

2014

Pro2Serve®

Professional Project Services, Inc.

Community Report



Pro2Serve Board Members and Advisors

Left to Right: Dr. Barry Goss, Dr. Karen Goss, Maj. Gen. Tom Deppe, Homer Fisher, Dr. Robert Van Hook, Dr. Everet Beckner, Hugh Morgan, Paul W. Martin Jr., and Alan Wade

MESSAGE FROM THE CHAIRMAN TO PRO2SERVE EMPLOYEES AND OUR FAMILIES



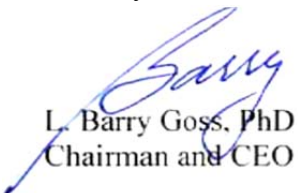
Dr. L. Barry Goss, Founder, Chief Executive Officer and Chairman of the Board of Pro2Serve Professional Project Services, Inc

Over a decade ago, we were having a planning session with our senior project managers, the individuals who are the “front line” and primary interface with our customers. I decided to prepare a questionnaire to determine how various policies, procedures, and support functions were perceived as helping (or not) this critical group of Pro2Serve leaders. As I was finishing up the questions, I needed another item to make it an even ten questions, so, I added our Community Involvement Program to the list. Project managers were asked to score each item on the list from 1--gets in the way of my success--to 5--really helps me achieve success with our customer. As I added this program to be assessed and scored by what can be a pretty demanding group of professionals that are critical to our business, I wondered how the “giving back to the communities in which we live and work” statement we have in our Core Values would fare.

When I collected the questionnaires and averaged the scores of each item, I got quite a shock. Our Community Involvement Program received the highest average score of all the items we asked our senior project managers to evaluate. Frankly, I was expecting it to be less, and hoping it would at least achieve a score putting it near to the middle of the rankings. What a strong statement this was regarding how important our employees felt about giving back, both personally and professionally. It demonstrated how personal values could, and in our opinion should, match up with corporate values.

Pro2Serve’s Board has continued to support allocating 10% of our corporate net income before taxes to community and charitable activities. And as can be seen in the following 2014 Community Report, Pro2Serve employees have also continued their outstanding personal “giving back” commitments. As a result, we are better as individuals, as a corporation, and as a community.

Thank you!



L. Barry Goss, PhD
Chairman and CEO

CORPORATE COMMITMENT

Organizations supported by Pro2Serve and our employees in 2014

Alcoa High School Football Program
American Cancer Society
CASA of Tennessee
Choices Resource Center
East Tennessee Economic Council
Emerald Youth Foundation/Knoxville Force and Lady Force
Energy, Technology and Environmental Business Association
Foothills Land Conservancy
Knoxville Area Chamber Partnership
Knoxville Christian School
Middle Tennessee State University – Paul Martin Scholarship Fund
National Children’s Foundation
Oak Ridge Breakfast Rotary Club – Lunch-4-Literacy
Paducah Area Chamber of Commerce
Palmetto Cyber Defense Competition
Present Troubles Racing: Hills and Hollers Race
Roane Alliance
Roane County Chamber of Commerce
Roane Imagination Library
Salvation Army
Secret City Festival
Southern Ohio Medical Center Development Foundation
Three Square
United Way of Aiken County
United Way of Anderson County
United Way of Knox County
United Way of McCracken County
United Way of Mesa County
United Way of Roane County
United Way of Scioto County
University of Tennessee Consortium for Business Excellence
University of Tennessee - Mathematics
University of Tennessee - Microbiology
University of Tennessee - Pro2Serve Math Contest
U.S. Green Building Council
Veteran Recognition
Willow Brook Elementary School Bear Tree
Wounded Warrior
WUOT 91.9
YOKE Camp

CORPORATE CITIZENSHIP

Pro2Serve's approach to community and charitable giving falls into three areas:

Major Corporate Programs:

Our board of directors has made education and economic development the main priorities for the Corporate Program giving. In Education, we founded the Distinguished Professionals Education Institute, a 501(c)(3) educational organization which places professionals into high schools to teach courses within their areas of expertise(e.g., physicists teaching physics). We have funded the UT-Pro2Serve Math Contest for the past 14 years which brings Tennessee's brightest high school math students to the University of Tennessee, Knoxville. And we have supported a host of other educational initiatives. In economic development, we continued our support of the East Tennessee Economic Council and the Energy, Technology and Environmental Business Association.

