

### **Ongoing Business at CeleraPro**

We have entered the new fiscal year on both our GSA and NASA contracts. Operations are going well, but we are still Performing remotely. All indications suggest that personnel will be back to working on-site at the beginning of the new calendar year. GSA leadership will most likely wait until January 2022 before planning a return to the offices. All staff need to be prepared for the transition back to on-site support. We have made formal requests out to all staff members on their status concerning vaccines. This is driven by specific requirements from both the GSA and NASA government to report status of government and contractor staff. Keith at NASA and Jamika at GSA are the points of contact if you have not yet provided proof of your required vaccine, which will be required to return to work. Please make sure to be responsive to requests from Keith and Jamika. The management team is also very busy responding to possible new opportunities that include:

- CeleraPro is a sub to LightGrid on a Defense Information Systems Agency (DISA) opportunity called TRI-GSM.
- CeleraPro has submitted its GSA Multiple Award Schedule (MAS) proposal.
- CeleraPro is a sub to an incumbent on a National Geospatial Agency (NGA) IDIQ bid.
- CeleraPro is on a National Institute of Health (NIH) IDIQ bid called CIO-SP4.
- CeleraPro is awaiting news on our USGS Prime proposal submission, expecting an award in October.

CeleraPro is continually seeking opportunities through colleagues, relationships, and posted solicitations to order to grow and build company capabilities and improve employee benefits.

In addition, CeleraPro continues to hire highly qualified staff to address our growing needs both on the tasks and in the back office.

As we add staff, our medical insurance pool grows so that costs may decrease during a future open benefits season. We may be able to obtain reduced premiums for our health insurance and possibly lower fees on our 401k advisory services.

New handbooks for Exempt and Non-Exempt will be going out as soon as final updates are included. Each employee will be expected to sign a form on the last page and return it to either Keith at NASA or Jamika at GSA. Lots of new information and guidance will be included for your review.

The last pages of this Monthly Memorandum (the “Blue Pages”) are references to company policies and processes.

### **Ongoing Business at GSA**

We have received good feedback from the customer at GSA and are proud of our ongoing commitment by our staff while working remotely. We have received high marks on the performance of the team and continue to encourage each member of CeleraPro to continue to provide the outstanding support to the client. Over the next month, we will be providing performance reviews based both on feedback from the client and internal management feedback. We look forward to sharing this information and applying it to find ways to become more efficient in the spirit of continuous improvement.

### **NASA MSFC Staff Moving Forward**

Our NASA CASS II contract is in Huntsville, AL at the Marshall Space Flight Center (MSFC) is running smoothly. We have been impressed with the staff when we have had the opportunity to talk or meet you and are very pleased that you are now a part of the overall CeleraPro family. This contract demands a strong relationship

between the PM and staff and your PM Keith has reported many times of the positive interactions with each of you, as well as a positive impact the COR is having in helping get the contract moving forward. September has continued to be a busy transition period for the contract. The leadership team has worked with the staff to help integrate their efforts into the overall CeleraPro operations including deliverables, working with the staff through integration, and addressing a few changes to prior routines.

As a reminder, Team CeleraPro includes teammates LightGrid LLC and Quadrus Corporation, with CeleraPro as the contract prime. Stay in touch with Keith if there are any issues that need to be addressed. Always keep him aware of any vacation or sick leave requests as soon as possible.

### **Paychex Conversion**

As part of our continued growth, we are adding processes to automate and facilitate repetitive functions. We are now fully operating on payroll and timecards in the automated process call Paychex. Most important to this new process – timecards should be filled out and SUBMITTED every day of the week. On each Friday, the online timecards should be SUBMITTED and APPROVED. This is the same process every week.

In addition, we have made a major change in our payroll process. **We have moved to a bi-weekly schedule for payroll.** This means that each member of the staff will receive a paycheck every other Friday and that Paychex Flex timecards will cover a two-week period. This reduces concern about paycheck submittal in the middle of the week and consistent payments every other Friday. Make sure to read and understand the guidance that has been sent to each of you. Make every effort to submit your

timecard entries every day. Do not be lax about your submittals.

### **Customer Feedback**

For our GSA and NASA teams, we are pleased to let you know that the clients are happy with your support. They have already approved our next year of support for GSA that will start in January 2022. We are learning more about the NASA client as we move along. Make sure we are all trying to exceed the expectations of the clients.

