



WITH GRATITUDE

2020 Annual Report

ROUND ROOM TEAM,

The last year has given all of us a chance to reflect on our priorities and reminded us to appreciate things like health, family and community. 2020 also reminded us that focusing on our 5 Promises - Care, Connect, Be Authentic, Inspire and Drive the Business - can leave a positive impact on the world around us.

In response to a global pandemic, all Round Room companies made the necessary adjustments to continue to drive the business. While socially distant, we found creative ways to connect that we had never done before. To address social injustices and hardships brought on by Covid-19, you cared enough to ensure that our community events went on as planned and that funds were allocated to those who needed it most. You all got involved in new and authentic ways. In short, you continue to inspire us to keep the focus on our culture and our communities.

Our sincerest gratitude goes to our employees for their ongoing efforts to champion these important causes. Our employees continue to invest their time and treasure building lasting relationships that benefit the places where we work and live. Thank you all for your continued focus; we're excited to see the good we can do together in 2021!

Scott & Chad





Round Room leads and invests in companies serving the wireless industry. With over 1,260 TCC and Wireless Zone stores across 43 states, Round Room is the largest Verizon Authorized Retailer in the U.S. Its portfolio of companies also shares a deep commitment to improving the communities they serve nationwide. To learn more about Round Room, visit www.RoundRoom.com.



Founded in 1991, TCC is a Verizon Authorized Retailer that operates nearly 850 locations in 39 states from coast to coast. TCC believes their communities need more than just a wireless retailer and their employees want more than just a job. They are committed to making a positive and sustainable impact in the lives of their employees, customers, and communities. To learn more about TCC, visit www.TCCRocks.com.



Founded in 1988 as "The Car Phone Store," the Wireless Zone® system is the nation's largest Verizon franchisor in the United States with over 400 locations. For over 30 years, they have provided Verizon products and services in their independently owned and operated stores. They give back and support their local communities through the Wireless Zone Foundation for Giving®. To learn more about Wireless Zone®, visit www.WirelessZone.com.



Founded in 2013, Redux has been saving phones, tablets, hearing aids, and hearables. They use a patented vacuum drying technique to remove all moisture from personal electronics quickly, completely, and at a safe temperature. Redux is a faster, dryer, smarter, and verified approach to moisture removal and cleaning that allows your devices to function at their best. Nearly 3 million people have protected their devices and data with a Redux membership. To learn more about Redux, visit www.Redux.com.



What started as a remote culture-building movement at TCC in 2013 with 3,000 employees and 800 wireless retail locations spread across the United States to do good by including employees and customers, has grown into its own consulting company to teach others to build their own Culture of Good virtually. Culture of Good provides culture consulting services for businesses and their leaders focused on doing more good in the workplace and world. To learn more about Culture of Good, visit www.CultureofGood.com.



COMMUNITY EVENTS

Although TCC's Community Events looked a little different this year, they still came together to give back.



WIRELESS ZONE

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TEACHERS ROCK

All TCC stores delivered care kits filled with supplies to local schools to show their appreciation to teachers. For their Big Impact event, 20 teachers were randomly selected to each win a \$1,000 gift card.



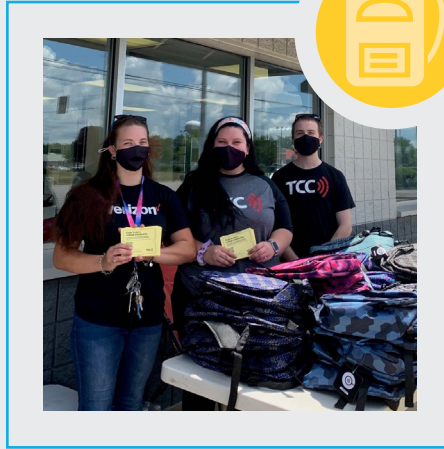
KIDS ROCK

This new initiative focused on helping foster kids in 2020. The stores worked with local foster care agencies to donate over 5,500 care bags for infants and kids entering their first foster home.



