

# ANNUAL LETTER

# 2022



*Serve Our Customers To Protect The Health And Security of Our Nation*



## **ANNUAL STAKEHOLDER LETTER**

We hope everyone had a healthy and happy 2022 and enjoyed some time to relax and enjoy family and friends through the Holiday season! This year was another great performance for GAP Solutions and TPGS, filled with opportunities to celebrate our individual and collective successes across the company. In 2021, we had tremendous, broad-based growth, with new awards and opportunities to expand our services to the federal Government. In 2022, we focused on engagement as the opportunity to travel and visit with employees, customers and partners became more engaged as we postured for the new/next normal. It was an incredible year...thank you for all you have done to Support Our Customers To Promote And Protect The Health And Security Of Our Nation!

### ***A Review Of 2022...***

#### **COMPANY:**

GAP Solutions continued to expand and enhance the capabilities within our corporate office throughout 2022. We upgraded functional and operations departments by 25% to ensure we were prepared to “Evolve and Mature” as a large business, and to continue to demonstrate our award-winning mission support. We increased our technology spending and capability to enhance security controls, usability, and our employee experience. By continuing to enhance our corporate support capabilities, we enable more room for sustained positive and stable growth.

This year, we placed significant emphasis on engaging with our employees and customers in the “new/next normal”. It was wonderful to visit so many of our employees and customers where we saw first-hand the excellent work of employees supporting various contracts, including the Centers for Disease Control, multiple Army Installations to visit our Holistic Health and Fitness teams, Command Maintenance Evaluation Teams, Reserve Component Transition Assistance teams, Defense Office of Hearings and Appeals, Foreign Service Institute, National Institutes of Health, Navy Special Systems Programs, Federal Bureau of Investigations, National Geospatial Intelligence Agency, and several other Intelligence Community locations. We appreciate the opportunity to learn more about the great contributions of our employees and how we can continue to serve and support our customers.

Throughout 2022, we continued to see expansions across all sectors of the company – demonstrating the great performance of our employees. In addition, we supported recompute efforts for several critical programs and expect positive outcomes due to employees’ ongoing successes. Looking ahead to 2023, we will continue our maturity and growth in all sectors, capitalizing on the strengths within our Health, Defense and Intelligence, Mission Support Operations (human capital, training, logistics) and Management and Technical Solutions. We will also expand our business development pipeline for the next 2-5 years, with the goal of presenting new opportunities for employees.

Thank you to all our employees, customers, and partners for making 2022 another successful year. Below we highlight many of the great accomplishments celebrated throughout the year. Best wishes both personally and professionally - we look forward to another great year ahead in 2023!





## EMPLOYEE APPRECIATION, HEALTH & WELLNESS, & TOP WORKPLACE 2022



Our employees have done a tremendous job this year supporting GAP Solutions, our customers, and partners in a continuously evolving work environment. For March Employee Appreciation – we celebrated our employees for the entire week! We offered challenges every day for employees to show us their pets, staying active and fit, what they love to do, and even a “Throwback Thursday”! Each day offered raffle winners and the title of best photo!



GAP Solutions was honored to be the recipient of several Top Workplace awards in 2022 - including new awards for Employee Well-Being and Remote Work! It was our second year nominated and the award was the result of feedback from employees via a third-party surveyor. As we look ahead to 2023, we hope to receive these prestigious awards again, but more importantly, continue to operate as a TOP WORKPLACE!

GAP Solutions continued to promote Higher Quality of Work and Higher Quality of Life for its employees in 2022. GAP Solutions Director of HR and Talent Management, Sterling Croft, led a monthly character development series which focused on traits that aligned with our commitment including resilience, mindset, professionalism, and development. We were proud and honored to have Sterling, a retired Army veteran, lead this series and allow our employees to focus on living a life of CHARACTER...personally, professionally, and organizationally.





On June 27, 2022, The Governor of Virginia approved GAP Solutions, Inc. as an official Virginia Values Veterans (V3) company! V3 is a Department of Veterans Services organization that specializes in support to the U.S. Veterans community. GAP Solutions prides itself on serving our Nation/community and the veteran community. Our focus on hiring veterans continues to make our company one of the top workplaces in the Nation. We value the life experience, expertise, and resilience our veterans offer, and we are so happy to partner with the State of Virginia to help them reach their goal of 100,000 veterans hired.



## **COMMUNITY**

Giving back to the communities in which we live and work is a priority for GAP. As the country began to open back up after the COVID environment in 2022, GAP Solutions was ready to get back out there and support organizations and initiatives to give back, serve and participate. It is our goal to support organizations that have a direct impact to our communities, employees, customers, and partners – so please let us know if you would like us to consider supporting an event or organization in 2023!



