



# Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

## From the CEO

It's hard to believe that 2021 is nearly over! Where did the time go?!? As we close out another year changed and marked by COVID-19, I'd like to once again thank all of you for your support to our very deserving patrons. The dedication, flexibility and perseverance you've shown for nearly two years has been nothing short of extraordinary! I want you to know I, the U. S. Navy and our patrons have seen all you've done and are extremely grateful!

On Oct. 1, 2021, we welcomed Navy Gateway Inns & Suites (NGIS) as NEXCOM's seventh business line. We held a ribbon cutting ceremony at the NGIS facility at Joint Expeditionary Base Little Creek – Fort Story, Virginia, to mark this momentous occasion. You can read more about the ceremony on page 3. As I've mentioned previously, on Jan. 4, 2021, Gregory J. Slavonic, Performing the Duties of the Under Secretary of the Navy, issued a memorandum that directed the consolidation of the Navy's Permanent Change of Station lodging program, NEXCOM's Navy Lodge Program and the Department of the Navy's Temporary Duty Lodging program, NGIS, under NEXCOM. As directed, we achieved Initial Operational Capability (IOC) by Oct. 1 and are on track to reach Full Operational Capability (FOC) by Jan. 30, 2022, a full eight months earlier than directed. Thank you to everyone who worked many long hours to bring this transition to fruition.

I am so excited to welcome NGIS's 2,000 dedicated and professional associates to our NEXCOM family! With more than 17,000 rooms at 60 Navy installations worldwide, NGIS offers guests comfortable and welcoming accommodations with cost-saving room rates. Its primary mission is to support the Official Temporary Duty (TDY) traveler. Check out the NGIS story on page 4 to find out more about our newest business line!



Finally, On Oct. 19, I was honored to receive the American Logistics Association's (ALA) Distinguished Service Award for the work NEXCOM does to support the quality of life benefit for our patrons. The award was presented during ALA's annual conference, which was held virtually again this year. I accepted this award on behalf of all of you who work tirelessly serving our patrons to ensure they are taken care of so that they in turn can serve our great nation. More information on the award and ALA can be found in the story on page 9.

This holiday season, I hope you are able to spend time with your loved ones, either in person or virtually.

From my family to yours, happy holidays and have a safe and healthy New Year! See you in 2022! Keep charging!

**Robert J. Bianchi**  
**Rear Adm., Supply Corps, USN (Ret.)**  
**Chief Executive Officer**  
**Navy Exchange Service Command**

# “Get the Gouge”

**CMDCM(AW/SW) Dayna S. Winn**  
**Command Master Chief**  
**NEXCOM**

WELCOME NGIS ASSOCIATES! Since we received notice in January 2021 to align NGIS under NEXCOM, our teams worked extremely hard to get to IOC on Oct. 1, 2021. That date has come and gone with no major issues and we are now laser focused on completing FOC by Jan. 30, 2022. I'm confident this shift under NEXCOM will allow the NGIS and Navy Lodge teams to work together to find efficiencies in an effort to better serve me and my shipmates during our

**Thank you for all you do for our patrons around the world, especially during the holidays. I wish you all peace and joy during the holidays and a safe, healthy and prosperous New Year!**

TDY, PCS and leisure travels. Again, welcome aboard and thank you for providing a comfortable and caring experience for our guests!

CPO Initiation season was delayed again this year with results released on Oct. 4 and pinning on Nov. 19. As you know, this is during one of the busiest times of the year for our NEXs, but you handled it with ease. I know it was much more difficult than you made it look, especially with the supply chain constraints and the personnel challenges. I had the pleasure of seeing the Hampton Roads, Virginia, locations in action and was impressed! I'm sure that every NEX Uniform Shop around the world made the Chief Selectees day a memorable occasion. For your planning, next year's CPO Initiation season will also be delayed with a projected results release date around Sept.



