

OUTSOURCING IMPACT REVIEW 2025

Redefining Possibilities: Outsourcing for
Sustainable Impact and Inclusive Growth





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Redefining Possibilities

Expanding the Boundaries of Impact

In a rapidly evolving global business landscape, the Outsourcing Impact Review (OIR) 2025 celebrates a transformative year where possibility itself is being redefined. The outsourcing industry has moved beyond traditional measures of efficiency and cost reduction, embracing a deeper purpose rooted in social impact, sustainability, and inclusive growth.

This year's theme, "Redefining Possibilities," captures the essence of outsourcers who have moved from competing for market share to pioneering solutions for some of the world's most daunting challenges.

The OIR 2025 engaged a record-setting 31 finalists and scores of participants spanning regions and sectors, with over 74% of entries coming from agile, community-focused small businesses. These firms demonstrate that innovation and outsized impact can come from organizations of every scale.

Collectively, participants contributed over 31,000 volunteers, mobilizing 6,555 volunteering hours and more than \$100 million in resources, a striking testament to the sector's commitment to positive change.





Shifting the Impact Paradigm



This year's review spotlights how outsourcing companies are redefining community impact through bold, data-driven results. Four principal categories—Community Building, Health and Wellness, Education, and Diversity, Equity, and Inclusion (DEI)—anchor this transformation. Community Building retains its position as the largest area of focus, accounting for 46% of initiatives, while Education and DEI are fast becoming core priorities for outsourcers responding to a complex global environment.

Projects in OIR 2025 impacted hundreds of thousands through remote job enablement, digital learning, preventative health campaigns, and access to scholarships. We found at least one United Nations Sustainable Development Goal (SDG) connected to the work of every finalist, with leading attention to SDG 13 (Climate Action), SDG 4 (Quality Education), and SDG 8 (Decent Work), as well as innovative focus on SDG 5 (Gender Equality) and SDG 10 (Reduced Inequalities).



This broad SDG leadership underlines a sector-wide shift toward integrating economic, social, and environmental priorities.

The data and survey responses show a sector defined by openness and learning: 100% of surveyed entrants recognize outsourcing's positive societal value, 59% rate the sector's impact efforts as "excellent", and nearly a quarter are "very willing" to disclose and confront negative impacts. This nuanced approach to transparency, driven by industry leaders, reflects a maturity that is now shaping global perceptions.

OIR 2025: Setting a New Vision for Possibility

OIR 2025 stands apart as the most expansive, data-rich, and forward-looking impact review ever conducted on the outsourcing industry. With small enterprises at the helm, strategic partnerships, and cross-sector collaborations surging, this year's report recognizes the importance of technology in scaling impact—from digital literacy to environmental monitoring and remote work facilitation.

Trends highlighted in OIR 2025 include the growth of employee-powered volunteering, the rise of long-term social commitments, and experimentation with tech-driven social solutions. Finalists are lauded for holistically embedding CSR into business models and for their readiness to measure and report impact rigorously. The report also charts new ground in impact transparency and measurement, calling for standardized reporting, rigorous evaluation frameworks, and industry-wide benchmarks.

As OIR 2025 points towards the future, it issues a strategic call to action: for outsourcers to foster scalable, measurable, and transparent approaches to social impact; to increase industry-wide engagement with the UN's SDGs; and to champion responsible outsourcing models that drive sustainable and equitable growth. With "Redefining Possibilities" as its guiding theme, OIR 2025 sets a benchmark for how outsourcing can unleash human potential, empower communities, and construct pathways to a more just and sustainable world.



Introduction

The Outsourcing Impact Review (OIR) 2025 arrives at a decisive juncture for the global outsourcing industry—a moment defined by a bold rethink of what business process outsourcing means for companies, communities, and the broader pursuit of sustainable progress. This year's report adopts the theme "Redefining Possibilities" to spotlight how outsourcing is transitioning from a traditional cost-saving solution into a force that can drive measurable, inclusive, and far-reaching benefits throughout society.

Outsourcing has evolved rapidly beyond its origins as a vehicle for operational efficiency. Modern outsourcing organizations are now catalysts for social innovation, digital transformation, and cross-border value creation. Thanks to improvements in AI, automation, and teamwork technologies, the industry is better equipped to address global issues by being innovative and flexible—creating new opportunities for quality education, strong health systems, and empowered communities.

At the heart of OIR 2025 is an expanded commitment to responsible business practice. The review highlights progress across four central pillars: Community Building, Health and Wellness, Education, and Diversity, Equity, and Inclusion. This year, the industry's impact is mapped not only through quantitative metrics—such as volunteer hours, financial contributions, and beneficiaries reached—but also through deep alignment with the United Nations Sustainable Development Goals. More than ever, outsourcing firms are leveraging their footprint to support SDG 13 (Climate Action), SDG 4 (Quality Education), SDG 8 (Decent Work), and SDG 5 (Gender Equality), as well as new efforts around digital inclusion and environmental stewardship.

OIR 2025 also reflects the rising prominence of small and medium enterprises, which together represent 100% of entries and finalists. These organizations, deeply rooted in local communities, have shown that innovation and scalable impact can originate from any business, regardless of size or geography.



The finalists featured in this review demonstrate how outsourcing is reimagining traditional notions of economic growth, community engagement, and sector-wide leadership.

This report serves as both a celebration of past accomplishments and a strategic roadmap for the future. It seeks to highlight and promote the stories, new ideas, and evidence-based results that are changing how outsourcing contributes to sustainable and inclusive development. In doing so, the OIR 2025 seeks to inspire industry leaders, policymakers, and global partners to join in redefining what is possible—creating shared value for business and society alike.

Methodology & Judging Process

The OIR 2025 aims to rigorously evaluate outsourcing initiatives that advance positive change, foster sustainable development, and rethink the boundaries of social impact. The methodology and judging process have evolved to ensure inclusivity, transparency, and robust measurement—reflecting the complexities of outsourcing’s contribution to global progress.



Entry Submission and Screening

Participation in OIR 2025 was open to outsourcing firms and partner organizations of all sizes and geographies, provided their initiatives had a measurable social, economic, or environmental impact. The submission portal accepted entries up until August 31, 2025, after which a preliminary screening ensured compliance with eligibility, documentation, and theme alignment. Of the entries received, 31 finalists were selected for further evaluation based on project scope, impact metrics, and SDG alignment.



The OIR 2025 accepted nominations across four primary categories:



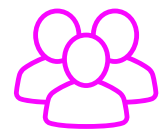
Community
Building



Health and Wellness



Education



Diversity, Equity, and
Inclusion

Nominations were opened for outsourcing companies of all sizes, categorized as follows:

SMALL

5,000
seats and below

MEDIUM

5,001 - 30k
seats

LARGE

30,001
seats and above

Evaluation Criteria

Entries were assessed against a clearly defined rubric built on three pillars: Impact Measurement (40%), Sustainability (30%), and Innovation and Scalability (30%). Impact Measurement focused on the initiative's tangible outcomes and the reliability of supporting data. Sustainability considered both environmental responsibility and long-term viability. Innovation and Scalability examined creative solutions, technology integration, and the ability to expand or adapt the initiative across locations or sectors.

Judges reviewed both execution and performance, seeking evidence of not only what was achieved, but also how outcomes were delivered and tracked. Additional weight was given to projects demonstrating alignment with multiple UN Sustainable Development Goals, transparent reporting of challenges, and willingness to acknowledge and learn from setbacks.

Expert Panel and Confidentiality

The judging panel comprised a diverse group of volunteer experts, including business leaders, social impact specialists, and industry professionals. This diversity enriched the process with perspectives from workforce development, sustainability, non-governmental organizations, and technology. All panel members signed strict confidentiality agreements to protect the integrity and privacy of participant data.

Panelists convened independently to review, score, and discuss each initiative. Judging was guided by robust documentation standards and normalized scoring sheets to minimize bias and ensure fairness across categories. Any potential conflicts of interest were disclosed and managed according to a formal code of conduct.

A dual feedback system enabled judges to provide both public and private feedback. Public feedback celebrates achievements and shares actionable insights with the wider industry and stakeholders. Private feedback, delivered confidentially to participants, is designed to help organizations improve future submissions and deepen their impact practices. This iterative feedback loop is a cornerstone of the OIR's commitment to sector learning and evolution.

Data Analysis and Reporting

All submitted data from finalists and non-finalists were analyzed, aggregated, and anonymized where appropriate to gain insights into industry trends and general best practices.

Through this rigorous and transparent methodology, OIR 2025 seeks not only to identify high-impact initiatives but also to foster stronger industry standards, catalyze sector-wide learning, and inspire continued leadership in responsible outsourcing. The process reflects the sector's dedication to redefining possibilities—and to setting new benchmarks for impact that will resonate throughout the global ecosystem.



Industry Overview

The Outsourcing Impact Review 2025 demonstrates a dynamic and rapidly evolving industry landscape, defined by diverse participation and strong representation from small businesses. This year's pool of report participants and finalists reveals critical patterns in demographics and organizational profiles, indicating where industry strengths and growth are emerging most vibrantly.

Small enterprises dominate the outsourcing impact field in 2025, accounting for an impressive 74% of all OIR participants and finalists. This pronounced predominance highlights not only the accessibility and agility of smaller firms but also their capacity to lead innovation and deliver meaningful local impact. Medium-sized businesses constitute the remaining 26%, further reinforcing the trend that scalable social change is increasingly shaped by organizations with rooted community connections and flexible business models. Notably, this year's review saw no entries or finalists from large enterprise-level firms—same as previous OIR reports—underscoring a possible shift in impact momentum toward more nimble and grassroots organizations.

In terms of regional diversity and sectoral variety, OIR 2025 entries reflect a truly global mix, spanning multiple countries, marketplaces, and cultural contexts. The participant pool encompasses service providers, tech-driven solution firms, and impact-driven BPOs, each leveraging different business models and innovation approaches. This international reach illustrates outsourcing's capacity to transcend boundaries and foster shared solutions for both local communities and the broader global ecosystem.





Within the finalist cohort, cross-sector partnerships and community-focused initiatives are prominent, allowing businesses to respond flexibly to evolving societal needs. Companies with strong local roots report deeper engagement in community welfare, workforce development, and education programs—themes reflected across multiple project categories, though these specific impacts are detailed separately within the report.

A macro overview of OIR 2025 confirms that small and medium enterprises are setting the pace for responsible outsourcing, shaping the future through adaptive strategies and direct community engagement. Their predominance and diversity signal a continued evolution in how outsourcers view both their social role and their opportunity to catalyze positive change.

Company size	Participating companies in the OIR 2025	%
Large	0	0.0%
Medium	10	25.6%
Small	29	74.4%
Total	39	100.0%



SDG Alignment and Trends

The Outsourcing Impact Review 2025 demonstrates a remarkable elevation in industry commitment to the United Nations Sustainable Development Goals (SDGs), with participant initiatives mapped to a comprehensive range of global priorities. Data from this year's entries highlight a nuanced landscape of SDG coverage and reveal emerging trends that point toward the future of responsible outsourcing.

SDG 13 (Climate Action), SDG 4 (Quality Education), and SDG 8 (Decent Work and Economic Growth) stand out as the top priorities among OIR 2025 participants, each accounting for more than 90% alignment across submitted projects. This strong engagement with climate, education, and work-related goals echoes the pressing need for environmentally conscientious practices, empowering knowledge ecosystems, and sustainable economic pathways within the outsourcing sector.

Beyond these leading areas, momentum is building for SDGs tied to industry innovation (SDG 9), partnerships (SDG 17), affordable clean energy (SDG 7),

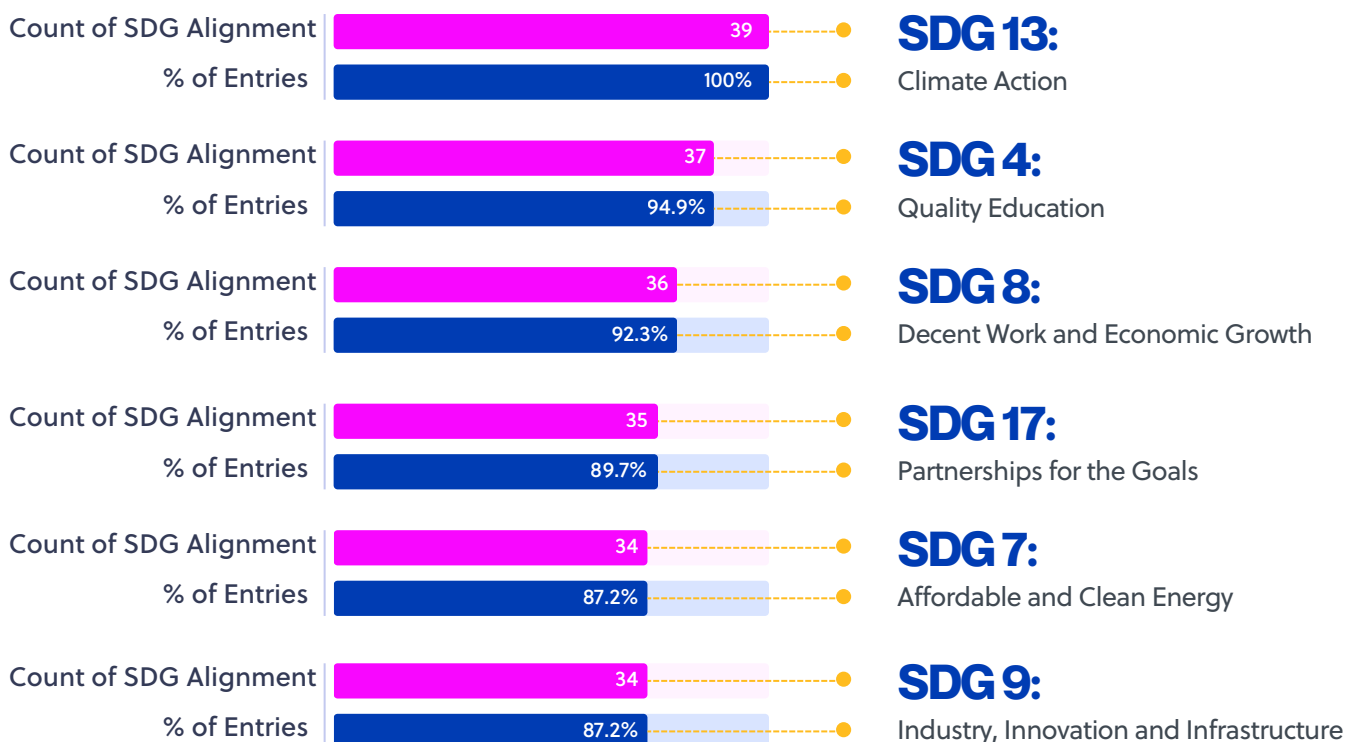
reduced inequalities (SDG 10), and gender equality (SDG 5)—with over half of all entries demonstrating at least partial alignment with these goals. Notably, industry attention to SDG 10 and SDG 5 reflects an evolving focus on equity and inclusivity, mirroring global demands for more diverse, just, and inclusive workplaces.

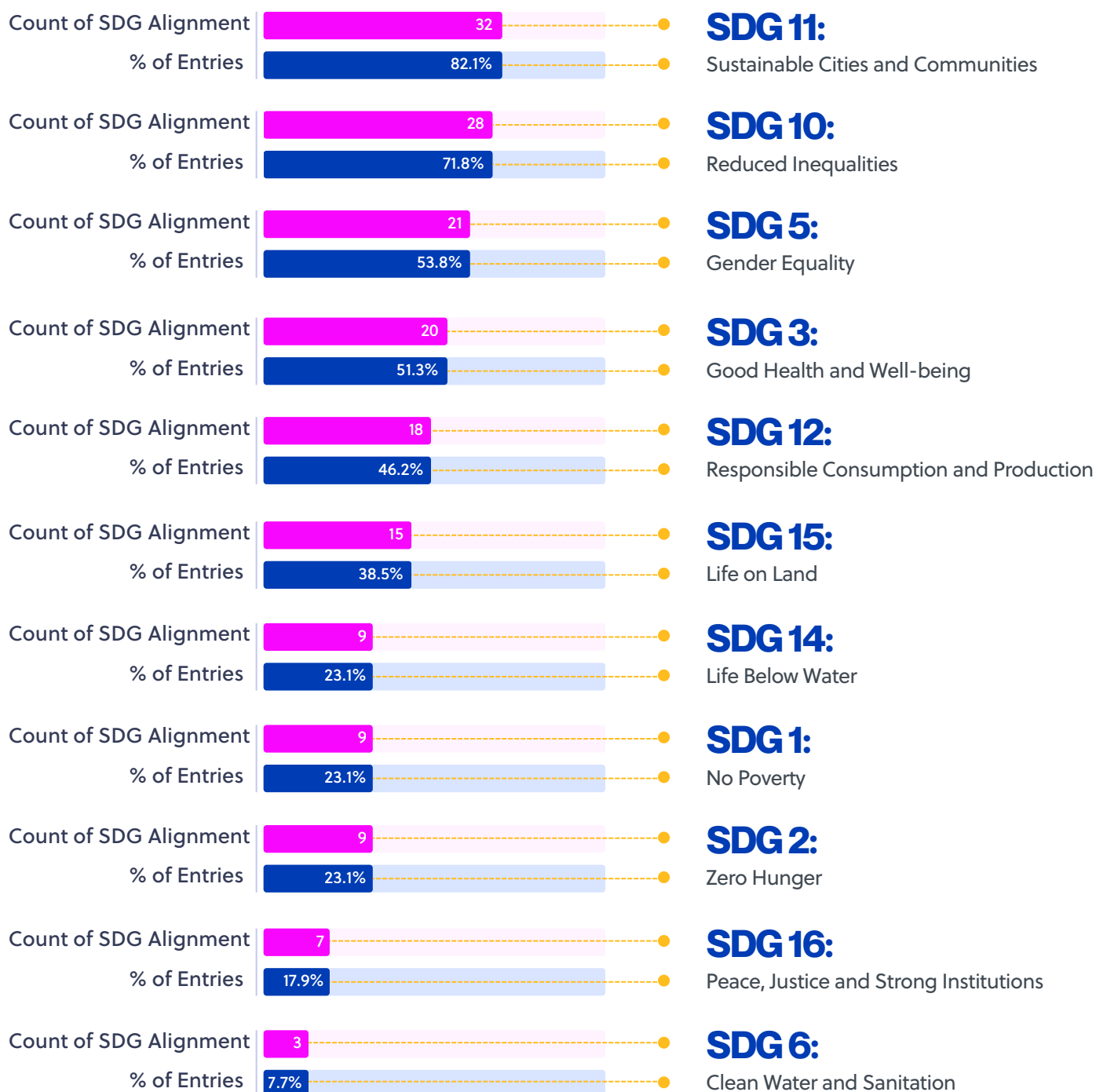
Emerging SDG trends show that outsourcing firms are moving beyond traditional philanthropic efforts, embedding sustainability and social responsibility directly into service delivery, recruitment, and operations. Projects increasingly integrate energy efficiency, digital education, gender inclusion, and community-driven innovations, with some organizations pioneering sector-leading responses to poverty (SDG 1), zero hunger (SDG 2), and responsible consumption (SDG 12).



Survey data underscores this transformation: 100% of participants believe outsourcing yields positive societal impact, and a majority are motivated to pursue transparent and measurable contributions that align with both business objectives and broader social missions. Growth in SDG alignment signals an industry-wide shift from ad-hoc initiatives toward comprehensive, strategic impact frameworks.

The OIR 2025 highlights that the outsourcing sector's expanding partnership networks, growing attention to workforce diversity, and bold advances in innovation are setting the pace for a new era—one where alignment with the SDGs is not just encouraged, but increasingly integral to business survival and leadership in an interconnected world.







Aggregate Impact Metrics

The Outsourcing Impact Review 2025 aggregates a robust set of metrics to quantify the social value delivered by participating organizations. Central to this measurement are volunteer hours, donations, and beneficiary reach—collectively revealing the industry's contributions and top impact leaders.

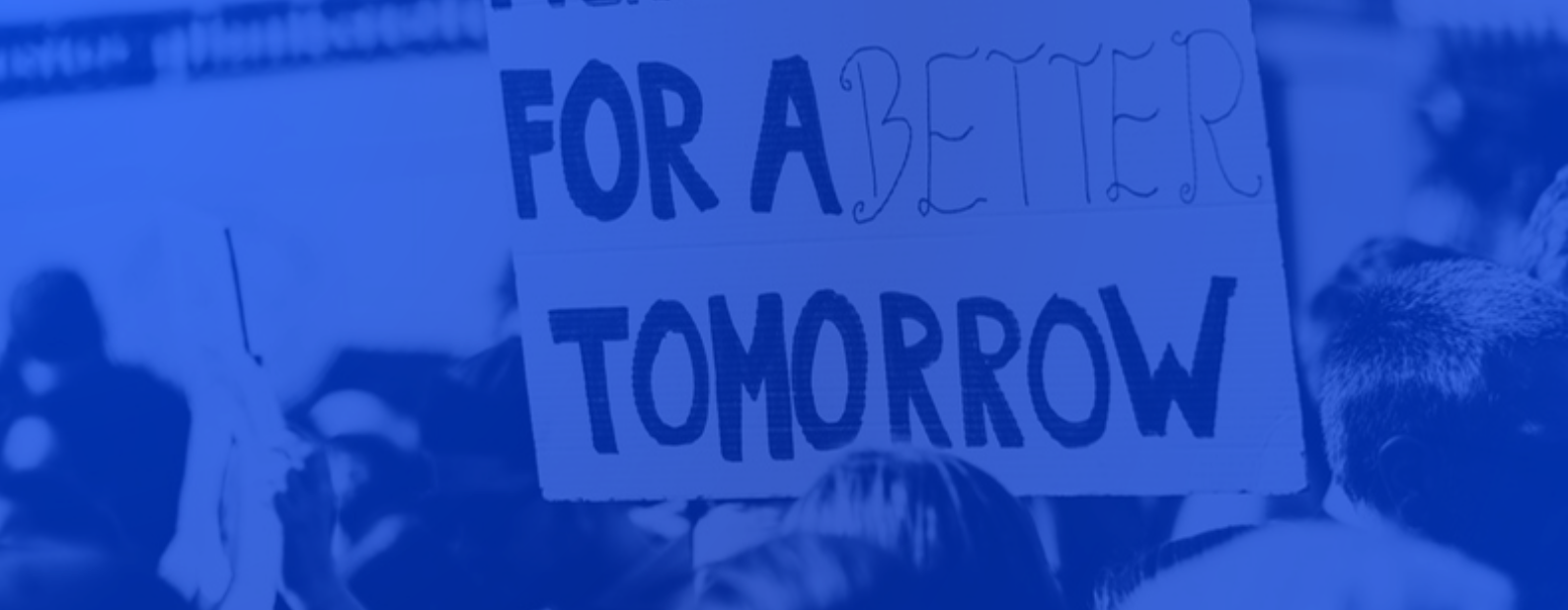
Volunteer Hours

This year's participants mobilized a total of 31,766 volunteers—an exceptional demonstration of employee engagement and social responsibility within the outsourcing sector. The recorded aggregate of volunteering hours stands at 6,555, channeled into activities ranging from education campaigns to health initiatives and community rebuilding projects. Notably, companies such as TDCX, Acquire Intelligence, CBE Companies, and Booth emerged as the leaders in guided volunteering, with TDCX alone reporting 4,600 dedicated hours.

Financial Resources/Contributions

In financial impact, OIR 2025 participants raised and mobilized a combined total exceeding \$100 million, marking a new high for the sector. Among the top contributors:

- Rocket Station channeled \$100 million through worker remittances that directly supported Filipino households.
- CBE Customer Solutions contributed through multiple campaigns, including United Way (\$68,000), ECOP (\$45,000), and outreach programs (\$18,464).
- TDCX and other partners provided targeted funding for literacy, health, and child development programs, including \$19,040 and \$15,000 from the TDCX Foundation.
- Express International, Arcanys, and other firms advanced educational and health causes with digitized and community-based fundraising that collectively surpassed \$100,000.



These donations fuel a range of programs: scholarships, remote job creation, preventative healthcare, and disaster response among others. The breadth and strategic targeting of donations illustrate a sophisticated and responsive approach to funding social good across diverse causes.

Total and Specific Beneficiaries

OIR 2025 companies impacted over 377,000 direct beneficiaries, spanning children, workers, students, families, and vulnerable populations. Key beneficiary groups include:

- 100 full-time remote jobs created by VH BPO Services
- 200 children fed and 25 provided surgery by VH BPO Services
- 8,050 patients and families supported by CBE Customer Solutions
- 5,000 teachers and 3,000 employees directly impacted by Rocket Station initiatives
- More than 30,000 lives improved through Booth's long-term impact programs

- Thousands of individuals accessed health, education, and DEI opportunities via Innodata Knowledge Services and other firms.

From local workforce development to nationwide health screenings and digital inclusion efforts, these metrics provide tangible proof of outsourcing's ability to redefine possibilities for communities worldwide. The scale, diversity, and specificity of these impacts set new industry benchmarks for transparency and accountability in responsible outsourcing.



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VOLUNTEERS

31,766

VOLUNTEER HOURS

6,555

FINANCES

\$100,282,998

BENEFICIARIES

377,253

Impact Category Analysis & Distribution

OIR 2025 confirms four primary impact categories across submissions: Community Building, Health and Wellness, Education, and Diversity, Equity, and Inclusion (DEI), with Community Building again the most prevalent focus area among participants and finalists.

46.2%

Community Building

20.5%

Diversity, Equity, and Inclusion

17.9%

Health and Wellness

15.4%

Education

This distribution underscores an industry emphasis on locally grounded programs, inclusive workplaces, and well-being initiatives, alongside continued—but comparatively smaller—investment in education this year.

Compared with previous years, category priorities have shifted materially, indicating an adaptive industry responding to evolving needs and capabilities. In 2024, Education led at 42.1%, with Community Building and DEI both at 21.1%, and Health and Wellness at 15.8%—a markedly different pattern from 2025's return to Community Building leadership and a downsized Education share, suggesting a pivot from classroom-first approaches toward broader community resilience and inclusion strategies in 2025. Looking back to 2023, Community Building was also the most represented category at 41.0%, followed by Education at 26.2%, DEI at 21.3%, and Health and Wellness at 11.5%, placing 2025 closer to 2023's profile than to 2024's education-centric landscape.

