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Table of Contents

INTRODUCTION..... 4

PURPOSE..... 4

METHODOLOGY CONCEPT 5

 LOOKING FORWARD 5

 THE REASONS BEHIND THE PUSH..... 5

OBJECTIVES WITH FOSTERING A REMOTE WORK PARADIGM 6

 HOW TO ESTABLISH THE PARADIGM 6

 WHAT TO EXPECT FROM THE TEAM..... 8

COMMUNICATION PROTOCOLS WITH REMOTE WORK..... 8

 EFFECTIVE TEAMWORK DURING AGILE SERVICE DELIVERY 9

 TEAM COLLABORATION INVOLVING MULTIPLE STAKEHOLDERS..... 11

REMOTE WORK/TELECOMMUTING POLICY AND PROCEDURE DEFINED..... 13

 REMOTE WORK POLICY AND AGREEMENT..... 13

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INTRODUCTION

GigaTECH leveraged our long history of providing contract services both remotely and on premises to define GRAPA (GigaTECH Remote Asset Performance & Accountability) corporate policy. The goal of GRAPA is to foster an employee work environment and corporate culture that embraces technology, leadership, individual, and team cohesiveness in a manner that exploits the best in people and makes GigaTECH a place where clients find lasting value.

GRAPA is a methodology constructed by research and explorative analysis into commercial and Government best practices, modern technology and advanced collaboration mediums. GigaTECH's executive leadership took their many years of experience in the implementation and sustainment of IT services, combined it with our corporate Mission and Vision and integrated these ideals with the tenets above to create a flexible and lasting approach to maintaining an effective remote workforce.

GigaTECH, through this document, has instituted a company-wide policy for maintaining an engaged remote workforce. It should be noted, however, that remote or telecommute work is not a guarantee for any employee, it is based upon several factors to include an individual's level of adherence to the policy, customer requirements, corporate ability to technically support and applicable laws. Each of these factors are explained below and are integrated into one approach that is flexible to changing requirements, work/life balance and accountability. Great care has been afforded to the seamless integration of GigaTECH's other governing policies, collectively they are meant to work in conjunction with each other providing a collaborative and rewarding work experience.

PURPOSE

The purpose of this document is to explain the GRAPA methodology and implementation, personal and corporate responsibilities, and use of associated technologies. By working as a remote or telecommute employee you are explicitly agreeing to implementing this methodology and adhering to its provisions. You understand that remote work is not an entitlement, it is not a companywide benefit, and in no way changes the terms and conditions of employment with GigaTECH, LLC. as set forth in our Employee Handbook.

With a focus on employee satisfaction and technology, we aim to create a corporate experience that is empowered by automation and artificial intelligence (AI). As a GigaTECH team member you have an opportunity to become part of a team where the work paradigm incorporates AI, advances the concept of teamwork, accentuates individual contributions and enables transformative results for our customers.

METHODOLOGY CONCEPT

LOOKING FORWARD

The future of effective and efficient service delivery is providing employees with the flexibility to engage problem sets with individual ownership and team cohesion. To build a resilient workforce that can adapt to change, but not be hindered by inconsistencies or bureaucracy. Working with tools and technologies that have adopted human-centric design providing ease of use and access to needed information accentuates employee engagement.

By affording employees with the ability to engage remote work schedules and properly train them on the apps, tools and technologies (with input from the team on which capabilities they recommend for a particular contract or work effort) to be most productive, GigaTECH makes a commitment to helping employees fulfill their ideal work experiences. As part of this, it is incumbent upon GigaTECH leadership to engage employee teams with open regard to employee input and experiences with applicable productivity capabilities and protocols. Of course, customer input/contract requirements may dictate the boundaries from which these capabilities can be sourced. Either way, GigaTECH has the responsibility to listen, learn and adequately train each team member to become proficient with these capabilities and to utilize them as an inclusive member of our team.

As our capabilities grow and are integrated into our workflows, AI and automation must play an increasingly dominant role centered around the human-centric aspect of team collaboration and productivity. AI and machine learning have incredible potential in the automation of routine tasks such as completing basic forms and establishing reminders, as well as gaining and analyzing empirical data on how the team functions, which can provide insights into how can streamline and become even more efficient. All of this allows employees to remain focused in their areas of expertise and on the mission at hand.

