



FREQUENTLY ASKED QUESTIONS

SunnyStars, new Global Recognition Program Phase. All Employees (August 2024)

PROGRAM OVERVIEW

What is the SunnyStars?

SunnyStars, our new SBFI Global Employee Recognition Program, A program to celebrate and show appreciation to Suntorians who demonstrate our Suntory Leadership Spirit, our Suntory values and drive our growth. Let's cherish colleagues who make an impact every day, help us write our history and drive our growth with Sunnystars

Why are we now rolling out a Global Recognition Program?

SunnyStars amplifies our One Suntory culture by celebrating and giving visibility to the right behaviors connected to our SLS and values. It drives employee engagement, and wellbeing and delivers higher performance and growth. It also enables a One Suntory employee recognition approach, across regions and markets fitted for our One Suntory SBFI present and future.

ELIGIBILITY

Who is eligible to participate in the program?

SunnyStars will be open to the SBFI Suntorian employees, in the launch markets, under the following employment contracts - permanent (full and part-time), Fixed Term, Secondees, Expats, Trainees, Interns and Apprentices.

Other SBFI Suntorians such as PVB employees or another workforce (e.g. contractors, casual workers, etc) are not yet included. We will continue to explore future opportunities to expand SunnyStars.

Will all SBFI markets participate?

The program will be rolled out in two phases.

- Phase 1 - will include SPVB, SBFT, SPBT (excluding Philipines) SBF EECM-Benelux, and SBF Iberia. (excluding Citresa).
- Phase 2 – will include the remaining markets from SBFE and SBFAP and will go live throughout 2025.



Why are we implementing a phased approach?

We are starting with a pilot and will continue to learn and pivot as we extend to all Markets. The phasing will also allow some markets to manage the transition roadmap from any pre-existing local recognition programs.

Will employees have access to all awards at the time of launch in their local markets?

This will vary by market and will be communicated locally as to whether all awards are launched together or in a phased manner.

I am in one of the Phase 1 markets, am I able to recognise a colleague who is in a phase 2 market?

The platform will only allow you to recognise those Suntorians included in the phase 1 markets (see above), upon the September launch. Once the remaining markets have launched (phase 2), you can recognise any colleague, globally. Any form of appreciation and gratitude will be valued, so leverage any informal recognition to our community without or without SunnyStars.

SUNNYSTARS ACCESS AND SETTINGS

How do I access the SunnyStars platform?

You can access the SunnyStars platform directly [HERE](#) or through the link on your market internal channels. The program is also available via mobile app. Check out your market communications channels for more information.

Can I access the SunnyStars platform via a mobile device?

Yes – the SunnyStar platform is mobile-enabled. You can download the Culture Cloud app (official name of SunnyStars app) for both Apple and Android operating systems.

Is the SunnyStars platform SSO (single sign-on) enabled, or do I need to create new login details?

Sunnystar platform is SSO enabled so you don't need to create new log in details. For office workers you should use your corporate email and password (same you use to log into MS Windows). For SBFAP frontline employee please follow specific instructions from your market.

I don't have a Suntory laptop or Suntory mobile phone, how do I access the SunnyStars?

You may download the SunnyStars app (official name Culture Cloud app) to your personal mobile or utilize one of the many employee laptops/kiosks available in our factories for all employee use.

I don't have a company email address, how can I log on?

If you are a frontline worker in one of the SBFAP launch markets, please use the dummy email you use to access My Suntory People Solutions. If you don't remember the email and need further assistance, please contact your People Manager or your People Excellence Advisor.

May I use my personal mobile to access the SunnyStar platform?

Yes, you can download the SunnyStars app (official name Culture Cloud app) on your personal phone, to access the mobile experience for the Sunnystars platform.



What languages are available in SunnyStars?

SunnyStars is currently available in English, Dutch, French, Polish, Spanish, Thai, Traditional Chinese- Taiwan, and Vietnamese.

Can I change my preferred language?

Yes - your language will initially default to the language defined in the system for your country, but you could alter this to any of the above languages if you wish within Settings.

RECOGNITION ON THE SUNNYSTARS

What are the Awards available in the SunnyStars program?

SunnyStars program is structured in 5 levels. To show your appreciation from everyday special moments to very meaningful contributions that drive our growth. It combines non-monetary recognition with star awards that can be redeemed by gifts.

