

RESPONSE TO U.S. OFFICE OF SPECIAL COUNSEL  
ARNALDO L. ESPADA MARTINEZ  
CASE FILE NUMBER DI-14-0026

U.S. OFFICE OF  
SPECIAL COUNSEL  
WASHINGTON, D.C.

2014 OCT 20 AM 10:32

This statement is in response to the Office of Special Counsel report Re: OSC File No. DI-14-0026. The format used is to quote the portion of the report, and its location at the appropriate page in the document, that I would comment identified as Office of the Special Counsel (**OSC**). My comment follows immediately identified as Arnaldo L. Espada Martinez (**ALEM**).

Page 6

**OSC** Hence, the dynamics of these seemingly correlated issues somewhat complicated Mr. Ortiz's ability to supervise and maintain "order and discipline" and respect for all members of this NEC "team". Nevertheless, he sought to establish an "spirit d'corps" within the blended workforce while adhering to the appropriate legal standards for working with contractor employees. Mr. Ortiz's management style was to be direct and firm, in essence a "no nonsense manager."

**ALEM** These expressions are highly questionable based on the following facts:

**OSC** Mr. Ortiz assumed the duties of the Director of the Fort Buchanan NEC in February 2013. Prior to that appointment, he had held several Information Technology (IT) positions, including several supervisory positions, at the 106<sup>th</sup> Signal Brigade in San Antonio, Texas, between 2009 and his assignment to Fort Buchanan.

**ALEM** Despite a "successful" career that should be "emulated", Mr. Ortiz's lack of training in administrative and human resources areas proved to be fundamental in the wrong decisions made as NEC director. The action taken by his chain of command, COL Jay K. Chapman, of appointing a person to a higher management level and taking the trainings "after-the-fact" not only harmed the organization but the trust and "spirit d'corps" within the team which Mr. Ortiz already broke with his behavior. This is not an "easy fix" such as "Take a course, move on and pretend nothing happened." In my opinion it reflects the grade of irresponsibility within the chain of command that resulted in the situation OSC is investigating.

**Page 6 – continuation**

**OSC** Mr. Ortiz assumed the duties of the Director of the Fort Buchanan NEC in February 2013. Prior to that appointment, he had held several Information Technology (IT) positions, including several supervisory positions, at the 106<sup>th</sup> Signal Brigade in San Antonio, Texas, between 2009 and his assignment to Fort Buchanan.

**ALEM** I have concerns about Mr. Ortiz performance as supervisor at the 106<sup>th</sup> Signal Brigade in San Antonio, Texas based on the statement submitted by Mr. Gilberto Sierra to the 106<sup>th</sup> Signal Command in February 2014. This statement also attests to the irresponsible manner of dealing with this situation by Mr. Ortiz's chain of command. Following is an excerpt of Mr. Sierra's statement. The complete statement is included in [TAB A, Gilberto Sierra Statement] with Mr. Sierra's permission.

After the fact that we submitted our documents to FTB [Fort Buchanan] we were informed that Mr. Ortiz had similar problems or worst accusations at the 106<sup>th</sup> Joint Base San Antonio (JBSA) Texas, where he was a supervisor. It was reported to us of his hostility and harassment there at JBSA, and utilized it as a tool to jeopardize and destroy the employees' morale with his toxic leadership, to the point that employees had to be treated by mental health professionals. 106<sup>th</sup> Signal Brigade in San Antonio knew about his unprofessional behavior and rather than taking administrative action to correct the problem they send him to Puerto Rico and gave him a higher demanding position as director resulting in not only putting his demeaning behavior under the table but also what it seems a reward for his unprofessional and illegal actions.

An example of the irresponsibility within Mr. Ortiz's chain of command regarding Mr. Ortiz's hostile supervisory style is Mr. Brett Gilmore's devastating statement which is included in [TAB G, Espada e-mail, OCT 9, 2014, 8:08 AM] used with Mr. Gilberto Sierra's permission.

"My name is Brett Gilmore I used to work for Mr. Ortiz it was a terrible experience. It got to the point where it caused me to almost have a mental breakdown. I no longer work here at the 106<sup>th</sup> BDE due to the mental anguish I was exposed to by him. I no longer work because he experienced aggravated my service connect disabilities so much that I have been deemed not fit for the job market."

Mr. Gilmore is part of the group of 106<sup>th</sup> BDE employees that were not interviewed by the IO, Mr. Thomas G. Smart. Mr. Gilmore provided contact

information in case OSC wanted to interview him to confirm his statement as evidence for this complaint.

There are also four employees at FTB NEC undergoing treatment with mental health professionals as a result of the hostile work environment created by Mr. Ortiz. They are: Mr. Carlos Vilches, Ms. Carmen E. Maldonado, Mr Justin Gehrke and Mr. Gilberto Sierra. As recent as October 7, 2014 Mr. Carlos Rivera, VTC Technician had to be taken by ambulance to the Emergency Room at Hospital Metropolitano (Metropolitan Hospital) with high blood pressure and chest pains due to the constant pressure Mr. Ortiz puts him through.

### **Pages 6-7**

**OSC** In response to the complaints, Mr. Ortiz implemented some new rules and enforced both the new and existing rules to include the following:

"no sleeping at the workplace,...and "cellphones are not authorized in a facility processing collateral information."

**ALEM** The photograph included as part of the evidence in this investigation that depicts contractor Mr. Eric Milletti sleeping responds to an extraordinary circumstance which is not the norm but rather the exception in Mr. Milletti's behavior. On October 2013 Mr. Milletti was taking care of his father at the hospital who had terminal cancer that caused his death three months later, on January 2014.

This photograph brings to my attention the following concerns.

1. This is considered an invasion of privacy because Mr. Milletti was not aware that Mr. Josue Vazquez was taking his picture and sent it to the NEC Director for disciplinary actions against Mr. Milletti.
2. The photograph was taken in a restricted area at the NEC Communications' Center at Bldg. 376. The sign at the main entrance clearly states: "
3. Therefore, Mr. Vazquez took the photograph without knowing the circumstances of Mr. Milletti's behavior, in an illegal manner with the clear intention to cause harm to Mr. Milletti, in a restricted area inside a federal government building.

4. Mr. Ortiz confronted Mr. Milletti with the photograph. During the discussion, Mr. Ortiz turned to his "aggressive character" as Mr. Angelo Velez describes it on page 7 and made the move to hit Mr. Milletti. Mr. Milletti wrote a letter to the GC&E Contract management denouncing the incident. Mr. Milletti received a reply letter from GC&E management indicating that Mr. Ortiz's attitude against a contractor was not tolerated.

**OSC** In response to the complaints, Mr. Ortiz implemented some new rules and enforced both the new and existing rules to include the following:

"profanity at the workplace will not be tolerated" and "employees will be respected and screaming will not be tolerated."

**ALEM** As recent as September 2014, employees working at Bldg. 527 heard Ms. Jahaira Rodriguez Ocasio yelling and screaming inside Mr. Ortiz's office. The profanity used was clearly heard by all of us even though the door was closed because of Ms. Rodriguez's high tone of voice. We were concerned about this situation and Mr. Justin Gehrke went to see what was going on. After several minutes knocking at the door, Mr. Pedro Colon indicated that nothing was wrong and that everything was OK.

The profanity used and the behavior shown by Ms. Rodriguez can clearly be defined as breach of peace because it disrupted the work being conducted in the area.

Mr. Gilberto Sierra' explains the facts behind Ms. Rodriguez's behavior in the following statement. The complete statement is included in [TAB A, Gilberto Sierra Statement] with Mr. Sierra's permission.

Sep 19 2014 Question ask to Ms. Rodriguez

On the second and third week of SEP 2014 Bldg 376 two new GS workers were coming on board to work with us at the NEC, I was previously informed of such event to take place. One person was for the LAN ADMIN section and the other for the OPS CNTR, But at same time I saw Ms. Rodriguez during the same weeks in the Network, thinking that she was there to performed some type of inventory, in the past she has performed inventory task. Later days I saw Ms. Rodriguez intervening with OPS center equipment. Since we need to be concerned that B376 is a restricted area and a "need know policy is infect" I approach her in a professional matter and ask her, what was she doing in the network area? Ms. Jahaira Rodriguez immediately raised her voice and said "I WAS HIRE FOR THE GS-9 POSITION. I told her that I was never informed of that. She continue speaking out loud I EARN THIS POSITION, I immediately said, lets step out side

the Bldg , since she was speaking very loud, (there was no need disturb our coworkers). Outside the bldg she went on a rampage talking out loud about the Chief and coworker that the were all corrupted, (mention 7 names) that she new a lot of things about them, on and on, I was never permitted to say a word again, them she started to used profane words, F word and speaking about that she sweat her (XXXX) sexual part contrary to other girls in the NEC to get the position. At this time I felt uncomfortable and mention to her

Lets go inside the building. I said to her don't worry Jahaira calm down, I notice her basically calm inside the building and I continue with my shores.

When she went volatile I did not take it personnel because I felt it was not towards me, it was towards third persons, (she let the rage out) I did not worry because in my opinion it was just gossip. She went to the Director Mr. Ortiz and explain a different story.

**OSC** In response to the complaints, Mr. Ortiz implemented some new rules and enforced both the new and existing rules to include the following:

“nepotism hiring will not be tolerated between DACs and CMEs”.

**ALEM** This rule was clearly violated by its own proponent, Mr. Ortiz, when Ms. Carmen Maldonado, Site Lead for the GC&E contract hired her son, Mr. Charlie Andino, as Warehouse Assistant, after Mr. Ortiz fired Mr. Victor Lopez who was previously conducting the same functions at the NEC. Ms. Maldonado also gave preference to her sister, Ms. Yolanda Maldonadom, to work as the NEC's secretary when Ms. Jahaira Rodriguez Ocasio was on leave and during her temporary promotion to Logistic Management Specialist in charge of inventory and the NEC's warehouse. Ms. Yolanda Maldonado was working under GC&E contract as telephone operator. She was granted access to the system in order to perform these other duties. My question is, Who authorized her a Common Access Card (CAC) and who conducted the security clearance for her to have access to the system, including e-mails, forms and other privy information accessible only to DACs.

Following is an excerpt of Ms. Arlene Morales and Ms. Judith Echevarria' statement on Ms. Carmen Maldonado nepotism practices. The complete statement is included in [TAB B, Ms. Arlene Morales and Ms. Judith Echevarria' Statement] with Ms. Morales and Ms. Echevarria's permission.

On June 17, 2013 Ms. Maldonado came into the office and asked if we had seen her sister working at the front desk in the Directors Office. When we answer to the affirmative, she went on to explain that the Mr. Gregory Ortiz (NEC Director) had ordered that he wanted the front desk covered at all times and she decided that her sister was going to take care of that responsibility. That she would cover lunch, breaks and absence of Jahaira Rodriguez, the director's secretary. Ms. Rodriguez is a GS-07 Administrative Assistant. As time went on, her "coverage" of the Admin. Asst. position became longer until approximately November 2013 she has been doing it full time. Yolanda no longer reports to the switchboard, instead, she reports directly to the Admin. Asst. desk and plays the part of Mr. Ortiz Secretary. All this while Ms. Rodriguez, Mr. Ortiz actual secretary is been trained to assume the responsibilities of a recently retired employee. Ms. Maldonado's acts of nepotism are undeniable. We are strongly demoralized by the fact that by Yolanda been chosen by her sister to assume these responsibilities she denying everything that is fair and misusing her authority and affording her sister special privileges. These actions have no room in any work environment. Yolanda is been trained for a job that either one of us, who are better prepared academically and professionally could have undertaken just as well. Even a rotation of these responsibilities would have been a better attempt at been fair and given everyone a fair chance not only at learning and been better prepared, but to perhaps compete in due time if this position became available. Being a good supervisor includes being fair regardless of any family ties with your employees, not to mention the fact that Judith and I hold seniority over Yolanda. Nobody questioned her decision and we are currently cornered. Anybody with the minimum understanding can foresee what will happen if this contract needs to be downsized again. Yolanda is been afforded an opportunity to a better chance of staying. This is completely unfair. Acts of nepotism of such blatant nature should not be tolerated.

### Page 7

**OSC** Mr. Ortiz response to the complaints concluded "my employees are treated with respect and dignity at all times."

**ALEM** Mr. Ortiz's testimony is in clear contradiction with Mr. Ronald Febres-Farrel' statement which he submitted to the EEOC, Agency Charge No 515-2014-00503. Mr. Febres-Farrel statement has been translated into English for the purpose of this report. The original statement is included in [TAB C – Mr. Ronald Febres-Farrel Statement in Spanish.] The English translation is included in [TAB D – Mr. Ronald Febres-Farrel Statement in English.] The following statement has been included with Mr. Febres-Farrel's permission.

On October 25, 2013 at 6:45 pm Mr. Ortiz came to the building accompanied by Mr. Josue Vazquez (contractor) to do a job that Mr. Noel Santana had assigned, but that had been impossible for us to get at the request of Mr. Ortiz. In the process of getting someone to tell us what to do with that work we were able to find Mr. Gehrke, who explained to Mr. Ortiz what had to be done. When Mr. Ortiz finished talking to Mr. Gehrke, he orders me to send an email to the brigade immediately. While I was writing the message that due to my condition I can only use my left hand to type, which makes my typing not so fast, Mr. Ortiz snapped his fingers, and loudly told me "Push it! Push it!" to go faster. At that moment I felt frustrated because I wanted to give more than I could, and humiliated because knowing my condition he continued saying "Push it! Push it!" I never understood what was the purpose of keeping us after working hours to do a job which we had no guidance and used his power to humiliate me in front of my peers.

