



CORPORATE RESPONSIBILITY REPORT 2020

RHWhite
CONSTRUCTION & SERVICE SOLUTIONS

WhiteWater
WATER & WASTEWATER SOLUTIONS

Introduction

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R.H. White was honored to be one of five companies that received a 2020 Sustainability Award from the Associated Industries of Massachusetts (AIM). The award recognizes excellence in environmental stewardship, promotion of social well-being and contributions to economic prosperity.

“ These companies set the standard for sustainably managing their financial, social, and environmental resources in a manner that ensures responsible, long-term success. Sustainability guarantees that the success of employers benefits our communities, our commonwealth, and our fellow citizens.

– John R. Regan, AIM President & CEO

Cover Photo: Southbridge Water Treatment Plant, a six-million gallon per day (MGD) facility. Operated and managed by WhiteWater, Inc.

Messages from the . . .



Chairman of the Board

The seriousness of the COVID-19 pandemic underscores the imperative that business leaders must see beyond corporate profits and give back to the communities where they live and work.

Corporate responsibility has always been a hallmark of The R.H. White Companies, but this year giving back has taken on even greater meaning in these unprecedented times.

During the pandemic, we have donated to community food banks, family and youth service organizations, and outdoor sanctuaries that have offered respites as we social distance and quarantine.

During a web conference to present a financial donation to a group in New Hampshire, our President and CEO Jim McCarthy stated, “The real focus during this pandemic is to determine how we can take a portion of what we have to give back and make sure we are really helping the citizens of the communities where we have offices throughout New England.”

That is what it is all about and I could not be prouder of our employees who identify charities focused on helping the citizens that need it the most. Again, the pandemic simply clarified that giving back is essential. I thank our employees for sustaining this effort during these very trying times.

David H. White
Chairman



President & Chief Executive Officer

I never could have dreamed that we would have initiated our Business Continuity Plan in March of 2020 and that we would still be meeting daily to navigate the COVID-19 pandemic. We do it because the health, wellbeing, and safety of our employees is our top priority.

Author Robert Swan said, “The greatest threat to our planet is the belief that someone else will save it.” In this difficult time, I can interpret that beyond solely a call to environmental sustainability. It is a demand of all of us to work together to protect and continue to save one another from an invisible enemy.

I am extremely proud of how our employees have adapted to the modifications to our daily processes and safety protocols as well as the creative ways in which they instituted social distancing, face coverings, hand washing, disinfection, and many additional safety measures – both on job sites and in the office. Their cooperation and willingness continue to sustain me!

For nearly 100 years R.H. White has adapted to economic and political cycles that have made us rethink our strategic plans and consider new ideas for continuous improvement and organizational sustainability. I know that the pandemic is yet another hurdle to challenge us to be better moving forward. If the way our employees have stepped up is any indication, R.H. White has a long and sustainable future!

James E. McCarthy
President & CEO

safety doesn’t stop at work

Safety



R.H. White is committed to a zero-incident environment for all our employees and subcontractors, free from recognizable and preventable hazards.

“ If we bring our injury rates down, it will not be because of cheerleading or the nonsense you sometimes hear from others. It will be because the individuals at this company have agreed to become part of something important: They have devoted themselves to creating a habit of excellence. Safety will be an indicator that we are making progress in changing our habits across the entire institution. – Paul O’Neill*, Former CEO, Alcoa

**The Power of Habit, book that is a guiding principle for R.H. White’s safety culture*



Notable Achievements



Strides Toward Incident Free

R.H. White’s corporate goal of Zero Recordable Incidents was not achieved this year, but we did see overall improvement and a number of our operating divisions were successful. Current streaks at the time of publishing include the Building Division at 756 days, WhiteWater at 454 days, and Construction Services Division (CSD) at 392 days without a Recordable Incident. Our Utility Division in Bow, NH had sustained a streak of 750 days prior to a late year incident, but a noteworthy run, nonetheless. We are extremely proud of these efforts and the clear demonstration that our quest for Zero Recordable incidents is achievable.

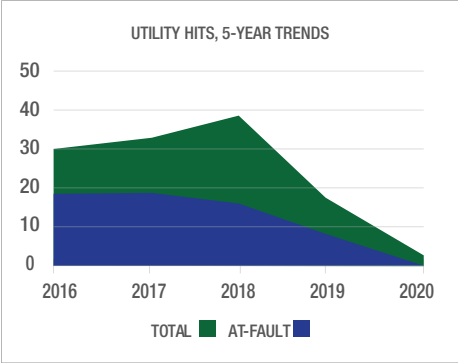
Zero At-Fault Utility Hits

R.H. White has gone the entire year without any At Fault Utility Hits (AFUHs). In response to an increasing number of utility hits and a consistent number of At Fault hits, we finally came to grips with the fact that how we were performing our work needed to change. Being honest with ourselves about this allowed us to develop clear and fully compliant guidance to avoid future AFUHs.

