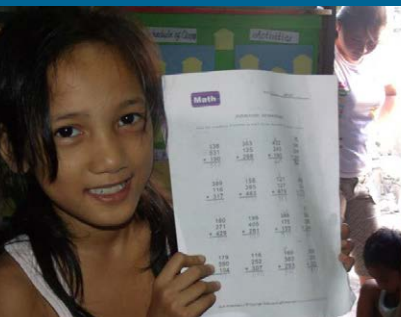




# TeleTech Community Foundation Annual Report 2013





# TeleTech Community Foundation

Each year, the TeleTech Community Foundation impacts the communities where our employees live and work by providing funds, services in-kind, equipment donations and volunteers.

By focusing on improving the educational experience for those in the most need, the Foundation has been able to impact schools, libraries, after-school groups, museums and more, in the Philippines, Latin America, Ghana, Turkey, and all over the U.S.

In 2013, the Foundation gave \$500,000 to charitable organizations globally. The Foundation received 80 grant requests in 2013, more so than in any other year. Thanks to TeleTech employees, who apply for the grants each year, these funds are reaching an even wider audience and making a broader global impact.

The Foundation has been recognized for its impact. The Denver Business Journal ranked the Foundation 6th in the state for total contributions made to Colorado-based charities.

## We support the next generations of little...



# Our 2013 Global Impact



Total amount donated to charitable organizations



Total dollar amount of grants in 2013



Employee contributions



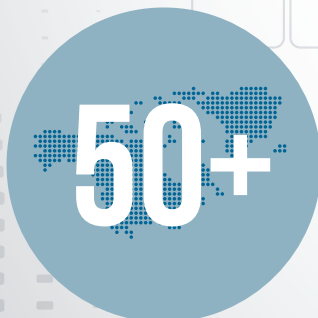
Books distributed to students in need



Total number of grants in LATAM



Organizations supported globally



Total number of grants in the Americas



Total number of grants in EMEA



Total number of grants in ASIA-PAC

\* Indicates USD



## *AMERICAS:*

In 2013, more than 50 grant requests were submitted by employees in the Americas region, including the Right to Read of Weld County, in Greeley, CO, and the Lorain County Boys and Girls Club for enrichment field trips.







UNIVERSITY

An elementary school student from University Preparatory in Denver, CO



# *TeleTech Community Foundation Adopts Denver School For Three-year Commitment*



*Students at University Preparatory  
enjoy the Spirit of the Season.*

*TeleTech leaders were so impressed  
with the school that Rich Herbst, the  
leader of the TeleTech Community  
Foundation, was determined to find a  
way to partner with the school  
throughout the year.*

**D**uring the 2012 Spirit of the Season, the TeleTech HQ annual volunteer holiday charity event, employees had the opportunity to work closely with teachers and administration at University Preparatory School in Denver, Co. to plan a successful holiday event.

TeleTech leaders were so impressed with the school that Rich Herbst, the leader of the TeleTech Community Foundation, was determined to find a way to partner with the school throughout the year.

The Foundation worked closely with the school's administration in 2013 to develop a strategy that would have the most impact on students, involvement of employees, and would foster a lasting relationship between the school and TeleTech employees.

This partnership also fits perfectly with the mission of the Foundation, which is to apply our resources and expertise to transform the educational experience for students of the greatest need.

Over the next year, the Foundation and TeleTech employees will have a multitude of opportunities to get involved with the school, from an employee volunteer day in August, to an "adopt-a-scholar" program to help raise money for students who cannot afford their school uniforms, to buying and reading Scholastic books to the students.

University Prep is a tuition-free public charter school and is part of Denver Public Schools. They focus on college the second a child walks through the doors. With elements of college culture incorporated into each classroom and two college campus visits per year, each U Prep scholar is on the path to a four year college degree.

U Prep currently has kindergarten, first, second and third grade scholars. With the help of TeleTech employees and the Foundation, they will add additional grades each year over the next three years.

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**\$14,000  
USD**

Donations to Book Trust

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**\$200,000+  
USD**

Given to Denver charities  
(Denver Art Museum, school  
equipment and the Spirit of the  
Season Event at University  
Preparatory School)

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## *ASIA-PAC:*

In 2013, TeleTech employees in the Philippines applied for more than 20 grants, from books for the Seven Lakes Lion Club, to audio visual equipment for a school in Dumaguete.







Elementary school students at Massamat Elementary School in the Philippines



# *TeleTech builds a better future for students*

*Elementary school students in the Philippines received a grant that provided the students with a library.*

*"Of all the schools in the Philippines, Masamat Elementary School doesn't have a library of its own. People living in the nearby area are not well off,"*

*-Macor Martinez-*



The TeleTech Community Foundation and the Facilities team worked together to make some much-needed improvements to a school in Pampanga in the Philippines.

Through a \$15,000 Foundation grant, coupled with the initiative of the Facilities' team, including vendor selection, sourcing and ensuring construction standards were implemented, TeleTech was able to construct a library at Masamat Elementary School.

Of all the schools in the Philippines, Masamat Elementary School doesn't have a library of its own. People living in the nearby area are not well off," said Macor Martinez, the employee who submitted the grant request.

