



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

Let me begin by saying that most, if not all of us have either experienced or seen in the headlines recently the social unrest and turbulent events from across the country. Times like these impact us all, so please be assured that at NEXCOM we remain one team, part of one Navy. We are a team who proudly embraces our differences - we represent every race, color and creed that makes up the fabric of America. We will continue to succeed because of our makeup and our diversity! I am so proud to be part of this dynamic command and am honored to stand shoulder to shoulder with every single one of you!

On top of our nation's societal challenges, NEXCOM has also been navigating the uncertainties due to the COVID-19 pandemic. I'm incredibly impressed by all the support and sacrifices you have made to assist our Navy. I will never be able to adequately express the impact you have made on me, our Navy and our military members and their families. Here is just some of the outstanding assistance you've provided:

- **Over 40,000 room nights were utilized at 30 Navy Lodges worldwide to support service members on Restriction of Movement orders.**
- **345,000 meals were delivered by NEX Guam to USS Theodore Roosevelt Sailors placed on Restriction of Movement.**
- **7,761 grab and go meals were provided to DoDEA students in Guantanamo Bay and Japan by NEXCOM's Student Meal Program.**
- **3,000 Personal Protective Equipment supplies were procured and delivered to Navy Hospitals in San Diego and Pearl Harbor.**
- **550,000 cloth face coverings were procured and delivered to the Fleet.**
- **Over 35,000 face coverings were made by NEX tailors for local commands and squadrons.**
- **Over 18,000 merchandise orders with sales of nearly \$200,000 were filled and delivered through the NEX Quarantine Support Program.**



While we continue with these COVID response efforts, be aware that we are nowhere near clear of the pandemic. In fact, U.S. Fleet Forces Command released a Fragmentary Order to reemphasize the need to follow proper protocols and guidelines to protect the Navy's workforce. This order serves as a reminder to all Navy personnel, active duty as well as civilians, to follow installation and Region HPCON status. While more and more states are beginning to relax their stay-at-home orders and local business and recreational facilities are opening, most Navy installations remain at a HPCON Charlie status. As a reminder for military personnel under HPCON Charlie, personal travel is limited and personnel are prohibited from going to community swimming pools, dine-in restaurants, gyms, tattoo and hair salons and non-essential commercial retail as well as participation in team sports. The Navy is strongly encouraging all of its civilian personnel to follow similar guidelines set forth for active duty military members.

Thank you again for all you do each and every day for each other, our patrons and our Navy! Keep charging!

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

“Get the Gouge” from CMC Winn

In the military, a salute is a sign of respect and today I salute every one of you. Many of you are on the front lines on a daily basis serving my shipmates, our families and our Veterans. Those of you that are able to telework or are in remote locations, you have diligently ensured products are getting to those on the front lines. So, as you can see, your teamwork during this pandemic has created an environment that allows our patron to focus on their job and not on the supplies they need for themselves or their families.

...you have truly been my hero throughout the COVID-19 pandemic.

Speaking of teamwork, you have effectively executed the NEX Quarantine Support Program to deliver comfort items to Sailors in a Restriction of Movement status, either pre-deployment, transferring to a new duty location or while sick. I want to address the pre-deployment piece and how your efforts to provide a few comfort items has made a huge impact in those Sailors' lives. One example, to ensure the health and safety of Sailors, the USS Kidd pulled into port unexpectedly at NS San Diego. These Sailors were placed in ROM for at least 14 days. Other Sailors have been placed on ROM prior to deployment to prevent the spread of COVID-19. Therefore, some Sailors may not have had any contact with family or friends for over a month before going on deployment. So, every time they ordered and received that NEX bag filled with goodies, they got to feel a little piece of comfort. Additionally, our TPO team stepped up to ensure they all had Wi-Fi access to stay connected with their loved ones. Both of these were instrumental in that Sailor's life and the mission.

Continuing with the ROM theme, our Navy Lodges



have been a temporary home away from home for Sailors and their families when they transfer to a new duty location. I can tell you first hand that moving to a new location is stressful, but when a Navy Lodge was at that new location, it made my family's move a little easier. Our Navy Lodge team has stepped up to ensure that guests are provided with a safe and clean environment while their normal movements are restricted during their first 14 days.

