TECH NETWORKS OF BOSTON

ANNUAL BENEFIT REPORT

2018

FOR QUESTIONS ABOUT THIS DOCUMENT, CONTACT:

TUAN PHAM, CEO
617-269-0299
TUAN.PHAM@TECHBOSTON.COM
ABOUT THE COMPANY

Tech Networks of Boston is a 24-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.

OUR 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 to serve human needs by using innovative technology.
- 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 29 workers from our headquarters on the Red Line at Andrew Square, in South Boston.
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 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 2018, TNB had significant diversity across its workforce with 52 percent of staff identifying as an ethnic minority, and 28 percent of staff identifying as female.

People with disabilities bring valuable perspectives to the workplace and help us improve our service and processes. In 2018, 17% of our staff has or has had a disability.
40% of our staff comes from a lower socio-economic background.

52% of our staff is racially diverse with 52% identifying as an ethnic minority.

Embracing Diversity

5 of our recruitment efforts have attracted talent from 5 different countries across the globe.

17% of our staff has or has had a disability.
INTERNAL SUSTAINABILITY

"TNB saved 5,010 plastic bottles last year in total."

In 2018, Tech Networks of Boston continued to create, support, and sustain the following innovative programs to strengthen our community and lessen our environmental impact:

- Expanded our composting service to include the disposal of all corrugated cardboard, thereby creating more soil to donate to local community garden projects.

- Implemented an upcycling service, which diverts our un-recyclable waste to a program that repurposes it into things like backpacks, shower curtains, and permanent marker handles. This initiative has allowed us to divert almost 75 pounds of waste from landfills since its implementation halfway through the year.

- Encouraged green transportation options; including unlimited company use of our SmartCar electric vehicle, Hubway and ZipCar memberships, as well as an MBTA Pass Incentive Program.

- Started a program where employees can recycle cumbersome items from home such as hair dryers, cookware, and old laptops, which encourages employees to think before they toss.

- 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 5,010 plastic bottles last year in total.
Through partnerships with local educational institutions, Tech Networks of Boston provides internships for participants in computer training programs. Whenever possible, we hire successful graduates as Desktop 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, Tech Networks of Boston 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.

"$21,000 was invested in professional development for staff in 2018."

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.

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.
Year in Review

- Providing mission-driven support to clients: 48,972 hours
- Providing free professional development to the nonprofit community: 1,920 hours
- Spent volunteering in the community: 849 hours
- Advertised for free on our charity events site: 505 events
As an employee of TNB, Tarik was assigned to work at Planned Parenthood League of Massachusetts where his responsibilities included imaging computers, troubleshooting issues with applications/hardware, and various administrative tasks. Within the first two months, he was given additional access to work on the Cisco phones, Meraki gear, EMR systems, and higher tier server permissions.

“TNB gave me an opportunity to get into the field that I love, and I had no intentions of wasting this chance.”

During his career at Tech Networks of Boston, Tarik took advantage of the professional development opportunities including educational videos, E-Books and certifications. He remembers the hours he spent on the Pluralsight training platform learning new systems and studying for certifications.

While finishing up his assignment as a DST, Tarik had communicated to the PPLM team that he would like to work more in systems and projects in his next role. In April 2018, Tarik was offered a position at PPLM as a Team Lead Support Analyst. He is now working in a more versatile capacity, expanding his IT knowledge through project work and completing more advanced tasks.

Tech Networks of Boston is proud of our employees who do such a great job that our clients want to hire them as their own. Tarik Abiddi is a graduate of our Deskside Support Technician (DST) program and now works full time for our client, Planned Parenthood League of Massachusetts (PPLM). Tarik first learned about Tech Networks of Boston through a friend and was recruited for the DST program shortly thereafter.

Before accepting the DST position, Tarik had held various jobs including Emergency Dispatcher, Photo Technician at Walgreens, and Computer Repair Technician. He had been excited about the DST opportunity because he had some computer and hardware knowledge but lacked the back-end business experience necessary to work in the field.
DST SHOWCASE: JORDAN TENECYK

Jordan TenEcyk has been an employee of Tech Networks of Boston for over 4 years and has worked in a variety of roles. Jordan's technology training began in Kentucky where he attended Job Corps which gave him the ability to both study and teach Computer Technology, earning certificates in Computer Hardware Support and Networking.

After working as an instructor for students in Kentucky, he moved to Massachusetts for advanced training at another Job Corps facility, earning Microsoft certificates in Operating Systems and Windows Server systems. It was this training that led him to becoming an intern at TNB.

"I knew I wanted to use my skills where they would matter most - and TNB's mission to support mission-driven organizations really appealed to me."

At TNB, Jordan started as an intern and was responsible for tasks such as desktop imaging and low-level support while in training. From there, he was hired as a Deskside Support Technician, and assigned to Perkins School for the Blind. Essentially, he assisted that organization as a Service Desk Technician, assisting Perkins employees remotely and in-person, for any hardware or software related issues. While there, he also learned about various assistive technologies, and how they integrate into a computer-based environment.

Jordan was assigned to Perkins for one year, before moving into the Tier 2 Service desk position at TNB. As a Service Desk Engineer, he was a first responder for low to mid-level hardware, software, and networking issues for TNB clients all over the world, working closely with the field experts, escalation team, and other Service Desk Engineers.

