4 Measures of a Successful Pay Strategy





Today's Presenter:

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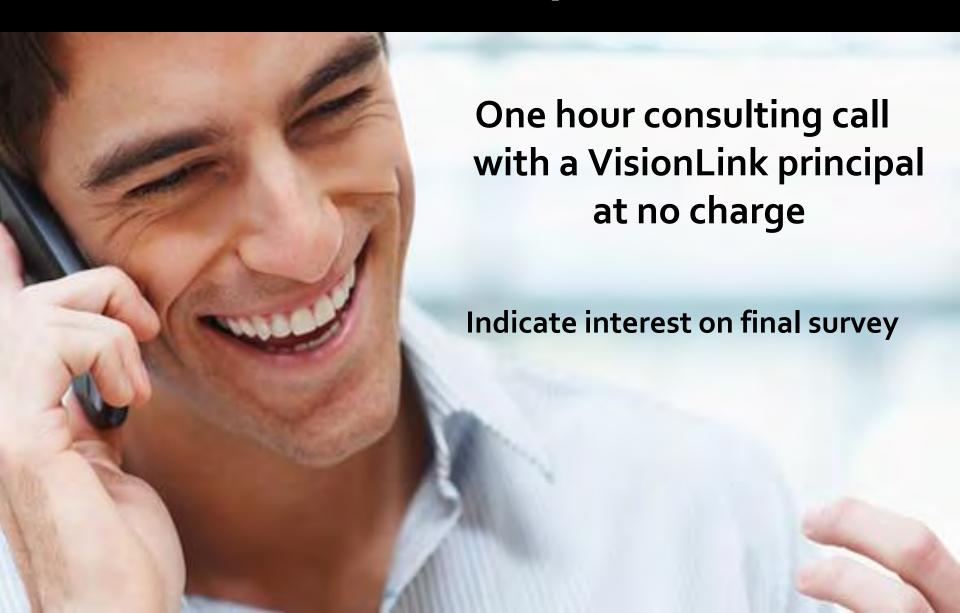
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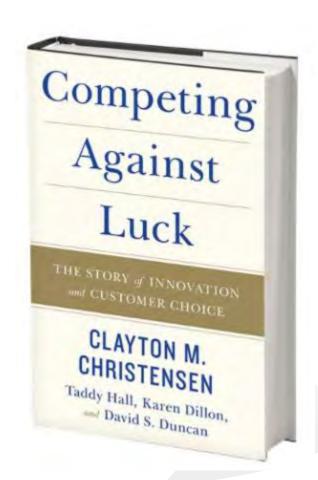
Our Focus



Theory of Jobs to be Done

"When we buy a product, we essentially 'hire' something to get a job done. If it does the job well, when we are confronted with the same job, we hire that same product again. And if the product does a crummy job, we 'fire' it and look around for something else we might hire to solve the problem."

(<u>Clayton Christensen</u>, <u>Theory of Jobs to be Done</u>, Harvard Business School, Working Knowledge, Dina Gerdeman, October 3, 2016)



Broader Application

Let the Jobs-To-Be-Done Theory Guide You

What if we applied this theory to all of the processes and systems we use in an organization including compensation?

Key Questions

- What job have you hired your rewards strategy to do?
- Do you know the purpose of every pay plan that makes up your value proposition
 - What is it intended to achieve?
 - What problem is it intended to solve?
 - And how is it doing in performing that job?
- Is your pay strategy performing so well you're ready to give it a raise, or are you more inclined to fire it at this point?



A More Strategic Approach

What is the problem compensation needs to help solve in your business?

What is not happening organizationally now that needs to happen and how might a given pay strategy be a potential solution?



Core Drivers



Examples of outcomes that should define what "job" you want compensation to do:

- Improve short and long-term profitability (increased revenue, improved margins, lower costs).
- Improve shareholder value.
- Accelerate innovation.
- Increase the company's ability to attract and retain premier talent.
- Provide clarity about roles, expectations and outcomes.
- Encourage a sense of stewardship about roles.
- Enable an ownership mindset on the part of key people.
- Link employee rewards to performance.
- Build a unified financial vision for growing the business.

Work Arounds

Business leaders are constantly coming up with "work arounds" for their pay strategy when it isn't "getting the job done."

- No core philosophy
- No cohesive structure
- No success measures



Solving the Right Problem

TEMPORARY
SOLUTIONS
OFTEN BECOME
PERMANENT
PROBLEMS.

