



THE CEO'S CORNER

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Greetings, IntegrITS Family! I want to personally thank those employees who took time from their schedules to provide feedback to us via the IntegrITS Roundtable Survey. Over the next several weeks and months we will share the results of the survey. But for this edition of *The IntegrITS Digest*, we will share a summation of the responses received to **Questions 1 and 2** from our employees, as well as a broader set of takeaways from the corporate perspective.

Employee Takeaways

QUESTION 1 - Key Lessons Learned: What was your biggest takeaway while working during the pandemic and its post-transition period?

1. *Work-Life Balance is Real. But you have to be at "home" with your Family to maximize that balance!*
2. *We have the technology to be able to work from anywhere at any time. This supports a better work and life balance.*
3. *Taking the time you need for things outside of work is okay.*
4. *The biggest takeaway was the shifting of priorities. Family comes first now.*
5. *Uncertainty of information.*
6. *Telework works more effectively than in office work schedule.*
7. *Learned how to work remotely.*

QUESTION 2 - Challenges Faced: What hurdles did you encounter? How did you get over them? Learning more about your experience will help us build up better support structures moving forward.

1. *Continuing the nice work-life balance that I had during the pandemic. As we migrate back to more office time, the commute time bites into some part of my time, my work or my life. And the office time, while bringing needed camaraderie and face-to-face collaboration, does have side effects of reducing actual productivity. And when this happens, the work time starts to impact the "life" time, either by requiring more time in the office to complete work or having to take work home.*
2. *I did not see a major difference in my ability to perform work tasks during COVID. However, it was disheartening to not be able to see colleagues face-to-face occasionally, and to witness the amount of fear the pandemic caused.*
3. *I did feel there were instances where the rules were not clear as far as travel and handling personal emergencies. I realize going to HR directly would have given me better support than my chain of command locally.*
4. *Perhaps a centralized help center with validated information.*
5. *Working in Microsoft Teams, but as time progressed, connectivity was corrected.*
6. *Learned how to use scripts.*



Employee Takeaways (cont.)

Clearly the message here is that the pandemic made us all more aware of the importance and priority of family and having a healthy work-life balance that ensures that priority is not lost. At IntegrITS, we deeply understand the importance of work-life balance and actively support remote and hybrid work environments wherever possible, recognizing that such flexibility can significantly enhance our employees' productivity, satisfaction, and overall well-being.

We strive to accommodate the diverse needs of our team by offering flexible working arrangements that allow for a better balance between professional and personal life. However, we also acknowledge that certain mission-oriented tasks and roles requiring special access necessitate a physical presence. In these cases, our priority remains the security and integrity of our work, which sometimes requires specific on-site commitments. We are committed to ensuring that all employees, regardless of their work setup, receive the support and resources they need to thrive both in and out of the workplace.

Another clear theme was "communication." Whether it be the shift in how we communicated with one another or communication breakdowns, it is apparent that the pandemic significantly impacted our work lives and interactions with one another. I will address this further in the next section, but I can't thank you enough for your patience throughout the transition. Your flexibility and innovation helped guide us through an extremely challenging time, and we are a better company because of you.

Corporate Takeaways

During the pandemic, IntegrITS too faced unprecedented challenges that tested our resilience and adaptability. We learned the critical importance of flexibility and robust communication channels as key factors in maintaining operations and supporting our workforce. As the world shifted to remote work, we quickly implemented new technologies and streamlined communication processes to ensure that our teams could collaborate effectively from various locations. As the Government imposed lockdowns and social distancing requirements, we had to swiftly transition to remote work models.

And for those employees working in mission critical roles that required physical onsite presence, we had to ensure that proper sanitation and COVID protocols were in place and adhered to. In several circumstances, IntegrITS had to ship supplies to customer locations to ensure the safety of our employees. Overall, this required not only technological adjustments but also changes in management practices and communication methods to maintain productivity and collaboration. This period also highlighted the necessity to more assertively communicate our wellness programs and provide resources that addressed the well-being of our employees in a holistic manner.



Corporate Takeaways (cont.)

During the pandemic, the dissemination of timely and accurate information was significantly hampered by the varied COVID-19 protocols adopted by different commands, and even within individual commands. This inconsistency in guidelines often led to confusion and inefficiencies, as employees and management struggled to navigate the differing safety measures and operational adjustments. Such disparities not only affected our ability to uniformly implement health and safety measures, but they also impeded clear communication and coordination across the organization. The experience underscored the critical need for a centralized approach to crisis management, highlighting the importance of having cohesive communication strategy to ensure that all parts of the company can respond effectively and uniformly in times of crisis. This strategy has resulted in several initiatives aimed at increased team collaboration and supervisor training. Additionally, *The IntegrITS Digest* was established in order to create another consistent channel for corporate communication.

Post-pandemic, as we navigated through the complexities of high inflation and fluctuating labor market demands, IntegrITS adapted its strategies to remain competitive and ensure financial stability. We responded to inflationary pressures by optimizing our operational efficiencies and revising our pricing strategies to keep our offerings competitive yet profitable. Understanding the evolving expectations of the labor market, we strengthened our employment packages, focusing on flexibility, competitive wages, and comprehensive benefits to attract and retain top talent.

