**To**: Samuel Parker

**From: George Gaskin, Regional Manager**

**Date: 11/18/2024**

**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 Branch Manager. You have been counseled of 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 60 days, November 18, 2024, to January 16, 2025, your work will be closely monitored. You must demonstrate immediate improvement in the following areas:

* You are expected to do the bank deposit a minimum of three times per week.
* You are expected to complete the branch recap by 10:00am local time daily.
* You are expected to enter all service calls into the system daily.
* You are expected to close all POs by the next business day of receipt.
* You are expected to ensure all new accounts are created within 2 business days of receiving paperwork and that the accounts have complete information as soon as applicable, including specific machine information and chemicals. New account completion is imperative for correct billing and the accuracy of sales commissions.
* You are expected to have completed a detailed review of the Commission Project before the end of the period to ensure there are no issues or errors.
* You are expected to ensure that there are zero dragged stops by Day 20. All customers should be serviced on time.
* You are expected to drop the branch AR by 20% by the end of the PIP timeframe. The AR is currently at 152%.

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.

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Employee Signature Date

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Manager Signature Date

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HR Signature Date