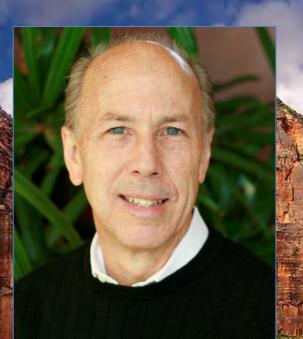
# Pay, Performance & Productivity





# Today's Presenter: Ken Gibson

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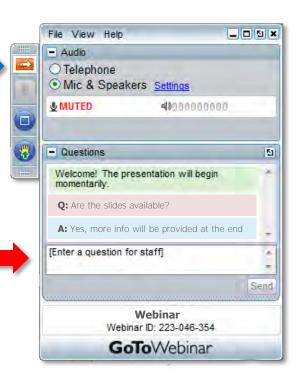
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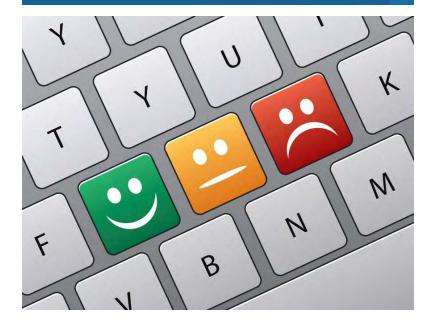
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# **For Webinar Participants**

One hour consulting call with a VisionLink principal at no charge

> Indicate interest on final survey

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# 

End of the Presentation

# Vision: Help You Become a Wealth Multiplier Organization

Transform the way you use compensation to share value with employees.

## If you do that...

- Quality of talent will improve.
- Employee engagement will expand.
- Performance will be magnified.
- Business growth will be accelerated.
- Shareholder value will increase.

# **Governing Thought**

Pay the least amount you can "get away with" to attract the best talent available and drive the maximum performance possible.

# Questions

- Pay higher salaries and price out the competition?
- Competitive salary but higher upside?

A blend of those approaches?

# What is a Performance Culture?

- Focus
- Execution
- Sustained SuccessPatterns
- Consistent "Wins"
- Confidence

# **Rewards to Results**



# What Results?

# **Value Creation**

# What kind of Pay?



# **Key Principles**

- 1. Establish a Performance Framework
- 2. Define a Clear Compensation Philosophy
- 3. Focus on Alignment
- 4. Replace "Incentives" with "Value-Sharing"
- 5. Employ a Total Rewards Approach
- 6. Measure Your ROI on Pay
- 7. Build a Total Compensation Structure
- 8. Define and Communicate a Financial Partnership

# **1**. Establish a Performance Framework



# **Business Framework**

#### **Phase One**

Business Framework

- Define Growth Expectations (Vision)
  - Key outcomes that must be achieved

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- Define Business Model and Strategy
  - Performance Engine
  - How the company will compete
  - Where are growth opportunities?
- Identify Roles and Expectations
  - Establish Performance Criteria
  - Define "Success"

# **Compensation Framework**

#### Compensation Framework

#### Phase Two

# Establish a pay philosophy

- Expansive vs. Selective—or Hybrid
- Define what the company is willing to pay for

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#### Engineer a pay strategy

- Structure
- Mindset
- Adopt a "Total Rewards" Approach

# Talent Framework

Talent

Framework

#### **Phase Three**

- Identify Key Producers
  - Meeting "success" standards

#### Identify Talent "Gaps"

Recruiting Strategy

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#### Communicate Expectations

- Define success
- Communicate Rewards
  - Philosophy
  - Programs
  - Value Statement

