



**Referral and Retention Program for Security Professionals  
of  
Allied Universal® Security Services**

**Frequently Asked Questions (FAQs) for Employees**

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## Program Overview

The Referral and Retention Program (“Referral Program”) for Security Professionals (SPs) is a program under Allied Universal’s® Partners in Employment® umbrella. The goal of the program is to retain candidates who are hired into difficult-to-fill security positions and to incentivize current Security Professionals within the organization to recruit new Security Professionals. The Referral Program is effective beginning July 9, 2020. Allied Universal® reserves the right to discontinue or change the terms of the Referral Program at any time.

The Referral Program is limited to qualified Security Professionals only. However, any employee can refer a candidate. Employees may begin participating in the referral program on their second day of employment.

The Referral Program contains two award components:

- **Referral Award:** The referral award will be paid to existing qualified Security Professionals who refer new employees to bonus eligible positions. Awards will be paid at the specified amounts, determined by job type outlined below, subject to eligibility, and only to those who meet employment and program qualifications during the applicable period.
- **Retention Award:** The retention award will be paid to qualified referred new employees who are referred by current Allied Universal® employees to a qualified job. Awards will be paid at the specified amounts, determined by job type outlined below, subject to eligibility, and only to those who meet employment and program qualifications during the applicable period.

## FAQS

### **Q1. Where can I find people to refer?**

Consider people you encounter throughout your day who are friendly, outgoing, exhibit great customer service and have a professional, helpful attitude.

Ask them for their email or phone number so that you can send them a referral link to the job you think that they would be a great fit for.

Encourage them to apply via the link you shared and if they are hired to a qualified position, you could be eligible for a referral bonus.

### **Q2. What are the steps to qualify for a referral bonus?**

- An existing eligible Allied Universal® Security Professional refers a new Security Professional to a bonus eligible position.
- The referred candidate applies via the shared referral link received from the existing eligible Allied Universal® Security Professional.
- The referred employee must not have been previously employed with Allied Universal® (or its predecessors).
- The referred candidate is hired to a bonus eligible position.
- The referring employee must be in active status at the time the referred candidate is hired.
- Both the referring and referred employee must average a minimum of 16 hours per week during the eligibility period preceding the scheduled payout for unarmed and armed positions. Cleared positions must average a minimum of 32 hours per week.
- The referring employee must be in a qualified SP position at the time the referred employee is hired.
- The referred employee must be in a qualified SP position at the time of hire and at the time of the scheduled payment calculation.
- Both the referring and referred employee must maintain active employment within the Allied Universal® Security Services division and be in active status at the time payment is issued.
- The referring employee is not eligible for a bonus when they are listed as a support person on the requisition the referred employee applies to or is hired to.

- If all of the above qualifications are met, the referring employee will be paid the referral bonus at the Q1 and Q4 mark following the referred employee's hire date.

### Q3. How do I make a referral?

To make a referral, active Allied Universal® employees must first register/claim a user account by visiting [referrals.aus.com](https://referrals.aus.com) or by downloading the **Partners in Employment**® mobile application from the Apple App Store or Google Play. Once registered, users are able to search for jobs on the **Browse Jobs** tab. If you know someone who would be a good fit for a job you see, you can refer that person for a position by clicking "**Refer Someone**", entering in their name and email address/phone number, and hitting the "**Submit Referral**" button.

### Q4. How do I download the mobile app?

You can download the **Partners in Employment**® mobile app by searching for it in the Apple App Store or Google Play.

### Q5. How do I register/claim my account?

Visit [referrals.aus.com](https://referrals.aus.com) or download the **Partners in Employment**® mobile application from the Apple App Store or Google Play. Once on the home page, click the button labeled "**Claim Your Account**" and enter your employee ID number and birthday where prompted. You will be taken to a registration screen where you will enter your email address and a password. Once registered, you will be able to login with your newly created credentials.

### Q6. What if I don't know my EEID#? How can I get it?

There are two ways you can locate your employee ID:

- You can find your employee ID on your paystub (go to <https://ehub.aus.com>)
- You can ask your supervisor or someone in your branch to look it up for you

### Q7. How to reset my account password?

On [referrals.aus.com](https://referrals.aus.com) or in the **Partners in Employment**® mobile application, click "**Forgot Your Password?**" and enter your email address. You will receive an email with a verification code which you will use to reset your password.

### Q8. What happens when I submit a referral?

Once submitted, your contact will be sent an email/text message to view the information about the job with the option to accept and apply to the position, or decline the referral.

### Q9. How do I track the referrals I have made?

Log into your account by visiting [referrals.aus.com](https://referrals.aus.com) or downloading the **Partners in Employment**® mobile application. The **My Referrals** tab stores information about all the referrals you have ever made. Here you can track the status of your referrals, the bonus amount you can potentially earn for each referral, and the final bonus you are eligible for, if the referral is hired.

### Q10. How much can I earn if I successfully refer a new hire?

Not all referrals are bonus eligible. There are a number of factors that determine if you are eligible for a referral based on your current Allied Universal® role, the job the referred candidate applies to, and the job the referred candidate is hired to. If the job is bonus eligible, the referral bonus eligibility amounts are as follows:

- \$300 for a successful Unarmed SP Hire
- \$500 for a successful Armed SP Hire
- \$1,000 for a successful Cleared SP Hire

### Q11. When will I receive my bonus payment?

Payment eligibility is reviewed at Q1 (90 days) and again at Q4 (1 year) following the hire date of the referred employee.

If all qualifications are met, the referred employee will receive the Q1 bonus payment installment within two (2) pay periods after they complete their first 90 days of employment.

If all qualifications are met, the referred employee will receive the Q4 bonus payment installment within two (2) pay periods after they complete 12 months of service. The Q4 installment is the second and final installment for the retention bonus.

