

Overview

We are awaiting award on a 70-person NASA administrative support contract in Huntsville, AL. We are currently writing a proposal for the Department of Interior for Administrative Support in Reston, Lakewood, Co., and Sacramento, CA.

We are a sub to LightGrid on a DISA opportunity, and we are about to submit our GSA Multiple Award Schedule (MAS) proposal. In addition, we are in pursuit of administrative support work in Boston and Puerto Rico. CeleraPro is a sub to an incumbent on a National Geospatial Agency (NGA) IDIQ bid and we are on a National Institute of Health (NIH) IDIQ bid called CIO-SP4.

CeleraPro continues to find opportunities to grow. In addition, we are hiring more staff to address our growing needs both on the tasks and in the back office. We are looking for staff that can provide experience with accreditation in the quality performance areas of ISO 9001:2015, NIST 800-171, CMMI Services Level 3, and CMMC Level 3.

As mentioned last month, we have hired a new staff member to support a specific role for Grants and Proposal Writer to pursue funding for Internal Research & Development (IR&D) in the areas of Biometrics and Biosensors and support proposal activities.

For your information, as we add staff and our insurance pool grows, costs will decrease as well. We will be able to obtain reduced premiums for our health insurance and lower fees on our 401k advisory services. These are all positive events for our growing company.

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 will be looking for new opportunities. We appreciate the efforts by the staff while we were testing this system.

For our GSA team, we are pleased to let you know that the clients are happy with your support. They have already approved our next year of support that will start in January 2022. We have requested feedback from the staff on their COVID-19 remote work guidance. CeleraPro philosophy is to continually improve, despite the situation, so this is important to us and the client.

As a reminder in 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.

It is that time of year for the flu bug along with continued COVID-19 issues, so please be careful. Several of you have asked whether you need to get the vaccine. The answer is emphatically yes. 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.

As we continually reminded you last year, we need you to **take vacation time**. We monitor your vacations hours carefully so that there is no impact on our clients. We do not want to be forced to require that vacation days be taken. 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 is to continue 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).

New CeleraPro Staff

Please welcome our newest CeleraPro Staff Members:

- Ms. Mamta Agarwal, our Quality Process Subject Matter Expert,
- Ms. Quanique Beasley who is now onboard Fulltime working with Jose in support of the Education Group, and
- Ms. Hermione Corbett who is supporting the efforts replacing Jasmyne Robertson who has moved to a new job.

Automated Timecard Implementation

As mentioned earlier, Hour Timesheet has been cancelled as of April 16th. Unfortunately, there were errors in the system and problems with software glitches that would not provide the needed information. Everyone has been directed to go back to manual timecards starting April 16th. We are back to following process:

- 1) Timecards are due twice per month on the 15th and the last day of month for pay period,
- 2) If the 15th 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.

Vacation Planning for 2021

Even though we are in a new calendar year, we need everyone to once again, be diligent in continually using vacation time. We need each of you to 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. 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. If all staff do not proactively take vacation time by the end of the first April pay period, we may need to introduce rules to assure compliance.

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. 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.

Special Kudos to Staff Members

This is part of the job that we enjoy. Marlo Thomas recently received a commendation and thanks for her GTM for efforts in support of a special project over the last three years. We are very proud of Marlo’s efforts and commitment to the project and the subsequential success of the project. This is the kind of news that we are thrilled to receive from the client. Marlo sets a standard for the rest of the staff. Congratulations!!

In addition, Tamika Stewart has been complimented for her support and commitment to her customer. Her willingness to offer additional focused support above and beyond to the customer is commendable.

Marlo and Tamika set the standard for the rest of the staff. Make sure to let us know if you have been asked to provide additional support. Congratulations!!

Remote Work Feedback

Reminder, we have sent out a questionnaire for feedback on how you are doing during the remote work environment. Many have already responded. 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 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 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. The latest versions of the SOPs need to be reviewed and amended to describe what accommodations are required for remote work. Several staff have already identified changing roles per remote operations. Please update and provide the updated to 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. We all need to treat these documents as living guidance. We need to keep this accurate in the SOPs.

Ongoing CeleraPro Accomplishments

In March, this memorandum included 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 continually identify and share accomplishments by the staff when they go above and beyond

expectations. The accomplishment list will be kept in this document under Recurring Messages for reference. We want to remind everyone and share the major impact you are having on the client and the benefits to CeleraPro. Please identify any accomplishments that you have provided that go above your normal efforts.

Staff Member Highlight

We would like to introduce you to *Jerusalem Haile* this month. She was born in Ethiopia where she spent most of her teenage years. She comes from a family of seven.

Jerusalem was raised by two strong parents. They instilled in her most of the valuable lessons she lives by to this day. Values such as being grateful for God's provisions, respecting elders, praying for guidance, the importance of hard work, knowing who she is and being proud of who she is, helping the unfortunate, how to be considerate of other people's feelings, and many more.



She lived and studied in India for few years, where she received a BA degree in Psychology and a MA degree in Personnel Management. Since her parents traveled for work, Jerusalem had the opportunity to live in the middle east, Asia, and other African countries apart from where she was born. She had a colorful life because of what her parents made happen for Jerusalem and her siblings. She will always be grateful for that. In fact, her parents raised the bar

so high that she is still looking up trying to follow their footsteps. She loved the various types of cuisine, music, arts, and traditions she shared with so many wonderful people that she met in those countries. Jerusalem learned a lot from these encounters. Most of all she learned how as human beings we have a lot in common although raised in different cultures.

Coming to America was not an easy decision since she had close ties with her parents and siblings. It was hard to separate herself from them, but after lots and lots of tears, she made the decision to come here. Since arriving, life has been challenging and interesting at the same time.

She started working at GSA in 2001. Since then, Jerusalem has worked under several contracting agencies such as Kinoo, JPS, ABMSI and now CeleraPro. During these many years she worked under five different supervisors. Her first assignment was at the Property Management Division (now called Office of Design and Construction, ODC). She learned a lot about GSA and gained a lot of work experience during her years in ODC. She is grateful for the opportunity she was given during that time. While in ODC, she went back to school and received a MA in Business Administration (concentration in Finance) degree to acquire more knowledge. She has met a lot of good people in ODC who she still considers good friends and colleges. She is grateful for that as well.

Her current position is at the Office of Facilities Management (OFM), Jerusalem works with a group of building managers who manage multiple buildings located in Washington DC, Maryland, and Virginia. She enjoys working with them because every day brings new tasks and new opportunities to learn and grow.

Some of the things she personally enjoys doing include decorating, painting, traveling, watching movies (especially classic movies) and spending time with family and friends.

In closing, Jerusalem would like to share a couple of thoughts her mother always insists that she remember.

“When someone hurts you, try to let go and move on with your life because the lesson is more valuable to carry forward than the hurt” and “Treat everyone equally whether they’re rich or poor”.

Her final thought is that she hopes everyone’s dreams come true.

CeleraPro Headquarters

Most of the staff have never been to the CeleraPro Headquarters office in Reston where Remo, Michelle, Ron, Mamta and others spend much of their time. They are constantly updating the environment. I am leaving these photos so that you can take another look.



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. 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 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.

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*
1	2019	40
2	2020	24
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.

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 appraised 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:

- 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 <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 (15th 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 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 with 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.