# 2. Establish a Clear Pay Philosophy

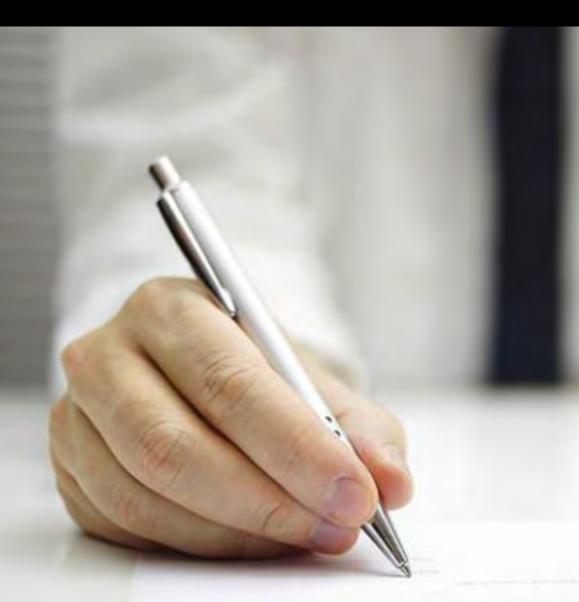
A written statement of what the company is willing to "pay for." Tie it to value creation.

# **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.

# Spell it Out



- Value creation occurs beyond an appropriate return on shareholder capital (12%).
- We believe value should be shared with those who are most responsible for its creation.
- We believe value-sharing should be split 50/50 in rewarding short-term and long-term performance
- We believe in being at the 45-50<sup>th</sup> percentile with guaranteed pay but in providing unlimited upside earnings through value-sharing

# **Pay Philosophy Evolution**

#### Wealth Multiplier

#### Wealth Creation

## Defensive



# 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 workbut won't attract or retain premier talent.				

# Defensive

	Don't Rock the Boat				
Philosophy	We want to pay people well, but we have to be very cautious.				
Cost or Investment?	We need to be very careful to control costsincluding pay.				
Salaries	We want to be "at market." Keep searching for it.				
Bonuses	We will try to pay bonuses as long as we can afford them.				
Long-term Incentives (quasi-equity)	Not our cup of tea. Seems expensive and unnecessary.				
Results	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
		i di citero

Philosophy

**Cost or Investment?** 

Salaries

Bonuses

Long-term Incentives (quasi-equity)

Results

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

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

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

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

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

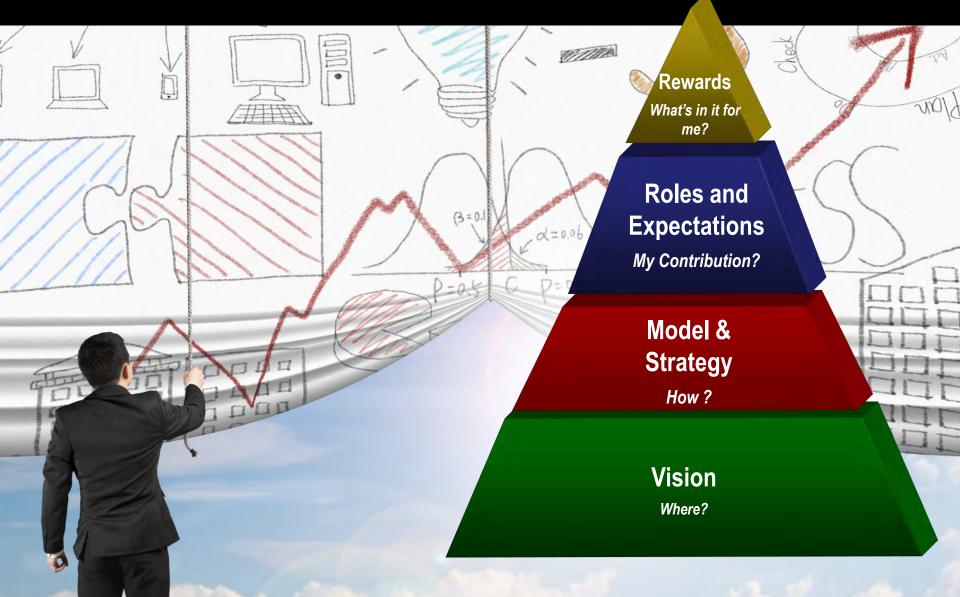
If you want to be able to attract and retain the best talent in your industry and have them adopt a stewardship mindset regarding shareholder goals, this is your system.

# 3. Focus on Pay Plan Alignment

#### Pay should turn employees into growth partners.



# Line of Sight



# **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?



#### **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?

#### **Nongualified Retirement Plans**

Optimizing tax-deferral opportunities?

- Aligning long-term interests of employees with shareholders?
- Structured to receive best possible P&L impact?