We attribute the following measures as contributing to this success. In May 2018, we introduced our new Safety Incentive Program (SIP) which included AFUHs as a deflator and lead to the proactive suggestion for the Green Cone marker procedure. In May 2019, Tolerance Zone and Safety Zone Guidance was provided to the company and Near Hit/ Good Catch Reporting was added as an

inflater to the SIP. In May 2020, RH White purchased a new Vac Truck to self-perform vacuum excavation — proven to reduce the risk of utility hits.

A clear correlation of the success of these measures and the increased efforts of our crews can be seen in the included chart of the past five years’ performance





The R.H. White Safety Culture allowed us to be sustainable in the face of a pandemic

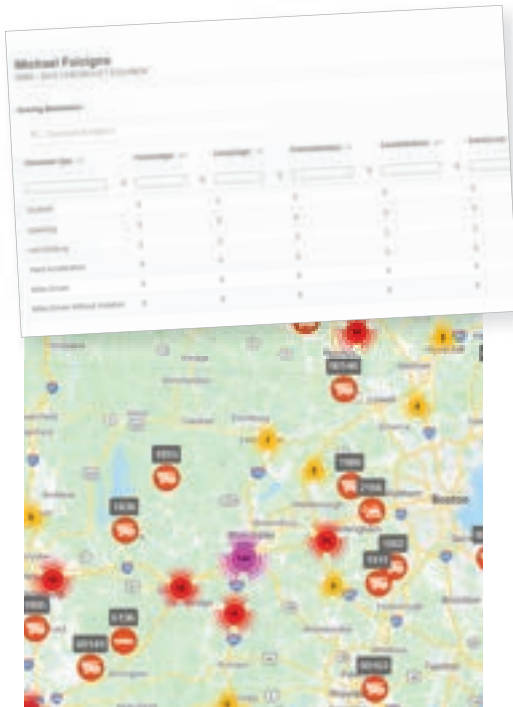
At R.H. White, Safety is everything. All incidents are preventable, and we are all responsible for committing to Safety 24/7. Employees cannot just comply with safety, but must believe in it for themselves, their co-workers, and their families. The global pandemic has provided R.H. White with one of our toughest safety challenges in the 97 years of its existence. However, this safety culture has enabled our teams to react quickly, adopt the necessary COVID-19 protections, and fulfill our commitment to provide critical services to communities throughout New England. Adjustments to Personal Protective Equipment (PPE) requirements, creating socially distant work areas, and developing creative solutions for proper sanitation in a wide variety of circumstances, are all

examples of how R.H. White adapted to this challenge. Our crews showed great initiative and took it upon themselves to not only adopt the new requirements, but to improve upon them and share their ideas throughout the organization. Additionally, our Business Continuity Team implemented our Pandemic Response Plan and meets daily to plan, check, and adjust to ensure that we continue to work safely. Regular virtual meetings are held with nearly 100 leaders throughout our organization to ensure that critical information is disseminated to our teams, and that feedback from them reaches the leaders of the organization. We remain confident in our ability and committed to our goal to provide the same responsiveness, expertise, and experience our customers expect and deserve while keeping them and our people safe.

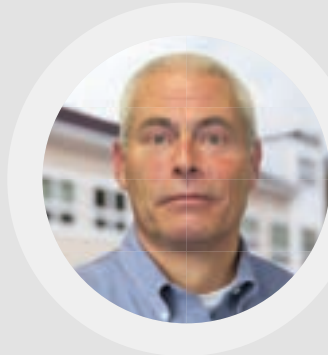


Tenna Improves Safe Driving

Tenna was officially rolled out toward the end of 2020 along with a corporate dashboard to monitor our equipment and our drivers. With Tenna, R.H. White receives notifications and scheduled reports to alert management if a driver is speeding, not wearing his or her seatbelt, or exhibiting other unsafe driving behaviors, such as hard breaking, hard acceleration, and sharp turns. This has allowed us to monitor and reinforce driver safety throughout our fleet of over 575 assets. Additionally, asset locations, trips taken, and equipment utilization are also tracked. As an additional benefit, this information has given R.H. White the ability to strategically plan our asset locations which in turn limits idle equipment time and increases our response time to customer needs. Moving forward Tenna will be an important tool to measure the performance of our drivers, identify areas of concern so we can develop countermeasures, and ultimately increase the safety of our drivers and all those on the road with them.



focus on safety



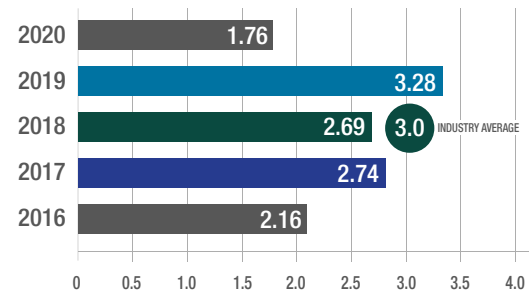
“The safety environment R.H. White and WhiteWater has instilled in its workforce has made dealing with changes due to the pandemic easier to manage... Having management that is already focused on safety and experienced in implementation is an advantage.”

