



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

As we head into the fourth quarter and the holiday season, it's hard not to reflect on where we were a year ago. As I have said many, many times, I am so proud of how hard every one of you worked to support our patrons. That dedication made it extremely difficult to choose our four Associates of the Year for 2020. However, I think you will all agree that Lora, Daniel, Marietta and Carla went above and beyond to support our Navy and our military families. Take a look at the story on page 3 to read more about these outstanding associates.

You have probably heard by now the Presidential Executive Order outlining vaccine and testing requirements for federal employees, as well as the Secretary of Defense's memo requiring vaccines for military members. We anticipate similar Navy guidance soon and we will implement it accordingly. In the meantime, if you have not been vaccinated, I encourage you to do so. Remember that NEXCOM offers up to four hours of admin leave for associates to receive the vaccine or to accompany a family member to do the same. This remains one of the best ways to protect each other and yourself! It is also important to follow the mask mandates implemented at your base or region. Health Protection Condition (HPCON) levels continue to change as the Delta variant surges around the world. Take care of one another! The safety of our associates and patrons remains my top priority!

I received a thank you note recently from the President and Chief Executive Officer of the Navy-Marine Corps Relief Society, retired Lt. Gen. Jack Klimp, USMC. He wanted to thank NEXCOM for its support during last year's benefit ticket sales. In all, NEX customers donated nearly \$300,000 to support our military members and their families. You can read his thank you note on page 12.



Finally, on Oct. 1, NEXCOM will welcome Navy Gateway Inn & Suites (NGIS) as our 7th business line within the enterprise. NGIS will remain part of the Commander, Navy Installation Command (CNIC) organization until Initial Operational Capability (IOC) on Oct. 1, 2021. From IOC to Full Operational Capability (FOC) on Jan. 30, 2022, NGIS will be under NEXCOM's operational control, but Fleet & Family Readiness (FFR) will continue delivering back-office services, such as accounting, human resources, information technology, etc., as it does today under a Memorandum of Agreement between our organizations. The PCS and TDY missions of these two business lines, operating under NEXCOM, will create opportunity for further professional growth for both organization's employees and provide quality guest service for all traveling Navy personnel. I know you will join me in welcoming these new associates into the NEXCOM family!

Stay healthy & keep charging!

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

“Get the Gouge”

Well, just as I was starting to enjoy some normalcy, this Delta variant of COVID-19 showed up and is causing many of us to reinstate the health precautions that were just loosened! It was nice to be in the same room with others and have a conversation without having to tug on a mask (if vaccinated). The reality is that COVID-19 is still affecting our lives and we all need to stay vigilant in our daily routines until this virus becomes more manageable. So, I encourage each of you to take safety precautions for your health and those around you.

As we continue to battle the inventory issues from our vendors in this ongoing COVID-19 environment, Navy uniforms are still hot items that Sailors need

...a number of you will be retiring or moving on in the coming months and I would like to provide you the customary Navy saying, “Fair Winds and Following Seas.”

and, most of the time, need immediately. Quick sea story, I had a Sailor that went to his brother’s retirement ceremony. When he pulled his uniform out of the bag it was wrinkled from his travels. Being a squared away Sailor, he decided to iron the jacket in the hotel room. Needless to say, he burnt a hole in the jacket and had to go to the NEX for an immediate replacement. He was elated that NEX associates found a replacement and the tailors were able to sew on all the insignia in time for the ceremony. I know this can’t happen every day due to sizing availability, but I can tell you that our Code U team is working extremely hard to keep an assortment of uniforms on the shelves. If you’re unable to assist a Sailor locate a uniform item they need, please refer them to the Red Phone or the Customer Care Center.

Speaking of uniforms, Navy advancements are delayed again this year. That means the normal



influx times for uniforms/insignia has been about a month behind. Normally our CPO Initiation Season would be in full swing by now. However, this year we are expecting the results around October 4 and the pinning date is currently scheduled for November 19. Just like last year, our NEXCOM team has put together a great plan this year to safely and efficiently outfit 5,500+ new CPO selectees. I know our Uniform Shops and tailors will be extremely busy during this time but also have the utmost confidence that you will handle it with ease.

