

2017 ANNUAL REPORT

GLOBAL GIFTS, INC.



UNIQUELY GIVING

MISSION

Global Gifts is a not-for-profit business committed to serving impoverished artisans and producers in the developing world by:

- Providing vital fair income and improvement for people of limited opportunity
- Marketing ethically produced and ethically obtained handmade products
- Educating the public about the cultures and traditions associated with items we sell
- Helping consumers spend their shopping dollars in ways that benefit impoverished peoples around the world



LOCATIONS

GLOBAL GIFTS: NORA

1300 EAST 86TH STREET, SUITE 17
INDIANAPOLIS, IN 46240
317-569-0670

GLOBAL GIFTS: MASS AVE

446 MASSACHUSETTS AVENUE
INDIANAPOLIS, IN 46204
317-423-3148

GLOBAL GIFTS: BLOOMINGTON

122 NORTH WALNUT STREET
BLOOMINGTON, IN 47404
812-336-7402

GLOBAL GIFTS: SHORT NORTH

682 NORTH HIGH STREET
COLUMBUS, OH 43215
614-621-1744

GLOBAL GIFTS CORPORATE OFFICE

701 NORTH DELAWARE STREET
INDIANAPOLIS, IN 46204
317-917-1836

CONNECT

FACEBOOK:

WWW.FACEBOOK.COM/GLOBALGIFTS
WWW.FACEBOOK.COM/GLOBALGIFTSBLOOMINGTON
WWW.FACEBOOK.COM/GLOBALGIFTSSHORTNORTH

TWITTER:

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WWW.PINTEREST.COM/GLOBALGIFTSCBUS

INSTAGRAM:

WWW.INSTAGRAM.COM/GLOBALGIFTSSHORTNORTH
WWW.INSTAGRAM.COM/GLOBALGIFTSBLOOMINGTON
WWW.INSTAGRAM.COM/GLOBALGIFTSFT

WEBSITE:

WWW.GLOBALGIFTSFT.COM

BOARD OF DIRECTORS

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William Powell, Accountant
Becky Wigginton, Offsite Sales Coordinator

MASS AVE STAFF

Holly Reeve, Manager
Dianna Norris, Manager
Joy Hess, Assistant Manager
Erica Billingsly, Assistant Manager
Lynne Watson, Sales Associate
Dorothy Ilgen, Sales Associate
Sam Hake, Sales Associate
Spring Rodriguez, Seasonal
Claire Murphy, Seasonal
Kim Johnson, Volunteer Coordinator

NORA STAFF

Kelly Trimble, Manager
Kinsey Davis, Manager
Lisa Lorentz, Assistant Manager & Volunteer Coord.
Amanda Lyons, Assistant Manager & Volunteer Coord.
Erica Billingsly, Assistant Manager
Meredith Simpson, Sales Associate
Erika Jervis, Sales Associate
Eric Lorentz, Sales Associate
Janet Sweeney, Sales Associate
Anne Lennon, Seasonal

BLOOMINGTON STAFF

Dave Debikey, Store Manager
Kinsey Davis, Assistant Manager & Volunteer Coord.
Gracia Valliant, Sales Associate
Mary Migliozi, Sales Associate
Amanda Eby, Sales Associate
Nicole Main Long, Volunteer Coordinator
Patty Moon, Seasonal
Olivia McDermott-Sipe, Seasonal

SHORT NORTH STAFF

Alissa Head, Manager
Amy Phillips Gary, Assistant Manager
Marjorie Kirk, Sales Associate
Frances Wilson, Sales Associate
Kris Lofrumento, Seasonal Sales Associate
Jieqing Yang, Seasonal Sales Associate
Marjorie Kirk, Sales Associate
Samantha Lado, Seasonal
Frances Wilson, Sales Associate

THANK YOU, VOLUNTEERS!

As a volunteer-supported organization, Global Gifts relies on volunteers to support and grow our fair trade business. Our volunteers are integral to everything we do – helping customers in our stores, unpacking shipments, festival sales, reviewing and improving our operations. **In 2017, volunteers gave approximately 16,132 hours of service.** The Board of Directors and staff are exceedingly grateful for our volunteers and their work!

Members of the Global Gifts Corporation are individuals who volunteered at least 50 hours during the previous year. These members have voting rights at the annual meeting. Special thanks and congratulations to our members! In addition, **51 individuals volunteered over 100 hours for Global Gifts in 2017!** Thank you for your service!



VOLUNTEER FEATURES

SPRING RODRIGUEZ Global Gifts, Mass Ave



Spring began with Global as a seasonal hire to help get us through the Holiday and has since remained on as a volunteer. Spring, having never worked a retail job when she began with Global Gifts, quickly adapted and made a statement in our store. Spring is not timid about jumping right on the cash register and telling our customers about the Country Club program and all the benefits from joining the email list. She made it seem as though she had done this her whole life. Everyone on our staff thought she was a seasoned retail veteran.

Always keeping busy, I never had to ask her or direct her to be productive. She, from the beginning, was able to anticipate the needs of the store whether it was running back stock, chatting with customers, running out on to the floor to help a customer find the perfect gift, climbing a step ladder to take something down for someone or checking the coffee to see if we needed to

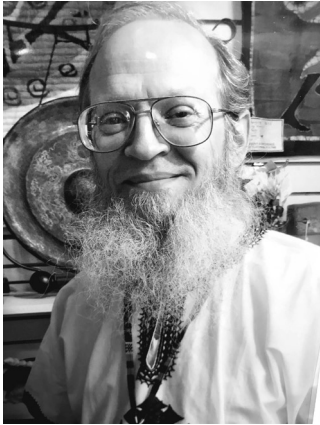
brew more...I could always count on Spring to go above and beyond expectations.

Spring is so cheerful and positive which trickles down to the rest of our staff and volunteers. She is able to comfortably talk with anyone that walks through our door. I could not be more pleased with all of the work she has done to provide our customers with such outstanding service.

