

DeloitteLife

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Winter 2010

Extreme service

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Plus Going for gold with the U.S. Olympic Committee
From consulting partner to business mystery novelist



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Welcome to *Deloitte Life's* winter 2010 edition. This issue takes you to spots around the world such as Uganda, Colorado Springs, and even the South Pole as we continue to learn more about the talented and compassionate people who work at Deloitte.

In the cover story, you'll meet Tim Johns, who recently traveled to Antarctica for a client visit. His story about going to the most remote place on earth is an example of the high levels of service we provide our clients.

In the "Fellowship of the rings," you'll meet three colleagues who seized opportunities to work with an organization that represents one of Deloitte's largest pro bono efforts – the U.S. Olympic Committee (USOC). It's not often that you live, eat and work with the top athletes in the U.S., but that's what Nick Rengel, Stacy Hodgins and Dave Thomas did on a recent project. For Rengel, that experience continues. As one of the first nine professionals chosen for the Pro Bono Fellowship Program, which launched last year, Rengel is working with the U.S. Paralympics in Colorado Springs to raise awareness and create a strategy to better integrate programs within the organization. Hodgins and Thomas worked as interns at the USOC before beginning their careers at Deloitte in January.

Also in this edition, you'll meet Bonnie Arthur, who spent nine days in Uganda as a volunteer to document a nonprofit's work with local groups that help orphans. Her story is another example of the compassion shown by many Deloitte professionals.

The year will no doubt bring many opportunities as we anticipate the upturn. While we move forward with cautious optimism, one thing for sure is our continued commitment to excellence and our efforts to be always one step ahead. Here's to a great 2010. Let's make it one of our best.

Regards,

Barry Salzberg
Chief Executive Officer
Deloitte LLP

DeloitteLife

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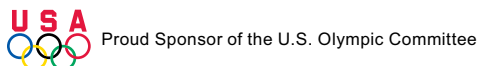
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Fellowship of the rings

A participant in Deloitte's Pro Bono Fellowship Program, Nick Rengel is helping the U.S. Olympic Committee while living an 'amazing' experience.

The final few months before any Olympic and Paralympic Games is a flurry of activity. Hundreds of athletes fine-tune their skills and prepare to compete on sports' largest stage. In the United States, athletes gear up at training facilities in places such as Colorado Springs, CO. If you're fortunate enough to be at one of these facilities in the lead-up to the Games, it's hard not to be swept away by the wave of enthusiasm that fills the air. Pulses quicken. Nerves fray. Excitement builds.

In the months before the 2010 Olympic and Paralympic Winter Games in Vancouver, Deloitte's Nick Rengel has been in the middle of that kind of buzz. Since October 2009, the International Tax senior from Chicago has been working in a decidedly non-tax role in the U.S. Olympic Committee Paralympic Fellowship, a six-month assignment created through Deloitte's Pro Bono Fellowship Program (see "A break from work to help communities" on page 12) and its involvement with the U.S. Olympic Committee (USOC).

"It's been an amazing experience. I've met some incredible people here, and I feel like I'm making an impact," Rengel says. "And it's something I wouldn't have experienced without Deloitte and the Pro Bono Fellowship Program. "It's quite a bit different from my Tax work at Deloitte, so I feel as if I'm honing skills I don't normally use while also helping a nonprofit."

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Since October 2009, Nick Rengel has been working at the U.S. Olympic Training Complex in Colorado Springs, CO, as part of his U.S. Olympic Committee Paralympic Fellowship.

www Nick Rengel is documenting his experience in the U.S. Olympic Committee Paralympic Fellowship in his blog on DeloitteNet. To read it and access related Web sites, such as the Pro Bono Fellowship Program and U.S. Paralympics, visit the *Deloitte Life* site on DeloitteNet.

A break from work to help communities

In June 2009, Deloitte launched the Pro Bono Fellowship Program. A part of Deloitte's \$50 million pro bono commitment, the program is designed to recognize up to 10 top performers while enhancing Deloitte's role as a corporate citizen. The pro bono fellows work full time with a nonprofit for three to six months while receiving full salary and benefits from Deloitte.

