



Achievement Based Compensation

Get rewarded for your
results—now



Introducing ABC

Achievement Based Compensation

In a world where most companies are cutting back on their worker investments and incentives, we are redoubling our commitment to employees through an innovative program called ABC – Achievement Based Compensation.

ABC is designed to propel both your career and our company to the next level of accomplishment and financial success.

Enhancing Our Compensation Program

Thousands of employees already enjoy the benefits of ABC, previously called Activity Based Compensation. The program has been enhanced to focus on Achievement as the guiding principle in our day-to-day work – and underscores our commitment to expanding opportunity for every employee.

ABC aligns employee goals with the needs of our customers and our over-arching business objectives. It is the most effective, innovative way to expand compensation, broaden your personal career path and enhance customer service.

Ask your supervisor if you are eligible to participate in ABC. Once you learn what ABC has to offer – and how other employees are benefiting from this exciting program – you will want the ABC Advantage, too!

Benefits of ABC

ABC provides an entirely new way to approach your work. It allows you and your manager to align your goals to create a win-win situation for all. The program provides significant support for both managers and employees, offering learning tools that empower you to be successful – and to be handsomely rewarded for your efforts.

With ABC, you can:

- Earn more money
- Build job satisfaction
- Chart a successful career path
- Be a self-starter
- Receive free success coaching and support
- Work with greater independence
- See immediate rewards
- Ensure that we remain a competitive, successful business and reliable employer.

In contrast to traditional incentive plans, where employees must wait until the end of the year to be considered for a salary increase, ABC rewards you every step along the way.

ABC is your key to:

- Increased pay and/or a shorter work week
- More autonomy over your income and work-life balance
- Taking ownership of your career path.



What Does It Take To Succeed With ABC?

We know that our most valuable company asset is our people. Nothing is more important. That's why we are redoubling our commitment to attract and retain the very best workforce to meet the challenges of an exciting, competitive era.

So, what does it take to succeed with the ABC program? The first step is having the right attitude – knowing you can deliver performance and quality that produce the income you desire.

The other characteristics of successful ABC employees include:

- Refining and improving the speed and accuracy of your work
- Eliminating idle time by staying on task
- Learning from others – including your supervisors, coaches, trainers and co-workers
- Bringing your “A” game to work every day.

ABC is fundamentally a pay-for-performance system. You get paid primarily based on what you produce – in terms of both quantity and quality.

During your training or the ABC implementation period, you will be provided with information on the program and will have time to prepare for ABC. The program is reviewed with you – including your primary pay, applicable overtime, time off and more – based on your specific job function, client and SBU.

Another key to success is making use of the many ABC resources available to you, including the following:

- Your SBU's ABC Plan Document
- The “Understanding Your ABC Pay Stub” document
- Employee ABC Course: Understanding Your Role
- Your SBU's Customized Briefing
- Supervisor Coaching/Mentoring.

Success is ultimately measured by happy, loyal clients. So, the more you succeed, the more you earn. And the more you earn, the more our company succeeds!

What Are Employees Saying About ABC? Finally...a program that puts me in control.

While some employees are initially fearful of change, it doesn't take long to realize that ABC offers a unique opportunity to take their career to a new level. Here are three typical comments:

“ABC works for me. Now that I understand the plan and how it works, I am happy that it is in place. ABC works if you focus on your job. I like it because it seems like I'm getting two bonus checks in one month. ABC is a great plan!”

– Robin B., BPS

“Through ABC, I'm doing more than getting a good paycheck. I'm getting great training that makes me more valuable to the company and gives me greater peace of mind about job security. I'm much more confident today, thanks to ABC. I love it!”

– Stephan G., ITO

“I compare my paycheck now to my paycheck before ABC – and smile. Since I started on ABC, I have been able to join the 401(k), get my finances in order, and am in the process of buying a new home.”

– Lancita B., ESS

Ready to Get The ABC Advantage? Your Future Starts Here

If you are ready to take control of your future and a major step forward in learning, earning and career growth, talk to your supervisor or contact the ABC Answers Helpline today.

Contact us

ABC Answers Helpline
1-877-360-2221
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