VOLUNTEER SERVICE MATCH
Your *time*, amplified.
CATERPILLAR FOUNDATION

1. What is the Volunteer Service Match Program?

The Caterpillar Foundation is proud to offer the Volunteer Service Match Program to support Caterpillar employees and members of its Board of Directors in their volunteer service to worthy causes. For every 10 hours an eligible Caterpillar participant volunteers to an eligible charity and records, the participant may request the Foundation to provide a $100 USD grant to an eligible charity designated by the participant. A maximum of $1,000 USD (up to 100 hours) per calendar year may be granted per participant. After volunteering, Caterpillar participants must record their hours at caterpillar.com/volunteer-match to request a match.

QUESTIONS

✉ Volunteer@cat.com

🖥 caterpillar.com/volunteer-match

HOW THE PROCESS WORKS

SEARCH: Login to the Caterpillar Cares portal to find charities and schools that qualify per the program eligibility Guidelines and FAQs.

VOLUNTEER: Volunteer at the eligible charity or school, whether individually or with a team.

RECORD HOURS: Login to the Caterpillar Cares portal to select the charity or school and enter the volunteer opportunity details. Hours may be submitted each time you volunteer or in a lump sum.

DESIGNATE CHARITY TO RECEIVE GRANT: For every 10 hours recorded, you will receive an email with instructions to unlock a $100 USD grant to a charity you've volunteered with. A maximum of $1,000 USD (up to 100 hours) per calendar year may be matched.

FOUNDATION MATCH: The Caterpillar Foundation reviews requests and processes a volunteer service grant to eligible charities and schools on a quarterly basis.

CATERPILLAR PARTICIPANT ELIGIBILITY

2. Who is eligible?

Eligible Caterpillar participants are limited to global active, full and part-time Caterpillar and Solar employees on Caterpillar payroll, U.S./Canada Progress Rail employees on Progress Rail payroll and members of the Caterpillar Board of Directors. *Caterpillar employees in China; Russia & Kazakhstan and non-U.S./Canada Progress Rail employees currently are not eligible, but may be eligible in a future phase of the program's development.*

3. Who is not eligible?

Ineligible participants include Caterpillar employees in China, Russia and Kazakhstan, non-U.S./Canada Progress Rail employees, contract/agency employees, Caterpillar retirees and spouses/surviving spouses of Caterpillar employees.

4. Why are retirees ineligible for the Volunteer Service Match Program?

We are proud to support U.S. Caterpillar retirees in their charitable giving through our year-round matching gifts program ($10,000 USD cap), United Way Campaign match (unlimited cap) and Red Cross Disaster Relief ($200,000 overall annual program cap). However, in order to support our global employees across more than 60 countries, the Caterpillar Foundation's Volunteer Service Match Program is currently only open to global employees on Caterpillar payroll.

5. If I leave Caterpillar, will my volunteer service match request still be honored?

Your hours are still eligible to be matched if the volunteer hours are completed and the service match request is submitted while you are an active Caterpillar employee. Note, the request must be submitted by January 31 of the year following the volunteer service.

CHARITY ELIGIBILITY

6. What is the definition of eligible volunteer hours?

Eligible volunteer hours include contributed **time, effort and/or talent (without financial gain) dedicated to help an eligible charity or school further their mission**. If the volunteer service you completed had this goal, you may record hours to the organization if it meets the charity criteria listed in the program guidelines.

Examples of eligible hours include (not the exhaustive list): Board service, serving on committee, tutoring, mentoring, participation in a walk/run for a charity, landscaping, painting, serving on a PTA, volunteering at a school, skills-based services, packaging/delivering meals, serving at a soup kitchen or food bank, elderly/special-needs care, assisting at a hospital, volunteer at animal shelter, collecting items for a food/supply drive, virtual volunteering, donating blood, organizing at a food pantry, clean up at local park, help repair/build a home, deliver holiday presents/meals, etc.

7. Which charities qualify and are eligible to have hours recorded?

The Caterpillar Foundation Volunteer Service Match Program includes thousands of global charities. Eligible charities are sourced from a variety of global databases to provide a broad list of eligible entities. There are many choices, including health and human service, civic and community, education, environmental, arts and cultural, and more. To search the system for eligible charitable organizations, you first must log in. Once logged in, use the search tool to find eligible charities Please note, all organizations and requests are reviewed on an ongoing basis to determine eligibility for volunteer service grants. Inclusion in the system is not necessarily a guarantee of eligibility.