To learn more about the Pro Bono Fellowship Program, visit the *Deloitte Life* site on DeloitteNet.

Rengel has two key roles in his fellowship with the U.S. Paralympics, the USOC's Paralympic division that was established in 2001 that provides an outlet for athletes with physical disabilities to perform at the highest level. One of his tasks is to develop a strategy to build awareness of the organization; the second is to find ways to better integrate two programs to match wounded war veterans with athletic opportunities in their hometowns. The USOC Paralympic Military Program provides post-rehabilitation support and mentoring to soldiers who've sustained physical injuries to the brain or spinal cord, who have had limbs amputated, or who have suffered visual impairment or stroke. The Paralympic Sport Clubs program includes a searchable database of activities.

"Currently, officials in these programs don't really talk to each other, and that has led to missed opportunities for physically disabled people," Rengel says. "It's crucial that we get these organizations working together so veterans know they have places and opportunities once they leave their base."

A graduate of the U.S. Military Academy at West Point, Rengel has seen firsthand what a catastrophic injury can do to a person's psyche. During his time at the academy, and since his graduation in 2000, many of his classmates have sustained severe injuries in military action overseas. "I grew very close to my classmates, so being able to help them – as well as the soldiers who are out there giving their lives on a daily basis – is very important to me," says Rengel, who suffered a severe heat stroke during his senior year at West Point and was released from duty.

Charlie Huebner, the USOC Chief of Paralympics, says he is impressed with Rengel's work and appreciative of Deloitte's involvement. "Having Nick in our office and on our team is incredible," Huebner says. "Together we're developing a sustainable infrastructure that we wouldn't be able to do ourselves. Without investments

from sponsors like Deloitte and individual and corporate donors, we can't do our job and athletes cannot train for the Paralympic Games."

The sporting life

Being around athletics is nothing new for Rengel, who pitched on the U.S. Military Academy's baseball team. He sees sports not only as an outlet for a healthful lifestyle, but also as a key ingredient in personal development. "I learned a lot about myself through competition and teamwork," he says. "We want to make sure everyone with a physical disability has a chance to participate in sports. Studies have shown that people with disabilities are more susceptible to other health problems if they're not active. Soldiers who suffer catastrophic injuries tend to shy away from society. People look at them differently, and they look at themselves differently. By providing these programs, hopefully we can encourage them to get active, introduce them to new groups of people, and give them a chance to enjoy life again."

"I grew very close to my [West Point] classmates, so being able to help them – as well as the soldiers who are out there giving their lives on a daily basis – is important to me."

Rengel says he is enjoying his time in the fellowship – meeting interesting people, visiting picturesque towns, and using leadership skills he learned at West Point and sharpened at Deloitte to help a worthy cause. In his office at the U.S. Olympic Training Complex, he works with Tim Willis, who holds two world records in blind distance running, and Susan Katz, who won a gold medal in wheelchair basketball at the 2004 Paralympic Games in Athens. Rengel also works closely with Joe Walsh, a two-time Paralympian in Nordic skiing and the managing director of the U.S. Paralympics.

In December, Rengel attended the Hartford Ski

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Serving as USOC interns before starting their careers at Deloitte

From September through December of last year while hundreds of elite athletes were training for world championships and Olympic Games, Stacy Hodgins and Dave Thomas were training for a career with Deloitte.

Before beginning their careers at Deloitte, the two senior consultants served as interns for the U.S. Olympic Committee (USOC) as part of Deloitte's relationship with the organization.

Thomas, who attended the Owen Graduate School of Management at Vanderbilt University, and Hodgins, who attended New York University's Stern School of Business, received offers from Deloitte in the fall of 2008 to start in the fall of 2009 after they earned their MBAs. But because of the downturn in the economy, the start date for their incoming class was pushed back until January 2010. Last summer, Deloitte sent the class of 92 new senior consultant hires an e-mail inviting them to apply for two internships with the USOC. Hodgins and Thomas jumped at the chance, were selected and headed to Colorado Springs to begin a three-month internship in September.