Phil Ryan, Operations Supervisor

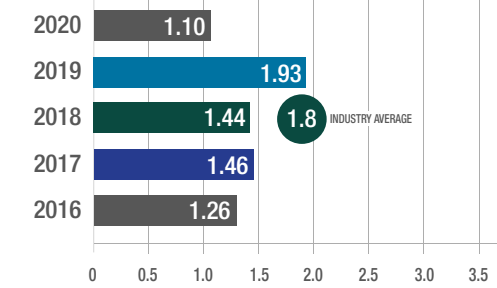
Safety Observations

46	ELECTRICAL
28	PPE (ANSI EYE PROTECTION)
17	DOCUMENTATION(TAKE 2)
8	SCAFFOLDS, LADDERS & STAIRS
8	HOUSEKEEPING

Recordable Injury Rate (RIR)

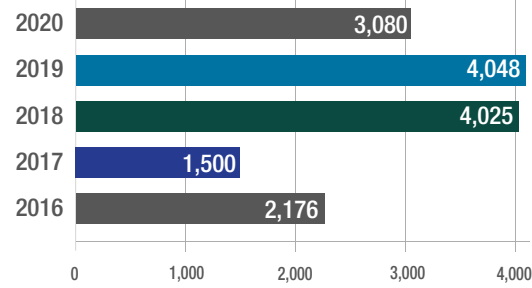


Lost Time Frequency Rates (LTFR)



This data is based on calendar year

Total Site Visits



2021 Goals

Tenna Data Analysis

With the TENNA implementation complete, the new data will be analyzed and Key Performance Indicators (KPIs) will be developed to drive new initiatives and measure effectiveness.



Digital Safety Inspections

Improve upon safety data acquisition, tracking, and analysis through electronic versions of our safety inspection forms to better capture Leading Indicators.



Employee Engagement

We invest in programs that actively engage our employees. From our Millennial Mentoring Program to our Multi-Generational Leadership Program or our Community Involvement Committee to participation in professional trade associations, our intent is to help our employees achieve their goals.



“

I don't know where we should take this company, but I do know that if I start with the right people, ask them the right questions, and engage them in vigorous debate, we will find a way to make this company great.

- Jim Collins, Author – Good to Great

R.H. White Commitment to Employee Engagement

R.H. White is an organization that is committed to attracting and retaining top talent, engaging employees, and fostering an environment and culture that sustains them. We must ensure that our core values and culture are evident, understood, and adopted company wide. This past year has been challenging, but despite the many obstacles and challenges, there have been numerous employee engagement initiatives that demonstrate our resilience, growth, and performance.

Employee Engagement Executive Summary

Engaged employees are employees that are highly involved and enthusiastic about their work and about their workplace. Numerous studies provide concrete evidence that engaged employees are strong performers who often go above and beyond to achieve the critical goals and deliverables of their employer. By investing in a strong culture of engagement, R.H. White taps into the benefits that are the backbone of performance culture — its employees.

Our employee engagement strategy includes developing a trusting culture, empowering employees to solve problems proactively, improving performance and turnover metrics, encouraging transparency whereby improvements are readily identifiable, and ensuring successful outcomes and sustainable growth.

Training

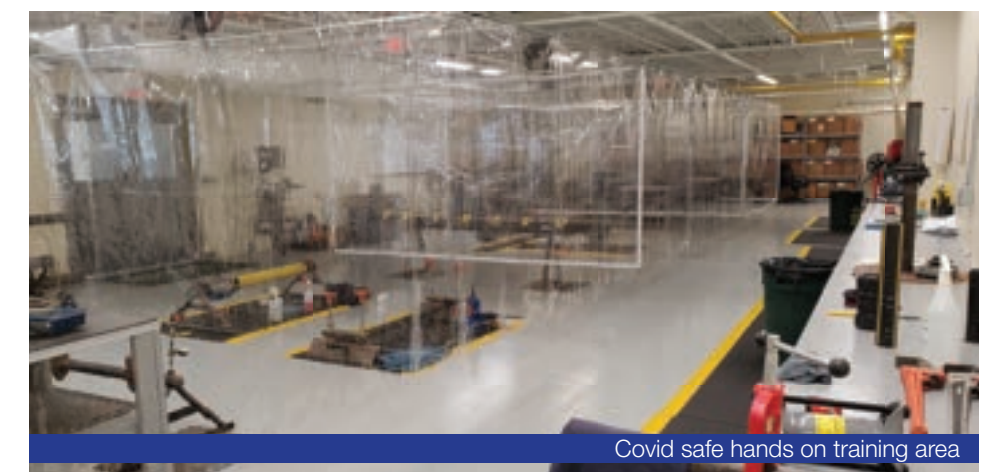
R.H. White's commitment to employee development and training has resulted in a newly formed Employee Development Department. It is a key component to the continuation organization's sustainability