Several dynamics likely influenced these shifts. First, the predominance of small firms in 2025 appears correlated with higher community-embedded programming, which tends to emphasize local partnerships, grassroots capacity building, and multi-need responses typical of Community Building entries.

Second, the sustained presence of DEI across all three years—hovering near one-fifth of entries in 2023 and 2025 and rising to parity with Community Building in 2024—suggests DEI has matured into a baseline pillar rather than a niche initiative, integrated into hiring, advancement, and culture programs sector-wide.

Third, Health and Wellness has trended upward since 2023’s 11.5% to 2024’s 15.8% and 2025’s 17.9%, indicating a steady reinforcement of employee and community health as a strategic priority, even as thematic leadership rotates among categories year to year.

The 2025 pattern of Community Building leadership, balanced by durable DEI efforts and rising Health and Wellness, reflects an industry recalibrating from the education surge of 2024 to a more distributed portfolio of impact areas, tailored to local needs and organizational capacity. Relative to 2023, the 2025 mix exhibits continuity in community focus while raising the floor for health-related initiatives, signaling maturation in holistic well-being and inclusion as core elements of responsible outsourcing.

Category	% Share (2025)	% Share (2024)	% Share (2023)
Community Building	46.2%	21.1%	41.0%
Diversity, Equity, and Inclusion	20.5%	21.1%	21.3%
Health and Wellness	17.9%	15.8%	11.5%
Education	15.4%	42.1%	26.2%

Impact Hypothesis & Dimensions of Impact

The central impact hypothesis framing OIR 2025 posits that responsible, ethically led outsourcing can be a vital driver of economic development, social equity, and environmental sustainability in both provider and client communities. This hypothesis is underpinned by evidence of how purposeful BPO initiatives simultaneously generate business value and address multidimensional, global development goals.

Outsourcing's influence is no longer limited to operational improvements or cost efficiencies. Today's sector-wide best practices demonstrate that BPOs are actively redefining their relationship with stakeholders, weaving social responsibility directly into their business models. By connecting economic opportunity, education, community building, and environmental stewardship, outsourcing amplifies its transformative capacity to empower individuals, families, and whole communities.

Dimensions of Impact

The dimensions of impact shaping the OIR 2025 are:

Economic Empowerment and Inclusive Growth

Outsourcing is democratizing opportunity, especially by enabling small and medium enterprises to access global markets and create decent work. This raises incomes, fosters entrepreneurship, and reduces economic disparities in provider regions and communities.

Education and Skill Development

The sector is tackling global skills gaps through targeted upskilling, scholarships, and digital literacy drives, equipping marginalized populations with tools for sustainable employment and lifelong learning. These initiatives reduce unemployment and contribute to sustained economic progress in emerging economies.

Diversity, Equity, and Inclusion

There is pronounced and growing commitment to inclusive workplace cultures, as reflected in programs advancing gender equality, supporting marginalized and vulnerable groups, and ensuring access to opportunities across demographic lines. The holistic adoption of DEI is central to the industry's identity in 2025, reflected in more than 20% of all initiatives this year.

Community Development and Social Impact

Local engagement remains a pillar as BPOs invest in capacity building, local infrastructure, health access, and broader community resilience. Cross-sector partnerships, employee volunteering programs, and holistic care projects serve as tools for deep-rooted, long-term societal improvement.

Environmental Sustainability

A growing segment of BPOs are embedding sustainable practices into daily operations. Climate mitigation, renewable energy, waste reduction, and nature-based solutions are being normalized—even as environmental efforts remain an area with further room for industry expansion in future years.

Collectively, these dimensions validate the hypothesis that outsourcing is uniquely positioned to serve as a platform for social and economic transformation. The 2025 report evidences how industry leaders are leveraging this potential, ensuring that every operational touchpoint—whether new jobs, skills, or services—acts as a lever for broader, measurable, and lasting impact.

Impact Measurement and Transparency

The Outsourcing Impact Review 2025 highlights both the advancements and ongoing challenges in impact measurement, reporting practices, and transparency across the industry. As responsible outsourcing gains prominence, measurement standards and openness about both positive and negative impacts are becoming critical for sector credibility and improvement.

Reporting Practices

Most outsourcing organizations participating in OIR 2025 employ a combination of internal data collection and external validation when reporting their social, economic, and environmental results. Metrics tracked include volunteer hours, financial contributions, and beneficiary counts, with top-performing firms supplementing their quantitative data with qualitative impact stories and third-party verification. Increasingly, companies are providing granular breakdowns of impacted individuals by geography, demographic group, and project type, which strengthens the credibility and relevance of their reported outcomes.

The sector has made strides in presenting more comprehensive metrics that go beyond the traditional focus on job creation and cost-efficiency, instead mapping efforts to broader categories such as education, health access, and community resilience. Still, standardized measurement frameworks and shared benchmarks remain a work in progress, with varying levels of sophistication evident among small and medium entrants.

Willingness to Share Negative Impacts

OIR 2025 participants are showing greater willingness to disclose both successes and challenges, a sign of maturing transparency in the industry. When surveyed, 23% of organizations said they were “very willing” to share information about their negative impacts, while roughly 49% were “somewhat willing.” Conversely, 21% were “not very willing” and 8% “not at all willing” to disclose negative outcomes. This distribution suggests a growing but still incomplete acceptance that comprehensive reporting necessarily involves the acknowledgment of setbacks as well as gains.

Leaders in the field recognize that admitting and learning from negative impacts—whether related to community disruption, health risks, or failed initiatives—is essential for sector-wide progress. However, concerns about reputational risk and competitive disadvantage remain barriers to full transparency for some organizations.

Industry Challenges

Despite improvements, several key challenges persist. First, there is no universal set of impact measurement standards for the industry; companies use diverse methodologies and sometimes prioritize outputs over outcomes.

Second, the accurate tracking and validation of beneficiary figures—especially indirect or long-term impact—remains difficult, particularly for small organizations with limited resources.

Third, the willingness to share negative impacts, while rising, is not yet ubiquitous, and public-facing reporting often focuses on successes rather than lessons learned.

Addressing these challenges will require ongoing investment in sector-wide frameworks, third-party validation, and education on the advantages of transparent reporting. As OIR 2025 demonstrates, companies that lead in transparency and robust measurement not only drive greater impact but earn higher trust and stature within the outsourcing ecosystem.



Finalist Spotlights:

Impact Stories



Hugo Academy by Hugo

Hugo is redefining how the outsourcing industry creates meaningful impact at scale through “Hugo Academy,” a demand-led, digital-first education-to-employment pipeline that bridges the gap for underrepresented African youth—especially women and working mothers.

Rooted in the belief that world-class work can come from overlooked talent pools, Hugo Academy trains, mentors, and connects young people in Nigeria, South Africa, Kenya, Senegal, and beyond to dignified remote jobs with global clients. Programs are designed to break down barriers—closing skills gaps, expanding digital access, and helping participants build the confidence, habits, and networks needed to succeed in global teams.

Impact of “Hugo Academy”

In 2024–25, Hugo Academy supported 2,083 learners, graduating 1,320 participants with an average completion rate of 94.5%. Of these, 668 secured remote jobs at Hugo with international companies, and women filled two-thirds of new placements. Hugo Academy participants report average earnings 170% higher than local wage benchmarks and overwhelming growth in personal confidence, digital literacy, and teamwork skills. Of women, 95% say they have greater economic empowerment and career advancement since joining the program.

How “Hugo Academy” Started: A quick background

Hugo Academy was launched to solve one of Africa’s most urgent challenges: youth underemployment—especially for young women with limited access to quality work, market-aligned training, or professional networks. The Academy’s digital-first, demand-led model prioritizes inclusion from the start, making the path to global digital careers accessible, flexible, and effective for those previously left out of the opportunity pipeline.

Mission and Vision

Mission: Bridge the education-to-employment gap for underserved African youth through practical, relevant training in digital, language, and service delivery skills.

Vision: Prove that talent from any background—regardless of geography or circumstance—can thrive in high-performance, global roles when given the right opportunities and support.

Relevant Statistics: Facts and Figures

2,083

participants in Academy programs in 2024–25

1,320

graduates with a 94.5% average completion rate

668

jobs filled at Hugo, primarily with international clients

66%

of job placements awarded to women, including many working mothers

170%

wage uplift over local norms for graduates

89%

report transformed livelihoods; 95% report improved professional growth

Leaders and Champions

- **Academy Team:** Designs curriculum, delivers training, and manages placement for every cohort
- **Women's Leadership Track:** Empowers women to progress from internship to project management for global tech clients
- **Alumni Network:** Connects graduates to further opportunities at Hugo, Fortune 500s, high-growth startups, and entrepreneurial ventures

Positive Impact Created

Hugo Academy not only enables economic independence but also expands career horizons. Learners gain technical and soft skills, remote work readiness, and leadership development—opening up roles with Hugo and global brands such as Barclays, Deloitte, KPMG, and PwC, as well as pathways to postgraduate education and entrepreneurship. Each cohort drives a multiplier effect for families and communities across Africa.



A Real Impact

Jenny (not her real name) joined Hugo Academy with zero professional experience. After training, she was placed as a Customer Experience agent, then promoted to Quality Analyst, Senior Analyst, and eventually Project Manager, overseeing AI operations for major tech companies. Jenny credits the Academy's mentorship and women's leadership track for her skills and confidence—and her story is now echoed by hundreds of other graduates in leadership, tech, and consulting roles globally.

Sustainability and Scalability

Hugo Academy is self-sustaining and scalable: it is directly funded by Hugo's revenue, anchored to client demand. Its digital-first, remote delivery minimizes environmental impact, and modular curriculum design means rapid, cost-efficient rollout to new locations and industries. Strategic partnerships with universities, nonprofits, and funders further expand reach and support innovation.

About the Outsourcing Impact Review 2025

The Outsourcing Impact Review (OIR) celebrates organizations that leverage outsourcing to drive measurable social and business transformation. Now in its third year, the OIR highlights projects that redefine workplace culture, community engagement, and sustainable innovation across the global outsourcing industry.





Hugo Academy by Hugo:

Overall Outsourcing Impact Champion of the Outsourcing Impact Review 2025

Hugo's "Hugo Academy" initiative is the Overall Outsourcing Impact Champion of the Outsourcing Impact Review.

The OIR celebrates programs that are reshaping the future of outsourcing by linking social innovation to commercial success. Hugo Academy proves that broad-based, inclusive talent development unlocks economic uplift and leadership at the frontiers of global business.





Rooted in Community by Booth

With its “Rooted in Community” initiative, Booth proves that global outsourcing can deliver business results while creating positive, lasting impact for people and the planet.

Booth, a Certified B Corporation, focuses its expertise and resources on strengthening communities, restoring environments, and preserving cultural heritage. Through hands-on partnerships with MAD Earth and ARK Solves, Booth builds programs from the ground up, ensuring both environmental restoration and food security leave a tangible and sustainable legacy.

Impact of “Rooted in Community”

Every engagement delivers measurable value: with MAD Earth, employees take part in reforestation and cultural immersion activities—planting seeds, restoring landscapes, and preserving the stories of the Dumagat tribe. With ARK Solves, Booth supports the Feed Back Program, addressing hunger head-on by empowering families to grow their own food, earn new income, and build resilient local food systems.

How “Rooted in Community” Started: A quick background

Rooted in a belief that outsourcing can and should benefit everyone it touches, Booth puts impact into the design of every partnership—not just as an afterthought. From small acts, like seed potting, to scaling a proven food security program across 101 communities, the initiative centers on listening to local voices, sharing responsibility, and growing together.

Mission and Vision

Mission: Empower local communities by addressing urgent needs—environmental sustainability, cultural preservation, and food security—while setting a standard for business responsibility.

Vision: Connect people and planet, proving that outsourcing can drive broad, lasting change through partnership and purpose-driven growth.

Relevant Statistics: Facts and Figures

81

employee volunteers in environmental activities

1,367

total volunteer hours dedicated

100

seed bags prepared for reforestation

98%

of families in the Feed Back Program continue backyard farming after the program

101

communities graduated from the program across 9 provinces

30,000

Nearly 30,000 farming and fishing families achieving food security

200,000+

lives positively impacted in 4 years

Leaders and Champions

- **MAD Earth:** Leads environmental restoration with community-centered reforestation and cultural initiatives among indigenous groups
- **ARK Solves:** Delivers food security and livelihood programs, transforming hunger relief into sustainable self-reliance
- **Booth CSR Team:** Coordinates programs, volunteer engagement, and long-term sustainability through annual strategies and transparent impact measurement

Positive Impact Created

Data shows that Booth's efforts go beyond numbers: reforestation projects restore ecosystems and support indigenous culture, while ARK Solves's model shifts communities from food insecurity to sustained prosperity. This work enables families to move from dependency to independence, feeding children and generating income through their own crops.



A Real Impact

Aiza, from Biga-a, La Libertad, turned her backyard into a thriving vegetable garden after joining the Feed Back Program. She fed her family and sold surplus produce, lifting her household's prospects and demonstrating the ripple effect of community-led change. This journey was featured in a Featr documentary highlighting how genuine partnership fosters hope and self-sufficiency.

Sustainability and Scalability

Impact is woven into Booth's business strategy, with CSR resources and employee volunteerism fully embedded. As a B Corp and member of 1% for the Planet, Booth ensures reliable funding and accountability. Both the environmental and food security models have proved scalable in diverse regions, guided by local knowledge and flexible design for adaptation and growth.

About the Outsourcing Impact Review 2025

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Rooted in Community by Booth:

Winner of the Gold Award in Community Building (Small) category of the Outsourcing Impact Review 2025

Booth's "Rooted in Community" initiative is the winner of the Gold Award in Community Building (Small) category of the Outsourcing Impact Review.

Booth demonstrates that success in the sector is not measured solely by profit but by shared value for people, communities, and nature.



Solar Powered Clean Water Project by Probe Group

Probe Group's Solar Powered Clean Water Project is transforming community health, education, and resilience in Tingloy, Batangas, Philippines—proving that BPOs can leverage innovation to address basic human needs sustainably. By integrating solar energy with community-powered management, Probe replaced unreliable and costly water sources with seven clean, solar-powered taps now serving households, San Juan Elementary School, the local medical clinic, and a community chapel.

This project goes far beyond infrastructure. It integrates local training, co-management, and operational handover, guaranteeing long-term impact while minimizing environmental footprint. Solar power eliminates dependence on fossil fuels, while local empowerment ensures that the benefits—safe water for work, school, and health—will last for generations.

Impact of "Solar Powered Clean Water Project"

The initiative now reliably serves 550 individuals across the island, including 140 students and eight teachers. Waterborne illnesses and hygiene-related illnesses have decreased; fuel and plastic use for water delivery have been slashed; and students' attendance, focus, and well-being have measurably improved. Importantly, community-led management ensures the system is maintained and sustained, while robust impact tracking assesses outcomes in education, health, and environmental sustainability.

How "Solar Powered Clean Water Project" Started: A quick background

Probe Group launched the project in partnership with the Philippine Business for Social Progress (PBSP) to address persistent water scarcity driven by unreliable power and environmental vulnerability. By choosing solar energy and training local leaders for system operation and maintenance, the project created a replicable blueprint for resilience in other remote and underserved communities.

Mission and Vision

Mission: Guarantee access to clean, safe water—year-round and sustainable—for every household, student, and patient in Tingloy using renewable energy.

Vision: Prove that strategic technology and local partnership can deliver vital infrastructure and lasting change, inspiring scalable impact across the country.

Relevant Statistics: Facts and Figures

550

individuals served with direct clean water access

7

community taps supplied, plus full coverage for school, clinic, and chapel

140

students and 8 teachers now have reliable, safe water at San Juan Elementary School

Significant reduction in waterborne illnesses and lost classroom time

Elimination of polluting fuel and plastic for water transport

Leaders and Champions

- **Probe Group CSR and Operations Team:** Funded, managed, and coordinated the project with PBSP
- **Local Community Stakeholders:** Trained to co-manage, operate, and adapt the water system for local conditions
- **PBSP Technical Advisors:** Oversaw system design, community capacity-building, and monitoring

Positive Impact Created

The project has restored hope and dignity for families who once carried heavy water from distant wells, now gaining time, health, and opportunity.

School head Maria Fe Alvarez explains, "Before this water project, the children were supposed to be inside the classroom, focused on learning, but because of the water shortage, they had to leave class just to fetch water to use the restroom... Now that we have a water filtration system, we no longer need to buy drinking water... because water now flows directly into every restroom and every sink—and not just any water, but clean, safe water."



San Juan's Vice Mayor Dawn Alvarez adds, "Before this project, households here only had access to water from wells and hand pumps. The water supply in our community was seasonal, sometimes even running out completely and crucially, that water was not safe for drinking. Most of the children here are malnourished, so even just this potable water system is already a tremendous help for our children's health."

A Real Impact

The stories of reduced illness, improved attendance, and simple daily comfort echo across Tingloy and inspire similar action in over 100 island communities facing the same challenges.

One local parent shared, "We used to carry gallons and buckets from down below just to get water. But now that I'm old, it's become really hard for me to do that—my body can no longer bear what it used to... That's how we've lived our whole lives. So now, we are deeply grateful to you because we finally have a water source close to our home. Thank you so, so much."

Sustainability and Scalability

The project is financially sustainable, with solar technology reducing operating costs and local capacity ensuring system stability without ongoing external aid. Environmental impact is minimized, and the modular approach allows for easy scaling to other communities and islands with similar needs. Probe Group is actively monitoring the impact and advocating for the replication of the model across the Philippines.

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Solar Powered Clean Water Project by Probe Group:

Winner of the Gold Awards in Community Building and Education (Medium), and Bronze Award in Health and Wellness (Medium) categories of the Outsourcing Impact Review 2025

Probe Group's "Solar Powered Clean Water Project" is the winner of the Gold Awards in Community Building and Education (Medium), and the Bronze Award in Health and Wellness (Medium) categories of the Outsourcing Impact Review 2025.

OIR 2025 recognizes business-powered projects solving essential community challenges. Probe Group's solar-powered model for water access demonstrates how technology, partnership, and empathy can create ripple effects far beyond BPO—empowering health, learning, and hope island by island.





Innodata DEIB Program by Innodata Knowledge Services, Inc.

Innodata's DEIB Program is setting new standards for equity, belonging, and inclusion across the global outsourcing sector—proving that when diversity is embedded in strategy, it drives tangible workplace transformation for over 5,000 employees in 8 countries.

Guided by the conviction that representation alone is not enough, Innodata integrates diversity, equity, inclusion, and belonging into every aspect of the employee journey. Core initiatives include the digital-first i-GROW DEIB Learning Hub, four empowered employee resource groups (SAGA, WIN, INDEED, PW), and progressive policies such as the Inclusive Dress Code and iFlexWork. Impact is measured through concrete results, not intentions—making DEIB a daily reality for teams worldwide.

Impact of "Innodata DEIB Program"

As of 2025, 91% of employees report fair treatment regardless of gender or orientation, while 88% affirm a strong sense of belonging. Over 45,000 courses on allyship, inclusive leadership, and neurodiversity have been completed via the i-GROW Learning Hub. Employee resource groups (ERGs) advocate for and influence policy and foster visible cultural change, while new hires benefit from onboarding inclusion at the Neodatan Starter Hub. External partnerships with organizations such as PFIP and PBDN reinforce Innodata's advocacy beyond the enterprise itself.

How "Innodata DEIB Program" Started: A quick background

Recognizing that outsourcing is uniquely positioned to advance global equity, Innodata launched its DEIB Program as an integrated, people-first alternative to isolated or token initiatives. DEIB is now woven through learning, policies, and governance—empowering underrepresented groups, educating all staff, and ensuring lived experiences inform decision-making and growth.

Mission and Vision

Mission: Demonstrate that outsourcing can accelerate social equity and serve as a model for inclusive business worldwide.

Vision: Turn fairness, belonging, and human dignity into actionable standards for work that can be measured, scaled, and replicated globally.

Relevant Statistics: Facts and Figures

91%

of employees report fair treatment, regardless of gender or orientation

88%

of employees report a strong sense of belonging at Innodata

45,000

learning module completions on DEIB topics via i-GROW

4

active employee resource groups, each engaged in policy-making and advocacy

8

countries with tailored, locally adaptive DEIB rollouts, including inclusive dress and hybrid work

Leaders and Champions

- **SAGA, WIN, INDEED, and PW ERGs:** Empower communities, amplify voices, and co-create policies for a more inclusive workplace
- **HR and DEIB Council:** Guide strategy, integrate DEIB metrics, and ensure continuous improvement company-wide
- **External Partners (PFIP, PBDN):** Extend advocacy, benchmarking, and resource sharing regionally and globally

Positive Impact Created

Innodata's holistic approach has driven lasting cultural change—employees who once felt marginalized are now leaders and mentors, and inclusive policies are not just promises but lived experiences. High belonging and fairness scores are anchored by visible representation, educational depth, and empowered advocacy, turning core values into everyday actions for thousands of employees.



A Real Impact

Before launching SAGA, LGBTQIA employees at Innodata often felt compelled to hide their identities. With new ERGs, inclusive policies, and active participation in Pride, team members began using their chosen names, stepping into leadership, and mentoring the next generation. This transformation has redefined professional growth at Innodata and inspired broader community change.

Sustainability and Scalability

The DEIB Program is funded through core HR, learning, and operations budgets, with formal governance ensuring continuity and accountability. Digital-first delivery minimizes environmental impact and enables easy international expansion. Program models—like the i-GROW Learning Hub and ERGs—are modular and locally responsive, already scaled to 8 countries and positioned for continued global adoption.

About the Outsourcing Impact Review 2025

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Innodata DEIB Program by Innodata Knowledge Services, Inc.:

Winner of the Gold Award in Diversity, Equity, and Inclusion (Small) category of the Outsourcing Impact Review 2025

Innodata Knowledge Services, Inc.'s "Innodata DEIB Program" is the winner of the Gold Award in Diversity, Equity, and Inclusion (Small) category of the Outsourcing Impact Review.

The OIR spotlights transformative programs proving the power of people-first business. Innodata's DEIB Program is a benchmark for how equity, inclusion, and employee voice can become competitive advantages and drivers of sustainable growth in outsourcing.





OP360

Building a Stage: How OP360 Champions Gender Equality in BPO by OfficePartners360

OfficePartners360 (OP360) is setting a new industry standard for gender equality by embedding diversity, equity, and inclusion (DEI) directly into the fabric of its business, governance, and client delivery operations—demonstrating that DEI is both a business advantage and a moral imperative.

With over 5,000 employees across the Philippines, Colombia, and the U.S., OP360's mission is to create a people-first workplace that reflects the diversity of its global communities. Through intentional succession planning, mentorship, transparent pay equity, structured leadership acceleration, and resource groups like Mariposa, OP360 now boasts 50% female representation in global leadership, a vibrant culture of inclusion, and industry recognition for creating accessible pathways to opportunity.

Impact of "Building a Stage: How OP360 Champions Gender Equality in BPO"

OP360 has achieved and maintained gender parity in leadership for three consecutive years, with over 30% of Leadership Accelerator participants being promoted within two years. Women leaders at OP360 are retained at a rate 12% higher than the industry average. Company-wide, 100% of managers have completed SOGIE 101 and anti-bias training, with 82% of all staff also certified.

These outcomes translate into higher engagement scores (+8% among women and LGBTQ employees YoY), finalist status in the CCWomen's Best Workplace for Gender Equity and Bahaghari Awards, and clear evidence that inclusive leadership drives performance and innovation.

How “Building a Stage: How OP360 Champions Gender Equality in BPO” Started: A quick background

OP360 made DEI a core business value—not a compliance project—through sustained executive commitment and active employee co-creation of programs. Quarterly audits, visible pay equity, and the modular design of mentorship, ERG, and training frameworks ensure the culture stays corrective, relevant, and impactful as the business scales across continents.

Mission and Vision

Mission: Build a workplace where gender, identity, and background are no barriers to opportunity—resulting in measurable, equitable advancement for all.

Vision: Prove that genuine inclusion and systemic equity power both superior business results and far-reaching societal change throughout the global outsourcing industry.

Relevant Statistics: Facts and Figures

50%

female representation in global leadership for the past three years

12%

higher retention rate among female leaders compared to the industry average

30%+

Leadership Accelerator promotion rate within two years

100%

of managers and 82% of staff are trained in inclusive leadership

8%

year-over-year increase in engagement among women and LGBTQ employees



Leaders and Champions

- **Women and LGBTQIA Leaders:** Co-create, lead, and continuously refine DEI strategies and mentorship opportunities
- **Global ESG Council:** Oversees quarterly targets, audit transparency, and champions new DEI initiatives
- **Employee Resource Groups (Mariposa LGBTQIA+ Business Resource Group, Women's Network):** Foster grassroots change, cultural visibility, and peer support across all geographies

Positive Impact Created

OP360's approach is unique in turning DEI from an event or obligation into a strategic lever for growth and resilience. Regular engagement surveys, monthly mentoring, and bias-free career advancement have driven sustained representation and engagement. Employees consistently report a sense of belonging, clients receive services powered by culturally aligned teams, and OP360's sector influence is amplified through shared best practices and partnerships.

A Real Impact

In 2023, a junior analyst in Colombia joined the Leadership Accelerator Program and, supported by mentorship and ERG participation, progressed to Associate Manager within 18 months. She now leads a cross-border team and co-chairs Mariposa, mentoring others to follow a similar path. This story—one of hundreds—shows how DEI-driven policy can transform careers, amplify underrepresented voices, and foster authentic leadership in every market where OP360 operates.

Sustainability and Scalability

OP360's DEI initiative is structurally embedded in annual budgets, ESG governance, and client reporting, making it resilient to market shifts and able to scale globally. Operational savings, grants, and new partnerships allow DEI to expand—while modular frameworks (training, mentorship, ERGs) ensure adaptability for local contexts and future growth.