THE REASONS BEHIND THE PUSH

GigaTECH has long supported a flexible and engaging work culture. We've been fortunate in supporting service contracts where remote work and telecommuting is a possibility, and where we've gained valuable experiences and empirical data supporting its virtues. We also have non-remote contract efforts requiring employees to be on-site, however, components of GRAPA can still facilitate greater work efficiencies and better team communications for these individuals too. With our collective experiences and analysis with, and incorporation of, Government and commercial best practices, world-wide lessons learned from COVID-19 business effects and constant evaluation of emerging productivity capabilities, we found:

1. Remote Workers Tend to Be More Productive
 - a. Remote teams have a higher rate of productivity allowing them to start new assignments earlier in the process, be available to help or train other team members, and have the time to "do it right the first time."

- b. They tend to be more self-motivated, feel a heightened sense of “ownership”, and are less distracted by co-workers.
- 2. GigaTECH Can Draw from A Larger Talent Pool
 - a. Convincing talented individuals to move to your office location, or just relying on the talent pool within a specific geographical location limits our ability to source the right person for the right job.
 - b. Sourcing, utilizing a larger geographical area promotes corporate diversity and lends itself to leveraging more robust employee past experiences.
- 3. Realized Cost Reduction
 - a. With reduced office space costs and associated insurances, GigaTECH can pass these cost savings to our customers.
 - b. There are, however, benefits to face-to-face team interactions. Above video conferencing, GigaTECH has a commitment to facilitating face-to-face meetings and teambuilding exercises.
- 4. Employee Health and Retention
 - a. Reputable studies conclude that removing commute time and office related stress has a measurable effect on employee motivation, stress levels, blood pressure readings, and increases mental and physical wellbeing. It also helps with work/life balance.
 - b. Reputable studies also show that remote work increases employee retention rates, especially among millennials.

OBJECTIVES WITH FOSTERING A REMOTE WORK PARADIGM

HOW TO ESTABLISH THE PARADIGM

1. Understand the emotional state of your employees and team members
 - c. Use both direct conversations and indirect observations to get visibility into employees’ challenges and concerns. Use every opportunity to make clear to your team that you support and care for them. Make sure they understand that GigaTECH leadership is also always available. Facilitate regular conversations between managers and employees, often people are concerned with job security and new work effort prospects, impact on staffing profiles and tension in the workplace or more personal issues.
2. Ensure that employees have the equipment and technology they require
 - a. Make sure team members have the equipment and technologies they require to be successful, and ensure they know how and when to use them. Many Government contracts require staff to use their equipment and technologies (i.e. tools, apps, etc.) and use them to enter and work in their environments. GigaTECH will also provide equipment and technologies for non-Government work, such as time recording and proposal development efforts.
 - b. Team members should engage with other team members on technologies being employed, especially with/for new employees. Many employees require training

- on these assets, even if they know the technology, they may not understand how this team utilizes it (i.e. within a specific workflow or how/when to use it).
- c. Virtual communications are imperfect, however, when properly implemented they can be effective. For example, technical brainstorming sessions or group status meetings are great uses of virtual meetings (i.e. MS Teams, Slack, Zoom, etc.), however, if it is sensed that a team member is not collaborative, a phone call or one-on-one virtual meeting may be more appropriate. Also, if email exchanges seem to go nowhere, virtual sessions may be appropriate.
3. Promote dialog
 - a. Communication is key. Whether remote or in-house, employees and other team members want to feel that they are part of something bigger and that their contributions are recognized. People have a natural tendency to turn inward when team activity is progressing and they are unaware of the larger picture, and how they fit into it. Make sure they feel comfortable expressing themselves, whether it's positive or negative, everyone's voice should be heard.
 - b. Praise should be in public, whereas criticisms should be in private. Don't be shy with extending praise to individuals who deserve it, recognition within the team goes a long way for unity and team enthusiasm. On the other hand, when criticism is warranted, be prepared to provide examples, encouragement and concrete steps for remediation. This should be done one-on-one, or in more serious situations it should be done with Human Resources involved.
 4. Trust your employees and your team members
 - a. Micromanagement is not the answer when consistent team visibility is not achievable. Trust but verify, encourage your team to work problems to resolution within the confines of the team, when appropriate. Allow natural leaders to emerge.
 5. Reinforce organizational values
 - a. Teams are a subset of a company, they evolve as a unit and benefit from the privileges and rewards granted by the company (i.e. employee benefits, bonuses and advancements to new opportunities). Being part of and contributing to the advancement of company and company values provides cohesiveness, clarity, advancement of corporate values and long-term employee satisfaction.
 6. Focus on objectives over process
 - a. Provide focus on what employees should be accomplishing. Employees who recognize, and are recognized for, contributing to the overall goals and objectives of their tasks feel more secure in their position. By driving this greater engagement level, employees and teams tend to be more productive. If processes inhibit progress, look to change the process not the objectives.
 7. Promote employee and team recognition
 - a. Effective recognition not only motivates the recipient but also serves as a strong signal to other employees of behaviors they should emulate. Recognition doesn't need to be monetary; consider public acknowledgment, tokens of appreciation, development opportunities and low-cost perks. Managers at organizations facing

