



GlobalExchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

I hope you all had a nice Thanksgiving and were able to spend time with family and friends. I appreciate all you are doing this holiday season to ensure that our patrons are taken care of at our stores and our lodging facilities. I spent many holidays away from my family during my 29 year Navy career and it always put my mind at ease that they were being supported at home while I was gone. What you do is so important to our Navy and our military families!

As I've said many times, our associates are at the heart of everything we do! Each year, we recognize the best of the best within the enterprise. In 2022, that was Ruben Rodriguez, Dominic Lewis, Ryan Fine and Alisson Hajasz. You can read what made them award winners in the story on page 3.

NEXCOM's Ship's Store Program recently opened our second Micro Market@Sea, this one onboard USS Dwight D. Eisenhower (CVN 69). This self-service initiative strengthens the Navy's quality of life mission and supports operational readiness by offering Sailors convenient and accessible necessities at any time of the day. In addition, the self-service register for checkout supports Navy manning requirements as it allows the Retail Services Specialists (RSs) the freedom to leave the space to perform other duties within the S-3 operation. Plus, profits go back to the ship's MWR program, just like the ship's store. It's a win-win for the ship and its crew. Check out the story on page 5, where you'll also see a picture of our own CMC Tony Corey making a purchase in the new Micro Market@Sea.

Speaking of Micro Markets, we have opened seven new Micro Market across the enterprise, in the past few months, bringing the total to 77. The new Micro Markets are located at Portsmouth Naval Shipyard; NGIS Kittery; Puget Sound Naval Shipyard; Point Loma NIWC Bayside; Sasebo Locker Room; Patuxent River Bldg. 2805 and Guam Camp Covington, the first 24-hour service available on Naval Base Guam. I had the pleasure of traveling to both Puget Sound Naval Shipyard and to NGIS Kittery



to cut the ribbon to officially open these locations. Our patrons love the convenience and accessibility to food and beverages 24/7. Because of their success, we plan to open 20 additional locations in 2024.

Lastly, I'm proud to announce that for the 12th year in a row, NEXCOM has been named in the top 50 of the best organizations for Latinas to work in the U.S. by LATINASStyle, Inc.! I'm so proud that NEXCOM has consistently been recognized for our diverse workforce. As you know, an inclusive culture is vital to our ability to attract diverse talent and is a critical business imperative for the long-term sustainable growth of our command. Our command achieves success because of our people, particularly true of our Latina associates, who serve in a variety of positions supporting all lines of effort throughout our Enterprise. We will receive this award during the LATINASStyle 50 Awards Ceremony in Washington, D.C., in May 2024.

Thank you for your continued hard work this year to support our mission and provide for our Navy Warfighters and military families. It means a lot to me and I know it does to our patrons as well. Have a safe and happy holiday season and see you in 2024!

And, as always, keep charging!

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

"CMC's CORNER"

CMDCM (IW/SW) Anthony Corey
Command Master Chief
Navy Exchange Service Command

Hello NEXCOM team!

The end of 2023, I had the opportunity to visit several of our locations as well as talk to Sailors about the great work this team does around the globe.

Happy Holidays to you and your families!

In mid-November, I was in Newport, Rhode Island, where I briefed the Senior Enlisted Academy Class 267. The class of 97 students appreciated hearing what NEXCOM is doing to support fleet operations and our patrons! Afterwards, I had an opportunity to meet with a few senior enlisted leaders...CMDCM Toby Ruiz, Naval Leadership and Ethics Center; CMDCM Nick Smith, Naval Academy Preparatory School; and Naval Station Newport acting CMC Joseph Boyden. Of course, I also met with our fantastic NEX leadership and staff in Newport as well! Thank you to Gary Harrison, General Manager and Ana Munroe, Divisional Manager, for a great trip and to Lenny Norris and team at the NEX Newport Uniform Store!

While in the Northeast, I spent the day with our amazing team at the Navy Clothing & Textile Research Facility (NCTRF) in Natick, Massachusetts. During my tour, I was shown the many ways this team researches, develops, tests and evaluates uniforms to ensure our Sailors have what they need to do their jobs comfortably and safely. Thank you to Laurra Winters, Director, NCTRF, and her entire incredible team for such an informative and educational tour! I can't wait to visit again!

Finally, I flew to the other side of the country to tour NEXCOM operations in the Pacific Northwest. What a great team! THANK YOU to Cricket

Mathews, General Manager, NEX Bremerton/Bangor; Peter O'Malley, NEXCOM Hospitality Group Operations Manager; Jackie Brown, General Manager, NGIS Bremerton/Bangor; David Franklin, General Manager, NEX Whidbey Island/Everett; Elizabeth Leavitt, General Manager, Navy Lodge Bangor; Abe Atencio, General Manager, Navy Lodge Whidbey Island; Samantha Rud, General Manager, NGIS Whidbey Island; Jyzzlequine Fejeran, General Manager, Navy Lodge Everett; and Kris Carroll, NEXCOM District Human Resource Manager for an outstanding tour. THANK YOU also to our Northwest District Vice President, Jean Bergquist...you have an amazing team...but you already know that!