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Building a Stage: How OP360 Champions Gender Equality in BPO by OfficePartners360:

Winner of the Gold Award in Diversity, Equity, and Inclusion (Medium) category of the Outsourcing Impact Review 2025

OfficePartners360's "Building a Stage: How OP360 Champions Gender Equality in BPO" initiative is the winner of the Gold Award in Diversity, Equity, and Inclusion (Medium) category of the Outsourcing Impact Review.

OIR 2025 recognizes programs that deliver quantifiable, enduring change in business and society. OP360's achievement—sustained gender parity in leadership, structural equity, and innovation in DEI programming—sets the new benchmark for global BPO.





Innodata LEARN (Learning, Education, Access, Resilience, and Nurturing) by Innodata Knowledge Services, Inc.

Innodata LEARN (Learning, Education, Access, Resilience, and Nurturing) is raising the bar for education-driven impact in outsourcing by combining community investment with talent pipeline development and lifelong learning for both students and employees across the Philippines.

This dual-impact approach ensures that students in underserved communities gain access to modern learning resources—while employees, fresh graduates, and future leaders continuously upskill for next-generation work. Partnerships with 18 universities, large-scale book donation campaigns, and innovative classroom facilities are coupled with future-focused internal training, leadership development, and the i-ELEVATE advancement program.

Impact of “Innodata LEARN”

In 2024, over 85,000 books were donated nationwide—including 75,000 to Cebu Technological University, with accompanying Smart Classrooms, Open Libraries, and Ideation Rooms that directly benefited 26,000 students and faculty. Eighty fresh graduates were hired—5 promoted within their first year—while a 99% training compliance rate, 84% AIML upskilling completion, and 90.6%

leadership program completion ensured the workforce was future-ready. Over 20,000 individuals—students, educators, employees, and their families—benefited directly from education initiatives in a single year.

How “Innodata LEARN” Started: A quick background

Innodata LEARN was created to address systemic barriers: regional disparities in school resources, limited access to graduate jobs, and the rapid pace of tech change impacting the workforce. The initiative bridges community outreach and workforce development—establishing modern educational environments, creating new university-to-career pipelines, and investing in employee learning at every stage of the career journey.

Mission and Vision

Mission: Expand access to quality education, nurture lifelong learning, and build future-ready talent for communities and the outsourcing industry alike.

Vision: Transform both communities and workforces by making modern education, upskilling, and opportunity accessible, equitable, and sustainable.

Relevant Statistics: Facts and Figures

85,000+

books donated nationwide

26,000+

student and faculty beneficiaries at partner universities in 2024

80

graduates hired in 2024; 5 promoted within a year

99%

workforce training compliance; 84% AIML course completion; 90.6% leadership program completion

20,000+

individuals impacted by education initiatives across students, employees, and communities

Leaders and Champions

- **CSR and HR Development Teams:** Oversee educational outreach, library and classroom upgrades, and workforce learning strategies
- **University and Community Partners:** Enable resource sharing, career pathways, and long-term program expansion
- **Employee Volunteers:** Lead book donation drives and, as mentors and trainers, multiply the program’s community impact



Positive Impact Created

Innodata LEARN transforms education from a charitable gesture to a long-term driver of resilience and prosperity. Students like Janelle (not her real name), who once relied on outdated textbooks, now learn and collaborate in state-of-the-art facilities, turning aspirations of global competitiveness into reality. Employees are upskilled for AI and future tech roles, while community confidence and graduate recruitment rise in tandem.

A Real Impact

Janelle, a second-year engineering student, grew up with limited books and crowded classrooms. With the launch of the Open Library and Ideation Room at CTU—stocked with up-to-date resources—Janelle’s learning shifted from photocopies to cutting-edge reference materials. She and her peers now win inter-school competitions, dream bigger, and feel equipped to engineer a better future for their communities—showing that investment in educational access translates into true opportunity and hope.

Sustainability and Scalability

Innodata LEARN is supported by annual corporate allocations, employee-led fundraising, and logistical partnerships with universities and local governments. Impact is amplified through eco-friendly practices—such as digital smart classrooms and book recycling—while the model is already being scaled to new schools and expanded to include digital learning. Regular impact measurement, transparent governance, and alignment with business KPIs ensure ongoing sustainability.

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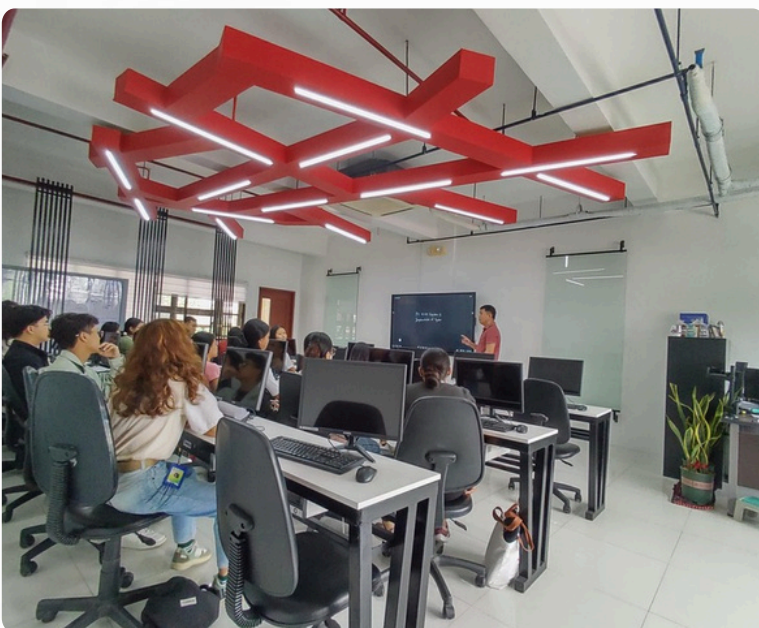


Innodata LEARN (Learning, Education, Access, Resilience, and Nurturing) by Innodata Knowledge Services, Inc.:

Winner of the Silver Award in Education (Small) category of the Outsourcing Impact Review 2025

Innodata Knowledge Services, Inc.'s "Innodata LEARN (Learning, Education, Access, Resilience, and Nurturing)" initiative is the winner of the Silver Award in Education (Small) category of the Outsourcing Impact Review.

The OIR celebrates programs redefining what is possible for the outsourcing sector. Innodata LEARN demonstrates that holistic, partnership-driven approaches to education power both community development and long-term business success.





Health & Wellness Program with a Charity Match by Arcanys

Arcanys has transformed workplace wellness into a force for social good with its Health & Wellness Program with a Charity Match. This initiative links employee health habits to community impact—rewarding physical activity not just with cash incentives, but also with matching donations to the Arcanys Early Learning Foundation (AELF), which benefits underprivileged children in Cebu City.

The program includes a company-owned gym, free gym memberships, fitness coaching, nutritionist consultations, mental health resources, and an array of team-driven sports activities. Through the ArcWorkouts app and smartwatches, every logged workout earns employees a cash reward, and, crucially, an equal amount is donated to AELF, helping kids access life-changing early education support.

Impact of “Health & Wellness Program with a Charity Match”

Since 2020, employees have logged more than 120,000 workouts, generating over PHP 6 million (USD 100,000) in donations for AELF—enabling 150,000+ free coaching sessions for more than 5,000 preschoolers. Participation averages 66.5% among employees per month, each completing over three workouts per week. Employee surveys show 99% say Arcanys is a great place to work, 100% are proud to be part of the team, and attrition remains below 10%.

The program has won recognition as one of the top IT-BPM Workplaces in the Philippines and is frequently featured in the “Best Workplaces” rankings.

How “Health & Wellness Program with a Charity Match” Started: A quick background

Beginning with sponsored sports and wellness activities, Arcanys expanded its program in response to the reduced physical activity that occurred during the pandemic. The company introduced incentives for regular workouts, at-home gym support, fitness tech integration, and mental health coverage. Over time, benefits expanded to include family participation and the innovative charity-match model, which ties every employee’s fitness journey to real-world social impact.

Mission and Vision

Mission: Make healthy habits accessible and rewarding for all employees, fostering not only individual well-being but also social impact for underprivileged children.

Vision: Use wellness to build inclusive, resilient teams and a charitable force for community uplift—proving that every company can align business, people, and purpose.

Relevant Statistics: Facts and Figures

120,000+

workouts logged since 2020, tracked on ArcWorkouts and fitness devices

PHP 6 million+

cash incentives to employees matched by over PHP 6 million in donations to AELF

5,000+

preschoolers supported with 150,000 free sessions through the charity match

66.5%

monthly employee participation; <10% attrition; 99-100% satisfaction and pride rates

Multiple best workplace awards and endorsements for innovation and inclusion

Leaders and Champions

- **Founders and Senior Leadership:** Drive innovation, match donations, and ensure proactive wellness investment
- **Arcanys Wellness Team:** Coordinates fitness, nutrition, mental health, and social impact components
- **Employees and their families:** Take part in group workouts and outreach, sustaining an uplifting community culture



Positive Impact Created

The program not only drives physical and mental well-being, it builds a culture of generosity and teamwork. Team members report personal growth, increased confidence, and stronger colleague networks. Family engagement, child enrichment, and community partnerships multiply the ripple effect, while Arcanys' clients are inspired by the inclusive, purpose-driven approach—often joining sportfests and fitness initiatives themselves.

A Real Impact

Shelby, a Project Manager, describes how company-sponsored fitness transformed her health, confidence, and sense of belonging—not just as an individual, but also through fellowship and family participation.

"The [gym] has become more than just a place to exercise. It's where we bond, grow stronger together, and belong to a community that's truly uplifting... It's about family, faith, and being part of a community that makes us all better together."

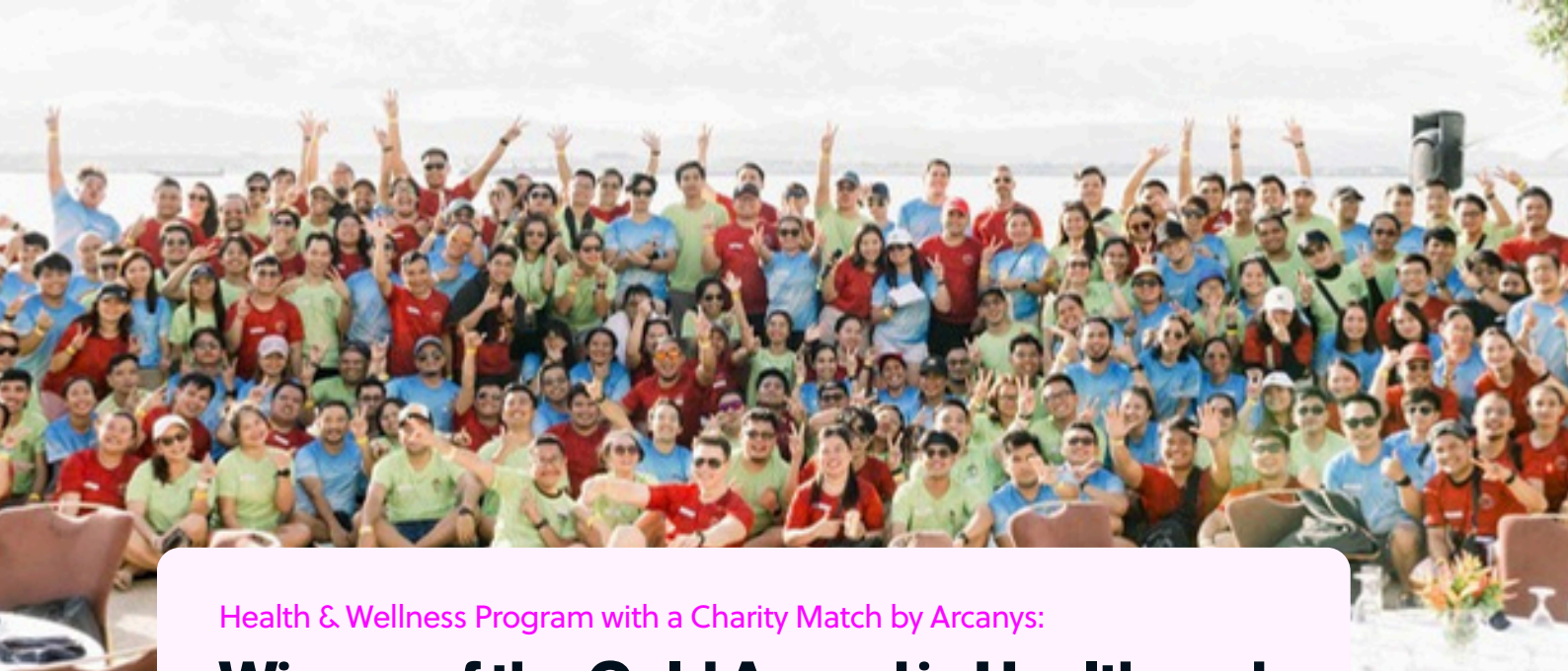
Sustainability and Scalability

The initiative is self-sustaining through a company-owned gym that's also open to the public. The charity-match model is transparent and replicable, and digital platforms extend its reach. Employee feedback, continuous program evolution, and inclusive policies ensure relevance. Plans include innovative health solutions and expanded partnerships, further amplifying benefits for employees and the community.

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Health & Wellness Program with a Charity Match by Arcanys:

Winner of the Gold Award in Health and Wellness (Small) category of the Outsourcing Impact Review 2025

Arcanys' "Health & Wellness Program with a Charity Match" initiative is the winner of the Gold Award in Health and Wellness (Small) category of the Outsourcing Impact Review.

OIR 2025 celebrates multi-impact programs that link employee well-being and social transformation. Arcanys' Health & Wellness Program with a Charity Match is a gold standard—demonstrating how BPOs can change lives inside and outside the workplace.





From Hire to Retire: Building a Resilient Employee Journey by Gear Inc.

Gear Inc. delivers a new standard for employee well-being in outsourcing with “From Hire to Retire: Building a Resilient Employee Journey,” a tailored, tech-enabled program supporting the mental health and resilience of frontline content moderators and support teams across four countries.

The Wellbeing Resiliency Program brings together proven global practices, local expertise, innovative technology, and rigorous SOPs to mitigate the emotional toll of high-risk roles. By integrating AI-powered and VR-powered mindfulness, Gear Inc. fosters not only psychological safety but also engagement, retention, and high performance—a benefit for employees and clients alike.

Impact of “From Hire to Retire: Building a Resilient Employee Journey”

The program has supported over 3,000 employees with 8,000+ individual well-being check-ins and more than 10,000 group sessions. Outcomes are tracked: 95.8% satisfaction rate, 96.8% usage, a 3.7-point decrease in severe depression, anxiety, and stress, and a 3.5-point rise in psychological capital and resilience in just six months.

The innovative VR Relax platform, combining VR and AI, boasts a 92% adoption rate in pilot offices, driving relaxation, skills development, and sustained engagement among high-risk teams.

How “From Hire to Retire: Building a Resilient Employee Journey” Started: A quick background

Recognizing the challenges faced by content moderators exposed to distressing content, Gear Inc. launched its Wellbeing Resiliency Program in 2023 as a holistic, preventative model rooted in global best practices. The program evolved through close collaboration between wellbeing professionals and operations, with a robust policy framework and constant innovation to address local and industry-specific needs.

Mission and Vision

Mission: Create the safest possible workplace for those exposed to harmful content, empowering them to feel protected, valued, and able to thrive.

Vision: Make people-first resilience the new benchmark in outsourcing—turning care into a competitive advantage and helping clients build secure, satisfied teams for the future.

Relevant Statistics: Facts and Figures

3,000+

employees supported since 2023

8,000+

individual wellbeing check-ins, 10,000+ group training and counseling sessions

95.8%

satisfaction and 96.8% program usage rates

3.7

decrease in severe depression, anxiety, and stress; 3.5 increase in psychological capital and resilience in six months

98.1%

peak satisfaction in pilot groups; 92% VR Relax adoption

Leaders and Champions

- **Wellbeing Support Department and Operations Teams:** Design and refine the program, embed SOPs, and drive ongoing engagement
- **Local Professionals in Every Office:** Deliver contextually relevant support, ensure adaptability, and maintain real-time feedback loops
- **Innovation Partnership Teams:** Pioneer the use of VR and AI for large-scale preventative mental health support



Positive Impact Created

Gear Inc.'s program fosters a positive, resilient culture across teams: employees report feeling more relaxed, supported, and engaged, while clients rank the program among the top for satisfaction and coverage. Charity initiatives—like support for underprivileged children and the elderly—build community bonds and reinforce a shared sense of purpose across all locations.

A Real Impact

One Senior Operations Manager in Bangkok notes that the program's consistent, site-specific initiatives have made a huge impact on retention efforts. Team members highlight mindfulness sessions and well-being activities as transformative: “The well-being consultation program has helped every single one of us a lot.” Clients also praise the program, seeing measurable boosts in retention and performance in outsourced teams leveraging Gear Inc.'s model.

Sustainability and Scalability

The program is funded through a hybrid of corporate budgets, strategic partnerships, and innovation grants. VR-first delivery reduces carbon emissions by 40%, and B2B licensing is planned to expand its impact across the industry. Programs are regularly audited for financial, organizational, and environmental sustainability, all while evolving toward even more adaptive, personalized delivery as Gear Inc. continues to expand.

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From Hire to Retire – Building a Resilient Employee Journey by Gear Inc.:

Winner of the Gold Award in Health and Wellness (Medium) category of the Outsourcing Impact Review 2025

Gear Inc.'s "From Hire to Retire – Building a Resilient Employee Journey" initiative is the winner of the Gold Award in Health and Wellness (Medium) category of the Outsourcing Impact Review.

The OIR recognizes programs breaking new ground in employee well-being, sustainability, and long-term impact within the outsourcing sector. Gear Inc.'s people-first, tech-enabled approach stands out as a blueprint for others in the BPO industry.





Integrated OS with Upskills Foundation by Integrated OS

Integrated OS, in partnership with Upskills Foundation, is redefining the potential of outsourcing to drive systemic change—by embedding social impact deep within the heart of everyday business operations and making a tangible difference in the lives of Philippines' urban poor.

This joint initiative directly addresses homelessness and generational poverty in Tondo, Manila by providing permanent housing solutions, education access, job pathways, and holistic community support. Rather than viewing social responsibility as an obligation, Integrated OS and Upskills Foundation work alongside families to break cycles of disadvantage, ensuring empowerment is lasting, practical, and rooted in dignity.

Impact of "Integrated OS with Upskills Foundation"

Over 100 families have been permanently rehoused, and more than 100 individuals have gained new access to education, health services, and stable work opportunities. Emergency fire relief, rapid supply drives, and ongoing technology donations ensure children stay in school and families remain safe and connected. The continuous employee-driven support model—from fundraising to hands-on volunteerism—amplifies both reach and resilience every year.

How "Integrated OS with Upskills Foundation" Started: A quick background

What began as a business-charity partnership evolved into an embedded, long-term alliance: Integrated OS commits a portion of business earnings to strategically fund Upskills Foundation's efforts, while employees mobilize for crisis response and ongoing educational support. By continually measuring needs and adapting programs, they stay responsive and people-first—no matter how needs evolve or crises emerge.

Mission and Vision

Mission: Break the cycle of homelessness and poverty in Tondo, Manila, empowering families with safe shelter, education, and pathways to sustainable livelihoods.

Vision: Prove that outsourcing companies can build business success, resilient communities, and generational change—setting a blueprint for meaningful, scalable social impact.

Relevant Statistics: Facts and Figures

100+

families permanently rehoused in Tondo

100+

individuals gained access to school, health, and job training

Rapid-response aid for fire-affected neighborhoods, including essentials, tech, and school supplies

High community engagement: regular programs in hygiene, parenting, and livelihood training

Reduction in repeat homelessness and food insecurity among supported families

Leaders and Champions

- **Integrated OS CSR Team:** Coordinates funding, employee engagement, and program measurement
- **Upskills Foundation Local Team:** Delivers direct care, educational programs, and ongoing community assessment in Tondo
- **Employee Volunteers:** Lead supply drives, fundraising, and local relief on the ground

Positive Impact Created

The partnership has become a blueprint for rapid aid and sustainable uplift: when fires destroy homes, the immediate arrival of essentials and clothing restores hope. Year-round, children stay in school thanks to technology and uniform drives, while adults transition from informal work to formal employment, with many families experiencing, for the first time, reliable income and greater stability.



A Real Impact

When a fire swept through Tondo, Integrated OS's team sprang into action—organizing a supply drive that delivered clothing, hygiene kits, and comfort to dozens of families within hours. For many, this was the first help they received, easing trauma and proving that practical, swift support leads to real recovery and renewed confidence.

Sustainability and Scalability

Funding is ongoing and tied to core business success, not ad hoc giving, ensuring programs are stable, adaptive, and scalable. Upskills Foundation's close community engagement ensures relevance, and the core model can be replicated in other contexts by pairing responsible outsourcing with local partnerships. Internal review and data-driven adjustments keep programs in sync with real needs and deepen impact each year.

About the Outsourcing Impact Review 2025

The Outsourcing Impact Review (OIR) celebrates organizations that leverage outsourcing to drive measurable social and business transformation. Now in its third year, the OIR highlights projects that redefine workplace culture, community engagement, and sustainable innovation across the global outsourcing industry.



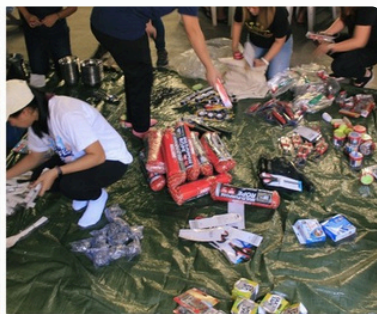


Integrated OS with Upskills Foundation by Integrated OS:

Winner of the Silver Award in Community Building (Small) category of the Outsourcing Impact Review 2025

Integrated OS's "Integrated OS with Upskills Foundation" initiative is the winner of the Silver Award in Community Building (Small) category of the Outsourcing Impact Review.

OIR 2025 highlights living examples of business-powered transformation. Integrated OS and Upskills Foundation prove that people-first, agile partnership models can uplift entire communities and inspire industry progress beyond profit.





Innodata CARE (Community Advancement through Resilience & Education) by Innodata Knowledge Services, Inc.

Innodata CARE (Community Advancement through Resilience Education) is transforming how outsourcing drives broad-based progress in the Philippines, proving that data-driven companies can go beyond efficiency to build more inclusive, sustainable communities.

Rather than treating community development as an add-on, Innodata CARE is fully integrated into business strategy—combining countryside job creation, educational partnerships, social care, and environmental stewardship. Initiatives address local needs with nationally significant impact: creating jobs outside urban hubs, donating tens of thousands of books, supporting children and vulnerable groups, and protecting local ecosystems.

Impact of “Innodata CARE”

In 2024, Innodata CARE created 500 countryside jobs, donated 85,000 books, established Smart Classrooms and libraries for 30,000 students, supported hundreds of children and 50 shelter residents, and raised PHP 189,000 (US\$3,243) for employee calamity aid. The company planted nearly 2,000 trees, 800 mangroves, and conducted multiple coastal cleanups—directly benefiting over 20,000 individuals and families nationwide.

How “Innodata CARE” Started: A quick background

CARE was developed to leverage the outsourcing industry’s capacity for positive change—shifting the focus from Metro-centric growth to regional economic empowerment, modern education, and holistic resilience. Rather than one-off charity, it is a model for mutually reinforcing business and community growth, guided by employee ownership, sustained partnerships, and data-driven progress tracking.

Mission and Vision

Mission: Use the power of outsourcing to uplift communities, expand opportunity, and drive sustainable futures for all.

Vision: Make business success inseparable from social and environmental progress, proving the industry's role as an engine of inclusive development.

Relevant Statistics: Facts and Figures

500

countryside jobs created in 2024, driving regional economic growth

85,000

books donated, Smart Classrooms and Open Libraries established, supporting 30,000 students

PHP 189,000 (US\$3,243)

raised via employee-led fundraising for emergencies

1,940

trees and 800 mangroves planted in annual campaigns

Over 20,000

people directly benefited through jobs, education, social care, and the environment in 2024 alone

Leaders and Champions

- **CSR Committee and OSH Wellness Committee:** Plan, oversee, and audit all programs for transparency and sustained impact
- **Employee Volunteers:** Drive initiatives from grassroots fundraising to book donations, tree planting, and shelter support
- **University and NGO Partners:** Enable scale and replication of successful models, such as Smart Classrooms and libraries in new regions

Positive Impact Created

Innodata CARE's holistic approach breaks cycles of limited opportunity by connecting job creation, access to education, health, and the environment. By decentralizing outsourced work, partnering with universities, and mobilizing employee action, the company directly addresses rural unemployment, learning gaps, and community wellness—building prosperity that ripples outward.



A Real Impact

In 2024, a partnership with Cebu Technological University (CTU) changed the lives of students like Ela (not her real name), a fourth-year IT student. Thanks to new books, Smart Classrooms, and a digital-ready Open Library, Ela could finally access modern resources, collaborate, and confidently prepare for her engineering career. This is just one of thousands of stories enabled by Innodata CARE—where facilities become the foundation for generational change.

Sustainability and Scalability

CARE pulls funding from corporate budgets, quarterly-reviewed CSR allocations, and active employee-led fundraising. Its education partnership model and countryside expansion are designed for replication, and environmental programs are sustained by government and NGO partnerships. Ongoing employee engagement and transparent reporting anchor these programs for continued growth.

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Innodata CARE (Community Advancement through Resilience & Education)
by Innodata Knowledge Services, Inc.:

Winner of the Silver Award in Community Building (Small) category of the Outsourcing Impact Review 2025

Innodata Knowledge Services, Inc.'s "Innodata CARE (Community Advancement through Resilience & Education)" initiative is the winner of the Silver Award in Community Building (Small) category of the Outsourcing Impact Review.

The OIR celebrates companies redefining outsourcing as a force for widespread prosperity. Innodata CARE's evidence-based, employee-powered model is a blueprint for making social good a strategic advantage in the sector.



Hearts That Serve, Hands That Build by Acquire Intelligence

Acquire Intelligence is redefining how outsourcing professionals can become community changemakers through Hearts That Serve, Hands That Build—a personal, grassroots initiative that supports disaster recovery, education, healthcare, and emergency response across the Philippines.

