



Goodwill Industries International

March 2018

ABOUT GOODWILL®



GOODWILL TAKES GENTLY USED ITEMS...



A PAIR OF JEANS



A CHILD'S BIKE



A BOX OF BOOKS



SPORTS EQUIPMENT



HANDBAGS



OLD COOKWARE

...AND TRANSFORMS LIVES



Goodwill Industries International Theory of Change

Systems

Goodwill® will enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work.

Organizational

Local Goodwill organizations leverage their donated goods retail social enterprise and other revenue streams to:

- Create jobs and hire new employees (managerial, front-line and earn-and-learn transitional)
- Provide on-the-job training
- Integrate additional career and financial skills building
- Generate margin to fund other mission services in response to community needs

Local community partners engage with Goodwill members to convene community solutions that support individuals and families

Individual

Persons employed and served by local Goodwill members will:

- **Earn** paychecks and provide for their families
- **Learn** soft and hard skills to advance their careers
- Improve their households' **financial well-being**

Goodwill Industries International, Inc. (GII) offers a variety of benefits and services to support local Goodwill members. GII provides resource development, financial analysis, donated goods retail, administrative and mission expertise to Goodwill members nationally and globally.

Leadership, know-how and capital fuel Goodwill social enterprise.
Goodwill social enterprises are mission-delivering mechanisms that fund
Locally customized mission services in response to community needs.

OUR BRAND IS AN AMERICAN ICON

#1

Brand World Value Index
(Enso, 2016 and 2017)

#3

America's 100 Largest Nonprofits
(Forbes, 2017, non-healthcare)

#11

America's 20 Most Inspiring Companies
(Forbes, 2014)