Hodgins and Thomas lived at the U.S. Olympic Training Complex in Colorado Springs, CO, dined alongside elite athletes, and made key contributions to their respective USOC departments while building eminence for Deloitte.

The taste of the corporate world was especially helpful for Thomas, who served about five years as an officer on a nuclear submarine before attending graduate school. "Coming out of the military, I had no corporate experience, so it was great preparation," he says. "It's quite a change, and it's nice coming home every night and seeing the sun every day."

"It was absolutely phenomenal," says Hodgins, who worked on fund-raising in the development division at the USOC. "The

biggest plus for me was being able to live among the athletes and to see what their day-to-day lives are like."

Hodgins' main project was reviewing the USOC's direct marketing campaign, which reaches millions of people and is a primary source of revenue. The USOC asked Hodgins to look at the campaign from an outside perspective and offer suggestions to reduce costs and improve efficiency. "It was similar to a traditional consulting project, so it was excellent practice for the types of things I'll be asked to do at Deloitte," Hodgins says. "I was able to contribute in a meaningful and tangible way."

Early in her internship, Hodgins was able to tap Deloitte experience in looking for ways to improve the USOC's call center strategy. "My contact at Deloitte put me in touch with a call center expert, and he gave me some great advice," she says. "The support structure while I was working on that project was amazing."

Thomas also got a real-world taste of Deloitte during his internship with the USOC's Human Resources Division, which coordinates the internship program and tracks training for USOC staff members. Thomas was assigned the task of evaluating the USOC's internship program, offering recommendations for improving it, and revising the internship handbook. During his time in Colorado Springs, a human resources consulting team from Deloitte was on campus doing a separate project on compensation at the USOC. Thomas worked as a middleman between the Deloitte team and the USOC's chief human resources officer. "The USOC had some great ideas but was strapped for resources and funds," he says. "So they were excited that we were able to take their ideas, analyze them and come up with a way to implement them while they focused on the day-to-day activities of running the nonprofit."

It wasn't all work and no play for the interns. Hodgins, a native of the northeastern U.S., got a taste of the western outdoor life by horseback riding through the Garden of the Gods, a popular tourist destination with hiking trails through impressive and inspiring rock formations. Thomas hiked Pikes Peak, a 12-mile trek that ends above 14,000 feet, with a group that included Olympic athletes and other interns. And they both served as voices of authority among the interns. "It was an interesting experience," Thomas says. "Stacy and I are both 29, and most of the other interns were 21 or 22, so we were like an aunt and uncle to them. A few of them became interested in consulting and Deloitte, so I'm sure we'll be keeping in touch with them."

Hodgins and Thomas were fans of the Olympic Games before their internships, but now that passion has reached a much higher level. "Being in that environment, I sort of drank the Kool-Aid," Hodgins says. "I'll be closely watching what happens in each Olympic Games."

Standard-bearers

Months before each Olympic Games, a torch is ignited and carried thousands of miles before it's used to light the Olympic flame and mark the beginning of the world's largest sporting event. On a smaller scale, thousands of Deloitte professionals carry a symbolic torch when they travel to nonprofits to help on pro bono assignments. The relationship with the U.S. Olympic Committee is one of Deloitte's largest pro bono efforts, and the new decade marks an important era in that relationship.

Beginning last year and through 2012, Deloitte is the official professional services sponsor for audit, tax, consulting and financial advisory services of the U.S. Olympic Committee (USOC), the 2010 and 2012 U.S. Olympic and Paralympic Teams, the 2011 USA Pan American Team, and the 2010 U.S. Team for the Youth Olympic Games.

What does all that mean? In essence, it means Deloitte will help a major nonprofit by providing a variety of in-kind professional services. The relationship helps build Deloitte's brand; it offers opportunities for Deloitte's talent to work on unique, high-profile projects; and it leads to business development.

The sponsorship is an extension of what Deloitte Touche Tohmatsu member firms are doing globally. Deloitte Canada, for example, is the official professional services supplier to the Vancouver 2010 Olympic and Paralympic Winter Games, and Deloitte UK is the official professional services provider of the London 2012 Olympic and Paralympic Games.

