



Startek Recognized as a Champion in the IAOP Impact Sourcing Index 2020

July 29, 2020

GREENWOOD VILLAGE, Colo. & MUMBAI, India--(BUSINESS WIRE)--Jul. 29, 2020-- Startek (NYSE: SRT), a global provider of customer experience management solutions, has been featured in the Champions category of IAOP's Impact Sourcing Champions Index in partnership with the Global Mentorship Initiative (GMI). The Impact Sourcing Champions Index is IAOP's inaugural list of companies that have distinguished themselves as trailblazers in impact sourcing.

The focus of impact sourcing is to catalyze new and sustainable employment and career development opportunities for communities who otherwise have limited prospects. Startek follows a collaborative approach for its advocacy of impact sourcing, diversity, and inclusivity. This includes establishing new markets with technology adoption and quality, skill development, sustainability, fostering social empowerment, and knowledge sharing.

"It's indeed an honor to be featured as a Champion in the IAOP's Impact Sourcing Index 2020," said Rajiv Ahuja, President at Startek. "With an increased focus on inclusive business and social responsibility practices, our objective is to support the vulnerable sections of society and create a pathway to integrate them into Startek's business value chain. The impact sourcing program has become a key component of our larger business model as we remain committed to promoting diversity and inclusivity, thereby creating career paths for those most in need."

"This initiative is close to my heart and it's easy to understand why," said Debi Hamill, IAOP's CEO. "Doing well by doing good is now more important than ever. Ensuring that disadvantaged populations have access to formal employment and decent work, allowing them to improve their conditions, acquire a career, and thus lift themselves, their families, and their communities out of poverty is one of the most sustainable means to economic growth. I am proud of the work these organizations are doing and look forward to growing the index."

As part of the judging criteria, companies submitted the online application which were reviewed by IAOP and the Social Impact committee. IAOP is committed to the promotion of impact sourcing as a transformative business model, as well as supporting members who are putting impact sourcing into action.

As part of Startek's commitment towards impact sourcing, it follows a six dimensional framework of diversity and inclusivity covering Persons with Disabilities (PwDs), gender inclusivity, socially and economically disadvantaged people, culturally and linguistically diverse people, mature age people and inclusion of indigenous people. This model also helps the company access new sources of talent, achieve superior performance, reduce turnover and sustain a high level of engagement.

About IAOP

IAOP is the global association that brings together customers, providers, and advisors in a collaborative, knowledge-based environment that promotes professional and organizational development, recognition, certification, and excellence to improve business service models and outcomes. IAOP connects you and your organization to our growing global community and to the resources you need to be successful. For more information, visit www.IAOP.org.

About the Impact Sourcing Champions Index in partnership with the Global Mentorship Initiative

This is IAOP's inaugural list of companies that have distinguished themselves as trailblazers in Impact Sourcing. To be included in the index, companies submitted an online application, which was then reviewed by IAOP's Social Impact Committee. The index is showcased on IAOP's website, in PULSE Magazine and in the October 2020 "Change the World" issue of FORTUNE Magazine®.

About Startek

Startek is a leading global provider of technology-enabled business process outsourcing solutions. The company provides omni-channel customer experience management, back office and technology services to corporations around the world across a range of industries. The company has more than 45,000 outsourcing experts across 49 delivery campuses worldwide that are committed to delivering transformative customer experience for clients. Services include omni-channel customer care, customer acquisition, order processing, technical support, receivables management and analytics through automation, voice, chat, email, social media and IVR, resulting in superior business results for its clients. To learn more about Startek's global solutions, please visit www.startek.com.

View source version on [businesswire.com](https://www.businesswire.com/news/home/20200729005694/en/): <https://www.businesswire.com/news/home/20200729005694/en/>

Media Relations

Danveer Bhasin

Startek

+91-993-013-5788

danveer.bhasin@startek.com

Investor Relations

India Contact:
Ankul Agarwal
Startek, Inc.
+91 98192 81998
Ankul.Agarwal@startek.com

US Contact:
Sean Mansouri, CFA
Gateway Investor Relations
(949) 574-3860
investor@startek.com

Source: Startek