



THINK
INSPIRED
DO GOOD.

RED RIVER 2023 ANNUAL IMPACT REPORT

We launched InspiRED a year ago, and this spirit of taking action to positively affect our communities has continued to grow in its impact beyond expectation. Red River's culture of giving is truly remarkable and this ethos has been a powerful force behind our most notable accomplishments - from our company-wide sustainability initiatives to our largest ever volunteer week and reaching over 20,000 service hours as a team.

InspiRED is our brand of corporate and social responsibility, based on the simple concept of "doing good" in our world, creating positive experiences for our employees, partners, customers and the communities where we live and work. We are grateful to the team of contributors from across the company that have been leading this effort to support our pillars of environment & sustainability, people & culture, ethics & governance and philanthropy & volunteerism. You will see in these pages that the passion and participation of this team has allowed us to realize big goals. As we step firmly into 2024, we encourage our employees, partners and customers to continue finding new ways to join us in this mission and discover the power of our collective action.

Thank you for joining us on this journey to live the InspiRED life.

Sincerely,

BRIAN ROACH

CEO

Red River

 **Red River**
CHARITABLE FOUNDATION

THINK
INSPIRED
DO GOOD.





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WHO IS **RED RIVER?**



OUR MISSION

Red River reimagines the possibilities of technology, enabling organizations to transform beyond the expected to create a positive impact on citizens, soldiers, consumers and employees.

OUR VISION

As a premier place to work, Red River leverages talented people and innovative technology to drive well-managed, long-term sustainable growth.

OUR MARKETS



Federal

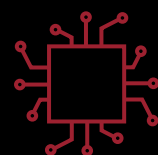


Commercial



SLED

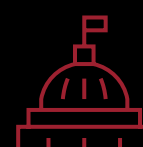
OUR BUSINESS UNITS



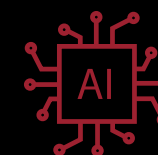
Technology Solutions



Managed Services



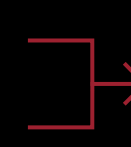
Government Technology Services



Artificial Intelligence



Cloud



Collaboration



Cybersecurity



Modern Infrastructure

OUR VALUES

CREATIVITY
INTEGRITY
COLLABORATION
STRONG WORK ETHIC
PURPOSE
PHILANTHROPY
RESPECT
THINK RED.

WHAT IS **INSPIRED**?

Inspired is our brand of corporate responsibility that combines our values, philanthropic foundation and our drive to take action in the communities around us.

OUR VISION.

To be defined more by “who” we are than “what” we do.

OUR MISSION.

To connect our team to the core values that define us, putting our purpose in action across our work, the communities we serve and all the neighborhoods between them.

**IT'S SIMPLE:
DO GOOD.**



OUR **PILLARS** & **COMMUNITIES**

Red River's Community Engagement Program (CEP) focuses on driving value in four pillars to positively impact four communities.



Our pillars are areas of focus, made up of Red River employees, that allow us to deliver on our mission.



Philanthropy & Volunteerism



Our People & Culture



Environment & Sustainability



Ethics & Governance



Our communities are comprised of:

- + Our employees
- + Our customers
- + Our partners
- + Our neighborhoods



OUR PEOPLE & CULTURE

We can only do good in the world because we work alongside people and partners who share our values. Our culture is an important foundation for all that we deliver to our customers and communities. Red River believes collaboration and respect are at the heart of every human interaction. We strive to build an open, diverse and inclusive environment for all employees. Our culture celebrates success and aspires to make employees feel appreciated for their contributions at all levels. Our benefits programs support the health and well-being of our team and recognizes that all employees come from different viewpoints and perspectives that are valued and appreciated.



WE HOSTED NUMEROUS COMPANY-WIDE INITIATIVES INCLUDING:

- **Week of Thanks** – Provided thank you gifts and words of appreciation to employees from leadership and across teams.
- **Busy Season Activities and Contests** – Held various activities and contests to motivate and challenge employees at the end of September to make Busy Season a fun race to the finish.
- **Holiday Giving Campaign** – Our campaign spanned coast-to-coast and provided monetary donations and gifts for families in need across our communities in Sacramento, Claremont and Chantilly.
- **Mental Health Awareness** – Promoted mental health awareness and encouraged employees to take advantage of in-person and virtual counseling through our healthcare provider resources.
- **Inspiring Speakers** – Engineer, educator, former NASA astronaut and NFL player Leland Melvin spoke at our Connect conference to inspire us with the story of his life and career.



