

/GLOBAL EXCHANGE

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

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NEXCOM's Ships Store Program Relocates

It's a new year and a new location for NEXCOM's Ships Store Program. The new office is now located on Naval Station Norfolk, Va. Moving to the nation's largest fleet concentration area positions NEXCOM's Ships Store Program's personnel with direct and immediate access to the ships and Sailors they support.

In late November 2019, the Ships Store Program moved from Joint Expeditionary Little Creek-Fort Story, Va., to its new location at 9440 Maryland Ave., BLDG Z-133, Norfolk, Va., 23511. The move makes it easier for the Ships Store Program team to assist ship's crews and resolve any issues that come up. Being on the waterfront, among the fleet also provides helpful guidance for the team as new technologies are developed and processes are rolled out. Most recently, Ships Store Program personnel were on the ground providing hands-on instruction during the ROM III rollout.



"The Ships Store Program helps give our Sailors that morale boost they greatly deserve -- goods and services surely go a long way when out to sea for six or more months," said U.S. Navy retired Master Chief Scott Gray, Vice President, NEXCOM's Ships Store Program. "Our team's function and primary customer is the ship, and this move allows our the team the opportunity to provide better customer service and take care of a Sailor at sea, whether onboard or even in port at our three Ships Stores Ashore."

The Ships Store Program is comprised of 11 civilian personnel and three active duty Sailors with the primary mission to support over 133 Ship Stores and services on U.S. Navy commissioned ships.

Since its inception in 1909 and to this day, the Ships Store Program continues to provide convenient and reliable sources to obtain items necessary in day-to-day living no matter where the ship is in the world. ■

From the CEO

This issue of the Global Exchange is jam-packed with great information. As you'll see in the cover story, our Ships Store Program has moved its offices to Naval Station Norfolk, Va., to be closer to the customers it serves. On the back page you'll find guidelines for the



ROBERT J. BIANCHI
Rear Admiral, SC, USN (Ret)
Chief Executive Officer
Navy Exchange Service Command

use of social media. As a Navy command, NEXCOM associates must follow the Department of Defense and Department of the Navy's social media policies. Make sure you read it to ensure you know what you can and can't post on your personal social media pages!

On page 6, NEXCOM's Ethics Counselor talks about gambling in the workplace. While betting on the outcome of a basketball tournament may not sound like gambling – it is in the Federal workplace. And it is not allowed!

Also on page six, you can read up on our new Compensation Plan which went into effect on Feb. 1, 2020. NEXCOM is a great place to work! Revamping our compensation plan will help us recruit and retain the associates we need to move our command forward and to accomplish our mission of taking care of our military members, retirees and their families. Once you've read the article, check out the [PowerPoint presentation](#) on the Code H Hub page as well.

In my ongoing effort to keep you apprised of any



FROM THE CEO

CONTINUED FROM PAGE 1

and all reform initiatives, earlier this year, Acting SECNAV Thomas B. Modley tasked the VCNO, Adm. Bob Burke, with an “evaluation of integrating Navy quality of life programs,” with the goal to maintain or improve Sailors’ QOL benefits while reducing both operating costs and appropriated dollars. NEXCOM’s involvement in the tasking entails a review and assessment of all of our six business lines. CNIC’s Fleet and Family Readiness programs will also be included in the evaluation. The Acting SECNAV has asked for results of this evaluation to be provided to him by 30 April 2020. In concert with this tasking, and in light of the many ongoing transformation and reform efforts, both internal and external, I have established a “Special Assistant to the CEO for Transformation and Reform” position at HQ. Gerald Outar, our former Chief of Staff & SVP Corporate Operations, has come back as a retired annuitant to help us with this project. As always, I will continue to keep you informed on this initiative as well as the other reform initiatives currently underway.

Lastly, I am putting the finishing touches on my 2020 CEO Guidance. Once available, I ask that you spend a few minutes reading it so you know what the command’s priorities are for this year. Also on the Hub you’ll find my 2019 year-end video that boasts about all of our accomplishments - accomplishments we couldn’t have achieved without your help!

Thank you for all that you do each and every day to support our military men and their families.

Keep Charging! ■

Ships Store Program Hits Milestone

NEXCOM’s Ships Store Program reached a milestone in January when it branded its 100th ships store onboard USS PORT ROYAL (CG 73) stationed in Pearl Harbor.

