

DEI ANNUAL REPORT 2020

roundtrip



DIVERSITY, EQUITY, & INCLUSION TASKFORCE





OUR CEO'S STATEMENT

**Looking through the rearview mirror.
Driving towards our mission.**

Roundtrip's core target is to remove transportation as a barrier to wellbeing. Since we started with our first clients in 2017, we've increased our workforce to over forty, shifted a culture from office-forward to remote-embraced, and have employees and partners spanning five time zones.

Operating a scaling organization brings an elevated level of responsibility and mindfulness to everything we do. We celebrate a workforce that is representative of the communities we want to support, and a workplace that creates a sense of belonging for everyone. In order to bring this vision to reality, we must remove barriers within ourselves and our society.

The actions we take today set us on a path of building the greatest impact tomorrow – at Roundtrip and in our communities.

Personally, 2020 taught me a few things. Previously, I was taught that it was better to acquiesce on social issues than to address them. With the continued conversations around the Black Lives Matter movement, I now know that silence is the opposite of change. I fumbled over my words, I felt uneasy, yet through that discomfort, understanding followed.

Diversity & belonging isn't just a conversation. We must take action.

From our Fireside Chats to our publicly-facing social content, to our position descriptions and technology vernacular, we will not be bashful. Today, as a small employer, we impact our company. Tomorrow, we change the world around us. We are Roundtrip.

*We believe in the power of
different perspectives and
supporting everyone to be their
most authentic self. Diversity,
equity, and inclusion are not
optional.*

Turning Inward

DEMOGRAPHIC & SENTIMENT SURVEYS

In 2020, Roundtrip completed its first demographic and sentiment surveys. Through this, we found that DEI is a top priority for our team and considerably more important to our employees than industry benchmarks.

Our team is particularly excited about supporting gender equality through action and learning from people with different backgrounds through fireside chats and internal teach-outs.

The team requested greater transparency and a more formal process around recruiting and initiating additional DEI training to propel us forward.

This report highlights our first steps in that direction. We've only just begun.

