



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

Hello summer time! Here we are, already in the middle of July, and so far this year we've overcome a number of challenges and accomplished a great deal. But we're only halfway through and the second half of the year is where our command shines and the hard work kicks into overdrive! We have a very busy upcoming fall and winter season, so I encourage everyone to take a bit of time to be in a "summertime state of mind"—enjoy the sunshine, spend it with your loved ones, feel some sand in between your toes, recharge your senses, and then come back to work with a reinvigorated mindset and determination to go full speed ahead.

Speaking of maximum effort, our NEXt Level Rewards program celebrated its first anniversary back in April, and in only a year the program reached staggering numbers! Since its launch, over \$10 million in rewards were earned by NEX customers and an additional \$7 million was saved by redeeming benefits such as birthday coupons, \$10 sign up bonuses and special scratch off cards! In total, 600,000 customers have enrolled in the program so far! The NEXt Level Rewards program is a great quality of life benefit for all patrons, so if you haven't already enrolled in the program, I encourage you to do so!

On to a very big shout out to all of our military spouses who participated in the month of May's Military Spouse Appreciation month! Thank you to all of you for your submissions, an astounding 80 in total among all seven business lines! My wife, Beth, and I have truly enjoyed seeing all the pictures and reading about our amazing workforce and their uniformed spouses on the @NavyExchange Facebook page and our @navy-exchange Instagram account! The dedication and continued sacrifice by each of you does not go unnoticed. While our uniformed military members serve on the battlefield, our strong and resilient loved ones like you all, serve on the home front. It is because of our heroic spouses, our service members can be away



for extended amounts of time protecting our nation's freedoms and liberties. I applaud and salute each and every one of you, and am honored you have chosen NEXCOM as your career choice!

With the surge in travel and vacations this summer, it reminds me to reiterate the required federally mandated COVID-19 testing. As such, in accordance with Executive Order 13991 and the "Consolidated Department of Defense Coronavirus Disease 2019 Force Health Protection Guidance," NEXCOM has begun COVID-19 workplace testing. For additional information please reference the Information Bulletin that Code H sent on Apr. 14. I appreciate everyone's diligent effort with this federal mandate and thank you for your assistance as we strive to maintain a healthy and safe work environment.

Thank you for your continued hard work and diligent effort to support our mission and provide for our Navy Warfighters and military families! Enjoy your summer! Stay healthy and 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

The weather is getting nice outside and the even better news is that COVID-19 isn't dominating every aspect of our lives from the places we go, to the people we see, to our conversations. That doesn't mean we forget about it completely. Rather, continue to practice good health and hygiene habits just like any other safety tips that are engrained into our brains, like buckling your seat belt.

With the season changing and the increase in travel approaching, both PCS and leisure, I know our

THANK YOU for continuing to provide top notch service in the face of adversity. YOU ROCK!!

lodging teams, NGIS/Navy Lodge, are up to the task of supporting service members and their families. This service will only get better with time because of your efforts since FOC to find efficiencies in the lodging arena. Your dedication to providing quality lodging to our guests is admirable and I'm so proud of your teams!

As you know, one of NEXCOM's main purposes is to provide uniforms to Sailors. However, there is currently a Department of Defense-wide uniform shortage. For Navy, it involves male and female Navy commercial Service Khaki tuck-in shirts and trousers and the Service Dress Blue uniforms for Officers and Chief Petty Officers. Our Uniform team at HQ is working extremely hard to find ways to replenish that inventory. For those of you on the front lines, NEX Uniform and NEXCOM's Customer Care Center associates, I know it's awfully painful when you have done everything in your power to assist, but in the end, send a Sailor away empty handed. You see and feel their disappointment but, because of your genuine care and professionalism,



they know you've done everything possible. Hold your head high and know there is light at the end of the tunnel as we expect stock levels to improve by this fall.

