



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

Happy 2023! I hope you all had a nice holiday season and were able to spend time with family and friends. I appreciate all of you who sacrificed time with your loved ones to ensure that our patrons were taken care of, both at our lodging facilities and at our stores.

We had a very busy fall! First, NGIS held its Lodging Appreciation Day on Nov. 16 at all its properties worldwide. I was honored to attend the festivities at NGIS Little Creek – Fort Story, Virginia, along with the NGIS Dam Neck team, to see in person the excitement and dedication of our outstanding associates. Lodging Appreciation Day was established as a day to formally celebrate the accomplishments of NGIS properties and associates worldwide. On this day, NGIS operations are presented the applicable Accreditation Awards achieved and the annual NGIS Associates of the Year are announced via a pre-taped presentation, viewed at the same time worldwide. The competition was fierce this year! Read more about this on page 3.

You can also read about the accomplishments of NEXCOM's Worldwide Associate of the Year, Rita Vann, on page 4. Congratulations to all our winners and runners up!

Speaking of awards, I was humbled to receive the LATINA *Style* President's Award at the 19th National LATINA Symposium and Distinguished Military Service Awards. This amid news that for the 11th year in a row, NEXCOM was again named a top 50 best place for Latinas to work in the U.S. by LATINA *Style*! Ensuring NEXCOM is a safe and inclusive place to work and mirrors those we serve is one of my top priorities!

Another priority is to continually looking for ways to support our patrons. One such way is to offer job opportunities and career progression to military spouses relocating with their active duty service



member or to veterans. With locations and facilities all around the globe, we have much to offer! Our recruiting and hiring efforts are paying off! NEXCOM received the 2022 Virginia Values Veterans (V3) Governor's Award for enterprise size! The award recognized NEXCOM, a V3 Certified Employer, for its outstanding contribution in the hiring of Virginia veteran and military spouses.

Finally, as you will see below, NEXCOM has a new Command Master Chief, Anna Wood. CMC Wood arrived at NEXCOM in September from NAS Sigonella, Sicily. She has started to travel to our facilities around the globe. I know she is looking forward to meeting you and seeing first-hand all the great work you do every day to for our patrons!

Thank you for your continued hard work as we support our mission and provide for our Navy Warfighters and military families! Here's to a great new year! Stay healthy and 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

I have never felt so welcome as I have since checking in to this command on Sept. 19! Thank you for immediately making me feel like part of the team, part of the NEXCOM family!

Since taking over, I have met many of you, but not nearly close to the 13,000 of you that support our

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Navy and families. I love the tempo of NEXCOM and what we are doing for our military communities! Since September, I have briefed our newest Installation leadership at the Senior Shore Leadership Course, the Chief and Senior Chief students of Class 256 at the Senior Enlisted Academy and the Region CMCs of all Navy Installations. I am eager to spread the good news and tell our command story to many more audiences!

I also witnessed our Size Standardization Fitting Event at NAS North Island in October. NCTRF introduced two developmental prototype items - the short sleeve summer white CNT overblouse and the long sleeve white poly/cotton overblouse for the SDBs. One hundred female San Diego Sailors (me included!) had an opportunity to try on these two new items that have been approved for development in order to provide feedback prior to

the items going into production. For all uniforms, the ultimate goal is to create a better fit and provide sizing commonality across all items. You can read more about this great event on page 5.



From this crusty senior enlisted Sailor in uniform, I can't say thank you enough to the hearts and souls that run and operate in this amazing organization. I have met so many of you who, regardless of your military affiliation, have such a warm story of WHY you work here. From prior service members to family members of active and retirees to no military affiliation whatsoever, you all have a feeling of patriotism to support the warfighters...so thank YOU!

THANK YOU for all that you do for our Navy. 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!

Just let me know how I can assist: anna.wood@nexweb.org; 757-631-3608 (w); 757-353-0632 (c). Looking forward to building our strong team focused on Quality of Life and mission readiness!! Hooyah!

