

# MERCER

2011 US Catalog



**Compensation solutions**



**Consulting. Outsourcing. Investments.**

## Talent Shortage and Workforce Engagement

According to World Economic Forum findings, a significant talent challenge is looming for the US, Canada, and the UK due to demographic shifts caused by aging populations. The Mercer 2011 US What's Working™ survey reported 32% of those surveyed are not comfortable in their current work situation and are seriously considering leaving their organizations. That's up from 23% reported in 2006.



### Talent Status

We are entering a period of unparalleled workforce change. With human capital replacing financial capital as the driving force of economic prosperity, skilled and specialized talent risks outpace supply. Economies and organizations will struggle to remain competitive as they realize the unprecedented challenges to attract and retain qualified talent.

Since the talent shortage is one of numbers and diversity, the gap widens when taking into account the raging demand for a highly-skilled, well-educated, and/or mobile-focused workforce. Within this decade, burgeoning global opportunities for this talent pool will be intense. Consider the following for the US market:

- 7,000+ baby boomers retire daily
- 4 areas of need are skilled trades, sales, technicians, and nurses
- 25 million workers need to be added by 2030 to sustain economic growth
- 60% of manufacturers believe skilled labor shortage is key concern

Organizations will compete for and invest in top talent. Through integrated workforce training and re-training mechanisms, they will begin feeding their internal talent streams. Retention is at the heart of this initiative, and it applies as much to the top management level as it does to the factory floor.

### Engagement Status

Measures taken during the recession created unusual workloads that resulted in high career stress and low workforce engagement. The fallout produced skeptical workers who are less enthusiastic to take on additional projects and responsibility. Now firms are beginning to recover economically while employees attempt to recover emotionally.

When employees are engaged, they are committed to a keener sense of ownership which drives positive results. The benefits of employee engagement affect safety records and impact health and well-being. Organizations with highly engaged employees realize the following advantages:

- 85% higher client satisfaction
- 70% better retention
- 70% stronger productivity level
- 25% lower absenteeism

Rebuilding a highly motivated workforce has an immediate and direct impact on growth and profitability. When available, use every reward stimulus; and while cash compensation is obvious, there are additional ways to foster employee engagement.

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The Mercer Workforce Intelligence Network® (Mercer WIN) is single-point access to Mercer's unparalleled survey data and analytics, representing one of the most comprehensive and intuitive platforms available.

Instead of sifting through reams of information, stored in dozens of locations and formats to make key decisions, you can access data and tools from a single location. Using sophisticated yet easy-to-deploy tools, you are able to explore, interpret, and formulate insights on important human capital decisions and investments.

Mercer WIN not only makes information easily accessible, but also readily converts data into specific charts, graphs, and reports. In an upcoming release, Mercer WIN will consolidate Mercer data and analytics, plus intelligence from other sources, and integrate into one comprehensive and highly intuitive platform.



You will appreciate the flexibility in arranging, plotting, and exporting data by industry, country, or other criteria. You can easily retrieve and synthesize vast amounts of data into usable packets of information relating to compensation and share HR results in real time over the network to improve decision making.

[imercer.com/win](http://imercer.com/win)

The Mercer Benchmark Database (MBD) is the premier general industry database for evaluating and creating competitive compensation offerings. Consisting of 13 different modules and blending positions across 1,000 benchmarks, this is the best resource for aligning pay levels based on market demand, base pay, incentives, and other compensation elements.

### NEW in 2011!

- Enhanced IT module
- Expanded Sales, Marketing, and Communications module with 50+ sales positions
- Improved audit workbooks make it even easier to ensure your data is 100% accurate

### Mercer/Gartner Collaboration

Mercer enhanced the Information Technology module through collaboration with Gartner, the nation's preeminent IT authority, to create a world-class IT benchmark compensation survey. Position descriptions were updated, and over 70 new positions were added to the IT module.

### MBD MarketPulse and MBDspan

As a participant in the Mercer Benchmark Database you will receive MarketPulse, a report that highlights early findings and trends in the 2011 data. You can preview changes in pay since the 2010 survey and see which jobs experienced the most change. Additionally, you will receive MBDspan, an executive summary containing key findings and insights from the 2011 survey.

#### Schedule

Questionnaire sent	January
Data effective	March 1
Report available	August

#### Pricing

Participant	\$ 6,775
includes manufacturing	\$ 7,300
Nonparticipant	\$ 20,325
includes manufacturing	\$ 21,900

Single primary user. Add users \$1000/ea.

