



Sunny *Stars*

Global User Guide V1

August 2024

SUNTORY

SUNTORY BEVERAGE & FOOD INTERNATIONAL

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WHY WE NEED
Sunny Stars

OUR CULTURE IS THE WIND THAT PROPELS OUR SUCCESS



Yatte Minahare

United by our drive to succeed, we move together to create markets and provide new value.

Shinjiro Torii
Suntory Founder



Advance on Diversity

Our diverse people will thrive as professionals, each taking on bigger challenges and delivering results.

Makiko Ono
President & Chief Executive Officer



**Diversity & Unity
will drive our success**

Our unique culture will create a winning edge and ultimately the achievement of sustained financial success.

Peter Harding
CEO SBF International

CULTURE IS...

Shared **BELIEFS & VALUES**

Shared **BEHAVIORS**

Shared **IDENTITY**

- Amplify our **One Suntory Culture** by celebrating and giving visibility the right behaviors connected to our SLS, values and growth drives.
- Increase in employee engagement by and wellbeing and drive higher performance
- Enable a One Suntory employee recognition approach, across regions and markets fitted for our One Suntory SBFI present and future.

Our Purpose	
To inspire the brilliance of life, by creating rich experiences for people, in harmony with nature.	
Our Values	
Growing for Good "Yatte Minahare" Giving Back to Society	
Our Behaviors	
Suntory Leadership <i>Spirit</i>	Yatte Minahare Gemba Focused Better Together Commitment to Growth Future Orientated
Our EVP	
UNLEASH YOUR <i>Spirit</i>	We are Suntory. Make the Change You Want to See. Crafting our Future Together.

PROGRAMME OVERVIEW

Sunny  *Stars*

WHAT IS **Sunny**Stars?

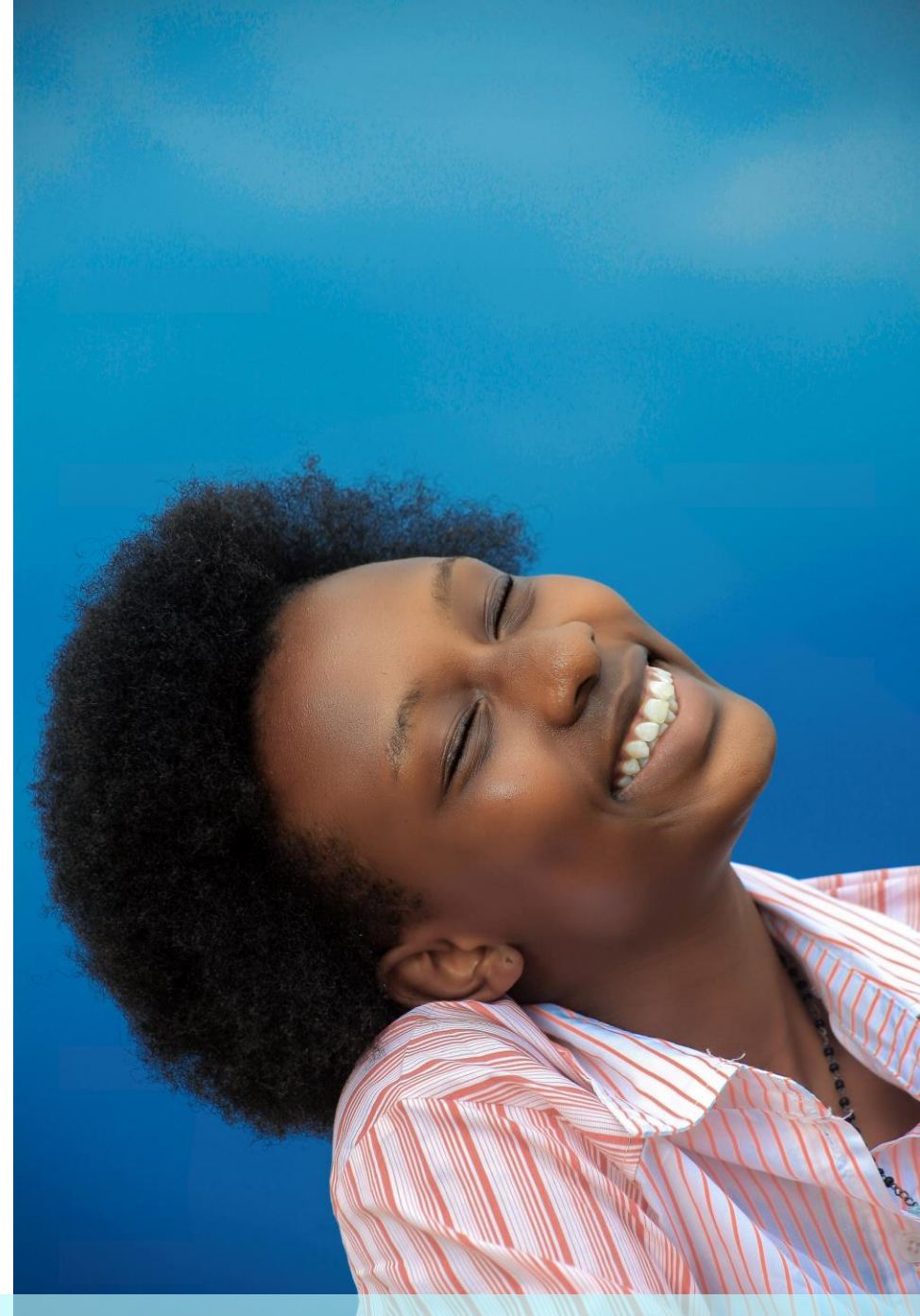
SunnyStars is our new Global Employee Recognition Program to amplify our One Suntory culture across regions and markets in SBF International.

A program to celebrate and show appreciation to Suntorians who demonstrate our Suntory Leadership Spirit, our Suntory values and drive our growth.

Enabled by an easy-to-use digital platform for instant recognition anytime and anywhere and to any fellow Suntorian across regions and markets.

It has 4 levels to cover different appreciation occasions and combines non-monetary recognition with star awards that can be redeemed for gifts.

Let's celebrate with SunnyStars the Suntorians that write our history and deliver our growth.



SunnyStars AWARD LEVELS

SunnyStars program is structured in 4 levels. From everyday special moments to very meaningful contributions that drive our growth, combining non-monetary recognition with star awards that can be redeemed with gifts.

Ecards –celebrate a special occasion or to say thank you in the moment; No Stars associated

Galaxy and Blue – Award Stars to colleagues who consistently demonstrate our **Suntory Leadership Spirit behaviors**.

Supernova – Nominate a colleague or team to be considered for this special award who have delivered meaningful progress in upholding our **Suntory Values**

Polaris – Nominate a colleague or team to be considered for this special award who have taken impactful actions to **delivery our strategy** and **drive our growth**



ELIGIBILITY

To be eligible to participate, employees must be included in the Suntory Payroll and be active in one of these categories in My Suntory People System (MSPS):

- **Permanent**
- **Expatriate**
- **Secondment**
- **Fixed Term Employee**
- **Intern**
- **Apprentice**
- **Trainee**



STAR AWARDS



Our “currency” in the SunnyStars programme is **STARS**

STARS awarded to you will be “credited” to your profile in the SunnyStars portal
STARS can be saved for up to a year from the moment it was received

You can “spend” your **STARS** however you want – you will have market-specific redemption options within the SunnyStars portal.

