

Making Lives Better with Alorica

2020 MLBA Impact Report



“My children and I were homeless—we were living in hotel rooms and even out of my car—but MLBA gave my family a second chance and a fresh start. **I am forever grateful.**”

LeTia Turner • United States

“I’ve always donated to MLBA whenever I could—but I never imagined I might need the help! One day, I had cash, groceries and other belongings stolen out of my car—and thanks to MLBA, I was able to get through that challenge. **I encourage everyone to donate**—you may need the favor returned one day!”

Anonymous • United States

“Hurricane Eta forced my family to relocate—and we were not prepared for this at all! **The help we received from MLBA was an utter joy**—it meant I could put food on the table during such a difficult time.”

Anonymous • Honduras

“Thank you to MLBA—you came through for my family when my contract was suspended during the pandemic. **It was such a comfort to know you were there to help!**”

Onaira Bryan • Panama

“I am legally blind, having recently lost my sight. Thanks to MLBA, we’ve been able to navigate this tough transition—and **we couldn’t have done it without this amazing organization!**”

Sean Dang • United States

“When we had fundraisers for our MLBA chapter, we would always hear, “you never know when you will be the one looking for help!” I never imagined that day would come, but I unexpectedly found myself in a financial bind, and the power was shut off at my home. My site manager encouraged me to apply to MLBA, and I was approved! I got my power restored and was able to get back on track with my bills—all because **my MLBA chapter was there for me and my family!** Thank you so, so much!”

Priscilla Castro • United States





Joyce Lee
President, MLBA

To my friends and colleagues,

2020... what a year. The year that we struggled and overcame together. As I look back, I am so grateful to everyone who gave to Making Lives Better with Alorica (MLBA) and overjoyed for those who were able to receive during the toughest of times as a result of MLBA's support.

It really was a difficult year for many. Thankfully, our MLBA family was there—to come together and assist those affected by the pandemic. MLBA granted funds to hundreds of individuals so they could purchase food and other essentials. Additionally, our MLBA chapters rallied together to support families in Latin America and the US, who were affected by hurricanes as well as those impacted by the typhoons in the Philippines. I'm proud to say our chapters raised over \$75,000 in just a few weeks to assist those in need with food, water, bedding, temporary housing and other much-needed items.

But it was also a year of proud milestones for MLBA—we celebrated our 5th birthday while also hitting the \$6 million mark for funds raised worldwide. Additionally, through our global Blue Heart contest, we were able to increase our overall recurring payroll donations by 5%.

2020 was a great reminder to help someone when you can and reach out when in need. I'm looking forward to 2021 and all that we will achieve together.

With hope and love,

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 65+ 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 see 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.

 **\$866,782** raised

 **924** grants awarded totaling **\$527,151**

 **68** charity partners

 **400+** families assisted through Crisis Relief efforts

Through the 924 grants awarded, we helped with...

 **307** housing costs

 **214** charity programs

 **200** medical costs

 **141** utility bills

 **50** funeral expenses

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

87% of survey respondents in the U.S. who needed housing assistance were able to **maintain stable housing** for more than five months after receiving help from MLBA

76% of MLBA survey respondents in the US are **women**

In 2020, MLBA surpassed **\$6.5 million** in monetary donations.

\$6.5 MILLION





NORTH AMERICA
46 CHAPTERS

CANADA
est. 9/2018

U.S.
est. 10/2015

\$
\$726,805
raised

♥
649
grants awarded

\$
\$437,730
distributed through grants

👍
55
charity partners



PHILIPPINES
14 CHAPTERS

est. 12/2016

\$
\$108,473
raised

♥
230
grants awarded

\$
\$70,229
distributed through grants

👍
4
charity partners



LATIN AMERICA & THE CARIBBEAN
8 CHAPTERS

GUATEMALA
est. 9/2019

MEXICO
est. 5/2017

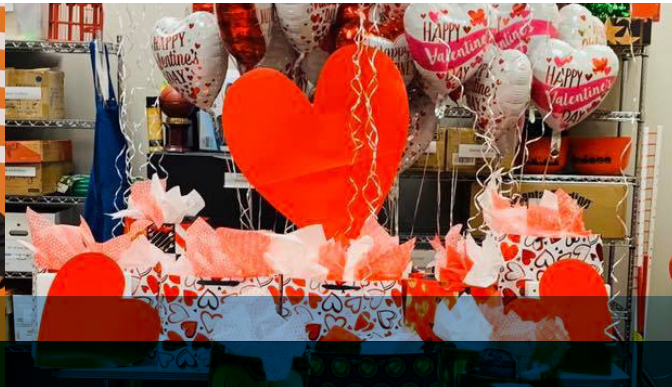
PANAMA
est. 12/2018

\$
\$31,504
raised

♥
45
grants awarded

\$
\$19,192
distributed through grants

👍
9
charity partners



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.



