

## Envisioning Success through Diversity and Inclusion – Italy Consolidated Exchange

The Italy Consolidated Exchange (ICE) supports the Army and Air Force missions in Vicenza, Aviano, and Livorno by consistently practicing the Exchange Core Values to improve our customer's quality of life. The ICE Team is comprised of a dedicated group of 440 Associates; within our Associate family 21% are Veterans, 4% are Reservists or Active Duty, 39% are Military Spouses, and 13% are Military Dependents. The ICE Team is also incredibly diverse, and has representatives from all over the world who bring a variety of unique skills, knowledge, and languages to better allow us to serve our customers. Countries represented are Turkey, Egypt, Greece, Eritrea, the Philippines, Germany, Croatia, Canada, France, USA, Puerto Rico, Mexico, Panama, Australia, Ireland, Scotland Great Brittan, and of course Italy. In fact, 70% of the ICE workforce are Local Nationals! For many of our customers, being overseas can be daunting, but our Associates make it their mission to ensure our customers feel comfortable and welcome.

### Italy Events

- Exchange Human Resources Assistants participated in the numerous recruiting events throughout the year to include the Career Fair Employer Day and the Non Commissioned Officers Association job fair.
- A number of retail positions were modified to allow for a schedule that coincided with Daycare hours. This provided an opportunity for some amazing associates who otherwise would not have applied due to child care costs.
- The Vicenza Main Store team partnered with the Vicenza High School to assist for a second year with the Cooperative Work Experience and Guidance program. The participating students received training and instruction from our dedicated supervisors and then were assigned to areas within the facility to gain valuable work experience. The Exchange supervisors prepared Career Practicum evaluations for all participating students and the students received credit for their participation.
- Our Exchange is actively involved with our community in support of all Diversity-themed events to include Black History Month, Women's History Month, Hispanic Heritage Month, Breast Cancer Awareness Month and National Breast Feeding Week..
- We supported community groups such as the Red Cross, Boy and Girl Scouts, and DoDEA by providing tables and space to help share their information. During these events, we were also present and shared information about Exchange programs and services
- Exchange Still Serving and Retiree Appreciation events honored current service members and retirees. The Exchange also participated in the annual Community Retiree Appreciation Day presenting information on Military Star, EPP and [shopmyexchange.com](http://shopmyexchange.com).
- MLK events - A craft collage about Martin Luther King Jr. work and principles was displayed in the Exchange mall and we sponsored the "I have a dream" essay contest with Exchange gift cards for the three winners.
- The Exchange and the Health Clinic teamed up for "Woman's Healthy Heart Month" providing information and free blood pressure checks in the Exchange mall.
- The Exchange partnered with the DPW Environmental Division and DODEA to sponsor 2016 Earth Day events. Coloring, art, and essay contests were held for Elementary School students and an information booth was set up at the Exchange Mall by the Directorate of Public Works
- Denim Day Quilt – Soldiers created denim squares at the Express in support of SHARP's Community Denim Day. The quilt was unveiled at the International Denim Day Walk and then displayed in the Exchange mall.
- The Exchange partnered with Army Community Service for the "Angel Tree Program" with the tree located at the Main Store entrance. Angels were hung on the tree that each carried the wishes of children in need of help to have a merry Christmas. Each angel had a brief description of the child, to include his/her likes or needs. Anyone wishing to participate bought gifts for their "angel" and these were then gathered in the customer service area for delivery by Army Community Service.
- Team Aviano celebrated in April the "Month of the Military Child." The Aviano Exchange partnered with the Aviano Elementary school to celebrate our little heroes in honor of the Month of the Military child.

