



# Employee First-Day Guide

An outline of changes and resources for Elevance Health team members joining The Standard





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## How to Use This Guide

### Welcome to The Standard!

This first-day guide is a central source of information to help you navigate some of the changes you will experience as you transition from Elevance Health to The Standard. The guide includes:

- Transition checklist
- Overview of Transitional Services Agreements
- Checklist of transition activities
- HR, payroll and IT topics
- Contact list and key resources

This guide is not intended to cover all the changes you may experience, so please refer to the list of contacts at the end and contact us with any questions.

We encourage you to review this guide with your manager before your first day to identify changes that may apply to you. In cases where changes apply to a select group, more detailed information will be provided directly to those employees. You can use the table of contents to quickly navigate to topics that most interest you.

We are excited to welcome you to The Standard and we look forward to working together to continue delivering the exceptional service all our customers expect.



## Overview of Transitional Service Agreements

Transitional Service Agreements are temporary agreements between buyer and seller, which allow the seller to continue providing certain services following the first day. TSAs are in place to support employees and to keep the business running successfully.

TSA services will be provided in these areas:

- IT
- Operations
- Financial Shared Services
- Product and Marketing
- Compliance
- Real Estate
- Procurement
- Sales and Distribution

The length of each TSA will vary, but in some areas, it will last up to **12 months**. After the first day, The Standard will continue to collaborate with Elevance Health.

Be aware that these agreements are in place to help support a seamless transition of our business.



## Transition Checklist

Thank you for all you've done so far to prepare for the transition to The Standard. March and April are busy months for transition activities. We appreciate your participation and your patience as we work together to achieve a successful first-day transition and long-term integration.

Below is a list of important actions you'll need to take for a successful transition. You will find more information on these steps within this guide.

Date	To Do
March 18	<input type="checkbox"/> Review your Welcome Letter. This email will be sent March 18 from Workday to your Elevance Health contractor email address.
March 18	<input type="checkbox"/> Access Workday Onboarding. Two emails with instructions will be sent March 18 from <a href="mailto:Talent.management@standard.com">Talent.management@standard.com</a> .
March 18 – 31	<b>Action items to complete in Workday Onboarding:</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Payment elections<ul style="list-style-type: none"><li>• Deadline: March 28 (Complete by end of day to receive bridge payment through direct deposit.)</li></ul></li><li><input type="checkbox"/> State and federal withholding elections<ul style="list-style-type: none"><li>• Deadline: March 28 (Complete by end of day to take affect for bridge payment.*) (See <i>pay and benefits</i> section for more details.)</li></ul></li><li><input type="checkbox"/> Benefit open enrollment<ul style="list-style-type: none"><li>• Deadline: March 31</li></ul></li><li><input type="checkbox"/> Verify personal information<ul style="list-style-type: none"><li>• Deadline: March 31<ul style="list-style-type: none"><li>o Personal contact information</li><li>o Emergency contact(s)</li><li>o Disability status</li><li>o Veteran status</li></ul></li></ul></li></ul>
April 1	<input type="checkbox"/> Attend the Welcome to The Standard virtual meeting.
April 1 – 2	<input type="checkbox"/> Update email signature block to reflect branding at The Standard (more details will be shared with you on your first day).
April 1 – 2	<input type="checkbox"/> Attend New Employee Orientation. Invitations for your designated sessions were sent March 11 to your Elevance Health email address.



## AFTER YOU HAVE ATTENDED ORIENTATION

Log in on your new laptop with the user account information from [OnboardingPSME@Standard.com](mailto:OnboardingPSME@Standard.com) (sent to your Elevance Health contractor email).

For assistance, view the [Remote Workstation Setup and Login Instructions](#) job aid included with your equipment, but please do NOT attempt to log in before orientation.

**April 1 – 5**  Complete tasks on the New Employee Technology Resource Page: [First Week To-Do Checklist](#).

**April 14**  Log in to Workday and verify all benefits enrollment and PTO balance transfer.

**April 1 – May 3**  Complete required compliance training by May 3. You will receive more information about this during orientation.



