive to new requests for training, review, and acknowledgements in the future.

### Medical Coverage and 401K

We appreciate the quick responses for our medical and savings plan content during the open season. We understand the changes in cost that impact you. The costs are changing due to the COVID-19 ongoing situation, but we still have the best plan available for you and it allows the staff the opportunity to select their medical coverage. We will continue to look for the best options for all of you.

### 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.](#)

### 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 report.



### Vacation Requests during the CV19 Telework Period in 2021

It is important for the staff to continue to look forward with planning and vacation leave commitments. Several staff members are carrying large amounts of vacation hours. We would prefer to not start directing staff to take vacation. Please be proactive and plan ahead with the vacation. It is important to our contract and our commitment to the client. 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. 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 arrange 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.

### Allowable Vacation and Sick Leave

As of 1 January, we are on a new calendar year which means that your sick leave has reset to 56 hours. Sick leave hours do not carry over to the new calendar year. This is also true for your healthcare. Everything is new after the open season time that just occurred earlier this year. Due to 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 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.

Contract Year	Calendar Year	Allowable Carry Over to Next Year*
<del>1</del>	<del>2019</del>	<del>40</del>
<del>2</del>	<del>2020</del>	<del>24</del>
3	2021	16
4	2022	8
5	2023	0

### Differences in Pay Stubs/Vacation

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 tracking 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. 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 basis 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.

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



### Distribution of 2020 W2s

Reminder that 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

### CeleraPro Handbook

We will be reviewing the latest version of Employee Handbook to identify any guidance that may need to be updated. This will happen over the next couple of months. The handbook is available to each staff member and can be found on the CeleraPro website. [One of the new items for the handbook will be the automated timecard process and expectations.](#)

The handbook is the official reference describing CeleraPro policies and procedures, which occasionally get updated. Understanding the policies described, and agreement that those policies and procedures will be followed is required. The handbook is available online at CeleraPro.com under the employee resources tab and “SCA Employee Benefits Information.” The handbook also provides explanation of 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.

### 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 CeleraPro to designate a portion of company contribution to employee 401k accounts. For most staff, this is already being done. After applying the 2021 minimum contribution of \$40/per pay period to the 401k, funds are then applied directly to each employee’s personally selected medical benefits (including dental, vision, and selected optional insurance). For staff that also wish to cover other family members additional funds may be deducted from payroll to cover 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 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 each of 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.

### **Kudo Collection Process**

With the next GSA OAS contract competition coming up in the next 24 months, it has become increasingly important for CeleraPro to collect kudos (a.k.a. commendations, awards, and "ataboys") to demonstrate the excellence with which we conduct our work. CeleraPro leadership needs to be aware of special work, compliments for personal efforts, and formal congratulations for your support. We will be sharing this information with the COR.

Last month we introduced you to a new internal process called the Kudo Collection Process (KCP). We believe this is a positive and fun approach to tracking information about your performance. We have received several instances of kudos to the staff in the last month. If your GTM or other source makes the effort to thank you for your efforts, let us know. We encourage staff to continue to develop close relationships with their GTMs and other government staff connected with the agency. If you receive a compliment verbally from your customer, or in a text 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.

### **Past CeleraPro Accomplishments**

The following information is provided to give you better insight about the accomplishments we have provided in coordination with GSA Management. This is important in letting them better understand your achievements. This information will be coordinated on a quarterly basis.

Many of our prior accomplishments include institution of a process that is applied continuously (e.g., promoting from within), or the development of a tool that improves contract performance (e.g., SOPs).

