

# TIDE

TOGETHER for INCLUSION,  
DIVERSITY & EQUITY



## WE CHAMPION A CHANGING TIDE

Alorica's TIDE initiative is our global Diversity, Equity and Inclusion program—and serves as a cornerstone for the entire Alorica employee experience.

By listening to our people, we forge stronger connections. Through greater connections, we empower change. And in doing so, we're able to foster an inclusive and respectful work environment—and enable true, lasting impact.

## LARGEST, CERTIFIED MINORITY-OWNED BPO

Advocating for diversity starts at the top, and Alorica is proud to be a certified MInority Business Enterprise.

### MBE Certifications



The National Minority  
Supplier Development Council



Southern California Minority  
Supplier Development Council

### MBE Recognition

- 2021 and 2022 Silver Stevie Winner from American Business Awards for Minority-Owned Business of the Year
- Listed on IAOP's 2022 Impact Sourcing Champions Index
- 2019 & 2018 Bronze Stevie Winner from American Business Awards for Minority-Owned Business of the Year
- Top 100 Diversity Owned Businesses in CA (#4)
- Top 100 Asian Pacific American Owned Businesses in US (#4)
- Top 500 Diversity Owned Businesses in the U.S. (#30)
- Military Friendly Employer designation by Victory Media

## What Our People Are Saying

*"The Alorica family is not about looks, color, race, gender, age or sexual orientation. It's our talents and uniqueness that make us special and bring us together."*



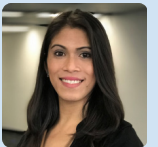
— Alexandra Alvarado  
Sr. EE Benefit Coordinator  
Guatemala

*"Behind the LGBTQIA+ label is someone who deserves love, kindness, compassion, respect and equity like any other human being."*



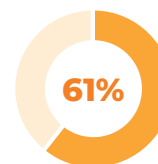
— Roy Hapa Sy  
Operations Site Leader and Sr. Director  
Philippines

*"Alorica allows me to genuinely express myself and be bold enough to confidently share my opinion."*

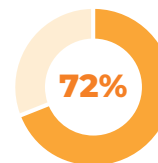


— Nicanor "Nica" Feratero  
Quality & Training Supervisor  
Canada

## We're proud to have a diverse workforce at Alorica



61%  
% of total global workforce  
are female employees



72%  
% of total U.S. workforce  
are minorities



### REAL TALK

A key component within TIDE, our *Real Talk* sessions provide an interactive forum for Aloricans to come together and discuss social issues that matter most to them and their communities. We began hosting the *Real Talk* series in 2020, and have covered topics including **diversity and inclusion, equity vs. equality, gender bias, sexual orientation discrimination** and **dismantling stereotypes**.



### WOMEN'S INITIATIVE

Our quarterly Speaker Series showcases leaders from inside Alorica and beyond, covering topics such as ***A Journey in Leadership, Building Your Personal Brand***, and ***Leading with Authenticity and Leaning into Vulnerability***. Other recent events have included:

- **Simple Wisdom for Complex Lives** – Dr. Kristen Ray, Bayless Healthcare
- **It's Time to Take a Stand!** – Panelists from across Alorica
- **Seven Steps to a More Impactful You!** – Lauren Chesley Clark, Founder of Purpose, LLC
- **Finding Your Voice** – Rochelle Karr, Director of Corporate Social Responsibility and Alumni Relations at O'Melveny Law

It's an honor to have esteemed client leadership occasionally host these global events, which draw more than 500 Aloricans each time. To date, we've welcomed **Kelly Truax, Senior VP of CSG Support Services at Dell Technologies** and **Callie Field, EVP of Customer Care at T-Mobile** to our virtual stage—with many more in the pipeline!



### LEVEL UP SERIES

Insightful conversations about real-life experiences from Alorica leaders and senior executives/influencers around the world to inspire and guide the next generation of status-quo breakers.

### LEARN MORE

Doing the right thing—and taking care of one another—is an integral part of who we are. Our commitment to Diversity, Equity and Inclusion is steadfast—and we have so much more planned for the future. To explore further, please reach out to Sunny—Vice President of Corporate Social Responsibility and bona fide ray of happiness—at [Sunny.Yu@alorica.com](mailto:Sunny.Yu@alorica.com).



### ABOUT ALORICA

Alorica creates insanely great digital customer experiences at scale. Our team of 100,000 solutionists, technologists and operators partner with global brands and disruptive innovators to deliver digitally-charged; tailored interactions customers crave. With a track record of creating long-term loyalty, Alorica brings actionable insights, proven processes and CX leadership to transform clients' business needs, whether they're focused on digital optimization, customer engagement or market expansion. Through strategic partnerships with best-in-breed technology, we design, integrate and optimize digital solutions personalized to reach clients' most desired outcomes now and for the future. Alorica drives CX innovation for the best clients around the globe from its award-winning operations in 18 countries worldwide. To learn more, visit [www.alorica.com](http://www.alorica.com).