

MISSION POSSIBLE



2017 ANNUAL REPORT



MISSION: TO HELP PEOPLE ACHIEVE THEIR FULL POTENTIAL THROUGH THE DIGNITY & POWER OF WORK.

VISION: WE STRIVE TO BE A VALUED COMMUNITY PARTNER FOR TRAINING, EMPLOYMENT & CONTINUED DEVELOPMENT OF PEOPLE SEEKING A PATHWAY TO A BETTER LIFE.

VALUES: WE BELIEVE THAT WORK FORMS THE FOUNDATIONS OF OUR RELATIONSHIP WITH OTHERS. WORK AFFECTS OUR SELF-ESTEEM & ALLOWS US TO BECOME SUCCESSFUL CONTRIBUTING MEMBERS OF OUR COMMUNITY.

Dear Friends of Goodwill,

Each year, Palmetto Goodwill strives to improve the quality of life for people with disabilities and other barriers to employment. In 2017, we lived our mission of “helping people achieve their full potential through the dignity and power of work,” positively impacting the lives of those in our community.

Last year, we provided 44,000 job training and employment services to 13,500 unique individuals with barriers to employment and placed 2,001 people into new jobs. Recognizing the needs of our community, we implemented new programs that are changing lives and strengthening communities through education, training and work.

Your donations support programs and services across the 18 counties that we serve. Because of you we are able to provide job search, resume preparation, and interviewing skills at our Career Opportunity Centers; help the Veterans through Palmetto Warrior Connection integrate back into the community; support businesses through Hire ME! Events; put people to work through GoodPeople Staffing; and provide employability skills training and certification courses to people who have had difficulty finding employment.

Because you donate Palmetto Goodwill has the opportunity to serve our communities and help people achieve their full potential through the dignity and power of work. Our continuing work with AbilityOne allows us to provide employment opportunities for people with significant disabilities at five different military installations and government facilities. Highlighted in this year’s Annual Report is the powerful story of Tim Zarzecki, who has overcome tremendous barriers to become confident and successful.

We are honored to have the support of South Carolina legislators Senator Marlon Kimpson, Rep. Robert Brown and Rep. Wendell Gilliard on a State level, and Senator Tim Scott, Congressman Jim Clyburn, Congressman Mark Sanford, Congressman Trey Gowdy, and Congressman Tom Rice from our federal delegation. We take great pride in our successes and accomplishments from 2017 and are humbled by the tremendous and generous support of our wonderful community. Our pledge to our donors, shoppers and volunteers is our commitment to advance the lives of veterans, the homeless population, people with disabilities and those who struggle with barriers to employment.

Please enjoy our 2017 Annual Report as you read through the inspirational stories and significant mission impact. We hope it provides you a small look at the work we are fortunate to be a part of each and every day. Goodwill aims to bring out the best in each individual that we serve and to have a positive impact in our community. We are grateful to all who support our work.

On behalf of Palmetto Goodwill and the Board of Directors, thank you!



Robert Smith
President & CEO



Sean Sykes
Chair, Board of Directors

Letter from the CEO and Chairperson



YEAR IN REVIEW

— 2017 —

Palmetto Goodwill Open

Oak Point Golf Course was the place to be on October 2 as eighty-four golfers polished their clubs and showed off their swings in the 2017 Palmetto Goodwill Open. Sponsored by Southeastern Paper Group, the Captain's Choice tournament was a splendid affair with great weather, an abundance of food and drink and plenty of camaraderie. While Charleston Warehouse walked off with the tournament win, the real winners were veterans who benefited from the \$13,000 raised.

Hippie Dash

Palmetto Goodwill again organized a successful Hippie Dash in September at Park Circle in support of Special Olympics. The 5K fun run and walk was a Palmetto Goodwill initiative to help raise awareness regarding issues that people with disabilities face on a daily basis - including transportation, housing and employment. The Special Olympics Racing Club participated in and helped promote the race that drew several hundred participants and raised over \$32,000 for disability awareness.



Golden Angel Program

Through support of the community and proceeds from angel cutouts sold in Goodwill stores in December, Goodwill provided holiday parties, gifts and clothing vouchers to 780 seniors throughout 11 counties in South Carolina.



AbilityOne Champions:

Five of South Carolina's nine Congressional Delegation members have signed on as Congressional Champions of the AbilityOne program. They include Senator Tim Scott, Congressman Jim Clyburn, Congressman Mark Sanford, Congressman Trey Gowdy and Congressman Tom Rice.

