



Corporate Social Responsibility Report

2017



*iCare*



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## Letter from Leadership

CNSI is proud to share our second annual Corporate Social Responsibility (CSR) report, which this year illustrates the ways we have expanded and improved upon our signature CSR program, iCare. Taking the pillars that have always been core to our company's culture and work ethic, we have expanded many of our initiatives to project sites and around the globe, strengthened our partnerships within the communities in which we live and work, and increased our level of impact for the issues the iCare program works to address each year. That impact spans across our entire company—from the solutions we deliver to the services we provide our communities, including:

- Providing the gold-standard in state Medicaid Management Information Systems (MMIS) by launching the nation's first cloud-based modular MMIS in the state of Michigan.
- Expanding our federal health IT footprint by winning multi-year contracts with the Department of Labor, Department of Veterans Affairs, and the Centers for Medicare and Medicaid Services.
- Validating our commitment to our employees by receiving two Alliance for Workplace Excellence Awards for the second consecutive year.
- Giving students the opportunity to experience hands-on learning by helping launch the nation's largest, most advanced mobile STEM lab.
- Establishing our organizational commitment to sustainability by earning the Montgomery County Green Business Certification.

For CNSI, being an industry leader is not just about the technologies we develop. It is also about how we conduct our business, treat our employees, and give back to the communities that support our organization. To that point, we would like to express our gratitude towards our employees and partners for their ongoing support of our iCare initiatives. Without you, we would not be able to achieve our goals and—ultimately—think globally and act locally.

Thank you,

**Adnan Ahmed**  
*Co-President*



**Jaytee Kanwal**  
*Co-President*



**Sharif Hussein**  
*Chief Strategy  
Officer & President  
of Health & Human  
Services*





**“Although we are known for our innovative solutions in health IT, we want to also be known as a company that provides a best-in-class work environment, gives back to the communities in which we live and work, and is committed to doing the right thing—always. Our iCare program helps us achieve those objectives and allows us to reach new levels of success and growth.”**

*- Jennifer Bahrami, Vice President Marketing Communications and Corporate Social Responsibility*

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## Mission Statement

At CNSI we are globally minded and locally committed. We are driven by an innovative spirit that promises leadership in technology, a corporate culture focused on our employees, and a passion for giving back to those in the communities in which we serve. We are proud to invest our resources in improving health, increasing opportunity, and expanding education for those most in need.



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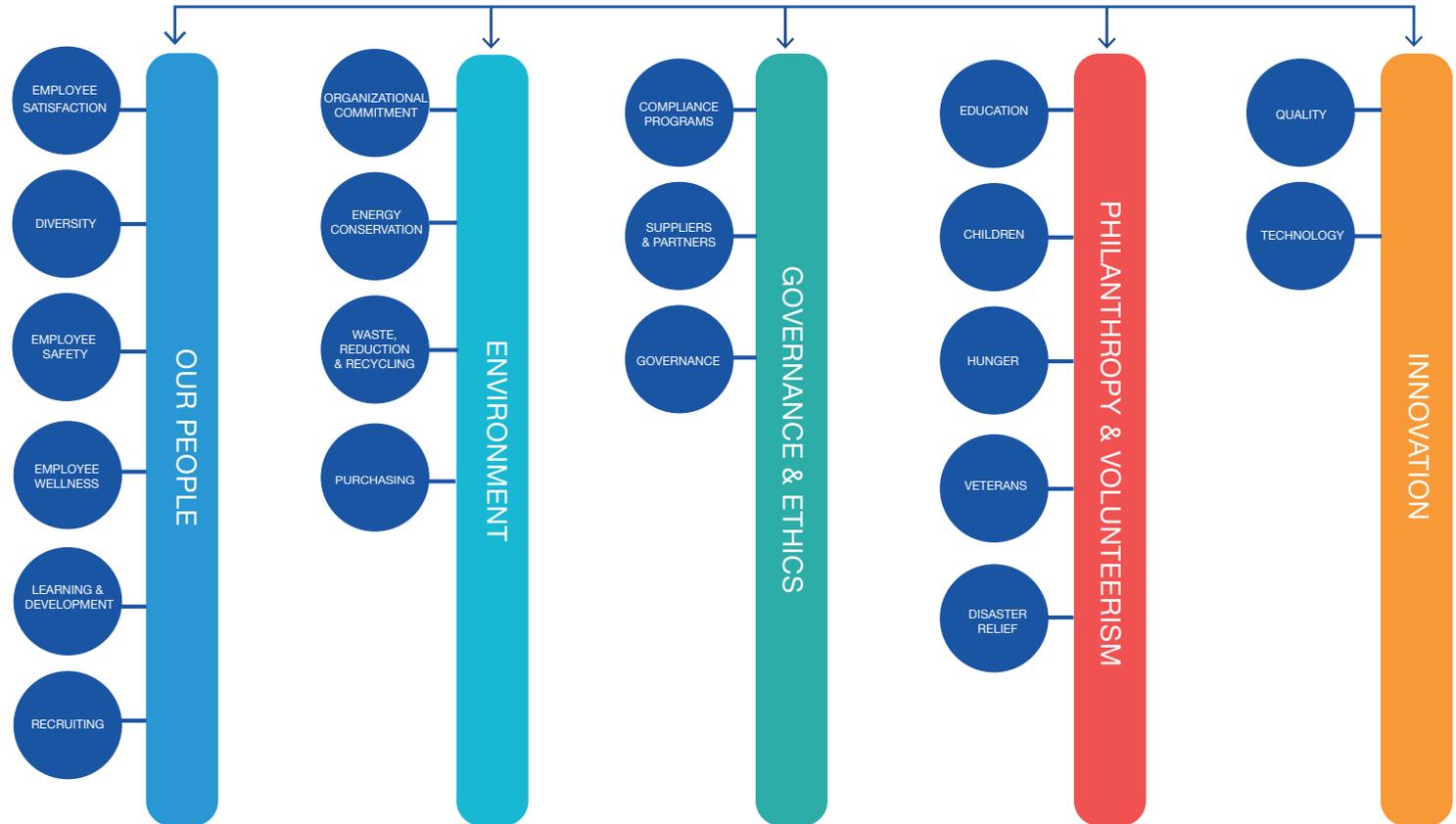
**Thank You**

# Organization



BOARD OF DIRECTORS

CORPORATE SOCIAL RESPONSIBILITY PROGRAM



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# Our People





As with any strong organization, our greatest asset is our people. CNSI's commitment to the individuals who make up the CNSI team starts when we recruit new members to our business and continues through their lifecycle at the company. We strive to not only be a great place to work but also an inclusive place for all employees.



