NATIONAL INDUSTRIES FOR THE BLIND

NIB and its nationwide network of associated nonprofit agencies are the nation’s largest employer of people who are blind. By procuring quality products and services through NIB, an AbilityOne® Authorized Enterprise, you provide meaningful employment for people who are blind, including our nation’s veterans.

NIB FAST FACTS
• 501(c)(3) nonprofit organization and AbilityOne® Program central nonprofit agency
• 100 associated nonprofit agencies across the country
• 6,000 people who are blind employed
• 150+ Base Supply Center stores on military and federal government facilities
• 7,000+ products, including 5,000+ SKILCRAFT® products
• $700M+ in annual revenue
• 600 veterans employed

ABILITYONE PROGRAM
• Federal mandatory-source purchasing program authorized by the Javits-Wagner-O’Day Act
• Offers thousands of quality products and services at fair market prices
• Streamlines acquisition and procurement
• Approximately 45,000 people who are blind or have significant disabilities work as part of the AbilityOne Program

SOLUTIONS

<table>
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<tr>
<th>Product Lines</th>
<th>Services</th>
<th>Manufacturing Capabilities</th>
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<tr>
<td>• Office Supplies • Janitorial and Sanitation • Maintenance, Repair, and Operating Supplies • Textiles • Niche (tactical, medical/surgical, and custom solutions)</td>
<td>• Call Center Operations • Contract Management • Supply Chain Management • Section 508 Assurance • Administrative Support • Information Assurance</td>
<td>• Kitting, Packaging, Assembly • Sewing, Design, Custom Fabrication • Precision Machining • Plastics and Injection Molding • Chemical Blending and Filling • Dried Food Blending and Filling • Laser Cutting</td>
</tr>
</tbody>
</table>

NIB NAICS CODES

**Manufacturing:** 314120  315210  316998  321920  322121  322220  324191  325520  325611  325612  325992  326111  326112  326199  326220  332215  333318  334112  335210  339112  339113  339994

**Merchant Wholesalers:** 423420  423710  424120

**Miscellaneous Store Retailers:** 453210

**Warehousing and Storage:** 493110  493190

**Publishing Industries:** 511199

**Data Processing and Other Information Services:** 518210

**Professional, Scientific, Technical Services:** 541110  541199  541512  541519  541611  541614

**Administrative and Support Services:** 561110  561210  561410  561421  561422  561439  561499  561990

**DUNS:** 001672120  **CAGE Code:** 5M888

SKILCRAFT® is a registered trademark owned and licensed by National Industries for the Blind.
NIB offers comprehensive, multi-channel call center capabilities and customized solutions leveraging its nationwide infrastructure, state-of-the-art facilities, and highly skilled workforce. NIB is an industry leader that helps organizations fulfill their missions while creating U.S.-based jobs for people who are blind.

### Call Center Capabilities

- 24/7 Support
- Inbound/Outbound Support
- Multi-Channel Centers
- Back Office Handling and Fulfilment
- Standardized Training Curriculum
- Bilingual and Multi-Language Support
- Cloud or On-Premises Capabilities

### Call Center Differentiators

- 80 years of experience
- Nationwide footprint
- Highly skilled, low turnover workforce
- ISO 9001/2008 certified
- Meets HIPPA standards
- Custom solutions
- Competitive pricing

### Call Center Operations NAICS Codes

- 561421  561422  541612  524114

### CLIENTS AND PAST PERFORMANCE

**U.S. Air Force Mobility Command (AMC) Switchboard**

Handle inbound calls from military personnel
- Combined 17 switchboards to one centralized call center for AMC/ACC
- Reduced call volume from 4 million to 2.4 million annually
- 80% of calls answered in 30 seconds or less; 99% answered within two minutes
- 24/7 operation
- Consolidation resulted in $5 million in savings for the Air Force
- Performed work since 2002

**U.S. Department of Transportation (DOT), Federal Motor Carrier Safety Administration (FMSCA)**

Handle inbound and outbound calls from new entrant drivers registering with DOT for safety training/inspections
- Bilingual call center support
- 80,000+ inbound calls handled annually
- 30,000+ outbound calls placed annually
- Exceed customer quality goal of 90% with 98% every year
- Performed work since 2011

**U.S. Environmental Protection Agency (EPA) – National Lead Information Center**

Information center for questions from federal, state and local governments, the general public, and private sector about lead-based paint and lead poisoning
- Multi-channel call center – inbound calls, letters, fax, and email requests
- Multi-lingual support
- 100,000+ contacts handled annually
- 1.2 million documents fulfilled annually by back office

1-877-438-5963 | inquiries@nib.org