One day I received a call from Mr. Ortiz asking me if I had access to a web application called Sharepoint and I answered Yes. In about 30 minutes Mr. Ortiz appears in the building where I was working and asked me again if I had access to Sharepoint and again I answer Yes and he tells me to show him. When I showed him that I have access to Sharepoint, that wasn't enough and asks me if I have it saved in My Favorites and I tell him Yes and tells me again to show him and I proceeded to show him. After he finished with me he went to my partner Eric Milette and asked him if he had access to the application and he said no, but he was going to get it. After that Mr. Ortiz left. I understand that the purpose of his visit was to intimidate me and try to humiliate me and demonstrate his power.

Another day I received a call from Mr. Ortiz asking what was our SIPR email and I asked him what he meant by "cheaper" email. At that time he notified me that he is going to call back in a few minutes. When he calls again Eric Milette answers the call and Mr. Ortiz tells him he wants to talk to me. When I answered the call I hear that the phone is in speaker (Without being notified) and there is another person in his office, but I proceed to answer and he asks me the same question and at the moment I understood he meant the SIPRNET email of the OPS center. I answered that I do not know by it by memory, but I was going to get it. When I got the e-mail and dictate it to him, he tells me to send a test message to the brigade to see if they were sending us the information to the right e-mail. Not happy with that, Mr. Ortiz, asked me if I understood what he told me and I told him yes, and still he tells me to repeat the instructions he had just given me.

The e-mail he refers to is an e-mail that we had been using for months to send and receive messages via SIPRNET and he knows. It's so that from the brigade Patrick called me to ask if that e-mail had changed or if it was the same as always. I do not understand what the purpose of Mr. Ortiz to ask for an e-mail that he has

and that if I wanted to know what it was he could have asked Eric Milette when he answered the call, and tell him to do that test, without having to call me. I do not understand either why if he asked me if I understood and I say yes, he tells me to repeat what he told me. I felt that Mr. Ortiz was using his power to humiliate me.

On December 5, 2013 while I was doing the routine checks I received a call from the network administrator of the clinic reporting that he had a circuit down. I told him that I was going to investigate and would return the call. When I finish the call and went to investigate what was happening another phone call came in from Mr. Ortiz telling me to verify an information in the GAL (Global Address List) about General Hector Lopez, but since I am not familiar with the term GAL because it is a term used by network administrators that belong to another division, I ask to confirm "Gal?" and he answers "Yes", then I asked him to give me a moment, because at that time was arriving the Ops Center supervisor Mr. Pedro Colon. I indicated Pedro Colon what was happening with the clinic circuit and that I have Mr. Ortiz on the line asking for information and passed the call. To my surprise Mr. Pedro Colon hands me the phone again saying that Mr. Ortiz wanted to talk to me, to stop what I was doing, then proceed to answer the phone again and he asked me the same question, and I answer ok let me get the information. I proceed to go to the network administrators to be able to give Mr. Ortiz the answer to his question, when I got back to answer Mr. Ortiz's call he hung up and called Pedro Colon and told him to report immediately to his office at Bldg. 527 with me and my contract supervisor Carlos Nieves, who told him we will take some time because it was raining really hard, that there was a flood warning issued for the area and the EOC (Emergency Operation Center) at Fort Buchanan had sent an emergency message. Then in a violent and intimidating manner Mr. Ortiz tells Pedro Colon "How could rain stop you guys from visiting me?" and that he will go to our building now because the rain would not stop. When Mr. Ortiz came to the building we were astonished that ignoring the inclement weather and the safety warnings, he arrived soaking wet from head to toe putting himself at risk, for the sole reason that once more use intimidation and his power to harass and humiliate me just because I was not familiar with a term used by another division.

On December 17, 2013 during a meeting at Mr. Ortiz's office in Bldg. 527 in which were present Mr. Pedro Colon (Ops Center Supervisor) and Mr. Gilberto Sierra, Mr. Ortiz noted that his Outlook application was not responding, and decided to call the Ops Center, when I answer the call I noticed that the phone is in speaker without prior notice, he asked me when was the last time I received an e-mail from Outlook in the Ops Center inbox. I verify the Ops Center inbox and replied that the last time I received an e-mail was 45 minutes ago, and as scolding he began to question what was the reason why I had not received an e-mail in the Ops Center

inbox and if that was normal, and I answer yes, and hung the phone, not happy with that he called my supervisor at the time Mr. Carlos Nieves and orders him to check why I had not received an email in the Ops Center inbox in the last 45 minutes. After a while received a call from my supervisor Mr. Carlos Nieves asking if I had received a test e-mail he sent me, and I tell him yes. He says ok to me and hung up. Then Mr. Gilberto Sierra who was at the meeting, tells me that the problem was Mr. Ortiz's computer, not the Outlook application. In other words I do not understand what was Mr. Ortiz's reason to scold me and alert my supervisor, if it wasn't to persecute and harass me.

On Monday, January 27, 2014 at 3:05 p.m. I sent a message to all Fort Buchanan to notify about an event that would affect the network connectivity of all computer users at the base. This e-mail was sent in accordance with the normal procedures instructed to me to follow in these cases. The e-mail at issue here was verified by Mr. Carlos Nieves, Mr. Eric M. Milette, me and the DAC in charge Mr. Gilberto Sierra and finally sent, in accordance with the instructions we had at that time by the NEC Director, Mr. Ortiz.

At 3:30 p.m. I got a call from my boss Mrs. Carmen Maldonado from Mr. Ortiz's office on the speaker (which was never notified), but I could hear Mr. Ortiz angry and in a loud voice instructing her about the questions she needed to ask me. During this call she asked me aloud why this e-mail was sent to all Fort Buchanan, who authorized it and what was the procedure. In the meantime, I was listening to Mr. Ortiz upset in the background. While I was answering, she was angry and kept talking loudly. I asked her to let me speak and when she let me talk I explained that this e-mail was a copy/paste of one sent by Mr. Carlos Nieves and before I sent it, it was verified by Carlos himself, Mr. Eric Milette, by me and as usual by the DAC Gilberto Sierra who approved for it to be sent. Then the call ended.

On Tuesday, 28 January 2014 having cleared the sending of the all Fort Buchanan e-mail notification yesterday, in accordance with the directives we have from Mr. Ortiz, today at 1:27 p.m. Eric Milette, Carlos Nieves and me, Ronald Febres, received an e-mail from our boss Carmen Maldonado indicating that Mr. Ortiz, the NEC Director is our client and his work methodology does not concern us. We only follow instructions. But I do not understand why if this e-mail message was for Eric, Carlos and I, it puts a copy of the e-mail that I supposedly sent incorrectly yesterday. Another thing I do not understand is that if I gave copy / paste to the same e-mail sent by Carlos yesterday and supposedly is incorrect, why they did not call him yesterday and called me. According to Mr. Ortiz the DAC is responsible for every e-mail that is sent and no one called DAC Mr. Gilberto Sierra who approved to send it. This is a persecution against me.

On Friday January 31, 2014 my co-worker Carlos Nieves was on leave and my other co-worker Eric Milette call that he was not coming to work. Well, this day Mr. Ortiz and Carmen Maldonado taking advantage that I was alone in my work area continued their persecution against me. First, at approximately 8:00 a.m. arrived Mr. Ortiz telling me that Mrs. Carmen Maldonado would be here in a few minutes and started asking me questions why I sent last Monday's e-mail Monday 27 and it was Friday 27. He asked me about the other e-mail sent by my co-workers, why they had sent these e-mails this way, why they sent them to this person, to which I replied that he had to ask them. He also asked why when they sent a message to him, he was not alone in the recipient's line because he was not like the others, he was above them. Then Mrs. Carmen Maldonado arrives around 9:00 a.m. with Mr. Ortiz there, and starts asking me if I understood why I should not have sent that e-mail last Monday, 27 January. To which I replied that I sent it according to the instructions we had from Mr. Ortiz until that moment, but now the instructions were others without notice. I informed her that I was not feeling comfortable with the things that were going on that I was going to send an e-mail about it and she indicated to me that Carlos Nieves already sent an e-mail. Finally she informed me that things were no longer as before and that now it was Mr. Ortiz with a different way of doing things and we must follow his directives.

#### **Page 9**

**OSC** Carmen states that she hears rumors all the time, and that she sees GC&E employees talking the DACs behind buildings.

**ALEM** This statement has to be presented within the proper perspective. Ms. Maldonado did not say that she is part of this situation. She and the NEC Director' Secretary, Ms. Jahaira Rodriguez Ocasio, have been having long conversations behind Bldg. 527 since Ms. Rodriguez Ocasio was a contractor and Ms. Maldonado was her supervisor.

Ms. Rodriguez began working for the NEC in 2005 as a contractor. Ms. Maldonado being her supervisor. Ms. Rodriguez Ocasio and Ms. Maldonado developed a close friendship until today. Ms. Rodriguez was converted from contractor to GS in 2012. The relationship between the Site Lead for GC&E remained constant. This relationship included Ms. Rodriguez doing secretarial work for Ms. Maldonado, going to lunch together and engaging in long conversations behind Bldg. 527 listening to "rumors about NEC employees."

On the other hand, there were rumors of possible contractors' layoffs. Ms. Arlene Morales asked Ms. Maldonado directly to clarify the information

received as a rumor. Ms. Maldonado said that it was not true. Then, the next day on June 30, 2014, nine (9) contractors were laid off. When they wanted to confront Ms. Maldonado with the news that took them by surprise, she wasn't available for them. The layoffs did not respond to financial cuts or reduction in force because the contract was extended until May 31, 2015. According to Ms. Morales and Ms. Judith Echevarria, these layoffs responded to the complaints presented by them and other contractors on the hostile work environment, favoritism, nepotism and other situations that were clearly illegal and discriminatory.

Following is an excerpt of Ms. Arlene Morales and Ms. Judith Echevarria' statement on Ms. Carmen Maldonado practices. The complete statement is included in [TAB B, Ms. Arlene Morales and Ms. Judith Echevarria' Statement] with Ms. Morales and Ms. Echevarria's permission.

- Ms. Maldonado never takes responsibility for her actions. She is accustomed to saying ...."is not my decision, is the company..., Mr. Vilches..." anyone but her.
- She has intimidated us to make her promise never to go with a complaint to anyone else but her. That such act may cause that the contract could be lost. How can we bring a complaint to the same person we are complaining about?
- This contract was downsized once before, however, after that happened 4 new employees were hired. One of them is her son Charlie Andino. Please keep in mind we do not dare question the company's decisions. However, it doesn't seem logical.
- We could go on for pages and pages giving you specific details, describing discriminating and nepotism actions and unfair acts that are taking place here. However, we want to respectfully request that a site visit is conducted and afford us the opportunity to speak to you directly. We have kept detailed notes of all the actions we are describing and feel that a one on one with each employee will prove to give you a more fair, and descriptive detail of our allegations. Nobody should feel so uneasy, worried, nervous, discriminated against or physically ill because of the actions of others in the place of work. We are very hard working employees with impeccable records. All our years in service for this military installation can prove this. This kind of work atmosphere can affect your emotional and physical health. These games that Ms. Maldonado is playing are dangerous, especially when dealing with people that understand her motives and are personally affected by them.

**Page 11**

**OSC** Performance of Inherently Governmental Functions. FARPart 7.5, Inherently Governmental Functions, § 7.503 Policy. (a) Contracts shall not be used for the performance of inherently governmental functions.

**ALEM** During the 2013 Furlough, on October 1, 2013, after I received the Notice of Decision to Furlough due to Lapse of Appropriations , Mr. Ortiz ordered Mr. Segundo Rivera (Contractor with GC&E working at the Operations Center, Bldg. 376) to sit at my work station (Help Desk at Desktop and Support Section, Bldg. 527) to perform my functions. Evidence is provided in [TAB E – Log In Record Espada’s computer].

**Page 19**

**OSC** The AR 15-6 IO conducted an extensive investigation of the eight allegations referred by OSC to the Army. All of the witnesses germane to the allegations were interviewed by the IO.

**ALEM** I respectfully disagree with this statement. I consider the investigation conducted by the IO, Mr. Thomas G. Smart, as bias, unfair and does not represent the opinion of the NEC employees and contractors that were never interviewed. Therefore not “all of the witnesses germane to the allegations were interviewed by the IO.”