Jordan has since been promoted to an IT Procurement Specialist at Tech Networks of Boston where he is responsible for researching, recommending, and purchasing almost all manner of technical equipment, software, and IT solutions to meet the needs of TNB’s clients and employees. Jordan’s other responsibilities include managing computer and server hardware and licensing, backup software and solutions, and networking equipment.
COMMUNITY COMMITMENTS

CLIMATE ACTION BUSINESS ASSOCIATION

Tech Networks of Boston is the founding member of the Climate Action Business Association (CABA), 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 was able to operate on its own, with multiple sources of funding including individual donations, grants and even numerous Tesla raffles. In 2018, CABA merged with Climate XChange and Tech Networks of Boston’s President, Susan Labandibar serves on their board.

GREEN STREET’S WALK/RIDE DAY

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 2018, Tech Networks of Boston came in first place for participation in the Tech & Energy Sector!

Several Tech Networks of Boston staff members took advantage of the Challenge to celebrate or adopt healthy and green transportation modes. Staff engaged in active commuting (cycling, walking and running) grew by 8% on Walk/Ride days. Green Streets measures changes in commuting behavior by comparing participants’ normal and Challenge day modes.

Green Streets’ Commuter Challenge aligns with Tech Networks of Boston’s sustainability and employee wellness initiatives. The company is also a strong supporter of growing sustainable and active transportation options in the Boston area.

CABA presenting at the Business Day of Action in February 2018
COMMUNITY COMMITMENTS CONT.

TNB ROUNDTABLES

Tech Networks of Boston offers regularly scheduled Roundtable events, a free resource for the local nonprofit community. These events continually reach capacity, with some high-demand topics having a waitlist 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 four years, TNB has organized 123 free Roundtable events and grown its opt-in mailing list by 40%. In 2019, Tech Networks of Boston will incorporate free webinar events to provide more opportunities for attendance.

ACTIVIST AFTERNOONS

Activist Afternoons is a project of Tech Networks of Boston to support civic engagement. This project is intended to provide a dedicated space and time where volunteers can phone bank, research, learn activist skills, and engage other community members from diverse backgrounds. In 2018, Activist Afternoons has engaged over 900 participants who have logged over 3,500 volunteer hours for candidates and causes.

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 2018, we advertised 505 charity events and had 20,000 new visitors visit the website.
MASSACHUSETTS NONPROFIT NETWORK

In 2018, 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.

PROVIDERS COUNCIL

In 2018, Tech Networks of Boston became an Affiliate Member of the Provider’s Council, an association of community-based human services agencies in Massachusetts with more than 220 members. Tech Networks of Boston provides customized resource articles and free webinar trainings on cybersecurity for its members.

CHARITY

Tech Networks of Boston gives back to our clients through donations and sponsorship of events. In 2018, 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.

Our commitment to non-profits includes supporting clients at their galas and our new initiative for #GivingTuesday.

"In 2018, TNB donated $25,000 to our nonprofit clients and community partners."
**GIVING TUESDAY CAMPAIGN**

In 2018, Tech Networks of Boston brought awareness to our nonprofit client’s missions through use of a social media campaign for #GivingTuesday.

#GivingTuesday is a global day of giving that harnesses the collective power of individuals, communities, and organizations to encourage philanthropy and celebrate giving worldwide. This annual event takes place on the Tuesday following Black Friday and Cyber Monday each year. People across the globe use the hashtag #GivingTuesday to recognize the ways we can generously give back to our communities.

We donated money to each of our client organizations depending on re-tweets and shares of our post on different social networking sites. We also created a video to showcase how our staff gives back throughout the year.

Tech Networks was able to raise almost $200 in donations from our social media campaign. It is our hope that we can build upon this positive experience and make an even larger impact in 2019.

Our graphic that was posted on social media to encourage sharing and donations.
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.

**B LAB HIGHLIGHT - BOARD INVOLVEMENT**

Our Sustainability Coordinator, Cissa Dieleman, serves as the Marketing Chair for the B Local Boston Board. The Board supports B Corporations in the Greater Boston Area and New England by organizing events, providing resources, and highlighting the successes of the community. As the Committee Chair, Cissa is responsible for promoting events, managing social media campaigns, writing the B Local newsletter, and creating their new website BLocalBoston.org. Because of this, Tech Networks always has a representative at local events and continues to keep a finger on the pulse of the local B Corp community.
FUTURE GOALS

For the first time, Tech Networks participated in the Inclusive Economy Challenge presented by B Lab. This challenge was offered as a tool to help B Corps further their goal of putting people and planet before profit. In order to participate in the challenge, each company had to choose areas of improvement from a list curated by B Lab and Tech Networks chose three areas to improve upon – Carbon Offsets, Greenhouse Gas Emissions, and Web Content Accessibility.

The first two areas of improvement pair well together, and Tech Networks already works to reduce emissions through composting and eliminating plastic bottles in the workplace. While we do get reports on our impact reductions, Tech Networks does not currently have a system in place to track carbon emissions and offsets throughout the year. We have committed to establishing a tracking system where we record and monitor our emissions and then take steps to offset those emissions at the end of each year.

We also dedicated ourselves to making our web content more accessible to people with disabilities and developing a process for maintaining accessibility in the future. We are currently working with Kalman Gacs to assess our current accessibility and determine where we can make changes to our website. Tech Networks also runs Boston Charity Event’s website and it is our intention to work to moderate the content that gets posted in order to meet accessibility standards.

We look forward to streamlining our responsible business efforts and reporting processes through participation in the Inclusive Economy Challenge. It is our intention to participate in the IEC each year in support of our goal to be a responsible member of our local, business, client, and global communities.
STATEMENT FROM THE BENEFIT DIRECTOR

Michael Green
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 2018,

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
February 15, 2019