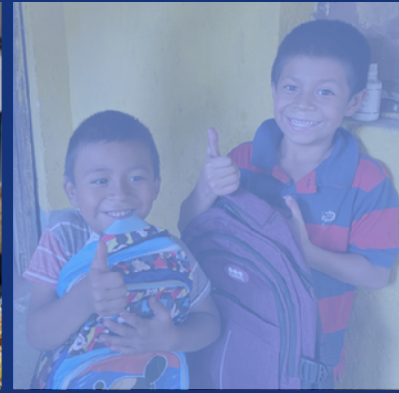


A Decade of **Sharing the Love**



PHILANTHROPY





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Our People Are Everything

The employee-led model behind Alorica's global CSR

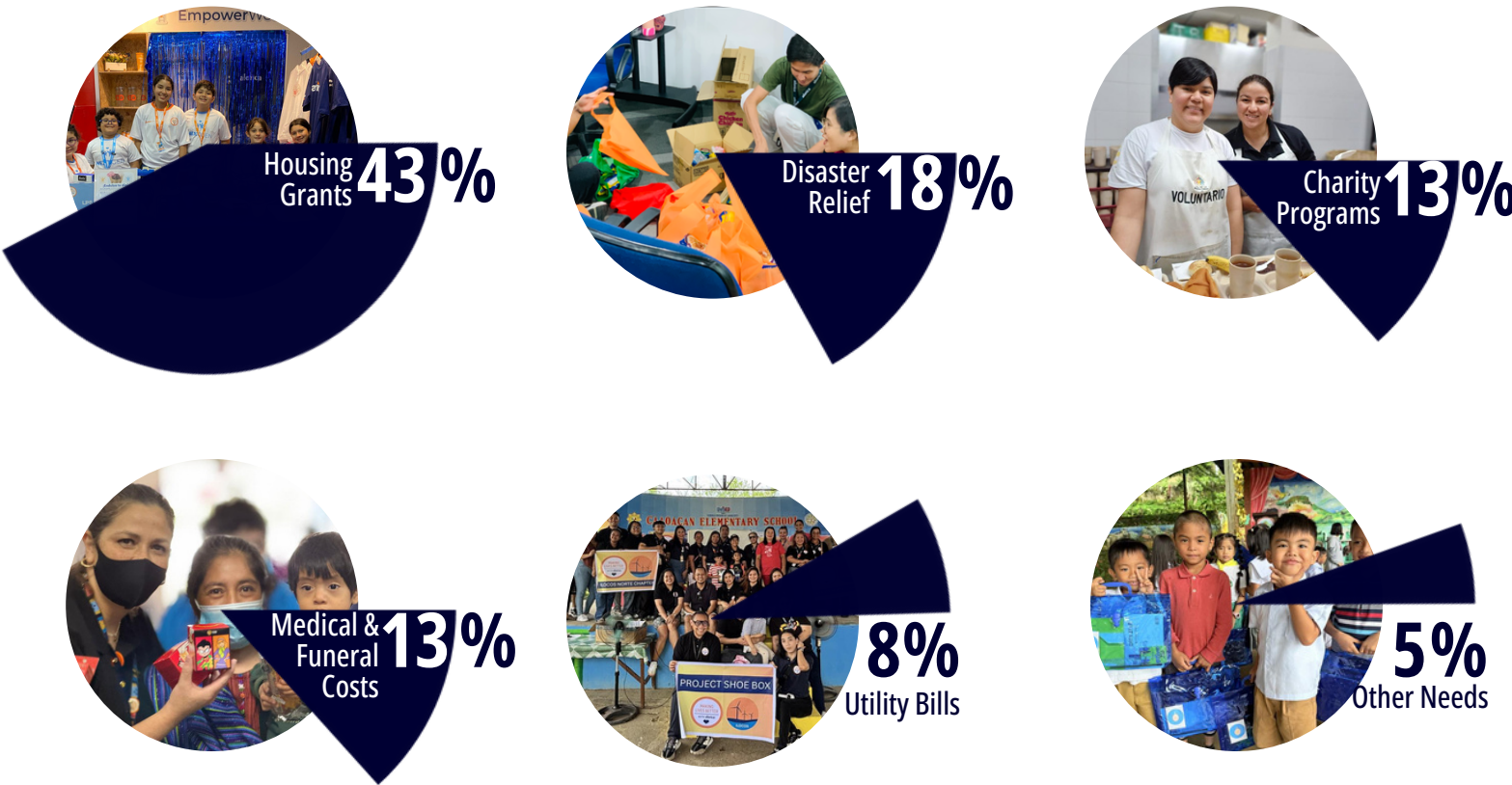
Born from Alorica's purpose of making lives better, MLBA is a nonprofit led by employees to help people in need worldwide.

