



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

While I don't want to begin my message on a sad note, I think it's worth reminding - the individuals we serve, those who walk through our doors risk life and limb serving our country and protecting our freedoms. They have experienced danger and their jobs are a lifestyle, demanding and difficult, not only for the uniformed service member, but also their loved ones.

Recently, a member of our Navy Special Operations community lost his life in a training accident, leaving behind a wife and two young children. It is our command's responsibility to remain that constant for that military family, and so many others like them, as they're trying to pick up the pieces. The individuals who stay with us or shop with us, give so much of themselves to our nation, and some of them, at times, may be fighting their own internal battles. As you're aware, suicides have been at the forefront of conversation among Navy leadership, and to that end our quality of life mission remains a priority.

Therefore, as we hit the ground running at the start of our new fiscal year, it's incredibly important we remain focused on supporting our patrons! We will do this by staying uniquely positioned as a readiness enabler for our Navy Warfighters and by leading the Navy's quality of life effort. With that said, NEXCOM's Hospitality Group is a shining example of our comprehensive approach to providing for our Navy communities. Reaching Full Operational Capability on Feb. 26, both the regional and headquarters teams are in place and continue to support our lodging operations around the globe! Take a look at the story on NEXCOM's Hospitality Group on page 3 to read more about NEXCOM's newest organization. Thank you also to all our Navy Lodge and Navy Gateway Inns & Suites associates for continuing to offer PREMIER guest service amidst



all the changes! I am excited for our future and what we will accomplish as one NEXCOM team!

Speaking of working together as a team, my 2023 CEO Guidance is now finished! As in the past, we will remain focused on the same five key areas – patrons, associates, investments, efficiencies and partnerships. They are the cornerstone of our business and will allow us to continue the great work we started in 2022. I've also filmed a short video to highlight my guidance as well as showcase the many amazing accomplishments and mission-focused successes we achieved last year! Both my video and guidance are posted on my Hub page. As part of the NEXCOM team, I am counting on each and every one of you to help us accomplish these objectives!

Finally, as you go about your day to day tasks, please remember our service members and their families and why supporting them and bringing them the best we have to offer is paramount!

Keep charging!

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

“CMC’s CORNER”

CMDCM (FMF/SW/AW) Anna Wood
Command Master Chief
NEXCOM

Greetings from Virginia Beach! I have thoroughly enjoyed being a part of the command and celebrating the end of year with our holiday party. Highlights so far in 2023 include working with the Diversity Committee, Rec Committee, celebrating the Associates of the Quarter, being an invited guest for Code M’s Merchandising Training Class and speaking at the

THANK YOU for all that you do for our patrons! YOU MATTER!

Navy Lodge Little Creek for Women’s History month!

In addition, over the last few months, I’ve had the opportunity to get on the road (or plane) and see many of our NEXCOM associates across our command and Installation leadership as well. Specifically, I witnessed the magic of our Navy Clothing and Textile Research Facility team and the extensive process they use to certify our Navy uniform items for wear. I truly have more pride (if that is even possible) when I say that I wear the “cloth of our Nation”!

While at NAS Pensacola, I toured the Southeast Distribution Center, our sole center for e-Commerce uniforms. This office is also the home to our Maternity Pilot Program’s (MPP) return/re-use process. Our MPP continues to be the gold standard across the DoD with close to 635 extremely satisfied applicants. This pilot is a one-stop shop for pregnant Sailors, enlisted and officer. Now that we are in our second year of MPP, we are heavily involved in the reissuing process of uniform items. I personally watched the certification process and uniforms

will only be certified for reissue if they pass the highest level of quality ensuring that all Sailors will have “like new” uniforms.

Also, while I in Pensacola, I met two incredible associates, Nick Newburn and Ron Snow. Nick is an associate who made a positive impact on Jess Mims at NEX Norfolk. She and I had a great conversation back in December about how Nick was such an awesome manager, both professionally and personally. I was happy to meet him in person and tell him thank you for making a difference in Jess’ life. Ron rendered care to victims during the NAS Pensacola active shooter event back in 2019. He said he owed his calm response to his annual Active Shooter training. Bravo Zulu to Nick and Ron!