This department is delivering best-in-class service that partners with all business units, and departments to develop, promote and foster the current and next generation in the organization. By introducing and facilitating innovative and effective programs, access to experienced resources and multiple delivery platforms, the Employee Development Department contributes to the sustainability of the organization. The three pillars in the mission of the department are: Safety, Technical Skills and Leadership.

The Leadership Knowledge pillar is a key focus of the recent grant award from the Work Force Training Fund Program financed by the Commonwealth of Massachusetts. The purpose of the grant is to train and develop Massachusetts workers to ensure job growth, job retention, increased skills, and opportunities for workers. Businesses must apply for the grant and need to finance more than 50% of the proposed match. The curriculum of leadership development classes assembled by R.H. White earned a match from the state of \$147,000 — a welcome contribution to our training and development budget. The seven classes listed below will include more than 320 employees. The opportunity to participate in these classes benefits the employee, their colleagues, and the entire organization.

- + Understanding Style Differences
- + Leading with Safety
- + Emotional Intelligence (EI) & Leadership Effectiveness
- + Mentoring and Coaching
- + Leading and Listening
- + Business Writing
- + Lean Journey for Leaders

According to the Employee Development Department, we have performed 830 hours of training prior to COVID shutting down the program in March and have since, performed approximately 700 hours on-line for a total of 1,530 hours completed.



When R.H. White officially opened the Leonard H. White Training Center in 2016, the foundation was laid for the company to live up to its goal to provide the best education and training possible for its building, utility, and water/wastewater construction crews and water utility professionals (WhiteWater). This is part of R.H. White's long-standing values and a testament to Leonard & David White, whose desire has always been to provide our employees with the best skills, leadership training, and safety knowledge in the industry. We are confident that having the best trained



Employee Engagement Stories

The challenges facing the workforce in 2020 are unprecedented. Deemed “essential infrastructure”, R.H. White Construction had to employ adaptability, ingenuity, and flexibility in how employees perform at their jobs. In one word, the key to our success this year is “Resilience”.

While challenging, and at times difficult, our employees found ways to adapt and pivot in their tasks, while still providing timely services, quality outcomes, and solid project deliverables. Mitigating time and money impacts on enhanced safety protocols, longer procurement lead times, resource and labor constraints, are just a few of the obstacles that required an “All Hands-on Deck” approach. This is a sheer testament to the fiber and dedication of leadership, management, administrative and support personnel, and our crews.

Despite all the challenges of this year, R.H. White employees also found ways to appreciate the “Silver Linings” of the COVID pandemic. These “Silver Lining” stories illustrate the innovative mechanisms deployed to achieve professional and company results in addition to focusing on personal aspects of community, family, and friends. This balance and appreciation of work and life is what unites R.H. White employees and overall increases the sense of engagement. At the end of the day, employees that are capable of finding a way to get comfortable with uncomfortable circumstances, is where growth and sustainability come to flourish.

and educated employees in the business will continue to give us a competitive advantage and the ability to grow and satisfy our customers – resulting in long-term sustainable and profitable growth for the company and each of its employees. This team will be responsible for developing and delivering all training and employee development solutions throughout the organization. They will have a strategic role that requires the delivery of “best-in-class” leadership development, safety and technical training; enabling us to create a sustainable, profitable organization for future generations.

Due to unavoidable circumstances, in-person training was put on hold during the spring and summer of 2020, however, R.H. White’s commitment to employee development has not waned. We continued to better ourselves through online training and making sure all applicable licenses and certifications remain up to date. The Employee Development Department is one example of R.H. White’s dedication to elevating the skills, education, and knowledge of our workforce.