VOLUNTEER FEATURES

ROD MAUST

Global Gifts, Mass Ave



Rod is our resident "fix it" guy. From napping cats ears to salt lamps to changing light bulbs and building furniture...I don't know what we would do without Rod. Aside from being our handyman, Rod is one of our long-time volunteers. Rod has been so quick to lend me a hand when I needed something repaired at the store or another volunteer needed to swap shifts. He is so very helpful whenever and wherever he can be. I was preparing to re-vamp the store and brought in some new fixtures all of which had arrived in 1,000 pieces of course. I just randomly shot him an email one afternoon asking if he might be available over the next few days to help build these fixtures. Within mins, he had responded back that he was in the neighborhood and wouldn't mind at all coming over to help. Not only did he "help", he ended up building all of the fixtures within the course of a couple hours. That would have taken me days to

do alone, (ok, probably an entire week...and at least one of those fixtures would have ended up being built upside down!) A million thanks to Rod and all he does for our Mass Ave store!

KIM JOHNSON

Global Gifts, Mass Ave



Oh Kim, what can I say? Kim has been a volunteer at Mass ave for some time . She logged the most volunteer hours for 2017!

Right before I began with the company, Kim was brought on staff. I truly believe that her work and dedication should most certainly be highlighted. Kim took on the Volunteer Coordinator role right before I joined with Global Gifts and can I just say "Thank goodness!" for Kim Johnson! Coming in at Holiday season had already proved to be a very challenging time and without Kim to do the schedule and get our new volunteers on-boarded I don't know what I would have done. Her diligence and patience through that time was remarkable. I can only imagine what her inbox looked like during November and December and her ability to manage it with such grace and keep her

wits was impressive. Not only was Kim a GIANT asset to me during that time (which she remains to be) she is one of the most knowledgeable, patient people I know.

VOLUNTEER FEATURES

VICKI SHOLTY

Global Gifts, Nora

Vicki is a second-year volunteer who easily makes friends with every customer. She loves listening to customers and hearing their stories. Vicki is a retired art teacher who is dedicated to the mission of fair trade and the appearance of our store. We recognize her willingness to go above and beyond, by always searching for new things to do — especially on slow days!

She is also a member of the Indianapolis Symphony Orchestra Association, an organization that promotes music education and encourages audience development and attendance at performances of world-class orchestra.



ANARENE YIM

Global Gifts, Nora

As a first year volunteer, Anarene was eager to train and volunteer each week so she would be ready for the holiday rush. She is always interested in learning something new and asking questions about ways she can help. She always arrives for her shift with a smile on her face.

Anarene's husband is from Hawaii and she has one son living in Indonesia.

In 2010, she donated a kidney to a friend. She says it was one of the best experiences of her life so far and something she highly recommends.

CINDY & ALLEN MAST

Global Gifts, Nora

Cindy has been with Global Gifts for most of its 30 years, and her husband Allen is a wonderful handyman who helps at Nora with his electrical, plumbing, and varied skills. We can thank him for our signing reading "Global Gifts" again.

Cindy offers a lot of her time to Global Gifts, coming in to help with extra projects when needed. She also works at Greenhouse and the Indianapolis Zoo.

Traveling is one of Cindy and Allen's favorite activities.



VOLUNTEER FEATURES



SONAL BHARGAVA

Global Gifts, Bloomington

Sonal Bhargava, is a Senior at Indiana University. She started volunteering with Global Gifts in during her Freshman year. She's also been our Marketing and Merchandising intern. She enjoys designing the window displays to showcase Global Gifts' variety of products.

She loves that fair trade empowers artisans to build their communities and encourages innovation through the use of environmentally friendly materials.

Sonal will be travelling to Guatemala after graduation to visit some fair trade artisan groups that actually create products sold at Global Gifts!

OLIVIA MCDERMOTT-SIPE

Global Gifts, Bloomington

I've been volunteering at Global Gifts for three years, and this year I got to be holiday staff, which was such a fun and rewarding experience. My family and I have shopped at the store since I was little, and I am proud to be a part of making fair trade possible. Every day I come into Global Gifts, I am surrounded by beautiful things and fantastic people. When I graduate, I plan to pursue a career in entomology and environmental studies. I want to impact this world positively, and when I work with my fellow volunteers at Global Gifts, it is proof to me that change is possible.



PATTY MOON

Global Gifts, Bloomington

I started volunteering at Global Gifts four years ago during my sophomore year of high school. I didn't really have a career plan at that time, but I became very interested in fair trade during my time volunteering. My experience at Global Gifts sparked my interest in sustainable business. It's been great to see how a business can improve lives all over the world. I am forever grateful for the time I have spent at Global Gifts; it is a wonderful community of people who volunteer their time to effect change in the world. When I applied to college and decided on business school, I made it my goal to integrate sustainability into my studies. I am currently an undergrad at the Kelley School of Business studying Public Policy Analysis and Sustainable Business with an outside minor in African Politics. After school, I hope to work in public policy, focusing on social sustainability.

VOLUNTEER FEATURES



AMANDA BUCHERT
Global Gifts, Columbus

A former Peace Corps volunteer and current Genders and Sexualities Alliance Network Coordinator at Kaleidoscope Youth Center, Amanda started volunteering at Global Gifts Short North in April 2016. Whenever she volunteers at the store, Amanda brings enthusiasm, interest, and sets a wonderful example of engaging customer service. She went above and beyond this past summer when Columbus hosted the national Girl Scout Convention, by developing an in-store scavenger hunt. This activity was a well-received and fun way for girl scouts to learn about fair trade and handicrafts available at Global Gifts!

EMMA MEGLA
Global Gifts, Columbus

Global Gifts volunteers are great about adapting to whatever is going on during any given shift and Global Gifts Short North volunteer Emma is a pro at this! She is a third year student at The Ohio State University majoring in neuroscience. She's been volunteering at Global Gifts since January 2016, and has helped out at the Comfest booth as well as in the store for regular volunteer shifts. Emma gives it her all whenever she volunteers. In the lead up to the busy holiday season, Emma spent the better part of a four hour shift checking in and tagging a huge order of Guatemalan beaded ornaments.



AUDREY SOEMARSONO
Global Gifts, Columbus

After graduating from Ohio State University Audrey served as a retail intern at Global Gifts for the fall semester. Currently, she is working as our business intern, working with Alissa on weekly paperwork and purchasing. Audrey is also an invaluable leader on the sales floor and always greets customers with a smile.

