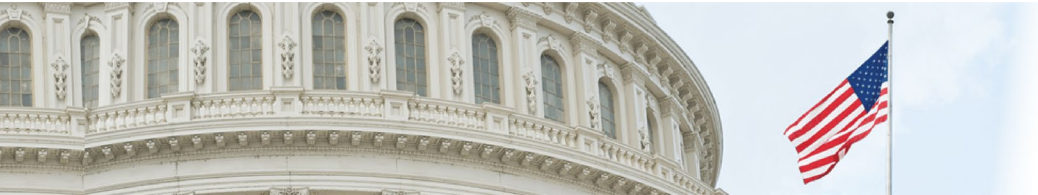


# ANNUAL LETTER

# 2023



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



## **A MESSAGE FROM THE PRESIDENT**

Happy New Year! We hope everyone enjoyed the 2023 holiday season! This was another great year for GAP Solutions, and we celebrate and appreciate our collective successes as individuals, teams, and company. 2023 was a year of growth, change and improvement as we continuously strive to be a better organization. We continued to expand in critical areas of our business, including health, human performance, and professional consulting. The year also presented some challenges with the loss of a few long-standing small business programs – but as a large business, we are positioned well and look forward to continuing to grow as a larger and more capable company. We hope 2024 offers health and happiness – and even greater personal and professional growth. Thank you again in our efforts to *Serve Our Customers to Promote and Protect the Health and Security of Our Nation!*

### ***A Review Of 2023...***

#### **COMPANY:**

We continued to look for opportunities to improve and expand as an organization. We focused significantly on refining processes, improving information security, and improving our employee and customer experiences this year. By regularly reviewing and identifying requirements and resources, we have proactively identified areas to invest in our company. Our functional and program management departments continue to grow in capability, with new personnel, tools and technology to better support them – and ultimately you!

Change and process improvements come with new requirements, and we look to all GAP employees to help support these efforts. Following information security requirements is critical to GAP – and ensures we remain compliant in an evolving Government contracting industry. We appreciate your support with monitoring and reporting any information / information technology concerns.

It was a pleasure to visit – both physically and virtually – with so many of you this year. Seeing and hearing about the great work you do to support our customers is the highlight of the year. Many of you were honored with awards throughout the year to recognize a project, accomplishment, and being all-around terrific! Congratulations! We hope to see many more awards presented in 2024 so we can celebrate and share in the great work being performed across the organization.