In May, Team GAP Solutions participated in the RUN THE GREENWAY 5k event for the second year in a row. Although it was pouring rain, we had a great time and raised some money for three great charities that support our community. We are thankful for the services of the Dulles South Food Pantry, Loudoun Abused Women's Shelter, and Friends of Homeless Animals and were happy to provide a bit of support while we got some exercise and enjoyed some great camaraderie.

During Back-to-School preparation this summer, GAP Solutions partnered with a local organization Britepaths who works to ensure children have sufficient supplies as they return to school. The support and donations made by GAP Solutions assisted children in over 10 local elementary schools.



GAP leadership participated in a fundraising event for The Rick Herrema Foundation, named after one of our finest and fallen--Sergeant 1st Class Rick Herrema. The Foundation strengthens relationships and builds community for the military family through fun, quality activities. ([www.rhfnow.org](http://www.rhfnow.org)). Pictured to the left are attendees at an event in Echo Valley West Virginia where several members of the GAP Team supported the Herrema Foundation through service.








For a second year in a row, GAP Solutions partnered with the Frederick County Social Services to purchase and donate gifts to children in foster care. GAP Solutions was able to provide seven foster children with gifts from their Christmas list and show them our love and support.



In partnership with our Healthcare provider, Cigna, we conducted a fitness challenge this year to promote better physical and mental health. The fitness challenge lasted 6 weeks and ended with several raffles including three Apple watches. Our Strength and Conditioning Coaches showed very well but so did many of our other employees - we ended up totaling over 50,000 minutes of physical activity! Let's keep it going into 2023!

Event Popularity

Rank	Event Name	Entries logged	Total minutes
1	 Walking	615	32,061
2	 Strength Training	211	13,223
3	 Cycling	109	7,211
4	 Other Moderate	65	5,849
5	 Running	111	5,144

### **CAPABILITIES & MARKET SEGEMENT UPDATES:**

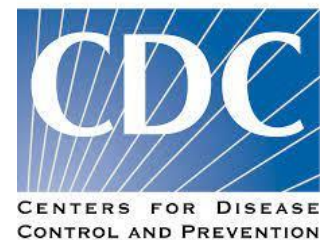
GAP continued to excel across its market segments in 2022 enabling our company to expand its capability and capacity, including the addition of a fourth portfolio, Management and Technical Solutions. We will continue to adapt and expand our market segments and capabilities through continued strategic partnerships, increased integration both externally and internally, and through training and continued use of technology.



National Institutes  
of Health

GAP Solutions' support to our public health and emergency preparedness customers (Health Portfolio) saw significant growth - both in size and capabilities over the past year. We continue to build on our previous successes in support of the nation's public health science, policy, emergency preparedness and response, training and exercise, regulatory and quality, forecasting and analytics, and national security missions. Our core customers are the National Institutes of Health (NIH), Centers for Disease Control and Prevention (CDC), Administration for Strategic Preparedness and Response (ASPR), Biomedical Advanced Research and Development Authority (BARDA), the DoD Joint Program Executive Office for Chemical, Biological, Radiological, and Nuclear Defense (JPEO-CBRND), and DHS, Countering Weapons of Mass Destruction/Biowatch program.

In 2022, we were awarded 100+ new task orders across 24 NIH Institutes and Centers (ICs) on four major contract vehicles. We expanded our data science work in support of the CDC Center for Surveillance, Epidemiology, and Laboratory Services (CSELS) following successful re-competition and in support of the Center for Preparedness and Response (CPR). We have also expanded our work at ASPR, BARDA, and JPEO to include program/portfolio management, regulatory studies and quality assurance for various government medical countermeasure programs impacting domestic U.S. health initiatives and in support of the warfighter here and abroad. Each of our 270+ employees make a difference every day in protecting the both the health and security of our nation. It was a wonderful to meet so many of our employees at lunches, happy hours and the numerous Stellar Team, STAR and Dazzling Award presentations this year!





GAP Solutions' support to Defense and Intelligence customers continues to help in meeting the challenges of today's complex and everchanging world. Our employees support over 20 programs across 10+ customers to help ensure the safety and security of the United States and its citizens. In 2022, we were proud to expand our relationship with the Architect of the Capitol where our employees work as an integral part of the staff to continuously improve the infrastructure and enhance the security of the U.S. Capitol Complex. We also added new work with the FBI's National Name Check program where our employees are part of a team that conducts over 3.5 million background checks in service to over 50 Federal agencies. In 2023, we look forward to further expanding our partnerships and footprint within the national security arena. Because of the sensitive nature of this work, we don't always get to publicly tout the outstanding work performed on behalf of the nation, but we appreciate and recognize the dedication, effort and accomplishments achieved daily.



