



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

It's hard to believe that fall is here and we are in the final three months of 2022! Where did the year go!? As we head into the holiday season, there is once again some uncertainty. While COVID-19, supply issues and travel restrictions have eased somewhat, with the question of rising prices and an unstable economy, it remains to be seen if shoppers return to our stores this year. But, I remain optimistic!

CNO recently released his "[Get Real, Get Better](#)" initiative, which is a call to action for every Navy leader to apply Navy-proven leadership and problem solving best practices that empower people to achieve exceptional performance. I encourage you to read this new initiative or watch the CNO's [video](#). This initiative will give us all a better understanding of the Navy's priorities and how our seven business lines can be part of the solution.

Finally, our NEXCOM teams have been extremely busy over the past months support Navy initiatives and our patrons. These partnerships are a great way to showcase the breadth of services we can provide to our patrons and the unique opportunities we can offer at these types of events.

First, this summer, RIMPAC kicked off in Hawaii with NEXCOM and NEX Pearl Harbor teams pulling out all stops to support its global participants. Efforts included enhanced merchandise assortments featuring RIMPAC logo products and local souvenirs; space at the Main Store for the check-in/registration site; and increased staff and Wi-Fi access points to accommodate the increase in customer traffic. In addition, the NEX provided extended shuttle service and created more shopping space with tents outside the Main Store. Also, more than 580 hotel rooms were reserved for visiting participants. NEX Pearl Harbor's participation and efforts led to a very successful military exercise.

Secondly, NEXCOM was the lead anchor for the



2022 NAS Oceana Air Show in September. As lead anchor, we managed nearly 70 retail and food vendors, operated two NEX retail tents, hosted an eGaming area and opened a NEXt Level Rewards tent for authorized patrons. In addition, we hosted two concerts, one for Air Show volunteers and one for the general public. The entire air show was broadcasted live by Live Air Show TV worldwide and hosted on the NEX Facebook and NAS Oceana Air Show Facebook pages. Many of the performers and volunteers stayed at NGIS Oceana to be close to the show. Once again, NEXCOM was able to offer visitors to the Air Show unique opportunities that hadn't been available in the past. I received many, many positive comments on our support and execution of both RIMPAC and the Air Show. My hope is we can continue to partner on future special events at other Naval installations around the globe.

As we move into the busy fourth quarter, I appreciate your continued hard work to support our mission and military families! 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

Where has the time gone? It seems like just yesterday that I checked in as your NEXCOM CMC. And now as I sit here penning this note, I'm torn. I'm sad that this is my last note to you and that my time as a U.S. Navy Sailor is drawing to a close. But at the same time, I'm excited for my next chapter. New beginnings and moving on to new adventures is something that I've repeated

Thank you again for all you have done for me during my INCREDIBLE tour as NEXCOM's CMC!

at each of my 11 commands and you would think by now it would be easier, but it isn't. Normally, I would get to a command, learn the ropes, establish relationships and then it was, "see you later" (never goodbye). I assumed upon arriving at this outstanding Navy command things would be no different. However, after meeting countless exceptional NEXCOM associates, this departure is becoming more difficult for me than the rest!

Shortly after I arrived in January 2020, the world seemed to come to a screeching halt due to COVID-19. I was in awe of how you continued to find ways to support the fleet in the face of uncertainty. From those of you on the front lines to those behind the scenes, everyone played and continues to play a critical role in the lives of our patrons. Yet, this comes as no surprise, because for the last 76+ years you have been there for my shipmates and our families - through natural disasters, shipboard accidents, homecomings and



everything in between. I'm certain this PREMIER Customer and Guest Service will continue well into the future.

My one disappointment during this tour was the inability to get out and see more of you in action. The opportunities I did have were truly motivating! I will always remember your smiling faces, pride, excitement, professionalism and especially your commitment to our patrons. I listened to your feedback and relayed your message back to our headquarters team. Each of you are a class act and I hope you felt my sincere gratitude for your daily actions!