## Transition Guide

General Day 1	
Topic	Detail
<p><b>Leading up to deal close and first day</b></p>	<p>It is important that you continue to focus on your current daily responsibilities to ensure the business runs as usual and avoid disruption to our customers and other key stakeholders. As we progress through the integration, we will keep you updated on progress and next steps.</p> <p>Below are key dates to keep in mind:</p> <ul style="list-style-type: none"> <li>• <b>March 15 – 25:</b> The Standard begins shipping equipment to employees</li> <li>• <b>March 18:</b> Welcome Letter delivered to employees</li> <li>• <b>March 18 – 31:</b> Benefits open enrollment and personal information verification in Workday</li> <li>• <b>March 18 – 28:</b> Update Workday with personal bank information to receive bridge payment as direct deposit instead of check</li> <li>• <b>March 31:</b> Elevance Health employment ends</li> <li>• <b>April 1:</b> The Standard employment begins</li> <li>• <b>April 1 – 2:</b> New Employee Orientation</li> <li>• <b>April 10*:</b> One-time \$2,000 gross bridge payment</li> <li>• <b>April 12:</b> Last paycheck from Elevance Health</li> <li>• <b>April 25*:</b> First paycheck from The Standard (for the April 1 – 15 pay period)</li> </ul> <p><i>*If you live in Connecticut, Delaware, Massachusetts or Vermont, you will receive your bridge payment April 5 and your first paycheck April 19.</i></p>
<p><b>Connecting with colleagues</b></p>	<p>We are planning virtual events for you to get to know your new colleagues. Watch for announcements and calendar invitations in your email.</p>
<p><b>The Standard and Elevance Health — a good fit</b></p>	<p>The Standard and Elevance Health are both leading providers of benefits, with expertise in group administration. Other similarities include:</p> <ul style="list-style-type: none"> <li>• Shared commitment to exceptional customer service</li> <li>• Recognition of the value delivered by a trusted relationship between a health and a life/disability carrier to serve mutual customers</li> <li>• Strong company culture and employees who are involved in their communities</li> <li>• Significant expertise in public sector business including governmental entities, public unions, hospitals and universities</li> </ul>



HR Topics	
Topic	Detail
<b>Workday</b>	<p>Workday is The Standard's HR system of record where your personal and professional information is stored. You will complete key onboarding tasks in Workday and use it as a new employee portal with links to commonly used resources.</p> <p>While you may already be familiar with Workday, how The Standard uses it is a bit different. We will provide additional guidance during your New Employee Orientation session.</p>
<b>Relocation</b>	<p>The Standard is a flexibility first workplace where most roles are eligible for fully remote work from anywhere in the United States. There is no expectation for employees to relocate to Portland. Employees whose duties currently require them to work on-site may need to continue doing so during the 12-month TSA period.</p>
<b>Company service</b>	<p>The Standard will recognize Elevance Health years of service for purposes of many employee benefits. Please refer to your Welcome Letter if you have further questions.</p>
<b>Paid time off and company holidays</b>	<p>Elevance Health and The Standard have taken a different approach to structuring their paid time off programs, though both companies provide a rich benefit that allows employees at all tenure levels to take time off throughout the year and rewards them with additional time off based on years of service.</p> <p>At The Standard, you will be awarded PTO — which can be used for vacation, illness and other personal reasons — based on years of service ranging from 20.5 to 33.5 days per year.</p> <p>In addition to PTO, each year The Standard offers 11 paid holidays, two paid wellness days chosen by the employee and one paid volunteer day. We are excited for you to honor these days with us as of <b>April 1</b>.</p> <p>Company holidays for the remainder of 2024:</p> <ul style="list-style-type: none"> <li>• Memorial Day: Monday, May 27</li> <li>• Juneteenth: Wednesday, June 19</li> <li>• Independence Day: Thursday, July 4</li> <li>• Labor Day: Monday, Sept. 2</li> <li>• Thanksgiving Day: Thursday, Nov. 28</li> <li>• Day after Thanksgiving: Friday, Nov. 29</li> <li>• Christmas Eve: Tuesday, Dec. 24</li> <li>• Christmas Day: Wednesday, Dec. 25</li> </ul>
<b>The Standard 401(k) Plan</b>	<p>The Standard administers our 401(k) plan in-house.</p>





	<p>All employees are auto-enrolled in The Standard 401(k) Plan at a 3% contribution rate. Once you are working at The Standard, you can change your election at any time by visiting the <a href="#">Personal Savings Center</a>.</p> <p>The Standard 401(k) Plan allows contributions on both base and incentive pay up to IRS contribution limits. The company matches employee contributions up to 5% of eligible earnings (vested immediately) and contributes an additional 4% of each employee's eligible earnings regardless of the employee's own contribution level (vested after three years total service between Elevance Health and The Standard). Contributions are made by the company each pay period regardless of company performance.</p> <p>You have the option to leave your current Elevance Health 401(k) balance with Fidelity or roll your funds over to The Standard plan. More information will be provided.</p> <p>If you have a 401(k) loan with your Elevance Health plan, you can roll over both your balance and your loan to The Standard. If you decide to roll over your balance, loan payments will occur through payroll contributions.</p>
<b>Internal transfer eligibility</b>	<p>When employment transfers to The Standard, nonexempt employees will be eligible for transfer six months after close (Oct. 1, 2024) and exempt employees will be eligible 12 months after close (April 1, 2025). If you have additional questions, please contact HR Direct post-close.</p>



