

2024 | Annual Impact Report



 bloom

 Springboard



Nathaly, El Salvador

Our Mission

We empower deserving people in emerging markets to significantly improve their standards of living through dignified work and reach their full potential.

Our Just Cause

To create a world where no matter where you're born, if you're educated and hardworking you have a clear and attainable path to self-reliance.

Table of Contents

A Message from our Founders	<hr/>	3
2024 Global Impact	<hr/>	4
Springboard and Impact Metrics	<hr/>	5
Client Impact	<hr/>	10
Client Testimonials	<hr/>	11
Team Member Testimonials	<hr/>	12

A Message from our Founders

2024 is a year we will always remember! We doubled our operational capacity, doubled the size of our corporate team, and essentially doubled our global workforce. Which means in this last year, we helped thousands of deserving individuals around the world break into online careers and become financially self-reliant—the exact reason why Bloom was born.

In this impact report, you'll discover some of the photos, stories, and stats of the amazing people we are fortunate to work with around the globe. You'll also read about leading companies here in the US and the positive impact our global teams are having on their businesses. We feel fortunate to work with both groups and are excited about another year of mutual growth and economic impact ahead.

As we look back on this past year, we are filled with gratitude for so many who have contributed to our growing global impact—our clients, global workforce, corporate team, board members, friends, family, and especially God.



We don't take for granted the opportunity to work on something that we care deeply about and that impacts amazing individuals around the world. They're the reason we started Bloom and the reason we continue to work our hardest and love what we do.

More to come next year!

Eric and John

2024 Global Impact

Average income growth per region compared to previous job



6
continents

68
countries

2.4x
average income
growth

1,997
jobs created in 2024

Bloom and Springboard

We're excited to announce the creation of Springboard, a sister-company to Bloom that manages training and employment opportunities for current BYU-Pathway students around the world, helping them gain real-world experience while paying their way through school. Springboard's global team members—all BYU-Pathway students—support fellow Pathway students in academic services roles like mentoring, support, and enrollment counseling, making students' journeys smoother. Springboard team members also serve a range of other clients in career-building roles that include data indexing and image auditing.

605  **bloom** | **1,392** 
jobs created in 2024 | jobs created in 2024



About our Impact Metrics

For this report we surveyed over 3,000 current Bloom and Springboard team members to assess the impact of their jobs across five key categories: **Skills & Development, Pay & Productivity, Personal Wellbeing, Motivation & Sense of Accomplishment, and Job Security, Rights, & Representation.**

By analyzing and summarizing self-reported data from these areas, we aimed to understand how remote work through Bloom and Springboard is shaping the financial stability, job satisfaction, work-life balance, career growth, and overall wellbeing of our thousands of global team members. These insights help us identify opportunities to enhance the jobs and environments we create, ensuring that every team member has the support, resources, and opportunities they need to thrive.

Ercilia, Mozambique



Douglas, Uganda

Skills & Development



report their current role has helped them develop new skills and/or improve existing ones



report they're satisfied with the training and professional development opportunities they've received



of our workforce is college-educated with a US-accredited degree

Pay & Productivity



90% are saving more money compared to their previous job



Here's where they're investing their additional income:

