

Goodwill



90 Years of Putting People
to Work in North Georgia

2015 FACILITY SERVICES

A HISTORY OF QUALITY PEOPLE AND QUALITY RESULTS

In 1925 Goodwill Industries of Atlanta, Inc. opened its doors for the first time. In the old days, contract services were just another part of our overarching business. We brought in donations, worked on Battle Dress Uniforms (BDUs), sold refurbished donated goods in our stores and used the collective proceeds to provide employment services for locals in need of work. Though our practices have transformed in the last 90 years, the essence of what we do has stayed constant. In 2007 Goodwill Industries of North Georgia was officially established as a separate nonprofit organization from Goodwill of North Georgia. The two organizations work separately, but in tandem, toward connecting local job seekers with employment opportunities. Our mission is to put people to work.




At Goodwill Industries of North Georgia, our focus is on contract services and facilities maintenance, as well as putting people with disabilities to work. More than 75-percent of the work is done by people with severe disabilities. "Quality People. Quality Results." are words we live by, and we continue to put forth exceptional service. It's one of the reasons quality service remains a top priority for us, along with safety and environmental responsibility.

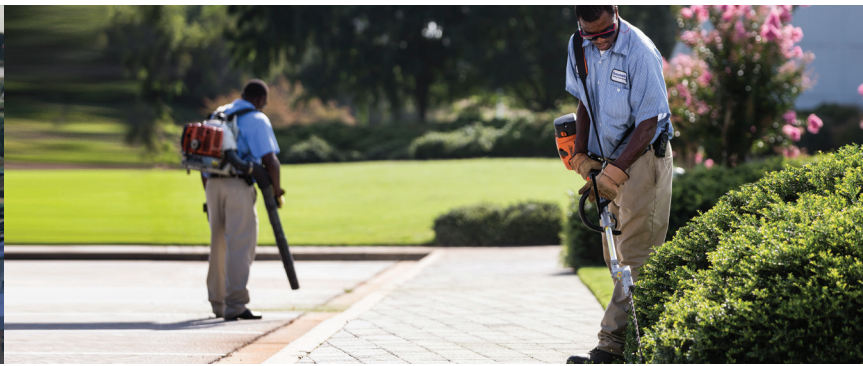
Our quality commitment - which is to continuously improve productivity, increase customer satisfaction and enhance professionalism - extends into a variety of different services. We provide janitorial services, operation, repair and maintenance of mechanical systems, grounds maintenance, and supply chain management for more than 5.2 million square feet of contract space each day. We cover a lot of ground, and our employees work hard to ensure our customers enjoy top notch service with a personal touch. Throughout our history, our service has been, and continues to be, our legacy.

Sincerely,
Eduardo Carreras and Raymond W. Bishop



BOARD CHAIRMAN EDUARDO CARRERAS (LEFT) AND PRESIDENT RAYMOND BISHOP (RIGHT).

		FISCAL YEAR 2015	FISCAL YEAR 2014	
 FISCAL YEAR 2014 & 2015 FINANCIALS	 REVENUE	CONTRACTS	\$11,400,000	\$13,111,000
	 EXPENSES AND RESERVES	CONTRACTS	\$10,500,000	\$12,343,000
		GENERAL ADMINISTRATION	\$1,100,000	\$1,201,700
		DEPRECIATION	\$200,000	\$200,000
		OPERATING DEFICIT	(\$400,000)	(\$447,000)
	TOTAL EXPENDITURES AND RESERVES	\$11,400,000	\$13,111,000	



EACH PAIR OF BDU PANTS
REQUIRED 76 SEWING STEPS.

DETRAVIOUS SIRMON AND CHRIS WILSON
WORK METICULOUSLY ON NARA'S GROUNDS.

FOR DENISE PERKINS, A SMILE IS A
NATURAL PART OF HER UNIFORM.

LOOK BACK

CONTRACT SERVICES - FROM SEWING MACHINES TO RIDE-ON MACHINES

In 1994 our Contract Services department at Goodwill Industries of Atlanta got into the Battle Dress Uniform (BDU) business. Our goal with the new contract was to become the U.S. Department of Defense's single-source provider of 150,000 pairs of BDU pants annually.

Requiring 76 different sewing operations to complete one pair of pants, the work pants were a great idea in theory, but it was difficult for us to make the contract worthwhile.

In 1984 we added the Internal Revenue Service (IRS) as a contract site, and in 1995 we shut down the BDU program just as we learned of an opening for janitorial contracts at the Center for Disease Control (CDC). Today we have expanded our services to several local contract sites providing top-quality work, entailing everything from janitorial services to supply chain management.

PRESENT DAY

GROUNDS MAINTENANCE - QUALITY SERVICE INSIDE AND OUT

One of our contracts at Goodwill Industries of North Georgia includes landscaping and grounds maintenance for the Georgia National Archives and Records Administration (NARA). At NARA no detail is too small when it comes to maintaining their beautiful campus. We weed the gardens, cut the grass, manicure the lawn, trim the bushes, keep the walkways clear and help the facility maintain its curb appeal.

"We maintain 120,000 square feet every day at this site," says Greg Mathis, NARA site supervisor.

Mathis's team works hard on maintaining the campus, and they are proud of their work. With a dedicated team and top quality care of the NARA campus, we plan to continue providing a full range of services to our customers, both inside and outside.

LOOK AHEAD

EXPANDING EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

Georgia's overall unemployment rate has been on the decline since the Great Recession, and nearly 70-percent of people with disabilities remain unemployed. As we look to the future of our facility services business, we will focus on employment opportunities for people with disabilities. Through strategic partnerships with local businesses, we will continue to grow our business with consideration for this underserved population.

With more than 75-percent of the work completed by individuals with severe disabilities at our contract sites today, we know first hand that a person's disability does not define them. "Quality People. Quality Results." are words we live by, and we will uphold this same philosophy as we expand our facility services in the future.



Goodwill
Industries of North Georgia



90 Years of Putting People to Work in North Georgia

Goodwill Industries of North Georgia, a 501(c)(3) corporation, provides top-notch facility management services to the federal government, state and local governments, and the proceeds help fund our mission to put people to work.

235 Peachtree Street, North Tower, Suite 2300, Atlanta, Georgia 30303 | 404.420.9900 Phone | 404.584.6672 Fax | 404.420.6673 TDD | www.goodwillng.org

2015 BOARD OF DIRECTORS AND EMERITUS COUNCIL

OFFICERS

Eduardo Carreras	Chair
Marc Azar	Vice Chair
William Miller	Treasurer
Robert Saudek	Secretary
Richard Rushton	Chair Emeritus

EXECUTIVE STAFF

Raymond W. Bishop	President and CEO
James R. Caponigro	VP Marketing
Paul A. Jordan	VP Finance & Technology
John C. Mayfield	VP Human Resources
Scott A. Parry	VP Facility Services

DIRECTORS

Richard Byrd, Jr.
Johanna W. Ellis
Kirk Halpern
George Kessinger
Daniel Lindsey
Sandra R. Young
Janine Anthony Bowen
Lewis Fader
Anthony Tatum

LIFETIME MEMBER

Dr. John McNeal

EMERITUS COUNCIL

William Canby
Nicholas Hoffman
Marshia Milam Medford
Charles Meriwether
Tacita Mikel Scott
E. Virginia Woodlee
Glynn Jenkins
John Keys
Francesca Gary
Daniel King
Timothy O'Connell
Allen Phinney

