Community Report

2015

OAK RIDGE NATIONAL LABORATORY
MANAGED BY UT BATTelle
FOR U.S. DEPARTMENT OF ENERGY

INL Idaho National Laboratory
ENGINEERING RESEARCH OFFICE BUILDING - 2525 Fremont Avenue

Los Alamos National Laboratory
Managed by University of California for the Department of Energy

Savannah River Site

Pantex Plant

Nevada National Security Site

Lawrence Livermore National Laboratory

Pro2Serve
An Employee-Owned Company
In 2015, Pro2Serve and its employees continued our longstanding corporate and personal commitments to the communities in which we work and live. We renewed our giving to a number of charitable activities like the Willow Brook Elementary School Bear Tree and the Roane Imagination Library, and we made contributions to new efforts like the Methodist Medical Center’s new Hospitality House. Information on a host of these activities is presented in this year’s following Community Report.

A major event in the life of Pro2Serve in 2015 was the creation of an Employee Stock Ownership Plan (ESOP). Nearly one third of the company was “sold” to employees who participate in Pro2Serve’s 401K retirement program. The company actually covers the costs of our employees’ ESOP stock purchases by using funds it contributes to match the employees’ 401K contributions. This is not only a great way for employees to have meaningful ownership in Pro2Serve, but it also provides employees another avenue for giving back to their communities. Ten per cent of Pro2Serve’s annual profits before taxes are designated for charitable and community purposes, so ESOP shareholders are making yet another significant contribution to the health and welfare of their communities.

If you are an ESOP participant and subsequently a Pro2Serve shareholder, you can now be proud to tell anyone who asks that “As a Pro2Serve shareholder, I contribute MY share of the ten per cent of annual profits MY company makes to improve MY community.” I hope you’ll agree that these seem to be pretty good uses for the word “My”.

Thanks for letting me serve with you!

L. Barry Goss, Ph.D.
Chairman and CEO
CORPORATE COMMITMENT

Organizations Supported by Pro2Serve and Our Employees in 2015

Aid to Distressed Families of Appalachian Counties
American Cancer Society
Armed Forces Communications and Electronics Association
Catholic Charities
Centro Hispano
Cokesbury Church—Susannah’s House
Discover Life in America
DLiA—Salamander Ball
East Tennessee Economic Council
East Tennessee Environmental Business Association
Energy Facility Contractors Group
Foothills Land Conservancy
Green Building Council
Knoxville Area Chamber
Knoxville Lady Force
Lighthouse Community Food Bank
Methodist Medical Center Foundation—Hospitality Houses
Methodist Medical Center of Oak Ridge
Middle Tennessee State University Honors College
NS2 Serves
Oak Ridge Chamber of Commerce
Present Troubles Racing
Roane Alliance
Roane County Chamber of Commerce
Roane Imagination Library
Safe Nest
Safety Fest TN
Salvation Army
Shandon United Methodist
St. Jude Children’s Research Hospital
University of Tennessee Consortium for Business Excellence
University of Tennessee College of Arts & Sciences
University of Tennessee—Pro2Serve Math Contest
United Way of Aiken County
United Way of Anderson County
United Way Knox County
United Way of Mesa County
United Way of Roane County
United Way of Southern Nevada
Wounded Warrior Project
YOKE Youth Ministries
Youth with a Mission
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 giving program. In education, we helped establish 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). For the past 15 years, we have funded the UT-Pro2Serve Math Contest which brings Tennessee’s brightest high school math students to the University of Tennessee, Knoxville. 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 proudly offer a dollar-for-dollar match to our employees’ United Way pledge card contributions. As a result of our generous employees, we have been Roane County United Way’s largest corporate contributor annually since 2009. The Willow Brook Elementary School Bear Tree and the Roane Imagination Library are two additional programs 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 a favorite community or charitable program. Beneficiaries can range from high school soccer teams to church mission trips to families in need.
COMMUNITY INVOLVEMENT

METHODIST MEDICAL CENTER HOSPITALITY HOUSES

The Methodist Medical Center (MMC) Hospitality Houses are a home away from home where patients and their families can stay while undergoing long-term treatment for cancer as well as other diseases. These houses help ease the financial strain of securing temporary housing so guests can focus on physical and emotional healing. The staff and volunteers at these houses create a home-like atmosphere so patients and their caregivers feel like part of a larger family during their stay. This environment creates a sense of comfort among the guests which allows them to share their stories and gain strength from one another.