71% - Everyday expenses

41% - Healthcare

67% - Education

52% - Savings

report their financial situation has improved since working at Bloom

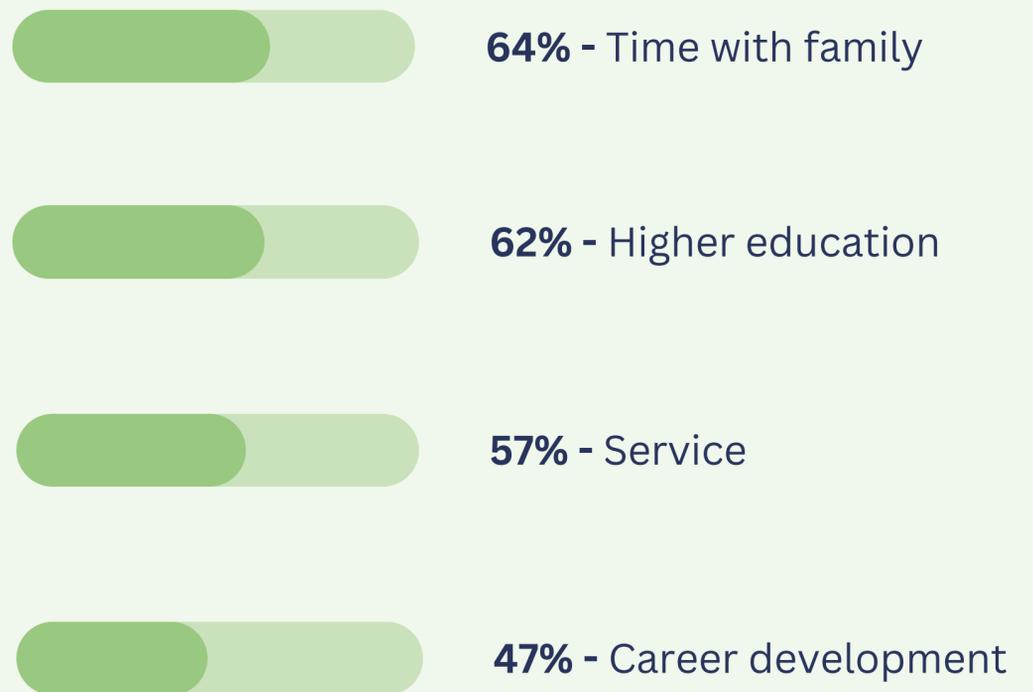


Personal Wellbeing



89% have more time outside of work compared to their previous job

Here's where they're investing their additional time:



85% report their emotional wellbeing has improved since joining Bloom



83% report their current work-life balance is good or excellent

Victoria, Argentina



Motivation & Sense of Accomplishment



report they feel motivated in their current role



get a sense of accomplishment from the work they do

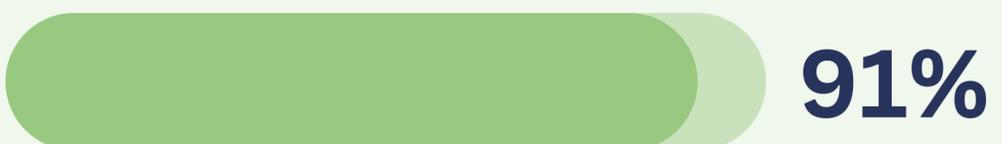


report their job provides them with opportunities to take on meaningful or impactful work

Job Security, Rights, & Representation



report they feel comfortable expressing concerns at work



report they feel treated fairly and without discrimination at Bloom/Springboard and the client company they work for

Dulcidonio, Mozambique

By the Numbers - Client Impact

Bloom constantly aims to provide a world-class service to its clients. Below is a snapshot of Bloom's 2024 performance for its customers.

93%

Bloom's average quarterly CSAT score during 2024, as reported by our clients

95%

of our clients who start working with two or more Bloom team members ask to work with additional team members down the line

2.7

Average days from a client job request to presenting qualified candidates, compared to an industry average of multiple weeks



Kevin, Honduras

Client Spotlight

A nationwide home services company partnered with Bloom to scale operations and elevate performance in its data entry, customer success, customer service, sales, and IT teams.

The results? A dramatic boost in retention, efficiency, and leadership development, with its Bloom team members not just meeting expectations but often outperforming and leading their teams.

Performance Highlights

- ✓ Save ratio skyrocketed from 40% to 60%+, setting a new standard in retention at the home services client company.
- ✓ Six Bloom team members were promoted to its Enterprise Retention Team, managing high-value accounts.
- ✓ A Bloom team member won the company's weekly sales challenge multiple times, outperforming tenured reps at the client company.



Anna, Brazil

34

team members spread across 5 teams

92%

Average quality assurance score in the past 6 months

54%

Cost savings to client vs. the average cost of US talent

91%

Goal achievement average among Bloom team members in the past 6 months

Client Testimonials



“I would not hesitate to go to Bloom before recruiting for something stateside, because there’s no scrimping on talent. There’s a noticeable difference between the talent that you get by putting something out on LinkedIn versus something that you work with the Bloom team to candidate source for. It’s a really effective way to get the job done.”