### **COVID-19 Staff Feedback**

We continue to request feedback from the staff on their COVID-19 remote work guidance. Make sure you are responding to requests about vaccine status as the NASA and GSA clients are keeping track of the information. CeleraPro philosophy is to continually improve, despite the situation, so feedback is important to CeleraPro and the client. The changing environment dealing with the COVID-19 impact requires continued vigilance to maintain health and safety. If you are asked to come to the office, let us know so that we can coordinate with our COR.

Remember that 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 an emphatic yes. All CeleraPro employees must get the vaccine and please be aware that GSA and NASA are requiring contractors to be fully vaccinated and complete a verification form prior to returning to site. Any remaining unvaccinated employees will be placed on unpaid leave.

### **GSA Security Requests**

As a reminder with respect to GSA security, we have everyone cleared to support tasking on the OAS contract. There are some staff changes

occurring over the next few weeks, so make yourself available if needed to cover or back-up staff. Several of you have received requests for updated fingerprints and / or other updates for your badges. It is important that you take care of these requests right away and coordinate your actions with Chuck and Jamika.

### **Remote Operations**

Current guidance from both the GSA COR and NASA COR is to continue working from home for now. 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 and Jamika (for GSA) or Keith (for NASA) with information as to who gave the direction, to whom it was given, when it occurs, and whether it is continuous (5 days/week) or partial.

The GSA customer has provided updated guidance for potential future return to work that impacts the October timeframe options and formal guidance for January 2022. Latest guidance at GSA has changed for the return option for October 2021. GSA leadership has cancelled that date but the return in January 2022 is still planned. Currently at NASA it looks like a possible return in January 2022. We will provide more guidance as we learn more. A few staff have been asked to come in for a day or two; please keep us aware of those requests.

### **Staff Changes**

Tonee McCarden has unfortunately left the GSA CeleraPro team for a new opportunity. We wish her the best. We are currently working several staff moves to new tasks. Those changes will occur over the next few weeks. Some roles have changed at certain sites, but some are still being worked with the COR. Michelle McCloud has been hired and her paperwork is in process right now. We will have several options with her once her clearance is completed. For those who work in the same

service center and have helped Tonee's customer in the past, please make yourself available to cover the task. In addition, Michelle Hester has joined the CeleraPro as the Contracts Manager. She is already having positive impact. We look forward to her bringing special talent to the team.

### **Vacation Planning for 2021**

Despite working from home, we need everyone to be diligent in continually using vacation time. Next month starts the last quarter of the calendar year and we need to be very diligent about our vacation hours. GSA staff can carry over 16 hours to next year. NASA staff can carry over 40. The rest will be lost if you do not use it. We cannot payout for excess vacation hours. This is your responsibility so please stay on top of it. Sick leave is specifically for staff or their dependents that are sick or need to go to doctor's appointments. It is not additional vacation time. We monitor your vacations hours carefully so that there is no impact to our clients. We do not want to be forced to require that vacation days be taken and urge you to be proactive in taking days off. If all staff do not proactively take vacation time, we will have to start directing vacation time to ensure compliance. Please make this a priority. The impacts of accruing a large vacation balance have the following impacts:

- Impact to customers if abundance of accrued vacation is taken by many staff members simultaneously causing impact to mission
- Impact to staff when vacations cannot be approved due to abundance of requests during the holidays or summer months.
- Impact to CeleraPro if we cannot provide sufficient fill-ins due to too many staff using large amounts of accrued vacation

To avoid these impacts, please request vacation time for approval early through Chuck / Jamika for GSA and Keith for NASA. Always CC Michelle B. on vacation requests.

### **Kudo Compliments to Staff Member**

Special compliments to Evangeline Hill for her efforts to assist and support an additional need from the Triangle Director. Her efforts demonstrate the best of what we expect and desire from each of staff. Much thanks and congratulations for her positive and effective efforts. We are thrilled when our staff get this type of message from the client. Evangeline – keep up the great work!!

### **Kudo Collection Process**

We want to continue to remind you of the importance of the kudos many of you get from your customers. The next contract competition is right around the corner, and the kudos you receive could result in helping to win that competition. It is important for CeleraPro staff to keep track of 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. We recently introduced the Kudo Collection Process (KCP) and have received several instances of kudos given to the staff in the last month. If your customer 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 customers 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.

### **SOP Updates/Remote Work**

For our GSA team, please continually update your SOPs to include any new tasks or function resulting from 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 identified changing roles resulting from remote operations. 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. All updates to SOPs will be due by the end of October 2021.