NEC Fort Buchanan DACs and Contractors not interviewed were:

**DACS**

Mr. Pedro Gonzalez	IT Specialist, Lead Help Desk
Mr. Ramon Santiago	IT Specialist, Plans and Infrastructure
Mr. Domingo Negron	IT Specialist, Help Desk
Ms. Maria Miranda	IT Specialist, Help Desk
Ms. Carmen E. Maldonado	Management Support Specialist
Mr. Carlos Rivera	IT Specialist, VTC
Mr. Edwin Elias	IT Specialist, LAN Admin
Mr. Luis A. Torres	IT Specialist, INFOSEC
Ms. Sonia Cordova	IT Specialist, INFOSEC
Ms. Laura Torres	IT Specialist, INFOSEC

GC&E Contractors

Mr. Hipolito Rivera	In/Out Side Plant
Mr. Humberto Cintron	In/Out Side Plant
Mr. Oscar Rivera	In/Out Side Plant
Ms. Judith Echevarria	Switch Board Operator
Ms. Arlene Morales	Switch Board Operator
Ms. Yolanda Maldonado	Switch Board Operator
Ms. Nilda Ayala	Switch Board Operator
Mr. Charlie Andino	Warehouse Assistant
Mr. Carlos Nieves	Operation Center
Mr. Miguel Rivera	Operation Center
Mr. Ronald Febres	Operation Center
Mr. Eric Miletti	Operation Center
Mr. Segundo Rivera	Operation Center
Ms. Nicole Zayas	Operation Center
Mr. Yousell Reyes	Operation Center
Mr. Jose Gutierrez	Network Engineer
Mr. Josue Vazquez	Network Engineer
Mr. Harold Ortiz	LAN Admin
Mr. Angel Puig	LAN Admin
Mr. Angel Nieves	LAN Admin

106<sup>th</sup> Signal Brigade employees not interviewed were [TAB F – Espada e-mail OCT 9, 2014, 7:59 AM]:

Mr. Eric Franks <u><a href="mailto:Eric.g.franks.civ@mail.mil">Eric.g.franks.civ@mail.mil</a></u>	Operations Center Shift Supervisor (210) 295-2391 or (210) 569-3718
Mr. Tony Elmore <u><a href="mailto:Tony.m.elmore.civ@mail.mil">Tony.m.elmore.civ@mail.mil</a></u>	Operations Center Shift Supervisor (210) 295-5525
Mr. Brett Gilmore <u><a href="mailto:Brett.e.gilmore.civ@mail.mil">Brett.e.gilmore.civ@mail.mil</a></u> <u><a href="mailto:Fordtruckgilmore@yahoo.com">Fordtruckgilmore@yahoo.com</a></u>	IT Specialist (254) 247-4033
SFC Dwayne Dove <u><a href="mailto:Dwayne.r.dove.mil@mail.mil">Dwayne.r.dove.mil@mail.mil</a></u>	Network Operations NCO (210) 295-5525
MAJ Ross Kaplan <u><a href="mailto:Ross.l.kaplan.mil@mail.mil">Ross.l.kaplan.mil@mail.mil</a></u>	Current Operations (210) 295-2406
Mr. Robert Scholle <u><a href="mailto:Robert.k.scholle.civ@mail.mil">Robert.k.scholle.civ@mail.mil</a></u>	IT Specialist (210) 295-2406
Mr. James Casper <u><a href="mailto:James.h.casper2.civ@mail.mil">James.h.casper2.civ@mail.mil</a></u>	IT Specialist (210) 221-2063

Mr. Rob Schoon	IT Specialist
<u>Robbie.d.schoon.civ@mail.mil</u>	(210) 295-2407
Ms. Rosemarie Metts	IT Specialist
<u>Rosemarie.b.metts.civ@mail.mil</u>	(210) 295-7245
Ms. Beverly Dews	Branch Manager/Supv. IT Specialist
<u>Beverly.dews@us.army.mil</u>	(210) 221-1073 or (803) 361-6756
Mr. Charles Feher	Branch Deputy/Networks Officer
<u>Charles.feher@us.army.mil</u>	(210) 221-9269 or (719) 429-2865
Mr. Jose Santiago	IT Specialist
<u>Jose.santiagoalcano@us.army.mil</u>	(210) 221-2272
Mr. Patrick Treder	IA Manager
<u>Patrick.treder@us.army.mil</u>	(210) 295-2709
Mr. Nat Proctor	IA Manager
<u>Nathaniel.proctor@us.army.mil</u>	(210) 295-2043
Mr. Orlando Coleman	IA Manager
<u>Orlando.coleman@us.army.mil</u>	(210) 295-5879
Mr. Kevin Strange	IA Manager
<u>Kevin.strange3@us.army.mil</u>	(210) 295-2025
Dr. Tim Whitmore-Wolf	IA Manager
<u>Timothy.whitmorewolf@us.army.mil</u>	(210) 295-2378
Mr. Javier Crespo	Contractor
<u>Javier.r.crespo.ctr@mail.mil</u>	(210) 221-5223 or (210) 842-1910

Also, as stated on page 29, "Unfortunately, however, *the IO, inexplicably*, did not ask Mr. Ortiz specifically about the Avaya training during any of their multiple interview sessions, which was captured in both two written and sworn statements as well during an audio interview conducted on February 13, 2014.

**Pages 38-39**

**OSC** The allegation that Mr. Ortiz improperly promoted two contractor employees without the input of the contracting officer, COR, and the site manager implies that Mr. Ortiz actually promoted them. However, contrary to that perception, the employer (GC&E) is the only authorized entity that can promote a contractor's employees. The evidence does, however, indicate that Mr. Ortiz makes his preferences known to GC&E and the contractor complies. The evidence shows that Mr. Ortiz discussed contractor employee assignments with the contractor site lead and that the COR was involved. The contractor officer signed/approved the contract modification that created the new contractor position.

With respect to Allegation 3 that Mr. Ortiz promoted contractor employees without consulting with the contracting officer, COR, and contractor, this Allegation is UNSUBSTANTIATED.

**ALEM** This allegation is definitely SUBSTANTIATED and clearly illegal because Mr. Ortiz not only made his preferences known to GC&E but he was fully aware that these contractors, Mr. Gutierrez and Mr. Vazquez, “did not have the required experience, training, and certification for their positions. This Allegation is SUBSTANTIATED.” The next question is: How is the government going to recover the taxpayers’ money paid in salary since July 2013 to Mr. Gutierrez and Mr. Vazquez while holding positions as Network Engineer and Assistant Network Engineer, respectively for which they “did not have the required experience, training, and certification for their positions. This Allegation is SUBSTANTIATED.”

**Page 42**

**OSC** CONCLUSION. Army Findings as to Allegation 5:

This allegation is UNSUBSTANTIATED. There is no evidence to support a finding that the contractor employees were performing inherently governmental tasks.

**ALEM** Evidence was not found because IO did not interview all concerned parties such as Ms. Arlene Morales and Ms. Judith Echevarria on allegations against Ms. Yolanda Maldonado performing inherently governmental tasks. The complete statement that supports this allegation is included in [TAB B, Ms. Arlene Morales and Ms. Judith Echevarria’ Statement] with Ms. Morales and Ms. Echevarria’s permission.

Another piece of evidence submitted to Mr. Smart not included in this report is the brochure used by Mr. Josue Vazquez during a presentation to NEC top management on CAPRs and Work Ticket Processes. The brochure, included in [TAB H – Configuration Management Product Live Cycle] was researched, compiled and prepared by Ms. Jahaira Rodriguez Ocasio due to the fact that Mr. Vazquez is not proficient in the English language and less in technical vocabulary. The contents of this brochure reflected how the switches and patch panels had to be configured and connected. Therefore, this allegation is SUBSTANTIATED based on the results of Allegation 4 that clearly states that Mr. Vazquez did not have the required experience, training, and certification for the position of Network Engineer.

**OSC** The investigation revealed a need for additional remedial training on ethical, fiscal and contract law considerations when dealing with contractors in the workplace as well as the importance of how perceptions can affect the morale in a unit. The Army has taken the appropriate steps to ensure that all individuals, both those at the Fort Buchanan NEC worksite, as well as its most senior leaders within the 7<sup>th</sup> Signal Command (Theater), receive training to enhance their leader responsibilities in those areas.

**ALEM** The irresponsible manner of dealing with this situation by Mr. Ortiz's chain of command has been evident. First, Mr. Ortiz knew about the recommendations of this report before its conclusion; therefore taking the missing trainings and proving compliance ahead of time, or to express it correctly "after the fact". Secondly, Mr. Ortiz chain of command's action totally supports my previous comment that this behavior is not something to be taken lightly and a course/training is not an "easy fix" for a situation of this magnitude. As stated on page 52, after completing "a two hour "Overview of Acquisition Ethics" course on March 25, 2014, and a 32 hour "Contracting Officers Representative Training" course on March 24, 2014. He also completed a 74 hour Army civilian leadership course, "Civilian Foundation," on May 15, 2014. However, Mr. Ortiz went to his personal style of leadership – leading by fear - with the following results. This is an excerpt of Mr. Gilberto Sierra statement on an incident with Mr. Ortiz in September 2014. The complete statement is included in [TAB A, Gilberto Sierra Statement] with Mr. Sierra's permission.

On Sept 16 2014 We the NEC Employees received a surprise visit from 93<sup>rd</sup> signal brigade, EEO representative. Their visit was to discuss the pervasive toxic, hostile work environment and unfair work labor practices that are intimidating, and emotionally affecting the health, of the NEC employees.

During the introduction of the EEO representative, The EEO representative stated that all information was protected and not to be share with anyone outside the room.

This was not the case NEC employees saw Ms. Jahaira Rodriguez taking notes included my self. She share this protected information out of the EEO session. She was also part of the problems discussed during the session. I (Gilberto Sierra) was the lead spoke person, at that time for non-supervisors NEC employees. This is the first time she participated in this type of EEO session.

Since the original message from the EEO was all NEC non supervisor, she was permitted in this meeting, Ms. Jahaira Rodriguez give Mr. Ortiz privilege information causing reprisal against me after my obligation of speaking out in the session and telling the truth. Violating the Whistle Blower Act,

Two weeks later aggressive hostile attitude towards me began, Mr. Ortiz tried to intimidate me and question me on the 26 Sept 2014 for an one hour. For properly following government security guidelines. The next day the 1 Nov 2014 they (Mr. Ortiz, Mr. Colon) try to entrap me into writing a statement, he started to read out accusations to me, with out informing the Union representative, on something that didn't happen. meanwhile direct reprisal against me after my obligation of speaking out in the session and telling the truth.

On the 26 Sept 2014 9:45 morning; I received a phone call from Mr. Pedro Colón stating that it was an emergency to see Mr. Ortiz at B527 ASSAP. Upon arrival at the office Mr. Colón was waiting for me at B527 conference room, he stated to me that "Mr. Ortiz wants you to make a written report of an incident involving me". I ask what was it all about? Mr. Colón said "something you said to Jahaira Rodriguez then proceed to place a pad and a pen in front of me. I moved the paper pad and pen to the side and stated Mr. Colón if I need to make a written statement I need Mr. Ortiz to explain to me what is going on.

Mr. Colón informed Mr. Ortiz to be present. I over heard when Mr. Ortiz said: "Why do Mr. Sierra wants to talk to me" and I told to Mr. Colón that if Mr. Ortiz wasn't available to talk to me I will go and proceed to my place of duty at Bldg 376 OPS Center. Then Mr. Colon enter the room again and mention that Mr. Ortiz will see me, After about one hour of waiting for this emergency meeting, Mr. Ortiz came in the room and in what was perceived by me as intimidating; Instead of sitting on the share next to Mr. Colon he decided to go around the table and stand one feet away from me. Cross his hand and again in an un professional matter said.

- Mr. Ortiz- "WHAT HAPPEN"?

-I reply -"What happen what?"

-Mr. Ortiz- "What happen with Jahaira Rodriguez?"

-I reply -"About what?"

- Mr. Ortiz replied: "Something you said to Jahaira Rodriguez (in a intimidating attitude).

- I reply "Could you be more specific".

Mr. Ortiz: "A week ago said something to Jahaira Rodriguez".

- I reply: "Is it about what was she was doing in the network area".

-Mr. Ortiz: "Did you ask the other new employees the same question?"

I proceed to explain to him that upon my return from a trip at Fort KNOX I encounter additional person on my area of work. I new about two of them, but I never was inform of a third; person and I needed to find out what she was doing in the OPS CNTR. What was she doing in the Network area? (I Since I saw her intervening with OPS center equipment I approach her and question her. Since we need to be concerned that B376 is a restricted area and a "need know policy is infect" We have secret computers and secret cryptographic material, the integrity of the network is number one priority. I do not know what type of clearance she has).

-Mr Ortiz asks: "Who gave you the authority to question her?"

- I reply: "As a GS-12 2210 I felt responsible to ask Jahaira Rodriguez", (What was she doing in the Network area?). I also reply it was unprofessional not to notify me that she was going to be working there, since many times I have to take over Mr. Pedro Colón (CHIEF) responsibilities, when he request me to take charge or I have to attend to different meetings, also when you call the network you request to speak to the next higher in rank, this is another reason why I need to have every person accounted for when I am in charge.

Mr. Ortiz : Your are not in charge you are not the Chief, you are a lead person.

-Mr. Ortiz: I was going to inform this sometime Next week.

- I reply "It is too late", again I reiterated it was unprofessional not to keep me informed.

He circumvented the conversation and mention to have peace with her; I stated I do not have a quarrel with her. I feel like I was doing my job.

Finally he requested to me a written report of what happen with Ms. Rodriguez?

On Sept 27 2014 0830 am received a called from Pedro Colon (Chief), requesting were was the written report that Mr. Ortiz had requested.

On Sept 27 2014 1400 receipt a received a called from Pedro Colon requesting where was the written report. My response to Mr. Colon was to please schedule a meeting with the director to speak about written statement.

## CONCLUSION

I cannot disagree more with the outcomes of this investigation which by all means proved to be bias, unfair and rather made to support Mr. Gregory Ortiz's actions. I also believe that by "covering" Mr. Ortiz misbehavior the results of this "comprehensive investigation" also "cover" his chain of command lack of ethics and non-compliance with the Army values deeply embedded in everything we do – as Soldiers as well as Civilians.

The investigation should have been conducted by an Investigative Officer (IO) outside the Signal Branch, an objective third party not implied by any means in the situation being investigated by the OSC. This recommendation would have proved to be the best option if the goal was to provide a fair assessment and transparency in the process that I strongly perceive as being partial. The evidence is clear Mr. Smart did not interview "all the witnesses germane to the allegations" included in the OSC whistleblower's complaint, to include but not limited to 10 - NEC DAC employees, 20 - GC&E Contractors, 18 - 106<sup>th</sup> Signal BDE employees, 48 in total.

The way this investigation was performed evidently contradicts the Secretary of the Army, Hon. John M. McHugh's intention of conducting "a full and fair investigation" on a complaint that presents solid evidence of "gross mismanagement or waste of funds" and definitely "an abuse of authority" from Mr. Gregory Ortiz.

Mr. Ortiz toxic leadership style exhibits a recurring pattern of harassment and hostility no matter where he is transferred. His actions caused physical and emotional harm to many employees. This is definitely not treating the employees "with dignity and respect at all times"; needless to say the harm done to the NEC, the Signal Branch, NETCOM and the Army as an institution.