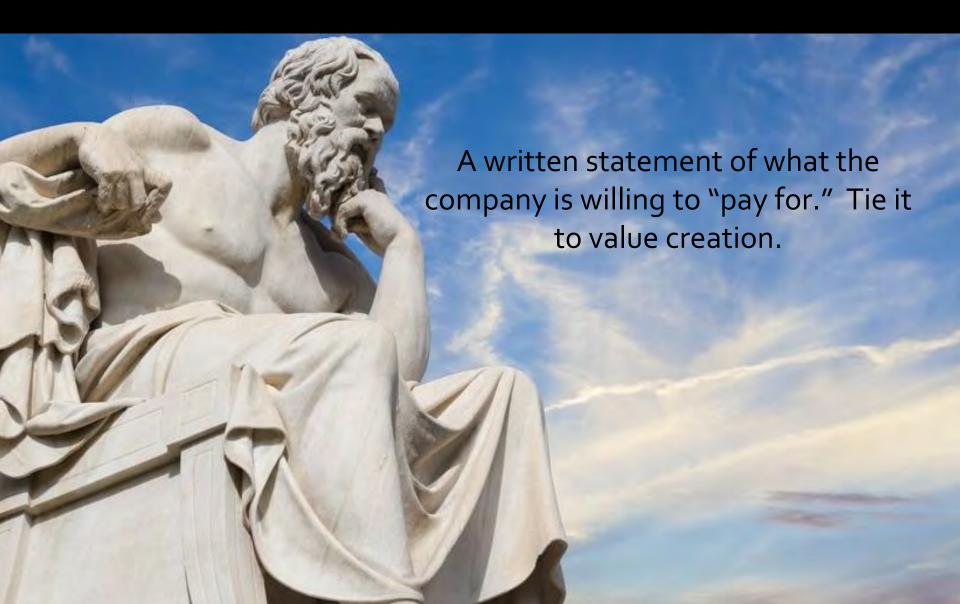
Businesses often put pay plans in place that are designed to address a particular issue without clearly identifying the problem those strategies are intended to resolve. Consequently, they end up encouraging behaviors or outcomes that not only don't address the key barriers the company is facing (the job they need their pay strategy to do), they create new problems in their place.

The 4 Measures of Successful Pay Strategy



- It Reflects a Clear Pay Philosophy
- 2. It is Aligned
- 3. It is Agile but Enduring
- 4. It Increases Productivity Profit

1. A Clear Pay Philosophy



Compensation Philosophy Statement



- How value creation is defined.
- How value is shared—and with whom.
- Market pay standards.
- How guaranteed pay and valuesharing will be balanced.
- How short and long-term valuesharing will be balanced.
 - When or if equity will be shared.
- How merit pay is defined.

Pay Philosophy Evolution



Old School

People Are Lucky to Have a Job

Philosophy

Pay the least you can to get the work done.

Cost or Investment?

Every dollar spent on pay is one dollar less in profits.

Salaries

Check the market; pay less if we can get away with it.

Bonuses

Maybe; let's wait and see if we have a good year.

Long-term Incentives (quasi-equity)

Are you crazy?

Results

If you have a business with sustainable cash flow and it doesn't require innovative employees or much customer interaction, this can work...but won't attract or retain premier talent.

Defensive

Don't Rock the Boat

Philosophy

Cost or Investment? We need to be ve

Salaries

Bonuses

Long-term Incentives (quasi-equity)

Results

We want to pay people well, but we have to be very cautious.

We need to be very careful to control costs--including pay.

We want to be "at market." Keep searching for it.

We will try to pay bonuses as long as we can afford them.

Not our cup of tea. Seems expensive and unnecessary.

If you want employees who are cautious about bringing up pay issues . . . and accept that pay should never go lower but rarely should go higher, this is the approach for you.

Wealth Creation

	Let's Focus on Performance		
Philosophy	Pay strong salaries and incentives to enable the company to attract great talent. We are willing to pay "above market" for top performers.		
Cost or Investment?	We see compensation as an investment that should produce a positive return for shareholders.		
Salaries	Salaries should be "at market" for most positions but somewhat above for high value positions.		
Bonuses	Bonuses are set and communicated early in the year; they are expressed as a meaningful percentage of salaries.		
Long-term Incentives (quasi-equity)	May play a small role.		
Results	If you want to focus on aligning employee performance and pay with your crucial budgeted goals, consider this approach.		

Wealth Multiplier

Let's Secure Growth Partners

Philosophy

Share economic value. "If you create financial value, you will participate in a generous portion of it."

Cost or Investment?

Compensation is allocated to produce the highest possible return for both shareholders and contributing employees.

Salaries

We use data for benchmarking, but our pay philosophy drives where we want to be vis a vis market pay.

Bonuses

Bonuses (value sharing plans) are tied to crucial metrics, recognize personal contributions, and are not capped.

Long-term Incentives (quasi-equity)

Viewed by top performers as the most meaningful part of their rewards program.

Results

If you want to be able to attract and retain the best talent in your industry and have them adopt a stewardship mindset regarding shareholder goals, this is your system.

What Approach Reflects Your Philosophy?



Expansive Approach

Strives to retain virtually every employee under the theory that everyone is needed or they wouldn't be there. Largely egalitarian.

"Why upset our harmonious culture by creating an elite group that receives special treatment? All our employees are critical and perform well, and most are not going to leave."



Expansive Approach

- Easy to administer
- Does not usually support an organization's efforts to raise overall performance

Discourages and disengages high performers

Selective Approach

Identifies, nurtures and works to retain the high performers at all levels of the organization.

Seeks to produce a cycle that, in the long term, will not only retain existing high performers, but create and attract more high performers and generate ever-improving standards of performance and organizational results.

Selective Approach

Sets high performance standards

 Acknowledges the company is in a war for stars

 Recognizes high performers always have an opportunity to move

Which approach makes the most sense?