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## Employee Satisfaction

Employee satisfaction is really the heart of our human resources department. Everything the team does is in effort to support, provide, and improve the working environment for all employees. These objectives manifest themselves in different ways, many of which are discussed in subsequent sections. As studies show, employees are more engaged and satisfied when they feel valued. That is why we increased our engagement efforts in our SOAR (Service Over and Above Requirements) program—an online system for employees to nominate colleagues and teams for exceptional performance. This easy-to-use platform allows employees to earn points through a variety of different ways, including peer-to-peer “High Fives,” manager “Spot Awards,” and corporate “Badges” for anniversaries, birthdays, and other contributions. Our office in Chennai also recognizes stellar performance with an “Employee of the Month” award.

## Diversity

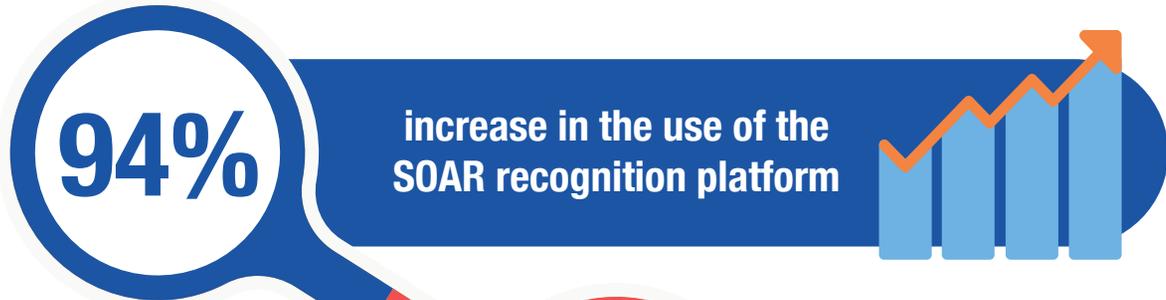
CNSI is rich in ethnicities, genders, and backgrounds, which allows us to bring different ideas and solutions to the table, making us all stronger and richer. Our diversity efforts continued in 2017, with our Diversity committee organizing a total of six events and working with our learning and development team to develop a diversity training course, which almost 100 employees voluntarily took in the last year.

## Recruitment

At CNSI, we take a holistic approach to recruiting the best and the brightest. We not only look at experience and skills, but also ways an applicant has demonstrated client service, quality, and innovation. We also value diversity and respect, which is why our recruitment initiatives include a focus on hiring veterans and women in technical positions. In 2017, our commitment led to the hiring of five veterans and 20 women. Our established recruitment partnerships with both Hire a Hero and Women in Technology allowed us to connect, attract, hire, and retain talented individuals who contribute to the overall health and diversity of our workforce.

**“At CNSI, we understand our greatest asset is our people, and we are dedicated to maintaining a workplace that focuses on diversity, work-life balance, and personal growth. We are honored to be recognized by AWE for the third year in a row for our innovative programs that allow our employees to thrive both in and outside the office.”**

*- Maya Eloul-Chavez, Vice President Human Resources*



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## Employee Safety

Much time and energy is devoted to the safety of employees, clients, and assets. This means following all safety, emergency, and security regulations. Going beyond policies, we strive to create a culture and physical environment at all of our offices where employees, clients, and vendors feel welcome, secure, and part of the CNSI family.

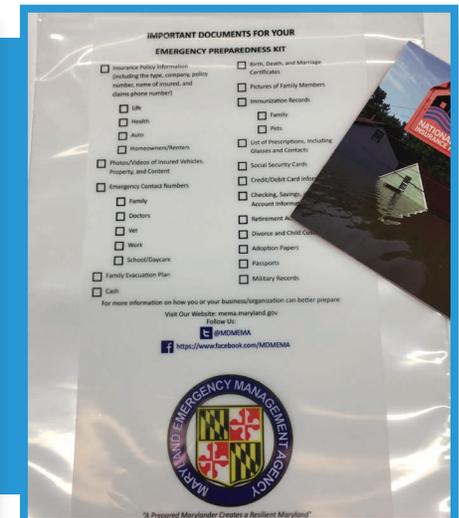
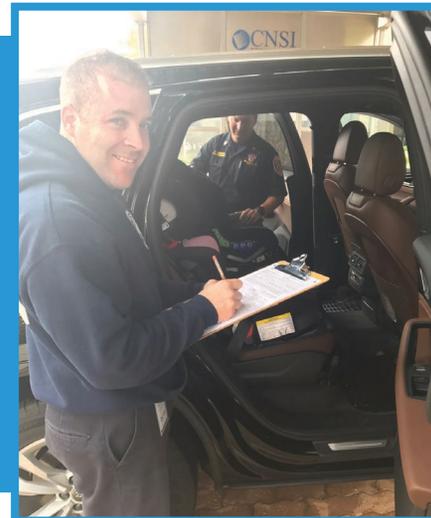
To deepen this culture, CNSI engaged in additional safety activities in the past year, including publishing and distributing the CNSI Emergency Human Response Plan, which gives employees details on the processes and resources available in case of a physical or environmental emergency. The plan launched at our headquarter office in Rockville, MD with the goal to create similar plans for each of our project sites in 2018.

We are also focused on our business obligation to cybersecurity. In the last year, the company invested a significant amount of time and resources into amplifying cyber security awareness. Refreshing much of our content from previous years to reinforce important messages, CNSI used a variety of internal communication tactics to emphasize the importance of cyber security, including:

- Facility Posters
- TV and SharePoint Ads
- Threat Intelligence Alerts
- Computer Audits
- Phishing Scam Tests
- National Cyber Security Awareness
- Month Newsletters
- Quarterly Mandatory Cyber
- Security Trainings

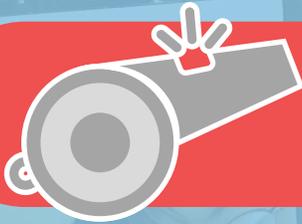
## EMERGENCY PREPAREDNESS

Employee safety begins with education. That is why in 2017, CNSI developed and executed its first-ever National Preparedness Month campaign. Through a weekly message, we focused on different topics of personal safety—both in and outside of the office. The local fire department conducted free car seat inspections. We topped off the month with a speaker from the Maryland Federal Emergency Management Agency. In addition, our Learning and Development team created an online emergency simulation quiz that walked a person through an environmental event. Using what they learned through these initiatives, employees navigated through the quiz. Top winners from each office received a Red Cross Safety Tube.