BEST PLACE TO WORK

CERTIFIED GREAT PLACE TO WORK
THREE YEARS IN A ROW!



Red River

FACTS & STATS

We stayed moving with our wellness program, Wellbeats, tracking
11,000 EXERCISE MINUTES

TUITION REIMBURSEMENT PROGRAM PROVIDED
\$76,032
IN ASSISTANCE THROUGHOUT 2023

VETERANS MAKE UP 13% OF RED RIVER’S WORKFORCE

RED RIVER CARES
Our employee donation match program
donated \$9,000 across 53 organizations

136 EMPLOYEES

RECEIVED REWARDS THROUGH OUR AWARDS PROGRAM



VOLUNTEER WEEK SPANNED ACROSS 6 LOCATIONS IN NEW HAMPSHIRE AND VIRGINIA AND INCLUDED A VIRTUAL VOLUNTEER OPPORTUNITY

16 COMMUNITY SERVICE HOURS PER CALENDAR YEAR PROVIDED

ROCK THE RED
OUR PEER RECOGNITION PROGRAM
ROCK THE RED BOASTED 27 WINNERS

EMPLOYEE HIGHLIGHTS

Employees Volunteering in BIG Ways:

We always encourage volunteerism and we were proud to have one of our employees volunteer at the Super Bowl — Nathalia Garay, Business Intelligence Analyst



Enjoying Unique Employee Rewards with Blueboard:

“I took my 8-year-old grandson on his first trip to NASA. We stayed at a nearby hotel and got to watch a rocket launch! This experience made me feel appreciated and it was outstanding!”

Arnaldo DeJesus, Wireless Deployment Engineer

“I decided to try something I had never done before but always wanted to. The past two weekends I learned how to blow glass. The first week I made a paperweight and the second week I made an orb for Earth Day. Thank you Red River.”

Amy Beth Main, Audit and Compliance Director





ENVIRONMENT & SUSTAINABILITY

Red River is a steward of environmental responsibility and sustainability. We subscribe to the methodology of Reduce, Reuse and Recycle. We engaged our four communities to jointly reduce our energy consumption and waste and to promote efforts that have a positive impact on our planet.

CORPORATE ENVIRONMENT & SUSTAINABILITY CONTRIBUTIONS

- Launched a third party decarbonization assessment
- Drafted new policies, including environmental and environmental-preferred purchasing
- Participated in the Climate Change Disclosure Program
- Analyzed third party shipping carriers' environmental responsibility
- Had corporate-wide e-waste recycling on legacy and out-of-date equipment
- Publicly declared Scope 1 and Scope 2 goals for our Environmental Management Emissions on RedRiver.com

- Implemented Figbytes Sustainability Platform and started tracking:



SCOPE 1



SCOPE 2



SCOPE 3

- Achieved Cisco Environmental Sustainability Specialization
- Recycled office furniture and supplies through a donation to the Weathersfield School in Vermont and the Fairfax County School District in Virginia

2023 MONTHLY EMPLOYEE ENGAGEMENT TOPICS INCLUDED:

- + Energy consumption
- + Wetlands
- + Water Day
- + Earth Day
- + No Mow May – Pollinator Month
- + Rainforests
- + Clean Beaches
- + Honey Bees
- + Zero Emissions
- + Food Insecurity
- + Recycling
- + Green Gifting

FACTS & STATS



Claremont LED light replacement initiative resulted in **335 lights** and lighting controls for a **29% energy reduction**



DC office building earned EPA's Energy Star rating — The property's 1-100 Energy Star score was 76, meaning that it is **more energy efficient than 76% of similar properties nationwide**

LAUNCHED THE EARTH RANGERS

An employee-led group that meets to discuss ways to take better care of the environment



Dropped two environment-focused episodes of the **Red River Cares** podcast



Held **4 volunteer days** for employees that focused on the environment and food sustainability

ETHICS & GOVERNANCE

Red River continuously works to operate in a fair and ethical manner and to incorporate metrics that ensure success. To us, this goes without saying, ethics are the minimum and not the aspiration. In everything we do, we lead with respect, equity, compassion and integrity. We will continue to monitor our work, audit our impact and drive to be good stewards of our customers', partners' and employees' time, talent and resources.