Amanda S.

VP, Customer Success



Learn more about Amanda’s experience with Bloom by scanning the QR code.



“We’re up to over ten Bloom team members across four different countries. It’s really been one of the key catalysts of growth at our company. When we started growing, the demand was outpacing what our initial pre-Bloom team could support, and our Bloom team members have started taking on new roles and doing a lot of critical functions that we didn’t even originally imagine.”

Mark T.

Founder



Learn more about Mark’s experience with Bloom by scanning the QR code.



“We have had very, very small turnover from our Bloom team. We’ve already promoted five of our Bloom agents to more of a supervisory and training position. We’ve put them in our training department as training specialists and we have moved others to our client services team to be client services specialists, in order to deal directly with our clients. Our clients always mention how the Bloom team members go the extra mile.”

Kimberly S.

Director of Client Management



Frenz, The Philippines

Team Member Testimonials



“It’s hard to put into words, but I’m truly grateful for where I am today. Every day I get to practice another language, continue my studies, spend time with loved ones, and grow within Bloom and my client company.

I still remember last January, saving for a new chair, a purchase that would’ve taken me three to four months. After just two months with Bloom, I was able to buy a comfortable chair without stress. More importantly, I’ve continued to grow personally and professionally, being blessed both materially and spiritually.”

Rafael, Brazil



Learn more about Rafael’s story by scanning the QR code

"Before Bloom, we were struggling. I had to sell my belongings just to afford medical expenses while pregnant, and my husband was trapped in a stressful job that he wanted to leave. We had no idea how we'd make ends meet.

Everything changed when I joined Bloom and its client company I’m assigned to. My salary has grown nearly sevenfold, allowing us to live comfortably, build an emergency fund, and even help launch my husband’s business. I was promoted in just three months, and for the first time financial stress no longer controls our lives. We can finally dream bigger."

Precious, The Philippines





Team Member Testimonials

“I joined Bloom in 2023, and since then I’ve achieved so much. I recently completed my MBA, structured my business, and even invested in real estate, which I’m incredibly proud of.

At Bloom, teamwork is everything. Our success managers check in on us, surveys truly matter, and of course, the bonuses are a great motivator! More than anything, Bloom has given me the freedom to grow—professionally and personally. I can pursue my career goals, spend time with family, and do what I love. I’m beyond grateful for this opportunity.”

Maureen, Nigeria



Learn more about Maureen’s story by scanning the QR code

“In 2023 as a university student, I struggled to find a job that could fully support my financial needs. I worked as a private tutor, but the income wasn’t enough, especially since I had been self-sustaining since returning from a religious mission in 2021.

Everything changed when I secured a work-study opportunity with BYU-Pathway and joined Springboard and Bloom. This job is a true blessing, giving me financial freedom and a valuable online career experience. My promotion to team lead brought a 50% salary increase, boosting my savings and even allowing me to support my younger siblings’ education.

Bloom and Springboard have transformed my life, providing both financial stability and professional growth—an experience I’m truly grateful for.”

Bright, Ghana





Team Member Testimonials

“Since joining Bloom and Springboard, my life has drastically improved. Before, my wife and I struggled financially, and despite our best efforts we couldn’t afford therapy for our son and I couldn’t attend church regularly.

Now, I can provide more for my family, afford therapy for my son, and we have even bought our first car to enjoy time together. I’m also better able to serve in my church callings, and my spirituality has grown, boosting my confidence. The skills I’ve gained—like speaking English more confidently, time management, and leadership—are having a lasting impact on my life.”

