



The First RTS Impact Report

Moving Agents into the Middle Class & Growing a New Generation of Capital Owners

While Rethink Staffing wasn't the first to adopt impact sourcing as part of its corporate objectives, the company certainly has been successful in integrating the principles of sustainable outsourcing into its managerial framework, thereby turning a classic call center job into a force for social and economic good.

Rethink Staffing believes that business process outsourcing can help reduce poverty. But has it been effective, so far? If we considered the high volume of good paying jobs created by the IT-BPO sector compared to other industries in the last 30 years, then we can confidently say our industry has been a huge contributor to global poverty alleviation.

As early as 2007 India saw at least 20% of its population in the "deprived" category moving out and becoming part of the middle-class or the "strivers" category which saw a corollary growth of 20%. Meanwhile, the Philippines saw a 70% decrease in the number of families belonging to the lower-income brackets between 2006 and 2015.

We have completed our first review of our impact sourcing initiatives. The results contained in this first report, as you will see in the subsequent pages, have been promising.

The company will continue to contribute to the greater good in two ways. One is by creating more jobs that pay nearly 3 times the poverty rate. Another is by encouraging more wage earners into becoming capital owners by educating them about entrepreneurship and financial planning.

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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.



2,784

People Impacted since 2016

108

Students

588

Agents

2,088

Dependents

70%

of agents with dependents
spend more than

75%

of their income to support
their family & dependents



91%

of agents have
dependents

3

avg. no. of dependents
per agent

66%

of agents are
breadwinners

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.

2,784

Lives moved out of poverty

1,716

Lives moved to the middle class

24

Capital owners and enterprising agents

2.85x

Avg. gross salary vs. poverty line

10h

Avg. total time spent by agents on continuous learning & development programs

68%

% of agents who earn more than middle class salary

4%

% of agents engaging in business & investments

Proud Purchase

(Housing, Health 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 three of the basic needs of Agents: safe shelter, good health, 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.



62%

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



70%

of the agents live with their family



75%

of the agents rely on public transportation



13%

of the agents' proud purchases are for their house improvements



11%

of the agents' proud purchases are for their dependents' medical needs



25%

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

Agent Stories

Meet our extraordinary agents who improved their social & economic status throughout their employment at Rethink Staffing.



Alemar

Farm to Office Table

Alemar saved enough from his salary as back-office support agent, so he could build a five-room house for his family. He also began a microcredit business that helped his neighbors.

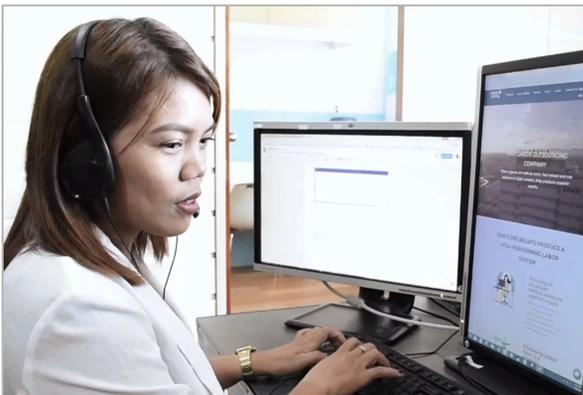
When asked what his next goal was, he said: "I want to send my parents on a well deserved vacation trip. They've been working hard all their lives!"



Nica

Wonder Woman

Due to financial difficulties, Nica was unable to get a four-year degree. Nonetheless, she persevered and found a good job at Rethink Staffing. Her nephew and nieces now have better chances at getting quality education. Using her savings, Nica has been building a house in the city for her grandmother.



Mimi

Damsel in Success

With incredible time management, Mimi managed to work and finish her postgraduate studies at the same time. With Mimi and her siblings now working, the family's income is now enough for their daily needs. Their parents can retire now.