Congratulations to our 2020 Navy Lodge Program Carlson Award, NEX Bingham Award and our Associates of the Year! The competition was fierce and I know the selection process was extremely difficult but at the end of the day, these outstanding locations and individuals stood above the rest. Again, congratulations to the winners and I pose the question, “Will they be able to defend their reign for 2021 or will I see others dethrone them and take the coveted title?” Good luck to all!

Lastly, there are a number of you that will be retiring or moving on in the coming months and I would like to provide you the customary Navy saying, “Fair Winds and Following Seas.” You have made a positive impact in the lives of our patrons and I wish you all the best. For those just joining this phenomenal command, Welcome Aboard and I know that you will help meet the ever changing needs of the fleet!

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

2020 Associates of the Year

A passion for PREMIER Customer Service, going that extra mile for their patron and supporting the U.S. Navy during a worldwide pandemic are what led to these associates being named NEXCOM's 2020 Associates and Manager of the Year.

Lora DeLeon, Editorial Clerk, NEX Pearl Harbor was named the NEXCOM Enterprise Associate of the Year for her outstanding service during the COVID-19 pandemic. She assisted with the Quarantine Support Program by taking orders, picking thousands of items, processing payments and delivering orders to the barracks, NGIS and Navy Lodge prior to the 48-hour deadline. She supported 1,669 orders for \$232,141 in sales. During RIMPAC, she supported an additional 500 Restriction of Movement (ROM) orders for \$320,252 in sales.

Daniel Parker, Home Delivery Manager, was named NEXCOM Headquarters Associate of the Year for his successful transition of NEXCOM's new Home Delivery service. Parker created a new NEXCOM-owned Order Management System (OMS), developed as a Salesforce application. His attention to detail ensured that all required reports for NEXCOM carriers, warehouses and stores were properly setup to support a smooth transition. The NEXCOM team, with Dan on point throughout the effort, was able to accomplish the extremely complex and challenging task within 120 days,

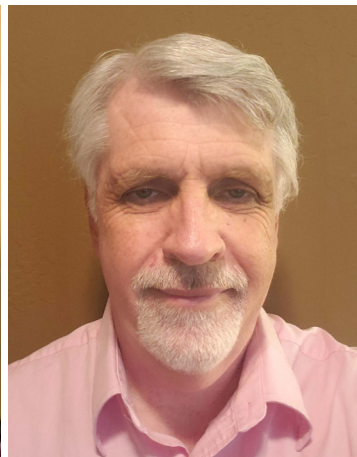
guaranteeing customers had no break in Home Delivery service at NEX primary locations.

For her unwavering service to guests during the COVID-19 pandemic, Marietta Cuffee, Guest Service Representative Supervisor at Navy Lodge Norfolk, Virginia, was selected as the Navy Lodge Associate of the Year. Cuffee showed extraordinary passion to not only meet the mission and vision of Navy Lodge but to surpass them. When Navy Lodge Norfolk housed over 1,457 guest on ROM, Cuffee spent numerous hours communicating with and creating and delivering ROM bags so those guests had the supplies they needed when they were unable to leave their rooms. She also worked to ensure that the Navy Lodge's Grab 'n Go breakfast exceeded guests' expectations.

Carla Gutierrez, General Manager, Navy Lodge Pensacola, Florida, was selected as the Navy Lodge General Manager of the Year. In addition to operating her property, Gutierrez is on the Navy Lodge General Manager Advisory Committee, Chairperson of the Spring Training committee, a member of the Training Committee and a Manager-in-Training trainer. She beat her FY20 budgeted occupancy of 81.9% to end the year at 82.2% during a pandemic. In addition, net contribution was exceeded by 11%. She also provided a safe haven for military families during tropical disturbances Sally, Delta, Gamma and Zeta.