There are limits to the number of stars that you can give, to ensure fair and consistent application you will be taken through guided questions that will inform you of the number of **STARS** to award. This can be overwritten if you feel appropriate.

	Potential Stars per award	Frequency	Cap	What it's worth?
E-cards	No stars	Ongoing		To ensure global consistency, the monetary value of each star is defined based on each market's purchasing power price. Click on 'shop now/redeem' to find out what you can buy with your awarded stars
Galaxy	50 stars 100 stars 200 stars	Ongoing	Cap of 200 stars per quarter/employee	
Blue	250 stars 500 stars 750 stars	Ongoing	Cap of 750 stars per quarter/people manager	
Supernova	2,500 stars	Quarterly*	4 per quarter *	
Polaris	10,000 stars	Quarterly*	1 per quarter*	

- * Frequency defined by each BU/Markets*
- Stars expire after 1 year from the point of grant

AWARD FUNDING



Company Covers

- Award costs
- Tax Costs rose from the Award

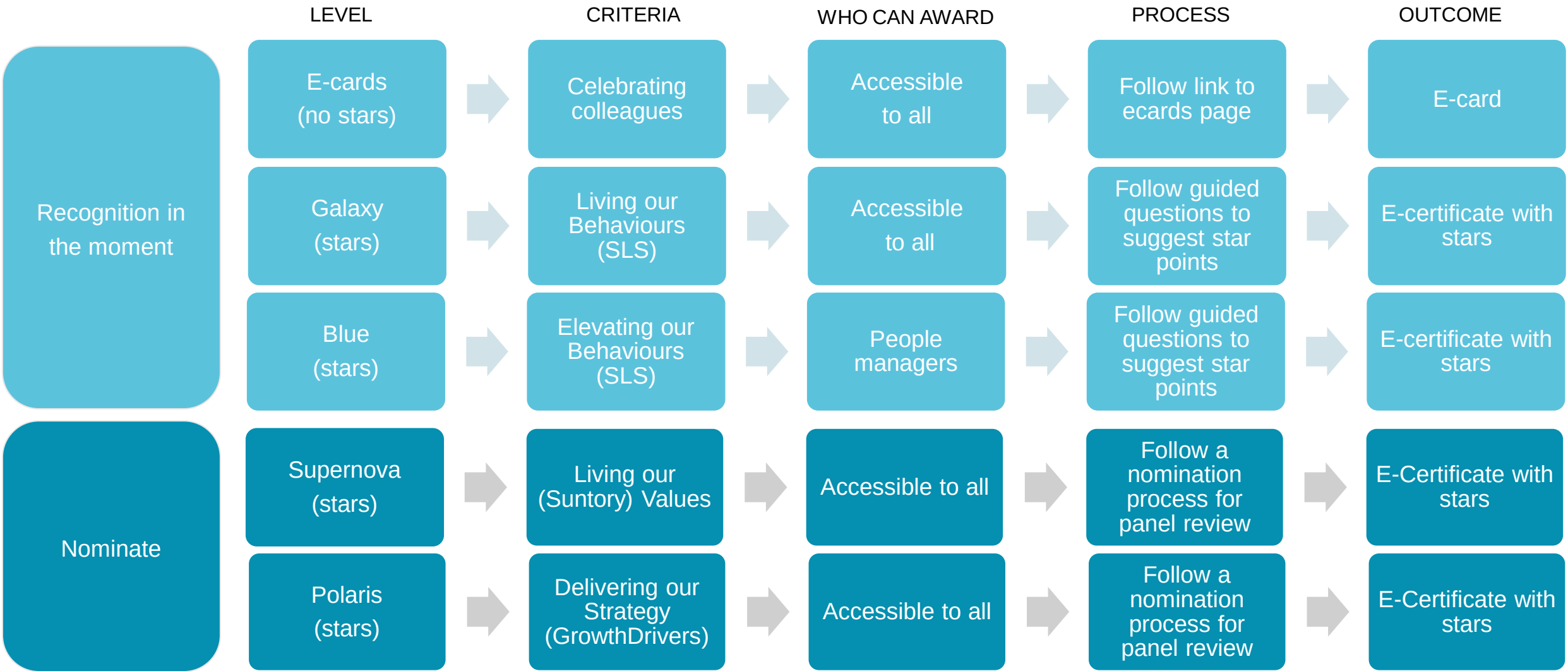
Employee Covers

- Shipment or freight cost for physical merchandise redemption (if any).

Funding for Awards

- Budgets are set at the BU/Market level, the 'cost' of Awards is charged to the nominee's market (award receivers) budget, upon redemption of the Stars.

OVERVIEW BEFORE YOU START...



GET STARTED

Sunny Stars

SBFE MARKETS LOG ON PROCESS

1

Go to www.culturecloud.com
Type in your corporate email
Company ID: suntory

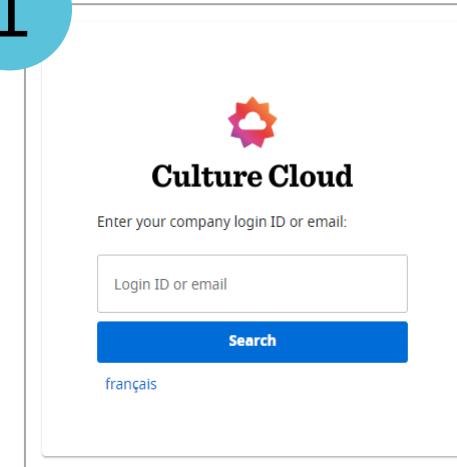
2

You will be redirected to OKTA authentication.
Complete the authentication process as you normally do.

3

If you experience any problem accessing click on
“Need help signing in”

1

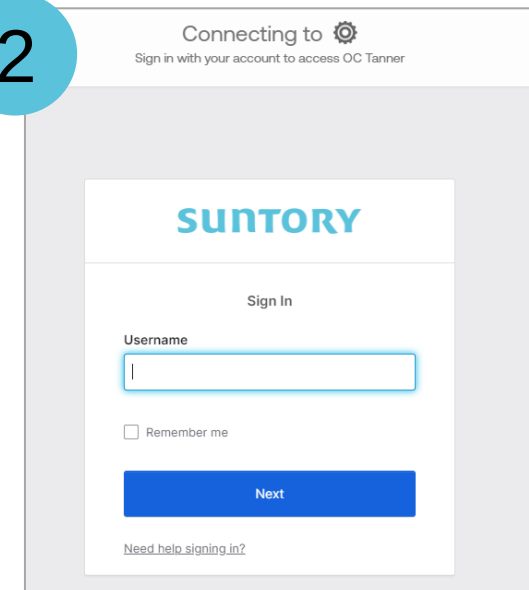


The image shows the Culture Cloud login page. At the top is the Culture Cloud logo, which consists of a stylized gear icon with a star inside. Below the logo, the text "Culture Cloud" is displayed. Underneath, it says "Enter your company login ID or email:". There is a text input field labeled "Login ID or email". Below the input field is a blue button labeled "Search". At the bottom left, there is a link that says "français".