Rather than one-off or corporate-only programs, Hearts That Serve, Hands That Build empowers employees to turn compassion into direct action. Over 3,600 volunteer hours in the past year brought urgent relief to more than 1,800 people, including rebuilding homes after typhoons, delivering supplies to remote villages, conducting medical missions, and risking their own safety as volunteer firefighters. Grassroots fundraising, real-time updates, and a strong community feedback loop ensure relief is fast, relevant, and transparent.

Impact of “Hearts That Serve, Hands That Build”

From rebuilding the homes of 20 families devastated by Typhoon Pepito to delivering school kits and healthcare in far-flung areas, the initiative raised over 145,000 and applied every peso to where it was most urgently needed. Over 1,800 individuals received direct support—including food, health aid, shelter, and education—while innovative outreach and emergency services enhanced community resilience for the future. Notably, the model leverages impact data and public updates to drive ongoing engagement and continual improvement.

How “Hearts That Serve, Hands That Build” Started: A quick background

The initiative began with individuals like Kristine Barceta, who spearheaded the drive to rebuild homes in her hometown, and Lovely Jane Saladaga, who personally delivered school supplies to isolated mountain villages. Marlon Asiddao, a team member and volunteer firefighter, has brought lifesaving support during natural disasters for over a decade. The approach centers on servant-leadership and rallying support through personal and social networks—proving that small, committed teams can yield scalable, lasting results.

Mission and Vision

Mission: Transform compassion into action by equipping employees to serve where help is needed most—supporting disaster-affected families, children’s education, and local healthcare with urgency and empathy.

Vision: Build an organization-wide culture of grassroots giving and rapid relief, demonstrating how BPO sector employees can deliver real, measurable impact in their own communities.

Relevant Statistics: Facts and Figures

1,800+

people directly supported in 2024

3,600+

volunteer hours logged across disaster, health, and education projects

145,000+

raised for community-driven funding, reaching victims, schools, and families in need

20

raised for community-driven funding, reaching victims, schools, and families in need

1,000+

hours spent personally reaching isolated communities with vital supplies

Leaders and Champions

- **Volunteer Leaders (Kristine Barceta, Lovely Jane Saladaga, Marlon Asiddao):** Mobilize networks and fundraising, lead on-the-ground relief and emergency services
- **Grassroots Employee Teams:** Carry out last-mile delivery, build local trust, and adapt the model in diverse communities
- **Community Partners:** Guide feedback, track real-time needs, and inform innovative outreach

Positive Impact Created

The program has become a blueprint for community-rooted action: a typhoon-devastated street was rebuilt home by home, and consistent outreach gave vulnerable children the supplies and confidence to stay in school. Emergency responses have been recognized by local governments, and the transparent, data-driven system inspires continued support, empowering volunteers to adapt quickly to each crisis.



A Real Impact

During Typhoon Pepito relief, the funds raised in a day became roofing sheets and shelter for a family left exposed to wind and rain. Volunteers documented the transformation, encouraging others to join and sparking a wider neighborhood recovery. The approach has since been adopted for other needs—providing clean water, medicine, and resources as crises change—showcasing the ripple effect of grassroots, accountable giving.

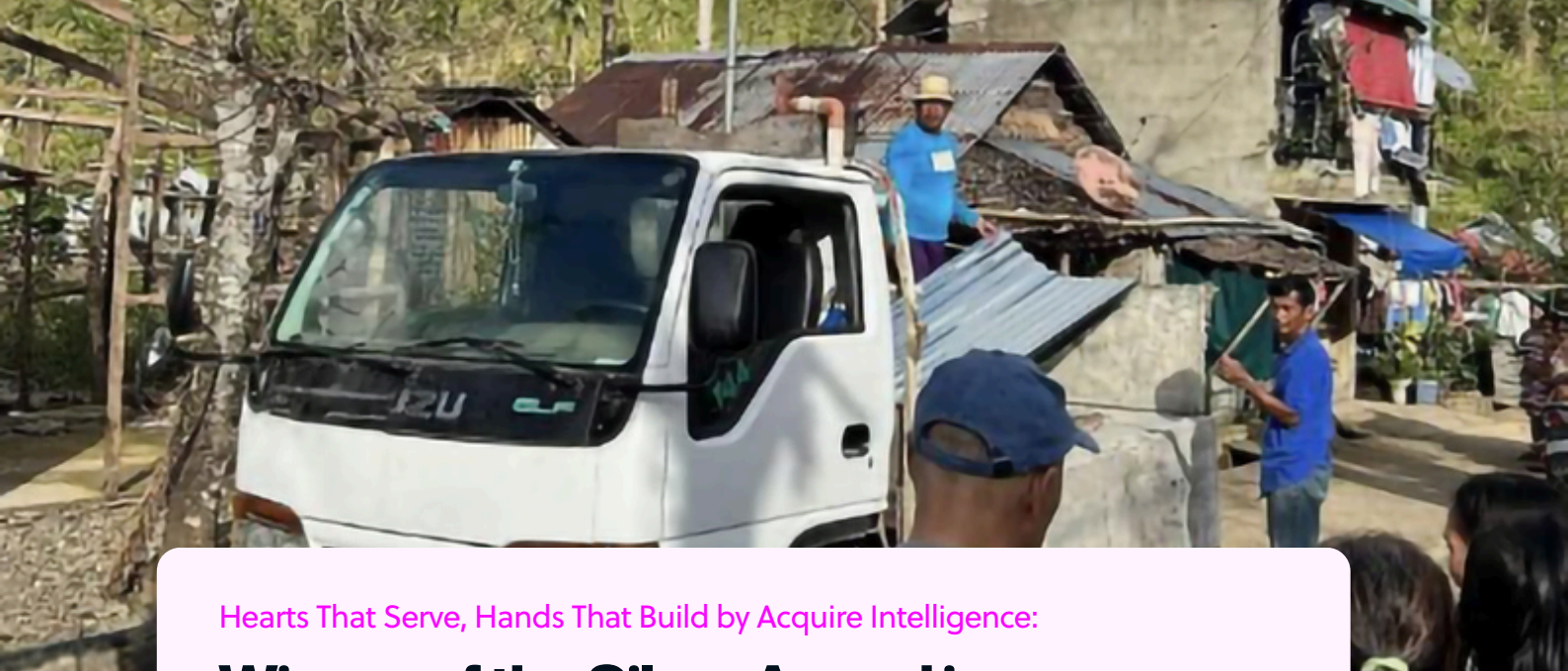
Sustainability and Scalability

Financially, the initiative relies on grassroots donations, community partner support, and fully transparent reporting, which fuels trust and repeat participation. Environmentally, programs emphasize debris cleanup, tree planting, and the use of resilient materials in rebuilding. Organizationally, the cycle of outreach, response, and recovery repeats as needs shift, with volunteer networks and digital platforms allowing the model to adapt and scale quickly as new crises emerge.

About the Outsourcing Impact Review 2025

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Hearts That Serve, Hands That Build by Acquire Intelligence:

Winner of the Silver Award in Community Building (Medium) category of the Outsourcing Impact Review 2025

Acquire Intelligence's "Hearts That Serve, Hands That Build" initiative is the winner of the Silver Award in Community Building (Medium) category of the Outsourcing Impact Review.

OIR 2025 highlights programs where people, purpose, and rapid innovation combine for high-impact community benefit. Acquire Intelligence's Hearts That Serve, Hands That Build offers a practical, scalable template for how outsourcing teams can deliver urgent relief and foster deep, sustainable recovery—one neighborhood at a time.





Support
Your
App

DEI Training Program and Broader Efforts to Foster Diversity, Equity, and Inclusion by SupportYourApp

SupportYourApp demonstrates how global outsourcing can build workplaces defined by dignity, opportunity, and belonging through its comprehensive DEI Training Program and ongoing diversity initiatives. The “We Are All Supporters” ethos permeates everything—from recruitment and hiring to daily teamwork and advancement—embedding inclusion as both a cultural value and a strategic advantage.

A unique blend of advanced AI-driven candidate screening, cross-cultural onboarding, regular leadership accountability, and responsive professional development makes SupportYourApp’s approach holistic and scalable. The company actively adapts to different geographies and cultures, tailoring its DEI framework for gender parity, cross-cultural collaboration, and underrepresented groups across 30 countries and eight global hubs.

Impact of “DEI Training Program and Broader Efforts to Foster Diversity, Equity, and Inclusion”

Over 1,068 people have enrolled, and 867 have completed structured DEI training, scoring an average of 97 on post-training quizzes and receiving a 9.6 learner feedback rating. The company maintains consistently high DEI scores on external review platforms. AI-powered hiring anonymizes candidate profiles, resulting in more representative teams and reducing unconscious bias.

Career progression tracking now reveals rising promotion rates for underrepresented talent, while team feedback indicates improved psychological safety, trust, and cross-cultural engagement. Ongoing measurement and feedback drive continuous improvement and scalable success.

How “DEI Training Program and Broader Efforts to Foster Diversity, Equity, and Inclusion” Started: A quick background

SupportYourApp’s DEI journey began as a simple commitment to caring for others, shaping its “We Are All Supporters” initiative before DEI became a standard business practice. With expansion into multiple countries and cultures, the approach evolved into a modular, data-driven framework that combines technology, human judgment, and leadership KPIs to bring inclusion from aspiration to lived reality.

Mission and Vision

Mission: Build an inclusive workplace where diversity is actively lived, empowering every employee to thrive personally and professionally.

Vision: Prove that inclusion drives business excellence, growth, and resilient global teams—setting a new standard for the outsourcing industry.

Relevant Statistics: Facts and Figures

1,068

enrolled, 867 completed DEI training

97

average quiz score, 9.6 learner feedback

30

countries and eight global hubs covered by inclusive practices

Consistently high Glassdoor DEI scores maintained year-over-year

AI-powered candidate screening minimizes bias, maximizes representation

Leaders and Champions

- **Human Capital and DEI Teams:** Dedicate resources, evaluate impact, and drive innovation across markets and cultures
- **Leadership:** Ties DEI progress directly to KPIs and performance evaluations, ensuring accountability at every level
- **Employee Ambassadors:** Provide feedback, mentor peers, and model inclusive practices for global teams



Positive Impact Created

A standout case is a support agent recruited from a rural region who progressed rapidly to leading a diverse team across three nations. Her journey, enabled by AI-driven bias-free hiring and ongoing professional development, inspired others to see new career possibilities. Survey feedback repeatedly highlights authentic learning, actionable tips, and scenario-based materials as key drivers for culture change and real empowerment.

A Real Impact

Feedback from employees highlights the program's transformative power: "This kind of learning is essential not only for our work environment but for our lives as a whole"; "I enjoyed the topic as it is very relevant in the [workplace] today." One learner noted, "The flexibility to go through the material at my own pace, combined with relatable scenarios and actionable tips. The breakdown of complex ideas like equity vs. equality was especially effective." These stories are now echoed on Glassdoor, where staff regularly cite the DEI program as central to SupportYourApp's unique, empowering workplace.

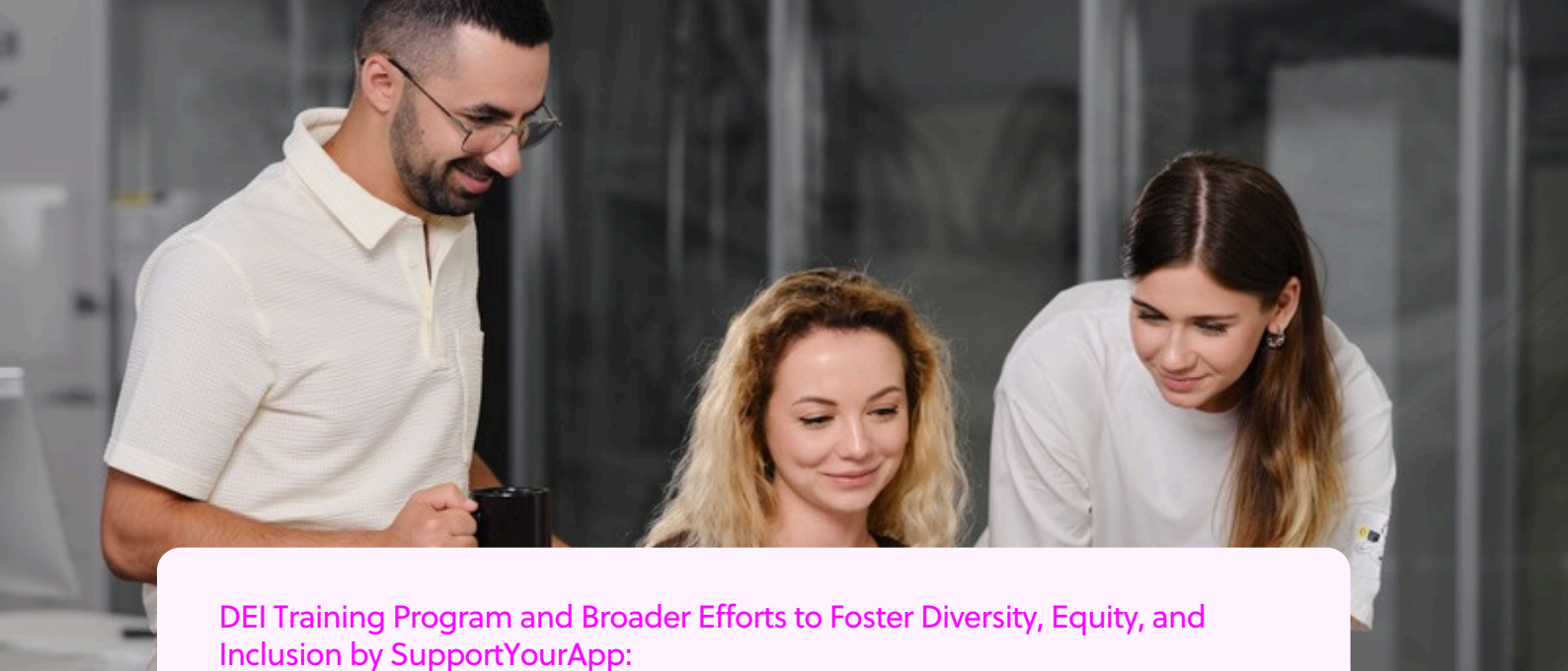
Sustainability and Scalability

The initiative is built into SupportYourApp's core business model, with dedicated budget allocation and annual review. AI tools are modular and scalable, ensuring bias-free recruitment across every market. The DEI approach is delivered primarily online—minimizing environmental impact—while staffing, onboarding, and advancement practices are routinely updated to reflect new feedback and social trends. The modular structure supports replication and evolution as the company grows, with ongoing external benchmarking and industry sharing planned.

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DEI Training Program and Broader Efforts to Foster Diversity, Equity, and Inclusion by SupportYourApp:

Winner of the Silver Award in Diversity, Equity, and Inclusion (Small) category of the Outsourcing Impact Review 2025

SupportYourApp's "DEI Training Program and Broader Efforts to Foster Diversity, Equity, and Inclusion" initiative is the winner of the Silver Award in Diversity, Equity, and Inclusion (Small) category of the Outsourcing Impact Review.

OIR 2025 recognizes companies that are raising the bar for global inclusion and workplace empowerment. SupportYourApp's DEI Training Program is a proven, innovative model for scalable impact, performance, and industry leadership.



Impact Sourcing — NAPS & NATS by Fusion CX

With its “Impact Sourcing — NAPS & NATS” initiative, Fusion CX proves workforce development can be both inclusive and business-driven, forging career pathways for disadvantaged youth across India while enhancing performance and efficiency for leading global brands.

Fusion CX has pioneered the integration of the National Apprenticeship Promotion Scheme (NAPS) and National Apprenticeship Training Scheme (NATS) directly into its customer experience operations. This approach closes the gap between education and employment, transforms young lives with market-ready CX skills, and provides clients access to a reliable, cost-effective talent pool—while maintaining world-class standards in multilingual service and digital transformation.

Impact of “Impact Sourcing — NAPS & NATS”

Since launch, Fusion CX has onboarded over 1,300 apprentices—many from underserved and economically marginalized backgrounds—delivering more than 450 apprentices annually through these schemes. The impact is measured in immediate employment, financial stability, and career progression. Notably, 68% of apprentices convert to full-time roles within a year, with apprentices recording 35% higher retention than non-apprentice hires and 100% training completion rates.

Client teams benefit from up to 25% savings via subsidized wages and streamlined onboarding, with apprentice-led CX teams outperforming in customer experience scores (+12%) and cost efficiency (-18% per transaction).

How “Impact Sourcing — NAPS & NATS” Started: A quick background

Launched in response to high youth unemployment and the persistent skills gap, Fusion CX embedded NAPS and NATS into its core talent engine, treating apprenticeships not as add-ons but as fundamental, scalable business drivers. These government-backed programs have become a replicable blueprint, now extending from the original Kolkata hub into Tier 2 and Tier 3 cities nationwide.

Mission and Vision

Mission: Transform the futures of young professionals across India through curated, hands-on apprenticeships that bridge academics and real-world careers in customer experience and digital services.

Vision: Demonstrate that business can be a vehicle for scalable social mobility and inclusive growth, using apprenticeships as the engine for both workforce innovation and community empowerment.

Relevant Statistics: Facts and Figures

1,300+

apprentices employed since program inception

68%

conversion rate to full-time employment within 12 months

35%

higher retention among apprentices versus entry-level hires

100%

training completion and CX tool certification rates

25%

average client cost savings and up to 18% lower operating costs per transaction

12%

improvement in average customer experience (CX) scores among apprentice-led teams

Leaders and Champions

- **Workforce Planning and HR Teams:** Oversee cross-functional delivery and impact assessment
- **Mentors and Training Champions:** Ensure high-touch skill development and career mapping for every cohort
- **Public-Private Partnership Managers:** Integrate government apprenticeship frameworks with private sector standards and technologies



Positive Impact Created

Beyond metrics, Fusion's model has catalyzed community transformation—lowering youth unemployment around its delivery centers, stabilizing family incomes, and unlocking new opportunities, especially for young women. The holistic curriculum combines in-class learning with live project experience and is informed by real-time data to ensure personal growth translates into business impact. Family incomes have stabilized, long-term employability is rising, and businesses gain resilient, motivated teams.

A Real Impact

Hundreds of individual stories highlight the initiative's measurable impact, but community-level transformation stands out: entire neighborhoods have shifted as youth secure sustainable employment. In the Kolkata area, local gig work gives way to formal positions, helping families afford better education and healthcare and inspiring greater social mobility—especially among young women, who now represent a growing share of apprentice cohorts.

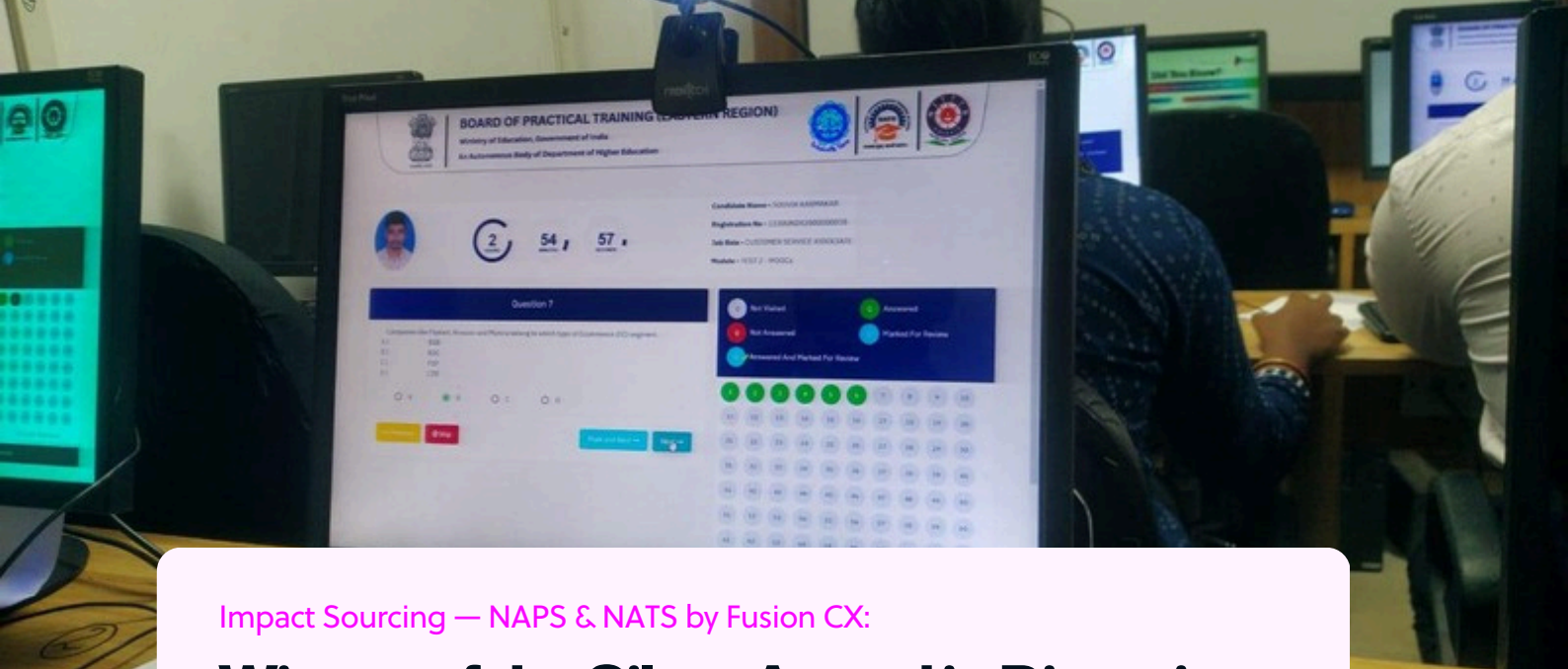
Sustainability and Scalability

Fusion CX's apprenticeship programs are financially sustainable by design, relying on ongoing government support with embedded organizational readiness. Expansion continues nationally, with modular onboarding and digital-first training enabling rapid deployment to new locations and sectors. ESG goals align closely with business needs—helping clients and communities grow together—and future plans include new sector-specific tracks and digital enhancements to achieve even greater impact.

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Impact Sourcing — NAPS & NATS by Fusion CX:

Winner of the Silver Award in Diversity, Equity, and Inclusion (Medium) category of the Outsourcing Impact Review 2025

Fusion CX's "Impact Sourcing — NAPS & NATS" initiative is the winner of the Silver Award in Diversity, Equity, and Inclusion (Medium) category of the Outsourcing Impact Review.

The OIR highlights the highest-performing outsourcing leaders who are driving shared value for clients and the broader society. Fusion CX stands as a model for impact sourcing, youth empowerment, and a scalable, win-win relationship between talent and enterprise.





VH Ministries by VH BPO SERVICES

VH BPO SERVICES is defining a model for purpose-driven outsourcing with VH Ministries, a grassroots initiative rooted in faith, community partnership, and real-world impact throughout Rizal, Philippines.

Through VH Ministries, the company collaborates with local churches and volunteers to deliver programs in child welfare, environmental protection, disaster response, and digital empowerment. The initiative is unique for its blend of on-the-ground support and holistic development: empowering vulnerable children, leading environmental restoration campaigns, providing rapid disaster relief, and bridging the digital divide with targeted tech-for-community programs.

Impact of "VH Ministries"

Over the last four years, VH Ministries has sustained a weekly feeding program supporting 200 children in vulnerable communities, maintained ongoing environmental campaigns, and ensured rapid disaster relief alongside local partners. From 2021 to 2025, VH BPO SERVICES has also created more than 100 full-time remote jobs, contributing over PHP 100 million (US\$1.7 million) in worker remittances, demonstrating the strong link between business growth and social responsibility.

Impact tracking is rigorous, with annual reports consolidating data from activity logs, beneficiary surveys, and direct community feedback to drive continuous improvement and transparency.

How “VH Ministries” Started: A quick background

Founded in 2020, VH BPO SERVICES embedded community impact in its identity, launching VH Ministries to formalize and expand faith-driven outreach. By integrating with local churches, the model mobilizes grassroots leaders, amplifies cultural sensitivity, and ensures interventions are both trusted and responsive. The organization’s Impact Pods—employee-led volunteer teams—continue to scale outreach, digital literacy sessions, and inclusive hiring in new communities every year.

Mission and Vision

Mission: Promote and safeguard the well-being of vulnerable Filipino communities through sustained, faith-driven action—spanning child welfare, disaster response, digital literacy, and environmental care.

Vision: Establish a replicable standard for integrating outsourcing and social enterprise to deliver both economic opportunities and community transformation.

Relevant Statistics: Facts and Figures

- Weekly feeding program for 200 children in at-risk communities across Rizal

100+

full-time remote jobs created, generating over PHP 100 million (US\$1.7 million) in household worker remittances

- Multiple Impact Pods are driving localized outreach, digital skills, and environmental campaigns each year
- Continuous rapid disaster response and environmental initiatives in collaboration with grassroots leaders

Leaders and Champions

- **VH Ministries Leaders & Local Churches:** Co-design and implement core programs, steward partnerships, and ensure impact
- **Employee Impact Pods:** Lead volunteer outreach, digital training, and inclusion efforts at the grassroots level
- **Community Partners:** Shape ongoing activities through open feedback and collective action



Positive Impact Created

The program's decentralized partnership model mobilizes churches and local leaders for rapid, culturally relevant response. Standout stories, such as Operations Manager Rhea (not her real name) leading rural digital literacy and internal upskilling, showcase how team members are empowered to blend technical leadership with meaningful social purpose—lifting both community outcomes and employee development in tandem.

A Real Impact

Rhea, once a quiet operations manager, discovered her passion by leading a tech-for-community Impact Pod. Guiding seniors on video calls and helping students gain digital skills opened a new career path—and helped bridge the gap for those most in need.

"I used to think I had to choose between leading in tech and serving with purpose. At VH, I learned I could do both," Rhea now says as she mentors the next generation of changemakers.