#### Organizations

Participants	2,800+
Observations	1.6 million+
Positions	1,170+

#### Position families

- Administration
- Communications
- Corporate affairs
- Customer service/call center
- Engineering
- Finance
- Human resources
- Information technology
- Knowledge management
- Marketing
- Quality
- Research and development
- Sales
- Supply and logistics
- Top management



## Schedule – All MBD Modules

Questionnaire sent	January
Data effective	March 1
Report available	August

### E-commerce

<b>Participants</b>	540+	<b>Position families</b>	
<b>Observations</b>	5,000+	E-commerce marketing	Web development
<b>Positions</b>	41	E-commerce sales	Web master
<b>Pricing*</b>		Internet/web architect	Web security
Participant	\$ 800	Web design	
Nonparticipant	\$ 2,400	Web developer	

### Executive

<b>Participants</b>	2,250+	<b>Position families</b>	
<b>Observations</b>	44,000+	Administration	Marketing
<b>Positions</b>	204	Communications	Quality
<b>Pricing*</b>		Corporate affairs	Real estate
Participant	\$ 1,275	Engineering	Research and development
Nonparticipant	\$ 3,825	Finance	Sales
		Human resources	Supply and logistics
		Information technology	Top management
		Manufacturing	

### Finance, Accounting, and Legal

<b>Participants</b>	2,200+	<b>Position families</b>	
<b>Observations</b>	123,000+	Accounting	Investment
<b>Positions</b>	135	Accounts payable/receivable	Information technology audit
<b>Pricing*</b>		Audit	Legal
Participant	\$ 800	Budget	Risk management
Nonparticipant	\$ 2,400	Cost accounting	Tax
		Financial analysis	Treasury

### Human Resources

<b>Participants</b>	2,100+	<b>Position families</b>	
<b>Observations</b>	72,000+	Compensation and benefits	Human resources administration
<b>Positions</b>	133	Employee assistance programs	Labor relations
<b>Pricing*</b>		Employee relations	Payroll
Participant	\$ 800	Human resources information systems	Recruitment
Nonparticipant	\$ 2,400		Training and development

### New – Information Technology

<b>Participants</b>	1,900+	<b>Position families</b>	
<b>Observations</b>	286,000+	Applications development	Help desk
<b>Positions</b>	350	Business systems analysis	Information technology audit
<b>Pricing*</b>		Cloud computing	Middleware
Participant	\$ 1,150	Computer operations	Network administration and operations
Nonparticipant	\$ 3,450	Data entry	Project management (technical)
		Data warehousing	Social networking
		Database development and administration	Software development
		Electronic data interchange	Systems administration
		Enterprise resources planning	Systems security
			Telecommunications

\*Single primary user. Add users \$150/ea per survey/module.

## Logistics and Supply Chain

<b>Participants</b>	1,500+	<b>Position families</b>	
<b>Observations</b>	100,000+	Capacity planning	Purchasing
<b>Positions</b>	68	Contract management	Quality control
<b>Pricing*</b>		Dispatch and distribution	Scheduling
Participant	\$ 800	Import/export	Shipping and receiving
Nonparticipant	\$ 2,400	Inventory planning and control	Supply chain management
		Logistics	Transportation/fleet
		Materials management and handling	Warehousing
		Production and inventory management	

## Manufacturing

<b>Participants</b>	265	<b>Position families</b>	
<b>Observations</b>	110,000+	Assembly	Packaging engineer
<b>Positions</b>	181	CAD designers/drafters	Plant management
<b>Pricing*</b>		Chemical engineer	Process engineer
Participant	\$ 850	Electrical engineer	Production planning
Nonparticipant	\$ 2,550	Facilities engineer	Quality assurance/control
		Machine operators	Tools and die
		Maintenance mechanics	Welding
		Mechanical engineer	

## Metropolitan Benchmark

<b>Participants</b>	2,450+	<b>Position families</b>	
<b>Observations</b>	1.2 million+	Administration	Information technology
<b>Positions</b>	384	Banking	Insurance
<b>Pricing*</b>		Communications	Legal
Participant	\$ 450	Customer service/call center	Manufacturing
Nonparticipant	\$ 1,350	Engineering	Marketing
		Finance	Sales
		Human resources	Supply and logistics
		<b>Regions</b>	
		North Central	Southeast
		Northeast	West Coast
		South Central	

## Sales, Marketing, and Communications

<b>Participants</b>	1,650+	<b>Position families</b>	
<b>Observations</b>	100,000+	Account management	Marketing analysis
<b>Positions</b>	118	Advertising and promotion	Philanthropy
<b>Pricing*</b>		Brand management	Product/brand management
Participant	\$ 1,175	Business development	Public relations
Nonparticipant	\$ 3,525	Communications	Sales
		Desktop publishing	Sales administration
		Editing/writing	Sales analysis
		Graphic design	Telesales
		Market research	

**[imercer.com/mbd](http://imercer.com/mbd)**

Participant list, position list/descriptions, sample report pages, and online ordering

\*Single primary user. Add users \$150/ea per survey/module.

The 2011 US Executive Remuneration Suite combines executive positions from all Mercer compensation surveys to meet the need for reliable executive compensation data. The database is comprised of four modules based on organization structure:

- **Fortune 500®** – members of the Fortune 500, plus publicly traded organizations of similar size
- **Public Midsize and Small** – publicly traded organizations not meeting the size criteria for inclusion in the Fortune 500 module
- **Privately Held** – includes organizations classified as joint ventures
- **Not-for-Profit** – includes organizations classified as state-owned enterprise

The 2011 US Executive Remuneration Suite offers flexibility to meet your organization’s needs with these features:

- Participate in one survey
- Submit data any time
- Purchase the entire database or one module
- Pay one price for three releases

## Schedule

Data effective  
Report available

### Summer

March 1  
July

### Fall

June 1  
October

### Winter

September 1  
January

## Pricing

**All executive positions from 2011 US surveys AND modules below**

Participant \$ 5,250  
Nonparticipant \$ 15,750

### Fortune 500®

Participant \$ 2,875  
Nonparticipant \$ 8,625

### Public Midsize and Small

Participant \$ 2,875  
Nonparticipant \$ 8,625

### Privately Held

Participant \$ 2,875  
Nonparticipant \$ 8,625

### Not-for-Profit

Participant \$ 2,875  
Nonparticipant \$ 8,625

Single primary user. Add users \$150/ea per module or \$500/ea for the entire suite.