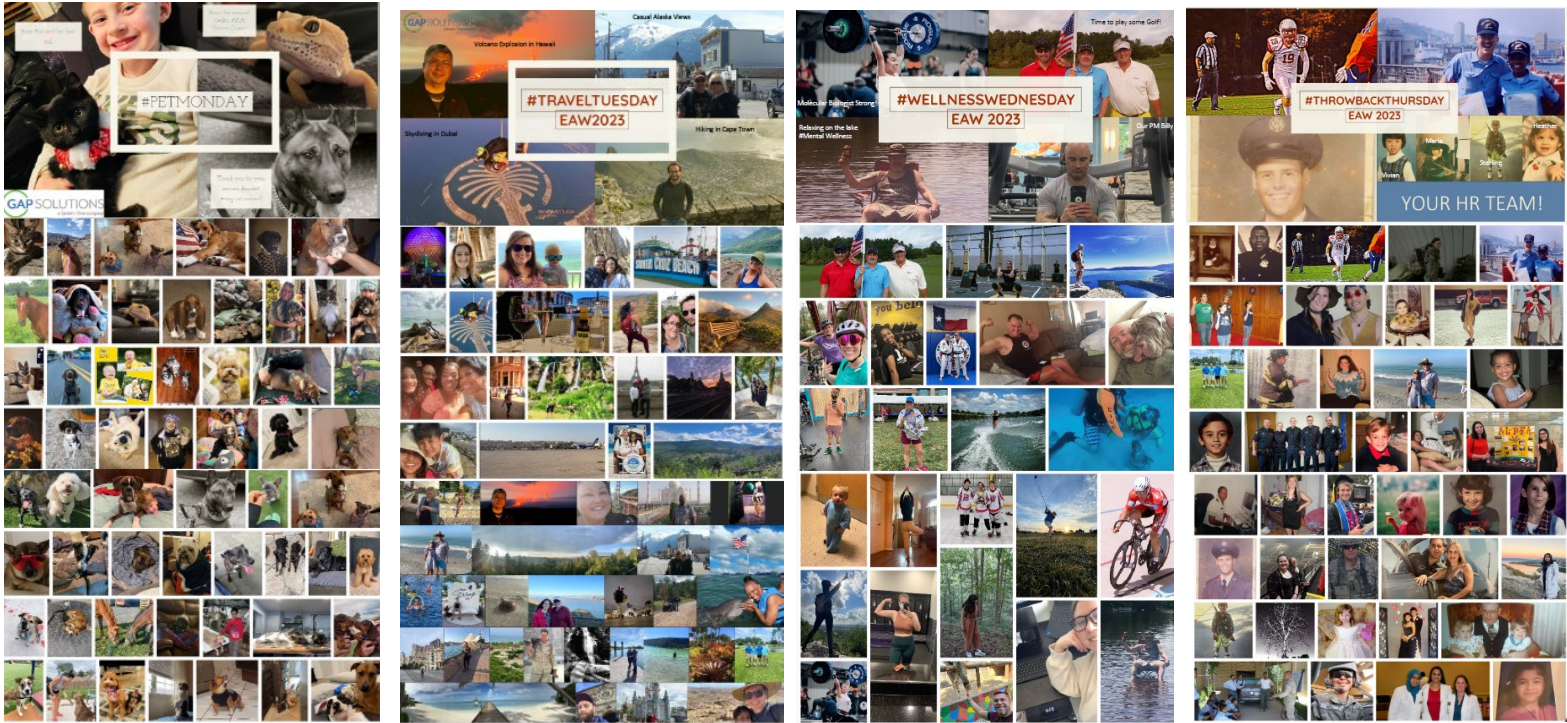
As we look at 2024, we anticipate sustained growth and success. Many of our current customers continue to rely upon GAP and our experienced employees for new requirements. The National Institutes of Health, Centers for Disease Control, U.S. Army, Architect of the Capitol, National Geospatial Intelligence Agency, Defense Office of Hearings and Appeals, are just a few of the major customers relying upon GAP – and you – to make their mission a success. We look to continue this success through business development efforts, ultimately presenting growth opportunities to employees and referrals.

Thank you to all our employees, customers, and partners for making 2023 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 2024!





## EMPLOYEE APPRECIATION, HEALTH & WELLNESS, & TOP WORKPLACE 2023



GAP Solutions continued our tradition in March of focusing on Employee Appreciation – we celebrated our employees for the entire week! We offered challenges every day for employees to show us their pets, places they have traveled, favorite wellness activities, “Throwback Thursday”, and their favorite books! 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 2023 - including new awards for Compensation, Employee Value Proposition, Work-Life Flexibility, and Women-Led. It was our third year nominated and the awards were the result of feedback from employees via a third-party surveyor. As we look ahead to 2024, we hope to receive these prestigious awards again, but more importantly, continue to operate as a TOP WORKPLACE!

GAP Solutions continued to support the Governor of Virginia’s goal to hire one hundred thousand veterans through the Virginia Values Veterans (V3) program. Our focus on hiring veterans continues to make our company one of the top workplaces in the Nation. In 2023, GAP Solutions, in partnership with V3, hired almost 50 veterans. 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 reach this goal.







For a second year in a row and in partnership with our Healthcare provider, Cigna, GAP Solutions conducted a fitness challenge to promote better physical and mental health. The fitness challenge lasted 6 weeks and ended with several raffles including three Apple watches. GAP Solutions ended up totaling over 50,000 minutes of physical activity!

