

## Summary of Changes to ServiceFM Incentive Program

Dear ServiceFM Staff

For many years, SFM has supported an Incentive Bonus Program for all ServiceFM employees. During **September-May**, the bonus is based on three aspects: 1) rewarding employees for years of service (loyalty), 2) positive performance (cooperation meeting customer needs and customer compliments), and 3) adopting good work behavior (properly notifying and scheduling absences, following company policies).

Because of the fluctuations in work routines during the months of **June, July and August**, the incentive program will not be impacted by points earned for loyalty, positive performance, and good work behavior. During these three months, ServiceFM employees will receive incentive pay based solely on the number of hours worked.

A reminder of a recent changes to the program:

Incentive bonuses will be now distributed twice per year, instead of four times per year.

- a. Bonuses earned for hours worked from June 1 - November 30 of each year will be distributed in December of each year
- b. Bonuses earned for hours worked from December 1 - May 31 of each year will be distributed in June of each year

### Revised SFM Incentive Program

#### Ways to earn bonus points:

-Compliments	Additional points (1-5 points) dependent upon the level of compliment(s) and site demands
-Cooperation	Addition of 1 point for each hour asked to work at another campus or take on another shift
-Hours Worked	The more hours you work, the more points you earn.
-Loyalty	The longer you work for SFM, the more points you earn.
-Absent w/out Notice	Deduction of 1 point for each hour absent or in 1/4 hour increments
-Absent with Notice	Deduction of 1/2 point for each hour absent or 1/8 point for each 1/4 hour Absent (see Special Notes below for more details)
-Late w/out Notice	Deduction of 1 point for each hour late or in 1/4 hour increments
-Late with Notice	Deduction of 1/2 point for each hour late or 1/8 point for each 1/4 hour late
-Dress Code	Deduction of 5 points for each infraction
-Complaints	Deduction dependent on the severity of the complaint(s) (5 pt. Deduction per event max.)

#### Special Notes:

1. If notice of absence is given 8 or more hours in advance then 1/2 point deductions will be applied.
2. If notice of absence is given less than 8 hours in advance, then a full one point deduction will be applied, plus the potential to receive a Warning Notice (5 point deduction) if there are repeated absences.
3. If absent for only one day, and notice was given 3 or more working days in advance, NO deductions will be applied.
4. If absent for more than one day consecutively, and notice was given 7 or more days in advance, NO deductions will be applied