8. U.S. payroll employees: Which charities are eligible?

Eligible charities must be recognized by and registered with the United States Internal Revenue Service as a current 501(c)(3) nonprofit organization (https://apps.irs.gov/app/eos/); or accredited public/private preK-12 schools or school districts (https://nces.ed.gov/globallocator/). Excluding noted "Ineligible Charities" in the full volunteer service match guidelines located at caterpillar.com/volunteer-match.

9. Non-U.S. payroll employees: Which charities are eligible?

Australia – Eligible charities must be recognized by and registered with the Australian Business Register as a DGR Item 1 charity:
- https://www.acnc.gov.au/charity

Canada – Eligible charities must be recognized by and registered with the Charities Directorate:
- https://apps.cra-arc.gc.ca/ebci/hacc/srch/pub/dsplyBscSrch?request_locale=en

United Kingdom – Eligible charities must be recognized by and registered with the UK Charity Commission:
- https://www.gov.uk/find-charity-information
- *If you do not see your charity listed, you may suggest that the charity contact the countries registering entity to be reviewed and included in their directory. Please keep in mind that these charities will still need to comply with Caterpillar Foundation guidelines, so inclusion in the list is not a guarantee of eligibility for our program.*

United States – Eligible charities must be recognized by and registered with the United States Internal Revenue Service as a current 501(c)(3) nonprofit organization or accredited public/private preK-12 schools or school districts.
- https://apps.irs.gov/app/eos/
- https://nces.ed.gov/globallocator/

Other Countries – Eligible charities must be recognized by and registered with the Charities Aid Foundation (CAF)
- *If you do not see your charity listed in the Caterpillar Cares portal search, you may suggest that the charity contact CAF directly to be reviewed. The charity should email benjamin@cafamerica.org. Please note that the charity may need to pay a validation fee to be reviewed. Once CAF reviews and approves the charity, it will soon be available for selection on our Volunteer Service Match site. Please keep in mind that these charities will still need to comply with Caterpillar Foundation guidelines, so inclusion in the list is not a guarantee of eligibility for our program.*

Please reference "Ineligible Charities" in the full volunteer service match guidelines located at caterpillar.com/volunteer-match.

10. Which charities are not eligible?

For the full list of restrictions, please review the guidelines at caterpillar.com/volunteer-match.

11. Should I still record volunteer hours even if it is below the 10-hour cumulative minimum per calendar year to qualify for a volunteer service match?

Yes! Recording your volunteer hours, even if below the 10-hour minimum for a volunteer service match, will allow the Caterpillar Foundation to accurately report the cumulative number of hours Caterpillar employees generously give back to the community each year.

12. Should I still record volunteer hours even if it is above the 100-hour cumulative maximum per calendar year that qualifies for a volunteer service match?

Yes! Recording your volunteer hours, even if above the 100-hour maximum for a volunteer service match, will allow the Caterpillar Foundation to accurately report the cumulative number of hours Caterpillar employees generously give back to the community each year.

13. Can I record volunteer hours to my church and request a volunteer service match?

While we know our employees generously volunteer at many types of organizations, currently the volunteer portal will only allow volunteer hours to be recorded to charities and schools that would qualify for a volunteer service match per the eligibility criteria. Houses of worship are not eligible if they are specifically classified by the IRS or other internationally recognized entity as a church. However, other faith-based community service organizations or schools may eligible. **If the U.S. nonprofit is classified by the IRS as a church with the specific classification of 170(b)(1)(a)(i), it is not eligible for the program.**

14. I've submitted volunteer service match requests to a charity before, but now the charity isn't eligible. How is that possible?

Sometimes an organization may lose its eligibility status due to a penalty, an oversight, or an error on the IRS or International electronic database. Until it is resolved between the charity and the recognized entity, the Caterpillar Foundation is unable to

provide grants to the charity. Please note that the Caterpillar Foundation also reviews each request and charity prior to making a volunteer service match payment so it is possible the charity is no longer compliant with the program guidelines.