The MMC houses boast 8 private suites with common living and dining areas in which guests can relax. Opened in 1997, the first house was named the Manly house to honor two special benefactors. Following extensive renovations by the Cooperative Agreement of Labor and Management, a second house was opened in 2006 and named the CALM house. Pro2Serve’s 2015 donation went to the opening of a third house for MMC patients and families. All house services are offered free of charge to guests. The Hospitality Houses receive funding from the Methodist Medical Center Foundation (MMCF) which relies solely on community support. Along with monetary donations, the MMCF will happily accept donations of food and/or household goods as well as volunteers to help at the houses. A list of items needed by the MMCF for the houses can be found at http://www.mmcoakridge.com/hospitality.

Lighthouse Community Food Bank

The community of Wickliffe, KY and the Full Gospel Temple saw the need for a food bank and created the Lighthouse Community Food Bank. The food bank initially operated from one small room in the basement of the Full Gospel Temple and recently expanded its efforts into a second room at the church. All shelving and appliances used by the food bank have either been donated by the community or purchased by the church. These generous gifts, along with contributions from private donors like Pro2Serve and its employees, have allowed the food bank to keep operating expenses paid which means all monetary donations are used to buy food for those in need. The food bank began distributing food to the community in November 2010. They give food to an average of 235 clients each month, feeding multitudes of families across the area.
Willow Brook Bear Tree

Founded in 1944, Willow Brook Elementary offers courses for grade levels kindergarten through fourth grade. The school provides a wide range of clubs and programs including Discovery Center, I Can Read! I Can Write!, Solving Outrageous Arithmetic Riddles (S.O.A.R.), and Study Island. These programs help expand the young minds of the Willow Brook students to achieve their daily goal: Learn Something New Today! For the past 14 years, Pro2Serve has received the names of 40 students for the Bear Tree. Employees in the Oak Ridge office select their bear(s) and then buy gifts for the children who may not receive gifts otherwise. The selflessness of Pro2Serve and its employees has a very significant impact on these students and their families because it lets them know that someone cares!

We think. We learn. We dream. We grow!
Aid to Distressed Families of Appalachian Communities (ADFAC) was organized in the mid-1980s to help impoverished community members with short-term assistance for basic human needs. As the need for this type of assistance became more evident, ADFAC made the collaborative decision to become a tax-exempt public charity in 1987. Since its inception, ADFAC’s goal has been to help families become stable and self-sufficient with the help of various assistance programs like their Social Services and Affordable Housing programs. ADFAC staffs two licensed clinical social workers in their Social Services program which answers more than 6,000 requests for assistance each year. The social workers work one-on-one with families in need to determine the type(s) of assistance the family will need to become independent. Once that is decided, the social worker will work with members of the family to enter life improvement programs like GED classes and youth services. ADFAC’s other program, the Affordable Housing program, was created to give families affordable solutions for home rehabilitation and construction. This program helps over 400 families a year and completes about 70 repair, rehabilitation, and new construction projects a year.

Safe Nest

Established in 1977, Safe Nest is dedicated to the eradication of domestic violence. Safe Nest was the first program of its kind in Southern Nevada and has grown into Nevada’s largest program against domestic violence. The program offers a wide range of services for victims of domestic violence such as prevention and conflict resolution courses, crisis hotlines, legal assistance, food, clothing, counseling, and shelters in undisclosed locations. Safe Nest relies on government grants and contracts, private foundations, and corporations like Pro2Serve to provide victims of domestic violence with a fresh start and a second chance.

Safety Fest TN

(by JJ Rochelle)

Pro2Serve partnered with 12 other companies and federal, state and local organizations to present the 4th Annual Safety Fest TN. Started in 2012 to provide free training to promote safety and good health, the event has grown rapidly to become a premier safety event in Tennessee and throughout the Southeast. The 2015 event had over 1,200 seats registered by 600 people representing 165 organizations from 66 cities in 7 states; 67 sponsors providing vital financial and critical in-kind support; 66 free safety classes, sessions and demonstrations; 56 volunteer facilitators, coordinators and greeters; 51 trainers, instructors and presenters; 40 exhibitors; 6 geographical locations; 5 days; and 2 languages.