The improper promotion to a GS-14 without factual merits is a total waste of taxpayers' money and an insult to all the proud members of the Federal service from the lowest Wage Grade to highest positions in the chain of command, all the way to our Commander-in-Chief.

## **TAB A, Mr. Gilberto Sierra Statement**

Gilberto Sierra (GS-12) NEC Fort Buchanan

On Sept 16 2014 We the NEC Employees received a surprise visit from 93<sup>rd</sup> signal brigade, EEO representative. Their visit was to discuss the pervasive toxic, hostile work environment and unfair work labor practices that are intimidating, and emotionally affecting the health, of the NEC employees.

During the introduction of the EEO representative, The EEO representative stated that all information was protected and not to be share with anyone outside the room.

This was not the case NEC employees saw Ms. Jahaira Rodriguez taking notes included myself. She share this protected information out of the EEO session. She was also part of the problems discussed during the session. I (Gilberto Sierra) was the lead spoke person, at that time for non-supervisors NEC employees. This is the first time she participated in this type of EEO session.

Since the original message from the EEO was all NEC non supervisor, she was permitted in this meeting, Ms. Jahaira Rodriguez give Mr. Ortiz privilege information causing reprisal against me after my obligation of speaking out in the session and telling the truth. Violating the Whistle Blower Act.

Two weeks later aggressive hostile attitude towards me began, Mr. Ortiz tried to intimidate me and question me on the 26 Sept 2014 for an one hour. For properly following government security guidelines. The next day the 1 Nov 2014 they (Mr. Ortiz, Mr. Colon) try to entrap me into writing a statement, he started to read out accusations to me, without informing the Union representative, on something that didn't happen. Meanwhile direct reprisal against me after my obligation of speaking out in the session and telling the truth.

On the 26 Sept 2014 9:45 morning; I received a phone call from Mr. Pedro Colón stating that it was an emergency to see Mr. Ortiz at B527 ASSAP. Upon arrival at the office Mr. Colón was waiting for me at B527 conference room, he stated to me that "Mr. Ortiz wants you to make a written report of an incident involving me". I ask what was it all about? Mr. Colón said "something you said to Jahaira Rodriguez then proceed to place a pad and a pen in front of me. I moved the paper pad and pen to the side and stated Mr. Colón if I need to make a written statement I need Mr. Ortiz to explain to me what is going on.

Mr. Colón informed Mr. Ortiz to be present. I overheard when Mr. Ortiz said: "Why do Mr. Sierra wants to talk to me" and I told to Mr. Colón that if Mr. Ortiz wasn't available to talk to me I will go and proceed to my place of duty at Bldg 376 OPS

Center. Then Mr. Colon enter the room again and mention that Mr. Ortiz will see me, After about one hour of waiting for this emergency meeting, Mr. Ortiz came in the room and in what was perceived by me as intimidating; Instead of sitting on the share next to Mr. Colon he decided to go around the table and stand one feet away from me. Cross his hand and again in an un professional matter said.

- Mr. Ortiz- "WHAT HAPPEN"?

-I reply -"What happen what?"

-Mr. Ortiz- "What happen with Jahaira Rodriguez?"

-I reply -"About what?"

- Mr. Ortiz replied: "Something you said to Jahaira Rodriguez (in a intimidating attitude).

- I reply "Could you be more specific".

Mr. Ortiz: "A week ago said something to Jahaira Rodriguez".

- I reply: "Is it about what was she was doing in the network area".

-Mr. Ortiz: "Did you ask the other new employees the same question?"

I proceed to explain to him that upon my return from a trip at Fort KNOX I encounter additional person on my area of work. I new about two of them, but I never was inform of a third; person and I needed to find out what she was doing in the OPS CNTR. What was she doing in the Network area? (I Since I saw her intervening with OPS center equipment I approach her and question her. Since we need to be concerned that B376 is a restricted area and a "need know policy is infect" We have secret computers and secret cryptographic material, the integrity of the network is number one priority. I do not know what type of clearance she has).

-Mr Ortiz asks: "Who gave you the authority to question her?"

- I reply: "As a GS-12 2210 I felt responsible to ask Jahaira Rodriguez", (What was she doing in the Network area?). I also reply it was unprofessional not to notify me that she was going to be working there, since many times I have to take over Mr. Pedro Colón (CHIEF) responsibilities, when he request me to take charge or I have to attend to different meetings, also when you call the network you request to speak to the next higher in rank, this is another reason why I need to have every person accounted for when I am in charge.

Mr. Ortiz : Your are not in charge you are not the Chief, you are a lead person.

-Mr. Ortiz: I was going to inform this sometime Next week.

- I reply "It is too late", again I reiterated it was unprofessional not to keep me informed.

He circumvented the conversation and mention to have peace with her; I stated I do not have a quarrel with her. I feel like I was doing my job.

Finally he requested to me a written report of what happen with Ms. Rodriguez?

On Sept 27 2014 0830 am received a called from Pedro Colon (Chief), requesting were was the written report that Mr. Ortiz had requested.

On Sept 27 2014 1400 receipt a received a called from Pedro Colon requesting where was the written report. My response to Mr. Colon was to please schedule a meeting with the director to speak about written statement.

On Sept 27 2014 1430 Met with Mr. Ortiz and Mr. Colon. I stated to both that I have done no wrong, I did the right thing by law. Mr. Ortiz interrupted me and said to me "to keep quiet" interrupted my thought.

and stated to me are you going to give me the written statement? or not?, My reply to Mr. Ortiz was no.

Then he mention to me to signed some type of document, I said no sir I am not, I will not signed any documents.

Then Mr. Ortiz stated " Following are the accusations towards you" and started reading it out loud.

First accusation, Insubordination,

Ortiz Second accusation, disturbing the peace.

I mention to Mr. Ortiz and Mr. Colon to stop, stop this is frame up, I want a Union representative right now! Mr. Ortiz hesitated and stop accusing me of charges.

I left the room and contacted the union representative Jose Sanchez. We are pending on union representative to schedule a date to meet.

Sep 19 2014 Question ask to Ms. Rodriguez

On the second and third week of SEP 2014 Bldg 376 two new GS workers were coming on board to work with us at the NEC, I was previously informed of such event to take place. One person was for the LAN ADMIN section and the other for the OPS CNTR, But at same time I saw Ms. Rodriguez during the same weeks in

the Network, thinking that she was there to performed some type of inventory, in the past she has performed inventory task. Later days I saw Ms. Rodriguez intervening with OPS center equipment. Since we need to be concerned that B376 is a restricted area and a "need know policy is infect" I approach her in a professional matter and ask her, what was she doing in the network area? Ms. Jahaira Rodriguez immediately raised her voice and said "I WAS HIRE FOR THE GS-9 POSITION. I told her that I was never informed of that. She continue speaking out loud I EARN THIS POSITION, I immediately said, lets step out side the Bldg , since she was speaking very loud, (there was no need disturb our coworkers). Outside the bldg she went on a rampage talking out loud about the Chief and coworker that the were all corrupted, (mention 7 names) that she new a lot of things about them, on and on, I was never permitted to say a word again, them she started to used profane words, F word and speaking about that she sweat her (XXXX) sexual part contrary to other girls in the NEC to get the position. At this time I felt uncomfortable and mention to her

Lets go inside the building. I said to her don't worry Jahaira calm down, I notice her basically calm inside the building and I continue with my shores.

When she went volatile I did not take it personnel because I felt it was not towards me, it was towards third persons, (she let the rage out) I did not worry because in my opinion it was just gossip. She went to the Director Mr. Ortiz and explain a different story.

Previous Complain to 106<sup>th</sup> signal Command

Feb 2014.

We; the Fort Buchanan ( FTB) Network Enterprise Center (NEC) employees are summiting this formal complaint of harassment at the work place against Mr. Gregory Ortiz; Director of the NEC Division at Fort Buchanan Puerto Rico.

For the last nine months; employees at the NEC have been subjected to a pervasive hostile work environment and unfair work labor practices that are intimidating, hostile and abusive. The director's actions are affecting the NEC employee's level and quality of work.

According to the procedures establish by law we are requesting an investigation and that appropriate action be taken to stop this persistent hostility. We the NEC personnel deserve to work in a harassment free environment as the law requires.

Since Mr. Ortiz came on board at beginning of Feb 2013, he express his goals to bring new tools and technology to our NEC, and his intention to proactively work as a team and manifesting that he will promote new management style, and

professionalism. These new changes were highly welcome by the NEC community at FTB Puerto Rico.

However after a short time period instead of creating a healthy professional working atmosphere; Mr. Ortiz created a hostile environment in the NEC workforce. His leadership style is affecting the NEC employee's moral therefore affecting our production. Mr. Ortiz actions is jeopardizing our work performance and is clearly affecting the health of the NEC employees, in violation of the Title VII Civil Rights Act of 1964. The NEC personnel need to have a clear mind, in order to perform their highly technical functions.

In an effort to solve the situation and according to the established procedures in Title VII of Civil Rights Act; and the Americans with Disabilities Act (ADA). We have expressed our concern to our manager Chiefs Mr. Pedro Colón. It is to our disappointment that Mr. Colón have not given the situation the seriousness needed. He ignore what is going on or even have made comments like "we need to read the Director 's mind". It is our opinion that our supervisor Mr. Colon is also intimidated by Mr. Ortiz behavior pattern; has paralyzed him to the point that he cannot perform, therefore allowing the behavior to evolve and this hostility to continue.

This kind of negative environment disrupts the work being performed by the NEC employees not to mention their mental and emotional state. In accordance with the procedure established by the law we now are officially requesting your prompt intervention in this matter, so the previous health work environment can be restored as soon as possible. We will be waiting for your response and we are willing to meet if necessary.

It should be noted that most of our NEC employees are veterans whom have served in the Arm Forces of the United States (NAVY, Army, Marines Air Force). We have fought for our nation and democracy in different conflicts (Vietnam, Iranian conflict, Iraq and Afghanistan), during those years we served with pride and dignity and if the Nation requires our service again we will be there to answer the call of duty, and never seen these demean techniques that Mr. Ortiz is utilizing against the (friendly force) NEC community at Fort Buchanan Puerto Rico that is driving us the point of failure with our responsibilities not making sense to our professional work force . We deserve to be treated with professionalism and dignity in our work place.

After the fact that we submitted our documents to FTB we were informed that Mr. Ortiz had similar problems or worst accusations at the 106<sup>th</sup> Joint Base San Antonio (JBSA) Texas, were he was a supervisor. It was reported to us of his

hostility and harassment there at JBSA, and utilized it as a tool to jeopardize and destroy the employees moral with his toxic leadership, to the point that employees had to be treated by a mental health professionals. 106<sup>th</sup> Signal Brigade in San Antonio knew about his unprofessional behavior and rather than taking administrative action to correct the problem they send him to Puerto Rico and gave him a higher demanding position as director resulting in not only putting his demean behavior under the table but also what it seems a reward for his unprofessional and illegal actions.

*"I suppose leadership at one time meant muscle;  
but today it means getting along with people"*  
(Mahatma Gandhi)

**On 25 OCT 2013 B376** (closure of the Ops CNTR is at 18:00). At 18:10 Mr. Ortiz calls from his office to inform that the OPS center needs to maintain open until further notice and requested to call Mr. Santana (Chief) and order him to report to work immediately. We proceeded to call Mr. Santana, at that time there was no answer from him, we proceeded to leave a voice message stating "Mr. Santana report to work ASAP (1810L) orders by Mr. Ortiz

Since we didn't received answer from Mr. Santana; Mr. Ortiz; while on the phone; order us at the OPS CNTR to look at a document in the NIPRNET account and compare it to another document in the SIPRNET account.

Since we did not understand or had any guidelines on how to answer this document; we requested from him to gives us the opportunity to analyze the documents (5-10 Minutes) and told him that we will get back to him. He orders "that he needs to discuss it now".

Mr. Ortiz in an open speaker phone (we were never notify) involved a contractor in the conversation in his office at 1630L . Since we at OPS CNTR were not clear of what he was requesting; he turn to the contractor that was in his office and ask him and quote (Mr. Joshua Vazquez) "do you understood what I am saying to the OPS CNTR" The contractor reply "Yes I understand" Mr. Ortiz continue and insisted for us to discuss the task over the phone, we stated to him again we do not understand what was this all about, raising his voice he stated " I am going over there now " Meaning to B376 OPS CNTR, then he abruptly hung up the phone.

Mr. Ortiz arrived at (1845) B376 with Mr. Joshua Vazquez (contractor) and in a intimidating way or show of force rush in the Bldg and orders us to call to Mr. J. Gehrky (Chief IA). After several minutes with Mr. J .Gehrky on the phone the issue was solved.

Mr. Ortiz orders Mr. Febres to send a message immediately to 106 th, while Mr. Febres was typing the message with one hand (due that he has a handy cap condition and cannot use his right hand), he kept on ordering him and making hand gesture (clapping hands) and saying out loud -"push it, push it" meaning to hurry up. I felt verify frustrated due that Mr. Ortiz knows that Mr. Febres is a Handi-Cap person protected by American Disability ACT (ADA)

Then he approach us (Mr. Sierra and MR. R. Febres) and order to include the extra hour as over time for both DAC employees and contractor. He left the building promptly. We decided to give closure to operations at B376 (1915L).

Since this incident, we are still confuse we never learn what happen, for lessons learn to be use in the future. We still are not clear why he intimidate and humiliated Mr. Febres a handy-cap person and known that he is handy-cap condition, Also trying to put -down a government employee by confronting him with a question in an open speaker with a contractor. Sensitive information should be kept sensitive discussing it with, third patty person should not be allowed in the conversation " Need to Know". Also Mr. Ortiz continue requesting of SIPRNET (SECRET) information through an un-secure phone, this could of jeopardize the integrity of army network. Secret information should be kept classify and transmitted through secure devices.

