



# Annual Review 2019

Creating jobs for those most in need through the power of procurement and global supply chains

## Introduction to the Global Impact Sourcing Coalition

The GISC is a global network of businesses creating jobs for those most in need through the power of procurement and global supply chains. From its start in 2016 with 20 founding members, GISC is has grown to include more than 70 members at the end of 2019—including Microsoft, Google, Bloomberg, Facebook, Nielsen, SAP Ariba, Tech Mahindra, Teleperformance, and many business service providers from around the world.

GISC members are unified behind the mission to promote and advance wide-scale adoption of Impact Sourcing, a business practice where companies prioritize suppliers that intentionally hire and provide career development opportunities to people who otherwise have limited prospects for formal employment. GISC has launched an Impact Sourcing Standard, which sets out minimum criteria expected of participants to advance inclusive employment initiatives.

Our initial aim is to integrate 100,000 impact workers into quality jobs by EOY 2020, contributing to sustainable poverty reduction and reduced inequalities in countries around the world. GISC's current business provider members have collectively pledged to employ over 27,000 impact workers, and will seek to achieve this through growing and launching entirely new inclusive employment programs in low-income economies such as Cambodia, Kenya, India, and Nepal, as well as in vulnerable communities of high-income countries, such as Appalachia in the United States. As our membership grows, so too will the number of pledges to reach our goal.

Impact Sourcing offers a scalable model for employment, upskilling, and career development of vulnerable workers across supply chains. By increasing market demand and uptake of Impact Sourcing by influential client companies, the GISC incentivizes business suppliers across supply chains to adopt inclusive employment practices and to equip their workforce with the skills required to succeed in a changing world.

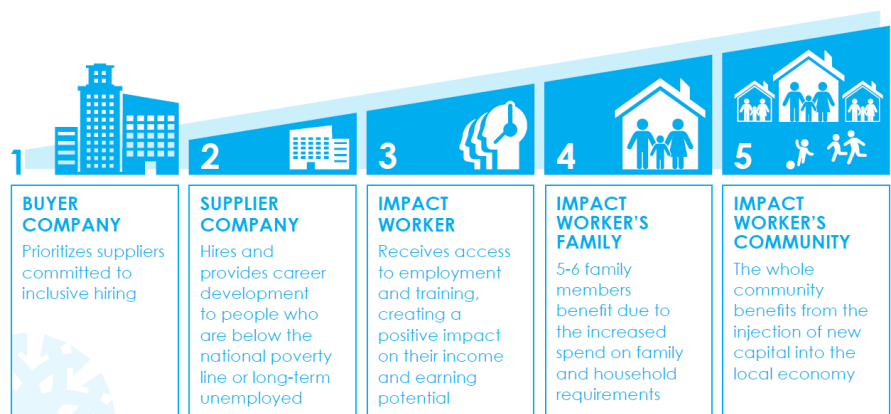
Inclusive employment has proven to lead to improved social and economic development of poor and vulnerable populations through employee income growth, income stability, and increased job mobility. Through Impact Sourcing, GISC members believe we can ultimately integrate millions of vulnerable workers-- such as youth, veterans, persons of color, or the disabled -- into the formal economy, while also delivering positive business outcomes for providers, such as reduced turnover and higher levels of employee engagement. It is a win-win opportunity for business and employees.

## Key Activities and Outcomes in 2019

In 2019, GISC took some large strides towards its mission, particularly through maintaining our outreach and advocacy to inform the global buyer and provider community about the Impact Sourcing Standard, a keystone of our work. A summary of achievements includes:

- » Grew the Coalition from 45 to 75 [members](#), now including 48 Corporate Members and 27 Associate Members. Prominent members include Microsoft, Google, Bloomberg, Facebook, Nielsen, SAP Ariba, Tech Mahindra, Teleperformance, and many business service providers headquartered in over 15 countries around the world.
- » Expanded the [GISC Steering Committee](#) from 4 to 6 member representatives, now consisting of senior executives from Facebook, SAP Ariba, Google, PeopleShores/RuralShores, B2R Technologies, and Tech Mahindra.
- » Supported GISC members in their adoption of the [Impact Sourcing Standard](#), and provided Assurance when minimum requirements have been met. To date, five GISC providers have fully adopted the Standard and passed the GISC's Assessment. Eight additional provider members are taking steps towards adoption, and all GISC members are encouraged to apply the Standard and enter into the assessment as a service of their membership.
- » Conducted a global communications campaign celebrating the one-year anniversary of the [Global Impact Sourcing Challenge](#), including publishing the [personal growth stories of impact workers](#) who secured a role in a GISC member company in the past year.
- » Increased the number of companies that have committed to the Impact Sourcing Challenge. Collectively, 21 GISC members have [pledged](#) to employ over 27,000 impact workers by EOY 2020.
- » Developed a Social Impact Framework for Impact Sourcing that companies can utilize to evaluate the impacts of their inclusive employment initiatives, communicate their impacts to clients, and quantify their contributions to the Sustainable Development Goals. The framework will be published in early 2020.
- » Published the [Reducing Poverty through Employment Toolkit](#) which helps companies develop inclusive hiring practices and begin to unlock their potential for tackling poverty through employment. The Toolkit is intended as a resource for all employers at all stages of their inclusive employment journeys.
- » Advocated for the value of Impact Sourcing across the BPO industry, through participation in outreach events at relevant industry conferences, cultivating an active social media presence via the [@GISCnews](#) Twitter account, and represented GISC at 11 Global Events and Conferences.
- » Helped GISC members strengthen their Impact Sourcing initiatives by making new connections, establishing high-impact partnerships, and sharing knowledge through GISC. We have hosted 8 members' only webinars to share knowledge, created a members' access only intranet and LinkedIn page for participants to share events, achievements, stories, and to connect directly.
- » Published a [new video](#) in which GISC members including Sutherland, Microsoft, Samasource, and iMerit discuss the key business outcomes and social impact they achieve through Impact Sourcing.

