



Ongoing Business at CeleraPro

As we have just enjoyed the Thanksgiving break and now head into the winter Holiday season, we want to thank the CeleraPro family for the strong commitment to meeting the needs of the NASA and GSA clients. All of you help CeleraPro demonstrate the positive staff and environment that our company wants to share. We appreciate that!

CeleraPro is working hard to achieve a stable state with staffing at NASA. We are currently making several moves internally to achieve and exceed requests from the NASA customer. As we get more acquainted with the NASA leadership, the battle rhythm will settle down. NASA leadership has been highly supportive as we strengthen the quality and consistency of our support.

Our GSA leadership has also been supportive while we move toward the end of year three on the contract and getting back to onsite support, planned for the beginning of the new calendar year. The vaccine status will continue to be a major issue as we get back to the onsite work. We will provide more guidance to staff concerning the vaccine requirements during December. Currently guidance from both NASA and GSA is that staff need to be vaccinated to return to work. Operations at both sites are going well and we need to continue to focus on the needs of our clients at the highest standard of performance. We want to give thanks to both staffs as they continue to excel at meeting the specialized needs of the government at GSA and NASA. All staff need to be prepared for the transition back to onsite support.

We have made formal requests to all staff members on their status concerning vaccines as the government is very direct in their expectations including the requirement from both GSA and NASA to report status of government and contractor staff. Keith at NASA and Jamika at GSA both continue to be our points of contact. If you have not yet provided proof of your

required vaccine, please provide the necessary proof to Keith and Jamika so that we can provide that information to the government. This will be required to return to work. Please make sure to be responsive to requests from Keith and Jamika. **THIS IS IMPORTANT** and required by CeleraPro as well as the customer.

The management team is also very busy responding to possible new opportunities. There is high potential on our winning several of these opportunities. New contract activity tends to slow down this time of year, but notification could come at any time. This will continue to help CeleraPro grow and expand over the next year(s). As a reminder, here are the new opportunities we are tracking:

- Sub to LightGrid on a Defense Information Systems Agency (DISA) opportunity called TRI-GSM.
- GSA Multiple Award Schedule (MAS) proposal.
- Sub to an incumbent on a National Geospatial Agency (NGA) IDIQ bid.
- National Institute of Health (NIH) IDIQ bid called CIO-SP4.
- USGS Prime proposal submission, expecting an award in January.
- Teaming with a SB HUBZone prime on GSA Polaris.

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. We currently have three potential candidates in the security process at GSA to ensure available staff if needed in the future and are recruiting new candidates to fill potential positions at NASA.

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 available very soon on the CeleraPro website. Everyone will be required to review these documents and provide signed agreement. Once leadership has given the “go-ahead”, please make the effort to review these handbooks as they provide a lot of information and guidance concerning CeleraPro. Keith at NASA or Jamika at GSA will be your points of contact for any questions. 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, processes, and contacts.

Ongoing Business at GSA

We continue to get great feedback from the customer at GSA and are proud of our ongoing commitment by our staff while working remotely. This will more than likely be changing at the beginning of the new calendar year. Everyone needs to be prepared to our return to onsite work. Any guidance or direction that differs with that plan will be shared as soon as we know. The COR is very interested in how the staff are doing and has been proactive in supporting the performance of this team. She has created a supportive environment based on your commitment to GSA needs. We expect staff members on the CeleraPro team at GSA to continue their outstanding support. *In addition, we expect all GSA staff to respond to requests and coordination with Jamika. She is officially the Asst. Manager for operations. Make sure that when you reach out to Chuck for requests that she is included.* If there are conflicts or issues, let Chuck and Jamika know right away.

GSA Performance Reviews

Over the next few weeks Chuck hopefully will be providing performance reviews based on feedback from the client, personal assessments, 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.

This continuous management assessment for each staff member provides insight into each staff member’s role, relations with your GTMs, and impact on the GSA tasks. The personal assessment provides insight into your personal accomplishments. We will keep you advised of the process.