5

employees added to our certified AED/CRP List



Safety whistles were given out to employees at CTI to ensure safe travel, distribution totalled

200

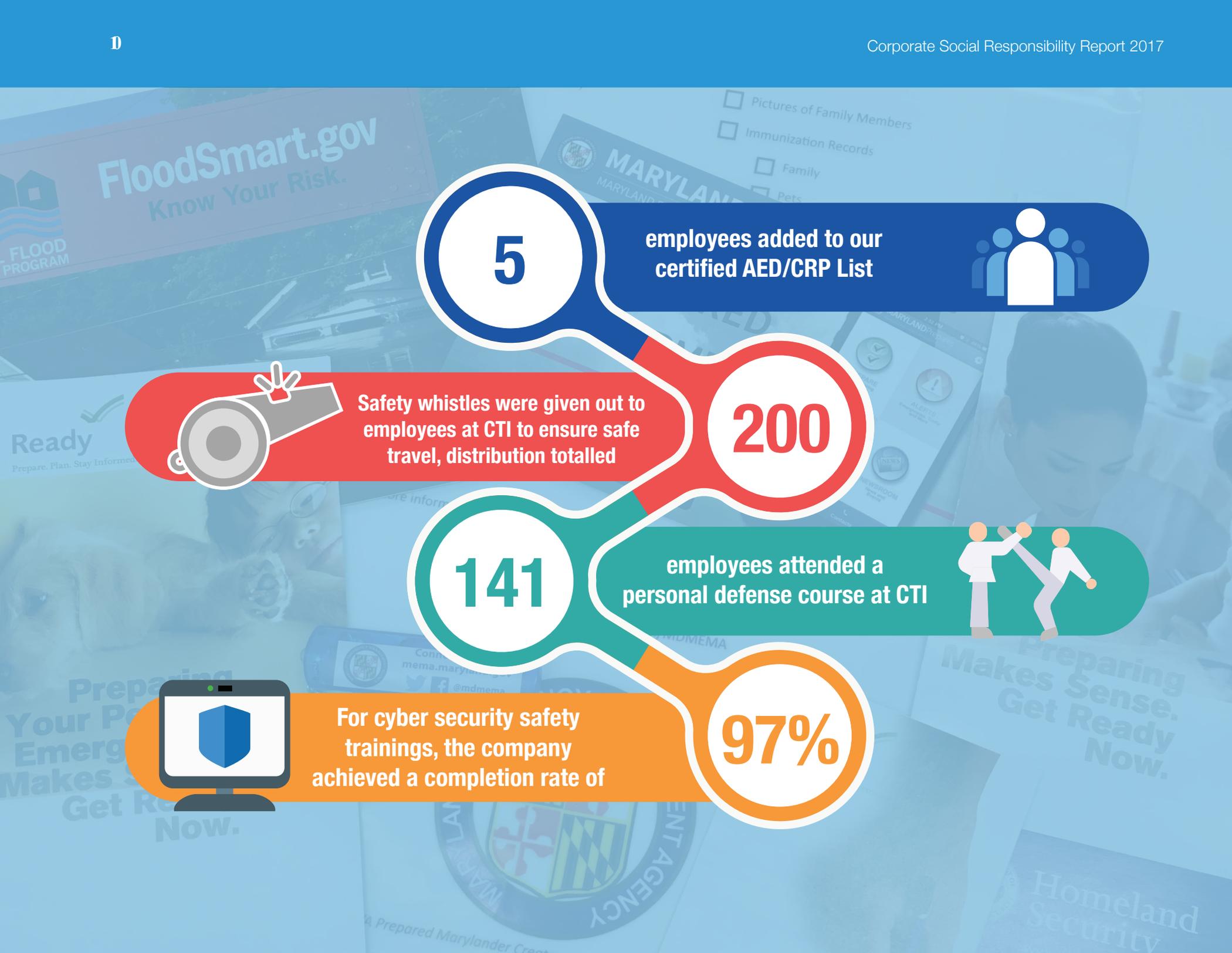
141

employees attended a personal defense course at CTI



For cyber security safety trainings, the company achieved a completion rate of

97%



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## Employee Wellness

Study after study has proven that healthier employees are happier employees. The research also shows that the notion of healthy employees includes the emotional and psychological, not just the physical. Keeping this in mind and combining it with the results of our employee surveys, we expanded our wellness program to touch on each area of our employees' wellbeing.

In 2017, we were proud to launch quarterly wellness challenges, including:

- Half Plate Healthy (1/2 plate of veggies at every meal)
- Biggest Loser (weight loss)
- Drink More Water (increase water consumption)
- Stress Management Challenge (online workshop for reducing stress)

With over 120 employees completing at least one challenge, we know these programs and challenges are on their way to having a positive impact on their overall wellness.

In addition to the challenges, CNSI took its wellness program and expanded it beyond the walls of our office in Rockville. Each project site now receives weekly Wellness Wednesday snacks and monthly Fresh Fruit Fridays. At CTI, CNSI provided a women's wellness seminar as part of International Women's Day, in which 115 employees attended. In 2018, our goal is to formalize the way we track our wellness efforts—linking them directly to the impact on our health care costs and levels of absenteeism.

## I AM WELL PROTAL

Since the launch of the I AM WELL portal, our wellness tool for employees, we have seen an increase in engagement rate from 45% to nearly 75%. This site allows employees to track their wellness goals, practice new skills, and learn how to better infuse health choices into their everyday lives. With so many of our employees engaging in the content, it is no surprise that managers are seeing a noticeable increase in morale, productivity, and attendance.