So when the Olympic flame is extinguished in Vancouver, it'll be worth remembering that a group of talented professionals will keep the fire burning as torchbearers for Deloitte.



Official sponsor of achievement

Deloitte has been committed to helping employees and clients achieve at the very highest levels for decades. No surprise, then, we're also an Official Sponsor of the 2010 U.S. Olympic Team. Meet our high achievers at www.facebook.com/yourfutureatdeloitte.



Professional Services means audit, tax, consulting and financial advisory services.

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Spectacular in Breckenridge, CO, an annual event organized by Disabled Sports USA in which hundreds of wounded soldiers compete. One marine Rengel met turned out to be a natural even though it was his first time ever on skis. "He performed so well that he's being fast-tracked into major competitions," Rengel says. "Every day I meet someone new, which is why this is such an amazing experience."

The fellowship will take Rengel to the 2010 Paralympic Winter Games, which will be held March 12-21 in Vancouver. There he'll help with the Paralympic Experience, an event held every two years in conjunction with the Paralympic Games to introduce people with physical disabilities to Paralympic sports such as wheelchair basketball, sitting volleyball and goalball. U.S. Paralympic officials select 12 student-athletes with physical disabilities to attend the Games, participate in mentoring programs and get to know each other. Rengel will be on hand to help coordinate, observe and offer suggestions for future Paralympic Experience events.

Proper perspective

Rengel has noticed at least one common personality trait in the people with physical disabilities he's met: all seem to have a great sense of humor. "They know they're going to fall or be less than graceful at some point," Rengel says, "so they have to be able to bounce back and be able to laugh about it. In a world in which many of us are afraid to make mistakes, it's really refreshing."

When his fellowship ends in May, Rengel hopes to bring a fresh perspective back to Chicago, where Paralympic sport has a strong foundation and continues to grow. "There's a lot going on there, and I'd like to maintain a relationship with the organization," he says. "I want to get my Deloitte colleagues to come out and volunteer. They'll get a chance to get to know some of the amazing people I've met." ●

Opposite page:
This recruiting ad integrates Deloitte's relationship with the U.S. Olympic Committee.

This page:
In Vancouver, Deloitte's Nick Rengel will help with the Paralympic Experience, which introduces people with physical disabilities to Paralympic sport such as Men's Slalom-Sitting, shown here at the Turin 2006 Paralympic Games.



Deloitte's Tim Johns recently made a four-day visit to Antarctica to inspect facilities for a client.

A cool visit to a cold place

Tim Johns' visit to the South Pole demonstrates the extremes Deloitte will go to for its clients.

It's not unusual for people from Chicago to head south in the winter to leave behind the snow and freezing temperatures of the Windy City, but when Tim Johns did just that last December he was surrounded by even more snow and considerably lower thermometer readings. He went to Antarctica.

Johns, a senior associate in the Tangible Asset Valuation Group of Deloitte Financial Advisory Services (FAS), had been working on a fixed-asset management project with a federal client for about two years. With his trip to the South Pole, he became the first Deloitte FAS professional to perform client work in the frozen continent.

"In the final phase of the project, we needed to determine the value of property owned by the client in Antarctica," says Johns. "So someone had to go and physically inspect and verify the completion, scope and construction quality of a number of facilities built at both McMurdo Station and the Amundsen-Scott South Pole Station." Johns was well-qualified for the job. His engineering background and knowledge of cost assessment made him Deloitte's key professional on this project.

continued on next page

This page (clockwise from left): Members of the group traveling with Deloitte's Tim Johns arrive at the South Pole; a communications satellite at the Amundsen-Scott South Pole Station; a view of the South Pole terrain; a skua grabs a moment of rest in chilly temperatures.

Opposite page: A view of the McMurdo Station from Hut Point Ridge; tracked vehicles like this provide transportation at bases in Antarctica.