### **NASA Task Tracking**

For our NASA team, we have requested each of you to start tracking activities, tasks, and deliverables that you provide. This is not your job statement, but rather the full list of all tasks, big or small. Please identify your activities over the next month so that we can identify all the function you perform.



This is for your benefit and provides the management team with further insight into what you provide to the customer.

### **Staff Member Highlight**

This month we would like to introduce you to Keith Despain from our NASA contract. He is the CASS-II Program Manager for the Team CeleraPro contract at the NASA Marshall Space Flight Center for Administrative Support Services, in Huntsville, AL. Keith was a career United States Army Officer who retired after 29 years. He began his Army career enlisting in the Army Reserve, then earned a direct commission and entered active duty. Keith served in roles as Commander,

Executive Officer, Operations Center Manager and Personnel Manager. He held ranks from Private First Class through Lieutenant Colonel. Keith deployed to Saudi Arabia, as a Casualty Officer during the Gulf War, Kuwait, as an Operations Center Manager, and Qatar, as the Installation Executive Officer. He also mixed in a little fun by going to Airborne School when he was 48. In his final assignment, he was selected to be the Contractor's Officer Representative, at Ft. Leavenworth, on a Booz Allen Hamilton contract working on the Army's Human Dimension Project.

Keith came to CeleraPro after being a Business Analyst for Accenture on the Texas Medicaid Project. He was the Long-Term Care Representative for the 5000 Texas Medicaid Providers. He assisted with enrollment, training and claims processing for the Providers and their Medicaid clients.

Keith graduated from Purdue University, with a Bachelor of Science degree in Management, and the University of Houston, with a Master of Business Administration degree.

Keith is a big fan of anything fried such as fried chicken and chicken-fried steak, and anything cajun such as shrimp creole and crawfish etouffee. He is a big sports fan and has been a runner since high school. He is a lifelong St. Louis Cardinals and Dallas Cowboys fan. Keith likes classic movies such as anything with Humphrey Bogart, but he runs from Dateline, 48 Hours and 20/20 investigation shows.

He is married and lives in a Huntsville, AL HUBZone. Keith has been married to his wife, Tonya, for 34 years and they have 2 sons and 3 granddaughters. The granddaughters are the reasons they moved back to Alabama from Texas.

### **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. We will try to keep you aware of possible opportunities in all regions where CeleraPro has a presence.

CeleraPro continues to review staff performance and identify staff that demonstrate high quality performance 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 Task Availability**

Our GSA and NASA clients have 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 customer during normal work hours. Keep us aware of your status including if you are going to be away from the phone or computer for a while. It is important that your client can always reach you. Remember that you should always be available by phone during the workday for calls from the client or CeleraPro management. It is important that the client knows you are available to support their needs from home.

### **Recurring Content**

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. 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.

**CeleraPro Headquarters**

Most of the staff have never been to the CeleraPro Headquarters office in Reston where Remo, Michelle, Ron, Chuck, Gaby, and others spend much of their time. They are constantly updating the environment. These photos are posted so that you can be familiar with “CeleraPro Central.”



**Staff Commitment**

Please remember that our focused commitment to our customers, being on-time, providing the needed support, being a team player, and supporting your staff teammates will continue to be our top priorities. It is important as the work environment changes and is impacted by the virus and other actions that we continue to provide support of the highest value.

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

It is important for all personnel to continue to plan ahead for vacation and leave commitments. Continuing to carry a large vacation hour balance creates risk for the customer, for CeleraPro and for yourself. The customer has potential risk if all staff save their vacation while working from home and then the

Government buildings re-open, start taking off for long periods. We don’t have sufficient back-up to cover large numbers of staff taking off for three or more days all at the same time. The Customer Mission would be impacted, CeleraPro would be impacted by not performing in a satisfactory manner, and staff will be impacted because vacation may not be approved and could be lost if not taken before the start of the new year. Please be proactive and plan ahead with the vacation. It is important to our contract and our commitment to the client.

**Vacation time must be approved in advance**

**For GSA staff:** To request a partial day or single day of vacation, please give Chuck, Michelle, and Jamika (jamika.patterson@gsa.gov), at least 24 hours’ notice unless there is an emergency. Please think ahead to meet this notification time frame. 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. And for greater than five days, please provide at least 30 days’ notice. Remember that many of you carried over hours into 2021, so the number of hours that you need to use may be greater than usual.

**For NASA staff:** To request a partial day or single day of vacation, please give Keith 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 3rd 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 days off, please provide at least 48 hours' notice. For 3-4 days off, we require one week notice in advance to arrange for fill-ins. And for greater than four days, please provide at least 30 days' notice.

