

## EMPLOYEE SPOTLIGHT

Great news from Joint Base Lewis-McChord in Tacoma, Washington, and the GCE team. In June of this year, the KING 5 News crew filmed Corky Henderson, a GCE Food Service employee. The segment was about Corky's life story – at home and at GCE.



Corky Henderson  
GCE Food Service employee



Kevin Granger (2<sup>nd</sup> from left)  
GCE Custodial Service

Kevin Granger, GCE Custodial Service employee at Gulf Breeze Hospital, was recognized as a WOW recipient for ensuring that a bag of bio hazardous waste was not deposited into the general trash compactor.

Someone placed a “red bag” (bio hazardous trash) into a regular trash bag, but Kevin caught it and corrected the mistake by placing it in the correct location. Kevin's quick thinking and attention to detail improved the safety of his co-workers. ●

## CURRENT BUSINESS SPOTLIGHT

Senture Call Center in London, Kentucky, has its first GCE success story. Megan Hubbard, who is visually-impaired, met her metrics and has been officially moved over to Senture's payroll.

Senture is a valued partner whose employees and leadership embrace GCE's mission. GCE and Senture have a formal agreement that allows GCE to provide On-the-Job Training (OJT) opportunities for individuals with disabilities at the Senture location. After the 90 day OJT period, GCE trainees, that are meeting or exceeding performance metrics, have the opportunity to transition to competitive employment with Senture.

“Megan is such an inspiration, and we are sure blessed to have her,” noted Vicki Blair, human resources director for Senture.

Lisa Smith, director of contact center operations said, “A big thank you for all who had a part in this. Megan is great success story.” ●



L to R: Charlotte Grubbs - Senture Supervisor,  
Megan Hubbard - GCE, Vonda Martin - GCE  
Supervisor, Vicki Blair - HR Director

## A NOTE FROM RICH

### Busier Than Ever!

Recent visits with Global Connections to Employment (GCE) Food Service teams in Fairbanks, Alaska, and Tacoma, Washington, served as another great reminder of the ways that GCE creates opportunities for people to show their capabilities.



Rich Gilmartin,  
GCE President

We had two stars light up the Capitol in June. Jeremy Schell (EITS – Lorton, VA) and Tommy Huynh (Food Services, Pensacola, FL) participated in a grassroots event sponsored by SourceAmerica® and told their stories to members of Congress. Both of these individuals have powerful stories to tell, and we are proud to have them on the GCE team.

On July 13, Sergio Mejia (EITS – Seaside, CA) and Sam Rodriguez (EITS – Lorton, VA) shared their personal journeys with the AbilityOne® Commission as part of our annual briefing on our largest contract. The messages that Sergio and Sam shared captured the attention of everyone in the room. Both of these men have worked very hard to learn their trade of IT, and it showed.

As a company of nearly 2,000 employees, the stories and experiences of each employee, just like those of Jeremy, Tommy, Sergio and Sam, are powerful examples of how people can overcome challenges and adversity. It is simply GCE's job to provide the opportunity. ●

## GOVERNMENT/COMMUNITY RELATIONS

U.S. House Representative David Cicilline from Rhode Island's 1<sup>st</sup> congressional district visited GCE on August 8, 2017. Rich Gilmartin, GCE President, welcomed the Congressman to the Naval Station Newport Galley. Rodney Novak, GCE project manager, and his team rolled out the red carpet for the special guest. Representative Cicilline conveyed his appreciation for the work being done by GCE at Naval Station Newport. He also expressed deep interest in making sure people with disabilities have opportunities to engage in meaningful employment.



