



# Annual Report 2018

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

## INTRODUCTION

The Global Impact Sourcing Coalition (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 proud to have grown to include more than 60 member organizations in 2018.

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. We envision a world in which all people have the opportunity to obtain productive employment and decent work. Our aim is to integrate hundred thousand impact workers into quality jobs by 2020, contributing to a more inclusive economy.

As evidenced by GISC's members, Impact Sourcing offers a scalable model for employment, upskilling, and career development of vulnerable workers across supply chains. Through building market demand for Impact Sourcing, GISC aims to incentivize business suppliers to adopt inclusive employment practices and to equip their workforce with the skills required to succeed in a changing world. Increased uptake of Impact Sourcing among businesses 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.

## KEY ACTIVITIES AND OUTCOMES IN 2018

In 2018, GISC took some large strides towards its mission, particularly through the launch of the Impact Sourcing Standard, a keystone of our work, as well as the development of an impact sourcing database through which corporate procurement and sourcing teams can identify and partner with Impact Sourcing service providers. A summary of activities include:

- » Developed and [launched the Global Impact Sourcing Standard](#), the first globally recognized standard for the business practice of Impact Sourcing.
- » Launched the [Global Impact Sourcing Challenge](#), calling upon GISC members to hire 100,000 new impact workers by the end of 2020;
- » Developed new guidance and resources to advance Impact Sourcing, such as the [Impact Sourcing Supplier Directory](#) that connects buyers to suppliers committed to Impact Sourcing as well as GISC's [Buyer's Impact Sourcing Guidance](#), a reference for buyer companies to develop, implement and manage an effective Impact Sourcing program;
- » Expanded the [GISC Steering Committee](#) now consisting of senior representatives from Bloomberg, Microsoft, Google, PeopleShores/RuralShores, B2R, and Tech Mahindra;
- » Launched new case studies in collaboration with member companies Nielsen and Microsoft on "[Unlocking the Power of Procurement](#)" and "[Microsoft's Impact Sourcing Journey](#)";
- » Cultivated an active [social media](#) presence through the launch of the [@GISCnews](#) Twitter account, and represented GISC at [10 Global Events and Conferences](#).

## 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 2018, GISC's membership consisted of 37 BPO buyers and suppliers and 24 Associate members who 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.



## LAUNCH OF THE IMPACT SOURCING STANDARD

In 2018, GISC launched the Impact Sourcing Standard - the first globally recognized standard for the business practice of Impact Sourcing. The standard was developed in partnership with GISC members and a wide range of external stakeholders from industry, academia, international organizations, and civil society.

The Standard is for product and service providers (suppliers) and their client organizations (buyers). It aims to provide a common understanding of Impact Sourcing to aid successful partnerships between buyers and suppliers committed to Impact Sourcing. Through building market demand for suppliers that meet the requirements of GISC's Impact Sourcing Standard, GISC aims to incentivize business suppliers to adopt inclusive employment practices and to equip their workforce with the skills required in a changing world. GISC has also developed an assurance system for providers adopting the Impact Sourcing Standard and is actively providing guidance and tools to members wishing to adopt the Standard.

*"In 2018, there has been great interest in the Impact Sourcing Standard, with several GISC members adopting or taking steps to adopt the Standard"*

## LAUNCH OF THE IMPACT SOURCING CHALLENGE



*“In 2018, GISC member companies have pledged to hire over 23,000 new impact workers by 2020”*

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.

The Challenge is aimed at responsible businesses seeking to positively transform employees' lives through their procurement and hiring practices. The Challenge is registered on the [United Nations' global registry of voluntary commitments and multi-stakeholder partnerships](#) and is seen as the largest official commitment to date to UN Sustainable Development Goal 8 on inclusive job creation. Companies that make a pledge to employ impact workers also contribute to SDG 1: No Poverty, and SDG 10: Reduced Inequalities.

## GLOBAL IMPACT SOURCING COALITION IN THE NEWS

- » **February 20, 2018 | BSR Blog:** [Assessing Suppliers: Inclusive Business or Business as Usual?](#) - GISC outlines three traits that distinguish inclusive suppliers from their peers
- » **February 20, 2018: Decision-Achats:** [Impact Sourcing: externalisez différemment, captez de nouveaux talents!](#)
- » **March 22, 2018 | BSR Blog:** [Our Challenge to Businesses: Hire 100,000 New Impact Workers by 2020.](#)
- » **March 22, 2018 | Greenbiz:** [Why Hiring 100,000 Impact Workers Is Only the Beginning: Interview with The Rockefeller Foundation](#) –Mamadou Biteye, Managing Director, Africa Regional Office, The Rockefeller Foundation, reflects on the development of the GISC and its progress to date
- » **March 23, 2018 | Info Afrique:** [Isahit s'engage à faire travailler plus de 3 000 personnes issues des pays émergents](#)
- » **April 4, 2018 | Intelligent Sourcing:** [Scaling up Impact Sourcing](#) - Intelligent Sourcing's experts looked at various initiatives to make companies more responsible as corporate citizens, and describe the emergence of a new standard from GISC.
- » **April 11, 2018 | Inter Press Service (IPS) News:** “The UN applauded GISC's work as an inspiring example of the private sector working collaboratively and inclusively to meet the SDGs vision.”
- » **April 18, 2018 | Greenbiz:** [Why Human Resources is your Sustainability Ally](#) -Corporate sustainability teams can partner with Human Resources teams to advance good jobs and inclusive employment, including through Impact Sourcing.
- » **August 8, 2018 | Business Fights Poverty:** [Galvanizing Businesses to Generate Positive Social Impact Through Impact Sourcing](#) – Guest news article providing a status update on the Impact Sourcing Challenge.
- » **Sep 20, 2018 | BSR Blog:** [How Businesses are Collaborating for the Sustainable Development Goals: Highlights GISC as a promising new collaboration to advance the SDGs.](#)