Payroll Topics	
Topic	Detail
Pay and benefits	<p><b>Pay:</b></p> <ul style="list-style-type: none"><li>• Details about your job title, base salary/rate and incentive plan will be shared in your Welcome Letter as well as other communications in the coming weeks.</li><li>• The Standard is committed to providing market-competitive wages for all employees. Please note below some key changes and actions for you to consider before close.</li></ul> <p><b>Important changes:</b></p> <ul style="list-style-type: none"><li>• The Standard payroll is 24 pay periods and paychecks are issued 10 days after the payroll period ends. Employees in Connecticut, Delaware, Massachusetts and Vermont are paid six days after the payroll period ends.</li><li>• <b>Bridge payment:</b> To assist with adjusting to the new pay dates and mitigate any financial gaps, The Standard will make a one-time payment of \$2,000 to each employee joining the company from Elevance Health. The bridge payment will be taxed as a bonus.</li></ul> <p><b>Benefits:</b></p> <ul style="list-style-type: none"><li>• The Standard and Elevance Health offer many similar benefit programs such as comprehensive medical plan coverage, retirement plans and generous paid time off.</li><li>• Additional benefits details have been shared in The Standard benefit presentations and on the Welcome site. If you have questions about your situation, please schedule a benefits one-on-one meeting with The Standard HR team. We are committed to making this transition as seamless as possible for you and your family.</li></ul> <p><b>Open enrollment:</b></p> <ul style="list-style-type: none"><li>• You can select your new benefits during a special enrollment period open March 18 – 31.</li><li>• Benefits coverage for elections made with The Standard begins April 1.</li></ul>
Direct deposit	<p><b>March 18 – 28:</b> Log in to Workday Onboarding using the link sent to your Elevance Health contractor email and enter your personal bank information to receive the bridge payment through direct deposit instead of a check.</p>
W-4s and W-2s	<p>You will receive access to all payroll-related paperwork on your first working day. Your W-2 will be completed in Workday prior to your first day.</p>
Timecard submissions and approvals	<p>All managers and individual contributors are required to participate in the company's compliance training regarding wage and hour laws. You will receive an email for compliance training from Compliance 360.</p>



	<p>Managers with employees in roles that are required to track time (nonexempt positions eligible for overtime pay) will complete training on how to approve timecards in Workday during the first week of employment.</p> <p>If you are not a manager but are eligible for overtime and required to track time worked, you will receive an email with a list of next steps, links to applicable policies and a quick reference guide on how to track time in Workday.</p>
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Information Technology Topics	
Topic	Detail
<b>IT systems</b>	<p>To ensure a smooth transition at close, you will continue to use most major systems for claims and policy administration such as Compass, ALICS and LeaveSource. There will also be some familiar systems but with different customizations such as Salesforce, Content Manager OnDemand, Workday and FileNet.</p> <p>The Standard also uses other financial and commission systems that a subset of conveying Elevance Health team members may use in the future. If your role is affected by a change in systems, more information and training will be provided at the appropriate time to help you navigate the changes.</p>
<b>Equipment (laptops, phones, etc.)</b>	<p><b>Laptops, iPads and printers:</b></p> <ul style="list-style-type: none"> <li>• During the transition period, most employees will have <b>two</b> laptops. <ul style="list-style-type: none"> <li>○ If you have not received your laptop from The Standard by March 28, please contact The Standard Service Desk at <b>800.378.8355</b>.</li> </ul> </li> <li>• If your role requires you to access Elevance Health systems after close, you will retain all Elevance Health equipment until the end of the TSA period.</li> <li>• Employees can keep all other equipment purchased for working remotely.</li> </ul> <p><b>Mobile devices:</b></p> <ul style="list-style-type: none"> <li>• At The Standard, certain roles require employees to have a company-issued mobile device. After employees onboard with The Standard, we will discuss with leaders which roles require a mobile device.</li> <li>• If you currently have a mobile device issued through Elevance Health, you will receive a communication about how to transfer your number to The Standard account after close.</li> <li>• The Standard also offers a Bring Your Own Device program that allows all employees to access company applications from their personal device. You can learn more about the BYOD program after you are an employee of The Standard.</li> </ul>
<b>Email addresses</b>	<p>Most employees will keep their Elevance Health contractor email address throughout the duration of the TSA. With the arrival of The Standard laptop, you will also have a corresponding email address with The Standard to receive communications and other information specific to our company. Instructions on setting up this email account, including when to use it and updating your signature block will be covered during orientation meetings after close.</p>
<b>Printing</b>	<p>Printing from remote work locations is restricted, with very few exceptions. If your role requires printing, talk with your manager about eligibility post-close.</p>



<b>Intranet access</b>	The Standard's intranet is known as <a href="#">StandardNet</a> (link accessible after close). Features of the site and best practices will be covered during orientation.
<b>Remote access through VPN</b>	No action is required to connect to The Standard through VPN. Your laptop will automatically connect when in use.
<b>IT Service Desk (The Standard equipment/network issues)</b>	If you have any issues with The Standard equipment or systems, contact The Standard Service Desk through Teams chat or call <b>800.378.8355</b> . If you have IT issues with your Elevance Health equipment or systems, contact Elevance Health Tech Support at <b>888.268.4368</b> .



Key Resources and Contacts	
Topic	Detail
Resources and information prior to first day	<a href="mailto:Talent.management@standard.com">Talent.management@standard.com</a>
HR questions	HR Direct: <b>866.606.6006</b> Available Monday – Friday, 8 a.m. to 4 p.m. Pacific (excluding company holidays)
IT questions	If you have any IT issues with The Standard systems, contact The Standard Service Desk through Teams chat or call <b>800.378.8355</b> .  If you have IT issues with your Elevance Health device, contact Elevance Health Tech Support at <b>888.268.4368</b> .