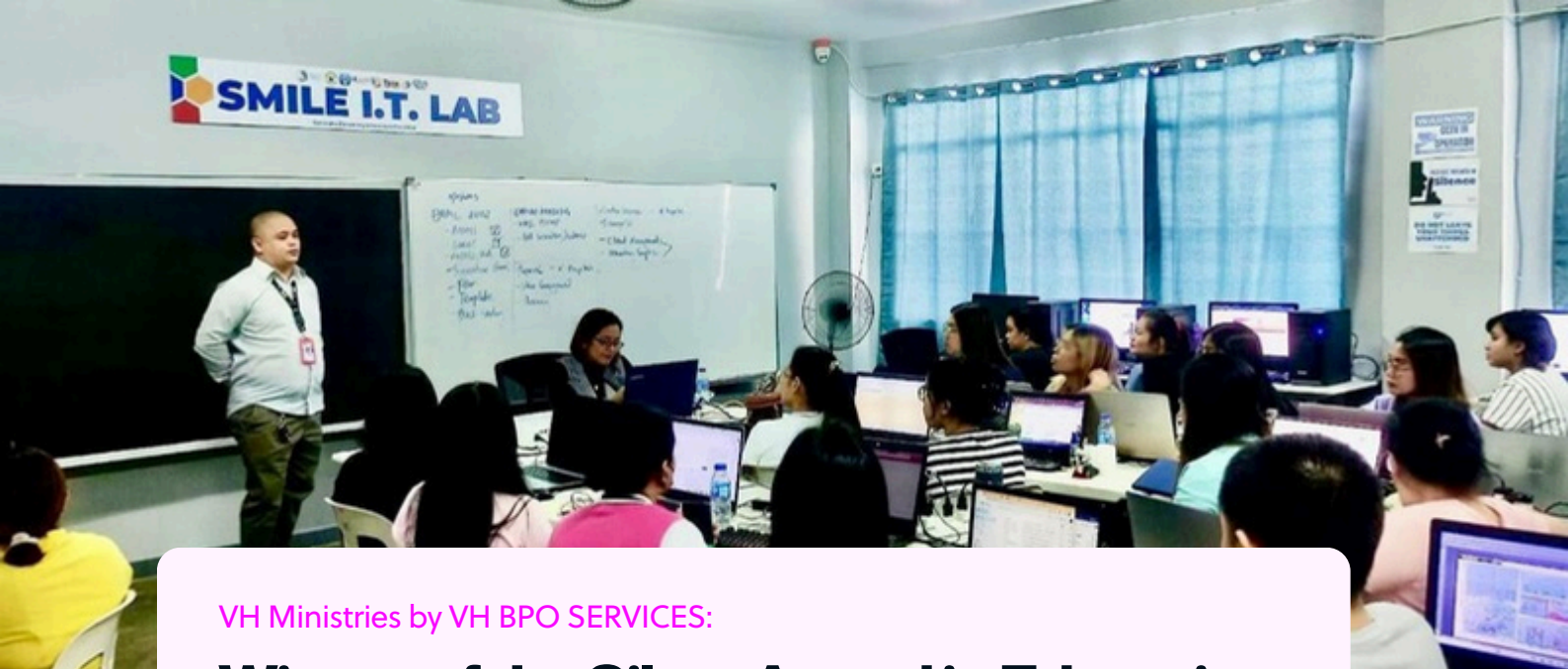
Sustainability and Scalability

VH Ministries is funded by a diverse range of sources, including church donations, grant support, local fundraising efforts, and in-kind contributions. A plug-and-play Impact Pod model enables rapid scaling of outreach. Inclusive hiring pathways actively bring in out-of-school youth and marginalized groups, while digital literacy and environmental programs adapt to the local context. Plans for social enterprise, knowledge sharing, and increased investment in digital resources aim to drive deeper, scalable community impact over time.

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VH Ministries by VH BPO SERVICES:

Winner of the Silver Award in Education (Small) category of the Outsourcing Impact Review 2025

VH BPO SERVICES' "VH Ministries" initiative is the winner of the Silver Award in Education (Small) category of the Outsourcing Impact Review.

OIR 2025 honors companies redefining the potential of outsourcing for social and economic uplift. VH Ministries proves that an outsourcing company focused on faith-driven, localized empowerment can deliver results that ripple across communities, families, and the industry.





Digitized Library in Rural Thailand by TDCX Foundation

TDCX Foundation is closing the digital education gap for underserved rural communities through its Digitized Library Program at Pupan Wittaya School in Udon Thani, Thailand. By transforming an outdated library into a modern, climate-controlled learning hub with digital tools, ergonomic facilities, and open public access, the initiative delivers lasting academic and community-wide benefits far beyond a typical donation.

TDCX collaborated with the World Vision Foundation of Thailand to assess local needs, develop energy-efficient infrastructure, and promote widespread community engagement. The upgraded library now serves as a vibrant space for over 2,900 individuals—students, teachers, parents, and residents from 10 surrounding villages—spurring improved digital literacy, inclusion, and lifelong learning in a region where such opportunities are rare.

Impact of “Digitized Library in Rural Thailand by TDCX Foundation”

The library directly benefits 217 students and school personnel and reaches roughly 2,800 community members. Every day, about 50 additional users from the broader community utilize the space. Since the transformation, the school has seen measurable improvements, including stronger digital skills, greater engagement in self-directed learning, and higher attendance rates. Key resources include 10 desktop computers, a laptop pre-installed with learning software,

comfortable furniture, and a Go Green air-conditioning system—all managed by a dedicated library committee and supported by local volunteers. The model combines access, sustainability, and scalability to achieve a rural impact.

How “Digitized Library in Rural Thailand by TDCX Foundation” Started: A quick background

TDCX and its partners recognized that bridging educational inequality in rural Thailand required more than new equipment. The solution was holistic: climate-adaptive infrastructure, inclusive design, continuous learning programs, and ongoing local ownership. Students and community members now have access to a resource that fosters imagination, discovery, and future-ready skills.

Mission and Vision

Mission: Strengthen rural education by turning a traditional library into a digitally powered, accessible, and sustainable learning and teaching hub for the school and community.

Vision: Establish a replicable model for bridging the educational gap in underserved regions through innovative resources, energy efficiency, and inclusive community engagement.

Relevant Statistics: Facts and Figures

2,907

individuals reached: 217 students and staff, plus ~2,800 community members

50+

daily community users during the school year

10

desktop computers and a laptop, ergonomic desks, and climate-friendly air-conditioning provided

Public access

The Continuous Learning program makes the hub open beyond the student body

Comprehensive resource management by a library committee and community volunteers

Leaders and Champions

- **TDCX Foundation and World Vision Thailand:** Led needs assessments, implementation, and sustainability monitoring
- **School Library Committee:** Oversees daily operations, policy, and community access
- **Community Members and Volunteers:** Support in-kind contributions and maintenance, reinforcing shared ownership



Positive Impact Created

The initiative equips students with 21st-century IT and innovation skills, transforming the library into a lively learning space for research, 3D technology, and collaborative study. Teachers report better instructional opportunities, while students enjoy a comfortable, inviting environment that sparks creativity and fosters self-directed learning—echoed by increased usage and parental praise.

A Real Impact

Nawaphan Julavetch, Deputy Director of Pupan Wittaya School, shares, “The 3D Library Computer Donation Project greatly enhances students’ 21st-century skills, particularly in IT and innovation. Integrating 3D technology into the library fosters imagination, analytical thinking, and creative learning, while transforming the space into a modern, engaging learning hub.”

Two students note, “We truly appreciate our new digital library. The well-organized bookshelves, comfortable sofa sets, and air-conditioned environment create a relaxing atmosphere for reading. The availability of computers also allows us to spend more time researching and learning. We genuinely enjoy spending time in this library.”

These stories reflect a shift from limited access to a world of modern, relevant education.

Sustainability and Scalability

The library was funded with a \$15,000 grant from the TDCX Foundation; annual maintenance is now covered by school budgets, and operational costs have been reduced through energy-efficient air conditioning and window curtains. Community donations and volunteer maintenance further cut recurring expenses. While the project framework and results are easy to replicate in other rural areas, the school's established management committee and public engagement ensure longevity.

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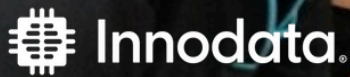
Digitized Library in Rural Thailand by TDCX Foundation:

Winner of the Silver Award in Education (Medium) category of the Outsourcing Impact Review 2025

TDCX Foundation's "Digitized Library in Rural Thailand" initiative is the winner of the Silver Award in Education (Medium) category of the Outsourcing Impact Review.

OIR 2025 recognizes programs that transform lives by fusing technology, local insight, and sustainable access. The TDCX Digitized Library showcases how outsourcing leaders can create lasting opportunities and inclusion through hands-on partnerships and innovative program design.





Wellness 360 by Innodata Knowledge Services, Inc.

Wellness 360 by Innodata is redefining holistic employee and community well-being in outsourcing, making health a strategic driver of business resilience, retention, and social impact.

This fully integrated program empowers employees to thrive—physically, mentally, financially, and socially—through a suite of preventive health initiatives, mental wellness support, financial assistance, and community engagement. In 2024, Wellness 360 offered flu vaccinations for employees and dependents, regional wellness caravans for medical checks, mental health webinars, calamity aid funded by an employee-driven CSR Bazaar, first aid and fire safety training, and the reopening of a sports facility that brought recreation and teamwork to the daily experience of over 3,000 employees and their families across the Philippines.

Impact of “Wellness 360 by Innodata”

The program engaged more than 70% of employees in health and wellness activities in 2024, with 65 employees and 119 dependents vaccinated, 89% of staff joining the Legazpi Wellness Caravan, and over 15% participating in wellness or CSR-driven initiatives. Attrition in key units dropped dramatically following the integration of wellness, workload balance, and recognition.

Financial wellness was furthered by PHP 189,000 (US\$3,303) in calamity aid raised, and hundreds took part in financial literacy workshops, while safety and sports facilities promoted teamwork and long-term healthy habits. External client feedback cited Innodata’s workforce stability and engagement, both of which are directly linked to this robust wellness ecosystem.

How “Wellness 360 by Innodata” Started: A quick background

Wellness 360 was born out of Innodata’s belief that outsourcing performance is rooted in people’s well-being. What started as traditional benefit offerings became a 360-degree, employee-powered framework—linked to daily work, organizational strategy, and the broader community. Leadership sponsorship, employee participation, and impact reporting are central to its ongoing evolution and reach.

Mission and Vision

Mission: Create a workplace and community where employees and their families thrive—physically, mentally, financially, and socially.

Vision: Make holistic well-being a core cultural pillar and business advantage, proving that human flourishing and sustainable business go hand in hand.

Relevant Statistics: Facts and Figures

70%

of employees engaged in health and wellness activities in 2024

65

employees, 119 dependents received flu vaccinations; 89 attended the Legazpi Wellness Caravan

15%

employee participation in wellness or CSR programs; sports facilities and events directly benefiting hundreds

PHP 189,000 (US\$3,303)

in calamity aid raised from employee-led CSR efforts

3,000+

direct beneficiaries, including employees and dependents

Attrition reduction: from 72% to 8% in key business units after integrating wellness measures

Leaders and Champions

- **CSR and OSH Committees:** Oversee budgets, planning, reporting, and partnership development
- **Employee Volunteers:** Drive wellness programming and event execution, from medical caravans to financial literacy sessions
- **Management and Well-being Champions:** Ensure wellness is integrated into business planning and everyday work across all sites



Positive Impact Created

Wellness 360 has normalized preventive healthcare, mental wellness, and financial resilience as everyday parts of the employee experience. The program reaches beyond the workplace—extending vaccinations to families, providing financial safety nets, and equipping local communities with first-aid and health education. Attrition has dropped, engagement and pride have risen, and client trust has strengthened due to a stable, healthy, and resilient workforce.

A Real Impact

After receiving free medical screening through the Wellness Caravan, an employee—previously struggling with undiagnosed vision issues—was fitted with proper lenses, transforming both his performance at work and quality of life at home. This single story, echoed across hundreds of cases, demonstrates how Wellness 360's direct care drives not only productivity but tangible uplift for families and communities alike.

Sustainability and Scalability

Wellness 360 is sustained through dedicated corporate, OSH, and CSR budgets, supplemented by employee-driven fundraising and community partnerships. It's embedded in company governance, regularly reviewed in reports and magazines, and is expanding with plans for new wellness caravans, digital health tools, and family-inclusive benefits—making it a truly scalable and adaptable model.

About the Outsourcing Impact Review 2025

The Outsourcing Impact Review (OIR) celebrates organizations that leverage outsourcing to drive measurable social and business transformation. Now in its third year, the OIR highlights projects that redefine workplace culture, community engagement, and sustainable innovation across the global outsourcing industry.





Wellness 360 by Innodata Knowledge Services, Inc.:

Winner of the Silver Award in Health and Wellness (Small) category of the Outsourcing Impact Review 2025

Innodata Knowledge Services, Inc.'s "Wellness 360" initiative is the winner of the Silver Award in Diversity, Equity, and Inclusion category of the Outsourcing Impact Review.

OIR 2025 highlights programs that transform people's outcomes, social welfare, and business results through innovation. Wellness 360 by Innodata proves that a people-first, holistic approach to health is essential for sustainable outsourcing success.





hugo

Thrive by Hugo

Hugo is taking employee wellness to a new level in the outsourcing sector with “Thrive,” a proactive, integrated well-being program designed for remote teams across Nigeria, South Africa, Kenya, and Senegal.

Thrive begins on day one, introducing employees to well-being coaches, resilience training, and confidential 24/7 access to licensed psychologists. The program weaves monthly check-ins, health screenings, and life-skills webinars into the daily fabric of work, while activities like the Resilience Games and the Hugo Sports Tournament promote mindfulness, movement, and team spirit—all as part of the core workday.

Impact of “Thrive”

Thrive has achieved a 98% employee retention rate and a 94.4% Employee Net Promoter Score across 11,689 survey responses. Over 93% of employees participated in at least one wellness activity last year, with an average tenure of 3.5 years, and sick days declined by 17% year-over-year within the most engaged teams. Employees who accessed psychologist services returned to work 40% faster, while 95.3% recommended Thrive to coworkers, and 78% rated coaching sessions highly.

How “Thrive” Started: A quick background

Unlike many reactive wellness campaigns, Thrive was built to address root causes before they escalate. It all begins with resilience screening and psychometric assessments during recruitment, and with setting individualized support baselines. Data-driven monitoring—of participation, risk, and feedback—ensures early interventions and targeted responses are standard practice, not afterthoughts. Insights prompt workload adjustments, coaching, or new initiatives, custom-fitted to the changing realities of a distributed workforce.

Mission and Vision

Mission: Make holistic well-being the operating system for work at Hugo, empowering employees to not only recover from stress, but to build resilience for life and work.

Vision: Scale a people-first approach that ensures healthier, more adaptable teams and communities in every market Hugo serves.

Relevant Statistics: Facts and Figures

98%

employee retention, average 3.5-year tenure across teams

93%

participation in at least one well-being activity per quarter

17%

year-over-year reduction in sick days in participating teams

94.4

Employee Net Promoter Score from over 11,000 responses

300+

women accessed preventive health programs in 2025, with workload protection built in

40%

faster returns to work after illness among those using psychologist support

Leaders and Champions

- **Wellbeing Department:** Leads program design, coordinates with Operations and HR, and trains wellness champions in every hub
- **Well-being Coaches and Licensed Psychologists:** Deliver confidential, stigma-free support and guide staff through challenges ranging from day-to-day stress to major life events
- **Operations and Team Leads:** Embed wellness into business planning and daily management to ensure support is always accessible and relevant



Positive Impact Created

Thrive's real-world outcomes extend from reducing stress and sick leave to creating a culture where employees feel seen and supported, whether managing remote work, parenthood, or health issues. Program-inspired outreach events—like mentoring local girls or partnering with health NGOs—ensure Hugo's wellness impact ripples through both employee families and the wider community.

A Real Impact

One employee, struggling with burnout and isolation, was flagged by well-being data and invited to proactive coaching and Resilience Games. Through these and subsequent counseling sessions, he not only returned to peak performance but also became a wellness champion for his peers. Colleagues and family reported dramatic improvements in well-being, showing how Thrive turns individual recovery into community uplift.

Sustainability and Scalability

Thrive is embedded in Hugo's operating budget, ensuring sustainable, year-round delivery. It's a largely virtual program structure, and the planned digital portal minimizes environmental impact and maximizes reach. In-person variations, like health screenings and local clean-up events, are customized by hub and coordinated with partners. The approach is modular and scalable, now operating company-wide and poised for international expansion.

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Thrive by Hugo:

Winner of the Silver Award in Health and Wellness (Small) category of the Outsourcing Impact Review 2025

Hugo's "Thrive" initiative is the winner of the Silver Award in Health and Wellness (Small) category of the Outsourcing Impact Review.

OIR spotlights programs that integrate people-first values, social innovation, and lasting business results. Hugo's Thrive stands out for redefining how global BPO teams can build well-being, resilience, and shared success in the digital era.





Be The Reason of Someone's Heartbeat by SixEleven Global Services and Solutions, Inc.

SixEleven Global Services and Solutions, Inc. is setting a new standard for Corporate Social Responsibility in the BPO sector through its “Be The Reason of Someone’s Heartbeat” initiative—a sustainable, employee-powered blood donation drive delivering life-saving support and community resilience to Davao City, Philippines.

Partnering with the Philippine Red Cross, Southern Philippines Medical Center (SPMC), and the Subnational Blood Center for Mindanao, SixEleven has turned quarterly drives into an indispensable public health resource for the region. The initiative leverages strong local roots, servant leadership, and organizational culture to close gaps in blood supply, saving lives in emergencies, dengue outbreaks, and day-to-day hospital cases.

Impact of “Be The Reason of Someone’s Heartbeat”

In February 2025 alone, 1,506 employees registered and 1,054 successfully donated—providing over 470 liters of blood and placing SixEleven among Davao City’s top three institutional blood donors. Over 1,000 employees have participated, many repeatedly. Emergency cases—including dengue surges—see blood delivered within hours, sometimes directly benefiting employee families. Internal metrics show a strong 70% donation success rate, with organizational engagement rates above 80% for all CSR programs.

How “Be The Reason of Someone’s Heartbeat” Started: A quick background

Founded in 2005, SixEleven grew as a major homegrown BPO in Mindanao, with Davao City at the heart of its operations and mission. Recognizing the critical shortfall in local blood supply, SixEleven launched its blood drive in partnership with leading health institutions, structuring the program for quarterly replication, long-term sustainability, and high employee engagement. CSR, Wellness, and site coordinators manage execution and feedback for continuous improvement.

Mission and Vision

Mission: Support Davao's healthcare system by providing a reliable, safe blood supply and cultivating social responsibility and teamwork among employees.

Vision: Demonstrate that outsourcing can deliver not just jobs and business growth, but deep, measurable social progress—saving lives and strengthening community ties year after year.

Relevant Statistics: Facts and Figures

1,506

registered and 1,054 successful donors in one drive; 470+ liters of blood delivered in February 2025

Top 3

institutional blood donor in Davao City

80%+

employee participation rate in company CSR programs

Consistent quarterly drives with growing hospital partnerships and a robust internal blood registry for emergency response

Leaders and Champions

- **CSR and Wellness Committees:** Organize drives, manage budgets, track metrics, and innovate through process improvements
- **Site Coordinators (Maa, Mabini, GenSan):** Ensure program consistency and hands-on execution
- **Senior Leadership:** Model engagement and servant leadership by participating in donation events and championing social causes

Positive Impact Created

The initiative goes beyond numbers; every donation is a heartbeat saved. Employees regularly express pride in knowing their direct actions are helping families in real need, fostering deep engagement and strengthening bonds both inside and outside the workplace. SixEleven's regular sharing of impact stories boosts morale and inspires community partners to collaborate in future drives.



A Real Impact

A recent emergency exemplifies the drive's real-world impact: a young dengue patient urgently needed blood at SPMC, and because of SixEleven's registry and partnership, life-saving units were secured within hours—helping not just the community but also the family of a SixEleven employee. The program's ripple effect is evident as other companies begin to replicate the model, and the Red Cross Davao commends SixEleven for its impact and leadership.

Sustainability and Scalability

The program is financially sustainable, funded through annual health and CSR budget allocations, and managed via transparent reporting. Environmental sustainability is achieved through the use of reusable materials, proper waste disposal, and digital communication. Organizational resilience comes with 80%+ engagement and widespread leadership support. The structure allows scaling—expanding to all SixEleven locations and more hospital partnerships, with plans for digitalized registries and city-wide collaboration.

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Be The Reason of Someone's Heartbeat by SixEleven Global Services and Solutions, Inc.:

Winner of the Silver Award in Health & Wellness (Medium) category of the Outsourcing Impact Review 2025

SixEleven Global Services and Solutions, Inc.'s "Be The Reason of Someone's Heartbeat" initiative is the winner of the Silver Award in Health and Wellness (Medium) category of the Outsourcing Impact Review.

OIR 2025 celebrates programs that blend business growth and social change. SixEleven's "Be The Reason of Someone's Heartbeat" stands as a powerful example of community-rooted, employee-activated impact for the outsourcing industry.

The leadership team that spearheaded the quarterly Blood Donation Drive



Powered by Filipino Resilience, Hospitality and World-Class Standards.



A group of children and adults are standing in front of a building. The children are holding books, and there is a banner in the background that says "Select VoiceCom".

Select VoiceCom

THE SVC LEGACY: Bata, Bayani, Bukas by Select VoiceCom

Select VoiceCom is forging a new path for community impact in the outsourcing sector through THE SVC LEGACY: Bata, Bayani, Bukas, a flagship initiative that marries long-term child sponsorship with immersive employee engagement. Partnering with the Children's Shelter of Cebu in the Philippines, Select VoiceCom's program goes far beyond one-off giving, providing holistic, sustained support for the education, health, and personal growth of vulnerable youth while building a legacy of shared purpose and empowerment.

By backing each sponsored child from teenage years through career readiness—including OJT opportunities and the potential for future Select VoiceCom employment—this approach breaks the mold, offering not just resources but real pathways to lifelong independence and dignity. The initiative also activates teams across the company who design and run engagement activities that impart confidence, life skills, and mentorship—creating a ripple effect of development for both beneficiaries and volunteers.

Impact of "THE SVC LEGACY: Bata, Bayani, Bukas"

Select VoiceCom's pilot project has directly benefited 14 vulnerable youth so far, meeting not only their day-to-day needs but also helping build the skills and self-assurance required for success. Supported by up to US\$2,400 annually for child sponsorship, the program's engagement activities—such as the "Speak with Confidence" workshop—drive practical gains in communication and self-esteem while facilitating deep, authentic

connections between Select VoiceCom employees and Children's Shelter residents. Every quarter, new activities in wellness, sports, music, and mentoring further strengthen progress and community bonds.

How “THE SVC LEGACY: Bata, Bayani, Bukas” Started: A quick background

Building on a history of educational outreach since 2016, Select VoiceCom recognized the need to move from episodic support to a sustainable, impact-driven model. The initiative was launched with a clear vision to equip children not only for graduation but also for careers and life beyond, combining consistent financial investment with the direct sharing of employee skills, time, and encouragement.

Mission and Vision

Mission: Empower vulnerable youth through consistent, holistic sponsorship and development, guiding them from childhood to “success-driven heroes” of tomorrow.

Vision: Establish a replicable, flexible model of CSR in BPO—where employee engagement, skills transfer, and sponsorship work hand in hand for social transformation.

Relevant Statistics: Facts and Figures

14

vulnerable youth directly benefited through pilot programs

100%

of employee facilitators report stronger purpose and pride in their work

Up to US\$2,400

annually dedicated to ongoing child sponsorship

Quarterly employee-led engagement activities: from sports to skills workshops, wellness, and music

Leaders and Champions

- **CSR Committee and SVC Clubs:** Design, coordinate, and facilitate quarterly activities and skill-building
- **Employee Volunteers:** Mentor, teach, inspire, and help drive the social mission forward
- **Partner (Children’s Shelter of Cebu):** Ensure sustained, well-monitored, child-centered implementation and track growth outcomes



Positive Impact Created

More than a charity, THE SVC LEGACY creates progress that is visible and deeply felt. In the “Speak with Confidence” workshop, all participants reported improved self-esteem and greater readiness for public speaking, echoing the sense of transformation observed by the facilitators. Employees leave each event more engaged and proud of their contributions, and Select VoiceCom’s regular tracking of progress ensures financial and developmental support is tailored for real, daily needs.

A Real Impact

“I learned how to speak confidently and the dos and don’ts when talking in front of people.” (Grade 11 participant)

“Being confident takes time. Give yourself time to practice because practice makes perfect.” (College participant)

Even the Select VoiceCom trainers found their views changed: “At first, they looked nervous, but by the middle and toward the end, we saw a 360-degree change. Seeing them smile and interact confidently was the most rewarding part. In my own way, I was able to share my knowledge and make them feel empowered.”

Sustainability and Scalability

THE SVC LEGACY is embedded in the company’s annual CSR framework, with committed recurring funding, integrated staff participation, and eco-friendly practices across all engagements. As the initiative scales, plans include expanding sponsorship to more children, deepening cross-departmental volunteerism, and ultimately launching pathways to SVC’s own OJT and employment for alumni—while every activity remains adaptable for new contexts and needs.

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THE SVC LEGACY: Bata, Bayani, Bukas by Select VoiceCom:

Winner of the Bronze Award in Community Building (Small) category of the Outsourcing Impact Review 2025

Select VoiceCom's "THE SVC LEGACY: Bata, Bayani, Bukas" initiative is the winner of the Bronze Award in Diversity, Equity, and Inclusion category of the Outsourcing Impact Review.

OIR 2025 celebrates living examples of BPOs that connect business, purpose, and personal connection to drive lasting change. THE SVC LEGACY: Bata, Bayani, Bukas is a high-impact, high-touch template for sustainable youth development and industry-driven uplift.





Rocket Station Cares by Rocket Station

Rocket Station is setting a new benchmark for remote-first corporate social responsibility with Rocket Station Cares—a dynamic, employee-led initiative that uplifts schools and communities across the Philippines by harnessing personal connection, grassroots empowerment, and real-world impact.

Unlike traditional charity projects, Rocket Station Cares empowers Rocketeers to nominate their alma maters for support, delivering tangible resources, renovations, mentorship, and volunteer presence to local schools. By connecting each donation and involvement to real employee experiences, the program makes corporate giving meaningful, personal, and long-lasting—making sure every peso goes to the right place while promoting a culture of empathy, diversity, equity, inclusion, and social responsibility.

