

EMPLOYEE SPOTLIGHT



Serving with a smile for 50 years

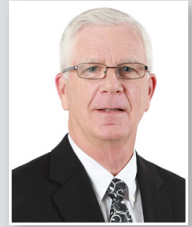
Peggy Oatis, from the Naval Construction Battalion Center in Gulfport, Mississippi, was recognized for 50 years of service at the dining facility. The Seabee Courier published Peggy's achievement on its front page in the July 18 edition. GCE is proud of Peggy's accomplishments over the years, her constant smile and positive can-do attitude, but overall her kindness to every one, every day.

Some wise words shared by Peggy:

"I've met a lot of friendly people. Some people come in here feeling down so I just tell them to cheer up and that it's going to be OK. Then they smile; that is what makes me feel good." Sometimes it can be tough, but Oatis said the best advice she can give is to never give up. **"Keep going and do what you can. There are going to be hard days because you don't have good days all the time, but you can get through it if you really try."**

A NOTE FROM RICH

Our entire corporate system, under the leadership of **Mark Faulkner**, president and CEO of Baptist Health Care, is in the process of revising our strategic initiatives. The five key priorities are: **1) Focus on Team, 2) Improve and Excel, 3) Ensure Financial Health, 4) Make it (Access) Easy, and 5) Improve our Communities.** The last area is new and recognizes that we touch many communities, and the work we do should result



Rich Gilmartin, GCE President

in benefit to those communities. This initiative can take many forms and goes far beyond receiving a paycheck. Many of our employees coach youth sports teams, volunteer with local charities, teach church groups, rescue animals, and so on. All of these things bring value to the communities where we have a footprint.

Under the initiative of **Focus on Team**, we recently launched **Team Member Forums** (using Zoom technology) aimed at enhancing communications and sharing performance data with team members. These forums will be conducted four times each year and are open to all GCE employees.

Our veterans initiative, which is intended to assist our military veterans with their transition to civilian employment, has been accelerated thanks to the dedicated focus of **Stephen Carter**. Stephen is building connections with organizations that are in a position to make referrals to GCE. He also is building our internal programs and supports for veterans.

Another example of how we are also lending a hand to our employees, outside of the veterans initiative, is through **Helping Hands**. (details noted below in this newsletter). **Helping Hands** is the fund managed by our Baptist Health Care (BHC) Foundation and is used to assist employees who find themselves in a time of need.

The GCE headquarters in Pensacola was relocated to a different address, providing much needed space. The leased space provides for more meeting options and better meets the operational requirements for GCE. ►

NOTE FROM RICH -cont'd

On a personal note, I recently attended my last executive committee meeting of the National Council of SourceAmerica® Employers (NCSE). The work being done by that group of talented individuals who represent the entire country is remarkable. In addition to their paid full-time jobs running non-profit organizations like GCE, they volunteer in an advisory capacity to SourceAmerica and frequently are called upon by the AbilityOne® Commission for input. It was a privilege for me to serve with that group and my hat goes off to them as they continue to represent all of us.

Lastly, I wanted to share this personal reflection. I was asked by an employee just a few years ago, "Did you ever think GCE would become what it is today?"

GCE is constantly evolving as we work diligently to keep up with the changing world we live in. That world has presented both opportunities and challenges. Our job is to seize the opportunities and manage the challenges to the extent we can. Our job also is to look for new ways that we can open the door of opportunity for people with disabilities. GCE has done a good job in this area, striving to broaden the types of occupations we have to offer to people turning to us to help them gain employment. GCE (although using a different name at the time) began in 1977 with about 25 employees and offered only transitional opportunities to help people acquire the skills and traits needed in the workplace as well as providing vocational testing and job placement assistance. The hands-on work was limited to light packaging, bulk mail processing and engraving name badges. Eventually, GCE entered into shelf-stocking, custodial work and food services and those areas became a springboard for GCE's geographic expansion beyond Pensacola. We then added mail room operations, administrative support functions, facilities maintenance, information technology, contact centers, and digital imaging services. All of these additions to our operations have been aimed at creating meaningful jobs for people with disabilities, jobs that align with an individual's goals. Today, GCE employs over 1,800 people and operates in 14 states, the District of Columbia, and in Colombia, South America.