ON The **29<sup>Th</sup> of October 2013 0800 am**, The NEC Ops CNTR notice several transmission circuits that were not responding. Immediately the OPS CNTR called ATM Network Operation Center and they informed that a fiber connection was out of service at Fort Lauderdale FL., immediately the OPS CNTR at FTB personnel took action and performed an assessment of our network, no services were affected applications (NIPRNET, SIPRNET, DSN, FTS) services were fully operational with a small possible time response on the outlook application. Immediately a message was send to all Chief and Mr. Ortiz at the NEC and also vocally to our chief Mr. Colon. With in 20 minutes a second message was send, and following up with continues messages through the day.

That same afternoon on second shift (**29 Oct. 2013 1800 B376** ) during the closing hours of the OPS CNTR (operational hours are 0600 to 1800).The OPS CNTR received a call from Mr. Ortiz demanding not to closed the OPS CNTR to keep it open until further notice, then Mr. Ortiz inquire, why was he never notify or informed of this situation at Fort Lauderdale, and why the Fort Buchanan community was not inform. We stated to Mr. Ortiz. " a message was sent out to all the staff and to him during the morning and since there was no services affected there was no message send to the fort Buchanan community". He continue interrogating us, we reiterate with the same answer and we explain to him that if

needed we will proceed to send a message immediately “ a new message was being develop as we spoke to him and will be out in 5 minutes for the Fort Buchanan Community and NEC Chiefs”. We terminated the conversation, and send the message through e-mail.

Mr. Ortiz; upon receiving of the e-mail message; called again stating that we did a very good job. However in order to reprimand us of what he perceived as a mistake on the OPS CTNR he demanded for us to call every director in order to see if they received the e-mail message previously send. At this time considering that the task was not an emergency and that we were working 45 minutes overtime (1845L) it was stated to him, “we have not had dinner yet, and families were waiting for us at home”. He ignores the request and orders for us to take these extra hours as over time. We as professionals proceeded to continue the task he demanded, calling all the directors in fort Buchanan, only 4 director’s answer the rest we left a voice message.) at 1930L we send an E-mail message with a list of all directors call upon and a copy to our NEC chief and Mr. Ortiz

For the third time Mr. Ortiz call the Ops CNTR , apparently not pleased with just making us staying late, Mr. Ortiz retaliated by making us go over the previous send list and made us correlate all the phone numbers to respective names and vice versa (See Attachments) for a period of 45 minutes. We closed the FTB NOC at 20:30 that night. We did not understand what was the lesson learn.

The next day, **Oct 30 2013 0900 B376**; apparently not satisfy with our work performance and in our perception; sending a clear message of his power ; Mr. Ortiz continue his retaliation against the Ops CNTR and proceeded to send our Chief Mr.C. Colon (Supervisor) to meet with the OPS CNTR personnel.

In that meeting Mr. Colón express that Mr. Ortiz was not please with the work being perform that he needed to give a verbal reprimand to all six employees in the OPS CNTR (Mr. Sierra, Mr. C. Rivera, Mr. Angelo Velez, Mr. C. Nieves, Mr. R. Febres, Mr. M. Rivera) and also a written reprimand for their personnel files.

At that moment; and still today; we do not understand Mr. Ortiz behavior, since there was no services affected that day and considering that he was inform via email on several occasions including the Chiefs during the morning and afternoon,

This kind of action creates a hostile work environment, we perceived as persecution with no reason and can result in creating is a high mental health risk environment and also affecting tasks that need be completed this is contra productive, and is a violation of Title VII Civil Rights Act (1964)

On **December 6 2014 (09:30 am), B376 Operation Center**. While analyzing a transmission path Issue, affecting all Fort Buchanan (voice Federal Telecommunication System (FTS)) received a call from NEC director Mr. Ortiz, requesting information on the FTS voice platform. Mr. Gilberto Sierra ( GS IT Specialist) respectfully explain to him that our CONUS voice channels were down, due to that our Verizon commercial carrier had lost synchronization on the transmission path and that during the morning a message was send to the FTB community and 106 signal command at CONUS, also our chief Mr. Colón was notify of issue at (9:40 am).

Mr. Ortiz in a not respectful tone began contradicting the information given to him and stated that the FTS platform was working, he said that he tested the circuit through the FTS platform by making calls, Mr. Sierra respectfully reiterated that the platform was hard down, again Mr. Ortiz repudiate and conference Mr. Vazquez (Projects Manager At NEC) apparently to test the FTS platform, in the conference he stated to Mr. Sierra that "You do not know what you are doing". Mr. Sierra an IT subject matter expert (SME) specialist with over 25 years of experience in Wide Area Networks terminated the conversation with respect, since what Mr. Ortiz goal was to humiliated and denigrate him in conference with a co-worker. The information that Mr. Sierra provided to Mr. Ortiz to determine this fault (FTS Down) was extracted form various sources ( Verizon commercial carrier, FTB PBX System, and FTB Voice Fire Wall) We at the NEC do not know why Mr. Ortiz is pushing us to the point of failure affecting all tasks given and intentionally creating objectively intolerable working conditions for us.

**On December 5 2013 09:30 am, B376 Operation Center**. Mr. R. Febres while performing his daily task; received a telephone call from Mr. Greg Ortiz requesting to verify the GALD, (Global Address List Distribution) the contractor did not understand, since it is an acronym used in the NEC administration division, Mr. Febres respectfully mention to Mr. Ortiz "hold one a second sir I will find out for you." Then Mr. Febres in an attempt to please Mr. Ortiz in which demanded to stop the task that he was performing, proceeded to look for the correct answer for him. During this time Mr. Ortiz did not wait for an answer, he hung the phone right away and call Mr. Pedro Colón ( Chief OPS CNTR ) and order Mr. Colon to report to his office with the contractor and the contractors supervisor immediately to B527 (5 min drive). Pedro Colon informed Mr. Ortiz that he was going to take a couple of minutes due to heavy rain and that a declaration of floods in the Fort Buchanan (FTB) vicinity was in effect. An emergency message was send by the Emergency Operation Center (EOC) Fort Buchanan at that moment.

(It should be noted that Mr. Febres has Handy Cap-condition (Protected by the American disability act ADA ) which has difficulties to be mobilize under those weather conditions.)

Mr. Ortiz abruptly responded and in a intimidating tone said "how could rain stop you guys from visiting me". Then he hastily stated that he will be in B376 now, rain or no rain. quote from Mr. Colon. (Chief).

In what we perceived as a show of force and contrary of what a director should do; he ignore the security warnings and establish procedures; and departed to B376. Upon his arrival in B376 we were shock to see him all wet from head to toes even though an emergency broadcast was in effect. We did not understand the reason he put himself in harms way considering the original issue wasn't an emergency.

All this commotion by Mr. Ortiz was to show who was the boss, and reprimand Mr. R. Febres that has a handicap condition, just because he did not know the acronym (GALD); This constant intimidation is what we live almost every day, it has create anxiety in the work place violating both act The Title VII Civil Right act (1964), American with disability act. (ADA). ( Mr. G. Sierra, Mr. C. Nieves, Mr. R. Febres)

On Jun 06 2013 Our Telephone Switch Telephone System Server crash or malfunction, this a tool used in the NEC Analyze and create functions in the telephony equipment. The change of command was notify of incident, but the capability of managing the voice system was not lost, we found a an alternative witch requires more effort and more time to manage until the new system in place has all the correct licensing.

We (Gilberto Sierra and Mr. Velez) put the maximum effort to determine and fix the problem, we decided to call Mitel engineers to help us deal with the problem, weeks later the engineer stated that there was no hope in repairing the server due to that the equipment life cycle unfortunately had ended. It is to our knowledge that our Mr. Santana, Mr. P Colon and the NEC director were aware that the MITEL ( telephone System) was due to be replace (in progress) Gilberto Sierra and Mr. Velez never had no formal training on how to manage the server (OPSMAN) On June Mr. Sierra and Mr. Velez received a verbal reprimand from Mr. Ortiz via Mr. Santana Chief. Mr. Sierra was not present when (Day OFF) the event occur meanwhile he was also reprimand. Again Mr. Ortiz continues his intimidation creating paralyzes to the point that we cannot performed.

On December 17 2013 B527 Mr. Ortiz Office in present with Mr. Colon and myself, while in a meeting, Mr. Ortiz notice that his outlook application was not responding he decided to call the OPS CNTR on an open speaker, Mr. Febres answer the

phone, he ask Mr. Febres, when was the last time that he received an outlook message on the OPS CNTR e-mail box. Mr. Febres responded 45 min ago sir. He began scolding Mr. Febres because he did not received an e-mail in the OPS CNTR box in the last 45 minutes and he proceeded to call his immediate supervisor, (Shouting out Mr. Nieves and order him to check why his subordinate has not received and email in last 45 min time frame, Mr. Nieves tested the application (Out Look) there was no errors "reason was that no one has send a message on the pass 45 minutes". Basically the problem was Mr. Ortiz computer not the application, we are still shock why he scold Mr. Febres and what he did wrong. Again here is an example of trying to create fear when nothing had happen and harassing Mr. Febres.

On the 8<sup>th</sup> 2014 (0930L) B376 Mr. Pedro Colon met with the OPS Center personnel (contractors and Gov. civilians) and express that Mr. Ortiz: " does not want any of the government employees or contractors to take mandatory web base courses during normal work hours" and stated that "we need to take training courses at home orders by Mr, Ortiz" We repudiated this action and question Mr. Colon , and the answer from him was: " the federal government is transitioning to work like the private sector". We requested from him, when this new transition took place? Mr. Colon's abruptly and in an non professional way reply: "you guys need solved this through what ever channels you want". We terminated the conversation because we notice that Mr. Colon was irritated and his answers did not make sense. In present of Mr. Sierra, Mr. C. Rivera, Mr. R. Febres, Mr. C. Nieves.

Mr Ortiz has continuously verbally *intimidated* the work force on different actions. (apparently under process) wants to remove *fringe benefits* or earn rights to government employees in the NEC with transportation orders,

Mr. Ortiz has constantly intimidate the work force by being out spoken to foster investigative actions on all DAC employees that earned a higher GS position (promotion) or previously enter the DOD workforce in the past year; including the Chief. These verbal actions suggest that his goal is to eliminate performance benefits gained from our years of experience

Constantly Mr. Ortiz schedules members of the team to a meeting at his office; we spend hours waiting to be reunited, later to be canceled and be rescheduled by his instruction. During this time we fail to complete our daily task. That kind of action denotes lack of professionalism and affects our moral therefore affecting our work performance.

Constantly meeting with the employees creating Gossip then utilizing what was said to intimidate others and the person that provided the information. Also

constantly denigrating the Chief ; stating that they cannot performed, "that they should of never been promoted to GS-13 and quote. We feel that this type of action is consider to be intimidating and hostile.

Has order government employees and contractors to complex functions without guidelines or some form of training, Then perfect results from employees. When these resources where relocated it lower the quality of work and affects the integrity of the network, taking us to possible complete failure.

Orders federal employees (Via Chief Mr. Colon) to be on call a at the last minute, without a pre- assigned schedule also has created a verbal policies like: "we need to answer the phone provided by the government in two rings during" non working hours and weekends. Has order government employees (Non Supervisors) to answer all emails going through the blackberry 24 hours a day. No matter if it is night time, No compensation are allowed.

**TAB B, Ms. Arlene Morales and Ms. Judith Echevarria Statement**

Ms. Arlene Morales – GC&E Contractor – Switch Board Operator  
Ms. Judith Echevarria – GC&E Contractor – Switch Board Operator

February 1, 2014

GC&E System Group

5835 Peachtree Corners East

Suite A

Norcross, GA 30092

Dear Mr. Brendan Talty and Mr. Dennis Bristol

The purpose of this correspondence is to make you aware and seek your assistance in what has become a very upsetting and worry some situation here at your Puerto Rico Site Office.

There are four Switchboard Operators within this contract. My name is Arlene Morales and I have been working on Fort Buchanan for the past 17 years, Ms Judith Echevarria for 23 years, Ms. Yolanda Maldonado for 14 years and Ms. Nilda Ayala for 13 years.

The situation which we will explain in detail, started on June 1, 2012. That day Ms. Judith Echevarria decided to approach Mr. Pedro Colon who is the COR of our contract with a concern. Keep in mind the reason we approached him instead of Ms. Carmen Maldonado was because we felt she would be biased in any decision making that involved her sister. At that time we had gotten instructions that we needed to fill out our employee timesheets by hand (because we didn't have computers). However, Ms. Carmen Maldonado was preparing her sister's timesheet digitally and just having her sign at the end of the week. Your copies of the timekeeping records should prove our statement. This along with other small details were at the time disturbing to us, since we were all there doing the same job and expected to be treated equally.

In turn, Mr. Pedro Colon spoke to the director at that time, Mr. Michael Hernandez, who told him to care of the situation. Instead, he called Ms. Carmen Maldonado and spoke to her about the situation. The next day during lunch break, Ms. Maldonado called Judith where she handed her a warning document for failing to follow the chain of command. As I explained before, and citing GC&E employee New Hire Packet ...."employee is not placed in a situation in which he/she is made

to report the situation to the individual who is allegedly discriminating against, harassing, or retaliating against him/her..." Judith refused to sign the warning unless Yolanda was given one also, after all the preferential treatment given to her was the cause of the whole situation. Her exact words were "... I don't have to give Yolanda any warning because she has done nothing, and after all, she is my sister..." Judith went to the office while Ms. Maldonado followed. In the presence of Judith, Yolanda and I and in a very hostile stated that "... Things here are done my way. Whoever doesn't agree, you know you're way out..."

At that time Ms. Carmen Maldonado arranged for a telephone conference with the company in which she took control of the situation. Judith felt intimidated at that time because Ms Maldonado told her that the contract was almost lost because of her.