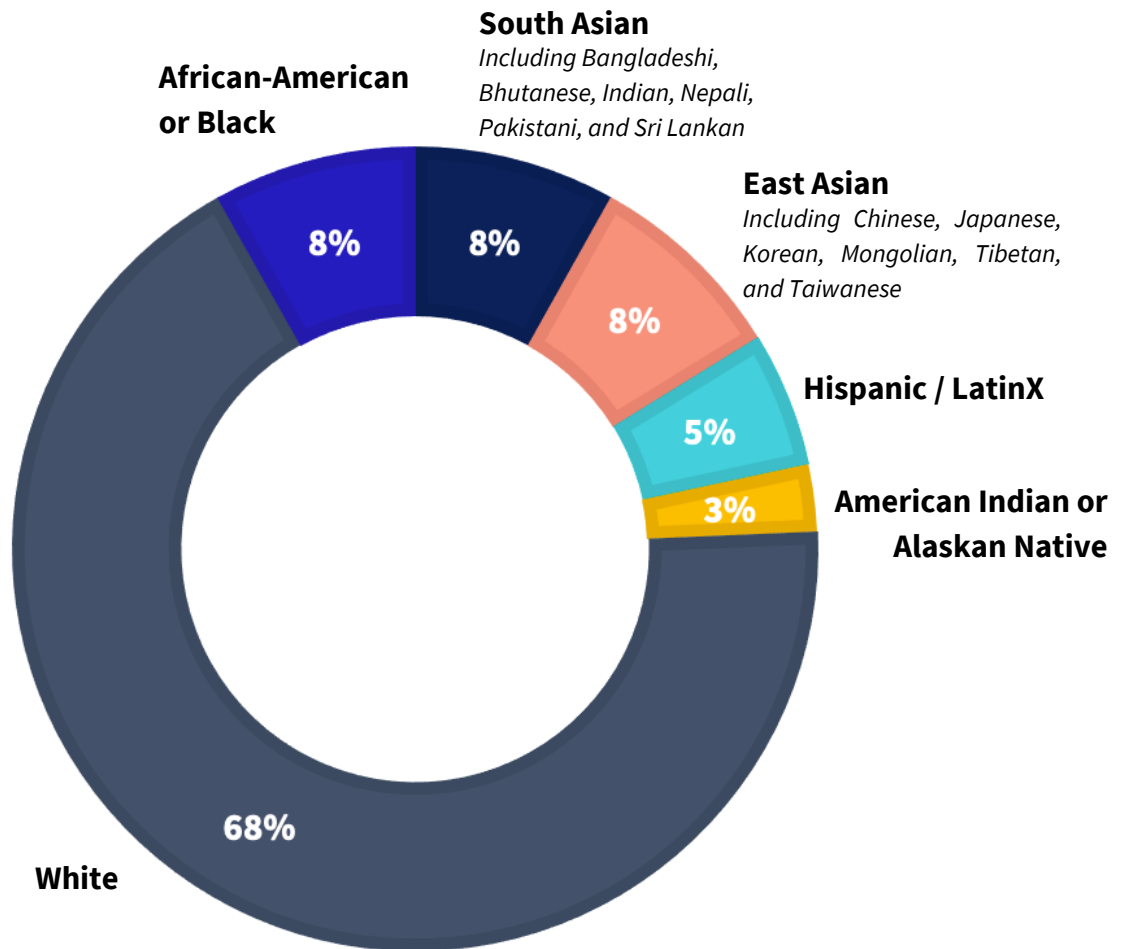
95%

of Roundtrip employees cite diversity, equity, & inclusion as top priorities for both themselves and Roundtrip

ROUNDTRIP BY THE NUMBERS

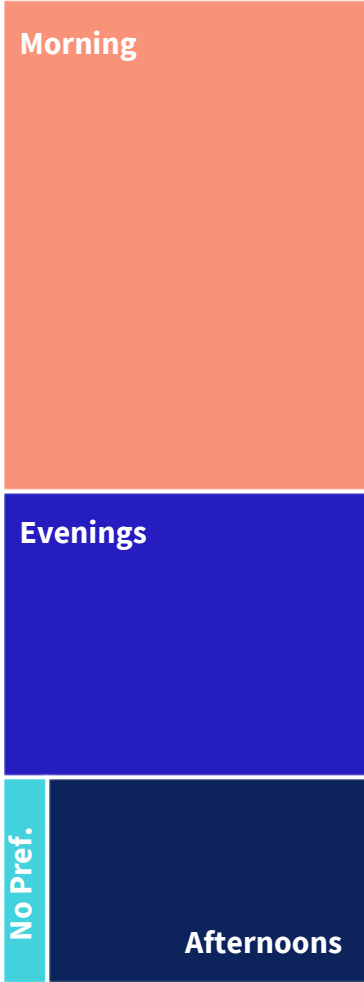
Data will inform our efforts to build a workforce, culture, and product that represents our clients, riders, and world

RACE / ETHNICITY

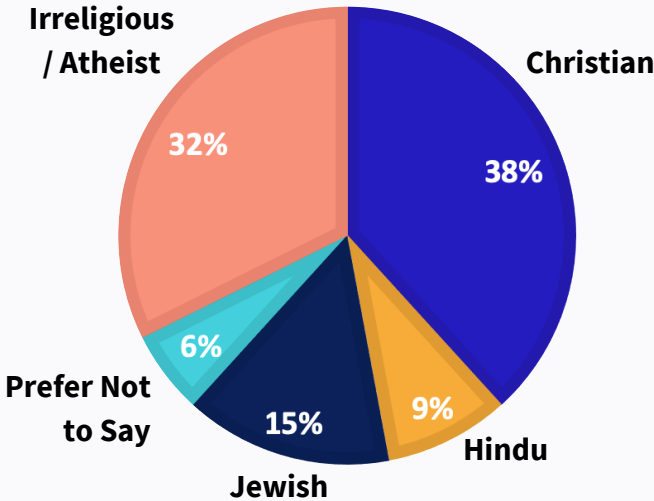


SURVEY RESULTS (CONT.)

