

**To:** Clifford Louis-Charles

**From:** Joe Diaz, Branch Manager

**Date:** 11/05/2024

**Subject:** Notice of Performance Improvement Plan

During the past few months, it has become increasingly evident that you have not been performing your assigned work in accordance with what is expected of your position as Service and Sales Representative. You have been counseled on this unacceptable performance, but to date significant improvement has not been made. Auto-Chlor values you as an employee, and it is our intent to make you fully aware of this situation and to assist you in improving your work performance. The responsibility to improve, however, is yours alone.

You are being placed on a written performance improvement plan (PIP). For the next 30 days, November 4, 2024, to December 3, 2024, your work will be closely monitored. You must demonstrate immediate improvement in the following areas:

- You are expected to meet with your supervisor daily for a 2-minute training drill.
- You are expected to be at the branch, clocked in, and ready to begin work no later than 8:00 am on workdays.
- You are expected to complete all route stops on their assigned route day; dragging stops is unacceptable. If you need to drag a stop due to unforeseen circumstances, you are expected to communicate with your branch manager or route supervisor the reasoning as to why and get approval to run the stop on a different day.
- You are expected to complete the 29 Steps of Service for every machine and customer you service. This includes utilizing the route card to determine the correct amount of chemicals to leave and completing the preventative maintenance card.
- You are expected to acknowledge, follow up on, and complete all service calls assigned to you.
- You are expected to fill out the CRS for all customer visits and service calls.
- You are expected to turn in your paperwork daily.
- You are expected to acquire 4 re-signs by the end of the PIP timeframe.

- You are expected to reduce your AR by 20% by the end of the PIP timeframe. Your route AR is currently at 230%.
- You are expected to produce \$1200 in new product sales by the end of the PIP timeframe.

I will review your progress on each of the above items requiring improvement every week. Improvement must begin immediately and be maintained. If any objective of this improvement plan is not met at any time during the specified time frame, disciplinary action, to include separation from Auto-Chlor, may occur. A decrease in performance after successfully completing the improvement plan may also result in dismissal from Auto-Chlor without the issuance of another warning or improvement plan.

I am available to discuss any issues or concerns you may have as you work through this plan.

Your signature acknowledges this discussion. It does not indicate agreement or disagreement with this plan.

  
\_\_\_\_\_  
Employee Signature

11/5/24  
Date

  
\_\_\_\_\_  
Manager Signature

11/5/24  
Date

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date