“We started branding ships stores to look and feel more like NEX stores ashore seven years ago,” said Scott Gray, Vice President, NEXCOM’s Ships Store Program. “In addition to looking more like the NEX, the stores offer more products for sale and are now merchandised together to make it easier for the Sailors to find what they’re looking for quickly. Once a ships store is branded, sales increase, on average by 25%. The increase in sales and profits benefit the Sailors onboard the ship through funding for afloat recreation needs.”

In 2013, NEXCOM’s Ships Store Program and Store Operations along with NAVSUP Fleet Logistics Centers embarked on an ambitious partnership to brand fleet ships. The goal of the branding was to give each ships store a more vibrant and professional visual presentation as well as provide professional merchandising training to the ship’s Retail Services Specialist (RS) personnel onboard.

Currently, there are 34 ships stores in the fleet that remain to be branded. ■



SEND US YOUR STORY!

We want to hear from you!
We invite you to share your stories and photos to
global.exchange@nexweb.org

Ladder Safety

BY KRISTIN R. MILLER, COMMAND SAFETY MANAGER, NEXCOM

March has been designated as National Ladder Safety month by the American Ladder Institute (ALI) to raise awareness of ladder safety and to decrease the number of ladder-related injuries and fatalities. Every year over 100 people across America die in ladder-related accidents and thousands suffer disabling injuries. Last year, 15 NEXCOM associates were hurt in ladder related incidents around the world. These falls tend to cause serious injuries. Let's stop these accidents from occurring both at work and at home.

Choosing a Ladder

- Figure out what kind of ladder is needed for the job. If working outside, a multi-purpose or extension ladder for greater reach may be needed. If doing electrical work, use a fiberglass or wooden ladder instead of aluminum so you don't get electrocuted.
- Check the load limit listed on the ladder to ensure that the ladder is rated for the weight you intend to put on it.

Inspect the Ladder

- Never use a ladder that has any broken or missing parts. If you find a broken ladder - tag it and remove it from service.
- Ensure the ladder has slip-resistant steps, rungs or cleats and is free of grease or oil. Inspect the ladder to ensure that the support braces are intact and all bolts, screws and spreaders are tight.

Set up the Ladder

- Make certain the ladder is placed on a level floor or ground. Use a large board to level the surface and keep the ladder from sinking into soft ground.
- Use the four-to-one rule that states: for every four feet of climbing height, the base of the ladder must be brought out one foot. For step ladders - make sure they are fully open and the spreader is locked into place.
- Secure ladders placed in areas such as doorways where it can be displaced by workplace traffic. If necessary, place a barrier around the ladder to keep patrons and other associates away from the area.

Last year, 15 NEXCOM associates were hurt in ladder related incidents around the world



Standing on the Ladder

- Keep your belt buckle inside the ladder side rails at all times. If you must lean to the side to reach something, you should climb down and safely reposition the ladder.
- Stand no higher than the second rung from the top. NEVER stand on the top step of any ladder.
- Limit your time on the ladder to avoid fatigue. Come down to earth for periodic breaks.
- Wear shoes with non-slip soles and ensure they are free of mud or other slippery substances.
- Face the ladder when climbing up or down and ask someone to hand any equipment or tools to you. Never try to carry them up yourself.

More information on ladder safety and other [safety training topics](#) can be found on the Loss Prevention/Safety Hub page. ■

Unconscious Bias in the Workplace

BY: JOAN WILLIAMS, EQUAL OPPORTUNITY EMPLOYMENT MANGER, NEXCOM

Unconscious bias is sometimes present in the workplace. Some workplace decisions such as hiring and job assignments can unfortunately be influenced by skin color, gender, age, height, weight, religion, disability status or even where an individual was educated. That kind of judgment can lead to unconscious bias and stereotyping. Unconscious bias against people with disabilities is more prevalent than any other social group. Those individuals with physical or noticeable disabilities struggle to find employment opportunities, but individuals with mental disabilities also face significant employment challenges.

NEXCOM's decision on where it recruits, who is hired, performance ratings, who it interacts with daily, the manner of communication, who is selected for a developmental assignment and who it chooses as a teammate may be impacted by biases. Some ways to lessen and eliminate biases are to get to know people of diverse backgrounds, be aware of the pitfalls of unconscious bias, make workplace decisions that are not based on inaccurate assessments or faulty rationale and train leadership and employees by raising awareness of how they can create open dialogues with everyone. Practical ways to

encourage an "inclusive employee culture" must be demonstrated in the workplace consistently. The more people are aware of their biases, the more they can be alleviated.