We continue to support large-scale Army and National Guard programs with more than 750 teammates in the field supporting various programs. More than 550 Strength and Conditioning Coaches (SCCs) and Cognitive Performance Specialists provide hands on coaching at nine Army installations across the U.S. as part of the Army's Holistic Health and Fitness (H2F) program. In 2023, Team GAP is excited to stand up four more Army installations with more than 250 more Coaches and Cognitive Performance Specialists to be part of this



transformation into a new era of holistic fitness. Team GAP Reserve Component Transition Assistance Advisors (RCTAA) travel daily to provide guidance and assistance to transitioning Guard and Reserve members. In addition, Command Maintenance Evaluation Teams (both FORSCOM and Hawaii) offer daily instruction to Soldiers on various property, system, and correct equipment usage. Teammates supporting the Employer Support to the Guard and Reserves (ESGR), help support the education and awareness of the value Guard and Reserve members bring to employers around the Globe. The positive feedback received about employees supporting these critical programs is tremendous – thank you for your dedication and tireless support!

GAP continues to support several long-standing programs with AmeriCorps, National Aeronautics and Space Administration (NASA), the Department of Justice (DOJ), and the U.S. Navy. Our workforce supporting the Defense Office of Hearings and Appeals (DOHA) continues to add value, improve processes, and take on new responsibilities in support of the Administrative Law Judges and Department Counsel Attorneys at DOHA. In addition, our operational, curriculum development, training technology, and management teams supporting the Department of State, Foreign Service



Institute (FSI) continue to ensure Foreign Affairs personnel receive the highest quality training and service while attending classes at FSI. In 2022, we welcomed the opportunity to support a new customer, the Consumer Financial Protection Bureau (CFPB) with attorney services. Throughout all these contracts, we presented more than 30 awards for outstanding performance. Thank you for your continued dedication and support!

## **WORKING WITH GREAT PARTNERS:**

As GAP Solutions continued to experience tremendous growth in 2022, we focused on building upon existing and identifying new partnerships to bring expanded value to our customers. Partnerships with joint venture members, CTR and Bryce Technologies, provided multiple new opportunities. In addition, our H2F Team GAP partners continue to





offer daily support to our Army customers and the more than 550 employees supporting the H2F mission. We look forward to working with so many of our new partnerships established in 2022!

GAP also found success in continuing to support DoD's Skill Bridge internship program through Hire Military. We are proud to support transitioning military members and look forward to a continued successful partnership. In addition, our new partnership with Insight Global, a leading staffing firm across the U.S., will support growth across multiple market segments.



### **SPOTLIGHT ON EMPLOYEES:**

GAP Solutions understands that without their employees it is impossible to achieve the tremendous successes that have taken place over the course of 2022. It was wonderful to visit so many of you this year – both virtually and in person! Below are a few of the highlights and we look forward to visiting and celebrating more successes in 2023!

### **ARMY HOLISTIC HEALTH & FITNESS (H2F)**



The GAP Solutions President (Diane Pairel), Chief Operating Officer (Nick Gismondi), as well as Portfolio Manager (Eric Schorr) and Program Manager (Fleming "Tal" Sullivan) made it out to several Army Installations this year, to visit more than 300 of our H2F team members. This included visits to Fort Bliss, TX, Fort Bragg, NC, Fort Drum, NY, Fort Knox, KY, and Joint Base Lewis-McChord, WA. During these visits it was clear that our Strength and Conditioning Coaches and Cognitive Performance Specialists were going above and beyond to help bring Soldiers into a new level of fitness and readiness.

### **THE DEPARTMENT OF STATE FOREIGN SERVICE INSTITUTE (FSI)**

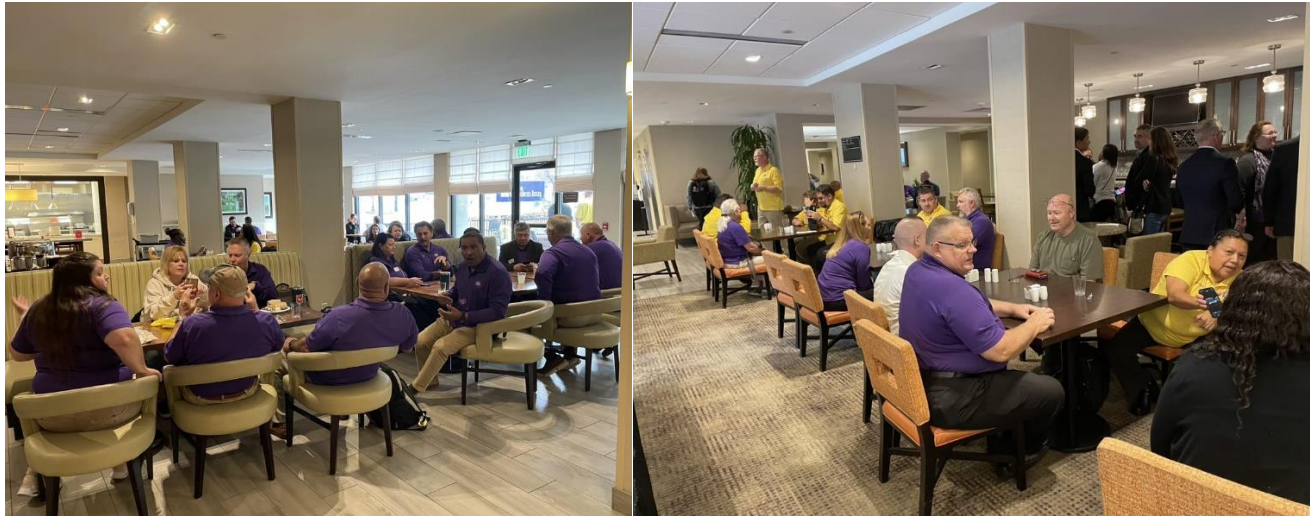
GAP Solutions as well as our Joint Venture partner, CTR, were excited to hold multiple in person events this year with our FSI employees. This included happy hours as well as a Halloween themed costume contest! GAP Solutions is so grateful to employ and support our employees who provide the required training and support to the Foreign Affairs community!







