
TECH NETWORKS OF BOSTON

ANNUAL BENEFIT REPORT 2017

**Tech
Networks**
of Boston



We're better together.

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FOR QUESTIONS REGARDING THIS
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ABOUT THE COMPANY

Tech Networks of Boston is a 23-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 Commonwealth 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 of Boston strives to operate with the benefit of people and environment in mind.

MISSION

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.

CORE VALUES

With company growth comes the need to clearly define the core values from which we develop our culture, our brand, and our business strategies. In 2017, we made a commitment to embody a new set of core values. We represent these values not only through our work, but in our personalities so that we can succeed.

Our core values:

Adaptive – We succeed in our ability to change to suit different conditions and continue to develop this strength throughout our practices.

Patient – We succeed as a team by practicing the ability to accept or tolerate delays, or problems without it letting affect our attitude.

Positive – We are devoted to remaining optimistic, constructive, and supportive in every situation.

Reliable – We are fully committed and dedicated to one another, our customers, and our community. We act as a trusted advisor, while making sure we are responsive to those who need our help.

Respectful – We work to be a responsible partner to those who place their trust in us, conducting business in a way that is inclusive and transparent.



STAFFING

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



WORKFORCE DIVERSITY AND INCLUSION

Tech Networks of Boston is committed to creating workplaces that are accessible and inclusive for all staff. We seek to hire the best talent, including people with a wide range of physical, cognitive and mental health abilities.

We recognize and respect all differences – culture, national origin, race, religion, sexual orientation and others – and believe that by properly utilizing our distinct characteristics, we are better able to serve our clients, achieve our business goals, and be a great place to work.

In 2017, TNB had significant diversity across its workforce with 44 percent of staff identifying as an ethnic minority, and 20 percent of staff identifying as female.

People with disabilities bring valuable perspectives to the workplace and help us improve our service and processes. In 2017, 14% of our staff has or has had a disability.

EMBRACING DIVERSITY

44%

Percent of our employees
identify as an ethnic minority

66%

Percent of women in
Executive/C-level positions at
our company

14%

Percent of staff that has, or has
had a disability

5

Our recruitment efforts have
attracted employees hailing
from 5 different countries

INTERNAL SUSTAINABILITY

In 2017, Tech Networks of Boston continued to create, support, and sustain the following innovative programs to strengthen our community.

- 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

"TNB saved 4,700 plastic bottles last year in total."

- Changed our light fixtures from fluorescent to LED to reduce our carbon footprint
- Formed a partnership with a new vendor to recycle used computer equipment for our staff and our clients
- Utilized a "water dispensing machine" (which highly filters the tap water) to reduce the use of plastic bottles. Individuals and the company do not buy bottled water; consumption of soda and other bottled/canned drinks is almost nil, and as a result, the amount of trash/recycling has significantly dropped. We saved 4,700 plastic bottles last year in total.



WORKFORCE DEVELOPMENT

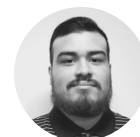
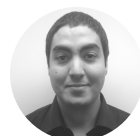
Through partnerships with local educational institutions, Tech Networks of Boston provides internships for participants in computer training programs. We hire successful graduates as Deskside Support Technicians (DSTs) to work with our client organizations while receiving compensation, benefits and training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

\$20,000 was invested in professional development for staff in 2017.

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 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.

TNB's DSTs





DST SHOWCASE: AMEN ADONON

Amen Adonon was a 34 year old part-time technician working at JVS (Jewish Vocational Service) when he first heard of Tech Networks of Boston's Deskside Support Program. He had taken a few technology classes and earned the A+ certification. Amen knew he loved technology, and wanted to grow his career in the managed services industry.

After entering the DST program, Amen was assigned to work at two of TNB's larger clients. He worked each morning at St. Francis House, a day shelter program for the homeless with 100 employees. In the afternoons, he would visit Roca Inc, a 120-person nonprofit who's mission is to help

"The DST program helped me define a plan for my career in the IT field."

high-risk youth stay out of jail. He assisted both clients' end users with daily issues, such as creating new user laptop configurations, Microsoft application problems, printer difficulties, email assistance, internet connectivity issues, server access, and password resets. TNB staffed IT Directors at each client who were available to provide more advanced problem solving when he needed guidance. Along with the IT Director, TNB

supplemented support with our Network Operations Center (NOC), Purchasing department, and help desk services, which were all made available to Amen and his clients.

The DST program gave Amen the ability to work face-to-face with various departments and types of people, which sharpened his communication skills. Amen explained "The DST program helped me define a plan for my career in the IT field. I knew in order to be successful, I needed to be very good at what I do, but also know how to work well with other departments and understand what they do too."