VOLUNTEERISM

Aloricans take pride in serving their communities. Whether at a food pantry, homeless shelter or wherever they see 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. In 2020, we worked with 68 non-profit organizations.

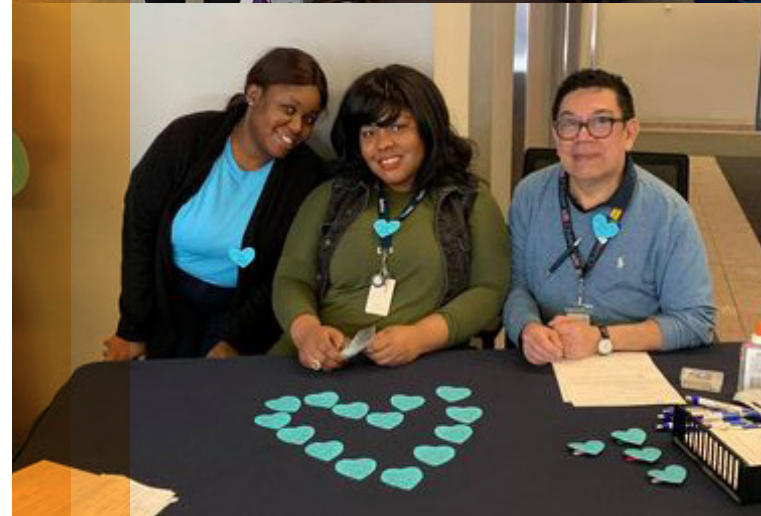


CRISIS RELIEF

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

MLBA CERTIFICATIONS

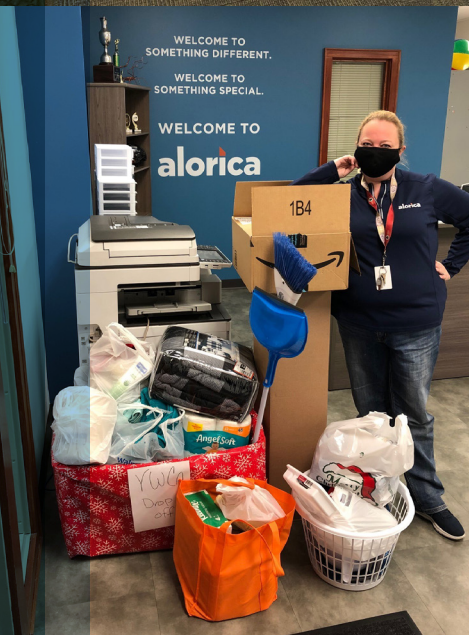
We are proud to be recognized by the following organizations, which share our commitment to making a difference, championing positive change, and above all—**doing the right thing.**



REGIONAL HIGHLIGHTS

ANGELS AMONG US

Since 2016, MLBA Chapters have participated in our annual **Angel Program**, which challenges each site to partner with other local non-profits to donate gifts during the Holiday season. In 2020—thanks to **100% Chapter participation!**—12,519 gifts were collected.



“This past year, I was diagnosed with an incurable blood cancer and multiple brain aneurysms. My husband and I had to stop working because of my medical issues, and we soon found ourselves struggling to pay rent. But—MLBA made it possible to keep our home, and **our family could not be more grateful for this wonderful organization.**”

Schotsie Noel · United States

THE BLUE HEART CONTEST

In 2020, we challenged our sites to encourage team members to sign up for recurring donations to MLBA via paycheck deduction—and the results were incredible!

Overall, we saw a **5% increase in donations** across the organization.