The AbilityOne team has also established a "Champions" program within the state, with state Senator Marlon Kimpson, Rep. Robert Brown and Rep. Wendell Gilliard leading the charge. Senator Kimpson states, "Palmetto Goodwill Industries, an AbilityOne provider since 1983, has been a leading employer of individuals with significant disabilities and blindness in the state of South Carolina by creating jobs, promoting training, and assisting in achieving dreams and professional goals for these individuals ... I am a proud supporter of AbilityOne, as ambassadors for the significantly disabled and blind, and hope this program continues to grow and provide outreach in the Charleston community, where I serve as Senator for District 42 of South Carolina."

YEAR IN REVIEW

— 2017 —

Culinary Kick-Start

Two successful Culinary Kick-Start courses were held in the fall that graduated fifteen students looking to embark on culinary careers. Done in partnership with Lowcountry Food Bank, these two-week programs prepared students to go straight from the classroom to the workforce and were supported by top hospitality management operators, including Holy City Hospitality and Poogan's Hospitality Group respectively.

Palmetto Goodwill customized a fast-track program to get students trained and ready to work, including a day of Soft Skills Training, four days at the Lowcountry Food Bank prepping approximately 1,000 meals in four days, and two days of apprenticeships with top culinary talents at our partner sites.

In addition to the hands-on kitchen and culinary training, participants received a ServSafe certification administered and recognized by the National Restaurant Association. Following graduation, Palmetto Goodwill worked with each student to help them find a job within the food and beverage industry.



Red, White & Blue Jean Ball

Palmetto Goodwill and Palmetto Warrior Connection held the first annual Red, White & Blue Jean Ball in April to promote awareness and raise funds for our veterans' program. Approximately 200 people attended this evening of enjoyment supporting Low Country Veterans and their families.

A laid-back departure from traditional fundraising events, the Red, White & Blue Jean Ball attracted a wide variety of businesses and individuals who enjoyed a selection of signature dishes from local prominent chefs and restaurants, an assortment of cocktails and brews, a silent auction and live entertainment by rising country music star Chris Hawkey.

Partners in the event included Nucor, Swig & Swine and Charleston Radio Group. Held at Founders Hall in Charles Towne Landing, the event raised over \$15,000 in support of Palmetto Warrior Connection. The success of the event is sure to make it a staple on the Goodwill calendar for years to come.



Veterans For Manufacturing



Palmetto Goodwill held its first Veterans For Manufacturing course in November. Seventeen local veterans were awarded basic certifications in Forklift Operations, CNC Machine Operation and OSHA. Twenty veterans began the program, with 3 finding employment during the course itself.

Funded by Boeing, and in collaboration with Palmetto Training, the Veterans For Manufacturing training program is a concentrated two week training program for veterans seeking employment in the manufacturing sector. The fast-track curriculum and hands-on experience is designed to give veterans the entry-level skills necessary for immediate job placement.

A hiring event with area manufacturing representatives was held immediately after graduation. Participating companies included MAHLE, Pegasus Steel, DCMachine, Stealth Technologies, Limehouse & Sons, and Bellwright Manufacturing.

Ultimately, each of the participating veterans secured a job offer and the chance to improve their livelihood.

*“Working at
Goodwill makes
me confident and
happy”*



mission possible

TAYLOR

BLUFFTON, SC

Goodwill Works! Award Winner

The Goodwill Works! Award is presented to an employee who has benefitted from a Goodwill program and who presents him/herself as an exemplary employee admired by their supervisors and co-workers.

After hearing Taylor Graham's story, it takes little effort to understand why she is this year's recipient.

After graduating from Bluffton High School in 2014, Taylor was hired through Palmetto Goodwill's At-Will employment program.

Today's Taylor is vastly different from the shy, nervous girl who was eager to learn and ready to work but lacked confidence. While still considered shy, Taylor is much more outgoing and independent and possesses a charisma that makes her a great role model for co-workers and supervisors alike.

"We began teaching Taylor the basics – hanging, tagging and pulling textiles," recalls Store Manager Susan Deleon Rivas. "She initially needed a little help remembering the colors to pull for the week, so we came together and found a method to help her remember." Rivas continues, "Once she perfected that duty, Taylor mastered sorting shoes. At first this wasn't easy for her either, but

eventually she learned to line the shoes up and match them accordingly. Taylor would then judge their quality and condition and put out the sellable shoes."