SCHOOL ROCKS

The 8th annual backpack giveaway still happened despite a pandemic, and stores held either a drive-through or walk-up event to adhere to social distancing guidelines. This year was extra exciting because TCC gave away their one millionth backpack! For their Big Impact, five students were randomly selected to win a \$10,000 college scholarship.



VETERANS ROCK

\$60,000 was given to veteran organizations nationwide. This donation was divided among 24 organizations that each received \$2,500. TCC stores also had special deals for active military, veterans, and their families.



COMMUNITY EVENTS



COMMUNITY GRANTS

Community grants are awarded based on TCC employees' and customers' passions. Together, they can apply for a grant worth up to \$10,000. Grants are awarded every four months.



In 2020,

\$627,000

was given to

241

different organizations.



Big Brothers Big Sisters



Pittsburgh Food Pantry Drive-thru distributing emergency boxes that served around 1,700 families during Covid.

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Hunger Fight

Because of the unique circumstances in 2020, TCC Gives dedicated two grant cycles to COVID-19 relief and to organizations supporting civil rights and eradication of social injustices. Organizations were selected based on applications submitted by employees. \$150,000 and \$147,000 were donated respectively.



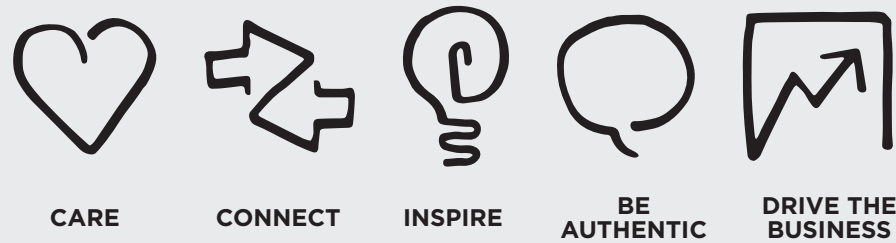
Georgia Mountain Food Bank

COMMUNITY GRANTS



EMPLOYEE GOOD

TCC is so lucky to have such passionate employees on their team who live out the company's core principles every single day, also known as their 5 Promises:



CARE

CONNECT

INSPIRE

BE AUTHENTIC

DRIVE THE BUSINESS

EMPLOYEE OF THE YEAR

Congratulations to TCC's Employee of the Year, Danielle Easton! At the time, Danielle was the store manager for Seymour, Indiana, but has since been promoted to a regional field trainer. She has been part of the TCC family for the past seven years and will step up to any challenge and help others however she can. There is no one better to set the example of what TCC is all about than Danielle.

Other TCC Employee of the Year finalists were Bethany Cox, Molly Fields, Ryan Herrick, Stephanie Killion, Detra Mills, and Larnell Smith.

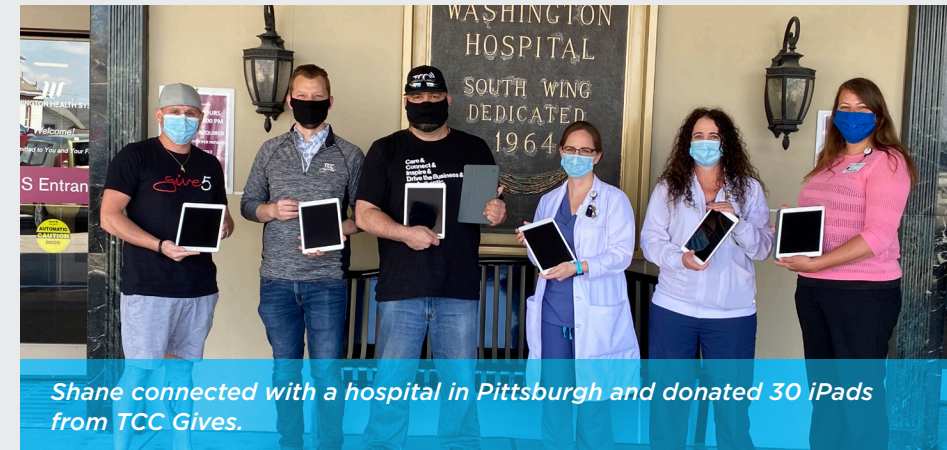


GOOD NEWS STORIES

TCC employees are always doing good. Take a look at some of the ways they helped bring joy during an otherwise difficult year.



