

Alorica's Approach to ESG & CSR

Environmental Social Governance — Corporate Social Responsibility

Because taking care of people and the planet isn't just something we do—it's who we are.



OUR ESG VALUES

ENVIRONMENTAL

Earth is all we have; there is no Plan(et) B. So, let's protect her.

SOCIAL

Connect with, and support, our people. Then empower them to serve our communities.

GOVERNANCE

With integrity in every interaction, we take our security and policies seriously.

ENVIRONMENTAL

CARBON FOOTPRINT | Although our emissions are significantly lower than companies that manufacture their products or own their buildings, we remain focused on doing our part to reduce our carbon footprint, such as upgrading our HVAC systems to more energy-efficient ones, implementing LED retrofits, and obtaining the EPA's Energy Star certifications.

Our initiatives include:

- Through our robust Work-at-Home program, **Alorica Anywhere**, further minimizes our impact on the environment by enabling us to set up smaller Connection Hubs, cut down on commuting hours, and decrease usage of electricity and supplies.

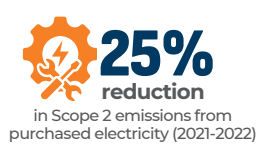
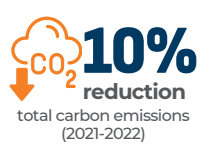
More than half of our U.S. team works at home



- Utilizing green, earth-friendly cleaning products certified by UL GREENGUARD under the Healthy High-Performance Cleaning (HHPC) program.



- Reporting our sustainability efforts through third-party organizations like Carbon Disclosure Project (CDP) and EcoVadis.



- Conducting annual sustainability surveys with employee participation to measure resource usage and promote eco-friendly practices.

35,200 employees participated in our survey, measuring usage of electricity, paper and water as well as commute.

Sustainability initiatives like our annual Passion for the Planet contest encourage employees to share projects that help the environment.



- Partnering with specialized vendors to properly recycle e-waste (computers, batteries, etc.) and coordinate other local recycling programs.



40,000+ devices diverted from landfills through refurbishing and recycling centers in 2022



SCOPE 1	Direct emissions that are owned or controlled by the company
SCOPE 2	Indirect emissions from utility supplier operations
SCOPE 3	Indirect emissions that occur within our value chain

ENVIRONMENTAL

SUSTAINABILITY | We prohibit practices that harm ecosystems, always looking for ways to minimize the use of natural resources, give back to the planet and do everyday things—as an organization and individuals—with protecting the environment top of mind.


➤ Designate disposal areas for bottles, aluminum and other recyclables throughout our offices

➤ Increase awareness by educating on environmental issues, such as soil degradation through the global **Save Soil** movement



➤ Participate in paper-free campaigns, encourage employees to power down for annual Earth Hour and celebrate Earth Month with tips and resources. Aloricans around the world also engage in local initiatives, such as tree planting, beach/park cleanups and recycling programs (bottle caps, old shoes, batteries, etc.).

 **54%**
of Aloricans commute to work sustainably*

 **87%**
used energy-efficient lights*

 **93%**
consciously didn't print (paper) for work*

*Based on 35,200 survey participants in 2024.



SOCIAL

MLBA | Nonprofit Making Lives Better with Alorica is led by Alorica employees, and helps empower local communities and individuals in crisis as well as partners with other nonprofits to support people most in need.

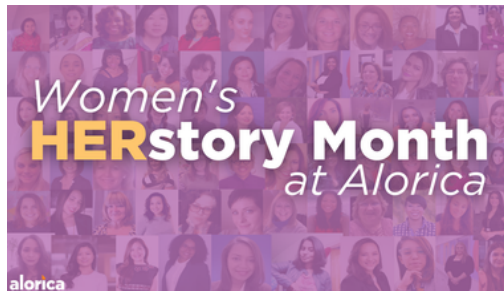
since inception in 2015

\$8.7M raised & **13,400+** grants awarded

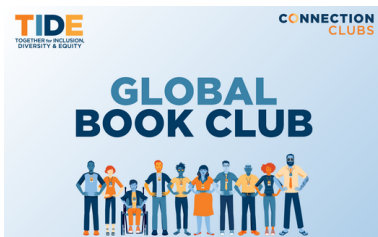


TIDE | Through our global DEI program (Together for Inclusion, Diversity & Equity), our employee-led regional teams facilitate interactive discussions, share resources and develop initiatives around social issues that matter most to them.

➤ **150+ Real Talk sessions completed** around the world to create awareness on important topics: Social Injustice, Racial Inequality, LGBTQIA+ Empowerment, Employment Disability, Military Life, Mental Health, Women in the Workplace, Diversity in Parenting, and much more.



➤ **Connection Clubs**—Employee Resource Groups to further bring employees together through common interests and causes.



“It was a **wonderful experience** for me to become a member of a **club at my workplace**. I can't wait for the next gathering.”

John Louie Palisoc • Philippines

➤ As a certified minority-owned business, Alorica is recognized as a diverse supplier. We are also committed to **advancing the equitable inclusion of other diverse businesses** through our own supplier diversity program.



ALORICA ACADEMY | Our global leadership development program focuses on helping our people learn, contribute, share and grow professionally. It offers clear visibility into career opportunities, provides comprehensive training, and identifies who is ready for the next level—ensuring we maintain a strong, sustainable bench of top talent.