Lora DeLeon



Daniel Parker



Marietta Cuffee



Carla Gutierrez

Carlson Award Winners

On July 13, NEXCOM's Navy Lodge Program announced its 2020 Carlson Award winners. This year's Navy Lodge awards were presented virtually by NEXCOM's Chief Executive Officer, retired Rear Adm. Robert J. Bianchi and Christopher Settelen, Vice President, Navy Lodge Program.

"Last year was unlike anything our command has ever seen," said Bianchi. "Our Navy Lodge associates did yeoman's work to ensure their guests were safe, healthy and taken care of in the midst of a worldwide pandemic. I am extremely proud of all our Navy Lodge associates for their dedication to the Navy and to those who serve our country."

This award is named in honor of Edward E. Carlson, a former member of the Secretary of the NEX/Commissary Advisory Committee. It is presented to the Navy Lodge that is the best rated with the highest in guest and associate satisfaction, operations, quality assessment and financial performance.

Navy Lodge of the Year, Grand Winner

Navy Lodge Gulfport, Mississippi

GM: Annette Cephas

RVP: Coleman Wallace

Navy Lodge of the Year, Large Category

Navy Lodge Pensacola, Florida

GM: Carla Gutierrez

RVP: Coleman Wallace

Runners Up: Navy Lodge Gulfport, Mississippi; Navy Lodge Little Creek, Virginia; and Navy Lodge Norfolk, Virginia

Navy Lodge of the Year, Medium Category

Navy Lodge Bangor, Washington

GM: Elizabeth Leavitt

RVP: Francine Faison

Runners Up: Navy Lodge Dam Neck, Virginia; Navy Lodge Kings Bay, Georgia; and Navy Lodge Newport, Rhode Island



Navy Lodge Gulfport



Navy Lodge Pensacola



Navy Lodge Bangor

Bingham Award Winners

The Bingham Award was established in 1979 to recognize outstanding performance in operations, customer service and community support.

“The Bingham Award is the pinnacle award that our NEX locations work hard to win each year through PREMIER customer service, sales and support to their customers and the installation,” said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer, NEXCOM. “Because of how closely our NEX and base Commanding Officers work to support quality of life for the military community, this award is presented to both of them. Our stores couldn’t do what they do without the support of the base Commanding Officer and our stores are viewed as mission essential to the U.S. Navy. It is a great partnership and our military, Veterans, retirees and families are the beneficiaries.”

The 2020 Bingham Award winners and runners up are:

Sales above \$55 million (Category 1)

Winner: Naval Station Guam

Runner Up: Naval Support Activity Bahrain

Sales \$25 - \$55 million (Category 2)

Winner: Naval Station Pensacola, Florida

Runner Up: Naval Air Station North Island, California

Sales \$17 - \$25 million (Category 3)

Winner: Naval Submarine Base New London, Connecticut

Runner Up: Naval Support Activity Annapolis, Maryland

Sales \$12 - \$17 million (Category 4)

Winner: Norfolk Naval Shipyard Portsmouth, Virginia

Runner Up: Naval Air Station Corpus Christi, Texas

Sales \$4 - \$12 million (Category 5)

Winner: Naval Computer Telecommunications Station Guam

Runner Up: Naval Hospital Guam

Sales \$2.4 - \$4 million (Category 6)

Winner: Naval Support Activity Hampton Roads Northwest Annex, Virginia

Runner Up: Naval Support Activity Mitchel Field, New York

Sales \$1.5 - \$2.4 million (Category 7)

Winner: NEX Hario, Japan

Runner Up: Naval Support Activity Saratoga Springs, New York

Sales \$550,000 - \$1.5 million (Category 8)

Winner: U.S. Souda Bay Athens Embassy, Greece

Runner Up: U.S. Rome Embassy, Italy

Sales below \$550,000 (Category 9)

Winner: Naval Support Activity Gaeta, Italy

Runner Up: NEX Hardy Barracks, Japan

The NEX Bingham Award is named in honor of the late Capt. W.H. Bingham, SC, USNR. Capt. Bingham was the Chief Executive Officer of R.H. Macy’s Company and was appointed by the Secretary of the Navy in 1946 to lead an advisory board for the establishment of NEXCOM.

