



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

Happy FY22! First, I'm happy to report that we achieved 'Full Operational Capability' or FOC of NGIS on Jan. 30. With this milestone, NEXCOM attains complete operational control of NGIS and all administrative functions. We achieved FOC eight months earlier than directed! Thank you to the many NEXCOM and NGIS associates across the enterprise who assisted in this monumental effort! Bravo Zulu for a job extraordinarily well done!

As you've probably heard by now, on Jan. 21, the U.S. Office of Personnel Management (OPM) announced that federal civilian employees in the U.S., including its territories and possessions, are to be paid at least \$15 per hour in accordance with Executive Order on Protecting the Federal Workforce (EO14003). I'm happy to report that those \$15/hour adjustments were processed per OPM and DoD requirements. If you have any questions or concerns, please contact your local HR representative.

On Feb. 28, I sent an email and posted a video highlighting NEXCOM's fiscal year 2021 accomplishments. You will find a link to the video on my [HUB](#) page or [YouTube](#) so it can be viewed at work, at home or on your phone. Please take a few moments to watch the video. We accomplished so much in 2021 despite all the obstacles we faced, such as COVID-19, supply chain disruptions and staffing shortages. Through it all, we persevered and, as a team, rose to overcome these challenges! I am so proud of the work you all did, under very difficult circumstances, in support of our Navy and our patrons around the world!

I'd like to congratulate NEX Great Lakes associates for receiving the Navy's Meritorious Unit Commendation (MUC) award, along with Naval Station Great Lakes, for their support of the base and recruits during the COVID-19 pandemic. As part of the nomination letter, NEX Great Lakes was singled out specifically for its contracting of mobile food trucks to increase food options, standing up a Ditty Bag Winter Issue Room for new recruits attending boot camp, implementing laundry services at 12 hotels during the initial ROMing of recruits as they arrived for boot camp and ensuring the NEX services and support



never wavered during the pandemic. I couldn't be more proud of the work you all did for our newest Sailors. Bravo Zulu to the entire NEX Great Lakes team for a job well done!

Finally, the Centers for Disease Control and Prevention recently updated its Community Level COVID-19 guidelines and the Under Secretary of Defense revised DoD guidance as well. As we move further into spring and COVID-19 cases continue to decrease around the world, restrictions at U.S. military installations may change as it relates to wearing masks indoors and screening procedures for the coronavirus. All NEX, Navy Lodge, and NGIS associates (and travelers to other sites) must continue to follow local command guidance. As Community Levels change within each region, area leadership will take the appropriate actions to adjust COVID-19 guidelines. Regardless of the COVID-19 Community Level, guidance for workplace access and mask wearing for all personnel with symptoms, a positive test, or exposure to someone with COVID-19 remains in effect. In addition, all other force health protection guidance remains in effect, including workplace access, occupancy levels, physical distancing, travel and meetings.

Thank you for your continued support! Stay healthy and Keep Charging!

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

“Get the Gouge”

Happy New Year, both the calendar and NEXCOM fiscal year! 2021 was an amazing year for NEXCOM as a whole. You embraced the CEO Guidance and started taking bite sized chunks out of each of the five critical areas in an effort to optimize the command. From my view point, you surpassed all expectations, even in the midst of COVID-19, supply chain disruptions and personnel shortages. Needless to say, it was no small feat, but you made it look incredibly easy. I know you'll tackle the 2022 CEO Guidance with the same great zeal!

As this pandemic continues to be a nuisance, please take care of yourselves, each other and our patrons!

Speaking of our CEO, he was presented with the American Logistics Association's (ALA) Distinguished Service Award. Additionally, Rich Honiball, NEXCOM's CMMO, was named "Top 100 Influencers" in the retail industry as well as the OnCon Icon Marketing Award winner. Congratulations to both of these exceptional leaders who are truly deserving of the recognition. What's really great about these awards is that outside entities are noticing how remarkable this team really is. These awards wouldn't be possible without the outstanding support and dedication from each one of you. WELL DONE TEAM!!!

