Red Hat
Community
and Social
Responsibility
2019
Open unlocks the world’s potential
Since our earliest days, we’ve seen how open source development and licensing can unlock the potential to create better software for our customers. We’ve seen the same open principles unlock the world’s potential to improve all sorts of things from hardware to education to civic engagement to leadership.

Red Hat’s company culture is rooted in open source principles, which permeate everything we do. From our philanthropy and volunteering to our sustainability initiatives and corporate governance, we continually strive to work together in ways that are open, inclusive, and allow everyone to share and collaborate for the best impact on the communities where we live, work, and play.

This report shares a few of our successes as well as initiatives where we’re continuing to grow and improve. We do well when we do good. And we do our best when we do that together.

Jim Whitehurst
President and CEO
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Company profile and performance summary

Red Hat is the world’s leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies.

Red Hat helps customers integrate new and existing IT applications; develop cloud-native applications; standardize on our industry-leading operating system; and automate, secure, and manage complex environments.

Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

The world’s leading provider of enterprise open source software solutions

More than 90% of the Fortune 500 use Red Hat products and solutions

The first US$3 billion open source company in the world

S&P 500 company

NYSE RHT
Red Hat’s approach to community and social responsibility
Openness and collaboration: At the heart of everything we do

Red Hat is the world’s leading provider of enterprise open source software solutions. Our deep commitment to the open source community and open source development model is the key to our success and drives our corporate citizenship programs.

Red Hat has an enormous—and often unseen—impact on the open source community. Though we are best known for our leadership in the Linux communities that power our flagship product, Red Hat® Enterprise Linux®, we also participate in hundreds of other open source projects.

Our contributions—in the form of code, documentation, and project leadership—represent thousands of developers and millions of hours per year that Red Hat commits to the open source community.

We are also deeply invested in the communities in which we live and work, through our programs devoted to:

- Corporate citizenship
- People and culture
- Environment and sustainability
- Governance

These projects range from the Linux kernel, where we are a top contributor, to projects such as Kubernetes, OpenStack, Fedora, OpenJDK, Wildfly, Hibernate, Apache ActiveMQ, Apache Camel, Ansible, Gluster, Ceph, ManageIQ, and many more.
Open source as a catalyst for social innovation

Red Hat is unlocking the power of open source for good by collaborating with nonprofit organizations to support open source humanitarian projects. When we bring our unique expertise in software delivery best practices and open source product development to a nonprofit collaboration, we can help solve relevant social issues with open source.

One recent example of this powerful collaboration for social good is apparent in our work with the UNICEF Office of Innovation.

Innovating with UNICEF

Red Hat partnered with the UNICEF Office of Innovation, a branch of UNICEF committed to using open source technologies to solve children’s most pressing problems. We delivered an eight-week residency through Red Hat Open Innovation Labs where teams collaborated to improve Magic Box, a key data analytics application, and worked on the use case of school mapping.

Using high-resolution satellite imagery and applying data science tools, the School Mapping project aims to map connectivity for every school in the world. An online platform generates and visualizes data, helping identify where gaps and information needs exist. The data also serve as evidence to advocate for connectivity and help national governments optimize their education systems.

Our collaboration with the UNICEF Office of Innovation demonstrates the power of open source technologies to improve our world. These technologies help us build solutions to digest data, make decisions more quickly, ease the integration of new data, and improve emergency response and resilience during natural disasters and crises—ultimately demonstrating how open unlocks data for good.
Red Hat Cares: Philanthropy and volunteering

Red Hat strives to strengthen and do good in the communities where our associates live and work. Our corporate citizenship program, Red Hat Cares, builds partnerships with groups actively solving community problems.

Red Hat Cares includes our donations to nonprofit organizations, our matching gifts and global volunteer programs, and executive leadership engagement. We focus on the areas Red Hatters care about the most, including programs that provide for basic human needs; science, technology, engineering, math (STEM) education; and health research and advocacy.

In fiscal year 2019, Red Hat:

- Donated more than US$3 million to charitable causes.
- Sponsored volunteer projects that resulted in:
  - More than 20,000 meals packaged in the United States with Rise Against Hunger in Raleigh and Boston.
  - More than 270 building hours donated to Habitat for Humanity in North America and TECHO in South America.
  - More than US$30,000 donated by 17 Red Hatters in Singapore who shaved their heads to raise money for the Children’s Cancer Foundation.

