

Making Lives Better with Alorica

2019 MLBA Impact Report



“ I want to thank everyone from MLBA for being so supportive during our family’s loss. **Because of you we can keep moving forward!** ”

Anonymous • Lake Mary, Florida

“ Last March my father was hospitalized and was diagnosed with pneumonia. It became very challenging because the bills blew up to the point where we exceeded our insurance coverage. My family and I felt extremely discouraged knowing we didn’t have enough money to cover the rest of the hospital bills. However, **MLBA was there for us.** We are very grateful for everyone at MLBA. **We will forever recognize your compassion in helping lives.** ”

Kristine Embradura • Alorica Center, Philippines

“ I lost my son and MLBA was able to help with the funeral expenses. **MLBA helped bring peace** during a traumatic time in our lives. ”

Lisa Marez • El Paso, Texas

“ MLBA helped me when I had nowhere and no one to turn to. **They kept me from being homeless.** MLBA is such a blessing. Words cannot begin to express my sincere gratitude and the wonderful things this organization does. ”

Anonymous • Durant, Oklahoma

“ I would like to say a huge thank you to MLBA. I was recently kicked out of my house and I was homeless. **I am so grateful that MLBA took the time to listen to my story** and give me such a huge blessing. ”

Brandy Murrell • Sherman, Texas

“ MLBA surprised me with **how quick they were to respond** to those here in Nebraska who got affected horribly from the flooding. **MLBA did wonders for us.** Thanks to their prompt assistance, they truly lived up to their name of MAKING LIVES BETTER! Thank you for all you have done, words could never express how grateful I am to MLBA. ”

Jeffrey Sharp • Omaha, Nebraska





Joyce Lee
President, MLBA

To my friends and colleagues,

As I reflect on what we accomplished this past year, I'm humbled and moved by the growth of *Making Lives Better with Alorica (MLBA)*. It seems only yesterday we set out on the ambitious journey of truly making lives better—and in **four short years**, we've impacted countless lives across communities worldwide.

2019 was a banner year for MLBA. We volunteered. We came to the rescue. We fundraised, **hitting a \$5M milestone**, and we **expanded our presence globally to six countries**. We stepped in to help people overcome unimaginable adversity—and in every instance, we empowered Aloricans around the world to make a difference.

Here's to everything MLBA achieved in 2019, and the positive change we'll continue to make in 2020!

Thankful and inspired,

Joyce Lee
President, MLBA



Making Lives Better with Alorica (MLBA) is the global, non-profit partner of Alorica—a worldwide leader in customer experience solutions. Our approach to corporate philanthropy is like none other; most companies handle charitable giving from the top-down, but MLBA and Alorica *are not like most*.



EMPOWERMENT

MLBA empowers Alorica employees to give to those in need within their own communities—allowing them to share the love with the people and local causes that matter most to them. With nearly 90 MLBA Chapters around the world, **Alorica employees have the decision-making power** to choose how to make lives better through grants, grassroots fundraisers and volunteering—and **100% of funds raised by a Chapter STAY within that Chapter**.



CONNECTION

MLBA offers Aloricans an opportunity to bond over more than just work—and **our people take pride in serving their communities together**. Whether at a food pantry, homeless shelter or wherever they feel a need, we applaud those who choose to donate their time—and cherish the moments shared making lives better, together.



