

# 2021 Energy Harbor Wellness Program

Energy Harbor's Wellness Program is designed to develop a culture where employees are encouraged and rewarded for improving or maintaining their total well-being.

Beginning January 2021, Virgin Pulse will now administer the program. RedBrick Health joined with Virgin Pulse and we are now moving to the Virgin Pulse platform. Virgin Pulse provides a platform that offers an expanded wellbeing experience for Energy Harbor employees and their eligible spouses/domestic partners who are enrolled in the medical plan. You'll have all the tools you need to get active, get healthy and live better every day, including new challenges, helpful tips and engaging social options.

- Participation is free, voluntary and confidential.
- Virgin Pulse administers the program and will contact you via work email with a link to set up your account.
- All employees are eligible to participate. You are not required to be enrolled in the Energy Harbor medical plan.
- Spouses and Domestic Partners enrolled in the Energy Harbor medical plan are eligible. If you'd like your eligible spouse/domestic partner to participate, please provide them the link.
- By completing wellness activities in the Virgin Pulse platform, you and your eligible spouse/domestic partner can earn "Pulse Cash" up to \$600 per employee and \$200 per spouse/domestic partner.
- Redeem "Pulse Cash" rewards as you earn them for Gift Cards, items in the Virgin Pulse Gift Store, Donations to Charity, or payroll deposit.
- Plan year ends December 31, 2021. Only payroll deposit can be requested after November 30<sup>th</sup>.

## Q&A

---

### 1. How do I log in?

Use this link to go directly to Energy Harbor's sign up page


<https://join.virginpulse.com/EnergyHarbor>. The first time you log in, you will need to provide some information and set up your password. If you need help logging in, you can contact Virgin Pulse support.

### 2. What is my Username?

Your Username will be the email you entered when you first logged into Virgin Pulse

### 3. Where do I go for questions or support?

You can contact **Virgin Pulse Member Services**. If you are logged into Virgin Pulse platform, you can:

- Click on "Support" or "Chat" on the right side of the page.
- OR you can hover your mouse over your Profile Icon , select "Support", click the link for "Support Page".
- 

If you are not logged into Virgin Pulse or need additional information you can:

- Visit - <https://virginpulse.zendesk.com/hc/en-us>
- Chat (insert) (there is no chat on the log in, there is on the how to join)
- Email [support@virginpulse.com](mailto:support@virginpulse.com)
- Phone 888-671-9395

# 2021 Energy Harbor Wellness Program

## 4. Is there someone in Energy Harbor that can help me?

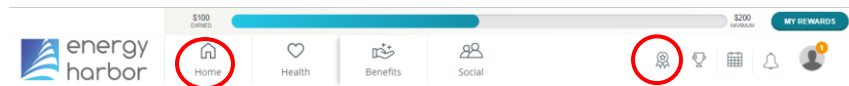
Yes! We have assigned **Wellness Champions** at each site and will be getting them up to speed soon. You can find your local Wellness Champion by contacting your **Local HR** or the **Benefits Department**, Ginnie Lowers, Benefits Analyst [vlowers@energyharbor.com](mailto:vlowers@energyharbor.com) or Bill Thompson, Manager Compensation & Benefits, [wwthompson@energyharbor.com](mailto:wwthompson@energyharbor.com).

## 5. What are Wellness Champions?

A Wellness Champion is a fellow employee that serves as the program advocate for your work site and encourages others to get involved. Once we have activated the Champions network, they will be the go-to experts for basic questions and participation in the program for your site.

## 6. How do I earn my rewards?

Like Redbrick, you will complete various activities to earn your rewards. You can complete a “Journey” to focus a certain area, you can do a health check, or track a healthy habit. To see a full list of activities, click on the ribbon with a star on the right side of the navigation bar at the top of the page. The Home button is also a resourceful navigation button, on the left side of the ribbon.



## 7. How do I redeem my rewards?

Click on the ribbon with a star and select the “Spend” tab. You redeem your rewards as you go or save them to redeem later.

## 8. What is Pulse Cash?

Pulse cash is the new name of your rewards. You and your eligible spouse/domestic partner can still earn up to \$600 employee and \$200 spouse/domestic partner each year. You can redeem these rewards in four ways:

- Pulse Cash Store
- Gift Cards
- Donation to Charity
- Cash Payroll Deposit (will be available by end of February/early March)

Only payroll deposit can be requested after November 30<sup>th</sup>.

*All purchases made using the Virgin Pulse store are final. Once an order has been placed and submitted, it cannot be cancelled, returned, or refunded. If you have any questions regarding this policy, please feel free to contact **Virgin Pulse Member Services** team via phone or chat.*

## 9. How will I be taxed?

Pulse Cash is taxable as supplemental income, included on your W-2 and is subject to federal tax withholdings, as well as FICA (social security) and unemployment tax.

# 2021 Energy Harbor Wellness Program

## 10. What is a Bolt Reward?

The Bolt Reward tracks your activities in addition to your Pulse Cash Reward and provides you with **Points**. Maximum **Points** are 5,765 – and as we develop our wellness program with Virgin Pulse we may use these to track for additional challenges. There is no cash value assigned to points.

## 11. I've requested my reward. When/how will I receive it? Who do I go to for help?

How you receive your reward will depend on what reward type you selected.

*Gift Cards, Pulse Store, Donation* – your claim code will be sent to the email associated with your account (the one you signed up with) with the subject "E-Reward Redemption Confirmation". Follow the instructions in the email to activate the code. Be sure to check your spam folder if you don't see the email. If you don't receive the email right away, verify the email you signed up with. Please wait 24 hours before contacting Virgin Pulse Member Services.

*Payroll Deposit* – you will receive your deposit via your Energy Harbor payroll. To accommodate processing time, please allow 2-4 weeks to receive your deposit.

For questions regarding your rewards, see question # 3 for how to contact **Virgin Pulse Member Services**.

## 12. Are there any mandatory activities that I need to complete?

No, for 2021 there are no mandatory activities that you must complete. You can choose how you earn your rewards.

## 13. How long do I have to earn my rewards?

The program year will end December 31, 2021. You will need to have your Journeys, activities and updates completed before that date. Only payroll deposit can be requested after November 30<sup>th</sup>.

## 14. I was hired into Energy Harbor in 2021. Can I participate and how much can I earn?

Yes, new employees and their eligible spouses/domestic partners are eligible to participate in the program. You can earn the full amount regardless of your hire date.

## 15. I'm leaving the company and I have unredeemed rewards. What should I do?

If you have a scheduled date for leaving the company, redeem your rewards ASAP before your last day. Otherwise, benefits (rewards) for which you qualify are not vested and are not payable after termination or retirement. Payroll deposit should not be used due to the timing of the deposit from redemption.

## 16. Will we be doing location or company-wide challenges?

As we ramp up this new platform and get more comfortable with Virgin Pulse, the Wellness Champions will be working to promote the wellness program and setting up various challenges.