

# Tech Networks of Boston



We're better together.

Benefit Report 2016  
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For questions regarding this document, please

contact: Tuan Pham

Phone: 617-269-0299

[Tuan.Pham@techboston.com](mailto:Tuan.Pham@techboston.com)

## SUMMARY

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Tech Networks of Boston is a 22-year-old professional services company focused on serving the technology needs of the Greater Boston nonprofit community. In January of 2015, Tech Networks of Boston filed as a Benefit Corporation with the state of Massachusetts and continues to serve our clients with the technology, tools and resources they need in order to fulfill their missions. The following report demonstrates how Tech Networks strives to operate with the benefit of people and environment in mind.

## MISSION

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Our mission is to empower positive change in the world through mission-driven organizations by providing them with the support and services they need to extend their reach and increase their impact. TNB's success is built on creating a compassionate culture of caring, years of experience in the nonprofit industry, and by building long-term trusted relationships with clients to help them cope with changing fiscal environments. Becoming a Benefit Corporation ensured that we could include our company values in our corporate charter.

We strive to:

-  Enable organizations by using innovative technology to serve human needs.
-  Foster a technology community of practice so that our clients build mature information services aligned with their mission and goals.
-  Engage with people at all levels of client organizations so that they learn, manage information, and communicate easily in a safe and supportive computing environment.
-  Provide one million hours of mission-focused training and services by 2025.

## GOVERNANCE

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TNB is a Massachusetts Benefit Corporation. This means that we have amended our articles of organization, appointed an independent Benefits Director and report annually on mission effectiveness.

The company's sole shareholder is Susan Labandibar, who founded the company in 1994. The Board of Directors includes Michael Green as Benefits Director and Susan Labandibar.

## YEAR IN REVIEW

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In 2016, Tech Networks of Boston continued to create, support, and sustain the following innovative programs to strengthen our community.

### Internal Sustainability

Tech Networks implements sustainability measures throughout its business practice:

- Recycle and compost our waste
- Source and purchase environmentally friendly products, office supplies and furniture
- Provide plant-based food options at all company events
- Encourage green transportation options; including unlimited company use of our SmartCar electric vehicle, Hubway and ZipCar memberships, as well as an MBTA Pass Incentive Program
- Utilized an energy audit service from Mass Save to assess our energy usage and find ways to reduce our carbon footprint.

## COMMUNITY COMMITMENTS

### ***Climate Action Business Association***

Tech Networks is the founding member of the [Climate Action Business Association](#), a [501(c)(6)] group of community businesses leading the battle to stop climate change, incorporate the cost of pollution into market prices, and build resilient local economies. Tech Networks paid the salary amount of \$57,878 of the Executive Director of CABA in 2016.

### ***Walk/Ride Day Corporate Challenge***

Tech Networks staff participates annually in Green Streets Initiative's Walk/Ride Day Corporate Challenge, where employees log their commute on the last Friday of every month, providing a recurring opportunity to think about – and often to explore – more environmentally friendly and healthy commuting options. Green Streets Initiative is dedicated to celebrating and promoting the use of sustainable and active transportation. In 2015 and 2016, Tech Networks placed third in the Small Technology Sector for participation and healthier commute switches.

### ***Roundtables***

Tech Networks of Boston offers bi-weekly Roundtable events, a free resource for the local nonprofit community. Each Roundtable hosts area professionals who present a wide range of topics including nonprofit management, social media strategies and best practices for technology in a rapidly changing landscape. These events continually reach capacity, with some high-demand topics having a wait list of over 50 professionals. Some of our most popular Roundtables focus on database selection, data, and analytics, which are crucial aspects of nonprofit success. These events provide a sounding board for professionals to seek solutions to their challenges and receive education on pertinent topics.

Over the past two years, TNB has organized 80 free Roundtable events and grown its opt-in mailing list by 30%. Due to the increase in popularity, in 2016 the Roundtables were moved from Tech Networks' headquarters accommodating 20 people, to the Boston Nonprofit Center, which accommodates upwards of 50.

### ***Boston Charity Events***

In 2002, Tech Networks launched [BostonCharityEvents.org](#), a website that allows nonprofit organizations to advertise charity events. The site features an easy-to-navigate calendar and nonprofit organizations are welcome to submit their event by using the website's online form. In addition, Tech Networks sends a Boston Charity Events electronic newsletter to over 10,000 subscribers each month. Following the redesign of our [bostoncharityevents.org](#) website in April 2015, event submissions to our website have increased by 200%. This demonstrated that efforts spent improving the site design increased traffic.

*“Following a redesign of [BostonCharityEvents.org](#) in April 2015, event submissions have increased by 200%.”*

## Mass Nonprofit Network

In 2016, TNB proudly renewed its ongoing Silver Sponsorship of the Massachusetts Nonprofit Network's (MNN) yearly conference as well as an affiliate member. The MNN is the voice of the nonprofit sector and the only statewide organization in the Commonwealth dedicated to uniting and strengthening the entire nonprofit sector through advocacy, public awareness, and capacity-building.

## Charity

Tech Networks gives back to our clients through donations and sponsorship of events. In 2016, Tech Networks donated \$25,000 to our nonprofit clients and community partners. Each fiscal quarter we select 4 of our nonprofit clients to receive donations when a client satisfaction survey is completed.