FAMILY

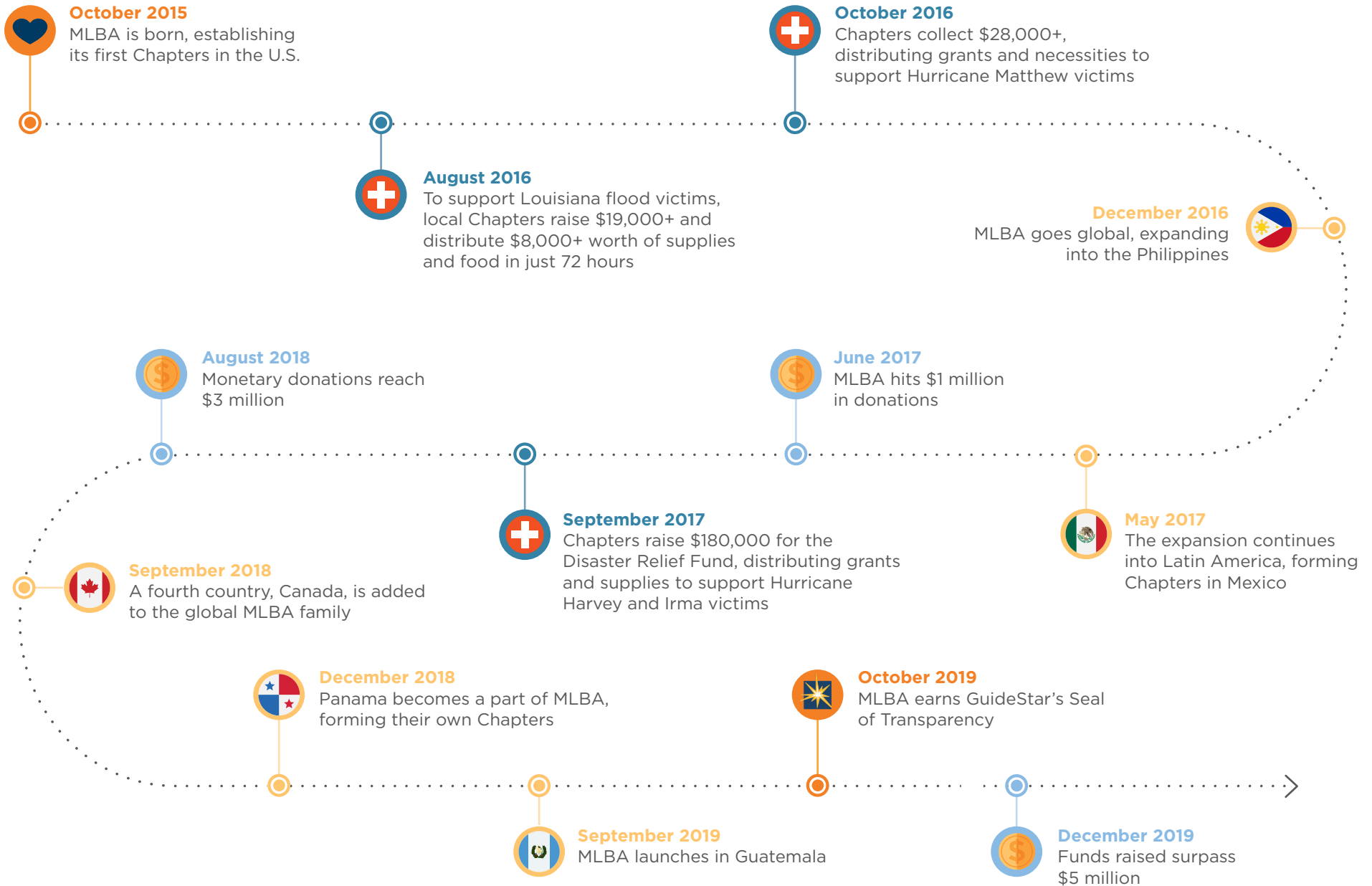
Our people are everything. MLBA provides an opportunity for Alorica employees to band together in times of crisis and in moments of uncertainty—**lifting up one another as only a family can** through grants and disaster relief. Our bond is our strength—and our resolve is unbreakable.

To learn more about MLBA, and to read some incredible stories of lives we've made a difference in, visit us at livesbetter.org.

PARTNERS

Alorica is the primary corporate partner of MLBA, providing administrative resources, logistics and personnel costs required to fuel the non-profit. MLBA plays a significant role in Alorica's larger commitment to Corporate Social Responsibility (CSR), which champions programs that align with the company's vision of *making lives better, one interaction at a time*.

Alorica's approach to CSR is split into three categories—**Philanthropy** (in which MLBA resides), **People** and **Planet**. To learn more about Alorica's CSR commitment, please visit www.alorica.com/corporate-social-responsibility.



MLBA made great strides in its quest to make lives better around the world.

 **\$1,647,320** raised

 **2,725** grants awarded totaling **\$1,118,554**

 **5,482** volunteer hours served

 **159** charity partners

Through the 2,725 grants awarded, we helped with...

 **1,094** housing costs

 **519** utility bills

 **341** medical costs

 **340** charity programs

 **253** other needs (i.e. groceries, essentials)

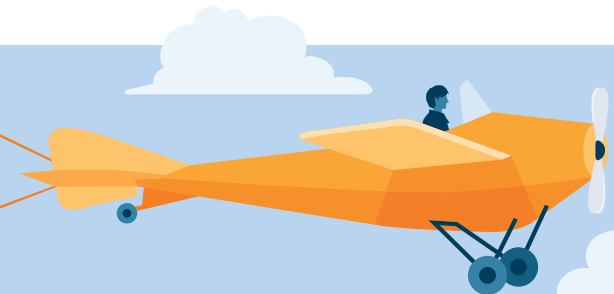
 **178** funeral expenses

71% of our grant recipients in the U.S. were able to **maintain stable housing** for more than 5 months after receiving a grant from MLBA

58% of our grant recipients in the U.S. were able to **pay for their utilities** for more than 5 months after receiving a grant from MLBA

In 2019, MLBA surpassed **\$5 million** in monetary donations.