Silver Lining

During the COVID quarantine, where we all found ourselves spending more time at home, many R.H. White employees found that being home with their loved ones gave them the extra time to appreciate the simple things in life. For some, this appreciation revolved around a simple walk in the woods, playing ball with the kids, or baking cupcakes, and for others it was completing the Murph Challenge to honor our fallen veterans! The following 2020 “Silver Lining” stories were highlighted on the R.H. White social media accounts. ß



Danielle Nadeau, Administrative Assistant, in our #BuildingConstruction Division, and her daughters have found the #silverlining in #socialdistancing through the pleasure of enjoying the outdoors and learning hands on about nature and its beautiful creatures.

Matt Munzing, Project Manager, Mechanical Construction Division, and his wife find the #silverlining during #socialdistancing by learning a new skill! With the help of YouTube, Matt’s wife learned how to cut their son’s hair - all were rewarded with well-deserved ice cream sundaes.



Renee Pineo, Project Manager in our Mechanical Construction Division, found her #silverlining training for the Murph Challenge during #socialdistancing. It was held last weekend in honor of Lt. Michael Murphy KIA 2005 Afghanistan and all the American men and women who died while serving in the U.S. Military. #backtobasics

How has COVID-19 impacted the Employee Engagement?

COVID has shown us, that we are all able to adjust and accept the new normal. It showed us that when faced with challenges and obstacles, we rally to quickly find ways to work through them. R.H. White has found ways to be flexible and allow personnel to work remotely when possible. And, our Business Continuity Team provides frequent updated information to employees regarding the Centers for Disease Control (CDC) and the stats we serve to provide details on how the ever-evolving guidelines impact the company and its employees.

focus on people



“I’m very excited to be named the director of the newly formed Employee Development Department. This collaborative department will focus on meeting the needs of organizational units by providing safety, technical, and leadership training programs that can support our sustainable, profitable growth. In the first six months, the team has worked to develop a hybrid platform that includes both in-person and online courses to serve changing environments. We will continue to maintain and improve the existing programs to provide the best development opportunities for all R.H. White employees.” **Christopher Mayen, Director of Employee Development**

Internal Promotions

15

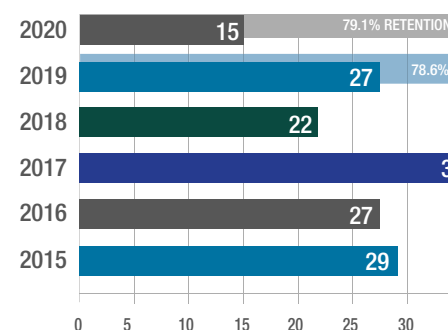
Tenure
EMPLOYEES
WITH >10 YEARS
OF SERVICE

33%

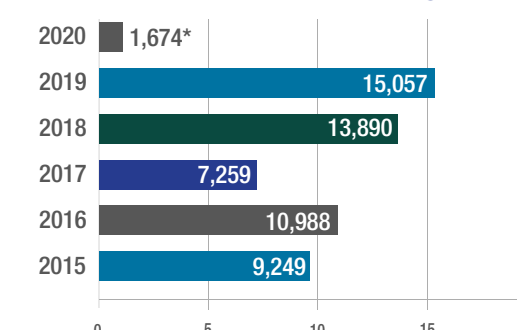
Breakdown: employees
with more than 10 Years

153 = 82 + 43 + 18 + 10
Total 10 – 20 Years 21 – 30 Years 31 – 40 Years 41 – 50 Years

Annual Promotions



Number of Annual Training Hours



*Due to COVID-19, we were extremely limited with conducting in person training. However, we were able to quickly establish online platforms to allow for critical training events to safely maintain licensing, certifications and for safety training.

2021 Goals

Increase annual employee retention rate to **90%**.

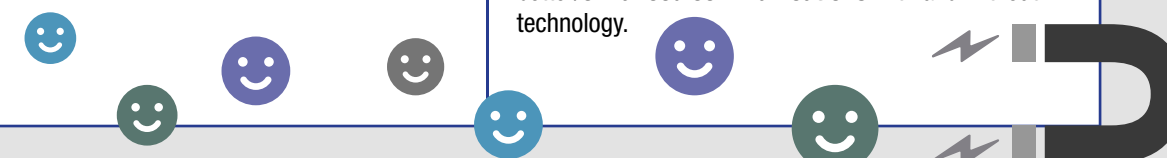
Studying “the future of work” and offering flexibility and means to accomplish what is attracting the most qualified employees of the future.

Stay Interviews: Implementing stay interviews for current employees. Increase from 25% to **50%**.

Engagement with Training programs and metrics

- CMT retention rate of 75% or better
- foreman development KPI - 100% promoted within 3 years
- increase CMT and Foreman candidates by 10%

Enhancing Crew/Office Relationships – many of our crew do not have or use R.H. White email. How to have better/enhanced communications with and without technology.