## Organizations

Participants 2,700+  
Observations 58,000+  
Positions 400+

**[imercer.com/executivesuite](http://imercer.com/executivesuite)**

Position list, data submission tools, and online ordering

Fortune 500® is a registered trademark of Time, Inc.

The Long-term Incentive and Equity report combines data from all Mercer US compensation survey participants to provide a comprehensive resource with four different valuation methodologies – Black-Sholes, Binomial, Net Present Value, and Accounting Cost. This report will assist you in creating competitive long-term incentive awards for executives and employees ultimately leading to improved retention.

**Schedule**

Questionnaire sent March  
 Report available December

**Organizations**

Participants 3,900+  
 Industries 52+  
 Salary levels 19  
 Observations 3.6 million+

**Pricing\***

Participant \$ 1,850  
 Nonparticipant \$ 5,550

Single primary user. Add users \$150/ea.

\*Discounted pricing available for both LTI and STI.

**imercer.com/lti**  
 Survey data analyzed and online ordering

The Short-Term Incentive report compiles data from all Mercer US compensation survey participants to provide the information needed to establish short-term incentive awards that are competitive.

**Schedule**

Questionnaire sent March  
 Report available December

**Organizations**

Participants 4,300+  
 Industries 52+  
 Salary levels 19  
 Observations 4.5 million+

**Pricing\***

Participant \$ 1,850  
 Nonparticipant \$ 5,550

Single primary user. Add users \$150/ea.

\*Discounted pricing available for both LTI and STI.

**imercer.com/sti**  
 Participant list, sample report pages, and online ordering

The Contact Center Survey is a valuable resource for contact center managers and HR professionals challenged with developing competitive compensation plans. You receive key compensation and incentive data for an array of functional positions – including inbound with selling, collections and customer service – as well as staff positions like trainers, schedulers, and management.

Contact Center Survey covers an extensive policy section providing you insight on:

- Turnover
- Shift and language differentials
- Variable pay for sales and non-sales positions
- Telecommuting

The Contact Center Survey will enable you to benchmark your organization against the competition and improve costs and efficiency.

**Schedule**

Questionnaire sent	February
Data effective	March 1
Report available	August

**Pricing**

Participant	\$ 1,100
Nonparticipant	\$ 3,300

Single primary user. Add users \$150/ea.

**Organizations**

Participants	200+
Observations	350,000+
Positions	104

**Position families**

- Collections
- Customer service
- Customer service with selling
- Full account management
- Inbound with selling
- Inbound/outbound with selling
- Inbound - order entry
- Internet
- Outbound with selling
- Retention
- Staff
- Technical support

**[imercer.com/contact](http://imercer.com/contact)**

Participant list, position list/descriptions, sample report pages, and online ordering



The Compensation Planning Survey delivers information regarding current and projected data on pay increases, structure adjustments, variable pay programs, and nontraditional pay programs. This survey is regularly quoted by media sources and should be a valuable tool for 2012 planning. Data in this report is analyzed regionally by industry group for five employee levels. As a participant in this survey you will receive FREE online results in Mercer's reporting tool and an invitation to provide updated figures later in the year.

### Schedule

Questionnaire sent	March
Data effective	N/A
Report available	July

### Pricing

Participant	<b>FREE</b>
Nonparticipant	\$ 700

### Organizations

Participants	1,200+
Observations	12 million
Positions	N/A

### Position families

- Executive
- Management
- Office/clerical/technician
- Professional sales/non-sales
- Trades/production/service

**imercer.com/cps**

Participant list, sample report pages, and online ordering

The Geographic Salary Differentials (GEO) tool provides an analysis of pay differentials for over 200 US cities and enables you to analyze salary differences, consistently handle employee relocations, and determine staffing costs based on location. The data contained in GEO is the highest-quality salary differential information available as it is based on actual market data collected annually in Mercer's compensation surveys and does not rely on data interpolation.

### Pricing

First-time purchaser	\$ 750
Renewal (for 2010 purchasers)	\$ 500

**imercer.com/geo**

List of cities, sample report pages, and online ordering

## Financial Services

The Financial Services Survey Suite provides compensation data along with short/long-term incentive practices for a wide variety of positions in the financial services industry. With seven different modules encompassing multiple areas of the industry you will find information specific to your sector that will enable you to create competitive compensation strategies and programs.

## Healthcare

The Integrated Health Networks Suite is a leading source of compensation data and information for a variety of healthcare organizations including healthcare systems, hospitals, specialty care providers, and managed care companies. New in 2011-Module 7: For-Profit Healthcare Executives and Management, designed to meet the need of for-profit healthcare organizations for reliable executive pay data.