# An Aligned Compensation Strategy

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	5oth percentile for peer group	\$25,500	ROA of 0.75%
Executive Benefits	Enhance basic security needs and meet market standards for perquisites	5oth 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	3oth percentile compared to banks that have plans	\$135,000	ROA of o.9%

# The Ultimate Purpose of Pay

#### Create a Unified Financial Vision for Growing the Business

# 4. Replace "Incentives" with Value Sharing

Incentives imply a "carrot and stick" approach while valuesharing is about reinforcing outcomes and forging a financial partnership.





# Reinforce

This is the behavior that's expected and rewarded.

These are the results that are valued and rewarded.

Do these things whether you like them or not (they're a necessary part of the job). Assume stewardship for the outcomes we're striving for, determine the best ways to get them done. Here are our standards, patterns, expectations.

Our bonuses are reflective of our "market pay" analysis for your job classification

profits

Our bonuses reflect the way we share value that you help create.

Good profits

#### Line of Sight Sales Growth Improvement **Product Improvements Cost Improvements Customer Satisfaction Productivity Improvements Quality Employee Retention** My Job Responsibilities \$ New Value \$

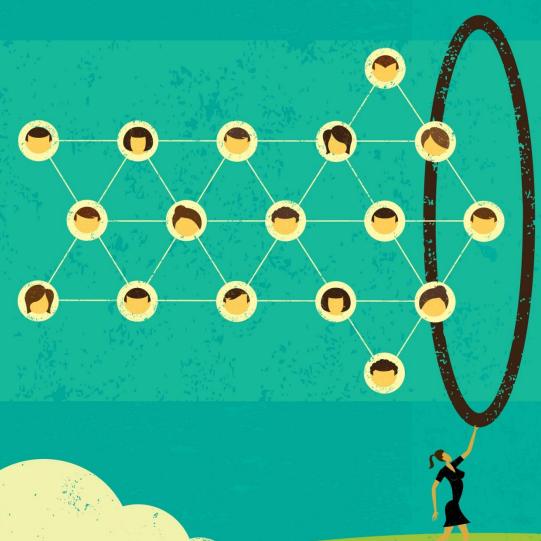
**Value Sharing** 

Margin

#### **Growth Incentives (Value Sharing)**



#1 Value sharing
attracts and retains
the best talent and
magnifies results



#2: Value sharing plans reinforce the company's business model

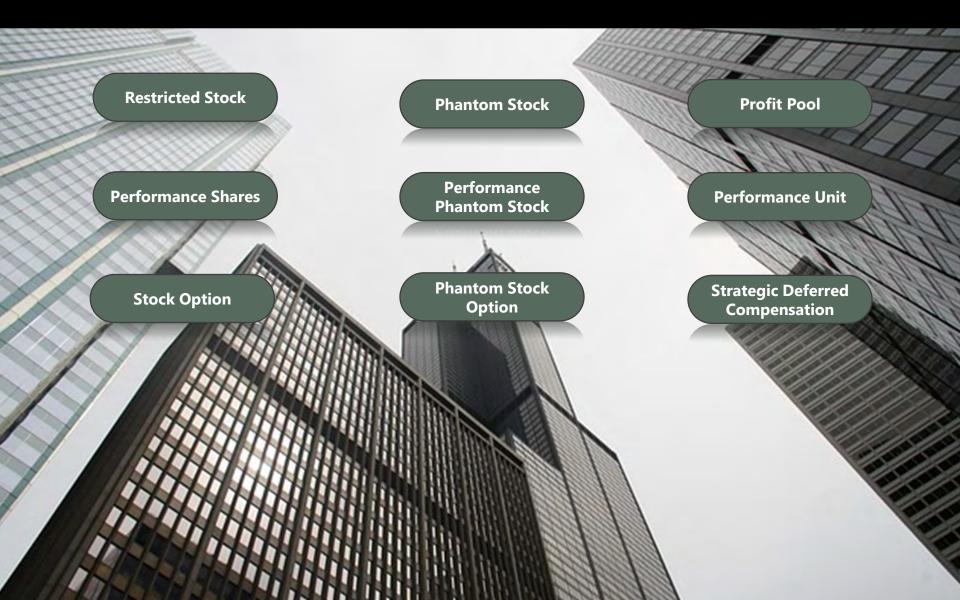
#3: Value sharing protects against bad profits and promotes good profits