Matching gifts

In fiscal year 2019, Red Hat matched more than US$316,000 in donations made to more than 800 charities. We are also giving more associates the opportunity to participate every year: two years ago we expanded our matching gifts program outside the United States to five new countries, and last year we added ten more.
Education

We believe that students, instructors, schools, and open source communities benefit when the culture and concepts of open source are applied to education. As a result, Red Hat has invested in:

• Growing student participation in open source.
• Supporting instructors who are learning to teach open source.
• Collaborating with schools that have a unique approach to open source.

Successes resulting from our efforts in education include:

• A five-year educational and research collaboration agreement with Boston University. Through this agreement, the Red Hat Collaboratory at Boston University will administer grants totaling US$5 million, with a focus on advancing research and education in data governance, operating systems, distributed systems, and artificial intelligence.
• The creation of a minor in free and open source software and free culture at the Rochester Institute of Technology—the first of its kind in the United States.
• The founding of Open Source Pedagogy, Research + Innovation (OSPRI), an interdisciplinary center at Duke University whose mission is to harness the power of open source principles and methodologies to design and scale open learning contexts for a more equitable and collaborative world.
• The expansion of the Professors’ Open Source Software Experience (POSSE) program, a series of workshops that helps instructors learn how to incorporate open source into the classroom. As of early 2019, more than 150 instructors from more than 120 different academic institutions have completed the workshop.
• The addition of a curricular component to support project-based experiential learning at the Rensselaer Center for Open Source (RCOS), where students work on open source for either a stipend or course credit.

Open source play

In 2018, Red Hat helped create an open source play exhibit, Piece Out, at Marbles Kids Museum in downtown Raleigh, North Carolina. The summer pop-up exhibit was inspired by themes and principles of open source technology innovation such as rapid prototyping, collaborative participation, and the open exchange of ideas.

Kids of all ages worked together to realize infinite building possibilities, solve playful construction challenges, and add to or modify the work of others. In the spirit of open source development, Marbles is modifying the blueprints—or “exhibit code”—and plans to make them openly available to other children’s museums later in 2019.
Red Hat associates

Red Hat associates are leaders in a movement that’s bigger than our organization. We work to defend software freedom, connect people and ideas, and show the world the power of the open source way.

Anyone can contribute ideas, and the ability to influence isn’t defined by a job title. Red Hatters like solving problems. We're dedicated to sharing information and making a difference.

The root of the Red Hat community is our associates, so we start by supporting, developing, and rewarding Red Hatters.

A quick look at Red Hat associates:

• As of February 2019, more than 13,000 associates were working in more than 40 countries around the world.
• More than 25% of our associates work remotely.
Red Hat culture

Many companies aim for transparency and collaboration. But at Red Hat, transparency and collaboration are fundamental to everything we do. We believe in open decisions that facilitate high-functioning meritocracies, ones that pragmatically value concrete contributions over formal titles and encourage ideas from all corners of the organization.

With these principles in mind, we’ve created and continue to cultivate a distinct culture. This culture sets us apart and allows us to engage our associates in unprecedented ways.

Highly engaged employees

Red Hat actively solicits associate feedback through the annual Red Hat Associate Survey (RHAS), launched in 2008. The 2018 RHAS received responses from over 85% of our global associate population, our highest rate ever. In addition, more than one-third of respondents provided at least one comment, with more than 15,000 comments made.

Red Hat outperforms peer organizations in many employee engagement metrics. For example, we performed above the technology-company benchmark for each of the seven questions from our survey for which external standards were available. A notable example is that almost 85% of Red Hatters indicated feeling comfortable being themselves at work, compared with 76% for benchmark companies.

Benefits

At Red Hat, we know that our associates value intangible rewards like flexibility, opportunities, and freedom in much the same way they value pay and benefits. We emphasize choice and flexibility across our programs to support Red Hatters so that they can contribute their best at work and at home. From providing incentives and opportunities to lead a healthy lifestyle, to offering flexibility to take care of personal crises, we work hard to provide programs that our associates value.

Collaboration in action

Every year, potential benefit changes start with employee feedback through open conversations and surveys that are designed to gauge priorities and discuss the rationale for potential changes. Benefit options are released in phases so that associates have ample time to provide feedback, and our benefits team regularly has open forums where Red Hatters can contribute and join the discussion. This process continues throughout the year, helping us craft benefits that meet the needs of associates and their families.