Ecards – a non-monetary way to celebrate a special occasion or to say thank you in the moment

Galaxy and Blue – Award Stars to colleagues who consistently demonstrate our Suntory Leadership Spirit behaviours. There are different award levels within each considering level of impact, collaboration and initiative. We want to make 'recognition in the moment' as easy as possible so no approval is required for these awards

Galaxy is available for anyone to give an award.

Blue is for People Managers to give an award.

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

Polaris – Anyone can nominate a colleague or team to be considered for this special award who have applied Suntory Leadership Spirit and taken impactful actions to drive SBFI strategy and growth.

How do I determine what level of Award Nomination is appropriate?

SunnyStars will easily guide you to select the most appropriate recognition level whether it is a thank you, a recognition on the moment or a nomination for our most special awards Supernova and Polaris.

The system will provide you a recommendation on type of award and suggested stars, so you just have to think about who you want to recognise today.

~~The SunnyStars platform will guide you every step of the way with a few focused questions about the SLS behaviour or Suntory Value demonstrated. The tool will suggest the appropriate level of the Sunnystars Award to give.~~

Is there a limit to the number of SunnyStars awards I can give or receive?

To ensure consistency and fairness, we have set quarterly limits (ie cap/maximum) to the number of stars that can be awarded. Two different limits are tracked in the SunnyStars platform. Firstly, at an overall Business Unit (Market) level to ensure company wide budget management. Secondly at an individual level for the giver of stars. For the Galaxy Award you can give up to a



maximum of 200 Stars per quarter. For the Blue Award, People Managers can give up to a maximum of 750 stars per quarter.

Both limits are tracked within the SunnyStars portal, if you reach either limit you will be asked to hold off and only nominate next quarter. However, we don't want to lose this special moment, please consider sending an e-card to ensure timely acknowledgement of achievement.

Does the program provide 'cash' as an award option?

In most of the launch countries our 'currency' in the SunnyStars program is stars. Stars awarded to you will be 'credited' to your SunnyStars profile. 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 platform.

Can I cancel or reverse a SunnyStars Award nomination?

For **Galaxy** and **Blue**, once a SunnyStars Award is submitted, it cannot be reversed. For **Supernova** and **Polaris**, as it is a nomination based, your nomination are 'gathered' at the panel selection level. In case you prefer to withdraw any of your nominations, you may contact Ask P&C to void your nominations.

What happens to existing market recognition programs?

In the most part, these will be replaced by the Global SunnyStars program unless there is a requirement to remain locally. Further details will be provided at local BU/Market level.

What happens to my stars if I were to leave Suntory?

This will be voided upon departure if not redeemed before your last day.

How can I redeem Stars?

You can easily redeem your stars in the SunnyStars platform from a variety of local providers.

Do I need to redeem 'Stars' within a certain period?

Yes, within one year upon receipt of recognition/stars

TECHNICAL SUPPORT

SunnyStars contacts and support

If you have any general questions to our SunnyStars program, please contact Ask P&C in your market.

For questions related to your redemption orders please
contact <https://www.octanner.com/customer-support/contact-customer-service>



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Phase. All Employees

(August 2024)

Where do I view my team's eCard activity or track SunnyStars Award nominations?

You can view your team's activity through the 'My Team' dashboard.

Do I need to budget for the SunnyStars Awards in my cost centre budget?

No – the budget is agreed and held at the Business Unit/Market level and is set each quarter. Once the BU/market budget is reached you/your team can longer give any further recognition (Monetary / Stars) awards for that quarterly period.

See questions in ALL Employee FAQ related to details of budget/cap set up.

As a People Manager, do I get to choose Galaxy and Blue? If yes, how do I differentiate?

Yes – you can do both of them. We expect all People Managers to role model in appreciating, recognising peers, direct reports in your team, team members in other teams/functions/markets/regions to maximize the ONE SUNTORY recognition and performance appreciation.

By nature, Blue Stars (elevating SLS) carries higher 'Star' value than Galaxy (Living SLS), expecting a bigger, higher and bolder demonstration and impact.

Do I have a maximum number of awards I can give or receive?

There is no limit on how many awards you can receive.

For award givers, as our budget is set at BU/Market level and you also have each quarterly cap of stars you can grant, with our award level (3 levels of Stars in Galaxy and 3 levels in Blue), the number of awards is already limited by these parameters.

See questions in ALL Employee FAQs related to details of budget/cap setup.

I am copied in my team member's Award, but do I get to 'APPROVE' any of them?

No need for any Award for Galaxy and Blue, as we trust and empower our employees in driving a culture of recognition.

For Supernova and Polaris, there is a designated selection panel for it.