Colleen Kennedy, U.S. House Rep Palazzo's legislative aide, came to visit the GCE team at Gulfport, MS on August 10. She was amazed by what the GCE team accomplishes on a daily basis. Special thanks to Fred Hornsby (GCE food service manager) for the tour and Sue Orr (project manager) for making sure we had everything we needed to access the site prior to the visit. ●



## UPCOMING EVENTS / WHO KNEW?

### Information Technologies Training Pathway! (ITTP)

*They came, they saw, they conquered. The GCE ITTP California trainees transitioned several months ago from ITTP trainee I to II and left the training facility, arriving at the Defense Manpower Data Center (DMDC) full of hope and promise. Here's what they had to say about being current DMDC employees:*

*"For me it's like being on a roller coaster ride; this journey that I have been on as a trainee has had its ups and downs, but now that I'm reaching the end of this ride, I'm looking forward to the next ride as a QA Analyst I."*

*– Donald Blevins*

*"The people here are very friendly and hard workers; I'm grateful to have this opportunity to work at the DMDC and working on the real world projects lets my developer skills grow and become a better developer for GCE."*

*– Jeffrey Burris*

*"When I first transitioned from the training site to the DMDC, I won't lie, I was intimidated. However, there were many people here who were eager to help get me settled and feel more comfortable. I am very grateful for their efforts. Going through the training and getting here to the DMDC has been a once-in-a-lifetime experience, and I am so excited to be a part of it."*

*– Christopher Watkins*

## WE SALUTE YOU!



Exciting news from the Armed Forces Retirement Home (AFRH) in Washington, DC, in June 2017:

Fred Hornsby, GCE food services manager and Elizabeth Garris, GCE project manager, received the Certificate of Excellence from Ronald Kraft, chief of residents at AFRH.

"We wanted to recognize the achievements of Kitchen Manager, Howard Johnson, and Lead Chef, Eric Jackson. Both have demonstrated commitment, dedication, and a positive attitude to all food preparations.

Due to their efforts and commitment food preparations have improved as well as the quality of services provided to the residents," said Kraft. ●

## Safety with Jonathan Broussard

### *Safety Goggles / Eye Protection*

Safety goggles are part of the required Personal Protective Equipment (PPE) for GCE employees. Use is required when employees handle materials that could splash in their eyes or to protect the eyes from flying debris. This includes handling chemicals in concentrated form as they are loaded in the dispenser, spraying upright surfaces with solutions, and dusting elevated places that could result in debris falling and entering the eyes.

The goggles must be located in an area where employees can easily access them, and they must be kept in serviceable condition. When they are left out, goggles accumulate dust and debris. Keep them clean by hand-washing them with water and a mild detergent. Avoid using a scrubbing device so that you don't scratch the surfaces. If items are severely scratched or vision is impaired, notify your supervisor to get a replacement.

Employees who routinely experience these hazards should have their own assigned pair of goggles. Supervisors and managers are responsible for ensuring that employees are wearing the proper PPE to protect them from hazards. ●

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## Quality with Stephanie Cooper

We are very excited to announce that GCE is implementing the ISO 9001:2015 Quality Management standard. We will be implementing by line of business starting with Information Technology. Our goal is to have the Information Technology implementation completed by Quarter 2 of FY 2018. We will require support from all of you to ensure the successful completion of this milestone certification. There will be more information to come on the implementation for our other service lines.

### **What is ISO 9001:2015 Certification?**

- Structured improvement program
- Certified by 3<sup>rd</sup>-party auditor (Registrar/Certification Body)
- International certification of our company's improvement program
- Provides the organization with a set of principles that ensures a risk-based approach to the management of business activities and drives customer satisfaction
- Reduced cost due to elimination of errors and waste
- More business/different markets
- Involvement of all employees in making improvements
- Greater management visibility

### **What are the benefits of being ISO 9001:2015 certified?**

- Improved customer satisfaction
- International recognition of the certification
- Improved business processes
- Reduced risk

### **How can you help?**

- Know and locate company policies and objectives
- Maintain customer focus and report customer feedback to organization
- Understand the organization's procedures
- Identify and document nonconformities and corrective actions

## Security with Johnnie Zimmerman

### *Instagram Tips - Keep your account secure! - Dos and Don'ts*

- Establish and maintain connections with only people you know and trust. Review often.
- Assume that ANYONE can see any information that you share on Instagram, and that whatever you post is permanent.
- Photos taken with your smartphone may reveal your present location on Instagram. Consider adjusting the settings on your smartphone. On an iPhone, under "Settings" select "Privacy." Then tap on "Location Services" and select the "Off" option.