To our NEX Pearl Harbor associates who have been taking care of the families displaced during the Red Hill fuel leak, you are AWESOME! Thank you for your efforts to ease the distress of these families. Your valiant efforts to provide the basics



such as drinking water, plus all the other goods and services has been uplifting to all affected residents. Your actions are no surprise to me as I've noticed throughout my career that the NEXCOM family is always ready to step in and support no matter the location. So, wherever the next disaster happens (I hope we don't have one), I'm confident you'll be ready to extend a helping hand to our patrons.

Just one year ago, we received direction to align Navy Gateway Inns & Suites (NGIS) under NEXCOM. We welcomed the team on Oct. 1, 2021 at Initial Operational Capability and on Jan. 30, 2022, we reached Full Operational Capability. There were many hours spent to get to this point, eight months earlier than planned I might add, but it was well worth it! The knowledge and skills you bring will allow us to find efficiencies in the Navy lodging experience.

Lastly, the level of effort put in by everyone last year was definitely commendable! I ask you to carry that into 2022 and be ready to forge ahead no matter the circumstance. As this pandemic continues to be a nuisance, please take care of yourselves, each other and our patrons.

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

NEXCOM Achieves Full Operational Capability of NGIS

NEXCOM achieved 'Full Operational Capability' of Navy Gateway Inn & Suites (NGIS) on Jan. 30, 2022. With this milestone, NEXCOM attains complete operational control of NGIS and all administrative functions.

"Over the past year, NEXCOM; Commander, Navy Installations Command's Fleet and Family Readiness; and NGIS teams have worked diligently to ensure a smooth transition, one that was seamless to our patrons," said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer of NEXCOM. "I appreciate all the support we received from Navy leadership as we successfully reached Full Operational Capability eight months earlier than directed. I look forward to supporting our NGIS team as they continue to provide quality lodging for TDY travelers."

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 Initial Operational Capability by Oct. 1, 2021 and Full Operational Capability by Sept. 30, 2022.

A small ribbon-cutting ceremony was held on Oct. 1, 2021, on Joint Expeditionary Base Little Creek-Fort Story, Virginia, when Initial Operational Capability was achieved and NGIS operations transitioned to NEXCOM.

NGIS is a professionally managed, business-based DoD Lodging Program. NGIS contributes to mission readiness by offering quality lodging and services for a mobile military community, while keeping official travel costs to a minimum. With 16,000 rooms at 61 military installations worldwide, NGIS provides Priority-One lodging for the Official Temporary Duty (TDY) traveler. NGIS delivers comfortable and welcoming accommodations

with cost-saving room rates for individual and group TDY travelers, permanent change of station (PCS) travelers, Department of Defense civilians and leisure travelers, retirees, reservists and sponsored guests. For more information or to make a NGIS reservation, visit <https://ngis.dodlodging.net/>.



NGIS Little Creek, Va.



NGIS Souda Bay, Greece



NGIS Sigonella, Sicily

Roth is Coming to the NEXCOM 401(k) Plan

By: Karen Lofland, Benefits Specialist, NEXCOM

You hear a lot these days about the advantages of a Roth. Over the years, NEXCOM associates have requested to have Roth included in the NEXCOM 401(k) plan. We listened!

On July 1, 2022, NEXCOM will begin offering Roth in its 401(k) plan. You can choose to put none, some, or all of your contributions into the Roth on a biweekly basis. By adding the Roth, you now have the choice of including a post-tax benefit in your future retirement portfolio.

What is a Roth 401(k)?

A Roth 401(k) is a kind of hybrid between a Roth IRA and a 401(k), with some rules from each kind of plan. Similar to a Roth IRA, you pay taxes before your contributions are put into the Roth account and any earnings on these contributions grow potentially tax-free.

Here are a few key differences between a Roth IRA and a Roth 401(k) account. With a Roth 401(k) account:

- **Employee contributions are made through regular payroll deductions and have the same tax deferred limits of a traditional 401(k), which are \$20,500 for 2022, with catch-up contributions of \$6,500 for those over 50. A Roth IRA restricts who can participate based on their annual earnings. In addition, the IRS allowable contribution amounts for Roth IRAs are considerably lower.**
- **NEXCOM will “match” your contributions on a pre-tax basis using the current 401(k)**

contribution schedule (for every \$1 you put into the plan, up to 6% of your biweekly earnings, NEXCOM will match it 50%). Because the employer “match” is applied on a pre-tax basis (a requirement), you will pay taxes on the employer match and earnings when you take a distribution.