## Energy

The Mercer Total Compensation Survey for the Energy Sector enables you to create a competitive offering which tracks with the industry challenges of the continued talent shortage, volatile market conditions, and increase in fuel and natural gas production. 2011 data includes 49 new positions, 11 new specializations, and the addition of renewable and alternative energy jobs.

## SIRS® Suite of Surveys

The suite of surveys provides market data for nearly every job from entry level to executive, and spans geographies across the United States, Europe, Latin America, and Canada. Benchmarks include cross-industry and industry-specific jobs for Airlines and Transportation, Consumer Products, High Technology, and Life Sciences. The Mercer SIRS structure is applied consistently across all SIRS survey modules.

## Telecommunications and Broadcast Networks

The Telecommunications and Broadcast Networks survey is the industry standard for compensation and benchmarking data. With major US telecommunication and key broadcast network companies as participants, you will find reliable information for jobs in a variety of businesses including transmission, wireless, cable, satellite, and equipment. Additionally, broadcast positions focus on various levels for operations, editors, programming, and producers.

## Pharmacy

The semi-annual Pharmacy Compensation Survey is a comprehensive source of base pay and short-term incentives for all levels of pharmacists, technicians, and interns. The survey, endorsed by the nation's top retail pharmacies and leading industry media sources, contains an extensive human resources policies and practices section. Data supplied by healthcare, traditional retail, and mail-order/online participants help ensure this survey provides the most robust information available.

## Retail

Conducted with the National Retail Federation, the Retail Compensation and Benefits Survey allows you to gain competitor insight and view compensation trends, industry practices information, and benefit plan features for all merchandise categories.

The Financial Services Survey Suite contains salary data and information for positions in the financial services industry.

## Schedule/Pricing – All FSS Modules

Questionnaire sent	January	Participant	\$ 975
Data effective	March 1	Nonparticipant	\$ 2,925
Report available	August		

Single primary user. Add users \$150/ea per survey/module.

### Commercial Lending and Business Banking

<b>Participants</b>	58+
<b>Observations</b>	33,000+
<b>Positions</b>	124

#### Position families

Business banking  
Commercial real estate  
Credit  
Foreign exchange  
Leasing

Loan support  
Merchant services  
Middle market  
commercial loan  
Small business  
administration

### Consumer Finance

<b>Participants</b>	54+
<b>Observations</b>	58,000+
<b>Positions</b>	133

#### Position families

Auto lending  
Collections  
Consumer lending  
Credit card  
Education lending  
Merchant card services  
Operations  
Processing

Residential mortgage  
and home equity lending  
Risk- credit  
Risk- market  
Servicing  
Telesales  
Underwriting

### Financial Operations

<b>Participants</b>	48+
<b>Observations</b>	48,000+
<b>Positions</b>	59

#### Position families

Foreign exchange  
General operations  
Investment operations

Operational risk  
and compliance  
Project implementation/  
management

### Insurance

<b>Participants</b>	72+
<b>Observations</b>	79,000+
<b>Positions</b>	111

#### Position families

Compliance  
Executive  
Investment portfolio management  
Life actuarial, claims, executive,  
risk mgmt., sales, underwriting

P&C actuarial, claims,  
executive, loss prevention  
and control, risk management,  
sales, underwriting  
Support

### Investment

<b>Participants</b>	27+
<b>Observations</b>	12,000+
<b>Positions</b>	120

#### Position families

Broker administration  
Business systems support  
Client services (institutional)  
Compliance  
Fund accounting  
Human resources  
Investment research  
and management

Legal  
Marketing  
Operations  
Promotion/advertising  
Retirement  
Sales and marketing  
Trading  
Wholesale

### Retail Banking

<b>Participants</b>	60+
<b>Observations</b>	275,000+
<b>Positions</b>	84

#### Position families

Affluent/premier customers  
ATM/debit card  
Branch executive,  
managers, and support  
Business banking  
Community development  
Emerging markets

Fraud  
In-store banking  
Personal financial  
advisement  
Sales  
Service  
Tellers

### Trust and Private Banking

<b>Participants</b>	37+
<b>Observations</b>	9,000+
<b>Positions</b>	106

#### Position families

Personal trusts and estates  
Private banking business  
development  
Private banking relationship  
management  
Retirement plan services

Trust asset administration  
Trust business development  
Trust investment  
Trust operations  
Trust tax  
Wealth management

The Integrated Health Networks Survey Suite is a valuable resource for the development and execution of compensation strategies across all levels of your organization. The IHN Survey Suite is composed of seven different modules so you are certain to get the data that specifically meets the needs of your organization.