The image shows the Culture Cloud login page in Spanish. At the top is the Culture Cloud logo. Below the logo, the text "Culture Cloud" is displayed. Underneath, it says "Ingrese su correo electrónico de trabajo:". There is a text input field. Below the input field is a grey button labeled "Siguiente". At the bottom, there is a link that says "¿Por qué necesitamos esto?".

2



The image shows the Suntory Sign In page. At the top, it says "Connecting to" with a gear icon, and "Sign in with your account to access OC Tanner". Below this is the Suntory logo. Underneath, it says "Sign In". There is a text input field labeled "Username". Below the input field is a checkbox labeled "Remember me". Below the checkbox is a blue button labeled "Next". At the bottom left, there is a link that says "Need help signing in?".

SBFAP MARKETS LOG ON PROCESS

OFFICE SUNTORIANS



1

Go to www.culturecloud.com
Type in your corporate email
Company ID: suntory

2

You will be redirected to OKTA authentication.
Complete the authentication process as you normally do.

3

If you experience any problem accessing click on
"Need help signing in"

1

A screenshot of the Culture Cloud login page. It features the Culture Cloud logo at the top, followed by the text "Enter your company login ID or email:". Below this is a text input field labeled "Login ID or email" and a blue "Search" button. At the bottom, there is a link for "français".A screenshot of the Culture Cloud login page in Spanish. It features the Culture Cloud logo at the top, followed by the text "Ingrese su correo electrónico de trabajo:". Below this is a text input field and a grey "Siguiente" button. At the bottom, there is a link for "¿Por qué necesitamos esto?".

2

A screenshot of the Suntory OKTA authentication page. It features the Suntory logo at the top, followed by the text "Sign In". Below this is a text input field labeled "Username". There is a "Remember me" checkbox and a blue "Next" button. At the bottom, there is a link for "Need help signing in?".

SBFAP MARKETS LOG ON PROCESS

FRONTLINE SUNTORIANS

1

Go to www.culturecloud.com

Type in your dummy email and password (same used for MSPS)

Company ID: suntory

Note that no notifications can be sent to the dummy email address*

2

You will be redirected to OKTA page (see the image on the right)

3

If you don't remember your dummy email ask your People Manager (they can see it in MSPS) or contact your P&C PEA

*The passwords do not expire. If you need to reset it, click on "Need help signing in"



1



Culture Cloud

Enter your company login ID or email:

Login ID or email

Search

[français](#)

2

Connecting to 

Sign in with your account to access OC Tanner

SUNTORY

Sign In

Username

☐ Remember me

Next

[Need help signing in?](#)

SETTINGS FOR YOU

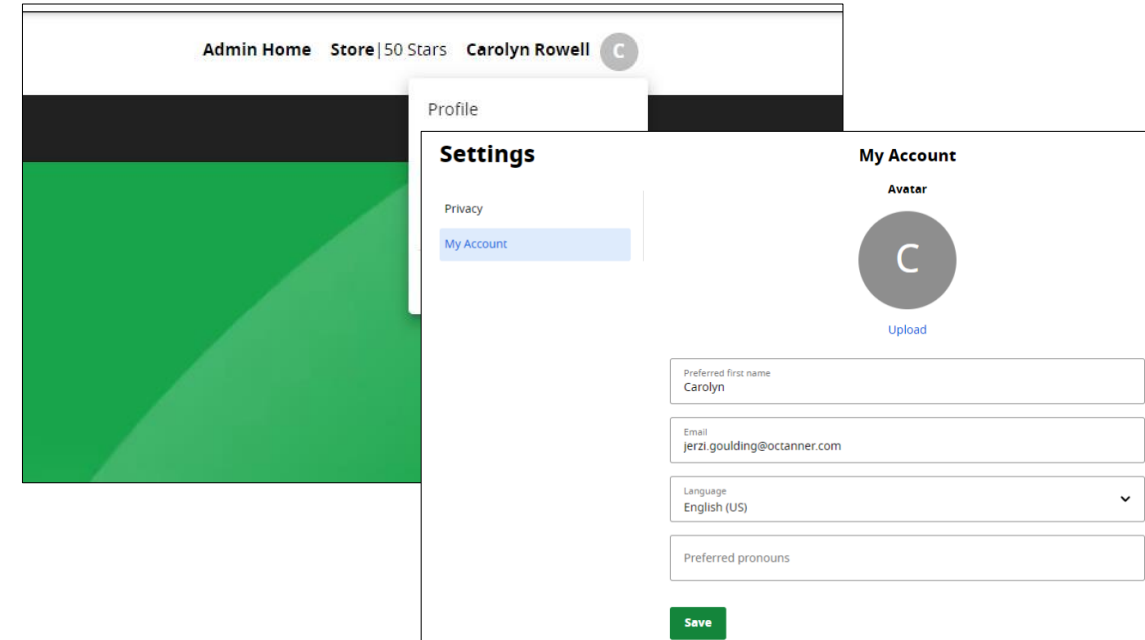
When you enter the SunnyStars portal the **language** will be automatically set to your local language. The language will be defaulted based on the legal entity, not the language used in MSPS.

If your local language is not available, it will default to English. Change of preferred language is available too.

You can also set up your preference of **'Privacy'**

Yes = all your awards received can be viewed by other colleagues on Social Feeds in the portal.

No = only can be viewed by yourself.



Settings

Privacy

My Account

Privacy

Settings

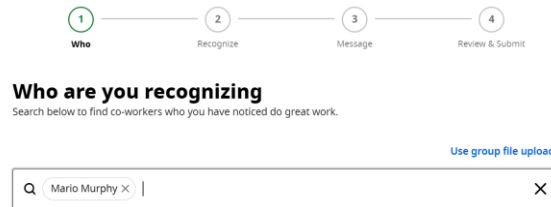
Show recognition I have received (eCards, awards, milestones, etc.) in public social feeds



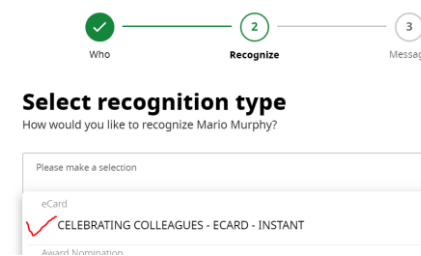
GIVING E-CARDS (without Stars)

Send eCards any time to recognize a job well done or a special occasion. To get started, click the “Recognize” button.

1



2

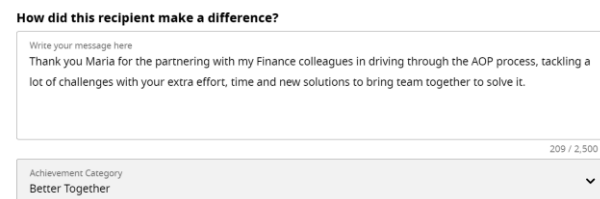


3

Choose an image or an animated GIF from the library of options. Search for an image or GIF using the search bar or the category list. You can also upload your own image by dragging or selecting a file.