2. Alignment



Eight Components of Pay

Benefits

- Core benefits
- Executive benefits
- Qualified retirement plans
- Supplemental retirement plans

Compensation

- Salary
- Performance incentives
- Sales incentives
- Growth incentives

Incentives should be in the form of value sharing.



Salaries

Competitive with market standards?

Tied to strong performance management process (merit)?

Managed within a flexible but effective structure?

Performance Incentives

Tied to productivity gains?

Clear, achievable and meaningful?

Self-financing?

An Aligned Compensation Strategy

Nonqualified Salary Retirement **Plans** Qualified Performance Retirement **Incentives** Plans Executive Sales Benefit Incentives Plans Core Health Growth & Welfare Incentives Plans

Sales Incentives

Challenging yet achievable? Reinforcing the right behaviors? Differentiating your offering?

Growth Incentives

Linked to a compelling future? Supporting an ownership mentality? Securing premier talent?

Core Benefits

Responsive to today's employee marketplace? Allocating resources where most needed? Evaluated to eliminate unnecessary expense?

Executive Benefits

Flexible enough to address varying circumstances? Communicating a unique relationship? Reducing employee tax expense?

Qualified Retirement Plans

Giving employees an opportunity to optimize retirement values? Operated with comprehensive fiduciary accountability? Avoiding conflicts and minimizing expenses?

Nonqualified Retirement Plans

Optimizing tax-deferral opportunities?

Aligning long-term interests of employees with shareholders?

Structured to receive best possible P&L impact?

Form of Pay	Purpose	Standard	Investment	ROI
Salaries	Provide for the current cash needs of our executives	40-50th percentile for peer group	\$500,000	Achieve ROA standard of 0.75%
Short-term Incentives	Enhance current cash payments to executives for achieving top and bottom line annual goals	30-40% of base salary	\$168,000 (Target)	15% revenue growth and 12% margin
Long-term Incentives (Cash)	Retain execs; focus them on long- term earnings growth; align with shareholder interests; meet wealth accumulation needs	15-20% of base salary	\$84,000 (Target)	Long-term growth in earnings (double earnings = share 13% of new value)
Long-term Incentives (Equity)	Retain execs; focus them on long- term earnings growth; align with shareholder interests; meet wealth accumulation needs	15-20% of base salary	\$84,000 (Target)	Long-term growth in earnings (double earnings = share 13% of new value)
Core Benefits	Meet basic security needs of the executives	50th percentile for peer group	\$25,500	ROA of 0.75%
Executive Benefits	Enhance basic security needs and meet market standards for perquisites	50th percentile for peer group	\$24,000	ROA of 0.75%
Qualified Retirement	Provide wealth accumulation opportunity for executives	4oth percentile (3% of salary)	\$15,000	ROA of 0.75%
Supplemental Retirement	Strengthen rewards value proposition to help recruit and retain executives; meet wealth accumulation needs	30th percentile compared to banks that have plans	\$135,000	ROA of o.9%

Total Rewards Approach

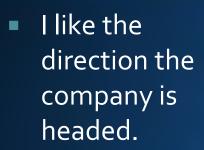
Compelling Future

Positive Work Environment

Opportunities for Personal and Professional Growth

Financial Rewards

Compelling Future



- I embrace the company's values.
- I believe the company can achieve its growth goals.

- The company's purpose and mine are aligned.
- I see myself in the company's future.
 - I have a "seat at the table" in determining the direction of the company.

Positive Work Environment



Personal and Professional Development



Financial Rewards



The Employee View of Compensation

Personal

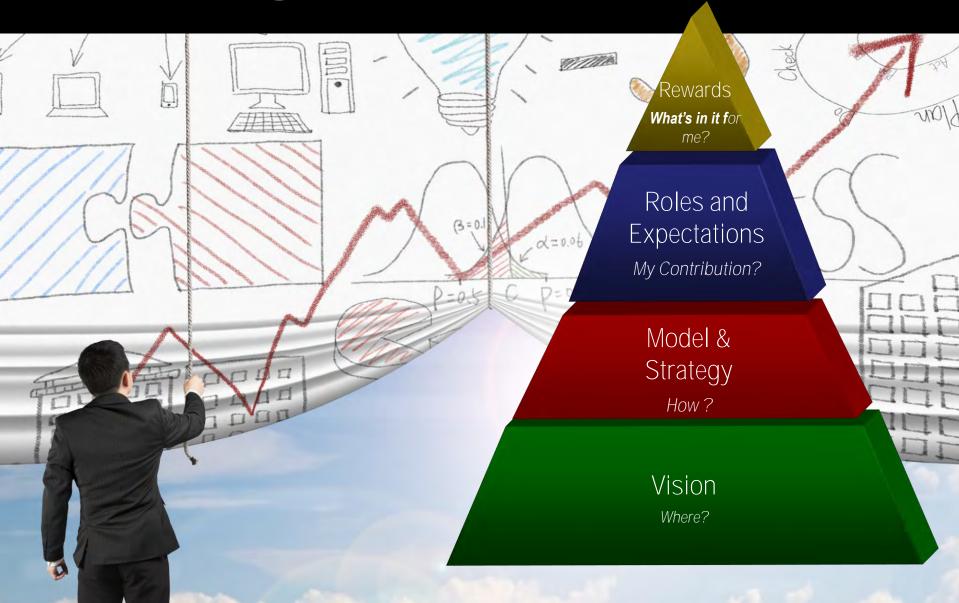
- Lifestyle & Wealth Accumulation
- 2. Career Measurement
- 3. Contribution Ambitions

Business

- 4. Roles, Expectations & Priorities
- _{5.} Partnership
- 6. Continuity & Fairness



Line of Sight



3. Agile but Enduring



Performance Management Evolution



The Reinvention of Performance Management

- Rapid innovation is a source of competitive advantage which means future needs are continually changing.
- Projects are short-term and tend to change along the way, so employees' goals and tasks can't be plotted out a year in advance with much accuracy.

