



A Guide to CSC Benefits

Curaçao



Summary of Benefits, Curaçao

At CSC, we believe that our greatest asset is our people—the dedicated individuals whose skills, passion, and creativity contribute 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

Full-time and one-year fixed-term colleagues are eligible for benefits as of day one of their employment. However, benefits will become effective following the successful completion of the colleague's probationary period and will be retroactively effective back to their hire date.

✓ 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 plan

Colleagues participating in the government medical plan can opt for supplementary insurance through Ennia to enhance their coverage. This supplemental plan through Ennia also includes dental and vision cover. CSC will cover:

- 100% colleague premium
- 100% child premium
- A spouse can be added at the colleague's own 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

CSC provides a pension plan through Ennia. CSC and the colleague both contribute 5% of the gross salary monthly. The pension contributions are capped at the statutory limit.

Accident insurance

All colleagues are mandatorily insured through the Social Insurance Bank (SVB) for full or partial work incapacity due to accidents, with benefits provided according to SVB's conditions. Additionally, CSC offers supplementary group accident insurance at no cost to colleagues to provide further support in the event of an accident.

Death grant

CSC provides partial coverage for death-related costs for colleagues, their spouses, and family members. The benefit amounts include:

- Colleague or spouse death: A one-time gross payment of Cg 10,000.
- Spouse support: In the event of a married colleague's death, the spouse receives a monthly gross payment of Cg 10,000, plus an additional gross payment of Cg 5,000 for three months.
- Child death (under 18): A one-time gross payment of Cg 5,000.

CSC Gives Back

Through our CSC Gives Back program, individuals and teams give back to 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

All colleagues are entitled to 25 days of annual leave per calendar year. A maximum of 10 unused annual leave days may be carried forward to the following year, with the requirement that they be used by 30 June of that year. The annual leave calendar runs from 1 January to 31 December, and time off is accrued starting from the colleague's hire date. In the first year, a prorated amount of annual leave is provided based on the hire date. Upon separation, a prorated amount of annual leave is paid out based on the separation date.

Public holidays

Colleagues are entitled to 11 paid public holidays per year.

Sick leave

If a colleague is unable to perform their job due to a sickness, CSC will cover their full salary for up to six weeks, depending on the circumstances. Please contact your leader and HR for support.

Short-term absence

If needed, and with leadership approval, colleagues are allowed up to two hours of short-term absence per week at the beginning or end of the workday for appointments (e.g., doctor, dentist, police station) at the employer's expense. Part-time colleagues are expected to schedule appointments outside their regular working hours.

Other applicable leaves

In Curaçao, various leave types are available to support colleagues during key life events such as maternity and paternity leave. Some leaves include:

- All female colleagues are provided a pregnancy and maternity benefit of at least 14 weeks as outlined in the Civil Code of Curaçao.
- All spouses or partners are permitted to take up to five days of paid paternity leave in one calendar year.

Guidelines on other available leave types can be found on 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 Badge

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 preapproval 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) are not 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.