

GOODWILL
INDUSTRIES
of
ALBERTA



®

fostering
values
&
championing
enterprise
excellence

2013



respect



customer service



teamwork



recognition



safety



integrity



Message from the Chair

LARRY BROWNOFF

2013 was an exciting year for Goodwill Industries of Alberta!

As Chair, I was proud of our accomplishments and successes related to Goodwill's mission of supporting Albertans with disabilities to enhance their lives through meaningful employment.

I would like to thank the entire volunteer Board of Directors for their strategic guidance of Goodwill. Also thanks to our talented and dedicated team of over 500 Goodwillians who, day in and day out, passionately commit to upholding the tradition of Goodwill making such a difference in the community and the lives of so many Albertans.

Sincere gratitude goes out to the over 500,000 Albertans who donated to Goodwill throughout 2013. YOU help us make such a difference in the lives of thousands of people. Goodwill enterprise business model diverts tonnes of product from Alberta landfills. Through repurpose, reuse and recycle, we have the opportunity to retail these products and generate opportunity for programs and services for Albertans with disabilities.

In 2013 we celebrated the one year birthday of our Chinook (Calgary) operation, we opened a brand new store in Spruce Grove, we relocated our St. Albert Donation Centre, and we remodeled and re-opened our Macleod Trail (Calgary) operation. We thank those companies, organizations and governments who saw in our enterprise noteworthy achievement. We were honoured with the receipt of several prestigious awards.

Our Calgary and Airdrie teams responded very well when the flood ravaged many parts of Calgary and the southern regions of Alberta. In addition, our enterprise also assisted the Calgary Food Bank, Red Cross and The Calgary Foundation as these three organizations rallied in support of those in need.

Alberta, you are part of something GOOD; something incredible! We are together making such a difference in the lives of so many.

Larry Brownoff

Chair
Goodwill Industries of Alberta

Message from the President & CEO

DALE MONAGHAN

As shared by our Chair Larry Brownoff, 2013 was indeed a spectacular year for Goodwill Industries of Alberta. As President and CEO, I am so proud to be part of an enterprise producing so much GOOD for so many people, families and communities.

What is so special for me are the many organizations and people from outside of Goodwill with whom we have formed partnerships. As the saying goes, "together we can move mountains".

I would like to personally thank every single donor, every single shopper, every business, municipality, our partner schools, the Government of Alberta, the United Way and literally dozens of others who believe in the Goodwill model. This model produces many benefits for Albertans with disabilities, strengthens families and communities, and stewards our precious environment.

2013 saw an outstanding report card from CARF International (Commission on Accreditation of Rehabilitation Facilities), ranking Goodwill Industries of Alberta with the best of the best in regards to the Power of Work program delivery of services, focusing on providing job training and career development for Albertans with disabilities.

As 2013 closed, we celebrated our lowest staff turnover rate in years; achieved great statistics with regard to safety performance; and our employee engagement survey resulted in an outstanding report card with respect to employee satisfaction. Success on these fronts is no doubt due to our 2013 "We Are Family" focus on values, customer service and leadership development.

In as much as we celebrate all those who, in 2013, supported Goodwill as we in turn supported so many others, I save my final salute and message of gratitude to those who inspire me day in and day out, the Goodwillians who make up our team at Goodwill Industries of Alberta. You are special, mean the world to me and I thank you sincerely for all you do, who you are and the difference you each make. *Thank you so much, words cannot begin to communicate to you how important each of you are to me.*

Dale Monaghan

President and CEO

Board of Directors

Goodwill Industries of Alberta is governed by a volunteer Board of Directors. We are fortunate to have strong leadership from this dedicated group. The entire organization thanks this enthusiastic group of experienced and committed leaders for their time, effort and strategic guidance.

Larry Brownoff – Chair

Drew Thomson – Vice Chair

Trina Innes – Past Chair

Julie MacPherson – Treasurer; Chair, Finance & Audit Committee

Dorothy Chan – Secretary

Mirande Alexandre – Director

Sangeet Brar – Director

Jason Giang – Director

Patrick Kane – Director

Ardyce Kouri – Director

Stefan Kreptul – Director

Lilliana LeVesconte – Director

Jason Watt – Director

Adrianna Laszlo – Chair, Governance Committee

Angela Kouritzin – Chair, Relationship Review Committee

Our Vision

Goodwill will be recognized for excellence in community leadership, partnership, and the provision of employment opportunities for individuals with disabilities.

Our Mission

Goodwill is a social enterprise providing individuals with disabilities the opportunity to enhance their lives through meaningful employment.

Our Values



respect



customer
service



teamwork



recognition



safety



integrity

DONATE. SHOP. FEEL GOOD. DO GOOD

You donate to Goodwill



Revenue supports employment & training programs



Donated items are processed by Goodwill employees, many of whom have disabilities



Goodwill sells your donations at retail stores

Albertans with disabilities secure jobs, gain independence & contribute to their communities



Your Donations = GOODWILL MISSION SUCCESS

Throughout Alberta you will find 12 Goodwill retail stores and 21 donation centres. Each facility is staffed by Goodwillians that believe "We are Family". Goodwill Industries of Alberta lives its values every day. We care for each other and work to achieve employment success for Albertans with disabilities. Only with the support of our community is this possible.