Audrey demonstrates enthusiasm for fair trade as well as for the skill and artistry of items available at Global Gifts. She is very generous with her time and has filled in for other volunteers with short notice.

We have learned much from Audrey as she's shared about cultural traditions, like batik, from her home country, Indonesia. We will miss her very much as she moves back to spend time with family!

MASS AVE VOLUNTEERS

★ *Volunteered 100+ hours*

Susan Baggarly
Nancy Boettner
Katie Buschmann
Kim Johnson
Ann McKenzie
Ellen Robinson
Ellen Sebahar
Sally Spiers
Gerry Sullivan-Clark

Volunteered 50+ hours

Christi Adams
Amber Bennett
Jo Ellen Buffie
Rebecca Critser
Anna Marie Emhardt
Kathleen Flannery
Debra Helmuth
Marilyn Holmes
Meredith Jones
Mary Liechty
Barbara Longoria
Jim McDaniel
Alice Oestreich
Greg Peck
Lauren Rowe
Dara Schuster
Marilyn Verbeck



Volunteers

Evan Backstrom
Shelby Bass
Courtney Baugh
Gary Beasley
Ella Campbell
Chloe Coy
Andrew Crecelius
Muffie DeLucia
Nathan Gauf
Christine Jackson
Zoe Kashin
Tom Kashin
Maranda Leigh
Gwen Love
Becky Malkemes
Rod Maust
Debbie Norris
Eden Parsons
Grayson Parsons
Maria Porter
Hannah Roth
Kait Sail
Sarah Savage
Ashlyn Sears
Ron Smith
Emma Storen
Tony Welch
Susy Wichser
Edie Wilmot
Cara Yoder
Adriana Zermeno



NORA VOLUNTEERS

★ *Volunteered 100+ hours*

Elizabeth Blanchard
Linda Bullard
Ann Carlson
Beverly Cox
Joanne Dankert
Bev Hendricks
Anne Lennon
Donna Marsh
Cindy Mast
Marsha McDaniel
Suzanne Murray
Rick Peters
Vicki Sholty
Linda Showalter
Marcella Slabosky
Mona Stephens

Volunteers

Cianna Anderson
Mackenzie Baker-Robinson
Stacey Cassell
Karen Guerrero
Madison Millard
Barb Miller
Holly Neff
Peggy Prophet
Beth Saxen
Meagan Schlegel
Erik Schlegel
Rhonda Sherer
Dorinda Smith
Emilie Walson
Julie Williams

Volunteered 50 +hours

Jane Bostwick
Lu Culp
Katherine Essink
Reagan Fahey
David Geeganage
Grace Geeganage
Ellie Harrison
Sue Hittle
Jennifer Kaufmann
Jim McDaniel
Rachel Meyer
Margaret Miller
Barb Minks
Alice Oestreich
Eva Riddick
Jennifer Skinner
Meg Summers
Anna Triscari
Robin Valenzuela
Anne Wakefield
Anarene Yim



BLOOMINGTON VOLUNTEERS

★ *Volunteered 100 + hours*

Christie Bowman
Maggie Bui
Jen Crystal
Lori Dahlstrom
Jill Kovach
Dorothy Lenard
AdaLynch
Olivia McDermott-Sipe
Marty McDonald
Patty Moon
Paige Smock
Barbara von Przewoski
Gail Weaver



Volunteers

Volunteered 50+ hours

Shems Alubaidi
Joy Bhattacharya
Grace Bielefeld
Emily Binhack
Mackenzie Carver
Melinda Cochran
Hannah Davis
Erica DeBruyne
Kiley Erlandson
Mia Kim
Gigi Kirkley
Katie McLennan
Alayna McNamara
Haily Merritt
Hannah Morrolf
Maddie Newquist
Joslin Nguyen
Brynn Parkinson
Noah Rashid
Mary Sullivan
CeAira Waymon
Quinn Wilson
Julia Wood
Sarah Yang



Leah Ashebir	Molly Livingston
Rida asim	Mo Lynch
Sonal Bhargaval	Stella Ma
Katie Brindle	Micala Madison
Jocelyn Brink	Buki Main Long
Allie Burton	Catie May
Louisa Chen	Morgan McCray
Clarissa Chen	Hayley Miller
Julianna Connelly	Ciara Mills
Robyn Cornwell	Yifan Mo
Greysan Debikey	Kate Myers
JJ Degner-Lopez	Katie Perrus
Maddy Dippel	Nick Petry
Matt Eggers	Jacklyn Pinna
Mary Embry	Kelsey Rike
Maeve Flaherty	Alana Sampson
Maggie Gates	Maya Shafer
Donna Goings	Bihan Shen
Viviannette Gonzalez	Keyon Thaddis
Sarah Graves	Payton Thomas
Karen Hahn	Maria Tiwari
Meghan Halaburda	Da'Vonna Tucker
Emily Heller	Eva Valliant
Roxy Henry	Vanessa Varela
Jasmyne Jordan	Abby Weigel
Lauren Juarez	Danielle Weiss
Priya Khimani	Emily Wickersham
Naomi Lacy	Maya Wilson
Allison Langhans	Shelby Wolf
Ben LaPointe	Sandra Wu
Natalie Linton	Cassey Xu

SHORT NORTH VOLUNTEERS

★ *Volunteered 100 + hours*

Sheneve Butler
Allison Kobosky
Alice Martin
Gemima Redon
Audrey Soemarsono
Joanna Suter
Sue Wolford
Taylor Woodruff
Noah Wotring

Volunteered 50+ hours

Nikhil Preeth Birra
Amanda Buchert
Corrin Claycomb
Ana Eichner
Jeremy Ford
Jennifer Goodman
Judy Hartzler
Alexis Homik
Mary Lang
Jaja Liang
Betsy Loeb
Emma Megla
Nina Mulroy
Masako Narita
Awi Sung
Ziyue (Violet) Yang
Mike Zhang