4

Write a message of appreciation “How did this recipient make a difference?” and choose a Suntory Leadership Spirit (SLS) you appreciate the colleague for



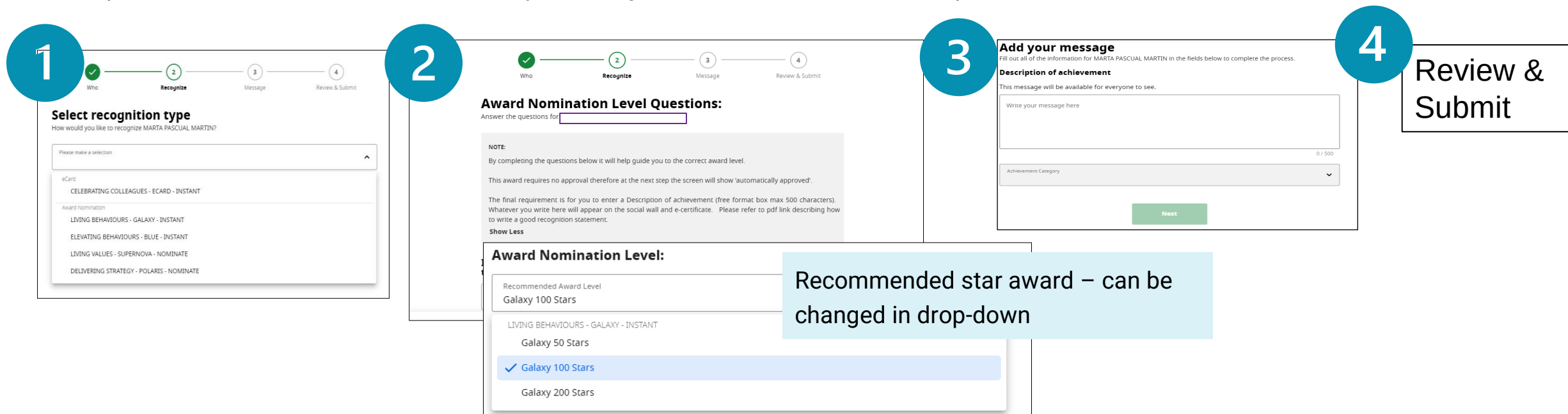
5

Review the details of your draft eCard. You can edit individual sections by clicking the “Edit” buttons. To send your card at a later date, click the “calendar” button next to “Send later.” Then choose a date from the calendar. When you are finished editing your card, click the “Submit Recognition” button.

(No Approval Required for E-cards; Line Manager of the employee is copied)

GIVING GALAXY & BLUE AWARDS (with Stars)

- Galaxy and Blue are Award with Stars, to appreciate colleagues who consistently demonstrate our Suntory Leadership Spirit (SLS) behaviors.
- Galaxy is open for ALL EMPLOYEES; BLUE is open for People Managers (with direct reports) only, to help the organization to role-model the culture of recognition from the top.
- Non-People Managers, will not be able to see the drop-down of 'BLUE-INSTANT'
- Blue process is the same as GALAXY, start by selecting 'BLUE-INSTANT' from the drop-down list



1 **Select recognition type**
How would you like to recognize MARTA PASCUAL MARTIN?

Please make a selection

- eCard
 - CELEBRATING COLLEAGUES - E-CARD - INSTANT
- Award Nomination
 - LIVING BEHAVIOURS - GALAXY - INSTANT
 - ELEVATING BEHAVIOURS - BLUE - INSTANT
 - LIVING VALUES - SUPERNOVA - NOMINATE
 - DELIVERING STRATEGY - POLARIS - NOMINATE

2 **Award Nomination Level Questions:**
Answer the questions for []

NOTE:
By completing the questions below it will help guide you to the correct award level.
This award requires no approval therefore at the next step the screen will show 'automatically approved'.
The final requirement is for you to enter a Description of achievement (free format box max 500 characters). Whatever you write here will appear on the social wall and e-certificate. Please refer to pdf link describing how to write a good recognition statement.
Show Less

Award Nomination Level:

Recommended Award Level
Galaxy 100 Stars

LIVING BEHAVIOURS - GALAXY - INSTANT
Galaxy 50 Stars
✓ Galaxy 100 Stars
Galaxy 200 Stars

3 **Add your message**
Fill out all of the information for MARTA PASCUAL MARTIN in the fields below to complete the process.
Description of achievement
This message will be available for everyone to see.
Write your message here
0 / 500
Achievement Category
Next

4 **Review & Submit**

Recommended star award – can be changed in drop-down

Note: General Rule for Awards appearing on Social Wall

- Award givers can select if they would like the award to appear on the social wall, in addition
- Award receivers in user profile have ability to turn on/off display of any recognition received on the social wall – this will apply to all/any awards received
- The system will automatically default to not display on social wall if either is turned off / set to no

NOMINATING AWARD – SUPERNOVA & POLARIS



- **Supernova** – Nominate a colleague or team to be considered for this special award who have delivered meaningful progress in upholding our **Suntory Values**
- **Polaris** – Nominate a colleague or team to be considered for this special award who have taken impactful actions to **delivery our strategy** and **drive our growth**

1

Who are you recognizing

Search below to find co-workers who you have noticed do great work.

Suggestions for you

No suggestions available

Next

2

Who

Recognize

Message

Select recognition type

How would you like to recognize MARTA PASCUAL MARTIN?

Please make a selection

Next

3

Customize your Award Nomination

Review the details below and add any additional notes.

Approval path

F

X

F

X

Input Reason for Nomination to be considered by panel.

Write your message here

XXX

This message will not be seen by the nominee

3 / 4,000

Next

4

Add your message

Fill out all of the information for MARTA PASCUAL MARTIN in the fields below to complete the process.

Description of achievement

This message will be available for everyone to see.

Write your message here

0 / 500

Achievement Category

Next

5

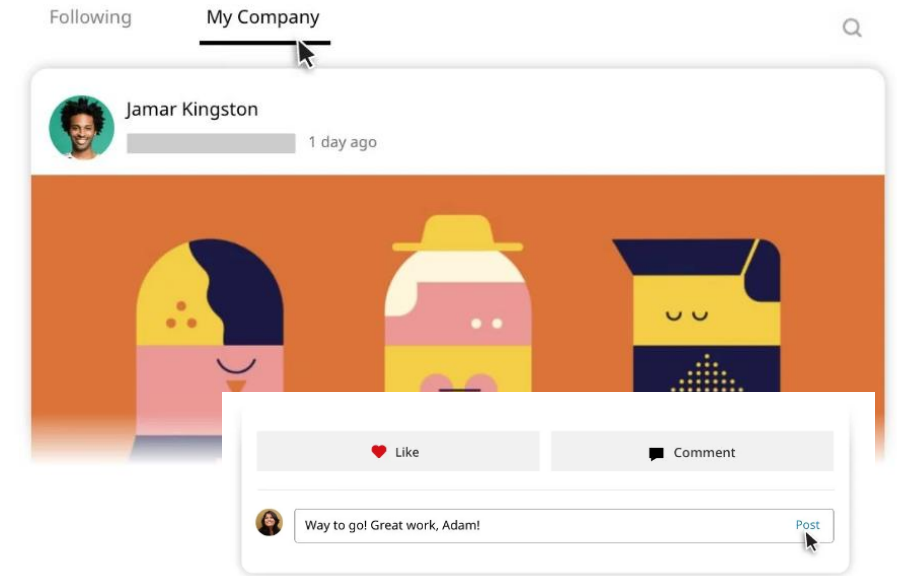
Review & Submit

Note:

Nominations for Supernova and Polaris will not appear on social wall. All nominations will be reviewed by a designated panel in the BU/Markets to drive fairness, consistency and alignment to SunnyStars design. Successful and approved nominee(s) are awarded with Stars, with a nomination message posted onto the social wall. Subject to the social wall defaults

SHARE THE STORY- SOCIAL WALL

- Cheer on team members and amplify their achievements on the Social Wall.
- The Social Wall displays eCards and awards received within your team and your company. Avatars and bold award banners make it easy to scan for achievements.
- Your feed defaults to friends you follow, so the view on your homepage the success stories of people you know.
- To see recognition within your entire company/department, click the “My Company”/”My Department” tab at the top of the Social Wall.
- It’s easy to Like to make teammates who are being recognized feel even more appreciated.
- You can even add a note of support in the Comment bar next to your avatar, then hit “Post.”

