



A Guide to CSC Benefits

Guernsey



Summary of Benefits, Guernsey

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

Permanent colleagues are entitled to all benefits. Some fixed-term colleagues have entitlements to some benefits.

✓ 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 insurance

Private medical insurance is provided through AXA. The scheme covers all permanent colleagues and their dependents (children up to age 24 if in full-time education). Colleagues must opt into the benefit and coverage can start from the first day of employment. The policy is designed to cover you for the diagnosis and necessary active treatment within the scope of the policy.

The provision also includes access to virtual doctor services and complimentary therapies such as osteopathy, acupuncture, and chiropractic treatments. We also offer annual health checks and influenza vaccinations

Dental insurance

Private dental insurance is provided through Denplan. The scheme covers all permanent colleagues and their dependents (children up to age 24 if in full-time education). Colleagues must opt into the benefit and coverage can start from the first day of employment. There is limited claim around dental check and hygiene treatment.

Eye test

We provide support for eye tests to any user of display screen equipment when such a test is requested by the user (usually one test per year). Colleagues should make their own arrangements with a registered ophthalmic optician or registered medical practitioner with suitable qualifications, and the cost of the eye test will be reimbursed on receipt of written confirmation from the examining optician that the eye and eyesight test has been carried out. Where an eye and eyesight test show that glasses are necessary to correct eye or vision defects related directly to display screen work, the company will contribute toward the cost of these spectacles (max £65).

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

There's a Guernsey scheme which is externally managed by BWCI. It's available to all permanent colleagues and those on a fixed-term contract of three months or longer upon commencement of employment. The employer contributes 7.5% on basic salary. Colleagues can choose to make their own voluntary personal contributions.

Critical illness

Critical illness cover is provided to all permanent colleagues following their probation period and provides a lump sum benefit equivalent to their annual salary which is payable in the event of a member suffering from any one of several defined conditions.

Life assurance

Life cover is provided to all permanent colleagues and provides a lump-sum benefit payable on death to nominated beneficiaries.

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

Every permanent colleague (and some on fixed term contracts) will receive paid annual leave time ranging between 25 to 30 days, depending upon years of service and seniority. Annual leave for anyone working less than a five-day working week will be prorated.

Annual leave time should be taken in the same year in which it is received, however, up to five days may be carried over but must be used by 31 March of the following year. Annual leave time in the year you start or leave the company will be prorated.

Public holidays

Colleagues are entitled to nine paid public holidays.

Other applicable leaves

- **Maternity leave:** All new mothers are entitled to take up to 12 weeks maternity leave (including compulsory leave). Colleagues may be entitled to take additional maternity leave depending on length of service.

Colleagues with two years of service are eligible for maternity pay, which is six weeks of full pay and then nine weeks of half pay, less the Social Security maternity benefit.

- **Paternity leave:** Colleagues with at least 15 months of continuous service at the beginning of the 11th week before the due date is eligible to take two weeks paid paternity.

For a complete list of all available leave types and for further details on the above policies, 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.