Each of our other business lines have also risen to the occasion over the past several months. I'd like to give you a quick snippet of their successes as well. Our Ships Store team assisted the USS Mercy load out prior to deploying to assist with the COVID-19 pandemic. Our Uniform Program Management team ensured the flow of uniforms continued to Sailors that needed them. Our Navy Clothing & Textile Research Facility team provided expert analysis of the cloth face coverings NEXCOM vendors made and we sent to the fleet.

In closing, you have truly been my hero throughout the COVID-19 pandemic. I ask that you continue practicing good social distancing, washing your hands regularly and frequently wiping down your spaces. Most importantly, if you feel sick, please stay home or get to a doctor if your symptoms persist. Every one of you is vital to the success of this command!

Thank you for what you do for our military families and for going the extra nautical mile!

**MCPO (AW/SW) Dayna S. Winn
Command Master Chief
Navy Exchange Service Command**

Stay Safe This Summer

By: Kristin Miller, Command Safety Manager, NEXCOM

This summer, associates need to be prepared for the possible hazards and the heat the season brings – especially when wearing cloth face coverings within any NEXCOM facility. Summer means sweltering heat to most NEX locations, so having a heat stress plan in place is important.

No matter where an associate works, whether in the Garden Shop, a backroom, warehouse or as part of a maintenance crew working outdoors, heat stress is an important topic to know. Be aware of the most common types of heat-related illness: heat exhaustion and heat stroke.

- **Heat Exhaustion – Symptoms are headaches, cramps, dizziness, lightheadedness or fainting, weakness and moist skin. Other changes include irritability or confusion, upset stomach or vomiting.**
- **Heat Stroke – Symptoms are dry, hot skin with no sweating. Other symptoms**

include mental confusion or loss of consciousness and even seizures.

Wearing cloth face coverings in hot weather makes it difficult for cool air to reach the lungs because the respiratory muscles are activated resulting in shortness of breath, which in turn makes it easier for heat to build up inside the body. This can be very dangerous. It is important to cool the body down in order to prevent heat exhaustion and heat stroke.

If associates are wearing cloth face coverings in the heat, they will need to hydrate each night before their shift as well as take more frequent breaks in an air conditioned space, drink water at regular intervals during the day and increase rest times while at work. Another good practice would be to cool the rest of the head by cooling the forehead and neck with a cooling cloth.

Follow these other heat stress tips to enjoy a productive and safe summer:

- **Allow your body to adjust to the heat naturally and gradually. Gradually increase the time spent in the heat.**
- **Wear lightweight, light colored clothing, drink plenty of water every 15 minutes, take regular breaks, as allowed, and remember to eat small meals.**
- **Plan the most strenuous activities for the coolest part of the day.**
- **Protect your skin: Between 10:00 a.m. and 2:00 p.m., wear a sunscreen with a sun protection factor of at least 15 and reapply often.**
- **Heat can play a role in causing stress to the muscles especially when lifting incorrectly, causing injuries due to the already strained muscles. Make sure to use the proper lifting techniques.**

Due to these challenging times, everyone will have to adapt to be safe. Take the time to ensure all associates will be safe from the heat this summer!



Hiring Practices and EEO

By: Joan Williams, Equal Employment Opportunity Manager, NEXCOM

Equal Employment Opportunity (EEO) extends beyond the law. Among multiple areas of responsibility, the EEO staff also addresses work-related issues when employees perceive unfair practices have seeped into the hiring/selection process. To reduce and ultimately eliminate the perception of bias during the hiring/selection process, hiring managers should:

- Foster and promote EEO principles and keep them in mind by applying sound practices intended to expand the pool of applicants and encourage workforce diversity.

Diversify the selection panel as this will affirm NEXCOM's commitment to inclusion, e.g., race, age, gender, etc. This will also send a message to interviewees that NEXCOM welcomes diversity.

- Utilize the expertise of NEXCOM's Human Resources professional to analyze the duties, functions and competencies relevant to the position. The ongoing interaction with NEXCOM Human Resources points of contact will allow associates to prepare a precise job description and to develop impartial and objective selection criteria.
- Work with a NEXCOM Human Resources professional to ensure those candidates selected for interviews are evaluated on the same set of criteria.
- Make sure to always communicate the job opening to current staff. This policy will demonstrate transparency.

