



## **PlanSource ESG Policy**

Version 5, 12/09/2024

## PlanSource's Environmental, Social, and Governance (ESG)

### Commitment

As a Vista portfolio company, PlanSource continues to focus on our Environmental, Social, and Governance (ESG) policies, as well as creating a culture dedicated to diversity, equity and inclusion (DE&I). We believe that the power to create a more sustainable future, a healthier planet and inclusive communities lies at the core of our values. Our internal ESG committee is dedicated to the continuous improvement of our policies, like aligning with VISTA's commitment to achieving net zero greenhouse gas emissions by 2050. Strong environmental innovation, social philanthropy and ethical governance will be our key drivers to a better tomorrow. Our ESG policy serves as a guide for us as a company to help ensure that our decisions, operational objectives, and investments are aligned with these commitments.

### Scope

This policy applies to all business activity conducted by or on behalf of PlanSource, regardless of location.

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## PlanSource ESG Priority Areas

### Environmental

PlanSource is committed to improving our impact on the environment and increasing the efficiency of our services and operations. We acknowledge the impact our offices, travel, and data centers have on the environment and are taking actionable steps to reduce negative effects.

#### Product Innovation & Waste Management

PlanSource is continuing to innovate our products and operations to support positive environmental outcomes and ensure that any waste produced is reduced and recycled.

- The PlanSource product team is in the process of going cloud native for our SaaS products by migrating to AWS, which will reduce emission and decrease our e-waste.
  - Our Research and Engineering department is currently working to move our benefits administration product applications into AWS. This will allow us to shut down physical servers in our data center, ultimately reducing our carbon footprint.
  - Our disaster recovery has also been moved to AWS for both our customer data and our internal IT resources.
- Hardware that we are using is more efficient in terms of electrical and cooling.

- We replaced our servers with updated servers with better power usage, which allowed us to decrease the number of servers we use.
- We recycle our decommissioned hardware to certified recyclers, which further reduces waste.

### **GHG Emissions Commitment**

Since 2020, PlanSource has measured greenhouse gas (GHG) emissions. By doing this, we hold ourselves accountable to actively reduce our environmental footprint. In 2022, PlanSource has committed to reduce our scope 1, 2, and 3 GHG emissions over a 5-year period. We have put together a plan to track and measure our GHG emissions reduction to help us meet our commitment. Additionally, PlanSource has offset GHG emissions with certified carbon credits.

We are aware of GHG emissions related to our office space and have acted to complete office electricity consumption audits in all locations. Additionally, we have eliminated the office square footage in South Carolina to further reduce our GHG emissions and operational impact.

## **Social**

Our employees are the most valuable asset we have. PlanSource is consistently reevaluating strategic initiatives and investments to enhance the employee experience while being committed to fostering, cultivating, and preserving a culture of diversity and inclusion. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We celebrate and support our employees' diversity in age, color, disability, ethnicity, cultural beliefs, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status and other characteristics that make our employees unique.

### **Diversity, Equity, and Inclusion (DE&I)**

PlanSource sponsors multiple employee-led Employee Resource Groups (ERGs) focused on creating a diverse and inclusive workplace and supporting personal and professional development. Today, those ERGs include:

- Early Talent
- Parents/Caregivers
- Black and Brown Network
- Pride
- Women in Tech

PlanSource's DEI initiatives are applicable, but not limited, to our employment practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions, transfers, social and recreational programs, vendor selection and management, and the ongoing development of a work environment built on the premise of diversity, equity and inclusion. Our initiatives encourage and reinforce:

- Respectful communication and cooperation between all employees.

- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve.

All employees of PlanSource have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events.

### **Philanthropy and Community Engagement**

PlanSource invests in causes identified as meaningful to our employees through our ERGs. We also empower our employees to volunteer for, and donate to, the causes they care about with our paid volunteer time, which offers 16 hours annually of paid time off. Opportunities are also offered throughout the year for employees to make contributions to charity through our employer-match payroll deduction program.

PlanSource and its employees regularly donate to various local charities in the communities where we reside (Orlando, FL, Salt Lake City, UT, and Bangalore, India), which includes food and toy drives. Additionally, since the beginning of this effort, our Orlando and India offices completed food packing events, benefiting over 45,000 meals. Additionally, our teams have begun to partner with local charities which support the overall health and wellbeing of families and children. These organizations are aligned with our PlanSource Values of Pushing What's Possible when people come together to support one another.

PlanSource has partnered with local charities and Pride events, such as the LGBTQ: COME OUT WITH PRIDE (an annual event that creates a space to share, educate and celebrate the LGBTQ community and their positive contributions).

Through the Orlando Corporate 5k, PlanSource sponsors registrations to encourage team member participation. More than just a wellness event, the Orlando 5k is also a food drive; proceeds from the event benefit Second Harvest Food Pantry to remove hunger as a barrier to learning. Registrations also support Track Shack Youth Foundations to provide opportunities for youth to engage in healthy habits and support fitness.

### **Employee Health and Wellbeing**

PlanSource is committed to offering a safe and healthy workplace that supports the wellbeing of our workforce. Our commitment is demonstrated through workplace policies designed with employee health and safety at the center and a comprehensive benefits portfolio for employees, their children and spouses or domestic partners.

As a benefits company, our commitment to Total Wellbeing for our employees guides the benefits we offer. Our approach is to recognize and support our team holistically, in all areas. That includes, but is not limited to:

- **Mental & Emotional Wellbeing** Access to on-demand mental health services through our global EAP

- **Physical Wellbeing:** Smoking cessation and weight loss programs; company paid Basic Life Insurance; and company sponsored access to fitness and wellness programs
- **Financial Wellbeing:** 401k with generous company match, company sponsored Short- & Long-Term Disability and Basic Life Insurance
- **Generous Time Off to Promote Balance:** PlanSource offers Unlimited Vacation and Sick time from the first day for all full-time employees. In addition, PlanSource provides up to 12 weeks of Paid Parental Leave for growing families, as well as Flex-Time for new parents returning from leave.

## Governance

### Cyber Security and Privacy

Data security and privacy are an integral part of who we are. At PlanSource, our data security and privacy policies describe our practices, are intended to drive behavior, establish rules and provide the guardrails that help ensure the protection of all data assets. We have a formal [Security and Privacy Policy](#) through which we identify potential risks, develop, implement and monitor compliance with these policies and provide regular mandatory security and privacy awareness training.

PlanSource is ISO27001:2013 and HIPAA certified, demonstrating our commitment to effective information security of our products and services. To measure the effectiveness of our security posture, we leverage an independent 3<sup>rd</sup>-party auditor to conduct annual HIPAA, Service Organization Control (SOC) Type II, and ISO27001 audits of our security program. In addition to our annual compliance audits, we also use an independent 3rd party to conduct external penetration testing multiple times a year.

PlanSource has a dedicated team of security professionals who gather and monitor security threat intelligence. The PlanSource information security organization's work includes assessing, managing, and mitigating cyber risk, investigating, and analyzing indicators of potential compromise, as well as managing a cross-organizational security incident response program.

### Ethical Use of AI Technology Bias Review

PlanSource leverages ethical behavior in its development and use of AI/ML (artificial intelligence/machine learning) models to help ensure fairness and transparency. Specifically, the PlanSource Dependent product was designed and developed to avoid bias in dependent verification.

### Responsible Procurement

PlanSource has completed the integration of ESG factors into our company's procurement and purchasing process decisions. Factors include the identification of our current supply chains' participation in ESG and DEI initiatives and details regarding prospective vendors. The data is leveraged for responsible purchasing and the continual evaluation of supplier performance in adherence to our own ESG goals. Various elements include:

- ESG & DEI supplier questionnaire completed annually
- Supplier code of conduct review

### Product Innovation to Support Positive Governance Outcomes

As we continually develop and innovate new products, we are working to establish and grow partnerships with companies that are focused on ESG.

Specifically with our partner marketplace, we seek out and build partnerships with companies that have their own ESG practices, including a focus on DE&I. As an example, we have a partner who not only puts a focus on care for women and families but also has a female founder and CEO.

At PlanSource, we have added capabilities within our products related to employee engagement, proactive benefits communication and selection, and optimized healthcare spending for employees and employers through our new products, The Source and The Source Personalize+. We are continuing to add additional voluntary plan options for our customers to offer to their employees through our partner marketplace. One of these options is employee loan programs, which enable employees to take out a loan and have it paid back through their paycheck. This in turn eliminates employees having to utilize payday loans, which oftentimes target minorities. PlanSource offers this benefit to our internal employees as well, as we see the importance it has on our DE&I strategy.

### **Ethics and Compliance**

Today, companies compete vigorously and compliantly in a dynamic and demanding marketplace. Companies must comply with numerous laws and regulations. This ever-changing landscape is also evidence of the expectations and aspirations of a variety of stakeholders. The Code of Conduct provides guidance and a global view for PlanSource employees to perform relevant duties and achieve the professionalism that has earned our company an enviable reputation among our customers and within our industry.

The Code of Conduct applies to all PlanSource employees, officers and the Board of Directors. Upon joining PlanSource, employees observe the Code of Conduct in all aspects of their employment. Furthermore, employees are required to renew such undertaking annually.

Our commitment to compliance extends to our carriers, resellers, brokers, vendors, service providers, consulting partners and other business partners (each a “Business Partner”). PlanSource maintains a Business Partner Code of Conduct that outlines our expectations of our Business Partners.

## **Human Rights**

This Human Rights Statement is a pledge to uphold our human rights commitments, meant to guide our decision-making and hold us accountable. Every PlanSource employee has a responsibility to hold each other to these promises by staying vigilant, reporting violations through our Whistleblower Hotline, and doing our part to champion the rights of every human being within our company.

Businesses have a responsibility to respect human rights. This means avoiding infringement on the human rights of others and addressing adverse human rights impacts they are involved in. As a software company, PlanSource recognizes that we can have positive or adverse impacts on human rights.

PlanSource’s commitment to respecting human rights and labor rights entails:

- Workplace and labor foundational values
  - Having zero tolerance for all forms of bullying and discrimination, including verbal, physical and sexual harassment
  - To work against discrimination on the basis of race, color, religion, citizenship, marital status, age, national origin, ancestry, mental or physical disability, genetic information,

- medical condition, U.S. military and veteran status, sexual orientation, gender identity, gender expression, sex, gender, and pregnancy, height, weight, and place of birth
  - To offer a workplace environment that is conducive to good health
  - To respect the right of employees to freely associate
  - To forbid the presence of forced labor, child labor, human-trafficking and slavery both within our company and within our supply chain
- Human rights foundations:
  - To understand and address our negative human rights impacts and promote and advance positive human rights impacts through our products, services and in our role as an employer
  - To design, develop and deploy our product and services in a way that seeks to minimally impact universally recognized human rights

## Forward Looking

Our approach to ESG will evolve as we action our priority areas and explore new opportunities to make a positive difference. We see tremendous opportunity to evaluate the positive impact PlanSource and its products and services will have on the future. Ultimately, we aspire to find new ways our solutions can better serve our customers, partners, and their employees.

## Responsible Parties and Contact Information

PlanSource's ESG Executive Team includes the company's Chief People Office and Chief Product and Technology Officer.

With the support of the ESG Executive Team, the company formed a cross-functional ESG committee with members across the Legal, People, Finance, Information Technology, Product Data Security, and Vendor Management teams to identify ESG areas of focus and articulate our commitment in each area. This team will continue to be accountable to the executive team for policy updates, program initiatives and ongoing reporting.

If you have any questions or comments related to PlanSource's ESG policy, please reach out to [PlanSourceESG@plansource.com](mailto:PlanSourceESG@plansource.com).

## Awards and Certifications

- Awarded Best Company Perks & Benefits by Comparably
- Certified as a Great Place to Work in both India and US, 2023 and 2024
- PlanSource was awarded the Campus Forward Award from Ripplematch which recognizes standout teams in Early Talent Recruitment
- Certified as a Most Loved Workplace by the Best Practice Institute
- Awarded Best Company for Diversity by Comparably
- Awarded Best Company for Employee Happiness by Comparably