Joint Employer/Employee Programs:

The United Way program is our largest joint employer/employee community program. We offer a dollar for dollar match to our employees' United Way pledge form contributions. As a result of our generous employees, we were Roane County United Way's largest corporate contributor starting in 2009. There are a number of other programs like the Willow Brook School Bear Tree and the Roane Imagination Library that we jointly support with our employees.

Employee Matching Program:

Pro2Serve matches up to \$100 for any employee who is contributing time and/or money to their favorite community or charitable program. Contributions can range from high school soccer teams to church mission trips to families in need.

COMMUNITY INVOLVEMENT

Foothills Land Conservancy

Pro2Serve was a Silver sponsor for the 2014 Foothills Land Conservancy (FLC) Summer Celebration held at the beautiful Penrose Farm nestled in the heart of Knoxville, TN. According to the FLC, 2014 was a “third consecutive record-breaking year and a best ever record with over 11,000 acres protected”. The Foothills Land Conservancy has preserved over 46,000 acres in 26 counties throughout Tennessee. Among the almost 300 guests at the festivities were a few familiar faces from Pro2Serve enjoying the beautiful scenery of Penrose Farm during the 2014 Summer Celebration.



L to R: Barry Goss, Bob Van Hook (standing), Karen Goss, Mark DeGraff, and Patti DeGraff

In all things of nature there is something of the marvelous.

-Aristotle



Drs. Karen and Barry Goss enjoying the festivities at the 2014 Summer Celebration

The Summer Celebration is an annual fundraiser to celebrate the Foothill Land Conservancy’s mission to preserve, protect, and enhance the Tennessee landscape.

Roane Alliance

Pro2Serve was a Silver sponsor for the 2014 Roane Alliance Annual Gala which was held in Roane County for the first time ever, thanks to the event host Volkswagen Group of America. The Gala had 458 attendees which was nearly a 100% increase over 2013 and an average increase of 94% since 2009 making it one of the most successful fundraising events to date for the Alliance. With the help of Pro2Serve and other Roane County businesses the Roane Alliance can advance their efforts in making Roane County a favorable place to operate a business, a desirable place to work, and a beautiful place to live. The Roane Alliance’s motto “Better Together” hopes to strengthen the idea that we, as a community, are better working together than when we isolate ourselves. The Alliance is looking forward to another exciting Roane Alliance Gala in 2015. Mark your calendars for October 17, 2015!



Drs. Karen and Barry Goss at the Roane Alliance Gala

United Way

Pro2Serve's contribution to the United Way helps those in our community that truly need the help with basic human needs such as food and utilities. The United Way also supports agencies that work with homeless families, senior citizens, those with adult literacy issues, those who are disabled or those who provide a safe place for kids to learn to be with others in a good environment like the Boy's and Girl's club. The United Way helps to fund partner agencies that provide those services and others that make an impact in the quality of life in the following areas: education, income, and health. This year Pro2Serve's employees from 7 counties in 5 different states showed their amazing generosity once again and raised almost \$40,000 for United Way during the 2014-2015 campaign. In addition to their donations, Oak Ridge employees contributed over \$1400 during the Annual Chili Cook-Off, Silent Auction, and Raffle. In the weeks leading up to the cook-off Oak Ridge employees were able to bid on Silent Auction items donated by companies such as Buttermilk Sky Pie Shop, Green Mountain Coffee Roaster, Dollywood, the Knoxville Zoo, Markman's Jewelers, Nothing Too Fancy, and the University of Tennessee's Athletic Departments. The Oak Ridge employees were also able to buy raffle tickets for a chance to win various items ranging from Buttermilk Sky Pies to Smokies Baseball Tickets.