As I depart, I want you to know that the CEO has chosen a remarkable CMC to help take this command to the next level. CMDCM Anna Wood has 29 years of experience and is reporting with her spouse, who is also in the process of retiring after 30 years in the Navy, and their four children – one of whom is in the Navy! I have enjoyed my time getting to know the Wood family better through this turn over process. I know CMC Wood is truly committed to NEXCOM, our associates and the patrons we serve. She is definitely the right selection at the right time. I know I can count on you to give her your full support and welcome her to the NEXCOM family.

Thank you again for all you have done for me during my INCREDIBLE tour as NEXCOM's CMC! You've made my job easy and I couldn't be more proud to end my 31 year Navy career at this amazing command. I'm eternally grateful and I wish each of you peace and happiness in all you do!

Navy Lodge Program annual award winners

NEXCOM's Navy Lodge Program announced its 2021 award winners during a virtual event in July. The awards were presented by NEXCOM's Chief Executive Officer, retired Rear Adm. Robert J. Bianchi and Christopher Settelen, Vice President, NEXCOM's Navy Lodge Program.

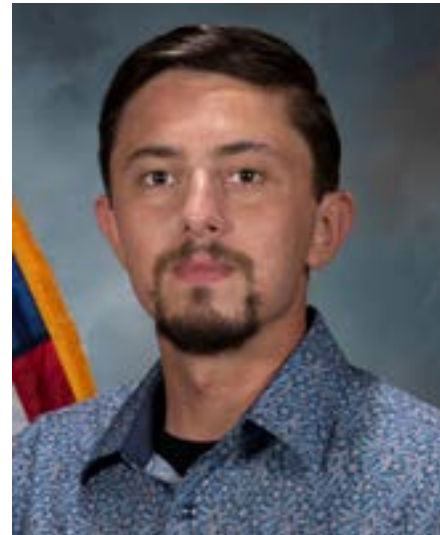
"I'm so proud of all of our Navy Lodge associates for the support and service they provided to our military members and their families this past year," said Settelen. "Over the past two years, they have worked through unprecedented conditions brought on by the COVID-19 pandemic. These annual awards are a great way to recognize that hard work and show our appreciation for the dedication and tenacity of our associates as they continue to provide PREMIER guest service every day to our deserving patrons."

The Edward E. Carlson Award is given to the Navy Lodge that has the highest scores in guest and associate satisfaction, operations, quality assurance assessment and financial performance.

- **Navy Lodge of the Year Grand Winner: Navy Lodge North Island, California**
- **Large category: Navy Lodge San Diego**
- **Medium category: Navy Lodge Guantanamo Bay, Cuba**

Professional, dedicated, hardworking, enthusiastic and outstanding communicator are just a few of the words used to describe Mark Jones, the Navy Lodge Program Associate of the Year. Jones, a Maintenance Supervisor at Navy Lodge Monterey, California, has worked at the Navy Lodge since 2008 when he started as a Flex Guest Service Representative. Jones wears many hats at the Navy Lodge. In addition to his full-time job, Jones has expertise in all aspects of the Navy Lodge's operations, is the Navy Lodge's Government Purchase Card Holder,

point of contact for base HAZMAT and, when needed, Manager on Duty.



Secelia Donovan, General Manager, Navy Lodge Fort Worth, Texas, was selected as the Navy Lodge Program's General Manager of the Year. In 2021, Navy Lodge Fort Worth had an impressive, record breaking year, delivering the highest annual occupancy in the property's 18 year history. It had an 84.8% occupancy, which was 12.7% above plan and exceeded its budget by 2,321 room nights. In addition, official travel exceeded 1,058 room nights. Finally, the Navy Lodge achieved a 96% guest satisfaction rating. Donovan joined NEXCOM's Navy Lodge Program in 2017 as a Guest Service Representative at Navy Lodge Pensacola, Florida.





