

# A Culture of Awesome



There's nothing we value more—or take greater pride in—than Alorica's culture. From individual employee celebrations to company-wide contests and recognition, we commit each and every day to keeping our teams feeling motivated and connected.



## Revolutionizing a workplace is no easy task.

Building an award-winning culture of connection and empowerment takes insanely great leadership—and spearheading our company-wide efforts are **Joyce Lee**, *Chief Culture Officer* and **Colleen Beers**, *Chief Administrative Officer*.



## Aloricans want more than a job—they want a purpose.

Our team members care about more than just a paycheck, so we deliver a world-class culture that enables *mission-focused work*. Through charitable giving, engaging social impact and environmental sustainability, we empower our diverse, inclusive and compassionate workforce to *make lives better*.

## LOCAL CAUSES. GLOBAL IMPACTS.

# 100%

of our sites have Culture Committees; these dynamic brand ambassadors help keep employees engaged at Alorica

# \$70K

donated to 75 charities in December 2021 through our holiday giving initiative—Angel Program

# \$7.35M

reached in MLBA contributions in just six years

# \$63,700+

awarded to children in need to pursue their passions through the MLBA Inspiration Fund

# 11,600+

grants have been awarded to-date through MLBA

# 93

charity partners in 2021

## Programs that Propel.



### MAKING LIVES BETTER WITH ALORICA (MLBA)

Our approach to corporate philanthropy is like none other. Through our non-profit partner—MLBA—employees have the decision-making power to choose how to make lives better through grants, fundraisers and volunteering.



### CORPORATE SOCIAL RESPONSIBILITY (CSR)

Being insanely great starts with being exceptionally responsible. Doing the right thing, and taking care of one another, are integral to who we are—and we live up to these mandates through charitable giving, engaging 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.**



### TIDE (TOGETHER for INCLUSION, DIVERSITY and EQUITY)

An integral part of Alorica's employee experience, TIDE serves as our **global diversity, equity and inclusion** program. Around the world, our TIDE teams facilitate Real Talk sessions, bolster employees with supportive resources and help develop initiatives geared towards the greater good.



### REAL TALK

As an organization committed to social justice, we are proud to host local Real Talk sessions around the globe. These interactive conversations give our teammates an opportunity to discuss the social issues that matter most to them, devise solutions together and develop a stronger sense of community.



### ALORICA ACADEMY

Alorica Academy is a global leadership development platform that allows our people to learn, contribute, share and grow professionally. It offers clear visibility into career development opportunities, provides comprehensive training and helps identify who is ready for the next level—ensuring we maintain a strong, sustainable bench of talent.



### WOMEN'S INITIATIVE

Our Women's Initiative champions amazing female Aloricans around the globe. This program provides a platform in which our Alorica community comes together to connect, support and develop our current and future leaders—with a special focus on empowering women.



### ALORICANS IN ACTION

From female leaders to military heroes, our people make lives better and redefine the customer experience—day in and day out. *Aloricans in Action* gives us a platform to highlight outstanding members of our team, and celebrate the efforts of a global workforce that performs with passion and embraces all kinds of possibilities.



### CULTURE CHAMPIONS & COMMITTEES

Every Alorica site has its own Culture Committee, whose members plan on-site and virtual events and help oversee company-wide celebrations and contests. Led by a Culture Champion, these individuals act as brand ambassadors and help maintain a fantastic working environment for the entire team.



### GAME CHANGER

We make it a point to recognize when our people go above and beyond. Our *Game Changer* program is held twice a year company-wide, and celebrates and rewards top performers.