

# ANNUAL DEI REPORT

VOLUME 3



Diversity, Equity, & Inclusion Taskforce



# OUR CEO'S STATEMENT

This report showcases the efforts and achievements of our organization in fostering a culture of diversity, equity, and inclusion, yet doesn't shy away from our opportunities.

As we continue our journey, we recognize the importance of creating an inclusive workplace where all employees feel valued, respected, and heard.

Our DEI initiatives are aimed at promoting an environment that is free from discrimination, prejudice, and bias, where everyone has equal opportunities to succeed and thrive. Diversity at the leadership level translates to diverse thinking throughout a company.

This year, we focused on compensation transparency. We have invested in processes and tools to move our organization to the forefront of both pay transparency and pay equity.

We stayed focused on our representation of women in leadership and throughout the company, and we have seen a measurable improvement in employee engagement and satisfaction.

We still have work to do to improve underrepresented groups, even as a small organization. We remain committed to fostering a culture of diversity, equity, and inclusion, and we will continue to prioritize these efforts in the years ahead.

I would like to extend my thanks to our dedicated DEI team who made sure this report and this cultural competency remains part of our DNA.

Mark Switaj  
Founder & CEO

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

# DEMOGRAPHIC & SENTIMENT SURVEYS

*Staying Current*

In 2020, Roundtrip completed its first demographic and sentiment surveys.

Since then, we continue to poll our team and benchmark ourselves in the following categories:

- Race, Ethnicity, & Observance
- Gender Identity & Sexual Orientation
- Education & Past Experiences
- Physical & Mental Abilities
- Environment & Preferences
- Employee Engagement

As a data-driven organization, the results of our surveying drive internal company priorities, including recruiting initiatives, people operations, and cross-functional communications.

We focus on progress over perfection, knowing change cannot come overnight, but rather through a series of intentional actions.

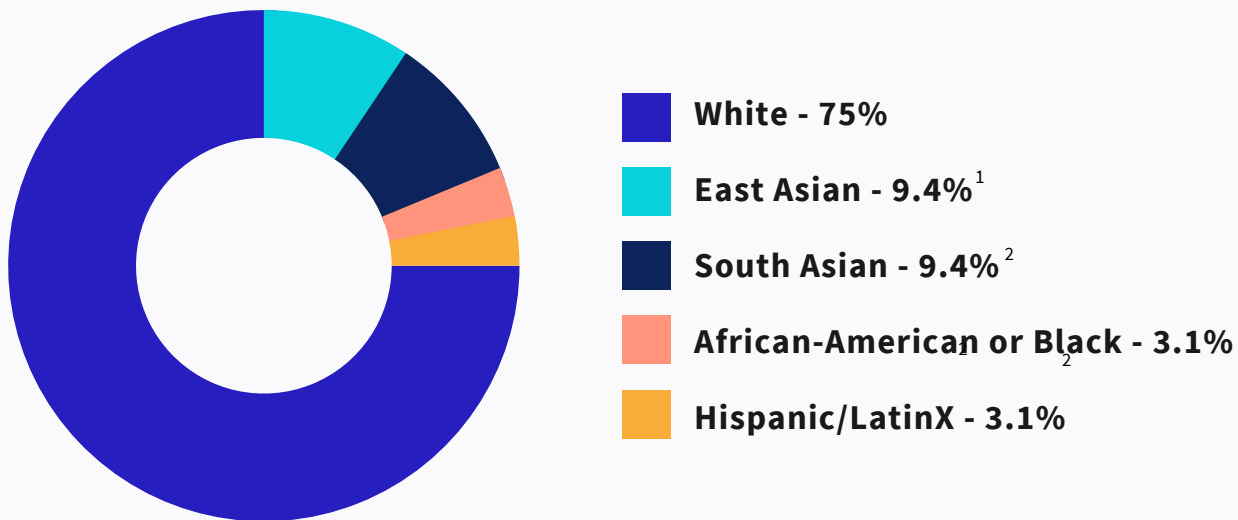
**56**

Roundtrip's eNPS score as of the most recent employee survey in Q1 2023

# 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



<sup>1</sup> Including Chinese, Japanese, Korean, Mongolian, Tibetan, and Taiwanese