Through our collaborative benefits decision-making process, our U.S. associates prioritized the need for additional benefits to support adoptive parents and parents of children with developmental disabilities. In support of those goals, we recently added the following benefits:

- As of 2018, up to US$7,500 of expenses related to adopting a child could be reimbursed to associates. In 2019, we increased that benefit to US$10,000.
- Red Hat parents of children with learning or behavioral challenges or developmental disabilities have a new source of support: Rethink Ed. Associates can consult with experts for guidance as they help their children in reaching their potential, including teaching new skills, addressing problem behaviors at home, troubleshooting lack of progress, and more—all at no cost to the associates.

A companywide discussion list

Red Hat prides itself on being a company where the best ideas can come from anywhere. Quite often that “anywhere” is memo-list, an internal email list that serves as a companywide forum for discussions on just about anything. Memo-list cuts through the hierarchy that discourages sharing and ideation and gives all associates a voice to build influence among their peers. All associates can send an email to memo-list, giving them direct access to the entire company—even the CEO. Memo-list facilitates debates about where Red Hat is headed as a company, what technologies are used internally, changes to benefits policies, and other topics.
Training and development

Our comprehensive package of learning and development opportunities is one of many things that sets Red Hat apart. We help associates build a strong foundation by encouraging a candid assessment of strengths and areas for improvement. We also provide formal and informal learning opportunities through our in-house training organization Red Hat University, a dynamic work environment, and outside partners. We do all this not just because it’s good for business, but because we’re committed to helping Red Hatters realize their aspirations.

Everyone at Red Hat is expected to be a leader, regardless of job title. For associates who are interested in pursuing a more formal management track, we have a number of programs for developing leadership skills at key career stages:

- **Aspiring Manager Program (AMP)** provides the context, tools, and experiences that associates need to decide if people management at Red Hat is right for them.
- **Manager Series (M-Series)** is a nine-month continuous learning experience designed to empower people managers by giving them the skills and knowledge required to lead inclusively in our global and open organization. M-Series is built around minimal classroom time and maximum time spent applying critical skills. A critical program component is continued access to small-group peer support and guidance.
- **Accelerated Leadership Development Program (ALDP)** and **Accelerated Leadership Development Experience (ALDE)** create a pool of individuals who can readily assume broader and deeper leadership roles and responsibilities. ALDP is for senior managers, directors, and senior directors, while ALDE is targeted toward senior directors and vice presidents. Graduates of these programs lead organizations that account for two-thirds of all Red Hat associates, demonstrating how the initiatives have helped develop exponential leaders—leaders who both lead and create more leaders.

We also offer Red Hat industry-standard certification to our employees so they can manage, deploy, configure, and troubleshoot Red Hat products. Associates can study to become a Red Hat Certified System Administrator (RHCSA®), Red Hat Certified Engineer (RHCE®), or Red Hat Certified Architect (RHCA®). Lab-based courses can be taken either online or in classroom settings.
Diversity + Inclusion

We want everyone to feel comfortable contributing, so we take an open and inclusive approach to communicating, collaborating, and making decisions. Our efforts to cultivate a diverse and inclusive environment go beyond our own company to reach open source communities and the broader technology industry.

Red Hat’s current Diversity + Inclusion (D+I) communities are:

- Military Veterans at Red Hat.
- Native + Indigenous, our Native American and indigenous peoples community.
- Neurodiversity at Red Hat.
- Red Hat Pride, our LGBTQI+ community.
- Women’s Leadership Community.
Diversity at a glance

Red Hat overall

Leadership

Red Hatters in non-technical roles

Red Hatters in technical roles

Data is from February 2019. Percentages may not add up to 100% due to rounding. Data for gender represents the global Red Hat population. Data for ethnicity represents only the U.S. Red Hat population and terms reflect the U.S. government reporting requirements. “Other” includes American Indian, Alaska Native, Native Hawaiian, and Pacific Islander. Leadership data includes those at or above the vice president level. Technical and non-technical roles data excludes those at or above the vice president level.

Red Hat CO.LAB

CO.LAB is an example of our Open Source Stories, which inspire people to embrace open source in their own work and communities. The program introduces middle school students to open source principles, hardware, and software to encourage collaboration and meritocracy. As an example of Red Hat’s brand and values in action, CO.LAB allows us to live out our mission of using the open source way to be a catalyst for change in our communities.

