

THE GOODWILL GAZETTE

MAY 2021

LETTER FROM MR. SHELFER, PRESIDENT & CEO GOODWILL INDUSTRIES-BIG BEND



FRED SHELFER, JR. CEO

Dear Goodwill Team Members,
This year is progressing rather well especially compared to last year. Sales are very good thus far, and we are implementing several changes that address some of the challenges we are facing. First, centralized processing is easing the burden on our back rooms and equalizing the quality of product going into our stores. It seems to be working. Secondly, we are Kaizenizing the back rooms and adding a one-touch method of processing wares to increase efficiency. And thirdly, we are developing task analysis for each of our operations so that new hires will have detailed instructions and frequent interaction with their supervisors to review

their work. This will help standardize our processes and improve retention because workers will feel more comfortable in their jobs and acknowledged by their supervisors.

Our Career Training Centers are opening back up to the public after being closed for the past year. Once again, we will be able to offer services to individuals in our facilities. Last year, we were able to serve over 10,000 clients and got rather good at providing virtual and on-line services and education. This year we intend to serve even more by adding the in-house opportunities.

EXECUTIVE CORNER

PRESIDENT/CEO

Working on new ADC in Lynn Haven and preparing for remodel at Bradfordville. Attended the COE conference.

MISSION

I want to give a big shout out to our AmeriCorps team who has been working hard to contact the residents of our apartment complexes to give information about vaccinations! We are recruiting for AmeriCorps members to serve from the end of April until the end of July. If you or anyone you know is interested, please email Patty at pmartinez@goodwillbigbend.com. We are also working to find some awesome candidates for job openings here at Goodwill as well as for the other employers who have called us to hire employees.

SUPPORT SERVICES

We are currently working on Lynn Haven ADC, and building tables for Kaizen. Looking at a new janitorial contract, and this is the month that we must qualify for our Respect contracts. We are raising money for the Golf Tournament, and we have hired a Purchasing Agent, Morgan Hynes.

HUMAN RESOURCES

Preparing for upcoming inspections - Tidy up your locations! T&D (Training and Development) is creating electronic application for management training program for ease of access. Recruitment is developing more local grassroots contacts in your neighborhood - Remember you can earn \$\$\$ by referring someone you know for a job! The HR Team has updated the handbook which is available now under documents on your Infinity HomePage.

RETAIL

Wow!! Many All-Time Sales Records for Day and for a Week! We are running up through March 24.7% compared YoY and up 11.5% over 2019 a more normal year for comparison. 4 Stores have been completed going to the “Less Touch” method of processing and plan to complete all by August of this year. The feedback has been great. We have been low on Apparel donations, but we are purchasing raw apparel donations from other Goodwills in the southeast. Recruiting has been a challenge for employers across the country and Store Management and HR have been working hard at recruiting and retaining employees. We understand it should improve as stimulus funds are spent over the upcoming weeks and many people will rejoin the workforce. The Thrift Industry continues to be one of the best retail places to be employed as strong growth is projected for thrift retail over the next 10 years.

MAY IS ELECTRICAL SAFETY MONTH

May is Electrical Safety Month, and it is time to think about how to avoid potential electrical hazards. We rely on electricity to power our homes and our workplace, so it is important to be safe around electrical appliances, equipment, and power lines. Sometimes taking a simple precaution can help to avoid electrically related fires, fatalities, injuries and loss of property.

Here are some quick tips to keep you safe:

- Check electric cords for fraying or cracking and replace any that may be damaged.
- Extension cords are meant to be temporary. They are not meant to be permanent household or workplace wiring.
- Don't run extension cords under carpets or rugs, and NEVER attempt to tack or nail to walls or floors.
- Keep electric appliances and tools away from water. Never reach for or unplug an appliance that has fallen into water. Instead, turn the power off at the breaker before you unplug the appliance and remove from the water. (This includes mud puddles or standing water in

COMMUNICATION

Send us your team news! What's happening in your area? We want to celebrate you – so send us pictures of your team and the great things that are happening! Have you broken a record? Reached a goal? Celebrate and let us congratulate you! Who do you know that needs a shout out?

ACCOUNTING

Conducting audits, working through new safe installations on all of the stores, preparing training sessions for Reports and Accounting related tasks.

a workplace setting.)