1, 2022, and pinning around Oct. 15, 2022. The following year should be back to the normal Aug. - Sept. timeframe (don't hold me to these dates as world events could change).

As we get closer to the holidays, I want to take a minute to talk about a Sailor's experience during this exciting season. Every year, 35,000+ civilians join the Navy, most of them are younger than 20 years old. A majority of these young Sailors are sent thousands of miles away from home and have to experience the holidays alone. I have seen this repeated many times throughout my career. In fact, I was that Sailor 30 years ago when I completed boot camp and was sent to Whidbey Island, Washington, roughly 3,000 miles away from my family in Virginia, on Dec. 13. It was a challenging time in my life and I had to use a pay phone to call collect to speak to my family (for the younger generation, cell phones weren't a thing yet!). Even though technology has changed the ability to stay connected with family and friends, there's still a need for us to create a welcoming family environment in each of our locations. These young Sailors away from home for the first time over the holidays are missing out on family memories. However, each one of you has an opportunity to make a lasting impact in their lives and create a positive NEXCOM family experience for a young Sailor.

Thank you for all you do for our patrons around the world especially during the holidays. I wish you all peace and joy during the holidays and a safe, healthy and prosperous New Year!

# Navy Gateway Inns & Suites Becomes NEXCOM's Seventh Business Line

With a cut of a ribbon, NGIS officially became the seventh business line under NEXCOM.

"NEXCOM is a purpose-driven worldwide Navy command, laser focused on supporting and sustaining our Navy warfighters and military families," said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer of NEXCOM. "With the onboarding of the NGIS program, their TDY mission will undoubtedly provide a vital element in NEXCOM's portfolio of quality of life benefits, geared to provide for our deserving guests. I'm honored to welcome aboard the NGIS team, and I know they will strengthen our command's culture which reinforces and celebrates diversity, inclusion and innovation."

On Oct. 1, 2021, a ribbon-cutting ceremony was held on Joint Expeditionary Base Little Creek-Fort Story, Virginia, which served as the official announcement of attainment of IOC of NGIS by NEXCOM. Following the ribbon cutting, in Navy tradition, those distinguished guests also performed a ceremonial cake cutting.

On Jan. 4, 2021, Gregory J. Slavonic, Performing the Duties of the Under Secretary of the Navy, issued a memorandum that directed the consolidation of the Navy's Permanent Change of Station lodging program, NEXCOM's Navy Lodge Program and the Department of the Navy's Temporary Duty Lodging program, NGIS, under NEXCOM with IOC by Oct. 1, 2021 and FOC by Sept. 30, 2022.



Capt. Michael Witherspoon, Commanding Officer, Joint Expeditionary Base Little Creek-Fort Story; Ed Cannon, Director, CNIC Fleet and Family Readiness; retired Rear Adm. Robert J. Bianchi; Tamara Davis, Director, NGIS; Rear Adm. Matt Ott, Deputy Chief of Staff for Fleet Ordnance and Supply/Fleet Supply Officer, U.S. Fleet Forces Command; Tracey Riker, Director, Fleet Installations and Environment, U.S. Fleet Forces Command; and Capt. Craig Abraham, Deputy Commander Military Services, NEXCOM.



# NEXCOM Welcomes Navy Gateway Inns & Suites!

**By: Pamela D. Tolliver, CHA, Accreditation Program Manager, NGIS**

NGIS provides a professionally managed business-based lodging program for official military and civilian travelers in a TDY status. While the NGIS's primary mission is for military, civilian, training, students, ships in overhaul and deployment, with over 17,000 guest rooms at 60 Navy

Guests staying at NGIS can expect a business lodging environment with in-room amenities such as internet access, cable television, telephone service, microwave and refrigerator, business center, housekeeping services, vending machines, guest laundry facilities, handicapped access, 100% tobacco free facilities, free in-room coffee and convenient parking.

Navy Gateway Inns & Suites: "Creating Comfortable Guest Services for Those We Serve: Today and Tomorrow."

