

**To:** Clifford Louis-Charles

**From:** Joe Diaz, Branch Manager

**Date:** 12/06/2024

**Subject:** Notice of Performance Improvement Plan - Addendum

Cliff, you were put on a Performance Improvement Plan (PIP) from November 4, 2024, to December 5, 2024. While there has been improvement in most areas listed in the PIP, your overall performance has not yet met all the expectations laid out for you. In recognition that there have been improvements made, we are extending your PIP timeframe out an additional 30 days, to conclude January 4, 2025. We will continue to work with you on keeping you on track to meet the original PIP expectations, but the responsibility to improve is yours alone. This will be your final opportunity to reach the metrics that have been laid out for you.

During the initial PIP timeframe, you have met the following metrics, and the expectation is for you to continue to do so through the end of Period 13 and onward:

- 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 8:00am 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 acknowledge, follow up on, and complete all service calls assigned to you.
- You are expected to turn in your paperwork daily.
- You are expected to reduce your AR by 20% by the end of the PIP timeframe. Your route AR at the beginning of the PIP timeframe was 230%. At the end of the timeframe, your AR was 155%.
- You are expected to produce \$1200 in new product sales by the end of the PIP timeframe.

During the initial PIP timeframe, you did not meet the following metrics or need additional improvement:

- 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 fill out the CRS for all customer visits and service calls and get a signature from an appropriate customer employee with an identifiable name.
- You are expected to acquire 6 re-signs by the end of the PIP timeframe. At the end of the initial PIP timeframe, you had not acquired any re-signs.


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

12/9/24  
Date

  
Manager Signature

12/9/24  
Date

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HR Signature

\_\_\_\_\_  
Date