- a slowdown can take this opportunity to provide development challenges to employees otherwise didn't have the bandwidth.
- b. Remote workers and managers have limited unintentional interactions and fewer group interactions where colleagues can meet and share stories. Given the lack of visibility in a remote environment, try to improve your monitoring techniques and relationships with direct reports. Use simple pulse surveys to ask specific questions or track output to collect data and find areas of recognition. By meeting with employees virtually and asking what barriers they have overcome, or ways peers have helped them, you can identify elements to recognize, thank and share the accomplishments of teams and their members.
8. Encourage innovation
 - a. Remote engagement often leads to a more risk adverse team, but innovation and risk taking are an important part of employee engagement and organizational success.
 - b. Natural leaders and high performing individuals thrive on innovation, being remote should not inhibit these traits or stymie a team's ability to be innovative.
 - c. Be sure, however, to remain within contract guidelines, budget and project schedule. Incremental innovations can be a healthy progression.

HOW TO LEAD A REMOTE TEAM

1. Understand common remote work challenges
2. Set clear remote work productivity standards
3. Identify and provide the tools and apps
4. Set specific days/times and methods for team interaction
5. Follow up with remote employees on a regular basis
- 6.
7. Set expectations early and often
8. Be organized and flexible
9. Adapt the timing and length of meetings appropriately
10. Track your team's progress
11. Emphasize communication and collaboration
12. Listen
13. Build trust and be available to your team
14. Provide multitude ways to communicate
15. Refrain from micromanaging
16. Reward success
- 17.

COLLABORATION PROTOCOLS WITH REMOTE WORK

Collaboration with stakeholders, end users and the product team are a major component of our process. We use centralized knowledge repositories, such as SharePoint, with controlled access

via Microsoft Teams which allows us to communicate with the correct people for the given project in a timely manner. We extend Teams (or use built-in extensions) to provide a one stop shop (dashboard) for all team members to have access to the most current project-based materials. MS Teams has application integrations for many of the tools we have mentioned, and integration points that allow for extensions to be built quickly for tools that currently do not have an integration.

EFFECTIVE TEAMWORK DURING AGILE SERVICE DELIVERY

An effective team must overcome several hurdles and risks in order to deliver services in an agile manner. We mitigate these risks by asking the following questions:

- How does the team stay informed?
- How does the team communicate effectively?
- How does a multi-disciplinary team align their work?
- How do stakeholders know they will obtain the services they specified from the team?
- How does the team handle change?
- How does the team handle process improvement?
- How does the team handle turnover?

GigaTECH fosters an effective team by employing strategies that use experienced multi-disciplinary teams, providing unambiguous access to team communication tools and knowledge bases, and uses agile, iterative approaches to service delivery.

Aligning with Digital Service Play (DSP) #7, GigaTECH assembles **experienced, multi-disciplinary teams** to meet our customers objectives. Each team member is proficient in their respective domain. Product Managers are versed in leading teams to deliver services on time and within budget, while always looking to improve project-based metrics such as team velocity and cycle time. Our designers perform their analysis using Product-Thinking to produce well thought out human centered designs (HCD) based on the VA Design System (Sketch, React and other CSS tools). Our software team members practice Test Driven Development (TDD) to realize the VA centric solutions as detailed in the HCD artifacts created by the Designers. Our cloud experts regularly exercise CI/CD pipelines to deliver tested, secured services to the VA. These pipelines are triggered by code which pushes to the version control system, providing the developers feedback closest to the point where they may most effectively and quickly make corrections. Each team member performs their team function within the greater context of the agile delivery pipeline; eliminating team confusion and ambiguity, resulting in more frequent service delivery that meets or exceeds customer expectations.