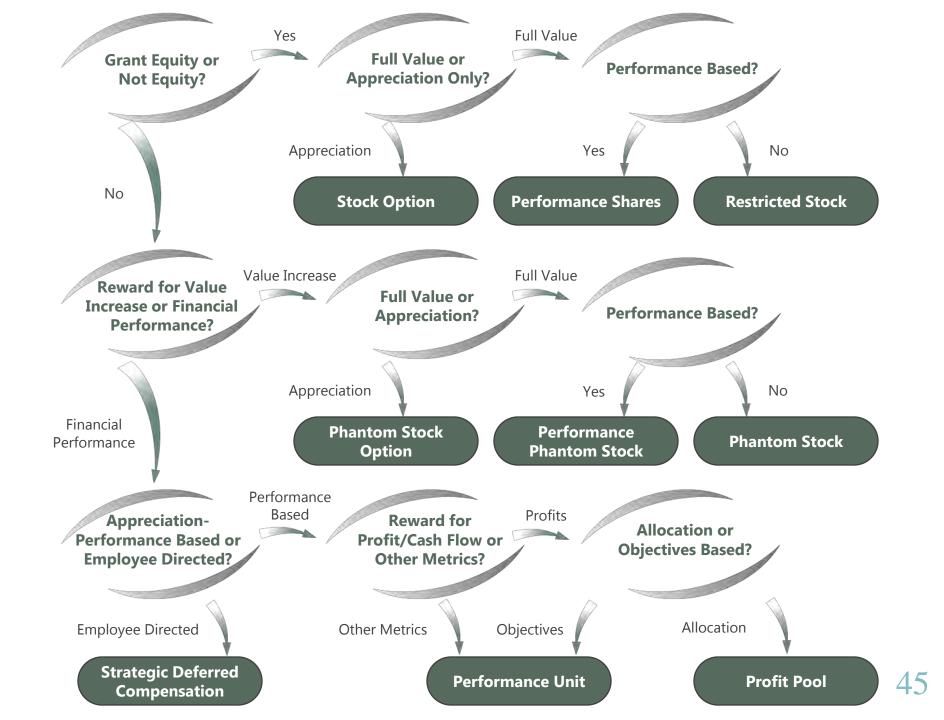
#4: Value sharing promotes an ownership mindset

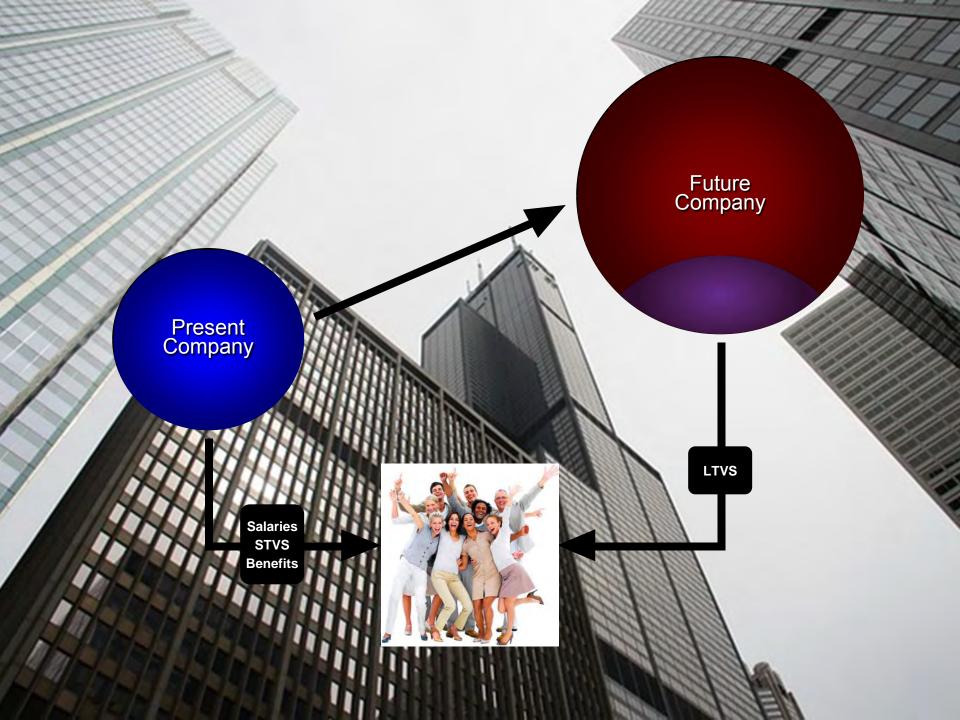
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#5: Value sharing builds trust and accelerates results