Annuity fund added to NEXCOM 401(k) Plan

By: Karen Lofland, Benefits Specialist, NEXCOM

NEXCOM recently added an annuity fund to its 401(k) Plan line up. Typically, adding funds to the plan doesn't come with a lot of fanfare. However, the Prudential Balanced Income Flex Target Fund is like no other fund that NEXCOM has had in its 401(k) Plan history.

Once you decide to lock-in your guaranteed benefit, your lifetime annual withdrawal amount is guaranteed for as long as you live, regardless of potential market decline.

What makes this fund so different?

The fund is targeted toward participants who are getting close to retirement (55+) and want to invest in a fund that guarantees their money won't run out in retirement. The money in your Income Flex Target Fund creates an Income Base and a Market Value. Your Income Base, although not available for withdrawal, protects your retirement income from stock market declines and allows the potential to capture market gains.

Although your Market Value may fluctuate based on investment performance and fees, your Income Base will never decline in response to market volatility. However, on each birthday, your Market Value and Income Base are compared. If your Market Value has increased, your Income Base is adjusted to match.

When You Are Ready for Retirement

On the day you decide to lock-in your guaranteed benefit, your Market Value and Income Base are compared. If the Market Value is higher, the Income Base automatically adjusts upward to match. When you are ready to start taking retirement income, your Income Base will be used to determine your lifetime annual withdrawal amount.

Lifetime Annual Withdrawal

Once you decide to lock-in your guaranteed benefit, your lifetime annual withdrawal amount is guaranteed for as long as you live, regardless of potential market decline. Also, once locked-in, if your Market Value exceeds your Income Base (as determined on the day before your birthday), your annual income amount is adjusted upwards.

Survivor Benefit

Should you pass away with Market Value remaining, it will go to your beneficiaries. Or, you may elect the spousal benefit, so your surviving spouse will continue to receive guaranteed lifetime income for the rest of his or her life.

For more information about guaranteed retirement income, visit www.prudential.com/incomeflex or call toll free at 1-877-778-2100 weekday from 8 a.m. to 9 p.m. EST to speak with a Prudential participant service representative.

NEXCOM's New Chief, Human Resources

Dr. Franci Phelan joined NEXCOM in January 2021 as the new Senior Vice President, Chief Human Resources Officer. She comes to NEXCOM with over 20 years of executive HR leadership experience in a diverse array of domestic and international organizations spanning industries such as retail, financial services, manufacturing, agriculture, medical research and performing arts in both for profit and nonprofit settings. While her formal educational resume lists a Bachelor of Arts degree from Arizona State University, a Master of Science in Management (MSM) from Indiana Wesleyan University and a doctorate from George Washington University, she credits her first educational "degree" as the one she earned working on her family's farm in rural Iowa. These early lessons from the farm built a strong foundation upon which she has built her professional and personal pursuits.

When asked what attracted her to NEXCOM, Phelan expressed her deep respect for the men and women who serve our country and the families that support them. Her Dad was a proud Marine who later turned into an Iowa farmer and rancher when his father passed away early in life. Phelan also has many other close relatives and friends who serve in the military. Working at NEXCOM is Phelan's way to serve those who serve and bring to bear her life's work in HR.

Phelan joined NEXCOM in time to be a part of some exciting initiatives including the Special Retirement Incentive (SRI) and the onboarding of Navy Gateway Inn & Suites (NGIS) as NEXCOM's 7th business line as well as her main responsibility to lead NEXCOM's HR department, Code H.

"I am excited about working with the many professionals in HR and across the enterprise," said Phelan. "I look forward to working with the HR team to continue to advance services that support our current associates, candidates for our future and retirees. Current focus areas include staffing & recruiting practices, performance management, investing further in associate learning and development, utilizing technology for HR transactions,



enhancing benefits and recognition and wellness as well as ensuring a strong culture and supportive work environment that serves to attract, motivate and retain staff."