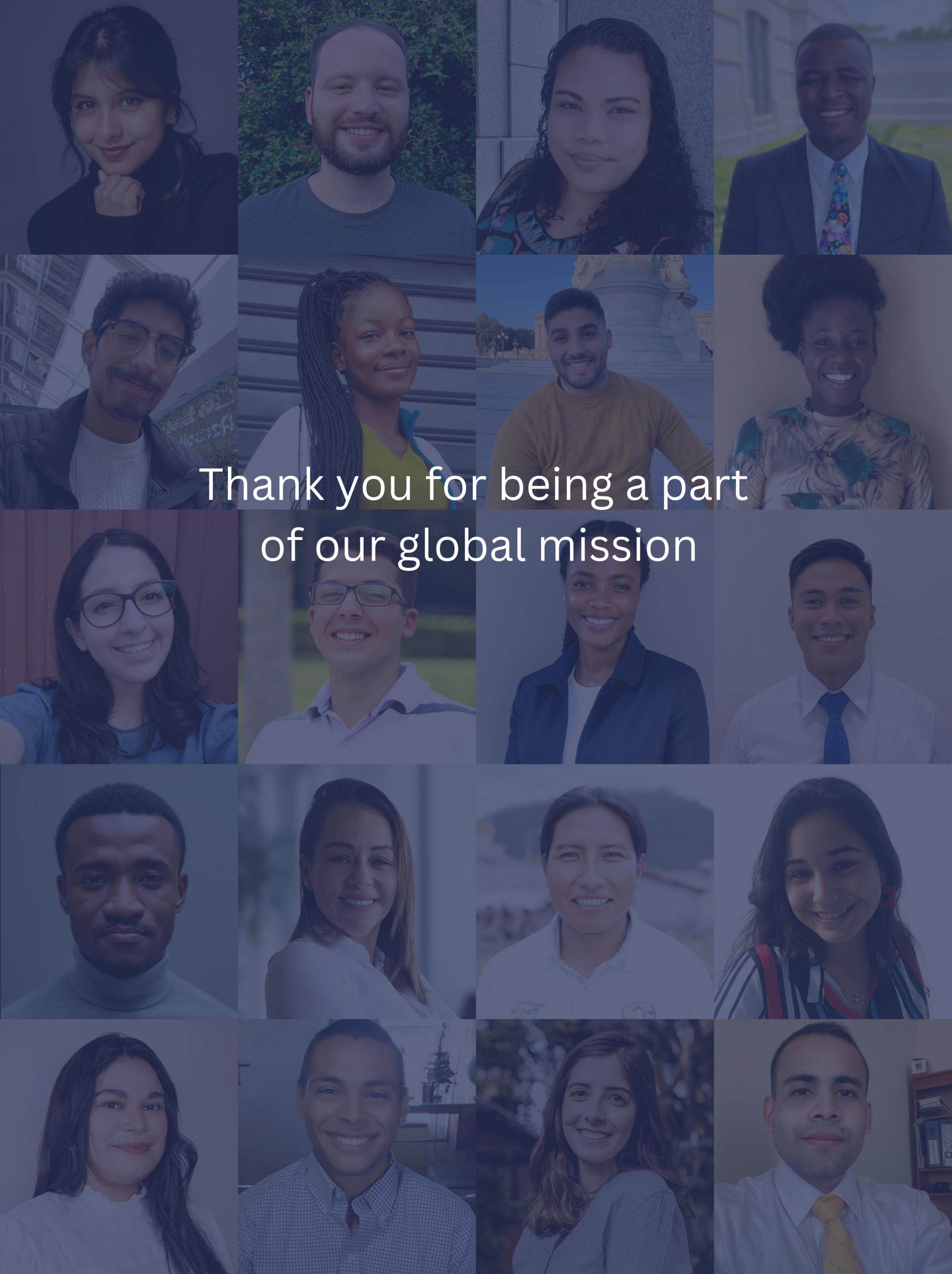
Jones, The Philippines

“Since joining Bloom, my life has completely changed. I used to work 45 hours a week, Monday to Saturday, for a meager salary that barely covered my classes and household expenses while supporting my mom who wasn’t working. The long commute and weekend shifts left me exhausted, with only Sundays to rest.

Now, I work fewer hours, earn more than twice my previous salary, and even have the option for overtime. I can afford my classes, cover household expenses, and even travel—a passion of mine. Thanks to Bloom, I’ve visited more countries than ever before while still growing in my career. This job has truly transformed my life and I couldn’t be happier!”

Jaira, Peru





Thank you for being a part
of our global mission



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