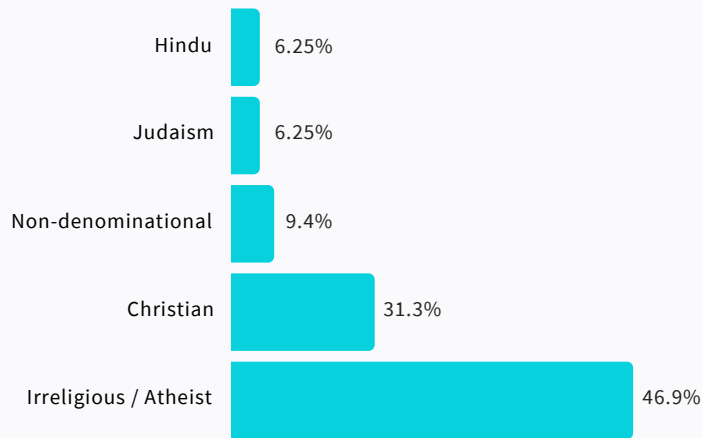
<sup>2</sup> Including Bangladeshi, Bhutanese, Indian, Nepali, Pakistani, and Sri Lankan

## REFLECTIONS

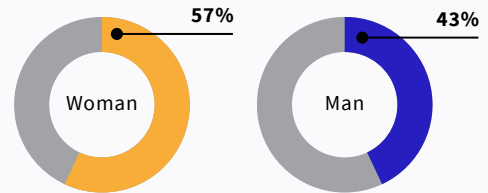
Compared to our 2021 DEI report, we measured a slight increase in diversity of race & ethnicity in our employees. We continue to look for new avenues in our 2023 recruiting practices to reach a more diverse candidate pool. These practices are further explained on page 7.

# ADDITIONAL SURVEY RESULTS

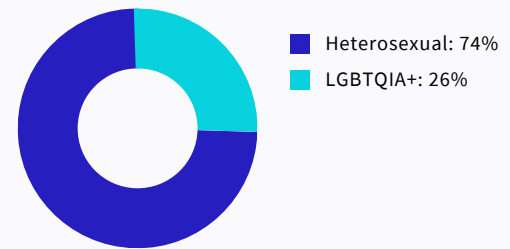
## RELIGIOUS AFFILIATIONS



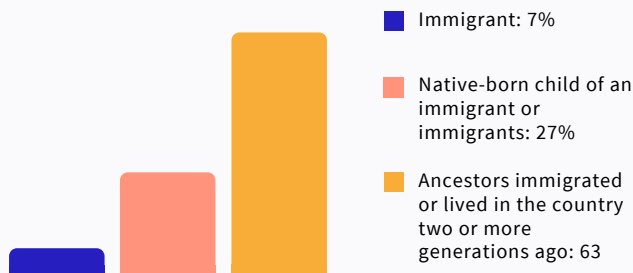
## GENDER IDENTIFICATION



## SEXUAL ORIENTATION



## IMMIGRATION STATUS



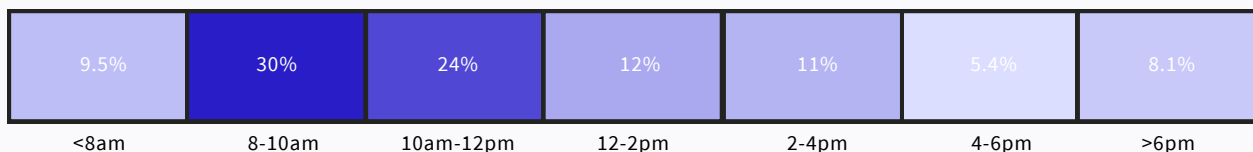
**20%**

of Roundtrip employees are first generation college graduates

**40%**

of Roundtrip employees are parents or legal guardians

## PREFERRED FOCUS TIME



# RECRUITING PRACTICES

*Leveraging online job boards and a remote workforce to help reach a more diverse candidate pool*



Utilizing an applicant tracking system called Jazz HR has enabled Roundtrip to gain access to various external online job board integrations. Many of these integrations are specifically targeted towards minority candidates, thereby assisting us in expanding our reach to diverse pool of potential candidates.

We leverage additional job boards for job posting and candidate sourcing:

- **Inhersight:** focuses on helping professional women find meaningful work
- **Wellfound** (formally AngelList): a job board for candidates from all over the US ready to work in startups
- **Valence:** a platform that connects, showcases, and empowers the global Black professional community

Our transition to a fully remote workforce has played a significant role in diversifying our candidate pool. As a result we have been able to interview and hire employees from various locations across the continental US.



wellfound:



IN  
HER  
SIGHT

*We learn more from people who challenge our thought process than those who affirm our conclusions. Strong leaders engage their critics and make themselves stronger. Weak leaders silence their critics and make themselves weaker. This reaction isn't limited to people in power. Although we might be on board with the principle, in practice we often miss out on the value of a challenge network.*

— Adam M. Grant, *Think Again: The Power of Knowing What You Don't Know*



# INCLUSIVE LEADERSHIP

## *Meet our Executive Team*



**Brian Ryther**



**Chrisna Govin**



**Lindsay Tamchin**



**Mark Switaj**



**Sam Farmer**

Our leadership team reflects a diverse range of backgrounds and experiences, promoting different perspectives and ideas. We believe in treating all team members with respect and fairness, valuing their contributions, and ensuring they feel a strong sense of belonging within Roundtrip. Research supports our approach, [as Harvard Business Review](#) states that inclusiveness is not merely a nicety, but a driver of enhanced team performance.