While Taylor's primary responsibility is now maintaining the Fitting Rooms & Hanging Racks on the floor, she also assists at the Donation Door - collecting and sorting donations, greeting donors and issuing receipts. She meets every donor with a smile and a thank-you for their donation.

Bluffton's Lead Store Associate Lanora Akin sums Taylor up nicely, explaining, "She has become a true asset to the team. She can work in the front or back of the store and be productive. We have all enjoyed helping her grow as a working adult. As a manager, watching her conquer new tasks has been such a rewarding experience."

Taylor is even comfortable making announcements over the PA system; something she would have never considered doing when first hired.

Akin continues, "Taylor is dependable, punctual, and always shows up for work with a good attitude. We look forward to seeing her throughout the week, not only fellow employees, but customers too!"

When asked what Goodwill means to her, Taylor says without hesitation that "Working at Goodwill makes me confident and happy." Seeing her in action leaves no doubt that the Goodwill Works! Award is a deserved honor.

*“Working at
Goodwill has made
me feel whole
again.”*



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TIM

VIRGINIA BEACH, VA

Achiever of the Year

The Achiever of the Year Award was established to honor an outstanding person with a disability or other disadvantaging condition who has shown great progress and accomplishment in overcoming barriers to employment. There is no more fitting recipient than Tim Zarzecki.

Born without a left arm below the elbow, Tim spent most of his childhood trying to hide a limb that wasn't there. Tim explains, "I used to try to hide my disability from kids. It made me isolate myself from others. I became severely depressed at times not knowing how to deal with my pain."

Despite his pain and depression, Tim persevered and became an architectural draftsman - a career he truly loved. Eventually though, the depression and anxiety Tim hid so well during his childhood manifested itself as an adult. "I was lost, in myself, my depression, I couldn't see myself having a future," recalls Tim.

The depression became so severe Tim was hospitalized and lost his job. He struggled to find employment until he was referred to Palmetto Goodwill and the AbilityOne program in 2015. "At the time I didn't have any self-esteem, my confidence was at an all-time low, and all I knew was that I needed to get back to work."

In January 2015 Tim walked into his job at Goodwill and remembers saying to himself, "I think I'm finally

home." As a Food Service Worker with Palmetto Goodwill's Contract Services Department, Tim has found both a home and a family to go with it.

Since day one, Tim has been invaluable to his managers and co-workers alike, leading by example. Tim does everything, from stocking, unloading and washing pots and pans, to training co-workers and transporting them to work. He's even been known to open his house to co-workers who need a place to stay.

The respect Tim has garnered from his supervisors and co-workers was never more apparent than when Tim was nominated and won the President's Award for Source America. It was a humbling experience for Tim, but it ultimately began a discussion about prosthetics, which Tim had not considered since he was a child. He had been fitted with a heavy, cumbersome artificial limb early in life that he quickly outgrew. His family couldn't afford another, so Tim simply learned to live his life with just his right arm.

Fast forward to August 2017, and with the help of Goodwill, Tim has a new prosthetic arm that he is putting to good use.

After researching the advances in prosthetics, it was determined Tim was a candidate for the bebionic,

a state of the art hand that has customized grip patterns and five individually moving fingers.

"When Goodwill told me they were going to do it, I cried like a baby. I really did." Tim continued, "This arm has been a blessing, but it is now my new challenge, a challenge that I don't take lightly, and one that I am thankful to have."

True to his word, Tim has become a leader in the self-advocacy effort so he can help others as he has been helped. "I became the president of our self-advocacy group to help create change, not just in my life, but for others. It is all a learning experience and at my age, it is great to know I have so much more to give. I want to look into public speaking and with the self-advocacy group I am going to let people know: We are part of this AbilityOne Program to not only further the Goodwill mission, by giving power and dignity to those that work for it, but we all have a voice. I choose to use mine to do some good, that's a promise."

The bionic limb is a constant reminder of not only that promise, but how far Tim has come from the bullied, depressed little boy he used to be. "For me, it is the fact that my self-esteem was so bad my whole life. I didn't want to look. "It tore me up inside. I fought with that my whole life. Now I finally feel whole."

“Goodwill taught me to keep my head up, keep smiling and keep moving on.”



mission possible

ASHLEY

BEAUFORT, SC

Graduate of the Year

The Graduate of the Year is selected for outstanding achievement in overcoming barriers to attaining and maintaining employment. Ashley Jenkins unquestionably fits that description.