Some forms of unconscious bias are:

- Affinity Bias - When a preference is shown to people who are like you.
- Halo and Horns Effect - The tendency to focus only on good or bad aspects of people and nothing else.
- Attribution Bias - How a person perceives his or her actions and the actions of others.
- Confirmation Bias - The tendency to take signals from others to make a decision rather than make our own independent judgment.
- Contrast Effect - The inclination to compare and contrast people by comparing them to each other.

Contact NEXCOM's EEO Office at (800) 884-9459 to learn more about a variety of awareness and sensitivity training opportunities. ■

NEREA Scholarship Opportunity

The Navy Exchange Retired Employees Association (NEREA) Scholarship Fund is offering one-time scholarships in the amount of \$1,000 for a community college or \$2,000 for a four-year college or university for the academic year 2020 - 2021. The number of scholarships available will vary from year to year based on the financial resources of NEREA's Scholarship Fund.

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. The scholarship candidates must be less than 21 years of age, 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. All applicants must have a minimum 3.0 GPA and must achieve a minimum SAT score of 1200 out of 1600 maximum or a minimum ACT score of 26. In addition, 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 sent with the completed application.

A non-refundable application fee of \$10 is required of applicants sponsored by an eligible NEXCOM Enterprise associate. NEREA members with dues paid to National NEREA are not required to pay this application fee. Applications are available on the [NEREA website](#).

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.

For the 2019 - 2020 school year, NEREA awarded nine scholarships totaling \$18,000 to NEREA members and NEXCOM associates' grandchildren/children. The NEXCOM sponsors were Melanie Sorianosos, NEX Imperial Beach, Calif.; Jeanie Davis, NEXCOM HQ; and Lisa Burns, NEX Groton, Conn.

Completed applications must be forwarded and post marked no later than May 1, 2020, to:

William T. Harper, Chairman
NEREA Scholarship Fund
6788 Arthur Hills Drive
Gainesville, VA 20155 ■



SNAPSHOTS

SEND US YOUR PHOTO!

Take your best shot-and send it to us. Every issue we feature your photos in our newsletter. Submit photos to global.exchange@nexweb.org.



CHARLESTON, S. C.

NEX Charleston, S.C., recognized Rebecca Glover on her 45th anniversary with the NEX!! Rebecca started with the NEX in January 1975 as a temporary part time sales clerk at the main store. She became a supervisory sales clerk in 1989 and transferred to the mini mart in 2007. In 2009, she moved to the Autoport where she is still the supervisor. Congratulations to Rebecca on this monumental anniversary and thank you for your service and dedication to our service members and their families.



STATEN ISLAND, N. Y.

Navy Lodge New York, N. Y., received a Bravo Zulu from a guest who said, "Love the Navy Lodge on Staten Island! Due in HUGE part to the incredible professional and courteous staff! Extremely caring!! The rooms are also fantastic....feels like HOME every time I stay!! I'll be back soon. Thanks for EVERYTHING!!" #Forged-ByTheSea



GREAT LAKES, ILL.

Tailors at the NEX Great Lakes, Ill., Recruit Tailor Shop received Letters of Appreciation from the Recruit Training Command in recognition of their ongoing support of the recruits, Recruit Training Command and the mission of the Navy's boot camp. The letters were presented by Capt. Erik Thors, Commanding Officer, Recruit Training Command and Command Master Chief David Twiford, Recruit Training Command.

Ethics and You

No Gambling Allowed

BY: MIKE RIGG, SENIOR ASSISTANT COUNSEL, NEXCOM

“March Madness,” the NCAA Championship basketball tournament, represents one of the biggest, most exciting and most fun events in the sporting world. Over the years, gambling and March Madness have become as commonplace as the pick-and-roll. Some seem to believe that the tournament is a national gambling holiday.

This year’s March Madness begins on March 17, 2020, in multiple venues, concluding with the final game in Atlanta, Ga., on April 6. During that three-week run, casual fans and sports fanatics will gather to check brackets against a nearly non-stop slate of on-court action. And while March Madness has surpassed the Super Bowl in terms of broad interest across the country, filling out a tournament bracket to win cash, or anything else of monetary value, is gambling, which is generally prohibited in the Federal workplace.

Gambling has three elements: (1) Consideration (betting something

of value, usually money); (2) A game of chance; and (3) An offering of a reward or prize. So, remember, if someone pays a fee for the chance to win anything of value, it is gambling and is prohibited in the Federal workplace. There is no March Madness exception. Brackets filled out for amusement purposes only are permissible but participation shouldn’t detract from getting their work done.

Enjoy March Madness, or any other sporting event for that matter, but don’t gamble. It’s not worth the risk to your job or career.

