



**Tech Networks of Boston**  
We're better together.

# ANNUAL BENEFIT REPORT 2022

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# ABOUT US

## ABOUT THE COMPANY

Tech Networks of Boston (TNB) is a 28-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 2020, we achieved recertification as a Certified B Corp™. We are also certified in the Commonwealth of Massachusetts as a Woman Business Enterprise. We have been a Certified Great Place to Work since 2020.

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

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Our company's core values are the product of an all-company exercise, created by our employees to reflect how we operate on behalf of our clients and as a team. Since their development in 2017, these core values have acted as a living and evolving part of our culture, brand, and business strategies, influencing decisions and guiding our actions as a company. The diverse backgrounds and perspectives of our staff help us maintain our alignment with these values and put them to practice in our day-to-day operations.

## **Adaptive**

We are dedicated to ongoing growth and adjustments to suit different conditions, developments, and challenges as they occur.

## **Patient**

We rely on our co-workers to remain focused and poised when faced with delays or problems.

## **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.



# WORKFORCE DIVERSITY AND INCLUSION

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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 2022, Tech Networks of Boston had significant diversity across its workforce, with 41 percent of staff identifying as an ethnic minority, 10 percent of staff identifying as part of the LGBTQ+ community, and 13 percent of staff identifying as female.

Tech Networks of Boston has created a culture that values diverse opinions and experiences. When asked by a third-party organization, TNB staff reported they feel employees are treated fairly regardless of their race, sexual orientation, or gender.



**10%**  
**PART OF  
THE LGBTQ+  
COMMUNITY**

**41%**  
**IDENTIFY AS AN  
ETHNIC MINORITY**

**91%**  
**FEEL STAFF ARE  
TREATED FAIRLY,  
REGARDLESS OF  
GENDER**

# INTERNAL SUSTAINABILITY

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In 2022, the Tech Networks of Boston team continued to operate as a hybrid remote workplace. Our sustainability programs allowed us to keep our environmental impact low while working in person.

- For the year 2022, Tech Networks of Boston made a concerted effort to move towards a paperless office. We reduced our copying and printing by 56%
- The company owns a SMART car that staff used for more than 150 business trips in 2022
- Composting, recycling, and upcycling services allow us to significantly reduce the amount of trash produced
- In 2022 alone, we diverted over 400 pounds of food scraps from landfills through our composting program.
- Reliance on green energy sources for our South Boston office has resulted in a total of 115,051 pounds of carbon pollution avoided.
- Further investment in our Bevi water dispensing machine allowed us to save even more plastic and single-use products, with a total of 18,000 water bottles saved over its lifetime

Our sustainability programs are ongoing and evolving. We are looking for more ways we can invest in a greener future and are constantly working to further decrease our carbon footprint.



# REAFFIRMING COMMITMENTS

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Tech Networks of Boston is dedicated to creating a safe and welcoming workplace for all our employees. To reinforce and reaffirm our commitment to employee well-being and happiness, we spent much of 2022 updating our Workplace Handbook. Our leadership team worked with employees and an external consultant to evaluate our current practices and policies and make changes that would contribute to better work-life balance and well-being.

Based on discussions with staff, we have instituted a permanent hybrid work policy, relaxed our dress code, and increased the number of vacation hours every employee gets. We also now provide all paid time off upfront instead of requiring accrual throughout the year, encouraging our staff to take time off as needed to recharge or visit with loved ones.

We remain committed to providing our team with resources to help them develop personally and professionally, including mental health benefits, financial planning, and finding childcare. We encourage our employees to take care of their mental and physical well-being and provide support and resources to help them thrive personally and professionally.

# PROFESSIONAL DEVELOPMENT

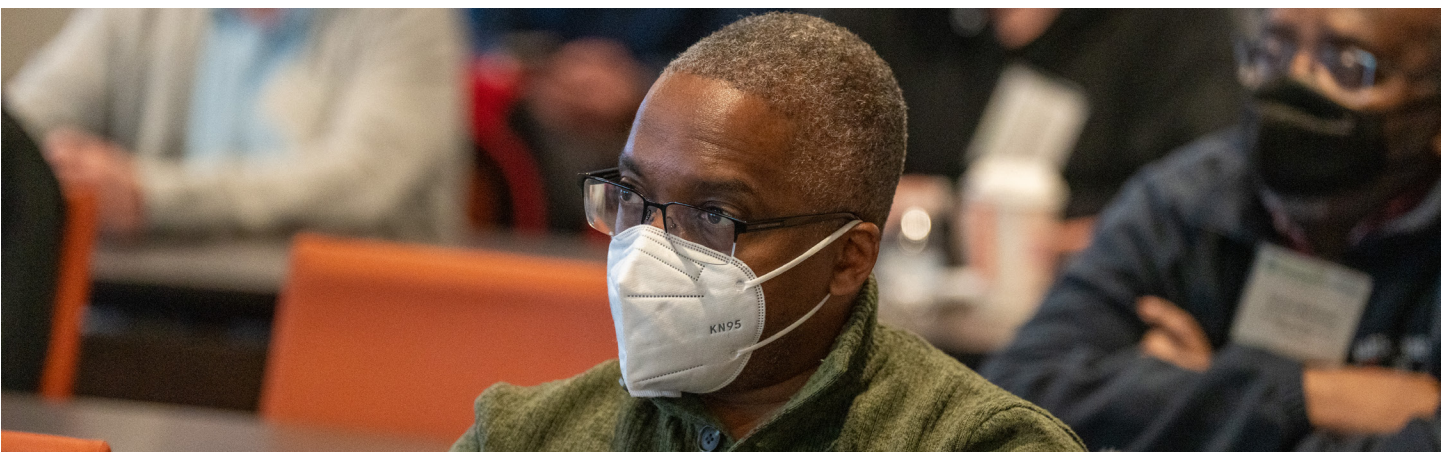
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Tech Networks of Boston is committed to providing training and professional development opportunities to our staff and community members. Through partnerships with local educational institutions, we hire individuals starting their IT careers as Deskside Support Technicians (DSTs) 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 2022, eight TNB employees earned industry certifications with the help of these funds.