On his day off, Jon helped communities impacted by COVID-19.



Shane connected with a hospital in Pittsburgh and donated 30 iPads from TCC Gives.



A big group from Store Support volunteered at Gleaners Food Bank.

EMPLOYEE GOOD

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GET10GIVE10

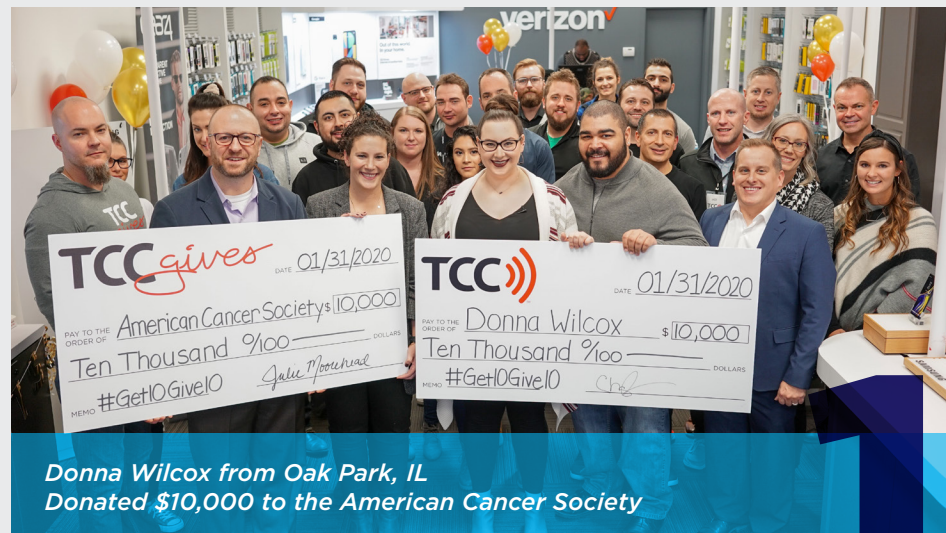
Get10Give10 is how TCC thanks their customers. A customer is randomly selected to win \$10,000 for themselves, plus an additional \$10,000 is donated to a nonprofit of their choice. Customers gain entries by opting in to receive text message communication and can get more entries for sharing a referral link.