So he first made his way to Christchurch, New Zealand – the point of origin for all flights to Antarctica – to get outfitted for his four-day visit. After a five-hour flight, he landed at McMurdo Station on December 16. McMurdo, nestled among volcanic hills along the southern tip of Ross Island about 850 miles from the South Pole, is the main U.S. station on the continent and home to some 1,100 people during the austral summer and fewer than 200 in the winter. He was assigned a small but clean and comfortable dorm room with the windows shuttered to block the 24-hour daylight. Temperatures in the mid-teens made Johns' tour of McMurdo's dormitories and research and maintenance facilities relatively comfortable.

Early the following morning, Johns was back on a plane for the three-hour flight to Amundsen-Scott, where he would spend his first full day in Antarctica. Because the runway there is made of packed snow and ice, his plane, a U.S. Air Force LC-130 Hercules, was equipped with skis for landing gear. "We had incredible views of the Transantarctic Mountains on the flight," says Johns. "You are overwhelmed by the vastness of the place – the purity of the blinding white snow. And then you see the station – a small black speck in the middle of all that whiteness."

The Amundsen-Scott South Pole Station is on a wind-swept plain at an altitude of just over 9,300 feet. Like most of the continent, the area is actually a cold desert, as the humidity there is zero. There is no wildlife, and only 250 people live and work there during the summer.

Johns arrived on the warmest day the station had had so far that year – the temperature soared to minus 15 degrees. But bundled in extreme cold weather gear that included an oversize red parka, snow boots and three layers of undergarments, Johns was prepared. "We needed to be certain that I saw the complete scope of the project," says Johns. "There were 11 facilities to inspect, all of which had been recently constructed or upgraded. Fortunately, we had done a lot of prep work, so I knew them all pretty well."

Working side-by-side with the client's engineers, Johns worked until nearly 10 p.m. that first day – a task made easier by the fact that it never became night. "I was out in this weather for only one day; the engineers and scientists living and working here are a special kind of people to be able to work under these conditions for extended periods of time," he says.

At one point during his inspection, Johns had to take a look at an underground sewer structure where



“I can tell you one thing: Pens no longer work at {minus 55 degrees}.”

temperatures plunged to minus 55 degrees. “I can tell you one thing: pens no longer work at that temperature,” says Johns.

Before heading back to McMurdo shortly after midnight, Johns took time to visit both the geographic and ceremonial South Poles. The ceremonial pole, not far from the actual pole, is what’s typically seen in photographs, and it is where Johns hoisted a flag bearing Deloitte’s logo in commemoration of his visit.

Johns spent his final full day completing his inspection of the facilities at McMurdo, which serves as the primary logistics facility for supply of the inland stations and field camps. Before he left, he managed to take a hike along the carefully marked trails outside of the station and visit explorer Robert Scott’s 1901 camp nearby.

Although Johns’ trip to Antarctica was brief, it provided him with a unique chance to get a look at what many consider the most remote place on earth. “It was a cool opportunity and an incredible experience,” he says. “Most importantly, the client was pleased with what we were able to accomplish in such a short period of time.”

From the shores of the Hawaiian Islands to the mountains of South Dakota, Johns and his colleagues in the Federal Property Management group have shown a willingness to go where the assets are. Even the South Pole. ●



A novel approach



Over the course of his long career, Don Swann met his fair share of characters.

Having spent 11 years as an engineer and plant manager in manufacturing and more than 25 years with Deloitte as a consultant in manufacturing and Systems, Applications and Products, he's also solved his fair share of business mysteries. Since retiring in 2002 as a principal, Swann has used his experiences as inspiration for two business mystery novels, *Paying Penance in Pervis* and *Justice for JJ in Jenkins*.

Did you do much writing before you became a novelist?

Over the years, I have had something like 25 articles published in a variety of professional journals, usually relating to some aspect of engineering. I have also written chapters for textbooks and, of course, as a consultant you write all the time – distilling complex problems into manageable and easily understood solutions.

When did you first think about writing a book?

I attended a seminar 35 years ago during which the speaker told us to keep a personal journal every day. After three days, I decided that was too dull, so I began to re-create my peers as fictional characters. Each night, I'd take home the business issues I had faced that day and have the characters solve them. It takes discipline, but when I drop problems into the laps of these characters, the narrative kind of writes itself.