- **Employee contributions and earnings withdrawals that you take after age 59½ will be tax-free if the account has been funded for at least five years.**
- **Unlike a Roth IRA, the Roth 401(k) account rule requires you to take your first IRS Required Minimum Distributions (RMD) by April 1 of the year after you reach age 72. If you don't, you will be penalized.**

Having a Roth feature in the 401(k) tends to be appealing to people who are in a lower tax bracket or conversely, to those who expect to pay higher taxes in retirement.

There are pros and cons to consider before enrolling in the Roth 401(k). The right answer for you will depend on your own financial circumstances and preferences. It is highly recommend that you consult with a financial professional and tax advisor to see how your financial situation might be affected.

In June, Prudential will be scheduling three live webinars to familiarize you with the new Roth option. Be on the lookout for more information as the date draws closer.

BE THE BEST YOU IN 2022!

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

So often we talk about safety and how to identify hazards in the workplace, but do we ever stop to think about taking care of ourselves? Do we even know what that means? Stress, distraction, and mental fatigue are the leading causes of workplace injuries. Being in the right physical shape and having our mind clear and on our tasks will go a long way in preventing injuries. It is so important to take responsibility for our own lives. Here's what you can do:

Working together, looking out for each other, and ourselves, both physically and mentally, we will have the best year yet!

- Think about what goals you want to achieve this year. Write them down so that you have something to refer to and it will help keep you motivated.
- Ask yourself a few questions: Is losing a few pounds what the doctor ordered? Is adding exercise to the daily routine what it will take to be healthier? Have I had a physical in the last decade?
- Work is hard enough when you feel great, make sure you get the rest you require, exercise and eat right so that you feel better and are stronger. Take your health seriously. We only get one life!
- It is just as important to be in good mental health as physical health. Are you stressed or feeling anxious over anything that's happened

or worried about something coming up in your life? Recognize signs of mental health distress, in yourself or others:

- o Feeling physically and mentally drained
- o Having difficulty making decisions or staying focused on topics
- o Becoming easily frustrated on a more frequent basis
- o Arguing more with family and friends
- o Feeling tired, sad, numb, lonely or worried
- o Experiencing changes in appetite or sleep patterns
- o Overreacting to normal stimuli like noise and lighting

According to John Neustadt, physician and researcher with the Food and Drug Administration, "Individuals experiencing high levels of chronic stress make riskier decisions that are more likely to hurt themselves and others." Take time to figure out how you feel mentally and if you need to talk to someone – do it!

- Supervisors/Managers – know your team – take notice if your associates seem more distracted, more withdrawn, or acting outside of their normal routine. Talk to them and put them in touch with people who could help. Employee Assistance Programs (EAP) are available for this reason.
- During five minute safety talks – take a moment to safely stretch muscles, ask about each other and share personal accounts of near misses when distracted or tired. We are all human and can learn from each other.

Working together, looking out for each other, and ourselves, both physically and mentally, we will have the best year yet!

DoD Encyclopedia of Ethical Failures

Ethics and You

By Michael D. Rigg, Ethics Counselor, NEXCOM

Normally, this quarterly article discusses a particular issue related to government standards of conduct and ethics. But the mere recitation of a rule can often be, well, boring. This time around, I thought you might enjoy seeing some real life examples of situations where government employees have run afoul of the rules. So, consider these offerings from "Encyclopedia of Ethical Failure," produced by the DoD Standards of Conduct Office.

Pointing and Shooting for Personal Gain. An O-5 communications officer decided that his day job wasn't enough, so he started a side business photographing local sports events. While on duty, he asked a subordinate to create photo products for his personal business during official time. The officer also requested a press pass on behalf of the Defense Media Activity, which he then used to gain exclusive entry into sporting events to take pictures in his off-duty time. When he was finally caught for misusing the press pass, he received a letter of concern from command.