Environment



At R.H. White, we strongly believe that we have the power to do our part to provide environmentally friendly practices in the construction projects and water utility contracts that we work on. We are keenly aware that we have an important role in maintaining one of the most crucial natural elements on earth – clean water!

“ The Earth is a fine place and worth fighting for.
- Ernest Hemingway, Author

Notable Achievements

COVID-19

During the global pandemic, R.H. White remained at work building new or upgrading existing facilities and infrastructure which supply clean, fresh and treated water to our region. With several major projects underway including wastewater and water treatment plant upgrades and utility replacement projects when the pandemic hit, we forged on. We remained on call to service watermain breaks and carried through with much needed improvements to dated treatment facilities to improve efficiencies and water quality. Most notably, projects in Groton, CT where a new Dissolved Air Flotation (DAF) facility was completed and placed into service this past fall and at MCI-Norfolk where a new Rotary Drum Thickener was installed. These systems are crucial to improving the treatment quality at these facilities. R.H. White also continued to be on call to service emergency situations such as water main breaks that can be detrimental to surrounding areas if left unchecked. Our staff also continued to install new natural gas piping for commercial and residential clients throughout the Northeast improving dated infrastructure and replacing systems previously dependent on oil.



Green Career Fair

RH White and WhiteWater personnel attend career fairs to recruit and educate candidates for careers in the water industry. This year those efforts continued in new and different ways as we navigated through the pandemic. While there were not as many opportunities to attend traditional career fairs, our employees did engage with local students regarding environmental opportunities that our companies and industries provide. Through WhiteWater's engagement with New England Water Works Association (NEWWA) and Massachusetts Water Works Association (MWWA), some of our employees were able to engage with environmental studies students in person, including at Worcester State University's Green Career Fair in early March (prior to social distancing protocols) as well as virtually through NEWWA's University Outreach Committee which engages with civil and environmental engineers looking to transition into the water works industry.

Mobile Handwash Stations

What started as a sustainability idea earlier in 2020 to help reduce our usage of disposable water bottles, turned into a great tool for our crews to have handwashing stations on remote sites. We initially investigated a mobile handpump for the reliable water jugs used in offices. Due to the remote nature of some of our job sites, handwashing can prove to be a challenge with limited access to running water. Our teams came up with unique handwashing solutions to ensure our coworker's safety – whether it was repurposing large water dispensers to milk jugs filled with water to refillable drinking jugs with a hand pump. Our employee's creativity demonstrated that we can have low cost, portable solutions to ensure our teams have access to handwashing as needed – wherever they are working. With unique challenges come unique solutions and our employees did not fail to come up with good ideas! An added benefit of our mobile handwashing solutions is that they inherently promote water conservation by only pumping water when necessary.



Town of Milford

In Milford, MA we are replacing an existing water treatment plant with a new biological filtration water treatment plant. The Godfrey Brook Water Treatment Plant was taken offline in 2016 because, the manganese in the water could not be removed to satisfy the standards for drinking water. The existing plant was only able to provide disinfection via chemical means to treat the water which is fed to the plant by existing well pumps. In order to meet the Mass DEP and EPA standards, a new facility was designed which will utilize biological filtration to remove Iron and Manganese from the water prior to distribution. This will allow for an additional 550 gallons per minute (GPM) of clean drinking water to be distributed to the Town of Milford. While it is proving to be an effective and efficient means to properly treat drinking water, the number of municipal plants in New England which utilize the biological filtration process is very limited. In addition to the facility in Milford, MA, R.H. White also constructed a similar plant in Putnam, CT. The Putnam, CT project was one of the first of its type in Connecticut. Following completion and implementation, the Town of Putnam was able to increase the distribution rate of clean drinking water by nearly 500 GPM. The Town of Milford anticipates a similar increase in water distribution upon the completion of this project in early 2022.





water processed
at WhiteWater
client facilities



approximately 1.5 billion gallons of
drinking water processed



approximately 290 million gallons of
wastewater processed



approximately 140,000 gallons of
wastewater reused

2020

2020 MassDEP Public Water System Awards Program

WhiteWater, our water utility management subsidiary, received several 2020 MassDEP Drinking Water Awards for systems operated and maintained by its licensed water operators. Over the past six years, we have received well over two dozen awards, which is a great honor and a testament to the dedication and excellent work of our operators and supporting employees. Winning consecutive years in a row is a great achievement. Four systems operated by WhiteWater have won back-to-back awards and one has now achieved this distinction for four consecutive years.

Due to the challenges we all faced this year, MassDEP explained that the drinking water awards were based on compliance alone meaning these systems "...have had no enforcement or compliance issues for 2019 and the previous five years, (which is a rather an impressive feat to achieve) ...". Normally these systems and our operators would be recognized for these great achievements at an award ceremony, but that annual recognition is on hold for the time being.