Chapters, made up of Alorica volunteers, decide how funds are raised and where they go—because our people know their communities best.

Donations go directly to causes that support Alorica employees, their families, and communities, while Alorica assists with administrative costs and resources.



Aid distribution by category:



MLBA is more than a corporate giving program. It's about making lives better, not only for our team members but also for their families and communities.

Joyce Lee, Founder & Executive Chairperson

\$10,000,000 raised

since **2015**

nearly **15,000** grants awarded



612 charity partners



everywhere **Alorica** operates

From Day One to the Next Ten

Joyce Lee, Founder & Executive Chairperson
Bing Prima-Patino, President

What sparked the idea for MLBA?

JL: Years ago, Alorica Founder Andy [Lee] would come home from visiting the sites and often tell me that he gave all the money he had on him to employees. As his wife, I found that to be a little suspicious. But then I started to hear the stories... employees struggling with unexpected medical expenses, navigating destruction from a natural disaster, or a family member facing eviction due to job loss. **It made me want to do more for them in their crisis. That's how MLBA got started—**as a way for us to take care of our employees and communities; led by our people. They know best: who's in need, how to raise funds, and what to do to make the most impact.

How is MLBA different from other nonprofits or corporate philanthropy models?

BP: Who leads it. Most corporate giving programs are driven from the top down. MLBA flips that model. It's powered by Alorica employees, and 100% of the funds raised stay local. That builds deep trust and ownership. **Our volunteers don't just participate in MLBA...they are MLBA.**



Can you share any stories from donors or grant recipients that have really stood out to you?

JL: I'll never forget our first-ever grant in 2015. A mother in Washington whose son, one of our employees, tragically died in a motorcycle accident and she couldn't afford a funeral. Through MLBA, we were able to support a grieving mother in her hardest moment so that she could bury her son in peace. That's when it first hit me that **MLBA is more than a corporate giving program.** It truly is beyond that...it's about making lives better, not only for our team members but also for their families and communities.



What has surprised you the most about Alorica volunteers running their local MLBA chapters?

BP: Honestly, their scale of compassion and creativity continues to surprise me, even after all these years. **We always knew our people would show up. But I don't think we anticipated just how much they would own MLBA's growth.** From fundraisers like bake sales and raffles to seasonal markets and community drives... there's a level of ingenuity and heart that you just can't make up. And that applies to our response efforts. When a typhoon, fire, or earthquake hits, our local chapters are often the first to act. It's their people, their homes...they understand what's needed and have the authority to direct funds immediately...without waiting for corporate. That 100% employee decision-making power ensures that every response is locally relevant and culturally grounded.



Alorica as a company and its employees have done so much for MLBA over the last 10 years. What do you think MLBA has done for Alorica?

JL: As a people company with 100,000 passionate Aloricans, we're united by one mission—to make lives better. That's not just what we do every day for our customers, but it's also in how we show up for our communities. **MLBA is the heart of our culture.** It's how we connect, empower, and give back. From fundraising and volunteering to disaster relief and grant making, our employees lead the way, making real decisions and real impact. This has not only shaped our workplace interactions, but also our approach to Corporate Social Responsibility. And it's made Alorica stand out—no one else in the industry has a non-profit partnership like ours. It's a difference-maker in how we attract, retain, and keep our employees happy.



If you could describe MLBA's story in just a few words or phrase, what would it be—and why?

JL: MLBA's tagline is "Share the love." That's exactly what it comes down to. MLBA is all about spreading love, hope, comfort, joy and resources to people and communities that mean the most to us here at Alorica. **And now 10 years later, we're still the only ones doing it this way and at this scale.** It amazes me, humbles me and makes me so proud.



The Legacy We're Building

How NextGen carries our mission forward

NextGen, MLBA's youth volunteer program, empowers the youth to become the next generation of changemakers.

Guided by local chapters, these volunteers raise their own funds, pitch their causes, and bring them to life—from running sports camps and hosting school drives in underserved communities to supporting animal shelters and promoting mental wellness.

Along the way, they learn valuable leadership, collaboration, and communication skills, while discovering how to use their passions for good.

This is how MLBA is nurturing compassion to build a legacy that lasts.



U.S. hosts a yearly Back-to-School Drive, distributing 1,000+ backpacks filled with supplies and Passion Projects—interactive resources inspired by their own interests.

These projects include free sports camps, financial literacy sessions, mental health awareness activities, science experiments, sustainability challenges, and more

Canada led a chocolate fundraiser to support the Montreal Friends of Children Foundation and Ronald McDonald House of Montreal—helping provide comfort, meals, and a safe home for families whose children are receiving medical care.