Deemed Orthopedically Handicapped and in a wheelchair since age three, Ashley's Goodwill story starts as a member of the Beaufort County Department of Disability and Special Needs (DDSN) enclave sorting and hanging donated items at the Beaufort Goodwill store. Not satisfied, Ashley enrolled in Goodwill's training program in 2013 after being referred by DDSN.

Enthusiastic and determined from the start, Ashley made it known to all she wanted to be a cashier in order to have more opportunity for advancement and to earn more wages. While some believed this was not a position she could fill due to her disability, Ashley proved the doubters wrong and became a cashier.

Still wanting more, Ashley expressed interest in a vacant cashier position at the Marine Corps Air Station Mess Hall – a much more stressful and busy location. In April 2015, Ashley successfully transferred to the Mess Hall in order to further challenge herself.

In September 2015, issues with Ashley's hip began to affect her productivity and quality of life. She was unable to fulfill an entire shift because of excruciating pain experienced when sitting in one position for long periods of time. A subsequent fall further deteriorated her hip, which led to a brief hospitalization. In May 2016, Ashley's attending physicians decided that she required a total hip replacement. After a series of tests to determine if Ashley's heart could handle the replacement, the surgical procedure was successfully performed in August 2016.

After the surgery it was full steam ahead for Ashley, who stated, "It was hard. It was painful. But I made it through." Again showing her resolve, Ashley became competitively employed with Walmart in March 2017, where she continues to work as a cashier in their Garden Center. Ashley is also responsible for re-stocking merchandise and maintaining a pleasant experience for Walmart's many customers.

These accomplishments demonstrate a resilience and perseverance her Employment Specialist Amber Mulligan is astonished at, commenting, "Ashley is hungry for success and is willing to venture through every obstacle to get what she wants. From the start

of our relationship it was evident that her disability did not define her life. If one examines the challenges Ashley has faced in the course of her life, one would marvel at how she is able to rise above all challenges and is continuing to exceed expectations."

Ashley shows no signs of slowing down, continuing to push herself in a number of ways. At the start of her enrollment with Goodwill, Ashley lived in a community training home under the umbrella of DDSN, requiring all-day care and assistance. Ashley dreamed of independent living however, and in 2016 Ashley was deemed ready to live by herself. Ashley now lives independently in an apartment and is responsible for all of her daily living activities.

Continually seeking to achieve her full potential, Ashley enrolled at the Technical College of the Lowcountry, with the goal of obtaining a degree in Business-Office Technology.

While fiercely independent and determined, Ashley recognizes the help she has received along the way, saying, "I'm so thankful for my support team and the opportunities Goodwill gave me. They've taught me to keep my head up, keep smiling, and keep moving on."

Words to live by from the 2017 Graduate of the Year.



HANAN

SUMMERVILLE, SC

Employee of the Year

The Employee of the Year Award is designed to recognize an extraordinary individual within Palmetto Goodwill for being a key member of their department. It recognizes outstanding individuals for going the extra mile and stepping outside his/her usual duties to take on additional tasks in support of the mission of Palmetto Goodwill.

Hanan Nagdi is such an individual. Employed by Palmetto Goodwill since 2009, Hanan has excelled in recent years and truly blossomed into a leader with unlimited potential.

Store Manager Theodore Hueter is one of Hanan's biggest cheerleaders, saying, "She is highly educated, motivated and capable. With time and development Hanan can definitely move on to more prominent leadership positions within the company and should be recognized for the amount of progress she has made in such a short amount of time. She has been invaluable in cleaning up the Summerville store and slowly bringing it around toward its full potential. She has a 'can do' attitude and has been essential in the training and retraining of new and old employees on One Touch processing."

A prime example of that "can-do" attitude is Hanan's tackling of a lingering store issue – unprocessed goods.

In a few short months, under Hanan's leadership, the store reduced the number of unprocessed Gaylords from 238 to 100, resulting in considerably more goods

on the floor, which ultimately helped lead to increased sales. Hanan also prides herself in finding that "diamond in the rough" that she knows will sell.

To accomplish that, Hanan schedules herself for Wednesdays so that she can personally sift through the home delivery truck offerings. While others shy away from such an arduous task, Hanan takes the time to go through the donations and find items of real value for the store and the mission.

In 2017 Hanan became a full time Store Lead in addition to becoming stacker and CPR certified. Not resting on her laurels, Hanan continues to demonstrate the leadership abilities that led to her promotion, saying, "No single person can make a store successful. Success comes from a combination of best practices and employees working together as a team." She leads by example, balancing her family life with the demanding schedule of a Store Lead. And as any good leader does she always takes ownership of problems and learns from mistakes.