Un-Captain-like Behavior. A service Captain lost his command for abusing his position, committing larceny and accepting gifts. The Captain coerced the ship's MWR committee to purchase his personal items, for cash, to use as prizes in a command golf tournament. During port visits, he used his position to mandate compulsory wardroom attendance to sales events he orchestrated with specific vendors, in exchange for discounts and free merchandise for himself. At a banquet with an ally military command, the Captain ventured into the other military's Admiral's Mess and removed a pair of ceremonial salt and pepper shakers. Back in port, he accepted a helicopter taxi service and

a free round of golf from a non-federal entity in exchange for being a guest speaker, a violation of 5 C.F.R. 2635.202/203/204 (Gifts from Outside Sources). The Captain was relieved of his command.

Personal Phone Calls. A civilian employee received a letter of reprimand for her excessive use of her Government telephone for personal calls. The employee had been warned about the issue before, and an investigation revealed that she had spent approximately 21 hours of duty time on personal telephone calls to her friends and family over a five month span.

Employee Receives Reprimand for His Side Business. A civilian employee was reported for running a side business through his office. It turns out that the employee had developed a computer program during duty hours and on Government equipment. He then marketed the program, and his consulting services, via the Internet. He also used his Government APO address as his business address so that he would be able to handle all of his personal business at his Government office. The employee received a letter of reprimand and was forced to stop selling the software. Since the software was developed on Government time and using Government resources, the program was deemed Government property.

Interested in reading more? The "Encyclopedia" is publicly available for [FREE](#).

The NEXCOM OC Hub (Ethics tab) is a great place to start if you have questions. I can be reached at Michael.Rigg@nexweb.org.

Active, retired DoD, Coast Guard civilian employees have NEX online shopping access

Active and retired Department of Defense (DoD) and Coast Guard civilian employees now have access to shop online at myNavyExchange.com per a DoD directive. That same directive also extended in-store shopping access to active DoD and Coast Guard civilian employees at all military resale activities on May 1, 2021.

“We are excited to welcome these new customers to our NEX online store,” said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer at NEXCOM. “Expanding online shopping to a new group of authorized customers will allow us to increase our contribution to Navy quality of life programs which will greatly benefit our military community.”

To access the NEX online store for shopping, DoD and Coast Guard civilian employees will need to sign up for an account at myNavyExchange.com using their DoD ID or last four digits of their social security number and birthdate. For account creation questions or issues, customers can contact 877-810-9030 in the continental United States or 001-877-432-1736 overseas.

To shop online, active and retired DoD and Coast Guard civilian employees must have a U.S. mailing address, including territories and possessions, and APO and FPO addresses. The online military exchanges cannot ship merchandise to local addresses in foreign countries.



NEREA Scholarship

The Navy Exchange Retired Employees Association Scholarship Fund (NEREA) is once again offering scholarships for the 2022-2023 academic year. Recipients of this scholarship will receive \$1,000 for a community college or \$2,000 for a four-year college or university. Completed applications must be post marked no later than May 1, 2022.

The NEREA scholarship is open to the natural, adopted, legal ward children, grandchildren or great grandchildren of NEXCOM Enterprise associates with a minimum of five years of service

Enterprise associate. A NEREA member with dues paid to National NEREA are not required to pay this application fee.

Scholarships will be awarded without regard to financial status, race, color, sex, religion or national origin. The NEREA Selection Committee award decisions will be final. Scholarship award payments will be made directly to the college or university the recipient will be attending. Winners will be announced in June 2022.

The application form and mailing instructions can be found on the NEREA website, www.nerea.org.

NEREA is once again offering scholarships for the 2022-2023 academic year.

or NEREA members with dues paid through the current year. Scholarship candidates must be less than 21 years of age, have a minimum 3.0 GPA, be a permanent U.S. resident and citizen, in their last year of high school and have been accepted to an accredited two or four year college or university located in the U.S. The NEREA Scholarship Selection Board awards scholarships on academic and personal qualifications as well as participation in school oriented and community activities.

