

2017 Global Connection: Envisioning Success through Diversity and Inclusion

Scott AFB Exchange, GM Rita Sheridan

At the Scott Exchange "Diversity and Inclusion" are key drivers for the success of our Exchange. Diversity creates a work environment of respect and synergy, and creates a professional bond for associates and supervisors to build talent and work toward facility goals.

The Scott Exchange Management Team is committed to hiring and maintaining a well-balanced workforce that is evident in our recruiting efforts. The Scott Exchange ranked 5th worldwide for hiring people with targeted disabilities. Supporting and enforcing diversity in the Exchange provides us with a wider pool of qualified candidates.

To fully understand and accept diversity is to recognize each person as an individual. It is important to first acknowledge the differences among people and recognize how those differences can benefit the workplace. Each individual has unique skills and personalities that contribute to the overall success of the Exchange. People learn from co-workers that have work styles and experiences that differ from their own, making the workplace a fun and exciting place to work. As a part of our recruiting efforts, and to reach a more diverse population, the Scott Human Resources Department offered on the spot interviews, attended a Veteran's Hiring Event at the Southwestern Illinois College, worked with the Chamber of Commerce of Belleville and O'Fallon/Shiloh, and attended the Scott AFB Transition Assistance Program (TAP).

Understanding and employing diversity in the workplace contributes to happier associates, creativity, better customer service, higher productivity and better business results. The Scott Exchange maintained a 9.0 YTD score for customer satisfaction and annual sales of \$36,349,978, .01% above plan.

Diversity also supports our Exchange vision of "Family Serving Family". The Scott Exchange embraces this vision by holding community events like Food Truck Friday where customers can enjoy food cuisines from different cultures. Our team joins our mission partners to participate in annual events to include African-American, Asian-Pacific, Hispanic Heritage, and Native-American Heritage. Our Native American associates enjoyed the opportunity to share customs of the Native American culture and shared Native American Fry Bread and tacos for all associates.

Our team of 191 associates here at the Scott Exchange embrace “Diversity and Inclusion” and recognize its importance in making our Exchange a fun and successful Exchange where everyone is respected and has the opportunity to work to achieve their full potential. Fostering diversity and inclusion is key to business success.

Native American Luncheon,
November 2016

Adrienne Jackson (OFC Asst.)
and **Andrea Silverhorn** (HRM)
provided Native American
memorabilia and cuisine to
educate Scott Associates on
the various Native American
tribes, cultures and
languages.





A display of Native American memorabilia.

Human Resources Recruiting.





Dave Couture (SBM) and Allen Maki (Services Asst.)
Food Truck Friday events at the Scott Exchange, to
include various Food Truck Cuisines.

Developing Lifelong Connections and making the workplace fun!





Karla Castillo and Duncan Roper, partnering with the base to open American Eatery in AFNIC. They provide Daily Specials to include various international cuisines.



Emphasis Recruitment Group	Scott %
Mil Spouse	26.89%
Dependents	21.23%
Veterans	8.02%
Reserves	1.42%
Active Duty	0.94%
PWTD	3.55%