

# DEI ANNUAL REPORT 2021

roundtrip



DIVERSITY, EQUITY, & INCLUSION TASKFORCE



## OUR CEO'S STATEMENT

### **Roundtrip is on a mission to remove barriers – including our own.**

To that end, when we released our inaugural Diversity, Equity, and Inclusion Annual Report last year, we focused on diversity data at the company level – because we believe knowing more about our own identities empowers us to take meaningful action. I personally found myself in a learning moment when I undercounted internal panelists for a Black in Tech presentation by relying on my eye rather than self-identification.

This year, as we present our second DEI report, we revisit our self-reported employee demographics and dig a bit deeper. We want to share our journey over the past year, which includes both our successes and where we've come up short.

That also means sharing what we've learned and the commitments we're making for our next miles on this journey. To build the version of Roundtrip we want to see, we'll need to borrow a bit from how we approach our product development: empathize, define, ideate, prototype, and test.

Join us in being the change we want to see. We know building a diverse and just world is a journey across time and iterations, and we want to lead the change we all so fiercely want.

Together, we can change the face of SaaS, Healthcare, and venture-backed companies and ensure that we remove all barriers – transportation, DEI, and more.

*Diversity, equity, and inclusion  
must be embedded in our  
culture and values, and  
modeled and reinforced by our  
leaders. DEI is never "done" –  
sustaining change involves  
making new change.*





# CORE VALUES GUIDE THE WAY

At Roundtrip our core values are more than just words on a page or posters in an office. Our core values reflect the way our team thinks and acts and fuel our ability to make an impact – for our customers, our riders, and our communities. It only felt natural for us to take a values-driven approach to advancing change in diversity, equity, and inclusion as well.

**STAY RESILIENT.**

*shake it off | come back stronger*

**TAKE OWNERSHIP.**

*don't point fingers | carry it to completion*

**BE PROACTIVE.**

*anticipate outcomes | bring forward a solution*

**KEEP IT SIMPLE.**

*begin with the end in mind | work smarter*

**LISTEN FIRST.**

*assume the best intentions | seek to understand*



*Turning Inward*

# MEASURING THE FRUITS OF OUR LABOR

After collecting baseline demographic and sentiment information in 2020, in 2021 we ***listened first*** and got to work using this information to:

- Identify areas of opportunity
- Guide internal priorities
- Ensure we are thoughtfully understanding and serving our team

With another year of data under our belts, we look at the results of the 2021 demographic and sentiment survey to celebrate our successes and ***take ownership*** of areas where we've missed the mark.

Roundtrip continues to prioritize sustained change, even if progress is not always linear.

