



Why SHI?

2024 benefits and culture guide

The information provided reflects only some of the key features of these plans. If any information in this summary differs from the information in the SHI plan documents, summary plan descriptions, or corporate policies, as applicable, the plan documents, descriptions and policies will prevail.

At SHI, empowering our community starts by supporting our community.



We are SHI

SHI at a glance

We're a global team of 6,000+ ridiculously helpful innovators helping organizations drive success across their entire technology landscape. On paper, we're known as Account Executives, Integration Center Technicians, Solution Architects, Systems Engineers, and Licensing Specialists. But to our customers, we're so much more!

SHI's pledge to diversity, equity, and inclusion (DEI)

The power of diverse voices and communities in creating a more inclusive workplace

Our success can only be achieved through the diverse voices comprising SHI's core values. Everyone—regardless of background or status—has a seat at the table in determining how to best serve our community's and customers' needs.



\$14 billion in annual revenue



Inclusive and influential Employee Resource Groups



30+ locations around the world



Largest woman-owned business in America



Nine-time winner of "Top Workplace" award



30-year history of promoting within



Thai Lee
President and CEO

Largest minority- and woman-owned business in the U.S.

Benefits overview

U.S. employees only

SHI provides an accessible and supportive environment for exploring your career goals and selecting the right benefits for your needs. We're invested in uplifting and supporting employees' holistic wellness, which reflects in our benefits program.



NOOM

Wellworks For You

Insurance:

- Medical insurance
- Vision insurance
- Dental insurance
- Pharmacy insurance

Health advocacy

On-site fitness centers

Noom Weight

Wellworks Wellness Program

Retirement savings

Pre-tax savings accounts

- Health Savings Account (HSA)
- Healthcare Flexible Spending Account (FSA)
- Dependent Care Flexible Spending Account (FSA)
- Commuter benefits

Disability:

- Short-term disability
- Long-term disability

Life insurance

Financial, legal, and estate support

Healthy Minds workshops

Noom Mood

Employee assistance and wellness support

Time off/Holidays

Wellbeing days

Employee Resource Groups (ERGs)

Employee Advisory Committees

Clubs and sports teams

Giving Program

Physical wellbeing

Medical insurance

Aetna POS Plan

- **In-network doctor visits:** \$30 copay for primary care and \$50 copay for specialist
- No in-network deductible
- Preventative care 100% covered in-network
- No referrals needed

Aetna POS HDHP

- **In-network deductibles:** \$1,600 for individual and \$3,200 for family
- 20% in-network coinsurance once deductible is met
- Qualified High Deductible Health Plan
- Preventative care 100% covered in-network
- No referrals needed

Quick care

- **Telemedicine:** Schedule virtual sessions with a licensed doctor through Teladoc
- **MinuteClinic:** Visit a CVS MinuteClinic to see an experienced practitioner
- **Urgent care:** Get quick, accessible care for more severe symptoms

Aetna resources

- Family resources including pregnancy planning and maternity support
- Personal health guidance including condition management coaching and preventative health schedules

Aetna resources (cont.)

- Discounts for home medical products and fitness and weight management

Vision insurance

EyeMed

- National network of providers under the Insight Network
- Comprehensive annual eye exam
- Up to \$200 frame allowance every 24 months with 20% off balance
- \$20 lens copay plus fixed pricing on options every 12 months, or \$150 contact lens allowance every 12 months (in lieu of lenses)

Dental insurance

Delta Dental of NJ

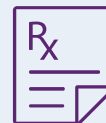
Plan Type: PPO Plus Premier

- Basic cleanings covered 100% (twice annually)
- Orthodontic coverage for both employees and dependents with a lifetime individual maximum amount of \$1,500.

Pharmacy insurance

CVS Caremark in partnership with RxBenefits

- Access over 60,000 pharmacies nationwide in the CVS Caremark National Network
- Best-in-class member services



Physical wellbeing (cont.)