While Hanan's growth and commitment is apparent to all she comes in contact with, the biggest endorsement still comes from Store Manager Theodore Hueter in saying, "I feel that the store is in good hands when I am not here and she is at the wheel."

For these reasons we are proud to honor Hanan Nagdi as Palmetto Goodwill's 2017 Employee of the Year.



CLARA

MYRTLE BEACH, SC

Barbara Banks Customer Service Award

The Barbara Banks Customer Service Award recognizes an extraordinary individual within Palmetto Goodwill's Donated Goods Division for providing excellent customer service and being a positive influence and role model for staff. Clara Celi embodies that description.

Clara specializes in "wares" at the Carolina Forest store in Myrtle Beach – and keeps the shoppers coming back for more with her pricing and graciousness. Known for being the best "pricer" around, when Clara rings the bell and brings the wares buggy out, customers flock to her. They know Clara has priced it right and has gone the extra

mile to make sure they get the best, most complete product possible.

Her efforts extend beyond the customer, as Clara trains new hires on how to sort, price and place the wares. She works closely with volunteers and staff alike, making everyone feel welcome and comfortable.

Since being hired in 2012 Clara's efforts have made working, donating and shopping at Palmetto Goodwill a more pleasurable experience. For these reasons we are pleased to recognize Clara Celi with the Barbara Banks Customer Service Award.



CAMERON

GOOSE CREEK, SC

Volunteer of the Year

The Volunteer of the Year Award recognizes an extraordinary volunteer within the Goodwill family for providing a minimum of 400 hours of volunteer service and contributing to the mission of Goodwill.

This year Palmetto Goodwill is pleased to present this honor to Cameron Waters. Cameron has been volunteering with Palmetto Goodwill since 2013 at his hometown store in Goose Creek. Always encouraging and friendly, Cameron consistently shows up and does whatever is asked of him. Store Manager Greg Walker appreciates Cameron's work

ethic and his ability to adapt to any job, saying, "Cameron is a valued member of the Goodwill family here at the Goose Creek store. He's as dependable as you can get and genuinely wants to help in whatever way possible. We are truly fortunate to have him as a resource."

Goodwill is successful because of donations – material, monetary and time donations. Cameron's time commitment to Goodwill for the past 4 years is truly extraordinary and commendable. We are excited to name him our 2017 Volunteer of the Year.

EASTERN ALLIANCE INSURANCE GROUP

Corporate Partner of the Year

Since 1997 Eastern Alliance Insurance Group has been a premier provider of workers' compensation insurance products and services to the specialty insurance market. Known for their value-added partnerships, commitment to workplace safety, and dedication to returning injured workers to wellness and work, exceptional service is what sets Eastern Alliance apart from its competition.

Eastern Alliance has built a strong reputation for being a "best in class" provider of workers' compensation products and services. They've achieved this position by creating supportive partnerships and providing their clients' employees with the tools and resources needed to ensure a safety culture second to none.

As Juanita Snyder, Manager of Regional Risk Management explains, "From the start, clients are assigned a dedicated service team with specialists from underwriting, risk management, claims and marketing. Each team member takes personal responsibility for meeting the client's needs.

Our collective goal is to increase the insured organization's productivity, reduce their workers' compensation costs, focus on worker safety, and ensure injured workers are treated with dignity and respect. That is the Eastern Way."

The "Eastern Way" has proved fruitful for Palmetto Goodwill since the partnership began in 2015. With a focus on protecting Goodwill employees in all operations, Eastern has provided a holistic solution for employee safety one person at a time and has helped increase Palmetto Goodwill's productivity while reducing workers' compensation costs by 41% over the previous 3 years.

Eastern Alliance has also been instrumental in Goodwill garnering multiple safety awards, including the BB&T Lighthouse Beam for Safety and nearly 50 Safety Awards from the SC Chamber of Commerce Safety Committee.

Eastern Alliance is definitely not your typical insurance company. They've broken the dated mold of other insurance companies by looking beyond the standard response to Palmetto Goodwill's workers' compensation needs and providing a much-needed fresh perspective.

We are thankful for Eastern Alliance Insurance Group's efforts to provide excellent service and support, which has helped Goodwill reduce costs and thus further our mission. Palmetto Goodwill is honored to recognize Eastern Alliance Insurance Group as our 2017 Corporate Partner of the Year!