Volunteers

Stacey Clay
Catilin Edwards
Natalie Sword
Lavinia Xu
Isabella Aguiar
Lyndsey Andray
Yurika Asano
Drew Axelson
Gregg Berry
Abby Bowman
Daelyn Crome
Melinda Dillon
Catherine Dong
Hayley Douridas
Victoria Emerson
Chloe Fauber
Kimberly Fauber
Gwyneth Frederick
Alonee Gray
Yaqi (Amelia) Guo
Juliet Rose Hall
Sona Hardikar
Emily Heiser
Karen Hull
Sarah Inskeep
Danae James
Eli Kirk
Kaitlyn Koehn
Linda Lane
Emily Lau
Kris LoFrumento
Elaine Ly
Joana Miller
Ellen Munoz
Bob Musgrave
Anne O'Farrell-Devoe
Tori Pachiano
Alice Peng



Bradley Petrella
Micah Phillips-Gary
Maddie Price
Yoselin Ramirez
Jose Saucedo
Angel Schnitter
Daniella Siebert
Sascha Smoot
Victor Storts
Chiquita Toure
Ajallah Toure
Amina Toure
Linda Tran
Jessica Wang
Dustin Whaley
Paula Wolter
Jessie Wright
Jieqing Yang



SUPPORT VOLUNTEERS

Professional Services Volunteers

Dan Hess
Tom Kashin
Allen Mast
Ellen Poffenberger
Alison Schumacher
Mel Swartzentruber
Barbara Zech

Offsite Volunteers

Nancy Boethner
Ann Carlson
Robin Jones
Ellie Harrison
Anna Triscari
Heather Wiggenroth
Becky Wigginton
Mike Wigginton
Cara Yoder



PRESIDENT'S REPORT



In 1988 when we started this journey it seemed exciting and more than a little bit scary to be committing to a store front business. Now, 30 years later, we are celebrating four stores, relationships with many artisan groups, a real presence in our communities and over 200 amazing volunteers with many more having donated their time to one or more stores, offsite sales or board endeavors. I'm not sure I could have imagined all of that in 1988.

This year we say goodbye to Sam Carpenter after 17 years of leadership and vision. His forward thinking has grown our business from nearly \$200,000 per year to over \$1.8 million per year. We will miss him and wish him well as he explores new avenues for both his creative and practical sides.

We welcome Alissa Head into leadership of the amazing team of people who manage and guide Global Gifts. Together they will continue the mission of this endeavor and move us into the next steps.

We are all very much aware that without our many volunteers, we cannot purchase from as many vendors and offer fairly traded goods to as many shoppers as we do. The work turns on dedicated volunteers and you are all valued.

This is my final year on the board and I want to say that I've very much enjoyed reconnecting with the mission, supporting the process and forming relationships with so many people who share the vision for Global Gifts. It's been an honor.

Best wishes to Alissa and the magnificent team and thank you to our volunteers. You are all appreciated.

Mary Liechty

Board President

EXECUTIVE DIRECTOR'S REPORT



When Global Gifts started thirty (!) years ago, a postage stamp cost 24 cents and the average house price was \$61,000. The Iran-Contra Affair was one of the big news headlines. Students in Burma planned a huge prodemocracy protest. A dedicated group of volunteers formed Global Gifts and many are still involved today, decades later.

In preparation for our 30 year anniversary celebration, I thought back over my own career with Global Gifts. Wow, what a time it has been! I was introduced to the concept of fair trade while living in Northern Ireland in 1999. I was so impressed with fair trade that I chose it as the topic of my master's thesis. The mix of social mission with a business operation excited me then, and still does today. Doing research about fair trade for my paper is what brought me to the doorstep of Global Gifts in the summer of 2000. I interviewed then-manager Julie Bontrager and began volunteering in the store. Soon an opportunity for part-time employment became available at Global Gifts and I became the "community liaison." This allowed me to enthusiastically share my new knowledge about fair trade – and having just completed my thesis on the topic, I'm sure some of the small groups that received my presentation got more than they had reckoned for! When the manager position became available in early 2001, I applied. The board was close to hiring another candidate but that person insisted that Global Gifts change its name to Ten Thousand Villages and become a "contract store". Instead, the board selected me to be the next manager and elected to continue on as Global Gifts, even though finances were a bit shaky and the future was uncertain at the time.

During my tenure with Global Gifts, we have continuously striven to increase the impact we have through fair trade. Opening new stores has been the biggest source of growth. In addition the Helping Hands Festival of years past, helping to edit and publish the children's book *Think Fair Trade First!*, developing our relationship with Imani Workshops in Kenya, and expanding our community presence through participation in events and speaking engagements have all been ways in which Global Gifts has grown sales and raised awareness about fair trade.

Our local efforts are connected to a much larger movement. During a recent Fair Trade Federation Conference, I heard from Narseen Sheikh from Local Women's Handicrafts in Nepal. Narseen is a young woman in her 20s and is providing incredible leadership to young women and girls by fighting for women's rights and against forced marriage, which is a common situation for young Nepalese girls. Narseen worked as a child laborer for many years and was separated from her home and family. She was held captive for so long and at such a young age that even today she is not sure how old she is. Through different connections, Narseen was fortunate to learn to read and receive an education. She learned to sew and make handicrafts to sell. And an older brother supported Narseen when she was defiant against an arranged marriage her parents demanded of her.

(CONTINUED ON NEXT PAGE)

EXECUTIVE DIRECTOR'S REPORT

Narseen took these small but significant opportunities, these small supports, and through them was empowered to receive her own university degree and start Local Women's Handicrafts. She is dedicated to providing as many girls and women in Nepal the same chance and support that she received, that in turn made dramatic improvements to her own life story. As we just learned about Narseen this spring, we do not currently purchase from Local Women's Handicrafts; however, her story of trial, betterment, and determination to lend a hand to others plays itself out over and over again in the fair trade marketplace.

The work we do is critically important. We support businesses that empower the vulnerable and provide skills and opportunity where both education and hope are not easily obtained. Our work connects us to countless people through a trading relationship based on the ideal of dignity and opportunity for all. It has been such a pleasure working along the many active supporters of Global Gifts to grow fair trade across the globe over these past 17+ years. It's been an honor and benefit to me to serve with you. Though I am stepping away from my role I hold much excitement for the impact yet to come. Global Gifts has an excellent team in place and under the leadership of Alissa Head I know the good and important work of Global Gifts will continue with integrity. I look forward to the many years of progress yet to come.