WE ACHIEVE OUR MISSION THROUGH THE BUSINESSES WE OPERATE



OUR REACH

161

member organizations

3,200+

locations in the United States and Canada

129,000

employees



A POWERHOUSE RETAIL ENTITY

246 million
sales transactions

101 million
donations

5 billion
pounds collected

2016 NETWORK FINANCIAL PERFORMANCE

Total Revenue: **\$5.719 billion**

Donated Goods Revenue: **\$4.165 billion**

Net Assets: **\$3.724 billion**

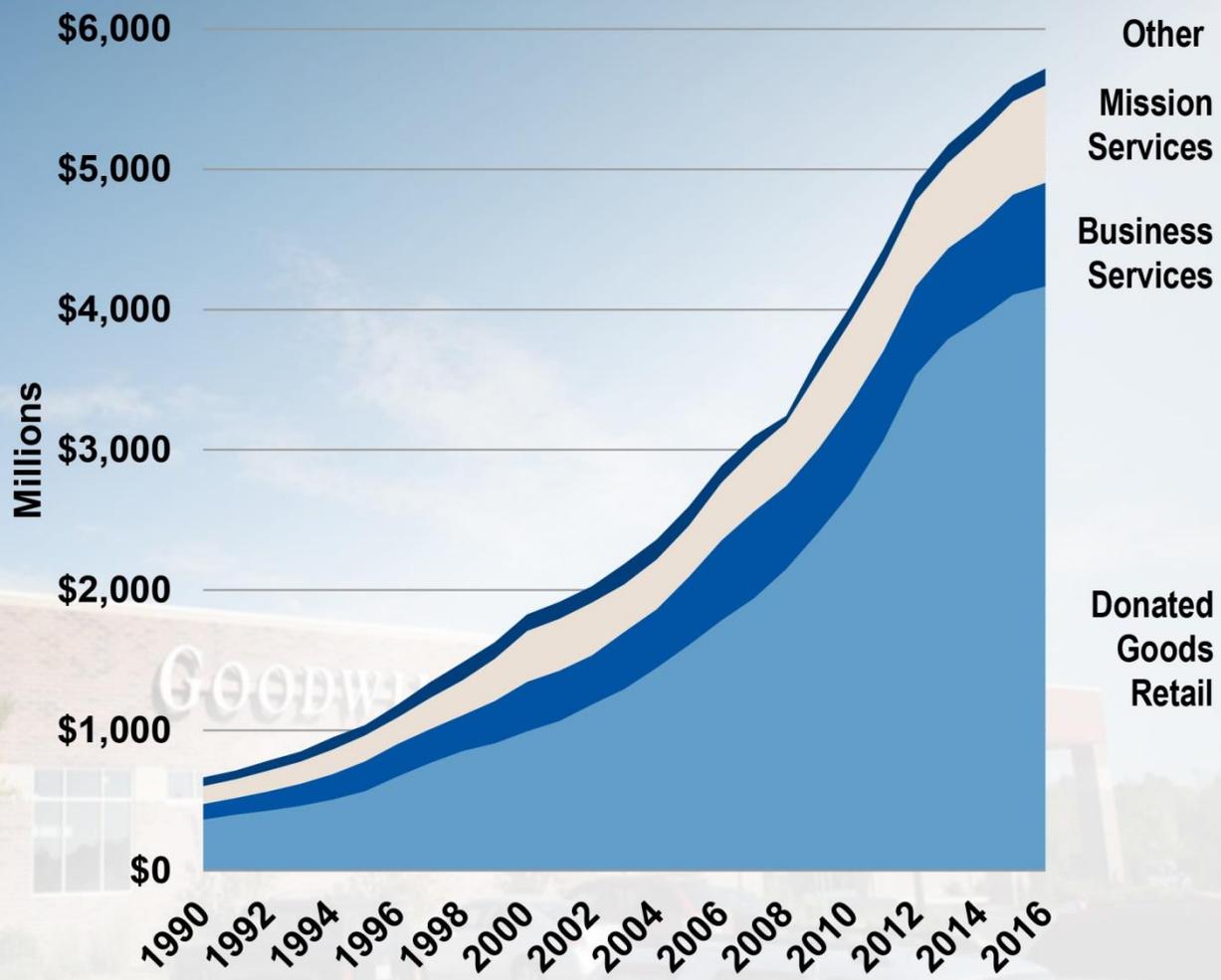
Expense to Revenue Ratio: **98.36**

Total Employees: **129 thousand**

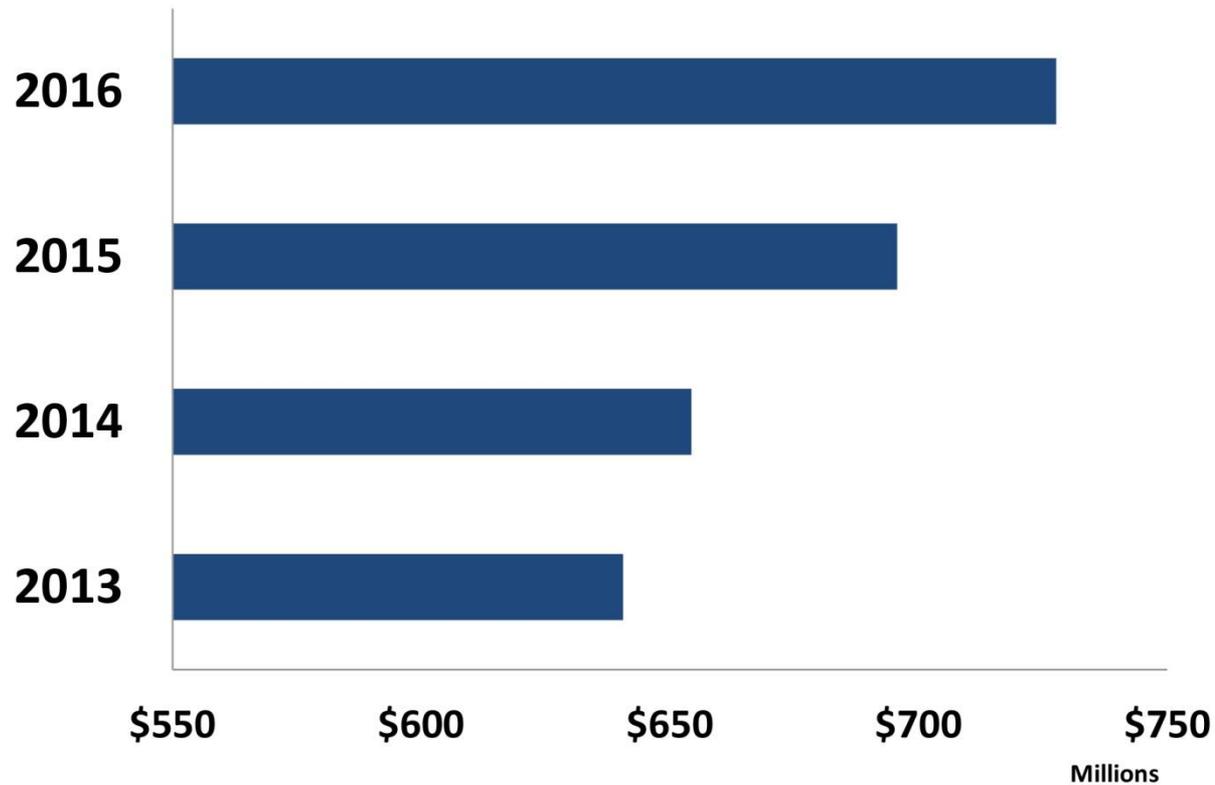
Wages and Benefits Paid: **\$2.96 billion**

Donated Goods Retail continues to be the primary source of revenue

DGR has comprised **73%** of total revenue since 2013



BUSINESS SERVICES EXPERIENCING GROWTH



OPERATING 23 BUSINESS LINES



LARGEST BUSINESS LINES 2016

Janitorial Services	Staffing Services	Food Services	Manufacturing
\$205,600,000	\$99,700,000	\$88,500,000	\$85,700,000

FASTEST GROWING BUSINESS LINES 2013 TO 2016

Fleet Maintenance	Warehousing/ Distribution	Document Imaging	Sub-assembly	Laundry Services
630%	124%	72%	61%	50%



Goodwill serves

2.1 million
face-to-face

34.4 million
virtual services

Youth

Older workers

People with disabilities

Underserved communities

Veterans and military families

Unemployed and underemployed women



GOODWILL IMPACT

313,000

people connected with jobs
last year

**That's 1 out of
every 200 hires in
the United States**



**We facilitate learning opportunities and
connect people to what they need to
advance their careers**

**OVER 31,000
INDIVIDUALS
EARNED
CREDENTIALS
OR DEGREES**

That equates to an additional

\$14.9 billion

in career potential earnings



We provide and broker partner support services to enhance success



MISSION IMPACT



- Education
- Credentials
- Trainings
- Job Placement
- Retention
- Career Advancement
- Training-Related Placement
- Work Readiness



- Savings
- Poverty Level
- Living Wage
- Income Supports
- Financial Capability
- Credit Score



- Health Care
- Social Capital
- Self-Efficacy
- Grit
- Health Status



- Food Security
- Housing Stability
- Transportation Access
- Recidivism
- Legal Issues
- Family Care
- Clothing

Target Chart