The challenges we faced during the pandemic and post-pandemic era have equipped us with invaluable lessons and strategies, positioning us for a strong and prosperous future. Through navigating the disruptions caused by remote work transitions, high inflation, and evolving labor market demands, we've honed our adaptability and resilience. We've implemented more flexible work arrangements and enhanced our operational efficiencies, which not only addressed immediate challenges but also improved our long-term operational sustainability. These experiences have strengthened our crisis management capabilities and innovation potential, ensuring that we are better prepared to handle future uncertainties and seize opportunities that arise from changing market dynamics. This foundation promises not only stability but also significant growth and success in the years ahead.

I truly enjoyed reading and processing your feedback to these first two questions. I look forward to sharing and discussing takeaways from Questions 3-7 in the near future. In the meantime, remember that you can always reach out to me with feedback, questions, or ideas at ceo_corner@integrits.com.

May Birthdays

We are wishing a happy birthday to our teammates who are celebrating birthdays in May!

Anthony Baca
John Chavez
Jeff Deis
Jason Ellis
Mark Equihua
Louis Galluzzi
Todd Lincoln

Kevin Loewe
Ivan Lopez
Dimas Mancia Mena
Julia Mercado
Chris Nelson
Ethan Nguyen
Jacob Poepoe

Tony Purcell
Matthew Reed
Helen Reyes
Chris Roberts
Chad Russ
Alii Siu-Auelua
Vanessa Valdez



May Anniversaries

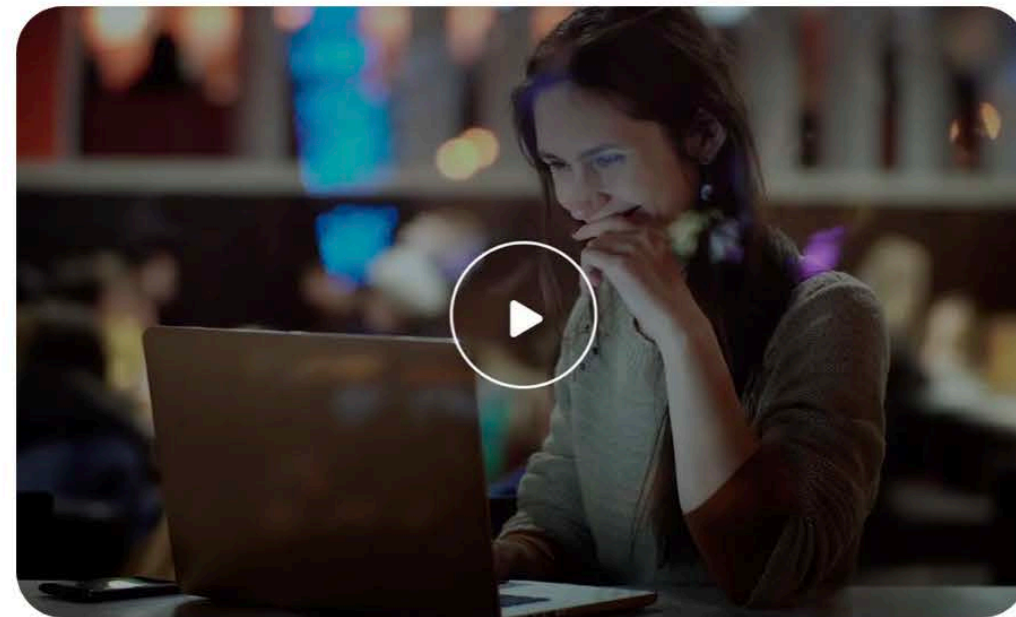
Whether you've been with us for one year or twenty, we don't take it for granted that you are a member of the IntegrITS family. Thank you for your hard work and commitment to your team.

If you see someone from your department on this list, be sure to congratulate them this week!

Jeston Crouch, 5 years
Gary Carr II, 2 years
Mark Potter, 1 year
Matthew Reed, 1 year

Get guidance on reaching your financial goals.

Finances can feel overwhelming. Connect with a Money Coach and take advantage of our action plans, online video courses, and more. Build a stronger and more secure future no matter where you are in your financial journey.



Tip of the Week

If you're looking to invest in your financial wellbeing, don't forget about the resources we have available to us through [My Secure Advantage](#).

"Financial wellbeing support provided by My Secure Advantage includes confidential money coaching, educational resources, and a secure digital platform offering self-help tools to help you reach short-term and long-term goals. Money coaches can assist with a wide variety of financial topics including retirement planning, debt resolution, estate planning, tax concerns, paying for college, buying a home, and more" ([Insperity](#)).



The IntegrITS Suggestion Box

We have created a space online where you can submit feedback, questions, or any other insight you have. Suggestion box entries are submitted anonymously, however, if you would like our Team to reach out to you individually, you can include your name and contact information. [Click here to visit The IntegrITS Suggestion Box.](#)



Coming Soon

Join us on the second Thursday of May for another Team Spotlight!

Employee Referral Bonus Program

At the end of each quarter, everyone who refers a prospective employee who makes it to the interview process will be entered into a raffle for a \$500 gift card. We will select two winners from this pool of contestants—meaning two people have the chance to win a \$500 gift card each quarter! Furthermore, we will enter all employees who refer a job applicant into another raffle (regardless of the stage they make it to in the hiring process), with the winner receiving a \$250 gift card.

We have a number of job openings across multiple IntegrITS locations ([IntegrITS Opportunity Central](#)). Let's work together to find the best candidates for these open positions!

Comments / Questions

If you have any comments or questions about this week's newsletter, email us at news@integrits.com.

We have also created a website where we are storing the archives of all our newsletters to date:
<https://integrits.com/digest-archives/>.



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