



Dear Family Members,

Serving in times of crisis is nothing new for you and your loved ones at US Cyber Command and the National Security Agency. Whether a Government civilian employee, a uniformed member of the military services, or a Government contractor, we are **one** team, and each of us contributes our unique expertise to a mission that is all the more critical in times of crisis.

Throughout our combined history, CYBERCOM and NSA have faced many challenges that required your loved one to serve long, arduous hours through adversity and uncertainty. Often, it was in those times of crisis that our Nation needed us the most: and we responded by delivering insights and expertise to our leaders, policy makers, and warfighters.

Today, we find ourselves facing a new kind of challenge – a global pandemic. While the challenge is new, our mission remains as critical as ever, and our response has been quintessential CYBERCOM and NSA: resilience, unwavering spirit of service, and steadfast sense of purpose. The source of these noble traits is our people and their families.

For all our family members, I want you to know that we are committed to ensuring that our workforce and facilities remain safe:

- We have put into place social distancing measures, and we have reduced the number of personnel who are in each facility at any given time;
- We ensure the highest standards in cleaning and sanitizing buildings, offices and workspaces;
- Our policies require our personnel to wear masks when minimum social distancing requirements can't be met (for example, in elevators or hallways); and
- We continue to provide critical well-being services to our workforce and their families.

As part of our efforts to increase social distancing, your loved one may be spending more time at home. During their administrative leave time, your loved one may be anxious to get back in the game and report to work. While I'm tremendously proud of how dedicated and passionate our workforce is, I also need those at home to recognize that they are standing the watch as they remain mission ready.

Being mission ready means taking care of yourself and others – looking out for your whole health, physical, mental, and emotional. Our Well-Being Services organization is a resource for our civilian and military workforce and their families and is here to assist you with questions and concerns related to all aspects of coping during the COVID-19 pandemic. Our contractor teammates can seek employee assistance-type services from their employers.

Our entire combined leadership team and I are deeply grateful to you for the love and support you provide to your family member. *Defending our Nation* and *securing our future* – this is what we do each day, and we can only carry out this noble mission with supportive family and friends. Over the past several weeks, what has crystalized for me so clearly are three themes:

1. **We are one team** – military, civilian, contractor – all of our personnel and their families serve our mission;
2. We are **committed to transparency and clear communication**; and
3. Our mission requires that **we take care of ourselves and each other**. We talk about our critical no-fail missions often. One of the most critical, no-fail missions is for each member of the CYBERCOM and NSA family to take care of their health and well-being.

When we get through these uncertain times and as we begin to return to a new normal, you have my commitment that we will communicate with transparency and clarity. As each state and jurisdiction begins issuing guidance on reopening their respective locations, I will continue to count on you and your loved one to take the necessary measures to remain healthy, safe, and mission ready.

I am tremendously proud of and grateful to all of you – our extended US Cyber Command and National Security Agency family. Together, we defend our Nation and secure the future.



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