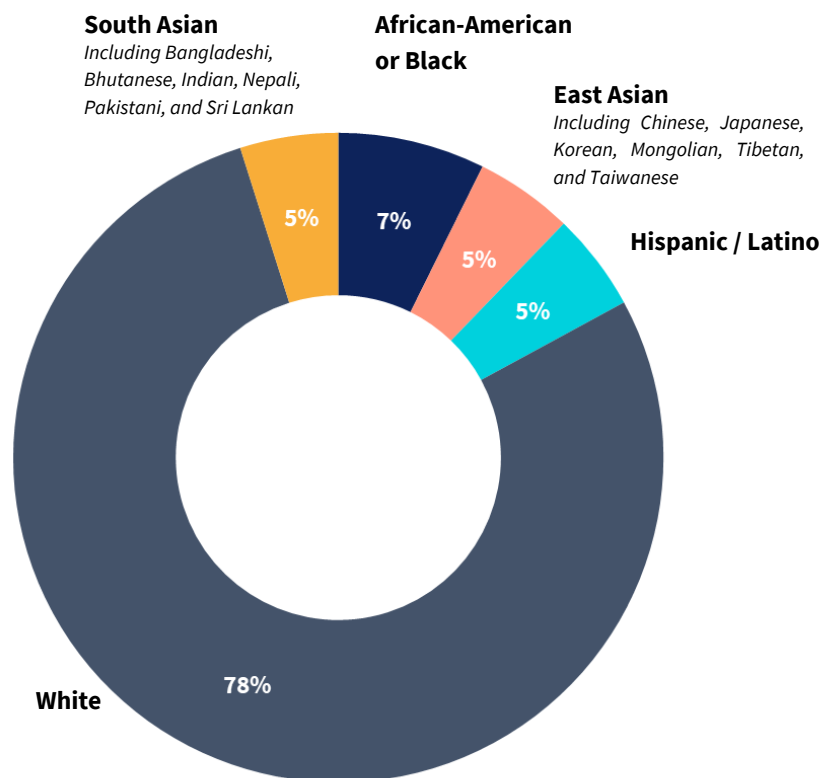
**92%**

of Roundtrip employees agree that our team embraces diversity and they can bring their authentic selves to work

# ROUNDRIP BY THE NUMBERS

*Data continues to be a resource to inform our efforts to build a workforce, culture, and product that represents our customers, riders, and world*

## RACE / ETHNICITY



### Taking Ownership

Over the past year, we've had some success with targeted efforts to participate in diversity-focused recruiting events and job boards, and **being proactive** with candidate sourcing. Despite this, Roundtrip's racial/ethnic diversity slightly decreased from 2020 to 2021. Our team is **staying resilient** as we continue to hold ourselves accountable to build a workforce that is representative of our community. We are being deliberate with some additional focus areas for the year ahead:

- Maximizing applicant diversity by reworking job ads to remove experience, education, and gender bias
- Identifying and correcting hiring bias by analyzing candidate demographics at each stage of our recruiting funnel
- Further expanding our adoption of the Parity Pledge
- Continued focus on inclusion efforts to ensure that diverse talent is engaged and retained



# A YEAR OF PROGRESS

**56%**

of Roundtrip  
employees identify as  
women

This is a significant increase from 42% in 2020. Women are well-represented at all levels of our organization – Roundtrip's leadership team is 57% women. In 2021, Roundtrip also expanded the gender diversity of our engineering team.

**13%**

of Roundtrip  
employees do not have  
a college degree

Last year, we reported that 39% of employees have a master's degree. While a majority of our team still holds a bachelor's degree or higher, this year we're proud to highlight our evolution in recognizing that a college degree might not truly be required for many roles at Roundtrip.

**49%**

of Roundtrip  
employees are parents  
or legal guardians

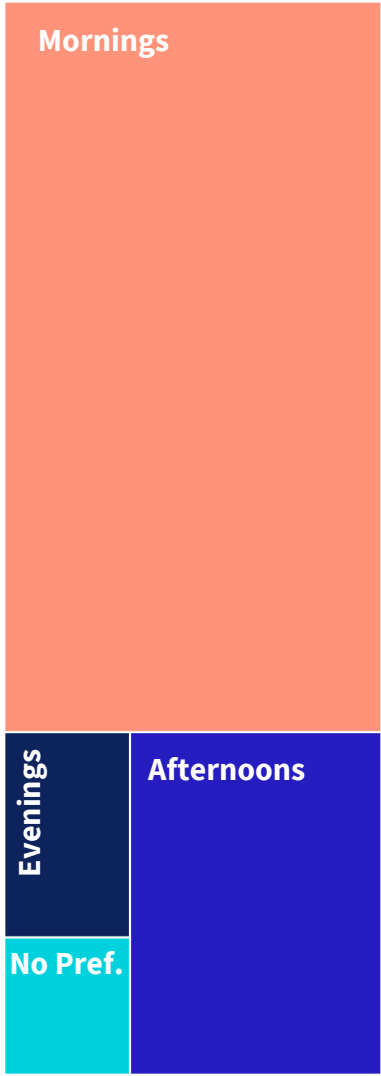
This represents a more than 2x increase from 2020. Roundtrip's remote-forward culture is rooted in **keeping it simple**. We encourage flexibility to balance work and life commitments. Every other Friday – Feel Good Friday – we close our "offices" at 12:30pm to give everybody a chance to unwind, especially before the kids get home.