"Because organizations won't necessarily want employees to keep doing the same things, it doesn't make sense to hang on to a system that's built mainly to assess and hold people accountable for past or current practices."

(Deloitte 2015 Reinventing Performance Management)

An Agile Approach to Pay



Structured Flexibility

- Look at compensation strategy as you would an investment portfolio.
- Individual pay components are your "asset classes."
- As things change, adjust weighting of each asset class.



The Total Compensation Structure

		Salary Range						401k	Deferred	Deferred	Health,			Financial	
Grade/				Bonus	LTIP	% Phantom	% Phantom	Match	Comp	Comp Max	Dental,	Vacation		Planning	Annual Car
Band	Min	Mid	Max	Target	Target	Stock FV	Stock AO	Max %	Elegible	Match	Life	Days	Sick Days	Perk	Allow
1	203,531	271,375	339,219	50.0%	100%	50%	50%	5%	Yes	5%	\$11,141	Unlimited	Unlimited	15,000	20,000
2	150,078	200,103	250,129	35.0%	75%	50%	50%	5%	Yes	5%	\$11,141	Unlimited	Unlimited	10,000	12,500
3	119,497	159,329	199,161	25.0%	50%	100%	0%	5%	Yes	5%	\$11,141	25	5	5,000	8,000
4	102,632	136,843	171,054	20.0%	25%	100%	0%	5%			\$6,127	25	5	5,000	
5	81,293	101,616	121,940	15.0%				5%			\$6,127	25	5	5,000	
6	69,720	87,150	104,580	15.0%				5%			\$6,127	15	5		
7	58,564	73,205	87,846	10.0%				5%			\$6,127	15	5		
8	50,176	62,720	75,264	10.0%				5%			\$6,127	15	5		
9	44,038	51,809	59,580	5.0%				5%			\$6,127	15	5		
10	37,211	43,777	50,344	5.0%				5%			\$6,127	10	5		
11	30,784	36,217	41,649	5.0%				5%			\$6,127	10	5		
12	23,562	27,720	31,878	5.0%				5%			\$6,127	10	5		
13	19,529	22,975	26,421	0.0%				5%			\$6,127	10	5		
14	17,354	20,417	23,479	0.0%				5%			\$6,127	10	5		

Creating a Balance

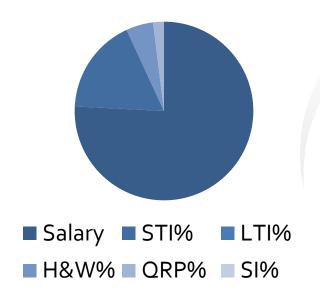
	Total Compensation Structure																	
Name	Title/Position	Tier		Salary		nort-term ncentive Target	In	ng-term centive Target	Т	otal Direct Comp		H&W Annual Value		QRP Annual Value	Security Plans Annua Value	!	Total Indirect Comp	TRI
Jason Smith	CEO	1	\$	300,000	\$	120,000	\$	-	\$	420,000	\$	18,200	\$	8,000	\$ -	. \$	26,200	\$ 446,200
Lucy Jones	VP Marketing	2	\$	210,000	\$	45,000	\$	-	\$	255,000	\$	16,200	\$	7,000	\$ -	\$	23,200	\$ 278,200
Rick Miller	VP Sales	2	\$	160,000	\$	85,000	\$	_	\$	245,000	\$	9,200	\$	6,000	\$ -	. \$	15,200	\$ 260,200
Janice Johnson	CFO	2	\$	195,000	\$	40,000	\$	_	\$	235,000	\$	10,200	\$	5,000	\$ -	. \$	15,200	\$ 250,200
Maria York	Director	3	\$	160,000	\$	10,000	\$	_	\$	170,000	\$	12,200	\$	4,000	\$ -	. \$	16,200	\$ 186,200
Frank North	Director	3	\$	150,000	\$	10,000	\$	_	\$	160,000	\$	11,200	\$	3,000	\$ -	. \$	14,200	\$ 174,200
Ricardo South	Director	3	\$	140,000	\$	10,000	\$	_	\$	150,000	\$	7,700	\$	2,000	\$ -	\$	9,700	\$ 59,700
Simon Lewis	Director	3	\$	130,000	\$	10,000	\$	-	\$	140,000	\$	8,700	\$	2,500	\$ -	. \$	11,200	\$ 151,200
			\$	1,445,000	\$	330,000	\$	_	\$	1,775,000	\$	93,600	\$	37,500	\$ -	\$	131,100	\$ 1,906,100

How are these values determined?