- Never put anything other than an electrical plug in an outlet. Never attempt to plug in bare wires in place of a plug!
- Do not attempt to fix your electrical system. Call a licensed contractor for your home, or request maintenance at your workplace.
- Never touch downed power lines!
- Watch for overhead lines every time you use a ladder.
- Never dig unless you call 811 to get utility lines marked.
- Avoid planting trees under power lines.

Follow these tips and you can avoid the shock of your life!

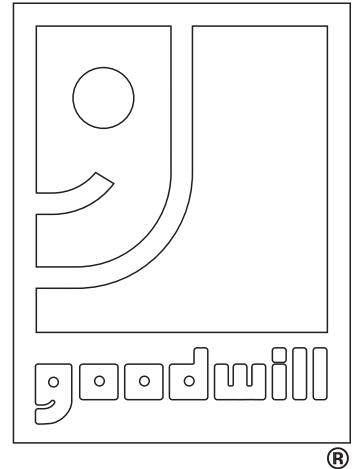


MAY WORD SEARCH

C	A	T	E	R	P	I	L	L	A	R	B	A
X	I	G	O	E	W	B	B	Z	B	C	V	W
F	Q	N	U	S	M	N	Y	T	G	J	K	A
D	A	N	C	E	C	E	Z	Q	M	H	T	T
N	L	L	E	O	I	P	R	I	Z	H	X	V
Q	E	E	K	I	D	D	U	A	B	N	W	R
U	G	G	N	T	Y	E	U	O	L	O	O	E
C	O	B	M	N	W	E	M	P	I	D	M	L
D	A	L	D	I	N	Y	E	A	L	Z	Z	O
Q	X	O	P	G	V	C	M	P	Y	I	E	P
A	Y	O	N	H	F	S	O	Z	Z	O	B	G
E	L	M	O	T	H	E	R	S	D	A	Y	N
I	L	I	N	I	J	I	I	Q	V	J	Z	I
U	S	N	X	N	O	G	A	R	D	E	N	H
Y	S	G	T	G	W	L	L	Y	J	O	H	S
O	J	B	K	A	K	D	D	D		Z	R	I
D	R	G	W	L	Z	S	A	H	Z	K	X	F
Z	G	I	Q	E	M	A	Y	P	O	L	E	F
M	K	R	F	F	L	M	T	H	A	W	L	Y

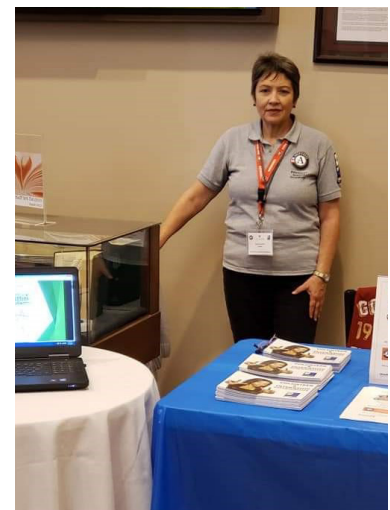
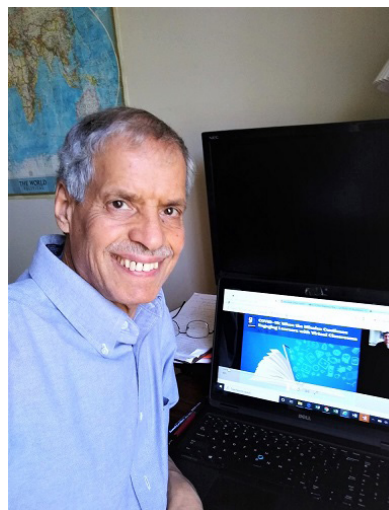
CINCO DE MAYO
 MEMORIAL DAY
 MOTHERS DAY
 MAYPOLE
 NIGHTINGALE
 GARDEN
 BLOOMING
 LILY
 DANCE
 EMERALD
 FISHING POLE
 CATERPILLAR

COLOR ME IN!



GOOD TIMES AND GOODWILL

Shout out to our AmeriCorps Volunteers for their service. We are recruiting members now! Contact our AmeriCorps Goodwill GoodWorks! recruiter, Yanelis Roman at (850) 755-7051 or via email at yroman@goodwillbigbend.com



Take a look inside the new Beach and Gift store in Santa Rosa!



