

Making Lives Better in How We Work, Lead and Serve

From giving back to protecting the planet, making a local impact through global connections is how we take care of business.



Philanthropy



People



Planet



Our employee-led nonprofit

As MLBA's primary corporate partner, Alorica provides the administrative infrastructure, compliance oversight and global coordination that allow **100% of donations** to support employees, their families and communities in need.



Since inception in 2015, chapters powered by Alorica employees have chosen how to raise funds and where to direct support for those experiencing crisis within their community.



Raised

\$10M+



Grants awarded

15K+



Charity partnerships

700+



Disaster relief

\$500K+

Platinum
Transparency
2026

Candid.



for companies that have a heart

Connection Clubs

Employee Resource Groups that bring people together through shared interests.

Photography

Autism parenting

Books & podcasts

Music

Foodies

+ More



Real Talks

Interactive, employee-led sessions on bias, equity, access and social issues that matter most to our people.

Bias awareness

Cultural diversity

Disability inclusion

LGBTQIA+ belonging

Mental health

Military life

Parenting

Racial inequality

Women in the workplace

+More

TIDE
TOGETHER for INCLUSION,
DIVERSITY & EQUITY

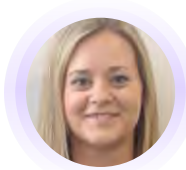
Connecting through real
conversations led by local teams.

Women's Initiative

Speaker series featuring influential female leaders from Alorica and beyond who share about their experiences and tips to encourage confidence, growth and career advancement.



2026
Tanisha Parker
Assoc. Director of
Partner Programs
GRUBHUB



2025
Emer Mc Ginley
WWCS Director of Global Programs
and Global Outsourcing
amazon

Including past guests from:



Diversity & Minority Business Enterprise (MBE) Recognition



2026-2027



2026-2027



2017-2026



2025



Minority-Owned Business of the Year
2021-2023



2013-2023



2020

Impact Sourcing Highlight

In partnership with the Samarthanam Trust NGO in India, Alorica adapted its hiring, onboarding and training practices in Bangalore to support a new class of Deaf and hard-of-hearing team members.



Samarthanam Trust
for the Disabled®
ಸಮರ್ಥನಾಂ ತರಬೇತರ ಸಂಸ್ಥೆ



Employee Development & Empowerment

Elevating Aloricans to learn, grow and get recognized for the impact they make.



Senior executives of global brands share about their career successes and failures, while providing practical strategies that inspire growth, innovative thinking, confidence and career advancement.



Digital professional development platform with courses, resources and career-building pathways to help employees strengthen skills and prepare for what's next.

Since 2025:

310,769 Courses completed

23,889 Certification enrollments

9,691 Career path prep program enrollments



Building Skills at Scale

Our Planet, Our Responsibility

We're making sustainability a part of the everyday choices that shape how we work and live—from reducing energy use and managing waste responsibly to reporting our progress through third-party institutions and empowering Aloricans to take action in their own sites and communities.

SMARTER OPERATIONS

STRONGER ACCOUNTABILITY

MORE SUSTAINABLE GROWTH



Reporting and Accountability Channels



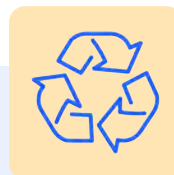
Carbon Disclosure Project

Global non-profit that runs the world's only independent environmental disclosure system for companies, capital markets, cities, states and regions managing their environmental impacts.



EcoVadis

Third-party global sustainability ratings provider that evaluates a company's environmental, social, and ethical performance through a comprehensive, evidence-based assessment.



Employee Social Responsibility Survey

Self reporting annual internal assessment to better assess employee understanding, perception, and engagement related to climate change risks and efforts. The survey results provide valuable insights that shape future initiatives and support our long term sustainability goals.

Smarter Operations

We continue to reduce our environmental impact through energy-efficient upgrades, smarter use of resources and flexible work solutions that help lower the impact of traditional onsite operations.