Why no LTI to balance the STI? Should we be addressing these needs?

What Does It Tell You?

	Total Rewards Investment (TRI) Allocation											
	TRI looks at each component of pay as a percentage of the total											
Name	Tier	Salary	STI%	LTI%	H&W%	QRP%	SP%	TRI				
Jason Smith	1	67.2%	26.9%	0.0%	4.1%	1.8%	0.0%	\$ 446,200				
Lucy Jones	2	75.5%	21.4%	0.0%	7.7%	3.3%	0.0%	\$ 278,200				
Rick Miller	2	61.5%	53.1%	0.0%	5.8%	3.8%	0.0%	\$ 260,200				
Janice Johnson	2	77.9%	20.5%	0.0%	5.2%	2.6%	0.0%	\$ 250,200				
Maria York	3	85.9%	6.3%	0.0%	7.6%	2.5%	0.0%	\$ 186,200				
Frank North	3	86.1%	6.7%	0.0%	7.5%	2.0%	0.0%	\$ 174,200				
Ricardo South	3	87.7%	7.1%	0.0%	5.5%	1.4%	0.0%	\$ 159,700				
Simon Lewis	3	86.0%	7.7%	0.0%	6.7%	1.9%	0.0%	\$ 151,200				



Balanced Structure

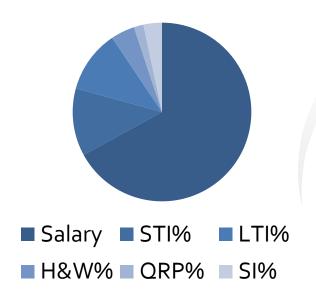
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Name	Title/Position	Tier		Salary		hort-term ncentive Target		ong-term Incentive Target	т	otal Direct Comp		H&W Annual Value		QRP Annual Value	Security ans Annual Value	١	Total Indirect Comp	TRI
Jason Smith	CEO	1	\$	300,000	\$	75,000	\$	75,000	\$	450,000	\$	18,200	\$	8,000	\$ 15,000	\$	41,200	\$ 491,200
Lucy Jones	VP Marketing	2	\$	210,000	\$	36,750	\$	36,750	\$	283,500	\$	16,200	\$	7,000	\$ 10,500	\$	33,700	\$ 317,200
Rick Miller	VP Sales	2	\$	160,000	\$	60,000	\$	40,000	\$	260,000	\$	9,200	\$	6,000	\$ 8,000	\$	23,200	\$ 83,200
Janice Johnson	CFO	2	\$	95,000	\$	34,125	\$	34,125	\$	263,250	\$	10,200	\$	5,000	\$ 9,750	\$	24,950	\$ 288,200
Maria York	Director	3	\$	160,000	\$	16,000	\$	16,000	\$	192,000	\$	12,200	\$	4,000	\$ 8,000	\$	24,200	\$ 216,200
Frank North	Director	3	\$	50,000	\$	15,000	\$	15,000	\$	180,000	\$	1,200	\$	3,000	\$ 7,500	\$	21,700	\$ 201,700
Ricardo South	Director	3	\$	140,000	\$	14,000	\$	14,000	\$	168,000	\$	7,700	\$	2,000	\$ 7,000	\$	16,700	\$ 184,700
Simon Lewis	Director	3	\$	30,000	\$	13,000	\$	13,000	\$	156,000	\$	8,700	\$	2,500	\$ 6,500	\$	17,700	\$ 173,700
			\$	1,445,000	\$	263,875	•	\$ 243,875	\$	1,952,750	\$	93,600	\$	37,500	\$ 72,250	\$	203,350	\$ 2,156,100

We've reduced the STI targets.

But we've balanced with a LTIP (wealth creation). This can strengthen partnership and improve retention.

A balanced approach will typically appeal to premier talent who hold a long-term view

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Name	Tier	Salary	STI%	LTI%	H&W%	QRP%	SP%	TRI			
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Lucy Jones	2	66.2%	17.5%	17.5%	7.7%	3.3%	5.0%	\$ 317,200			
Rick Miller	2	56.5%	37.5%	25.0%	5.8%	3.8%	5.0%	\$ 283,200			
Janice Johnson	2	67.7%	17.5%	17.5%	5.2%	2.6%	5.0%	\$ 288,200			
Maria York	3	74.0%	10.0%	10.0%	7.6%	2.5%	5.0%	\$ 216,200			
Frank North	3	74.4%	10.0%	10.0%	7.5%	2.0%	5.0%	\$ 201,700			
Ricardo South	3	75.8%	10.0%	10.0%	5.5%	1.4%	5.0%	\$ 184,700			
Simon Lewis	3	74.8%	10.0%	10.0%	6.7%	1.9%	5.0%	\$ 173,700			



4. Measure ROI



ROTRI[™] Example:

Item	Amount
Capital Account	\$20,000,000
Cost of Capital	12%
Capital Charge	\$2,400,000
Operating Income	\$10,000,000
Productivity Profit	\$7,600,000
Total Rewards Investment	\$25,000,000
ROTRI™	30.4%



(ROTRI™ = Productivity Profit/Total Rewards Investment)