My Leaderboard

Individual

Participant

Mihaela Billovschi Smith  
7014 points

Seemi S Patel  
6990 points

Chad Justin Armstrong  
6762 points

Garret Planty  
5982 points

Hannah Haws  
5345 points

Event Popularity

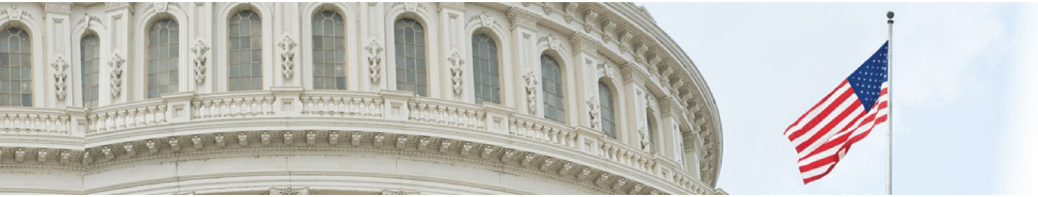
<p>RANK <b>1</b></p> <p>EVENT NAME  Walking</p> <p>ENTRIES LOGGED <b>409</b></p> <p>TOTAL MINUTES <b>24497</b></p>	<p>RANK <b>2</b></p> <p>EVENT NAME  Running</p> <p>ENTRIES LOGGED <b>145</b></p> <p>TOTAL MINUTES <b>7907</b></p>	<p>RANK <b>3</b></p> <p>EVENT NAME  Strength training</p> <p>ENTRIES LOGGED <b>160</b></p> <p>TOTAL MINUTES <b>7546</b></p>
<p>RANK <b>4</b></p> <p>EVENT NAME  Other moderate</p> <p>ENTRIES LOGGED <b>44</b></p> <p>TOTAL MINUTES <b>5492</b></p>	<p>RANK <b>5</b></p> <p>EVENT NAME  Aerobic</p> <p>ENTRIES LOGGED <b>81</b></p> <p>TOTAL MINUTES <b>4433</b></p>	

**COMMUNITY**

Giving back to the communities in which we live and work is a priority for GAP Solutions. It is our goal to support organizations that have a direct impact to our local communities, employees, customers, and partners – so please let us know if you would like us to consider supporting an event or organization in 2024!

In August, GAP Solutions participated in a backpack drive, Stuff the Bus, supporting local children heading back to school, hosted by The United Way. GAP Solutions packed over 750 backpacks for children in the DC metro area!





In March, GAP Solution’s collected coats, hats, and gloves for the Central Union Mission’s Winter Coat Drive. GAP Solution’s provided over 100 coats, hats, and gloves to the drive which went directly to those in the DC metro area.



In November, the GAP Solutions National Institutes of Health (NIH) Team helped to deliver and serve dinner to over 75 families staying at the Children’s Inn at NIH. The Children’s Inn at NIH is a nonprofit that provides residential services and a wide range of programs to children, teens, and young adults with rare and serious diseases whose best hope for a diagnosis or treatment is an NIH clinical research study. GAP Solutions looks forward to continuing to support the NIH through service in 2024!



In December, GAP Solutions partnered with the Salvation Army’s Angel Tree program to sponsor (become “angels”) local children whose parents in our community request help to make Christmas brighter for their loved ones. GAP Solutions sponsored 10 children this year and provided each child with over 5 gifts ranging from toys that they requested to clothing items that they may need. For some of these children, the items purchased by sponsors may be the only gifts that they receive during the Holiday season.



**CAPABILITIES & MARKET SEGEMENT UPDATES:**

GAP Solutions continued to build on the last couple of years of success, expanding our capability and capacity across market segments. We will continue to do so through strategic partnerships, increased integration both externally and internally, and through training and continued use of technology. Below represents some of our growing and unique markets segments / customers.



GAP Solutions continued to support the Architect of the Capitol (AOC), Office of Security with additional support in various roles ranging from construction management to fire safety and telecommunications development while continuing to maintain our support in personnel security. GAP Solutions looks forward to continuing to support our AOC customer’s requirements as well as supporting our employees who make this mission successful each day. GAP Solutions knows that the safety of our United States Capitol and the 17.4M square feet of grounds and buildings is a critical mission that cannot fail. We appreciate the dedicated employees who support the AOC.



