



HR REFERRAL POLICY- USA & CANADA

VERSION:2.0

EFFECTIVE DATE: JANUARY 1, 2026



POLICY OWNER/S: Geo Human Resources Team & Talent Acquisition Team

DOCUMENT NO. POL-HR-US14

INTERNAL USE ONLY

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HR Referral Policy- USA & CANADA	Effective Date: January 1, 2026

1.0 Introduction

Sutherland may offer a referral bonus to active Sutherland employees who assist in identifying and referring qualified external candidates who are subsequently hired when a defined business need exists, and an approved referral campaign is in place. All referral campaigns are based on business needs and are not guaranteed or ongoing.

2.0 Procedure

1. Referrals are submitted to recruiting through the “Click to Submit” button on your geography’s specific Intra page. Referrals submitted in any other manner cannot be tracked and will not qualify for the referral bonus. This includes candidates including the referring employees name on the application.
2. Referrals must be submitted prior to the applicant completing the registration portion of the Sutherland Global Services online application.
3. If the candidate qualifies for current SGS openings, a face to face interview will be scheduled.

3.0 Policy

1. The SGS Referral Program is available to all permanent employees of Sutherland USA & CANADA upon their hire date, with the exception of, temporary or contracted employees, recruiters and employees at the Director level and above.
2. Management Staff with hiring capabilities will not be paid for referring candidates to their own program.
3. Sutherland employees may refer anyone to the Company regardless of their relationship or affiliation to the candidate.
4. Rehired employees who have been referred do not qualify for a referral bonus.
5. For a referral to qualify, the employee must submit the candidate via the “Click to Submit” button on their geography’s specific intra page. Referrals submitted in any other manner cannot be tracked and will not qualify for the referral bonus. This includes candidates including the referring employees name on the application.
6. Referrals will not be accepted after a candidate has completed the registration process of the SGS online application. NO Exceptions.
7. Referrals are valid for six months. There may not be an immediate fit for the referred candidate. Candidates will be considered for other opportunities within

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Sutherland for six months. After six months, a candidate may be resubmitted through the outlined process. The original referral is no longer valid.

8. If two or more Sutherland employees refer the same candidate, the referral submitted first via the “Click to Submit” button will be honored. All referrals are time stamped at time of submission.
9. If either the Sutherland employee or the referred candidate leaves the Company at any stage in the referral process, the referral is no longer valid and cannot be re-activated. In order for a bonus to be processed, both employees must be active at the time of the scheduled referral payout.
10. Referral bonus amounts and payout structures are not fixed within this policy. Bonus eligibility, payout amounts, and payment timing will be defined and communicated within each individual referral campaign. Employees should refer to the specific campaign details for applicable bonus information. Sutherland reserves the right to modify or discontinue referral bonus campaigns at any time.
11. The bonus will be paid in gross dollars and is subject to applicable wage withholdings as required by state and federal law.
12. For the purposes of this policy, the term “hire date” will specifically refer to employees’ first day of work and not the date a candidate accepts an offer of employment.
13. Special referral campaigns will clearly state any change in pay-out amounts or schedules when announced.

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4.0 Review & Approval History

File Name	HR Referral Policy- USA & CANADA				
Document Code	POL-HR-US14				
Document Type	HR Policy				
Version	2.0				
Geographic / Vertical Scope	USA & CANADA				
Localizations – Regulatory	NA				
Localizations – Business	NA				
Revision History					
Version	Author	Changes Made	Reviewed by	Approved by	Effective Date
1.0		Initial document creation			
2.0	Arika McGee	<ul style="list-style-type: none"> Transition to Campaign based referral program. The policy is now applicable to USA & CANADA. 	Global HR Policy Management Team	Jackie Banjavcic	January 1, 2026