

# 2010 ANNUAL REPORT

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Goodwill Industries of North Georgia





#### ON THE COVER...

*Kimly Nguyen, an employee at our Centers for Disease Control contract site, is one of 367 Goodwill Industries employees. Collectively, they care for more than four million square feet of building space at 12 facilities. Like all Goodwill Industries employees, Kimly received about 72 hours of classroom and job-specific training last year. In 2010, Kimly reached her two-year anniversary with the agency and is part of a well established team where 65% of the employees have been with Goodwill Industries for five years or more.*

## MESSAGE FROM THE PRESIDENT AND BOARD CHAIR

Twenty-eight years ago, Goodwill Industries of North Georgia entered the janitorial business with the Internal Revenue Service as our first client. We began with a handful of employees and have since grown to being a larger organization with facilities maintenance contracts at commercial, state and federal buildings across North Georgia. In fiscal year 2010, we expanded our services to include warehousing/distribution services. These new services include receiving, distribution, real-time package tracking and control of accountable property. Because of our new and expanded contracts, we added 33 new jobs to our company. When we provide services, we not only maintain a high level of quality by being ISO 9001:2008 registered in quality management, but we do so in an environmentally responsible way. Goodwill Industries is committed to reducing our impact on the environment and its natural resources and our ISO 14001: 2004 Environmental Management System is a testament to that commitment. We have developed a system to reduce landfill waste, air pollution and use of oil and pesticides.

A handwritten signature in blue ink, appearing to read "Daniel J. King".

Daniel J. King  
Chair of the Board

A handwritten signature in blue ink, appearing to read "Raymond W. Bishop".

Raymond W. Bishop  
President

## OVERVIEW

Goodwill Industries of North Georgia, Inc. provides facility management services to the federal government, state and local governments, and the commercial real estate market. We take care of the facilities so our customers can take care of business.

#### Our Services Include:

- ◆ Hard and Soft Floor Care
- ◆ Stripping and Refinishing
- ◆ General Cleaning of Office Spaces
- ◆ Lawn Care

- ◆ Pruning and Seasonal Change Out
- ◆ Flower Bed Maintenance
- ◆ Lighting Maintenance and Repair
- ◆ Building Systems Operation and Maintenance
- ◆ HVAC

## HIGHLIGHTS

We provide job opportunities for people with disabilities at all of our contract sites. Goodwill Industries provides quality service at eight government sites while ensuring that 75 percent of the work is performed by people with disabilities. We currently employ 363 people and 276 of these individuals have a disability. In 2010, we also maintained four commercial sites in addition to our government contract sites. These sites accounted for 2.5 million square feet of building space and include research and medical facilities.

## AUDITED FINANCIAL HIGHLIGHTS

Revenue	
Contracts	\$13,550,000

Expenses	
Contracts	\$11,804,000
General and Administrative	1,048,000
Depreciation	76,000
Total Expenses	\$12,928,000



#### OFFICERS

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*Chair of the Board*

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*Vice Chair of the Board*

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I. Lewis Nix

#### EXECUTIVE STAFF

Raymond W. Bishop  
*President*

Jerry Hise  
*Vice President*

Paul Jordan  
*Vice President, Finance & IT*

John C. Mayfield  
*Vice President, Human Resources*

**Goodwill**   
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