That next day she called a meeting with Judith, Yolanda and I.

These events that I just explained to you start a chain reaction of many other situations. We strongly feel we were retaliated because of our intent to report and unfair labor situation.

On June 17, 2013 Ms. Maldonado came into the office and asked if we had seen her sister working at the front desk in the Directors Office. When we answer to the affirmative, she went on to explain that the Mr. Gregory Ortiz (NEC Director) had ordered that he wanted the front desk covered at all times and she decided that her sister was going to take care of that responsibility. That she would cover lunch, breaks and absence of Jahaira Rodriguez, the director's secretary. Ms. Rodriguez is a GS-07 Administrative Assistant. As time went on, her "coverage" of the Admin. Asst. position became longer until approximately November 2013 she has been doing it full time. Yolanda no longer reports to the switchboard, instead, she reports directly to the Admin. Asst. desk and plays the part of Mr. Ortiz Secretary. All this while Ms. Rodriguez, Mr. Ortiz actual secretary is been trained to assume the responsibilities of a recently retired employee. Ms. Maldonado's acts of nepotism are undeniable. We are strongly demoralized by the fact that by Yolanda been chosen by her sister to assume these responsibilities she denying everything that is fair and misusing her authority and affording her sister special privileges. These actions have no room in any work environment. Yolanda is been trained for a job that either one of us, who are better prepared academically and professionally could have undertaken just as well. Even a rotation of these responsibilities would have been a better attempt at been fair and given everyone a fair chance not only at learning and been better prepared, but to perhaps compete in due time if this position became available. Being a good supervisor includes being fair regardless of any family ties with your employees, not to mention the fact

that Judith and I hold seniority over Yolanda. Nobody questioned her decision and we are currently cornered. Anybody with the minimum understanding can foresee what will happen if this contract needs to be downsized again. Yolanda is being afforded an opportunity to a better chance of staying. This is completely unfair. Acts of nepotism of such blatant nature should not be tolerated.

There are other areas within our contract that have afforded opportunity to professional growth for which we were never considered. Ms. Nicole Zayas a young high school graduate started working with the company in the tech-control area. Ms. Maldonado also made the decision that she was going to be trained by Hipolito Rivera and Humberto Cintron to become a technician for telephone installation. We feel incredibly discriminated because everyone should have the opportunity to learn and grow, regardless of age. We were never even given the courtesy of asking. That is totally uncalled for in what is supposed to be an equal employment working environment.

We often wonder how legal it is that your company is paying Yolanda's salary while she is not complying with her responsibilities as a switchboard operator and filling in a government paid position while we have to stand back, assume her responsibilities and continue to be isolated and cornered.

Just to mention a few issues, please be advised of the following:

- In order to provide the excellent customer service we have always provided, we as switchboard operators need to keep abreast of changes in the community that we serve. That is completely impossible when we do not have a computer. Ms. Maldonado made the decision to take them away because she felt we "didn't need them". We are not even being provided with hardcopy updates.
- Ms. Maldonado never takes responsibility for her actions. She is accustomed to saying ...."is not my decision, is the company.., Mr. Vilches..." anyone but her.
- She has intimidated us to make her promise never to go with a complaint to anyone else but her. That such act may cause that the contract could be lost. How can we bring a complaint to the same person we are complaining about?
- This contract was downsized once before, however, after that happened 4 new employees were hired. One of them is her son Charlie Andino. Please keep in mind we do not dare question the company's decisions. However, it doesn't seem logical.

Fort Buchanan held a town hall meeting for their civilian employees and military personnel. Contractors do not participate of this activity. However,

Ms. Maldonado's sister Yolanda attended. Directorates were given prizes for decorating the Christmas "floats" and for collecting monies for the combined federal Campaign. When the directors got up to collect their certificates, they stood up along the directorate's secretaries. When the NEC was called, Mr. Gregory Ortiz stood up alongside Ms. Yolanda Maldonado. She got recognized for these events that are not even Admin Assistant duties. All under your company's paycheck.

- Ms. Maldonado has said, among other things, that Judith and I, who are not only co-workers for years, are also friends, that if the company downsizes to 2 operators, since Yolanda is working at the front desk, Judith and I will have to compete against each other for the position. Doesn't this statement prove that although Judith and I have seniority over Yolanda, by putting her in this "Admin Assistant" position she is "saved" from been considered for downsizing?
- Fort Buchanan has many other contracts such as grounds, paint, roof, diesel, transportation, etc. We have never heard of any contractor been authorized to perform any other duties besides those stipulated on their particular contract. To the extent that we know of other contractors having to take PTO when participating of Fort Buchanan activities only after obtaining authorization from their respective company.
- We are not saying we are not willing to help, participate and do whatever is necessary to have a effective work place. However, rules should apply for everyone equitably. Not been there to help and not been visible and helpful is not always a sign of unwillingness. Sometimes people are not afforded the opportunity to demonstrate their abilities.

We could go on for pages and pages giving you specific details, describing discriminating and nepotism actions and unfair acts that are taking place here. However, we want to respectfully request that a site visit is conducted and afford us the opportunity to speak to you directly. We have kept detailed notes of all the actions we are describing and feel that a one on one with each employee will prove to give you a more fair, and descriptive detail of our allegations. Nobody should feel so uneasy, worried, nervous, discriminated against or physically ill because of the actions of others in the place of work. We are very hard working employees with impeccable records. All our years in service for this military installation can prove this. This kind of work atmosphere can affect your emotional and physical health. These games that Ms. Maldonado is playing are dangerous, especially when dealing with people that understand her motives and are personally affected by them.

Your attention this matter is of utmost importance to us. Respectfully request an audience with you at your earliest convenience. We may be reached at 787-515-2244 and 787-246-2281

Sincerely,

Arlene Morales  
Echevarria

Judith

[arlenejos@gmail.com](mailto:arlenejos@gmail.com)  
[69operator@gmail.com](mailto:69operator@gmail.com)

### **TAB C, Mr. Ronald Febres-Farrel Statement in Spanish**

El 25 de Octubre de 2013 a las 6:45 pm Mr. Ortiz llego al edificio acompañado de Mr. Josue Vazquez(contratista) para hacer un trabajo que Mr. Noel Santana tenía asignado, pero quien nos había sido imposible conseguir a petición de Mr. Ortiz. En ese proceso de conseguir a alguien que nos dijera lo que había que hacer con ese trabajo se pudo hallar a Mr. Gehrke, quien le explico a Mr. Ortiz lo que había que hacer. Cuando Mr. Ortiz termina de hablar con Mr. Gehrke me ordena enviar un email a la brigada inmediatamente. Mientras yo estaba escribiendo el mensaje que debido a mi condición solo uso mi mano izquierda para teclear, lo que hace que no sea rápido escribiendo, Mr. Ortiz chasqueaba sus dedos, y en voz alta me decía push it push it para que avanzara. En eso momento yo sentí frustración porque quería dar más de lo que podía, y humillación porque a sabiendas de mi condición seguía con el push it push it. Nunca entendí cuál era el propósito de mantenernos después de horas laborables para hacer un trabajo el cual nosotros no teníamos ninguna guía y usar su poder para humillarme delante de mis compañeros.

Un día recibí una llamada de Mr. Ortiz donde me pregunta que si tenía acceso a una aplicación web que se llama sharepoint y le conteste que sí. Como a los 30 minutos aparece Mr. Ortiz en el edificio donde yo estaba trabajando y vuelve y me pregunta si yo tenía acceso a sharepoint y yo le contesto otra vez que sí y él me dice que le enseñe. Cuando le enseño que tengo acceso al sharepoint, eso no le basto y me pregunta si lo tengo guardado en favoritos y yo le indico que sí y otra vez me dice que se lo enseñe y procedí a enseñárselo. Después que termino conmigo va a donde mi compañero Eric Milette y le pregunta si tenía acceso a dicha aplicación y él le dijo que no, pero que iba a conseguirlo. Luego de esto Mr. Ortiz se fue. Entiendo que el propósito de su visita era intimidarme tratar de humillarme y demostrar su poder.

Otro día recibí una llamada de Mr. Ortiz preguntando cual era nuestro SIPR email y yo le indico que él quería decir con "cheaper" email. En ese momento el me notifica que va a volver a llamar en unos minutos. Cuando él llama otra vez Eric Milette contesta la llamada y Mr. Ortiz le informa que quiere hablar conmigo. Cuando yo contesto la llamada escucho que el teléfono está en speaker (Sin yo ser notificado) y que hay otra persona en su oficina, pero procedo a contestar y él me pregunta la misma pregunta y en este momento yo entendí que se refería al SIPRNET email del OPS center. Yo le contesto que no me lo sé de memoria, pero lo voy a conseguir. Cuando consigo el email y se lo dicto, él me indica que envíe un mensaje de prueba a la brigada para ver si ellos estaban enviándonos información al email correcto. Mr. Ortiz no conforme con eso, me pregunta que si

yo entendí lo que él me dijo y yo le indico que sí, y aun así me dice que le repita las instrucciones que él me acababa de dar.

El email al cual él se refiere es un email que llevábamos meses usándolo para enviar y recibir mensajes a través de SIPRNET y que él conoce. Es tan así que de la brigada me llamó Patrick para preguntar si ese email había cambiado o si era el mismo de siempre.

Yo no entiendo cuál era el propósito de Mr. Ortiz de preguntar por un email que él tiene y que si lo que quería era saberlo pudo habérselo preguntado a Eric Miletti cuando contestó la llamada, y decirle que hiciera esa prueba, sin necesidad de llamarme a mí. Tampoco entiendo porque si el me pregunta si entendí y le digo que sí, él me indica que le repita lo que él me dijo. Yo sentí que Mr. Ortiz estaba usando su poder para humillarme.

El 5 de Diciembre de 2013 mientras yo estoy haciendo los chequeos de rutina recibo una llamada del administrador del network de la clínica informando que tenía un circuito abajo, y le indico que voy a investigar y le regreso la llamada. Cuando termino esa llamada que voy a investigar lo que está pasando entra una llamada telefónica de Mr. Ortiz indicándome que verifique una información en el GAL(Global Address List) del General Hector Lopez, pero dado a que yo no estoy familiarizado con el término GAL porque es un término usado por los administradores del network que pertenecen a otra división, le pregunto para confirmar "Gal?" y él contesta "Yes", pues le pido que me diera un momento, dado a que en ese instante estaba llegando el supervisor del Ops Center Mr. Pedro Colon. Le indico a Pedro Colon lo que está pasando con el circuito de la clínica y que tengo a Mr. Ortiz en la línea preguntando por una información y le paso la llamada. Para mi sorpresa Mr. Pedro Colon me pasa el teléfono otra vez diciendo que Mr. Ortiz quería hablar conmigo que dejara lo que estaba haciendo, entonces procedo a contestar el teléfono nuevamente y él me hace la misma pregunta, y yo le contesto ok déjeme buscarle la información. Procedo a ir a los administradores del network para poder contestarle la pregunta, cuando regreso a contestar el teléfono para darle la respuesta Mr. Ortiz engancha y llama a Pedro Colon y le indica que se presentara inmediatamente en su oficina en el edificio 527 conmigo y mi supervisor del contrato Carlos Nieves, a lo que él le indica que nos vamos a tardar un tiempo porque está lloviendo bien fuerte, que se había emitido un aviso de inundaciones en el área y el EOC (Emergency Operation Center) de Fort Buchanan había enviado un mensaje de emergencia. Luego en forma violenta e intimidante Mr. Ortiz le dice a Pedro Colon "how could rain stop you guys from visiting me", y que él ira a nuestro edificio ahora porque una lluvia no lo iba a parar. Cuando Mr. Ortiz llego al edificio nosotros nos quedamos asombrados que ignorando las inclemencias del tiempo y los avisos de seguridad, él había llegado

enchumbado de pies a cabeza poniéndose en riesgo, por el solo hecho de una vez más usar la intimidación y su poder para acosarme y humillarme porque simplemente no estaba familiarizado con un término usado por otra división.

El 17 de Diciembre de 2013 durante una reunión en la oficina de Mr. Ortiz en el edificio 527 en la que estaba presente Mr. Pedro Colon( Supervisor del Ops Center) y Mr. Gilberto Sierra, Mr. Ortiz noto que su aplicación de Outlook no estaba respondiendo, y decidió llamar al Ops Center, cuando yo contesto la llamada noto que el teléfono está en speaker sin previo aviso, él me pregunta cuándo fue la última vez que yo recibí un email de Outlook en el Ops Center inbox. Yo verifico el Ops Center inbox y le contesto que la última vez que se recibí un email fue hace 45 minutos, y él en forma de regaño empieza a cuestionarme cual era la razón de porque yo no había recibido un email en el Ops Center inbox que si eso es normal, y yo le contesto que sí, y él engancha el teléfono, no contento con eso llama a mi supervisor en ese momento Mr. Carlos Nieves y le ordena chequear porque yo no había recibido un email en el Ops Center inbox en los pasado 45 minutos. Al rato recibo una llamada de mi supervisor Mr. Carlos Nieves preguntando si yo había recibido un email de prueba que él me había enviado, y yo le indico que sí, él me dice ok y engancha. Luego Mr. Gilberto Sierra quien estaba en la reunión, me indica que el problema era que la computadora de Mr. Ortiz, y no la aplicación de Outlook. En otras palabras no entiendo cuál era la razón de Mr. Ortiz llamar para regañarme y alertar a mi supervisor si no es el de crear una persecución y un acoso hacia mi persona.

Lunes 27 de Enero de 2014 a las 3:05 pm Envié un email a todo Fort Buchanan para notificarles acerca de un evento que estaría afectando la conectividad a la red de todas las computadoras de los usuarios de la base. Este email fue enviado de acuerdo a los procedimientos normales que se me dieron instrucciones a seguir en estos casos. El email en discusión aquí fue verificado por Mr. Carlos Nieves, Mr. Eric M. Miletti, yo y el DAC a cargo Mr. Gilberto Sierra y finalmente enviado, de acuerdo con las instrucciones que teníamos en ese momento por el Director del NEC, Mr. Ortiz.

