



The Second RTS Impact Report

## Increasing Our Social & Economic Impact on RTS Employees

Nearly a year ago now since we've rededicated RTS to the social and economic welfare of its Agents, we're pleased to present this 2nd quarterly impact report.

RTS' Impact goals, consistent with our mission, vision, and values are quite simple: 1) move people from poverty to the middle class, and 2) create capital owners from wage earners. This impact report serves as our barometer of real-world data to determine if we're achieving our mission and vision.

This report shows some expected outcomes, and also some surprises - not all good unfortunately. The data came from just our Philippine service center. Some of these negatives are caused by societal externalities that are beyond our control.

One negative outcome is that our Agents' income is even more valuable to their family unit than before. The number of dependents relying on our breadwinners for basic economic support - like food, healthcare, and transportation - has grown from 1:3 to 1:6 in this most recent report. Our agents report that December 2017 changes in tax law are driving this ratio up, and negatively impacting their economic lives.

A second negative outcome is that the percentage of Agents earning above a middle-class wage has fallen from 68% in our last report to 37%. Two factors are to blame here. First, the tax law changes have caused significant inflation in the Philippines this year - we have our new compensation policy going into effect on 1/1/19 to support agents against inflation. Second, a retrenchment by one of our clients has caused us to recast the skills needed for them, thus lowering those salaries against client pricing. This is the way the industry functions, and as RTS grows, we expect the small sample size to abate the impacts.

On the plus side, entrepreneurship is up. We've had some good examples to help encourage people, with 15% of agents engaged in a business outside of work - as opposed to 10% in our last report. This is what we like to see.

Our core commitment to non-poverty wages is intact. The average RTS Agent earns 3.63x the poverty rate. And achievement is also becoming a greater part of our culture - with the average agent completing 30 hours of capacity building training - up from 10 hours in our last report.

Overall, we're pleased with where things are headed, but have much work to do ahead. In the coming months, we will tackle the transition from public to private transportation (currently at 85%/15%), and as our sales team really kicks into gear, we'll get more accounts that have middle-class salaries inherently built in.

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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.

# 4,410

People Impacted since 2016

# 131

Students

# 735

Agents

# 3,544

Dependents

# 70%

of agents with dependents spend more than

# 25%

of their income to support their family & dependent's education, healthcare and daily sustenance

What are the top items on our agents' budget?

**24%**

*Food*

**10%**

*Transportation*

**10%**

*Savings*

**9%**

*Utility Bills*

**9%**

*Allowance for dependents*

# 89%

of agents have dependents

# 6

avg. no. of dependents per agent

# 68%

of agents are major breadwinners

How are the agents related to most of their dependents?

**27%**

*Cousins*

**22%**

*Siblings*

**20%**

*Parents*

rethink   
staffing

# 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.

**4,410**

Lives moved out of poverty

**2,292**

Lives moved to the middle class

**42**

Capital owners and enterprising agents

**3.63x**

Avg. gross salary vs. poverty line

**30h**

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

**37%**

% of agents who earn more than middle class salary

**15%**

% of agents engaging in business & investments

# 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.



**68%**

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



**78%**

of the agents live with their family



**22%**

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



**85%**

of the agents rely on public transportation



**15%**

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



**10%**

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



**6%**

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.



## Karen

### Wage Earner to PisoNet-preneur

She's a loving mother of two, a good wife, a caring daughter, and a wonderful sibling to her younger brother. Karen struggled for many years trying to find a job that could help her and her family live a better life.

Karen has been working at RTS for more than a year now. With the money she saved from her pay, she managed to start a small business: a PisoNet shop. And because of her thriving business, she was able to enroll her son at a private school. She now has the financial capability to provide a comfortable life for her family. [Learn more](#)

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



**Nica**  
Wonder Woman



**Alemar**  
Farm to Office Table



**Mimi**  
Damsel in Success