Sam Carpenter

Executive Director



MANAGER'S REPORT

Mass Ave



From corporate retail management to fair trade, small business management - 2017 was most definitively a season of "firsts" for me personally.

Heading right in to the Holiday season with Global Gifts was how my new journey began. A giant challenge, one I was looking forward to, was before me. I started with a new company, a new staff, a new store and completely new products that I would quickly grow to learn and mold with. Gaining knowledge and experience with our people and products was just the tip of the iceberg. Creating lasting relationships with our guests to drive sales throughout the next 3 months was my biggest focus. Small business Saturday was a day I had looked forward to since I started. It would be my very first and I looked forward to the experience and connections it would provide me with. Learning to balance exceptional customer service in a small space and gaining all the knowledge and good that large crowds of supporters would bring with this day was astronomical. Unfortunately, traffic across Mass ave was down and sales were not where we had hoped they would be. Several stores/restaurants on the ave have moved or gone out of business just in the short amount of time I have been with the company. The ever changing merchants and the old vs fresh has most certainly taken its toll on the Mass Ave location. However, remaining very positive, I look to each day as fresh start and another day to try harder and do better than the previous. Every day is a new beginning and a day to gain more knowledge. Consistency is vital but being flexible and willing to change is just as important especially with the changing of the Ave.

Each day I am blown away by the dedication and passion of our staff and volunteers. It is to them that we owe our successes to! I am continually in awe of this profound group of people that come together to make a difference a single day. In the ever changing "retail" world, it is SO very important to have a dedicated, reliable support team. These volunteers have helped show me what truly matters and how great of an impact people can have on one another.

Mass ave is off to a slow start for 2018 with the chilly winter months but over the past few weeks, I have noticed a bump in traffic. A big floor move to highlight top selling items and placing things in more prominent areas has definitely freshened up our location. I am confident that with our refreshed logo, a more open and brighter store and with our tremendous staff of seasoned and NEW volunteers, that 2018 will be a turn around year for Mass ave. Now that my first Holiday season has passed, I can apply those opportunities and take-aways to the current year and I hope to thrive and help grow the business here on Mass Ave.

Dianna Norris

Store Manager — Mass Avenue

MANAGER'S REPORT

Nora



When I began my new role as the Store Manager at Global Gifts Nora in September, I was eager to learn as much as I could about my position, volunteers, and new customers. The holiday season was approaching but a dedicated and talented team of staff and volunteers were ready to meet the challenge. Together, we tested new approaches to our product displays such as placing Phoenician Glass goblets and tea light holders in the window for any passerby to see (they are quite dazzling in the sun!) and strategically framing our checkout counter with holiday ornaments and woolens on either side. We also worked hard to capture contact information from our customers when they got a country club card – Nora led the stores in this effort with 44% of our receipts having customer names attached!

Compared to the 2016 holiday season, we saw a sales increase in ornaments, blankets, gloves, socks, soaps. However, we saw a decrease in typically high performing categories like jewelry, woolens, scarves, and food – contributing to a 4% decrease in sales for the year. To combat this trend, in 2018 we will be focusing on factors that are essential to Nora's growth: fostering our relationships with our loyal community and customers, increasing foot-traffic through exciting events and social media, and creating a store that is bright and shoppable to enhance the customer experience. So far in 2018, our traffic count is low but our conversion rate (the rate at which a "looker" becomes a "shopper") is the highest it's been since 2013! This means our volunteers are doing an amazing job giving their best "above and beyond" customer service and ensuring every visitor is finding the perfect gift.

Speaking of those fantastic volunteers, our team of 52 gave an impressive 4,295 calculated hours to Nora in 2017. A special thank you goes to Mona Stephens, Vicki Sholty, and Suzanne Murray for volunteering more than 200 hours! We also recognize the 13 volunteers who worked 100+ hours: Linda Bullard, Ann Carlson, Marcella Slabosky, Cindy Mast, Rick Peters, Anne Lennon (also holiday staff!), Elizabeth Blanchard, Joanne Dankert, Beverly Cox, Donna Marsh, Linda Showalter, Bev Hendricks, and Marsha McDaniel. All of our volunteers help Global Gifts in many ways: passionately educating newcomers about fair trade and our artisans, exciting customers with their favorite products and helpful suggestions, adapting to an ever-changing floor layout, liking and sharing our social media posts, and even repairing jewelry and pesky balsa wood cats. YOU are our biggest advocates and we appreciate every effort – no matter how small.

I also want to thank Kelly Trimble, Nora's previous store manager, for her guidance and leadership. On my first day, she was there to teach me everything she could: from her philosophy on the Nora customer's favorite products, being a role model in her customer service talents, to her ability to connect Global Gifts with the Indianapolis community and beyond. She may have left her role in September but she still ensured our store would be successful by working with us during the holidays while our Volunteer Coordinator was on maternity leave. We appreciate you, Kelly!

Finally, the work that we do at Global Gifts isn't easy but I am continually inspired by every person who gives their unique skills and perspectives to this organization. Every day, you better the lives of artisans and farmers across the globe, strangers who you may never meet. Cheers to 2018 and the work we will do together!

Kinsey Davis

Store Manager — Nora Plaza

MANAGER'S REPORT

Bloomington



It's been a year of changes for Bloomington! We're used to change here. Being in a university town we always have new faces in the store, both customers and volunteers. They say change is good and, for the most part, they were good for our store in 2017. It was our best sales year since 2014!

Athena, a neighboring store, closed in January, and we were pleasantly surprised to see an abundance of new shoppers finding us. We hadn't realized just what strong competitors they were, and we saw sales growth! Strangely, when the Gather Shoppe, featuring local and Indiana made items, moved into their space in May, we didn't see any slow in our sales. Rather, we had friendly new neighbors with a synergy between our stores, and we continued to see sales growth!

We had significant changes with our campus relations. Although still committed to service-learning, when another organization, the Shalom Center, had great need for an ACE (Advocate for Community Engagement), we relinquished ours. For the first time since we opened in 2009, we didn't have an ACE to coordinate service learning projects for us.