Happy Holidays to you and your families! Many blessings in the New Year!! Stay safe, take care of one another and see you next year!

If there is anything I can do to help you, please reach out. I'm always available at anthony.corey@nexweb.org; (757) 631-3608 (office); (757) 353-0632 (cell).



NEXCOM Recognizes Top Associates

Being a trusted and collaborative leader with a focus on PREMIER Guest Service resulted in Ruben Rodriguez, Maintenance Worker, Navy Lodge Fort Worth, Texas, being selected as NEXCOM's Navy Lodge Program Associate of the Year. Rodriguez continually strives to improve current work methods at the Navy Lodge. He created updated Preventive Maintenance checklists to ensure nothing is missed during planned or unannounced inspections. He also initiated and completed a number of projects to minimize Naval Facilities Engineering Systems Command (NAVFAC) labor hours and expenses, estimated at over 80 hours of work, which equated to nearly \$10,000 and reduced expenses by \$3,500 in 2022.

NEXCOM's Navy Lodge Program General Manager of the Year is Dominic Lewis, Navy Lodge Mayport, Florida. Lewis's very high standards and expectations for taking care of his associates as well as providing PREMIER Guest Service to his patrons attributed to his winning the award. He can always be counted on to provide assistance when asked and never fails to give any assignment his best effort. In 2022, Lewis and his team achieved an occupancy rate of 90.5%, the highest in the past 20 years. Moreover, for two years in a row, Lewis's positivity, encouragement and support of his team, resulted in Navy Lodge Mayport achieving an impressive Associate Satisfaction Index score of 97.

Ryan Fine, Supervisory Sales Associate at NEX Rota, Spain, was named the NEXCOM Enterprise Associate of the Year. In addition to his duties at NEX Rota, which included transforming the store's back room spaces so it could be 5s certified, Fine volunteered to be temporarily assigned to assist NEX Redzikowo, Poland, when it was between managers. He also went to Camp Lemonnier twice to assist NEX Djibouti. While there, he was instrumental remodeling the West End mini mart and built custom wooden fixtures that were needed to fit in the store space. In addition, he led many special events on base all while working more than 12 hours a day, six days

a week taking care of Sailors stationed at the tip of the spear.

The NEXCOM Headquarters Associate of the Year, Alisson Hajasz, epitomizes PREMIER customer service. As NEXCOM's Uniform Program Maternity Pilot Program Specialist and Customer Experience Representative, Hajasz assisted 171 new Maternity Pilot Program (MPP) participants, ensuring the NEXCOM MPP team processed 500 total participants in fiscal year 2022, exceeding the goal of 400. In addition to ensuring Sailors received their maternity uniforms, she executed the 're-issue' process, which is the critical metric for the Congressional mandate in determining the efficacy of the program. In supporting this metric, Hajasz facilitated the return of 75 MPP maternity seabag packages to NEXCOM's Southeast Distribution Center, which enabled the re-issuance of 415 maternity uniform items, saving the Navy MPP \$75,000.



Ruben Rodriguez



Dominic Lewis



Ryan Fine



Alisson Hajasz

Cold Weather Safety

By: Alexandra Sahagun, Safety Program Coordinator, NEXCOM

According to the National Safety Council website, winter weather contributed to approximately 351 injuries in 2022. You often hear people discuss the dangers of heat stress; however, the colder months can bring hazardous conditions too. If you live in a warmer climate, you may ask how this information applies to you. Even if you live in a warmer climate, staying well informed on cold weather safety is still important; you never know where adventure may take you!

Safety should be at the forefront of everything we do, on and off the clock and all year round!

Driving in Inclement Weather

Driving in the winter months takes skill and extreme caution. Stay alert at all times and avoid distractions such as texting behind the wheel or taking phone calls. In addition, avoid wearing bulky coats in the car. This applies to children in car seats too, as bulky coats prevent a secure fit.

Recognizing Cold Stress

Cold stress can lead to serious conditions, like frostbite and hypothermia. Cold stress occurs when the body drops below normal temperature and is unable to keep warm. A few common symptoms of cold stress are reddening of the skin, blistering and uncontrollable shivering. It is important to recognize the signs before it is too late! If there is any suspicion of cold stress, call your local emergency number immediately.

Keep These Quick Tips in Mind

- Keep all walkways clear of snow and ice. Local base installations should be servicing parking lots. This is where a lot of slip, trip and fall mishaps happen. Make sure to immediately remove any debris from sidewalks, such as leaves and tree limbs.
- Floor mats being used at every entrance/exit should be free from tears and other defects. Mats should be flush to the door, with no gaps between them. Use 'Wet Floor' signs when needed, especially during inclement weather. As people come and go from our buildings, they can bring in elements from the outside.
- If working outdoors, ensure you are wearing the proper attire. This includes wearing gloves, hats, thermals and the appropriate non-slip shoes.
- If working indoors, it is still essential you wear the appropriate shoes as well. Bring the proper outerwear shoes to walk to and from the parking lot and bring a change of shoes to put on once you arrive!
- Ensure there is adequate lighting, not only within your workplace, but also outside. Since it gets darker earlier during the colder months, this is especially important!