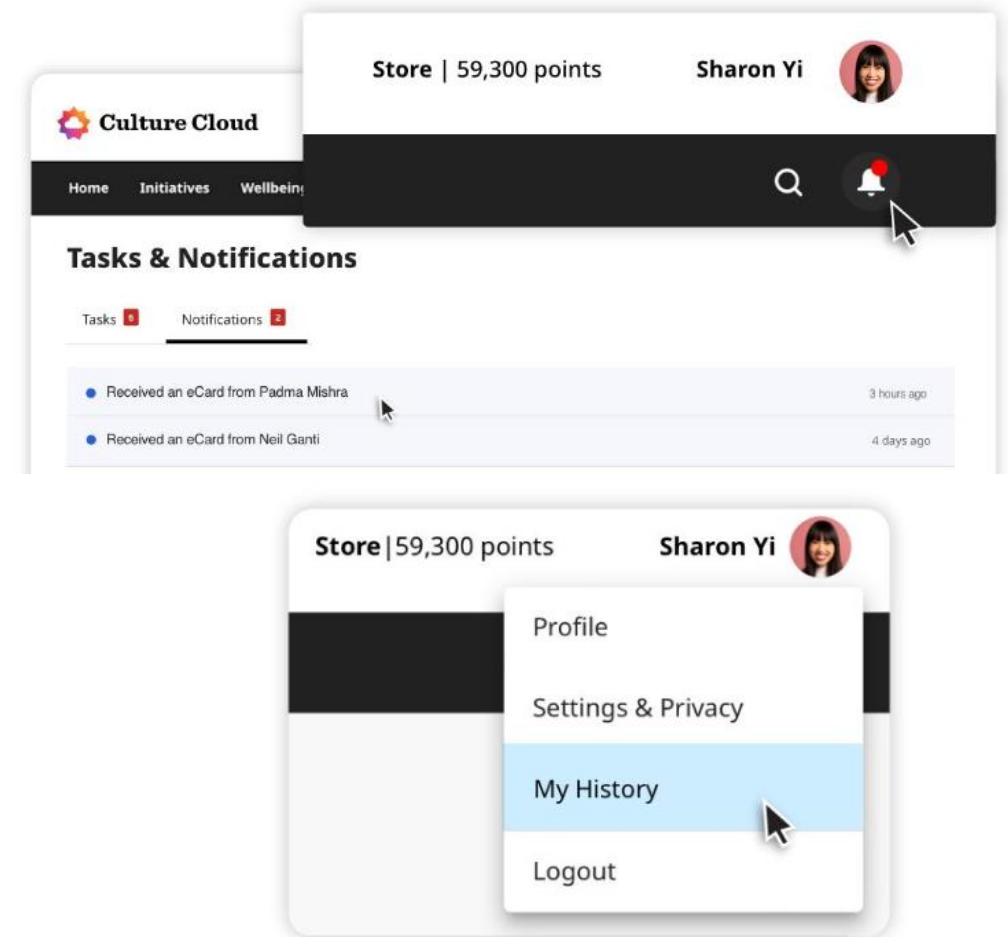


Not everyone wants their recognition to appear on the Social Wall, sometimes it's a personal preference, other times recognition may relate to a confidential project. SunnyStars allows you to control what appears on the Wall. This is how:

- Award givers can select if they would like the award to appear on the social wall, in addition
- Award receivers in user profile have ability to turn on/off display of any recognition received on social wall – this will apply to all/any awards received
- The system will automatically default to not display on social wall if either is turned off / set to no

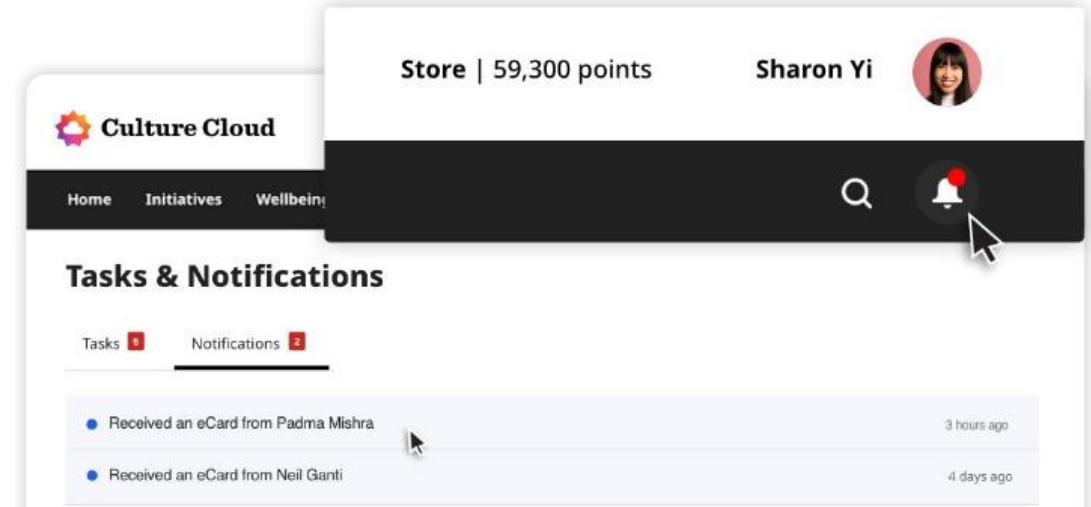
RECEIVING – E-CARDS (without stars)

- When you receive an eCard, you'll get an email notification. Click the link in the email, or copy and paste the link into your browser to view your card.
- You can also log into your SunnyStars account to check your NOTIFICATIONS to review award you received.
- If you want to find an eCard or an award you received in the past, go to My History where you can see recognition you've received. Click on a card or an award to view.



RECEIVING – AWARDS (with stars)

- When you receive an award, you'll get an email notification. Click the link in the email, or copy and paste the link into your browser to view your card.
- You can also log into your SunnyStars account to check your NOTIFICATIONS to review award you received.
- Click the embedded link to visit the Store and redeem your Stars!!