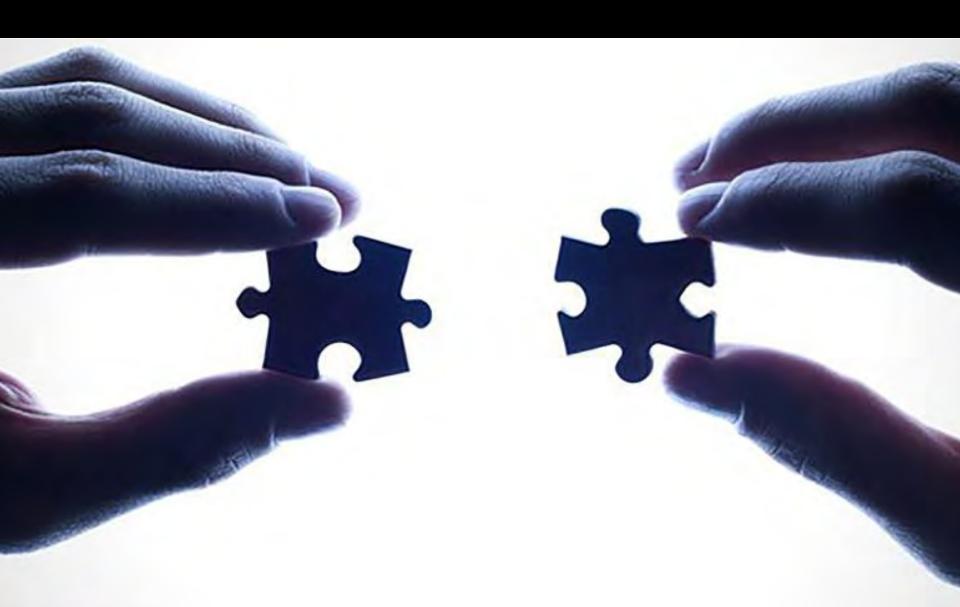
ROTRI[™] Example:

Item	Figure					
Capital Account	\$20 , 000 , 000					
Cost of Capital	12%					
Capital Charge	\$2,400,000					
Operating Income	\$10,000,000					
*Productivity Profit	\$7,600,000					
Total Rewards Investment	\$25,000,000					

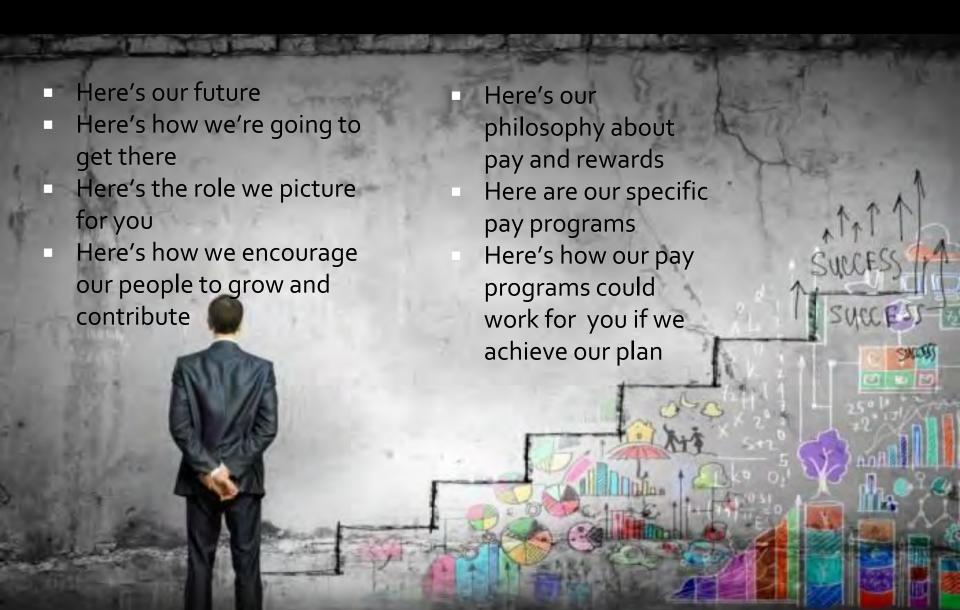
*Variable Pay
Plans (Value
Sharing) are
financed from
Productivity
Profit

(ROTRI™ = Productivity Profit/Total Rewards Investment)

Partnership



Market a Future that's Relevant



Employee Value Statement

Many many are				SIMP CS		STATE OF THE PARTY
3 21 33 3	Year	1	2	3	4	5
	Targeted Results	100%	100%	100%	100%	100%
一种一一一	Salary	\$160,000	\$166,400	\$173,056	\$179,878	\$187,177
	STVS	\$64,000	\$66,560	\$69,222	\$71,991	74,871
- The state of the	LTVS (EOY)		\$74,000	\$186,000	\$311,000	\$448,000
	401(k) @7%	\$17,120	\$36,123	\$57,169	\$80,428	\$106,086
	Total Cash	\$224,000	\$232,960	\$242,278	\$251,970	\$262,048
	Wealth Accrual	\$17,120	\$110,123	\$243,169	\$391,428	\$554,086
NY.	Total Value	\$241,120	\$567,083	\$942,407	\$1,342,636	\$1,767,343
O DATE OF THE REAL PROPERTY AND THE PERSON NAMED IN COLUMN TWO IN COLUMN	13:5	THE PARTY NAMED IN	THE PERSON NAMED IN			