As of 2019, the program has taken place in Boston, Boulder, Chicago, Houston, London, Milwaukee, Minneapolis, New York, Raleigh, and Washington, DC.
Women in Open Source Awards

Now in its fifth year, the Women in Open Source Awards were created and sponsored by Red Hat to honor women who make important contributions to open source projects and communities, or those making innovative use of open source methodology.

**Limor Fried**

2019 community winner

Limor Fried is the founder and lead engineer at Adafruit Industries, an open source hardware company designed to be a place for people to learn about and purchase open tools, equipment, and electronics online. With more than 13 years in the open source community, she is a strong advocate for open source hardware and software.

Fried also hosts the YouTube show “Ask an Engineer,” one of the longest-running live weekly internet shows on STEM and “Show and Tell,” another show that allows makers to share their creations. She is on the advisory board of IEEE Spectrum magazine and spends time mentoring other women who own small businesses.

**Saloni Garg**

2019 academic winner

Saloni Garg is a student at the LNMI Institute of Information Technology where she is pursuing a bachelor’s degree in computer science. An open source user and contributor for almost three years, she is an active participant in a number of diversity initiatives, including Women Techmakers Group, 1 Million Women to Tech, Anita Borg, and Women-Who-Code.

Garg was selected as a Mozilla Open Leader in 2018, where her project is about building an inclusive community of Open Source contributors to increase the visibility of open source in India. She regularly contributes to Wikimedia and GNOME, with a focus on making their communities more diverse and accessible to all. Currently, she is working on a Smart Vehicle project using Python and Computer Vision.
Environment and sustainability
Environmental impact
As Red Hat grows, our impact on the environment and the community grows as well. We strive to be a responsible member of our global community by building sustainable facilities; reducing our carbon dioxide emissions, landfill waste, and water and energy consumption; and placing the wellness of our community at the center of our environmental priorities.

Facilities
Our 105+ global offices serve as the foundation of our sustainability program. Red Hat has developed a Global Sustainability program for the different aspects of our facilities’ life cycle, including initial site selection, buildout, and day-to-day operations.

We have sustainable best practices built into each aspect, including rigorous site selection, energy and water-efficient designs and equipment, responsible material selection and supply chain selection, indoor environmental strategies, and, for our larger locations, LEED (Leadership in Energy and Environmental Design) certifications. Red Hat has achieved a LEED Gold rating at Red Hat Tower in Raleigh and in Pune, Delhi, and Bangalore.

Red Hat has developed key principles ingrained within each aspect of facilities. These principles include:

- **Everyone and everything.** Red Hat can reduce its environmental impact by involving everyone in this journey and enhancing everything the company does. Through this collaborative, holistic approach, Red Hat can achieve its sustainability aspirations.
- **Collaborative change.** Sustainability requires collaboration, which will facilitate continuous development in the way Red Hat works, operates, and behaves. Red Hatters collaborate at all levels, embracing the shift from a traditional way of working that can result in Red Hat achieving sustainability aspirations.
- **Open accountability.** Open source is at the core of Red Hat, influencing all aspects of the business. Sustainability revolves around transparency and accountability for every action that has an impact or effect on the environment. Communicating the achievement of goals to the enterprise and other stakeholders is vital to achieving Red Hat’s sustainability aspirations.

Sustainability at Red Hat Tower
Our corporate headquarters, Red Hat Tower, has been certified as a LEED Gold building. Some of the key features of the building that led to this certification include:

- **Water:** 35% reduction against standard.
- **Lighting:** 30% reduction against standard.
- **Heating, ventilation, and air conditioning (HVAC) system:** Component performance criteria are 15% better than standard.
- **Alternative transportation:** Bicycle and motorcycle space and storage are provided.
- **Building materials:** 20% recycled content.
- **Construction waste:** 50% of waste from construction of the building was repurposed (diverted from landfill).

Sustainability in Pune and Bangalore
Red Hat achieved LEED Gold certification for new offices in Pune and Bangalore in 2018. This recognition underscores our approach to sustainability, delivering a new space that achieves resource efficiency during occupation beyond the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) building codes. Key innovative systems that we implemented as part of the project include:

- **Water fittings** that reduce water consumption by 40% based on the LEED baseline.
- **Efficient lighting** that is 35% more efficient than ASHRAE standard systems.
- **An HVAC system** that is 30% more efficient than ASHRAE-standard HVAC systems.
- **Recycling or reuse** of more than 75% of associated waste during stripout and construction.
Board of directors

Our board of directors sets high standards for the company’s employees, officers, and fellow directors. Implicit in this philosophy is the importance of sound corporate governance.