FACTS & STATS

For the second year in a row, **we analyzed pay equity across positions and levels to evaluate and correct any discrepancies in pay** by gender, ethnicity or other non-employment related factors.

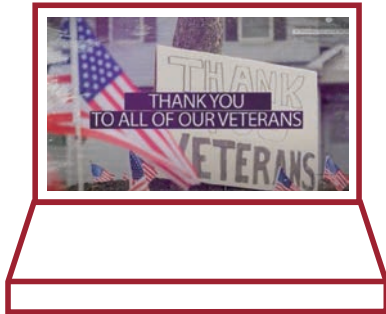
Recognized inclusivity on Halloween by offering teal pumpkins, which indicate an allergy-friendly/non-food option for employees to take home and use.

799 EMPLOYEES COMPLETED HARASSMENT TRAINING

695 EMPLOYEES COMPLETED COMPLIANCE TRAINING

Held our first **DEI WEEK** to increase education and engagement around DEI-related topics.

7,818 MILES WALKED by our employees during the Mental Health Awareness Walk in May. That's almost as far as Chantilly, VA to Shanghai, China.



WATCH THE VIDEO!
Celebrated Veterans Day and 13% of our workforce by producing a powerful video

Each of the five ERGs had a team participate in the **Mental Health Awareness Walk** and had **\$1,000 donated to the charity** of their choice

CONTINUED OUR FORMAL WORKPLACE VIOLENCE PROTECTION PROGRAM



5 ERG GROUPS
Parent/Caregivers, Black Employees, Veterans, Women in Tech and Mental Health Awareness

Started working with Paradigm, a DEI Consultancy Firm, to review our current DEI strategy and make improvements in 2024



HELD A CORPORATE DISCUSSION ON THE MOVIE CODA DURING DIVERSITY MONTH

CELEBRATED AND RECOGNIZED INCLUSIVE HOLIDAYS THROUGHOUT THE COMPANY:
Diversity Month, PRIDE Month, Juneteenth, Mental Health Awareness Month, Hispanic Heritage Month, Black History Month, Women's History Month



PHILANTHROPY & VOLUNTEERISM

Red River Cares. Philanthropy and being an engaged corporate citizen is at the core of our company culture. Since our inception in 1995, Red River has been positively impacting the communities where our employees live and work through a variety of programs. We offer various scholarships, hands-on IT learning opportunities and volunteer programs, while also sponsoring events and donating our time and money. Through our non-profit, the Red River Charitable Foundation, and with the help of our generous employees, we enable students to pursue STEM careers and encourage veterans in their personal and professional growth.

Red River set a goal of 20,000 volunteer hours in 2023. Our employees went above and beyond and logged 21,020 volunteer hours last year. We're setting our goal even higher for 2024 with 22,000 volunteer hours.

FACTS & STATS

\$103,000
IN DONATIONS

\$110,000
IN SCHOLARSHIPS

AWARDED \$8,000
in scholarships at NOVA



Launched the Marcy Levesque Women in Technology Scholarship to honor a late employee who had a passion for technology and education

AWARDED \$2,500 SCHOLARSHIPS
TO 5 WOMEN

RRCF NEWSLETTER
SHARES MONTHLY UPDATES ON RRCF AND ITS INITIATIVES

\$10,000 PAID IN VETERANS MEMBERSHIP
FEES AT CLAREMONT MAKERSPACE

45%

employee participation in PTC, our payroll deduction plan that takes a portion of each paycheck to support RRCF

\$15,000

RED RIVER CARES DONATIONS TO THE FOLLOWING ORGANIZATIONS:

- Claremont Opera House
- Claremont Soup Kitchen
- Friends of Veterans
- Lebanon Opera House
- Manchester Community College Veterans Center
- Maui County Strong Fund
- National Disabled Veterans Winter Sports Clinic
- New England Disabled Veterans Winter Sports Clinic
- New England Healing Sports Association
- Operation Hat Trick™
- Red Sox Foundation
- Robosaints Robotics Team
- Rogue Robots of 4-H
- SNHU SETA Cup Challenge
- STEM Lab at Williams Intermediate School
- UNH Sustainability Institute
- Veterans Kayaking Event in White River Junction VT
- Warrior Hockey
- Willing Warriors



LISTEN TO THE
PODCAST HERE.