How did you learn things like character development and other tricks of the trade?

It strikes me that a lot of writing is really about dialogue. We learn to talk when we are about two years old, and if you listen and pay attention to what people are saying and how they say it, you have much of what you need. Debbie, my wife of more than 40 years, brings a lot to the table as well. She's a good source of fodder.

Do you read a lot? How does your reading influence your writing?

Yes, I'm a big-time reader. I spent a lot of time on airplanes over the years and I would read a couple of books each week. I enjoy mysteries the most, and I'd say Robert B. Parker and Patrick O'Brian are among my favorite authors.

In both my reading and my writing, I like the premise of the good guy doing the right thing in the face of moral or economic challenges. I'm a firm believer that you should always do the right thing. When I was growing up, my dad always said, 'Be a good man.'

It was never really clear what he meant by that, but I believe I have figured it out over time.

Have you received any feedback on your books from Deloitte colleagues?

I had a book signing about a year ago, and many of my Deloitte colleagues showed up. Most of my network these days is Deloitte alums, but I was pleased that one of my former hires who became a partner told me that he learned something from one of the books. That was a pleasant surprise, since he has been a world-class problem-solver in his own right.

What aspect of writing a novel do you enjoy most?

In writing business mysteries, I like painting myself into a corner without knowing how I'm going to get out of it. In many ways it's similar to what you experience as a consultant – those times when it can be overwhelming trying to figure out how to solve a client's issues. Then the characters create these 'aha' moments from which I actually learn things. Others have said that I am good at creating order out of chaos. Writing these mysteries provides me with opportunities to solve problems.

What's the most frustrating part of writing a novel?

Getting it published. Business mystery writing is not a mainstream genre. Heck, it may not be a genre at all. I work with an agent because I don't believe you can get published otherwise, but in truth, I can't tell you what she does any differently from what I was doing. It is not a really pleasant process.

I eventually published with Booksurge Publishing, which is a division of Amazon.com. However, many local booksellers don't like to stock your books if you are associated with Amazon.com. The truth is, there are no shortcuts. You almost need your 15 minutes of fame before trying to publish a book; otherwise it can be really tough.

What's next?

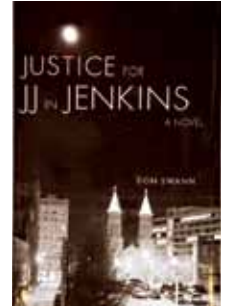
I have already written two more books. The writing process is fairly easy for me, but getting published is really the bottleneck.

Do you have any words of advice for Deloitte colleagues who are aspiring writers?

Write as much as you can and enjoy doing it. If you are in this because you want to make money, you are wasting your time. ●

Opposite page: Retired principal Don Swann is recalling his consulting experience at Deloitte to write business mystery novels.

www To hear Don Swann read an excerpt from one of his novels, visit the *Deloitte Life* site on DeloitteNet.



Travel with a purpose

In Uganda, Bonnie Arthur discovered that the skills she uses at Deloitte can help nonprofits on the other side of the world.

The Uganda Tourist Board describes a visit to this east African country as “An elegant adventure.” Bonnie Arthur would probably tell you that while Uganda may be a bit shy on elegance, it can provide a lifetime of memories and plenty of adventure.

In the spring of 2009, Arthur, a regional Talent operations leader in Deloitte’s San Francisco office, was feeling uneasy about what she was hearing in the news. Day in and day out she was listening to and reading reports about the struggling U.S. economy and the impact it was having on millions of people. It was the toughest business environment most people had ever seen. Yet the media’s continued focus on problems within the U.S. was problematic for her. As bad as it was in America, she reasoned that other parts of the world were having a much rougher time of it. “I was at a place where my heart and soul were reminding me that we are not merely living to gain something for ourselves,” says Arthur. “I believe if you only look inward, you can easily lose sight of what’s around you.”

So Arthur decided to try to find a volunteer opportunity where she could use her skills-based experience as a human resources professional at Deloitte, such as project planning and interviewing. What she found, however, was that most charitable organizations were looking for people with medical knowledge and carpentry skills.

