![Tech Networks of Boston — We're better together.]

ANNUAL BENEFIT REPORT 2020

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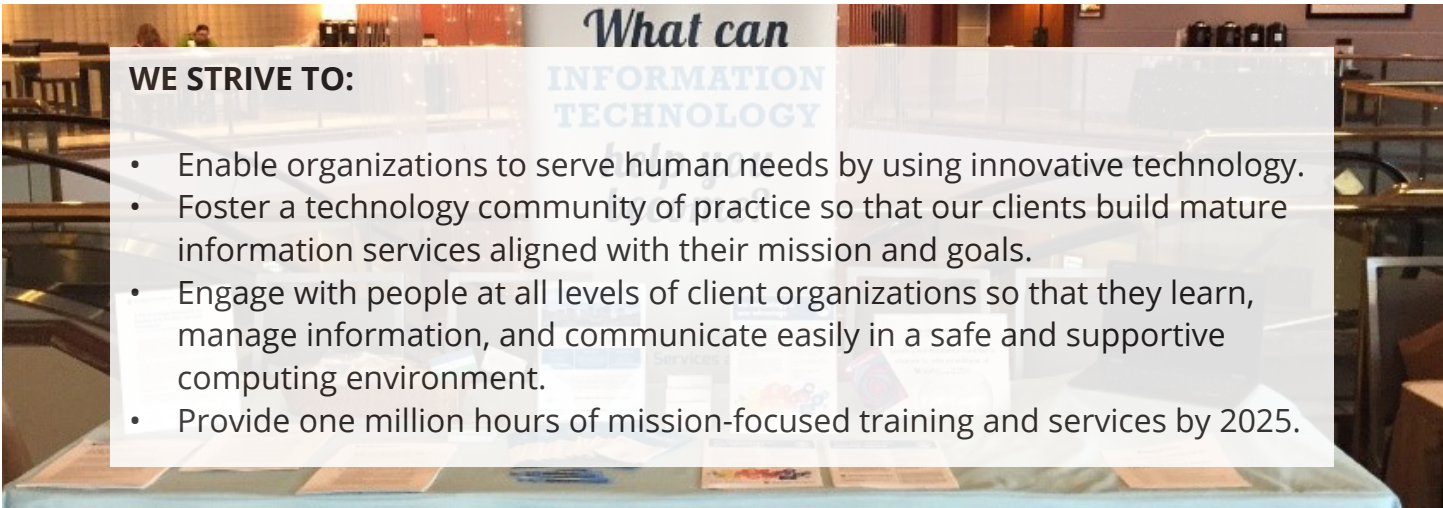**tuan.pham@techboston.com**

ABOUT US

ABOUT THE COMPANY

Tech Networks of Boston (TNB) is a 26-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, brand, and business strategies. At an all-staff retreat in 2017, our CEO, Tuan Pham, led employees in an exercise to revise our company's core values. He wanted to garner staff buy-in on the principles of how we would operate on behalf of our clients and how we would operate as a team. The task was easier than we anticipated, given our diverse backgrounds, perspectives, and roles in the company.

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.

In 2020, our staff has relied on these core values as a guide as we continue to provide IT support to our clients during the pandemic.

CORE VALUES

We **adapt** to new work environments —for clients and their employees and ourselves. Many people have been working remotely since March 2020. Tasks such as setting up home offices that are secure and accessible and learning new technologies were easily accomplished because our staff was already committed to adapting to different conditions and client needs. We know that empowering all employees with great technology in all circumstances will help them achieve or even surpass their goals.

*"2020 was a year of massive change. Digital transformation became even more important for all of us. Our staff worked tirelessly with our clients to replace insecure remote access in the two weeks after the shutdown occurred. We onboarded new products to ensure that we could protect devices at home to the same degree as in offices. We even ordered, prepared, and shipped out more than 300 laptops, so our clients' employees could work from home. In today's IT world, we understand that adaptivity is required to adopt new technologies to ensure that our clients are as safe and effective as possible. I'm proud to say that our staff exemplified this ideal throughout the pandemic." - **Tuan Pham, CEO**

We practice **patience**, and we've learned to be even more patient. The strain of possible infection, fears of loved ones becoming sick or dying, and loss of income and our way of life plagues everyone. Parents are juggling childcare and homeschooling with working from home. It is more important than ever that our staff remain professional, reducing stress around technology issues, and helping them to work efficiently as possible.

