

Making Lives Better with Alorica

2023 MLBA Impact Report





Joyce Lee
President, MLBA

To our MLBA Family and Friends,

As I reflect on the milestones we achieved in 2023 through Making Lives Better with Alorica (MLBA), I am moved by the generosity and dedication of supporters globally. Your constant backing, whether through donations, time, or love, has made a tangible impact on countless lives in times of crisis.

This year, our MLBA family raised over **\$846,000**, helping us award **943 grants**. These funds provided crucial assistance for medical bills, housing, food, funeral expenses, and more. Through our annual Angel Program alone, Aloricans challenged each other and raised over \$64,000 for different local organizations and charities, showcasing the incredible impact of our community.

None of this would have been possible without the dedication of our donors and volunteers. Your generosity not only empowers fellow Aloricans but also lights the way to a brighter, more compassionate world.

Thank you for continuing to share the love and your commitment to making lives better.

With gratitude,

Joyce Lee
President, MLBA

“ Sarah*, mother of 4 children under 5, reached out to MLBA for rent assistance. She faced financial strain after taking time off work to care for her sick child. Despite her savings and social welfare programs, Sarah struggled to make ends meet, falling behind on bills. With the help of MLBA, Sarah was able to avoid eviction for her and her family. **Your donations help single moms like Sarah navigate through difficulties with dignity and support.** Thank you for making a difference in her life and the lives of her children. ”

**Name change for anonymity*

“ Grateful to MLBA for their incredible support during my mother's breast cancer journey. Your financial assistance relieved the burden, allowing me to focus on her treatments. **Your kindness transcends borders, making a positive impact on lives. Forever thankful.** ”

Rakshith Malleth • India

“ The support I've received has been a lifeline for **my children and me.** Financial decisions made by my past relationship without my consent created significant challenges. Struggling to make ends meet, I couldn't cover basic expenses like rent, utilities, and my kids' school supplies. I'm sincerely grateful for the impact Alorica has had on our lives. I will always carry a deep sense of gratitude for helping us navigate these challenges. ”

Rayza Archbold • Colombia



Making Lives Better with Alorica (MLBA) is the non-profit partner of Alorica—a worldwide leader in digital 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*.

POWER TO OUR PEOPLE

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 MLBA chapters across seven countries, Alorica employees have the decision-making power to choose how to make lives better through grants, fundraisers and volunteering—and 100% of funds raised by a chapter **stays** within that chapter.

A CULTURE OF 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, school, or wherever they see a need, we applaud those who choose to donate their time and cherish the moments shared making lives better, together.

FAMILY TAKES CARE OF 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.



CORPORATE PARTNERSHIP

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 Environmental, Social, and Governance (ESG), which champions programs that align with the company's vision of making lives better, one interaction at a time. Alorica's approach to ESG, also known as Corporate Social Responsibility, is categorized under three pillars—Philanthropy (in which MLBA resides), People, and Planet. To learn more about Alorica's ESG commitment, please visit www.alorica.com/corporate-social-responsibility.

MLBA made great strides in its quest to make lives better around the world.



\$846,082 raised



943 grants awarded totaling **\$545,027**



80 charity partners

Through the 943 grants awarded, we helped with:



\$310,424 housing costs



\$54,000 charity programs



\$69,360 medical bills



\$58,815 utility bills



\$23,337 funeral expenses



\$29,092 other needs (i.e., groceries, crisis relief, essentials)

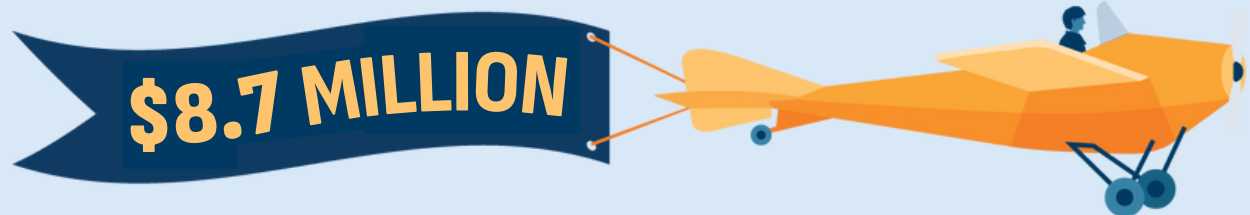
Approx.
61%

of grant recipients surveyed in the U.S. and Latin America, who required rent or utility assistance, **maintained stable housing** for more than three months after receiving aid from MLBA.