50

employees participated in five in-house meditation sessions at the headquarter office



To promote good oral health, CTI hosted a free dental screening with total workforce attendance of

38%

99.7%

approval rating for the company's first health screening event held across all US offices



The participation in the company's first biometric screen surpassed goal by

16%

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## Learning & Development

CNSI is committed to establishing a culture of professional development using both traditional and non-traditional methods of learning. As a company dedicated to driving innovation and excellence, we are proud to provide a variety of means by which our employees can grow, improve, and inspire. CNSI University was created with this objective in mind and provides a variety of training programs in the areas of:

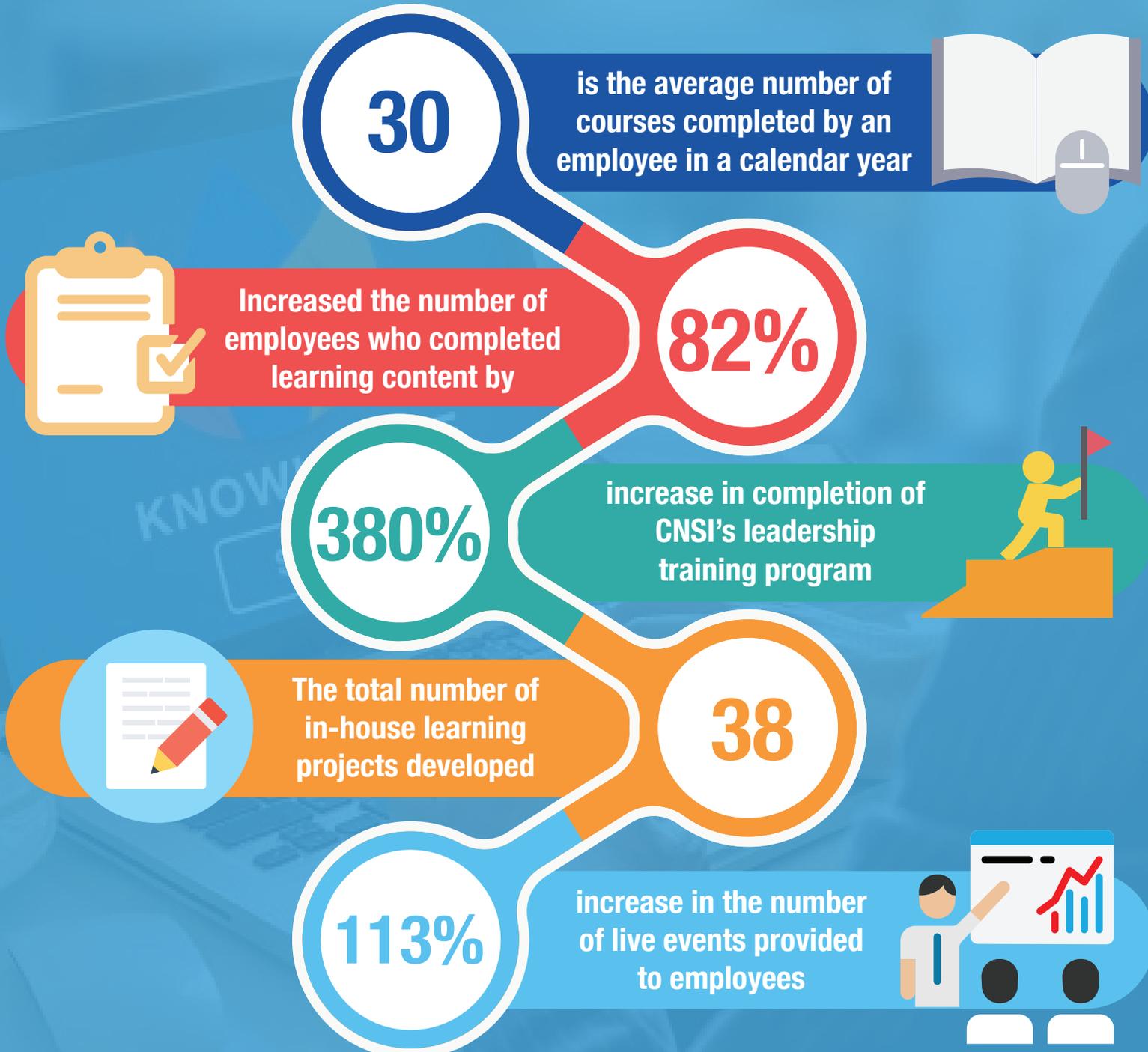
- Onboarding (New Hires)
- Leadership Academy (Managers and Aspiring Leaders)
- Grade-Level (Role-specific Development)

Through the efforts of our Learning and Development team and the improved interface of the company's new Learning Management System, Cornerstone, the department increased the number of in-house learning projects, overall satisfaction ratings, and total number of employees who have completed learning content.

## THIS IS CNSI

As a result of an audit conducted in 2016, the Learning and Development team identified a gap in our course offerings—a more holistic focus on CNSI as a company and its solutions. There were a handful of trainings that were technical in nature and only relevant to those working on the related projects. To educate our entire employee base on the impressive span of solutions, the team set out to create a new learning program, “This is CNSI.” The training suite, comprised of five courses, covers our history, projects, corporate departments, and our key solutions.





