



# GIVING STARTS WITH EMPOWERING.

Alorica's Corporate Philanthropy

## How We Approach Philanthropy

**Making Lives Better with Alorica (MLBA)** is a non-profit organization led by Alorica employees to help those in need around the world. While most companies manage charitable giving from top-down, Alorica's approach to corporate giving is like none other—we empower our teams to guide our philanthropic efforts, enabling us to make the greatest impact for our employees, their loved ones and communities.

**8 Countries**  
**45 Chapters Worldwide**  
**1 Planet (for now)**



SINCE INCEPTION IN 2015:

**\$9.4M**

raised

**14,200+**  
grants awarded

## How We Empower Our People

Alorica employees lead their local chapters—from fundraising, screening grant applications, determining the contribution, issuing funds to reconciling their chapters' bank accounts.

**1** Alorica employees launch local MLBA chapters and raise funds for their communities.

**2** MLBA chapters decide whom to give to including:

- Alorica Employees and their Families
- Residents and Communities
- Local Nonprofits

**82**  
non-profit partnerships globally in 2024

**100%** of funds raised by a chapter goes directly to the individuals and organizations selected by that chapter.

**Each chapter has its own governing board**—made up of Alorica team members—who promote and drive all MLBA activities locally.



FUNDRAISERS



VOLUNTEER EVENTS



DONATION DRIVES

## How We've Made Lives Better

### Medical Assistance

*"Thanks to your donation and the support of angels like you, we can move forward with my son's surgery. His heart will begin to settle into its proper place, and his lungs will finally be able to breathe fully. Because of this, my son will have a much better quality of life. You truly are an angel from Alorica, and I am endlessly grateful to you."*

Rodas Family - Guatemala Grant Recipient

### Homelessness Prevention

*"I was struggling to fix my septic tank and had spent every dime available to me. Thanks to MLBA covering my water and electricity bills, I was able to keep my home, provide for my children, and stay on top of my mortgage—without losing essential utilities. Your support made all the difference."*

Tina Isler - U.S. Grant Recipient

### Community Enrichment

*"We deeply appreciate your generous contributions, which play a vital role in aiding victims of conjugal violence and families dealing with mental health crises. Your commitment to our cause is invaluable, and we hope for your continued support as we provide culturally sensitive, free services to our clients. Your collaboration with our center is immensely valued, and we look forward to strengthening our relationship in the future."*

Humera Khan, President - Amal Center for Women Canada

### Funeral Expenses

*"When I lost my mother, MLBA stepped in during one of the hardest moments of my life, providing the financial support my family desperately needed. Their compassion meant the world to me. As an MLBA supporter, I'm forever grateful to be part of a community that creates a ripple effect of change and makes a difference in so many lives."*

Carence Mista - Philippines Grant Recipient



## How We've Made Lives Better

### Disaster Relief

Often being the first responders, local Aloricans quickly pitch in with emergency funds and supplies during a crisis.



**OVER \$426,500** IN RELIEF FUNDS

since inception to help employees and their families affected by natural disasters.

*"It really brings tears to my eyes that this company has gone above and beyond for me and my family! We were affected by Hurricane Helene, and they were genuinely concerned about my and my family's well-being. They have been such a blessing to us. I am so thankful for them. They are truly nice, compassionate, and very consistent. If you are in need of assistance during hard times, they are the best to help out."*

Anonymous Review - GreatNonProfits.org

### MLBA NextGen: Young Hearts, Big Impact

MLBA NextGen is our youth empowerment program, currently active in Canada, Guatemala, Mexico, and the U.S.

Designed to inspire the next generation, it instills a heart for giving while building real-world skills like presenting, money management, and marketing—guiding young leaders to create meaningful impact in their communities.



**6** years of impact

**\$67k** donated

**15** charity partnerships

*"During a period of furlough, MLBA became a lifeline for my family, covering an essential utility bill and providing funds for groceries. We are deeply grateful for the kindness and generosity of MLBA, and thank everyone who contributes to MLBA's impactful work."*

Brian Chapman - U.S. Grant Recipient

## How We Validate Our Efforts

Platinum Transparency 2024

Candid.

Earned the highest-level seal for financial transparency from Candid, the world's largest source of information on non-profit organizations.

RAGAN'S TOP PLACES TO WORK

Alorica won for its leading Corporate Social Responsibility initiatives including its grassroots philanthropy through its partnership with MLBA.



Recognized as a top-rated nonprofit by MLBA volunteers, donors, and grant recipients on GreatNonProfits.org.



Alorica was named Employer of the Year, highlighting its unique employee-led efforts with MLBA as part of its industry-leading culture.



Alorica Aligns with the United Nations' Sustainable Development Goals:



Want to help make lives better too? Or do you—or someone you know—need help?

Support MLBA or apply for aid, by visiting [livesbetter.org](https://livesbetter.org). Also, be sure to read the incredible stories on our [News & Stories page](#) and through our [Annual MLBA Impact Reports](#) on our [Resources page](#).