**Our mission is to provide quality, affordable lodging and hospitality services, which contributes to mission accomplishment and quality of life for a mobile Defense community.**

installations worldwide, NGIS also offers stellar lodging services for DoD civilians and leisure (Space Available) travelers, retirees and reservists.

NGIS is no stranger to change! Over the years, as the program transitioned from the Housing and Unaccompanied Housing programs, NGIS has been referred to by many names including Bachelor Quarters, Bachelor Officers Quarters, Bachelor Enlisted Quarters, Mission Essential, and Barracks... until finally establishing the NGIS brand in 2005. The NGIS program continues to evolve to meet Navy and DoD Lodging Standards and we are committed to providing quality accommodations and stellar customer service to every Hero that stays with us!

NGIS focuses on providing a consistent service culture enterprise-wide. Our vision is to make NGIS the Preferred Lodging Choice!



# New CONUS Retiree Medical Plan Effective Jan. 1, 2022

By: Karen Lofland, Benefits Specialist, NEXCOM

NEXCOM is pleased to announce the Aetna Medicare Advantage with Prescription Drug Plan (MAPD) with an Extended Service Area (ESA) for those who meet the criteria to take retiree medical into retirement.

- **Retirees must be living in the United States (including Hawaii), enrolled in Medicare Part A & B and are age 65+.**
- **The MAPD plan will replace the current retiree medical plan for those who meet these eligibility requirements.**

The MAPD plan is easy to understand, removes some of the restrictions the current plan has built in and costs less! It even comes with additional programs that retirees can take advantage of:

- **Can go to any provider in the United States that takes Medicare and will file Aetna medical claims.**
- **No longer have to coordinate benefits with Medicare and Aetna. Aetna will do this for you!**
- **Maintenance Choice drugs can be filled at any participating pharmacy, not just with CVS Pharmacy/mail order.**
- **Lower deductible than current plan (\$250 vs. \$500).**
- **Still have the same vision benefits such as annual eye exam and \$150 glasses/contact allowance.**
- **Coverage if traveling anywhere in the United States or abroad and need emergent or urgent care.**

- **Extras such as SilverSneakers®, an annual Healthy Home Visit, virtual care with a doctor and more**

Want to learn more? Head over to [www.nafhealth-plans.com](http://www.nafhealth-plans.com), an informational website with an entire retiree section dedicated to answering your questions about MAPD. Still have questions or you would rather talk to a person, call the Aetna Member Services Center at 1-800-367-6276 (9am – 7pm ET), or contact NEXCOM Retiree Services at 1-888-639-2363.

Less worries. Less hassle. Less you pay in premiums. More time to enjoy retirement!

*Note: This plan is not available to retirees living overseas or pre-65 retirees. If enrolled in Tricare, please reach out to your Tricare representative with any questions regarding your Tricare plan. Dental is not included in the MAPD plan. Retirees who qualify to take dental into retirement and elect dental coverage will continue to enjoy the plan they have today.*

# Stay Safe this Holiday

**By: Kristin Miller, Command Safety Manager, NEXCOM**

Do everything you can to keep safe this holiday season.

- If out shopping alone, particularly at night with lots of bags, ask a security officer to accompany you to your car. Most malls provide the service. Try to park close to the door; an extra five minutes of waiting for a space is worth it. Always be aware of your surroundings and be alert! If you run

**Safety is not just a catch phrase, it is a value and a way of life!**

into trouble, stay calm. Always have your keys in your hand or another item you can use as a "weapon" if necessary. Remember, no package, handbag or wallet is worth your life.

- When shopping, teach your child to go to the store clerk and ask for help if you become separated. They should never go to the parking lot or car alone. More than 100,000 children are abducted every year, often in malls or department stores, according to the National Center for Missing and Exploited Children.
- When shopping online, do not use public Wi-Fi as they are not secure. When on any website, look for the "lock" symbol and check that the URL for the website has "HTTPS" in

the beginning. These both indicate that the site uses encryption to protect your data. Give your debit card a break and rely on your credit cards or payment services such as PayPal to make purchases online, Consider checking out as a guest user rather than creating an account on websites, and keep an eye on your credit card statement. Particularly during the holidays, credit card numbers can be stolen and used to make fraudulent purchases.

