

Expanding our Social & Economic Impact on RTS Employees

This Third Impact Report makes us feel we're starting to hit our stride in how we impact people's lives in our Philippine delivery center. We're making progress in the way we measure our social impact as well the quality of impact work we've been doing.

This report has seen some changes in the way we measure our impact. We are being more specific about our questions in relation to who and what qualifies as the dependents our Agents are supporting. It's interesting to note that this increased rigor has not changed the result - Agents are still reporting that they're supporting 6 dependents on average.

This conclusion supports our general theory - that a middle-class job in the developing world is an "anchor" job for families in the developing world and it's a core driver of poverty reduction. Watch [my medium blog](#) for a deeper dive on this topic in the coming weeks.

In this report, we also begin to measure how many Agents are in the "emerging middle class" - those that are 1 position or 1 raise away from being middle-class earners. This measurement posted some encouraging results, showing 35% of all agents in this category - poised to achieve a stable economic life.

A major accomplishment in the third quarter of 2018 is the launching of two major impact programs that will be with us for a long time to come.

First, we launched our "English Proficiency Up-Leveling Program," where Agents are in free, intensive, 2-hour-daily English classes with our English trainers for a month. This program was very successful in May - with a 65% completion rate, and of those completing: **90% Level Up rate**, with 15% progressing 2 levels in our EP program.

Second, we're also very proud that we've started our own interest-free, micro-lending program for small-business financing, and the purchase of private transportation. We've made our first 2 loans, and expect to make 4 more in the next four weeks. This program speaks directly to our vision, of creating capital owners from wage earners.

In the coming quarters, we'll expect to see our core metrics - number of people impacted and percentage of people in the middle class - grow positively as our business development team matures and more, better work comes into our doors, and into the lives of our Agents, as they improve their economic and social welfare with RTS.

Mike Dershowitz, CEO
mike@rethinkstaffing.com
+1 888 650 3214

Total Impact

Our aim is to create measurable, visible impact on our agents' social and economic lives as well as on the lives of those who depend on them. An "Income Dependent" is someone who directly benefited from our agent's income regularly within the past 3 months (regardless of location, consanguinity, affinity or relationship).



4,489

People Impacted since 2016

131

Students

752

Agents

3,606

Dependents

16%
of our agents' income goes to their dependents (education, healthcare and daily sustenance)

What are the top items on our agents' budget?

- 25%**
Food
- 11%**
Utility Bills
- 10%**
Transportation
- 9%**
Savings

91%
of agents have dependents

6
avg. no. of income dependents per agent

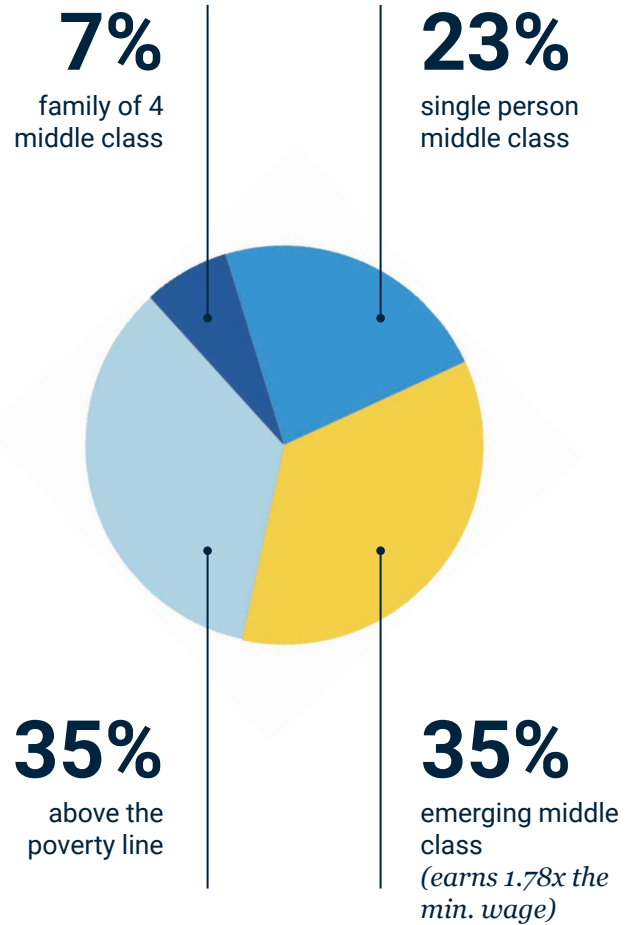
64%
of agents are major breadwinners

How are the agents related to most of their dependents?