Phelan feels fortunate that her vocation and her avocation are often one in the same - she loves the diversity of people, cultures and experiences. She has had a long list of 'things to do while on the planet' and accomplishes several of them every year. Those items range from remote places to travel (Antarctica) to experiences (race car driving) to self-enhancement (doctorate degree) to personal tasks (recording stories of elder relatives). A self-admitted Irish story teller, she often uses farm analogies to make a point - just ask her husband of 30 years, Dr. Randal (Randy) Peters. Both of whom were happy to trade off the cold of Iowa for the moderate climate of Virginia Beach.

When you have a chance, be sure to pay Phelan a visit (on TEAMS or in person) and share a bit about yourself, your role at NEXCOM and what HR can do to further support you!

EEO as a resource

EEO, managing towards excellence

By: Paul McGovern, Affirmative Employment Program Manager, NEXCOM

The goal of NEXCOM's EEO program is to continuously contribute to make NEXCOM a model employer. The six essential elements of a model EEO program are:

The goal of NEXCOM's EEO program is to continuously contribute to make NEXCOM a model employer.

- **Demonstrated commitment from agency leadership.**
- **Integration of EEO into the agency's strategic mission.**
- **Management and program accountability.**
- **Proactive prevention of unlawful discrimination.**
- **Efficiency**
- **Responsiveness and legal compliance.**

Using the EEO Department as a resource, you can help ensure that all NEXCOM employees, regardless of gender, race or disability status, have equal access to a workplace that is free of discrimination and harassment.

NEXCOM's EEO Department is comprised of the Complaints Division, Alternate Dispute Resolution Program, Reasonable Accommodation Team, Training and the Affirmative Employment Program (AEP).

Did you know that most of the Complaints Group work consists of over-the phone contacts, talking through possible discrimination, conversations about a non-EEO workplace dispute or just being a listening ear?

The Alternative Dispute Resolution program is a means of arriving at mutual solutions for EEO complaint and workplace issues. With the help of a Navy Certified Mediator, parties search for a mutually acceptable resolution. Issues addressed include discrimination, harassment, retaliation, hostile work environment and every day working relationship disputes.

Did you know that reasonable accommodations make employees more productive, and that most work modifications cost under \$500? If you or one of your associates has a disability that requires a work modification to ensure productivity, contact NEXCOM's Disability Program Group.

The NEXCOM AEP reports to the U. S. Equal Employment Opportunity Commission (EEOC). The AEP submits the mandated annual MD-715 report that measures how well the Command is meeting the 'model program' requirements. Where issues exist, AEP works with associates from across the Command to ensure equal access and non-discrimination.

Finally, the training EEO offers ensures that associates at all levels know their roles, rights and responsibilities in ensuring a model workplace.

For more information on how EEO can help you and your team ensure that NEXCOM is a model employer, visit the [EEO Hub page](#) or call 800-884-9459.

Would you watch out for my safety?

By: Kristin Miller, Command Safety Manager, NEXCOM

A woman is on the top step of a step ladder trying to reach a box just an inch from her finger tips when another associate walks into the backroom, looks up at the fellow associate, and goes on about her daily tasks. She is busy and only briefly notices that her co-worker is violating a safety hazard. It's not her business anyway; she was in the backroom for a reason, she has things to do.

As part of the Navy family, we all have the responsibility to look out for ourselves and those working alongside us.

At a furniture warehouse a worker walks by an experienced worker getting ready to lift a large sofa without any help. Knowing he is fairly new and his co-worker has been there for 15 years, he decides not to say anything to him. A few minutes later, the experienced worker is down on the floor complaining about his strained back.

What should the associate have said to the lady on the top step of the ladder? How could we avoid another strain like the one in the warehouse example? Two words: Take Action! Each of these incidents could have been prevented if the co-worker had simply taken the time to look out for their fellow associate's safety. Merely stopping and alerting a co-worker

to a safety hazard is often enough to make a real difference.