Finally, our Ships Store Program hosted a Fleet Assist Team (FAT) Team Leader meeting in Norfolk. As part of Continuous Process Improvement, the FAT Team Leaders from Norfolk, Hawaii, San Diego, Mayport and Yokosuka gathered to train on 1Q, ROM3, procurement processes as well as review and update the Standard Operating Procedures, NAVSUP P487 and Ships Store Policy and Procedures. Naval Supply Systems Command CMC, CMDCM Mark Schlosser, attended and briefed the health of the Supply Ratings to the Team Leaders and Afloat Training Group Norfolk. This meeting was also a great opportunity for networking and conversations with best practices and lessons learned from across the fleet. The Team ended the week with a roundtable with our CEO.

THANK YOU for all that you do for our patrons! If there is anything that I can do to make your jobs easier, please know that I sincerely want to help and make a difference. YOU MATTER!



NEXCOM Hospitality Group

On Jan. 29, 2023, NEXCOM's Hospitality Group was officially established as an organization that will oversee both Navy Lodge and Navy Gateway Inns & Suites lodging brands for the command. The new organizational structure will allow NEXCOM to leverage the strengths of both brands, standardize lodging best practices and policies and generate operational synergies.

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oversee the operations of both lodging brands and ensure consistency in brand standards," said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer, NEXCOM. "This important change will elevate our hospitality services and further strengthen our business for continued success into the future!"

Personnel changes and new positions were created to support the new organization, which will be located at NEXCOM headquarters in Virginia Beach, Virginia. Capt. Craig Abraham, NEXCOM's Deputy Commander, Military Services, will continue to have oversight with support from the Vice President of Operations, Chris Settelen, and Vice President, Brand Administration & Policy, Norman Aurland. One change, Regional Vice

Presidents are now in the areas where the Navy Gateway Inns & Suites and Navy Lodges they oversee are located, making it easier to lend support and guidance as needed.

"While the implementation of NEXCOM's Hospitality Group does bring some reorganization, property operations and Navy Lodge and Navy Gateway Inns & Suites teams will remain mostly unchanged," said Abraham. "I appreciate all the support and 'can do' spirit our associates shown over the past year. More importantly, I'm impressed by great work done every day to support our Sailors and the Navy's mission - they deserve the very best!"

NEXCOM's Hospitality Group organizational charts and points-of-contact lists can be found on the NGIS and Navy Lodge Hub pages.



Safety Culture

By: Alexandra Sahagun, Safety Program Coordinator, NEXCOM

The Safety Culture Effect

What do you think of when you hear the term Safety Culture? According to the Occupational Safety and Health Administration, safety culture is a combination of the attitudes, values and perceptions that influence how something is actually done in the workplace; rather than how it should be done. When a company, or command in our case, does not have an engaging safety culture, there can be an increase in safety incidents and personal injuries. A positive safety culture takes years to develop,

Each and every one of our associates has the power to keep people safe. It is a responsibility all of us must take seriously.

but takes only one serious mishap to impede its progress.

A Reactive vs. Proactive Culture

Some workplace cultures involve a more reactive approach to safety, which may unintentionally create an environment where associates thoughtlessly submit to certain approved rules and regulations out fear of repercussions. When there is an absence of a strong safety culture, there usually is a lack of trust among co-workers and their supervisors. While it is important to establish and communicate safety policies and procedures, there should be more hands-on training from supervisors and

more conversation regarding the “why” behind safety talks. Instead of associates asking themselves, “How can I finish this task quickly without getting in trouble with my supervisor?” They should be thinking, “It is my responsibility to work safely and carefully to avoid injury to myself or my co-workers.”

When a command or company embraces a proactive approach to safety, associates are able to recognize how important their role is in improving workplace safety. For example, a proactive safety culture is one where associates actively look for safety hazards and reports them immediately to prevent potential injuries or worsening of a situation. In addition, associates should feel comfortable addressing safety concerns with supervisors and other co-workers. Once associates understand the significance of a solid safety culture, safe practices will become second nature.