## Select the Right Plan Type







#### 5. Employ a Total Rewards Approach

#### **Compelling Future**

#### Positive Work Environment

Opportunities for Personal and Professional Growth

**Financial Rewards** 

## **1.** Compelling Future

- I like the direction the company is headed.
- I embrace the company's values.
- I believe the company can achieve its growth goals.

- I see myself in the company's future.
- I want a "seat at the table" in determining the direction of the company.

#### 2. Positive Work Environment

- I like the nature of the work I'm doing.
- I am working within my unique ability.
- My responsibilities have strategic purpose.
- I like the team of people with whom I work.
  There are channels and
  - processes for solving problems and decision making.

#### 3. Personal and Professional Development

As a result of my immersion in the culture and resources of this organization, my unique abilities will improve—and I will experience personal and professional fulfillment.

## 4. Financial Rewards

- There is a philosophy that guides pay decisions and I relate to it.
- There is a mechanism for sharing value with those who help produce it.

 I have some control over how much I can earn if I produce.
 I feel a sense of partnership with ownership.

## Link Company & Employee Goals Financial "Hierarchy of Needs"

5	Wealth Accumulation		Wealth Multiplier Philosophy
4	Value Sharing		Short & Long-Term Incentive Plans
		- 4	
3	Retirement Planning		Qualified & Executive Retirement Plans
		1	
2	Risk Protection	T-T	Comprehensive, Flexible
		12	Benefits Plan
		1	
1	Cash Flow & Living Standard	1	Salary & Bonus
	BUL AND	11	HI RICE

Clear Pay Philosophy

# Intrinsic vs Extrinsic Motivators

#### Intrinsic

Purpose, Autonomy, Mastery

#### Extrinsic

- Role Definition
- Performance Expectations
- Partnership
- Contribution Ambitions

# **Total Rewards Approach**

#### Compelling Future Purpose

Positive Work Environment Autonomy Role Definition

Opportunities for Personal and Professional Growth Mastery & Purpose Financial Rewards Partnership Performance Expectations Contribution Ambitions

#### 6. Measure Your ROI on Compensation

Return on Total Compensation Investment

ROTRI™

## **ROTRI<sup>™</sup> Example:**

ltem	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	10
Total Rewards Investment	\$25,000,000	
ROTRI™	30.4%	

(ROTRI<sup>™</sup> = Productivity Profit/Total Rewards Investment)

## **ROTRI<sup>™</sup> Example:**

ltem	Figure
Capital Account	\$20,000,000
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*Productivity Profit	\$7,600,000
Total Rewards Investment	\$25,000,000
ROTRI™	30.4%

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

(ROTRI<sup>™</sup> = Productivity Profit/Total Rewards Investment)

## 7. Build a Total Compensation Structure

A total compensation structure gives you a comprehensive view of all compensation and benefit plans and ensures operational integrity.

# **The Final 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		

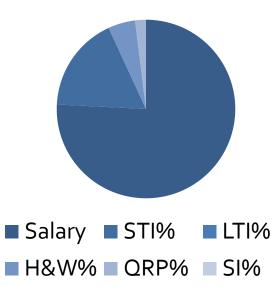
## **Creating a Balance**

				1	Total C	on	npensa	ati	on Struc	tu	re					
Name	Title/Position	Tier	Salary		hort-term ncentive Target	In	ng-term centive Target	т	otal Direct Comp		H&W Annual Value	QRP Annual Value	Pla	Security ns Annual 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