As NEXCOM associates, we all work for a paycheck to support ourselves and/or our families. The work we do benefits Sailors and their families making their lives easier as they work to defend our freedom. As part of the Navy family, we all have the responsibility to look out for ourselves and those working alongside us.

Four reasons you should look out for other people's safety:

- **Watching out for others improves your own safety awareness.**
- **Looking out for others is important because everyone gets distracted at one time or another.**
- **Avoid the personal pain or guilt of realizing you could have done something to prevent an injury you saw coming.**
- **Watching out for someone is always the right thing to do.**

Just ask the next person you see who may be doing something unsafe if you can look out for their safety. Chances are they will say, "Yes" and you can go about your day knowing you helped someone and made a difference.

Gifts – a values-based approach

Ethics and You

By Michael D. Rigg, Ethics Counselor, NEXCOM

Three words characterize life and work for many of us these days: confusion, chaos and change. With so many external distractions—like pandemics and politics—competing for our attention, it's easy to overlook the basic principles and rules controlling our ethical conduct as government employees. One topic that seems to provide a lot of inquiries is gifts. Rather than read through a list of rules, I thought it might be helpful and informative to discuss the ethical considerations to keep in mind whenever you are offered a gift.

Would a reasonable person with knowledge of the relevant facts question the employee's integrity or impartiality as a result of accepting the gift?

The standards of conduct promulgated by the U.S. Office of Government Ethics (OGE) require government employees to consider declining otherwise permissible gifts when accepting them would raise concerns about the appearance of impropriety. This reflects a values-based approach to ethics and draws on the 14 General Principles of Ethical Conduct that form the core of the executive branch ethics program. The primary question that each employee should ask is this, "Would a reasonable person with knowledge of the relevant

facts question the employee's integrity or impartiality as a result of accepting the gift?"

Factors to consider are whether

- **The gift has a high market value.**
- **The timing of the gift creates the appearance that the donor is seeking to influence an official action.**
- **The gift was provided by a person who has interests that may be substantially affected by the performance or nonperformance of the associate's official duties.**
- **Acceptance of the gift would provide the donor with significantly disproportionate access.**

Looking at gifts through a values-based lens, as outlined above, might save you from embarrassment or worse, a disciplinary action, later.

What should you do if you accept an inappropriate gift? The standard rule is that employees must promptly return any non-perishable item to the donor or pay the donor its market value. In the case of a tangible item with a market value of \$100 or less, the employee may destroy the item rather than return it. An employee who cannot ascertain the actual market value of an item may estimate its market value by reference to the retail cost of similar items of like quality.

As always, a good place to learn more about this, or other topics related to standards of conduct, is the [OC Hub under Ethics](#). Employees who have specific questions about gifts may also seek guidance from Michael Rigg, NEXCOM Ethics Counselor, at michael.rigg@nexweb.org.

Associate Spotlight

Thank you Navy Exchange Memphis! As a retired USAF member, I've been stuck with AAFES. However, the NEX is the best! AAFES should take some pointers from you on Marketing, Customer Service and overall exchange management. Five stars!

- **Greg C., Conway, Arkansas**

Thank you so much for all the support (NEX Rota). I know the crew really appreciates it. Please thank your team and everyone that helped fill the orders. The crew had big smiles while picking up there packages. It was like Christmas morning.

- **Terence O., Chief Mate, USNS Arctic**

I totally appreciate having an opportunity to "take advantage" of a sale price offered on the 24 count Crayola crayons. My buying spree resulted in over 400 boxes purchased during the period of the sale. If you are wondering why, first I started and managed the local Veterans Club annual Toys for Tots drive and look for the best deals I can find to buy toys for the less fortunate children. I have found boxes of crayons at \$1 to \$1.25 at various locations along with some very fine coloring books for \$1. The combination goes a LONG way in providing at least something which will bring joy to a small child. Bottom line you had a great sale which I took advantage of for some less fortunate children, thank you and to be honest I am looking forward to doing it again.