Amen is now employed full-time at Tech Networks of Boston as our Network Operations Center Engineer where he will continue his IT journey.

COMMUNITY COMMITMENTS

CLIMATE ACTION BUSINESS ASSOCIATION

Climate Action Business Association Tech Networks of Boston 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. After three successful years, CABA is now operating on its own, with multiple sources of funding including individual donations, grants and even a Tesla raffle.

WALK/RIDE DAY CORPORATE CHALLENGE

Walk/Ride Day Corporate Challenge TNB's 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 2017, Tech Networks of Boston placed second for Green Commutes in the small size workplace category. More TNB participants checked-in their commutes in 2017 versus 2016, and more of these commutes were green (97% vs. 90%).



CABA Executive Director Michael Green and Board Member Susan Labandibar, speak to member businesses about CABA's history and future plans.

A black and white photograph of a meeting room. Several people are seated around a table, looking at documents or laptops. The room has large windows with blinds and overhead fluorescent lights. Two large blue circles are overlaid on the image, containing white text.

49,970

*hours of mission-based training
and services*

870

*hours volunteering in our
community*

COMMUNITY COMMITMENTS (continued)

TNB ROUNDTABLES

Tech Networks of Boston offers bi-weekly Roundtable events, a free resource for the local nonprofit community. 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.



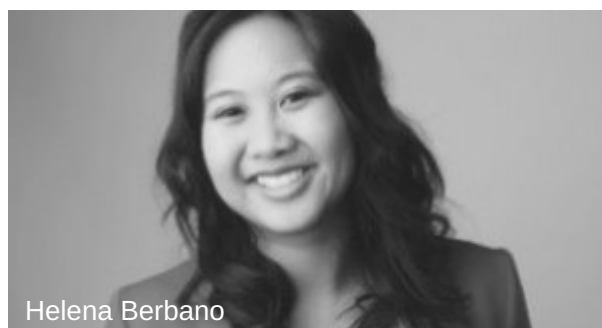
Roundtable workshop

Over the past four years, TNB has organized 104 free Roundtable events and grown its opt-in mailing list by 33%. In 2017, TNB also organized and conducted a three-part dialogue series to create best practices to help grantors and grantees work collaboratively on data and evaluation.

PROGRESS FOR HEALTH

In September 2017, Tech Networks of Boston created Progress for Health, a civic engagement project focused on uplifting health care as an electoral issue.

Progress for Health works with grassroots groups and nonprofits who champion quality affordable care as a right for all.



TNB hired a Director of Partnerships, Helena Berbano, a leader in nonprofit civic engagement and in political advocacy. Progress for Health continues to work with one of TNB's clients, Community Catalyst, a health care advocacy organization with affiliates in 40 states. Through our partnership with Community Catalyst, we hope to amplify progressive health care policies and messaging in order to build a health care voter constituency.

COMMUNITY COMMITMENTS (continued)

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. In 2017, we advertised 461 charity events and had 25,000 new visitors visit the website.

"In 2017, we advertised 461 charity events and had 25,000 new visitors to the website"

MASSACHUSETTS NONPROFIT NETWORK

In 2017, Tech Networks of Boston was a Gold Sponsor of the Massachusetts Nonprofit Network's (MNN) yearly conference and proudly renewed our affiliate membership. 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 of Boston gives back to our clients through donations and sponsorship of events. In 2017, TNB donated \$25,000 to our nonprofit clients and community partners.

TNB is a member of 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.





BENCHMARKS AND B LAB THIRD-PARTY CERTIFICATION

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. During our first year of certification in 2014, we had scored 108 points on the B Impact Assessment and identified the areas in which we would like to improve. In 2016, we were re-certified as a B Corporation with a score of 146 points.

As a result of our efforts, Tech Networks of Boston was selected as a 2017 Best for the World honoree, as a Service Provider with Minor Environmental Footprint for the Community and the Long Term. This honor was awarded to select organizations who have achieved a Certified B Corporation status.

The nonprofit organization, B Lab, has experience certifying hundreds of companies; their social and environmental performance standards are both comprehensive and aspirational. B Lab operates 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.

FUTURE GOALS

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 of Boston. 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 of Boston 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 the Climate Action Business Association. Through the results of this audit, as well as comprehensive data collection of our energy consumption, we will continue to implement a measurable plan to reduce our climate impact.

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

Michael Green
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551-482-5127
131 Cambridge Street
Boston, MA 02114

Statement of the Benefit Director:

It is the opinion of the Benefit Director that during 2017,

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