

# Our Approach to Corporate Social Responsibility (CSR)

Being *insanely great* starts with being *exceptionally responsible*.



## Alorica's Commitment to CSR

Doing the right thing, and taking care of one another, is an integral part of who we are—and we live up to these mandates through charitable giving, social impact and environmental sustainability.

Alorica was built on three *P's*—*Passion, Performance* and *Possibilities*. But when it comes to CSR, we focus on another three: **Philanthropy, People** and **Planet**.

### PHILANTHROPY

Making Lives Better with Alorica (MLBA)



FUNDRAISING



DONATIONS



VOLUNTEERISM



NON-PROFIT PARTNERSHIPS



DISASTER RELIEF

### PEOPLE

Our People Are Everything



**LEADERSHIP & DEVELOPMENT**  
Alorica Academy; Women's Initiative; Level Up



**DIVERSITY, EQUITY & INCLUSION**  
Together for Inclusion, Diversity and Equity (TIDE); Certified Minority Business Enterprise (MBE)



IMPACT SOURCING



DISABILITY



MILITARY

### PLANET

Earth is All We Have—  
There is No Plan(et) B



SUSTAINABILITY



CARBON FOOTPRINT



WASTE

Take a look at the awesomeness we've achieved through our employee-led, non-profit partner MLBA—and we're only getting started!

**\$7.62M**

RAISED BY  
MLBA CHAPTERS  
SINCE 2015

100% of chapter contributions **STAY** within that chapter

**12,000+**

grants awarded through MLBA—and counting!

**6** COUNTRIES  
WITH MLBA  
CHAPTERS

Canada, Guatemala, Mexico, Panama, Philippines & United

# Our Approach to CSR

## PHILANTHROPY *Making Lives Better with Alorica (MLBA)*



**FUNDRAISING** | Each MLBA Chapter spearheads local fundraising efforts, empowering Aloricans to support the causes they care most about.

**DONATIONS** | There is a certain joy that comes from giving to others—and it's a happiness felt by our incredible team members around the globe to support local non-profits and the communities they live in.

**VOLUNTEERISM** | Aloricans take pride in serving their communities. Whether at a food pantry, homeless shelter or wherever they feel a need. We applaud those who choose to give their time—either individually or as a team.

**NON-PROFIT PARTNERSHIPS** | We only partner with other registered non-profits—because transparency and integrity count when you're focused on helping others.

**DISASTER RELIEF** | When tragedy strikes, we strike back. Our people are there to pitch in with not only monetary donations, but also supplies and necessities—often being the first responders.

**AWARDS/DESIGNATIONS** | Silver Stevie® for Non-Profit Response ([stevieawards.com/women](http://stevieawards.com/women)); 2022 Top-Rated Organization ([GreatNonProfits.org](http://GreatNonProfits.org)); 2022 Platinum Seal of Transparency ([candid.org](http://candid.org))

## PEOPLE *Our People Are Everything*



**LEADERSHIP & DEVELOPMENT** | Leaders aren't born—they're built. And through training tools like *gamification and microlearning*, along with development programs including *Alorica Academy, Women's Initiative, Level Up: An Executive Leadership Series* and internships, we're building tomorrow's leaders today.

**DIVERSITY, EQUITY & INCLUSION** | Alorica is a certified Minority Business Enterprise through the National Minority Supplier Development Council (NMSDC), and through the Supplier Clearinghouse for the Utility Supplier Diversity Program of the California Public Utilities Commission. Furthermore, our award-winning **TIDE** program (**T**ogether for **I**nclusion, **D**iversity and **E**quity) is an integral part of the Alorica employee experience, and serves as our global diversity, equity and inclusion program.

**IMPACT SOURCING** | Humbly recognized as **2022 Impact Sourcing Company to Watch** and **2021 Impact Sourcing Champion**. Our participation in the *Global Impact Sourcing Coalition (GISC)* reflects our responsibility to the communities in which we operate. Through our efforts, we proudly provide thousands of job opportunities to disadvantaged populations.

**DISABILITY** | Alorica is dedicated to helping all our people reach their full potential; that's why we make sure to accommodate qualified individuals with disabilities.

**MILITARY** | As a proud participant in the nationwide initiative Hiring Our Heroes, Alorica supports veterans, their spouses, and families. We provide support through programs that focus on employment, education assistance, leadership training, and career development.

## PLANET *Earth is All We Have—There is No Plan(et) B*



**SUSTAINABILITY** | We prohibit practices that harm ecosystems, always looking for ways to minimize the use of natural resources and maintain recycling programs around the world. =

We've designated disposal areas for bottles, aluminum, and other recyclables throughout our offices, and implemented a UL GREEN-GUARD-certified Healthy High-Performance (HHPC) program using green, earth-friendly cleaning products.

**CARBON FOOTPRINT** | We focus on decreasing heating, cooling and electricity-consumptions, and we've established a robust Work-at-Home (WAH) program through [Alorica Anywhere](#)—further minimizing our impact on the environment by significantly reducing work commutes and the usage of office supplies.

**WASTE** | Bleach, plastics and other harmful products are kept out of landfills, and we partner with specialized vendors to properly recycle e-waste.

**Alorica's commitment to CSR is steadfast—and we have so much more planned for the future!**

To learn more, please visit [alorica.com/corporate-social-responsibility](http://alorica.com/corporate-social-responsibility), or reach out to Sunny—Vice President of Corporate Social Responsibility and bona fide ray of happiness—at [Sunny.Yu@alorica.com](mailto:Sunny.Yu@alorica.com).



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Updated November 2022