Impact of “Rocket Station Cares”

In 2024 alone, Rocket Station Cares reached over 5,000 students and 300 teachers across 15 schools. Through more than PHP 1.1 million (US\$19,270) in donations and hands-on employee-led events, the program delivered essential supplies, facility upgrades, and direct mentorship. These efforts have not only improved educational environments but also inspired students and reinvigorated school communities, multiplying Rocket Station’s positive impact across the Philippines.

How “Rocket Station Cares” Started: A quick background

Anchored in core values—Doing the Right Thing, Exceeding Expectations, and Having Fun—Rocket Station Cares was created to bridge the gap between remote work and real-world change. Employees are at the heart: they lead school nominations, plan volunteer events, and share ownership of the initiative’s direction and outcomes. The model has proven that an entirely virtual company can nurture real relationships, drive local development, and build a deeper sense of community inside and outside the organization.

Mission and Vision

Mission: Empower communities and enrich lives by investing in the personal roots and stories of employees, starting with their own local schools.

Vision: Show how remote-first companies can foster authentic, scalable social impact—transforming the landscape of corporate responsibility for the digital age.

Relevant Statistics: Facts and Figures

5,000+

students and 300+ teachers supported in 2024

15

schools reached with donations, facility improvements, and mentorship

PHP 1.1 million (US\$19,270)

in financial and in-kind resources delivered in 2024

Employee-led

and nominated—with hands-on volunteering and mentorship at activations like Bagumbayan Central and Dumanlas Elementary Schools

Leaders and Champions

- **Employee Leaders (Rocketeers):** Nominate schools, lead volunteer events, and shape CSR programs
- **CSR and Finance Teams:** Oversee funding, resource allocation, and strategic impact measurement
- **Rocket Station Academy & Hopeline:** Drive internal engagement and tie CSR efforts to broader employee development and well-being

Positive Impact Created

Rocket Station Cares has transformed neglected school environments and renewed hope for students and teachers. At Dumanlas Elementary in Davao, for example, Rocketeers helped renovate classrooms, provide supplies, and mentor students—an act that shifted the school's atmosphere, motivated teachers, and energized learners. Teachers report a lasting sense of support and optimism, while the volunteer-driven, emotionally invested approach turns outreach into true transformation.



A Real Impact

A teacher at Dumanlas Elementary observed that after Rocket Station's visit, "students were more excited to learn, and teachers felt inspired and supported." The change wasn't just in supplies or facilities, but in the emotional energy and hope restored to the school—demonstrating that purposeful, people-powered CSR delivers deeper, lasting community value.

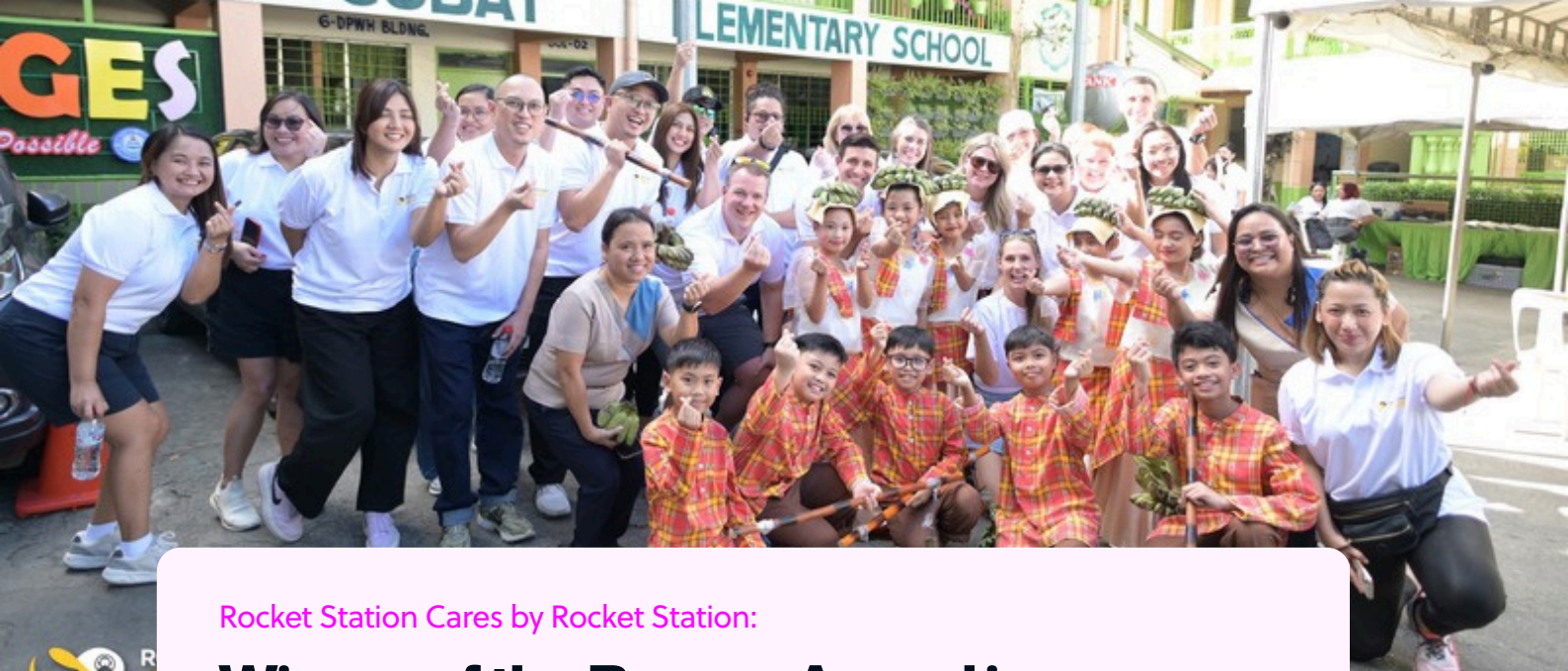
Sustainability and Scalability

The initiative is fully funded through Rocket Station's core operating budget and managed via a transparent, departmentally integrated system. Environmental practices—such as reducing single-use plastics, sourcing responsible materials, and operating under a remote-first model—underscore the company's commitment to sustainable impact. Plans are in place to double school reach by 2026, expand mentorship, and further embed Rocket Station Cares into employee onboarding and leadership paths.

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Rocket Station Cares by Rocket Station:

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Rocket Station's "Rocket Station Cares" initiative is the winner of the Bronze Award in Community Building (Small) category of the Outsourcing Impact Review.

OIR 2025 champions programs that translate corporate values into measurable, community-driven impact. Rocket Station Cares stands as a scalable, innovative blueprint for remote-first CSR—uniting virtual teams in delivering real change where it's needed most.





#BeKinder by TDCX

TDCX is redefining the role of outsourcing in social good through #BeKinder, a sustained, multi-dimensional initiative that brings compassion, stability, and hope to hospice patients and families in partnership with HCA Hospice in Singapore.

Unlike one-off charity drives, #BeKinder is a movement deeply rooted in TDCX culture, combining monthly fundraising, hands-on volunteerism, and purposeful employee engagement. Over 8,000 patients and families facing life's toughest moments have found dignity and comfort through this approach—proving that business scale and global coordination can deliver deep, lasting impact to those who need it most.

Impact of “#BeKinder”

Since 2020, #BeKinder has supported 8,050 patients and families, generating SGD 5,100 in fundraising and nurturing a community of regular monthly employee donors. Volunteers have donated 468 hours of direct service, offering companionship, celebration, and simple acts of kindness, such as haircuts and festive support. Feedback from HCA Hospice and beneficiaries, as well as rigorous impact measurement, ensures every effort is accountable and effective, shaping future strategy for maximum benefit.

How “#BeKinder” Started: A quick background

What began as a modest partnership with HCA Hospice has evolved into a far-reaching cycle of compassion, deeply embedded in the company's leadership priorities and operational DNA. BeKinder weaves giving, volunteering, and advocacy into work life—making support for end-of-life care a shared mission across geographies and teams.

Mission and Vision

Mission: Make a positive difference in the lives of hospice patients and families while fostering unity, purpose, and compassion among TDCX employees.

Vision: Build a sustainable ecosystem of giving, where ongoing financial and personal support is part of daily company culture and inspires wider social change.

Relevant Statistics: Facts and Figures

8,050

patients and families served since 2020

SGD 5,100 (USD 3,976)

raised through continuous employee- and company-led fundraising

468

hours of employee volunteer service in direct patient care and community engagement

Ongoing, growing base of regular monthly donors guarantees long-term support

Leaders and Champions

- **Engagement Lead and Team:** Coordinate all programs with HCA Hospice, and rally donors and volunteers
- **Employee Volunteers:** Deliver hands-on support—festive events, companionship, and real connections to lift patients' spirits
- **Leadership:** Embeds #BeKinder into TDCX's strategy, providing resources, endorsement, and a shared sense of purpose across global offices

Positive Impact Created

Quantitative and qualitative feedback highlights #BeKinder's unique reach: patients and families experience real comfort, while employees describe the joy and fulfillment of meaningful volunteering. HCA Hospice reports critical operational benefits from TDCX's support, with resources and services reaching those who need them, exactly when needed. The model's blend of scale, sustainability, and humanity is inspiring similar efforts across regions and making compassion a cornerstone of work culture.



A Real Impact

Steven Au Tai Hin, TDCX Engagement Lead, says, "As a child sponsor for nearly 10 years, I've always sought ways to make a positive impact. TDCX has provided me with a platform to expand my horizons and explore new ways to give back. It's been a truly rewarding experience that has had a lasting impact on me."

Mathilda De Boer-Lim, Head of Philanthropy at HCA Hospice, notes, "By rallying their community and championing our mission, TDCX's unwavering support enables us to continue journeying with our patients and creating good days for them."

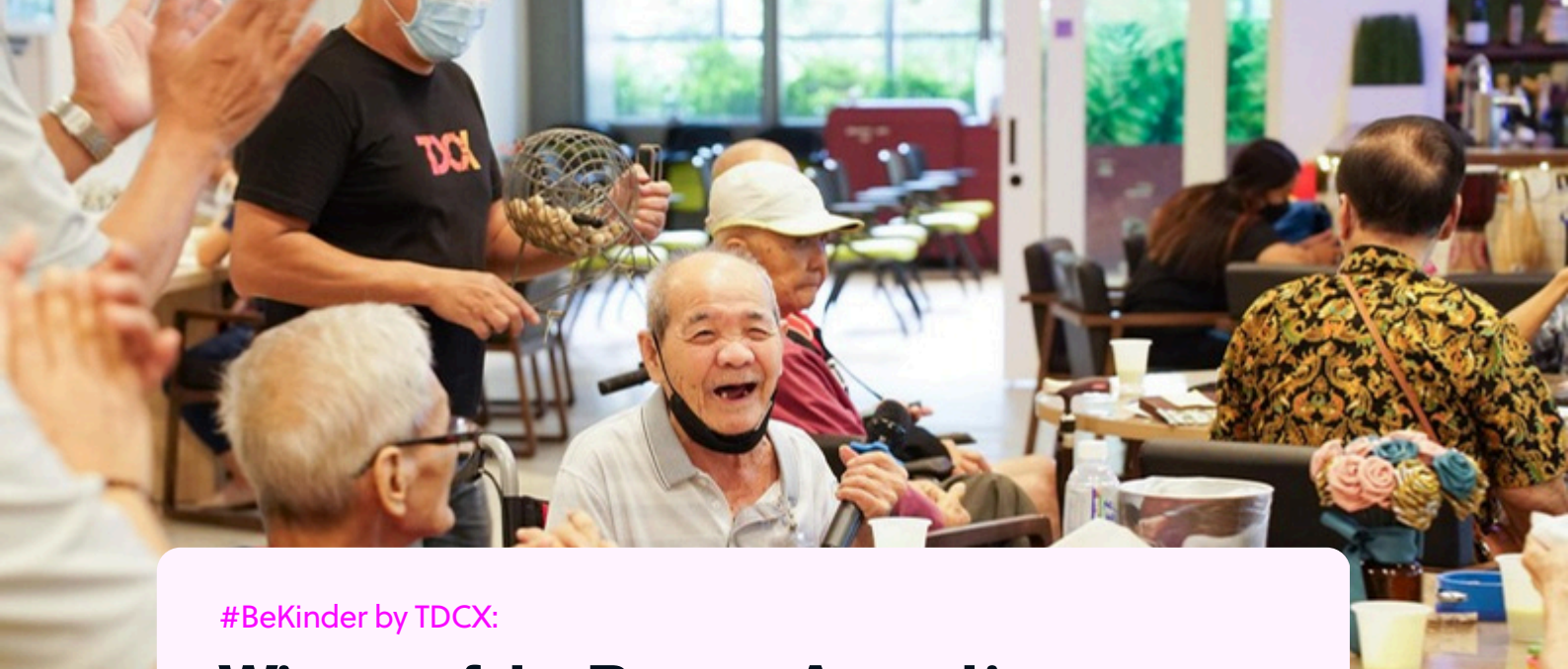
Sustainability and Scalability

BeKinder's recurring donation, digital engagement, and environmental responsibility keep the initiative sustainable and adaptable. Funds are managed transparently by HCA Hospice, and TDCX resources support volunteer work. The engagement-driven structure enables easy replication for other causes or new communities, and digital platforms minimize their environmental footprint in line with TDCX's BeGreener values.

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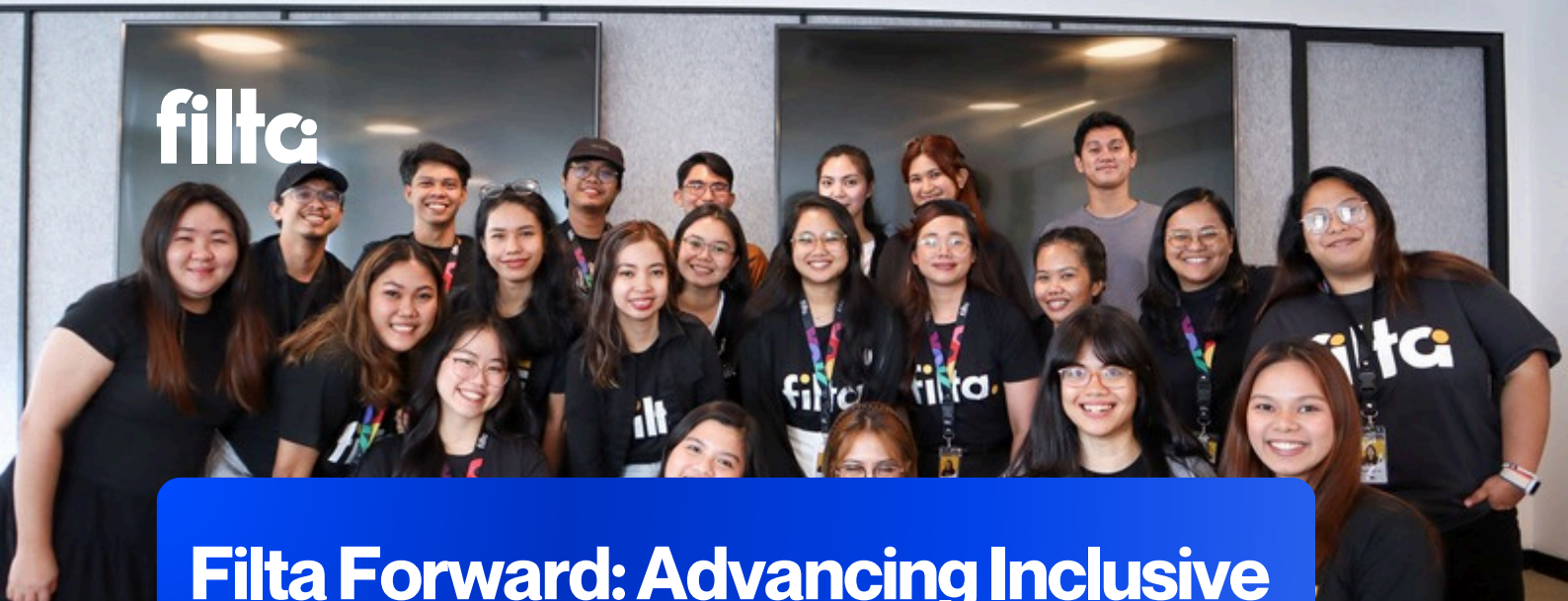
#BeKinder by TDCX:

Winner of the Bronze Award in Community Building (Medium) category of the Outsourcing Impact Review 2025

TDCX's "#BeKinder" initiative is the winner of the Bronze Award in Community Building (Medium) category of the Outsourcing Impact Review.

OIR 2025 celebrates initiatives that weave purpose, scale, and real human connection into everyday operations. TDCX's BeKinder is a standout example of how outsourcing leaders can build lasting change by embedding compassion at the core.





Filta Forward: Advancing Inclusive Culture Through Development by Filta

With the “Filta Forward” initiative, Filta is demonstrating that inclusion and cultural intelligence are not just aspirations but core strategies for building high-performing, globally aligned teams across the Philippines, Colombia, and beyond.

Filta Forward makes diversity, equity, and inclusion actionable at every stage: onboarding, development, client engagement, and team growth. Through programs designed to educate, empower, guide, and support, Filta builds a sense of belonging and respect that ripples from each team member to regional partners and global clients. By placing culture at the heart of its operations, Filta is building trust, reducing friction, and creating long-term collaboration between people and organizations of every background.

Impact of “Filta Forward”

Filta Forward’s measurable impact is clear—from a 97% “Excellent/Good” onboarding satisfaction rating to a 92% team alignment rate after culturally tailored engagement and client programs that drive a 25% increase in satisfaction and a 65.19% boost in team retention and performance. Real-time feedback, continuous learning, and transparent values-based performance reviews anchor the initiative, making inclusion not just a value but a daily practice.

How “Filta Forward” Started: A quick background

Filta’s leadership recognized that many outsourcing challenges originated from cultural misalignment rather than capability. In response, Filta Forward was launched as a long-term, in-house program to proactively bridge gaps, strengthen psychological safety, and empower both team members and clients to collaborate openly across borders.

Mission and Vision

Mission: Make inclusion the foundation for high performance, where every individual—regardless of culture or location—feels empowered and respected.

Vision: Redefine outsourcing as a deeply human endeavor, where global teamwork, empathy, and cultural understanding drive growth and innovation.

Relevant Statistics: Facts and Figures

97%

of new hires rated their onboarding as Excellent/Good; 75% gave a perfect 10/10

92%

alignment rate from culturally tailored team engagements

25%

increase in client satisfaction after cultural training

65%

improvement in employee retention and performance among client teams

20%

reduction in workplace conflict after DEI-focused client programs

Leaders and Champions

- **Organizational Development Team:** Manages and adapts Filta Forward programs as the company—and its client base—grows
- **Executive Leadership:** Embodies values of empathy, transparency, and people-first innovation, and shares these principles through thought leadership like “With Purpose, With People — The Filta Way”
- **Clients and Employees:** Actively co-design and provide feedback, ensuring programs remain current, relevant, and responsive

Positive Impact Created

Filta Forward ensures every recruit feels seen and supported from day one—onboarding actively includes their culture and strengths, making it easier to build trust quickly. Development, engagement, and client support programs are constantly refined through structured data and direct feedback, resulting in higher engagement and more cohesive teams—both internally and within client organizations. The result is a more inclusive business ecosystem, where clients report fewer conflicts, greater productivity, and stronger cross-cultural partnerships.



A Real Impact

One Australian client saw rapid improvement after Filta Forward's tailored cultural training bridged differences with a newly hired Philippine remote team. Communication gaps, performance slowdowns, and misunderstandings transformed into open, trusting collaboration—building a partnership rooted in respect for cultural nuance instead of risking disengagement or mistrust.

Sustainability and Scalability

Filta Forward is fully owned and operated in-house, benefiting from low operational costs and high adaptability. Built as a digital-first program, it uses online platforms for onboarding, engagement, and training—minimizing environmental footprint and enabling scalable growth to new regions and client teams as Filta expands.

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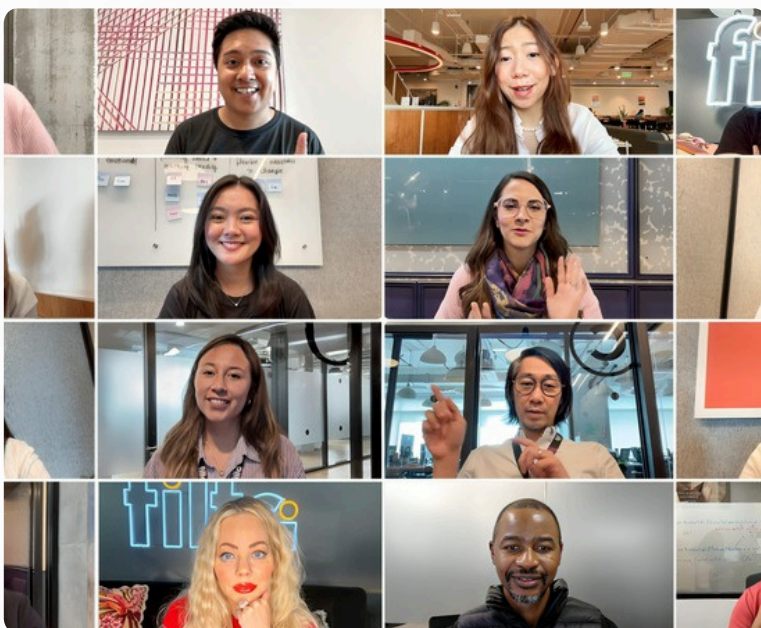


Filta Forward: Advancing Inclusive Culture Through Development by Filta:

Winner of the Bronze Award in Diversity, Equity, and Inclusion (Small) category of the Outsourcing Impact Review 2025

Filta's "Filta Forward: Advancing Inclusive Culture Through Development" initiative is the winner of the Bronze Award in Diversity, Equity, and Inclusion (Small) category of the Outsourcing Impact Review.

The OIR spotlights the leading programs reshaping the outsourcing sector through inclusion, innovation, and real-world impact. Filta Forward exemplifies how commitment to culture and people can transform both teams and client outcomes on a global scale.





Commitment to Future Leaders by The DDC Group

The DDC Group is setting a new benchmark for sustainable, community-driven impact in outsourcing through The DDC Group's Commitment to Future Leaders—a long-term investment in educational infrastructure, opportunities, and holistic community empowerment for the youth of Leyte, Philippines.

Instead of one-off donations, The DDC Group has built and continues to expand a legacy of support: constructing a state-of-the-art, two-story school building for Libertad National High School, refurbishing classrooms, establishing a dedicated facility for special needs students, and developing essential public infrastructure such as water systems, Wi-Fi, and clinic upgrades. This holistic approach creates a foundation where education, health, and opportunity are closely linked—empowering future leaders from every background to thrive.

Impact of "The DDC Group's Commitment to Future Leaders"

The newly completed, modern two-story school building now provides spacious, ergonomic classrooms designed for up to 42 senior high school students per class, helping to alleviate overcrowding and creating collaborative, accessible spaces for learning. The DDC Group's investment has directly uplifted hundreds of students daily, with a ripple effect through improved teaching outcomes, access to digital

resources, and enhanced inclusivity for students with special needs. Previous projects—including refurbished school buildings, a dedicated clinic, Wi-Fi connectivity, and water systems—have demonstrated a sustained, compounding impact across education and essential services.

How “The DDC Group’s Commitment to Future Leaders” Started: A quick background

Led by Co-Founder and Chairman Jan Trevalyan and championed under the DDC Cares brand, The DDC Group’s journey began with a commitment to address urgent local needs. From building classrooms and a school clinic to addressing public Wi-Fi and water infrastructure, every effort has centered on deepening partnerships with local officials, educators, and the community—ensuring that every project is informed by local priorities and integrated for long-term benefit.

Mission and Vision

Mission: Strengthen the foundation for education, health, and opportunity in Leyte—empowering the next generation of leaders and creating a sustainable template for global social impact.

Vision: Transform outsourcing from transactional support to community partnership—proving that a global business can power local progress, capacity-building, and intergenerational empowerment.

Relevant Statistics: Facts and Figures

- New two-story school building with modern classrooms, each supporting up to 42 students
- Hundreds of students are now accommodated daily in upgraded, inclusive spaces
- Previous projects: special needs classroom (40 students), refurbished school and clinic, Wi-Fi, and water utilities—all in the Leyte region
- Continuous collaboration with the local Department of Education, government officials, and community leaders

Leaders and Champions

- **Executive Leadership (Jan Trevalyan, Michelle Davies):** Guide and resource the DDC Cares strategy and long-term planning
- **Local School and Government Partners:** Identify needs, oversee construction, and champion ongoing improvement
- **Community Stakeholders:** Shape projects, provide feedback, and participate in sustained support



Positive Impact Created

The DDC Group's approach dramatically improves learning conditions for Leyte's youth, delivering more than bricks and mortar. Students benefit from a safe, inclusive, well-resourced environment that encourages both individual focus and collaborative growth—while teachers can innovate and engage more effectively. Every completed facility—from Wi-Fi to water systems—lays groundwork for new opportunities and improved quality of life for all community members.

A Real Impact

This initiative is part of a larger story in Leyte—a story that includes a specialized classroom for special needs students donated in 2014, a refurbished school, and the installation of public Wi-Fi and clean water systems.

At the blessing of the new school building, community leaders, educators, and DDC executives gathered to celebrate more than just construction: families recognized how the new, accessible spaces, combined with earlier investments in clinics and connectivity, marked the next chapter in Leyte's empowerment.

Sustainability and Scalability

Funded through The DDC Group's global ESG commitment and championed by senior leadership, this integrated approach is designed for ongoing replication and responsiveness. Long-term partnerships and regular needs assessments ensure that every new phase is informed by what came before, allowing for expansion to other communities and projects based on local input. Adaptability ensures each project remains relevant, sustainable, and impactful well into the future.





Commitment to Future Leaders by The DDC Group:

Winner of the Bronze Award in Education (Medium) category of the Outsourcing Impact Review 2025

"The DDC Group's Commitment to Future Leaders" initiative is the winner of the Bronze Award in Education (Medium) category of the Outsourcing Impact Review.