NASA MSFC Staff Moving Forward

Our NASA team continues to run smoothly. Challenges with the staffing changes occurred because the Government solicitation categorized one of the positions incorrectly, but we had 100% staffing on day one and have replaced all departing personnel with a day or less. Our ability to rapidly staff has been a tremendous benefit to the NASA client in meeting their mission needs.

Staff movement has impacted several of the staff and we appreciate your focus and commitment as we get through this initial turbulent period. Please take these moves as a positive request from the client as we get the right staff members into position that will allow them to be successful. NASA management has expressed their appreciation of the commitment of the CeleraPro staff.

Keith is available and working overtime to better get to know all staff members, their needs and interests, and provide them with an avenue to share information. NASA leadership is very aware of your commitment and impact on the government staff. We continue to be impressed with the staff when we have had the opportunity to talk or meet you and are pleased that you are now a part of the overall growing CeleraPro operational family.

As a reminder, CeleraPro is the prime on Team CeleraPro, which includes teammates Quadrus Corporation and LightGrid LLC. It is important to understand that although there are three companies supporting the tasking, we are one team supporting each other. If there are any



questions or concerns, Keith is the correct point of contact and is always available to work with you to address those issues and concerns on the contract. Make sure to use his local availability to quickly respond to customer needs or questions. Always keep him aware of any vacation or sick leave requests as soon as possible.

Paychex

This is our payroll and timecards system and is automated for your convenience. This should make your ability to track your time (a requirement) easily. Most important to this process – timecards should be filled out and submitted daily. Every Friday, the online timecards should be submitted and approved (by the staff member). It is the same process every week. If you need to take vacation or sick leave, you need to request the time through the Paychex system.

Everyone should be aware and fully engaged on our bi-weekly schedule for payroll. It is unacceptable to ignore or not do the timecards daily. We actively check the system daily to see if everyone has submitted their time. Any delays in submitting your entries can impact and cause delays in the processing of payroll specifically for you. Delays in submitting your timecard daily or submitting and approving weekly may cause a delay in the direct deposit of those not using the system correctly. Make every effort to submit your timecard entries every day. Do not get lazy about your submittals. No excuses for not turning in your timecard on time.

Customer Feedback

For both GSA and NASA teams, we are pleased to let you know that the clients are providing strong feedback on your efforts. This needs to continue to make sure we are not only meeting their needs but exceeding expectations. The GSA contract has already been extended for next calendar year. 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. For our Huntsville team, keep in mind that the NASA client is learning about CeleraPro and how we function as an organization, so please demonstrate your most outstanding support by being readily available every day to respond immediately to tasking.

COVID-19 Requirements

As we have mentioned several times before, we are required to track the vaccination status of both NASA and GSA teams. We have formal guidance from the government that we are required to obtain copies of all employee’s vaccination cards. We have to follow the rules for contract support and expect the team to follow those rules. Make sure you are responding to requests about vaccine status. This is becoming increasingly import to the government leadership. All CeleraPro current contracts are government based, so the guidance from CeleraPro is based on the guidance for continuous support to the government. The changing environment dealing with the COVID-19 impact requires continued vigilance to maintain health and safety.

At this time ALL CeleraPro staff are required to be fully vaccinated and provide evidence that they received the shot(s) to their program manager. If you have chosen to not comply with this requirement, you have made a career decision which will mean seeking work outside of the Federal Government.

If there are special circumstances, we need the request in the form of a formal message from a doctor explaining why they recommend not getting the vaccine despite the US Center for Disease Control (CDC) stating that ALL persons should get either the J&J, Pfizer, or Moderna vaccine. Even with a doctor’s note, or a religious exemption, there is no guarantee of continuing to work unless the Federal Government changes its policies. CeleraPro does not have non-Federal positions to provide an “accommodation”. GSA and NASA are requiring contractors to be fully vaccinated and complete a verification form prior



to returning to site. The Government will not allow staff to work remotely from home if they are not fully vaccinated. The government has moved the date to be fully vaccinated to Jan 4, 2022, which means the last day to meet the fully-vaxed requirement is 20 December with the J&J vaccination (time has already passed for the Pfizer or Moderna vaccinations).