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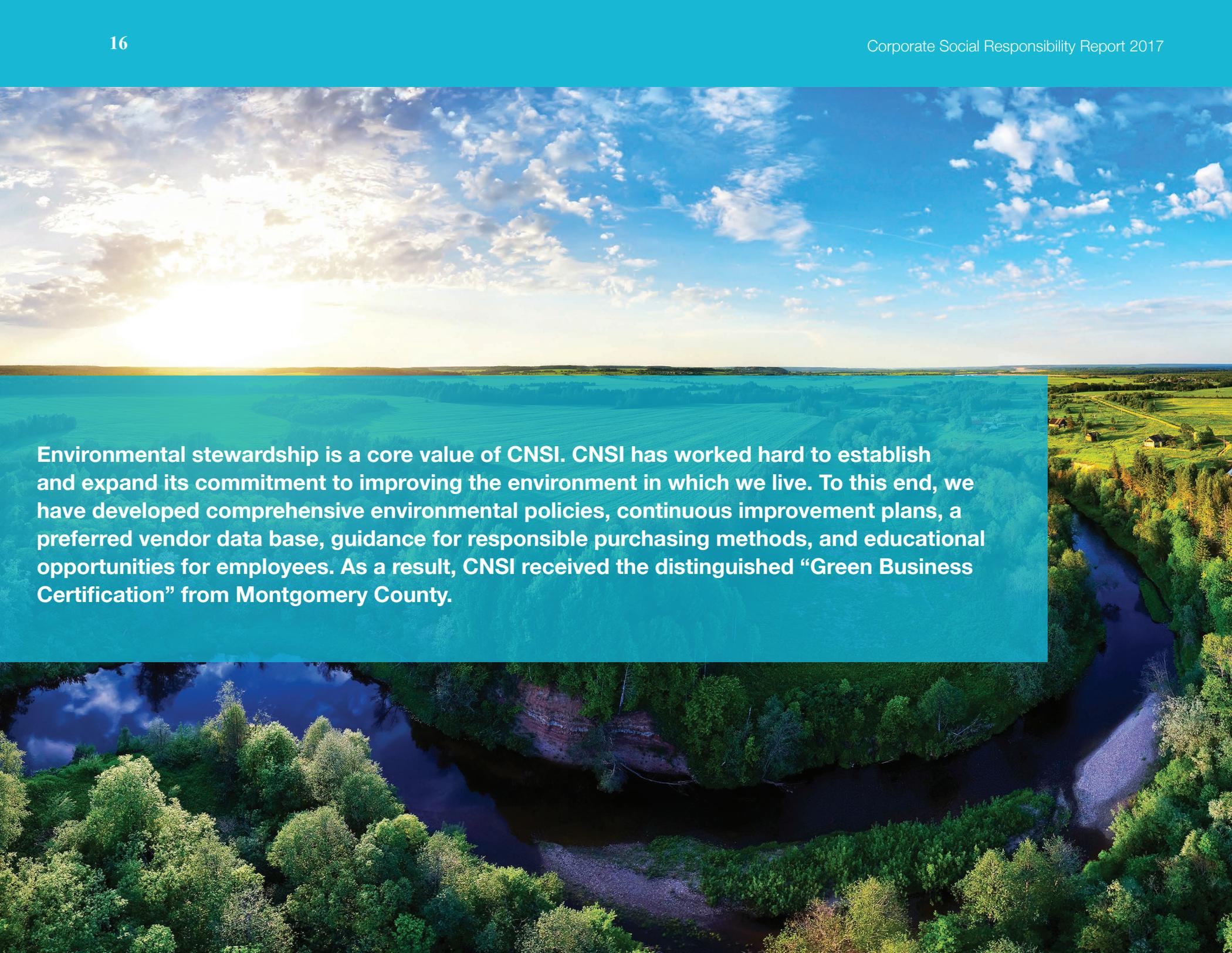
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# Environment

The image is a composite of two landscape photographs. The top portion shows a wide, sunlit field under a bright blue sky with scattered white clouds. The sun is low on the horizon, creating a warm glow. The bottom portion is an aerial view of a dark river winding through a dense, green forest. The river's surface reflects the sky and surrounding trees. A small, light-colored structure is visible on the right bank of the river.

**Environmental stewardship is a core value of CNSI. CNSI has worked hard to establish and expand its commitment to improving the environment in which we live. To this end, we have developed comprehensive environmental policies, continuous improvement plans, a preferred vendor data base, guidance for responsible purchasing methods, and educational opportunities for employees. As a result, CNSI received the distinguished “Green Business Certification” from Montgomery County.**

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## Organizational Commitment

At CNSI, we want sustainability to be a part of our culture and business model, not just a top-down directive. As a result, the company—along with support from a woman-owned consulting firm, The Fehlig Group, set out to achieve the Montgomery County Green Business Certification (MC Green Biz). We are proud to announce that in December 2017, CNSI was granted their seal of approval. The MC Green Biz Program is a voluntary recognition program designed to encourage businesses and other organizations to take steps that reduce their ecological footprint. The certification, which is good for three years, recognized CNSI for its commitment to reducing its ecological footprint.

We understand that to have a lasting impact, we must take on the long-term responsibility of being a good corporate steward. That is why the company has already established 2018 goals, which include

- Completing each phase of our Continuous Improvement Plan, which involves energy use meter monitoring
- Expanding awareness tactics for all employees including e-newsletter articles, in-house digital advertising, and in-person education events
- Instituting a fair trade certified and low-impact purchasing policies at all project sites
- Identifying requirements and beginning work on Green Certification for our three project office locations

## SUSTAINABILITY

In addition, CNSI created a Sustainability Policy that will be implemented throughout all our project sites in the coming years. At the end of the day, we want our clients, employees and communities to know we care about creating a greener, healthier world.



“ In reviewing your application, it is clear that sustainability is very much embedded in your day-to-day operations and corporate culture... CNSI’s application and commitment is among the strongest I’ve ever seen. ”

*– Douglas M. Weisburger, Montgomery County Green Biz Council*



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## Conservation, Waste Reduction, and Recycling

Our organizational commitment to environmental stewardship truly comes alive when we put our policies into practice. CNSI leadership has worked tirelessly to empower our managers and employees to make sustainable choices—from how they conserve energy to recycling to purchasing.

Our facilities manager and staff collaborate with all corporate functions, external vendors, and community partners to ensure our sustainability policies and practices are followed. Some examples include:

- Using timers on all office and room lighting
- Telecommuting and flexible/compressed work schedules to reduce commuting
- Clearly designated and labeled receptacles for proper recycling
- Vegetable and low-VOC printer inks
- Green Criteria Purchasing documentation for select pre-approved vendors
- EPEAT registered electronic vendors