*Impact Sourcing is a business practice where a company prioritizes providers that intentionally hire and provide career development opportunities to people who otherwise have limited prospects for formal employment.*



# Membership

The GISC welcomes into its membership influential global buyers and providers of business services, as well as stakeholders who are committed to Impact Sourcing. As of the end of 2019, GISC’s membership consisted of 50 regular members, 32 BPO suppliers and 8 buyers. In addition, 24 Associate members support the GISC with their expertise and advocacy for Impact Sourcing. GISC is proud to be a truly global initiative with representation from companies headquartered in more than 15 countries with global operations across Asia, Africa, Europe and the Americas.

Steering Committee	Associate Members
Members	

# Impact Sourcing Challenge – Progress Update



In 2018, GISC launched the [Impact Sourcing Challenge](#), calling on its members to hire 100,000 impact workers by the end of 2020. The Impact Sourcing Challenge is the first of its kind to specifically focus on escalating Impact Sourcing as a way to increase employment and career development opportunities for disadvantaged workers.

*“Since the inception of the Impact Sourcing Challenge in 2018, GISC member companies have pledged to hire over 27,000 new impact workers by 2020”*

In 2019, one year after the inception of the Impact Sourcing Challenge, 21 GISC member companies have pledged to hire over 27,000 new impact workers by 2020, representing almost a third of the way towards the targets of 100,000 workers by 2020.

To celebrate the 1 year anniversary of GISC’s Impact Sourcing Challenge, GISC published [6 new Impact Stories](#), including consultation on the personal growth stories of impact workers who have been employed over the course of the past 12 months by GISC members in response to the Challenge. Each story comes in a downloadable, full-page PDF for sharing.

## Impact Stories



**Brennen Novak**

I feel like I am the best person for the job because I am very fast while sustaining my accuracy of 100%.



[Learn More](#)



**Celine Walters**

Being able to work shifts that allow me to care for my son and help my mother is such a blessing.



[Learn More](#)



**Gabisile Radebe**

I thoroughly enjoy working at Startek/Aegis South Africa and have made a lot of new friends since joining the team.



[Learn More](#)



**Khammai Vanthavevone**

My family is proud that I am able to step up and make a living for myself.



[Learn More](#)

## Reducing Poverty Through Employment Toolkit

In connection with the Global Goals Week, GISC published the [Reducing Poverty through Employment Toolkit](#) helps companies develop inclusive hiring practices and begin to unlock their potential for tackling poverty through employment. Through literature review and drawing on the knowledge and good practices of its member companies around the globe, GISC has identified good practices, case examples, and resources for companies to begin developing inclusive hiring practices and actively employing and empowering people living below the poverty line. The good practices are categorized across the following sections:

- » Setting the tone for inclusive employment through commitments, communication, and culture
- » Making adaptations across the employee life cycle to better identify, integrate, and empower low-income job seekers
- » Offering quality terms of employment that support sustainable livelihoods
- » Developing supplemental employee offerings that enable employment and build resilience

The Toolkit gives practical advice on how to implement these good practices, and examples of the practices in action. It is intended as a resource for all employers at all stages of their inclusive employment journeys.



## Global Impact Sourcing Coalition in the News

- » **Feb 2019 | Sourcing Industry Group Blog:** [Why I'm in Love with Impact Sourcing](#)
- » **March 4, 2019 | Press release:** [Televerde joins Global Impact Sourcing Coalition](#)
- » **Mar 25, 2019 | BSR Blog: One Year In:** [Meeting the Global Impact Sourcing Challenge](#)
- » **Mar 28, 2019 | Forbes Article featuring Televerde:** [What Do Purpose, Diversity, And Inclusion Have To Do With Business? Turns Out, Quite A Lot](#)
- » **May 9, 2019 | Press release:** [KM2 Solutions joins the Global Impact Sourcing Coalition](#)
- » **May 9, 2019 | Forbes Article featuring CloudFactory:** [How a High-Growth Social Impact Culture is Connecting a Million People to Online Work](#)
- » **May 30, 2019 | World Bank Blog featuring GISC:** [How impact sourcing is a win for vulnerable workers and their employers](#)
- » **June 4, 2019 | Press Release:** [Datrose Joins the Global Impact Sourcing Coalition](#)
- » **September 26, 2019 | Blog:** [How Companies Can Tackle Poverty Through Inclusive Employment Strategies](#)
- » **November 5, 2019 | Supply Chain Management Review Article:** [Measuring the impact of sourcing on the world's workforce](#)