So, the answer to the question asked of me is "No, I absolutely could never have predicted what GCE has become." The people at GCE have built a company that is resilient and focused on creating a wide array of opportunities for people with disabilities. I am exceptionally proud of the work each person does at GCE. So, I am absolutely confident that my retirement in March will in no way hamper GCE's progress and accomplishments in the future. If you are a GCE team member, you might have already learned of the announcement of my planned retirement and the process now underway to find the next president of GCE. I have every confidence that the next person will help open doors to new and exciting ways to create opportunities for the people we exist to serve.

OPERATIONS SPOTLIGHT

Retirement News

Richard Waters, senior operations executive, retired from GCE in August. Richard was responsible for the custodial and facilities contracts at Eglin Air Force Base in Fort Walton Beach, Florida; at Fort Knox in Fort Knox, Kentucky; Fort Campbell at Fort Campbell, Kentucky; Lakeview Center in Pensacola, Florida; and West Florida Community Care Center (WFCCC), a state facility managed by Lakeview Center, in Milton, Florida. Richard became a member of the GCE family on March 5, 2012, after briefly working for SourceAmerica® as a subject matter expert in facilities management. Prior to that role, he held a long-term private sector career overseeing the facilities management and maintenance services at Fort Knox. His expertise in operations and pricing proved to be very beneficial and some would say he had a knack for "running a tight ship." Richard most likely is enjoying his newfound time fishing from his dock on Pensacola Bay while trying to reel in the "big one."



GOVERNMENT AND COMMUNITY RELATIONS

National Disability Employment Awareness Month (NDEAM) is observed in October. The theme this year across the United States is: "The Right Talent, Right Now." GCE wants to celebrate and say thank you to team members for being part of our family.

Americans observe National Disability Employment Awareness Month by paying tribute to the accomplishments of the men and women with disabilities whose work helps support a strong national economy and by reaffirming their commitments to ensuring equal opportunities for all citizens.

Governmental News:

GCE was honored to host Congressional staff members who visited us at MacDill Air Force Base in Tampa, Florida. In June, Rob Fleege, military liaison for House Representative Gus Biliakakis who serves Florida's 12th Congressional district, stopped in. Our second visit came in August when Taylor Sanchez, Gulf Coast regional director, who works for Senator Marco Rubio's district office located in Tampa visited. Both visitors received the VIP treatment and learned more about our organization and the importance of jobs for individuals with disabilities to go back and share with their respective congressional leaders and fellow staff members.



Chris Mortimer, GCE custodian; Dana Jedrick, GCE assistant project manager; and Taylor Sanchez, Gulf Coast regional director for Senator Marco Rubio.

UPCOMING EVENTS / WHO KNEW?

GCE Calendar for 2020

Earlier this year GCE announced a calendar competition with the theme of: I AM SOMEBODY. Team members submitted pictures that showcased who or what brings them hope, encouragement, and joy outside of work life. We are happy to say that we received and were able to use all 24 pictures – two pictures for each month. Calendars will be available at GCE sites in October for NDEAM events.

Did you know?

GCE currently employs more than 1,824 people in multiple states (14 states and the District of Columbia)

The top five states in terms of number of employees are:

- Florida - 989
- California - 166
- Kentucky - 115
- State of Washington - 112
- Virginia - 105

Did you know that volunteering in your community is helpful?

Volunteers are often called the "glue" that holds a community together. You can give others hope, create new friends, and have fun.

Volunteering has been proven to help **boost self-confidence** by getting people out of their comfort zones to help improve upon challenges in the communities where they live. Volunteer organizations encourage support and inclusion. Learn about opportunities in your community such as food pantries, faith-based organizations, and others. If you need help finding an opportunity, reach out to Lori Kain at lori.kain@gce.org or 850.429.6969. You also can speak to your project manager or targeted employment navigator (TEN).

Consider forming a team and volunteering as a group!