Retail Impact from Donations

In 2013, we received **565,884** generous donation packages from our communities. These gifts of generosity were filled with clothing, household items, décor and collectibles!

In 2013, we received **over 8,000,000** donated articles of clothing from generous Albertans.

In 2013, **1,006,869** sales transactions translated into thousands of hours of employment training for Albertans with disabilities.

Power of Work

The Power of Work program supports Albertans with disabilities in securing employment or volunteer opportunities in their communities.

During 2013, we served 174 individuals with disabilities resulting in:

- 48** New employer paid placements
- 107** Albertans with disabilities working with paid placements
- 47** New volunteer placements for a total of **31,058** volunteer hours given back to our communities
- 11** New work experience placements
- 21** Albertans with disabilities gained employment independence.

Notable Achievements

City of Edmonton, Waste Management Services
OUTSTANDING GROUP AWARD

United Way Capital Region
QUANTUM LEAP AWARD

PRIME MINISTER'S VOLUNTEER AWARD NOMINATION

Contract Services

Goodwill Industries of Alberta is extremely proud to report continued success with our Contract Services program. Individuals with mental illness and other barriers to employment are supported through a low-stress environment in which they perform their job related duties. Working on their own, or as part of a team, we served 17 Albertans during 2013 with a report card of 100% retention after 90 days of employment!

3,698,947 kg of Items

DIVERTED FROM
LANDFILLS IN 2013

13,879 kg of Rags

DIVERTED FROM
LANDFILLS IN 2013

YOU CAN CHANGE LIVES!



Corporate Alberta can contract Goodwill to perform various projects for their business which could include such tasks as mail preparation, light industrial work, assembly and piece work projects.

SUPPORT GOODWILL INDUSTRIES OF ALBERTA

Go to goodwill.ab.ca for a donation centre near you or call **1.866.927.1414** for information on our programs and services.

Charitable Support

Goodwill Industries of Alberta is a non-profit charitable social enterprise that depends on support from community and corporate Albertans. We would like to extend our sincere gratitude to the following supporters.

EDMONTON

3M Canada Company
Acklands Grainger
Ali Jbarb
AlSCO Canada Corp.
Andrea Laurie
Angela Schneider
Anonymous
AON Hewitt
Basically Babies Ltd.
Bob Webb
Boutique Jacob Inc.
Brian Taves
Capital FM 96.3 Radio
Century Vallen
Citadel Theatre
City Ford
City of Edmonton
Cliff's Towing
Community Spirit Grant
Dana Eklics
Dale Monaghan
Del Sol LC
Ed Weiss
Eddie's Hang Up Display Ltd.
ENMAX Energy
ET Exteriors
FC Edmonton Soccer
Global TV Edmonton
H & R Block
Henry Wisewood High School
High Grade Clothing
I M Industries
Inter Pipeline Ltd.
John Gebbie
June Hui-Chan

KPMG LLP
Lamps Enterprises Inc.
Lucy Fiferowich
Luis Untalan
Margarette A. De Castro
Marmot Import Export Ltd.
Matrix Consulting Group Ltd.
Mei Ligin
Mid-City Excavating Ltd.
Miriam Leodones
Purdy's Chocolates
Renfrew Insurance
RH 5 Holdings Ltd.
Richard & Kandace Klein
Rick McDonald
Rob Brunelle
Ron L. Knol
Sean and Colleen Blanchette
Shadified Salon & Spa
Snow Valley
SOS Staffing – Elwood Staffing
Southside Mitsubishi
Staples
Supreme Office Products Limited
T3 Education Corp. Ltd.
TD Waterhouse
Telus World of Science
The Comic Strip
Tien Lung Taekwon-do
Timeless Embroidery
Tracey Klemen
Triple Tread Tires
U of A Office of Sustainability
United Way Capital Region
Waste Management
Yardstick Technologies Inc.

CALGARY

AA Rentals
Andrew Carr/Dean Georgeson
Boston Pizza
Broken Plate
Cactus Club Café – Barlow Trail
Cactus Club Café – Macleod Trail
Canadian Wholesale Club
Chianti's Café & Restaurant
Christina Cook
Cineplex Odeon Crowfoot Crossing
Cineplex Scotiabank Theatre
Clayton Comstock
Cobbs Bread
CO-OP - Macleod Trail Centre
Denny's Restaurant
Dover Pizza
Earl's Restaurant
Flawless Skin Rejuvenation
Golden Bell
Jack Astors
James Hnatuk
Kadori
Marcel Benko
Marlborough Mall
Milestones
Nellies on Kensington
Olive Garden
O'Sullivan's Restaurant
Red Nik Surf Co.
Safeway
San Remo
Schanks – Calgary North
Schanks – Calgary South
Sharon Kutsch
Smitty's Restaurant
Smugglers
Stewart & Stevenson Canada Ltd.
Superstore
Tony Roma's

