



# ARMY & AIR FORCE EXCHANGE SERVICE DIRECTOR/CEO NEWSLETTER

September 2017

## Exchange Ready to Serve As Hurricanes Roar Ashore



In the wake of back-to-back natural disasters, our thoughts and prayers go out to all who have been affected by Hurricanes Harvey and Irma. These tragedies have impacted the lives of many people, including service members and their families.

The Army and Air Force Exchange Service's unique capabilities supporting military members in times of emergency were fully engaged since Hurricane Harvey made landfall on Aug. 25. Since then, the Exchange team has been fully engaged in supporting the relief efforts. Our associates have worked tirelessly through this tragedy.

### Hurricane Harvey

In Texas, Lackland Exchange food court and theater received Command permission to stay open after the base closed down during the height of Harvey, supporting Basic Military Training graduates restricted to the base.

On Aug. 30, leaders at the Texas State Guard formally requested Mobile Field Exchange (MFE) support for troops deployed to Camp Swift in Bastrop. By noon Aug. 31, the MFE was up and running with a stream of National Guard members stocking up on water, batteries, beef jerky, shampoo, sports drinks and more.

The Exchange also deployed an MFE to support the Texas National Guard in Corpus Christi on Sept. 2.



Troops line up to visit the Camp Swift MFE.



The Fort Stewart Marne Express was open for business by Sept. 12 after loss of power and flood waters forced closure when Hurricane Irma hit the area Sept. 10.

The day after Hurricane Irma skirted Puerto Rico, customers at Fort Buchanan were surprised to find Starbucks open and ready to serve them a comforting cup of coffee or snack.

On Sept. 7, just a day after the Category 5 hurricane left 70 percent of Puerto Rico without electricity and 500,000 people without running water, Fort Buchanan's Exchange opened gas stations and restaurants by mid-morning. Dedicated associates greeted storm-weary shoppers, providing much-needed goods to the garrison's recovery crews and a place to rest after a long night of hurricane-force winds and rain.

### Hurricane Irma

As Irma threatened our southeast coast, the Exchange Logistics team sent bottled water from our Waco Distribution Center in Texas to Florida and Georgia. The Merchandising Directorate ensured there was sufficient emergency items in stock for support, such as generators, batteries, flashlights, tarps, gas cans and first-aid kits. At the same time, our contingency personnel staged MFEs in Florida, Georgia, South Carolina and North Carolina to provide support for troops during relief efforts.

Before the storm hit Fort Stewart on Sept. 10 and initial installation evacuation, a unit of 100 Soldiers was asked to remain

on post. General Manager Amanda Hartfield hunkered down with them. During the height of the storm, Hartfield spent the night in her office to ensure her teammates and customers were cared for in the aftermath of the hurricane.

### Family Serving Family

"Family serving family is truly exemplified in times of disasters, such as Hurricane Irma," Hartfield said after the storm. Amanda ensured our Military family was provided with a sense of normalcy and exemplified our commitment to family serving family in times of emergency.

The hurricanes have created a terrible tragedy, but the Exchange and our dedicated associates were ready and willing to make a difference in the lives of all those who have been affected. The Exchange is currently funneling supplies to Puerto Rico, ahead of Hurricane Maria. While other retailers close up shop, the Exchange is sending support by air, land and sea to those who need it most.

We go where you go!

Soldier For Life!

Read comprehensive coverage of the Exchange's efforts for Hurricane Harvey [here](#) and Hurricane Irma [here](#).