## ***Read about our leaders' approaches to fostering an inclusive environment:***

"On the Roundtrip board, we're inviting guest observers to our quarterly meetings to ensure we have the perspectives that vary and challenge. A board that celebrates diversity translates into a company that weaves it into the cultural fabric." - **Mark Switaj, Roundtrip CEO**

"Understanding each team members' background and working styles allows me to more thoughtfully accommodate to their needs - whether it be scheduling meetings at a time that allows for parental responsibilities, recognizing and appreciating individuals' hobbies and interests, providing personalized care packages considering dietary preferences/restrictions, and adapting my communication style to meet individuals where they are." - **Sam Farmer, Chief Operating Officer**

**Launching  
Roundtrip's Total  
Rewards Process**

# COMPENSATION PHILOSOPHY

## *Giving transparency to compensation*

Data shows that pay transparency reduces pay inequity. Therefore, Roundtrip now publishes compensation ranges for cash compensation benchmarks for all positions and issues an annual Total Rewards Statement to each employee.

Our transition to this fully transparent model was driven by three key motivators:

- **Leading by Example:** Our industry is beginning to move towards more transparency, and we want to be part of that movement
- **Clarity for our Team:** We want team members to understand the way we look at compensation as well as where they fall relative to the real-time benchmarking data we use
- **Equity:** Opaque and unstructured compensation processes perpetuate pay inequity, and we believe moving towards a transparent and systematic model assures that pay at Roundtrip is equitable by design

Figure 1 - An overview of Roundtrip's compensation philosophy

Roundtrip's Compensation Philosophy
<ul style="list-style-type: none"><li>• Roundtrip embraces changes in leading practice when it comes to compensation – our model is open to data-driven iterations as Roundtrip scales and the environment changes</li><li>• Roundtrip establishes our comparison “market” of peers based on size and stage</li><li>• Equal pay for equal work and experience – good negotiators don’t come out ahead</li><li>• Roundtrip internally shares the full job family and leveling guide with compensation bands established using verified market data; all job postings include a salary range</li><li>• Compensation bands are broad to match blended leveling structure and accommodate for varying levels of relevant experience and within-level promotions</li><li>• Roundtrip aims to meet the market for cash compensation and beat the market for total rewards</li></ul>

# DATA-DRIVEN BENCHMARKS

## *Making Fair Comparisons*

Roundtrip evaluates and implements market compensation adjustments on an annual basis. Additionally, we enable merit-based promotions (with associated compensation adjustments) on a quarterly basis. The market compensation cycle is separate from our quarterly promotion cycle - employees can be promoted and receive promotion-related compensation adjustments at the end of any performance quarter.

In order to stay data-driven and objective when building total rewards packages, we integrated with Pave, a software platform providing industry benchmarks based off aggregated data from employee records across thousands of companies.

## Step 1: Creating Job Families

Our People Ops team and managers created Job Families and Levels based off of each employee's different responsibilities. This enabled us standardize job titles that are unique to Roundtrip.



## Assessing Levels



## Step 2: Filtering

When accessing Pave data, we filtered by valuation, employee count, and capital raised. We opted to not account for geography. We are a remote-forward culture and did not want to limit our employee movement and believe in paying equal pay for equal work, regardless of location.



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# TOTAL REWARDS STATEMENTS

Annually, Roundtrip offers Total Rewards Statements to each employee. This is a personalized document, hosted on a Microsoft Sway site, that provides a breakdown of the overall value Roundtrip is offering to them, including monetary rewards such as compensation and equity, as well as intangible rewards such as work flexibility. This statement helps Roundtrip continue to foster transparency with its team members.



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***Interested in learning more about our DEI practices and initiatives?  
Reach out to our People Operations Lead: [jodi@roundtriphealth.com](mailto:jodi@roundtriphealth.com)***

# LOOKING AHEAD

As we look ahead, Roundtrip's DEI initiatives will continue to evolve. To date, our growing organization has mostly focused internally, improving people operations to empower and support our team. While this focus will continue, we also see an opportunity to intentionally ingrain DEI initiatives into our offerings. In healthcare, we serve extremely diverse populations and know that diversity, equity, and inclusion matter just as much to our team as they do to our patients and customers. We are excited for the journey ahead.

## 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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