CHARLOTTE, NC

Jim Young Consulting

Business Partner of the Year

Jim Young, Human Resource Professional and owner of Jim Young Consulting has a rich history with Palmetto Goodwill that extends for more than a decade. Jim joined the Goodwill Board of Directors in 2004 and was instrumental in strategic planning that led to an era of growth in operations and mission expansion. Jim served in several officer roles before becoming Chairman in 2009.

As a member of Goodwill's volunteer board, Jim freely offered his time and expertise on labor relations to CEO, Robert Smith. In 2017, Jim announced his retirement from the S.C. Ports Authority and was put on retainer with Goodwill to consult on labor relations and recruitment during a period of transition within

Goodwill's Human Resource Department. Jim led the extensive talent search and recruitment of a new Human Resource Officer for Goodwill and continued to serve as a resource during the transition.

Jim's support of Goodwill exceeds far beyond a contractual partnership. He and wife, Patricia, are a benevolent couple who generously support Goodwill's mission and community outreach programs.

We are fortunate to have Jim Young as a partner and are honored to present the Business Partner of the Year award to him in recognition of his support of the mission.



CHARLESTON, SC

PALMETTO TRAINING

Partnerships for People Award - South Region

WALTERBORO, SC

Palmetto Training and its parent company, the SC Technical Institute, have a long history of industry partnerships that help supply a trained and skilled workforce to meet the needs of specific industries. With over forty years of experience in the manufacturing and construction trades, Palmetto Training is the only independent training school of its kind in South Carolina, and offers forty-five national certifications and licenses in an accelerated setting - including Class A CDLs, Forklift/OSHA, CNC Programming and AWS Welding.

Eddie Jackson, President of Palmetto Training, explains their services this way, saying, "Our purpose is to meet the career development goals of every student we train, while supporting industry requirements for better prepared candidates in today's high tech workplace. We help people to help themselves. In doing so, PTI builds confidence while adding value to the community."

With such a philosophy, it's no wonder Palmetto Goodwill approached Palmetto Training in 2016 to discuss a partnership. Since that time Palmetto Goodwill and Palmetto Training have joined forces to help train and place over 150 people in jobs.

The original partnership began with a CDL license, in which Palmetto Training began teaching the Class A CDL course on the Palmetto Goodwill campus. The partnership then evolved into discussion of how to train veterans for manufacturing jobs.

Palmetto Training was challenged to teach an industrial program for unemployed veterans to prepare them for the manufacturing needs in and around Charleston.

The result was Palmetto Goodwill's Veterans for Manufacturing Program, in which students spent seven days with Palmetto Training learning pint reading, precision measuring, industrial math, OSHA General Industry safety, fork lift operations, and an introduction to G&M codes.

The program was a resounding success with every student completing the course offered a job in the manufacturing sector. Jackson concurred, saying, "I am humbled and proud to be a part of the success of all the graduates. The best news is all of the graduates are now employed in manufacturing. Thanks to all who helped make this a reality for these adults!"

Palmetto Goodwill is proud to be part of this unique partnership that provides targeted, accelerated training in fields that require skilled employees. It's a true Partnership for the People that will continue to grow in the coming years.



HELPING HANDS

Partnerships for People Award - North Region

GEORGETOWN, SC

Helping Hands of Georgetown was established in 1989 by founding board members representing 17 covenant churches in Georgetown County. These officials believed they could better help residents by supporting one unifying organization that would assess and respond to poverty related challenges faced by Georgetown County residents. Twenty-eight years later Helping Hands continues to fulfill that mission with locations in Georgetown and Andrews.

Best known for helping feed and clothe the needy, providing utility assistance and improving people's health through their free dental clinic, Helping Hands of Georgetown is also charged with putting people to work. "We look each other in the eye, recognize a brother or a sister, and care for each other," Executive Director John Bush notes. "When we are strong we reach out a hand to help, when we are weak we lift out our hand and know we will be helped."

It's that philosophy which led to a partnership with Palmetto Goodwill, A Father's Place and Friendship Place, and the creation of their Time to Change Program. The program promotes full time employment, employment retention and advancement, increased earning potential and personal fulfillment for participants. In the larger community, the program aims to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the region's economy.

The program includes an intensive, week-long job training and preparation course; one on one mentoring; career path courses; and paid training/apprenticeship opportunities. To date, this program has served 194 unemployed members of the community and helped place 112 people in new jobs.