### Schedule – All IHN Modules

Questionnaire sent	March
Data effective	April 1
Report available	August

#### Module 1 – Health Plan Executives

<b>Participants</b>	75+	<b>Position families</b>	
<b>Observations</b>	2,300+	Claims/member service	Provider network
<b>Positions</b>	83	Corporate support	Sales and marketing
<b>Pricing*</b>		Finance	Senior governing executives
Participant	\$ 800	Human resources	
Nonparticipant	\$ 2,400	Information systems	
		Legal/compliance	

#### Module 2 – Health Plan Operations

<b>Participants</b>	100+	<b>Position families</b>	
<b>Observations</b>	130,000+	Actuarial services	Health data analysis
<b>Positions</b>	209	Case management	Member/provider services
<b>Pricing*</b>		Claims processing	Pharmacy services
Participant	\$ 800	Employee assistance program services	Provider relations
Nonparticipant	\$ 2,400	Group underwriting	

#### Module 3 – Health Plan Sales and Marketing

<b>Participants</b>	75+	<b>Position families</b>	
<b>Observations</b>	16,000+	Account management	Sales - commercial health plans
<b>Positions</b>	67	Inside sales/telemarketing	Sales - individual health policies
<b>Pricing*</b>		Marketing research	
Participant	\$ 800	Marketing/sales communications	
Nonparticipant	\$ 2,400	Product development	

#### Module 4A – Healthcare Provider Systems Executives and Management

<b>Participants</b>	135+	<b>Position families</b>	
<b>Observations</b>	3,000+	Academic medical schools	Legal/compliance
<b>Positions</b>	133	Financial	Medical/nursing executives
<b>Pricing*</b>		Health information/patient relations	Product/service line executives
Participant	\$ 750	Human resources	
Nonparticipant	\$ 2,250	Information systems	

#### Module 4B – Healthcare Provider Facility Executives and Management

<b>Participants</b>	800+	<b>Position families</b>	
<b>Observations</b>	12,000+	Academic medical schools	Legal/compliance
<b>Positions</b>	142	Financial	Medical/nursing executives
<b>Pricing*</b>		Health Information/patient relations	Product/service line executives
Participant	\$ 750	Human resources	
Nonparticipant	\$ 2,250	Information systems	

\*Single primary user. Add users \$150/ea per module/survey.

## Module 4C – Combo Healthcare Provider Executives and Management

<b>Participants</b>	930+	<b>Position families</b>	
<b>Observations</b>	15,000+	Academic medical schools	Legal/compliance
<b>Positions</b>	160	Financial	Medical/nursing executives
<b>Pricing*</b>		Health information/patient relations	Product/service line executives
Participant	\$ 1,400	Human resources	
Nonparticipant	\$ 4,200	Information systems	

## Module 5 – Healthcare Provider Individual Contributors

<b>Participants</b>	1,000+	<b>Position families</b>	
<b>Observations</b>	800,000+	Administration/patient relations	Information technology
<b>Positions</b>	199	Cardiology/neurology/respiratory	Patient care
<b>Pricing*</b>		Emergency medical/transport	Pharmacy
Participant	\$ 750	Facilities/support services	Physician office/outpatient clinic
Nonparticipant	\$ 2,250	Finance/insurance/reimbursement	Radiology
			Rehabilitation
			Skilled nursing/extended care

## Module 6 – Assisted Living/Long-term Care Operations

<b>Participants</b>	115+	<b>Position families</b>	
<b>Observations</b>	50,000+	Assisted living	Long-term care/nursing homes
<b>Positions</b>	68	Dining/food services	Nursing/resident services
<b>Pricing*</b>		Environmental services	Marketing/sales
Participant	\$ 750	Financial	Rehabilitation services
Nonparticipant	\$ 2,250	Home health/hospice	
		Human resources	

## New – Module 7 – For-Profit Healthcare Executives and Management

<b>Pricing*</b>		<b>Position families</b>	
Participant	\$ 1,000	Corporate	
Nonparticipant	\$ 3,000	Group/regional	
		Multi-facility/market(s)	
		Site/facility	

[imercer.com/ihn](http://imercer.com/ihn)

Participant list, position list/descriptions, sample report pages, and online ordering

\*Single primary user. Add users \$150/ea per module/survey.

The Mercer Total Compensation Survey for the Energy Sector (MTCS) is a premier source of compensation and benefits data for organizations involved in the energy industry including drilling, exploration and production, pipeline/transmission, alternative energy, services and equipment, and utilities.

**Schedule/Pricing – All MTCS Modules**

Questionnaire sent	March	Participant	\$ 895
Data effective	April 1	Nonparticipant	\$ 2,685
Report available	August		

Single primary user. Add users \$150/ea per survey/module.

**Benefits**

<b>Participants</b>	175	<b>Data analyzed</b>
		Health/group
		Time loss
		Retirement/savings
		Work life benefits

**Cross Segment**

<b>Participants</b>	295	<b>Position families</b>
<b>Observations</b>	37,250	Engineers
<b>Positions</b>	160	Health/safety/environmental
		Joint ventures representatives
		Technical/technologist

**Downstream and Oilfield Services**

<b>Participants</b>	115	<b>Position families</b>
<b>Observations</b>	13,410	Executive
<b>Positions</b>	58	Managerial
		Professional
		Technical/non-technical sales

**Field and Hourly**

<b>Participants</b>	180	<b>Position families</b>
<b>Observations</b>	26,130	Non-managerial
<b>Positions</b>	33	

**General Benchmark**

<b>Participants</b>	280	<b>Position families</b>
<b>Observations</b>	26,160	Accounting
<b>Positions</b>	215	Administration
		Executives
		Finance
		Human resources
		Information technology
		Procurement/purchasing