OIR 2025 celebrates programs that go beyond business for good, demonstrating how sustained, strategic investment multiplies opportunity generation after generation. The DDC Group's Commitment to Future Leaders is a model for how outsourcing leaders can build lasting legacies in global communities.





Happy Feet Fun Run by Snapscale

Snapscale is championing health, inclusion, and hope in Davao City, Philippines through the “Happy Feet Fun Run,” a unique, employee-powered fundraising initiative supporting children with clubfoot. By teaming up with JCI Davao and Tebow Cure Children’s Hospital, Snapscale has created a vibrant fusion of corporate social responsibility, local sportsmanship, and community partnership—ensuring life-changing surgeries for children who need it most.

Rather than organizing a solo-brand event, Snapscale energizes its people by encouraging hundreds of employees to train together and participate, making charity an avenue for camaraderie and fitness. The annual fun run leverages Snapscale’s hands-on, people-first approach to create meaningful impact far beyond the workplace—raising both money and awareness for world-class, zero-billing treatments at Tebow Cure.

Impact of “Happy Feet Fun Run”

Over two years, more than 1,600 runners have joined the event, fueling surgeries for 25 children living with clubfoot—a life-changing intervention. In 2025, Snapscale’s continued sponsorship and participation aim to surpass previous achievements, furthering not only surgical support but also community education and inclusion. The event’s recognition as one of Mindanao’s most outstanding JCI fundraising initiatives showcases its reach and replicability. Key metrics—runner turnout, funds raised, and the number of surgeries funded—are tracked by a new Snapscale committee to ensure maximum transparency and learning.

How “Happy Feet Fun Run” Started: A quick background

Snapscale recognized the potential for combining team engagement with high-impact philanthropy. Instead of investing in siloed events, the company forged multi-year partnerships with established changemakers—Tebow Cure Children’s Hospital and JCI Davao—enabling scale, credibility, and local relevance. The Happy Feet committee promotes widespread employee engagement, fostering a culture where passion and giving back are intertwined.

Mission and Vision

Mission: Transform lives and raise hopes for children facing mobility challenges through the dual power of community action and company-wide participation.

Vision: Model how outsourced business solutions can become platforms for scalable community wellness and inclusion—not just business growth.

Relevant Statistics: Facts and Figures

25

children received clubfoot surgeries, fully funded by the initiative

1,600+

runners took part in events over two years, with even higher targets set for 2025

Annual partnerships with JCI Davao and Tebow Cure Children's Hospital ensure long-term continuity and impact

Leaders and Champions

- **Snapscale's Internal CSR Committee:** Organizes, tracks, and evolves both the Fun Run and allied CSR programs
- **JCI Davao and Tebow Cure Hospital:** Bring technical expertise, local relationships, and outcome-measuring capabilities
- **Employee Participants and Volunteers:** Train, run, fundraise, and encourage new waves of engagement in each event

Positive Impact Created

The initiative creates ripple effects: children not only receive world-class, zero-billing surgical care, but their families and schools witness new possibilities for participation and achievement. Employees experience stronger team bonds and pride, knowing their efforts directly fuel transformative outcomes for local children, while community feedback and annual impact reports continually guide program improvements.



A Real Impact

Peter Cowles, Executive Director of the Tebow Cure Children's Hospital of the Philippines, summarizes: "Thanks for making their dreams come true, to soon put their clubfoot condition in the past and with a zero billing for all services, thanks to this financial support through Snapscale and JCI."

Anecdotally, dozens of runners and volunteers have expressed how seeing healed, running children at each event brings the cause vividly to life—turning charitable intention into visible, personal achievement.

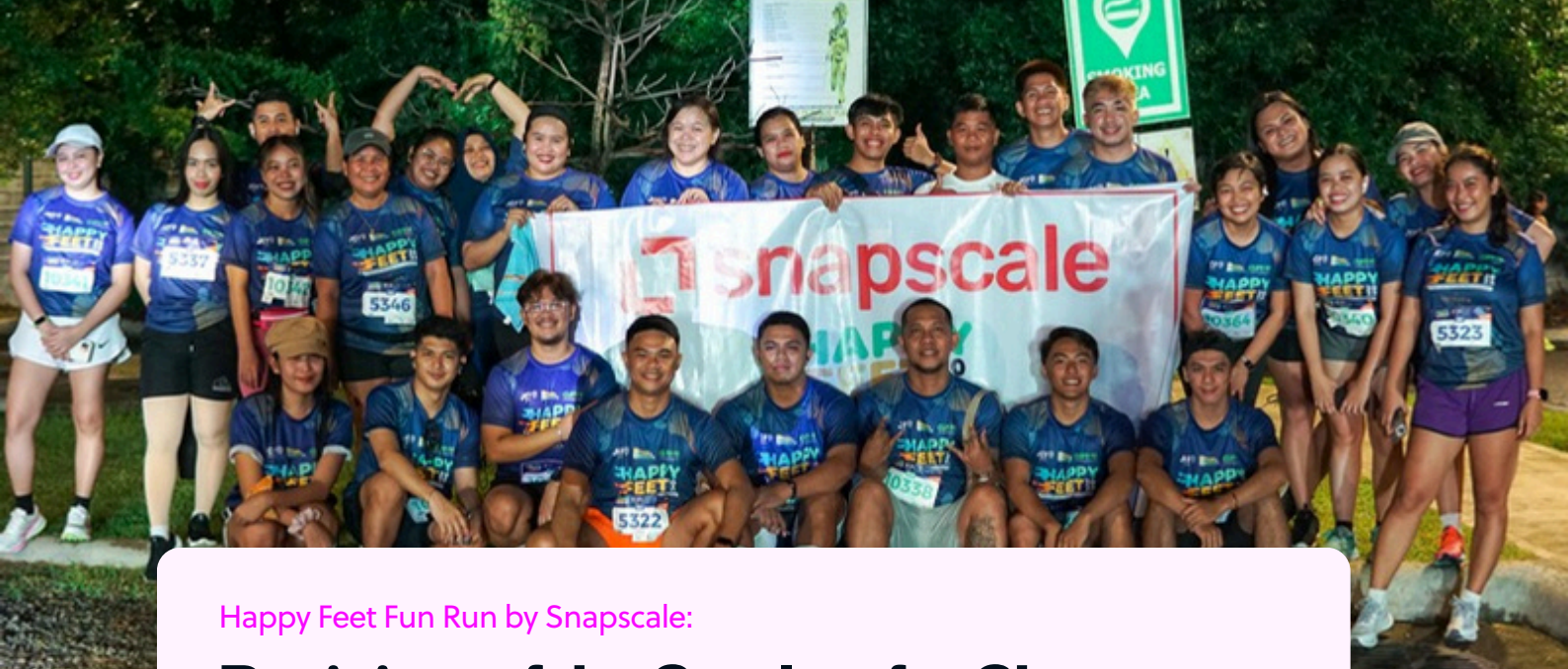
Sustainability and Scalability

The initiative is supported by Snapscale's internal revenue allocation and continually strengthened via an expanding committee and new partnerships. Sustainability plans include transparent budgeting, rigorous impact tracking, employee-led program development, and exploration of related causes, such as campaigns for children with pediatric cancer. Environmental sustainability is addressed through CSR initiatives that embed tree planting and waste reduction, and through knowledge-sharing to inspire similar projects regionally.

About the Outsourcing Impact Review 2025

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Happy Feet Fun Run by Snapscale:

Recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review 2025

SnapScale's "Happy Feet Fun Run" initiative is the recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review.

OIR 2025 celebrates programs that harness the caring power of business for measurable, repeatable social benefits. SnapScale's Happy Feet Fun Run stands out for its people-centered, partnership-driven model delivering health, hope, and human connection.





Accelerate360 by Shore360 Inc.

Shore360's Accelerate360 initiative is redefining how outsourcing partners can uplift underserved communities—by working hand in hand with the AETA village in the Philippines to create lasting educational, wellness, and recreational opportunities that transform everyday life.

Accelerate360 goes beyond one-time charity. Shore360 focuses on fostering continuous relationships: building a community library, upgrading teachers' offices with air conditioning for comfort and productivity, and supporting the construction of a basketball court to provide local youth with a safe space for teamwork and recreation. Quarterly visits by employee "passion clubs" create meaningful engagement, as staff members read and play sports with AETA children, ensuring every act of support is human-centered and sustainable.

Impact of "Accelerate360"

Since launch, Shore360 has donated over 300 books to the AETA community library, where school leaders monitor student use to ensure resources are truly benefiting learners. Each quarterly visit averages 50 children participating in reading sessions and sports activities. Teachers report improved comfort and productivity thanks to the upgraded office, and the completed basketball court has become a daily hub for youth recreation and team-building.

How "Accelerate360" Started: A quick background

Launched with a genuine focus on people and communities, Accelerate360 was designed to empower the AETA community with the resources needed for both education and long-term well-being. Shore360's approach centers on building relationships, not just providing donations—ensuring that employees, partners, and community members all play an active role in delivering sustainable impact and hope for a better future.

Mission and Vision

Mission: Empower the AETA community with essential resources, educational opportunities, and ongoing support to unlock brighter futures.

Vision: Prove that outsourcing can be a catalyst for lasting social good by building partnerships that nurture learning, engagement, and resilience.

Relevant Statistics: Facts and Figures

300+

books now in use at the AETA community library

50

children on average engaged per quarterly visit, with growing participation in reading and sport

Daily use of the basketball court as a safe recreation space for village youth

Teacher feedback confirms improved work environment and productivity from the air-conditioned office upgrade

Leaders and Champions

- **CSR Team and Employee Passion Clubs:** Organize, deliver, and assess support activities, ensuring community needs drive all programming
- **School Leaders and Teachers:** Monitor resource utilization, student participation, and help maximize educational impact
- **Community Members:** Provide feedback and collaborate on new initiatives, making every improvement community-led and relevant

Positive Impact Created

Accelerate360 addresses education, well-being, and engagement simultaneously—creating a holistic model for sustainable development. Children gain access to books and mentorship, teachers work in improved conditions, and youth have safe spaces for recreation and growth. Continuous feedback loops ensure that Shore360's support evolves with community needs, and employees feel deeply connected to the mission, strengthening both internal culture and external impact.



A Real Impact

During one visit, a young girl proudly shared that she wishes the visits didn't happen just once. She looks forward to every visit because it enhances her love for volleyball and improves her sense of belonging. This simple moment reveals how Accelerate360 does more than provide resources—it sparks hope, motivation, and a vision for the future among young minds who now see more possibilities ahead.

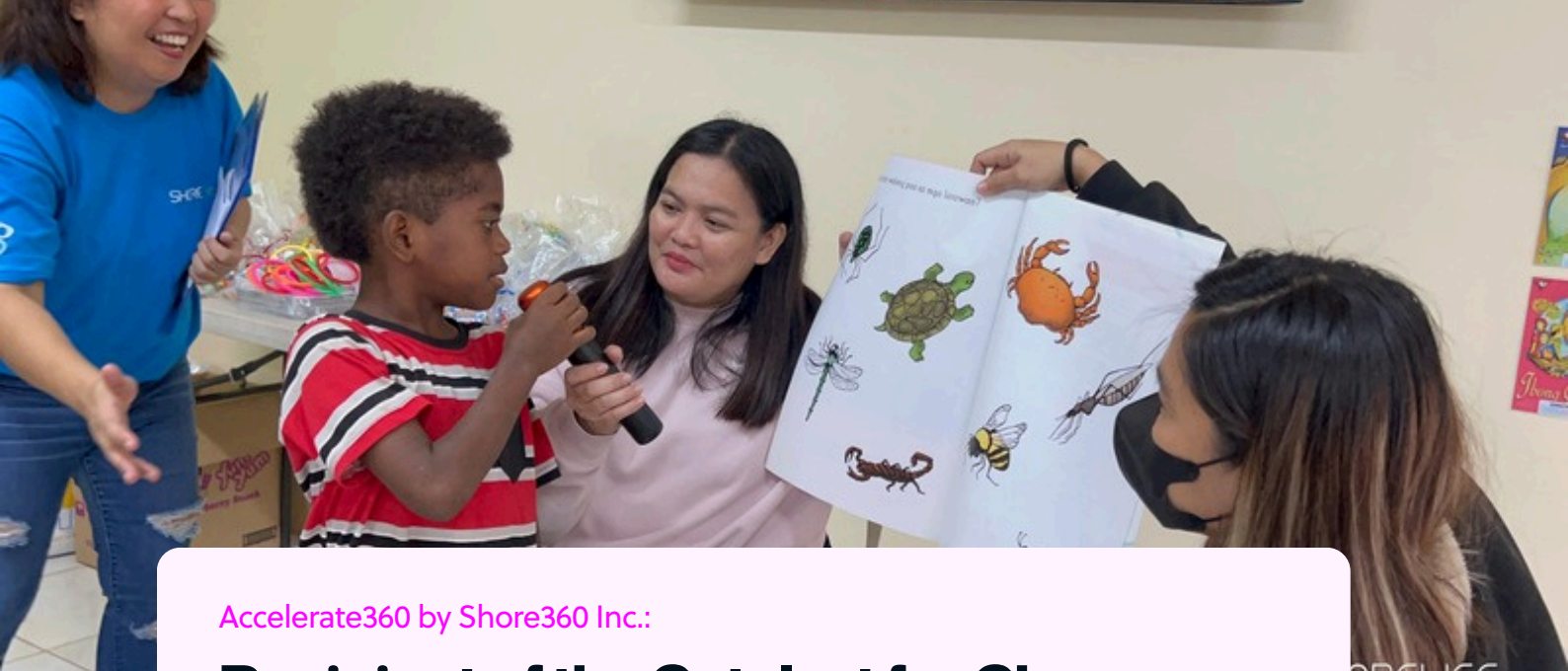
Sustainability and Scalability

The initiative is financially sustained through Shore360's annual CSR budget, supplemented by voluntary employee contributions and in-kind donations. Transparent fund management and strong partnerships with local leaders maximize resources and minimize waste. Environmentally, the program prioritizes energy efficiency and low-impact design. Future plans include training local youth and teachers to help run facilities, expanding partnerships for shared support, and maintaining employee engagement to ensure long-term continuity and growth.

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Accelerate360 by Shore360 Inc.:

Recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review 2025

Shore360 Inc.'s "Accelerate360" initiative is the recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review.

OIR 2025 celebrates programs that blend education, engagement, and authentic partnership to create deep, enduring community value. Shore360's Accelerate360 stands as a model for outsourcing-driven, people-first transformation.



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Culture, Diversity & Engagement



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COMMUNITY
BUILDING
CATALYST FOR
CHANGE

OIR
2025





CBE Cares by CBE Customer Solutions

CBE Customer Solutions demonstrates how employee-driven programs can fuel positive transformation across communities with its “CBE Cares” initiative—an approach that unites over 1,200 team members in the U.S. and the Philippines to create measurable social good alongside business excellence.

Through programs such as the Employee Community Outreach Program (ECOP), Partners in Education, and a longstanding United Way partnership, CBE empowers employees to drive impactful giving, support education, and build essential community resources. Initiatives are grassroots, with employees voting on which causes receive support, ensuring every action is timely, relevant, and deeply personal to local needs across Iowa, Tennessee, Texas, and the Philippines.

Impact of “CBE Cares”

ECOP enables employees to contribute donations directly from their paychecks, with the option to receive mental health PTO in return. Partners in Education provides students with essential supplies, snacks, mentorships, and support for families in need, while United Way engagement sees CBE devote an entire month annually to fundraising, volunteering, and hands-on aid. In 2024 alone, CBE employees raised over \$68,000 for United Way and supported more than 1,300 students with school supplies.

How “CBE Cares” Started: A quick background

Founded in 1933, CBE Companies has always believed business can be a force for good. What began as a casual employee giving program evolved into a sustained, year-round initiative that formalizes donations, partnerships, and volunteering at every level—ensuring that employee-led giving is at the core of the company culture and impact.

Mission and Vision

Mission: Connect the strength of CBE's people with the needs of the community—creating lasting, positive change by empowering employee leadership and collaborative partnerships.

Vision: Build stronger communities and brighter futures where business accomplishments and community well-being are inseparable values.

Relevant Statistics: Facts and Figures

\$68,000+

raised in 2024 for United Way campaigns

\$45,000+

donated through ECOP to 12 community organizations

1,300+

students supported through Partners in Education

120+

employee volunteer hours in 2024 alone

Multiple awards, including the Cedar Valley United Way Campaign Award and "Way to Grow" recognition in Tennessee

Leaders and Champions

- **ECOP Employee Committee:** Empowers staff to direct funding and nominate causes, driving grassroots innovation year-round
- **Partners in Education Volunteers:** Deliver mentorships, school supplies, and community support across multiple states and the Philippines
- **United Way Engagement Team:** Fuels fundraising and on-the-ground participation, earning local and national honors for outstanding campaigns

Positive Impact Created

Through direct donations, volunteer work, and educational investments, CBE Cares strengthens communities by offering not only resources but also mentorship, advocacy, and practical relief where it's most needed. Disaster relief efforts, such as an \$18,000+ employee-driven donation after the 2023 Clarksville tornado, show the program's ability to quickly respond to urgent needs while continuing to uplift entire communities.



A Real Impact

CBE's 2025 partnership with CASA of Central Texas resulted in over \$3,400 being directly allocated to support children in foster care, ensuring every child has a CASA volunteer championing their needs. In the past year, this partnership helped 392 children access a dedicated advocate, changing lives with guidance and hope—demonstrating CBE Cares' commitment to hands-on, life-changing engagement.

Sustainability and Scalability

CBE Cares is sustained by a blend of employee payroll deductions, corporate giving, and structured programs, reinforced by a culture of engagement, resource reuse, and sustainability. Programs expand as CBE grows—Partners in Education, United Way, and ECOP adapt seamlessly to new locations and needs. Employee participation and local office autonomy ensure the initiative remains relevant and scalable.

About the Outsourcing Impact Review 2025

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CBE Cares by CBE Customer Solutions:

Recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review 2025

CBE Customer Solutions' "CBE Cares" initiative is the recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review.

The OIR spotlights companies that use outsourcing to deliver both performance and measurable social benefits. CBE Customer Solutions stands out for its employee-centered approach and steadfast commitment to building up the communities it serves.





Corporate Training and Development Program by Peak Support

Peak Support is raising the standard for outsourcing talent by investing in corporate training and leadership development that uplifts not only teams but entire communities. As a people-first outsourcing partner to fast-growing global brands, Peak Support proves that structured, empathetic development programs unlock new opportunities, engagement, and growth at every level.

The initiative is built around two flagship programs—Leadership Management and Coaching for Peak Performance. Every employee, from entry-level to team lead, is offered a clear growth path with coaching, mentorship, and internationally recognized frameworks. Training modules incorporate habits from *The 7 Habits of Highly Effective People*, goal setting with *The One Thing*, and practical tools such as the GROW coaching model and Root Cause Analysis. This fusion of structure and support, combined with a digital-first, remote delivery model, equips leaders to inspire teams, nurture client relationships, and achieve long-term excellence.

Impact of “Corporate Training and Development Program”

Over 90% of employees have participated in the program, resulting in a 25% increase in internal promotions, improved retention, and tangible performance and engagement gains across every department.

Leadership Accelerator participants have stepped into new management roles more quickly, employees report greater confidence and career satisfaction, and coaching audits directly link skill growth to client and team success. Surveys, certification rates, and promotion data all track continuous improvement, with measurement systems expanding further in 2025 to quantify long-term impact.

How “Corporate Training and Development Program” Started: A quick background

Recognizing the vital need for ethical, people-focused leadership in the fast-growing BPO sector, Peak Support embedded training and coaching into onboarding, advancement, and leadership pathways. By blending global best practices with local mentorship and regular impact audits, the program ensures that every employee is equipped to lead with accountability and inspire continuous excellence—even as clients and teams scale rapidly.

Mission and Vision

Mission: Empower every employee with the opportunity and tools to learn, grow, and lead—both within Peak Support and in the wider community.

Vision: Establish a culture where professional and personal development are the foundation for business and social progress, setting a benchmark for people-first leadership in outsourcing.

Relevant Statistics: Facts and Figures

90%+

employee participation in corporate training programs

25%

increase in internal promotions since program expansion

Higher retention and engagement rates across all teams

Comprehensive coaching audits, tracking the direct impact on team performance and satisfaction

Programs now scaling company-wide via digital delivery for remote teams

Leaders and Champions

- **Learning & Development Team:** Designs and delivers content, manages audits, and champion program evolution
- **Client Success Managers and Team Leads:** Apply and reinforce new skills in daily operations, driving team performance and client satisfaction
- **Mentors and Peer Coaches:** Foster career mobility, engagement, and a culture of active, continuous support



Positive Impact Created

Peak Support's unique blend of structured training and personalized coaching provides a launchpad for rapid professional growth. Stories abound of team members starting in entry-level roles and, through the program, advancing to lead teams and mentor others. The result is not only higher-performing, more confident leadership but also stronger communities as employees carry lessons in ethical leadership home and into civic life.

A Real Impact

One team member began with minimal customer support experience but, supported by training modules, leadership workshops, and strong mentorship, quickly advanced to supervise a team of 15. This new leader delivers outstanding service and now mentors her own colleagues, modeling the ripple effect that Peak Support's approach produces—both inside and beyond the workplace.

Sustainability and Scalability

The program is funded through Peak Support's operating budget as a core part of long-term growth. Its digital, modular delivery is energy-efficient and low-cost and is already reaching new geographies—reducing environmental footprint while maintaining accessibility. Ongoing audits, skills checklists, and feedback loops ensure the initiative evolves as the business grows and client needs change, setting up for future expansion and adaptation.

About the Outsourcing Impact Review 2025

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Corporate Training and Development Program by Peak Support:

Recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review 2025

Peak Support's "Corporate Training and Development Program" initiative is the recipient of the Catalyst for Change Award in Community Building category of the Outsourcing Impact Review.

OIR 2025 highlights initiatives reimagining talent, leadership, and growth for the sector. Peak Support's Corporate Training and Development Program stands out as a replicable, sustainable model for leadership that creates lasting impact for employees, clients, and society.





Providing Opportunities for Women in India by Kimon Services

Kimon Services is transforming the outsourcing landscape by unlocking the power of remote employment for highly qualified women across India—delivering new pathways to economic security, safety, and professional growth in communities where traditional barriers persist.

By adopting a fully remote-first model, Kimon Services eliminates the need for commuting, solving for safety and cultural concerns unique to India. The company recruits and empowers women who are underrepresented in the workforce due to traditional expectations or transportation barriers, supporting them through continuous training, mentorship, and an engaged, supportive community. Every home-based role means not just safer jobs, but strengthened families and expanded economic participation.

Impact of “Providing Opportunities for Women in India”

Kimon has placed 438 women in remote roles, achieving a 95% retention rate after one year and an average monthly household income increase of 32,500 INR. 92% of participants report improved work-life balance and reduced commute times, while 48 women have been upskilled or promoted within 12 months. The Kimon Empowerment Index showed a remarkable 14-point gain in decision-making power, financial autonomy, and self-confidence.

Continuous data-driven feedback loops and targeted, culturally sensitive support ensure that the impact is real, personal, and lasting.

How “Providing Opportunities for Women in India” Started: A quick background

Kimon Services’ founders saw that far too many women in India’s cities and small towns were excluded from professional opportunities by family expectations and safety risks in public spaces. By strategically building a remote-first culture and combining Western standards,

transparent pricing, and world-class training, Kimon Services reimagined outsourcing as a movement for women's empowerment—integrating robust program monitoring and employee support from the beginning.

Mission and Vision

Mission: Empower women in India by providing secure, dignified, flexible remote work that advances financial independence, professional development, and work-life harmony.

Vision: Create a scalable, sustainable model for inclusive economic growth and gender equality in outsourcing, setting a standard for business-led social progress.

Relevant Statistics: Facts and Figures

438

women placed in remote jobs to date

95%

retention rate after 12 months

32,500 INR

average monthly increase in household income

92%

report improved work-life balance and reduced commutes

48

women upskilled or promoted within a year

14-point

annual increase in empowerment index scores among women employees

Leaders and Champions

- **Leadership Team and Mentors:** Drive program design, skill-building, and continuous support
- **Employee Ambassadors:** Provide peer support, cultural guidance, and advocacy for work-life integration
- **Community Partners:** Enable outreach and resource sharing for even greater impact in new regions



Positive Impact Created

Every Kimon Services opportunity translates into greater financial autonomy, confidence, and family well-being. The program's blend of digital tools, cloud-based operations, and flexible remote frameworks drives ongoing employee and societal progress—reducing urban pollution, minimizing paper waste, and showcasing the outsized economic and environmental benefits of remote-first work in India.

A Real Impact

Saloni Geedam, a graduate from small-town Odisha, couldn't relocate for work due to family care responsibilities. By joining Kimon Services' HR department as a remote specialist, she now brings in vital income while caring for her family—and feels valued, empowered, and optimistic about future growth. Her journey reveals how Kimon Services' model enables women to transcend tradition, balance their careers and families, and become change agents in their communities.

Sustainability and Scalability

Kimon Services' model is fully funded through core BPO business operations—no reliance on external grants—and optimized for sustainable growth as client demand rises. The remote-first approach slashes overhead and environmental impact, while continuous program adjustments and strong leadership ensure resilience. Plans include expanding the breadth of remote job functions, forging new NGO and government partnerships, and attracting socially conscious partners through transparent progress reporting.

About the Outsourcing Impact Review 2025

The Outsourcing Impact Review (OIR) celebrates organizations that leverage outsourcing to drive measurable social and business transformation. Now in its third year, the OIR highlights projects that redefine workplace culture, community engagement, and sustainable innovation across the global outsourcing industry.





Providing Opportunities for Women in India by Kimon Services:

Recipient of the Catalyst for Change Award in Diversity, Equity, and Inclusion category of the Outsourcing Impact Review 2025

Kimon Services' "Driving Opportunities for Women in India" initiative is the recipient of the Catalyst for Change Award in Diversity, Equity, and Inclusion category of the Outsourcing Impact Review.

OIR 2025 honors programs that reimagine what's possible for business and society. Kimon Services' movement for women's remote career empowerment stands as a blueprint for outsourcing's role in scalable economic and cultural transformation.



Diverse Workforce by Sales Focus Inc.

