

# **BizBriefs Extension Activity Business Management Unit**



### **Our Company**

The employees of First Horizon provide financial services to our communities, operating as First Horizon Bank, First Horizon Advisors in all markets we serve, and FHN Financial in the U.S. and abroad. First Horizon has the leading combined market deposit share in the counties where it does business and one of the highest customer retention rates of any bank in the country. FHN Financial is a capital markets industry leader in fixed income sales, trading and strategies for institutional clients in the U.S. and abroad.

We want to be the financial strength our customers rely on to achieve the goals they have in life. But that starts with finding the best people and empowering them to build enduring relationships with the people they serve. It's what sets our employees apart – the collective sense that what we do is about more than money. It's about helping people find financial solutions that can make a difference in their lives.

#### **Our Culture**

Firstpower is the name of our employee-focused culture. It is how we do business. It is what sets us apart from our competition. It is our promise to "Be the best at serving our customers, one opportunity at a time." Our company celebrates employees as our most valuable asset. In return, our employees embrace these values:

- Accountability We ask questions, raise issues and see things to completion.
- Adaptability We champion change because we know we must evolve to succeed.
- Integrity We exercise judgment and understanding to do the right thing.
- Relationships We work inclusively with colleagues to serve customers, strengthen communities and reward shareholders.



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Amazon.com is an American multinational technology company, engaged in e-commerce, cloud computing, online advertising, digital streaming, and artificial intelligence. Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking.

The user-friendly shopping experience of Amazon makes Amazon Business an easy choice for organizations and their buyers. New users can onboard quickly and intuitively compare products and prices from multiple sellers. With personalization, powered by machine learning, this makes purchasing on Amazon Business unmatched.

Understanding Amazon's success can't be done by pinpointing just one aspect of their business model; the platform's success comes from a blend of strategic foresight, relentless customer focus, technological innovation, and the ability to adapt and evolve.



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Nashville Public Television, Nashville's PBS station, is available free and over-the-air to nearly 2.4 million people throughout the Middle Tennessee and southern Kentucky viewing area. <a href="NPT">NPT's four broadcast channels</a> are NPT, the main channel; secondary channel NPT2 (WORLD Channel); NPT3, a 24/7 PBS Kids channel; and NPT4 (Create TV). NPT is also available to anyone in the world through its array of NPT digital services, including wnpt.org, YouTube channels and the <a href="PBS App">PBS App</a>.

NPT provides, through the power of traditional television and interactive digital communications, quality educational, cultural and civic experiences that address issues and concerns of the people of the Nashville region, and which thereby help improve the lives of those we serve.

#### **MISSION**

NPT inspires, educates, and engages our community through excellence in public media.

### **VISION**

NPT is an enduring, dynamic, and integral part of the community and uniquely enriches the lives of citizens in Middle Tennessee and beyond.

#### **CORE VALUES**

- Respect for our audience
- Commitment to our community
- Diversity and balance of perspectives
- Accountability to our stakeholders
- Integrity in everything we do



Through our focus on service businesses, such as architects, insurance agents, attorneys, accountants, engineers and consultants, we can help you manage your stresses so you can focus on what's important - fulfilling your clients' needs and building your business. We are ready to listen to your story because every professional service business is different.

You know the value of building customer relationships. So do we. That's why PNC takes the time to research the needs of professional service providers. Our Business Bankers work closely with professional organizations and customers to understand how market trends and economic factors impact service businesses. Our understanding of the challenges facing service providers makes us even more committed to helping you achieve your short- and long-term business and personal financial goals. Whether you want to offer your clients faster payment methods or are thinking about investing to expand your business, we're here to help. Rely on PNC Bank to meet your diverse financial needs.



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Slim & Husky's is a story of three friends with a mission to empower communities while using pizza as their vehicle to engage.

It aims to offer quality food, employment opportunities, and community events as the company expands across the nation.

Slim & Husky's was founded on a shared dream inside of a garage in 2015. The clever name came from a joke the longtime friends have been laughing about for years. One of them has always been a slim guy, but the other two were always big fellas, forcing their mothers to shop for clothing in the children's husky section.

The Tennessee State University grads started the fast casual, gourmet pizza joint as a way to serve unique pies and provide jobs to their neighborhood in North Nashville. Now, Slim & Husky's offers build-your own pizzas, take out options, catering services, and delivery through third party vendors.

We just want to be a part of this street as much as possible and continue to develop and have a footprint in this community.

# DOLLAR GENERAL

### The Company

Dollar General is a customer-driven distributor of consumable basics with more than 8,000 stores in 35 states. Stores are served by nine distribution centers in: Alachua, FL.; Scottsville, KY.; Indianola, MS.; Fulton, MO.; Zanesville, OH; Ardmore, OK.; Jonesville, SC, South Boston, VA. and Marion, IN.