**Policy**

<b>Participants</b>	48	<b>Position families</b>
		Bonus/short-term incentives
		Combination plans
		Individual incentives
		Group/team incentives
		Profit sharing
		Gain sharing
		Special lump sum awards

**Upstream and Midstream**

<b>Participants</b>	135	<b>Position families</b>
<b>Observations</b>	2,930	Executive
<b>Positions</b>	55	Managerial
		Professional

**Utilities**

<b>Participants</b>	66	<b>Position families</b>
<b>Observations</b>	2,830	Executive
<b>Positions</b>	53	Transmission/distribution

**[imercer.com/mtcs](http://imercer.com/mtcs)**  
Participant list, position list/descriptions, and online ordering



Within the Airlines and Transportation, Consumer Products, High Technology, and Life Sciences industries, SIRS delivers market pricing data for jobs from entry-level to first-level executive.

## Schedule – All SIRS Modules

Enrollment open	February
Questionnaire sent	March
Data effective	April 1
Report available	August

### Pricing Participant only

Standard	\$ 5,200
Premium	\$ 9,200

### Organizations

Participants	520+
Observations	1.6 million+
Positions	1,400+

## Benchmark families

### Cross Industry

Administrative services	Legal and regulatory
Communications	Library sciences
Contracts	Marketing
Environmental, health, and safety	Material and distribution
Facilities	Procurement
Fiscal	Product support
Human resources	Sales
Information technology	Security
	Strategy and planning

### Industry specific

Airline operations	Engineering and sciences support
Airport operations	Quality
Flight	Manufacturing
Engineering and sciences	

## Sales Medical Device Module

### Pricing Participant only

Standard	\$ 1,000*
----------	-----------

\*An addition to your standard or premium SIRS Benchmark purchase

### Organizations

Participants	37
Observations	14,100
Positions	10

### Benchmark families

Clinical education
Engineering - field
Inside sales
Sales - medical devices
Sales - national accounts
Technician - field training

## NEW – Sales Policies and Practices Module

### Pricing Participant only

Standard	\$ 1,000*
----------	-----------

\*An addition to your standard or premium SIRS Benchmark purchase

### Data analyzed

#### Benchmark-specific

Sales incentive plan designs
Pay for performance
Eligibility for benefits

#### Organization-wide

Sales program administration policies
Compensation philosophy
Transfer and relocation policies

[imercer.com/sirsbenchmark](http://imercer.com/sirsbenchmark)

Participant list and online ordering

The Mercer US SIRS Executive Compensation Survey provides data for executive positions across all major functions with a focus on engineering, program management, and research and development jobs in Life Sciences, Airline, Consumer Products, and High Technology.

### Schedule

Questionnaire sent	March
Data effective	April 1
Report available	August

### Pricing Participant only

Standard	\$ 3,100
Add regression analysis	\$ 1,000

### Organizations

Participants	131
Observations	5,685
Positions	127

### Benchmark families

Communications	Marketing
Contracts	Material and distribution
Engineering and sciences	Procurement
Engineering and sciences support	Product support
Fiscal	Quality
Human resources	Sales
Information technology	Strategy and planning
Legal and regulatory	
Manufacturing	

**[imercer.com/sirsexecutive](http://imercer.com/sirsexecutive)**

Participant list and online ordering

SIRS® Executive

Collects total compensation for Life Sciences companies in Europe, Canada, and Latin America. The survey provides salary data that is consistent across business units and countries enabling them to make valid comparisons across markets and regions.

### Schedule

Questionnaire sent	March
Data effective	April 1
Report available	August

### Pricing Participant only

1 Country	\$ 1,350
2-5 Countries	\$ 2,025
6-9 Countries	\$ 2,975
10+ Countries	\$ 4,050

### Organizations

Participants	54
Observations	53,792
Positions	450

### Industries

Agricultural sciences
Animal health
Biotechnology
Contract healthcare services
Medical devices
Pharmaceutical

**[imercer.com/internationalsirs](http://imercer.com/internationalsirs)**

Participant list and online ordering

International SIRS®

Conducted since 1981, the Telecommunications and Broadcast Networks Survey is the leader in the market for compensation data.

### Schedule

Questionnaire sent	February
Data effective	March 1
Report available	August

### Pricing

Participant	\$ 2,100
Nonparticipant	\$ 6,300

Single primary user. Add users \$150/ea.

### Organizations

Participants	26+
Observations	200,000+
Positions	231

### Position families

Broadcast networks  
Engineering  
Executive  
Operations and network support  
Sales  
Staff  
Wireless

#### [imercer.com/tcom](http://imercer.com/tcom)

Participant list, position list/descriptions, sample report pages, and online ordering

The semi-annual Pharmacy Compensation Survey is a comprehensive source of base pay and short-term incentive data for all levels of pharmacists, technicians, and interns.

### Schedule

Questionnaire sent	January / June
Data effective	January 1 / July 1
Report available	April / October

### Pricing

<b>Participant</b>	
Single state operations	\$ 975
Multi-state/specialty operations	\$ 1,850

<b>Nonparticipant</b>	
Single state operations	\$ 2,775
Multi-state/specialty operations	\$ 5,550

Single primary user. Add users \$150/ea.

