

Overview

CeleraPro's flagship contract, GSA Administrative Support, is now performing in Option Year 2. We have submitted a proposal to NASA for similar work in Huntsville, AL, and are on a team as a sub on a technical proposal to DISA. The back office has been working diligently on several fronts including submitting a proposal for GSA's MAS contract vehicle and finalizing its ISO 9001:2015 certification; both should be completed in March.

CeleraPro has hired new back office staff to support quality certifications. Ms. Mamta Agarwal will be leading the effort to complete ISO 9000 certification and lead CeleraPro through both CMMC and CMI certifications. Dr. Brenda Collins will be joining CeleraPro in mid-March to be our lead proposal and grant writer in support of the CeleraPro Growth Office led by Ron Petrie.

For our GSA team, we are pleased to let you know that the clients are happy with your support. CeleraPro philosophy is to continually improve, so despite the client satisfaction, staff are encouraged to identify ways to make our client's lives easier.

With respect to security, we have several candidates in the clearance process which unfortunately is taking longer than usual. Many 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.

It is that time of year for the flu bug along with continued COVID-19 issues, so please be careful. The management team thanks all of you for your commitments through the pandemic and hopes we can have a more normal year in 2021. Since you are the frontline for CeleraPro's support to the customer, please be available to the client and our management team during workdays.

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. 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 up having to require vacation be taken at the end of the year.

Current guidance from the COR is to work from home. If there are requests to return to the work site, make sure we know about it and confirm through the COR. Please provide Chuck with information as to who gave the direction, to whom it was given, when it occurs, and is it continuous (five days/week) or partial (a few days). 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.

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 will be introducing rules for taking vacation if staff do not proactively work the vacation.

Reminder: “Kudo” Collection Process

This will become an increasingly important process for CeleraPro. We want 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 that management which will actively be reviewing and tracking performance, 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).

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.

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 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.

Staff Member Highlight

This month we would like to introduce **Gail Colter**. When she started contracting with GSA, she was Gail Harrison. Gail changed her name in April 2014 when she got married. Gail has been contracting with GSA since September 2009. One of the first people she met at GSA was Helena Montfort. They did not work in the same branch but she worked for a division under the main branch. She likes to give Helena credit because she was her go-to person whenever she needed help.

Gail moved around within GSA on different tasks and it has been a good experience that has kept her working for the last 11 years. After five years working in the division there was some shuffling of employees and she was moved to one of the service centers at several locations. The Cohen/Switzer site was where she was until she was given the opportunity to move to 1800 F St. where she is currently working for the Concessions Branch.

Prior to working as a contractor, she worked for two different office suite companies at different times that provided basic office services, telephone answering, and conference centers to their in-house and virtual clients. They have several suites in Maryland, DC, Virginia and worldwide. Before she left, they had eventually merged.

Gail grew up in Laurel, Maryland with five brothers and four sisters. She was number seven. Her parents and three of her brothers have since passed away but she was thankful to have a close-knit family that continues today. Every holiday her family would gather and have a good time with everyone making their favorite dish to contribute to the picnic or dinner depending what time of the year it was. She misses the time

together since the pandemic hit. She has one son who is grown and "out of her hair" as she happily states. Gail's son is not married, and she has no grandchildren yet, but still hoping.

Since getting married five years ago, she took a two-week vacation with her husband on a road trip down South to his home in South Carolina. They went from city to city visiting his family. They found several antique and thrift stores along the way and brought back interesting items that they still have. They also got a chance to visit his son and family in North Carolina while returning to DC. It was special for them to visit her husband's first granddaughter.

Things that she likes to do: Spend time with family, decorate her home, thrift store shopping for old stuff and reading. She belongs to a church foundation that is helping to keep her grounded during this COVID-19 period. She prays that everyone stays safe. If she had the opportunity to give advice from her experiences, she would say "never burn your bridges". You never know when you might work with someone again.

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. Let CeleraPro management know if you are being tasked to go into office so that we can coordinate internally and with the COR. LaKeya is aware of the many demands and any tasking to report to the worksites right now are something she wants to be aware of immediately. Make sure that you are always responsive and available to your GTM during the normal work hours. Chuck reaches out to staff during the day, so keep him aware of your status if you are away from the phone or computer for a while. 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

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.

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 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.

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 guidance will help you identify if new customer direction could result in a potential promotion.

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.

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 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.**

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. If you have any questions or concerns about the W2s, please let us know right away. Since we have not heard for staff, we assume that everyone was able to access their data.

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

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.

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.

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.

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 **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:

- 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 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. 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.