In the fall, we partnered with the Kelley School of Business American Marketing Association, a student organization which provides marketing support for local organizations. This first-time partnership focused on holiday promotions on campus. We believe the increased marketing on campus helped to boost our December sales, resulting in one of our best Decembers. We're going to keep working with this group!

We also saw significant staff changes. Our volunteer coordinator, Kinsey Davis, left us to manage the Nora store (Yay Kinsey!). This provided the opportunity for Nicole Main Long to return to her previous role, and we added Amanda Eby to our team.

Gracia Valliant and Mary Embry began planning their second Guatemala learning tour for May 2018. Some of our volunteers will be going on this trip too: Sonal Bhargaval, Patty Moon, and Haily Merritt.

We continue to be grateful for all our wonderful volunteers. We could not possibly succeed and positively impact so many artisans across the globe without their support.

*"I raise up my voice - not so I can shout but so that those without a voice can be heard.
We cannot succeed when half of us are held back." -Malala Yousafzai*

Dave Debikey

Store Manager — Bloomington

MANAGER'S REPORT

Columbus



In 2017, Global Gifts Short North in Columbus showed an increase in sales every month of the year, including a 6% growth in December holiday sales! We are very proud of our accomplishments last year, such as getting a Bunyaad Rug Event under our belt and offering ecommerce sales, fulfilled from inventory in our store! We also extended our hours starting in July and continued them through the holidays, which helped us be more available to evening shoppers who were in the district for dining and nightlife. While later hours did not always equate to more sales in the evening, being open later increased awareness about our store and fair trade, and we saw more customers returning to purchase products at a later time.

Our volunteer support remained steady at around 40 active volunteers and interns at all times, with an overall growth from approximately 3800 volunteer hours in 2016 to 4000 volunteer hours in 2017! We continue to partner with The

Ohio State University, Columbus Alternative High School, Bishop Watterson High School, and The Graham School on volunteer internship programs.

We participated in many events in 2017! In addition to our regular offsite events like Comfest, The Ohio Fair Trade Expo, and Highland Presbyterian Church's Alternative Gift Fair, we added a holiday event at Powell United Methodist Church. We also participated in Ohio State University's Green Week and Time for Change Week fashion shows on campus.

In store, we joined in for Experience Columbus's Short North Know Your Neighborhood Event in September. Columbus Food Adventures continued to come every Saturday, bringing groups of up to 15 people to sample fair trade coffee and chocolate in the store and to learn about fair trade and the Global Gifts mission. Our Sugar Skull workshops in October were once again well attended. We had Engineers Without Borders OSU in the store for Cultural Story Time, and a Columbus College of Art and Design Fashion Class in the store for a talk about EcoFashion.

We partnered with the Girl Scout Convention, which brought 10,000 girl scouts from all over the US to Columbus in October, providing a Fair Trade Pin opportunity in the store in collaboration with the Girl Scout Convention planning committee.

We gained press coverage in 2018 from Fox28 TV's Cam About Town, This Week Newspapers, The Lantern, and the Craftin' Outlaws blog.

We saw a few staff changes in 2017, including hiring seasonal staff Jieqing Yang and Kris LoFrumento, who have stayed on in 2018 to help fill Samantha Lada's position. We have also brought on Heather Ziegler this year as a new part time staff person to help us fill extended hours shifts which started in March.

Although 2018 is off to a bumpy start with construction in the district, we are excited about new opportunities this year, including a partnership with Columbus Gives Back for volunteer groups who were a big help at our Bunyaad Rug Event in March, showing off our Gift Registry at the Short North Wedding Wander in April, the Day of the Dead Community Event with Latino Arts for Humanity in October, and having our store featured in Virtual Reality with immersivive.is, a local virtual reality company.

Alissa Head

Store Manager — Columbus

PROFIT & LOSS

3:49 PM
04/17/18
Accrual Basis

Global Gifts, Inc Profit & Loss vs. Prior Year by Store January through December 2017

	10-Mora		20-Mass Ave		30-Bloomington		40-Columbus		Total 80-Imani		90-Off-Sites		TOTAL	
	Jan - Dec 17	Jan - Dec 16	Jan - Dec 17	Jan - Dec 16	Jan - Dec 17	Jan - Dec 16	Jan - Dec 17	Jan - Dec 16	Jan - Dec 17	Jan - Dec 16	Jan - Dec 17	Jan - Dec 16	Jan - Dec 17	Jan - Dec 16
Income														
4000 - Income - Sales (SUMMARY ONLY)														
4010 - Sales	365,256	381,465	551,759	604,148	374,538	362,439	446,747	400,676	30,293	36,050	37,193	21,347	1,806,186	1,806,125
4020 - E-commerce sales							5,443		1,508	5,578			6,951	5,578
4090 - Shipping - Customer Paid	10	30	6		153	3				14			169	47
4060 - Book Sales														42
Total 4000 - Income - Sales (SUMMARY ONLY)	365,266	381,495	551,765	604,148	375,091	362,442	452,190	400,676	31,801	41,634	37,193	21,347	1,813,306	1,811,902
4900 - Other Income (SUMMARY)	3,464	3,870	3,041	2,059	3,124	1,968	3,462	4,263	4,172	28,227	1,095	833	18,158	41,250
Total Income	368,730	385,365	554,806	606,207	378,215	364,440	455,652	404,939	35,973	69,911	38,288	22,180	1,831,464	1,853,042
Cost of Goods Sold														
5000 - Cost of Sales (SUMMARY ONLY)	193,164	199,828	286,070	308,394	191,823	181,142	245,688	210,766	19,042	26,367	17,692	13,109	953,489	939,606
Total COGS	193,164	199,828	286,070	308,394	191,823	181,142	245,688	210,766	19,042	26,367	17,692	13,109	953,489	939,606
Gross Profit	175,566	185,537	268,736	297,813	186,392	183,298	209,764	194,173	16,931	43,544	20,596	9,071	877,975	913,436
Expense														
6100 - Payroll (SUMMARY ONLY)	124,333	122,603	159,696	161,434	120,994	122,955	130,405	125,539	15,245	40,241	16,557	15,651	567,230	588,423
7000 - Stores & Facilities (SUMMARY)	47,560	49,823	58,772	61,547	32,554	33,850	50,976	52,705	3,077	7,037	7,449	4,089	200,388	209,051
8200 - General & Admin (SUMMARY ONLY)	13,998	14,085	17,590	20,765	13,582	13,058	16,927	15,290	5,236	3,594	4,002	3,989	71,325	70,781
8100 - Advertising & Promo (SUMMARY)	5,822	7,174	5,914	8,159	6,750	5,269	8,866	6,895	1,215	1,211	1,200	269	29,787	28,977
6200 - Other Staffing Expense (SUMMAR	2,628	2,865	4,897	3,503	2,916	2,959	3,534	3,500	3,310	19,727	998	914	18,263	33,668
Total Expense	194,341	196,550	246,859	255,408	176,796	178,091	210,728	203,929	28,083	71,810	30,206	24,912	887,013	930,700
Net Income	(18,775)	(11,013)	21,877	42,405	9,596	5,207	(974)	(9,756)	(11,152)	(28,266)	(9,610)	(15,841)	(9,038)	(17,264)