## Security with Johnnie Zimmerman *cont'd.*

- By selecting the Instagram Direct icon from top right corner of the application, you can choose to share a photo with only a few people (up to a maximum of 15) rather than all of your followers, or the public.
- You can report inappropriate content directly from the app using the built-in flagging feature (simply tap on the three dots next to the comment button to access).
- Do not use the same password for multiple accounts online, such as your Instagram and bank accounts. If a password is compromised, only one account will be affected, minimizing potential damage. Instead add a variation for the password, such as adding a set of numbers or a website/account-specific suffix.
- Never post photos or videos to Instagram containing confidential or classified information, or pictures/videos of unauthorized areas on contract sites.

## LIVING OUR VALUES

### Our Values

**OWNERSHIP:** accountable, engaged, stewardship, responsive and committed **INTEGRITY:** honest, principled, trustworthy and transparent **COMPASSION:** empathetic, merciful, sensitive, kind, giving, forgiving and hopeful **EXCELLENCE:** safety, quality, distinguished, learning, improving **SERVICE:** welcoming, attentive, humble, respectful, exceeds expectations and collaborative.

### Living Our Values

During the Leadership conference in February GCE rolled out a new recognition program as part of our new Mission, Vision and Values. GCE “Value” coins (chips) were developed that have each of our five individual values printed on them. The coins are given out by GCE leaders to recognize team members who “consistently” demonstrate, in an exemplary way, our Values at work every day. *Team members who have received a coin(s) May - July 2017:*

#### GCE Administration

- **July 2017:** Shirley Carey **RECEIVED ALL 5 COINS,** making her the **FIRST GCE EMPLOYEE TO ACCOMPLISH THIS IN 2017**

#### Gulf Breeze Hospital Custodial

- **May-July 2017:** Theresa Westbrook, Denise Kelly, Linda Lee, Linda Lee, Neal Wingard, Amanda Simon, Spencer Dowling, Vonchea Polnitz, Stacey Mack Bethany Powell, Spencer Dowling, William McKinley, Timothy Robinson, Dave DeRose and Russ Schreiner

#### Fort Polk

- **May-June 2017:** Steven McQueen and Beverly Geesey

#### Naval Air Station Pensacola Food Services

- **June-July 2017:** Irene DiFranco, Shantoria Kimble, Axle Appelberg, Chevelle Robinson, Jody Fejeran, Barbara Hale, Sherry Grimes, Brenda Heath, Cristina Trosen, Derrick Borner, Jason Shaeffer, Tim Long, Kathy Erwin, Sheila Jackson, Ivy Marshall, Christina Spencer, Christopher Wermers, Mary Stewart, Tammy Ellis, David Hopkins, Annette Brandenburg, Tim Hester and Lucy Compeau

#### Lakeview Center Food Services

- **July 2017:** Felicia Bryant

#### JBLM

- **May 2017:** Kevin Karalus, Jason Woods, Ron Murray, Brendan McGinty, Michael Shaffer, Tong Harms and Susanna Krauss

#### Clearwater Coastguard Station

- **May-July 2017:** Miguel Negron, Lesa Shrewsberry, Robert Robinson, Kim Severt, Tiamara Torres, Ben Meier, Colter Wood, Wayne Gable and Mike Newsome

#### DC Armed Forces Retirement Home (Food and Custodial):

- **May-July 2017:** David Allen, Christopheher Antonelli, Vernon Ballard, Michael Scott, Lawanda Chase, Shance Brooks, Sandra Johnson, Kim Lee, Joann Stephens, Roderick Bunch, Eric Jackson, Howard Johnson, Titus Pankey, Charles McCovrey, Fuk Wong, Hilda Sorto, Lydia Tuppince, Linda Robinson, Rebecca Terrell, Maria Johnson, Lynette Meadows, Wanda Terrell, Melvin Williams, Kelvin Lewis, Jimma Tsiqie, Carl Ivey, Laverne Chappelle, Timothy Hart, Eric Epps, Quishona McCoy, Aaron Hart, Michael Jolly, Tanya Boggs, and Barbara Goldring