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 HIPAA 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 Transpiration (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
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
• 4,700+ people who are blind employed
• 150+ Base Supply Center stores on military and federal government facilities
• 7,000+ products, including 4,000+ SKILCRAFT® products
• $830M+ in annual revenue
• 500+ 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
• More than 42,000 people who are blind or have significant disabilities work as part of the AbilityOne Program

SOLUTIONS

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

NIB NAICS CODES

Manufacturing: 314120 315210 316998 321920 322121 322211 322220 324191 325520 325611 325612 325992 326111 326112 326199 326220 322215 332216 333318 334112 335210 339112 339113 339994
Merchant Wholesalers: 423420 423710 424120
Miscellaneous Store Retailers: 453210
Warehousing and Storage: 493110 493190
Publishing Industries: 51199
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

UEI: E8QNBC287DY4 CAGE Code: 5M888