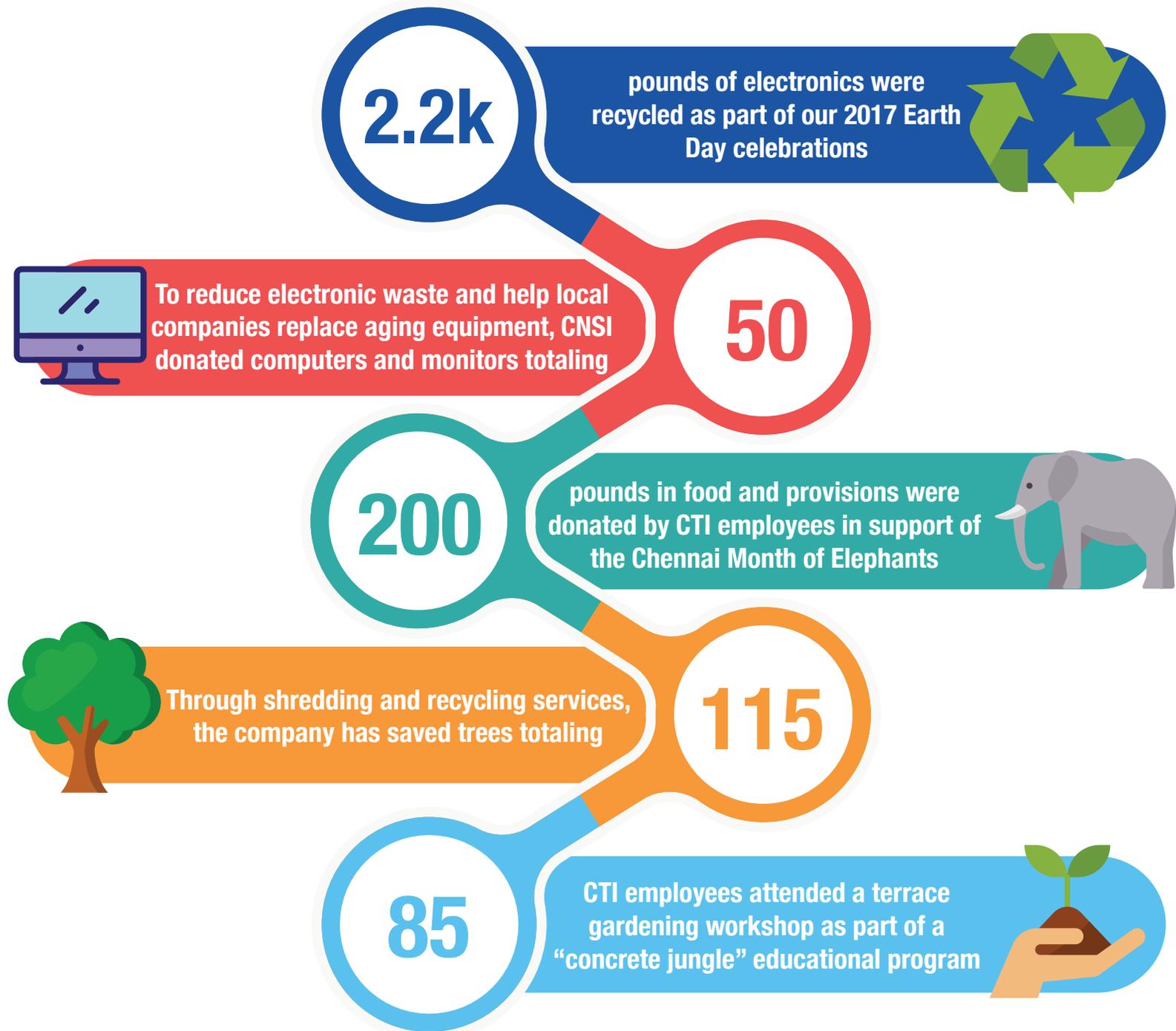
## CNSI E-Recycling Event



**“Working for other companies, you see a lot of electronics go to waste. I am extremely proud of the effort CNSI, the facilities department, and the IT team make to ensure we either donate or properly recycling our devices.”**

*- Carl Walton, Enterprise Computing Technician*





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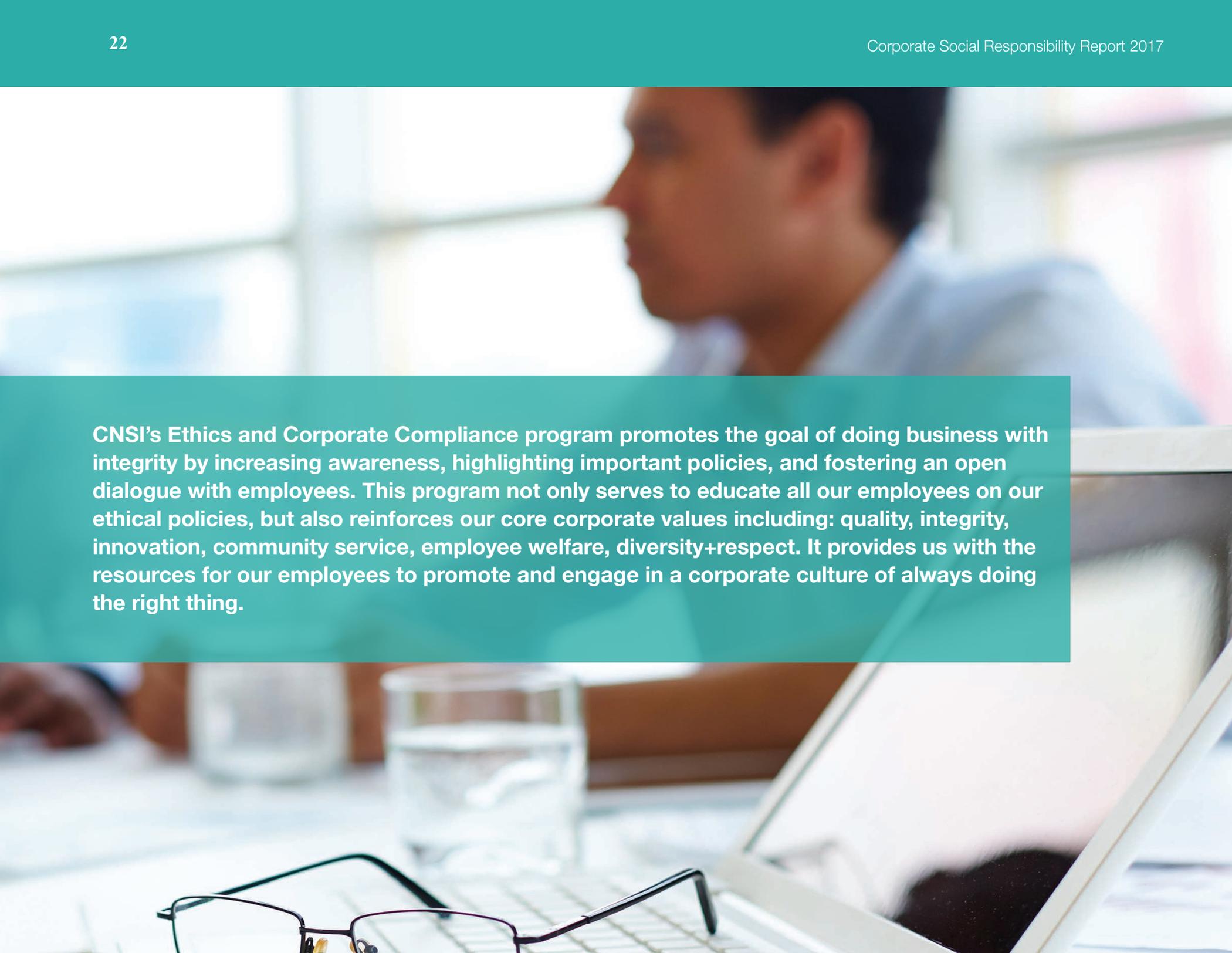
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# Governance & Ethics