### Organizations

Participants	90+
Observations	275,000+
Positions	23

### Position families

Intern  
Management  
Pharmacist  
Pharmacy benefit manager  
Pharmacy benefit management\*  
Service associate  
Technician  
\*Spring edition only

#### [imercer.com/pharm](http://imercer.com/pharm)

Survey data analyzed and online ordering

With nearly 400 locations reported across the country, the Retail survey, Apparel Manufacturing module, and Supermarket module provide compensation and benefit plan features for all merchandise categories including specialty retailers.

### Schedule

Questionnaire sent	March
Data effective	April 1
Report available	September

### Pricing\*

	Retail	Retail+ Apparel	Retail+ Supermarket
Participant	\$ 1,100	\$ 1,790	\$ 1,700
Nonparticipant (NRF member)	\$ 2,200	\$ 6,340	\$ 5,800
Nonparticipant (NRF non member)	\$ 3,300	\$ 7,440	\$ 6,900



National Retail Federation  
**PARTNER**

### Organizations

Participants	190+
Observations	1.5 million+
Positions	169

### Position families

Central administration	Merchandising
Distribution	Store/field operations
Finance and accounting	Systems and data processing
Human resources	
Loss prevention	
Marketing and sales promotion	

## Apparel Manufacturing module

### Schedule

Questionnaire sent	March
Data effective	April 1
Report available	September

### Pricing\*

Participant	\$ 1,380
Nonparticipant	\$ 4,140

### Organizations

Participants	62
Observations	2,746
Positions	52

### Position families

Design	Sales and marketing
Executive	Sourcing
Merchandising	Technical design

## NEW – Supermarket module

### Schedule

Questionnaire sent	March
Data effective	April 1
Report available	September

### Pricing\*

Participant	\$ 1,200
Nonparticipant	\$ 3,600

### Organizations

Participants	16
Observations	336,619
Positions	125

### Position families

Deli/bakery	Market/meat
Floral	Pharmacist
Frozen food/dairy	Produce
General merchandise	Seafood
Grocery	Specialty foods/wine
Health and beauty	Warehouse/distribution

### [imercer.com/retail](https://www.imercer.com/retail)

Participant list, position list/descriptions, sample report pages, and online ordering

\*Single primary user. Add users \$150/ea per module/survey.

Mercer Total Remuneration Surveys (TRS) provide consistent, high-quality market data, including all forms of cash compensation, long-term incentives, and benefits. TRS is built on a common, global survey platform that delivers worldwide consistency for jobs, data, methodology, and technology.

TRS covers an average of 400 benchmark positions from the executive to administrative level in over 100 countries. It gives you valuable local, regional, and global market data. With tremendous flexibility, TRS allows multiple users access to the same survey and is an economical time-saver.

## What do you receive?

- **Online access** – with Mercer WIN® accessible anywhere, anytime
- **Survey overview** – review salary practices, compensation mixes, employment trends, and HR economic indicators
- **Benefits summary** – information on benefit practices and typical provisions including retirement, profit-sharing, long-term incentives, and perquisites, i.e., company cars and club memberships
- **Actual market data** – detailed market analysis of individual positions
- **Market regression** – statistics and graphs for the major components
- **Custom analysis** – generate statistics based on your needs

## TRS Membership

Join some of the world's leading organizations and use Mercer as your source of consistent, reliable, global total remuneration information. Enhance the value of your TRS data with a membership program including:

- **Preferential pricing** – multi-country membership savings
- **Dedicated client relationship manager** – one point of contact to coordinate your services
- **Personalized services** – implementation, project management, communication, and training

Choose access to the entire global database or a flexible package based on countries where you need total remuneration data. Visit [imercer.com/membership](http://imercer.com/membership) for more details.

### [imercer.com/trs](http://imercer.com/trs)

Detailed information on TRS, membership options, positions and functions covered, pricing, and brochures

### [imercer.com/global](http://imercer.com/global)

With the addition of ORC Worldwide, Mercer is now the preeminent provider of international compensation and global mobility consulting services worldwide. View detailed information on global surveys, reports, and publications

Mercer introduces the new interactive, online Global Compensation Planning Report (GCPR), allowing you to make timely, fully informed decisions about compensation budgets. Instead of quarterly updates, GCPR Online continuously refreshes hard-to-find data you require to make quality decisions. Covering 89 countries, this is the most widely used source of information on economic and salary trends.

GCPR Online is available whenever and wherever for online or offline planning. With 15 years of economic and salary change data, you can observe and analyze short- and long-term trends. The one-year subscription to GCPR Online provides more content, more often:

- Immediate country-specific pay increase forecast and economic data
- Interactive charting with up to 15 years of pay data by job family with any economic data (i.e., inflation)
- Download to Excel® and manipulate/integrate with your data
- Videos on current compensation topics
- PDF versions of the July and October reports in 2011

**Pricing**

GCPR Online	\$ 2,500
July / October reports	\$ 990

**Data/Analysis**

- Salary increase trends
- Economic indicators and trends
  - GDP growth
  - Inflation
  - Unemployment rates
- Regional overviews
- Short-term incentives

**[imercer.com/gcpr](http://imercer.com/gcpr)**  
 List of countries, industry-specific surveys, sample pages,  
 and online ordering



## Global Pay Summary

Global Pay Summary offers current, reliable pay trends and information for 67 countries. The popular report provides at-a-glance pay information for 50 benchmark positions across 11 job families from entry level to upper management.