Health advocacy

New York Life

New York Life Health Advocacy Services provide expert assistance with a wide range of healthcare and health insurance issues, from negotiating medical bills to locating services and coordinating with providers.

Noom Weight

Noom Weight empowers you through the power of psychology. Understand the “why” behind your eating habits so you can reach and maintain your ideal weight. Noom provides bite-sized lessons and tools designed to help you hit your goals at your own speed.

On-site fitness centers

Exos

SHI offers robust fitness centers within our headquarters in Somerset, NJ, Integration Center in Piscataway, NJ and office in Austin, TX. SHI also offers:

- Personal training
- Group classes
- Fit Check (FC)
- Personal Exercise Program (PEP)

Wellness Program

Wellworks

SHI has partnered with Wellworks For You to offer a comprehensive Wellness Program for our employees. The Wellness Program helps participants commit to improving their lifestyle and becoming healthier. Gain a better understanding of your health, where you can improve, the impacts of good decision-making, and how habits can affect your overall wellbeing.

SHI's Wellness Program provides participating employees the opportunity to receive a credit toward their medical premiums through an initial wellness assessment and completion of compliance requirements. To remain compliant, employees must take steps each year to renew.



Financial wellbeing

Life insurance

New York Life

Employees are eligible for complimentary life insurance with AD&D and have the option to apply for additional coverage.

Commuter benefits

HealthEquity

- Commuter parking accounts help you save on qualified parking and public transit expenses as part of your daily commute to work
- Qualifying public transport expenses include train, subway, bus, ferry, or vanpool fees

Health Savings Account (HSA)

HealthEquity

- Employees who participate in our Aetna POS HDHP and meet certain federal requirements are eligible to contribute to an HSA
- Your HSA stays with you throughout your career and after you retire
- The money in your HSA gains interest and can be invested upon reaching a certain account balance

Healthcare FSA

HealthEquity

Choose how much you contribute to your healthcare FSA up to the yearly maximum. The money becomes available upon your effective date of coverage and is deducted evenly throughout the year.

Retirement savings

Fidelity Investments

Employees can choose a traditional 401(k) or Roth 401(k) with a variety of investment options available. SHI matches 75% of up to the first \$4,000 you contribute in a calendar year, maximizing at \$3,000. Employees are vested in SHI's matching contributions over a 5-year period.

Dependent Care FSA

HealthEquity

Save on expenses for the care and supervision of dependents, including daycare, before- and after-school care, day camp, and elder care.

Financial, legal, and estate support

New York Life

- Professional support including unlimited financial information, tax consultations, family budgeting, and estate planning
- Educational resources for a broad range of financial topics
- Access to online tools and calculators, including will and living will writing assistance
- Access to legal specialists and fraud resolution services for identity theft support

Short-term disability

New York Life

Disability insurance pays a portion of your salary if you are unable to work due to a covered disability. (Benefit is not available NJ, CA, RI, HI)

Long-term disability

New York Life

Long-term disability pays a portion of your salary if you're unable to work for an extended period of time due to a covered disability.

Vesting schedule

Year 1: 0%

Year 2: 20%

Year 3: 40%

Year 4: 60%

Year 5: 100%

Mental wellbeing

Healthy Minds workshop

- Attend meaningful workshops hosted by modern mental health experts
- Healthy Mind workshops are video lessons to empower fundamental mental wellness learning, covering topics such as stress, burnout, emotions, relationships, and more
- Each lesson is less than an hour long, available via a digital library for easy access. Lessons are broken into bite-sized chapters to watch at your own pace

Wellbeing days

Employees can request two wellbeing days regardless of their respective paid time off (PTO) vacation policy. Wellbeing days are personal days you can use as you wish – a day for your mental health, to volunteer at the charity of your choice, or time with family and friends doing your favorite activities.

Time off/Holidays

Vacation days may be used as personal time to rest, relax, or pursue special interests, to recover from or treat an illness or injury, or for legal, medical, or other personal business appointments that can only be scheduled during business hours.

