

Director/CEO Newsletter



Safe, Sanitized, Secure Shopping Endures One Year into Pandemic

During the COVID-19 pandemic, hard-earned Exchange benefits have proven themselves more vital than ever. Despite the uncertainty of the past 12 months, Team Exchange remains fully focused on protecting every member of the military community.



A Soldier picks up a grab-and-go meal for a virtual student at Ramstein Intermediate School.

In the last year, the Exchange has fully nested with installation leadership to provide safe, secure and sanitized access to items of necessity and convenience. Through our continued partnership, your Exchange has:

- Served more than 1 million nutritious grab-and-go school meals to Warfighters' children learning remotely
- Distributed more than 500,000 units of personal protective equipment to Exchange associates
- Fulfilled nearly 300,000 buy online, pickup in store orders
- Driven an additional 74,000+ miles to bring critical supplies to military communities around the world
- Trained nearly 13,000 frontline associates on safety, sanitation and wellness
- Delivered more than 20,000 curbside pickup orders
- Completed more than 8,000 personal shopper trips for quarantined troops



The Exchange has fulfilled nearly 300,000 buy online, pickup in store orders.

Please know that your Exchange remains steadfast in its commitment to protecting the force while strengthening the Quality of Life of all who serve and have served.

Veteran For Life!

Tom Shull
Director/CEO

Micro Markets Deliver Contactless Convenience

The Exchange is making it safe and easy for Warfighters to stock up on essentials at more than 100 self-serve micro markets—contactless convenience stores offering food, drinks and more—at 50 Army and Air Force installations worldwide.

Strategically positioned to serve Soldiers and Airmen working overnight shifts or in remote locations, the unmanned, automated convenience stores offer better-for-you options that support a BE FIT lifestyle, including fresh fruit, salads and more.

Some locations also offer sundries such as over-the-counter medicines and personal hygiene items. Transactions are 100% contactless, helping Warfighters maintain physical distancing during the COVID-19 pandemic.

More than 10 micro markets have already opened in 2021 at locations including Fort Carson, Fort Bragg and Joint Base Lewis-McChord. More than 30 new Exchange micro markets are expected to open in 2021.

Military-Exclusive 'Chief Chat' Brings Military Community Together



The Exchange has extended its popular "Chief Chat" Facebook Live series into 2021, giving the military community exclusive access to military leaders, war heroes, Hollywood A-listers, athletes, musicians and more.

Air Force Chief Master Sgt. Kevin Osby, the Exchange's senior enlisted advisor, hosts the live chats at Facebook.com/shopmyexchange to boost morale for Soldiers and Airmen.

Past guests include Sgt. Maj. of the Army Michael Grinston, Chief Master Sgt. of the Air Force JoAnne Bass, Senior Enlisted Advisor to the Chairman of the Joint Chiefs of Staff Ramón Colón-López, and a series of Medal of Honor recipients. Other notable personalities include Matthew McConaughey, Dwayne "The Rock" Johnson, Mark Wahlberg, Sean "Diddy" Combs and Garth Brooks. All 100-plus episodes can be found on the Exchange's Facebook playlist.

Upcoming guests include actress Mayim Bialik and Marine Veteran/author Craig Grossi. The schedule for "Chief Chat" can be found on the Exchange's online community Hub.

<https://publicaffairs-sme.com/Community/exchange-social-broadcast/>