PREFERRED FOCUS TIME



RELIGIOUS AFFILIATION



SEXUAL ORIENTATION

Employees identify as... *Asexual Demisexual Heterosexual Bisexual Pansexual Gay Queer*

42% of Roundtrip employees are women

39% of Roundtrip employees have a master's degree

24% of Roundtrip employees are parents or legal guardians

BEYOND THE NUMBERS

While this may be our first annual report, our efforts to increase representation and inclusion are ongoing throughout the year. We see this annual report as an opportunity to step back and share our approaches. In the future, this will also include both new programs and updates about existing ones, based on what we learn from our data and team. Here are some of the initiatives that we've launched in the past year.

Becoming Anti-Racist

LINKEDIN LEARNING PATHS

In 2020, LinkedIn made their *Diversity, Inclusion, and Belonging for All* learning path accessible to anyone.

The DEI Taskforce led the Roundtrip Team through the seven session series that focused on a variety of topics such as Unconscious Bias, Skills of Inclusive Conversation, and Bystander Training.

The group met over the course of several months to discuss their learnings and their own experiences related to the material.



Taking a Stance

BLACK LIVES MATTER

At Roundtrip, we are devastated by the deaths of Rayshard Brooks, George Floyd, Breonna Taylor, Tony McDade, Ahmaud Arbery, and too many others. Recent events have highlighted the painful history of racial violence and discrimination in the United States and the lack of sufficient progress in the world we live in today. We are infuriated at the systemic injustice faced by our Black colleagues, friends, and family. That said, words and performative allyship is not enough. Here is what we, at Roundtrip, are committing to do:

- Address racism and the role we play in the problem
- Turn inwards and evaluate how we can break the cycle
- Leverage our company to be a catalyst for change

Read the full statement [here](#).

We believe sharing our preferred pronouns can be the norm and not the exception. We encourage all employees to share their preferred pronouns in their communications (email signature, slack name, zoom name). This program gives our employees who may prefer specific pronouns an avenue to share that information through our onboarding process.

PERSONAL PRONOUNS

Respecting Identity

FIRESIDE CHATS

Showcasing Diversity



In our Monthly Fireside Chat Series, a Roundtrip team member emcees a stage of casual dialogue with a nominated person from the Roundtrip network to discuss the future of healthcare as well as career advice. As part of our commitment to highlight people of color, the Fireside Chat Series focused speaker efforts to ensure that we were not only tapping individuals who have been successful within their fields, but also people from diverse backgrounds.

Some Fireside Chat highlights include the internal session we held in June led by our black coworkers - Charlie Ryan, Brianna Anderson, Terry Mayfield, & Delmar Hines; the August session led by VP of Diversity, Equity, and Inclusion at Akamai Technologies- Khalil Smith; and the October session led by CEO/Founder of b.well- Kristen Valdes.

In 2019, our company signed the [ParityPledge](#) celebrating women in business, and particular to us, women in tech. We believe in gender parity at the highest levels, and we are proud to share that our company walks this walk, though we must demand more. In 2020, the ParityPledge expanded to include support of people of color and emphasize closing the racial gap within organizations. In addition to the original Pledge, we now deliberately seek to interview at least one qualified person of color for every senior role.