## GLOBAL IMPACT SOURCING COALITION AT KEY EVENTS

- » **February 2018 | Impact Sourcing: Benefits and Impacts:** Event with EOA in Paris: GISC participated in an event hosted by EOA France in Paris, which examined the benefits of Impact Sourcing and IT by bringing together a number of key players in this sector.

- » **February 2018** | IAOP Conference 2018 - GISC breakfast session: GISC facilitated a breakfast session at IAOP's 2018 Conference in Orlando, Florida, which also included the announcement of the annual Global Impact Sourcing Awards.
- » **March 2018** | Launch of the IS Standard and Challenge: GISC hosted a public webinar to launch the Impact Sourcing Standard and the Impact Sourcing Challenge.
- » **April 2018** | UN ECOSOC Partnership Forum: A GISC member spoke about Impact Sourcing as an inclusive business model for vulnerable groups and GISC Project Director presented GISC and the IS Challenge.
- » **May 2018** | SPLC Summit 2018: GISC members spoke and presented their Impact Sourcing approach at the SPLC Summit 2019.
- » **June 2018** | GSA Event on Impact Sourcing in UK: GSA hosted an event on Impact Sourcing that included speakers from GISC member companies.
- » **June 2018** | Stakeholder forum focused on SDG 8 hosted by GlobeScan: GISC joined an online panel discussion with the SDG Leadership Forum regarding SDG 8.
- » **September 2018** | Economic Inclusion through Procurement: A GISC member hosted an outreach event in SFO for over 50 participants to meet GISC members, be introduced to Impact Sourcing, and learn directly from impact workers.
- » **November 2018** | BSR Conference: Responsible Sourcing for Economic Inclusion: Speakers from GISC member companies spoke about Impact Sourcing as a new means to achieve social impact and economic inclusion through procurement to a buyer audience of more than 40 people.
- » **November 2018** | Impact Sourcing: Next Generation Supply Chain Impact Outreach Webinar: Speakers from GISC member companies participated in a widely attended outreach webinar to raise awareness about Impact Sourcing and GISC membership.

## Who are Impact Workers?

*People who were previously living below the national poverty line or long-term unemployed.*

*Some providers additionally focus on specific populations such as the disabled, youth, or minorities, depending on the needs of their communities.*



**Jamaica: Jamal**

Previously: Unemployed youth

Today: Call center employee at Sutherland, attending college at night



**USA: Alicia**

Previously: Unemployed veteran

Today: IT professional at Liberty Source



**Kenya: Impact Workers**

Previously: Living below the poverty line

Today: Researchers and managers at Samasource

## LOOKING FORWARD TO 2019

In 2019, GISC will build on the successes achieved in 2018 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 2019 include:

- » Assisting members with adoption of the **Impact Sourcing Standard** and provide **Assurance** when minimum requirements have been met.
- » Facilitation of **members meetings** and **in-person convenings** in priority geographies.
- » **Raising awareness** through participation in outreach events at relevant industry conferences to advocate to new buyers and providers.

- » Focusing on measurement and communications of GISC's collective social impact, with a **spotlight on impact workers** and the **one-year anniversary of the Global Impact Sourcing Challenge**.
- » Continuing the **promotion and membership growth of GISC** through participation in relevant global events and discussions.

## WHY JOIN GISC?

- » **Social Impact:** Learn how to create jobs across your supply chain that achieve social impact for workers, families and communities
- » **Tools:** Gain access to tested tools and methodologies to scale up Impact Sourcing
- » **Knowledge Exchange:** Learn about global Impact Sourcing best practices with peers
- » **Leadership:** Demonstrate leadership by joining members in the Impact Sourcing Challenge to hire 100,000 impact workers by the end of 2020
- » **Reputation Enhancement:** Demonstrate your commitment to supplier inclusion and diversity
- » **Business/Vendor Development:** Access or be part of the world's only Impact Sourcing Directory

Contact us for more information at [GISC@bsr.org](mailto:GISC@bsr.org)

Follow us on Twitter! @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.