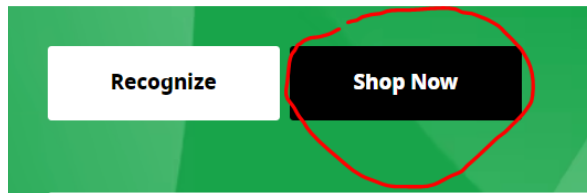


REDEEM
Sunny  Stars

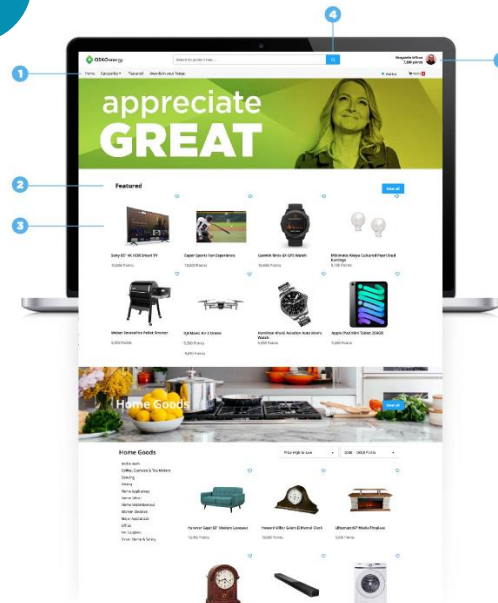
RECEIVING – AWARDS (with stars)

1

From Home, click “Shop Now” or click on the “points” total next to your name to jump directly to the store. See the award store map below.



2



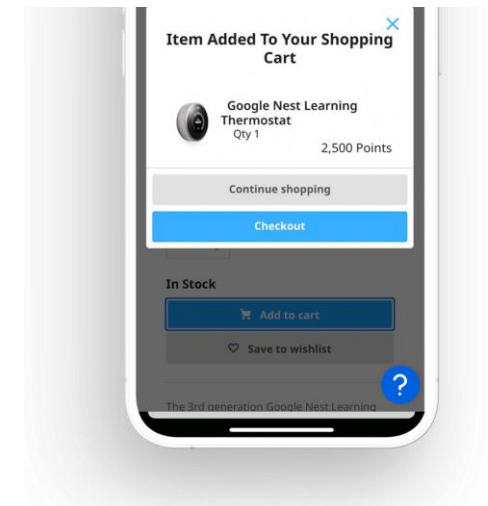
- 1 Navigation bar
- 2 Feature page
- 3 Award preview
- 4 Search bar
- 5 Profile

3

Tap

Add to cart

and check out



REDEEMING – Important to Note



- **Shipping Charges:** In countries where physical merchandise products are available for redemption (such as Spain, Australia, Singapore etc), you may experience freight/shipment cost (redeemed from your Stars balance). These amounts will be included in the amount of Stars required to purchase the product (and not highlighted separately). There are no postage or freight costs associated with electronic delivery of products (for example, digital gift cards or vouchers.”
- **Email notification for orders:** Once in the ordering process, you may include your personal email address to receive order notifications. This does not change the original email address you use to access SunnyStars.
- **Trinidad & Tobago and Kenya:** We are unable to offer e-voucher or merchandise options in Trinidad & Tabago and Kenya. As an exception employees in these countries only, can redeem Stars as a cash payment, to be paid through regular payroll run. This is accessed via the normal ‘shop now’ route in the SunnyStars portal.
- **Stars expire:** 1 year after they are received.
- **Employees leaving the organization:** need to redeem Stars prior to the last day of employment. Non-redeemed Stars are void when employees leave SBF International.

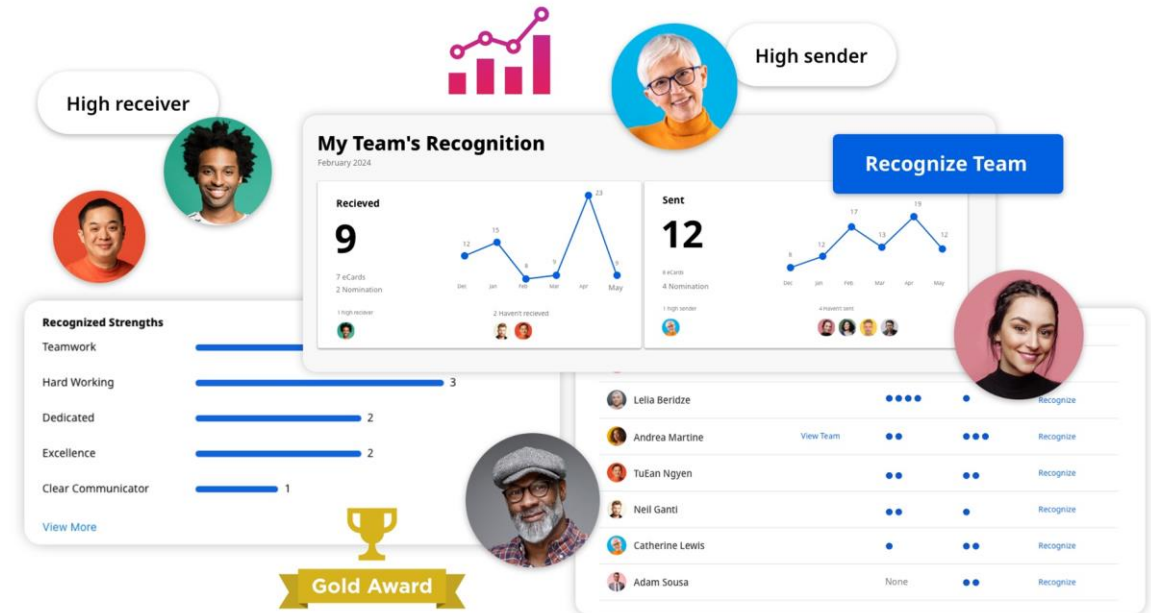
Need help? Visit the help centre in the SunnyStars portal if you need any support in completing a redemption.

YOUR ROLE- PEOPLE MANAGERS

Sunny  *Stars*

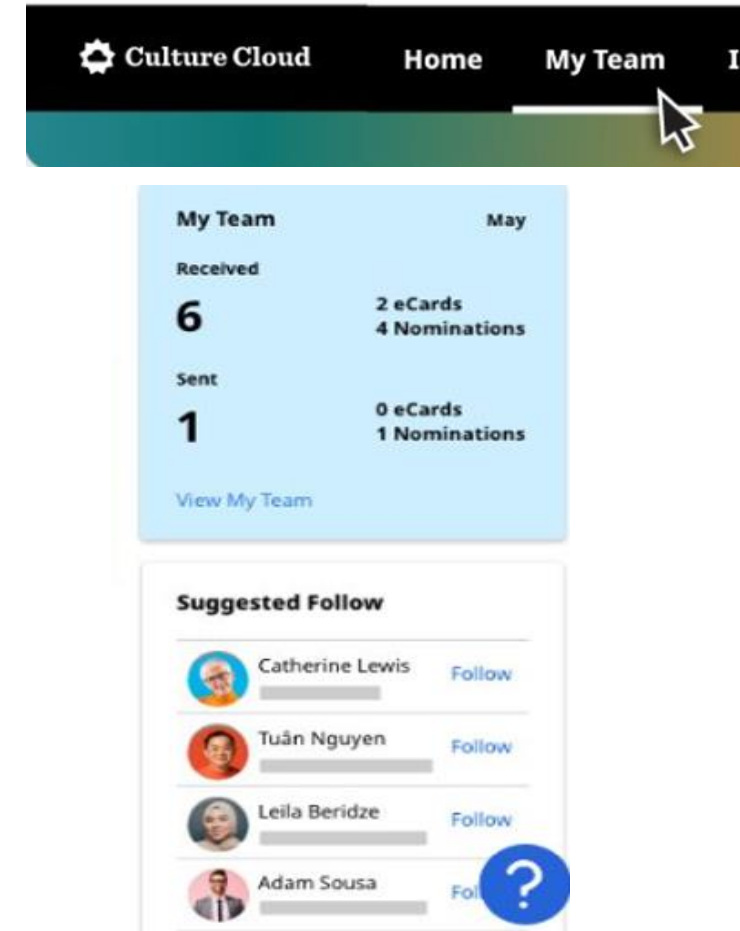
LEADERS ROLE AT A GLANCE

- Promote SunnyStars to embed our SLS behaviours and Suntory values;
- Role Model by example – proactively utilize, WITHIN team, ACROSS teams, markets and functions
- Present, Share and Celebrate in team and across the company
- Review and reflect Leaders Dashboard to take necessary actions to improve and embed.