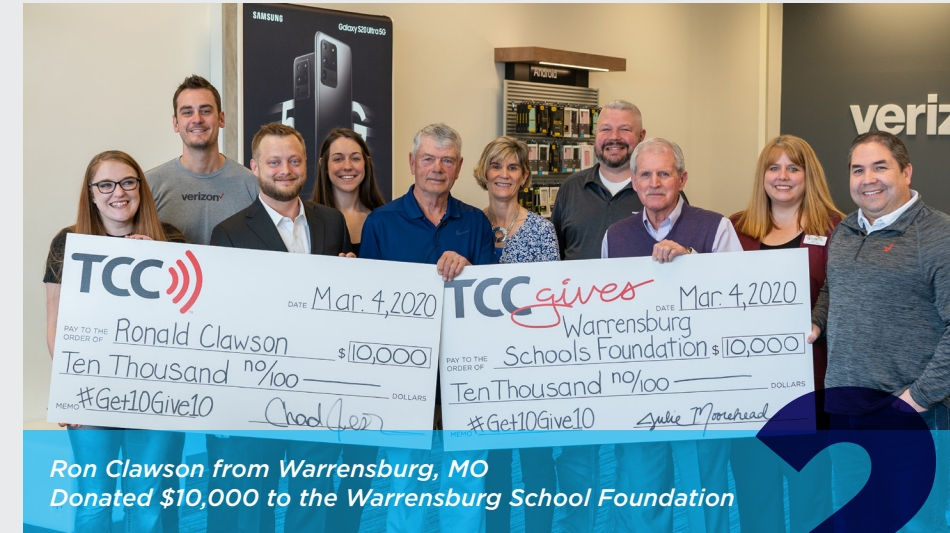
#Get10give10

WIRELESS ZONE

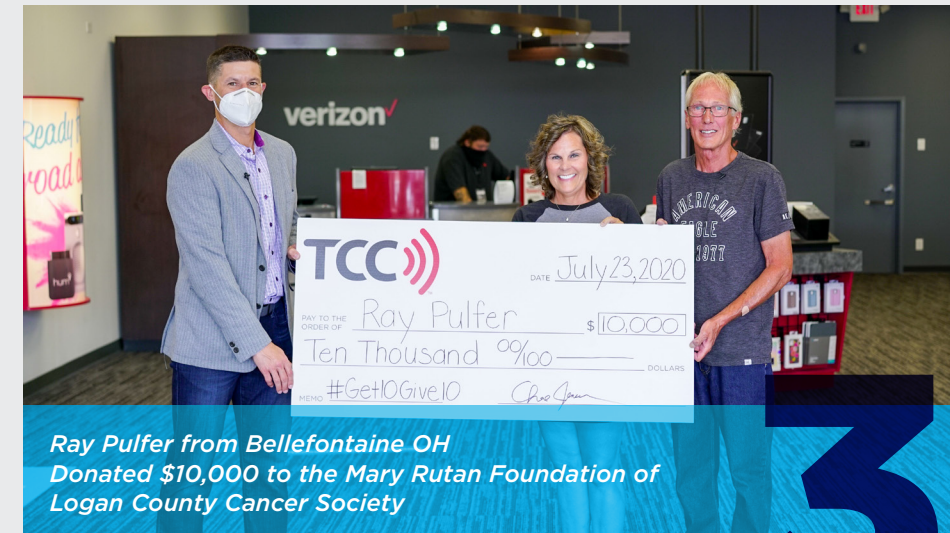
THERE WERE THREE GET10GIVE10 WINNERS IN 2020:



Donna Wilcox from Oak Park, IL
Donated \$10,000 to the American Cancer Society



Ron Clawson from Warrensburg, MO
Donated \$10,000 to the Warrensburg School Foundation



Ray Pulfer from Bellefontaine OH
Donated \$10,000 to the Mary Rutan Foundation of Logan County Cancer Society

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GET10GIVE10

2

3



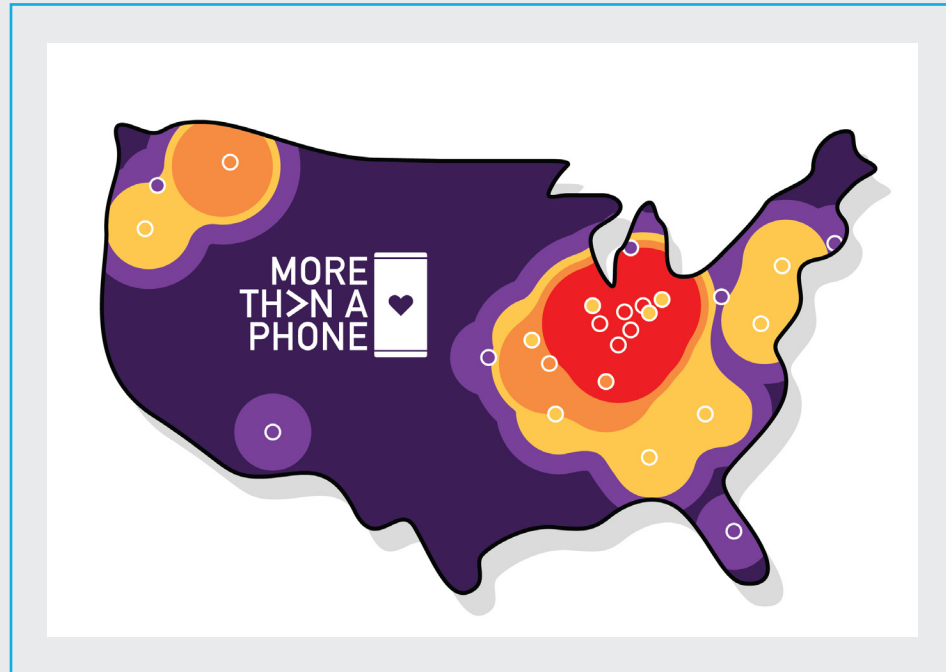
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MORE THAN A PHONE