Site Efficiency



LED lighting
~98% in 2026
100% by 2028



EPA ENERGY STAR
certified sites



UL GREENGUARD
certified cleaning products

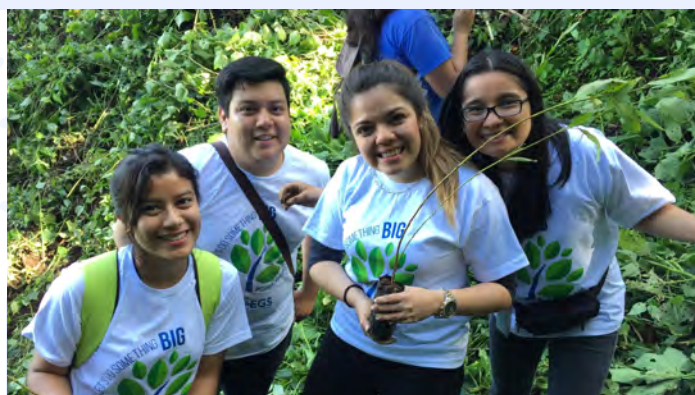


HVAC
improvements



Renewable Energy

- Solar panels installations in Dominican Republic, Colombia and Honduras
- LEED certified sites in India



2023-2024 YoY Report

23% Overall carbon emissions improvement

10% Scope 2 emissions reduction

10% Scope 3 emissions reduction

Scope 1: Emissions owned or directly controlled by the company

Scope 2: Indirect emissions from purchased electricity

Scope 3: Indirect emissions that occur within our value chain

Responsible Waste Management

We partner with specialized vendors to properly recycle e-waste, including computers, batteries and other equipment, while supporting local recycling programs for plastics, paper, cardboard, aluminum and other office materials.



1.2 million kg

Materials responsibly recycled



330 refurbished PCs

donated to schools and nonprofit organizations

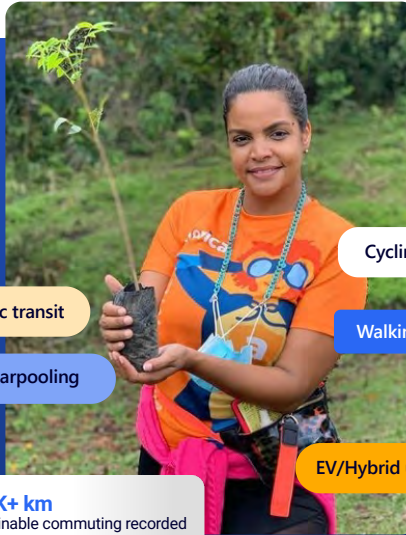


Culture-Powered Sustainability

Aloricans bring sustainability to life through paper-free campaigns, planet-conscious contests, tree planting, beach and park cleanups, recycling drives and other local projects.

Passion for the Planet Global Contest

What started as an everyday environmental action activity has grown into a global annual initiative, encouraging small behavior changes that help protect our planet. In 2026, participation translated into measurable progress across sustainable commuting, tree planting and water conservation.



23.5 MT CO₂/year

Expected from **1,068 trees** planted



581 gal. conserved

Water stewardship efforts

Public transit

Carpooling

Cycling

Walking

EV/Hybrid use



18K+ km

Sustainable commuting recorded

2026

Social Responsibility Survey

40K Survey responses

93% Consciously didn't print (paper) for work

60% Commute to work sustainably

85% Used energy-efficient lights while working from home

80% Chose reusable drinkware over single-use options

Growing Responsibly Toward 2030

Our 2030 goals focus on three things: reducing operational emissions, improving visibility across our value chain and making sustainability part of how we work.

NET-ZERO
COMMITMENT



25%

Cut Operational Emissions

Reducing emissions from the energy used to power, heat and cool our sites.

30%

Reduce Value Chain Emissions

Improving visibility and collaboration across suppliers, business travel, waste and employee commuting.

24/7

Everyday Actions Build Better Habits

Advancing energy-efficient upgrades, recycling programs and everyday sustainability awareness.