NGIS Annual Award Winners

By By: Pamela Tolliver and Nickie Alejandro, Navy Gateway Inns & Suites

Navy Gateway Inns & Suites (NGIS) locations around the world celebrated Lodging Appreciation Day on November 16, 2022. On this day, NGIS lodging operations paused to reflect on and celebrate the accomplishments of its hardworking and dedicated associates who provide lodging to meet official military and civilian travelers' mission requirements.

The Lodging Appreciation Day was highlighted by the announcement of the 2022 NGIS Associates of the Year award winners and runners up. The awards recognize individual professional accomplishments while demonstrating personal initiative, leadership and notable contributions to the lodging program.

The awards were announced around the world via video featuring retired Rear Adm. Robert J. Bianchi, NEXCOM Chief Executive Officer and Norman Aurland, Vice President/Director, NGIS.

The 2022 NGIS Associates of the Year are:



Roberta Cavalleri
Manager of the Year
NGIS Naples, Italy



Josef Csepany
Supervisor of the Year
NGIS Key West, Florida

Ruth Fusco
Dept. Lead of the Year
NGIS Dam Neck, Virginia



Teresa Hunn
Trainer of the Year
NGIS San Diego

Randy Harrell
Dept. Manager of the Year
NGIS Okinawa, Japan



Kimberly Watkins
Associate of the Year
NGIS Key West, Florida





Lilibeth Crisostomo
Front Desk Associate of
the Year
NGIS Bahrain



NB Point Loma-Harbor Drive Annex, California

Elizabeth Rivera
Housekeeper of the Year
NGIS Guam – Anderson



NAS Whidbey
Island, Washington



Janie Cobb
Stellar Award winner
NGIS Norfolk, Virginia



NWS York-
town-Cheatham
Annex, Virginia

Three NGIS locations were recognized for achieving accreditation in 2022:

NEXCOM Associate of the Year

Rita Vann, Lead Mail Clerk, NEXCOM headquarters was named the 2021 NEXCOM Worldwide Associate of the Year. This is the first time in over 15 years that a headquarters associate has received this award.

In 2021, Vann handled over 23,000 pieces of incoming and outgoing mail/cargo weighing over 87,000 pounds and totaling over \$75,000. She assisted with the delivery of \$29 million in vendor payment checks to NEXCOM Finance, resulting in the timely deposits and proper security of payments. She

assisted with revising the standard operating procedure for processing incoming and outgoing mail. Finally, she provided recommendations for new postal application process that compares shipping charges, saving NEXCOM thousands of dollars.



Women Sailors get measured for better fitting uniforms in the future

NEXCOM's Navy Clothing & Textile Research Facility (NCTRF) held a Female Size Standardization fit evaluation at Naval Air Station North Island, California. During the event, 100 women Sailors volunteered to have their measurements taken and try on several prototype uniforms to collect data with the

The ultimate goal of the size standardization effort is to update patterns to create better fitting uniforms with fewer alterations and provide commonality of sizing across all female uniform items.

ultimate objective of establishing a consistent fit for uniforms in the future.

"Over the past four years, we have been working with anthropometric data on current female body types/sizes and clothing industry experts to update the patterns to reflect an accuracy in the development of a new Navy fit type and sizing for women Sailors," said Dr. Brianna Plummer, Supervisory Textile Technologist, Design & Testing Group at NCTRF. "The ultimate goal of this effort is to update all uniform patterns to create better fit that require fewer alterations and resulting in the commonality of sizing across all uniform items."

During the fit evaluation, Sailors worked individually with NCTRF clothing designers and textile technologists to have their measurements documented. Sailors then tried on multiple dress uniform items, including two overblouse prototype design concepts

in the new sizing system to be worn with Summer White and Service Dress Blue uniforms.

"The data gathered during the West Coast fit evaluation, along with the data gathered from previous fit evaluations, will significantly contribute to the direction of our research," said Plummer. "It was important that we had a wide diversity of female body types and sizes documented, so we would have a complete view of today's women Sailors. NEXCOM is committed to providing certified, high-quality Navy uniforms with a focus on continuing improvements to fit, comfort, design and durability."