Silent Auction

We bring people together to make great things happen.

-United Way

Consortium for Social Enterprise Effectiveness

Pro2Serve has been generously donating to the Consortium for Social Enterprise Effectiveness (CSEE) since they helped establish the program in 2011 at the University of Tennessee in the Haslam College of Business. CSEE is a program that was created to help the executive directors and leaders of social mission organizations such as the Emerald Youth Foundation, Girl Scouts, and Ijams Nature Center use business-like thinking and solutions to advance their organizations to the next service level. The program boosts 45 graduates since the first year of the program in 2013 and has 17 more students slated to graduate in 2015.



CSEE Class of 2014

UT – Pro2Serve Math Contest

On November 6, 2014 the University of Tennessee Mathematics Department hosted the 16th Annual Pro2Serve Math Contest in Knoxville, TN. 714 young mathematicians from 56 schools and home schools across the state of Tennessee came together to compete for scholarships and bragging rights as the best high school math team in Tennessee.



White Station High School students celebrate their 1st Place win at the UT-Pro2Serve Math Contest held at the University of Tennessee, Knoxville

The competition is split in two parts. The first part consists of multiple-choice test on algebra and geometry called the Fundamental Exams of Remarkable Mathematical Ability and Talent (FERMAT) I that all participants took. The students who scored in the top 50 moved on to be challenged by the FERMAT II which included essay questions.



The Second part of the competition was the team competition known as the Math Bowl. This was a double elimination contest that was divided in two categories, small schools and large schools. Two local schools, Oak Ridge High School and Webb School of Knoxville, placed 2nd in their respective categories. The first place trophies were taken home by high schools located in Memphis, Memphis University School and White Station High School.

Memphis University School was the overall winner of the competition with two of their students, Daniel Tancredi and Chang Yu, winning two of the ten scholarships that were awarded to math contest participants. Two students, Joseph Andress and Albert Xue, from Oak Ridge High School also won scholarships to the University of Tennessee. This year’s scholarship winners received \$2,000 more than previous years’ winners when the University of Tennessee chose to increase the scholarship from \$4,000 to \$6,000 for the 2014 Pro2Serve Math Contest.

The contest continues to be one of the most important outreach activities of the University of Tennessee, and it would be impossible in its present form without Pro2Serve’s support.

-Conrad Plaut, Professor and Mathematics Department Head

Middle Tennessee State University

Pro2Serve contributed to Middle Tennessee State University’s Honor College to support the Paul W. Martin Sr. Scholarship which is the chief scholarship that MTSU uses to recognize and reward excellence among their students. The Martin Scholarship is awarded to 4-6 students per year. The students must be full time students enrolled in the Honors College that are in good standing with the University and College. Pro2Serve’s 2014 contribution assisted in paying for more than one of these exclusive scholarships.

Roane Imagination Library



The mission of the Roane Imagination Library is to provide free books to all Roane County Preschool children, to instill in the children a love of books and reading; to help develop their brains and vocabulary; and to promote school readiness. Pro2Serve supports this amazing mission with The Pro2Serve Challenge Grant for Roane Imagination Library which raised \$10,337. The amount raised during the Challenge Grant is more than 66% of Roane Imagination Library’s annual budget. The Challenge grant along with Pro2Serve’s monetary gifts over the past three years has enabled the Roane Imagination Library to give 1,974 children free books in January 2015, 234 more books than they were able to give in May 2012. That number makes the Roane Imagination Library one of the top performing affiliates in Dolly Parton’s Imagination Library.

Willow Brook Bear Tree

2014 was the 13th year Pro2Serve employees provided gifts for the children of Oak Ridge’s Willow Brook Elementary School. Thanks to the generosity of Pro2Serve and its employees 40 children from 18 different families had a very special Christmas in 2014. Pro2Serve’s employees have given 790 children something to look forward to on Christmas morning since beginning the program in 2001.