#### **Mission Statement**

Serving Others

- For Customers...A Better Life
- For Investors...A Superior Return
- For Employees...Respect and Opportunity

#### **Employees**

Dollar General employs more than 69,000 people. The average Dollar General store has approximately six to 10 employees, including the store manager.

#### Merchandise

Dollar General Stores sell consumable basic goods, items that are frequently used and replenished by our customers. These include paper products, cleaning supplies, health and beauty aids, foods/snacks, housewares, toys and basic apparel. Our stores also offer a variety of seasonal items.

#### **Markets Served**

Dollar General Stores are primarily located in communities of less than 20,000 people or in selected locations within larger metropolitan areas. Many of the Company's customers earn a small paycheck or depend on monthly government assistance. A considerable number are retired.

#### **Annual Sales**

In fiscal year ended February 2, 2007, Dollar General's then 8,309 stores generated more than \$9.2 billion in sales.

#### **Community Support**

Dollar General heavily supports national literacy efforts. In September 1987, the company launched an ongoing campaign that gives functionally illiterate and under-educated adults a single, approachable place to find out about GED and Learn-To-Read programs in their areas. To date, more than 50,000 people have been served. The Dollar General Literacy Foundation provides grants to non-profit organizations throughout our 35 states committed to the advancement of literacy.







First Tennessee is the largest bank headquartered in the State with locations from the Tri Cities to Memphis. We have over 40 locations in Middle Tennessee and we're growing rapidly to serve our dynamic community. Consistently ranked as one of Fortune's best companies to work for, First Tennessee truly believes that if you hire good folks they in turn will take great care of clients and, as a result, shareholders will benefit.

First Tennessee was founded over 140 years ago and has evolved to become a financial institution known for its high degree of client loyalty because of its focus on truly understanding each and every customer's needs before offering solutions. Each customer is unique and so are their banking needs. We strive to provide personalized attention while giving our clients the latest in technology to simplify their financial lives. For us, it is about the relationship.

First Tennessee believes in supporting the communities in which it operates. We believe in getting involved and giving back. To that end, our employees are encouraged to participate and volunteer in their communities. The company believes that as representatives of the financial profession, we have a responsibility to foster and encourage financial literacy, especially among youth. We believe that the financial lessons taught today will create a better world tomorrow.

We are proud to be sponsors of JA because of their dedication to teaching the importance of financial stewardship.



In 1968, with the purchase of a single hospital, three Nashville men started Hospital Corporation of America, or HCA, as the nation's first hospital company. The founders set out to build a large system of hospitals located in highly-populated cities and run the company like a business. As main principles of this new company, founders Thomas F. Frist, Sr., MD, Jack Massey and Thomas F. Frist, Jr., MD pledged to always put the care and safety of patients first and treat those served with compassion and kindness.

Forty years later, HCA's system of healthcare facilities has grown to 172 hospitals, 107 surgery centers and 66 imaging/diagnostic centers in 19 U.S. states and London, England. HCA plays a big role in the delivery of healthcare in the United States and is one of the nation's largest employers. The company employs nearly 189,000 people, including nurses, doctors, hospital administrators and others who support those who care for our patients.

The company's goal is to provide safe, effective, efficient, compassionate and satisfying patient care. Our purpose for being in business is to care for and improve human life. HCA serves 16 million patients a year, conducts 1.4 million surgeries, treats 5 million Emergency Department visits and delivers more than 229,000 babies. The company also serves the many communities where our hospitals are located by giving care to the poor and helping whenever any kind of emergencies happen. Our services truly touch people and affect their quality of life every day. For caregivers, it's easy to see why what they do is so much more than just a job.

#### **MISSION & VALUES STATEMENT:**

"Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost effective healthcare in the communities we serve. In pursuit of our mission, we believe the following value statements are essential and timeless.

We recognize and affirm the unique and intrinsic worth of each individual.

We treat all those we serve with compassion and kindness.

We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.

We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity."



### The Company

Journeys is a leader in the teen specialty retail scene, with more than 800 stores in all 50 states, Puerto Rico and Canada. Journeys uses unparalleled merchandising expertise to keep in step with the latest footwear and accessory trends for teens ages 13 to 22. Journeys sells a wide variety of hot teen brands including, Converse, Vans, DC, Puma and more in a unique retail environment. The Journeys store is more than a retail environment; it's an extension of the customer's lifestyle. From in-store tvs playing fresh content and the latest music videos, to employees whose lifestyle and self-image match their customers', the Journeys retail environment is designed to reflect its customers' lifestyle and attitudes.

In addition, Journeys reaches its customers through <a href="http://www.journeys.com">http://www.journeys.com</a>, a mobile website, catalog, national advertising, strategic cross-promotions, social media and an annual music and action sports tour - the Journeys Backyard BBQ (<a href="www.journeysbbq.com">www.journeysbbq.com</a>). Journeys is a division of Genesco Inc.