LEARN

By: Stephen Hatfield, Director, Learning & Organizational Development, NEXCOM

It's been a hectic, but amazing 2022 for the Learning and Organizational Development team. We are excited that learning and development continues to be a NEXCOM focus. In March, we launched LEARN, our learning management system and in April we migrated the new hire onboarding learning process to LEARN - producing and adding a new CEO Welcome video in the process. We then began deployment of FY22 NAF Workforce Compliance Training through LEARN, adding a test out feature we feel will save associates and the Enterprise time and payroll. Our instructional designers have been busy assisting with creation of new computer based learning initiatives for our Call Centers and our NEX partners as they transition to a new point-of-sale system throughout the stores. Most excitingly, we are back to holding in person learning activities, too! There's been a pent up demand and I believe as we now are starting to live with COVID-19 and taking necessary precautions, we're finally able to get back into the classroom. I'd like to highlight two recent instances.

Executive Skills Development

After a three year hiatus due to the pandemic, retired Rear Adm. Robert J. Bianchi, NEXCOM CEO, welcomed 28 associates to the ESD program in July. This year's class is the 20th since it was established in 2000 with more than 500 associates graduating from the program. The ESD program was designed to help develop the future leaders of the Enterprise, with a focus on the competencies of leading people, leading change, developing business acumen, building coalitions/communication and always having a drive for results. The program consists of four learning labs over a four month period, culminating in a Key Business Proposal presentation to NEXCOM's Executive Committee. In addition to all of this learning, ESD is responsible for many long standing business partnerships and friendships that continue to strengthen the Enterprise.



NGIS Train-the-Trainer

By: Shyla Barnes, Training Manager, NEXCOM

Also in July, Navy Gateway Inns and Suites hosted its first in-person Train-the-Trainer event in two years at Joint Expeditionary Base Little Creek-Fort Story, Virginia. Train-the-Trainer is one of the professional development training programs offered through NGIS. The NGIS Train-the-Trainer/ Front Desk-Housekeeping Trainer Certification class (a.k.a. "the NGIS TTT class") has been a multi-day, "in-person" traditional classroom event for over 10 years and taught by multiple NGIS "Master Trainers" or Subject Matter Experts (SMEs). The program is designed to certify trainers for front desk and housekeeping. Through this program, trainers are then able to go back to their facility and certify associates in their respective area. Certification allows for consistency in delivering program standards throughout all NGIS locations.



NEXCOM's Loss Prevention / Safety becomes "Asset Protection/Safety"

By: Kristin Miller, Command Safety Manager, NEXCOM

It's an exciting time for NEXCOM's Loss Prevention / Safety as it continues to learn, grow and adapt while remaining responsive and focused on its patrons and business partners.

"NEXCOM's Loss Prevention/Safety department continues to navigate through change and stay forward leaning to meet the needs of our patrons and the NEXCOM Enterprise," said Joe Box, Vice President, NEXCOM's Asset Protection & Safety. "To that end, NEXCOM's Loss Prevention and Safety department has been renamed Asset Protection and Safety. This name better reflects our department's goal to embrace a total loss concept that encompasses not only the theft of merchandise and the safety of our patrons and associates, but looks across the entire enterprise to see how we can better protect all the assets of our organization."

about protecting known assets, but also about discovering new ways to enhance sales and profit enhancement to include e-Commerce and Omni-Channel initiatives.

But don't worry. The change is in name only. Whether you have a safety concern or think you have a cash shortage, AP/S will continue to support the organization as it always has in the past. In addition, there are no changes to the reporting structure as AP/S will remain under NEXCOM's Chief Financial Officer.

NEXCOM's AP/S will continue to be flexible and pivot to continuously improve its ability to protect the total assets of NEXCOM and increase worldwide operating profit.