White Spot
Winners
XL 103FM Radio

GRANDE PRAIRIE

216916 Alberta Ltd.
A & W
All WellSite Supervision
Aly Kay
Andrea Blair
Barbara Teagus
Better Than Fred's
Carla & Nicole Mercier
Corbett McGuire
Cynthia Boesader
Donni Friesen
Edward Marquart
Eleanor Cox
Forbes Church
J & A Eason Mechanical Ltd.
Jamie Brown
Keith Alguire
Lloyd Daniels
Malcolm Family
Marsha Alguire
Mike Bannister
Mike Wurz
Milly Kushner
Nancy Betts
Rio Clothing Co.
Roger Christie
Rotary Club of Grande Prairie
Safeway
Sarah Christie-Wurz
United Way Alberta Northwest
Vena Douglas
Walmart

Mission Support

EDMONTON

Allen Grey
Aviation Museum
Brightside Veterinarian Clinic
Caleb Manor
Century Vallen
Cerebral Palsy Association
Champion Pet Foods
Children's Autism Services
of Edmonton
Churchill Retirement Residence
Cliff's Towing
Coffee News
Delta South
Digital Fractal
Dollarama – Old Strathcona
Edmonton North West Childcare
Edmonton Reuse Center
Elder Care
Evangel Church South
Grey Nuns Hospital
Habitat for Humanity – Edmonton
Harvey's Restaurant
Head Start

Home Depot South Common
Hope Mission
Inglewood Out of School Care
Kids Kottage
Lynwood Seniors Center
Meals on Wheels
Misericordia Hospital
Northlands - Expo Center
Operation Friendship
Parents Place
Playworks
Provincial Archives of Alberta
Quality Cooking
RED The Agency
Royal Alexandra Hospital
Salvation Army
St. Albert Seniors
St. Michael's Extended Care
Stromiga
The General Hospital
The Mustard Seed
YMCA South
YMCA West

CALGARY

Calgary Immigrant Women's
Association
Columbia College
Prospect Agency
Telus Sparks Program
(Calgary Science Centre)

GRANDE PRAIRIE

Camp Tamarack
CFA Church
Church of Christ
Europa
Forbes Church
Habitat for Humanity
Grande Prairie
Maddhatters
Oasis Church
Odyssey House
Pat's Auto
Petland
Safe Communities
SPCA
Suicide Prevention
Resource Centre
Target
Victory Church
Wholesale Sports





partnership



publicity



community recognition



mission message



safety

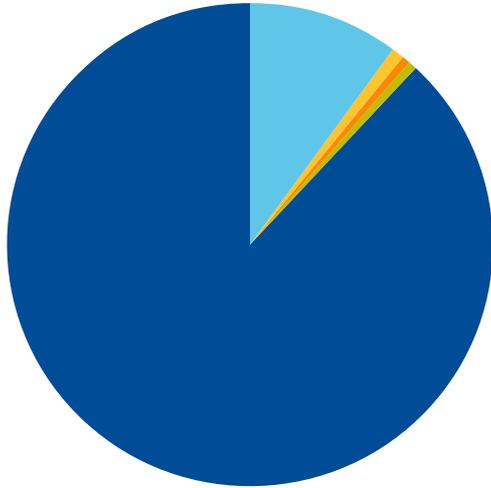


special sales



WE ARE FAMILY

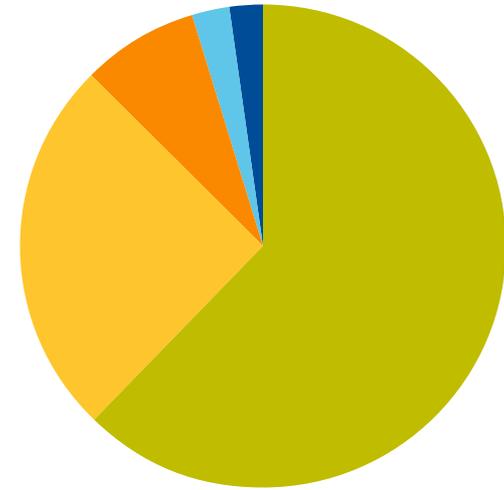
FINANCIALS



WHERE THE DOLLARS CAME FROM

REVENUES

Donated merchandise sales	\$18,446,374
Provincial contract	2,208,589
United Way	177,728
Donations and grants	81,848
Other	79,578
	\$ 20,994,117



WHERE THE DOLLARS WENT

EXPENSES

Human resource costs	\$13,291,714
Physical resource costs	5,397,023
Other operating costs	1,663,814
Amortization	523,050
Material costs	426,964
	\$ 21,302,565

EXCESS OF EXPENSES OVER REVENUES \$ 308,448

This information has been derived from the audited financial statements for the year ending December 31, 2013.



**IT ALL STARTS
WITH YOUR
DONATION!**

**fostering
values**
&
**championing
enterprise
excellence**

2013

Goodwill 
Industries of Alberta goodwill

Goodwill Industries of Alberta
Corporate Office
8761 51 Ave.
Edmonton, AB T6E 5H1
1.866.927.1414

goodwill.ab.ca





goodwill.ab.ca  