- At home, keep potentially poisonous plants such as mistletoe, holly berries, Jerusalem cherry and amaryllis away from children. If using an artificial tree, check that it is labeled "fire resistant." If using a live tree, cut off about two inches of the trunk to expose fresh wood for better water absorption, remember to water it and remove it from your home when it is dry. Place any tree at least 3-ft. away from fireplaces, radiators and other heat sources, and don't block doorways.
- When traveling over the holiday, safety takes precedence over all travel schedules. Take your time, WEAR YOUR SEAT BELT, maintain the proper speed limit, maintain at least three times the normal following distance on any wet/icy pavement, DO NOT TEXT and DRIVE and NEVER DRINK AND DRIVE.

Whether setting up the holiday displays, playing with the new "toys" from Santa or enjoying time off doing recreational activities, always keep safety in mind. Think about what you are doing and ask yourself if you are making a safe choice. Safety is not just a catch phrase, it is a value and a way of life.

## Ethics and You

# Annual OGE 450 Filing Time

By Michael D. Rigg, Ethics Counselor, NEXCOM

What time is it? I said what time is it? It's (ALMOST) annual OGE 450 filing time...

What's the one thing that won't be delayed by supply chain issues this holiday season? That's right, the OGE 450 Financial Disclosure! As they say, "Forewarned is forearmed!" Time to prepare! Get ready! Annual OGE 450 forms must be filed Jan. 1- 31, 2022.

**Get ready! Annual OGE 450 forms must be filed between Jan. 1 - 31, 2022.**

Remember, each of the substantive divisions of the OGE 450 addresses a different category of information that the filer must disclose: Non-Investment Income, Assets, Liabilities, Outside Positions, Agreements & Arrangements, and Gifts and Travel Reimbursement. This is a good time to start reviewing your financials and preparing for the upcoming annual financial disclosure filing season. It's also a smart practice to review your previous OGE 450 to make sure that any comments or additional information is included in your new report as comments don't carry over from one year to the next.

A special mailbox has been set to help you get answers to your questions as quickly as possible. Please send inquiries and questions relating to OGE 450, Annual Ethics Training (AET) and the FDM to [FDM@nexweb.org](mailto:FDM@nexweb.org) and one of our crackerjack OC team members will respond and assist.

OGE 450 filers, be on the lookout and check your email for electronic notifications from [FDM@nexweb.org](mailto:FDM@nexweb.org) starting in early December. We're currently working with the designated points of contact in each Single Digit Code and NEXCOM District to finalize the list of filers and organizational structure.

Once you receive your notice, or even before then, visit the OC Hub page at: <https://intranet.nexad.nexweb.us/OC/Pages/Financial-Discloures.aspx>. It is loaded with important details and resources for OGE 450 filers, Managers/Supervisors and SDC/District POCs. Also, take a moment and view your profile in the Financial Disclosure Management (FDM) system to ensure contact information is correct, especially work addresses, email and phone numbers.

# Associate Spotlight

**I write to express my gratitude** following HMS QUEEN ELIZABETH's successful visit to Fleet Activities Yokosuka, Japan. This could not have been achieved without the outstanding support we have received from your team at the Navy Exchange and Morale Welfare and Recreational (MWR). The professionalism, flexibility and proactive nature of you and your team, particularly in light of the COVID-19 restrictions we faced, cannot be under-estimated. Please pass on my thanks for the work of your team in the background searching the shops and distribution networks around Yokosuka for all the items you sourced for our gift bags. These have been brilliantly received onboard and have provided a real boost to morale and ensured that everyone was able to take away a small token of their unusual port visit to Japan.