Please remember, this guidance highlights one aspect of gambling. If you have questions, please contact NEXCOM’s Ethics Counselor, Michael Rigg at 757-631-3611 or michael.rigg@nexweb.org. Please copy Tisha Brown, NEXCOM’s Paralegal Specialist at 757-631-3614 or tisha.brown@nexweb.org on any emails. Tisha will monitor any inquiries and coordinate any personal responses. ■

Change to NEXCOM’s Compensation Program

BY: KAREN J. LOFLAND, BENEFITS SPECIALIST, NEXCOM

Good news! The NEXCOM NF3, NF4, and NF5 Compensation Program recently had a facelift. Wonder why? There are four driving factors that led NEXCOM to make these positive changes:

1. NEXCOM’s goal is to take care of our associates. NEXCOM wants to attract and retain the best talent. This compensation system is having its first major overhaul since the mid-2000s. Many associates who are at or close to their pay range maximum will now have greater pay growth opportunity. This translates to happier associates, higher earnings potential and a higher pension calculation. As a result of the changes to pay ranges, many associates will change quartiles. This means that during the 2020 merit increase process, many associates will see a higher pay increase (given they receive the same performance rating as last year).

2. Fair Labor Standards Act (FLSA) Changes. After years of debate, the minimum pay rate to be considered “exempt” from overtime rules under the FLSA increased from \$23,660 to \$35,568, effective this year. This new FLSA pay minimum provided the long awaited guidance NEXCOM needed to affect change.

3. Pay Ranges for Non-Exempt NF3 positions. To better align with the market, NEXCOM developed hourly pay ranges within the NF3 pay band. This provides for more consistency in hiring practices, delineation of hourly positions versus exempt positions and complies with the new minimum requirements of the FLSA.

4. Eliminate confusion. NEXCOM has streamlined the number of pay ranges within each of the Department of Defense (DoD) pay bands. By taking this action, there is more uniformity as pay ranges take into account higher cost of living areas and the structure is aligned with current market trends and practices. By taking this approach, it reduces the need for four pay structures to only needing one pay structure. No more confusion about which pay structure applies!

This improvement in the NF3, NF4 and NF5 Compensation Program has significantly increased the value of NEXCOM’s total compensation package. Remember, compensation is only one piece of our integrated world class benefits package:

- Benefits add value: 35% - 40% above and beyond your paycheck.
- Pension with a COLA is THE best benefit you have and <4% of Fortune 500 companies offer a pension.
- Post-retirement medical, dental and life insurance benefits (if eligibility criteria is met).
- Generous annual and sick leave program.

As part of the NEXCOM Enterprise, associates get to make a difference and be a part of something bigger. In addition, NEXCOM’s total compensation package rewards associates for their contributions today as well as helps them prepare for a financially secure future. ■

ASSOCIATE SPOTLIGHT

A YOUNG SAILOR was waiting outside the door prior to 7 a.m. He needed a belt buckle for an inspection that morning. Jeanne Jablinske was arriving at work, went inside, located and purchased the buckle herself and presented it to the Sailor outside.

- NEX Kitsap-Bremerton, Wash.

“SAADA ALI IKIRO CHECKED me out during my visit and she was an absolute delight! She’s the kind of employee that the NEX should model the rest of their employees after. Thank you Miss Saada for making my shopping experience excellent!!!”

- NEX Djibouti

“I WAS DRILLING WITH my new unit at NS Norfolk, Va., and I needed to get my first set of Type III uniforms. I wanted to send out a Bravo Zulu to Bonita Bridgeforth, NEX Norfolk. She measured me and selected several uniforms for me to try on and made sure I got the perfect fit. She then had my name tags made up and sewn on. This meant in one evening I got a new uniform I could wear to drill the next day. This would not have happened if Bonita had not given me the best service possible. My experience simply could not have been better.” -

- Cmdr. C.

“KAROU BLACKBURN!!!

SHE IS THE BEST customer service rep I have ever encountered!! She provides DIAMOND level service and that’s very hard to find. She goes out of her way to ensure your experience is exceptional. True pride in her work. Cannot say enough. Store is always in top condition. This place is golden.”

- NEX Sasebo, Japan



The Global Exchange would like to feature NEXCOM Enterprise associates who have gone above and beyond to give PREMIER Customer/Guest Service. If you or your location has received a positive comment from a customer/guest about an associate, please forward it to global.exchange@nexweb.org along with a digital photo of the associate for possible inclusion in a future issue.

