



ANNUAL BENEFIT REPORT 2019

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ABOUT US

ABOUT THE COMPANY

Tech Networks of Boston (TNB) is a 25-year-old professional services company focused on serving the technology needs of Greater Boston area nonprofit organizations and mission-driven corporations. While our business grows and changes, we aim to continue serving our local community and maintaining at least 95% local and independent clients.

In January of 2015, TNB filed as a Benefit Corporation with the Commonwealth of Massachusetts. In 2019, we applied for recertification as a Certified B Corp™. We are also certified in the Commonwealth of Massachusetts as a Woman Business Enterprise.

The following report demonstrates how Tech Networks of Boston aims to operate with the benefit of people and the planet in mind.

OUR MISSION

Our mission is to empower positive change in the world by providing mission-driven organizations with the tools, technologies, and services that extend their reach and increase their impact. TNB's success is built on creating a compassionate culture, years of experience in the nonprofit industry, and building long-term trusted relationships with clients to help them cope with changing fiscal environments. Becoming a Benefit Corporation ensured that we would 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 revised set of core values. We represent these values not only through our work but in our personalities so 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 delays or problems without letting them 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 30 workers from our headquarters on the Red Line at Andrew Square in South Boston.

WORKFORCE DIVERSITY AND INCLUSION

TNB 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 — including culture, national origin, race, religion, gender identity, and sexual orientation — 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 2019, Tech Networks of Boston had significant diversity across its workforce with 52 percent of staff identifying as an ethnic minority, 33 percent identifying as part of the LGBTQIA* community, 42 percent coming from a low socio-economic background, and 18 percent of staff identifying as female.

People with disabilities bring valuable perspectives to the workplace and help us improve our service and processes. In 2019, 11 percent of our staff has or has had a disability.





52%

IDENTIFY AS AN
ETHNIC MINORITY

11%

HAS OR HAS HAD A
DISABILITY

STAFF DIVERSITY BY THE NUMBERS

33%

IDENTIFY AS PART
OF THE LGBTQIA*
COMMUNITY

20%

EMMIGRATED
FROM 5
COUNTRIES TO THE
UNITED STATES

INTERNAL SUSTAINABILITY

In 2019, Tech Networks of Boston continued to create and sustain the following innovative programs to lessen our environmental impact:

- Expanded our composting and recycling services to accept more waste products. This change allows us to send the majority of waste produced by the office to composting and recycling, limiting the trash production significantly. We have composted roughly 4,434 pounds of food scraps and created 2,217 pounds of finished compost during 2019.
- Continued use of our upcycling program which has allowed us to divert more than 300 pounds of waste from landfills over a 12-month period.
- Increased electronics recycling program, allowing us to recycle 115 pounds of electronics equipment and divert an estimated 24.25 pounds of lead from landfills over the past 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
- Changed our energy provider to ensure that all of our electricity comes from renewable resources.
- Continued use of our Bevi water dispensing machine has allowed us to almost eliminate plastic water bottle usage within the company. In 2019, we have saved approximately 14,210 bottles of water.

Over the course of 2019, TNB saved over 14,000 plastic water bottles.



WORKFORCE DEVELOPMENT

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 Deskside Support Technicians (DST's) 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. 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 long-term commitments 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.

\$18,019 was invested in professional development for staff in 2019.

TNB'S DSTS





42,640

**HOURS PROVIDING
MISSION-DRIVEN
SUPPORT TO CLIENTS**

9

**FREE ROUNDTABLE
AND WEBINAR EVENTS
HOSTED IN 2019**

YEAR IN REVIEW

2,869

**HOURS SPENT
VOLUNTEERING IN
THE COMMUNITY**

335

**EVENTS ADVERTISED
FOR FREE ON OUR
CHARITY EVENTS SITE**

DST SHOWCASE: IZZY MCCARTHY

Izzy McCarthy is a graduate of our Deskside Support Technician (DST) program who now works for the cloud monitoring company Datadog. Izzy heard about Tech Networks of Boston and the DST position through a friend and began working for our client Planned Parenthood League of Massachusetts (PPLM).