The following water systems received awards this year:

- + Meadow Brook Water Trust, Dover MA – Four consecutive years
- + Woodhaven Elderly Housing, Sherborn MA – Three consecutive years
- + Heritage School, Charlton MA – Two consecutive years
- + Town Eastham MA – Two consecutive years
- + Drummer Boy Condominiums, Wellfleet MA
- + Stow Fire and Community Center
- + Stones Throw Condos, Truro MA
- + White Birch Garden Apartments, Hampden MA

Our water operators and support staff take immense pride in the work they do and are clearly focused on their commitment to safety and public health. They have proved this time & time again despite the challenges we all faced this year.

focus on earth



"The term 'Essential' became prominent as our normalcy became interrupted and I found an abundant sense of pride in being labeled as such during this unprecedented time in our history. We are essential. Regardless of what may be going on around us, water needs to be treated, and critical infrastructure improved and maintained. That is what we do, and we never stopped. I am proud to be part of that."

Matthew Munzing, Project Manager, R.H. White Construction

2020 MassDEP
Drinking Water Awards:



2020 Goal Results

Recycling

The Environmental Team completed Phase 1 of a multi-stage undertaking to revamp R.H.White's recycling program to track costs associated with trash removal and recycling for all R.H. White and WhiteWater office locations. This program will be rolled out and communicated in 2021 and will assist R.H. White continue to develop a culture that will have a positive impact for surrounding towns and office locations. It is our small part of a worldwide initiative of having a healthier environment. R.H. White projects it will save more than \$10,000 annually while introducing a green initiative that can be easily passed on to the next generation.

Fleet Fuel Efficiency

Over the course of 2020 R.H. White deployed more than 500 fleet vehicles throughout the Northeast. They vary from light duty pick-up trucks to cars and heavy machinery such as excavators and dump trucks. Overall, this fleet averages more than 430,000 miles every month. R.H. White closely monitors this through the use of Tenna. Recent updates to this software platform have provided a more accurate and efficient means to compile the data and use it as a tool to improve fuel efficiency through multiple means. Over the course of the last five years the miles per gallon for the entire fleet of vehicles has steadily increased from 12.4 MPG in 2016 to 13.6 MPG in 2020. Continually utilizing TENNA will help with additional improvements in the coming years.

Water Processed

In our 2019 Corporate Sustainability Report, we identified a goal to treat more water than we did last year, which is mostly in the control of our clients and heavily impacted by COVID-19. Moving into 2021 focus should be on supplying water conservation tools and quick tips & tricks for our company and clients. As a part of our sustainability efforts and being good stewards of our community, we are in the unique position to promote conservation throughout the communities we serve. Having a water conservation program in place for our internal teams and promoting it to all our clients could help preserve our precious resource while giving us more tools to assist clients with conservation and environmental stewardship. These tips & strategies should be broad enough to be applicable regardless of who is looking at them.

2021 Goals

1. Improve idle time on vehicles by 7%, utilizing TENNA telematics dashboards and KPIs.



2. Implement an office recycling program – initially in corporate offices in Auburn, MA – and evaluate and expand to other company locations.

3. Sponsor and coordinate three single-day (Q2, Q3, Q4) "clean-up" events in association with local parks, drinking water sources, etc. with ties to the company including social well-being/safety committee.

Social Well-Being



As a third-generation family-owned company – with generations of many other families contributing to our success daily – we understand the bonds that strengthen the communities where we work and live.

As a family company, R.H. White is devoted to the communities in which we live and work. We promote an environment of inclusion – doing right by our people, their families, our customers, and the community. Giving back is a core value for the company, and more importantly, its employees.

Our employees take time to support local charities, non-profit organizations, and schools. From building, painting, cleaning, and planting to collecting clothes and food for local thrift shops and food pantries, our employees are the driving force in our efforts to give back.

Our employees have volunteered time for the Community Harvest Project – a non-profit farm that engages volunteers to

grow fresh fruits and vegetables for those experiencing hunger. In Auburn MA, our corporate headquarters, a school supply drive was held where employees donated items such as tissues, pencils, and cleaning wipes to help the school district provide supplies to teachers and students in need due to the Covid-19 pandemic. The Shared Services Group participated in a team building fundraising event where they raised \$3,300 for the National Multiple Sclerosis Society. And this past Thanksgiving, a food drive was held for both the Auburn Youth and Family Services organization and Hooksett Food Pantry, which are local to our office locations; these organizations work to alleviate hunger for families in their local communities.