ES&H Manager, JJ Rochelle presenting at the 2015 Safety Fest
ROANE IMAGINATION LIBRARY

The Roane Imagination Library, established in 2004 as an affiliate to Dolly Parton’s Imagination Library, provides age-appropriate reading material to the children of Roane County. 2015 saw record numbers for the organization as they provided books to almost 2,000 children which is a 489% increase over the organization’s first year. The Roane Imagination Library is able to promote literacy across Roane County with the funds raised by its community, corporate partners, and state foundations. Community donations are matched throughout the year by the Governor’s Books from Birth Foundation. 95% of these proceeds are used to buy books while the organization’s overhead subsists on a very small 5% of donations. In 2015 Pro2Serve hosted the 3rd annual Pro2Serve Challenge and raised more than 55% of the organization’s annual budget by matching community donations $1-for-$1 up to the first $5,000! In addition to raising enough money to support the organization’s work, the Roane Imagination Library had a goal to expand its donor base. With the help of Pro2Serve and other corporate partners, the Roane Imagination Library accomplished this goal during the 2015 Pro2Serve Challenge. 29% of the Pro2Serve Challenge donations came from first-time donors!

UNIVERSITY OF TENNESSEE—PRO2SERVE MATH CONTEST

2015 was the 17th year the University of Tennessee Knoxville hosted the UT-Pro2Serve Math Contest and the 15th year that Pro2Serve sponsored the event. Over 500 students from 52 schools across the state descended on Knoxville in late October to battle it out for one of ten $6,000 scholarships to the University of Tennessee Knoxville for any area of study. The goal of this competition is to encourage the best and brightest students to remain in Tennessee for their post-secondary education in hopes of them working and living in Tennessee. The competition followed the same two-part format as previous years with students individually competing on multiple choice and essay tests known as the Fundamental Exams of Remarkable Mathematical Ability and Talent (FERMAT) I and II, then moving on to compete with their team in the Math Bowl and Scavenger Hunt. This year’s competition saw three perfect scores of 75.
Discover Life in America (DLiA), established on Earth Day in 1998, is a small non-profit organization based in the Great Smoky Mountains National Park. DLiA relies on individual and corporate donations, private foundations, and grants to accomplish their goal of learning everything possible about every single species in the Park and sharing that information with scientists and the public. These donations are also used to conduct educational workshops, bio-diversity themed trainings and conferences, and to give students the opportunity to study nature and have an active role in real scientific research. Some of the research projects done by these students include the Moth & Butterfly Bio-Quests, Beetle Blitzes, Karst Quest, and other Park collection efforts. The main project of DLiA is called the All Taxa Biodiversity Inventory (ATBI) which is a joint effort with the National Park Service to identify and record all species within the Great Smoky Mountains National Park. This project was the first of its kind when it was started and has set an example that parks across the United States and throughout Europe are following. So far the ATBI has cataloged an estimated 18,000 of the 60,000-80,000 species believed to reside in the Great Smoky Mountains. Of the 18,000 species cataloged, over 900 of them are new species and 7,000 of them are new species to the Great Smoky Mountains. The idea behind recording every species in the Park is to use resource management to conserve all creatures rather than only those that face extinction or those that are well known or most visible to us.
The Company Lab (CoLab) hosts a 100-day, fast-paced program in Chattanooga, TN where entrepreneurs bring their startup ideas to gain insight and guidance from industry experts and business mentors. GIGTANK began to help startups invent new business models for a hyper-connected world and is designed to connect entrepreneurs with the tools, capital, and connections that will enable them to take their businesses to the market. The program concludes with a nationally promoted Demo Day that gives the participants the chance to pitch their ideas to an audience of investors, partners, and media and community supporters. To gain access to this program, applicants may (but are not limited to) work with the following technologies to solve problems for their clients: big data analytics, virtual reality, sensor networks, or artificial intelligence/machine learning. Qualified participants may (but are not limited to) work to solve problems in one of the following segments: connected homes, smart cities, education, or healthcare. Pro2Serve applied and was accepted to the GIGTANK program for the big data analytics application, VortexT. Pro2Serve recently joined with Covenant Health to develop commercial applications for the technology in the healthcare market. The host of GIGTANK, CoLab, is a non-profit startup accelerator that supports entrepreneurial growth in Southeast Tennessee by helping startups figure out how to take their idea to the next step of becoming a business. CoLab operates under the belief that entrepreneurial thinking is the foundation of our communities’ future.

“From idea to business – it’s what we do.”

-CoLab
2015 marked the 30th Anniversary for the Foothills Land Conservancy, which now protects over 58,000 acres across Georgia, Kentucky, North Carolina, South Carolina, and Tennessee. The Conservancy relies solely on the contributions of individuals and corporations like Pro2Serve to fund land preservations, community outreach, stewardship funds, land acquisitions, and operating expenses.

In order to raise the money needed to fund such an extensive effort, the Conservancy must have fundraisers such as the Foothills Land Conservancy Summer Celebration. The beautiful Penrose Farm hosted the celebration for the Conservancy’s 30th Anniversary, and Pro2Serve was once again a Premier Partner for the organization and its fundraising efforts.
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.