

The Alorica Way

Empowering Alorica's People Through a Journey of Confidence, Connection & Culture



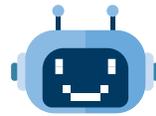
AT THE HEART OF EVERYTHING WE DO

Alorica is powered by people—more than 100,000 passionate problem solvers who deliver *insanely great* experiences to customers, day in and day out. But building up and sustaining such an awesome workforce is no small task, and we employ innovative and dynamic tools to attract, train and retain the absolute *best* talent on the market.



10% increase in agents reaching their 3-month anniversary

in sites using our recruiting AI—*Scoring Talent Attributes for Recruiting (STAR)*—vs. baseline



72%

reduction in cost-per hire with recruiting chatbots



18% eNPS improvement

in North America since rolling out Connect milestone (feedback) surveys



50% reduction in development cost

using microlearning training methods



4% decrease in attrition

in sites that utilize our predictive modeling programs like *PERM*



62% improvement in compliance,

compared to captive sites not using microlearning



5,744

man-hours saved in applicant screenings



100% of agent interactions can be monitored

via AI-enabled voice analytics, letting us quickly identify the right areas for coaching

By utilizing technology and leveraging insights, we:

- **Hire** more qualified candidates, faster
- **Train** our employees as efficiently as possible—reaching *speed-to-proficiency* sooner
- **Retain** our team members through programs that connect them with their communities and advance their careers

And we call this entire process ***The Alorica Way***.



ATTRACT

A collaborative, integrated and streamlined recruiting approach leverages AI and data-driven insights—allowing us to zero-in on the best candidates and hire them faster.

- **Talent Management Systems:** Give us the ability to build a strong talent network
- **Global Referral Programs:** A top recruiting tool globally, our Referral Programs reward employees who connect us with their friends and family
- **Recruiting Chatbots:** A tech-driven, intelligent way to quickly connect with qualified applicants
- **STAR:** We assess the likelihood a candidate will stay and perform, letting us focus on the best-fit candidates first—this way, we work smarter, not harder!



TRAIN

Our strategic onboarding platform introduces new team members to our culture and brand, while fully-customized, interactive programs keep employees on-track to achieve performance targets and career goals.

- **New Employee Onboarding (NEO):** Beyond Day 1, we instill your brand and culture throughout training
- **Hypercare/CARE Committees:** Through these teams, we hear directly from employees on what matters most to them—letting us make changes as necessary, and thus increasing retention
- **Connect:** Our gamified website and mobile app allows us to collect, analyze and act on employee feedback during their first 90 days
- **Microlearning:** Our approach to teaching cuts down training times, increases efficiency and improves compliance with bite-sized training videos
- **Alorica Academy:** Our global leadership development program includes everything from NEO to product training, skill coaching and professional development



RETAIN

Aloricans are engaged employees, and care about more than just clocking in and out. Thanks to programs that empower and inspire, our teams feel connected to their customers, their colleagues and their community—and they stay with us longer because of it.

- **Quality Assurance:** Our agents reach speed-to-proficiency faster through consistent, scalable, and repeatable QA processes
- **Culture/Employee Experience Programs:** Through company-wide programs, our team members have the opportunity to earn rewards and recognition throughout their employee journey
- **Corporate Social Responsibility (CSR):** Doing the right thing, and taking care of one another, is an integral part of who we are
- **Predictive Employee Retention Model (PERM):** To help us keep our people longer, we use machine learning to pinpoint the agents most likely to leave within the next 30 days—and work with management to intervene