Compass Shared Rewards – Compass PAYS 2012
Frequently Asked Questions

Q. How can I help us achieve our goals?
A. Be safe, put the customer first, be genuine, demonstrate integrity, strive for operational excellence, be innovative and be enthusiastic.

Q. When will I receive payout for the Compass PAYS reward?
A. Reward payouts will be distributed once a quarter according to the schedule below (unless unforeseen circumstances prevent distribution of payouts):

- First quarter will be paid in April.
- Second quarter will be paid in July.
- Third quarter will be paid in October.
- Fourth quarter will be paid in January.

Q. How do I know if we are making our goals?
A. Departmental leaders receive weekly updates on the status of the company and divisional metrics. Current stats are available from your departmental leader. You can also check the Compass Intranet; we update our performance data as frequently as possible.

Q. How do I know what our goals are?
A. Departmental leaders also have a forecast of our company and divisional monthly goals. Your departmental leader can provide you with the most current forecasted goals.

Q. If I am on a leave of absence for 30 days during a month, am I still eligible for the program?
A. It will depend on when the leave starts and the type of leave taken. Eligible employees include all active, full time employees, (except officers, directors and general managers) who are active at least one day in each month within the program quarter and are employed at the time of payout. Employees on Company initiated leave or Union leave greater than 30 days are also eligible. For example:

- If you were to work in the month of July and then go out effective August 1 on a personal leave of absence and do not return to work until September 2, you would not be eligible for the third quarter payout, as you did not work at least one day in the month of August.
- If you were to work in the month of July and then go out effective August 15 on a personal leave of absence and do not return to work until September 15, you would be eligible for the third quarter payout, as you did work at least one day in each month within the program quarter.
Frequently Asked Questions

Q. I am hired in the second month of the quarter, will I be eligible?
A. No, you will be eligible starting the next quarter. To be eligible, you must work at least one day per month with the program quarter and are employed at the time of payout.

Q. As a crew member, do I need to maintain a number of hours to be eligible?
A. Crew members must maintain 37.5 hours of pay and credit per month to be eligible.

Q. Will all work groups receive the same reward?
A. No, the Compass PAYS payout is made of two different rewards – the Company Reward and the Divisional Reward. All work groups will receive the same Company Reward. The Divisional Reward will be based on divisional performance in cancellations and departure delays. Work groups will receive varying total PAYS rewards.

Q. If the Company does not meet its goals will I still receive a payout for the divisional performance?
A. No. Divisional rewards are only paid if the Company meets goal AND the division meets goal.

Q. Why is Safety not included in PAYS?
A. We must deliver a SAFE service in our business. You cannot have successful operational performance if you do not operate a safe airline. Providing an incentive for Safe Operations is not in keeping with our Destination Safety Letter and the commitment we all make to safety whether or not we get extra pay. Safety and our successful performance as a quality focused airline are so closely linked you cannot have one without the other. Safety is the foundation of all we do. So therefore, safety IS a key element in the PAYS program.

Q. Why was Safety removed from the program?
A. Safety is a given in our business. Safety is the foundation of all we do at Compass Airlines, and must always be at the forefront of our minds each and every day. We cannot exist as a Airline without an unwavering commitment to safety and we do not want anyone to misinterpret that meeting our safety established targets means, that this alone acknowledges our achievement of the highest level of safety. Our safety targets are for continuing to reduce risk in an already SAFETY focused operation. If we are not safe we will never achieve our operational performance goals, let alone success. We will be announcing new ways to highlight our ongoing efforts of reinforcing employees’ commitment to safety that will reward individuals for new ideas and actions that promote our positive safety culture.