"It is really necessary for students to have references where they can get information they need for their lessons. By building a library, it will help all the students of Masamat Elementary School get to know the past and the latest information in all areas," Macor said.

Macor added that this library will help generations to come.

"This will not only be beneficial to the current students, but will be of great help to all the in-coming students. By providing this, TeleTech will forever be a part of students' success in Masamat Elementary School and the community."

**\$44,616**  
USD

Dollars granted to these communities

**\$10,000**  
USD

Donation to Hope for Haiti



*Ramil Jaictin, a TeleTech employee, started a foundation, Kids for the Future, to help children with disabilities.*

*"It's not all about money - it's about the sense of belonging they want, the care, the love and the motivation we can give them. In our own little way, we are giving them the power to change their lives and become our next generation of leaders, employees and citizens."*

*-Ramil Jaictin-*



TeleTech employee Ramil Jaictin, knows first-hand the challenges of living with a disability and the difficulty people with special needs face every day. He also understands the rewards that come from giving back to his community and helping others with disabilities.

That's why he started the non-profit organization Kids for the Future in the Philippines. The program provides English classes, mentoring and tutoring to children with disabilities.

In 2013, Ramil reached out to the TeleTech Community Foundation for a grant to help purchase some supplies and equipment for the kids, including books, black boards and general hygiene supplies.

"I still believe that our children are the hope of the world. We can do something to help children from the broken families who have lost hope, (kids) from the streets, garbage collectors, carwash kids, children who have conflicts with the law," Ramil said.

"It's not all about money - it's about the sense of belonging they want, the care, the love and the motivation we can give them. In our own little way, we are giving them the power to change their lives and become our next generation of leaders, employees and citizens."

Ramil said his TeleTech colleagues are also actively involved with the Foundation as well – helping put on a Christmas party for the kids and volunteering to teach.





## LATAM:

Employees in LATAM applied for 8 grants in 2013, from a program in Guadalajara that teaches families basic literacy, to an organization that is dedicated to preserving indigenous ethnic communities.







Employees in Mexico unload vans filled with donations for the students.



# *TeleTech builds a better future for students*



*Republica employees requested a TeleTech Community Foundation grant for \$1,000 USD to repair, renovate, and update the school.*

*TeleTech employees in Republica, Mexico helped students in Mexico City.*



**A**s a socially responsible corporation, TeleTech is united in improving education for those who need help. TeleTech employees in Republica, Mexico are doing just that. In early 2013, they searched for a school that needed more than economic assistance, but one that also embraced the spirit of volunteerism.

To get assistance in this effort, they reached out to an organization with expertise and knowledge in this area: Soñar Despierto.

Soñar Despierto is an organization that has worked with thousands of children.

TeleTech partnered with Soñar Despierto to select a school that had some very important needs.

Soñar Despierto and TeleTech found the perfect rural school on the outskirts of Mexico City called Heroínas Mexicanas.

The site leadership team got involved immediately and began to assess what the school needed most.

Republica employees requested a TeleTech Community Foundation grant for \$1,000 USD to repair, renovate, and update the school.

**\$11,418**  
**USD**

Dollars granted to  
communities in LATAM

## The generous donations

Helped provide a library,  
educational workshops, staff  
costs and shaded, safe areas  
to play



## *EMEA:*

From a computer lab for refugees in Lebanon, to a program to enhance educational opportunities in Turkey, the TeleTech Community Foundation has opened a world of opportunity to employees in Europe, the Middle East and Africa.







Elementary students at Accra Sempe Elementary School in Ghana celebrate a grant they received to provide much needed repairs.

# TeleTech employees help Ghana school meet basic needs



*TeleTech employees in Ghana applied for a grant to provide essential repairs to a neighborhood school.*

*"Because of the TeleTech Community Foundation, we have had the chance to make a significant impact in these children's lives and on the neighborhood."  
-Paul Nkrumah-*

Just a year ago, the young students at the Accra Sempe Elementary School in Ghana didn't have their own desks. When it rained, the water leaked into their classrooms because the ceiling was in disrepair and they had no windows.

Paul Nkrumah, a TeleTech Human Capital employee, passed the school every day on his way to the office. One day, while commuting to work, he was compelled to stop. During his visit he learned the school lacked the basic facility needs and was one of the poorest in the region. That is when Paul realized he had to do something.

Paul and his colleagues eagerly applied for a TeleTech community grant. The program is designed to support our global communities by allocating funds and providing support to ensure students have access to everything they need to maximize their educational experience, from the very basics to the most innovative tools. Thanks to a \$4,000 grant from TeleTech's Community Foundation and the help of employees in Ghana, Accra Sempe Elementary School soon discovered that they had a local partner in the community.

In addition, TeleTech's facilities team jumped in to address the basic structural needs necessary to foster a safe learning environment.

The team built new ceilings and restrooms for the students. While the project team oversaw the building renovations, the employees planned a celebration to get the entire community involved. And the most impressive part, they did it all within just two weeks.