On September 5, 2016 TNB joined [Pledge 1%](#), a global movement that is making giving a part of the DNA of companies of all sizes, helping them to give 1% of product, time, proceeds, or equity, to charities of their choosing.

## STAFFING

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Tech Networks of Boston employs 35 workers from our headquarters on the Red Line at Andrew Square, in South Boston.

## WORKFORCE DEVELOPMENT

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Through partnerships with local educational institutions, Tech Networks provides internships for participants in computer training programs. We hire successful graduates as Deskside Support Technicians (DSTs), to work with our client organizations while receiving compensation, benefits and training from Tech Networks.

As part of our commitment to spending our money where our values are, TNB invests in the local community by creating a bright career path in IT for young adults who have faced socio-economic, scholastic, or other challenges. Tech Networks offers all employees opportunities for professional development and training. Every employee is given \$1,000 toward professional development each year, as well as incentives for attaining field-related certifications. In 2016, \$25,000 was invested in professional development for staff.

Organizations seeking to achieve mission-based outcomes face challenges in recruiting and retaining skilled technology resources with a long-term commitment to the sector. Tech Networks of Boston spearheaded the development of an IT Community of Practice where professionals with the desired

## CHARITABLE NOTES

-  In 2016, Tech Networks provided 100 hours of technical assistance in the form of Roundtables events.
-  91% of our employees participate in voluntary community service each year.
-  We contribute to the recirculation of dollars in our local economy by spending 72 percent of our revenue in Massachusetts.

nonprofit experience are available on a consulting basis to supply our clients with the skills and specialized nonprofit expertise that they need, when they need it. In 2016, TNB recruited a pool of consultants and are evaluating the product offerings that will best suit the nonprofit community. In the next few months, we will choose the best suited consultants to deliver the service to clients.

## **BENCHMARKS AND B LAB THIRD-PARTY CERTIFICATION**

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Although we have consistently operated as a company with socially and environmentally focused business practices, we have not used any benchmarks to track our performance until our participation in the B Impact Assessment by B Lab.

The nonprofit organization, [B Lab](#), has experience certifying hundreds of companies; their social and environmental performance standards are both comprehensive and aspirational. They operate a third-party standard known as the B Impact Assessment which scores companies' environmental and social performance on a 200-point scale. To become certified, a company must score at least 80 points; the median score reported is 55.

The B Lab Assessment scores a corporation in four general categories: environment, workers, community and corporate governance. The assessment quantifies how we fulfill our Benefit Corporation purpose of promoting general public benefit. In 2014, we scored 108 and in 2016, we were-certified as a B Corporation with an improved score of 146.

## **FUTURE GOALS**

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Using our B Lab Assessment score as a benchmark, we are now able to assess the areas in which our company can improve as a Benefit Corporation. As a result, we are committed to focusing on employee retention and job creation in the coming year. Our efforts will include creating a more comprehensive onboarding and training experience to engage employees early on, build stronger employee relationships and decrease turnover.

As our sales of technology services continue to grow and our offerings evolve to meet the future needs of our clients, we anticipate an increase in jobs at Tech Networks. Through annual review of our benefits offering, we commit to continuing to find ways to satisfy the needs of our employees and remain competitive in recruiting new talent.

Tech Networks is dedicated to improving employee satisfaction through a consistent performance review process, quarterly goal setting and educational incentives.

In January of 2017, we utilized Mass Save's Small Business Program to arrange an internal energy audit as part of our participation in BACE (Businesses Acting on Carbon Emissions) through CABA (Climate Action Business Association). Through the results of this audit, as well as comprehensive data collection of our energy consumption, we will determine the price of our current carbon footprint and implement a measurable plan to reduce our climate impact.

In our ongoing efforts to improve our impact and business practices, we plan to put formal written policies in place for the social and environmental commitments we value, are committed to and continue to uphold.

It is our intention to serve as a role model for our community and beyond by participating generously and responsibly in our local, business, client, and global communities in the years to come.

## CONTACT INFO AND STATEMENT OF BENEFIT DIRECTOR

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Michael Green  
[Michael.green@cabaus.org](mailto:Michael.green@cabaus.org)  
551-482-5127  
131 Cambridge Street  
Boston, MA 02114

### Statement of the Benefit Director:

It is the opinion of the Benefit Director that during 2016,

1. Tech Networks of Boston acted in accordance with its general public benefit and any specific public benefit purpose in all material respects;
2. The directors and officers complied with subsection (a) of section 10 and subsection (a) of section 12;
3. Tech Networks of Boston's status as a benefit corporation is having the following effects on its business, including client or consumer opinion, return on investment, impact on shareholders and impact on employees.
  - a. Our status as a benefit corporation attracts prospective employees that are interested in working for a company that supports the community and environment.
  - b. The organizations that seek our services appreciate our community commitments, especially our Roundtable events, and often view Tech Networks as an organization that is aligned with their respective missions.
  - c. Tech Networks of Boston has not to date made any attempt to quantify the ROI derived from becoming a benefit corporation. Our decision to become a benefit corporation was based upon alignment with the core values and culture of the organization.

Signed,



Michael Green, Benefit Director