15. **Are volunteer hours for United Way and their partner agencies eligible through the Volunteer Service Match program?**

Yes, recording volunteer hours for United Way and partner agency volunteer opportunities during and outside of the United Way Campaign are eligible for the program. However, hours served on the internal campaign planning team would not be eligible for a volunteer grant.

VOLUNTEER SERVICE MATCH ELIGIBILITY

16. **Is there a minimum or maximum number of hours to be matched through the program?**

The minimum timeframe to record per volunteer submission is 30-minutes. For every 10 hours that are recorded (whether to one or multiple organizations), you will have the opportunity to choose which charity or school receives the $100 USD grant. There is no maximum limit for recording hours (i.e. if you volunteer 101+ hours each year). However, the Foundation will only provide volunteer service match payments of up to $1,000 USD per participant each year (up to 100 hours). The organization must be eligible per the program guidelines and an organization you recorded hours to within the current year.

17. **Do all 10+ hours have to be volunteered at one charity or school?**

No, you may volunteer at multiple eligible charities or schools that add up to the 10-hour minimum to unlock a volunteer grant. The minimum timeframe to record per volunteer submission is 30-minutes. For every 10 hours that are recorded (whether to one or multiple organizations), you will have the opportunity to choose which charity or school receives the $100 USD grant. The organization must be eligible per the program guidelines and an organization you recorded hours to within the current year.

18. **Am I able to split a $100 USD grant (10 hours) between multiple charities?**

No, you may only apply for volunteer service match grants in 10-hour increments (10, 20, 30, 40, and so on). You must select one charity recipient for each $100 USD grant. You are not able to split or divide the $100 USD grant between multiple charities (i.e. $50 to two charities).

Example: You have recorded 30 volunteer hours between three different charities. You have three options:
1) Request that each of the three charities receives a $100 USD grant (10 hours for each).
2) Request one charity receives the full $300 USD grant (30 hours).
3) Request that one charity receives a $100 USD grant (10 hours), and a second charity receives a $200 USD grant (20 hours). The third charity would not receive a grant.

19. **If I qualify for an applicable volunteer time-off policy in my country, am I able to record volunteer hours that are part of that program?**

Yes, you may record volunteer hours that are completed as part of any applicable volunteer time-off policy in your country.

20. **Does the volunteer service match get paid to the employee who volunteers – or the charity or school the employee volunteers with?**

All volunteer service match payments are paid directly to the eligible charity or school. The Caterpillar Foundation does not provide any monetary compensation to employees for their volunteer service.

21. **Do I get to choose who receives the volunteer service match?**

Yes, through your volunteering choice. Once you record a minimum of 10 volunteer hours in the system to any eligible charities or schools, you will unlock a $100 USD volunteer service match. If you have recorded volunteer hours at more than

one charity in the calendar year, you may choose which entity will receive the volunteer service match (an organization you have volunteered with for the hours).

22. May I register a lump sum of volunteer hours for an employee group (multiple employees) under my Caterpillar Cares account?

No, you may only register volunteer hours you personally volunteered with the eligible charity. You may not register volunteer hours from others and register it as your own. Your fellow Caterpillar employees are able to register their own volunteer hours.

23. I volunteer internally with an Employee Resource Group. Am I able to record volunteer hours for those activities?

No, internally focused volunteer hours such as an Employee Resource Group (ERG) leadership position would not qualify for the program because they are not directly volunteering with an eligible charity or school. However, if your ERG hosts an approved volunteer opportunity that is tied to an approved charity that you participate in, you may record your individual volunteer hours.

SUBMISSION PROCESS AND DEADLINES

24. How will I know when I qualify for a volunteer service match?

For every 10 hours recorded, you unlock a $100 USD grant to a charity (one you have volunteered with in the calendar year). Each time this occurs, you will receive a notification email with instructions on how to apply for a volunteer service match. When you qualify for a volunteer service match, a notification banner with instructions also will be displayed within the Caterpillar Cares Volunteer Service Match portal.

25. When should I record my volunteer hours or request a volunteer service match the Caterpillar Cares system?

It is recommended you log your volunteer hours and submit your volunteer service match request as soon as possible after completing the opportunity. This enables the charity to receive grants sooner. The Caterpillar Foundation processes volunteer service matches on a quarterly basis. However, immediate recording of hours is not required, and you may record your hours in a lump sum based on a set period of time (weekly, monthly, quarterly, annually, etc.).