In addition to the completed NEREA application, a high school transcript with the raised seal of the high school, a 2-in. by 3-in. photo, preferable the senior class picture, the acceptance letter from the college or university the student will be attending and Student ID# from that college or university must be included for consideration. A non-refundable application fee of \$25 is required of applicants sponsored by eligible a NEXCOM

Associate Spotlight

Thank you so much! Please pass on my heartfelt appreciation to the GITMO and North Island teams for making this happen (found a Periwinkle Puppy stuffed animal). Not only will my daughter be over the moon thrilled on Christmas morning, she will eventually hear the other half of the story filled with kindness, generosity, and people truly going out of their way to do something amazing for a stranger. Thank you for helping to keep the magic alive!

- Kristin T., Maryland

I would like to thank Navy Lodge Naples and recognize Mr. Jordan Sharp. Mr. Sharp has gone out of his way to provide services that have been essential, especially in the ROM environment to me. His dedication to customer service is an example we all can live by. Thank you.

- Paul T., Naples, Italy

Super pet friendly hotel, loved it and the staff is super friendly too, it was so stressful while we stayed at a hotel out of base as soon as we moved to the Navy Lodge Betesda everything changed. I recommend it 100%!

The associate who checked my wife and I out was manning a counter in the back. She saw that we were waiting for a register at the front of the store and she called us over to check us out with her so we wouldn't have to wait long. Great customer service!

Keith in the electronics department at NEX Belle Chasse Navy Base was delightful and extremely professional.

The fact that the NEX Norfolk had the specific product I was looking for. I was searching for it for weeks until I was told to try the NEX, they always have products you are looking for.

I forgot about price match! Monica, NEX Little Creek, confirmed it still happens and assisted me during checkout. I recently found out the gas receipts on base contain a coupon for \$5 off at the NEX. I have increased my shopping to utilize the coupon and I have developed a list of items I exclusively shop for at the NEX. Why did it take me so long to figure this benefit out?

Donna, my cashier at NEX San Diego, was amazing! She thanked me for my service many times. I am a relatively young medically retired veteran and sometimes I am embarrassed to show my ID, but she made me feel so valued and appreciated for serving that I did not feel shy about it at all!

Thank you so much for your efforts during this crazy time! It is so comforting to know that there is a familiar place to go to get much needed items. Post is a much better place because of the NEX team!!

- Lenore and Alan, Lisbon, Portugal

I choose the NEX because of the great prices, the courtesy of the associates and that I am able to find everything I need in a peaceful, clean, safe environment.

Shout out to Jonathan, NEX Oceana. He went above and beyond to help and assist us with a purchase of a grill. He was professional, helpful and friendly.

NEXCOM ends its Afloat Personal Telecommunications Service

After 26 years, NEXCOM officially ended its Afloat Personal Telecommunications Service (APTS) on Dec. 31, 2021. APTS provided personal calling on board select deployed U.S. Navy ships, using high quality satellite connectivity. Phone service will continue to be provided for ships deployed by Dec. 31, 2021.

"It has been an honor to support our deployed Sailors and Marines with the ability to call loved ones back home," said Mary Johnson, Vice President, NEXCOM's Telecommunications Program Office. "However, due to a decline in demand along

with an increase in operations and maintenance expenses with ongoing testing and popular usage of satellite Wi-Fi technology, the service has become unsustainable."

As part of this service, NEXCOM sold AT&T worldwide prepaid phone cards in the ships store. These cards can still be used ashore on landline and wireless phones in all foreign and domestic ports where AT&T has a presence.

In 1994, the Chief of Naval Operations designated NEXCOM as the Navy's program manager for unofficial personal telecommunications. NEXCOM's Telecommunications Program Office (TPO) serves as the Navy's program manager for all ashore and afloat personal use telecommunications. The Ashore Program provides a variety of telecommunications services on Navy installations worldwide. By contracting with various vendors, TPO provides Wi-Fi services for NEX locations, brigs, Navy hospitals, unaccompanied housing, overseas family housing and Morale, Welfare and Recreation (MWR) facilities such as Liberty Centers, libraries, Child Development Centers, RV parks and bowling alleys. In addition, hospitality telecommunications services, including Wi-Fi and in-room telephones, are provided to NGSIS locations worldwide.



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