"Patience is crucial in a service-oriented business. During the past year, the added stress of the pandemic meant that client feelings of frustration increased alongside their technology needs. TNB team members were able to stay calm, support our clients through service tickets or projects, and alleviate stress by providing solutions to IT problems. We can recognize the urgency of client needs while practicing patience so we can provide the excellent service our clients expect."
- Tyrone Mcintosh, Resource and Project Manager

We do our best to remain **positive** despite the mounting issues staff and clients face. We once again pledge ourselves to our brand motto: "we're better together." We can count on the support and encouragement of management and one another. We develop ways to strengthen our bonds even when apart — from a weekly "water cooler" telephone conference where no business is discussed to movie or game nights or random acts of kindness. Management has created flexible time schedules and made necessary accommodations for maintaining service and productivity. Keeping our morale high bolsters our ability to remain positive with clients and their employees.

CORE VALUES

"In the face of rapidly changing times, TNB has remained positive. I know I can call any coworker for needed help or potential insight. Every member of our team is approachable, and this goes a long way towards creating a positive environment."
- Liam Welch, IT Consultant

We understand that our clients and their employees need us to be **reliable** at all times, including during this pandemic. Because we could leverage technology, we had a seamless transition from office and on-site work to working remotely. We could do the same for our clients. Clients and their employees depended on our expertise to see them through the quarantine's initial phases and helped them sustain an extended time out of the office. Our work has never been interrupted. For those clients who remain working on-site, our staff continues to meet their needs. And when required, our clients are assured that our technicians have undergone comprehensive training on the use of PPE and other safety guidelines. We also reviewed client policies and procedures to safeguard our staff.

"The move to fully remote operations was a difficult decision, and we couldn't have done it if our leadership, staff, and clients were not sure our level of service and care would not change. We gave our staff the resources they needed to succeed and proved that our clients could count on us when their IT needs were at their greatest."
- Veronica Moreno-Nestojko, Marketing Coordinator

We demonstrated our **respect** for one another and our clients. In the past year, we have grown in respect for one another. More than 90% of the employees responded to a "Great Place to Work" survey; 100% of respondents expressed their confidence in the company's mission, culture, and ability to live out its core values. All respondents stated people are treated fairly. Our staff has great respect for our clients, most of whom are non-profits and mission-driven organizations. The TNB staff values the contributions our clients and their employees make to create a more just, equitable, and inclusive community. We also understand that respect is the foundation for trust, a significant factor in developing and promoting good client relations.

"TNB has always put respect at the forefront of our services. Whether it be flexibility in scheduling or ensuring we set the appropriate expectations from day one. Once the pandemic occurred, TNB set out to make our clients' technology capable of withstanding a remote workforce based on their budgets and source PPE for staff to ensure that TNB could respond on-site when necessary. We respected clients' technology needs and made certain their physical safety was met. Despite the seemingly insurmountable changes that had to occur, we worked with our clients every step of the way." - Stephen Byrne, IT Consultant

WORKFORCE DIVERSITY AND INCLUSION

We are 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 2020, Tech Networks of Boston had significant diversity across its workforce, with 40 percent of staff identifying as an ethnic minority, 25 percent of staff immigrated from another country, and 15 percent of staff identifying as female.

When asked by a third-party organization, 100 percent of TNB staff reported they feel employees are treated fairly regardless of their race, sexual orientation, or gender.

5
COUNTRIES EMPLOYEES HAVE EMIGRATED FROM

40%
IDENTIFY AS AN ETHNIC MINORITY

100%
FEEL STAFF ARE TREATED FAIRLY BY MANAGEMENT

INTERNAL SUSTAINABILITY

In 2020, Tech Networks of Boston continued to create and sustain the following innovative programs to lessen our environmental impact:

- Composting and recycling services, which allow us to send the majority of waste produced by the office to composting and recycling and limit trash production significantly.
- Upcycling program which allows us to divert waste from landfills
- Electronics recycling
- Reliance on green energy sources
- Continued use of our Bevi water dispensing machine has allowed us to almost eliminate plastic water bottle usage within the company.

While most of our staff remained remote for the majority of 2020, Tech Networks of Boston continued to support these environmental initiatives. With waste production so limited in our office, we opted to cancel or limit how often we are served by various vendors, including our compost service and our Bevi water dispenser. We continue to pay the small businesses who provide these services as though we were continuing with regular operations to ensure they could keep providing services for residents and businesses who needed them. We also encouraged our employees to sign up for residential composting services through our provider.

PROFESSIONAL DEVELOPMENT

Tech Networks of Boston is committed to providing training and professional development opportunities to our staff and community members. Through partnerships with local educational institutions, TNB 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. This provides an opportunity for 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 offered $1,000 toward professional development each year, and incentives for attaining field-related certifications. In 2020, seven TNB employees completed coursework or earned industry certifications with the help of these funds.