This West Coast fit evaluation was the third and final one to collect instrumental data to assess the fit, comfort, consistency of sizes based on prototyped construction features. NEXCOM's two previous fit tests were held in Virginia Beach, Virginia, in 2019 and Norfolk, Virginia, in July 2022.



Retail Services Specialist 1st Class Jasmine Allen, assigned to Arleigh Burke-class destroyer, USS Halsey (DDG 97), participates in NEXCOM's fit test aboard Naval Air Station North Island, Nov. 02. (U.S. Navy photo by Mass Communication Specialist 2nd Class Keenan Daniels)

Ethics and You

No Rest for the Weary – Ethics Rules Are With Us “24 x 7, 365”

By Michael D. Rigg, Ethics Counselor, NEXCOM

You’ve done it! You’ve survived the holiday season in a worldwide organization. Exhausted, you take a well-deserved deep breath.

But you can’t relax. Now, you’re hurtling headlong into the New Year. Thoughts of markdowns, returns and end-of-year inventory dance in your head. Valentine’s Day looms large, just weeks away. To quote the philosopher-savant, Roseanne Roseannadanna, “It’s always something.”

It’s that way in the world of standards of conduct and government ethics, too. The rules and prohibitions are ALWAYS there. So, I’d like to remind everyone about four rules that might cause issues:

- **Gambling in the federal workplace is a “No-No.” “March Madness” and similar events (like a Super Bowl® “pool” or even a Fantasy Football League) are almost always considered gambling. The ONLY exception is where there is no money or other “prize of value” involved.**
- **Use your official time and equipment only for authorized purposes. Uncle Sam pays you to work, not engage in sports “pools.” If you do participate in a non-gambling event, be sure that use of your official time and equipment (like your computer and email) is minimal.**
- **Government issued credit cards - Government Travel Card (GTC) and Government Purchase Card (GPC) - may be used only for authorized purchases. This example from the *DoD Encyclopedia of Ethical Failure* illustrates what happens when government employees “double down” on using the GTC and/or GPC:**
 - o **Two Government employees used their**

government-issued credit cards to fund their gambling and bowling binge, to the tune of almost \$35,000. One of the employees, a manager, racked up an additional \$13,000 in expenses to cover car rentals for personal use. In the end, approximately \$47,000 of the tax payer’s money bankrolled the employees’ fun and games. The manager, spending \$45,000, repaid the debt to the Government and took an early retirement. The other employee, spending \$2,400, repaid the debt to the Government and was fired.

- **Here’s another fun case-study from the *DoD Encyclopedia of Ethical Failure*:**
 - o **A NASA employee on official business extended his return date so he could remain in the area for personal reasons. During his extended stay, he kept his Government-leased rental vehicle. While on his way to the airport to return home, he was involved in a car accident. The employee reimbursed the rental car company for more than \$2,500 in repair costs, and then submitted a reimbursement request to NASA. NASA refused payment as the employee was not on official business at the time of the accident. The Federal Travel Regulation mandates that an agency may pay only those expenses essential to the transaction of official business. Specifically, employees may be reimbursed for deductibles paid to rental car companies only if the damage occurs while the employee is performing official business.**

Questions? Contact Michael Rigg, NEXCOM Ethics Counselor, at 757-631-3611 or michael.rigg@nexweb.org. Copy Tisha Brown, Paralegal Specialist, at tisha.brown@nexweb.org, on any emails.

ESD holds graduation ceremony

By: Kimberly Key, Senior Organizational Development & Training Specialist, NEXCOM

NEXCOM is proud to announce the graduation of 27 associates from its Executive Skills Development (ESD) program. These 27 associates started their ESD journey in June 2022 and graduated at the end of October 2022.

Retired Rear Adm. Robert J. Bianchi, NEXCOM's Chief Executive Officer, spoke to the class and presented each graduate with a plaque. Each graduate also received 45 Continuing Education Units from Old Dominion University for their time and dedication to the work the program required.