- 26%**
Cousins
- 23%**
Siblings
- 22%**
Parents

From Wage Earners to Capital Owners

Creating social and economic impact is a top priority for Rethink Staffing. We're not just looking to employ hundreds of Filipinos to help alleviate poverty in an economically developing nation. We want to create a new generation of capital owners -- entrepreneurs who will have the abilities and resources to invest a part of their earnings as a call center worker into a small business to provide them additional income streams that they own, not just work for. We want to see grassroots entrepreneurship take hold and change not only the lives of our agents but also the communities where they live and work.



4.02x

Avg. gross salary vs. poverty line

30h

Avg. total time spent by agents on capacity building and learning & development programs

18

Number of agents who signed up for directed training classes and successfully upleveled

17%

% of agents engaging in business & investments

Pay at RTS starts at **1.3x higher** than the minimum wage.

Proud Purchase

(Housing, Health, Education and Transportation)

A Proud Purchase is an accumulated spending or single expense that's valued at 10,000 PHP or greater. With a minimum spend that's greater than the monthly minimum wage, it's surely a good sign that Rethink Staffing employees have an economic advantage over their peers in the BPO industry.

In this report, we look at Proud Purchases that satisfy four of the basic needs of Agents: safe shelter, good health, education and mobility. It's important to note that in matters of health, Agents now have the capacity to absorb the financial shock of paying for unexpected medical expenses.



63%

of the agents live in a house made out of purely light materials and a mix of light materials and concrete



83%

of the agents live with their family



20%

of the agents' whose proud purchases are for their home improvements



87%

of the agents rely on public transportation



13%

of the agents travel to and from work by a car or motorcycle they own and maintain



9%

of the agents' whose proud purchases are for their dependents' healthcare and medication



5%

of the agents' whose proud purchases are for their dependents' education



Agent Stories

Meet our extraordinary agents who grew their economic power throughout their employment with us.

Cathy

QA Specialist / Internetpreneur

Cathy promised herself not to work in any BPO company because of her traumatic experiences the first time she had a job at a BPO company. She held this promise until the day her partner's best friend encouraged her to apply at Rethink Staffing.

With her salary, she was able to start a small business. It became so good that they are able to sell more trending products online with 3 other resellers and have more than 3,000 followers on Instagram. [Learn more](#)

Discover more success stories on our [website](#).



Mimi
Damsel in Success



Aleamar
Farm to Office Table

Nica
Wonder Woman



Programs that Impact our Agents' Economic Lives

Karen is the first RTS Power Agent to receive our Zero Interest Microloan for Business.

She now operates a 5-unit coin-operated computer and internet shop. This business provides her with an additional income stream that she solely owns and not just work for.

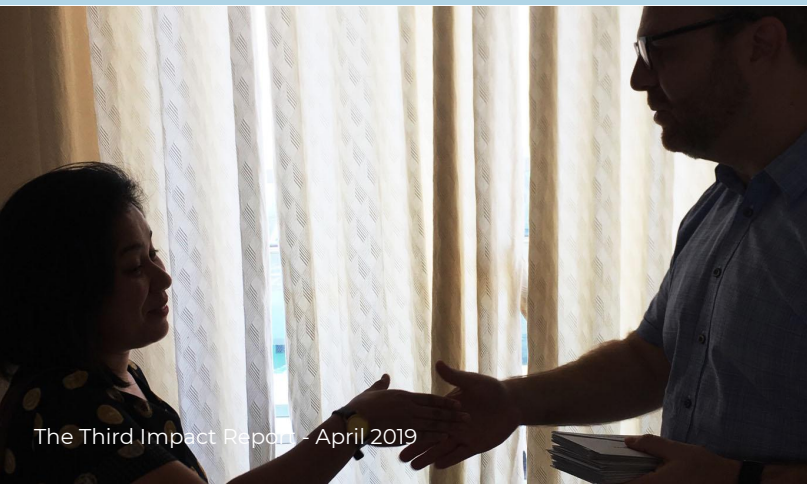


We launched our Motors for Progress Zero Interest Microloan Program

Private transportation gives our agents more control of their time and prevents them from losing time when they commute by public vehicles. It also gives them the opportunity to channel time saved into productive endeavors like learning and running a business that will eventually improve their economic lives.

18 Power Agents upleveled in English Proficiency

Our agents undergo a cycle of learning experiences and benchmark tests that enable them to build their capacity and uplevel. Achievement is linked to compensation and will qualify them to take on higher level work and progress in life.



Since the launch of this program, 14 employees who experienced a catastrophic situation received help from RTS.

The Catastrophic Fund Program was set up to ease the burden that our agents experience when a catastrophe happens to them and their family.