A las 3:30 pm Yo recibí una llamada de mi jefa Mrs. Carmen Maldonado desde la oficina de Mr. Ortiz en speaker (que nunca fue notificado), pero pude escuchar a Mr. Ortiz enojado en voz alta darle instrucciones a ella acerca de las preguntas que me necesitaba preguntar. Durante esta llamada ella en voz alta me preguntaba acerca de por qué este email fue enviado a todo Fort Buchanan, quien

lo autorizó y cuál es el procedimiento, mientras tanto yo seguía escuchando a Mr. Ortiz molesto en el fondo. Mientras yo estaba respondiendo, ella enojada y en voz alta continuaba hablando. Yo le pedí que me dejara hablar y cuando ella me dejó hablar le explique que ese email era un copy/paste de uno que había enviado Mr. Carlos Nieves y que antes de yo enviarlo fue verificado por el mismo Carlos, Mr. Eric Miletti, por mí y como de costumbre por el DAC Gilberto Sierra quien aprobó su envío. Luego termino la llamada.

Martes 28 de Enero de 2014. Habiendo aclarado el envío del email de notificación a todo Ft. Buchanan en el día de ayer, fue conforme a las direcciones que tenemos de Mr. Ortiz, hoy a la 1:27pm Eric Miletti, Carlos Nieves y yo Ronald Febres recibimos un email de Carmen Maldonado nuestra jefa indicando que Mr. Ortiz el Director del NEC es nuestro cliente y su metodología de trabajo no nos concierne. Nosotros solo seguimos instrucciones. Pero yo no entiendo porque si el mensaje de este email es para Eric, Carlos y yo, ella pone copia del email que supuestamente yo envié mal el día de ayer. Otra cosa que no entiendo es porque si yo le di copy/paste al mismo email que envió Carlos ayer y supuestamente está mal, porque a él no lo llamaron ayer y a mí sí. De acuerdo a Mr. Ortiz el DAC es el responsable de cada email que es enviado y nadie tampoco lo llamo al DAC Mr. Gilberto Sierra que fue quien dio la aprobación para enviarlo. Esto es una persecución contra mí.

El viernes 31 de enero de 2014 Mi compañero Carlos Nieves estaba libre y mi otro compañero Eric Miletti llamo que no venía. Pues este día Mr. Ortiz y Carmen Maldonado aprovechando que yo estaba solo en mi área de trabajo continuaron con su persecución hacia mí. Primero como a eso de las 8:00 am llega Mr. Ortiz indicándome que Carmen vendría dentro de unos minutos y empezó hacerme preguntas acerca del porque yo había enviado el email del pasado lunes 27 y ya estábamos a viernes, me preguntaba acerca de otros email que habían enviado mis compañeros. Que porque ellos habían enviado estos email de esta manera, porque se los enviaron a esta persona, a lo cual yo le conteste que eso había que preguntárselo a ellos. También pregunto que porque cuando le enviaban un mensaje a él, él no estaba solo en la línea del destinatario porque él no era igual a los demás él está por encima. Luego llega Mrs. Carmen Maldonado como a las 9:00am con Mr. Ortiz ahí, y empieza preguntándome si entendí porque no debí haber enviado aquel email el pasado lunes 27 de enero. A lo cual yo le conteste que yo lo envié según las instrucciones que teníamos de Mr. Ortiz hasta ese momento, pero que ahora las instrucciones son otras sin previo aviso. Le informe que no me sentía cómodo con las cosas que estaban pasando que le iba a enviar un email al respecto y ella me indico que Carlos Nieves ya le había enviado un email. Por ultimo informo que las cosas ya no eran como antes que el jefe ahora

era Mr. Ortiz y él tiene una manera diferente de hacer las cosas y nosotros debíamos seguir esas directrices.

## **TAB D, Mr. Ronald Febres-Farrel Statement English Translation**

On October 25, 2013 at 6:45 pm Mr. Ortiz came to the building accompanied by Mr. Josue Vazquez (contractor) to do a job that Mr. Noel Santana had assigned, but that had been impossible for us to get at the request of Mr. Ortiz. In the process of getting someone to tell us what to do with that work we were able to find Mr. Gehrke, who explained to Mr. Ortiz what had to be done. When Mr. Ortiz finished talking to Mr. Gehrke, he orders me to send an email to the brigade immediately. While I was writing the message that due to my condition I can only use my left hand to type, which makes my typing not so fast, Mr. Ortiz snapped his fingers, and loudly told me "Push it! Push it!" to go faster. At that moment I felt frustrated because I wanted to give more than I could, and humiliated because knowing my condition he continued saying "Push it! Push it!" I never understood what was the purpose of keeping us after working hours to do a job which we had no guidance and used his power to humiliate me in front of my peers.

One day I received a call from Mr. Ortiz asking me if I had access to a web application called Sharepoint and I answered Yes. In about 30 minutes Mr. Ortiz appears in the building where I was working and asked me again if I had access to Sharepoint and again I answer Yes and he tells me to show him. When I showed him that I have access to Sharepoint, that wasn't enough and asks me if I have it saved in My Favorites and I tell him Yes and tells me again to show him and I proceeded to show him. After he finished with me he went to my partner Eric Milette and asked him if he had access to the application and he said no, but he was going to get it. After that Mr. Ortiz left. I understand that the purpose of his visit was to intimidate me and try to humiliate me and demonstrate his power.

Another day I received a call from Mr. Ortiz asking what was our SIPR email and I asked him what he meant by "cheaper" email. At that time he notified me that he is going to call back in a few minutes. When he calls again Eric Milette answers the call and Mr. Ortiz tells him he wants to talk to me. When I answered the call I hear that the phone is in speaker (Without being notified) and there is another person in his office, but I proceed to answer and he asks me the same question and at the moment I understood he meant the SIPRNET email of the OPS center. I answered that I do not know by it by memory, but I was going to get it. When I got the e-mail and dictate it to him, he tells me to send a test message to the brigade to see if they were sending us the information to the right e-mail. Not happy with that, Mr. Ortiz, asked me if I understood what he told me and I told him yes, and still he tells me to repeat the instructions he had just given me.

The e-mail he refers to is an e-mail that we had been using for months to send and receive messages via SIPRNET and he knows. It's so that from the brigade Patrick

called me to ask if that e-mail had changed or if it was the same as always. I do not understand what the purpose of Mr. Ortiz to ask for an e-mail that he has and that if I wanted to know what it was he could have asked Eric Milette when he answered the call, and tell him to do that test, without having to call me. I do not understand either why if he asked me if I understood and I say yes, he tells me to repeat what he told me. I felt that Mr. Ortiz was using his power to humiliate me.

On December 5, 2013 while I was doing the routine checks I received a call from the network administrator of the clinic reporting that he had a circuit down. I told him that I was going to investigate and would return the call. When I finish the call and went to investigate what was happening another phone call came in from Mr. Ortiz telling me to verify an information in the GAL (Global Address List) about General Hector Lopez, but since I am not familiar with the term GAL because it is a term used by network administrators that belong to another division, I ask to confirm "Gal?" and he answers "Yes", then I asked him to give me a moment, because at that time was arriving the Ops Center supervisor Mr. Pedro Colon. I indicated Pedro Colon what was happening with the clinic circuit and that I have Mr. Ortiz on the line asking for information and passed the call. To my surprise Mr. Pedro Colon hands me the phone again saying that Mr. Ortiz wanted to talk to me, to stop what I was doing, then proceed to answer the phone again and he asked me the same question, and I answer ok let me get the information. I proceed to go to the network administrators to be able to give Mr. Ortiz the answer to his question, when I got back to answer Mr. Ortiz's call he hung up and called Pedro Colon and told him to report immediately to his office at Bldg. 527 with me and my contract supervisor Carlos Nieves, who told him we will take some time because it was raining really hard, that there was a flood warning issued for the area and the EOC (Emergency Operation Center) at Fort Buchanan had sent an emergency message. Then in a violent and intimidating manner Mr. Ortiz tells Pedro Colon "How could rain stop you guys from visiting me?" and that he will go to our building now because the rain would not stop. When Mr. Ortiz came to the building we were astonished that ignoring the inclement weather and the safety warnings, he arrived soaking wet from head to toe putting himself at risk, for the sole reason that once more use intimidation and his power to harass and humiliate me just because I was not familiar with a term used by another division.

On December 17, 2013 during a meeting at Mr. Ortiz's office in Bldg. 527 in which were present Mr. Pedro Colon (Ops Center Supervisor) and Mr. Gilberto Sierra, Mr. Ortiz noted that his Outlook application was not responding, and decided to call the Ops Center, when I answer the call I noticed that the phone is in speaker without prior notice, he asked me when was the last time I received an e-mail from Outlook in the Ops Center inbox. I verify the Ops Center inbox and replied that the

last time I received an e-mail was 45 minutes ago, and as scolding he began to question what was the reason why I had not received an e-mail in the Ops Center inbox and if that was normal, and I answer yes, and hung the phone, not happy with that he called my supervisor at the time Mr. Carlos Nieves and orders him to check why I had not received an email in the Ops Center inbox in the last 45 minutes. After a while received a call from my supervisor Mr. Carlos Nieves asking if I had received a test e-mail he sent me, and I tell him yes. He says ok to me and hung up. Then Mr. Gilberto Sierra who was at the meeting, tells me that the problem was Mr. Ortiz's computer, not the Outlook application. In other words I do not understand what was Mr. Ortiz's reason to scold me and alert my supervisor, if it wasn't to persecute and harass me.

On Monday, January 27, 2014 at 3:05 p.m. I sent a message to all Fort Buchanan to notify about an event that would affect the network connectivity of all computer users at the base. This e-mail was sent in accordance with the normal procedures instructed to me to follow in these cases. The e-mail at issue here was verified by Mr. Carlos Nieves, Mr. Eric M. Milette, me and the DAC in charge Mr. Gilberto Sierra and finally sent, in accordance with the instructions we had at that time by the NEC Director, Mr. Ortiz.

At 3:30 p.m. I got a call from my boss Mrs. Carmen Maldonado from Mr. Ortiz's office on the speaker (which was never notified), but I could hear Mr. Ortiz angry and in a loud voice instructing her about the questions she needed to ask me. During this call she asked me aloud why this e-mail was sent to all Fort Buchanan, who authorized it and what was the procedure. In the meantime, I was listening to Mr. Ortiz upset in the background. While I was answering, she was angry and kept talking loudly. I asked her to let me speak and when she let me talk I explained that this e-mail was a copy/paste of one sent by Mr. Carlos Nieves and before I sent it, it was verified by Carlos himself, Mr. Eric Milette, by me and as usual by the DAC Gilberto Sierra who approved for it to be sent. Then the call ended.

On Tuesday, 28 January 2014 having cleared the sending of the all Fort Buchanan e-mail notification yesterday, in accordance with the directives we have from Mr. Ortiz, today at 1:27 p.m. Eric Milette, Carlos Nieves and me, Ronald Febres, received an e-mail from our boss Carmen Maldonado indicating that Mr. Ortiz, the NEC Director is our client and his work methodology does not concern us. We only follow instructions. But I do not understand why if this e-mail message was for Eric, Carlos and I, it puts a copy of the e-mail that I supposedly sent incorrectly yesterday. Another thing I do not understand is that if I gave copy / paste to the same e-mail sent by Carlos yesterday and supposedly is incorrect, why they did not call him yesterday and called me. According to Mr. Ortiz the DAC is

responsible for every e-mail that is sent and no one called DAC Mr. Gilberto Sierra who approved to send it. This is a persecution against me.

On Friday January 31, 2014 my co-worker Carlos Nieves was on leave and my other co-worker Eric Milette call that he was not coming to work. Well, this day Mr. Ortiz and Carmen Maldonado taking advantage that I was alone in my work area continued their persecution against me. First, at approximately 8:00 a.m. arrived Mr. Ortiz telling me that Mrs. Carmen Maldonado would be here in a few minutes and started asking me questions why I sent last Monday's e-mail Monday 27 and it was Friday 27. He asked me about the other e-mail sent by my co-workers, why they had sent these e-mails this way, why they sent them to this person, to which I replied that he had to ask them. He also asked why when they sent a message to him, he was not alone in the recipient's line because he was not like the others, he was above them. Then Mrs. Carmen Maldonado arrives around 9:00 a.m. with Mr. Ortiz there, and starts asking me if I understood why I should not have sent that e-mail last Monday, 27 January. To which I replied that I sent it according to the instructions we had from Mr. Ortiz until that moment, but now the instructions were others without notice. I informed her that I was not feeling comfortable with the things that were going on that I was going to send an e-mail about it and she indicated to me that Carlos Nieves already sent an e-mail. Finally she informed me that things were no longer as before and that now it was Mr. Ortiz with a different way of doing things and we must follow his directives.