Before coming to TNB, Izzy spent 12 years in management roles at retail companies, including GameStop and CVS. She was interested in the DST position because it gave her an opportunity to make a career change and learn more about Information Technology, a field she was interested in.

"I am super grateful that TNB was able to take a chance on someone who didn't have a background in the IT world."



During her two years with Tech Networks of Boston, Izzy gained the foundational skills she needed to help her advance her career in IT.

While at PPLM, she worked on-site and assisted with troubleshooting hardware and software issues, imaging computers, and supporting the management of conference room equipment and phone systems. In addition to her IT related responsibilities, Izzy also served as a member of their Transgender Inclusive Services Advisory Group.

In August of 2019, Izzy accepted a position as Corporate IT Technician at Datadog. She currently works out of the Boston office where she supports their international offices, manages local conference rooms, and is the primary contact for Boston-based technical support.

COMMUNITY COMMITMENTS

GREEN STREETS' COMMUTER CHALLENGE

TNB's staff annually participates in Green Streets Initiative's Commuter Challenge, where employees log their commute on the last Friday of every month, providing a recurring opportunity to think about — and explore — environmentally friendly and healthy commuting options. Each Walk/Ride day entry is compared against the participants' normal commute to measure changes in behavior and assess individual and company impact.

Green Streets Initiative is dedicated to celebrating and promoting the use of sustainable and active transportation. In 2019, Tech Networks of Boston came in second place for participation in the Energy and Tech Sector. Staff engagement in active commuting

(cycling, walking, and running) grew by 10 percent on Walk/Ride days.

TNB ROUNDTABLES

Tech Networks of Boston offers regularly scheduled Roundtable events, a free resource for the local nonprofit community. 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 132 free Roundtable events and grown its opt-in mailing list to include thousands of Boston-area professionals. In 2020, Tech Networks of Boston plans to partner with other Boston companies to co-host Roundtable events which will benefit the community and address the future of technology in the nonprofit sector.



COMMUNITY COMMITMENTS CONT.

BOSTON CHARITY EVENTS

In 2002, Tech Networks launched BostonCharityEvents.org, a website that allows nonprofit organizations to advertise their 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.

Additionally, TNB sends a Boston Charity Events e-newsletter each month highlighting upcoming events. In 2019, we advertised 335 events and had 15,000 new visitors to the website.



ACTIVIST AFTERNOONS

Activist Afternoons is a project Tech Networks of Boston started to support civic engagement. This project is intended to provide a dedicated space and time where volunteers can phone bank, research, learn skills, and engage with other community members from diverse backgrounds. In 2019 Activist Afternoons supported over 250 individual activities and engaged over 2,000 volunteers.

100% TALENT COMPACT

Tech Networks of Boston is a signatory of the Boston Women's Workforce Council's 100% Talent Compact. By participating in the compact, Tech Networks of Boston acknowledges the importance of pay equity across gender lines. In 2019, the BWWC collected data from the 250 Boston-area employers who have signed the compact.

COMMUNITY COMMITMENTS CONT.

MASSACHUSETTS NONPROFIT NETWORK

In 2019, 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 training on cybersecurity for its members.

CHARITABLE GIVING

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 donate 1 percent of product, time, proceeds, or equity, to charities of their choosing.

In 2019, TNB donated an additional \$13,000 to our nonprofit clients and community partners. Our commitment to non-profits includes supporting client galas, our participation in #GivingTuesday, and our staff commitment to volunteering within the community. In the past year, TNB's staff spent 2,000+ hours volunteering for a variety of nonprofits in the Greater Boston Area.



BENCHMARKS AND B CORP CERTIFICATION

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 on a 200-point scale. To become certified, a company must score at least 80 points; the median score reported is 55. The assessment covers four general categories — environment, workers, community, and corporate governance — and quantifies how we fulfill our Benefit Corporation purpose of promoting general public benefit.

During our first B Corp™ certification in 2014, we scored 108 points on the B Impact Assessment and identified the areas in which we would like to improve. In 2016, we re-certified as a B Corp™ with a score of 146. This put TNB in the top 5 highest scores of all Certified B Corps™ in Massachusetts.