As a reminder, safety should be at the forefront of everything we do, on and off the clock and all year round! As we approach the New Year, the Asset Protection/Safety/Claims team wants to remind everyone to continue working safely. Our associate injuries for fiscal year 2023 has increased from the previous year, but we can work together to change this!

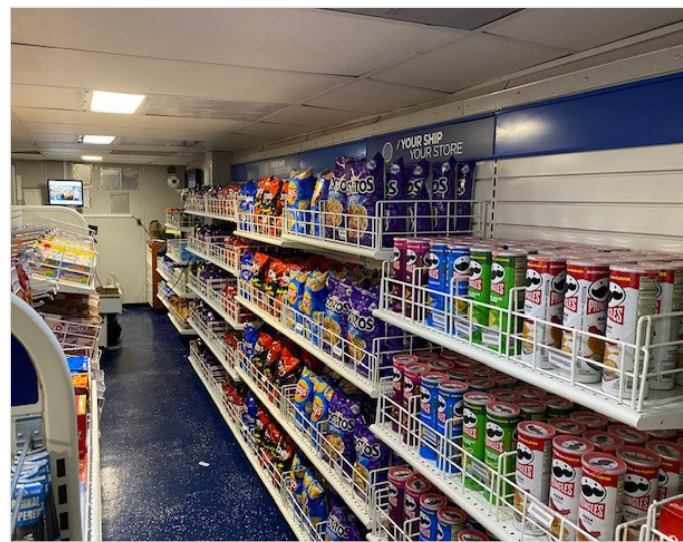
NEXCOM's Second Micro Market@Sea is Underway

The Micro Market@Sea, a new quality of service concept by NEXCOM's Ship's Store Program, is now underway aboard USS Dwight D. Eisenhower (CVN 69). Only the second of its kind, the mission of this self-service facility is to provide Sailors with 24/7 convenience and access to food, beverages and health & wellness items.

"Our Micro Market offers convenience and accessibility to the men and women onboard this ship with the goal to drive up morale and mission readiness," said Scott Gray, Vice President, NEXCOM's Ship's Store Program. "This new operation provides our Sailors with access to over 200 food, beverage and toiletry items. The functional ability for this store is to remain open 24-hours a day/ seven days a week, giving the crew increased opportunity to grab a bite to eat or even a boost of vitamin C in between odd hours and duty."

The 600 square foot Micro Market@Sea operation utilizes a self-checkout register. To checkout, Sailors insert their CAC cards, scan the items for purchase and pay with their Navy Cash Card. Like a ship's store, profits generated from sales will go back to USS Dwight D. Eisenhower to support its MWR program.

NEXCOM's Ship's Store Program launched the first Micro Market@Sea concept onboard USS San Antonio (LPD 19) in November 2020. Worldwide, there are currently 77 NEX Micro Market ashore operations, located in Navy hospitals, aircraft hangars, office spaces and shipyards.



Associate Spotlight

I WANT TO extend my sincerest gratitude for allowing me to participate in the Navy Military Pilot Program. I found it useful during my pregnancy and have since been promoting it to friends and colleagues. I have also been advising senior enlisted leaders and junior Sailors on how to route the request. During my pregnancy, I was still required to participate in dress uniform inspections, so having these uniforms ready was a massive convenience versus other pregnant colleagues who opted for the allowance and still had to search for the items. Thank you again for making this program available and I hope it continues for other Navy moms to utilize in the future.

SO MANY outstanding staff at Navy Lodge Rota! We didn't know all their names. The cleaning staff and lifeguard were so friendly and the breakfast attendant was so patient. Everyone that I interacted with was professional and pleasant. Everyone was great!

THE CASHIERS at NEX Bahrain are always smiling, so if you're having a bad day, just go by for a smile. It is free!

THE OCEANA NGIS is by far the best I have ever stayed at! I look forward to coming to Oceana.

NEX KEY WEST offers quick, friendly service and great prices! My cashier was very polite and helpful. I highly recommend this store to everyone!

PRIOR TO STAYING at the NGIS in Chinhae, Korea, my reservation was cancelled by DTS. The associate I spoke to helped me rebook my room and also ensured that I had a taxi waiting upon checkout. This is by far the best NGIS I have stayed in. Thank you.

MY STAY AT Navy Lodge North Island has been truly exceptional, all thanks to your dedication and hard work. I've felt welcomed and cared for throughout my visit, and I want to ensure you all know how much I appreciate it. The landscaping crew also deserves special recognition. The beautifully manicured grounds added a touch of serenity to my stay, and I want to acknowledge the care you put into maintaining the property. Lastly, I must commend the entire team for the overall cleanliness of the property. It's been evident that every corner is well-maintained, contributing to a pleasant and comfortable environment. Once again, thank you for your outstanding service and for making my stay memorable. I eagerly look forward to returning in the future and experiencing your exceptional hospitality once more.



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