Beth Pearson, Lou Evans, and Toby Gambill taking the gifts to Willow Brook Elementary School

Alcoa High School Football



Alcoa High School Football team showing their gratitude to Pro2Serve

Pro2Serve donated \$1,500 to the Alcoa High School Football Program to help buy the team meals while they practiced and prepared for the 2014 Tennessee Secondary School Athletic Association Blue Cross Bowl. On December 5, 2014 the Alcoa High School Football team traveled to Cookeville, TN to win what would have been their 14th State Championship Title. Unfortunately, only one touchdown was scored the entire game and that was done by Alcoa’s opponent, Christ Presbyterian Academy of Nashville, TN. There is no doubt within the community that Alcoa will be back in the playoffs for the 2015 State Championship.

Good Luck Tornadoes!

Knoxville Force and the Emerald Youth Foundation

Pro2Serve proudly sponsored the Knoxville Force and Lady Force for the fourth time in 2014. Both the Knoxville Force and Lady Force teams are owned by Knoxville Soccer, LLC whose mission is to “use competitive soccer as a launch point for social change and community growth in the Knoxville area.” Knoxville Soccer, LLC’s goal is to engage the underprivileged youth of Knoxville’s urban areas in meaningful interactions to promote health, well-being, and community involvement.

Pro2Serve also partnered with the Emerald Youth Foundation to strengthen its mission which is based on the idea of raising urban youth to be effective Christian leaders in their communities. The Emerald Youth Foundation has used sports for over 20 years to connect with the urban youth of Knoxville. Emerald Youth Foundation is now collaborating with the Fellowship for Christian Athletes to reach more youth than ever before. The Emerald Youth Foundation provides a year round program of leagues, teams, and clinics for baseball, basketball, soccer, swimming, track, and volleyball. The Emerald Youth Foundation along with H.T. Hackney and the Sansom family are developing the Sansom Sports Complex which opened late April 2015. The Sansom Sports Complex will have facilities for soccer, lacrosse, flag football, and performance training. During the summer of 2014, Knoxville Soccer, LLC and the Emerald Youth Foundation partnered together to aid one another in reaching Knoxville area youth and their families and to connect them to opportunities that will allow them to grow as an individual and an athlete. The players from Knoxville Force and Lady Force worked with and coached youth soccer camps for F.C. Alliance, Knoxville Crush, and the Emerald force.



Knoxville Force Players with WVLT anchors Lauren Davis and Mark Packer. Force Players seated L to R: Jordan Hall, Leah Wilson, and Becky Bartos. Standing L to R: Ryan Creel, Tom Moody, and Yazeed Davids.



Breaking ground for the Emerald Youth Sansom Sports Complex.



Secret City Festival

The City of Oak Ridge hosted the 12th Annual Secret City Festival on June 13th and 14th of 2014 at the A.K. Bissell Park. Pro2Serve was one of 36 sponsoring corporations that helped make the festival a continued success! The concert headliners for the 2014 festival were none other than '70s -'80s rocker Eddie Money and country star Kix Brooks. The festival offers other forms of entertainment such as arts and crafts, children play areas, tours of the Manhattan Project Sites sponsored by the American Museum of Science and Energy, and the award winning Salute to Soldiers program. The festival organizers chose to bring the program back this year with



Volunteers reenact moments from World War II

“Life on the Front Lines of World War II, A Soldier’s Life”. The Salute to Soldiers program includes historical reenactments, demonstrations, and memorabilia from WWII. The program is known to be the Southeast’s largest WWII reenactment.



Kix Brooks entertains on the main stage of the Secret City Festival

THE GENEROSITY OF PRO2SERVE AND ITS EMPLOYEES DOES NOT STOP AT THE TENNESSEE STATE LINES...