Loss Prevention as a whole has evolved a great deal over the years. In the retail world, it began as "Security," where a security guard walked around stores in search of shoplifters. It then evolved into "Loss Prevention," a softer, broader approach of looking internally at how to prevent theft versus just stopping it at the door. Now, with the name change to AP/S, the focus will be on protecting "People First – Products – Processes and Profitability" throughout all seven business lines. Asset Protection is not only

NEX locations receive top honors with Bingham Award win

Nine NEX locations around the world were named Bingham Award winners by NEXCOM, the highest honor a store can receive. Established in 1979, the Bingham Award recognizes outstanding performance in operations, customer service and community support.

“Each year, we recognize our ‘best of the best’ NEX locations with the Bingham Award,” said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer, NEXCOM. “While 2021 continued to be a challenge due to the on-going pandemic, staffing and supply chain disruptions, our NEX locations didn’t miss a beat and continued to provide PREMIER customer service to all our deserving patrons. NEXCOM contributes to Navy’s mission readiness with each of our NEX locations working hand-in-hand with their base Commanding Officers to support quality of life for the military community. In recognition of this great partnership, the Bingham Award is presented to both the NEX and installation.”

The 2021 Bingham Award winners and runners up:

Sales over \$50 million (Category 1)

Winner: NB Pearl Harbor

Runner Up: NAS Jacksonville, Florida

Sales \$28 - \$50 million (Category 2)

Winner: NB Kitsap – Bangor, Washington

Runner Up: NAS Pensacola Aviation Plaza, Florida

Sales \$19 - \$28 million (Category 3)

Winner: NB Ventura County – Port Hueneme, California

Runner Up: NB Kitsap – Bremerton, Washington

Sales \$10 - \$19 million (Category 4)

Winner: Camp Lemonnier Djibouti

Runner Up: NAS Corpus Christi, Texas

Sales \$4 - \$10 million (Category 5)

Winner: NSA Souda Bay, Greece

Runner Up: NAS Key West, Florida

Sales \$2.2 - \$4 million (Category 6)

Winner: NSA Hampton Roads Northwest Annex, Virginia

Runner Up: NB Ventura County – Point Mugu, California

Sales \$1.4 - \$2.2 million (Category 7)

Winner: NSA Lakehurst, New Jersey

Runner Up: NSA Hampton Roads, Virginia

Sales \$600,000 - \$1.4 million (Category 8)

Winner: Arlington Uniform Center, Virginia

Runner Up: U.S. Naval Joint Services Activity the New Sanno, Japan

Sales under \$600,000 (Category 9)

Winner: NSA Hampton Roads, Navy Lodge Norfolk, Virginia

Runner Up: Surface Combat Systems Center Wallops Island, Virginia

The award is named in honor of the late Capt. W.H. Bingham, SC, USNR, who was the Chief Executive Officer of R.H. Macy’s Company and was appointed by SECNAV in 1946 to lead an advisory board for the establishment of NEXCOM.

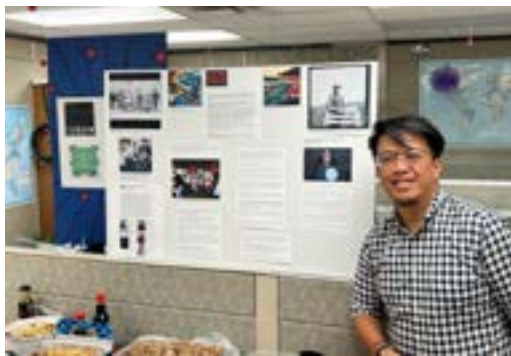
Celebrating Diversity at DoD RC

By: Stephen Pepe, Director, DoD Reservation Center

The Department of Defense Reservation Center invited associates to help celebrate their heritage through pictures and food to display and share with the entire team. Rodney Branton and Jonathan Wade celebrated the rich history of their families and the many significant contributions from the Asian-American Pacific Islanders culture. Many

others contributed with delicious, traditional foods. Everyone enjoyed lumpia, pancit, fried cabbage, pork adobo and rice, fried rice, pad Thai and a variety of desserts.

Similarly, the DoD RC celebrated the Juneteenth holiday with educational material and pictures to support the celebration of this holiday.