- **Bill H., retired Navy Reserve Petty Office and Air Force Supply Officer**

I visited Center for Naval Aviation Technical Training (CNATTU) over at Keesler AFB for an official visit, brief and tour. They told me they were very thankful for NEX Gulfport, and specifically the tailoring staff and your uniform folks. They don't get much support at the Keesler AAFES, and they mentioned several times during the visit how appreciative they are for your support. Please pass that along to your folks, along with my thanks as well! Great job!

- **Capt. Jeff P., CO, NCBC Gulfport**

Today was so special for our JFK Chief Petty Officer Selects as they were able to purchase their new uniforms while adhering to the requirements in the current COVID posture. Your NEX Little Creek team provided extreme professionalism and practiced the precautionary measures in keeping our Sailors safe.

- **CMDCM Wright, USS John F. Kennedy**

Honestly everyone at the lodge was so friendly and helpful. They went above and beyond to help out my family once we got out of ROM and even while in ROM they were super helpful. We had just the best experience. The manager, Eric, has a great team.

- **Navy Lodge Sasebo, Japan**

Thank you from Navy-Marine Corps Relief Society



NAVY-MARINE CORPS RELIEF SOCIETY

LtGen Jack Klimp, USMC (Ret)
President and Chief Executive Officer

August 17, 2021

RADM Robert Bianchi USN (Ret)
CEO
Navy Exchange Service Command
3280 Virginia Beach Boulevard
Virginia Beach, VA 23452

Dear Admiral Bianchi,

I am overcome with a profound sense of gratitude for your dedication, and that of Navy Exchange Service Command, to Navy-Marine Corps Relief Society and for the men and women who serve our country.

These men and women need and deserve our support, and NEX has demonstrated that support through its donation of \$292,320, which the Society received on August 16, 2021. Because of this extraordinary support, Sea Service members and their families will have assistance when they face challenges and hardships that would distract them from their vital mission. These funds will support the Society's Visiting Nurse, Education and Budget for Baby programs, as well as help provide financial assistance for disaster relief, car repairs, emergency travel to the bedside of a loved one, and much more.

Our sincere thanks for your leadership and for the sustained commitment of Navy Exchange Service Command. You demonstrate the very best in the ideals that we live by in the military: duty, honor, and service.

Sincerely,

LtGen Jack Klimp, USMC (Ret)
President and Chief Executive Officer

Navy-Marine Corps Relief Society (EIN 53-0204618) is a non-profit charitable organization in the District of Columbia and declared tax exempt by the Internal Revenue Service.

50th Micro Market opens in New London

NEXCOM opened its 50th Micro Market at the Naval Submarine Base New London, Connecticut, Building 534 on May 14. The first Micro Market opened at the Southeast Regional Maintenance Center in Mayport, Florida, in 2015.

“NEXCOM began opening Micro Markets to fill a need for our customers who may not have access to food and beverages when and where they need them,” said Roanna Hatfield, Senior Operations Specialist at NEXCOM. “Over the past six years, we have opened Micro Market locations in barracks, a Navy Gateway Inns & Suites, hangars, flight lines and the Navy Supply Corps School. Our team is always looking for locations that will be beneficial to our military members and Navy commands.”

The new 501 sq. ft. Micro Market, located inside a barracks on base, offers Sailors 481 different items to purchase including healthy choice food items such

as salads, fruit and snack options as well as hot and cold beverages, a variety of heat and serve meals and sandwiches.

Micro Markets are self-service operations placed in a Navy facilities where there are a large number of people, but not a lot of food options available or time is limited. They are open 24-hours per day, seven days a week and take both cash and credit card payments.

NEXCOM plans to open 10 new Micro Markets in 2021.

NEXCOM’s Ships Store Program opened the first Micro Market@Sea onboard the USS San Antonio (LPD 19) on Nov. 30, 2020. Ship personnel now have access to over 100 snack items with the potential to stay open 24 hours a day/seven days a week when operationally feasible. NEXCOM has plans to open other Micro Market@Sea locations in the future.



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