## 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					



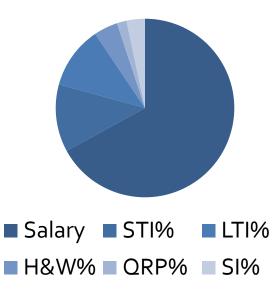
#### **Balanced Structure**

				Total Co	om	npensati	or	n Structu	re						
Name	Title/Position	Tier	Salary	hort-term ncentive Target		Long-term Incentive Target	т	otal Direct Comp		H&W Annual Value	QRP Annual Value	Security ns Annual Value	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

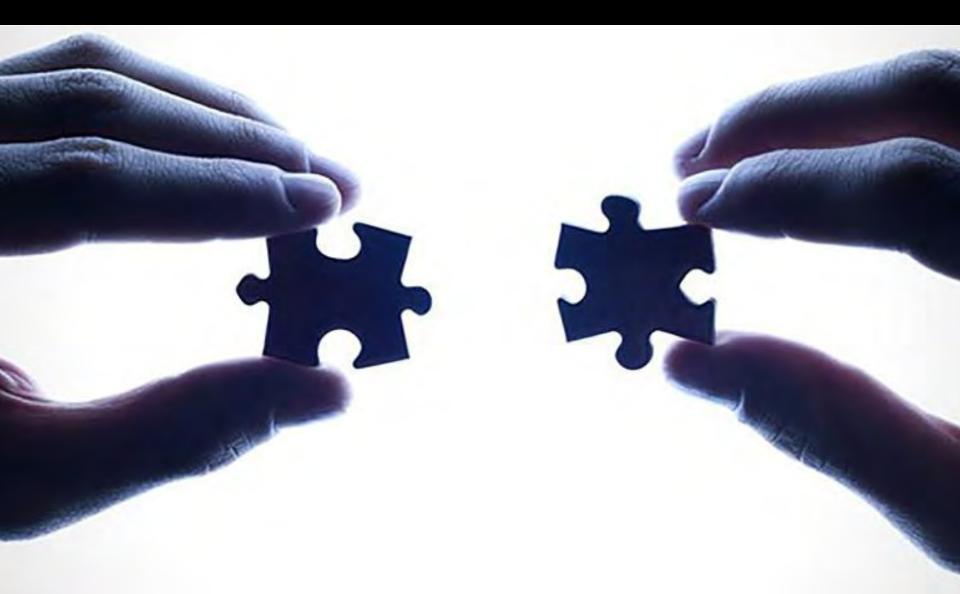


# A balanced approach will typically appeal to premier talent who hold a long-term view

	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	61.1%	15.3%	15.3%	3.7%	1.6%	3.1%	\$ 491,200				
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				



#### 8. Define a Financial Partnership



## Market a Future that's Relevant

Communicate desire for a growth partnership Demonstrate commitment To the future business To key contributors Promote don't just communicate Be consistent

## Market a Future that's Relevant

- Here's our future
- Here's how we're going to get there
- Here's the role we picture for you
- Here's how we encourage our people to grow and contribute

Here's our
philosophy about
pay and rewards
Here are our specific
pay programs
Here's how our pay
programs could
work for you if we
achieve our plan

#### **Employee Value Statement**

	State of the second	and the second second	Cashie Ter	States States	Long Street	
I will with the	Year	1	2	3	4	5
Line -	Targeted Results	100%	100%	100%	100%	100%
At hand it .	Salary	\$160,000	\$166,400	\$173,056	\$179,878	\$187,177
	STVS	\$64,000	\$66,560	\$69,222	\$71,991	74,871
And in the second	LTVS (EOY)		\$74,000	\$186,000	\$311,000	\$448,000
AND	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
Stor MAR	Total Value	\$241,120	\$567,083	\$942,407	\$1,342,636	\$1,767,343

## **Key Principles**

- 1. Establish a Performance Framework
- 2. Define a Clear Compensation Philosophy
- 3. Focus on Alignment
- 4. Replace "Incentives" with "Value-Sharing"
- 5. Employ a Total Rewards Approach
- 6. Measure Your ROI on Pay
- 7. Build a Total Compensation Structure
- 8. Define and Communicate a Financial Partnership