In fulfilling its fiduciary duties, the board and its committees follows the procedures and standards in the following guidelines and policies:

- Code of Conduct & Business Ethics
- Corporate Governance Guidelines
- Audit Committee Charter
- Nominating and Corporate Governance Committee Charter
- Compensation Committee Charter

The board of directors is comprised of nine members, eight of whom are independent, from a variety of backgrounds in keeping with Red Hat’s inclusive meritocracy, bringing a diversity of viewpoints to fiduciary and oversight duties.

Privacy and security

Red Hat employs a diverse, collaborative, cross-functional team that focuses on privacy and security to ensure that our use and processing of personal data complies with applicable laws, policies, and customer expectations. The team includes public policy, legal, information security, product security, customer data security, and regulatory compliance experts.

The team is accountable for the development and implementation of privacy and security guidelines, standards, and processes, and education and engagement with Red Hat associates and customers.

Ethics

Red Hat maintains a Code of Business Conduct and Ethics, which has been adopted by its board of directors. The code applies to Red Hat, all of its subsidiaries, and other business entities that it controls worldwide. Red Hat associates receive annual training on business ethics that covers issues of general applicability, as well as specifics that pertain to their area of responsibility. Red Hat has an ethics hotline that associates can use to report any concerns.

Supply chain

Red Hat is committed to purchasing products and services from small, minority-owner, veteran-owned, LGBT-owned, service-disabled veteran-owned, disabled-owned, and HUBZone suppliers. We believe strategic sourcing that includes diverse suppliers is essential for the economic success of Red Hat and the community. We offer these businesses the opportunity to compete on an equal basis. Additionally, our suppliers must abide by our Supplier Code of Conduct, which requires that all suppliers and their employees deal honestly, ethically, and fairly in these relationships. Red Hat suppliers are expected to acknowledge their agreement with our Supplier Code of Conduct and to apply this code in their dealings with Red Hat.
Collaboration and engagement

Given the emphasis that Red Hat places on collaboration, it’s no wonder that we are active participants in so many industry associations, standards bodies, and other professional organizations.

Some of these organizations include:

- The Apache Software Foundation
- Center for Democracy & Technology
- Cloud Native Computing Foundation
- Cloud Security Alliance
- CCIA (Computer & Communications Industry Association)
- Deutsches Institut für Normung (DIN)
- The Eclipse Foundation
- ETSI
- European Committee for Interoperable Systems (ECIS)
- Forum of Incident Response and Security Teams (FIRST)
- Free Software Foundation
- Free Software Foundation Europe
- Information Technology Industry Council
- (INCITS) InterNational Committee for Information Technology Standards
- Internet2
- The Linux Foundation
- LOT Network
- National Association of Corporate Directors
- Open Container Initiative
- OpenForum Europe
- Open Invention Network (OIN)
- The OpenStack Foundation
- (OASIS) Organization for the Advancement of Structured Information Standards
- Software Freedom Conservancy
- Software Freedom Law Center
- Software & Information Industry Association (SIIA)
- Storage Networking Industry Association
- Trusted Computing Group
- UEFI (Unified Extensible Firmware Interface) Forum
- United States Information Technology Office (USITO)
Endnotes

1 Open Decision Framework
   red.ht/openorg-odf
2 Open Decision Framework on GitHub
   red.ht/peopleteam-odf
3 UNICEF, Red Hat + software for social good
   red.ht/proofofconceptseries
4 Red Hat embraces open source play with Marbles Kids Museum
   red.ht/opensourceplay
5 Open Source Stories
   redhat.com/opensourcestories
6 Women in Open Source Awards
   redhat.com/womeninopensource
7 Red Hat Code of Business Conduct & Ethics
   red.ht/codeofbusiness
8 Red Hat Corporate Governance Guidelines
   red.ht/corporategovernance
9 Red Hat Audit Committee Charter
   red.ht/auditcommittee
10 Red Hat Nominating and Corporate Governance Committee Charter
    red.ht/nominatingcommittee
11 Red Hat Compensation Committee Charter
    red.ht/compensationcommittee
12 Red Hat privacy and security guidelines, standards, and process
   redhat.com/trust
13 Red Hat Supplier Code of Conduct
   red.ht/codeofconduct