



2024 Employee Assistance Program Summary Plan Description



Employee Assistance Program

The Employee Assistance Program (EAP) offered by Bimbo Bakeries USA (BBU) and Bimbo QSR (the “Company”) is a confidential resource administered by SupportLinc. This program is designed to help you and your family members deal with life’s challenges and the demands that come with balancing home and work. Please refer to the Administrative Summary Plan Description (SPD) for information on eligibility, enrollment, cost of coverage, and claim filing and appeals for the EAP.

Services

The EAP is accessible 24/7 online and by telephone, and offers access to a variety of services, including short-term counseling and expert referrals for a wide array of personal and work-related concerns. In the event of a critical incident at work, such as a natural disaster or traumatic event, ResponseLinc will provide support to associates and family members. The level of support will be based on the severity of the incident and may include on-site access to CuraLinc professionals.

Human Relations may work with SupportLinc to create a referral should it be determined that you need support for performance-related issues on the job, including substance misuse. If a referral is created, you may be asked to authorize the disclosure of your records and personal information.

Professional Counseling

You or your eligible dependents can access up to five face-to-face and/or telephonic counseling sessions* (per presenting issue) for a wide variety of concerns, such as:

- Anxiety
- Anger management
- Depression
- Family counseling
- Grief and loss
- Job stress
- Marital concerns
- Stress management
- Substance abuse
- Work-life balance

SupportLinc’s web portal provides expert content and a comprehensive set of tools to assist in every aspect of life. Access on-demand training and practical resources, view tip sheets for quick access and helpful suggestions, use financial calculators, get help finding providers and more. Each month SupportLinc highlights a new topic, so be sure to check out the Monthly Feature section of the portal.

**The number of sessions varies for associates/dependents living in California or Nevada. Call SupportLinc at 1-888-881-5462, 24 hours a day, seven days a week, for more information.*

On-demand resources, as well as online tools and resources, are also available:

- **eConnect® Mobile App** – Get help navigating life’s challenges with confidential support from a licensed counselor as well as expert content – all from the convenience of your phone or tablet.
- **Textcoach®** – Textcoach® text therapy, available through the SupportLinc Coaching platform, helps boost emotional fitness and well-being by exchanging text messages, voice notes, tip sheets, videos and resource links with coaches. Coaching is available Monday through Friday, on desktop or mobile app, for up to five weeks per issue.
- **Animo** – Strengthen mental health and overall well-being using Animo’s self-guided content, practical resources and daily inspiration to foster meaningful and lasting change. This digital cognitive behavioral therapy platform is available on desktop or via mobile app.
- **Well-being Place Blog** – With fresh and timely content, each post on the Well-being Place blog offers guidance and tips you can use to have a positive impact on emotional and physical health and well-being – including self-care idea, recipes and more.
- **Savings Center** – Take advantage of a discount shopping program that provides national and local discounts on brands you know.
- **Mental Health Navigator** – Get a personalized Emotional Fitness Report with recommendations for mental health resources tailored to your needs.
- **Digital Group Support** – Through Virtual Support Connect, access free, moderated small-group sessions on a range of mental health topics.

Referrals and Consultation

The EAP's referral and consultation services are designed to save you time by providing guidance and referrals to expert resources for a number of common everyday challenges. These services include:

- **Legal consultation** – Speak by phone or in-person with a local attorney
- **Financial expertise** – Consult with a licensed financial counselor
- **Convenience resources** – Receive referrals for child care, elder care, home repair, housing needs, education, pet care, adoption and more.

To access these services, call **1-888-881-5462**, 24 hours a day, seven days a week, or visit **supportlinc.com** (Group Code: bimbo). SupportLinc's web portal is available in English and Spanish. You can also access EAP services via the eConnect mobile app, available on the **Apple app** store or **Google Play**.

Administrative SPD

The EAP benefits described in this SPD are offered under the Bimbo Bakeries USA Health & Welfare Plan. Additional information, including administrative and legal information about the EAP, is described separately in the Administrative SPD. This SPD and the Administrative SPD should be read together.

This SPD outlines provisions of the EAP as of January 1, 2024. The Company reserves the right to change, amend, suspend or terminate any or all of the benefits under this Plan, in whole or in part, at any time and for any reason at its sole discretion.

Note that by adopting and maintaining these benefits, the Company has not entered into an employment contract with any associate. Nothing in the legal plan documents or in the SPDs gives any associate the right to be employed by the Company or to interfere with the Company's right to discharge any associate at any time.