### Q12. Where can I see the bonus amounts I will earn and when I will be paid?

On the **My Referrals** page on [referrals.aus.com](https://referrals.aus.com) or the **Partners in Employment**® mobile app you can see a summary of the total due and total paid amounts. Within each hired referral, you will see a **"Bonus Detail"** option where you can find the estimated dates and amounts that will be paid if all program requirements are met.

### Q13. Why don't I see a bonus amount for the jobs I refer candidates to?

This means that the job does not offer a referral bonus or you are not eligible for a referral bonus. Bonuses are only available if the:

- Referring employee is in a qualified SP position

- Referring employee is not a supervisor
- Referring employee is in a qualified company number within the Allied Universal® Security Services division
- The job the candidate is referred to is not bonus eligible

**Q14. Why does my bonus status say “Ineligible”?**

There are multiple reasons your bonus may have become ineligible:

- Your referral moved to another role that is not bonus eligible
- You changed jobs to a role that is not bonus eligible
- Your referral is no longer employed
- Your referral was actually a rehire who previously worked for Allied Universal® (or its predecessors)

**Q15. What positions are eligible to receive a referral bonus?**

The Referral and Retention Program rewards qualified Allied Universal® SPs who refer new SPs into bonus eligible positions. Security Supervisors, including Shift and Site Supervisors, Admin employees, or employees outside the Allied Universal® Security Services division are not eligible for the bonus.

**Q16. If my referred candidate attends new hire orientation but cannot start for several weeks until they are issued a guard card or transfers a security clearance, what date will be used to calculate the referral bonus?**

The actual date of hire is used for referral calculations.

**Q17. If a candidate I refer is hired, but during the 1-year referral payout period they are promoted into an admin position, will I receive the remainder of my referral bonus even though the candidate is no longer in an SP position?**

No. Your referral must remain actively employed as a qualified Security Professional for you to be considered for the bonus.

**Q18. If my referral or I am on a leave of absence (LOA) at the end of any quarterly period, will I be eligible for a bonus?**

No. Both SPs must be in active status (not LOA or terminated status) at the conclusion of each measurement period and must remain active until the payment is issued. If both SPs return from leave and are active at the conclusion of each measurement period and

remain active until the payment is issued, they would be eligible if they meet the minimum average hours per week requirement.

**Q19. If I referred someone to a bonus eligible position, but they are hired into a non-bonus eligible position, will I still be eligible for a bonus?**

No. Initial bonus eligibility is determined by the requisition the candidate is referred to. However, final bonus eligibility is determined by the job your candidate is hired to. In this case, you would not be eligible for a referral bonus. Employees who are listed as support personnel on a requisition are not eligible to receive a referral bonus for referring candidates to said requisition.

**Q20. If I referred someone to a non-bonus eligible position, but they are hired into a bonus eligible position, will I be eligible for a bonus?**

No. Initial bonus eligibility is determined by the requisition the candidate is referred to. If the candidate is referred to a non-bonus eligible position, their referral is not eligible regardless of the position the candidate is hired to.

**Q21. Am I eligible to collect a referral bonus for someone I met at one of our branch offices or an Allied Universal® hiring event?**

No. The program is designed to encourage the referral of new candidates who are not already in the recruiting process with Allied Universal®. If a candidate is already at a branch office or hiring event, the candidate was likely already in the process of seeking employment with Allied Universal®.

**Q22. Can I refer someone more than once?**

Yes! You can refer someone for multiple positions; however, a referred candidate can only be referred once per job. There is also no limit to the amount of referrals you can make.

**Q23. Does this program replace other SP referral programs?**

Yes. As of July 9, 2020, the Referral and Retention Program replaces all prior referral programs for Security Professionals.

**Q24. I am a referred employee. What are the specific qualifications I must meet in order to receive my retention bonus?**

Referred employees may be eligible to receive a retention award paid as a gross income payment in two (2) installments over a period of 12 months, following their date of hire, as long as the following criteria are met:



- The referred candidate was sent a referral link to a qualified requisition by an active Allied Universal® employee.
- The referred candidate used the referral link sent by the referrer to apply to a bonus eligible requisition. **No exceptions.**
- The referred candidate must not have been previously employed with Allied Universal® (or its predecessors).
- The referred candidate is hired to a bonus eligible position
- The referred employee must average a minimum of 16 hours per week during the eligibility period preceding the scheduled payout for unarmed and armed positions. Cleared positions must average a minimum of 32 hours per week.
- The referred employee must be in a qualified SP position at the time the of hire and at the time of the scheduled payment calculation.
- The referred employee must maintain active employment within the Allied Universal® Security Services division and be in active status at the time of payment calculation and remain active until payment is issued.
- If all of the above qualifications are met, the referred employee will be paid the referral bonus at the Q1 and Q4 mark following their hire date.
  - Referred employees are not eligible for a bonus when they are referred or hired to a requisition where the referring employee is listed as a support person on the requisition.

### **Q25. How do I track the status of my retention bonus?**

Log into your account by visiting [referrals.aus.com](https://referrals.aus.com) or downloading the **Partners in Employment®** mobile application. The “**Your Retention Bonus**” section on the **Dashboard** tab stores the retention bonus information about the job you were referred to, if applicable.

### **Q26. Who is my point of contact for the referral program?**

Your local Recruiter is your best resource for general information about the referral program. For questions about the status of your referrals or payments, please log into your account by visiting [referrals.aus.com](https://referrals.aus.com) or downloading the **Partners in Employment®** mobile application.

If you need assistance navigating to your user account, please use the online chat feature found in the bottom right corner on [referrals.aus.com](https://referrals.aus.com) or in the **Partners in Employment®** mobile application.