DSP #13 specifies that we shall employ techniques to keep access to information open and allow for more feedback to the team. GigaTECH provides **unambiguous access to team communication tools and knowledge bases** to ensure each team member has access to team-based information when they need it and most importantly, no information is siloed. Our teams use a centralized team-based collaboration tool. We have used Slack with great success and more recently Microsoft Teams (MS Teams). Both tools provide a team-based chat facility that allows for online

discussions that are searchable by the entire group. Information is not siloed as it tends to be with more traditional tools, like email.

MS Teams has a plugin architecture which we exploit for maximum effectiveness of our cross functional teams. MS Teams has a particularly nice integration with SharePoint which we use to provide access to project-based artifacts. The MS Teams interface allows direct access to this repository as well as searching for the information directly, without the need to jump back to SharePoint. Project dashboard and status websites or pages provide important information to project teams in order to keep them functioning effectively. We also extend the project-based team within MS Teams to allow access to this information from the same UI as the chat based posts and file based knowledge repositories. This creates a consistent user experience across our project teams, efficiently providing quick access to information that all team members require.

GigaTECH uses **agile iterative approaches to service delivery** to foster effective teamwork. Our approach aligns with DSP #4, following agile practices. We use a mix of Kanban style prioritized lists and Scrum for service delivery. Our customer centric approach ensures we work side by side with the Government to understand project goals, metrics and requirements. We prioritize these with the customer into backlogs. For items that don't have specific prerequisites and or don't fall into any specific sprint, we use Kanban style lists to knock those out, in customer prioritized order. For routine software development, we establish iterations, also known as Product Increments for larger teams. Within these increments, we execute sprints with time boxed planning meetings, reviews and retrospectives. Daily scrums are held to ascertain progress and find roadblocks to service delivery. The planning meetings and reviews are used as alignment points with the client to ensure the software services are on track with **customer expectations**. The retrospectives are used as specific touchpoints to find process improvement (and product improvement) ideas. We use our collaboration tool, MS Teams, for more adhoc process improvement to ensure good ideas, and roadblocks, are dealt with in a timely manner.

GigaTECH employs the plugin nature of our collaboration tools to quickly add information, as it is discussed, into the agile planning software such as Atlassian JIRA. From MS Teams, we can quickly add a new story, defect or refinement to an existing story based on chat discussions. These items are reflected both within the collaboration tool and within the agile software management tool, ensuring that when team members access information, they are accessing the **most up to date, comprehensive information**.

GigaTECH fosters effective teamwork during agile service delivery by engaging team members and customer stakeholders in a 3 pronged strategy, as defined in GAME:

- Use experienced multi-disciplinary teams.
- Provide unambiguous access to team communication tools and knowledge bases.
- Use agile, iterative approaches to service delivery.

Each team member is proficient in their particular field. They stay informed by communicating through tools that provide ready access to all project materials. Agile processes are followed to align individual team member's work, prioritize and deliver the required services to the stakeholders, and ensuring a mechanism for process improvement. This strategy allows the team

to onboard new team members quickly and efficiently should the need arise. GigaTECH combines individual proficiency with agile product management through state-of-the-art collaboration tools to ensure great teamwork.

TEAM COLLABORATION INVOLVING MULTIPLE STAKEHOLDERS

Effective communication and collaboration among the GigaTECH team, Government stakeholders, users, and other contractor teams who may directly or indirectly impact our projects is critical. Our organization upholds Digital Service Play (DSP) #1, understanding what people need when delivering products to meet Government requirements, goals and expectations. Failure to effectively communicate and collaborate will result in the development of products that fail to meet customer requirements, suffer from scope creep, and ultimately contribute to lower quality products.

Our **Product Managers** and **Technical Leads** are key to effectively establishing a collaborative environment both within the project staff as discussed in section 3 above, and among all stakeholders, including third party contractor teams. In addition to developing and maintaining communication plans, implementing collaboration tools and protocols, and establishing key reporting metrics, they will establish and facilitate a **Collaboration Working Group (CWG)**. Our **Product Manager**, with assistance provided by the **Technical Lead**, will facilitate **CWG** meetings to unveil requirements and issues; identify underlying agendas, goals and needs; as well as individual's, and their associated group's, commitment to the mission, constraints, technical acumen, and personalities/personal feelings. The **CWG** allows the multitude of voices to be heard in a way that constructively and productively controls-the-conversation.