#### **Mission Statement**

To service the footwear and accessory needs of teens and young adult guys and girls in regional shopping environments and at home with ATTITUDE!

#### **Target Customer**

Guys and girls, ages 12 – 22

#### **Giving Back**

Journeys has teamed up with a number of brands to spread the word of doing good. We don't just see this as an issue of personal or corporate responsibility, we see it as an opportunity to make a life a little easier, a cure a little more accessible, a meal a little more affordable. Doing good feels good, which is what having an attitude that cares is all about. Get involved. Do good. It's an attitude that cares.

Journeys is proud to sponsor Junior Achievement as part of its Attitude that Cares program.





Memorial Foundation was established in April of 1994 with an endowment fund generated from the sale of the assets of Nashville Memorial Hospital in Madison, Tennessee. At that time, members of the hospital's Board of Directors became members of the Board of Trust of the Memorial Foundation.

Memorial Foundation's Board of Trustees serve as volunteers, regularly meeting to review grant applications and to make decisions on the allocation of Foundation funds. The Board is led by Board Chair David McKee, M.D., Vice Chair Varina Buntin, and Secretary Alfonzo Alexander. The Foundation's President is Scott S. Perry.

In keeping with its roots, Memorial Foundation's mission is to partner with nonprofit organizations to improve the quality of life for people in our community. Through these partnerships, the Foundation seeks to help create a community where all people are healthy, whole, and safe. Memorial Foundation responds to diverse community needs, assisting agencies that focus on: Access to Quality Health Care Services, Human & Social Services, Education, Senior Citizen Enrichment Services, Youth and Childhood Development, Substance Abuse Programs, and Community Services.

Memorial Foundation also strives to respond to immediate, critical needs that arise in the community. With assistance from the Foundation, organizations including The Salvation Army, The American Red Cross, Second Harvest Food Bank, and YWCA have received funds.

Whether offering ongoing support or responding in times of crisis, Memorial Foundation will continue to partner with nonprofit organizations in addressing the needs and improving the quality of life in our community.





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Through comprehensive veterinary care, nutrition, breakthrough programs in diagnostics, wearable health monitoring, DNA testing and pet welfare, our 100,000 Petcare Associates help pets in more than 130 countries. For decades we've supported research into the incredible science of human animal interaction at the <u>Waltham Petcare Science Institute</u> where scientists discover important advances in pet health and wellness. We are a part of Mars, Incorporated, a global, family-owned business with a focus on becoming <u>Sustainable in a Generation</u>.

As part of the <u>Mars Sustainable in a Generation</u> plan, we're integrating sustainability into the heart of our business and bringing even more innovative, sustainable choices and services to pet owners around the world.

We're focused on driving sustainable practices to improve our environmental pawprint, operating and sourcing responsibly, and expanding access for pets and influencing policy.

At Mars Petcare, we are proud of the diversity of our more than 100,000 Associates in over 130 countries spanning veterinary health, nutrition, innovation and technology businesses.

Together we are creating an inclusive culture and building a workforce that reflects the many communities and pets we serve.

The world we want, for people and pets, is both equitable and inclusive. That's why we've set ourselves clear, ambitious targets around gender balance, workforce representation and inclusion and are committed to reaching them.

### The UPS Store



The UPS Store is the largest chain of retail shipping, postal, and business service centers with more than 4,700 locations in the US and Canada. In addition to traditional shopping centers, you can also find The UPS Store at hotels, airports, military bases, college campuses—even the Toys R Us in New York City!

The UPS Store offers customers four main products:

- Shipping: The UPS Store offers an easy and convenient way to send packages through UPS.
- Expert packaging: If what you need to send is valuable, fragile—or you simply don't have a box for it—The UPS Store can package it and make sure your shipment arrives in one piece.
- Mailbox services: If you don't want to receive mail at home, The UPS Store offers mailboxes you can access 24 hours a day, seven days a week.
- Print services: Need to print and bind your school report or make some color copies?
  The UPS Store can do that and more.

The UPS Store operates on the franchise model, meaning that each center is owned by a businessman or businesswoman. The owner makes all the decisions, such as who to hire and how to find new customers. Store associates would help operate the cash register, package shipments, or make copies. In addition to the owner, three to five other associates would work in a typical center.

When The UPS Store was born in 1980, it was actually called Mail Boxes Etc., and was founded in San Diego. The company spread across the nation and around the world. In 2001, UPS acquired Mail Boxes Etc. and in 2003 rebranded Mail Boxes Etc. to The UPS Store. MBE, Inc. (our current company name) is a subsidiary of UPS, meaning MBE, Inc. operates independently but is wholly owned by UPS, the parent company.

Do you want to learn more about the UPS Store? Visit our web site at <a href="www.theupsstore.com">www.theupsstore.com</a>. You can even watch some cool commercials!