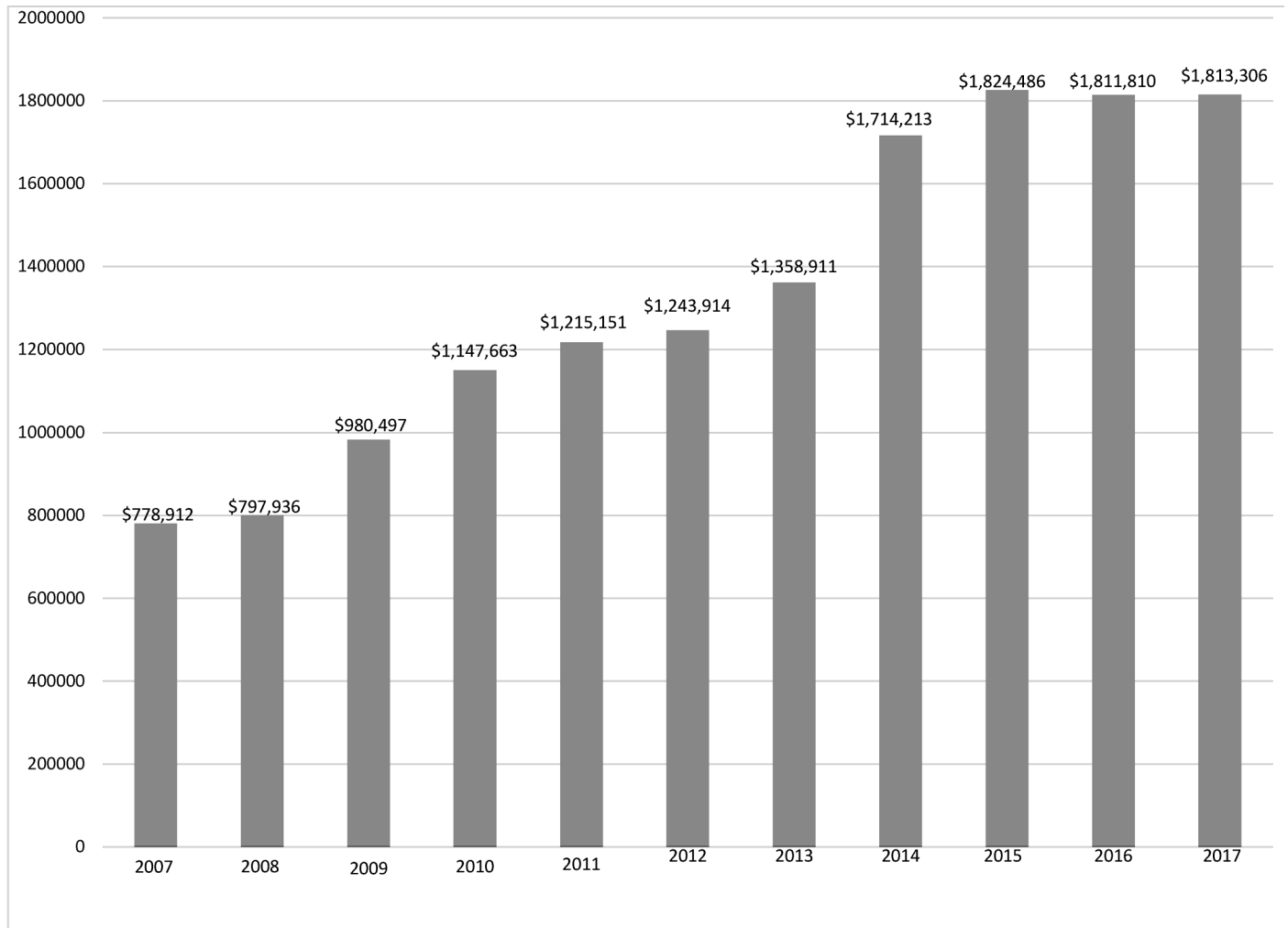
STATEMENT OF FINANCIAL POSITION

3:58 PM
04/17/18
Accrual Basis

Global Gifts, Inc
Balance Sheet vs. Prior Year
As of December 31, 2017

	<u>Dec 31, 17</u>	<u>Dec 31, 16</u>	<u>\$ Change</u>
ASSETS			
Current Assets			
Checking/Savings			
1100 - CHECKING (SUMMARY ONLY)	364,558	356,863	7,695
1200 - SAVINGS (SUMMARY ONLY)	12,043	1,661	10,382
1000 - CASH (SUMMARY ONLY)	3,187	4,510	(1,323)
Total Checking/Savings	<u>379,788</u>	<u>363,034</u>	<u>16,754</u>
Other Current Assets			
1500 - Inventory (SUMMARY ONLY)			
1520 - Inventory - Mass Ave	76,121	92,841	(16,720)
1540 - Inventory - Columbus	72,135	91,172	(19,037)
1510 - Inventory- Nora	61,415	76,683	(15,268)
1530 - Inventory - Bloomington	56,650	65,504	(8,854)
1591 - Inventory - Imani	10,628	14,194	(3,566)
1590 - Inventory - Off Site	7,766	9,109	(1,343)
1592 - Fair Trade Books	2,836	2,836	
Total 1500 - Inventory (SUMMARY ONLY)	<u>287,551</u>	<u>352,339</u>	<u>(64,788)</u>
1490 - Prepaid Expense	2,029	2,456	(427)
Total Other Current Assets	<u>289,580</u>	<u>354,795</u>	<u>(65,215)</u>
Total Current Assets	<u>669,368</u>	<u>717,829</u>	<u>(48,461)</u>
Fixed Assets			
1700 - Property (SUMMARY ONLY)	110,111	110,111	
1800 - Accumulated Depn (SUMMARY ONLY)	(107,393)	(98,881)	(8,512)
Total Fixed Assets	<u>2,718</u>	<u>11,230</u>	<u>(8,512)</u>
Other Assets			
1600 - Other Assets (SUMMARY ONLY)	12,024	6,427	5,597
Total Other Assets	<u>12,024</u>	<u>6,427</u>	<u>5,597</u>
TOTAL ASSETS	<u>684,110</u>	<u>735,486</u>	<u>(51,376)</u>
LIABILITIES & EQUITY			
Liabilities			
Current Liabilities			
Other Current Liabilities			
2900 - Other Current Liability			
2955 - Sales Tax Payable	30,325	31,576	(1,251)
2905 - Gift Card payable	18,585	16,263	2,322
Total 2900 - Other Current Liability	<u>48,910</u>	<u>47,839</u>	<u>1,071</u>
2300 - Payroll Withholding (SUMMARY)	11,197	13,127	(1,930)
Total Other Current Liabilities	<u>60,107</u>	<u>60,966</u>	<u>(859)</u>
Accounts Payable			
2000 - Accounts Payable	54,913	118,117	(63,204)
Total Accounts Payable	<u>54,913</u>	<u>118,117</u>	<u>(63,204)</u>
Credit Cards			
2100 - Credit Cards (SUMMARY ONLY)	44,298	22,573	21,725
Total Credit Cards	<u>44,298</u>	<u>22,573</u>	<u>21,725</u>
Total Current Liabilities	<u>159,318</u>	<u>201,656</u>	<u>(42,338)</u>
Total Liabilities	<u>159,318</u>	<u>201,656</u>	<u>(42,338)</u>