### Schedule/Pricing

Report available	January
Americas	\$ 560
Asia-Pacific	\$ 560
Eastern Europe/Middle East	\$ 560
Western Europe	\$ 560
<b>All Volumes / Best Value</b>	<b>\$ 1,870</b>

### Data Analysis

At-a-glance data by position  
Annual base pay/total cash by country  
Regional position comparison

**[imercer.com/gps](https://www.mercer.com/gps)**

List of locations, sample pages, and online ordering

## International Geographic Salary Differentials

International Geographic Salary Differentials features core information for 66 countries to compare salaries, move expatriates to new locations, and gather detailed information on gross and net compensation, tax, and social security rates. View salary differentials in easy-to-read tables for each country to help gauge the cost advantage of one country over another.

### Schedule/Pricing

Report available	January
Report	\$ 940

### Data Analysis

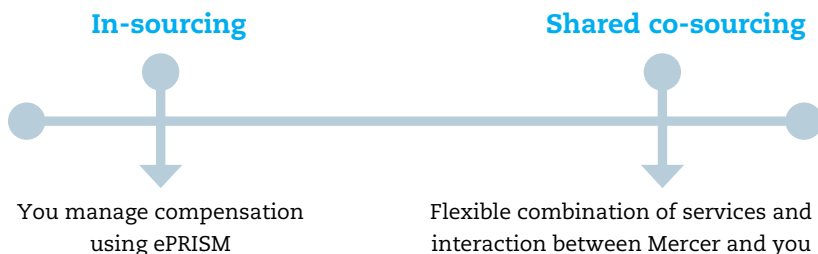
Country-by-country salary differentials  
Identify cost-saving opportunities in talent recruiting  
Compare salary levels for six position levels  
Get real value of salaries in different countries

**[imercer.com/intlgeo](https://www.mercer.com/intlgeo)**

List of locations, sample pages, and online ordering

## Forging a partnership

Mercer can work with you to define the scope and nature of the relationship that will help you meet your business goals. We offer a continuum of services and solutions permitting you to choose the level of involvement and support appropriate for your organization.



A compensation management partnership with Mercer can provide any or all of these advantages depending upon the nature of your engagement.

- Eliminate or reduce staff time spent on transactional activities
- Realize efficiencies related to staffing costs, technology acquisition, and market data
- Shift resources to other higher value/strategic areas of compensation management
- Mitigate the need to hire staff only during peak periods or for special projects
- Increase efficiency/effectiveness of compensation services delivery
- Implement global compensation program consistency, governance, and reporting
- Access Mercer Human Capital experts in a spectrum of specialty niches

### Compensation Management Co-sourcing

Mercer provides this solution to help organizations create a more robust and efficient compensation function. We share responsibility with you for compensation management transactions, analysis, strategic design, and technology. A co-sourcing partnership with Mercer permits you to leverage our specialized consulting capabilities, global footprint, robust market data, and technology. Learn more at [mercer.com/compensationcosourcing](https://mercer.com/compensationcosourcing)

ePRISM is a comprehensive, web-based compensation management and analysis solution that enables you to evaluate your data and implement programs with confidence knowing they are aligned to your business objectives. With ePRISM you can do the following:

- Make immediate, well-informed decisions about compensation using the market-pricing tool
- Streamline your salary plan costing process by using powerful analytic capabilities
- Design and develop pay structures online, model cost impact, and easily maintain
- Produce customized reports instantly

**[imercer.com/eprism](http://imercer.com/eprism)**

ePRISM PRO enables you to access the power of ePRISM MAX without the investment of a fully-configurable solution. ePRISM PRO reduces costs and increases efficiency by streamlining compensation processes – you can save up to 75% of the time you now spend on survey participation and market pricing. Turn data into powerful insights with extensive analytics to evaluate data, plan strategies, and execute compensation programs. ePRISM PRO delivers a compensation-specific solution in a timely and cost-effective package.

**[imercer.com/eprism](http://imercer.com/eprism)**



*Mercer is a leading global provider of consulting, outsourcing, and investment services, with more than 25,000 clients worldwide. Mercer consultants help clients design and manage health, retirement, and other benefits and optimize human capital. The firm also provides customized administration, technology, and total benefit outsourcing solutions. Mercer's investment services include global leadership in investment consulting and multi-manager investment management.*

*Mercer's global network of more than 20,000 employees, based in over 40 countries, ensures integrated, worldwide solutions. Our consultants work with clients to develop solutions that address global and country-specific challenges and opportunities. Mercer is experienced in assisting both major and growing, mid-size companies.*

*Providing high-quality human resource information is an integral part of our business. Around the world, Mercer conducts more than 600 compensation, benefit, total remuneration, and employee mobility surveys. Our software solutions help organizations align compensation and benefit programs with strategic business objectives.*

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