TAB E, Log In Record Espada's Computer

192.86.234.128(Preferred) 07:23 LogOn	BUCHWK0527003	18-03-73-CC-FF-60	44452R1	OptiPlex 790	Dell Inc.	segundo.riverarivera	10/2/2013
192.86.234.128(Preferred) 10:18 LogOff	BUCHWK0527003	18-03-73-CC-FF-60	44452R1	OptiPlex 790	Dell Inc.	segundo.riverarivera	10/2/2013
192.86.234.128(Preferred) 10:20 LogOn	BUCHWK0527003	18-03-73-CC-FF-60	44452R1	OptiPlex 790	Dell Inc.	segundo.riverarivera	10/2/2013
192.86.234.128(Preferred) 15:54 LogOff	BUCHWK0527003	18-03-73-CC-FF-60	44452R1	OptiPlex 790	Dell Inc.	segundo.riverarivera	10/2/2013
192.86.234.128(Preferred) 07:10 LogOn	BUCHWK0527003	18-03-73-CC-FF-60	44452R1	OptiPlex 790	Dell Inc.	segundo.riverarivera	10/3/2013
192.86.234.128(Preferred) 09:21 LogOff	BUCHWK0527003	18-03-73-CC-FF-60	44452R1	OptiPlex 790	Dell Inc.	segundo.riverarivera	10/3/2013
192.86.234.128(Preferred) 09:37 LogO	BUCHWK0527003	18-03-73-CC-FF-60	44452R1	OptiPlex 790	Dell Inc.	segundo.riverarivera	10/3/2013

**TAB F, Espada e-mail, OCT 9, 2014, 7:59 AM**

**Espada-Martinez, Arnaldo L CIV USARMY 106 SIG BDE (US)**

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**From:** Sierra, Gilberto CIV USARMY 93 SIG BDE (US)  
**Sent:** Thursday, October 09, 2014 7:59 AM  
**To:** Espada-Martinez, Arnaldo L CIV USARMY 106 SIG BDE (US)  
**Subject:** FW: CALL (UNCLASSIFIED)

Classification: UNCLASSIFIED  
Caveats: FOUO

Good morning,

-----Original Message-----

**From:** Santiagoalca, Jose A CIV USARMY 106 SIG BDE (US)  
**Sent:** Wednesday, October 08, 2014 5:45 PM  
**To:** Sierra, Gilberto CIV USARMY 93 SIG BDE (US)  
**Subject:** FW: CALL (UNCLASSIFIED)

Classification: UNCLASSIFIED  
Caveats: FOUO

MAJ Kaplan, Ross. Medical Retired, escribio un statement en su contra.  
Conseguire su numero civil si es necesario.

Jose A. Santiago, PMP  
IT Specialist  
S3, 106th Signal Brigade  
JBSA, Fort Sam Houston Tx, 78234  
(210) 221-2272, DSN 471

-----Original Message-----

**From:** Santiagoalca, Jose A CIV USARMY 106 SIG BDE (US)  
**Sent:** Monday, January 27, 2014 11:52 AM  
**To:** Sierra, Gilberto CIV USARMY 106 SIG BDE (US)  
**Subject:** RE: CALL (UNCLASSIFIED)

Classification: UNCLASSIFIED  
Caveats: FOUO

Girberto,

These are some of the Brigade members that will possible provide you some information about the difficulties they had while working for or under Mr. Ortiz. I will wish you all the best with your current situation.

Franks, Eric OPS CTR SHIFT SUPV 210-295-2391 421 210-569-3718  
 eric.g.franks.civ@mail.mil  
 Elmore, Tony OPS CTR SHIFT SUPV 210-295-5525 421  
 tony.m.elmore.civ@mail.mil  
 Gilmore, Brett IT SPEC Contact info. 254-247-4033 421  
 brett.e.gilmore.civ@mail.mil  
 SFC Dove, Dwayne NET OPS NCO 210-295-5525 421  
 dwayne.r.dove.mil@mail.mil  
 MAJ Kaplan, Ross CURRENT OPS 210-295-2406 421  
 ross.l.kaplan.mil@mail.mil  
 Scholle, Robert IT SPEC 210-295-2406 421  
 robert.k.scholle.civ@mail.mil  
 Casper, James IT SPEC 210-221-2063 471  
 james.h.casper2.civ@mail.mil  
 Schoon, Rob IT SPEC 210-295-2407 421  
 robbie.d.schoon.civ@mail.mil  
 Metts, Rosemarie IT SPEC 210-295-7245 421  
 rosemarie.b.metts.civ@mail.mil  
 Dews, Beverly BR MANAGER/SUPV IT SPEC 210-221-1073 471 803-361-6756  
 beverly.dews@us.army.mil  
 Feher, Charles BR DEPUTY/NETWORKS OFFICER 210-221-9269 471  
 719-429-2865 charles.feher@us.army.mil  
  
 Santiago, Jose IT SPECIALIST (NETWORK) 210-221-2272 471  
 jose.santiagoAlcano@us.army.mil  
 Treder, Patrick IA MANAGER 210-295-2709 421  
 patrick.treder@us.army.mil  
 Proctor, Nat IA MANAGER 210-295-2043 421  
 nathaniel.proctor@us.army.mil  
 Coleman, Orlando IA MANAGER 210-295-5879 421  
 orlando.coleman@us.army.mil  
 Strange, Kevin IA MANAGER 210-295-2025 421  
 kevin.strange3@us.army.mil  
 Dr. Whitmore-Wolf, Tim IA MANAGER 210-295-2378 421  
 timothy.whitmorewolf@us.army.mil  
 Crespo, Javier CONTRACTOR 210-221-5223 471 210-842-1910  
 javier.r.crespo.ctr@mail.mil

V/r

Jose A. Santiago, PMP  
 IT Specialist  
 S3, 106th Signal Brigade,  
 2406 Gun Shed Road, Bldg 2265  
 Fort Sam Houston, Texas 78234-1248  
 (210) 221-2272 or DSN 471-2272  
 NIPRnet: Jose.A.SantiagoAlca.civ@mail.mil  
 SIPRnet: Jose.A.SantiagoAlca.civ@mail.smil.mil

**TAB G – Espada e-mail, OCT 9, 2014, 8:08 AM**

**Espada-Martinez, Arnaldo L CIV USARMY 106 SIG BDE (US)**

**From:** Sierra, Gilberto CIV USARMY 93 SIG BDE (US)  
**Sent:** Thursday, October 09, 2014 8:08 AM  
**To:** Espada-Martinez, Arnaldo L CIV USARMY 106 SIG BDE (US)  
**Subject:** FW: otro (UNCLASSIFIED)  
**Signed By:** gilberto.sierra@us.army.mil

Classification: UNCLASSIFIED  
Caveats: FOUO

More,

-----Original Message-----

**From:** Santiagoalca, Jose A CIV USARMY 106 SIG BDE (US)  
**Sent:** Wednesday, October 08, 2014 5:44 PM  
**To:** Sierra, Gilberto CIV USARMY 93 SIG BDE (US)  
**Subject:** FW: otro (UNCLASSIFIED)

Classification: UNCLASSIFIED  
Caveats: FOUO

Jose A. Santiago, PMP  
IT Specialist  
S3, 106th Signal Brigade  
JBSA, Fort Sam Houston Tx, 78234  
(210) 221-2272, DSN 471

-----Original Message-----

**From:** Santiagoalca, Jose A CIV USARMY 106 SIG BDE (US)  
**Sent:** Thursday, February 13, 2014 3:27 PM  
**To:** Sierra, Gilberto CIV USARMY 106 SIG BDE (US)  
**Cc:** Kaplan, Ross Lee MAJ USARMY 106 SIG BDE (US)  
**Subject:** RE: otro (UNCLASSIFIED)

Classification: UNCLASSIFIED  
Caveats: FOUO

Mr. Gilberto

My name is Brett Gilmore I used to work for Mr. Ortiz it was a terrible experience. It got to the point where it caused me to almost have a mental break down. I no longer work here at the 106th BDE due to the mental anguish I was exposed to by him. I no longer work because the experienced aggravated my service connect disabilities so much that I have been deemed not fit for

the job market.

Contact info. 254-247-4033

Fordtruckgilmore@yahoo.com

Jose A. Santiago, PMP  
IT Specialist  
S3, 106th Signal Brigade,  
2406 Gun Shed Road, Bldg 2265  
Fort Sam Houston, Texas 78234-1248  
(210) 221-2272 or DSN 471-2272  
NIPRnet: Jose.A.Santiagoalca.civ@mail.mil  
SIPRnet: Jose.A. Santiagoalca.civ@mail.smil.mil

-----Original Message-----

From: Sierra, Gilberto CIV USARMY 106 SIG BDE (US)  
Sent: Thursday, February 13, 2014 1:56 PM  
To: Santiagoalca, Jose A CIV USARMY 106 SIG BDE (US)  
Subject: RE: otro (UNCLASSIFIED)

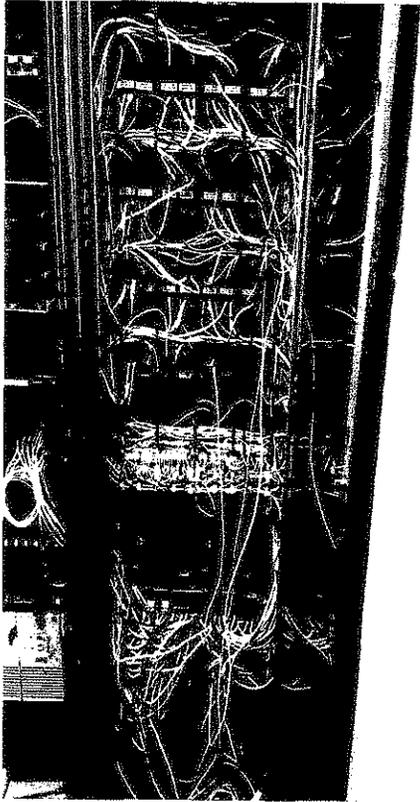
Classification: UNCLASSIFIED  
Caveats: FOUO

Saludos

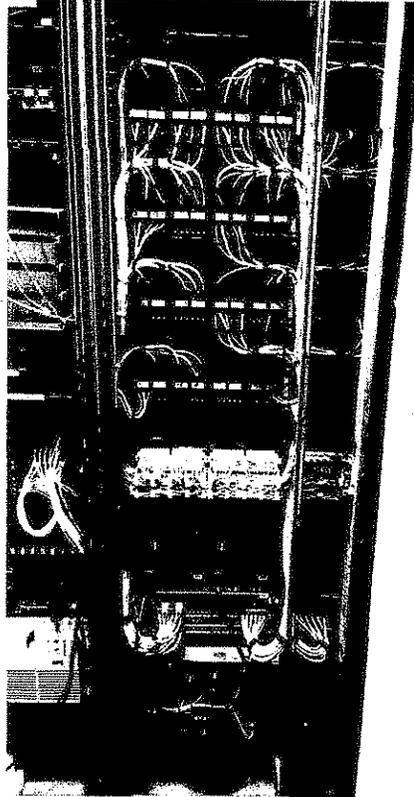
Thanks,

Gilberto Sierra  
Telephone PBX Switch & Data Switch Admin.  
NEC, Fort Buchanan, PR  
787.707.2766

■ “OUT WITH THE OLD”



■ “IN WITH THE NEW”



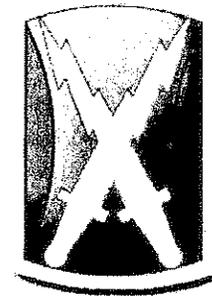
***Configuration Management  
Product Live Cycle***

**OUR MISSION**

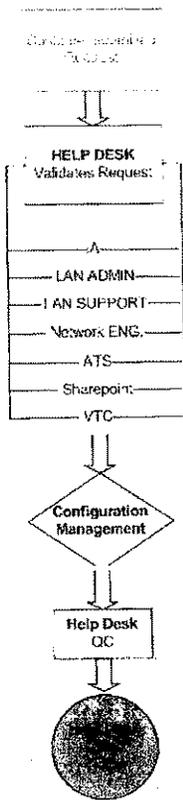
To help our customers process their IT request efficiently and timely.

**GOAL**

Enhance NEC'S configuration management record deployment through quality control and just-in-time delivery.

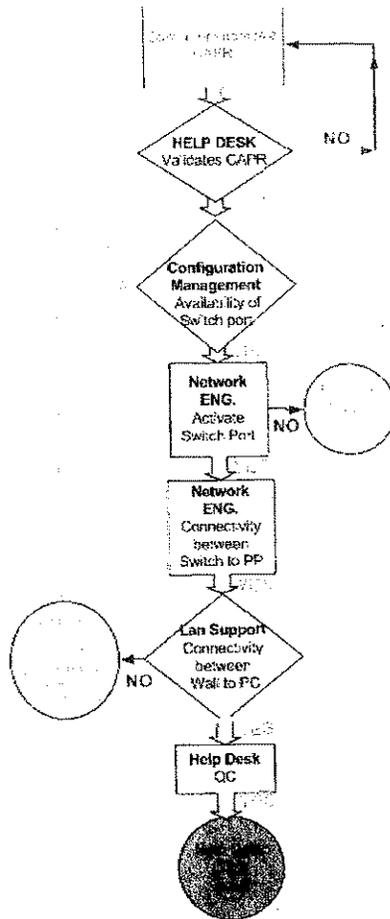


***FORT BUCHANAN, PR***

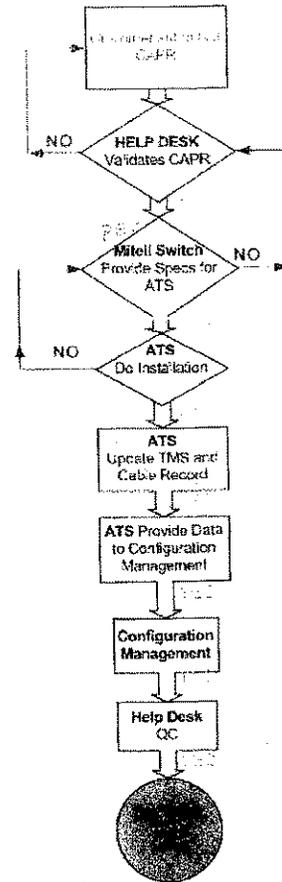


**Overview**

Entire process from opening the ticket to closing



Example of customer who requires a new installation or movement of a IT device from one Bldg to another (Printers, VoIP, Scanner or PC,) etc.



Example of customer who requires a new installation or movement of a device from one Bldg to another ( phone, fax, or alarm )etc.