As we gain knowledge and find common denominators, our facilitators accelerate stakeholder interaction and identify a core group that can engage action plans while being supported by technical resources and leadership who can authorize change. We identify roles and responsibilities within the group based upon the context of the participating members and their goals. We then establish team channel communications using Microsoft Teams, and develop a group rhythm. Team channels support collaboration between the various sub-groups that comprise the **CWG**. The various channels/sub-groups embody technical, programmatic, regulatory and contract compliance, while specifically representing their interests as team members, Government stakeholders, external contractor teams and other stakeholders. This approach is aligned with DSP #2, address the whole experience, from start to finish as the **CWG** embodies the full depth and breadth of the engagement.

The **CWG** sub-groups are established as multi-disciplinary teams that engage other sub-groups, as necessary. The sub-groups are intended to be agile, moving from problems to solutions, identifying interdependencies, building trust among the team(s), engaging in joint fact-finding missions, and bringing conflicts to the table early. The **CWG** and its sub-groups must always remember the reason we are working together in the first place - **Veteran's welfare**.

Our collaboration protocol includes tools designed to enhance communication and capture decisions, allowing for team interaction and easy searching and retrieval of data. Microsoft Teams (operating within the VA environment per Technical Reference Model) is our team-wide,

web-based central communications tool. It is searchable, not owned by any one person, allows hookups to other tools, including **GitHub**, and is perpetually available to all stakeholders. The **Atlassian platform** facilitates software development tasks and issue tracking coordinated through a predefined workflow. Our **CEDAR Contract Management Portal** provides visibility of high-level contract information and metrics, web-based meeting tools for general purpose collaboration. SharePoint is our primary data repository used to store all general knowledge about the program, including **quality assurance and process improvement** data. We use Atlassian Jira as our agile repository for user stories, prioritization, and sprint information. **GitHub** holds our code repository, stores software configuration, code, sprint information, testing and **DevSecOps** pipelines. We will use traditional communications tools (e.g. Microsoft Outlook) when necessary, but we will, to the extent possible maintain our communication and collaboration within the above tools to facilitate collaboration, information sharing, and searching of data.

The **Product Manager**, assisted by the **Technical Lead**, captures key information within our knowledge management system to keep all stakeholders informed. Project artifacts such as contract execution requirements, burndown charts, status reports, Agile Release Train, issue tracking, lessons learned, and meeting minutes provide critical business intelligence to stakeholders and decisionmakers. Theoretical studies, commercial advancement publications, medical and scientific journal entries, organization policies and procedures and other technical information provides context to team members to support informed technical and development decisions. This data is fully indexed and searchable, allowing for quick retrieval and use. A single Product Backlog is maintained in Atlassian JIRA, providing one source of truth for the entire project. Our Product Owner takes ownership and accountability for consistent backlog grooming, ensuring the Product Backlog is up to date and readily available. This promotes transparency, improves adoption, and limits inconsistencies while helping to keep the project and associated assets on track.

The **CWG** is supported through the Product Manager's use of project management best practices, as identified in GLEM, including communication management, risk management, and effective change control. Establishment of well-defined lines of communication ensures issues and blockers are properly escalated and are brought to the appropriate **CWG Channel's** attention for mitigation or resolution. Root cause analysis and analysis of alternatives are used to develop solutions and mitigation strategies which are fully documented and provide a detailed project impact analysis. This analysis is provided to the **CWG** to facilitate speedy decision making.

The **CWG** also determines the technical boundaries the program shall operate within. This establishes the "fail-fast" rules of the **DevSecOps** pipeline, including architectural and coding best practices (i.e. linting), unit test thresholds, and **OpenAPI** based public interfaces to the capabilities being offered by the program. Static and dynamic based security constraints are evaluated within our development environments and system wide test capabilities which are validated upon code commits via our **DevSecOps** automation.