## **ANNUAL CONFERENCE - RESERVE COMPONENT TRANSITION ASSISTANCE ADVISOR (RCTAA)**



More than 100 Team GAP Transition Assistance Advisors (TAAs) supporting the United States Armed Forces service members transitioning to the civilian workforce conducted their annual conference in Arlington, VA this year. During their week-long conference they were able to discuss emerging strategies for reaching service members as well as collaborate on various techniques and procedures.

## **TPGS MACSS HAPPY HOUR**

GAP Solutions coordinated a happy hour for one of our contracts supporting the NGA, under the Multi-Intelligence Analytical & Collection Support Services (MACSS) program. GAP Solutions recognizes these employees for their professionalism and support knowing that many of these employees daily actions directly support the defense of our Nation. GAP Solutions looks forward to continuing to support these tremendous employees and ensuring that their work, while sensitive, is recognized by NGA leadership.



## **NATIONAL INSTITUTES OF HEALTH**



GAP Solutions hosted multiple happy hour events for our NIH NHLBI and NIAID employees to recognize their support and achievements in 2022. Employees shared incredible stories regarding their contribution towards the NIH mission, especially during the COVID-19 pandemic. As we continue to expand into new areas and capabilities at NIH, we look forward to hosting more collaboration events for employees within similar professions and across Institutes.





## **ENHANCING OUR EMPLOYEE EXPERIENCE:**

We continue to identify opportunities to support our employees – from the initial onboarding process to continuing communication and training. In addition, providing a competitive benefits package and positive employee experience is a top priority for us.

**Healthcare:** As general healthcare expenses increased heading into 2023, GAP was very excited to announce ZERO price increases for healthcare premiums for a second year in a row. We appreciate your participation in wellness opportunities to help our healthcare costs remain steady this year! If you have any questions or concerns regarding your coverage or concerns with our provider, Cigna, please contact [hr@gapsi.com](mailto:hr@gapsi.com).

**Technology Enhancements:** GAP continues to identify efficiencies within our existing and new technologies. The onboarding process and continuing trainings are now automated through Paycom, our HR Information System, making access to information and forms easy. We will also be utilizing Paycom to streamline our initial recruiting and hiring process, allowing for quicker responses and fewer applicant processes. In addition, please continue to check the GAP Employee Portal ([www.gapsi.com](http://www.gapsi.com)) for regular information and policy updates.

**Information Security:** This year, GAP rolled out our multi-factor authentication for all GAP systems and email, further protecting your information. We continue to improve and enhance the security of our information and systems – both for federal compliance and to ensure data integrity.

**Employees Performance Awards:** It was a pleasure to present more than 100 awards for employee contributions and successes! Whether celebrated virtually or in-person, we sincerely appreciate the opportunity to recognize excellence! Please continue to send positive achievements to your GAP Manager!

## ***Looking Forward Into 2023...***

Thank you again to all our employees, customers and partners for making 2022 such a memorable year! As we look ahead to 2023, we will continue our progress to “Evolve and Mature” as a large business by focusing on efficiencies through technology and process, further engagement opportunities, and enduring improvements to serve our customers’ missions.

We will also look forward to reviewing comments from our external survey (Engage) to identify opportunities to improve and better support our employees. Feedback is greatly appreciated and used to be a better company – so please never hesitate to reach out.

GAP will continue to expand within our federal market segments and capability areas while maintaining performance excellence across existing contracts. As look for growth in 2023, we will also look for opportunities to challenge and promote our existing employees. Together, we look forward to another great year to *Serve our Customers to Support and Protect the Health and Security of Our Nation*.

Above all, we would like to say “Thank You” and “We Appreciate You”...best wishes personally and professionally!