SOCIAL

LEADERSHIP & DEVELOPMENT | As we grow our business, we invest in the personal and professional development of our people globally--men and women from all levels. We host events where employees get to hear from our senior executives as well as prominent business leaders and influencers outside the company.

LEVEL UP
AN EXECUTIVE LEADERSHIP SERIES

Liz Martin
Goldman Sachs' Head of Enterprise Partnerships Business & Delivery

Goldman Sachs

ALORICA'S WOMEN IN THE WORKPLACE

- 60% of our global workforce are women
- 48% of Alorica's global leaders are women
- 8,500+ employees were promoted since 2022; more than half were women
- 4 out of 7 of our Global Market Leaders—senior execs leading our Growth & Transformation strategy—are women

RECOGNITION FOR INDUSTRY-LEADING WOMEN EMPOWERMENT

2022 Best CEOs for WOMEN

2021 Best Company for WOMEN

BRONZE 2022 STEVIE WINNER FOR WOMEN IN BUSINESS

SILVER 2023 STEVIE WINNER FOR WOMEN IN BUSINESS

ALORICA WOMEN'S INITIATIVE GUEST SPEAKER SERIES

Callie Field
EVP of Customer Care
T Mobile

Amelia Hardy
Chief Inclusion & Diversity Officer
BEST BUY

Angie Klein
SVP & President of Verizon Value Organization
verizon

Emma Chontos
Head of Global Business Services & Chief Procurement Officer
INTUIT

Kelly Truax
SVP of CSG Support Services
DELL Technologies

CULTURE CHAMPIONS & COMMITTEES | Alorica sites have their own Culture Committees, whose members plan onsite and virtual events and help host company-wide celebrations and contests. Led by Culture Champions, these individuals act as brand ambassadors and help maintain the award-winning, family-like work environment we're known for.

IMPACT SOURCING | We are proud to strategically provide thousands of career opportunities to underserved populations around the world as we expand our footprint. We've been recognized as IAOP's 2023 Impact Sourcing Company to Watch and Impact Sourcing Champion since 2020. We have also participated in the Global Impact Sourcing Coalition (GISC) for years as well as served on IAOP's Social Responsibility in Outsourcing chapter board.



Philippines

In partnership with our client, we started hiring more impact workers in 2023. This included employees from under-represented groups, such as unemployed, single parents, people with disabilities:

Makati: 48 hires, 6% of total HC

Lipa: 21 hires, 25% of total HC

Cebu: 138 hires, 11% of total HC

Egypt

32% of new hires are categorized as impact workers (refugees, unemployed, etc.) as of Q4 2023

South Africa

We work with Shadow Careers, an impact sourcing initiative in Cape Town that develops young talent from excluded communities with the goal of reducing youth unemployment.

20 employees came from this program in November 2023

INTUIT Prosperity Hub

RECOGNITIONS

IMPACT SOURCING CHAMPIONS

IAOP Global Impact Sourcing Award COMPANY TO WATCH

GOVERNANCE

TRUST & SAFETY, CYBERSECURITY, AND DATA MANAGEMENT |

Alorica implements a cross-collaboration model to drive our global cyber protection program for safeguarding our employees, clients, customers and their data. We take an agile approach of continuous improvement, which includes deploying technical controls for network monitoring, placing strong emphasis on security awareness & education, and continuing to enhance compliance/risk management efforts.

BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY |

For every account, we have a Business Continuity Plan (BCP) that details disaster prep, recovery and back-up operations. We review and update these plans with our cross-functional teams and client partners so that we are well prepared in case of an emergency.

ETHICS AND COMPLIANCE | In addition to our mandatory Global Code of Conduct that all employees and business partners must abide by, and our ongoing mandatory compliance trainings, our 24/7 Integrity Center reporting hotline allows employees to report any misconduct or suspicious behavior, whether it's potential phishing, fraud, harassment or other.

ESG COMMITTEES | Alorica's ESG is led by our Steering & Functional Committees to ensure ongoing oversight, commitment and accountability from the highest level across functional groups and throughout all the regions we operate.

HOW ALORICA PROTECTS THE BUSINESS



STEERING COMMITTEE

Helps guide, review and approve climate-related initiatives as part of Alorica's overall business strategy. It's a collective effort across departments on an ongoing basis to address environmental and social issues as well as provide solutions and executional plans to the Board and C-Suite for consideration.



FUNCTIONAL COMMITTEE

Creates awareness and action plans around climate-related issues and sustainability efforts as part of Alorica's ESG, empowering employees globally to help make a difference at work and in their personal lives. The tactics implemented by the Functional Committee is approved and overseen by the Steering Committee.

WHAT'S NEXT?

Alorica's Long-Term ESG Goals & Targets

By 2028: Expand Alorica's **Supplier Diversity** program and increase diverse supplier base by 10%

By 2035: Reduce **Scope 1 and 2** emissions by 15%

By 2028: Transition 100% of sites to **LED lighting & energy-efficient HVAC systems**

By 2030: Reduce **Scope 3** emissions by 25%



Alorica Aligns with the United Nations' Sustainable Development Goals:

