

Robert Half Inc.
Employee Assistance Program
Summary Plan Description (SPD)
Effective January 1, 2024

Introduction

The SupportLinc Employee Assistance Program (EAP) offers professional consultation for various concerns that may affect your personal wellbeing and job performance. This Summary Plan Description (SPD) outlines the key provisions of the SupportLinc EAP provided by CuraLinc Healthcare to Robert Half Inc. (Robert Half) as of January 1, 2024.

If you have any questions about the SupportLinc Employee Assistance Program (EAP), please contact SupportLinc at 888-881-5462. If you have questions regarding your Robert Half benefit plans, please navigate to <https://www.roberthalfbenefits.com/>.

Eligibility

SupportLinc Employee Assistance Program services are available immediately upon employment to full-time and part-time employees of Robert Half and Protiviti. Coverage is available to employees and extends to anyone within your household, including dependent children under the age of 26, whether they live in your household or not. For children under the age of 18, a custodial parent or legal guardian should contact the program first to establish the most appropriate plan of action.

Costs

The SupportLinc Employee Assistance Program is provided at no cost to employees or their immediate family members.

Accessing the SupportLinc Program

CuraLinc recommends that plan participants with any mental health or substance use concerns contact the SupportLinc EAP before accessing resources within the benefit plan. To contact the SupportLinc EAP, members can reach program experts by phone or web 24/7/365.

- Call the program's toll-free number at **1-888-881-5462**
- Access SupportLinc's web-based services at **supportlinc.com**. The group code for Robert Half is: **rmployee OR protiviti**
- For mobile access, download the eConnect® mobile app for either the Apple/iOS or Android platform. The group code for Robert Half is: **rmployee OR protiviti**

Confidentiality

The services provided by the SupportLinc EAP are completely confidential. No information regarding who accesses services and for what reasons is shared with the Plan or the Company. No information discussed between you and the SupportLinc EAP will be released to any other party without your written consent except as required by law. Your concerns, their source, treatment and resolution will always be afforded the maximum confidentiality permitted by law.

Counseling services

SupportLinc's Care Advocates, all of whom are licensed masters- or doctorate-level behavioral health clinicians, are available to assist with a variety of concerns, including (but not limited to):

- Addictive behaviors
- Anxiety
- Anger management
- Caregiver counseling
- Depression
- Domestic violence
- Family and marital counseling
- Grief and loss
- Job stress
- Organizational change
- Stress management
- Substance use

At the time of the initial call, the SupportLinc Care Advocate will gather some preliminary information and assess your situation. After the assessment, the Care Advocate will coordinate an appointment for you to meet with a local counselor, who will work with you to develop a solution-focused action plan. Referrals are made to a counselor within your health plan network and available at a time and place that is most convenient. Care Advocates ensure the provider meets as many of your preferences as possible, such as gender, religion, race and LGBTQIA+ status. The Care Advocate can also help schedule an appointment. Short-term counseling, **up to 10 sessions** per concern, can be provided by the counselor to assist in resolving the problem. If long-term or specialized care is indicated during either the assessment or face-to-face counseling, a referral will be made to a resource or facility that best meets your needs. The SupportLinc EAP will coordinate with your group health plan and make every effort to provide referrals to treatment providers covered under the plan. If these referrals are necessary, the objective is to recommend the most appropriate level of care for your unique situation.

Coaching

Coaching is less stigmatized to many users, making it a more appealing entry point into the program if they're fearful or weary of counseling. Proactively strengthen mental health and emotional fitness. An EAP "Coach" can help address concerns (like how to handle a relationship) or set goals (like learning to cope with anger) and so many other things. A Coach can help a member recognize feelings and how to handle them, whether that's sadness, anger or even excitement. Your EAP provides up to 5, 30-minute coaching sessions per topic area. Assistance is also available to teenagers under the age of 18.

Work-life services: legal assist with ID recovery

SupportLinc legal assist provides a cost-effective solution to help members who have legal concerns. The following components are included in the SupportLinc legal assist program:

- **Unlimited access:** Access the service an unlimited number of times
- **Telephonic advice:** Access unlimited, immediate telephonic legal advice with an experienced private practice attorney from the caller's home state
- **In-person consultation:** Access a 30-minute consultation with one of more than 20,000 attorneys across the country
- **ID Recovery:** Access an identity recovery professional telephonically who will assess the situation, create an immediate action plan and provide members with the knowledge and tools to implement that plan most effectively

Work-life services: financial assist

SupportLinc financial assist provides employees and their family members with access to top-rated financial professionals. The following services are included in financial assist:

- **Financial information line:** Financial counselors can address questions regarding financial management, including debt reduction, home buying, budgeting, foreclosure prevention and bankruptcy prevention. Additionally, Certified Financial Planners are available to answer questions about financial planning and long-term goal-setting
- **Debt management plans:** Members can learn how to work with creditors to build repayment plans for unsecured debt
- **Bankruptcy prevention:** Specialists ensure members understand the ramifications of bankruptcy filing and help them determine which other options may be more appropriate
- **Housing education:** Financial assist counselors help members prepare for a home purchase or options for keeping their home in times of financial distress

Work-life services: family assist

SupportLinc family assist service provides members with a consultative team of experts who offer information and referrals for child care, adoption, elder care, education, pet care, automotive repair, home maintenance and personal convenience services. During each step, the referrals are reviewed for detail, scope and applicability to the member's original request. All referrals are provided to the member within 24 business hours.

Online services

The SupportLinc website is a one-stop shop for expert information regarding topics ranging from legal and financial questions to personal and family concerns. To access SupportLinc's online services, visit supportlinc.com and use the group code: **rmployee OR protiviti**.

Mental Health Navigator

SupportLinc's Mental Health Navigator is a quick and easy emotional fitness assessment for employees and their family members. Simply complete a short survey to receive a personalized report that measures overall wellbeing and recommends the best care options within the program based on survey results. Each report provides clickable links to connect members with a licensed clinician or explore other resources. Access Mental Health Navigator by visiting supportlinc.com and using the group code: **rmployee OR protiviti**.

Addiction Care Navigator

Members can evaluate risk and find support using Addiction Care Navigator. The online assessment offers a stigma-free, anonymous and confidential way to assess substance use risk and immediately connect members with care and support. Coaches respond within one day of completing the assessment (Monday through Friday, excluding holidays). A user can take the assessment for themselves or a loved one. A personalized addiction care plan may include text therapy, in-person or video counseling or referrals to community-based resources, self-help groups, inpatient or residential treatment, detoxification or other assistance. Access Addiction Care Navigator by visiting supportlinc.com and using the group code: **rmployee OR protiviti**.

eConnect® Behavioral Telehealth Platform

The eConnect® distance counseling platform provides confidential and secure video, phone and web chat access to short-term counseling for Robert Half employees and benefit-eligible family members. eConnect®, which can be accessed through the SupportLinc website, is serviced by licensed masters- and doctorate-level behavioral health professionals who possess a DCC (Distance Credentialed Counselor certification), as well as experience in distance counseling.

eConnect® Mobile App

Available on most smartphone and tablet devices, eConnect® Mobile provides Robert Half employees and benefit-eligible family members with mobile access to secure and confidential counseling and helpful resources on several wellbeing and productivity-related topics. The app also contains a summary of the Robert Half program as well as the ability to connect immediately with one of SupportLinc's licensed and experienced behavioral health clinicians.

Textcoach®

Textcoach® is an innovative and convenient way to connect with a mental health “Coach” every day, without an appointment. Exchange text messages, voice notes and resources to help address concerns such as stress, mindfulness, anxiety, resilience, relationship issues and more. All Textcoach® Coaches are independently licensed, experienced clinicians with special training to provide technology-driven care and help resolve issues. Visit text.coach or use the Textcoach® mobile app available from Google Play or the App Store. Choose “Register” and enter the group code: **rhemployee OR protiviti**.

Animo

This digital behavioral health platform is an innovative online and mobile program that offers evidence-based content, practical resources and daily inspiration to foster meaningful and lasting behavioral change. The platform provides various self-directed dynamic resources that improve mental health and overall wellbeing.

Virtual Support Connect

Virtual Support Connect offers confidential, unlimited group sessions on various topics. When you join a session, only the moderator will be on video. You and all other users will participate via text, identified only by an avatar and username. Receive tip sheets, exercises and links to other resources. These are not exclusive to your organization - members from any organization we partner with also participate, increasing anonymity and engagement.

Organizational support services

SupportLinc consultants are available 24/7/365 to assist managers with challenging employee and organization concerns and aid in developing comprehensive drug-free workplace programs and policies. SupportLinc is available as a tool for management/HR to assist and resolve employee concerns through Formal Management Referrals. SupportLinc also provides immediate and organized responses to critical events, with customized notification and response processes. Organizational development is an additional resource available to Robert Half through training seminars, online modules and webinars. Robert Half may elect to use onsite service hours to execute onsite critical response, training or other onsite activities.

Supervisor Connect

Supervisor Connect leverages the depth and breadth of SupportLinc resources to develop and strengthen supervisor skills and confidence, empowering supervisors to grow and succeed as leaders. Access Supervisor Connect by visiting supportlinc.com and using the group code: **rhemployee OR protiviti**. Locate the icon on the home page, answer carefully curated questions through the online assessment to measure supervisor strengths and get connected to tailored resources and personalized coaching based on the results. Supervisor Connect is also available through the mobile app.

Contact information

To contact the Plan Administrator and Plan Sponsor:

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