To support Sailors on deployment, our Code A, D, and M teams are working together to expedite air shipments of goods to the European theater. As you know, the tensions remain high there and the Navy has increased the number of ships in the area, causing a demand for more supplies. These supplies are critical to maintaining morale onboard as Sailors are experiencing extended deployments. Providing comfort items while on deployment is great, but when you're expecting to go home and are told to stay on station, those comfort items keep you going! Way to step up and let those Sailors who can't come home to their families know that we CARE!

In early April, NCTRF and Code U had the distinct pleasure of displaying their talents during the Sea-Air-Space Expo. NCTRF provided multiple briefs and showed off some of the latest advancements in uniform safety. They did an amazing job showcasing the talented personnel within NEXCOM to the well-attended, hi-level event.

With the relaxing of COVID-19 restrictions, I'm sure this summer season will be one to remember. I hope each one of you gets to reconnect with friends, family and colleagues - in person - that you haven't been able to see in the last two years. Find some time to take a vacation from the day to day grind to recharge those batteries. You've earned it! THANK YOU for continuing to provide top notch service in the face of adversity. YOU ROCK!!!



LEARN

By: Kimberly Key, Sr. OD & T Specialist, NEXCOM

"Imagine logging into one website and being able to access everything you need to know to perform your job successfully and develop skills to advance your career. That is our vision. Launching LEARN and making it accessible to every associate, even outside the NEXCOM network, brings us one step closer to achieving that vision," stated Stephen Hatfield, NEXCOM's Director, Learning and Organization Development, when he spoke of the vision for learning tools and programs at NEXCOM.

LEARN, launched on March 16, is the cornerstone to this vision. NEXCOM's learning management system (LMS), is the new training system of record for NEXCOM. Through the system, associates around the world can access on-demand systems training, NAF annual compliance training, supervisor training and so much more!

LEARN is accessible to associates through any internet connected device from anywhere at any time. "Being one of the Software-as-a-Service or "cloud" solutions that we run at NEXCOM, users of the LEARN system have the flexibility to complete their training assignments at their convenience, without being logged onto our network," said Alan Conway, Senior Vice President, Chief Information Officer at NEXCOM. "From a technology standpoint, as we continue to build out our cloud capabilities for the future, we gain additional insight partnering with vendors of SaaS solutions as to how they keep their systems upgraded, patched and adhere to our security requirements."

LEARN now offers associates the ability to test out of annual training requirements. This test out feature proves NEXCOM associate knowledge of the topic while saving payroll time and money.

NEXCOM partners with a content provider that helps make LEARN more than just a compliance training system. Through this content partner, associates can access LEARN for topics ranging from MS OFFICE classes to strategic thinking and

Project Management Professional certification instruction. Since the launch of LEARN, nearly 1,000 classes from this partner have been completed.

LEARN is the first NEXCOM system that newly hired associates around the world encounter. It is currently being used to deliver new hire training as part of the Welcome Aboard Program and NAF Compliance Training. It is also delivering Manager Skills Builder and Supervisor Skills Builder training opportunities. As LEARN grows, within the next six months, it will be used to deliver hybrid learning for an Executive Skills Development program and multiple manager in training (MIT) programs. By the end of the first year, it will also provide access to virtual classes and on location class registrations. The plan is to continue to add modules, programs, classes and curricula to the system, which will keep associates engaged and continually developing.

While it is a beneficial tool during work hours, NEXCOM also hopes to provide enriching learning opportunities for associates when they are off the clock, too. Along with the topics previously mentioned, NEXCOM's content partner also offers book reviews, chair yoga, gardening and first aid courses.

In its first month, NEXCOM associates reviewed over 22,000 learning items including the How-to Guides and videos created to understand all that LEARN offers. NEXCOM completed over 16,000 modules/courses in the first 25 days. LEARN offers managers the ability to see what their associates are learning and to push computer based training directly to their team. LEARN displays a personal Learning Plan and a snap shot of a supervisor's team status all in one place. A dashboard of this nature places an associate's learning just one click away.

LEARN is revolutionizing the way NEXCOM associates connect to learning and development opportunities. We are excited about a future where our associates receive on-demand knowledge needed to support them in doing the work they enjoy of supporting our Sailors and their families.