Change during a project is inevitable and sometimes necessary, but quality will never be compromised. Our Lean-infused and Agile-inspired management approach identified in **GLEM**

and **GAME**, including the **CWG**, ensures a partnership with all stakeholders. We enforce frequent communication between our team leads (including our Account Managers) and Government stakeholders. Our organization's senior management is available 24x7 for issue escalation and consultation, additionally, we provide contract artifacts that are consistent and coherent. We will establish a Memorandum of Understanding, when necessary, with third party contractor teams, establishing open lines of communication with their team and establishing guidelines for resolving issues.

EMPLOYEE REMOTE WORK/TELECOMMUTING POLICY

REMOTE WORK POLICY AND AGREEMENT

This policy outlines guidelines for employees who work from a location other than our physical offices. We want to ensure that both employees and our Company will benefit from these arrangements. All remote work must receive prior approval from your immediate supervisor and must be allowable per the contract that you are associated with. Not all positions are appropriate or feasible for remote work. Employees may work remotely on a permanent or temporary basis depending on business needs.

Whenever public health guidelines strongly recommend work from home, when feasible, GigaTECH will communicate appropriate remote/telecommute guidelines. This policy will be periodically reviewed and when public health guidelines or business needs change.

Permanent remote work employees are to indicate their primary working address in this remote working agreement section of the GRAPA policy. In case of transfer or relocation, employees remote work capability will be assessed on a case-by-case basis. Remote work does not change the terms and conditions of your employment with GigaTECH.

Remote Working that Works

Eligibility

Before entering into any remote work/telecommuting agreement, the employee and manager, with the assistance of the Human Resource department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- Employee suitability. The employee and manager will assess the contract needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful remote work.
- Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a remote work arrangement.
- Equipment needs, workspace design considerations and scheduling issues. The employee and manager will review the physical workspace needs and the appropriate location for the remote work.
- Tax and other legal implications. The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working

out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

To ensure that employee performance will not suffer in remote work arrangements, we require our remote employees to:

- Choose a quiet and distraction-free working space for the duration of your workday.
- Self-provide an internet connection that's adequate to support the functions of your job description.
- Dedicate your full attention to your job duties during working hours and be available during these hours for team members and supervisors to contact you.
- Adhere to all meal and rest break and attendance schedules agreed upon with your manager, team members and in compliance with state law.
- Ensure your schedule overlaps with your team members for as long as is necessary to complete your job duties effectively.

Team members and managers will communicate long-term and short-term goals. All should frequently meet (either online or in-person when possible) to discuss progress and results.

Compliance with Policies

GigaTECH remote employees must follow all Company policies like their office-based colleagues. Examples of policies that all employees should abide by include, but are not limited to, the following (including all policies and procedures as articulated in the GigaTECH Employee Handbook):

- Attendance
- Social media
- Confidentiality
- [Cyber Security](#)
- Employee Code of Conduct
- Anti-discrimination/Antiharassment/Equal opportunity
- Safety
- Dress code when meeting in-person or by video with customers, partners or other Company employees.

Employee Remote Work Policy and Agreement

Time

Unless otherwise agreed upon, in writing, your core work schedule is Monday-Friday 8 a.m. to 5 p.m. local time, excluding company recognized holidays. Depending on your customer and/or team member's location(s), you may be asked to recognize these core working hours in Eastern Standard Time (EST).

Non-exempt employees must follow all applicable policies including, but not limited to, meal and rest breaks, requesting prior approval for overtime, and timekeeping. Off-the-clock work is prohibited under our policy.

Equipment and Expenses

We will provide our remote employees with equipment that is essential to their job duties, like laptops, headsets and cell phones (when applicable.) We may provide VPN and Company-required software when employees receive their equipment. Depending on your customer/contract requirements, you may also receive equipment that is specific to, and will be used exclusively for said contract work efforts. Employees are discouraged to use their own equipment.

Equipment that we provide is Company property. The Company retains control over the property and reserves the right to monitor Company property even when used at your remote location. Employees must keep it safe and avoid any misuse. Equipment supplied by the Company is to be used for business purposes only. The remote worker will sign an inventory of all Company property received and agree to take appropriate action to protect the items from damage or theft. Employees must take proper measures to secure Company information, assets and systems.

Specifically, employees must:

- Keep their equipment password protected.
- Store equipment in a safe and clean space when not in use.
- Follow all data encryption, protection standards and settings.
- Refrain from visiting untrustworthy or suspicious sites.
- Only download authorized software with prior approval.
- Keep confidential information in locked file cabinets and desks.