The deadline to record hours and submit volunteer service match requests is January 31 of the year following the volunteer opportunity.

26. If I volunteer weekly, monthly, quarterly, etc. at an organization throughout the year, am I able to submit hours in lump sum or must it happen for each volunteer opportunity?

You may record hours for each volunteer occurrence (use same start and end date) or in lump sum for multiple occurrences within timeframe (i.e. weekly, monthly, quarterly, annually etc.). Example: If submitting volunteer hours for the full calendar year for a charity, use the volunteer start date of January 1, 2024, and volunteer end date of December 31, 2024, and then enter the grand total of hours volunteered during that timeframe.

27. Is there a deadline to submit my volunteer service grant request?

Yes, the deadline for Caterpillar participants to submit volunteer service match requests is **January 31 of the year following the volunteer service**. For example, if your volunteer service takes place in June 2024, you have until January 31, 2025, to submit your volunteer service hours and match request in the Caterpillar Cares portal.

28. Will the charity receiving the volunteer service match need to confirm my match request?

The Caterpillar Foundation does not require that the charity or school verify the volunteer hours or volunteer service match request you record in the Caterpillar Cares portal. We rely on the Caterpillar participant to diligently keep track of the volunteer service completed. Participants must certify that their hours of service are true, accurate to the best of their knowledge and comply with the provisions of the program.

The Caterpillar Foundation reserves the right to evaluate our programs to ensure the process adheres to stated guidelines and our commitment to corporate social responsibility, including random audits of volunteer service grant request submissions. Organizations selected for review will be required to provide documentation verifying receipt of volunteer hours for each participant.

Make sure that you are familiar with these Volunteer Service Match program rules. **Failure to abide by these rules or providing any false or misleading information in connection with a volunteer service grant request could result in disciplinary action up to and including termination, as well as possible civil or criminal liability. The Caterpillar Foundation reserves the right, in its sole discretion, to discontinue funding and to demand the return of the volunteer service grant amount, or any portion thereof, and any income earned thereon, if you provide the Caterpillar Foundation with any false or misleading information or make any misrepresentations in connection with this request for a volunteer service grant.**

29. When will the charity or school receive the match payment from the Caterpillar Foundation?

The Caterpillar Foundation processes volunteer service match payments **on a quarterly basis per the payout calendar below:**

2024 PAYOUT CALENDAR	
IF ENTERED BY VOLUNTEER BY:	**THEN MATCH PAID:**
3/31/24	APRIL 2024
6/30/24	JULY 2024
9/30/24	OCT 2024
1/31/25	MAR 2025

ACCESSING SYSTEM / LOGIN

30. I am getting an error when I try to login. Why can't I access the Caterpillar Cares Portal?

Current global Caterpillar/Solar employees should use the Single Sign On link (gray box hyperlink) on the login page to access the site using your CWS ID/Password.

U.S./Canada Progress Rail employees should use the Standard Log In section to log in as single sign on is not available for this group. If you have never accessed the site, please use the "First Timer User? Create your password" link. *Your Employee ID Number is your Caterpillar/Solar HR ID (formerly known as PeopleSoft ID) or Progress Rail ID.*

Caterpillar employees in China, Russia & Kazakhstan and non-U.S./Canada Progress Rail employees are not eligible at this time. The Foundation is exploring eligibility in a future phase of the program's development.

DATA PRIVACY

31. What sort of data privacy does the Caterpillar Foundation provide with this program?

Information provided to the Caterpillar Foundation is processed consistent with Caterpillar's Global Data Privacy Statement which can be found here: https://www.caterpillar.com/en/legal-notices/dataprivacy.html. This information will be used to process the gift and may be used to contact you in the future regarding Caterpillar Foundation Program notifications and updates. Notwithstanding the above disclosure, we will provide personal information when required or permitted by law or for purposes relevant to Corporate Policies. By providing information you agree to the above uses of your personal information. Caterpillar does not provide nonprofit organizations with employee contact information. Please also see the Privacy Policy for the Caterpillar Foundation's third-party vendor, CyberGrants: https://impact.cybergrants.com/privacy-policy/

ADDITIONAL SUPPORT

32. Who do I contact if I still have questions?

Please email Volunteer@cat.com.