Congrats Zola



Congrats to Zola Campbell who has been with Goodwill since 2018. She was living in an apartment with 10 people when she started and has saved her money and advanced through hard work and a great attitude! Zola was recently promoted to Asst. Manager at the PCB Parkway store and has her own apartment as well as her own vehicle now.

Meet Candra



Candra is the Manager of the Quincey store. She is a single mom who loves her job at Goodwill. She is teaching her children to never give up on achieving their goals through the power of work.

Meet Garrett.



Garrett is the Lead Associate at the Lynn Haven Store. Garrett started with Goodwill in July 2019. He enjoys boating with his family and his dog King and has been a great addition to the team.

NEWS

Cha-ching! \$\$\$\$\$ Did you know that you can earn up to \$200 for referring friends to work at Goodwill? Tell the person to list you as the one who referred them to Goodwill on their application. Then submit a Candidate Referral Form within 5 days of their first day of work.

Did you know that we have a confidential employee hotline? Share ideas, concerns, shout-outs, suggestions, and more in complete privacy by calling 1-888-897-1034.

Are you graduating this semester? Email kgay@goodwillbigbend.com so that we can celebrate your accomplishment!





Happy Birthday To All Our May Birthdays

Dennis Colson	5/1	Kristopher Williams	5/20
Nyvay Davis	5/1	Trace Callentine	5/21
Lawrence Kozlowksy	5/1	Miniya Smith	5/21
Cheryl Lazenby	5/1	David Tshimanga	5/21
Teika Tucker	5/1	Kimberly Boone	5/22
Dana Deacon	5/3	Natalie Haynes	5/22
Jashawn Patterson	5/3	Jimmie Mickens	5/22
Santos Rivas	5/4	Cornell Morgan	5/22
Aliyah Taylor	5/4	Bradon McCormick	5/23
Ji'varis Harley	5/7	Jennifer Powell	5/23
Derek Hebenthal	5/7	Willie Wilson	5/24
Steven Reeths	5/7	Jana Driver	5/25
Amanda Madison	5/8	Hayley Melvin	5/26
Natalie Munroe	5/8	Shamar Christian	5/27
Austin Tippit	5/11	Glenda Hebert	5/28
Caleb Ward	5/11	Cathy Nelson	5/28
Damon Houston	5/12	Aleah Jones	5/29
Damaris Batres	5/13	Jayla McMillian	5/29
Jeffrey Davis	5/13	Susan Zecchini	5/29
Rodrigue Bissainthe	5/15	Erica Amos	5/30
Brandon Barclay	5/16	Tamir Henry	5/30
Arillious Kirksey	5/16		
Eric Reese	5/16		
Davonte Blue	5/17		
Tasha Bass	5/18		
Olga Davey	5/18		
Joesph Julian	5/18		
Rueneene Newton	5/18		
Naasir Henry	5/20		

Happy Anniversary

Lisa Land	22 Years
Fred Shelfer	19 Years
Rick Campbell	19 Years
Rufus White Jr.	15 Years
Rachel Benson	14 Years
Marcus Bolware	14 Years
Vicki Beaumont	12 Years
Justin Thompson	12 Years
Marki Dickey	11 Years
Christopher Baker	10 Years
Anthony Lamb	9 Years
Michelle Johnson	8 Years
Cynthia Winskey	8 Years
Christopher Hayes	7 Years
Rueneene Newton	7 Years
Heath Gllilliam	6 Years
Trudell Wright	5 Years
Elise Johnstone	5 Years
Kathryn Meewes	5 Years
Derek Hebenthal	5 Years
John Coker	5 Years
Christopher White	5 Years
Charles Dotson	4 Years
Kenneth Gurganus	4 Years
Linda McCormick	4 Years
Stoney Long	4 Years
Jimmie Williams	4 Years
Michael Yearby	4 Years
Zola Campbell	3 Years

Shonda Goldsmith	3 Years
Wanda Sanchez	2 Years
Dakoda Rollins	2 Years
Nancy Anderson	2 Years
Peyton Cannon	2 Years
Jennifer Burnham	1 Year
Mark Airhart	1 Year
Lisa Puckett	1 Year
Lana Stokley	1 Year
Robert Lancaster	1 Year
Alexa Ruiz	1 Year