2020 BLUE HEART CONTEST WINNERS

- Our **Bluefield, WV** site increased payroll donation by **47%**
- Our **WTC Campus, Guatemala** site increased payroll donation by **24%**



DOING EVERYTHING WE CAN, EVERY SINGLE DAY

With all the challenges that 2020 posed, coming together to give back mattered more than ever. We distributed over **\$55K in grants to U.S. recipients**; more than **\$15K in grants to Philippines recipients**; and **several thousands of dollars in grants to recipients in LATAM** via support for COVID relief, Hurricane Iota, Hurricane Eta, and Volcano Taal, among others.

- More than **\$73,000** provided in relief
- Over 400 families assisted



“The assistance MLBA provided to the country was amazing, **my heart felt with tremendous joy on how quick we received assistance to support our community.** Natural disasters are not controllable and knowing that we have an organization that is focused on helping people makes me proud. The support we were able to provide was beyond what everyone expected, the teamwork and organization of everyone was motivational. **MLBA has created a positive impact in everyone,** starting with motivation, pride and willingness to deliver excellence.”

Thalia Lara • MLBA Representative

WHAT IS AN MLBA HERO?

MLBA Heroes are individuals or groups of people who are passionate about creating positive change. Whether in support of a local need or global cause, our Heroes are community-driven and full of kindness and generosity!

Throughout 2020, we highlighted MLBA Heroes around the world—and here are just a few special shout-outs!



SUZANNE SANCHEZ

Provided 50 families in Guatemala with food and toiletries



RAMIL SADOENA

Distributed more than 200 disaster relief goods to families in the Philippines

And of course, we owe a debt of enormous gratitude to all our frontline workers!



HIGH FIVE!

In 2020, MLBA celebrated its 5th birthday. It's been an utter joy to see how far we've come as an organization, and to give rise to empowerment and connections all across the globe.

Due to the grassroots efforts of our MLBA Chapter Boards, we've raised more than \$6.5M in these first five years—which has translated to nearly 10,000 grants being distributed to individuals and families in need.

An enormous thank you to our board members—truly the heart and soul of MLBA—we simply could not have achieved any of this without you. Cheers to the next five years of Sharing the ♥!

FIVE YEARS

This year, we're more thankful—and grateful—than ever!



All individuals named in the graphic above have been MLBA chapter board members since inception.

“ I enjoy being part of MLBA because I always strive to do the right thing and make a difference. **Having the opportunity to help people during difficult moments is something that fills me with happiness.**”



Mario Macias
Mexico Chapter Board Member

“ It was an honor to help one of our employees—a single mother—whose child was suffering from asthma. The cost of medication was very high, but **through MLBA we were able to help her when she needed it the most.**”



Luis Castillo
Guatemala Chapter Board Member

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 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.



OUR BOARDS OF DIRECTORS



CANADA

Joyce Lee, *President*
Jay King, *Vice President*
Yvonne May, *Secretary*
Cece Pan, *Treasurer*
Kenneth Fraser, *Director*



GUATEMALA

Joyce Lee, *President*
Cece Pan, *Treasurer*
Juan Pereira, *Vice President*
Elizabeth Dorris, *Director*
Luis Castillo, *Director*
Samson Seelan, *Director*



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Mohammad Kazi, *Treasurer*
Cece Pan, *Director*



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Jose Ramirez, *Secretary*
Analida Lopez, *Director*
Cece Pan, *Director*
Samson Seelan, *Director*
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Jamea Garcia, *Vice President*
Sarah Machan-De Silva, *Treasurer*
Bobbi Herrera, *Trustee*
Cece Pan, *Trustee*
Irene Tan, *Trustee*



UNITED STATES

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Timothy Wooden, *Secretary*
Cece Pan, *Treasurer*
Mark McDermott, *Director*
Natalie Wang, *Director*

ONWARD, TOGETHER!

On behalf of the MLBA Chapter Boards across the globe, I'd like to say **thank you** to all the MLBA Heroes who truly bring our mission to life. Seeing what was possible in 2020 gives me all the confidence in the world that 2021 will be a banner year for the organization—and I cannot wait to see what's in store for us all!

Joyce Lee
President, MLBA





Making Lives Better with Alorica, Inc. (MLBA) in the United States maintains a separate 501(c)(3) legal status apart from all international MLBA entities: specifically, MLBA Canada Association; Fundación MLBA, Guatemala; MLBA Asociación Civil, Mexico; MLBA, Panama; MLBA Foundation, Inc., Philippines. Data presented is based on collected reporting solely for the purposes of this annual report.

DISCLAIMER: Some of the photos were taken prior to implementation of social-distancing protocols.

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