Bush credits the collaborative with making the program a success, saying "Each of the four agencies work together to provide a one-stop employment program for those in the community seeking support to get jobs and find a career."

The partnership with Helping Hands has worked so well that Palmetto Goodwill

opened a Career Opportunity Center within the new Helping Hands facility in Andrews in November 2017. It's a relationship that continues to grow and provide more mission services to those in need.

We are proud to recognize Helping Hands of Georgetown with Palmetto Goodwill's 2017 Partnerships for People Award.



COMMUNITY IMPACT

— In 2017 —

16,180,203

pounds of reusable goods
were kept out of SC landfills

44,000

total services provided

\$87,500

worth of clothing vouchers
were issued

2,001

people were placed
into jobs

180

people were hired
through Hire Me! events

1,229,100

pounds of electronic waste were
diverted from SC landfills

780

low income seniors were
served through Golden Angel

13,500

unique individuals served

3,500

clothing vouchers were
issued

COMMUNITY IMPACT

— Total Geographical Impact —



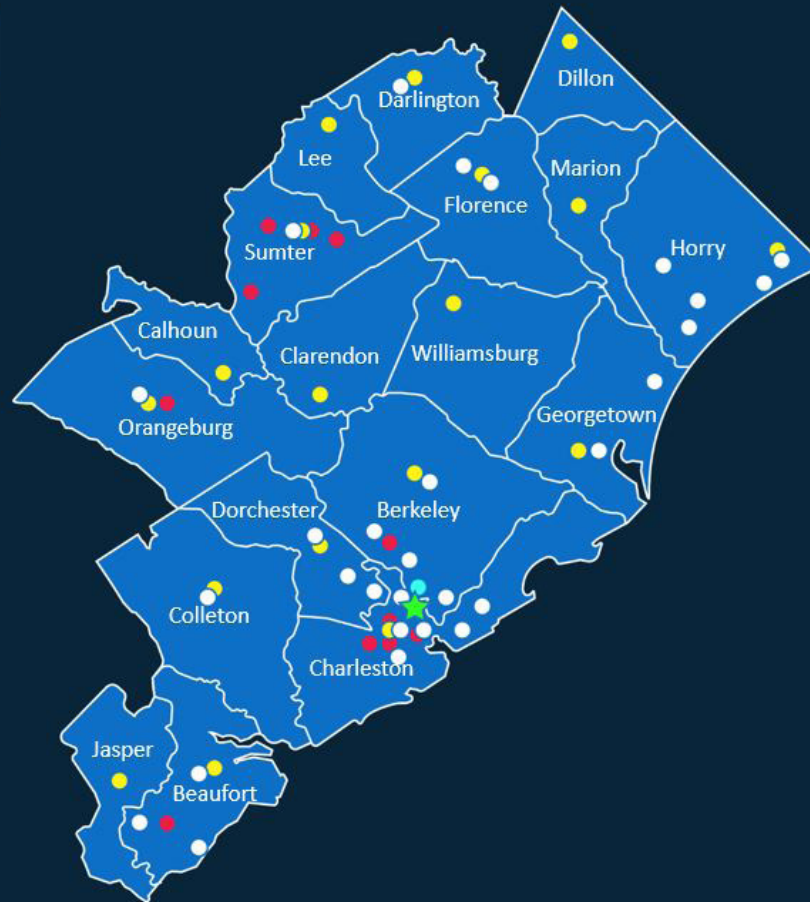
TOTAL GEOGRAPHICAL IMPACT

Total Revenues
\$47,639,111

Total Employees
2091

Total Wages
\$28,442,919

Total Economic Impact
\$108,322,030



2017 IMPACT



MAP KEY

- ★ Goodwill Headquarters
- Goodwill Donated Goods
- Goodwill ADC
- Goodwill Mission Services
- Goodwill Commercial Services

BY THE NUMBERS

— 2017 Financial Summary —

WHAT THE COMMUNITY INVESTED IN GOODWILL

2017

Job Training & Placement Services	\$2,383,469
Commercial Services	\$14,317,033
Donated Goods	\$40,315,057
Miscellaneous Donations & Fundraising	\$119,843