**- A N P Essenhigh OBE, Captain Royal Navy, HMS QUEEN ELIZABETH**

**I'm concerned about consistently** giving 5 for all categories because it may seem that I don't put any thought into the survey. However, I travel frequently and I have never met a staff (NGIS NB Coronado, California) that so consistently goes above and beyond their job duties to make visitor stays so comfortable."

**- retired LT Col William & Pamela D.**

**We just wanted to take a moment** to thanks all of you for the great service we have received the 3 months we have been staying at Navy Lodge Annapolis, Maryland. You must be very proud to you TEAM! They all have been fantastic. PCS time is always stressful, especially during the pandemic. However, your team has made it very relaxing. Staying at the Navy Lodge Annapolis, has for sure been the best decision we've made since we sold our home to relocate. We wish you the best, always.

**- N. Family**

**This is for the ROM delivery** service which is GREATLY appreciated and really needed for families PCSing to Oahu during the current restrictions. Lora, NEX Pearl Harbor, made this process extremely easy and my family and I truly appreciate everything you all do to assist us as military families. Thank you very much!

**- CPO Robert R.**

**"One of the best NGIS staffs (Naples, Italy)** in the entire system. They always exceed expectations and work well with my team to manage large and sometimes dynamic or pressurized timelines. Can't say enough good things about this exceptional staff. Thank you again, looking forward to working with this great team many more times in the next 18 months."

**- Capt. Brian F., CO, Det 130, NSA Naples**

**To the Lisbon NEX team,** thank you for your hard work during this crucial time. Your efforts to adapt and remain open to provide us a safe, friendly place to get needed items has relieved a great deal of stress and has greatly improved our quality of life at post!

**- Wilson C.**

**Receiving a \$10 NEX gift card** for my 81st birthday was certainly a very pleasant surprise. This is the first in my 51 years as a Navy wife. I'm so grateful and will always cherish the good wishes that came with it.

**- Nercia A.**



# Bianchi Receives Distinguished Service Award

Retired Rear Adm. Bianchi, CEO of NEXCOM and Special Assistant to ASD (M&RA) for Resale Transformation, was presented with the American Logistics Association's (ALA) Distinguished Service Award on Oct. 19.



Bianchi received this award in recognition of his steadfast support of improved quality of life for active duty and retired military and their families. Bianchi spent over 29 years in uniform as a Navy Supply Corps Officer. Upon his retirement, he was named CEO of NEXCOM. He also served as Special Assistant to ASD (M&RA) for Commissary Operations at the Defense Commissary Agency (DeCA).

"It is truly such a privilege to receive this time-honored recognition," said Bianchi. "I humbly accept this award on behalf of NEXCOM's worldwide workforce of over 16,000 strong who are committed to serving day in and day out for our Navy Warfighters and military families, particularly amid a worldwide pandemic over the past 18 months."

Each year, ALA presents the award to mark distinguished service in the field of military resale, MWR/Services and troop subsistence. Steve Rossetti, President of ALA, presented Bianchi with this honor during the group's annual conference. This year's conference was held virtually with participants around the world and a small in-person gathering in Chesapeake, Virginia. ALA is a nonprofit trade association that promotes, protects and enhances quality-of-life benefits for service members, military retirees and military families.

During the ceremony Rossetti stated, "[Bianchi's] dedication to duty allowed him to step up to the dual tasks of leading two of the largest entities in the federal government. [His work is] appreciated every time a Sailor's spouse reaches for that bottle of baby formula in the dead of night while their spouse is at sea... that Sailor at sea who relives his homesickness with a call from home or the Navy spouse who has a job with skills he or she can use from base to base, providing that much needed source of income."

"NEXCOM's seven business lines all have distinctive roles providing the necessary support for our Navy to remain ready and resilient with vital quality-of-life benefits," said Bianchi. "Our command's mission is critical and the support each associate provides is unmatched."



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