***"I have kids and they demand plenty at home. No one has ever given me a hard time about needing to step away. It is too good to be true honestly"***

Anonymous Employee  
Roundtrip Engagement Survey

# SURVEY RESULTS (CONT.)

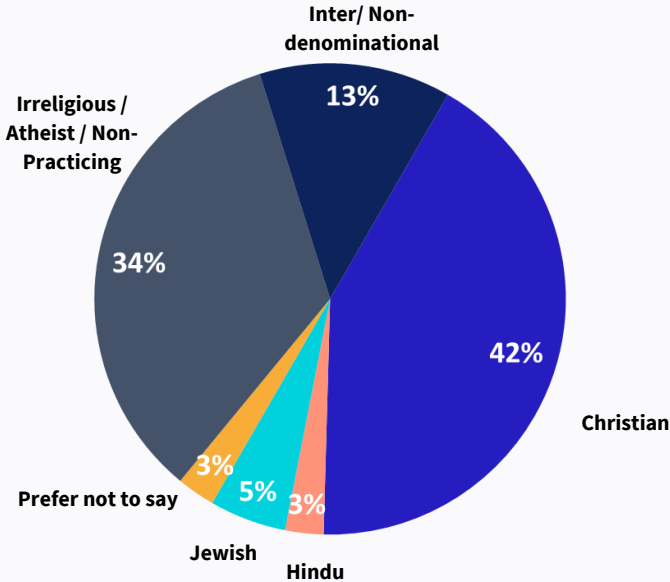
## PREFERRED FOCUS TIME



The Roundtrip team continues to grow across time zones, and we're *listening first* to be mindful of these preferences as we balance focus time and collaboration

## RELIGIOUS AFFILIATION

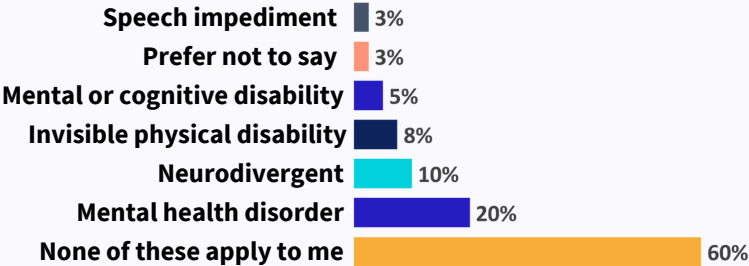
In addition to 11 standard paid holidays, Roundtrip also offers one floating holiday to support team members in observing religious and cultural traditions



**1 in 5**

Roundtrip employees is a member of the LGBTQ community

## WE EMBRACE ALL ABILITIES





# BEYOND THE NUMBERS

Roundtrip's efforts to increase diversity, equity, and inclusion are not just a project – they're woven into everything we do. We feel a great sense of pride as we step back and take stock of what we have accomplished so far, how we have built on last year's work, and how we position ourselves to continue moving the needle in the years to come.

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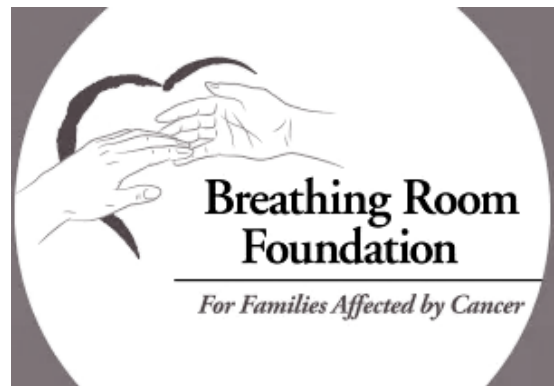
## *Continuous Learning*

# COMPANY-WIDE DEI TRAINING

Roundtrip partnered with OneDigital, a strategic workplace advisory firm, to facilitate company-wide DEI training, covering topics including:

- Forms of diversity
- Unconscious bias
- Stereotypes
- Emotional intelligence
- Micro-aggressions
- Allyship

Diversity and open expression of ideas are fundamental at Roundtrip, and it's important to give employees the tools to better understand and communicate with colleagues.