#### Who Benefits?

#### Shareholders

- Magnet for premier talent
- Perpetuate growth
- Increased business value
- Accelerated wealth accumulation
- Legacy of opportunity

#### Stakeholders

- Associated with a winner
- Positive work environment
- Personal and professional development
   Financial rewards

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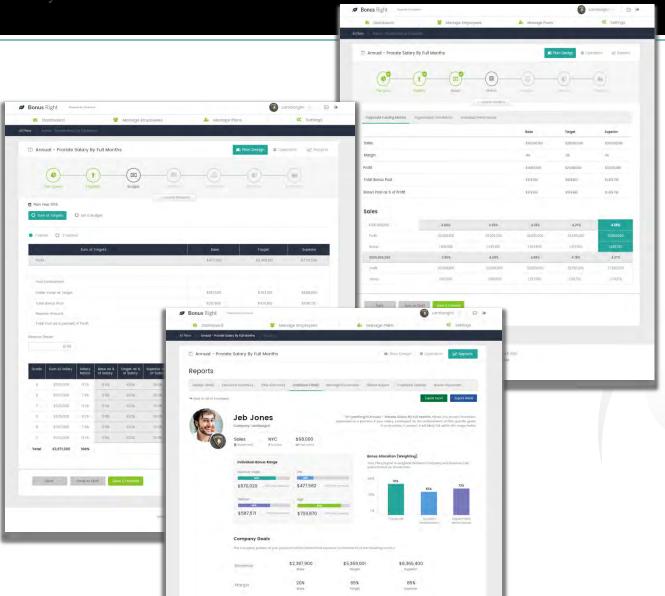
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With BonusRight, Creating, Communicating and Managing a Bonus Plan is Now a Breeze

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One hour consulting call with a VisionLink principal at no charge

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# Take our SURVEY



Please complete our brief survey immediately following our presentation.

We value your input.

Request a copy of our slides, white paper, complimentary consultation, and invitation to BonusRight rollout.

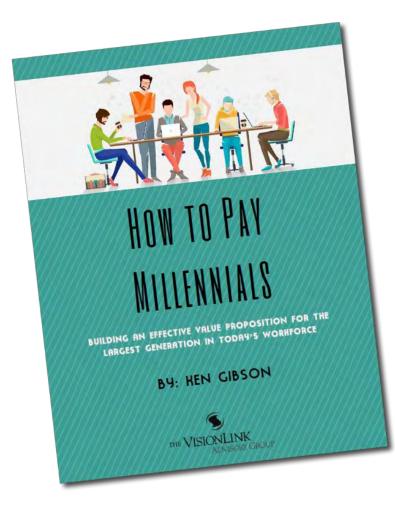
## Upcoming VisionLink Online Seminars:

Why Isn't Your Bonus Plan Working? And What You Can Do About It	October 25 <sup>th</sup>
Balancing Salaries and Incentive Pay (HR Specific Webinar)	November 8 <sup>th</sup>
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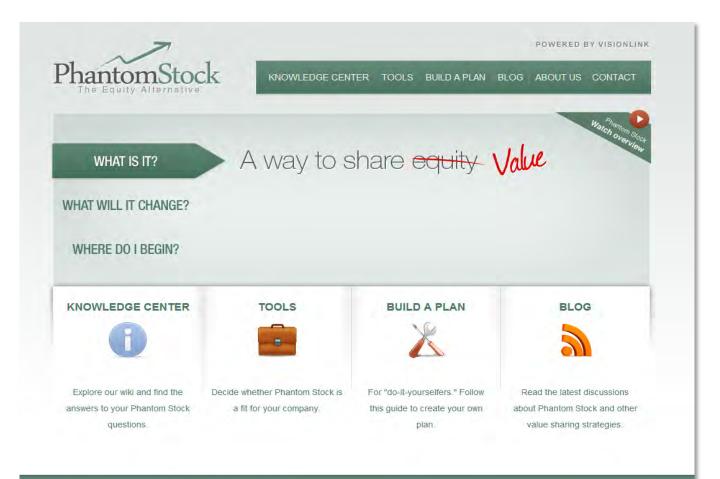
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# THANKYOU

## ken Gibson

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