Introduction

In September 2016, the Rockefeller Foundation and BSR partnered together with leading companies to launch the Global Impact Sourcing Coalition (GISC), with the mission to build more inclusive global supply chains through advancing wide-scale adoption of impact sourcing.

Together with our member organizations, the GISC is working towards our vision for all people in the world to have the opportunity to obtain productive employment and decent work, a requirement for ending poverty for all. The coalition is comprised of companies—buyers and providers of services—that have joined forces to create jobs for those most in need through the power of procurement.

The GISC was first discussed among a group of leading buyers and providers of impact sourcing services brought together by The Rockefeller Foundation in 2015. With the aim of raising awareness, increasing ambition levels among global companies, and leading a movement to scale impact sourcing around the world, the group of buyers and providers called for the creation of a global coalition. We are excited to share with you here the early progress that we have made together with the GISC, and a peek at what lies ahead for 2017.

Key Activities and Outcomes

The GISC has taken several large strides in 2016, including:

» A Coalition Launch Event in Johannesburg South Africa, which brought together over 70 representatives from international businesses, civil society, and government;

» Engaging 17 Corporate Members and 9 Associate Members (as of Dec, 2016);

» Updating the Impact Sourcing Definition to better reflect the full diversity of inclusive hiring practices across all industries and geographies;

» Launching a Member Working Group to draft the GISC’s Impact Sourcing Standard;

» Awareness raising about impact sourcing with a wide range of impact sourcing buyers and providers—over 70 companies throughout 2016;

» Representation by GISC members at 5 Global Events: The Trust Women Conference (Europe), IAOP EOS 2016 (Europe), Sourcing Industry Group Global Summit 2016 (USA), Silicon Valley Community Foundation Innovation Conference (USA).

Impact Sourcing Geographies

GISC Members have reported their interest in exploring impact sourcing in 28 countries, demonstrating the enormous potential that this inclusive business practice has to bring impactful employment opportunities to individuals who might otherwise not have the opportunity for a formal job around the world.

The top 5 countries of interest are: South Africa, Philippines, the United States, Jamaica and Cambodia.
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 2016, GISC’s membership consisted of seventeen major BPO buyers and suppliers and nine Associate members who support the GISC with their expertise and advocacy for Impact Sourcing.

Member Demographics
- GISC’s members are headquartered across 10 different countries worldwide
- GISC’s providers collectively employ over 650,000 BPO workers globally
- 86% of GISC’s Regular Members are already doing Impact Sourcing

17 Regular Members
- AEGIS
- alorica
- arvato
- BERTELSMANN
- DDD
- EXL
- Tech Mahindra
- m
- nielsen
- pixelz
- sama
- SOURCE
- Sutherland
- Global Services
- TECHNO BRAIN
- Teleperformance
- trizma
- vodacom
- webhelp

9 Associate Members
- AVASANT Foundation
- BPISA
- EOA
- DIZZION
- Global
- France
- Harambee
- Work for Work
- IAOP
- matryzel
- Maharishi
- Institute

Find the Global Impact Sourcing Coalition in the News
- CNBC Africa Closing Bell, “Global call to end youth unemployment,” 14 September 2016
- Cape Times, “Foundation, firms step up to help end poverty,” 13 September 2016
Congratulations to GISC Members

» **Frost & Sullivan Recognizes Teleperformance’s Leadership in Global Corporate Social Responsibility.** (27 December 2016): “Frost & Sullivan analysts independently evaluated major industry BPO players on two key factors: Quality of Corporate Social Responsibility Programs and tangible Business/Customer CSR Impact… Teleperformance participates in initiatives like the Global Impact Sourcing Coalition with organizations like the Rockefeller Foundation.”

» **Sutherland Global Services Named Employer of the Year Philippines 2016.** (May 23, 2016)

» **Arvato Named Top UK Employer by National Apprenticeship Service.** (January 24, 2017)

Looking forward to 2017

In 2017, the GISC will be building on these successes 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 an agreed standard, tools for integrating impact sourcing into procurement practices, greater capacity among service providers, more conducive regulatory frameworks, and a strong evidence base for social and business impact. BSR will now work with Global Impact Sourcing Coalition members to place these building blocks, which will develop more inclusive and resilient supply chains. Priority activities for 2017 include:

» **Establishing a global Impact Sourcing Standard and assurance system** Creating a common methodology to define, measure, evaluate, and improve impact sourcing initiatives;

» **Building an impact sourcing toolkit** Increasing company capacity through disseminating tools and resources and cultivating a community of practice;

» **Communication and Recruitment** Raising awareness and increasing global demand for impact sourcing, with an emphasis on engaging global buyer organizations;

» **Research** Demonstrating the value of inclusive hiring practices to business and society, drawing from GISC member experiences and insights;

» **Building partnerships and ecosystem capacity** Facilitating partnerships, collaborative actions, and advocacy to advance inclusive hiring practices in global supply chains.
Why we are creating an Impact Sourcing Standard

As an inclusive hiring practice that provides good career opportunities to individuals from disadvantaged backgrounds, Impact Sourcing has great potential to improve the lives of many while also educating companies on how they can contribute to inclusion through their core business. As we seek to scale Impact Sourcing across the BPO sector and other industries, we will be developing an Impact Sourcing Standard and Assurance methodology to build a market for inclusive employment, together with a set of tools for companies to more consistently conduct Impact Sourcing, evaluate their progress, and communicate their impacts. The objectives of the Impact Sourcing Standard will be to:

I. Establish a voluntary social standard and consistent approach for Impact Sourcing;

II. Form the basis of a trusted inclusive hiring practice that measurably improves the lives and prospects of people who otherwise have limited prospects for formal employment;

III. Empower Impact Sourcing service providers to communicate consistently about their capabilities and performance to their clients and other stakeholders;

IV. Enable Impact Sourcing buyers to evaluate their service providers based on their capacity to deliver Impact Sourcing services;

V. Facilitate the adoption of Impact Sourcing across companies operating in a wide range of geographies and industries.

ABOUT GISC
The Global Impact Sourcing Coalition (GISC) seeks to build more inclusive and productive supply chains through advancing impact sourcing among multi-national corporations and their network of vendors. By increasing awareness and uptake of this inclusive hiring practice in global supply chains, starting with the business process outsourcing industry, the coalition aims to provide people from disadvantaged and vulnerable communities with access to foundational job opportunities and career development, ultimately contributing to improved social and economic well-being of families, communities, and nations.

The GISC is a collaborative initiative between buyers and providers of business services. It is facilitated by BSR as the secretariat, and sponsored by the Rockefeller Foundation.

ABOUT THE ROCKEFELLER FOUNDATION
For more than 100 years, The Rockefeller Foundation’s mission has been to promote the well-being of humanity throughout the world. Today, The Rockefeller Foundation pursues this mission through dual goals: advancing inclusive economies that expand opportunities for more broadly shared prosperity, and building resilience by helping people, communities and institutions prepare for, withstand, and emerge stronger from acute shocks and chronic stresses. Together with partners and grantees, The Rockefeller Foundation strives to catalyze and scale transformative innovations, create unlikely partnerships that span sectors, and take risks others cannot – or will not. To learn more, please visit www.rockefellerfoundation.org

ABOUT BSR
BSR is a global nonprofit organization that works with its network of more than 250 member companies and other partners to build a just and sustainable world. From its offices in Asia, Europe, and North America, BSR develops sustainable business strategies and solutions through consulting, research, and cross-sector collaboration. Visit http://www.bsr.org for more information about BSR’s more than 25 years of leadership in sustainability.