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# **Lead Referral Incentive Plan - 2024**

## **Plan Participants: Shred-It Drivers, Swings, Driver Leads, Helpers and In-Service Techs**

*Effective July 11, 2022 - December 31, 2024*

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## Lead Referral Incentive Plan

The Company (Stericycle) has set up the following incentive plan to reward Plan Participants for submitting leads that result in a sale. Leads are entered via a webform and tracked in Salesforce. On a monthly basis, a Salesforce report will be run with all the opportunities that were won and sent to be serviced.

### *Lead Generation Program*

For a lead to qualify for the incentive, the prospect information needs to be submitted to the Company via the webform located at: <https://www.shredit.com/en-us/driver-referral>

### *Earning an Incentive*

For a Plan Participant to earn the incentive, the lead must be converted into an opportunity, the opportunity “Stage” field must be listed as “Closed Won” and the “Status” field must indicate its “Closed.” Services must have been rendered and invoiced. In addition, the Plan Participant must be employed by the Company at the time the incentive is to be paid out.

### *Calculating the Payout*

The actual payout will be determined based on actual revenue received. Depending on the revenue received, the payout will be calculated as follows:

Lead Type	Opportunity Result	Payout
New Purge Lead	Purge Sale	5% of Invoiced Revenue
New Regular Lead	Regular Sale	1:1 Weekly New Business Revenue
Existing Regular Customer	Frequency Increased or Additional Containers	1:1 Weekly New Business Revenue
Existing Regular Customer	Purge Sale	5% of Invoiced Revenue

### *Minimum and Maximum Lead Payouts*

For all payouts, the minimum payout per sold lead is \$10 and the maximum payout per sold lead is \$1,000 regardless of revenue from the lead.

### *Rounding*

For all payouts, rounding is done after two decimal spaces. Values from .005 are rounded up, values .004 and lower are rounded down.

## Compensation Plan Definitions

### *New Regular Lead or New Purge Lead*

A customer account that has not had a Purge service or an active Regular Service contract within the current fiscal year.

### *Purge Service*

Purge includes paper, x-rays, and any other items shredded on a one-time or inconsistent manner.

### *Regular Service*

Regular Service includes all regular shredding on a set schedule with a contract for a specified number of years.

### *Frequency Increase*

A customer with an active Regular Service contract is identified as needing a higher service frequency. Customer is entered as a lead and results in a change to a higher service frequency (e.g., serviced every 2 weeks instead of every 4 weeks).

### *Additional Containers*

A customer with an active Regular Service contract for a set number of containers is submitted as a lead because their containers are often full. Customer has additional containers set up at their locations.

### *Weekly New Business Revenue*

The weekly cost for services as invoiced to the customer. An account on a service frequency of every 4 weeks will be divided by 4 to get weekly new business revenue. An account on a service frequency of every 2 weeks will be divided by 2 to get weekly new business revenue.

## Eligibility

The goal of the plan is to reward Plan Participants who are in the field and may be able to identify a new business in the natural course of their work.

Eligible Plan Participants are:

- Drivers, Swings, Driver Leads, Helpers and In-Service techs in the US and Canada
- Union Drivers as agreed to by the Company and their respective Union
- Actively at work during the period to be eligible for the payments described. Active work time includes actual days worked, paid vacation, holidays, sick days, and approved paid leaves of absence. Unpaid personal leaves of absence are not considered active days.
- Actively employed with the Company at the time the incentive is to be paid to be eligible for the payments described herein on the date of payout. Subject to applicable laws.
- The first to submit the lead's information during the current fiscal period qualify for the payout.

In addition, for the lead to be eligible for payouts, the submitted lead must include the Plan Participants employee number. The Plan Participant can find their employee number in their employee file within Success Factors, in the Employment Details section. For US, it is the EV5 ID, for Canada, it is the WFN ID.

All roles except those identified above are ineligible

## Payment Timing

Incentives under this plan shall be paid within one month of the last day of the month in which the submitted lead invoiced, with the VP of Industrial Engineering, in his sole discretion, reserving the right to accept an alternate timeframe as deemed appropriate. Payout timing also varies based on internal approvals and payroll processing timeframes.

## Plan Governance

All incentive payments made to a Plan Participant are calculated using the actual revenue received from the opportunity. The Company reserves the sole discretion and exclusive right to review deals and accounts throughout the first year of the customer account post-first invoice.

## Employee Responsibilities

It is the responsibility of all participants to review their incentive payments. Plan Participants must report any errors or discrepancies to their manager in writing within 30 days from date of receipt by the participant.

## Other Plan Terms

This plan is offered at the sole discretion of the Company. The Company reserves the right, to amend, change, or cancel this plan or the application of this plan to any employee or circumstance. Stericycle also reserves the right to increase or reduce the incentive payouts at any time based on changed business conditions, management modification of this plan, or any other factor, in its sole discretion.

Except where stated otherwise in this document, this plan supersedes and replaces all previous related plans and communications on this subject and governs all incentive payments to eligible participants relating to incentivized activities on or after July 11, 2022. This plan contains the entire agreement between the Company and the Plan Participant relating to incentive compensations.

The Company is not responsible or accountable for any typographical or computational errors inadvertently included in this plan or in any related communication to an employee.

The Company will have the right to administer, interpret and construe the terms of this plan (together with all related communications to employees), and resolve all issues and disputes related to this plan, all in its sole and absolute discretion. Any such determination will be final, conclusive and binding. This plan is the final and complete expression of all matters related to this plan, and supersedes and replaces all prior discussions, representations or agreements on these subjects, including all other incentive plans, programs and agreements of any kind, unless otherwise specifically determined in writing by Stericycle, in its discretion.

This plan may be amended only by the Company, and only in writing. It may not be amended orally or by course of dealing. If any term or condition of this plan is found not to conform with a given state or federal law, that term or condition will not be enforced in the jurisdiction in which it does not conform, but this will not negate other terms and conditions of the plan.

For sales of products or services not specifically covered by this plan, the Company reserves the right, in its sole discretion, to determine what incentive, if any, will be provided.

The individuals eligible to participate in this plan for any particular period, and the terms of that participation, will be determined from time to time by the Company in its sole discretion. Eligibility to participate in this plan for any period is not a guarantee that the individual will be eligible to participate in any other period.

## At-Will Employment

Nothing contained herein in any way alters the fact that a participant's employment with Stericycle is at-will, meaning the participant has the right at any time, and for any or no reason, to terminate his/her employment with or without notice, and that Stericycle has the same right.

This Plan shall be governed in accordance with the laws of the state of Delaware, without regard to its choice of law principles. The preceding sentence does not apply in California or where otherwise unenforceable.

## Plan Acknowledgement

Participation in the plan is optional and submitting leads to the Company means acknowledging acceptance of the plan terms and conditions.

The provisions of this plan do not create a contract of employment, implied or otherwise, and management reserves the right to make modifications to the Plan or to terminate the Plan at any time, at its sole discretion. Any modifications, changes, additions, or deletions to the Plan (or any component thereof) must be confirmed in writing by the VP of Industrial Engineering. The VP of Industrial Engineering shall have sole and final authority to make such changes, including, without limitation, the authority to change any component of the incentive plan, modify payouts and distribution dates, reduce, modify or withhold incentives based on individual performance or management modification, and designate or remove any participant. All changes made will be announced and explained before they take effect.

By submitting leads to the incentive plan, I acknowledge that I have received a copy of the Lead Referral Incentive Plan - 2024 and that I have read and fully understand this plan in its entirety. Furthermore, I understand that participation in this program is optional and does not guarantee any incentive.