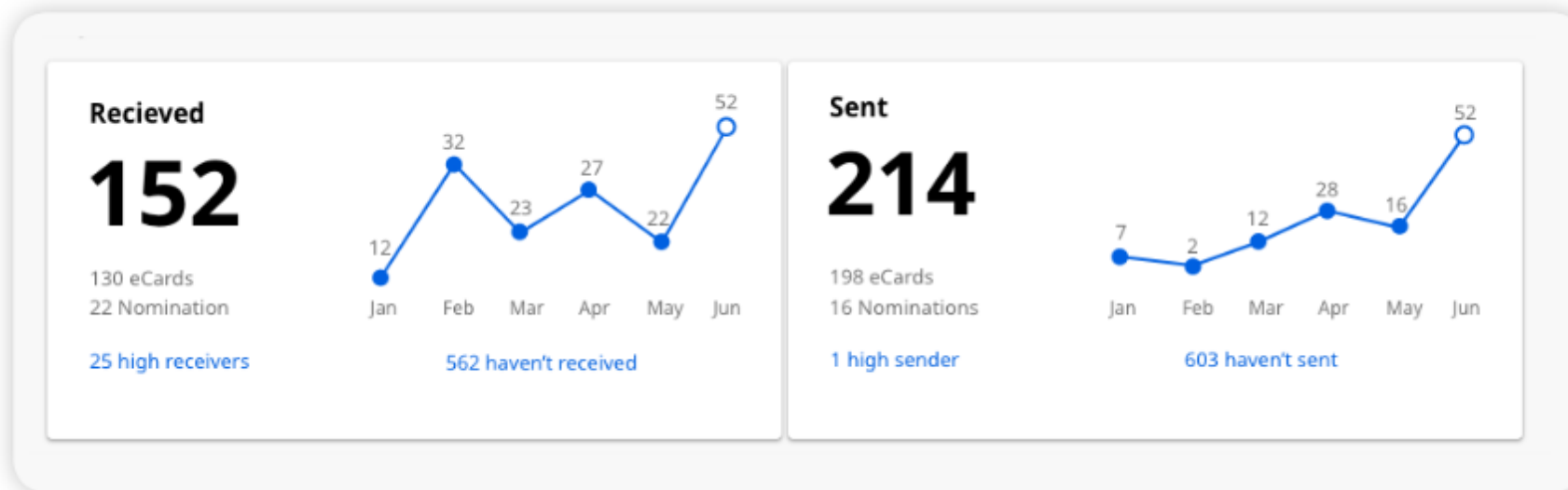
MY TEAM – LEADER DASHBOARD

- Leaders can see a summary view of their team's recognition on the home page, showing the month and recognition received and sent within their Team (number of eCards and award, nominations (e.g. Supernova, Polaris)).
- Click on “My Team” or “View My Team” within the My Team box to go to the Team page
- The My Team's Reporting page provides at-a-glance and in-depth information about recognition happening within your team. In the Dashboard tab, line graphs and bold numbers show recognition Received and Sent for a specified time period.



LARGE TEAM – LEADER DASHBOARD (1/2)

- For leaders of teams with 20 employees or more, “My Team’s” looks slightly different, with filter/search and pagination options to make it easier to view and understand recognition activity happening across a larger team.
- Instead of individual avatars, you will see a total number of high receivers and senders, and a total number of team members who haven’t received or haven’t sent recognition this month. Click “high receivers” to see a list of high receivers sorted from highest to lowest. Click “high senders” to see a list of high senders from highest to lowest.

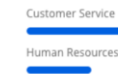


LARGE TEAM – LEADER DASHBOARD (2/2)

- The next section on your My Team homepage is Connections.
- These charts show recognition received and sent by the department, so managers can quickly assess how well their team is connecting with people on other teams, as we drive for ONE SUNTORY!
- At the bottom of the Dashboard page, you'll find a chart showing all your team members with recognition received and sent.
- Click on a name to view their Profile. The Profile allows you to quickly view an employee's Strengths and who they are Following in your recognition program. For your direct reports, you will be able to view their Recognition History (recognition given and received). You can also Recognize or Follow/Unfollow a team member from their Profile page.

Top Five Connections

Received



Sent



Name ↑		Received ↑	Sent ↑	
 Jamar Kingston		●●●●●	●●●	Recognize
 Lelia Beridze		●●●●	●	Recognize
 Andrea Martine	View Team	●●	●●●	Recognize
 TuEan Ngyen		●●	●●	Recognize
 Neil Ganti		●●	●	Recognize
 Catherine Lewis		●	●●	Recognize
 Adam Sousa	None		●●	Recognize

PRESENTING AWARD (with or without stars)

- As Line Manager of the awarded employees (with or without Stars), you will receive a notification that the award is ready to be presented.
- You can choose to share your personal congratulations with this presented award, or even thank and congratulate the employee in person.
- To print an award certificate, click “Print certificate” and follow the instructions.



RESOURCES & TIPS

Sunny  Stars

SUNNYSTARS RESOURCES



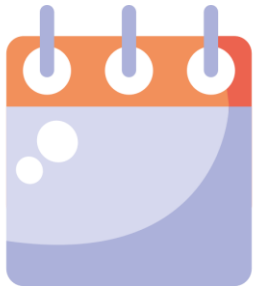
Visit our [SunnyStars Resource Center](#), where you will find several resources in different languages.

- SunnyStars at a Glance
- Frequently Asked Questions
- Tips for meaningful recognition
- Global User Guide (this document)

If you have general questions/ feedback about SunnyStars, please raise a request to your [Ask P&C](#) and it will be attended by our P&C colleagues in due time.



QUICK TIPS FOR EFFECTIVE RECOGNITION



FREQUENT

Set weekly 5-10 min meetings in your calendar to reflect on the recent behaviors from your colleagues you want to celebrate.



TIMELY

To gain the most impact recognise your colleagues as close to the achievement as possible.



INCLUSIVE

Regularly recognise in team, cross team, cross markets, cross region colleagues. Celebrate each person based on their unique strengths.

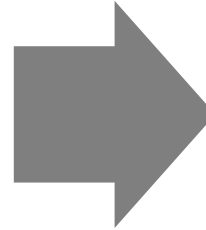


LINK TO THE BIG PICTURE

Be as specific as possible about why you are recognising and connect it to why is important for our organisation.

