



**BUILDING
GOODWILL.**
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GOODWILL INDUSTRIES OF NORTH GEORGIA
2016 ANNUAL REPORT



Board Chairman Eduardo Carreras (left) and President Raymond Bishop (right)

Message from the President and Board Chair

HELPING MORE PEOPLE

Since 1982, Goodwill Industries of North Georgia has provided top quality facility services for federal and state governments. Our service is comprehensive, extending from the curb appeal with excellent landscaping to meticulous custodial work for more than 4.3 million square feet of contract space. Our offerings even extend to supply chain management and warehouse operations, ensuring quality delivery from point A to point B.

At Goodwill Industries we pride ourselves on a commitment to quality. As we look for new ways to better our practices and exceed the expectations of our customers, we do so while maintaining more than 200 jobs for people with disabilities. In fact, 86-percent of our workforce at Goodwill Industries of North Georgia has a documented disability. With values of service, excellence, ethics, diversity and

safety guiding every one of our employees we are privileged to empower people of all backgrounds and abilities to enjoy the dignity of earning a paycheck.

We are excited for the possibilities before us to live out our motto, "Quality People. Quality Results." Thank you to everyone who has helped us make it this far. We hope to continue to serve and grow with you.

Sincerely,

Raymond W. Bishop
President

Eduardo Carreras
Board Chairman

Fiscal Year 2015 & 2016 Financials		Fiscal Year 2016	Fiscal Year 2015
Revenue	Contracts	\$10,864,000	\$11,400,000
Expenses and Reserves	Contracts	\$10,253,000	\$10,500,000
	General Administration	\$1,061,000	\$1,100,000
	Depreciation	\$49,000	\$200,000
	Operating Deficit	(\$499,000)	(\$400,000)
Total Expenditures and Reserves		\$10,864,000	\$11,400,000

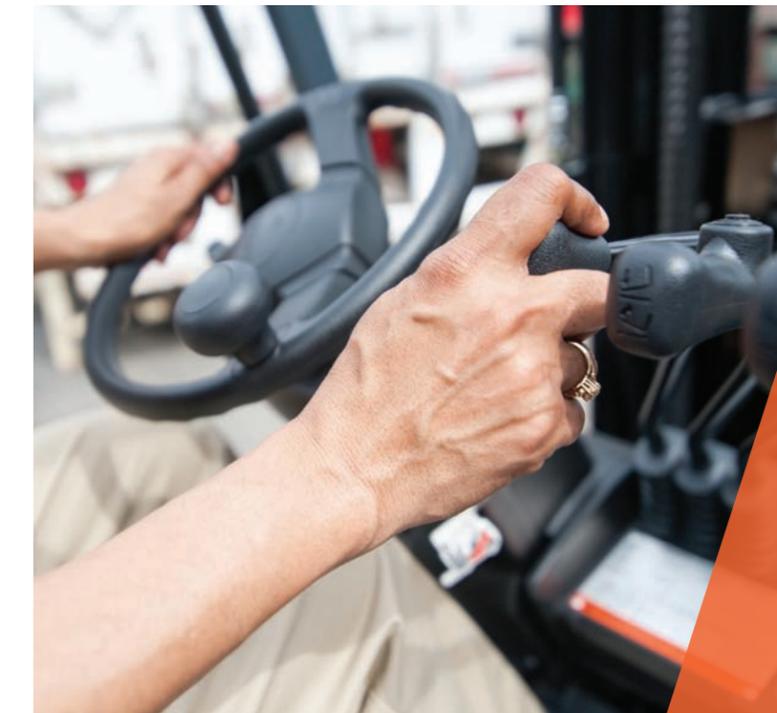
Constance Brown

SUPPLY CHAIN MANAGEMENT AND WAREHOUSE OPERATIONS

For 15 years Constance Brown has operated a forklift. She is right at home sitting high amidst levers and a steering wheel, and she puts those skills to the test each day supporting supply chain management for a warehouse and distribution center in Atlanta. "Forklift driving is not as hard as people think," she smiles. Proud to be one of the women filling orders at the warehouse, Brown zips through the warehouse on a forklift with ease.

Brown is one of 16 Goodwill Industries of North Georgia team members working at the warehouse, handling operations including package shipping and receiving, administrative support and recycling. Upholding a culture of safety and clear communication are key to keeping the warehouse running smoothly and efficiently. With a number of systems in place – including ISO 9001, ISO 14001 and ISO 18001 Registrations for quality management, environmental management and occupational health and safety management – employees at the site go to great lengths to ensure reliably excellent service for customers.

"Forklift driving is not as hard as people think."



With a commitment to continuously improve productivity, increase customer satisfaction and enhance professionalism, Goodwill Industries employees understand a staff full of high-caliber employees, like Brown, will continue to set them apart in the rapidly growing, highly competitive industry of supply chain management.

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Goodwill is grateful to its volunteer board members for their commitment to our organization, their wise counsel and their invaluable time given during fiscal year 2016.

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