"I can say after serving 30 years in the U. S. Marine Corps and attending an abundant of leadership and developments courses during my career, the ESD labs stood out," said Frank Scott, Logistics Manager, Bahrain Distribution Center. "I'm sure it will continue to be the most rewarding and memorable leadership/development experience ever."

During the course of the program the associates read 12 books, completed more than 10 online courses, completed a business writing course with required deliverables and attended four weeks of on-site learning labs filled with speakers, group practices, tours, assessments and more. ESD culminated with each associate presenting a Key Business Challenge (KBC) to the executive and senior leaders of NEXCOM.

A KBC is the result of research, problem solving, decision making and the study of financial implications to a self-identified business issue. The proposed solution can range from a change in process, added program, gain/loss of technology, implementation of a new process or program or more. The goal is for the associate to find a way to positively affect the enterprise. KBCs are often completed over time once stake holder approval and planning occur.

"ESD for me was life changing," said Devon McLeod, Employee Development Coordinator & Marketing Manager, NEX Norfolk Complex. "It not only exposed me to the opportunities at NEXCOM, but to an amazing group of leaders across our different lines of business. The skills and knowledge I gained will stay with me for the rest of my life. The greatest part is to be able to return back and take that energy and infuse it into my location and build up those around me."

The ESD Program provides a distributed learning and practice opportunity for recommended and selected high potential NF4 and NF5 associates. It is designed to build the core and competitive-edge skills required for managers and executives to lead effectively and in ways that reflect the NEXCOM Enterprise's leadership profile, which includes competence in leading change, leading people, business acumen, building partnerships, communication and driving for results.



New Year – New You | 2023

By: Alexandra Sahagun, Safety Program Coordinator, NEXCOM

You ring in the New Year and the following day you decide to mindlessly jot down some New Year's resolutions. You start off strong and then after a couple of weeks, you resort back to old habits and tell yourself that next year will be different. Does this sound like you?

The Benefits of New Year's Resolutions

While you should always strive to make better choices every day of the year, New Year's resolutions are a great tool for many as they allow you to reflect on the previous year and help re-establish priorities. The best approach to creating resolutions is to be realistic with your expectations and to not beat yourself up if you slip up along the way. Incorporate both personal goals as well as work/career goals to keep yourself safer, healthier and happier this year. It takes roughly 30 days to establish a new habit – you've got this!

Make These Positive Changes in 2023

- **Be a safety observer at home and at work.** Have you seen a coworker or friend use their back instead of their legs to lift something heavy? Have you ever seen a wet floor with no "Caution – Wet Floor Sign" while on or off the job? Do your coworkers overload their surge protectors? If you answered "yes" to any of these questions, ask yourself, "Did I take the initiative to mitigate these hazards?" If not, make it your goal this year, and the next, to be more observant of your surroundings – keep yourself and those around you safe. Take pride in the education you have obtained in safety and help those around you.
- **Stay strong – keep your mind and body healthy.** In order to reach your full potential, it is important to spend your free time nourishing your mind and body. "Sitting is the new smoking," coined by Mayo Clinic Dr. James Levine, sounds sort of silly at first, but research has shown that extended sitting is associated with higher risk of heart disease, decreased

hip mobility, cancer, diabetes, depression and anxiety. Below are some examples to help you stay healthy while on the job:

- o **Pack a balanced meal, with snacks and a reusable water bottle, as often as you can for work.** While eating out may be tempting and that candy bar might sound good, it is usually not the healthiest option and most likely won't satisfy your nutritional needs. If going out to eat with friends or family, try to make small changes over time, substituting your fries with a side salad and get water instead of that soft drink.
- o **If you are mainly sedentary during your shift, try to get up every so often to walk around and stretch your legs.** Instead of sitting in your car on your phone during a lunch break or watching television in the breakroom, take a relaxing walk around your area – invite a coworker too!
- o **Turn electronics off at least 30 minutes before bedtime.** Being well rested helps with your concentration and memory and allows you to work safer at your job. Quality sleep helps with muscle recovery, immune function and overall energy levels.
- o **Find a new passion or creative outlet this year and stick with it!** Instead of binge watching your favorite show at home, get crafty and start scrapbooking or have a go at knitting. It will help take your mind off of daily stressors and allow you to learn a new skill in the process.
- o **Writing in a journal daily is a great habit to get into and can be extremely therapeutic for some.** Write down the positives of the day, what you're grateful for and reflect on what you could have done better.

