

## 2022 New Client Performance Guarantees and Service Level Agreements

This document is for informational purposes only and would apply only to negotiations with Clients that have at least 500 employees eligible for WellSpark's programs. Performance Guarantees (PGs) and Service Level Agreements (SLAs) are negotiated during the contracting phase and included in the final Services Agreement.

### Overview

WellSpark is willing to put 10% of annual recurring revenue at risk\*. This amount may be distributed across the categories at the client's discretion.

WellSpark may be willing to negotiate higher value at risk if the client is willing to partner with us in some of the following ways:

- Providing a letter of support of WellSpark from the CEO (and/or introducing the CEO to WellSpark's leadership team)
- Creating an onsite wellness committee with specific goals that support WellSpark's programs
- Consistently distributing communication materials and/or allowing distribution of marketing and communication by WellSpark
- Policy and work environment changes to support culture of wellbeing
- Facilitating the delivery of healthcare claims data to WellSpark

### Operational Guarantees Across All WellSpark Solutions\*\*

- Implementation
  - Launch WellSpark's programs and/or platform no more than 60 days after receiving enrollment or eligibility file from client (or client's payor)
  - 95% satisfaction rating on post-implementation survey
- Digital Platform
  - < 1% unplanned downtime annually
  - Respond to reported issues within two business days
- Client Account Management
  - Client quarterly reports delivered 45 days following the end of the quarter
  - Meetings at least once each quarter with Client to review reporting\*\*\*
- Customer Call Center
  - Respond to email and voicemail within two business days

### Additional Guarantees for Specific WellSpark Solutions

#### Health Coaching for Life and Help 364

WellSpark's coaching model is priced by consumption (per session vs. per employee per month). This is how we stay accountable for ensuring that a Client's employees are engaged in our programs. We are only paid when someone has a session with our coaches.

#### Diabetes Prevention Program (DPP)

WellSpark's onsite and digital DPP program is priced based on the achievement of participant milestones. We hold ourselves accountable to achieving these milestones by only invoicing for participants who are engaged and have achieved success. These milestones are:

1. When signs up for program
2. When attends at least two sessions
3. When attends at least six sessions
4. When reaches 5% weight loss goal

### Help 364 for Diabetes Management

WellSpark's emphasis on the connection between emotional and physical health puts us at the forefront of the market in measuring and achieving success, especially for people with diabetes. We believe that chronic disease emotional distress is directly connected to HbA1c levels which are then directly connected to the consumption of medical services and/or medical costs.

For clients with Help 364 for diabetes management that have at least 50 participants in the program, we guarantee that:

1. We will lower chronic disease emotional distress for 90% of participants regularly engaged with a Nurse Wellness Coach for at least six months. This is measured using Silver Fern's Diabetes Emotional Distress module with assessments taken before and after WellSpark's intervention
2. HbA1c will be lowered in 75% of these participants who have also lowered chronic disease emotional distress

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\*This does not include set-up/ implementation; learning content and workshops; or Activation Service fees

\*\*Assumes no customization of product features

\*\*\*Reporting schedule varies by product and client data