## *Giving Back*

# HOLIDAY SUPPORT

During the holiday season Roundtrip found the opportunity to partner with a Philadelphia-based customer, Breathing Room Foundation (BRF). Breathing Room Foundation's focus is to provide individualized care and support to families affected by cancer by addressing their most critical needs so that they can concentrate their efforts on regaining their physical health. During the holiday season, Roundtrip worked with BRF to "adopt" a family in need. The Roundtrip team hand selected gifts based on the children's interests and family's current needs. From there, team members convened to wrap presents, write cards, and hand deliver them to the family, allowing us to support them in a time of need.



*Pushing Ourselves Further*

## **PARITY PLEDGE 2.0**

In 2019, Roundtrip signed the [Parity Pledge](#), celebrating women in business, and particular to us, women in tech. We believe gender parity is imperative and we are proud to share that our company walks this walk, though we must demand more.

In 2020, the Parity Pledge expanded to include support of people of color and emphasize closing the racial gap with organizations. Roundtrip readily adopted the expanded scope of the Parity Pledge.

This year, we found an opportunity to elevate the bar by modifying the pledge to cover all roles at Roundtrip:

***[We] commit to interview and consider at least one qualified woman and person of color for every open role, ~~VP and higher~~, including the C-Suite and the Board***

*Care Across Cultures*

## **CULTURAL COMPETENCY PROGRAM**

Roundtrip recognizes that our transportation partners are comprised of an incredibly diverse pool of individuals that are connecting with patients on a daily basis. Roundtrip has implemented a Cultural Competency Program in transportation in order to address the following goals:

- Meet cultural needs (race, ethnic background, and religion) of riders for all levels of service and in all settings
- Identify and provide linguistically appropriate services to members with limited or no English proficiency
- Respond to demographic changes in the rider population
- Increase rider, client, transportation company, and employee satisfaction
- Recognize, value, affirm, and respect the worth of Roundtrip's individual riders, protecting and preserving their dignity





*Supporting Those We Serve*

# LANGUAGE MATTERS

Last year, we reported that the population of riders that Roundtrip supports disproportionately come from socioeconomically disadvantaged communities. In addition, we identified large deviations from average for labor force participation, home value, racial makeup, and education levels.

As we continue to use the power of our data to further health equity and drive better health outcomes through transportation, we have analyzed the usage of various foreign-language services to support Roundtrip riders in getting to and from the care they need.

**4.8%**

of trips completed in 2021  
included Spanish-  
language notifications

**315**  
minutes

weekly average use of live  
translation services to  
support riders

**TOP  
LANGUAGES  
OF 2021**

- 1** Spanish
- 2** Mandarin
- 3** Pashto

# LOOKING AHEAD

As we look at our continued efforts into 2022 its important to build upon our successes and lessons learned from the past. Based on feedback from Roundtrip employees we plan to focus on the following:

- Maintain our commitment to fostering a respectful and inclusive culture, supporting DEI initiatives, and continuous improvement
- Provide opportunities for employees to "vote with their feet" for what they value with employee-led committees
- Continue to refine our employer brand to reflect diversity at Roundtrip and expand our approach to identifying and recruiting from diverse candidate pools
- Formalize a compensation philosophy and transparent and systematic processes that ensure pay is equitable by design

## 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](http://www.roundtriphealth.com)

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