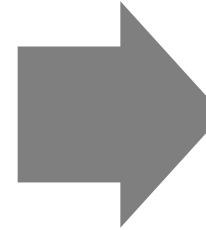
LEADERS TIPS FOR EFFECTIVE RECOGNITION

My Team Members were awarded



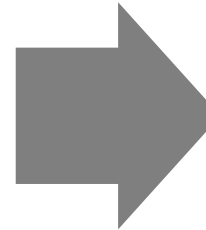
Congratulate, in person ideally. Share with the wider team (if the employee is comfortable)

Some Team Members have not been recognised recently



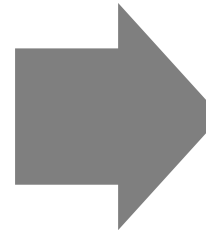
Identify a strength or a unique contribution and send an e-card (if appropriate)

General utilisation of SunnyStars is low in my Team



Lead by Example, mention it in a team meeting: share your recognition story.
Make sure you are recognising team members as well

Employees are under or over utilising SunnyStars compared to the recommended star levels



Talk to them, understand their decisions. Provide feedback to help them better calibrate your and the company expectations



Sunny Stars

GO MOBILE

SUNNYSTARS MOBILE APP



SunnyStars mobile app puts recognition in your pocket. It makes very easy to send and receive recognition and browse rewards on the go, anytime and anywhere.

You can use it on your corporate or your personal phone

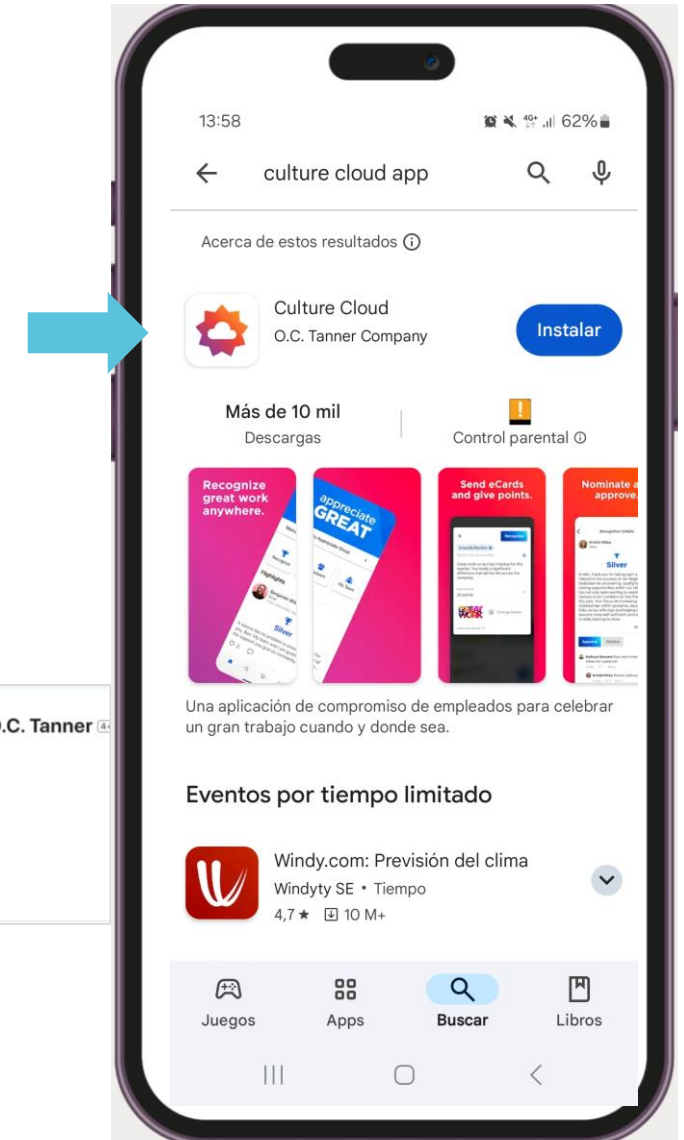
1 Visit Google Play or the App Store



2 Look for Culture Cloud by O.C. Tanner
(SunnyStars app name in the store).



3 Download on your phone and start recognising today



**Compatibility:*

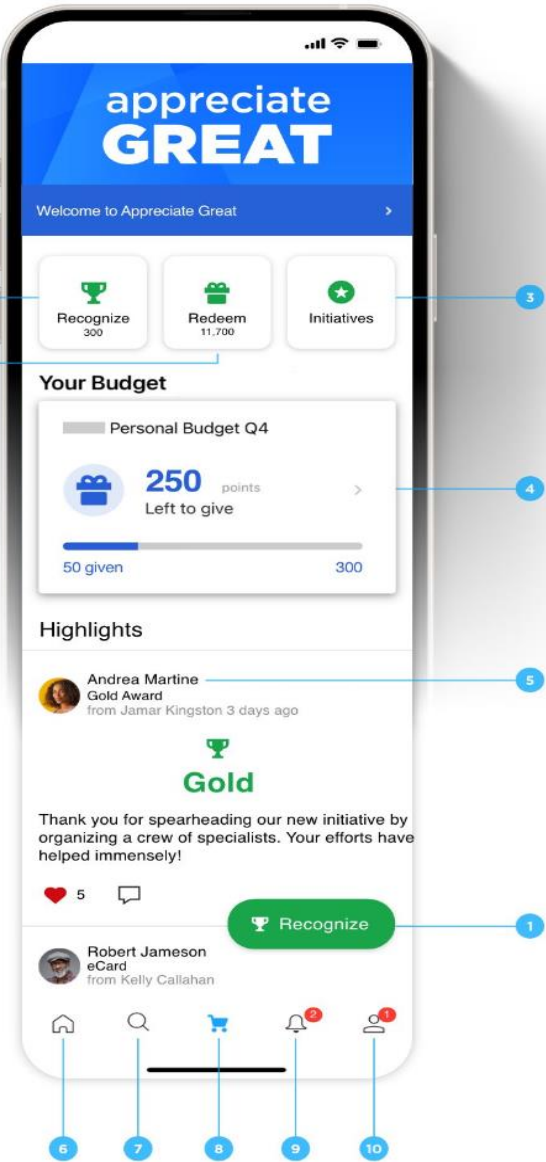
iPhone Requires iOS 16.0 or later

Huawei phones do not support the culture cloud app

SUNNYSTARS MOBILE APP OVERVIEW



Homescreen		
	Recognise	Tap tile or button for quick and easy recognition
	Redeem	Shows points total; tap to shop in the Awards Store
	Highlights	Social Wall shows awards and eCards sent and received by you and those you follow. Personal Wall shows only your recognition activity.



Navigation bar		
	Home	Recognize, Redeem, Social highlights
	Search	Find people in your organization
	Store	Spend recognition points
	Notifications	Messages about your recognition activities



PRIVACY MATTERS

DATA PROTECTION



As part of SunnyStars, we are partnering with O.C. Tanner, as our personal data processor, a global leader in meaningful people recognition solutions company based in The United States of America (Salt Lake City). To run the program, it is required that we share some employee personal data with the service provider (O. C. Tanner) including for example name, email, location, and role. All the personal data will be handled and shared with the appropriate safeguards in compliance with GDPR regulation.

All employees, in implementing markets, have been / will be informed of the above action prior to the data transfer.

For any inquiries or information regarding how your data is processed, or to exercise your individual rights, please contact our Data Protection Officer at GDPRinfo@suntory.com.

Sunny  *Stars*