More Than a Phone is a program that donates smartphones and data service to survivors of domestic violence, helping them safely stay connected. These phones help survivors find freedom with their own safe line. They can stay in touch with personal contacts, search for a job, and gain independence without their abuser tracking them.



More Than a Phone supports shelters across the country through the help of TCC employees. Whenever a program is brought to a new community, it is because those local employees want it there and are committed to being involved in a big way. More Than a Phone was started in 2017 in six communities. Today, it has expanded to 27 communities in 16 different states.



GIVE5

Give5 is a program that lets TCC employees donate a small portion of their paycheck each month. Their \$5 (or more) monthly contribution benefits More Than a Phone.



To date,
\$26,541.37
has been donated through Give5.

MORE THAN A PHONE



MORE THAN A PHONE

Continued...

DOMESTIC VIOLENCE AWARENESS MONTH

Every October, TCC stores are dedicated to showing solidarity and raising awareness about domestic violence. Employees wear special purple gear in support of the cause and are given the opportunity to educate customers and get them involved with the ultimate goal of ending domestic violence.



If you or someone you know needs help, call the National Domestic Violence Hotline at **1 (800) 799-7233** or visit **thehotline.org**.



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IN THE SPOTLIGHT

Meet Daniel Varela, TCC district manager from Oregon. Daniel and his team have a strong partnership with the Women's Crisis Support Team (WCST). Throughout the past few years, they've supported WCST in a number of ways like volunteering at their shelter, TCC Gives community grants, hosting special events during Domestic Violence Awareness Month, and partnering with them through More Than a Phone. They often have customers come in who have received a More Than a Phone device and are ready to start paying for service on their own.

Daniel says, "the amount of courage and strength it takes to stand up and leave the abusive situation you are in is unmatched. For these people to not only do that but persevere and get back on their feet to a point where they can become financially responsible for their own phone is truly inspiring."

Daniel and his whole team have shown their community the impact and reach of More Than a Phone.



MORE THAN A PHONE



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CUSTOMER INVOLVEMENT

Customers are also able to take part in TCC's passion for giving back through a number of different in-store initiatives.

CLOTHS FOR GOOD

In 2020, TCC fulfilled their 5-year pledge to Riley Children's Hospital. They donated \$1 million that went toward the creation of the TCC Rainforest Activity Center and funded ongoing research.



We also introduced Cloths for Good, our new line of microfiber screen cleaning cloths. Some cloths have a design created by family members of TCC employees, showing all the different ways they do good. Customers can purchase these cloths for \$10, and all of the proceeds go directly toward Community Events.



USED SMARTPHONE DONATIONS

All TCC stores accept used smartphone donations to help support survivors of domestic violence through the More Than a Phone program. No matter its condition or age, every donation will directly benefit this program. Donations also prevent your phone from taking up space at home or sitting in a landfill for years.



ROUND UP

When a customer makes a purchase in-store, they can round up to the nearest dollar. Their spare change goes toward Community Events, like the School Rocks Backpack Giveaway.