## Global Impact Sourcing Coalition at Key Events

- » **February 2019 | [IAOP Outsourcing World Summit 2019](#),** Orlando, Florida: GISC hosted a breakfast seminar for participants of the 2019 OWS to learn about Impact Sourcing and get involved. Companies also were awarded the second annual global Impact Sourcing Award.
- » **March 2019 | [SCOPE Supply Chain Conference](#):** The Tent Partnership for Refugees, a GISC Associate member, presented how companies can engage suppliers to employ refugees around the world
- » **April 2019 | [IAOP Impact Sourcing webinar](#):** IAOP and GISC hosted a free webinar featuring participants of the Global Impact Sourcing Award 2019, including representatives from Intuit, Harambee, RuralShores, and Samasource.
- » **April 2019 | [Impact Sourcing in Action: Creating inclusive job opportunities in Colombia Webinar](#):** GISC partnered with ProColombia, and BpRO to host a free webinar to learn about how Colombian companies, the BPO industry, and the government are advancing Impact Sourcing initiatives in Colombia, including guest speakers from Teleperformance and Grupo Konecta
- » **April 2019 | [Sourcing Industry Group Executive Summit](#),** Amelia Island, Florida: GISC facilitated a panel at the SIG conference to share about Sutherland's Impact Sourcing programs in Jamaica and around the world.
- » **May 2019 | [AI For Good Global Summit](#):** AI for Good is the leading United Nations platform for global and inclusive dialogue on AI. GISC members DDD and iMerit participated and shared about impact sourcing and GISC.
- » **October 2019 | [BSR and GISC Webinar: Reducing Poverty through Employment](#):** A practical discussion on how companies can connect the dots between SDGs 8 and 1 to create inclusive opportunities for productive and decent employment that lead to pathways out of poverty.
- » **November 2019 | [BSR Conference 2019](#):** Panel discussion on Impact Sourcing and other responsible sourcing efforts.

# Resources for Coalition Members

## Buyers

- » [Buyers' Impact Sourcing Guidance](#)
- » [Impact Sourcing Supplier Directory](#)
- » [Buyer case studies](#)

## Suppliers

### Employers Toolkits

- » [Reducing Poverty Through Employment](#)
- » [Autism Empowerment Toolkit](#)

## Impact Workers

- » [Impact Worker case studies](#)

## Other Key Resources

### [Impact Sourcing Standard](#)

- » [GISC Assurance process](#)
- » [Reporting template](#)

# Looking Forward to 2020

In 2020, GISC will build on the successes achieved in 2019 to create a high-impact global collaboration to advance Impact Sourcing worldwide. Wider uptake of this inclusive hiring practice will require a concerted—and collaborative - effort to develop awareness of the Impact Sourcing Standard and Challenge, greater capacity among service providers, an evidence base for social and business impact and strong communications to reinforce positioning of Impact Sourcing. GISC will work with members to place these building blocks, which will develop more inclusive and resilient supply chains.

## Priority activities for 2020 include:

- » Assisting members with adoption of the **Impact Sourcing Standard** and provide **Assurance** when minimum requirements have been met.
- » Requesting members to report on their **Impact Sourcing Challenge** pledges (due by end of February 2020); analyzing and sharing aggregate learnings.
- » Facilitation of **members meetings** and **in-person convenings** in priority geographies to strengthen members' Impact Sourcing initiatives, make new connections, and establish high-impact partnerships.
- » Maintaining GISC Provider Database.
- » Conducting **social media communications**, in person and virtual events for GISC members, and outreach to increase uptake of Impact Sourcing as a leading sourcing practice.
- » In collaboration with the GISC's Steering Committee, ensuring effective **Coalition management and strategic decision making** to meet GISC's mission.
- » Continuing to build on our suite of resources for buyers and suppliers to adopt Impact Sourcing strategies.

## Get in Touch!

- » Contact us for more information at [GISC@bsr.org](mailto:GISC@bsr.org)
- » Follow us on Twitter! [@GISCnews](https://twitter.com/GISCnews)



## A BSR Collaboration

BSR provides executive leadership and secretariat support for GISC. GISC's activities are overseen by the GISC Steering Committee, with active participation of the GISC membership. BSR is a global nonprofit business network and consultancy dedicated to sustainability. BSR Collaborations bring together more than 300 companies, spanning multiple sectors and geographies, to strengthen company performance, improve markets and industries, and contribute to systemic change for a more just and sustainable world. Visit [www.bsr.org](http://www.bsr.org) to learn more.