Stand Up for Safety

To help improve safety culture in the workplace, it is important associates understand the potential long-term consequences of workplace mishaps. Often, associates hear of mishaps that result in minor bumps and bruises, but unfortunately that is not always the case. There are some mishaps that occur, both at NEXCOM and elsewhere, where a simple mistake resulted in a permanent disability and even death.

Each and every one of our associates has the power to keep people safe. It is a responsibility all of us must take seriously. Associates who are committed to maintaining a safe working environment, not just for themselves, but for everyone, will help increase morale and productivity in the workplace. If we all work together and keep safety a priority in all that we do, we will see the benefits of a positive safety culture for years to come.

Misuse of Position—“Just Say No!”

Ethics and You

By Michael D. Rigg, Senior Assistant Counsel, Ethics Counselor, NEXCOM Office of Counsel

As federal government employees, NEXCOM personnel are subject to detailed standards of ethical conduct. You may remember this from your Initial Ethics Training or, if you are a financial disclosure filer (OGE 450 or OGE 278), your Annual Ethics Training. One of the four required topics for both training is the prohibition of “misuse of position.”

Misuse of position includes:

- **Using your public office for private gain;**
- **Taking advantage of, or unauthorized disclosure of, nonpublic information;**
- **Misuse of government property; and**
- **Misuse of official time—yours, a subordinate employee’s, or a contractor’s.**

The rules prohibiting misuse of position are an extension of the “Basic Obligation of Public Service” in 5 C.F.R. 2635.101, including the reminder that:

Public service is a public trust. Each employee has a responsibility to the United States Government and its citizens to place loyalty to the Constitution, laws and ethical principles above private gain. To ensure that every citizen can have complete confidence in the integrity of the Federal Government, each employee shall respect and adhere to the principles of ethical conduct set forth in this section, as well as the implementing standards contained in this part and in supplemental agency regulations.

Unfortunately, not everyone seems to have taken this message to heart. Here are a couple of recent examples.

In a January 7, 2023, online article, the L.A. Times reported that:

... a brigadier general [in the California National Guard] has been fired after internal inquiries found that he inappropriately used military personnel for personal tasks, had a subordinate complete part of his cybersecurity training and otherwise engaged in conduct that seeded distrust in the ranks. Among his transgressions, the brigadier general, “... had on-duty Guard members drive him up to 120 miles round-trip to

personal dental and medical appointments at Travis Air Force Base,....” And, he had service members take his mother shopping. According to one of her babysitters, “...she was particular. When I say particular, it had to be at Whole Foods. ... It just took her a long time to decide what she wanted, a lot of comparison shopping amongst products.”(Source: General is fired from the California National Guard - Los Angeles Times (latimes.com))

Next is my favorite. It deals with state officials, but the principles are applicable to federal government employees as well. In a February 10, 2023, online article, The New York Times reported that “... top officials at the Oregon Liquor and Cannabis Commission had used their positions to procure and purchase hard-to-find bottles of Pappy Van Winkle bourbon,” which, “... has become a highly coveted luxury item—a status symbol, one whiskey expert said, akin to a Rolex watch, a Ferrari or a Birkin bag.”

Though the officials paid full price, they took advantage of their official positions to divert bottles of Pappy Van Winkle, and other brands of liquor, from a state warehouse to a store near their office. When the prized bottles arrived, the officials received notice so they could drop by and make their purchases before the general public was aware.

The Governor of Oregon has asked the Liquor and Cannabis Commission to remove any employees “... who have taken advantage of their access and authority to benefit themselves.” The controversy continues... (Source: Oregon Liquor Officials Are Accused of Hoarding Rare Bourbon - The New York Times (nytimes.com))

In sum, we should remind ourselves daily of NEXCOM’s dual mission to “Provide quality goods and services at a savings and support Navy quality of life programs.” Notice that there’s nothing about misusing your position or the merchandise and other assets entrusted to you for personal gain. So, when someone asks you for nonpublic information or you have an opportunity to take advantage of your government position to profit personally (beyond your expansive government paycheck), “Just say no!”