CNSI's Ethics and Corporate Compliance program promotes the goal of doing business with integrity by increasing awareness, highlighting important policies, and fostering an open dialogue with employees. This program not only serves to educate all our employees on our ethical policies, but also reinforces our core corporate values including: quality, integrity, innovation, community service, employee welfare, diversity+respect. It provides us with the resources for our employees to promote and engage in a corporate culture of always doing the right thing.

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## Governance and Ethics

Core to CNSI's business is the management of personal identifiable information (PII) and personal health information (PHI) for millions of Americans. As a result, we take our obligation to protect this data extremely serious. That is why in 2017, we focused much of our processes, training, and supplier/partner selection on enabling, educating and empowering our employees to consistently achieve the absolute highest standard in everything that they do. At every level, employees were provided the best-in-class tools, resources, and communications including:

- Hosting in-person meetings to discuss compliance issues and solutions;
- Designated Project Compliance Officers;
- Annual Participation in National Cyber Security Awareness Month;
- Annual Participation in National Corporate Compliance and Ethics Week; and
- Anonymous Reporting Hotline

## Process & Procedure

Since policies are at the foundation of many—if not all—of these resources, it became important for CNSI to document the process by which a policy is created. In 2017, after going through a rigorous restructuring and clarification process, the company released an official, “Policy, Process and Procedure Development and Revision Procedure.” This document provides strict guidance to all managers and employees on how to initiate a new or amend a policy. It is this kind of standardization that ultimately leads to seamless performance, compliance, and conduct by employees.



200

total employees attended five in-person manager compliant chat and chew sessions to share ideas and issues



60

A special information session for our immigrant status workers was held with an attendance of employees totaling over



PASSPORT

5

mandatory trainings held on important topics such as Cyber Security, Health Insurance Portability and Accountability Act (HIPAA), Time Keeping, and Sexual Harassment



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# Philanthropy & Volunteerism





Our approach to giving back to the communities in which we live and work is aligned with our core business strategy. We create positive social impact through comprehensive non-profit partnerships and active employee engagement efforts. We define success by making financial, social, and volunteer investments in efforts that help transform the lives of those most in need.



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## Education

There are many opportunities to improve access and inspire interest in Science Technology, Engineering, and Mathematics (STEM). However, CNSI was very selective when picking its organization partner to ensure high-impact and high-quality. That is why we have continued our partnership with the MdBio Foundation, Inc.

In addition to sponsoring their Learning Undeclared program (read below), CNSI also extended our commitment to support their Mobile eXploration Lab for the 2017 school year. Called MXLab for short, the lab was custom-designed by MdBio to expand new technology and laboratory science experiences in an effort to ignite students' interest in STEM education and careers.

Going beyond this partner, CNSI continues to grow the ways in which we support education and access to students all across the world. From delivering stocked backpacks to school districts in each of our four office sites to providing career guidance and debate lessons to under-privileged college students in Chennai, India, CNSI remains committed to ensuring we support the next generation of young innovators.

## MdBio Foundation

For the third year, CNSI's support of the MdBio Foundation, Inc., led to the program crossing the Maryland border. After the devastating impact of Hurricane Harvey and with the financial support of CNSI among others, the MdBio Foundation developed a new program, Learning Undeclared. The organization retrofitted one of their retired mobile labs and set out across the country to bring STEM-based educational opportunities to more than 1,000 students in the Houston area. The Port Aransas Independent School District was so impressed with their curriculum and ability to provide this educational opportunity to students, that they raised \$20,000 in funds to keep the mobile lab through the end of the school year.



300

students will graduate high school in the Texas Corpus Christi area, because of the Learning Undefeated program CNSI helped sponsor



2+2=4

Raising \$9K to sponsor tuition, CTI employees gave a year's worth of tuition to of students totaling

90

650

backpacks were donated to the MCPS Give BACKPack program, with 450 backpacks given in total across each of our project sites



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## Children

It is extremely important to CNSI and our employees that we do what we can to improve the overall well-being, development, and health of children in the communities across the country in which we live and work.

The size of our company and the location of our offices provide us with the opportunity to continuously help children throughout the U.S. and India. We provide ongoing financial, volunteer, and supplies to support our trusted partners including:

- The Children's Inn at the National Institutes of Health
- Montgomery County Coalition for the Homeless
- Manna Food Center
- Michigan Children's Trust Fund
- Autism Alliance of Michigan
- Sacred Heart Church Park School

These organizations were selected because of their focus and success on providing both short- and long-term, holistic solutions for children.



## *Children's Trust Fund of Michigan*

**“One of the more fruitful partnerships has been with Michigan’s Children Trust Fund (CTF), which promotes the health, safety, and welfare of Michigan children. Our donation is being used specifically for abuse prevention programs. We are so very proud to support the work done by CTF to ensure our local children live safe and healthy lives.”**

*Sharif Hussein, Chief Strategy Officer and President, Health and Human Services*



**650**

families and children receiving treatment were given gift bags to support their stay with The Children's Inn at NIH



The Sacred Heart Church Park School was able to support new construction and renovations of the school's bathrooms after a donation of

**\$5K**

**\$5K**

donated to the Autism Alliance of Michigan to provide education, access, awareness and advocacy



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## Hunger

As part of our organization's commitment to fight hunger — locally and globally — we look to support organizations and campaigns that result in sustainable, long-term impact. For example, our Chennai office installed a water tank in the nearby village of Suriya Nagar, giving access to safe drinking water to nearly 800 residents.