Upon termination of employment, all Company property will be returned to the Company, unless other arrangements have been made.

The employee is responsible for maintaining a secure cyber policy while working from the remote location. Connections to unsecured, public networks are not allowed, unless protected by a VPN or similar solution. Personal devices that have applications that connect to the GigaTECH IT infrastructure will be required to allow corporate centralized management of any localized data in the respective applications. Given the sandbox architecture of Android and IOS mobile devices the management oversight is limited only to the applications that connect to the GigaTECH environments.

Communications

Employees are expected to be available during normal work hours as described above. During these work areas, employees are expected to routinely engage in remote workforce communication such as email, chat and video. Communications from clients should be answered as soon as possible.

Cyber Security

A corporate cyber security profile is essential to operating in the Federal contracting space. As a trusted industry partner to many Federal agencies GigaTECH is not only expected to follow guidelines, but we are also required to follow and enforce cyber security controls in order to qualify for many contracts. GigaTECH, with the help of many IT partners like Microsoft, and AWS, work to implement a platform that adheres to the NIST 800-171 encryption controls for data at

rest, in transport, and accessibility. GigaTECH will also govern the devices that log into the corporate infrastructure, and allow for centralized management of data on endpoints, including personal mobile devices. Employees of GigaTECH take on certain responsibilities in their daily workflow that supports the cyber security mission of GigaTECH, and the U.S. Federal Government.

- User password enforced policies require users to have complex passwords which will be forced to be changed periodically and cannot be recently repeated.
- Annual security awareness training is required for all employees.
 - In addition, if the employee requires any kind of privileged access to systems, they will be required to take role-based security training.
- All users are required to adhere to the multi-factor authentication (MFA) process for access to any GigaTECH system.
- Centralized device management is required by GigaTECH. Personal Android and iOS devices only require centralized management of GigaTECH data that resides on those devices. Mobile operating systems allow for compartmentalized applications where central control only affects the applications that connect to GigaTECH infrastructure.
- Before access is granted to any GigaTECH system, that user will be subject to a background investigation.
 - Background investigations are a precondition for employment and is subject to periodic reviews.
- Termination of employment with GigaTECH will require immediate loss of access to all systems and authenticators. Employees will also be afforded an exit interview.
- Employees are responsible for physically securing all devices that connect to the GigaTECH infrastructure.
- Remote work environments are not controlled by GigaTECH. If accessing GigaTECH resources through these connections, users are required to establish VPN (virtual private network) connections prior to establishing connections to GigaTECH controlled data on all devices.
- All digital devices are required to have system firewalls, and virus/ malware solutions in place prior to connecting to GigaTECH infrastructures.
- All devices connecting to GigaTECH systems are subject to a system lock inactivity timer. This will lock the system if there is a period of inactivity and will require user authentication to unlock.

Cyber predators are constantly innovating how they attack information systems. As cyber security environments change to adapt to the criminals, user required activity is subject to evolve with it. Having an excellent, ever evolving cyber posture will set this organization up for success with all of our customers.

[Acknowledgment of Remote Worker Policy](#)

I have read and understand the GRAPA process and embedded Employee Remote Work / Telecommuting Policy, and agree to the duties, obligations, responsibilities and conditions for remote workers described in the policy. I understand that I remain subject to all of GigaTECH's

internal policies including, but not limited to, policies relating to technology, confidential information, harassment and discrimination prevention and safety policies.

I agree that, among other things, I am responsible for following my remote work schedule, taking proper measures to secure Company and contract information, assets and systems and maintaining my workspace in a professional and safe manner.

I understand that the Company may at any time change any or all of the conditions under which I am permitted to work remotely or telecommute or to withdraw permission to work remotely.

The Company has supplied me with the following equipment:

Company policy relating to properly maintaining office equipment applies. Provided equipment shall be used exclusively for work related activities. At the end of the employment relationship or termination of this remote work agreement, I agree to immediately return this equipment or reimburse the Company for the value of this equipment.

I understand that the Company may monitor any equipment that is provided to me.

I have reviewed GRAPA and the Employee Remote Work / Telecommuting Policy with my supervisor and understand its contents. I understand that this Policy may be altered or terminated at any time.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Employee Address: (where majority of remote work will be performed)