- Diversify the selection panel as this will affirm NEXCOM's commitment to inclusion, e.g., race, age, gender, etc. This will also send a message to interviewees that NEXCOM welcomes diversity.
- Standardize interview questions. Ask all candidates the same questions. Limit interviews to a specific time giving each candidate the same amount of time.
- To keep interviews unbiased, make sure all questions are job related and never move into any personal territory (e.g. year of birth, marital status, family/financial status, etc.). NEXCOM Human Resources can assist with determining appropriate questions.
- In the first round of interviews, only ask scripted questions. If a question is asked to the first candidate, ask that same question to all.
- In follow-up interviews with finalists, the topics are the same but the conversation can be more fluid and in-depth.
- During the interview, stay focused on the candidate's specific qualifications and what they "bring to the table."
- Always base selection decisions on merit to ensure equality of opportunity for all the individuals who are interviewed.

Following these measures will aid in ensuring that candidates for promotion or hire are treated fairly, consistently, objectively and that EEO is available for all.

Telework Standards of Conduct and Ethical Rules

By: Michael D. Rigg, Ethics Counselor, NEXCOM

COVID-19 continues to present a myriad of health and logistical challenges. Many NEXCOM Enterprise associates are helping to “flatten the curve” by teleworking. Recent Department of Defense and Department of Navy guidance emphasizes that standards of conduct and government ethics rules still apply even if associates are not in an office environment. One particular “danger” area is engaging in political activity while teleworking.

Telework and Political Activity

All DoD employees, whether civilian or military, are subject to restrictions on their political activity. Here are some specific rules on political activity while teleworking.

Q. Does teleworking away from the traditional office setting constitute “while on duty”?

A. YES. From whatever location an associate is teleworking, that site constitutes his or her place of duty for that particular workday. If teleworking from home, the associate is on duty and may not engage in political activities in the home while on duty. Employees participating in virtual work-related conferences are subject to the same on duty political activity restrictions as when they attend meetings or communicate in-person with others at work. For example, employees should not wear a campaign t-shirt or hat while participating in a work-related video conference call. In addition, partisan materials, like campaign signs or candidate pictures, may not be visible to others during the video call.

Q. After finishing a telework day, can a government computer or government mobile phone be used to engage in partisan political activity?

A. NO. Employees are prohibited from using government-issued office equipment, email, etc.

at any time for the purpose of engaging in political activities. For example, employees may not send or forward political material or messages using their government laptop or government mobile phone even after completing a day of telework.

Q. After finishing a telework day, when on personal time and using a personal device, can fundraising be done for a partisan political party, candidate for partisan political office or partisan political group?

A. NO. Various laws and regulations prohibit federal employees from soliciting or receiving political contributions. Political fundraising is a 24/7 prohibition. For example, federal employees may not ask for contributions, collect contributions, host or forward an online political fundraiser or promote political fundraisers at any time or place.

Q. While teleworking, can a personal computer or personal mobile phone be used to check social media and engage in partisan political activity?

A. NO. While teleworking, the associate is on duty and therefore cannot use any personal devices to participate in political activity.

As always, NEXCOM Office of Counsel is available to provide advice on standards of conduct issues. Contact Tisha Brown, Paralegal, at 757-631-3614 or tisha.brown@nexweb.org and Michael D. Rigg, Ethics Counselor, at 757-631-3611 or michael.rigg@nexweb.org with any questions.

Navy Lodge Program Provides Restriction of Movement Support

NEXCOM's Navy Lodge Program has been working with U.S. Navy leadership to house military members placed on Restriction of Movement status as a precaution due to pre or post deployment or a recent permanent change of station move. Latest stats from July 20, reflects 40,000 room nights have been utilized at 30 Navy Lodges worldwide to support service members on Restriction of Movement orders.

"The Navy Lodge mission remains critical during times of crisis and we will remain a worldwide safe location for our Navy's warfighters and their families," said Chris Settelen, Vice President, NEXCOM's Navy Lodge Program. "All our Navy Lodges and associates around the world stand ready to support in any way that is needed during this pandemic."

Navy Lodge associates have also been delivering grab and go breakfast items directly to guests' rooms, especially important to those military members on 14-day Restriction of Movement.

In addition, all Navy Lodge locations continue to perform intense cleaning and sanitization protocols as prescribed by Centers for Disease Control and Prevention and the Bureau of Medicine and Surgery. Cleaning and sanitation includes all guest rooms before and after check-out as well as the common areas and frequent touch points throughout the Navy Lodge. Sneeze shields have also been installed at check-in desks for the safety of Navy Lodge associates and patrons alike.