NGIS Jacksonville Receives Historic Cupola Light

By: NAS Jacksonville Public Affairs

At the entrance to NAS Jacksonville, Florida, Navy Gateway Inns & Suites there is now a cupola light that used to sit atop Building 11. This building was one of the first to be built at NAS Jacksonville in the 1940s and was the bachelor officer's quarters. Made of prism glass, the light was a bright sign to fighter pilots that the "Ceiling Zero" bar was open as the pilots landed after an evening flight.

In 2015, when Building 11 was demolished, the cupola light was saved.

"It's an important part of NAS Jacksonville's beginning history that should not be forgotten," said NGIS General Manager, John Houdek. "NGIS Jacksonville is honored and proud to have this piece of history on our property for all guests to see."





NAVY-MARINE CORPS
RELIEF SOCIETY

LtGen Jack Klimp, USMC (Ret)
President and Chief Executive Officer

July 13, 2022

RADM Robert Bianchi USN (Ret)
CEO
Navy Exchange Service Command
3280 Virginia Beach Boulevard
Virginia Beach, VA 23452

Dear Admiral Bianchi,

I am overcome with a profound sense of gratitude for the sustained commitment of the Navy Exchange Service Command to Navy-Marine Corps Relief Society. We are truly grateful for NEX's very generous donation of \$361,580.20, which the Society received on July 7, 2022.

Because of this extraordinary support, Sea Service members and their families will have assistance when they face challenges and hardships that would distract them from their vital mission. These funds will support the Society's Visiting Nurse, Education and Budget for Baby's programs, as well as help provide financial assistance for disaster relief, car repairs, emergency travel to the bedside of a loved one, and much more.

Our sincere thanks for your leadership and for the unwavering commitment of Navy Exchange Service Command. You demonstrate the very best in the ideals that we live by in the military: duty, honor, and service.

Sincerely,

LtGen Jack Klimp, USMC (Ret)
President and Chief Executive Officer

Navy-Marine Corps Relief Society (EIN 53-0204618) is a non-profit charitable organization on the District of Columbia and declared tax exempt by the Internal Revenue Service.

Avoiding Political Landmines This Election Season

Ethics and You

By Michael D. Rigg, Assistant Ethics Counselor, NEXCOM

Wow! Here we are again, on the verge of “the most critical election in American history.” It’s “déjà vu all over again” with political ads popping up all over the place, from newspapers, to television, to social media. So, I’d like to remind you of the rules governing political activities by government employees.

The rules are based on a law written back in 1939 known as the Hatch Act. Technically, the rules apply to NAF employees because of a DoD Directive, but the result is the same: you must follow the restrictions of the Hatch Act. For purposes of the Hatch Act, “Political Activity” is defined as any activity directed toward the success or failure of a political party, candidate for partisan political office, or partisan political group. Here is a partial list of the “May” and “May Not.”

NEXCOM employees **MAY**:

- Be candidates for public office in nonpartisan elections. [An election can become partisan, even if only one of the candidates identifies him or herself as a member of a political party.]
- Register and vote as they choose.
- Assist in voter registration drives.
- Express personal opinions about candidates and issues away from the workplace.
 - o Be careful about using social media! Keep in mind that you are not permitted to blog or post political comments on social media sites while on duty or while in a government building. If you choose to post political opinions on your personal Facebook, Twitter, or other social media site on your personal time and have indicated in your profile that you are a DoD (or NEXCOM) employee, be sure to clearly state that your views or opinions are not those of the DoD (or NEXCOM).
- Contribute money to political organizations.
- Attend political fundraising functions.
- Join and be an active member of a political party or club.
- Sign nominating petitions.

- Put a bumper sticker (but not a large poster, etc.) supporting a candidate on your car.
- Campaign for or against candidates in partisan elections in your personal capacity.
- Distribute campaign literature in partisan elections, but not in the workplace.