As always, feel free to contact me via email at Michael.Rigg@nexweb.org for any questions on standards of conduct and government ethics.

Military Shoppers Save \$140 million, Joint Buying Alliance Announces

Leaders of the Military Resale Joint Buying Alliance announced \$140 million in savings for its customers. The latest total was released Feb. 15 at the group's annual strategy session, held this year at NEXCOM headquarters in Virginia Beach, Virginia.

To achieve the \$140 million in savings since 2019, the retailers joined merchandising and business efforts with a focus on two main areas. The Joint Buying Alliance leveraged combined buying power

The Joint Buying Alliance leveraged combined buying power to lower prices by \$104 million on goods and \$36 million in cost of goods savings through vendor special buys.

to lower prices by \$104 million on goods in several departments, including health & beauty and electronics, the remaining \$36 million cost-of-goods savings was achieved through vendor special buys.

The Army & Air Force Exchange Service (AAFES), NEXCOM, Marine Corps Community Services (MCX), Coast Guard Exchange (CGX) and Defense Commissary Agency (DeCA) formed the Joint Buying Alliance in 2019 to bring together their collective buying power and resale experience to benefit their customers.

The military resale leaders reaffirmed this commitment to leverage each other's expertise,

learnings and strengths, explaining, "By working together and building on the initiatives already in place, we can continue to strengthen the exchange and commissary benefits for our military customers for years to come."

Moving forward, the joint buying alliance has pledged to attend key trade shows and conferences together to achieve better pricing and identify and meet with potential new brands and vendors. In addition, the organizations are looking for opportunities to leverage the MILITARY STAR card and offer their private label brands, including North Star Trading, Simply Perfect and Patriot's Choice, across the military resale community. Joint marketing efforts for National Vietnam War Veterans Day, Month of the Military Child and Veterans Day will continue.

The group will continue to work with national retailers to offer quality products at a savings. One such example is the collaboration with The Home Depot, expected to launch this year, to make its expanded assortment of name-brand major appliances and best-in-class customer service, delivery and installation available to military resale customers.



NEREA Offers College Scholarships

The Navy Exchange Retired Employees Association Scholarship Fund (NEREA) is once again offering scholarships for the 2023-24 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, 2023.

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 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.

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 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 2023.

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

Associate Spotlight

I WOULD DESCRIBE MY EXPERIENCE WITH NEX PENSACOLA to a friend as comfortable and pleasant. The store is immaculately clean and the displays are inviting. Equally important is the merchandise's exceptional quality, assortment and value. You can continue to trust and listen to the people you've hired. They're doing an outstanding job!

THE NGIS CFA CHINHAЕ, S. KOREA, staff was very helpful in extending my stay for an additional day and in communicating with my next hotel. I was pleased with the cleanliness of the room and the amenities that were offered.

I AM THE COMMANDING OFFICER OF USS GEORGE H. W. BUSH (CVN 77). During our port visit to Naples, Italy, Mark Good and his phenomenal NEX Naples team provided exceptional service to the nearly 5,000 Sailors aboard CVN 77. During our visit, Mark and his team made sure the shelves remained full with important products such as soap, shampoo, toothpaste, deodorant and other personal items. We have been at sea for four months, so shopping at the NEX provided my Sailors an opportunity to purchase everyday items that make life aboard the ship better. I appreciate the support of your team. Their commitment to excellence and customer support was exceptional. On behalf of all of the Sailors aboard USS GEORGE H. W. BUSH, THANK YOU!

I WANT YOU TO KNOW HOW GRATEFUL my family and I are to you and your entire staff at Navy Lodge Sasebo. It is a place for great transition for many families like mine and with so much uncertainty, the lodge was our sanctuary. We will hold the memories of our "lodge living" dearly in our hearts.

DURING MY STAY AT NGIS KEY WEST, I had already checked out when my airline delayed and then cancelled my flight, requiring me to stay one more day. The NGIS 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.

NEX ANNAPOLIS and the commissary are our #1 go to places for shopping. I would like to compliment your entire staff. Everyone is friendly and professional and always helpful when you need anything.



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