



EXCHANGE

OUR ORGANIZATION:

“The Army & Air Force Exchange Service is the 47th largest retail organization in the U.S., with an annual revenue of \$10B and employing more than 42,000 civilian and military personnel. The Exchange operates department and convenience stores, gas stations, restaurants, theaters, vending and other businesses on military installations in all 50 states, five U.S. territories and more than 30 countries.”

MISSION & STRUCTURE

The Exchange is a joint non-appropriated fund instrumentality of the Department of Defense (DoD) and has an enduring mission to **provide quality merchandise and services** to its customers at competitively **low prices** and **generate earnings** which provide dividends to support morale, welfare and recreation programs. The Exchange is directed by a Board of Directors, responsible to the Secretaries of the Army and Air Force through the services' Chiefs of Staff. The Exchange is now in its **117th** year. Shopping the Exchange offers an average overall **27 percent** savings compared to shopping the competition. Shoppers can enjoy Exchange benefits in many ways, with the greatest value being the Exchange pledge “We go where you go,” serving troops worldwide.

VISION

To be our customers' first choice.

MILITARY & FAMILY SUPPORT

When military members deploy to remote locations around the world, the Exchange is with them, offering products and services to bring troops a taste of home. Since 9-11, the Exchange has deployed more than **4,290** associates. Paying **\$203 million** in dividends to the military services supports quality-of-life programs such as child development and fitness centers, outdoor recreation, etc. Other Exchange support last year included outfitting **2.2 million** troops with combat uniforms, serving **4.2 million** school lunches and delivering more than **359,000** phone cards to connect troops with families and friends. Any American can support military members worldwide by purchasing phone and gift cards at the Exchange by logging on to shopmyexchange.com or calling **800-527-2345**.

SOURCE OF EMPLOYMENT

The Exchange is a major employer for military families. Approximately **23** percent of the Exchange's **42,000** associates are military family members; **10** percent are Veterans; **2** percent are active duty, Guard or Reserve personnel working part-time in Exchanges during their off-duty hours.

eCOMMERCE

The Exchange is a multi-channel retailer, offering more than **18 million** products to authorized customers via online shopping. Internet access extends the Exchange benefit to authorized shoppers around the world, regardless of where they are.

SALES AND DIVIDENDS

Roughly **two-thirds** of the Exchange's earnings are paid to Army Installation Management Command (IMCOM G-9) and Air Force Services programs. In the past ten years, the Exchange has contributed more than **\$2.4 billion** to quality-of-life improvements including youth services, Armed Forces Recreation Centers, arts and crafts, aquatic centers, golf courses and more.

Revenues in FY '11 totaled \$10.3 billion, including \$1.6 billion in concession sales. Earnings totaled more than \$277 million. Dividends to the services were:

\$121.3M to the Army

\$68.8M to the Air Force

\$12.1M to the Marine Corps

\$1.1M to the Navy

For 2011, the Exchange paid a per capita dividend of \$212 for every Soldier and Airman.

In addition to funding morale, welfare and services programs, Exchange earnings also go toward building new stores and renovating existing facilities. Construction funds for these new or replacement facilities come entirely from the sale of merchandise and services.

FACILITIES WORLDWIDE

The Exchange is responsible for more than **3,700** facilities worldwide in more than **30** countries, **50** states and **five** U.S. territories. The Exchange operates **157** main stores, **178** Military Clothing facilities, over **1,000** specialty stores (gas stations, bookstores, Class Six, etc.) and **90** theaters. Plus the Exchange has more than **2,100** fast food facilities, such as Taco Bell, Burger King and Subway restaurants. Concession operations overseen by the Exchange add nearly **5,000** more activities. Learn more at shopmyexchange.com.

> YOU SAVE MONEY X WE GIVE BACK <

Current as of Dec. 2012