“ We make a living by what we get, but we make a life by what we give. — Winston Churchill



Community Involvement

Make-A-Wish Donation

R.H. White and WhiteWater partnered with the Make-A-Wish Foundation of Massachusetts and Rhode Island to assist in the granting of a wish to a child diagnosed with a critical illness. Make-A-Wish creates life-changing wishes for children with critical illnesses. According to information from the Centers for Disease Control and Prevention, over 500 children in Massachusetts and Rhode Island are newly diagnosed with critical illnesses each year.

The goal was to raise a minimum of \$10,000. R.H. White and WhiteWater exceeded that goal raising nearly \$13,000 for Make-A-Wish. Our fundraising efforts ensured that a seven-year-old Auburn boy received his wish for a top-of-the-line backyard playground.



Community Harvest Garden

Two groups of employees visited CHP one day in June. The morning crew staked 20 rows of tomatoes (1,100 stakes, 3,300 plants, 9,900 servings worth) and the afternoon group twined 15 rows (4,125 feet of twine, 2,475 plants, 7,425 servings worth) for a total of 5,775 plants or 17,325 servings impacted. The afternoon crew staked the last half row and twined 23 rows (6,325 ft of twine, 3,795 plants, 11,385 servings worth). In total, both morning and afternoon groups impacted 28,710 servings. Unbeknownst to us, R.H. White was the first organization to send one group, let alone two groups, to work at the farm following the mandated COVID-19 restrictions.



Auburn School District & Auburn Youth and Family Services

The company held supply and food drives to benefit local schools and food pantries. The school supplies were donated to Auburn Public Schools. The food was donated to Auburn Youth and Family Services in time for Thanksgiving. Auburn Youth and Family Services is a private, nonprofit, multi-service organization for children, young adults, and families in Auburn and surrounding communities. Their food pantry program is designed to alleviate food insecurity and provide education on good nutrition to the families it serves. Auburn Youth and Family Services has seen a significant increase of families in need during the COVID-19 pandemic.



Pan-Mass Challenge (PMC)

Team Cyclosauruss raised \$70,389 for PMC, greatly surpassing their goal of \$49,000. Due to COVID-19, the Pan-Mass Challenge looked a bit different in 2020. Team Cyclosauruss, led by Chairman David White, created their own 109-mile bike ride through Central Massachusetts. During their ride, they followed CDC guidelines by wearing masks when within six feet of each other and discouraged drafting other riders to maintain a safe distance.

National Multiple Sclerosis Society

R.H. White's Shared Services group participated in a Team Building Day of paintball which included a Fundraising Team Challenge event. Event pledges were made, and the losing team awarded its funds to the winning team's charity – the National Multiple Sclerosis Society. The best part was that the winning team donated their pledges as well, and to top that off, it was all matched by the company! A total of \$3,300 was raised and donated! The group accomplished the initial goal of working together, but the highlight of the day was *#givingback*.



Dept Managers Paintball Competition for Charity

Financial Donations

In May 2020, the company donated in excess of \$16,000 in the communities where we work and live. During the pandemic, donations have been made to community food banks, family and youth service organizations, and other non-profits. They include: Auburn Youth and Family Services, The Bow (NH) Food Closet, Chip-In Food Pantry in Charlton, Sandwich (MA) Food Pantry, Shrewsbury Youth and Family Services, The Urban Alliance, Worcester Together Central Mass COVID-19 Fund, and the Broad Meadow Brook Conservation Center and Wildlife Sanctuary.



focus on our community



“A big part of our core values are our family culture and giving back in the communities in which we live and work. I know first-hand the need, during regular times, through my work with the Worcester County Food Bank and the Community Harvest Project. Now with the pandemic, I can only imagine the demand that is out there in your community, so we are happy to make this donation for the citizens of your town. I’m proud of the work of our committee and thank you for what you are doing in your community.”

David White, Chairman and Treasurer

2020 Goal Results

28,710
Food
SERVINGS
Donated

\$140,589
donated to
WORTHY CAUSES

\$12,914
raised for
MAKE-A-WISH

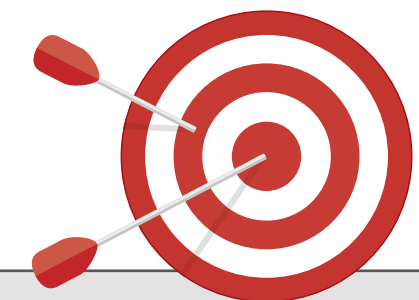
2021 Goals

Create a program to track the impact of donated time and resources

Develop a process for each department to report their employee involvement on a quarterly basis.

Track company sponsored events and employee promoted events

Increase company-sponsored events
from 6 Opportunities to
10 Opportunities



Meeting the Infrastructure Needs of Current and Future Generations



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