Now, all 75 children have fully restored classrooms, new restrooms and desks to call their very own. Local TeleTech employees were delighted to be part of this project and invited to join the administrators, teachers and students on their return to the new classrooms after construction had been completed. The local community was so appreciative and the children were even more excited when they saw the stack of new books that awaited them.

"Everyone was so excited and happy," Paul said. "Because of the TeleTech Community Foundation, we have had the chance to make a significant impact in these children's lives and on the neighborhood. Every day on my way to work I turn around and look back at what we accomplished together and I am honored to have been part of the change." The lives of the children of Accra Sempe Elementary School have been changed forever.

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**\$17,000**  
USD

Dollars granted to  
communities in EMEA

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## The generous donations

Helped educational programs and extracurricular activities in addition to enhancing school libraries with a computer lab. Funds also supported the refurbishment of a new classroom, enhanced laboratories and books for students.

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# The TeleTech Community Foundation proudly supported the following domestic and international organizations in 2013

East End Community Center  
Robberson Elementary School  
Colorado Succeeds  
Young Engineers Association  
Lorain County Boys and Girls Club  
Dalipit East Barangay Elementary School  
Quest Academy  
Open Heart Foundation Worldwide  
March of Dimes  
Calindagan Elementary School  
Amlan National High School  
Kids for the Future  
Colectivo Pro Derechos de la Ninez  
Flathead CARE Inc  
Drennen O'Melia Youth Center - D'Zone  
Reach Out and Read  
National Jewish Health  
Fundacion Pro Nino Leones A.C.  
Women's Foundation of Colorado  
Young Women's Christian Association  
Denver School of Science and Technology  
A Better World  
Community Foundation of the Ozarks  
East Valley Children's Theater  
Accra Sempe Elementary School  
Sharon Elementary School  
Marshall County Educational Foundation  
Foundation for Global Scholars  
Citizen Schools  
Right to Read of Weld County  
Lakeside Elementary  
I Have a Dream Foundation  
Balugo Elementary School  
Mason Schools Foundation  
Desert Vista Elementary School  
Swallow Hill  
Seven Lakes Lions Club  
Read Aloud  
Sibulan Elementary School  
Marine Corps Scholarship Foundation  
Sonar Despierto  
Denver Biennial of the Americas  
Ciyota Inc  
Cabancalan Elementary School  
Novaliches Genesis School Foundation  
Greater Kanawha Valley Foundation  
Campbell Elementary School  
Bradley PTO  
North Fairview Elementary School  
Junior Achievement  
Chadwick R-I School District  
NJ Ingore Elementary School  
Opao Elementary School  
Glacier Institute Inc  
Big Brothers and Big Sisters  
Biblioteca Comunitaria Universidad De La Salle Bajio A.C.  
Bawi Elementary School  
Denver Children's Home  
Run n' Sync

Tamaatis Paritsika  
Highland Elementary School  
Westport Elementary  
Marick Elementary School  
Barangay Singcang-Airport National High School  
Hermenegilda Flores Gloria Memorial Elementary School  
Bacolod City National High School  
The Dean Clarke Foundation  
Camanjac Elementary School  
Nazario Tale Memorial School  
Ute Meadows Elementary School  
Rotary Club Manila 101  
South Middle School  
Silid Aralan Inc  
Book Trust  
University Preparatory School  
American Heart Association  
MS 150  
A Precious Child Inc  
Rocky Mountain Public Broadcasting Network Inc  
Traditions And Hope

## ***TeleTech Community Foundation Representatives***

Nahuel Franchi – Argentina  
Ana Lucia D'Angelo – Brazil  
Eni Vargas – Costa Roca  
Rosemary Essah-Aboaqye – Ghana  
Michel Munoz – Leon, Mexico  
Maria Del Carmen Romo Rodriguez – Guadalajara, Mexico  
Jorge Vasconcelos – Republica, Mexico  
Gabrielle Bardawil – PRG  
Stella Hallam – New Zealand  
Rina Alisan – Bacolod, Philippines  
Jan Michael Barga – Dumaguete, Philippines  
Ara Chua – Illoilo, Philippines  
Cris Gonzales – Makati, Philippines  
Anna Jean Pardillo – Cebu, Philippines  
Eugene Sangalang – Quezon City, Philippines  
Macor Martinez – Pampanga, Philippines  
Jesa Camero – Cainta, Philippines  
Derwin Parfan – Roxas, Philippines  
Aileen Perea – Lipa, Philippines  
Katrina Moraleda – Pioneer, Philippones  
Ma. Eagitha Esguerra - Novaliches, Philippines  
Mark Quilala – Santa Rosa, Philippines  
Anthony Bendo – Manila, Philippines  
Miguel Montenegro – Aseana, Philippines  
Lisa Bray – UK  
Gina Cervantes – WebMetro  
Kristi DiLauro – eLoyalty  
Rebecca Moran – TSG  
Stacy Shanks – Guidon  
Jennifer Whitson – iKnowtion  
Stacy Anderson – Revana  
Nina Conrad – Morgantown, WV  
Amy Hewitt – Kalispell, MT  
Ashlee McHaffie – Springfield, MO.  
Jill Seder – Uniontown, PA.