TOTAL COMMUNITY INVESTMENT

\$57,135,402

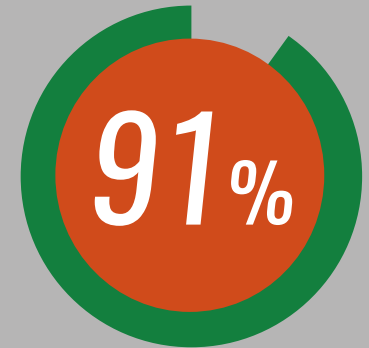
WHAT WE REINVESTED BACK INTO THE COMMUNITY

2017

Job Training & Placement Services	\$1,333,915
Mission Wages & Benefits	\$23,506,911
Donated Goods	\$23,131,166
Commercial Services	\$1,800,526
Community Relations	\$743,607
Occupancy & Administrative Support of Programs	\$3,507,351

Community Reinvestment	\$3,045,585
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\$57,135,402



of earned revenue
funds Goodwill's mission.



Palmetto Goodwill
added 5 new training
programs in 2017.

BOARD OF DIRECTORS

OFFICERS

SEAN SYKES

*Board Chair
The Urban Electric Co.*

LEA DEAS

*Vice Chair
Obviouslee Marketing*

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*Treasurer
Harbour View Inn*

KELLY C. JARRETT

*Secretary
Blackbaud*

MICHAEL SABOE

*Immediate Past Chair
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Trident Technical College*

ROBERT G. SMITH

*President & CEO
Palmetto Goodwill*

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United Community Bank

JAMES "JIMMIE" HALLETT

National Bank of SC (NBSC)

GARY MCMANUS

CarePoint

NINA MAGNESSON

BoomTown

GREG MITCHELL

Horry-Georgetown Tech. College

DIXIE NORRIS

Wyndham Vacation Rentals

COL. TOM PHILIPKOSKY

The Citadel

ALLISON PICKHARDT

National Financial Partners

DOUG SNYDER

LS3P Associates, Ltd.

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JOHN CONKLAN, JR

CFO

CHUCK HUDSON

CIO/VP of Admin. Services

REGINALD HUGHES

VP, Commercial Services

SUMMER HATLEY

VP, Donated Goods

JERMAINE HUSSER

VP, Mission Enterprise

TINA MARSHALL

*Community Relations &
Corporate Compliance Officer*

TANYA WELDON

Human Resources Officer



MICHAEL SCHMITT

SOUTHWIND COMMERCIAL REAL ESTATE

Palmetto Goodwill's Hall of Fame Inducted April 19, 2018

As Palmetto Goodwill's Real Estate Broker from 1998 to 2018, Michael Schmitt played a pivotal role in the expansion of Goodwill operations, and ultimately its mission outreach. Mike's loyalty and commitment to Goodwill led to a unique partnership that included himself, Goodwill CEO Robert Smith, and Willie Heafner, philanthropic developer with Piedmont Companies. Through this partnership, Goodwill's retail operations were continually challenged to reach its potential. The result of this partnership was a refined retail model and a footprint that rapidly expanded through smart, planned, efficient growth. This partnership directly led to Goodwill's ability to generate mission revenues and support the growth in mission services.

Not only was Goodwill a valued business partner, Goodwill became Mike's charity of choice. His generous philanthropic contributions throughout the years supported programs and services. As a true Goodwill champion, Mike also shared his knowledge of Goodwill throughout the business community, helping to raise awareness of Goodwill's mission. Mike's service to Goodwill was not a service born of obligation, but truly a service above self.

CONTRIBUTORS

MISSION BENEFACTORS \$10,000 +

William & Debbie Heafner,
Piedmont Companies
Prudential

MISSION BENEFACTORS \$5,000- \$9,999

Crescent Homes SC, LLC
BB&T Banking Services
Mr. & Mrs. Michael Schmitt
Mr. & Mrs. Robert G. Smith
Sean Sykes, The Urban Electric Co.
Southeastern Paper Group
United Community Bank

MISSION BENEFACTORS \$2,500 - \$4,999

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Carolina Office Systems
Charleston Radio Group
David E. Looper & Company
Lowcountry Open
Santee Cooper
Southeastern Paper Group
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MISSION BENEFACTORS \$1,000 - \$2,499

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Warriors Participants
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Tiki & Lynne Vietri, Third Chance LLC

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Trident Technical College
William "Sandy" Stuhr

THANK YOU!

When you donate to Goodwill, you are doing much more than just funding and supporting training and employment programs—you are reaching out and changing someone's life.

Thank you for your contribution. Regardless of whether it came in the form of money, goods, and/or time, it was received with grateful appreciation and with a high regard for stewardship.



2017 Annual Report



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