Upon reaching the designated date of Jan 4, 2022, any remaining non-fully vaccinated employees (including the two week's wait time after the second dose – or first J&J dose) will be placed on unpaid leave.

The fully vaccinated requirement also applies to the upcoming CeleraPro Holiday Meeting/Celebrations for both NASA and GSA staff. Any staff members that are not fully vaccinated at the time of the meeting will not be allowed to attend. This is for the safety of all. If you do not plan on getting vaccinated or are still waiting, attendance is not permitted.

CeleraPro philosophy is to continually improve, despite the situation, so feedback is important to CeleraPro and the client. If you are asked to come to the office, let us know so that we can coordinate with our GSA or NASA CORs.

In addition, remember that it is that time of year for the flu bug along with continued COVID-19 issues, so please be careful.

Vacation and Sick Leave Hours

Everyone should be monitoring their personal vacation and sick leave hours especially as we move toward the holiday season. 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.

While NASA staff should be fine as the contract recently started, please plan ahead to make sure management is aware of your plans and planning for the necessary coverage. Notify Michelle, and Keith as soon as possible on your planning. NASA staff can carry over 40 vacation hours into 2022 which must be used in the first quarter of

2022. Concerning GSA, we need to be diligent about our vacation hours as you can only carryover 16 hours into the new calendar year. Plan well ahead of time and keep Michelle, Chuck and Jamika aware of those plans. We do not want coverage to be an issue if too many staff are taking time off.

For all, any carryover hours at the end of the year need to be used during the first quarter of the calendar year. The rest will be lost if you do not use hours exceeding the maximum. We cannot payout for excess vacation hours. This is your responsibility so please stay on top of it.

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 and Jamika for GSA and Keith for NASA. Always CC Michelle on vacation requests.



As we get further into the holiday season, we want to make you are aware of plans for Holiday



Meetings / Celebrations for the CeleraPro family. Since this is our first holiday with the NASA team, we want you to know that there will be a Mandatory Meeting / Holiday Celebration at Bravo Italian Kitchen at 401 Bridge Street NW, Huntsville AL in Huntsville on Friday, Dec 10th from 2-4pm. You should have received an invitation that you need to respond to ASAP if you haven't already. Keith, Chuck, Dr. Perini, and our Government customer will be in attendance as well as members from our LightGrid team. This meeting is mandatory and will be following guidance concerning vaccine protocol (only fully vaccinated staff may attend.). **Do not forget about the gift exchange!!! Bring a gift valued between \$10 and \$15 and staff will randomly pick gifts with the ability to steal a gift once! It's fun and there may be some high valued gifts snuck into the pile of presents!**

On Friday, Dec 17th from 2-4 pm the CeleraPro leadership will be hosting a Mandatory Meeting / Holiday Celebration in DC at the Matchbox restaurant at 521 8th Street SE, in DC for the GSA team. Our local management team will be in attendance. Again, this meeting is mandatory and will be following guidance concerning vaccine protocol (only fully vaccinated staff may attend.) **Do not forget about the gift exchange!!! Bring a gift valued between \$10 and \$15 and staff will randomly pick gifts with the ability to steal a gift once! It's fun and there may be some high valued gifts snuck into the pile of presents!**

If you haven't already, please respond to Michelle ASAP to confirm your attendance at the meeting/celebration.

These meetings are required for all staff, except anyone that is not fully vaccinated. An email with flier has been sent out with menu choices.

There will also be gift exchanges, lots of food, and an opportunity to share and meet everyone that you have not seen in a year. Again, all attendees will be fully vaccinated per CeleraPro and Government requirements.

Both meetings / celebrations will be on a Friday afternoon away from work from 2-4 pm. Please plan to make up the time so you can leave for the weekend immediately after. The CO/COR GSA/DC and CO/COR NASA/Huntsville are aware and fully support the opportunity. They have also been invited to join us at the celebrations.

