

TRAINING PLAN TABLE

| Job No. | Job Description | Type of Training | Estimated No. of Trainees | Range of Hours | | Average Cost per Trainee | Post-Retention Wage |
|---------|--|---|---------------------------|---------------------|-----|--------------------------|---------------------|
| | | | | Class / Lab | CBT | | |
| 1 | Retrainee Priority Rate SB <100 | Business Skills Commercial Skills Computer Skills Continuous Impr. PL - Comm Skills | 27 | 8-60 | 0 | \$1,352 | \$16.04 |
| | | | | Weighted Avg: 52 | | | |
| 2 | Retrainee Job Creation Initiative Priority Rate SB <100 | Business Skills Commercial Skills Computer Skills Continuous Impr. PL - Comm Skills | 9 | 8-60 | 0 | \$1,430 | \$14.00 |
| | | | | Weighted Avg: 55 | | | |

- Reimbursement Rate: Job #'s 1 and 2: \$26 SB Priority
- County(ies): Los Angeles
- Occupations to be Trained: Administrative/Sales Staff, Production/Warehouse Staff, Supervisor/Manager, Owner
- Union Representation: Yes
 No
- Health Benefits: Job #1 only: \$1.01 per hour

SUBCONTRACTORS

- Development Services: Assured Incentives Group, LLC (AIG) in San Clemente assisted with development for a flat fee of \$4,000.
- Administrative Services: AIG will also provide administrative services for an amount not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Taylor Walk, Inc. dba Pacific Office Interiors (POI) (www.poi.bz), founded in 1986, is a commercial interior design and consulting firm. POI specializes in lighting, furniture, reconfiguration, and workspace acquisition to help clients build spaces that foster efficiency and productivity. POI's customer-base includes a wide variety of corporate, educational, and government entities (Disney, USC, St. Jude Medical, County of Los Angeles). POI's design, warehousing, sales and corporate functions are managed from its Agoura Hills facility, which is the only participating location. This will be the Company's first ETP Agreement.

POI has always faced some level of out-of-state competition. However, the economic recession has pushed more competitors to extend their service areas into California. Additionally, budgets have decreased and awarded projects are of smaller scale. As a result, local projects are now attracting more bids from companies outside of California. These competitors pay lower wages putting a squeeze on POI's margins.

To stay competitive, the Company is offering more unique products and greater customization. Custom-made products, in previous years, were a rare request, due to high costs. However, it is now becoming a general client expectation. This puts increased pressure on stocking, sourcing and designing. In addition, POI introduces an average of 50 new products per quarter, such as wall paneling systems, modular office enclosures and lighting options. These diverse products will allow the Company to establish a market niche in lighting and fixture installation. ETP-funded training will ensure accurate project assessments, creative designs, and solution driven execution to avoid cost overruns and keep the Company competitive.

Retrainee - Job Creation

POI's new projects are increasingly complex due to high level of product diversity and customization, requiring more man-hours to complete. To keep up with business needs and client expectations, POI has committed to hiring nine new staff in Sales/Administration and Production/Warehouse occupations (Job Number 2). To be eligible for reimbursement under this Job Number, trainees must be hired within the three-month period prior to Panel approval or during the term of contract. Training for newly-hired employees will be subject to a lower post-retention wage.

Training Plan

Business Skills – Training will be offered to all staff to help trainees assess and understand customer needs. With negotiation and problem solving skills, staff will be able to take on more complex projects. Product Knowledge will provide new information on product features, benefits and applications which will help trainees with customer requests.

Commercial Skills – Training will be offered to Administration/Sales, Production/Warehouse and Supervisor/Manager to reduce inefficiencies and rework due to errors such as poor drilling or inaccurate cutting. To develop a successful product, each trainee will be involved in the project development life-cycle to understand best practices in design and implementation. Training to support these skills will start out in a Class/Lab setting and continue via Productive Lab as trainees learn the challenges that come up in their various assigned projects.

Computer Skills – Training will be offered to all staff to improve product/labor-cost tracking and engineering design skills using POI's ERP software. Trainees will be able to create customized forms, and product itemizations. Utilizing the majority of the ERP modules will also provide advancement opportunities into supervisory or management roles. Designers (Production Staff) will receive additional training in CAD and Canvas Illustration Software.

Continuous Improvement – Training will be offered to all staff. Production Staff will need to complete situational analyses and come up with ways to alter, fix or work around the various challenges of sizing inconsistencies, unlevelled substructures or ceiling tiles, and impeding air ducts. Lean Production Workflow training will help alleviate inefficient movement of material, contributing to a safer, more effective execution.

Productive Laboratory

Productive Lab (PL) will be provided in Commercial Skills to allow 11 Production/Warehouse trainees to gain practical experience in implementation planning, proper assembly, and construction techniques. POI does not have sample products available, every piece is ordered and accounted for as part of a project. Therefore, assignments such as prepping specific building spaces and materials and assembling smaller structures and connecting them to a larger structure are not available in a simulated setting after the general basics have been taught. Trainees will receive up to 24 hours of PL, with a 1:1 trainer-to-trainee ratio.

Staff has received and reviewed the tasks and competencies which details support processes and business needs. The quality and quantity of PL training is consistent with the Company's business needs.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum

Class/Lab Hours

8-60

Trainees may receive any of the following:

BUSINESS SKILLS

- Communications, Coaching & Customer Service
- Product Knowledge
- Sales & Negotiations

COMPUTER SKILLS

- Auto CAD Design
- Canvas Illustration Software
- E-manage ERP Modules

COMMERCIAL SKILLS

- Final Assembly & Finishing Techniques
- Lighting Assembly Design
- Workspace Engineering & Design Best Practices

CONTINUOUS IMPROVEMENT

- Lean Production Workflow
- Production Staging, Scheduling

PL Hours

0-24

COMMERCIAL SKILLS (ratio 1:1)

- Final Assembly & Finishing Techniques
- Lighting Assembly Design

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery.