



Royce K.  
Action Photographer  
Service Delivery Manager

# Employee Benefits Brochure

All of us at Optum are bound by more than our mission and our culture. While we're each one of a kind, we share an incredible enthusiasm for living. So when it comes to recognizing the hard work of our employees, we've put together programs and options that fully address their unique lifestyles and needs. From fitness to financial planning, it's our way of saying thanks for doing **your life's best work.<sup>SM</sup>**

We offer competitive health and well-being options and we contribute significantly to the cost of benefits for you and your family. So no matter when or where you begin your career with Optum, you'll find a wide range of benefits — options that offer greater flexibility to tailor your benefits to your individual needs.

Read on and learn about the benefits we offer our employees as part of their Total Rewards.



# Optum Global Solutions Philippines Benefits Summary

## Cash Compensation

### Fixed Cash Allowances

Rice, meal, clothing, laundry, transportation and car allowances form part of the fixed cash allowances provided. Transportation and car allowances are provided based on an employee's job grade and location.

### Guaranteed Bonus

It is also known as the 13th-month pay and is paid to all Optum employees. This bonus is equivalent to one month's basic salary subject to applicable pro-ratio based on actual number of days rendered in a year.

### Variable Compensation Plan

Every employee has an opportunity to participate in a variable compensation plan, which is an important part of total compensation opportunity.

Our philosophy is Pay-for-Performance. This intends to differentiate pay between "exceeds" and "meets" performers.

There are 2 types of variable compensation plan - Rewarding Results Plan and Quarterly Variable Compensation. These are not guaranteed and payouts are based on different factors. An employee may only be enrolled in one type of incentive plan.

- **Rewarding Results Plan (RRP)**

The majority of employees are eligible for Rewarding Results Plan. This is paid annually during Common Review.

The RRP is an opportunity to receive cash awards for achieving results. It is a tangible link between the success of the company and the individual. Each employee has a target incentive or funding rate which is the basis in establishing the budget.

At the end of the performance year, the Manager, based upon a multitude of factors including: base salary, grade level funding factor, entity rating, and new hire proration if applicable, distribute rewards to employees based on their individual performance against their goals.

# Optum Global Solutions Philippines Benefits Summary

- **Quarterly Variable Compensation**

A large portion of our Operations employees are eligible for the Quarterly Variable Compensation plan (QVC). The QVC ties directly to our pay for performance philosophy. It rewards employees who have a direct, positive impact on customer experience.

QVC payout is based on the achievement of a set of clearly defined performance expectations for employees. This intends to drive the quality of the customer experience by rewarding top performers with frequent incentive payouts when they achieve and exceed our efficiency, quality and customer-satisfaction expectations.

## **Pay Review**

The company undertakes an annual performance-related salary review called Common Review. As a result of the salary review, employees may receive a salary increase called merit increase. The merit increase is not an entitlement and is subject to an individual's performance and achievement of objectives.

## **Holiday Pay and Rest Day Premium**

Holiday pay and rest day premiums are provided as per the applicable statutory premium rates depending on the employee's eligibility.

## **Overtime Pay**

Employees who are eligible for overtime are those who do not hold supervisory or managerial responsibilities/positions and are required to work on holidays or beyond their stipulated regular work hours. Overtime pay will apply only to individuals who work beyond regular work hours.

## **Night Shift Premium**

Employees at salary grades 20 – 26 who are required to work between 10PM and 6AM are eligible for the Night Shift Differential. This is an additional compensation of 10% of an employee's regular wage per hour.

# Optum Global Solutions Philippines Benefits Summary

## Benefits

### Retirement Plan

The retirement plan is designed to secure your future as you help make the health system work better for everyone. Eligible employees are automatically enrolled in the program. The plan rewards tenure, encourages voluntary contribution, and commitment in doing your life's best work.

### Types of Contribution

Core Employer Contribution	The company will contribute a percentage of the monthly basic salary of employees whose tenure is 2 years and 1 day.
Employee Voluntary Contribution	Employees may contribute a percentage of their monthly basic salary to their retirement account
Employer Matching Contribution	Additional contribution made by the company to match your voluntary contributions. Scales in proportion to the participant contribution

### Features of the Retirement Plan

- Retirement benefit will be paid in lump sum. Please refer to the Hub Retirement Policy page for more details.
- The program rewards tenure and saving up for your future. Employer matching contribution scales with your employee voluntary contribution.
- Encouraging Inclusion & Diversity: Flexibility for employees to nominate common gender partners as beneficiaries.

# Optum Global Solutions Philippines Benefits Summary

## Health and Wellness

### Medical Plan (HMO Type)

- In-patient and Outpatient cover for eligible employees (18 to 65 years old) and enrolled dependents subject to maximum benefit limit per illness and defined exclusions
- Covers up to max of 3 eligible dependents at same benefit limit as the employee's (Refer to policy for the dependents' eligibility and hierarchy)
- Spouse and children are covered at 100% premium paid by the Company while parents (not over 65 years of age) are covered at 50-50 sharing on premium
- Co-pay on actual claims amount applies when services are availed at identified major hospitals
- Flexible Options – Additional coverages that can be availed at the expense of the employee (Refer to policy for full details of the options)
  - Top-Up Options: ability to increase inpatient benefit cover at very minimal cost.
  - Voluntary Solutions: ability to cover additional dependents in excess of the 3 allowed at lower cost than retail

### Outpatient Medicines, Dental and Optical Reimbursement

- Employees are provided allowances in the form of reimbursement for outpatient medicines, dental and optical.
- Reimbursement limits are applied on a per family unit basis
- Eligible dependents are those also covered under the HMO

### Annual Physical Exam

The Company covers expenses for routine medical check-up of all employees every year.