Approx.
68%

of MLBA grant recipients surveyed in the U.S. and Latin America are **women**.

In 2023, MLBA surpassed **\$8.7 million** in monetary donations.



REGIONAL OVERVIEW



NORTH AMERICA
24 CHAPTERS

CANADA
est. 9/2018

U.S.
est. 10/2015

\$
\$633,327
raised

♥
555
grants awarded

\$
\$420,530
distributed through grants

👍
49
charity partners



ASIA-PACIFIC
14 CHAPTERS

PHILIPPINES
est. 12/2016

\$
\$115,868
raised

♥
322
grants awarded

\$
\$86,600
distributed through grants

👍
15
charity partners



LATIN AMERICA & THE CARIBBEAN
6 CHAPTERS

GUATEMALA
est. 9/2019

MEXICO
est. 5/2017

PANAMA
est. 12/2018

HONDURAS
est. 10/2023

\$
\$96,887
raised

♥
66
grants awarded

\$
\$37,897
distributed through grants

👍
16
charity partners



HOW WE SHARE THE LOVE

What follows are just a few examples of the many ways we help Aloricans and their communities across the world all year round.

DONATIONS

There is a certain joy that comes from giving to others—and it's a happiness felt by our compassionate employees, community members and other organizations around the globe who support local non-profits and neighborhoods they live in.

Joplin, Missouri Work-At-Home MLBA Chapter donated \$8,000 to local programs, including the Joplin Fire Department's Christmas for Kids toy drive (6th consecutive year!), Safe House in Pittsburg, KS, Ronald McDonald House Charities of the Four States, and The Children's Haven of SWMO as part of Angel Program.

MLBA Ilocos in Philippines brought joy to the Lataag Child Development Center by spending quality time with underserved kids, and donating meals, an electric fan, and a Smart TV. Their acts of kindness not only provided much needed resources for the center but also created memorable moments.

MLBA Panama collected a variety of items such as toys, clothes, medical supplies, and more for the Panamanian Association for Assistance to Burned Children (APANIQUEM).

VOLUNTEERISM

Aloricans take pride in serving their communities. Whether at a food pantry, homeless shelter, school, or wherever they see a need, we applaud those who choose to donate their time—either individually or as a team.

MLBA NextGen U.S. and the Corporate Services Chapter assembled 1,000 backpacks for children in underserved communities with logistical support from South Coast Container. The backpacks were filled with school supplies and MLBA NextGen youth volunteers' passion projects focused on education, science, sports, financial literacy, and community support.

MLBA Panama spread holiday joy by providing toys to 47 children at the Center for Language and Autism Stimulation of Panama (CELAP) and hosting a heartwarming Christmas party, creating an unforgettable experience for the children and their families.

MLBA Lipa in Philippines donated ₱16,350 and planted trees for the Malaban Watershed in San Pablo City, Laguna, aiming to preserve the water source and contribute to the well-being of the community, who depend on the watershed for clean water.



“My father passed away so suddenly that we were not financially prepared. **MLBA was able to help us move forward, worry less and avoid being in debt.** We are thankful for the financial assistance that MLBA has extended to our family.”
Anonymous • Philippines

HOW WE SHARE THE LOVE



NON-PROFIT PARTNERSHIPS

We only partner with other registered nonprofits because transparency and integrity count when you're focused on helping others. In 2023, we worked with 80 non-profit organizations.

Our MLBA chapter in El Paso, TX brought holiday joy to the Lee Moor Children's Home. They raised over \$13,700, and in collaboration with the El Paso Cops Helping Kids (EPMPOA), sponsored gifts for 55 children of all ages who are currently in foster care and live at the center.

MLBA Guatemala, raised Q3,971 for Habitat for Humanity to support families affected by the Naranjo River overflow, which caused the loss of homes, belongings, and loved ones.