CUSTOMER INVOLVEMENT



A SPECIAL THANKS

TCC Gives is grateful for the support of their sponsors, Case-Mate, Superior, Asurion, and Ingram Micro that made it possible to do so much good this year.



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CASE MATE

Case-Mate provided thousands of masks to donate to shelters helping domestic violence victims throughout the pandemic.

asurion

Asurion donates money whenever TCC stores sell their phone insurance. Each region chooses a nonprofit to receive this money, and two regions chose to donate to More Than a Phone. In 2020, \$111,162 came from Asurion.



Superior supplies the chargers for the devices used in the More Than a Phone program.

INGRAM MICRO

Ingram Micro teamed up with TCC to provide chargers for iPads that were donated across the country to nursing homes, hospitals and schools during the pandemic to keep people safely connected to their loved ones. In total, 600 iPads were donated!

A SPECIAL THANKS



WIRELESS ZONE®

In 2020, Wireless Zone® supported the causes its employees care about through the Wireless Zone Foundation for Giving®.

To view a full list of nonprofit donations, visit <https://WirelessZone.com/foundation/charities/>



In the Spotlight

These nonprofits were given the largest donations of the year. They each received

\$25,000 grants:

- Autism Speaks
- Best Friends Animal Rescue
- Children's Tumor Foundation
- Homes for our Troops
- Make-A-Wish
- No Kid Hungry
- Sandy Hook Promise
- St. Jude Children's Research Hospital



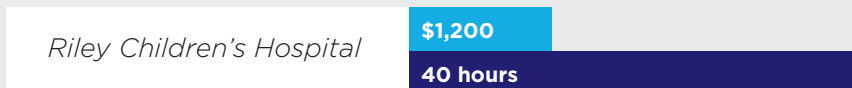
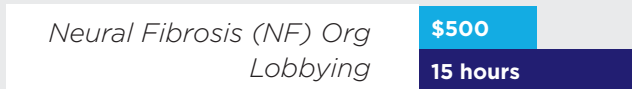
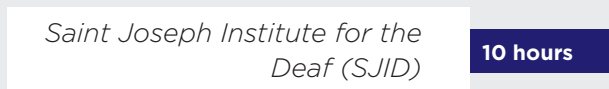
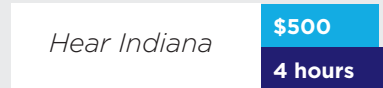
SAVE THE DATE!





REDUX

Redux helped a number of organizations in 2020 through both monetary donations and volunteering their time.



“Round Room Gives sets a tone for so much of our corporate culture. At Redux, we’re given the time, the resources and the encouragement to give back to areas that are meaningful to us.”

MATT HAY

DIRECTOR OF AUDIOLOGY SALES, REDUX

REDUX

WIRELESS ZONE





CULTURE OF GOOD

In 2020, Culture of Good volunteered their time throughout the year at two local organizations:



WYNDMOOR ASSISTED LIVING

20 hours

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FOUNTAIN SQUARE COMMUNITY CENTER SOUP KITCHEN

6 hours



Make-A-Wish



INGRAM MICRO

Culture of Good also helped Ingram Micro with their own initiatives to do good. They developed a plan to support the Make-A-Wish Foundation through a week of wishes. Their initial goal was to raise \$10,000 to send DJ, a 6-year-old boy with a brain tumor, to Disney World.

Thanks to Ingram Micro's associates' passion for this cause, they quickly surpassed that goal and were able to donate

\$25,145

in total to Make-A-Wish, granting two wishes!

CULTURE OF GOOD



The image features an abstract composition of geometric shapes and lines. A large, dark blue semi-circle is positioned in the bottom-left corner. A solid dark blue horizontal bar spans the bottom of the page. In the top-right corner, there is a dark blue circular shape. Several thin, light blue lines are scattered across the white background, including a large, wide arc that spans across the middle of the page and a curved line that starts near the top-right circle and extends towards the bottom-right. The overall aesthetic is clean and modern.

www.roundroom.com