### Wellness Program - LiveWell

The Company offers various wellness programs within a holistic approach that cover mind, body, soul and nutrition and that provide support and resources to help employees take positive action toward a healthier lifestyle.

# Optum Global Solutions Philippines Benefits Summary

## Life and Disability Insurance

- **Group Life Insurance (GLI)**

This benefit covers death due to any cause, with a rider for total and permanent disability and terminal illness living benefit. The amount of insurance coverage is equivalent to two times (2x) the employee's annual base salary. All employees are automatically covered up to a no-evidence limit.

- **Accidental Death and Disablement**

This benefit covers death and disability caused by an accident. The amount of insurance coverage in case of death is equivalent to two times (2x) the employee's annual base salary while the benefit for disability is based on the disability benefit schedule specified in the policy.

## Paid Time-Off Benefits

Time away from work is an important part of Total Rewards, ensuring employees have time to pursue their passion, to get better when sick and to take care of personal business.

Benefits	Maximum Frequencies
Annual/Vacation Leave	15 days per year
Sick Leave	10 days per year
Bereavement Leave	3 days per occasion
Public Holidays	The number of holidays may vary per year
Maternity Leave	60 days for natural childbirth / 78 days for cesarean (C-section) delivery
Paternity Leave	7 days (when the spouse has delivered a child or suffered miscarriage)
Solo Parent Leave	7 days per year (subject to compliance to requirements as per law)
Magna Carta Leave	2 months (special leave entitlement for women — with full pay based on gross monthly compensation — following surgery caused by gynecological disorders.)
Unused Leave Encashment	A maximum of 5 working days (Sick leave days may be encashed at the end of the calendar year following the rules as stated in the policy).
Leave Carry Forward	Employees may carry forward up to 5 days of unused annual leave into the next year. Unused leaves above 5 days are forfeited.

# Optum Global Solutions Philippines Benefits Summary

## Employee Assistance Program (EAP)

The Company provides an Employee Assistance Program (EAP) which aims to provide confidential assistance to employees and their families for variety of concerns that are personal, legal and financial in nature.

## Statutory Social Security Benefits

### 1. Social Security Program

The social security program provides a package of benefits in the event of death, disability, sickness, maternity or old age. Employee and employer contributions as defined by law are followed.

### 2. Salary Protection - Employee Compensation Program

The employee compensation program (ECP) is a government program designed to provide a package of benefits for employees and their dependents in the event of work-related contingencies such as sickness, injury disability and health. Optum provides the employer match as defined by law.

### 3. Hospitalization/Medical - Philippine Health Insurance

Philhealth Insurance is a health insurance program for SSS members and their dependents for which employee and employer contributions are made as defined by law. Through this program, the healthy subsidize the sick who may find themselves in need of financial assistance when they become hospitalized. Optum provides the employer match as defined by law.

### 4. Savings and Housing - Home Development Mutual Fund (Pag-IBIG)

The fund offers its members savings, short term loans and access to housing programs. These programs help finance members for their immediate medical, educational or livelihood needs, minor home improvement, purchase of appliance and furniture and other related needs. Optum contributes to the fund as outlined by law.

# Optum Global Solutions Philippines Benefits Summary

## Recognition

We are committed to creating a culture where positive appreciation and recognition are part of our everyday behavior. Our global recognition program, Bravo!, enables recognition to be delivered in a consistent, meaningful, and timely way, and be visible across the organization.

## Training and Staff Development

Training (in both technical and soft skills) is offered face-to-face and via web conference. Computer-based training is also offered to all employees through a learning management system called LearnSource, which is found on the HRdirect web site:<https://hrdirecthelpdesk.uhg.com>

LearnSource offers a variety of resources to employees, including a wide range of on-line courses, the company's standard operating procedures and advice about how to manage a range of work situations.

## Business Book Summaries

LearnSource also provides free access to summaries of many popular business books, and new titles are added every quarter. The library includes summary reviews of more than 550 leading business books about leadership, business strategy, customer satisfaction and personal growth. Each summary provides a concise, chapter-by-chapter synopsis, as well as a critical evaluation of the quality and value of the corresponding book.

## Reimbursement of Professional Registration Fees

The Company, subject to the signing of a payback agreement, may reimburse a maximum of two registration/membership fees (professional bodies to be confirmed), subject to a maximum overall cap. This will be at the discretion of management.

## Employee Referral Programme

Employees of the company are invited to refer individuals they know who may be suited for advertised positions. In the event that a candidate referred by an employee is hired, the employee may receive a cash bonus (depending on position and grade). The referral bonus will be paid after the new hire has completed three month of employment since the date when he or she joined Optum.