NEX San Diego Welcome Aboard Event

NEX San Diego collaborated with MWR, DECA and its vendor partners for a Welcome Aboard event to welcome Sailors to the base and promote its programs and benefits. The weekend started with a 5K fun run, Hodad’s Cookout with free food, magician interaction and a “Call of Duty” tournament focused around the active duty community. The event also featured a Van’s BMX demo, Nintendo gaming events, a “Magic the Gathering” tournament, Purina Pro Plan Performance pet demonstrations, a magician, stunt men and a concert via Navy Entertainment by the group, 3OH!3. Patrons also entered to win over \$12,000 in gift cards!

“Welcome Aboard events engage Sailors in the early stages of their Navy career, giving them an introduction to the NEX and all the things that we can do for them along their Navy journey,” said Bill Marx, NEXCOM’s Marketing Promotion Coordinator. “2019 was the first year we held Welcome Aboard events. They were so popular that we plan on having similar events at NEX Pensacola, Fla.; NEX Oceana/Dam Neck Annex, Va.; NEX New London, Conn.; and NEX Great Lakes, Ill., in 2020.” ■



Social Media Rules for NEXCOM Associates

In today's society, the use of social media, including Facebook, Twitter, Instagram, LinkedIn and Snapchat, has become an important communications tool. NEXCOM itself has several social media accounts it uses to better communicate with its NEX customers and Navy Lodge guests.

However, as a Navy command, NEXCOM and its associates must adhere to Department of Defense (DoD) and Department of the Navy (DoN) social media policies and guidance in regards to how it is to be used and what can and cannot be posted.

NEXCOM's Public Affairs Office (PAO) has oversight and release authority for all of the command's websites and social media. In addition, NEXCOM PAO is the only authorized spokesperson who are allowed to speak on behalf of the command.

"Associates need to always remember that they work for a Department of the Navy command," said Courtney Williams, NEXCOM's Public Affairs Officer. "What is posted on social media reflects not only on the person who posted it, but on NEXCOM, the DoN and the DoD as well. By stating in your personal information that you work for NEXCOM, a NEX or Navy Lodge, people who see your post may assume that your comments or views reflect those of NEXCOM or the Navy. Therefore, associates must always be mindful about what is said on their personal social media accounts."

NEXCOM has several of its own policies that associates need to be aware of and follow in regards to social media. Failure to do so may result in disciplinary action.

While NEXCOM respects an associate's right to free speech, there are some types of social media posts that the enterprise prohibits. These include engaging in coercion, intimidation, threats or use of offensive terms targeting individual groups or sending threatening or racially and/or sexually harassing messages; revealing confidential information gained through employment with NEXCOM; and finally, discussing, publishing or reporting unauthorized NEXCOM matters outside of official channels. Associates can find information on this in the [NEXCOM Associate Handbook](#).

It's also important that associates, especially military family members, to be aware of what they post on their social media in regards to Operational Security (OPSEC). There should be no discussions of ship/squadron movement, homecomings or departures. Posting or disclosing any unclassified or sensitive information that has not been approved for public release is also prohibited.

In addition, the use of livestreaming by any associate for professional or personal use within any DoN or NEXCOM facility must receive prior approval from NEXCOM PAO and or the installation PAO. There may be restrictions put in place by the installation that prohibit the use of livestreaming for OPSEC reasons. Also, other associates,

customers or guests in attendance may not want their image posted on social media and that right to privacy must be respected.

Finally, during a natural disaster or emergency, like an active shooter, NEXCOM associates are not authorized to post on social media or livestream during the event. They also are not allowed to release any insider information, speculation, commentary or status of any other personnel involved in

the incident. NEXCOM associates may only post an acknowledgement of their own personal safety status. For example, a post could read, "Family and friends, please be assured I'm ok and in a safe and secure location. I will reach out to you once I'm able."

"NEXCOM PAO or a higher authority such as Commander Navy Region PAO, are the only offices authorized to release information regarding any situation whether on social media or to the news media," said Williams. "For an emergency in a NEX, Navy Lodge or other NEXCOM facility, the installation PAO is the spokesperson for the respective base and is the only person authorized to speak on behalf of the installation. During an incident it is important to limit misinformation that could hamper law enforcement response or cause undue stress to family members."

NEXCOM's PAO can be reached at 757-631-3439 or 757-631-3648 for any questions regarding the use of social media. More information and the specific [DoD, DoN](#) and [NEXCOM social media policies](#) can be found on NEXCOM's PAO Hub page. ■