MLBA Alphaland/Techzone in Philippines partnered with Lara's Ark, a local animal rescue, by donating dog/cat food and animal medical resources for their furry friends.



“Your recent donation of essential items is greatly appreciated, especially during these times of inflation. **Your generosity not only provides immediate assistance, but also strengthens our community and lessens loneliness for those in need.** Thank you immensely for your support! Wishing you joy, health, and prosperity this festive season.”

Kara De Laperralle, Director per interim of Sports and Recreation · Canada Sun Youth Organization



CRISIS RELIEF

When tragedy strikes, we strike back. We provide food, clothing, shelter, and other basic necessities—often being the first responders.

MLBA Corporate Services donated \$3,000 dollars in grants for individuals in Florida affected by Hurricane Idalia in August 2023.

MLBA Philippines awarded 20 grants to Alorica employees affected by severe flooding due to heavy rains in 2023.

CERTIFICATIONS

We are proud to be recognized by the following organizations that share our commitment to making a difference, championing positive change and above all—doing the right thing.

For the third year in a row, we were honored to receive Candid's Platinum Seal for delivering the highest level of transparency as a nonprofit. This recognition demonstrates MLBA's strong commitment to fiscal responsibility and transparency to donors worldwide by articulating clear fundraising goals and consistently reaching them

We are also proud to be recognized as a Top-Rated Nonprofit by GreatNonprofits, an organization dedicated to showing the true impact of charities through feedback from the ones who know them most—clients, volunteers, donors, and recipients.



“ MLBA played a crucial role in supporting my great-nephew, Grayson, an eight-year-old twin, who faced learning difficulties. Thanks to MLBA's assistance, we were able to cover the costs of his tests, revealing that he's on the autism spectrum, dyslexic, and has dysgraphia. While it's a challenging journey, **we now have the knowledge to help Grayson's progress, and I'm incredibly grateful for MLBA's support.** ”

Patricia Rincon • Review from GreatNonprofits.org



ANGELS AMONG US

Since 2016, MLBA chapters have participated in our annual Angel Program, which challenges Alorica sites and programs to partner with other local nonprofits to donate gifts and basic essentials during the holiday season.

In 2023, thanks to 100% participation from MLBA chapters, we partnered with over 45 nonprofits worldwide including the American Cancer Society, Casa Del Migrante, Challenged Athletes Foundation, Firefighters Christmas for Kids, No Kid Hungry, Ronald McDonald House, Salvation Army, and more. Over \$64,000 was raised to make sure that those in need—especially children—were not left without gifts or necessary supplies.



BLUE HEART CONTEST

Every year, Alorica launches the Blue Heart Contest globally to create more awareness for MLBA and increase employee giving through payroll deductions. In 2023, Alorica sites and programs rallied team members to encourage them to sign up for recurring donations to MLBA.



2023 BLUE HEART CONTEST WINNERS



29%



5.5%



8.5%



8.8%



“MLBA is the **heart** of Alorica.”

Cielito Merriam • Vice President, Client Partner

MLBA NEXTGEN

MLBA NextGen is our designated program to empower young leaders to make lives better in their local communities. It's a way to instill a heart for giving in the future generation as well as an opportunity to teach them valuable business skills, such as presenting, money management, marketing, and more.

NextGen Panama held a pet food drive to support the efforts of the Banapar Foundation in caring for stray and abandoned pets.

NextGen Guatemala volunteers raised Q9,000 for the Neurologic Institute of Guatemala, which provides special education and therapies for people with intellectual disabilities.

For the third year in a row, NextGen U.S. raised money to donate 1,000 backpacks full of school supplies for children in need in the Santa Ana, CA area in partnership with the Seva Collective organization. Each NextGen youth volunteer designed, pitched, raised money for their own passion project to put in the backpacks, focused on education, science, sports, financial literacy, and community.



“ I am incredibly fortunate to be a part of the MLBA Panama team. Over the past four years, **I've had the opportunity to uplift children in our community, offering them hope for the future.** I remain committed to continuing my efforts to support others. ”
Cristian Bonilla • MLBA Panama Chapter Board Member



MAKING BREAST CANCER AWARENESS PERSONAL

After MLBA President Joyce Lee's breast cancer diagnosis (and recovery!) in 2021, raising awareness and ensuring more people have access to preventive cancer screenings took on new meaning. That's why MLBA set aside a special fund to help pay for the costs of early detection screenings. Local chapters also contributed to the cause.