NEXCOM supplies uniforms for Navy's Maternity Pilot Program

Making sure female Sailors receive their maternity uniforms has taken on a new twist as NEXCOM does its part to support the Navy's Maternity Pilot Program (MPP). NEXCOM manages the inventory of maternity uniform items, coordinates the tailoring and mailing of the uniform items and tracks the uniforms for return and possible re-issue.

"We are proud to be a part of the Navy's Maternity Pilot Program in support of our Sailors," said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer of NEXCOM. "NEXCOM is already in charge of Navy uniform procurement and sales through its NEX Uniform Shops and website, myNavyExchange.com. Our uniform team is excited to take on this additional challenge of providing PREMIER customer service to our female Sailors through this new program."

Once NEXCOM receives confirmation of a Sailor's participation in the MPP and what size is needed, a full seabag of Navy maternity uniform items is provided, including sewn-on embroidery for working uniforms and rank insignia for enlisted E1-E6 dress uniforms. Hemming and shipment is also free of charge.

Once the service member's pregnancy is complete, and the maternity uniforms issued are no longer needed, they are returned to NEXCOM's Southeast Distribution Center, at no cost to the Sailor. Once returned, NEXCOM associates inspect, repair, launder, re-inspect and re-stock the maternity uniforms for potential re-issue to another MPP participant.

The MPP is a Congressionally-mandated program directed by the FY21 National Defense Authorization Act and will continue through Sept. 30, 2026.



Moving Forward With Integrity – Secretary of the Navy Issues Annual Ethics Message

Ethics and You

By Michael D. Rigg, Ethics Counselor, NEXCOM

On March 29, 2022, the Secretary of the Navy Carlos Del Toro issued ALNAV 017/22, which contains his annual ethics message. Secretary Del Toro emphasizes his personal and professional

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commitment to ethics and obeying the applicable standards of conduct. The Secretary notes his Strategic Guidance issued in October 2021 and specifically calls out one of his top priorities, “Empowering our people through a culture of warfighting excellence.” Secretary Del Toro states that, “In order to build a culture that enables us all to succeed in our mission, we must move forward with integrity at all times, whether anyone is looking or not. This concept of integrity expands to all employees within the Department of the Navy (DoN) - officers, enlisted, and civilian personnel. Each of us represents the DoN at all times, in our interactions with each other, across the Joint Force, in our engagement with other nations, and most importantly, with the American people whom we serve every day. As the most powerful naval force in the world, we must continue to work together to build a strong culture of collaboration,

trust, transparency and communication.”

These sentiments more than simple bromides offered to pay lip-service to ethics and standards of conduct. Rather, as Secretary Del Toro says, “The basic principle of public service and the responsibility that comes with it are not aspirational goals. These are requirements that we must put into use every day when making decisions in both our personal and professional lives.” The Secretary outlines his expectations clearly and without equivocation:

To this end, I expect each supervisor, manager and leader to foster an environment that embraces ethical standards of conduct. You must set the example for your subordinates. Engage in conversations regarding the standards of conduct and ethical decision making. Be open to questions and encourage your employees to raise concerns.

In sum, each of us must embrace ethical standards of conduct and implement them in our daily lives.

Newly hired employees receive Initial Ethics Training before they start work. Individuals who are required to file a financial disclosure statement (the OGE 450 or the OGE 278) complete annual Ethics Training. If you want to learn more about the standards of conduct, the NEXCOM Hub has an Ethics tab that contains a lot of helpful information about the applicable rules. You may always direct specific questions to me in my capacity as an Ethics Counselor at michael.rigg@nexweb.org. One word of caution, however, sending an inquiry does not create an attorney-client relationship or invoke attorney-client confidentiality.

Drug Free Workplace

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

Due to the changing times and the majority of states legalizing some form of marijuana use, it is important to provide clarification on the Department of Navy/NEXCOM Drug Free Workplace Program policy.