As a result of our efforts, Tech Networks of Boston was selected as a Best for the World honoree three years in a row. TNB placed in the top 10 percent of all Certified B Corporations™ in the Overall, Community, and Governance categories.



RECERTIFICATION

In 2019, Tech Networks of Boston submitted a new B Impact Assessment to maintain our status as a Certified B Corporation. Our Marketing Coordinator, Veronica Moreno-Nestojko, worked closely with our COO Paula Cuzzo to gather data, work through the assessment, and think about TNB's future impact.

While our final assessment score is currently pending, we look forward to finding out how we rank within the B Corp community and to setting actionable goals for growth and improvement.

FUTURE GOALS

In the coming year and beyond, we will continue to use our B Impact Assessment as a benchmark for improvement in all areas of the company, especially as they relate to the environment, our employees, and our governance. We are committed to reducing our waste production as well as improving employee wellbeing both at work and home.

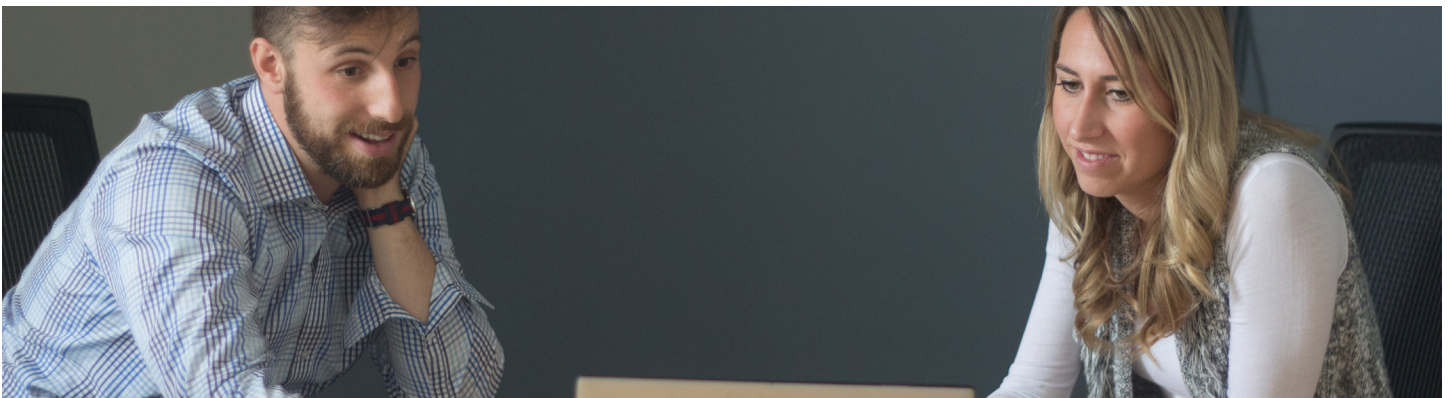
By expanding our recycling and composting services, Tech Networks has taken a large step toward eliminating landfill waste from our office. It is our intention to monitor our energy consumption and carbon emissions so that we can set reduction targets. We will establish a system to track and monitor our emissions with the goal of offsetting those emissions each year.

In addition to our onboarding process, we will continue to encourage professional development for our employees as well as continuous

training. By offering funds for professional development, frequently checking in on professional goals, and holding trainings internally, we provide our team with the opportunity to grow in their Information Technology careers.

It is our goal to engage employees and help them develop skills that are essential for their future in IT as technology evolves and our reach expands.

We are excited to assess where we stand and where we want to go in the future. Tech Networks of Boston will focus on continuous improvement and serving as a model in our community through our dedication to our clients, our employees, and our environmental impact.




STATEMENT FROM THE BENEFIT DIRECTOR

Michael Green
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131 Cambridge Street
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Statement of the Benefit Director:

It is the opinion of the Benefit Director that during 2019,

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 70 and subsection (a) of section 72;
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.



Michael Green, Benefit Director
February 13, 2020