Equity			
3200 - Retained Earnings	401,774	419,038	(17,264)
3000 - Opening Balance Equity	132,056	132,056	
Net Income	(9,038)	(17,264)	8,226
Total Equity	<u>524,792</u>	<u>533,830</u>	<u>(9,038)</u>
TOTAL LIABILITIES & EQUITY	<u>684,110</u>	<u>735,486</u>	<u>(51,376)</u>

CHARTING OUR SALES



STORE TOP SELLERS

Rank	Item Description	Quantity Sold	Total Sales
1	BLANKET WOVEN STRIPE 65" x 90"	380	18029.99
2	BUNYAAD RUG	7	16045.5
3	FINGER PUPPETS	2467	9556.21
4	Real Butterfly Wing Sterling Silver Bracelet	54	8806
5	WORD HEART ROCK	2353	8558.47
6	CUP COZY	740	7888.15
7	SARONG/ASST. APPROX	298	6714.85
8	Fair Trade Chocolate Flight - Gift Set of 6 Petite Bars	1006	6536.64
9	ANIMAL SCARF	157	5951
10	Baby Alpaca Gloves with Flower	170	5288
11	CAPE BABY ALPACA	54	5108.4
12	ADULT ANIMAL HATS	165	4958.1
13	Hand Blown Phoenician Glass Votive Holder - 3.5"	136	4520.3
14	Shaws lightweight with design	185	4503.41
15	SCARF SARONG	281	4409.6
16	BADGE HOLDER BEADED	397	4240.4
17	PONCHO NICOLASITO	84	4230.9
18	-----	284	4154.69
19	Chocolate Covered Espresso Beans	504	4154.53
20	Wooden Nose Eyeglass Holder	245	4078.2
21	SCARF LOOSE WEAVE	282	4029.2
22	Peace Sign Wood Vine Wreath - 17"	152	3814.01
23	GLOVE BABY ALPACA CELL PHONE WITH BUTTONS	161	3770.4
24	Carved Animal Balsa Wood Crayons - 8 Pack	286	3704.35
25	GLITTENS BLENDED	146	3520.9
26	SCRF ACRYL STRP ASST	245	3476.36
27	SHAWL BLANKET	118	3367.5
28	PONCHO	57	3145.11
29	Real Butterfly Wing Sterling Silver Pendant - 1.5"	55	3141.4
30	Recycled Sari Flower	518	3081.6
31	BSKT HAMPER BRIGHT DAY 28H	46	3049.8
32	BEADED ORNAMENT Bird	554	3012.5
33	RING ORNATE ALPACA	252	3008.32
34	KEYCHAIN LLAMA	688	2960.89
35	Do-Re-Mi Copper Bells - 30"	77	2884.2
36	Real Butterfly Wing Sterling Silver Earrings - 1"	37	2850.9
37	BRCLT FRIENDSHIP	1381	2752.26
38	CANDLHOLDR SALT CRYSTAL	140	2727
39	SCARF BABY ALPACA INFINITY	121	2711
40	LAMP BOWL W/SALT ROCK	48	2672.2
41	SARI THROW QUILTED	30	2659.8
42	HDBND SILK SARI RECYCLED	323	2655.94
43	6" Bronze Singing Bowl with Mallet	19	2642.5
44	BAG LEATHER LABEL ANARKALI	33	2630.3
45	Indian Hanging Elephants - 46"	139	2605.85
46	KIDS ANIMAL HAT	136	2587
47	Leather Tree of Life Journal	72	2577.6
48	Sandalwood Scented Bar Soap	481	2524.2
49	Good Luck 3-Legged Clay Pig	430	2513.46
50	SCARF COZY	120	2506.9



UNIQUELY GIVING