12 NEW Red River Cares podcast episodes with an added video option



Opened a third STEM lab in partnership with the Boston Bruins Foundation

Revamped the Veteran Center at Manchester Community College



SUPPORTED 9 WARRIOR HOCKEY TEAMS
ACROSS THE COUNTRY IN PARTNERSHIP WITH OPERATION HAT TRICK™

Sponsored 10 veterans and 2 caregivers to attend the National Disabled Winter Sports Clinic in Snowmass, Colorado

HOSTED THE 17TH ANNUAL RRCF GOLF TOURNAMENT

WATCH THE VIDEO NOW >>



VOLUNTEER WEEK


BY THE NUMBERS

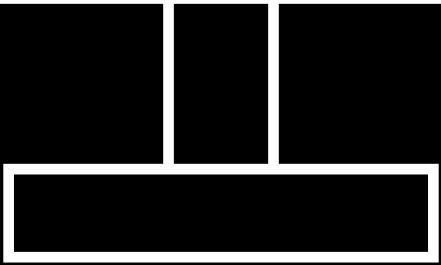
 40 CONTRACTOR BAGS
OF LEAVES RAKED



40 GALLONS
OF PAINT

 COUNTLESS
MEMORIES MADE & PEOPLE IMPACTED


1,500 LBS
OF YARD DEBRIS COLLECTED



CHECK OUT
THE RECAP
VIDEO!

 650
VOLUNTEER HOURS

250 
FENCE BOARDS
REPLACED


163 VOLUNTEERS

6 LOCATIONS
SACRAMENTO FOOD BANK
TURNING POINTS DOMESTIC VIOLENCE SHELTER
CHANGES THRIFT STORE
CLAREMONT HISTORICAL SOCIETY
WILLING WARRIORS
VETS OF HOPE



CHANTILLY, VIRGINIA

WILLING WARRIORS

SACRAMENTO, CALIFORNIA

SACRAMENTO FOOD BANK

CLAREMONT, NEW HAMPSHIRE

TURNING POINTS DOMESTIC VIOLENCE SHELTER
CHANGES THRIFT STORE
CLAREMONT HISTORICAL SOCIETY



VIRTUAL COMMUNITY

VETS OF HOPE



AWARDS & RECOGNITION



INSPIRED AWARD

The mission of InspiRED, Red River’s Community Engagement and Impact Program, is to continue connecting our team to the core values that define us, putting our purpose in action across our work, the communities we serve and all the neighborhoods between them. The purpose of this award is to honor employees who embrace the InspiRED mission and engage other employees to drive positive impact in our four communities and pillars of work.

RECIPIENT

LARRY BENSON, SYSTEMS ADMINISTRATOR

Larry inspires his Red River colleagues in several notable ways. He leads the Veteran ERG, offering his time, passion and energy to organize activities. He always shows up with a smile for every event in the Sacramento area, whether it be a mental health walk, an organized volunteer day at a local food bank, or purchasing gifts for our holiday gift drive. Larry is always ready and willing to help others.

RRCF PHILANTHROPY AWARD

The Philanthropy Award recognizes someone who goes above and beyond for the Red River Charitable Foundation. They frequently attend volunteer events, contribute to the foundation and advocate for RRCF.

RECIPIENT

MIKE COOK, SYSTEMS SUPPORT ENGINEER II

Mike goes above and beyond to support RRCF and its mission. He participates in the PTC Plan, applies for Red River Cares funds and supports our STEM mission by coaching his child’s robotics team.

CORPORATE AWARDS AND RECOGNITION

- CRN 2023 MSP 500 List
- New Hampshire Businesses of Social Responsibilities Sustainability Award
- 2023 Great Place to Work
- CRN Women of the Channel – Mary Bascome and Sue Simanski
- CRN Inclusive Leader – Kush Kumar
- Next-Gen Solution Provider Leaders List – Sara Siddiqui
- Cisco Federal Civilian Partner of the Year
- Riverbed Public Sector Partner of the Year
- WalkMe U.S. Federal Partner of the Year
- CRN Managed Services Provider 500 list in the Elite 150 Category

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