MLBA Panama sold donuts to raise money for Breast and Prostate Cancer Awareness Month and encouraged employees to wear pink.

MLBA Corporate Services launched a raffle fundraiser to support the MLBA fund in assisting with costs of early detection tests.



“Grateful to MLBA for their incredible support during my mother's breast cancer journey. Your financial assistance relieved the burden, allowing me to focus on her treatments. **Your kindness transcends borders, making a positive impact on lives. Forever thankful.**”

Rakshith Malleash • India



With such a diverse workforce which we call family, there is also diversity in the causes that matter most to our people. That is why it is so important to us to partner with a wide variety of organizations that support underprivileged groups as diverse as we are.

REFUGEES

MLBA Guatemala partnered with a charity called Casa del Migrante, a place of hope for migrants who are passing through, as well as asylum seekers, internally displaced people, deportees, and returnees from the United States and Mexico.

INDIGENOUS PEOPLES

MLBA Mezza in Philippines donated ₱30,000 to aid the Aeta Community in Porac, Pampanga, providing essential items like meals, groceries, and basic necessities. The Aeta people—indigenous to the Philippines—face challenges such as poverty and lack of access to resources, prompting support from various initiatives for their welfare, including healthcare, education, and livelihood opportunities.

PEOPLE WITH DISABILITIES

MLBA Alphaland/Techzone in Philippines joined forces with the Kanlong Foundation, an NGO dedicated to supporting children with disabilities. The foundation's goal is to provide a nurturing environment for their students to acquire essential life skills free of charge, while also raising awareness for children with autism and Down syndrome. As part of the Angel Program, MLBA Alphaland/Techzone successfully raised ₱106,010 to be divided among three charities, with the Kanlong Foundation being one of the beneficiaries.

WOMEN

The Joplin WAH MLBA Chapter in Missouri donated \$2,000 to The Safe House in Pittsburg, KS, aiding women and children affected by domestic violence, sexual assault, human trafficking, and stalking.

SENIORS

MLBA Honduras began its community aid by donating nearly 350 toilet paper rolls to a local senior group home, Residencia de Ancianos Margarita Nasseau, addressing their critical need for basic hygiene resources. Aloricans united to guarantee a steady supply, emphasizing the significance of appreciating even the most basic needs.



Through MLBA and our employee-powered TIDE (Together for Inclusion, Diversity and Equity) program, we place a strong focus on disadvantaged populations and do what we can to make lives better in these communities.

OUR DONORS

We could not make lives better without the help of our donors. Because of them, we have the resources to truly make a difference.

Thank you to our generous donors who contributed \$500 or more to MLBA this year:

\$500-\$999

Adrianna Daher
Adrienne Hood
Aeric Carr
Aimee Ford
Ajah Porter
Alexandra Spredemann
Allyana Nicolas
Alva Selene Renteria
Ammie Harris
Angela Sibley
Arronda Mosley
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\$1,000-\$2,499

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\$5,000-\$9,999

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\$10,000 and above

Alorica Inc.
Andy & Joyce Lee



OUR NON-PROFIT PARTNERS



ASILO DE ANCIANOS
IAN JUDAS TADEO, A. C.



BE A PART OF MAKING LIVES BETTER

LET'S GET SOCIAL


There's no better way to spread awareness and create a culture of connection than by sharing the stories of those you've helped. Follow us on Facebook and Instagram [@MLBALorica](#) to see the lives we've made better and share our posts to reach more people who want to make a change.



IMPACT THAT LASTS


While MLBA is run by Alorica employees, anyone can be a part of our mission.

We invite you to partner with us to make lives better, support communities and build futures. To learn more on how to get involved and give—no matter how big or small—visit livesbetter.org.



PayPal
Preferred Option to Donate
PayPal offers reduced processing fees to Registered Charities, so more of your valuable donation gets to MLBA and the people who need it most.

DONATE



gofundme

GoFundMe is an additional option to donate by credit card if the donor is unable, or prefers not to use PayPal directly.

DONATE



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