A perfect match

Her search eventually led her to Michelle Averna, the founder of Fount of Mercy, a relatively new U.S.-based organization that does charitable work in Uganda. Fount of Mercy’s goal is to boost the effectiveness of partner

organizations that care for orphans and vulnerable children in that African country. Fount of Mercy connects volunteers such as Arthur with leaders of the partnering organizations to offer them educational development, public health programs and vocational training. These efforts help make the local organizations more effective, and the orphan and vulnerable children thus receive better care.

When Arthur met Averna, Fount of Mercy was looking for a volunteer to interview the leaders of these partner organizations and write short profiles describing their work. Fount of Mercy would then use those stories in its marketing and fund-raising materials. “They were excited about my skill set, which I use every day at Deloitte, and believed I could help them in developing compelling material,” says Arthur. “So I made the decision to go to Uganda.” And go she did, on a nine-day journey in August as part of Fount of Mercy’s Travel with Purpose program.

While most of her trip planning went smoothly, preparing herself mentally for the many challenges she would face wasn’t so easy. “I had a lot of anxiety about many things, including leaving my son and husband,” she says. “I had never before made a trip such as this alone and was insecure about handling the unexpected challenges I assumed were coming my way.”

However, as the departure date approached, Arthur decided that she would in fact face her fears of the unknown and handle whatever obstacle she might face – and she’d been told about many. Still, she could not get thoughts of dust and crawling things, sleeping under mosquito netting slathered in insect repellent, intense heat and not many opportunities for a shower completely out of her mind.

Opposite page:
Bonnie Arthur
near Bujagali Falls
in Uganda.

continued on page 16





“In the midst of adversity, they hold onto the prospect of something better coming their way while appreciating what they do have.”

This page: Bonnie Arthur poses with one of the children at the Fresh Fire orphanage.

[www](#) Visit the Deloitte Life site on DeloitteNet to view video of Ugandan orphans singing, to access the Fount of Mercy Web site, and to find volunteer activities in your community through Deloitte's Community Involvement site.

Chronicling the caring

During her nine days in east Africa, Arthur completed 11 interviews with Ugandans who are helping to make a difference in the lives of the country's children. As planned, she captured their stories and converted them into brief articles that highlight the work of Fount of Mercy.

Arthur was impressed with Fount of Mercy and feels secure in the knowledge that her skills were useful in another part of the world. “For me, it was rewarding to see the people's sense of spirit and hope,” she says. “In the midst of adversity, they hold onto the prospect of something better coming their way while appreciating what they do have. I also learned that anyone with a willing spirit is able to go with the right organization and make a difference in a world that has so much less than we have as Americans.”

The trip took her to villages on the outskirts of Kampala, Uganda's capital, and to the countryside surrounding the city of Jinja, located in the eastern part of the country on the shore of Lake Victoria. Arthur saw extreme poverty, but she also found something powerful – the spirit of the Ugandan people.

Among the locations she visited for her work were a local mission and primary school where she met with the bishop who runs the mission and interviewed the teachers of the under-resourced school. She was touched by the caring nature and dedication of the people she met.

While the mission and school made an impression on Arthur, the memory that will last longest came from her visit to the Message of Hope Ministries' Fresh Fire orphanage, located on the outskirts of Jinja. There Arthur interviewed two local women who are the caregivers for

more than 30 children ranging from toddlers to teens. The women are unpaid and both have families of their own, yet they have dedicated their lives to caring for orphans.

The children there don't have much. They sleep in dormitory-style rooms with three-high bunk beds. A single swing set in the middle of the dusty schoolyard is their sole recreational outlet. According to Arthur, it would be easy to become discouraged by the lack of resources.

“But the attitude of these women is remarkable,” says Arthur. “At one point they told me about their ongoing concern with the lack of food. Then they looked up at me, noticed my worried expression, smiled and assured me that it always works out, as if I was the one needing encouragement when it was really the other way around.”