NEXCOM employees **MAY NOT**:

- Use their official authority or influence to interfere with an election.
- Collect political contributions (with some very limited exceptions for members of labor unions). [This is a “24x7” restriction. In other words, except for the limited union activities I mentioned, you may NEVER collect political contributions, even if you are off duty, away from the workplace.]
- Knowingly solicit or discourage the political activity of any person who has business before NEXCOM.
- Engage in political activity while on duty.
- Engage in political activity in any government office or facility.
- Engage in political activity while wearing a uniform or official insignia (like your NEXCOM nametag or your NEX polo shirt) identifying the employee’s office or position.
- Engage in political activity while using a government vehicle.
- Solicit political contributions from the general public – even if you tell people that you are acting only in your personal capacity.
- Wear political buttons on duty.
- Be candidates for public office in partisan elections (with some very limited exceptions for local (not state or national) elections in areas where there is a great concentration of Federal employees like the suburbs of Washington, D.C.).

Violations of these rules may result in disciplinary action, up to and including removal (getting fired). Also, note that military members are covered by different rules than the ones in the Hatch Act and associated DoD regulations.

If you have any questions regarding political activities, email me at Michael.Rigg@nexweb.org.

Associate Spotlight

I called Jody and asked for the store hours at NEX Belle Chasse. I arrived at the front gate with 10 minutes to spare, but the gate was closed. I was told to enter the back gate, which would have made me late to the NEX. I called Jody back and asked to please allow me to shop because I was leaving town the next morning to take my child to college. There was a sale at the NEX for college materials that I wanted to purchase. She spoke with Dominique, the Manager, who allowed me to come. Tammy greeted me at the door, Robbie checked on me, and later Tammy checked me out. It was the most pleasant experience I have ever had. I left with the things I needed for my daughter. This staff has always been very pleasant and customer service oriented, but this goes beyond the call of duty. I really appreciated the staff and they are just outstanding!!!

– Amanda V.

I'd like to pass along to you that USS Arlington received fantastic support from your staff and I wanted to personally reach out to say Thank You. We flew one of our aircraft into NAS Sigonella to get some supplies and beer for "beer on the pier" to celebrate in Tunisia (as Tunisia is a FPCON Charlie country - no liberty). Your Security Forces went above and beyond to assist us to coordinate efforts with the NEX (Riccardo Cangemi), Base MWR team, and the Flight Line Algese team. USS Arlington is very grateful for the support to the fleet, and know that NAS Sigonella has had positive impact to all hands onboard.

- CMDCM Christopher Farrar

The entire NGIS Coronado staff was Awesome! Room was super clean and always well stocked!

During my stay at NGIS Key West, after I had already checked out in preparation for my return flight, the airline delayed and cancelled my flights and required a one day extension. The Fly Navy team took great care of me and had me settled back into a room for the evening with no issues. I have stayed here several times and every time it has been a wonderful experience both from the professional and friendly staff to the room.

As a Sailor we travel a lot! We pulled into Guantanamo Bay, Cuba, and I stay at the Navy Lodge for the first time. It is clean and the manager is so kind to us!

– SN

We had a really good experience at Navy Lodge Norfolk. We have two small kids and our dog was with us and we were able to get that accommodated. We stayed for six nights, pretty comfortably during our PCS move. Breakfast was great! They even had packaged avocado slices (fancy!) and sous vide eggs. Very well groomed landscape as well.

- Joshua H.

Customer service at NEX Sasebo is always 110%! The staff is always willing to help with any questions or concerns. Staff always has a smile. And the store in general is always clean, well stocked up and in order. Always a pleasant experience at Sasebo NEX!!



The Global Exchange is published quarterly for associates of the Navy Exchange Service Command (NEXCOM) Enterprise by the Public Affairs Office, 3280 Virginia Beach Blvd., Virginia Beach, VA 23452-5724. Send stories and photos to global.exchange@nexweb.org. Content does not necessarily reflect the official views of the Department of Defense. All content submitted is subject to editing and is published based on timeliness and space available. NEXCOM's parent command is the Naval Supply Systems Command.