

Q267	INCENTIVE POLICY
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1. Purpose

1.1 The purpose of the Incentive Scheme is to:

- a) Reward employees for their performance and contribution to Enhanced Lifestyles.
- b) Better educate employees about their individual Key Performance Indicators (KPIs) and Team Key Performance Indicators (KPIs) and how the indicators link to the overall success of Enhanced Lifestyles' business.
- c) Increase employee motivation and interest in meeting Enhanced Lifestyles' goals and reward them outside of the normal remuneration process for achieving or exceeding targets.
- d) Provide a clear correlation between key performance measures that influence reward and the employee's ability to influence those measures.

2. Commencement of Policy

2.1 This Policy will commence on 2 April 2018.

2.2 KPIs will be reviewed bi-annually before June 30 each year and 31 December each year.

3. Application of the Policy

3.1 This Policy applies to all eligible employees of Enhanced Lifestyles employed in the positions set out below. This Policy does not form part of any employee's contract of employment. An addendum will be prepared and provided to eligible employees.

4. Meaning of Discretion

4.1 Any payment of an incentive payment (including determining the amount of such payment) is at the absolute Discretion of the Chief Executive Officer.

4.2 In this Policy, 'Discretion' means that the Chief Executive Officer has an ability to change this Policy or withdraw the policy at any time for any reason. For example, it may cease the program due to financial or budgetary requirements of the organisation.

5. Possible Incentive

5.1 Subject to the terms and conditions outlined below, employees may be eligible to receive the following incentive payments:

- a) Individuals - \$750.00 bonus

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- b) Team Incentive - \$750.00 bonus each
- 5.2 Members of the Service Delivery team are eligible to participate. The positions include:
- Customer Relations Officer
 - Senior Service Delivery Officer
 - Service Delivery Officer
- 5.3 Incentive payments will be determined by the Chief Executive Officer on or before end of Financial Year. The Incentive Scheme will be bi-annual with incentive payments made 14 days after 30 June and 14 days after 31 December. Any other employee entitlements or benefits (including, but not limited to payment for accrued long service leave and annual leave, superannuation contributions, allowances, reimbursement for expenses etc.) will not be included for the purposes of calculating an employee's incentive payment entitlement.
- 6. Eligibility**
- 6.1 Participation in the scheme is open to the employees of Enhanced Lifestyles who:
- a) are employed in one of the positions listed above;
 - b) are employed at the Notification Date.
- 6.2 Any employee who commences employment with Enhanced Lifestyles after 2 April 2018, may, at the absolute Discretion of the Chief Executive Officer, be able to participate in the scheme on a pro-rata basis.
- 7. Payment of Incentives**
- 7.1 An assessment of each employee's individual and team entitlements to an incentive payment will be made weekly with the final assessment taking place before 30 June each year or 31 December each year.
- 7.2 Any employee who has been assessed as being entitled to receive an incentive payment will generally be notified in writing ('*Notification Date*').
- 7.3 Any employee who has been assessed as being entitled to receive an incentive payment will generally receive the incentive 14 days after 30 June and 31 December.
- 7.4 Incentive payments are stated as gross amounts and are inclusive of any superannuation entitlements. Tax will be not deducted and the net amount will generally be deposited into relevant employees' bank accounts, by electronic

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funds transfer, in the pay period immediately following the decision to pay an incentive payment.

8. Conditions

- 8.1 Payment of an incentive payment to employees as an individual and team is dependent upon:
- meeting performance goals during the term of the scheme;
 - the particular employee being employed by – on or before 2 April 2018, or such other time at the absolute discretion of the Chief Executive Officer;
 - the particular employee being employed by Enhanced Lifestyles and not serving a period of notice of termination of employment at the Notification Date (regardless of whether notice of termination was given by Enhanced Lifestyles or the employee);
 - the particular employee achieving at least partially meets required outcomes (i.e. a 2 rating) at their Incentive review, based upon their performance and their team's performance for the period of the Incentive Scheme and meeting of set competencies. Employees and the team will be ranked as either:
 - (Unsatisfactory – does not qualify for a bonus); \$0
 - (Partially meets required outcomes); \$200
 - (Satisfactory performance); \$375
 - (Excellent); \$500
 - (Outstanding). \$750
- 8.2 An incentive review meeting may be held with an employee and team to discuss performance. Employees and the team will be notified of their performance ranking. Rankings are based upon the employee's and the team's performance for the Incentive scheme period against the required competencies.
- 8.3 Enhanced Lifestyles retains the absolute discretion at all times, to amend, cancel or discontinue the incentive scheme in part or in its entirety, without compensation, at any time. Employees should be informed if any such decision is taken. If the incentive scheme is amended, cancelled or withdrawn completely during the term of the scheme, Enhanced Lifestyles may exercise its discretion to make a pro-rata incentive payment to affected employees.
- 8.4 If an employee is transferred to another role during the scheme period, the employee's incentive entitlements may be adjusted.

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8.5 If an employee's employment with Enhanced Lifestyles is terminated prior to the Notification Date for a reason, other than serious misconduct, poor performance, other conduct issues or resignation, Enhanced Lifestyles may exercise its discretion to make a pro-rata incentive payment to the affected employee.

8.6 Employees must work a minimum of 15 hours per week to qualify for the scheme.

9. Confidentiality

9.1 It is a condition of each employee's participation in Enhanced Lifestyles' incentive scheme that all details of the scheme, policy and incentive competency plan are kept confidential. Any breach of this confidentiality requirement may result in the relevant employees' incentive being withdrawn.

10. Questions

10.1 An information session regarding the operation of the scheme will be held prior to the roll out of the Incentive Scheme. Employees will be provided the opportunity at the information session to discuss the operation of the scheme before its implementation on 2 April 2018. Any employee thereafter wishing to discuss the operation of the scheme can do so by contacting the Chief Executive Officer who will be assisting to administer the scheme.

Employee acknowledgement

I acknowledge:

- *receiving the - Policy; and*
- *that I will comply with the Policy.*

Employee Name: _____

Signed: _____

Date: _____