\$5.2 MILLION





NORTH AMERICA
62 CHAPTERS

CANADA
est. 9/2018

U.S.
est. 10/2015

\$
\$1,444,608
raised

♥
2,267
grants awarded

\$
\$986,320
distributed through grants

🕒
4,779
volunteer hours served

👍
102
charity partners



PHILIPPINES
15 CHAPTERS

est. 12/2016

\$
\$169,077
raised

♥
430
grants awarded

\$
\$123,623
distributed through grants

🕒
130
volunteer hours served

👍
44
charity partners



LATIN AMERICA & THE CARIBBEAN
10 CHAPTERS

GUATEMALA
est. 9/2019

MEXICO
est. 5/2017

PANAMA
est. 12/2018

\$
\$33,635
raised

♥
28
grants awarded

\$
\$8,611
distributed through grants

🕒
573
volunteer hours served

👍
13
charity partners





MOST EMPLOYEE-LED FUNDRAISERS

With over 60 Chapters in North America, many of them get creative to fundraise for local individuals and causes. In 2019, their grassroots approach expanded beyond the traditional fundraising activities. This included offering casual-wear passes for employees who signed up for ongoing payroll deductions; food fundraisers, such as candy, baked goods, hot dogs and the occasional Frito chili pie; to putting managers up for auction, where employees could donate to put a pie in the face of their leader.

EL PASO STRONG

Aug. 3, 2019. This date will be remembered with infamy throughout El Paso, Texas, after a gunman opened fire at a local shopping store. The 2,000 Aloricans residing in El Paso united together to create #EPSTRONG shirts to sell, where **more than \$14,000 was raised and then donated to the Paso Del Norte Foundation**—an organization assisting the victims of the shooting and their families.



LONGEST-STANDING PARTNERSHIP

Since 2009, IBPAP (Information Technology and Business Process Association of the Philippines) and TeamAsia have spearheaded **My Dream in a Shoebox**—an initiative empowering underprivileged children to fight poverty through education. Partnering with the non-profit for the last four years, in 2019, MLBA Philippines Chapters once again donated the most shoeboxes—**30,589** to be exact. Shoeboxes are filled with notebooks, paper, pencils, crayons, glue, etc.—essential items to be successful in the classroom.

PAGEANT FOR A CAUSE

Philippines is known globally as a “beauty pageant superpower,” so not surprising, pageants have been a great driver for Chapters to fundraise for local causes. A few examples include the crowning of the newest **AloriQueen; Mr. and Mrs. MLBA; Queen of the Bay;** and **ALC Supreme Queen.**



FASTEST EXPANSION

In 2019, MLBA expanded its efforts in Latin America by **150%**, launching two Chapters in Mexico (May) and four Chapters in Guatemala (September). This expansion brought the total number of Chapters in the region to **10**, compared to 4 in 2018. This allows MLBA to support the **8,000** local Alorica employees, non-governmental organizations and communities in these countries.

KID, WE GOT YOU!

Partnering with children’s organizations is a favorite activity for MLBA Chapters in Latin America. Throughout 2019, Chapters in the region partnered with **12 Piedritas, Casa Bernabé, Operación Sonrisa, Oasis, Escuela Helen Keller AC,** and others, providing needed supplies, such as food and diapers; gifts during the holiday season; and by offering the simple act of engaging with the children, playing games and participating in local field trips.



PROGRAMS



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 who support local non-profits and the communities they live in.

- **Angel Program**

To support the season of giving, MLBA and its Alorica employee-led Chapters have participated in the non-profit's Angel Program since its launch in 2015. The program challenges each Chapter to partner with other local non-profits (i.e. schools, shelters, etc.) to donate gifts during the holidays. In 2019, **43,130 gifts were collected—nearly 8,500 more than the previous year.**

- **School Supplies Drive**

MLBA and its Alorica employee-led Chapters host annual back-to-school drives from July to September to assist local families with needed school items.



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. In 2019 alone, **Chapters donated 5,482 volunteer hours.**

NON-PROFIT PARTNERSHIPS

We only partner with other registered non-profits, because transparency and integrity count when you're focused on helping others. In 2019, **we worked with 159 non-profit organizations.**

DISASTER RELIEF

When tragedy strikes, we strike back. MLBA is there to pitch in with monetary donations and necessities—often being the first responders.



A FEW OF OUR NON-PROFIT PARTNERS



BE A PART OF MAKING LIVES BETTER!

“No act of kindness, however small, is ever wasted.” – Aesop, Greek Storyteller

We invite you to partner with us and one of our nearly 90 Chapters around the world to make lives better, improve communities and build futures. Get involved or learn more by visiting livesbetter.org, or emailing info@livesbetter.org.



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