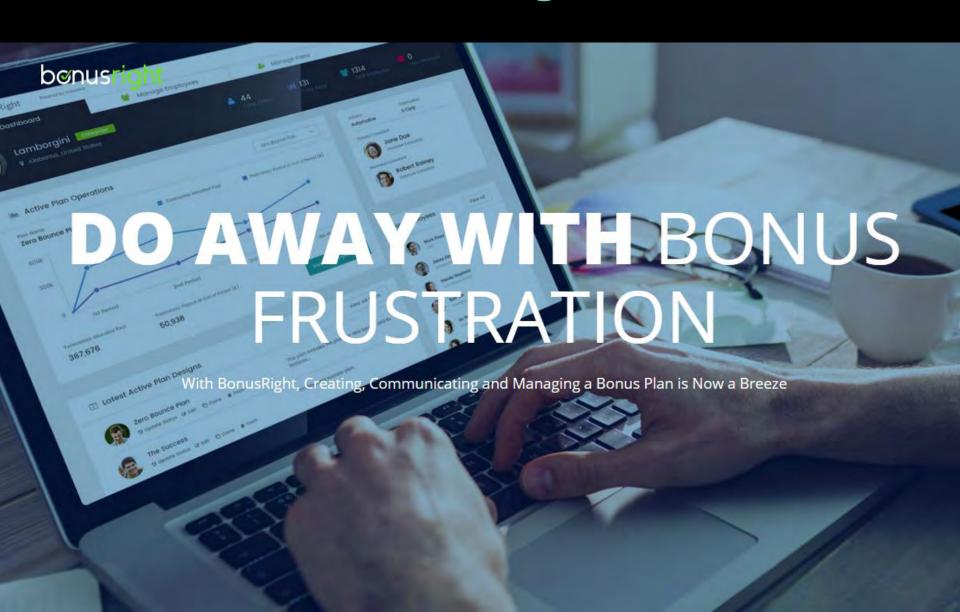
The 4 Measures of Successful Pay Strategy



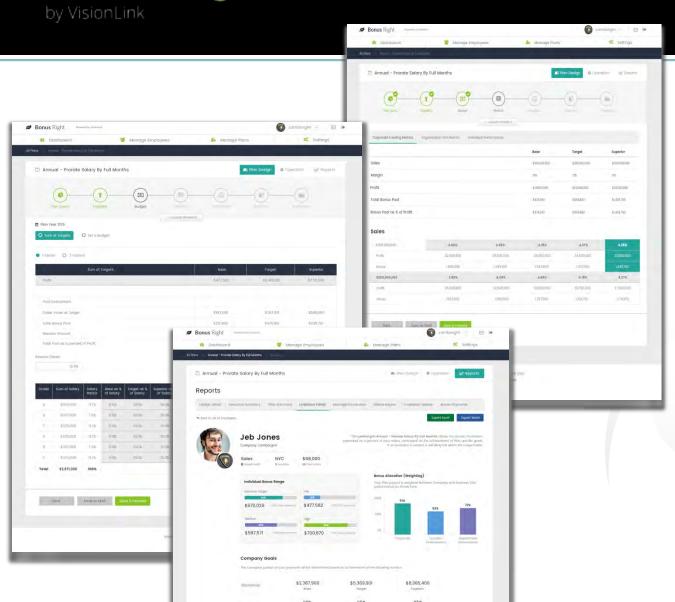
- It Reflects a Clear Pay Philosophy
- 2. It is Aligned
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If you do all this, but don't communicate a sense of partnership, your pay strategy will fail.

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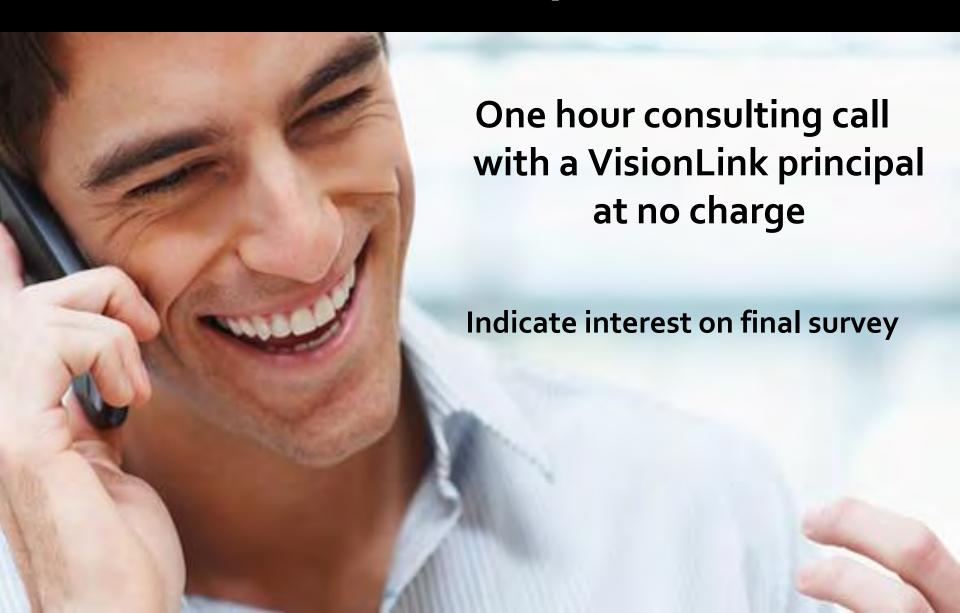


