



We take care of the facilities so our clients can take care of the business.



Raymond W. Bishop
President



Glynn Jenkins
Board Chair

At Goodwill Industries of North Georgia, we provide facilities management in a way that is safe for the environment, our employees and our clients. We are committed to reducing the impact we make on the environment and its natural resources. In fiscal year 2011, Goodwill Industries maintained nationally-recognized ISO registrations in environmental management systems and quality management.

Our environmental commitment

Our environmental management system has allowed us to develop and implement policies and objectives around environmental goals. Some of our goals are to continuously decrease the amount of waste we produce, increase the amount of items we recycle and use non-hazardous materials and environmentally preferred products. In fiscal year 2011, we met our goal to reduce the amount of waste we produce by 10% over the previous year. Our goal is to reduce waste by 10% more each year until 40% of total waste is diverted from the landfills. Having an environmental management system is good for our customers and in many cases reduces expenses, but more importantly, it is just the right thing to do!

Our quality commitment

Our quality policy demands continuous improvement in customer satisfaction, employee involvement and sound business practices. Our focus is to meet or exceed customer expectations by providing reliable and cost effective service, and our work is audited regularly by a third party. Goodwill Industries staff members are trained to clean some of the hardest-to-clean facilities, like research and medical centers. They participate in regular trainings to ensure that they are up-to-date with current and best practices in the field. This commitment to providing quality services allows us to constantly improve. Quality is our top priority.

Fiscal Year 2011 Highlights

In fiscal year 2011, Goodwill Industries of North Georgia staffed a team of professionals who specialize in high quality cleaning. Together, they cleaned and maintained 3.7 million square feet of space at federal buildings across the region, and 1 million square feet of space in commercial building spaces.

Revenue

Contracts	\$16,770,000
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Expenses and Reserves

Contracts	\$14,756,000
General and Administrative	\$1,323,000
Depreciation	\$98,000
Reserves and Other	\$593,000

Total Expenses and Reserves	\$16,770,000
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Overview

Goodwill Industries of North Georgia provides facility management services to the federal government, state and local governments and the commercial real estate market. We have been providing janitorial services for nearly 30 years and have more than a decade of experience in both grounds maintenance operations and the operations and maintenance of mechanical systems. We focus on providing the highest quality services. This focus has earned us great respect and loyalty with our clients as well as with our employees. We currently staff 362 employees, 20% of whom have been with our company for more than five years.

Our team works together to provide the following services:

- Hard and soft floor care
- Stripping and refinishing
- General cleaning of office spaces
- HVAC
- Lawn care
- Logistics
- Pruning and seasonal change out
- Flower bed maintenance
- Lighting maintenance and repair
- Building systems operation and maintenance
- Warehousing and distribution

In fiscal year 2011 we cleaned and maintained **4.7 million** square feet of building space.

Goodwill

Industries of North Georgia



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Goodwill Industries is grateful to its volunteer board members for their commitment to our organization, their wise counsel and their invaluable time given during fiscal year 2011.

Officers

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