In 2023, GAP Solutions exceeded 300 employees across almost all Institutes and Centers at the National Institutes of Health (NIH). Our employees, whose expertise ranges across dozens of areas, provide daily research, development, and operational support for various national and global health problems. Our support to NIH is growing rapidly and we continue to welcome new team members!

Our workforce supporting the Defense Office of Hearings and Appeals (DOHA) was granted a new 5-year contract and GAP Solutions added two great small business partners to our team, LMR Tech and Parker Tide. GAP Solutions knows that its employees will add value, improve processes, and take on new responsibilities in support of the Administrative Law Judges and Department Counsel Attorneys at DOHA in 2024.



In addition to the geospatial journeyman employees supporting the National Geospatial Intelligence Agency in 2023, GAP Solutions partnered with LMR Tech and won a new contract that will provide executive assistants to support NGA senior leaders (ESAS). GAP Solutions looks forward to filling NGA's requirements for executive assistance and ensuring they are ready to meet the demands required of their mission.

In 2023, GAP Solutions continued to support the United States Army's Holistic Health and Fitness (H2F) program by providing world class Strength and Conditioning Coaches and Cognitive Performance Specialists. This year, GAP Solutions supported the Army in standing up H2F programs at Fort Moore, GA, Fort Jackson, SC, Fort Campbell, KY, as well as Joint Base Elmendorf-Richardson, AK. GAP Solutions SCCs and CPSs have continued to increase the performance and overall readiness of our Nation's finest and will continue to support the Army in its mission to increase effectiveness and decrease stress.







**SPOTLIGHT ON EMPLOYEES:**

GAP Solutions understands that without our employees it is impossible to achieve the tremendous successes that have taken place over the course of 2023. 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 2024!

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

The GAP Solutions President, Diane Pairel, Chief Operating Officer, Nick Gismondi, as well as Portfolio Manager, Eric Schorr, H2F Program Manager, Fleming “Tal” Sullivan, and Alternate Program Manager, Tony Soika, 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 as well as our three new option year locations at Fort Moore, GA, Fort Jackson, SC, and Fort Campbell, KY. 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 DEFENSE OFFICE OF HEARING AND APPEALS (DOHA)**

GAP Solutions President, Diane Pairel, Portfolio Managers Steve Ruppert and Anita Flowers, and Program Manager, Kendal Smucker, put together a DOHA holiday celebration lunch to thank our employees and our partners for another successful year supporting DOHA and their mission. GAP Solutions looks forward to continuing to recognize our DOHA employees in 2024 and celebrating our continued successful performance!







## **DEPARTMENT OF HOMELAND SECURITY, CUSTOMS AND BORDER PATROL (CBP)**



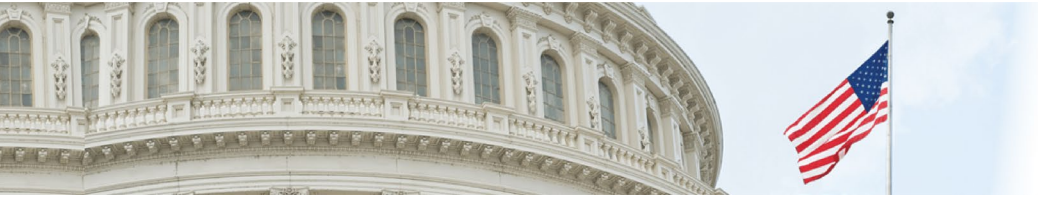
GAP Solutions, Inc. Portfolio Manager Anita Flowers visited our Customs and Border Protection (CBP) finance support team led by prime contractor Dexter in Indianapolis, IN. GAP Solutions recognized the exceptional services provided by our team members C. Cameron Rife, Esaie Jean Charles, and Robb Brown Jr. performing a wide variety of payroll support and audit actions. We are grateful for our team's dedication to the CBP and look forward to their continued success in 2024!

## **NATIONAL INSTITUTES OF HEALTH (NIH)**

GAP Solutions hosted multiple social events for our National Institutes of Health employees, partners and government customers to recognize support and achievements in 2023. Employees shared incredible stories regarding their contribution towards the NIH mission, especially during an exciting year of change as we pivoted away from the pandemic. As we continue to expand into new areas with over 300 employees supporting NIH, we look forward to hosting more collaboration events for employees within similar professions and across Institutes.