SAFETY WITH JONATHAN BROUSSARD

Become a Safety Leader

GCE wants each team member to go home safely at the end of each day. In order to accomplish this, team members should make safety a personal priority and become safety leaders.



JONATHAN BROUSSARD

Safety leadership is not reserved for those in management, but can include all team members. Safety leaders include any team member who is capable of positively affecting the behavior of their coworkers to improve safety performance.

To become an effective safety leader:

- Be the person who leads by example. Avoid shortcuts, adhere to the proper procedures and remain focused on your work.
- Encourage those around you to act safely. Use the opportunity to train them in the proper actions and encourage them. Explain “why” things are done a particular way.
- Let team members know that unsafe behavior is unacceptable in any circumstance.
- Avoid becoming complacent by constantly reviewing the potential hazards present in your work area which could lead to injury, and stay educated on how they are best avoided.
- Report and share hazards with other team members, management, and the GCE Safety Professional.
- Be involved in the safety process. If you have an idea on how to make a task or condition safer, share the information with your supervisor or the safety professional.

QUALITY WITH STEPHANIE COOPER

GCE re-certified with CIMS-GB with Honors

The Cleaning Industry Management Standard (CIMS) is a third party accreditation that is governed by the ISSA - the Worldwide Cleaning Industry Association. CIMS and CIMS-GB (Green Building) certification demonstrates that an organization is prepared to deliver quality, customer-focused services and ensures it's capable of delivering a comprehensive green cleaning program based on Leadership in Energy and Environmental Design (LEED) Environmental Based and Operations Maintenance (EB O&M) green-cleaning criteria.



STEPHANIE COOPER

During the week of June 10, our CIMS Assessor, Cliff Beiser, visited five GCE contract sites in central Florida. Cliff met with GCE management teams, team members and customers to assess operations, quality, training, safety and customer relationships.

We extend a huge **Thank You** to Mercy Miller, operations executive, and her team for all their hard work.

- Bartow Department of Transportation, Tampa – Al Sheppard and team
- MacDill Air Force Base, Tampa – Mercy Miller, Dana Jedrick and team
- Hillsborough Health Department, Tampa – Al Sheppard and team
- U.S. Coast Guard Air Station, Clearwater – Bill Dietz, Miguel Negron, and team
- Naval Support Activity, Orlando – Sandra Pinnock and team
- New Port Richey Veterans Administration Outpatient Clinic (VAOPC), New Port Richey – Mike Dwyer and team



SECURITY WITH JOHNNIE ZIMMERMAN

FaceApp

If you visited Instagram recently, you almost certainly saw some of your friends sharing uncanny images of themselves. How did this happen? FaceApp!

FaceApp first went viral in 2017, but with many updates since then, the technology has become even more realistic, causing it to go viral once again. FaceApp allows you to alter your appearance to include your clothing. You can even make yourself look younger or older.

Sounds like fun, doesn't it? Well, before you hurry to download the app, you may want to read further about what you are agreeing to when you use it.

FaceApp is Russian-owned, and there are several concerns about your privacy and the Terms of Use you agree to when you download it. *Below are some of the concerns, directly from the Apps term page:*



JOHNNIE ZIMMERMAN

"You grant FaceApp a perpetual, irrevocable, nonexclusive, royalty-free, worldwide, fully-paid, transferable sub-licensable license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, publicly perform and display your User Content and any name, username or likeness provided in connection with your User Content in all media formats and channels now known or later developed, without compensation to you."

"You grant FaceApp consent to use the User Content, regardless of whether it includes an individual's name, likeness, voice or persona, sufficient to indicate the individual's identity. By using the Services, you agree that the User Content may be used for commercial purposes."

Privacy concerns: The app uses a neural network to transform the face and hair of the person in the photograph, and this takes place on servers owned by Amazon and Google — not on your phone. In other words, our photos, with all the embedded data about the location, date, time, etc. of the photo, are being uploaded and processed by the company.

This happens to a lot of our data, but in this case, the owner of the app is a Russian company. This matters because there is no guarantee that this information isn't being sent back to servers in Russia, where it's possibly being sold, hacked or appropriated by the Russian government and/or international hackers. Personal data on servers in the USA and Europe have much better protection under law.