"My staff is truly putting service above self to meet the needs of our Navy community in these very trying times," said Mary E. Mecsics-Buss, General Manager, Navy Lodge Yokosuka, Japan. "It is incredibly satisfying to see the look of appreciation from the commands and Sailors when we can assist them and meet their needs in spite of the strict protective environment we

are under. Like our active duty counterparts, my staff has put aside their own personal needs to accomplish the Navy Lodge mission."



NEXCOM Delivers Cloth Face Coverings to the Fleet

In light of COVID-19 and to help stem the spread of the virus, NEXCOM delivered over 550,000 cloth face coverings to the Fleet. Utilizing existing vendor relationships, NEXCOM was able to procure and deliver the first 100,000 face coverings within one week of the NAVADMIN 100/20 release which required the wear of cloth face coverings if six feet of distance cannot be maintained.

“As a Navy command, NEXCOM truly understands the needs of the Navy,” said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer, NEXCOM. “Immediately after the NAVADMIN was released, our NEXCOM team jumped into high gear to fulfill this new directive. We were able to quickly lean forward and steer into uncharted waters to fill the void until the Defense Logistics Agency came online with face coverings.”

NEXCOM buyers worked with three manufacturers, Brooks Brothers, Taylor Brand and Sewell, to procure cloth face coverings. Once the cloth face coverings were made, they were sent to one of NEXCOM’s 11 distribution centers around the world for distribution to the Fleet. The first shipment of cloth face coverings went to the USS Theodore Roosevelt (CVN-71) and the U.S. Navy Ceremonial Guard. Since then, the face coverings have been sent to Navy commands around the world.

NEXCOM’s unique mission and six business lines ensured the cloth face coverings got to where they were needed and could withstand the rigors of the Navy and shipboard life. Since the product is made out of technical fabric, which has more filtration than cotton, NEXCOM’s Navy Clothing & Textile Research Facility conducted extensive wear and wash tests. Their tests resulted in proper procedures for ships and Sailors to launder the cloth face covering and a determination that they can withstand shipboard washings. Once those procedures were finalized, NEXCOM’s Ships Store Program worked with Supply Officers aboard ships for dissemination of instructions.

“NEXCOM is here to support our Navy and our military members in any way we can,” said Bianchi. “We are proud to be a part of the process to help keep our military members safe during the COVID-19 pandemic.”



NEX Creates New Program to Bring the Store to a Sailor's Door

NEXCOM's NEX Downrange Program was originally created overseas to support troops who are forward-deployed without access to a NEX. But due to the impact of the COVID-19 crisis, the program transformed into the NEX Quarantine Support Program to support service members who have either been placed on Restriction of Movement as a precaution due to pre or post deployment, a recent permanent change of station (PCS) orders or aboard a ship in port overseas and unable to disembark.

At most NEX locations, service members submit an order and pay for their merchandise via a secure encrypted internet site. The customer receives an email acknowledging the order and an estimated time the order will be delivered or will be available for pick up by the Sailor's command. Customers can purchase a variety of items from the NEX including food, non-alcoholic beverages, electronics, personal hygiene, health and comfort items, sports nutrition and cleaning supplies. Due to social distancing guidelines, all orders are delivered or picked up without coming into close contact with

the associate or customer.

The NEX Quarantine Support Program continues to be shaped and molded based on a particular installation's need.

At NEX Bahrain, its downrange program has evolved into a Ship Support Program to provide for Sailors who are unable to disembark from ships in port at Naval Support Activity Bahrain. Prior to a ship's arrival, the NEX receives and fills any merchandise orders and delivers them pierside.

NEX Guam implemented its version of the program to support Sailors placed on Restriction of Movement and within the first 24-hours of the program's inception, filled over 60 orders.

At NEX San Diego, where ROM Sailors are located all around the installation, they have adapted the program to provide a wide range of food delivery services and an online order system where their command representatives are able to also pick up items at the QMart.



Planning For Retirement

By: Karen Lofland, Benefits Specialist, NEXCOM

Remember the REM song, "It's the end of the world as we know it"? Given the times we are living in with the COVID-19 pandemic, it has a real ring to it.

