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 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

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 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

Read more stories of how we make lives better at livesbetter.org/stories.
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
About Us

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.
October 2015
MLBA is born, establishing its first Chapters in the U.S.

August 2016
To support Louisiana flood victims, local Chapters raise $19,000+ and distribute $8,000+ worth of supplies and food in just 72 hours

October 2016
Chapters collect $28,000+, distributing grants and necessities to support Hurricane Matthew victims

December 2016
MLBA goes global, expanding into the Philippines

August 2018
Monetary donations reach $3 million

September 2018
A fourth country, Canada, is added to the global MLBA family

October 2019
MLBA earns GuideStar’s Seal of Transparency

December 2019
Funds raised surpass $5 million

September 2019
MLBA launches in Guatemala

May 2017
The expansion continues into Latin America, forming Chapters in Mexico

June 2017
MLBA hits $1 million in donations

September 2017
Chapters raise $180,000 for the Disaster Relief Fund, distributing grants and supplies to support Hurricane Harvey and Irma victims

December 2018
Panama becomes a part of MLBA, forming their own Chapters

October 2015
MLBA is born, establishing its first Chapters in the U.S.
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 **$5.2 MILLION** in monetary donations.
REGIONAL OVERVIEW

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
$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
REGIONAL HIGHLIGHTS

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.
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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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 Asociacion Civil, Mexico; MLBA, Panama; MLBA Foundation, Inc., Philippines. Data presented is based on collected reporting solely for the purposes of this annual report.

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