Guatemala raised \$2,000+ through raffle ticket sales, supporting Hogar de Niños Luz de María (children's home) and Animal's Hope (animal shelter).



Panama hosted a bake sale, raising \$600 for Fundación MAI. Their contribution helps provide therapy and emotional support for seniors.



10 Years of Sharing the Love



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



2016
PHILIPPINES becomes MLBA's second country.



2017
MEXICO launches as our first country in LATAM.

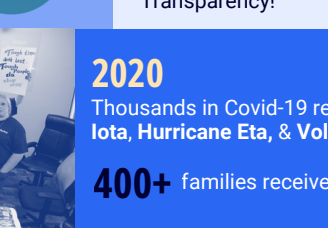


\$55,000+
of disaster relief raised globally & distributed to victims of Louisiana floods and Hurricane Matthew.



2018
TWO New Countries
CANADA PANAMA

2019
GUATEMALA becomes our newest MLBA country!
And we earn our first Candid (formerly GuideStar) Seal of Transparency!



2020
Thousands in Covid-19 relief grants + Hurricane Iota, Hurricane Eta, & Volcano Taal.

400+ families receive disaster relief

First Top Rated status on GreatNonprofits.org



2022
Launch of special fund for **BREAST CANCER** early detection intervention.

2021
\$63,743 for 44 students experiencing financial constraints, to pursue their interests through the launch of the MLBA Inspiration Fund.

2021
We receive Candid's **PLATINUM SEAL**—their highest level of transparency.



Founder, Joyce Lee, wins **SILVER STEVIE® AWARD** for Women in Business for "Most Valuable Non-Profit Response" during the Covid-19 pandemic.



2023
8 YEARS of impact & **Honduras** joins the MLBA family

2024
Bulgaria becomes our first chapter in Europe!

BING PRIMA-PATINO is MLBA's newest President



How We Show Up

“MLBA is a lifeline when there’s nowhere else to turn—and now, it’s expanding to every country where Alorica operates by the end of this year.”

Bing Prima-Patino, President



Project Shoebox

In the Philippines, Alorica volunteers raised \$7,785 for school supplies and fun surprise items as part of the annual Project Shoebox initiative, one of MLBA’s longest running charity partnerships.

All 14 Philippines chapters participated, providing valuable resources to 3,614 children in underserved communities.

Alorica’s Culture in Action

Every year, Chris Mathiasen, Alorica’s Compliance Director and a dedicated MLBA donor and volunteer, grows a mustache and takes on bold challenges for Mustaches for Kids, raising funds for children and families in need. His MLBA family worldwide backs his selfless mission. This year, Aloricans exceeded Chris’s goal, raising \$26,677. Thanks to their support, Chris’s campaign aids these causes:

- Angels Among Us: Covers families’ bills so they can focus on pediatric cancer battles.
- Sleep in Heavenly Peace: Provides 100+ beds for kids who would otherwise sleep on the floor.
- Heart Heroes: Gives capes and hope to kids with heart defects.



“Ten years later, we’re still the only ones doing it this way and at this scale. It amazes me, humbles me, and makes me so proud.”

Joyce Lee, Founder & Executive Chairperson



Going Green For Good

In Honduras, MLBA gave recyclables to a public school for their sustainability art program, transforming waste into practical and creative items like flowerpots, trash bins, and lamps. By working together, we not only reduce waste but also create awareness for students.

Community of Care

Teams from Alorica Center, Marikina, Mezza, Lipa, and Robinson’s-Ilocos Norte joined forces to uplift Aeta families—raising \$1,900.

The families and their kids enjoyed over 100 bags of groceries, packed meals, and toys. To top it off, magicians and acrobats wowed the crowd, bringing even more joy to this outreach program.



Guatemala Earthquake Relief

MLBA volunteers delivered nonperishables and water to 500 families after an earthquake in Guatemala.



The Heart of MLBA

Behind every grant awarded, every life changed, and every story shared—there's you.

Whether you've given your time, your voice, or your resources, MLBA exists because of people like you:

Donors
who believe in doing good together.

Volunteers
who show up and give their all each day.

Alorica Client Partners
who share our mission and our vision.

Thank you for being part of this journey—for turning compassion into action and for making lives better in every corner of the world.



Meet Our Q3 MLBA Heroes



John Rey
Site Administrator
San Antonio, TX, U.S.



Esperanza Espantay
CX Manager
Galerias Prima, Guatemala



Ahren Villalobos
CX Agent
Alorica Center, Philippines

Join Our Cause

Although MLBA is led by Alorica employees, our mission welcomes everyone.

To discover how you can make a difference visit livesbetter.org.

Let's Get Social!

Stay inspired. Stay involved.

  @MLBAlorica



THE NEXT

SHARE THE

SHARE THE ♥

SHARE THE

START WITH YOU