Trying to stick to resolutions in 2023 is a great start to a healthier you and a safer work environment for all of us too!

Pet Insurance - a NEW Benefit for 2023!

By: Karen Lofland, Benefits Specialist, NEXCOM

Pets can bring such joy to our lives! The rewards of having pets and shaping them into well-mannered and lovable bundles of joy make us smile, right? We love to talk to them, watch them grow, watch their antics, train and socialize them, and of course, receive those wonderful sloppy kisses!



Whether Fido is new to the family or your beloved companion, your goal is to always provide your pet with the best life ever! But, sometimes, our precious four-legged friends have unexpected and costly injuries and illnesses.

Are you prepared for these unfortunate events? Possibly the worst situation you could ever face is having to euthanize your

beloved best friend because you don't have the financial resources to pay the vet bills.

To help, NEXCOM now offers a new benefit - Pet Insurance through MetLife. This voluntary plan offers:

- **Discounted rates**
- **Flexible coverage with up to 100% reimbursement**
- **Freedom to visit any U.S. licensed vet**
- **24/7 access to Telehealth Concierge Services**
- **Discounts and offers on pet care**

- **MetLife's pet mobile app to submit and track claims and manage your pet's health and wellness**
- **Optional Preventive Care coverage**

Not sure if you want to enroll now? No problem. You can enroll anytime during the year. Once you approve your quote(s), payment arrangements are made directly with MetLife. The effective date of coverage begins on the first day of the following month.

To learn more or get a quote, call 1-800-GET-MET8 (1-800-438-6388) or go online to metlifepetinsurance.com/NEXCOM.



Associate Spotlight

I WANT TO SAY THANK YOU for everything you and your team did to support our port visit. Being able to go into NEX Naples, Italy, to re-stock supplies or eat at the food court made a big difference to the crew. It was very evident the amount of time your team put into making sure everything ran smooth to support our visit. We appreciate it very much!

- Beth D., Fun Boss, USS Harry S. Truman (CVN 75)

NAVY LODGE POINT LOMA, California, has a very friendly staff, comfortable rooms, is quiet, and its central location makes it very convenient. Will definitely stay there again.

ALL OF THE NGIS NAPLES, Italy, front desk staff were extremely helpful! They were fully booked, but reached out to me so that I could extend my stay as requested as cancellations occurred. I will recommend NGIS to all of the reservists in our unit.

I CAME INTO NEX Kitsap-Bremerton, Washington, to see how long it would take to get a patch sewn on and she did it right on the spot, in less than five minutes! Amazing!

I WAS IN THE U. S. FOR WORK and stopped into Henderson Hall for ribbons for a Norwegian Vice Admiral who received an award from the U. S. Secretary of the Navy. I had already searched the internet and stopped at the uniform stores at the Pentagon and in Bethesda – the ribbon appeared not to exist. Karolyn Cherry, NEX Arlington, Virginia, asked if she could help me. I explained what ribbon I was looking for, which wasn't in stock. Karolyn looked the ribbon up, backordered it and took my information. After I returned to Norway, she got in touch with me several times to give me status updates, arrange payment and ensure that the ribbons shipped to the correct address. I've honestly never experienced better customer service for any product, regardless of price. That Karolyn would invest so much effort into taking care of a random guy that walked in off the street asking for a ribbon that's probably awarded 3-4 times a decade speaks incredibly highly of her commitment to her customers and the NEX.

- Eric S., the U.S. Defense Attaché to Norway

THE STAFF AT NAVY LODGE Patuxent River, Maryland, are outstanding and extremely helpful and friendly! I would recommend to all that can stay here!



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