In addition our employees in our Michigan office took an afternoon to support the Greater Lansing Food Bank Garden Center, which provides long-term organic food options to 400 home gardens. The group organized 26,000 plants, sorted 11,000 seed packets, and weeded 63 plots.

Lastly, our two most fruitful partnerships have been with the Capital Area Food Bank and Manna Food Center. CNSI has given a combined 25,000 pounds of food to children and families in the Montgomery County area. Both organizations have strategic programs that tackle chronic hunger in efficient and effective ways.

## Capital Area Food Bank

I love seeing the faces of the kids as they help to pick out the food that they want and how happy they are when they leave. The families really appreciate having the support of CNSI's volunteers.

- Patricia Bailey-Hardy, Billings and Payroll Specialist



**54,700** meals have been offered through our corporate sponsorship of CAFB's Empty Bowls campaign, an increase of 55% from 25,000 in 2016



 Hot meals were donated to homeless citizens receiving services from the Montgomery County Coalition for the Homeless totalling

**500**

**20,000** pounds of food has been donated to the families of South Lake Elementary School, through the Family Market Day, an increase of 10% since 2016



 Pounds of food were packaged for the Manna Food Center Smart Sacks program, providing 45 kids with weekly weekend food packages totalling

**3,000**

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## Disaster Relief

The last year brought on unprecedented environmental disasters in the wake of Hurricanes Harvey, Rita, and Irma. With recovery efforts spanning from coast-to-coast, CNSI and our employees took on the challenge of raising funds to support those geographic areas and residents most impacted.

Through designated partner organizations and the ability to track disaster relief spending, CNSI was able to ensure that every dollar we spent went directly into the hands of those most in need.

In the span of one month, CNSI raised \$4,500 and donated \$20,000 to Global Giving after the devastating fall hurricanes. In a report to their donors, the organization told us how the funds were spent. Read more below.



## Fall Hurricanes

Employee-raised donations to Global Giving went to support a myriad of different causes in support of those impacted by the fall 2017 hurricanes, including:

- Emergency Shelter for thousands of displaced families
- A foster program for displaced dogs and cats
- Food, water, and emergency supplies
- Diapers, wipes, and pull-ups from the Texas Diaper Bank
- grants for vulnerable women and their families
- Gasoline and diesel fuel for evacuees and first responders

*Photo Credits: Global Giving*



GlobalGiving

45 employees donated on average \$100 to support hurricane disaster relief efforts with a total financial contribution totalling

\$5K

500

Chennai families received support in rebuilding their homes and when 24 CTI employees volunteered to clean-up after the devastating winter floods



Lions BloodBank

CTI employees donated 88 units of blood, which has the potential to aid nearly 100 people

100

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# Innovation

# got modularity?

# CNSI

We are driven by an innovative spirit that we bring to every project we work on. We are passionate about continuous innovation and process management, using technology as an enabling tool in helping clients accomplish their missions and improve business performance. With a focus on quality, partnerships and technology, CNSI can imagine and develop the solutions that will help our clients achieve their goals and improve performance.



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## Quality and Innovation

When our staff feels supported and valued, quality work is delivered, innovation happens, and growth occurs. Probably at no other point in the history of the company has CNSI seen this play out in truer fashion.

Over the course of the last year, CNSI has engaged in several initiatives that improve how we function as a company, help our clients achieve success, and grow our workforce. These include:

- launching an “Innovation Portal” at CTI, which allows its employees to share ideas and take ownership of solution ideation and development;
- tackling the opioid epidemic in Medicaid through a real-time predictive analysis tool that has the power to prevent addiction before it starts;
- creating and implementing groundbreaking health IT solutions, which includes the nation’s first cloud-based, modular Medicaid Management Information System; and
- expanding its federal health IT footprint by winning multi-year projects with the Department of Labor, Department of Veterans Affairs, and the Centers for Medicare and Medicaid.

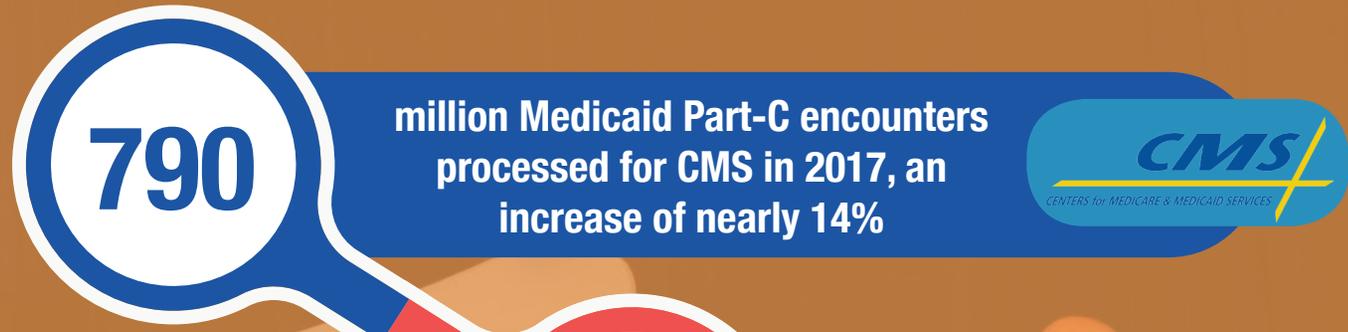
## innovation@work



CNSI Co-President, Jaytee Kanwal and CTI Senior Vice President, CK Kumar, give thanks to the CTI employees on all their hard work during their annual Diwali celebration.



Dev Vijay, Director of Data Services, presents at the Medicaid Enterprise Systems Conference 2017 on the state of Michigan’s proof-of-concept opioid predictive analytics tool that could ideally prevent addiction before it begins.



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GlobalGiving

Children's Trust Fund  
*Protecting Michigan's Children*



The Children's Inn at NIH

# Thank You



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# Contacts

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## **CNSI CORPORATE HEADQUARTERS**

2277 Research Blvd  
Rockville, Maryland 20850  
Phone: (301) 634-4600  
Fax: (301) 944-2022  
[www.cns-inc.com](http://www.cns-inc.com)

## **JENNIFER BAHRAMI**

Vice President of Marketing Communications  
and Corporate Social Responsibility  
(301) 634-4554  
[jennifer.bahrani@cns-inc.com](mailto:jennifer.bahrani@cns-inc.com)

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