The orphanage has a garden, but a drought in the region means there is not enough water for anything much to grow. There is a cow and some pigs, but little grass with which to feed them. There is plenty of grazing space in the surrounding bush, but the high degree of lawlessness there makes it unsafe. “It's a tough life, but the children nevertheless have smiles on their faces and there is a peace about their daily lives that surpasses anything I've ever seen,” says Arthur. “I have never imagined a place quite like this. The joy they have and the ability to care for one another is overwhelming.”

Arthur got home to San Francisco and her family in mid-August. She had survived the dust and the insects, managed to get by with only an occasional shower, and endured intense heat. During her time in Uganda, Bonnie Arthur had been exposed to so much more. ●

This section of *Deloitte Life* recaps stories you might have missed on Deloitte News Network (DNN). For more information on any “Shortcuts” item, you can access the online version, which includes links to full stories about each item. Just go to DeloitteNet, type in “Deloitte Life” in the “Jump To” field and then click on “Shortcuts.”



A nice welcome to the 'real world'

Destination: Deloitte. That's what many undergraduate students might be thinking after Deloitte earned the top spot on *BusinessWeek* magazine's 2009

Best Places to Intern list. Deloitte ranked

fourth in 2008 and third in 2007. The honor comes a few months after *BusinessWeek* deemed Deloitte the Best Place to Launch a Career.

Deloitte's internship program is designed to provide an exceptional experience to undergraduate students who work side-by-side with client service professionals for some of the world's top companies. Students get an inside look at the organization's culture, values and life through mentoring relationships, leadership development programs and networking events.

"Earning *BusinessWeek*'s distinction as the top undergraduate internship program, as well as the premier destination to start a career, tells a compelling story about how the Deloitte workplace is experienced by young professionals," says James Jaeger, managing partner, Talent, Deloitte LLP. ●

'Fortune' telling

For the 11th time since 1998, Deloitte landed on *Fortune* magazine's list of the 100 Best Companies to Work For. At No. 70, Deloitte moved ahead of a number of its competitors, including two of the traditional Big Four.

"After 11 years on the list, it would be easy to take our *Fortune* ranking for granted," says Cathy Benko, chief talent officer, Deloitte LLP. "But let's remember that two-thirds of our ranking is based on direct survey of our people. And such a clear validation of the value we deliver to our talent should never be taken for granted." ●



Acquiring a top honor

Deloitte received top honors at The M&A Advisor's eighth annual awards ceremony in recognition of the acquisition of the BearingPoint North American Public Services practice.

Deloitte was awarded in two categories:

Upper Middle-Market Deal of the Year (\$250 million and above) and Professional Services/B-to-B focus (\$100 million and above).

"These awards recognize Deloitte's senior leadership and the acquisition team's keen sense of seeing BearingPoint's Public Services business as a unique opportunity for Deloitte to rapidly expand its government practice through acquiring a well-known and well-respected franchise within the government sector," says Jack Russi, national managing partner, Corporate Development, Deloitte LLP, who led the transaction. ●

A catalyst for women

Earlier this year, Deloitte received the 2010 Catalyst Award, which recognizes innovative, effective and measurable initiatives from organizations that support and advance women in business.

Deloitte was selected by Catalyst – a global nonprofit organization dedicated to building inclusive workplaces and expanding opportunities for women and business – for the achievements of Deloitte's Women's Initiative (WIN). According to Catalyst, WIN has "created significant change in the company's culture and provided an engine for innovation, becoming a model for other organizations in the process."

The Catalyst Award is a prestigious honor, with only a few organizations recognized each year. Deloitte has received this award twice – the last time was in 1995, two years after WIN was first established.

"It is extremely satisfying to see the tremendous progress we have made since launching WIN in 1993," says Barry Salzberg, CEO, Deloitte LLP. "Over the past 17 years, we have seen how having a strong group of female leaders brings new approaches that continue to help us create innovative programs to develop our people, which in return keeps them engaged in providing the best possible solutions to our clients' problems." ●

Featured photo



Ice surrounds a lonely road after a November 2009 storm in Hershey, PA.

Photo by Vinit Kavathekar, Consulting, Camp Hill, PA.

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