PARITY PLEDGE

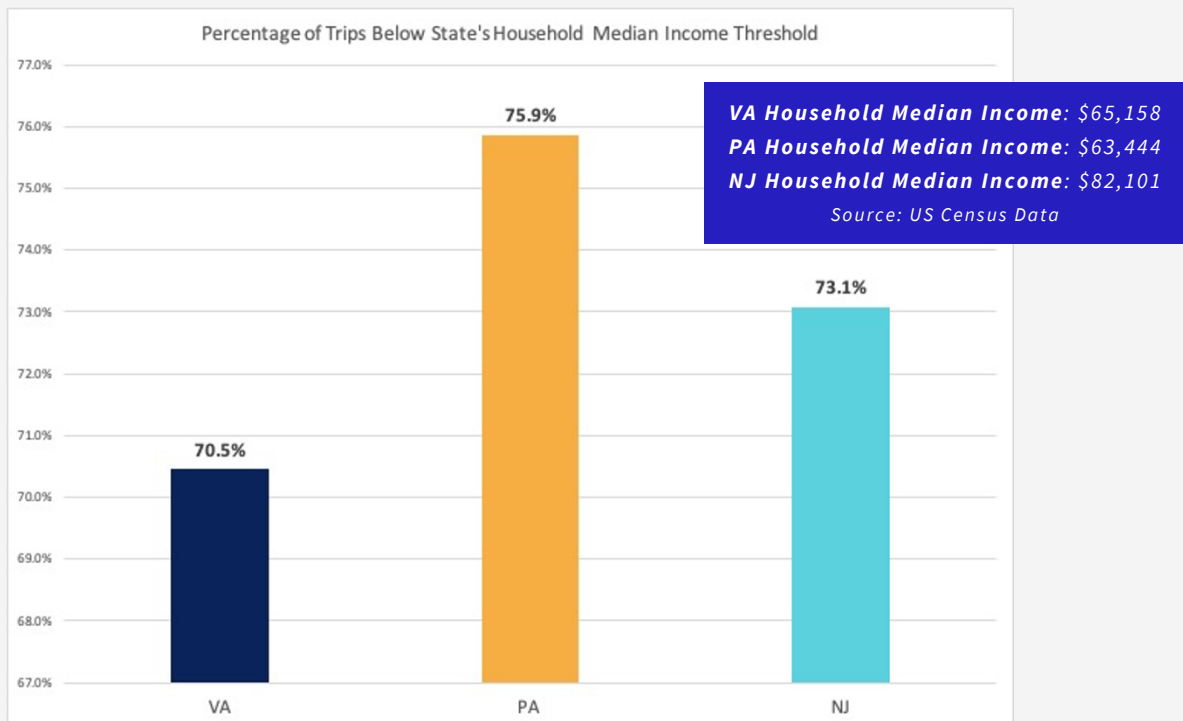
Committing to Change

Understanding Those We Serve

ZIPCODE ANALYSIS

A core part of our mission to drive better health outcomes through transportation is telling the story of the vulnerable populations who need rides the most and empowering our clients to address those needs. In October, we analyzed our historical ride data of 3+ years across Pennsylvania, New Jersey, and Virginia, which yielded distinct patterns about the communities from which our rides originate.

For instance, the median income levels of home residence zip codes of our riders were by and large – upwards of 70% – lower than the state average, according to the most recent U.S Census data. We discovered additional large differences in labor force participation, home value, racial makeup, and education levels in these zip codes, as compared to national and state averages. This reflects the reality of how a transportation barrier is often correlated with other social and economic indicators. Moving forward, we aim to continue to use the power of our data to further health equity.