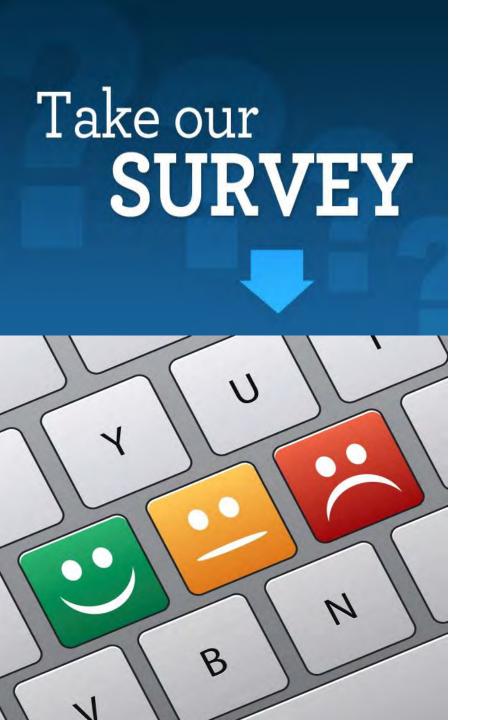
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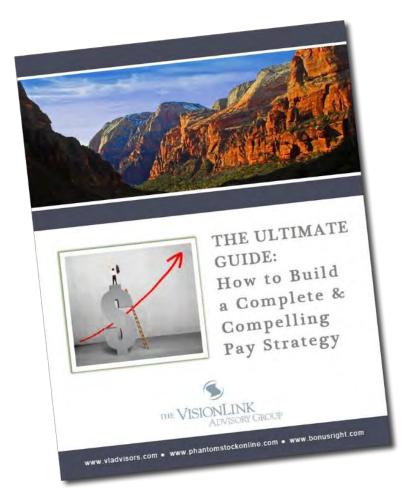
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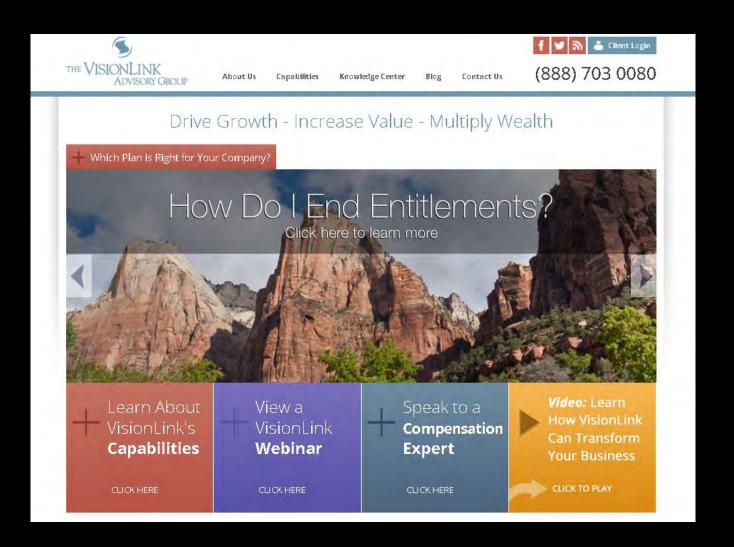
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4 Pay Practices the Kill Employee Engagement	December 6 th

The Ultimate Guide: HOW TO BUILD A COMPLETE & COMPELLING PAY STRATEGY



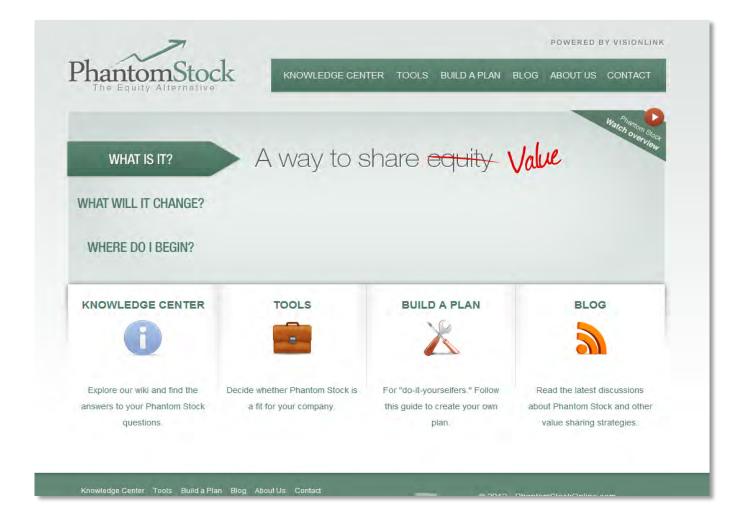
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A&D



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