However, even though we are living in unprecedented times, we still need to save for retirement. There are four main sources of income that you may have in retirement: your pension plan (if you are enrolled), your 401(k) plan (if you are enrolled), your personal savings and Social Security.

Let's focus on your 401(k) plan. Regardless of whether the market is volatile or not, you should periodically look at your account to see if you are meeting your strategic retirement goals.

Here are some tips that you may want to consider:

- **While the market is volatile these days, it is important to keep saving. If you see a loss in your account, remember, it is only on paper. The money you are investing is still buying shares and eventually, the market will improve.**
- **Don't make knee jerk reactions. Remember, saving for retirement is a long term strategy.**
- **If you decide you want to move money around, it may not be a good idea to move the entire balance of a fund all at once. Why? If the market has a bad day when you make the move, you could lose a substantial amount. A more conservative approach would be to make the transfers gradually.**
- **Consider turning on the Contribution Accelerator feature. You can have your contribution percentage increase automatically on a date you select. For example: I currently have mine set to increase each year by 1% on the date of my merit increase. By doing this, I'm saving more and I don't miss the money.**

- **If you are currently in the accumulation stage (i.e., working and saving for retirement), save as much as you can financially afford. The earlier you start saving, the longer your money has a chance to grow.**
- **Consider how much you can save by understanding the rule of 72. This is a good rule of thumb to determine how long it takes your money to double. To use it, take 72 and divide by the interest rate you think you will earn. For example: $72/8$ (interest rate) = 9 years for money to double. Conversely, a conservative investor might expect a return of 3% so $72/3 = 24$ years for the money to double. This rule can help you estimate the size of your nest egg given the type of investor you are: conservative, moderate or aggressive.**
- **If you are thinking about retiring, think about the rule of thumb a lot of financial advisors suggest using...to make your account last as long as possible, only take out 4% each year in your retirement years. If the market has a bad year, you may not want to take any out at all.**

While the sky may be grey today, the future will get brighter; this too shall pass. So, earn the NEXCOM match. For every \$1 you save on a biweekly basis, NEXCOM will match 50 cents up to 6% of your base earnings up to the IRS maximum. At a minimum, you can contribute 1% of your base earnings for a 0.50% NEXCOM match.

Associate Spotlight

I WOULD LIKE TO GIVE PERSONAL RECOGNITION

to Ali Butti, NEX Bahrain. From day one of arriving to the island and our first trip to the base, he was the first person to greet us upon entering the store. From that day, he has greeted us each and every day that we step foot in to the NEX. He is always smiling and so friendly with everyone he comes in contact with. He is a wonderful human being with such a kind heart. Thank you from the bottom of my heart for always saying hi and welcoming us with a big smile.

- Tina H.

NAVY LODGE FORT WORTH, TEXAS, is by far not only the nicest Navy Lodge I have stayed at but one of the nicest hotels in general. The room was immaculate and provided me with absolutely everything I needed for my extended stay. Walking into the room and having a FULL kitchen with pots, pans, dishes, silverware, actual glass glasses and coffee cups, branded coffee, a full refrigerator, cleaning supplies, a walk out balcony, reclining lounge chair, fluffy bedding and towels, beautiful décor as well as an excellent continental breakfast. The lounge area in the lobby was very clean and comfortable, and your staff very friendly and helpful. I just wanted to thank you for all the obvious care that is given to the lodge.

- Angela T.

JULIE PRESCOTT encountered a frantic customer who had just locked her car keys and phone in her trunk. Julie called her personal insurance and had them come to retrieve the customer's car keys from the car's trunk. The customer was so grateful stating that "Julie did everything to make sure I got the situation handled, she was so kind."

- NEX Kitsap – Bremerton, Wash.

I HAVE BEEN STAYING AT NAVY LODGES

around the world since 1977. I have never experienced a higher level of cleanliness, courtesy, and hospitality than during my stay at the Navy Lodge in Guantanamo Bay, Cuba. The staff were all eager to help and responsive to my every question or request. It is the little things that matter. For example, I had heard before I made my first visit that bugs are an issue in the evenings. I even made a special trip to a store to purchase bug repellent before I got on the plane. I arrived at the front patio of the Lodge where I noticed very comfortable seating and not one but two types of bug repellent on a table next to the seating area for the comfort of the guests. Who else thinks of such a considerate detail? The Guantanamo Bay Navy Lodge is definitely a cut above the rest.

- Neil P.



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