Dangers of identity theft: In the wrong hands, quality images of faces can be used to break into bank accounts, create fake ID cards and passports, and more, especially when combined with information from other data breaches when hackers have used security weaknesses to acquire sensitive personal data on massive numbers of people from major companies.

With FaceApp, it's hard to know how our data will be used given its broad and exploitative terms of service. And its recent comeback demonstrates how swiftly people will hop on an internet trend without fully understanding what they're giving up.

WE SALUTE YOU

Maj. Gen. John R. Evans, Jr., recognized the GCE custodial team for impeccable service in cleaning the Human Resources Command (HRC) at Fort Knox in Kentucky. Prior to his departure as commanding officer of the installation, the Maj. Gen. thanked the team for providing exemplary support to the unit. For example, the HRC consists of six buildings and two command bridges. The GCE team comes in early to vacuum the general's bridge before meetings begin. They ensure consistent orderliness and sanitation of an approximately 900K-square-foot complex. The general recognized the team for their consistent dedication to excellence.

Pictured left to right starting in the back: James McIntyre, Jerry Renfro, Glen Hetrick, Dustin Clinkenbeard, Devin Clinkenbeard, Jonathan Redd, Jarrell Badgett, Austin Peddy **Front row left to right:** Melissa Eads, Joseph Heckinger, Dorothy Mason, Velkis Isakson, Julieta Calalang, Robert Fraizer, Alfredo Reano, Stanley Keith



LIVING OUR VALUES (value coin recognition)

Ownership: accountable, engaged, stewardship, responsive, committed

Integrity: honest, principled, trustworthy, transparent

Compassion: empathetic, merciful, sensitive, kind, giving, forgiving, hopeful

Excellence: safety, quality, distinguished, learning, improving

Service: welcoming, attentive, humble, respectful, exceeds expectations, collaborative

GCE Value coins are given out by managers and supervisors to recognize team members for consistently living one of our Values every day. When a team member earns all five Value coins he or she will receive a Value pin, coin holder and plaque with certificate.



FIVE COIN RECIPIENTS (May - July 2019)

As of August 1, 2019 more than 115 Value coin plaques have been awarded.

Naval Air Station Pensacola, Pensacola, FL – Food Service: Perry Hardy, Carol Ang, Jim Young, Romeo Francia, Trinh Nguyen

Value coin recipients May - July 2019

Armed Forces Retirement Home, Gulfport, MS – Food Service:

Rorlan Ripp, Danny Moore, Brennan Sweetapple, Virginia Johnson, Daniel Lott, Jerome Carver, Kyle Wilson, Al Hampton Jr., Lynn Ferrill, Ramon Alford, Barbara Jones, Sherika McNair, Artaz Stanley, Holly Morgan, Cemon Mack, Kylie Wilson, Rechelle Dupar, Stephen Jones, Hewey Cameron, Margaret Walker, Bridgette Carter, Virginia Johnson

Naval Air Station Whiting Field, Milton, FL – Custodial Service:

Angila Bowers, Alex Carroll, Domick Ellis, Fred Frome, Emily Chever, David Norwood, Devon Freeman

Baptist Medical Park - Airport, Pensacola, FL – Custodial Service:

Abigail Whitaker, Rebecca Barrineau

Pace Medical Park, Pace, FL – Custodial Service:

Christopher Matthews, Debra Buchanan, Emmual Ranking

ITTP – IT Services, Lorton, VA:

Page Green, Ashley Peyton, John Bush III, Zac Smith, Natoya Holden, Sherrita Taper, Ben Gibbs, Brian Patrick, Jim Ryan, Sylvia Calderon

ITTP – IT Services, Seaside, CA:

Corina Flores

U.S. Army Fort Polk, Fort Polk, LA – Food Service:

Delaney Borges, Heatherlee Martin-Minon, Amber Major, Obie Ashworth, Linda Foster, Brenda McCarter, Amber Major, Angelica Squires, JP Borel

Fort Campbell, Clarksville, TN – Custodial Service:

Dawn Motes, Eli Whitaker, Jonathan Quam, Dawn Bowen, Matthew Gallaway, Puanani Lozano, Robert Brooks, Nadine Moore, Adam Moss, Eureka Williams, Victoria Loveless, Chad Cheek

Baptist Hospital, Pensacola, FL – Custodial Service:

Robert Baker, Loretta Crenshaw, Lorenzo McDaniels, Rosia Greene, Tony Rowe, Lamia Culberson, David Martin, Yvette Bridges, Anthony Price, Mike King, Burt Miles

Gulf Breeze Hospital, Gulf Breeze, FL – Health Care Environmental Service:

Audrey Jenkins, Spencer Dowling, Bryant Johnson, Stacey Mack, Jorge Siri

Naval Air Station Pensacola, Pensacola, FL – Food Service:

James Young, Jovon Gulley, Freginald Spencer, Maggie Robinson, Nicole Parson, Brentley Wood, Eric Jones, Spero Athanasios, Rebecca Jernigan, Ed James, Russell Quickle, Monica Galloway, Bobby Garrett, Michelle Johnson, Marcelino Marasigan, Aleasha Brandenburg

U.S. Army 7th Special Forces Group, Eglin Air Force Base, Fort Walton Beach, FL – Food Service:

Scott Williams

Naval Air Station Pensacola, Pensacola, FL – Custodial Service:

Ashley Austin

Fort Knox, Fort Knox, KY – Custodial and Facilities Maintenance:

William Castellano, Christa Lewis, Jessica Leasor, Brian Morrison

Barksdale Air Force Base, Bossier, LA – Food Service:

Melani Laffitte, Renee James

GCE Administration:

Cheyenne Robinson, Mike Bailey, Russ Schreiner, Teresa Patterson, Richard Waters, Tracy Johnson, Katrina Simpkins, Sandra Plocharczyk

HELPING HANDS

Helping Hands is a team member giving program that exists to help team members in times of great need. The Baptist Health Care Foundation manages Helping Hands, and GCE team members can make donations to Helping Hands if they desire. The funds have helped team members when faced with an unexpected event.

A few initiatives include:

- Helping team members financially through unexpected life events such as a home fire, hurricane damage, family member death, medical conditions causing loss of wages, etc.
- Providing educational scholarship opportunities for team members and their families
- Providing financial assistance for adoption or foster care certification
- Providing financial aid for eligible domestic and foreign mission trips
- Providing mini-grant opportunities for departments and team members



If you are already contributing to Helping Hands, thank you for your support and for helping us achieve our mission of helping people throughout life's journey. Every gift has the potential to make a difference in someone's life.

Any level of support is appreciated. One easy way to help is through payroll deduction. There is no way to predict when an unexpected need may occur, but even as little as \$2 per paycheck adds up. That \$2 contribution per pay period would add up to \$52 dollars a year to help support the program.

GCE Team members have received emergency assistance totaling:

Year to date in 2019: \$7,532

2018: \$11,558

Examples of events where help was needed:

- A team member lost everything in a home fire, flood or hurricane. Helping Hands provided temporary shelter at a hotel until the team member could find a new place to live.
- Funeral expenses were paid when an immediate family member passed away.
- A team member who had a medical situation and expenses, but had exhausted Family Medical Leave and PTO time received assistance from Helping Hands.

Helping Hands is not meant to supplement a team member's income or provide additional income for general financial hardships. The program does not work like a loan company or a bank. Assistance cannot be used to extend team member benefits such as additional paid days off, etc.

Helping Hands can provide assistance by making direct payments to:

- Mortgage/rent payments
- Utilities (water, gas, electric, trash)
- Food assistance via food cards to a local grocery store

Examples of things that Helping Hands does not pay for include:

- Alimony/child support or medical bills
- Loan repayments
- Cell phone/telephone bills
- Credit card debt
- Insurance payments
- Traffic fines
- Furniture payments
- Child care
- Cable or internet bill

For more information, please contact Bethany Powell (Lakeview Employee Relations) directly at 850.469.3695.



HELPING PEOPLE THROUGHOUT LIFE'S JOURNEY.