Through our DST program, four Tech Networks employees have gone on to advance their IT careers in the last year. Some of these individuals have been hired at our client organizations as part of their in-house IT team thanks to the relationships they fostered and the skills they gained in the DST position.

Across the company, 440 hours were spent on various professional development opportunities in 2020. This includes coursework, certification exams, and conference attendance to gain new skills and keep up-to-date on IT industry changes. Tech Networks of Boston is proud to foster a commitment to learning and growth within our company.

43,040 HOURS PROVIDING MISSION-DRIVEN SUPPORT TO CLIENTS

160 NONPROFIT PROFESSIONALS WHO ATTENDED A ROUNDTABLE IN 2020

YEAR IN REVIEW

2,320 HOURS SPENT VOLUNTEERING IN THE COMMUNITY

140 EVENTS ADVERTISED FOR FREE ON OUR CHARITY EVENTS SITE

DST SHOWCASE: MAX PALEVITZ

Max Palevitz is a graduate of our Deskside Support Technician (DST) program. He was recommended to Tech Networks of Boston through a friend and joined the company in 2019. While at Tech Networks, Max served as a DST at St. Francis House, helped support Community Catalyst and the Asian Task Force Against Domestic Violence. He also provided support to the helpdesk team.

Before coming to Tech Networks, Max had no professional IT background. He had a passion for problem-solving and was interested in the technology field, which led him to pursue an IT career. During his time at Tech Networks of Boston, Max gained the skills he needed to advance his IT career. He also took advantage of the professional development funds provided to all Tech Networks staff to pursue coursework, attend industry conferences, and earn certification in Network+ and Security+.

Along with his regular DST responsibilities like troubleshooting hardware and software issues, Max developed a strong relationship with the Director of IT at St. Francis House. Max quickly learned the skills he needed and now feels sure that IT is the field he is supposed to be in.

In October of 2020, Max accepted a position as IT Support Specialist at St. Francis House. He currently works at their office in downtown Boston where he resolves issues for end-users, completes IT-related projects for the organization, and assists with IT decision making and planning.

"TNB gave me the chance to pursue a career in IT."

COMMUNITY COMMITMENTS

REIMAGINING THE 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.

Tech Networks has organized over 140 free Roundtable events and grown its opt-in mailing list to include thousands of Boston-area professionals. In 2020 we switched to a virtual format, hosting all of our sessions via Microsoft Teams or Zoom. This allowed us to reach out to nonprofits around New England, remove capacity limits for sessions, provide recordings and transcriptions of sessions, and host speakers from around the country.

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. While there were fewer events in 2020, we provided resources on virtual volunteer opportunities, webinars, online galas, and other ways to positively impact local communities.

COMMUNITY COMMITMENTS

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.

PROVIDERS' COUNCIL

Tech Networks of Boston is 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.

MASSACHUSETTS NONPROFIT NETWORK

In 2020, 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.

CHARITABLE GIVING

Tech Networks 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 One percent of product, time, proceeds, or equity, to charities of their choosing.

In 2020, Tech Networks of Boston donated 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, Our staff spent 2,320 hours volunteering for various nonprofits in the Greater Boston Area.

TECHNOLOGY GRANTS FOR BLACK-LED NONPROFITS

During the summer of 2020, there was an increase in conversation around the Black Lives Matter movement as a response to the murders of Breonna Taylor and George Floyd. Tech Networks of Boston understood that we were in a pivotal moment, where we could either remain silent and passive or prove to our employees, clients, and community partners that we embody our commitment to creating a more fair and equitable society.

As an immediate action, we pledged matching gifts to nonprofit organizations, bail funds, and mutual-aid efforts our employees wanted to support. We also launched a nonprofit accelerator program, which accepts applications and rewards funds and support on a rolling basis until the designated funds have been used.

The program we created over the summer of 2020 is aimed at Black-led nonprofit organizations or nonprofits working towards racial justice and equity. This includes organizations with a focus on justice reform, education, arts initiatives, and more. Tech Networks of Boston will pay the nonprofit filing fee for organizations looking to become legal nonprofits, assist in applications for additional technology grants (like the $10,000/month Google Ads grant), set up free emailing hosting through Microsoft, and help source hardware and software the organization may need once their nonprofit status has been acquired.