1. CeleraPro took possession of the contract responsibility in January of 2019. Startup and staffing challenges during government shutdown in 2019 were immediately addressed including hiring,
2. CeleraPro had to react rapidly to mitigate impact on staffing when we lost 6 staff members that took employment at the GSA during a two-to-three-month period.
3. CeleraPro modified its approach to staffing changes by promoting staff from within to for more senior openings, which provides opportunities for current staff member to grow within their support to GSA.
4. Actively engaged with COR about ongoing activities, issues, resolution-focused including:
  - a. Initiating interaction with the COR on any issues, concerns, and new requests from GTMs.
  - b. Proactively responding to staffing changes, new tasks originating from GTMs or COR, and building professional relationships
  - c. Quickly making changes in staffing and/or responsibilities that exceed GTM requirements.
5. CeleraPro performs an internal quality assessment on invoices prior to submission to ensure they are accurate and delivered on time to meet contractual commitments for accounting responsibility.
6. CeleraPro has established internal processes that provide continuous tracking and monitoring of the Department of Labor wage determinations and alerts GSA of changes so the government can plan accordingly on wage change implications that may require contract modification for ensuring Cost Control measures are followed.
7. CeleraPro's took the initiative to document the processes and resources through the development of 400+ Standard Operating Procedures (SOPs) required of each staff member to perform their tasks. This forward thinking has continued to pay dividends at no cost to the government. Benefits include:
  - a. Delivery of 400+ SOPs to provide continuity of delivery and provide for



transition out planning by the GSA upon end of contract.

- b. When staff vacancies occur due to sickness or resignation, new hires come up to speed in much less time than if the documented processes (SOPs) did not exist.
  - c. If GTMs have an issue with their support, we have been rapid to respond and remedy the situation by either supplying new resources or modifying the processes as documented.
  - d. SOPs are used to expedite fill-ins or get new staff up to speed when a replacement is required.
  - e. SOPs are living documents that are updated as tasks are refined.
8. Streamlining the process for reporting activities to both the COR and the staff by use of our Monthly Status Report to the COR and the Monthly Memorandum to the staff.
9. Development and implementation of our standardized performance review process for each staff member through a combination of PM observance and GTM feedback to ensure optimum service delivery to GSA.
10. CeleraPro proactively recruits and interviews potential staffing candidates in order to keep a pool of talent in reserve at no cost to the government to ensure that should a vacancy occur for any reason, a highly qualified candidate is provided immediately, and the position can be restored to the high standard support we constantly strive to provide GSA.
11. Monthly focus on performance through specific guidance and coordination including:
- a. Current staff performance, issue resolution, development plans to move forward.
  - b. Interactive review and staff performance that is shared with the COR when appropriate.
  - c. process, and actively requesting help from the COR when necessary.
  - d. Immediate notification to COR of special awards for the staff, recognition of performance notifications, and special

requests for support from the GSA leadership

- e. Developed ongoing rating system of the staff based on feedback from GSA client, internal management assessment, and possible workforce feedback according to the situation.
12. Effective reaction, staffing and continued support for the COVID-19 impact on staff ensuring continued coverage to meet the expectations of the client including:
- a. Staff guidance and coordination to work from home instead of the office.
  - b. Availability guidance and direction to make sure client is getting support needed.
  - c. Coordination to ensure the staff had the right computer and communications available to provide the necessary support from home.
  - d. Constant coordination and direction from CeleraPro management on performance, deliverables, etc. provided to the client.
  - e. Recommendations and coordination of concepts and ideas for new approaches that make process more effective.

### 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.

- o Telework is an exception and is not approved without a substantive reason (e.g., sick child).
- o Telework must be approved.
- o Telework is permitted during inclement weather following OPM closure guidelines.
  - o This is allowed only if the employee has a laptop and can work remotely.
  - o If approved, telework is permitted one day at a time with program manager and COR approval in advance.
- o Staff that do not report to work at the customer site and attempt to use.
- o 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 **good marks**. **We want to increase that assessment as we move forward.** 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 2020 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:

- o 8 weeks to care for a new child (birth and/or adoption)
- o 6 weeks to care for a family member with a serious health condition.
- o 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 has never been a 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. With the use of the new automated timecard process, you will be submitting only on payroll dates (15<sup>th</sup> and end of month). 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 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>.

### 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 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 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**

Remember that we need to be smart and keep internal CeleraPro information away from the workplace. Speaking to anyone 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.

### **Three-Day Coverage Guidance**

The contract permits you to be absent for up to three days without coverage for your position is required. Unless your specific GTM makes a specific request otherwise or gives you guidance, then management will provide a replacement from within the CeleraPro 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.

### **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.

### CeleraPro Headquarters

Most of the staff have never been to the CeleraPro Headquarters office in Reston where Remo, Michelle, Ron, and others spend much of their time. Staff are always welcome to drop in on the team if they have the opportunity.