Palmetto Cyber Defense Competition



The Pro2Serve Challenge Cup being presented to the students of Palmetto Scholars Academy

For the third year Charleston, South Carolina was host to the Palmetto Cyber Defense Competition (PCDC) sponsored by the South Carolina Lowcountry Chapter of the Armed Forces Communications and Electronics Association (AFCEA) in collaboration with Space and Naval Warfare Systems Center Atlantic. The goal of the PCDC is to energize South Carolina high school and collegiate students to focus on the development of technical skills in networking and cyber security in preparation for exciting careers. The cyber defense competition is part of a growing movement to develop technical skills and interest in the area of networking and cyber security. Eight high school teams and collegiate teams competed this year for the Pro2Serve Challenge Cup. The Palmetto Scholars Academy won in the high school division and the University of South Carolina won in the collegiate division. The competition also hosts a “Pro Day” to challenge government and industry professionals. The United States Cyber Command took home the Challenge cup from Pro Day.

Utah American Cancer Society Relay for Life



Moab employees James Ritchey (in gray) and Liz Moran (in brown) walk for a cure at the Utah American Cancer Society Relay for Life

Several of the Moab UMTRA Project Technical Assistance Contract (TAC) employees joined the Moab UMTRA Project Team which also comprised of Department of Energy (DOE) and Remedial Action Contract (RAC) employees to walk for a cure in August. Those that did not join the walk supported their team with charitable donations to the American Cancer Society. Pro2Serve matched the funds that were donated to this inspiring cause.

Catholic Outreach Soup Kitchen

The Moab team held their annual Turkey Drive in November 2014. They collected 13 turkeys weighing in at a total of 212.12 lbs to donate to the Catholic Outreach Soup Kitchen in Grand Junction, Colorado. The turkey that received the highly coveted Drumstick Award in 2014 weighed in at a hefty 23.03 lbs! The winning turkey, also known as Marguerite, was donated by Michelle Shaffer.



Pictured are 12 of the 13 turkeys donated by the Moab team. Marguerite, the winning turkey, is not pictured in this group photo.

Three Square Food Bank



Three Square Food Bank opened its doors in 2008 and has been providing food to Southern Nevada’s since. Three Square is the only food bank in Southern Nevada providing food assistance to the people of Clark, Esmeralda, Lincoln, and Nye Counties. Three Square collaborates with businesses, non-profit agencies, food distributors, higher education institutions, the Clark County School district, government entities, the media and thousands of volunteers to give hope and food to those struggling with hunger within their communities. Although Three Square is providing meals to about 100,000 people each month, they are only reaching about 30% of

those in need. The generous donation given by Pro2Serve to Three Square will help provide meals to over 315,000 men and women, and children.

The issue of hunger is unfortunately constant, but solvable. With the continued support of generous individuals, corporations, and organizations like yourself, our mission “To provide wholesome food to hungry people, while passionately pursuing a hunger-free community” is a reality.

-Brian Burton, President and CEO, Three Square

VALUES

Integrity

We maintain a fine sense of our obligations – to our customers, coworkers, suppliers, families, and our communities.

Commitment

We are stakeholders in the success of our business, exerting our best efforts in everything we do. We are committed to giving more than we receive.

Mutual Respect

We celebrate the human spirit and are dedicated to preserving human dignity, diversity, and equality.

Creativity

We foster individual initiative, continuous improvement, innovation, and entrepreneurship.

Balance

We seek to achieve balance between our family, work, spiritual, and recreational activities.

BUSINESS PRINCIPLES

Professionals' Skills Match Customers' Needs

We place professionals whose skills and training expertly match each client's specific job requirements.

Customer Satisfaction Is Guaranteed

All of our professionals are dedicated to excellent performance for clients. We guarantee to deliver the highest quality skills and services, on time and within budget.

We Develop Strong Partnerships with Our Clients

Our professionals establish and maintain highly-productive and cost-effective relationships with our customers' work teams.

Professionals Receive Outstanding Support

We provide our professionals with superior opportunities, an excellent compensation and benefits package, outstanding administrative support, and advanced training.