Sales Focus Inc. demonstrates what is possible when diversity, equity, and inclusion (DEI) are embedded into the core business model—not treated as a side initiative. As a global leader in outsourced sales solutions, Sales Focus Inc. has built teams that reflect a spectrum of backgrounds and experiences, making fair opportunity and unbiased advancement the foundation of its organizational culture.

Through an integrated approach to hiring, training, and advancement, the company cultivates inclusive talent pipelines where skill and accountability matter more than background. DEI at Sales Focus Inc. isn't just a slogan—it's the lived reality for employees who have been promoted from entry-level to senior management, with career journeys shaped by mentorship, performance, and a supportive environment that values individuality.

Impact of "Diverse Workforce"

Over 50% of Sales Focus Inc.'s workforce comes from diverse backgrounds, with employees achieving meaningful internal mobility and success based on merit and effort. The company upholds equal opportunity for all individuals, regardless of race, religion, gender identity, age, disability, or sexual orientation. As the initiative evolves, Sales Focus Inc. is developing robust measurement by implementing regular workforce demographic tracking,

monitoring retention and promotion rates, and deploying engagement and belonging surveys to ensure continued improvement and accountability.

How "Diverse Workforce" Started: A quick background

DEI is part of Sales Focus Inc.'s DNA, embedded in recruiting, development, and leadership decisions across every client engagement and market. Leadership has championed fair opportunity and representation since inception, without

fanfare—choosing instead to focus on everyday actions and trust in the transformative potential of meritocracy and support.

Mission and Vision

Mission: Create a supportive workplace where anyone willing to work hard and grow can succeed, regardless of background or identity.

Vision: Make diversity and inclusion a core business advantage—driving better outcomes, stronger client relationships, and more innovative solutions across industries.

Relevant Statistics: Facts and Figures

50%

Over 50% of employees from diverse backgrounds

Merit-based recruitment and promotion, with internal mobility and advancement stories across all teams

Formal metrics in development: demographic tracking, engagement surveys, and career progression data for ongoing impact

Leaders and Champions

- **Leadership and HR Teams:** Ensure every process—recruitment, training, and advancement—is inclusive and adaptable to all markets
- **Employee Success Stories:** Drive a culture of “walking the walk,” where internal promotions and performance define career paths
- **Mentors and Peer Coaches:** Guide colleagues through skill development, career growth, and team building across backgrounds

Positive Impact Created

With flexible, digital-first tools and a people-driven approach, Sales Focus Inc. supports both clients and employees in building success that transcends traditional barriers. DEI is the source of both workplace belonging and high-performance teams, as employees from varied backgrounds continually rise to leadership, bringing fresh perspectives and new solutions to every challenge.



A Real Impact

A finance director joined Sales Focus Inc. as an entry-level recruiter with an unconventional background. Through mentorship and the company's focus on performance rather than credentials, she advanced to management and then to director—mirroring the journeys of many of her colleagues. These stories show how Sales Focus Inc.'s inclusive model translates into tangible opportunity, growth, and organizational success.

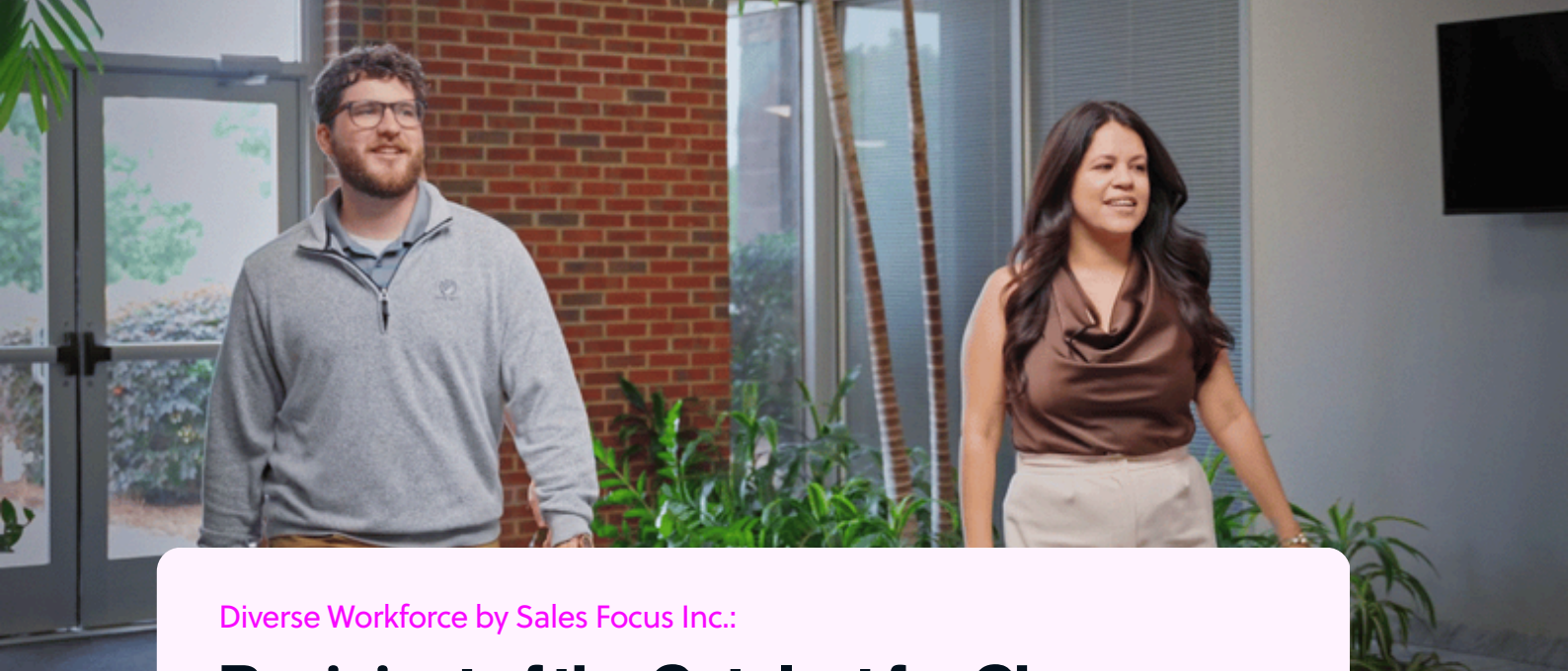
Sustainability and Scalability

DEI initiatives are fully funded via Sales Focus's operating budget and managed within existing business processes—ensuring long-term continuity as the company grows. Upcoming standardized measurement and reporting systems will further scale the model, allowing for easy adaptation to new industries, markets, and client needs. Embedded flexibility and digital training also reduce environmental footprint and support expansion.

About the Outsourcing Impact Review 2025

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Diverse Workforce by Sales Focus Inc.:

Recipient of the Catalyst for Change Award in Diversity, Equity, and Inclusion category of the Outsourcing Impact Review 2025

Sales Focus Inc.'s "Diverse Workforce" initiative is the recipient of the Catalyst for Change Award in Diversity, Equity, and Inclusion category of the Outsourcing Impact Review.

OIR 2025 highlights companies that transform industries by centering inclusion, opportunity, and people-first values. Sales Focus Inc.'s Diverse Workforce program stands as proof that sustainable growth and fair opportunity are essential to both business and social progress.



Trends and Innovations in BPO Social Impact

The BPO sector continues to reinvent itself as a catalyst for sustainable development and social innovation, with the 2025 Outsourcing Impact Review showcasing a wave of emerging trends, technological advancements, and strategic approaches transforming the industry's contribution to positive change.

Technology-Driven Impact and Digital Inclusion

One standout evolution in BPO social impact is the increasing use of advanced technologies, such as artificial intelligence, cloud platforms, and data analytics, to drive meaningful change. Digital literacy initiatives remain a strong focus, with many outsourcing companies providing remote schools and underserved populations access to digital skills training, e-learning platforms, and modern educational resources. Technology now spans not just core delivery, but also enables virtual volunteering opportunities and remote employee engagement programs, greatly expanding reach and flexibility for social impact efforts.

Automation and AI are being harnessed for community development, such as automating repetitive healthcare tasks, optimizing beneficiary outreach, and scaling impact through data-driven decision making. Additionally, digital platforms and online collaborative tools have made it possible for BPOs to partner with NGOs, governments, and educational institutions across borders to amplify their initiatives.



Holistic, Long-Term Approaches

Across the industry, there is a visible shift from one-time charitable events to multi-year, holistically designed social responsibility programs. Companies are setting three- to five-year plans and adopting adaptive programming models that allow for real-time feedback and ongoing improvement. Employee volunteering is rapidly growing, supported by integrated CSR strategies that link personal wellness incentives to broader community benefits. Such efforts are measurable, repeatable, and increasingly core to the business strategy of the most successful BPOs.

Employee engagement also shapes company culture and retention, as the sector recognizes that commitment to well-being, diversity, and social value translates into stronger business performance and talent attraction.

Cross-Sector Collaboration

BPOs are deepening cooperation with external partners, forging powerful alliances with local governments, NGOs, and peer organizations. These collaborations expand access to expertise, resources, and communities that might otherwise be out of reach. Outsourcing companies are no longer working in isolation, but are part of larger coalitions targeting social and environmental challenges through shared platforms and co-funded projects.



Expanding Priorities: Mental Health, Sustainability, and DEI

Mental health and holistic wellness are rising priorities, seen in innovative employee support programs and health-focused campaigns that go beyond physical health to include counseling, stress management, and family support. Environmental sustainability is increasingly built into operations—from carbon footprint reduction strategies to reforestation partnerships and green office practices, signaling a shift towards making environmental impact a core part of CSR agendas.

The cross-cutting focus on Diversity, Equity, and Inclusion (DEI) persists, with targeted hiring, inclusive workplace programs, and anti-discrimination policies showing sustained momentum across BPO leaders.

These innovations and trends demonstrate how the BPO industry is redefining its capacity—and responsibility—to contribute to an equitable, sustainable, and inclusive future, leveraging not only business resources but new talent models and collaborative mindsets for lasting impact.

Public Perception of Outsourcing's Societal Impact

This year's Outsourcing Impact Review (OIR) 2025 includes detailed insights from a comprehensive survey of participating organizations, providing a clear view of how outsourcing professionals perceive the sector's social value, its reputation, and its future trajectory. The data reveals a strong alignment between industry efforts and public trust, while also highlighting areas for increased transparency and accountability.

Overwhelmingly Positive Social Value

A resounding 100% of respondents agree that outsourcing has a positive impact on society, with no participants selecting "no" or "maybe" in response to the question,

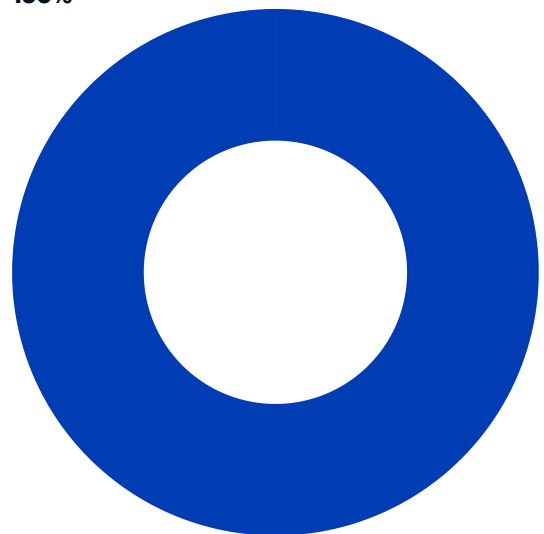
Do you believe outsourcing has a positive impact on our society?

This near-universal affirmation underscores a shared conviction across the industry that outsourcing is not merely a commercial activity but a powerful vehicle for social advancement, economic development, and inclusive growth.

Despite this optimism, only 10% of respondents also believe that outsourcing carries a negative impact on society, while 82% perceive no significant negative effects. This suggests that while most organizations are confident in their contributions, there is still limited emphasis on critical self-assessment and broad recognition of potential downsides, such as environmental footprints or community disruptions.

2025 Survey Results

Yes
100%



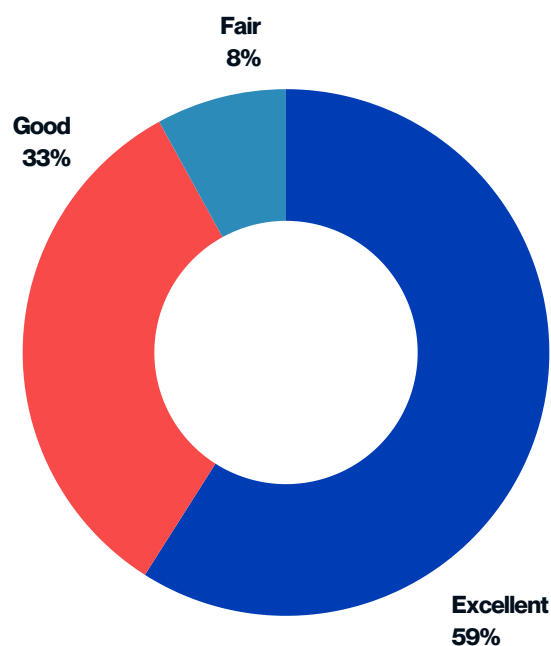
No, Maybe, No response
0%



Confidence in Industry Efforts

When asked to rate the industry's efforts in making a positive societal impact,

59% of respondents rated these efforts as "excellent" and 33% as "good," with just 8% selecting "fair" and none selecting "poor."



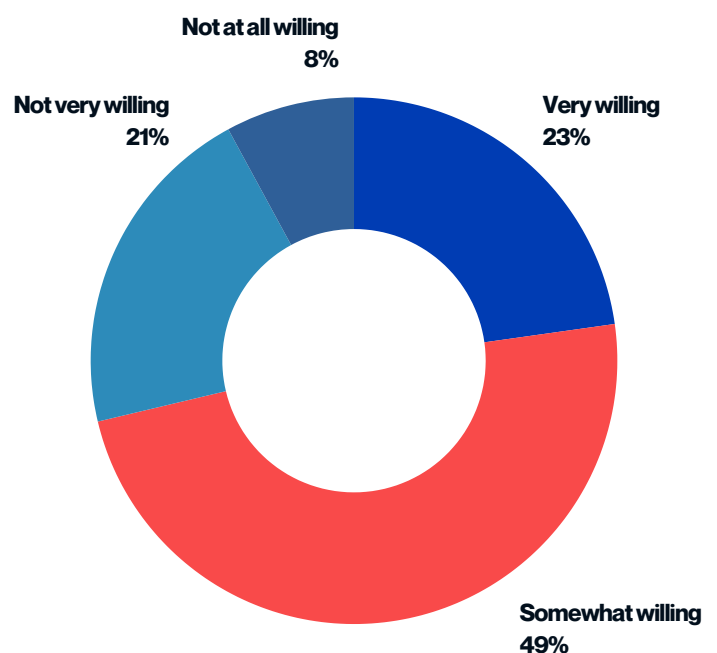
This indicates a high level of internal confidence in the direction and quality of the sector's social initiatives. The self-evaluation suggests that outsourcing firms see their contributions—particularly in job creation, community development, and employee engagement—as both meaningful and impactful at scale.



Commitment to Transparency

One of the most significant findings involves willingness to report negative impacts. When surveyed on the issue of transparency,

23% of companies said they were "very willing" to share information about their negative impacts, and 49% said they were "somewhat willing." However, 21% were "not very willing," and 8% were "not at all willing,"



This mixed response reveals a cultural and strategic tension: while the industry celebrates its social achievements, consistently reporting both positive and negative impacts remains a developing norm. The data suggests that while many organizations recognize the value of full transparency, hurdles related to reputation, stakeholder management, and competitive positioning persist.



These survey results affirm that the outsourcing sector is widely seen as a force for good. Yet, to deepen credibility and trust, the industry must move beyond self-congratulation to embrace greater accountability, robust impact measurement, and open dialogue on both successes and shortcomings.

Recommendations & Best Practices

Drawing on the analysis of participant data, survey results, and emerging trends throughout OIR 2025, this section offers concrete recommendations and best practices to consolidate and expand the social value delivered by the global outsourcing industry.

Standardize and Deepen Impact Measurement

- Develop and adopt unified frameworks for measuring and reporting impact, allowing easier benchmarking and cross-company comparison.
- Encourage the use of independent third-party validation for critical metrics such as beneficiaries reached, community outcomes, and project sustainability.
- Expand tracking of indirect and long-term impacts—such as advancement in digital skills and intergenerational health benefits—to capture the full spectrum of BPO influence.

Foster Transparency and Balanced Disclosure

- Normalize reporting of both positive outcomes and negative impacts or setbacks. This builds sector credibility and catalyzes continuous learning.
- Support company leaders and communicators to publicly acknowledge challenges. This promotes a culture of accountability, mitigates reputational risks, and encourages more effective response strategies across the sector.

Scale Community-Driven and Inclusive Programs

- Strengthen initiatives developed in deep collaboration with local communities, prioritizing shared decision-making and grassroots ownership.
- Prioritize support for small and medium enterprises, which demonstrated agility and the highest rates of impact delivery in OIR 2025, particularly in Community Building and workforce innovation.
- Broaden access programs for underserved groups, sustaining momentum in DEI and workforce inclusion with targeted hiring, upskilling, and inclusive benefits.

Integrate Technological and Collaborative Innovation

- Embed technology—such as virtual volunteering, AI-enhanced analytics, and online education—across all CSR programs to boost scalability and reach.
- Systematize collaborative partnerships with NGOs, government, and industry peers to multiply expertise, resources, and social reach. These alliances demonstrated strong results in education and disaster response programs.

Focus on Long-Term, Holistic Impact

- Transition from one-off campaigns to sustained, multi-year commitments. Link social programs with business strategy and employee engagement mechanisms for maximum resilience.
- Address health and well-being as foundational issues; expand employee mental health, family support, and health access programs as a core piece of workforce and community care.

Mainstream SDG Alignment and Environmental Stewardship

- Regularly assess all programs for explicit alignment with the UN Sustainable Development Goals, especially those beyond climate, education, and decent work.
- Integrate environmental stewardship into day-to-day operations, with measurable steps to reduce carbon footprints, promote energy use efficiency, and encourage workplace sustainability.

By systematically adopting these best practices and recommendations, the outsourcing sector can drive deeper, more transparent, and more inclusive social impact—solidifying its role as a leader in global sustainable development while also responding to stakeholder, community, and workforce expectations.



Looking Ahead: The Future of Responsible Outsourcing

The landscape of responsible outsourcing is poised for accelerated transformation, carrying forward the momentum of the 2025 review and paving the way for deeper societal, economic, and environmental impact. As the global BPO sector continues to mature, several strategic directions and innovation priorities are expected to define its future role as a catalyst for positive change.

Technological Integration and Digital Evolution

The next phase of social impact in outsourcing will be shaped by technology more than ever before. Advances in artificial intelligence, big data analytics, cloud computing, and automation will drive new efficiencies, but their greatest value may be in opening digital inclusion for underserved groups and scaling remote access to education, health, and employment. The expansion of digital education platforms, virtual mentoring, and AI-supported impact measurement tools will enable BPOs to reach new communities—bridging gaps in skills and resources that historically limited opportunity across geographies.

Lifelong Learning, Workforce Resilience, and Well-Being

As the pace of economic and technological change accelerates, the industry's commitment to lifelong learning and workforce resilience will only intensify. Deeper partnerships with schools, universities, and government agencies will support adaptive skills training, digital upskilling, and the development of talent pipelines for emerging roles. Mental health and holistic well-being programs—once a supplement to corporate strategy—will become foundational, linking employee support with family and community health to foster durable, thriving organizations.

Toward a Green and Inclusive Ecosystem

Environmental sustainability and climate responsibility are set to move from emerging trends to mainstream pillars within BPO social responsibility agendas. Green office practices, investment in renewables, carbon reduction initiatives, and broader environmental reporting will strengthen the industry's contributions to global climate targets.

At the same time, Diversity, Equity, and Inclusion (DEI) will continue to broaden in scope, with targeted programming for gender, generational, regional, and sectoral inclusion—moving beyond compliance to redefine what it means to be a truly equitable industry leader.

Stronger Stakeholder Partnerships and Global Alliances

The future of responsible outsourcing lies in collaboration. Shared value creation will increasingly depend on consortia—working alliances between BPOs, NGOs, academic partners, and government agencies. Global-local synergies will become the norm, harnessing local expertise for context-appropriate solutions and leveraging international standards for credibility and scalability. These alliances will help overcome resource constraints, maximize innovation diffusion, and ensure that impact grows beyond individual company boundaries.

A Culture of Transparency and Rigorous Impact Measurement

Finally, the industry is on the cusp of a new era of transparency, impact rigor, and accountability. The standardization of impact metrics, regular public reporting (of both achievements and setbacks), and willingness to engage with constructive feedback will help build trust with clients, communities, and society as a whole. Responsible outsourcing's future will be one of open dialogue, industry learning, and persistent drive toward a more equitable, sustainable, and resilient world.



Conclusion and Call to Action

The OIR 2025 report has spotlighted the evolving landscape of responsible outsourcing, emphasizing how the sector is not only redefining business success, but also catalyzing measurable gains in social, economic, and environmental outcomes across the globe. By integrating technology with human-centered programs, engaging in broad-based collaboration, and holding themselves to higher standards of transparency, BPO firms are pushing the limits of what is possible within and beyond their industry.

As the data and stories within this report show, the most effective social impact emerges from strategic commitment, open reporting, and a willingness to lead through uncertainty. Small and medium enterprises, in particular, are pioneering models of agile, community-driven action—demonstrating that scale of impact does not depend solely on organizational size, but on vision, accountability, and determination.

Yet, despite these advancements, the work remains unfinished. Gaps persist in impact measurement standards, comprehensive transparency, and the integration of

environmental strategies into everyday business.

Success in the future will require deeper industry-wide alignment on SDG priorities, continued investment in long-term partnerships, and ever-broadening inclusion of marginalized voices and communities.

Thus, the call to action is twofold. First, industry stakeholders—businesses, policymakers, educators, and civil society—are urged to embrace a culture of rigorous measurement, honest self-assessment, and shared learning. Greater willingness to disclose both achievements and shortcomings is the only path to sustained improvement and enhanced trust with partners, clients, and society at large.

Second, every outsourcing leader must see their role not simply as a provider of services, but as an architect of systems that empower, uplift, and protect. Responsible outsourcing, when pursued with purpose and humility, holds the potential to redefine the boundaries of business and social impact for the decades ahead.

Let this report serve not as an endpoint, but as an invitation: to build on what has been achieved, to refine what is possible, and to work—together—for a more equitable, sustainable, and thriving world.



Yugal Sandilya

Manager, ESG & Sustainability, Ryan LLC

Yugal Sandilya is a sustainability leader with over four years of experience in environmental management and climate action. Currently the Manager of ESG & Sustainability at Ryan LLC, Yugal's expertise covers carbon footprint reduction, climate resilience, and the implementation of long-term sustainability programs for organizations of all sizes. He holds dual master's degrees—one from Pondicherry University and another from the University of Edinburgh—shaping a global outlook and practical problem-solving approach.

Yugal began his career with a focus on climate solutions at Loch Lomond & The Trossachs National Park in Scotland, where he led the net zero strategy and championed nature-based solutions. Returning to India, he went on to consult for both multinational and local clients, helping organizations set and achieve ambitious carbon reduction targets. At Ryan LLC, Yugal collaborates with cross-functional teams to embed sustainability into core business strategies and operations.

Passionate about advancing environmental progress in outsourcing, Yugal brings a practical, cross-cultural lens to the judging panel. Outside work, he explores innovative climate action and monitors global sustainability trends, contributing vision and rigor to the Outsourcing Impact Review 2025's mission of recognizing industry trailblazers.



Aivan Castillo Alvarez

Regional Programme Adviser for Asia & Pacific,
International Youth Federation

Aivan Castillo Alvarez is a Filipino development leader and social entrepreneur whose career spans over a decade in inclusive development, sustainability, and grassroots advocacy. As the Regional Programme Adviser for Asia & Pacific at the International Youth Federation (IYF), Aivan supports youth networks across the region, advancing leadership, equity, and innovation in diverse communities.

In the province of Batangas, he leads Wagayway Equality Inc. as Executive Director, championing health, rights, and socio-economic empowerment for LGBTQIA+ and marginalized groups. Notably, Aivan established innovative models such as the Equality Desk in local government and the Espasyo Community Center for HIV support—initiatives recognized for linking local advocacy with broader policy and sustainable finance.

Alongside his nonprofit leadership, Aivan founded Ascend Development Solutions, a consultancy focused on SDG integration, ESG practices, and social accountability for local governments, NGOs, and enterprises. His work bridges advocacy and enterprise, demonstrating how social impact and sustainability can align in practice.

Throughout his career, Aivan has addressed issues from HIV advocacy to labor standards and community empowerment, emphasizing partnership and measurable progress. He brings to the Outsourcing Impact Review 2025 a grounded perspective on inclusive solutions, rooted in the belief that genuine progress is possible through collaboration, empowerment, and innovation.



Aaron Wright

Director of Operations, Outsource Accelerator

Aaron Wright is a seasoned operations leader recognized for his expertise in business process outsourcing (BPO), operational strategy, and organizational excellence. As Director of Operations at Outsource Accelerator, Aaron drives large-scale process optimization and consistently delivers efficiency improvements that generate meaningful cost reductions and heightened client satisfaction. With a comprehensive background spanning talent acquisition, staff development, and the day-to-day management of BPO operations, he brings a people-centered, results-driven mindset to every project.

Throughout his career, Aaron has guided organizations in building robust operational frameworks designed for both agility and continuous improvement. He excels at understanding the intricacies of scaling operations, responding proactively to evolving business needs, and fostering high-performing teams that surpass expectations. Aaron's approach to leadership emphasizes employee engagement, professional growth, and aligning teams with organizational goals to unlock their full potential.

A strong advocate for partnership, Aaron has cultivated lasting client relationships based on trust, precise action, and an astute understanding of each client's requirements. His dynamic leadership style and strategic perspective make him an influential figure within the BPO industry. As a judge for the Outsourcing Impact Review 2025, Aaron brings a commitment to recognizing operational innovation and excellence across the sector.