



ABOUT GOODWILL INDUSTRIES INTERNATIONAL

Goodwill Industries is all about people working. We are one of the world's largest nonprofit providers of education, training and career services for people with physical, mental and emotional disabilities, as well as those with disadvantages such as welfare dependency, homelessness and lack of education or work experience.

We believe in work. We have witnessed its power to transform lives. Work helps build self-confidence, friendship, independence, creativity and trust. Everyone deserves a chance to have these things in life. Goodwill provides that chance.

HOW WE OPERATE

Donors play a pivotal role in our ability to fulfill our mission. Goodwill collects donated clothing and household goods, then sells these items in over 2,000 retail stores throughout North America and abroad and on our Internet auction site, www.shopgoodwill.com.

Goodwill also generates revenue by helping community-based businesses fill gaps caused by labor shortages, time constraints and limited space or equipment. We train and employ industrial and service contract workers to fill outsourced needs for packaging, assembly, mailing, custodial work, groundskeeping and more. General Motors, Briggs & Stratton and the U.S. Navy, Marines, Air Force and Army are among those who've tapped into our services.

More than 84 percent of Goodwill's total revenues are channeled into education and career services, as well as other critical community programs.

Goodwill Industries organizations worldwide operate independently in the communities they serve and collectively reported the following for 2004:

NOTABLE NUMBERS FROM 2004

People served through employment and training programs:	723,485
People receiving job placement services:	299,682
People placed in competitive employment:	104,110
Salaries and wages earned by people served who are placed in competitive employment:	\$1.53 billion
Revenue generated by Goodwill Industries organizations:	\$2.39 billion
Total revenues spent directly on programs:	84%
Total number of donors (figure includes repeat donors):	53.9 million
Total number of retail stores:	2,015

REVENUE SOURCES

Retail sales:	\$1.37 billion (57%)
Industrial and service contract work:	\$422.1 million (18%)
Employment and training fees/government grants:	\$356.9 million (15%)
Public support (direct and indirect monetary contributions):	\$53 million (2%)