We continue to hire and employ Deskside Support Technicians, providing individuals with the opportunity to start their careers in IT. These individuals spend time working with and learning from our more experienced staff members, working directly with clients to gain hands-on experience, and participating in coursework and professional development opportunities to learn new skills.

Across the company, 400 hours were spent on various professional development opportunities in 2022. 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.



# YEAR IN REVIEW

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**476**

**POUNDS DIVERTED  
FROM LANDFILLS  
IN 2022**

**DOLLARS SPENT  
ON PROFESSIONAL  
DEVELOPMENT IN 2022**



**7,198**



**3,662**

**HOURS SPENT  
VOLUNTEERING IN  
THE COMMUNITY**

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



**163**



# COMMUNITY COMMITMENTS

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## TNB ROUNDTABLES

Tech Networks of Boston offers regularly scheduled Roundtable events, a free resource for the 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 160 free Roundtable events and grown its mailing list to include thousands of nonprofit professionals.

Our 2022 Roundtable sessions remained virtual only, allowing nonprofit professionals from across the country to attend, learn, and share together.

## BOSTON CHARITY EVENTS

In 2002, Tech Networks launched [BostonCharityEvents.org](https://BostonCharityEvents.org), a website that allows nonprofit organizations to advertise their events. The site features a calendar, and nonprofit organizations are welcome to submit events using the website's online form.

Additionally, TNB sends a Boston Charity Events e-newsletter each month highlighting upcoming events. We shared over 150 events in 2022, giving local nonprofit organizations a larger audience for their virtual and in-person events.

## 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 2022, we evaluated our pay practices after participating in the Wage Gap Measurement. We increased our employee wages across the board, ensuring all employees earn living wages and assessing for any gender or racial bias.

# COMMUNITY COMMITMENTS

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## MASSACHUSETTS NONPROFIT NETWORK

In 2022, Tech Networks of Boston was a Silver 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

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.

## 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 2022, Tech Networks of Boston donated \$12,486 to our nonprofit clients and community partners. Our commitment to nonprofits includes supporting client galas, providing funds for Black-led organizations formally becoming 501(c)(3) organizations, and our staff commitment to volunteering within the community. In the past year, our staff spent 3,662 hours volunteering for various nonprofits in the Greater Boston area.

# COMPANY CERTIFICATIONS

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## 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, assessing 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 have been a B Corp™ for nine years. 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 multiple categories. In 2022, Tech Networks of Boston was named a Best for the World honoree in the Workers impact area.



# COMPANY CERTIFICATIONS

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## GREAT PLACE TO WORK CERTIFICATION

Tech Networks of Boston was first 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. We recertified in 2022, gaining further insights into what our employees value about our company culture, mission, and values.

**77%** 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 (91%)
- Employees feel they are treated as full members of staff regardless of their position (91%)
- Employees feel good about the ways TNB contributes to the community (86%)

Tech Networks of Boston also scored highly in various categories including Justice, Fairness, Equity, and Camaraderie.



# FUTURE GOALS

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Tech Networks of Boston will continue to seek opportunities for improvement in our policies and practices. Our scores from our Great Place to Work and B Corp recertifications will serve as guides as we continue to improve our employee experience and governance practices.

We are actively looking for new ways to engage and benefit our larger community. We hope to evaluate our Roundtable series to provide the most engaging, meaningful content possible for nonprofit professionals across Massachusetts. We will also seek out new opportunities to meet and support nonprofit professionals.

In 2023, Tech Networks of Boston is asking our staff to decide where we should dedicate our time and financial resources. By the end of February, we will have a dedicated social cause to support based on employee suggestions and feedback. We hope to continue doing this year after year so we can increase our impact and ensure our employees feel heard and supported in the issues they care about.

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

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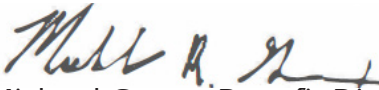
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Statement of the Benefit Director:

It is the opinion of the Benefit Director that during 2022,

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.

Signed,



Michael Green, Benefit Director  
February 8, 2023