At this time, regardless of state laws, Schedule I drugs in the Controlled Substances Act remain

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illegal under Federal law. Marijuana, marijuana extracts, CBD, hemp products and peyote are therefore illegal for Federal employees, which include NEXCOM associates. The possession of marijuana or cannabis products, such as edibles or vape oil, is prohibited on federal property. This includes, but is not limited to, NEXCOM headquarter locations, NEX stores, Navy Lodges, NGIS locations and distribution centers. Until there is further specific guidance issued at the Federal level allowing for marijuana use in some (or any) situations, as Federal employees, NEXCOM Enterprise associates remain accountable to comply with Federal law.

As Federal employees, NEXCOM associates are subject to random testing, or any other testing, required by job position (applicant, reasonable suspicion, post-accident or follow-up) and remain subject to the consequences of illegal drug use. Additionally, cocaine, heroin, oxycodone and methamphetamine also remain illegal to use under

Federal law and are tested for on DoN drug testing panels.

Additionally, under the DoN Drug Free Workplace Program, possession of a medical marijuana card by a NEXCOM associate is sufficient grounds to establish reasonable suspicion testing.

In other words, nothing has changed for Federal employees regardless of state laws legalizing and/or decriminalizing drug use unless there are changes at the Federal level.

NEXCOM values its associates and recognizes the need for a safe, productive and healthy work environment. The DoN Drug Free Workplace Program is in keeping with our standards of performance and accomplishment of our mission.

If you have any questions or concerns regarding associate usage, reasonable suspicion, or need further information on drug abuse services please reach out to your local Human Resources representative and/or the Command Drug Free Workplace Coordinator at 757-631-4593.

Associate Spotlight

UPON ENTERING NEX PANAMA CITY, Fla., a Tornado Warning was issued and the sirens activated. Desiree Moates, sales associate, notified us of the potential tornado danger and she, along with Tim Bougan, sales associate, said we could take shelter in the employee break room as it was the safest place to be. We waited about 20 minutes until the danger had passed. Mr. Bougan kept us company and calm and Ms. Moates ensured we were safe. Thank you for the hospitality, comfort, and safety provided by Desiree and Tim. They are truly great people and angels in our eyes.

- Raymond M. USN EOD Ret., Austin, Texas

THE STAFF AT NGIS CHINHAE, SOUTH KOREA, was very helpful with assisting in extending my stay for an additional day. The staff was also very helpful with assisting me in communicating with my next hotel. I was pleased with the cleanliness of the room and the amenities that were offered.

NGIS CHINA LAKE, CALIF., was the nicest NGIS I have ever seen or stayed at during my 20+ year Naval Career. Everyone that works at this NGIS was friendly, pleasant and helpful. Thank you to the amazing staff for a great experience.

MY SINCERE APPRECIATION TO ALL NEX YORKTOWN, Va., employees that have endured this challenging and unique time with us over the past two years, providing much needed food, beverage, uniform and miscellaneous service and products to all customers while we continue to do our best to navigate this COVID-19 pandemic and defend this country. Without the dedicated and outstanding service and support they provide, the NEX would just be a building with stocked/unstocked shelves and no flow of goods. They have served alongside us, battling and dealing with uncertainty, deaths of loved ones, sickness, staff shortages, etc. Because of their "above normal" commitment to continue to show up, played a HUGE role in raising the morale and quality of life for everyone who visits the facilities. I'm truly grateful to have a caring and awesome NEX Team.

- YNCS(SW) Antonio M. Administrative Officer, D-SAACP Certified Advocate Level I, Navy Munitions Command Atlantic

SUPER PET FRIENDLY HOTEL, Navy Lodge Bethesda, Md. Loved it! Staff is super friendly too. It was so stressful while we stayed at a hotel off base. As soon as we moved to the Navy Lodge everything changed. I recommend it 100%.

THIS HOTEL, NAVY LODGE GREAT LAKES, Ill., is part of the military family. The staff were very friendly, very helpful and super nice during our stay there for PIR. I would highly recommend to all military family and friends.

- Brenda W.



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