SPECIAL OLYMPICS

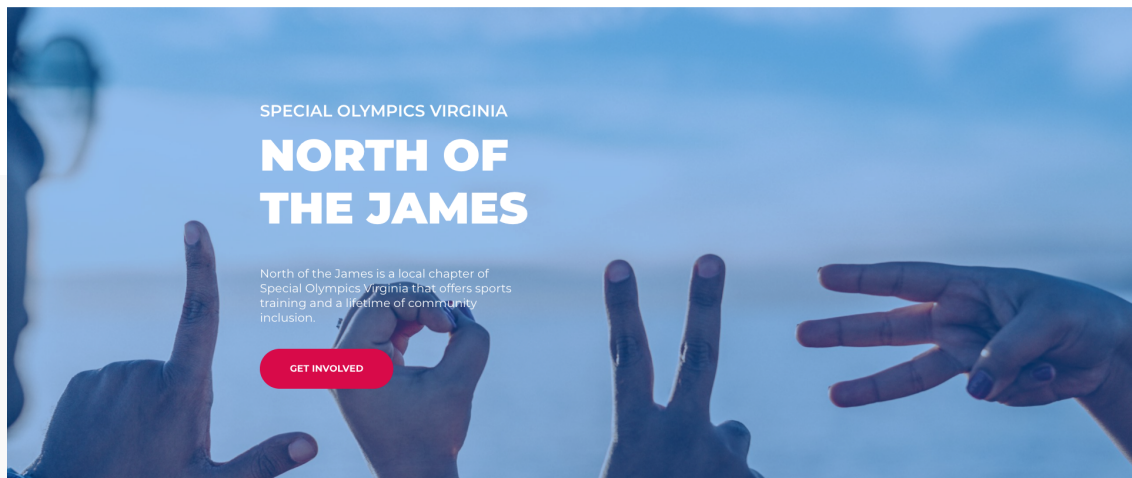
Supporting our Community

Roundtrip cares deeply about the community around us. We sought a socially distanced community service event for our team and discovered that we could make a difference by improving the technological capabilities of a local chapter of the Special Olympics. Roundtrip held a company-wide event to publish a modern website for Area 31, The North of the James chapter of Special Olympics Virginia. We also developed & implemented a social media strategy and revamped the design of the area's content management system. The central theme: We are connected. And this idea is one that is woven into the fabric of who we are as a company.

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Because of Roundtrip's generosity, Special Olympics Virginia - Area 31 – has a stronger path to rebuilding our program post COVID-19. The work that was done in one day, the rebranding, the new website, the social media content, would have never happened without the creativity and energy of Roundtrip's talented employees. It's through Roundtrip's giving and enthusiastic spirit, that Area 31 is now equipped to get back in the game and make a difference for our athletes and our community.

– Meg Power, Area Coordinator (Area 31)

Words matter. Even in Technology. Our team has formally upgraded our outdated language of whitelist/blacklist to allowlist/denylist. Further, we have stopped using the master/slave convention when referring to the hierarchy-based relationships between systems, resources, and devices. It is important that our technology and its features reflect the progress of overcoming antiquated nomenclature.

INCLUSIVE TECH

Updating our Language

LOOKING AHEAD

We're in the first inning, not the last. As we look to create a model of sustainability so that our conversations span years and geographies, next year, we'll report out on our progress in four areas of focus:

- Measurement tools for recruiting and hiring processes
- Formal DEI training for all Roundtrip employees
- Dedicated people operations, with accountability for day-to-day DEI initiatives
- Partnerships that aggregate data into insight, focusing on disease-state specific offerings that transform transportation from a burden to a benefit

ABOUT ROUNDTRIP

Roundtrip is the leading digital transportation marketplace for better health outcomes. Roundtrip provides a simple, comprehensive patient ride ordering software that makes available a community of transportation companies. The software is built for healthcare professionals — care coordinators, social workers, nurses, and other transport requestors —and offers easy-to-use online and mobile platforms that connect patients with non-emergency medical transportation (NEMT). Roundtrip is a comprehensive solution that supports all levels of transport: medical cars, wheelchair vans, stretcher vehicles, ALS/BLS, all payors, and all trips delivered when and where they are needed.

Roundtrip Diversity, Equity, & Inclusion (“DEI”) Task Force was established to support Roundtrip Leadership in promoting DEI. The DEI Task Force upholds the [DEI Pledge](#) by embracing the power of the workforce to actively foster an inclusive environment where all employees have the opportunity to achieve professional and personal growth while contributing to the overall success of Roundtrip’s mission.

Find out more at www.roundtriphealth.com
