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EMPLOYEE BENEFITS OVERVIEW 2024

MEDICAL

Cloudforce offers comprehensive medical and prescription coverage plan, Cigna Open Access Plus, through Cigna Health. Cloudforce pays 100% of the premium for employees and 50% for employee dependents (spouse/domestic partner and children). **The remaining 50% is paid by the employee through payroll deductions – the premium amount is based on the number of dependents (employee + spouse/domestic partner, employee + child(ren) or employee + family) and will be communicated to you during enrollment.*

Eligibility is immediately upon hire for full-time benefits eligible employees. Afterward, changes to plan elections and dependents can only be made once a year during open enrollment or for a qualifying life event.

DENTAL

Cloudforce offers a premium PPO dental plan, the DentalGuard Preferred Plan, through Guardian Dental. Cloudforce pays 100% of the premium for employees and 50% for employee dependents. **The remaining 50% is paid by the employee through payroll deductions – the premium amount is based on the number of dependents (employee + spouse/domestic partner, employee + child(ren) or employee + family) and will be communicated to you during enrollment.*

Eligibility is immediately upon hire for full-time benefits eligible employees. Afterward, changes to plan elections and dependents can only be made once a year during open enrollment or for a qualifying life event.

401K

Cloudforce participates in a 401K plan administered through ADP. Cloudforce will match employee contributions up to 3.5% with a two-year vesting period on employer contributions (the company matches 100% on the first 1% of employee contributions and 50% on the next 5% for a total company match of 3.5% if the employee contributes at least 6%).

Eligibility is 60 days after hire for full-time benefits eligible employees.

Life Insurance

Cloudforce participates in a life insurance plan administered through Sun Life. Cloudforce pays 100% of the premium for all full-time, permanent employees, so no contribution is required. The maximum benefit for the life insurance policy is \$200,000.

Eligibility is immediately upon hire for full-time benefits eligible employees.

Short-Term Disability

Cloudforce participates in a short-term disability plan administered through Sun Life. Cloudforce pays 100% of the premium for all full-time, permanent employees, so no contribution is required. The policy

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will cover 60% of the employee wages (up to \$2,200/week) for 12 weeks. There is a three (3) month pre-existing condition clause for short-term disability claims.

Paid Pregnancy Leave: Full-time employees who qualify for short term disability benefits due to pregnancy will be granted 4 to 6 weeks* of paid pregnancy leave as follows:

- 2 weeks of paid pregnancy leave at 100% of the employee's salary, 60% of which is compensated by Sun Life, and 40% of which is compensated directly by Cloudforce; and
- 2 to 4 weeks of paid pregnancy leave at 60% of the employee's salary, which is compensated by Sun Life. Paid pregnancy leave may be taken in addition to paid parental leave below.

**Benefit payments may extend beyond 6 weeks for medical complications. A doctor's certification and medical records are required for an extension directly to Sun Life.*

Paid Parental Leave: Full-time eligible employees will be granted up to 2 weeks of paid parental leave at 100% of the employee's salary to attend to the birth of their child, care for their newborn child, or for the adoption or foster care placement of their child. Paid parental leave must be taken first before paid pregnancy leave may be granted.

Eligibility is immediately upon hire for full-time benefits eligible employees.

FLEXIBLE SPENDING ACCOUNT (FSA)

Cloudforce participates in a Flexible Spending Account (FSA) plan administered through HealthEquity. The plan allows for pre-tax employee contributions into the FSA to cover out-of-pocket health care costs (up to \$3,200/year) and dependent care costs (up to \$5,000/year).

Eligibility is immediately upon hire for full-time benefits eligible employees. (**Funds must be used by the end of the calendar year or are forfeited with the exception of up to \$640 that may be rolled over to the following year for health care FSA funds*). Afterwards, changes to plan elections and contribution amounts can only be made once a year during open enrollment.

PAID TIME OFF (PTO)

Cloudforce has a paid time off (PTO) plan which can be used for vacation, sick, and personal time off. Employees are eligible to accrue 15 days (120 hours) each year during their first two years of employment, 20 days (160 hours) each year in years 2 through 4, and 25 days (200 hours) thereafter. PTO is capped at 40 hours above the annual accrual, and hours will carry over to the next year.

Full-time benefits eligible employees will start accruing PTO immediately upon hire.

COMPANY OBSERVED HOLIDAYS

Cloudforce observes the following company-paid holidays:

- New Year's Day
- Martin Luther King Jr Day
- Memorial Day
- Juneteenth

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- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

If a holiday falls on a weekend, then the holiday is observed on the preceding or following business day, whichever is closest.

FLOATING HOLIDAYS

Cloudforce provides two paid floating holidays per year for all full-time benefits eligible employees to use in addition to PTO and company-observed holidays.

TUITION REIMBURSEMENT / PROFESSIONAL DEVELOPMENT

Cloudforce assists employees toward furthering their education by reimbursing skills certification or other tuition costs (**Requests must be approved by Cloudforce management and may be subject to tax implications*).

Eligibility is six months after hire.

As a Cloudforce employee, you can also have access to hundreds of E-Learning training books to further your professional development, and career development/mentorship programs.

WELLNESS PROGRAM

Cloudforce will reimburse employees for eligible wellness expenses up to \$365 annually. Cloudforce also has company-wide wellness challenges every month, which are eligible for incentive points.

Eligibility is 90 days after hire for full-time benefits eligible employees.

INCENTIVES POINTS

We offer employees additional goodies through our Incentives App program. This application is used to collect points for various activities (e.g., attending company events or completing challenges), which can then be redeemed for rewards! Rewards range from gift cards and additional PTO to a Peloton or a paid 5-Night Mexico or Jamaica Vacation.

MOBILE PHONE STIPEND

All Cloudforce employees will receive a monthly cell phone stipend of \$35 to compensate for business-related costs incurred when using their individually owned cell phones. The stipend will be considered a non-taxable benefit to the employee.

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EMPLOYEE REFERRAL FEE PROGRAM

The Cloudforce Employee Referral Program is meant to encourage employees to refer contacts in their professional networks for any open positions, as well as companies and organizations as potential clients. To refer a client or an individual for an open position, please reach out to the HR team.

Referrals for available positions will be rewarded in Incentive points or a cash bonus. You receive:

- Up to \$5000 for Mid to Senior ~ Executive level positions (\$2500 upon hire and \$2500 after 90 days of employment)
- 350 Incentives points for Entry to Junior/Associate level positions

VOLUNTEER AND CHARITABLE GIVING PROGRAM

As giving back is a part of our Mission Statement and Values, we started the Cloudforce for Good initiative to support our local communities. We are constantly thinking of ways to give back and regularly participate in smaller monthly volunteer activities as a group as well as larger charitable events on an annual basis.

OTHER BENEFITS

- Onsite gym with a Peloton, Tonal, Hydrow & more!
- Kitchen stocked daily with free snacks and drinks
- Equity Incentive Plan
- Flexible work hours
- Regular team building, community service, and social events
- LifeCare by ADP: financial, legal, and health care assistance provided through ADP partnership
- LifeMart by ADP: employee discount program provided through ADP partnership
- Access to discounted hardware and software (through Cloudforce's vendor partner network)

PAY PERIODS

Cloudforce pay periods are bi-monthly on the 15th and the last day of the month. If the payday falls on a weekend, then employees will be paid on the preceding or following business day, whichever is closest.

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Cloudforce reserves the right to change any benefit at any time. In such instances where this document may reference information that differs from the current summary plan descriptions, the summary plan descriptions will prevail. Rev. 4/2024