### **Vacation and Sick Leave Carryover**

Every new calendar year, all SCA staff receive 56 hours of sick leave, which do not carry over to the next calendar year.

On January 1, all CeleraPro staff begin accruing vacation (SCA) or PTO (Exempt). The department of labor designates hours of vacation based on years of seniority for SCA staff for each state or region. Please see the employee handbook for the numbers of days per year and hours per pay period based on seniority and employee type.

A portion of accrued vacation and PTO may be carried over into the following calendar year with Program Manager approval. Please see the employee handbook for details.

### **CeleraPro Handbook**

As referenced earlier in this memorandum, the updated CeleraPro Employee Handbook(s) for Exempt and Non-Exempt 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 also provides explanation of benefits from United Healthcare and from Voya.

### **DC Metro SmarTrip**

CeleraPro provides a transportation benefit to DC staff through DC's Metro SmarTrip. The 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 have stopped 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. Please reach out to Chuck, Jamika, or Michelle with questions.

### **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.

### **Retirement Benefits Policy**

The CeleraPro retirement 401k plan includes 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 the SCA staff, the minimum contribution of \$40/per pay period is contributed directly from CeleraPro to each SCA employee's 401k account. Remaining H&W funds are used to pay monthly health insurance premium to cover the cost of medical, 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 staff that medical waive coverage can have the entire H&W account applied to their 401k (other alternative coverage must be demonstrated).

H&W is not provided to employees on a cash basis as this would impact ERISA 401k

requirements. 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 SCA 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 all staff needs.

### **Medical Coverage**

Business Benefits Group (BBG) is the company that handles our medical, vision, dental, and employee insurance accounts. If these benefit premiums exceed the H&W funds (for SCA) or the monthly allowance (for Exempts), the remaining premium is paid through employee payroll deduction. If you have any questions, you can reach BBG at (703) 385-7200.

### **Telework**

The CeleraPro Telework from home Policy for the staff is Temporarily modified during the Corona Virus Pandemic Period. Telework (Working from Home) is not a normal approved action for the staff, but during 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. Also, it is important to note that Remote work is approved for staff (for both GSA and NASA contracts) to work at home, not from a location other than home. This means that Telework / Remote work cannot be

performed periodically during a vacation or trip away from home.

Please keep management aware of any questions, requests, or expectations by your customer for work on the Government site. It is important that you remain online during the day to support your customer. Some contractors (not CeleraPro) have abused the telework policy. We want to make sure CeleraPro staff are fully aware of the company policy for telework under normal (non-pandemic) conditions: 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.

Under normal conditions, CeleraPro's contracts require 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 customer 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 and may receive a verbal warning.

### **Paid Family Leave (DC Only)**

Specific to DC, 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. 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 continually updated and submitted on time. Reminder that timecard entries are submitted daily and that timecards are submitted and approved by you weekly. Also note that the timecard system is checked daily to confirm that all staff members are submitting their time accurately.

### **LWOP Guidance**

This is the ongoing reminder that LWOP is only available through prior approval from Chuck or Jamika (for GSA), and by Keith (for NSA). 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. LWOP can only be used after sick leave and vacation options have been exhausted.

### **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 as long as they are employed by CeleraPro.

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 exercise of contract option years.

### **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, Jamika (for GSA staff) or Keith and Chuck (for NASA staff). Dr. Perini also has an "open door" policy and will discuss any concerns with staff members as time allows.

### **Primary/Back-up Matrix**

CeleraPro maintains a matrix of fill-in roles based on customer needs. Per our GSA and NASA contracts, Fill-ins CAN NOT be government or other non-CeleraPro contractors unless approved by the COR and PM.

All staff are required to help support operational needs in other offices if directed to do so by the PM. Our approach is to provide fill-in coverage only one day at a time. This would nominally occur on a Tuesday and Thursday, which should result in minimal impact to your current position. Our approach is consistent with the agreements with the contract COR. Please give as much notice as possible for all absences. CeleraPro needs to provide all customers with the best coverage possible. Every team member is expected to provide fill-in support when needed.



# CeleraPro

*Integrity, Insight, Innovation*

## Monthly Memorandum

October 2021

### **Thank You**

CeleraPro is more than just a business name. It is a collection of outstanding individuals that work hard every business day to exceed the expectations of their customers. We honor your contributions and welcome your suggestions. If you have ideas for the Monthly Memorandum or would like to be in the Employee Spotlight in an upcoming edition, contact Chuck Steele at 703-975-7095.