



## GAIN SHARING BONUS PLAN PAYOUT MATRIX

Customer Satisfaction	Profit Margin																	
	8%	9%	10%	11%	12%	13%	14%	15%	16%	17%	18%	19%	20%	21%	22%	23%	24%	25%
5.0	1.44%	1.52%	1.60%	1.68%	1.76%	1.84%	1.92%	2.00%	2.08%	2.16%	2.24%	2.32%	2.40%	2.48%	2.56%	2.64%	2.72%	2.80%
4.9	1.36%	1.43%	1.50%	1.57%	1.64%	1.71%	1.78%	1.85%	1.92%	1.99%	2.06%	2.13%	2.20%	2.27%	2.34%	2.41%	2.48%	2.55%
4.8	1.28%	1.34%	1.40%	1.46%	1.52%	1.58%	1.64%	1.70%	1.76%	1.82%	1.88%	1.94%	2.00%	2.06%	2.12%	2.18%	2.24%	2.30%
4.7	1.20%	1.25%	1.30%	1.35%	1.40%	1.45%	1.50%	1.55%	1.60%	1.65%	1.70%	1.75%	1.80%	1.85%	1.90%	1.95%	2.00%	2.05%
4.6	1.12%	1.16%	1.20%	1.24%	1.28%	1.32%	1.36%	1.40%	1.44%	1.48%	1.52%	1.56%	1.60%	1.64%	1.68%	1.72%	1.76%	1.80%
4.5	1.04%	1.07%	1.10%	1.13%	1.16%	1.19%	1.22%	1.25%	1.28%	1.31%	1.34%	1.37%	1.40%	1.43%	1.46%	1.49%	1.52%	1.55%
4.4	0.96%	0.98%	1.00%	1.02%	1.04%	1.06%	1.08%	1.10%	1.12%	1.14%	1.16%	1.18%	1.20%	1.22%	1.24%	1.26%	1.28%	1.30%
4.3	0.88%	0.89%	0.90%	0.91%	0.92%	0.93%	0.94%	0.95%	0.96%	0.97%	0.98%	0.99%	1.00%	1.01%	1.02%	1.03%	1.04%	1.05%

**NOTES:**

- 1) Employees receive a Monthly Gain-Sharing Bonus (a percentage of ESC's Revenue) based on Overall Customer Satisfaction and Profit Margins.
- 2) Production Staff and Supervisors share in the Bonus Pool based on a 70/30 Split (70% = Production Staff, 30% = Production Supervisors).
- 3) Customer Satisfaction is measured monthly using ESC's Customer Satisfaction Survey, which is based on a 5-point system (5 = Highest, 1 = Lowest).
- 4) Profit Margins are based on a 3-month rolling average.