



# A Guide to CSC Benefits

*British Virgin Islands*



## Summary of Benefits, British Virgin Islands

At CSC, we believe that our greatest asset is our people—the dedicated individuals who contribute their skills, passion, and creativity to our shared success. As an organisation, we're committed to fostering a supportive and inclusive work environment where every colleague feels valued, respected, and cared for.

Our comprehensive benefits package reflects this commitment. We understand that life is multifaceted, and our offerings aim to address various aspects of your well-being. We're here to support you every step of the way. Our comprehensive benefit offerings are outlined below.

### ✓ Eligibility

All colleagues are eligible for coverage following successful completion of their probation period.

### ✓ Well-being benefits

Your physical and mental well-being are a priority, and we recognise that a healthy mind and body are essential for overall happiness and productivity. Here's how we demonstrate our commitment:

#### Medical, dental, and vision insurance

National Health Insurance is mandatory for all colleagues. A colleague's contribution to the national insurance plan is 3.75% of gross salary (up to \$94,000) and is matched by CSC.

Colleagues also have the option to enroll in supplementary medical coverage provided through Coralisle Medical Insurance Company under the Premier Health Plan. CSC will cover:

- 100% colleague premium cost
- Dependent coverage available at the colleague's expense

#### Health and well-being resources

CSC provides colleagues with many health and well-being strategies to help you care for yourself and your family. Our 24x7x365 confidential employee assistance program (EAP) connects you to licensed counselors and aims to help you find solutions for the everyday challenges of work and home, as well as for more serious issues involving emotional and physical well-being.

There are more than 80 health and well-being champions located in our offices around the world, committed to bringing our health and well-being agenda to life locally and helping you tap into the wealth of available resources.

CSC highlights and encourages self-directed learning focused on mental and physical well-being.

## ✔ Financial benefits

We're dedicated to offering our colleagues a range of financial benefits aimed at supporting your financial well-being and helping you plan for a secure future. Here's how CSC is committed to helping you achieve your financial goals:

### Pension

Secure your future with CSC's pension plan, provided through PMI Pensions. In line with the BVI Labour Code, all colleagues must have access to retirement savings.

- **Employer contribution:** 5% of gross annual salary
- **Employee contributions:** Colleagues may contribute if they wish up to a maximum of 3% of their salary.

### Life insurance and accidental death and dismemberment

Upon successful completion of the probationary period, colleagues are enrolled in a noncontributory life insurance and accidental death and dismemberment (AD&D) policy provided through Coralisle Medical Insurance Company. This coverage is provided to colleagues regardless of enrollment in health insurance. Life and AD&D offers essential financial protection and peace of mind for you and your loved ones.

### CSC Gives Back

Through our CSC Gives Back program, individuals and teams give back into the local and global communities. CSC provides volunteer T-shirts for colleagues and matches colleague donations to charities between \$50-\$1,000 or equivalent per year, per organisation.

## ✔ Work-life balance

At CSC, we value work-life balance and our colleagues' diverse needs. We foster a supportive environment where taking time off is encouraged, whether for personal health, family, mental well-being, or recharging. Here's how we demonstrate that commitment:

### Annual leave

Colleagues are eligible for 15 days of annual leave. Colleagues may carry over a maximum of five days into the following calendar year. Any time that is carried over expires 31 March. Time is prorated based on when a new hire starts with the company.

### Public holidays

Colleagues are entitled to 11 paid public holidays.

### Sick leave

Colleagues are entitled to 12 days of sick time every calendar year per BVI Labour Code. Following four consecutive sick days the colleague may file a claim with the Social Security Ordinance.

### Other applicable leaves

CSC provides you with time off to bond with your new addition and transition back to work. You are eligible for these benefits after 12 months of continuous service:

- **Maternity:** Through the social security ordinance, colleagues are entitled to 13 weeks of paid maternity leave.
- **Paternity:** Entitled to one month of unpaid leave to be used before the child is six months old.
- **Adoption:** Colleagues adopting a child under age 3 receive nine weeks of leave, with 15 days paid at full salary.

For a complete list of available leave types, please visit CSC Central.

### ✔ Recognition and rewards

Outstanding performance is celebrated through peer recognition aligned with Our Values, milestone tenure awards, and incentives for referring top talent. We believe that acknowledging these efforts boosts morale and fosters a supportive and thriving workplace culture. Join us in celebrating the exceptional contributions that drive our success:

#### LOV Badges

Our Values are at the core of who we are and the standards we aspire to live by each day. Colleagues regularly “show some LOV” by taking the time to recognise each other for Living Our Values (LOV).

#### Service awards

We deeply value the dedication and commitment of our colleagues. Our service award program recognises and celebrates the milestones achieved by our team members for each five-year milestone reached.

#### Colleague referral awards

Good people know good people. As a result, a financial award is provided to colleagues who refer external candidates who are subsequently hired and remain with CSC for at least six months.

### ✔ Career growth

Career growth is a top priority at CSC. We believe investing in your professional development benefits both you and the organisation. We take pride in the talent we hire and want to promote and allow our colleagues to grow. Your next career opportunity is right here! Here’s how we foster career growth:

#### Internal learning

Colleagues are provided with many resources to become more knowledgeable in their current role or take on new roles with the company. Self-directed resources are available, such as career self-assessments, thousands of courses through Open Sesame, other internally curated content, podcasts, mentoring programs, webinars, and more.

### **Continuing education program (CEP)**

CSC offers reimbursement for certain educational courses, with pre-approval from your leader. Colleagues with at least six months of service can seek financial assistance up to \$5,250 (or equivalent) per calendar year for relevant learning.

For full policy details on our continuing education program, please visit our CSC Central site.

### **We pay for performance**

We believe that both what we do and how we do it are equally important. Therefore, our performance evaluations are balanced, with 50% based on achieving goals and 50% on how well we align with our core values.

#### **Merit increases**

Leaders work together with their team members to set goals at the beginning of employment and each calendar year, in alignment with our line of sight. Throughout the year, leaders have continuous conversations with their team members to discuss progress toward achieving goals and career growth. Most colleagues are eligible for a discretionary merit increase based on consistent and sustained performance in the first quarter of each calendar year.

#### **Success Sharing bonus**

This is a taxable bonus that may be paid to eligible colleagues at the company's discretion in the first quarter of each year. The distribution amount, if any, is generally determined by the company's profit and growth in the preceding fiscal period. Colleagues hired in the last quarter of the calendar year (1 October through 31 December) will not be eligible for Success Sharing paid for that year.

**Note:** Success Sharing does not apply to those covered under other incentive compensation programs.

### **Your voice is important**

Colleague feedback is invaluable to us. Fostering an open dialogue and actively seeking input from our colleagues leads to better decision making and a more inclusive work environment. Here's how we demonstrate our commitment:

- Colleagues are formally asked for feedback through an onboarding survey, and later a new hire survey in their first year of employment. Companywide surveys are also conducted once or twice per year.
- CSC has an open-door policy, encouraging colleagues to have regular conversations with their leaders and to work together with others to innovate, continuously improve, increase colleague satisfaction, and maintain a culture of trust.