
Commission and Bonus Policy

Purpose & Scope

To set out the Company's policy and procedures relating to commission and bonus payments that may be available to employees. This policy applies to all employees, however eligibility will be determined based on an individual's contract of employment.

This policy does not form part of any employee's contract of employment and may be amended at any time.

Commission Scheme – Sales Employees

You may be entitled to participate in the discretionary Commission Scheme, depending on the terms of your contract of employment on such terms and conditions as the Company may determine at its absolute discretion from time to time. Details of the Commission Scheme will be made available to you on joining. Subject to the requirements of the Commission Scheme, your commission earning potential is uncapped. The rules of the Commission Scheme may be subject to change by the Company at any time and without notice.

Commission is applicable from the start of your employment and becomes 'assigned' and due for payment when a respective customer provides full payment for their order. Commission due for payment is paid alongside your monthly basic salary. Should your employment end, you will be eligible to receive any commission assigned up to and including your final day of employment. No extensions to this payment schedule will be granted for any reason.

MPR Requirement

All sales employees, who have passed their probationary period, must achieve their Minimum Profit Requirement (MPR) in a given month in order to be eligible to receive commission from sales orders placed in that month. Employees who are on probation are exempt from this requirement and will be entitled to commission regardless of whether MPR is achieved or not.

e.g.

An employee, who has passed probation, fails to achieve January MPR => all sales orders placed in January are marked ex-commission

An employee, who is still within their probationary period (up to a maximum of 6 months), fails to achieve January MPR => no effect on commission.

For avoidance of doubt, commission will be considered earned on an order when:

- 1) The MPR (including new business element) was met in the month that the order was scheduled
- 2) The order has been paid in full
- 3) The order has not been marked ex-commission for any other reason

When these conditions are met, commission from a sales order becomes due once payment of that sales order has been received in full.

New Business Requirement

Sales employees must achieve a minimum of 30% new business as part of their MPR in a given month in order to satisfy their MPR. Sales employees who do not receive new leads by default are exempt from this requirement.

e.g.

A permanent sales staff member has an MPR of £13,333

30% of profit earned in a given month must derive from new business i.e. £3,999.90 to satisfy MPR

The Commission Scheme may also include additional 'prizes', the terms of which will be determined by the Company at its absolute discretion. In circumstances whereby a prize has been paid/issued, then subsequently one or more orders are marked as ex-profit or ex-commission for any reason, the company reserves the right to recover the value of any prizes that the employee would not have been entitled to when taking into account the orders marked as ex-profit or ex-commission.

In order to recover the value of such prizes, the employee will not be eligible to receive payment for future prizes that they may have qualified for until the value of any such prizes has been recovered.

To view the details of the latest Commission Scheme, please view the [Sales Staff Manual](#).

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Trustpilot Review Bonus – Sales Employees

You may be entitled to participate in the discretionary Trustpilot Review Bonus, depending on the terms of your contract of employment on such terms and conditions as the Company may determine in its absolute discretion from time to time. The rules of the Trustpilot Review Bonus may be subject to change by the Company at any time and without notice.

The Trustpilot Review Bonus is applicable from the start of your employment and is paid alongside your monthly basic salary. Should your employment end, you will not be eligible to receive any Trustpilot Review Bonuses that were due to be paid alongside your final salary payment from the Company. No extensions to this payment schedule will be granted for any reason.

To view the latest details of the Trustpilot Bonus, please view the Trustpilot Bonus tab in the Employee Portal.

Group Leader & Sales Team Leader Bonus Scheme – Group Leaders, Sales Team Managers & Sales Directors

Sales employees with management or supervisory responsibilities may be eligible to participate in this discretionary Bonus Scheme, depending on the terms of your contract of employment on such terms and conditions as the Company may determine at its absolute discretion from time to time. The rules of this Bonus Scheme may be subject to change by the Company at any time and without notice.

Bonus is due for payment one month in arrears and is paid alongside your monthly basic salary. Should your employment end, you will be eligible to receive any such bonus up to and including your final day of employment. If a complete month is not worked, any payments will be pro-rated. No extensions to this payment schedule will be granted for any reason.

If an employee is absent due to sickness and has exceeded the Company Sick Pay limit, then this bonus will be pro-rated to reflect this.

Example 1 - Bonus is NOT affected:

An employee is absent due to sickness in January and this is their 2nd day of sickness absence in the past 12 months, as this is still within the Company Sick Pay limit, the bonus for January would NOT be affected.

Example 2 - Bonus IS affected:

An employee is absent due to sickness in January and this is their 6th day of sickness absence in the past 12 months, the Bonus for January would be pro-rated to reflect the 1 day of absence outside of the Company Sick pay limit. The calculation would be based on the average number of working days in a month, which is 21.67 days.

To view the latest details of the Group Leader & Sales Team Leader Bonus Scheme, please view the Commission tab in the Employee Portal.

Bonus Scheme – Non-Sales Employees

Employees who are not entitled to participate in the discretionary Commission Scheme or other related schemes, may be entitled to participate in the discretionary Bonus Scheme, depending on the terms of your contract of employment. The Bonus Scheme is entirely discretionary and the terms may be subject to change by the Company without notice.

In order to be eligible to receive a bonus payment, you must be employed with Company and not tendered your resignation at the time the bonus is paid.

Monitoring this policy

It is important to note that the Company may vary or amend this policy from time to time particularly to take account of changes in the law, best practice or business requirements. This document shall be revised by the appropriate person, the HR Manager or nominated deputy. You will be notified of any changes.

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