## **ENHANCING OUR EMPLOYEE EXPERIENCE:**

In 2023, GAP Solutions identified and enhanced opportunities to support our employees – from working with our benefits providers (continuing to drive down healthcare costs) to using technology to lessen administrative burdens. Providing a competitive benefits package and positive employee experience is a top priority for us.

***Employees Performance Awards:*** In 2023, it was a pleasure to present close to 100 awards for employee contributions and successes! Whether celebrated virtually or in-person, we sincerely appreciated the opportunity to recognize excellence! Please continue to send positive achievements to your GAP Manager so we can highlight and congratulate your performance.

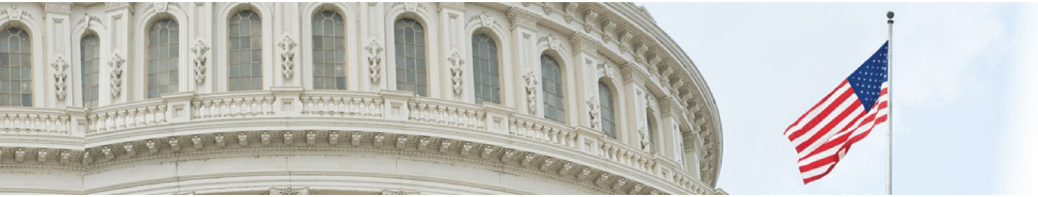
***Healthcare and 401k:*** As general healthcare expenses increased heading into 2023, GAP was very excited to announce ZERO price increases for healthcare premiums for a third year in a row. Additionally, GAP Solutions worked with our 401k broker, TransAmerica, to deliver an immediate match to our employees' 401k contributions for 2024 (removing the 12 month requirement). GAP Solutions is committed to providing the best benefits packages to our employees and will continue to work towards that in 2024. We appreciate your continued feedback so we can evaluate and improve benefits every year.

***Technology Enhancements:*** GAP Solutions continued to identify efficiencies within our existing platforms as well as look to increase our employees experience in new technologies. GAP Solutions' HR and Finance Departments continued to improve the functionality of our HRIS and Timekeeping platforms PAYCOM and Unanet. In 2024, GAP Solutions will look to enhance our onboarding process using Microsoft SharePoint as well as increase our operability in current platforms.

***Information Security:*** We focused significantly on information security and technology upgrades in 2023. Maintaining secure systems and information continues to evolve as new threats are identified. We appreciate your support with various email security upgrades as well as “practice tests” to increase awareness and education of potential threats.

***Mimecast Cloud Cybersecurity Services for Email:*** We recently partnered with Mimecast Cloud Cybersecurity services to protect our email. Starting in January 2024, we will begin the transition to a new Anti-spam filtering solution, Mimecast. Mimecast uses different methods for message filtering that we believe will result in less spam getting to your Inbox and fewer legitimate emails being caught in the spam or quarantine filter. As we get closer to the transition, we will send additional information and training.

***Security Reminder:*** While we continue to block malicious emails from getting to our Inbox, no solution is 100% as threats change daily, and software is not able to keep up with new methods of attacks. Please remember to verify the sender, never open attachments or links from unfamiliar senders, and report all suspicious emails. Do not enter your username and password into any website you are not familiar with. Our Microsoft login page has the GAP Solutions logo - If you do not see our logo on the password prompt screen, do not enter your password. Email [ITSupport@gapsi.com](mailto:ITSupport@gapsi.com) if you have any questions or concerns.



### ***Looking Forward Into 2024...***

Thank you again to all our employees, customers, and partners for making 2023 such a memorable year! We look forward to another great year with new opportunities to grow personally and professionally.

We will also look forward to reviewing comments from our external survey (Energage) to identify opportunities to improve and better support our employees. The survey was released January 2nd, and your feedback is greatly appreciated and used to be a better company!

GAP will continue to expand within our federal market segments and capability areas while maintaining performance excellence across existing contracts. 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”!