GSA Security Requests

As a reminder with respect to GSA security, we have everyone cleared to support tasking on the OAS contract. Several staff have received requests to update their security files. Do not wait until due date – please take care of these requests right away. We have additional candidates in the security process. This gives us a better opportunity to cover positions if there is a change in staffing. 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/Escort Duty

Current guidance from both the GSA COR and NASA COR is to continue working from home for now. In response to this request, each of you should treat this as you would at onsite operations. You need to be available by phone and computer during the normal operational periods. CeleraPro management will reach out at times to check availability. It is important that you are available during all working hours. 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.

Latest guidance at GSA is still planned for January 2022. Currently at NASA it looks like a



possible return in January 2022 is also still the plan. 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. We have been notified that a few staff may be asked to help escort visitors at NASA. This is potentially a bigger request (especially for Foreign National coverage).

ACTION: We need ALL staff to be trained for the escort duty (about an hour of online training and badged). Please take care of this training ASAP and let us know if you have any questions. You may need to help staff from one of the subs as well. This is part of the CASS-II contract and we understand the request will mean time at the site. Please make every effort to support these requests and coordinate with Keith when directed to escort. The COR has stated that you will not need a backup on your current task when escorting and you may still have access to your files via laptop on-site via WiFi while escorting.

For staff working at each GSA and NASA site, make yourself a willing participant in covering and supporting other staff when they are out of the office on vacation or sick leave. We are a family.

Staff Changes

Michelle McCloud, Carlos Tyler, and Shantee Haynes all accepted tentative offers for positions in the future so that we can build our available staff if opportunities present themselves. They have all been submitted for clearances for the GSA contract. We hope to have several options for them once their clearances are completed.

We have potential staff changes in the works at NASA that will be resolved in the next few weeks. Please be responsive to Keith's requests for coverage and potential changes in assignments. This is extremely important as we move into full operations at NASA.

There are several position changes going on at NASA to help meet the requirements of the different areas of support. These moves are meant to benefit the governments and the staff.

Please work with Keith to make these moves efficient and effective for the government. These moves are driven by changes in requirements from the NASA government leadership. Each staff member has had discussions with Keith concerning the moves. As we add new staff, please reach out and assist them in getting up to speed. More information of this will be available in the January addition of the Monthly Memorandum.

Special Staff Kudos

Elizabeth West's NASA manager, Mike Suits, called with praise for Elizabeth. He said she has been a tremendous asset on their team and works proactively on all tasks developed.

NASA manager, David Burns, sent this praise for Miranda Cottrell, Melissa Walden, Hew Thigpen, Alicetine Long, Angel Lopez, Kimberly Michaels, Erin Love and Katrina Puryear:

We have an amazing ST team! Our Chief Engineer and Safety & Mission Assurance offices routinely go well above and beyond all expectations. This has been an incredibly busy week for them. So, please thank them if you see them walking down a virtual hallway near you. In honor of their work and accomplishments, as well as the exceptional work put in every day by all of you, I am authorizing the 59-minute rule for tomorrow, Friday, November 19th. Thank you all for everything you do!

Nancy Andrews was selected for the Director's Commendation Honor Award for 2021.

We received tremendous comments from NASA Manager, Lee Allen (EM41 Assistant Branch Chief), praising Caitlyn Towry, position EM01. Lee said Caitlyn has been very valuable in their office by monitoring staff member report submissions, rapid development of important memos and scheduling midterm evaluation discussions.



We received wonderful comments from NASA Manager, Kimberly Newton (CS40), praising Karen Arunaogun, position DE01/DA01. Kimberly said Karen coordinated adjustments to a high-profile meeting with attendees from the Chief Financial Officer's office.

GSA 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 or changes in tasking. Several staff have identified changing roles resulting from remote operations. Jamika will be reaching out to each of you to ensure these updates have occurred. Make a concerted effort to appropriately update your specific SOPs up to date for the remote work, when changes or new guidance occur on your task, or simply to revise content. All updates to SOPs will be due by the end of January 2022.