Noom Mood

- Noom Mood equips you with tools to better manage daily stress and anxious feelings
- Follow a step-by-step method to develop

emotional awareness, build effective stress response mechanisms, and increase overall stress resilience

- Noom provides bite-sized lessons and tools designed to help you hit your goals at your own pace

Employee assistance and wellness support

New York Life

Get help restoring or reinforcing your peace of mind and work-life balance:

- Life Assistance Program: Access various counseling services including legal, financial, and work-life balance assistance. The Life Assistance Program provides a maximum of three sessions per issue, per year.
- Wellbeing coaching: Work one-on-one with a certified coach to address health and wellbeing issues including burnout, time management, and coping with stress. Leverage up to five telephonic sessions per year.
- Digital portal, mobile app, and monthly webinars: Access resources and tools regarding topics such as health and wellness, legal regulations, family and relationships, work and education, money and investments, and home and auto.
- Family source: Access family care service specialists who provide customized research, educational materials, and pre-screened referrals for childcare, adoption, elder care, education, and pet care.

Culture

Career mobility and development

SHI has a long history of promoting from within – a practice that has greatly contributed to our success. Our Career Development Program offers professional development opportunities to help employees grow and plan a successful future with SHI.

Career development events

- Education on a variety of career paths
- Review of internal promotion opportunities
- Advice on career navigation problem solving and advanced foundations for scaling business

Information sessions

- Spotlight various departments within SHI
- Department leaders discuss job opportunities and planned department growth

High achievers training

- Competitive program for individual contributors seeking advanced skills
- Learn about strategic thinking, innovative problem solving, and advanced foundations for scaling business

Career mobility sessions

- Professional networking advice
- Education on marketing yourself internally and externally
- Individual career counseling sessions

Leadership training

- Elite, highly competitive program for those aspiring to leadership
- Learn leadership fundamentals with real-world experiences



2022 Top Workplace in Austin

SHI was named a 2022 Top Workplace in the Austin American-Statesman newspaper, an honor awarded to us 9 times since 2011. We are incredibly proud of this achievement and of our employees for making this possible.



Austin American-Statesman
statesman.com

Culture (cont.)

Clubs and teams

SHI caters to the interests and hobbies of our employees through internal clubs and organizations, including:

- **Clubs:** Sustainability and Garden Club, Board Game Club, and more
- **Teams:** Hiking, Ice Hockey, Soccer, Softball, and more

Giving Program

SHI is dedicated to giving back to the communities in which we work and live as well as supporting our employees in their philanthropic missions. In an effort to give back, SHI will match a percentage in employees' giving requests.

Volunteering

- Volunteering in the community is important to SHI. Employees are welcome to share volunteering opportunities and involve other employees
- The SHI Community Garden is an engaging way to

interact with SHI colleagues, surrounding neighborhoods, and schools

- The garden boasts of vegetables, fruits, herbs, and flowers. All produce planted can be taken back home with you

Employee advisory committee

Fusion: SHI's employee advisory committee fosters an inclusive, productive, and unified community that reflects the unique experiences of our people.

Employee resource groups and culture committees

Black Culture Collective:

We aspire to uplift, empower, and improve the experience of Black individuals within SHI and the community through leadership, education, professional development, and partnerships with allies.

Embrace: We are here to support one another to find and be the truest, best version of

themselves. We intend to do this through mindful knowledge sharing, community-based resources, and inclusive events and programming.

WiSH: The WiSH mission is to connect and celebrate the diversity of women in technology. Our goal is to provide events and different forums throughout the year that inspire, empower, and encourage collaboration among all SHI employees.

LatinX & Hispanic Culture

Committee: The LatinX & Hispanic Culture Committee connects and brings Latinos together in a space where we can feel understood and learn more about our community. We strive to provide opportunities in all forums that can empower individuals.

Asian & Pacific Islander Heritage Committee

Employees who meet monthly to discuss and celebrate Asian American and Pacific Islander heritage topics and events.