"People's identities do not exist in a bubble. They do not stop being our staff once their day ends nor do they lose their identities once they start working...Though there's much we do to engage with our community, we saw that we could do more." - Tuan Pham, CEO

B CORP STATUS & COMMITMENT

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

We recertified as a B Corp™ in 2019. Since 2017, we have been selected as a Best for the World honoree, placing in the top 10 percent of all Certified B Corporations™ in the Overall, Community, and Governance categories.

We are ranked sixth out of sixty-one Certified B Corps in Massachusetts and second out of twelve IT Services providers across the United States.

Certified **B** Corporation

Tech Networks of Boston has become more involved in a group of New England B Corps, B Local Boston. We attended events, meet other B Corp leaders and employees, and participate in collective action projects and planning. In late 2020, our Sales and Marketing Coordinator, Veronica Moreno-Nestojko, joined the B Local Boston Board's marketing committee. We also actively look for opportunities to include B Corp leaders as speakers in our Roundtable series to increase communication between mission-driven companies and nonprofit organizations.

GREAT PLACE TO WORK CERTIFICATION

Tech Networks of Boston was certified by Great Place to Work in October of 2020. This certification measures the employee experience at TNB by analyzing validated employee feedback gathered by Great Place to Work. The feedback gathered during the certification process confirms that TNB team members have consistently positive experiences at work, including satisfaction in their roles and trust in the leadership team.

100% of respondents called TNB a great place to work, compared to 59% at a typical company. Responses also indicated that TNB staff find the following to be true:

- **People at TNB are treated fairly regardless of their race, sexual orientation, or gender (100%)**
- **TNB offers training or development for staff to further themselves professionally (100%)**
- **Management makes expectations clear (91%)**

Tech Networks of Boston also scored highly in various categories, including Justice, which measures how employees perceive that management promotes inclusive behavior, avoids discrimination, and is committed to ensuring fair appeals.

FUTURE GOALS

In the coming year and beyond, we will continue to focus on providing a safe and enjoyable workplace for our employees. We will use our most recent 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 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 training internally, we provide our team with the opportunity to grow in their Information Technology careers.
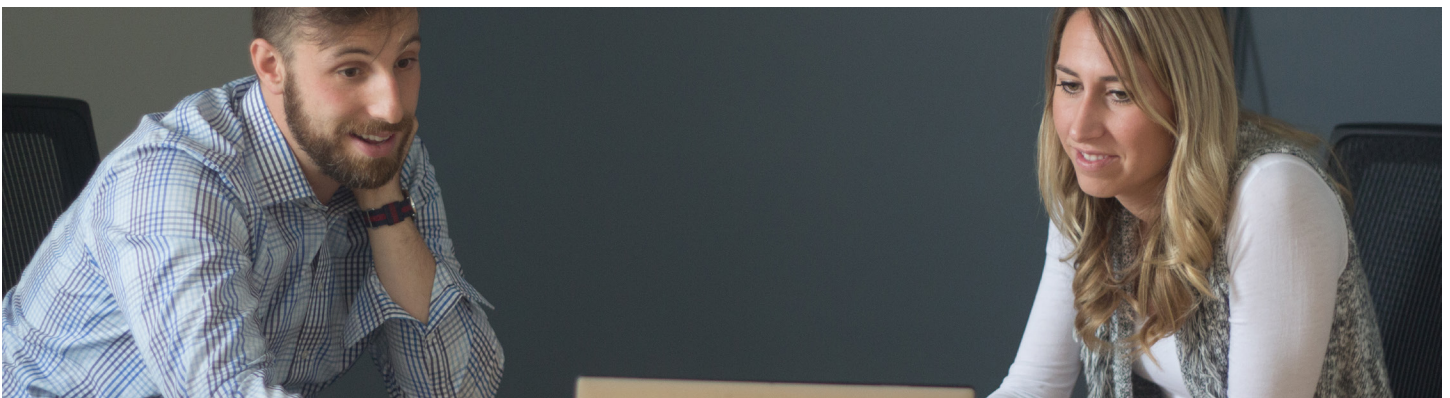
We are also committed to providing a safe experience for our employees and clients and will continue enforcing social distancing and other measures while the pandemic continues. We are increasing the number of remote services we offer to give our employees and clients the option of fully-virtual IT service for the duration of the pandemic and beyond.

Tech Networks of Boston is also continually evaluating our governance policies and our environmental impact. We will use what we learned in 2020 to improve our waste reduction practices and decrease our carbon footprint.

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.
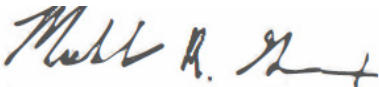
STATEMENT FROM THE BENEFIT DIRECTOR

Michael Green
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 2020,

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 23, 2021