NASA Task Track/SOP Development

For our NASA team, we have previously requested each of you to complete your tracking activities, tasks, and deliverables that you provide. These lists should have been provided to Keith. If not, make sure and get them to him now. He will be reaching out to you. We are providing examples of SOPs that we want you to generate about your specific tasking. The examples are GSA type SOPs, but much of the work is the same. Each of you will formulate the content based on the format of the examples. This is not your job statement, but rather the full list of all tasks, big or small and is for your benefit. The SOPs provide the management team with insight into what you provide to the customer. This also provides the CO, COR, and PMs with insight into exactly what you are responsible for each day. First cut of the NASA SOPs will be due to Keith and Chuck by the end of February 2022.

Staff Member Highlight



This month we would like to introduce you to *Ron Petrie* who is our Growth Officer for CeleraPro. He has been with the company for 18 months and is responsible for finding

and winning new business. He has been very successful in winning our latest opportunity. Ron enjoys being part of the team that makes a positive impact on the company image and our staff's future as well. He has been a critical resource in tripling CeleraPro's total contract value to \$30 million over the past 6 months and has another \$20 million contract pending. He truly believes the future is very bright for CeleraPro.

A little about Ron - He was born and raised in a suburb of Pittsburgh, Pennsylvania along with his two older brothers. Ron went into the Air Force right out of high school and spent 4 years as a cryptographic technician. He got his first security clearance in 1963 before going to Crypto School in San Antonio Texas. By the time he was 23, he had lived and worked on three continents including 2 years in Zweibrucken, Germany, a year in Udorn, Thailand and over 2 years in Paris, France. While in Paris, he was working at the American Embassy providing secure communications to Ambassadors Averell Harriman and Cyrus Vance at the Viet Nam Peace Talks. Ron also did the secure communications at the American Embassy in Helsinki Finland in support of the Strategic Arms Limitation Talks when Gerard Smith was the chief negotiator.

While in Paris, he met his wife Carol, in the Sir Winston Churchill, a pub near the Arc de Triomphe. Carol is English and was born and raised in Coventry, the city of Lady Godiva and her famous ride. They have been married 50



years and live in Oakton, VA. They have been in their current home for almost 40 years. Ron and Carol have traveled extensively in Europe and the Caribbean Islands and joke that they have a very short bucket list of things they still want to do.

Ron has worked for big companies and small businesses over his career. Some were the top computer companies of their time like Control Data Corporation and Digital Equipment Corporation. They could not keep up with the speed of technology change in the 70's and are no longer in business. That was a life lesson that he never forgot – some people learn from change, others never recover. Later in Ron's career, he was a Principal at Booz Allen and ran the Systems Resource Center which was a fusion point for technology and business strategy for the Firm. During this period, he did commercial consulting for client companies such as American Express and Fiat Automobile in Turin, Italy.

He quit work at 30 and went back to school to complete his bachelor's degree in business at The American University in DC in 1976. He is proof that you are never too old to get an education. In the early 80's, Ron became a certified SCUBA diver and has done dives with the whales singing in Hawaii, stingrays gliding over him as he fed them in Grand Cayman, and on shipwrecks off Aruba. It is a wonderful sport when practiced safely and you get to see sea life that less than one percent of the population of the planet has experienced.

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 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.

CeleraPro Headquarters

Most of the staff have never been to the CeleraPro Headquarters office in Reston where Remo, Ron, Chuck, Michelle, Eugene, Gabi, 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. This directly impacts our GSA team at this time (the NASA team can carry over more hours this year and have just started within the last month or so). Next calendar year it will be an important item to track for both GSA and NASA. 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 do not 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.

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.



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 “ataboys”) to demonstrate the excellence with which we conduct our work. CeleraPro leadership needs to be aware of special work, compliments for personal efforts, and formal congratulations for your support. We will be sharing this information with the COR. 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.

CeleraPro Handbook

As referenced earlier in this memorandum, the updated CeleraPro Employee Handbook(s) for Exempt and Non-Exempt will be available soon 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 for the any staff 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.

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. 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 or your PM at GSA or NASA.