

Hi Christy

April 30, 2020

Incident

I am writing this to put you on notice and to arm you with awareness of a situation that is developing with Phyllis. My purpose in writing this is to prevent additional customers from witnessing what has taken place in the future. My second purpose is to awake in you and others that Phyllis is a human being and may be in need. The third and much less important purpose is to advise you of the personal abuse that I have taken in silence until now. Purpose three pales in importance to numbers one and two.

Last Saturday afternoon I was placed in garden. It was fast and furious. I believe Amber was the other cashier when I arrived and relieved the other one. Amber had the main registrar and I was on the second one. That registrar was a bit low on dollar bills. Amber indicated she had been out there for a couple of hours and after minutes or so I offered, and she agreed to trade registrars. I always like the register that has the greatest traffic and the toughest challenge because it is fun to deal with it and the process helps make time pass.

Phyllis arrived and relieved Amber. I wondered about this because it was fast and furious and Phyllis does not handle pressure as well as other cashiers based on my experience with her and observations. About three to five minutes later I hear her exclaim there are no \$1.00 bills in the register. I was busy at full throttle trying to maintain my line and was engaging with a customer. She then asked me about my register, and I stopped with the customer long enough to tell her my change drawer was fine. Then she said something else to me as I was listening to a customer about dollar bills in my drawer. I stopped with the customer and told her she and I both knew we could not change currency from one drawer to the other and to call the HC and request some dollar bills. Yeah not having dollar bills is not great but it does not become a deal breaker in being able to process customers. Replacing the dollar bills is important but not urgent.

Phyllis flew into a rage and started addressing me in a very loud voice in front of the customers that she knew we could not change drawers and why was I calling her stupid and worst. I kept my back turned to her, dealt with the customer and hope the eruption would subside. It did not. She simply would not stop. As luck would have it, the woman I was processing knew Phyllis and had about seven items to purchase. Her face turned from one of humor to shock to dismay in the minute or so before she left.

I intended to tell Phyllis that her conduct was not acceptable in front of customers and to deal with me as she saw fit when no customer was around to hear. When Olivia arrived with the dollar bills, I told her what had happened. She gave me a hard look and said this would be taken care of. Phyllis then was sent inside subsequently and stayed in the middle. Christy, I do not care if she flies off at me. What I do care about is doing this in the presence of customers and that is why I had no choice but to involve Olivia.

Brad is a friend of mine. He was the yard man this Saturday afternoon. He told me that at one point he was walking from Pro to the middle door. As he reached the middle door where carts

were strewn all over the sidewalk into the street the doors opened, and a cart was sent rolling into the strewn. He saw Phyllis and asked what she was doing just pitching a cart out the door. Brad said she had a blank look on her face and went back inside the store.

This is unfortunately not the first time Phyllis has gone off with me in front of customers. Roughly a month ago I was working, and April was the HC. I was on register 8. Phyllis arrived and the two were talking. I noticed we had two electric carts by the middle door. One was recharging and I noticed the second needed recharging. I turned and asked Phyllis to take it to the front and plug it in. She told me in the presence of April in a loud voice to go F myself. April laughed and said she guessed it was a women's lib moment. At least three customers her the F bomb. I then turned off my light, locked the gate and took the cart to the front entrance. I then returned and opened the gate and resumed cashier function.

Phyllis becomes disoriented and confused. It is like a cloud or fog. It appears very quickly and leaves just as quickly. You were the HC recently and we had way too many cashiers. You decided to take the opportunity and do training and you sent me back for that purpose. Phyllis arrived after I had begun part two of the three-part series. As I finished it I heard her moan oh no. She then said she had to take the exam over again. I told her no problem. The exam problem was to match blocks on a shopping cart. Phyllis can do this in her sleep but just then she was disoriented. I reassured her and moved on of the blocks then a second one then Phyllis and the fog lifted and she was fine again.

Months ago I was doing self-checkout and Phyllis was on register 7. I saw her run off to check a SKU leaving an agitated customer at the register plus leaving the middle wide open. I went over and asked the customer what was happening. He had a \$3.00 piece of merchandise. Phyllis was still on the register. I found something on the OCR for \$3 bucks and cashed him out. Phyllis returned in a rage that I had done so operating under her name on the register. I ended up having a discussion with Chris Wasco and Missey about the need to maintain inventory. Are you serious?

I took a customer from angry to happy, covered the middle, covered for an employee and my thanks is to be berated. I told them both then and will do again if necessary, that my job was to make sure the company was paid, the customer incentivized to return and then the inventory. If inventory interferes with either of the first two then inventory comes third. What was amazing to me is that leaving the customer stranded and the middle wide open to shrinkage apparently did not matter. Still wonder about that one. Finally, I told them to put it in writing and sign it that inventory meant more than the company being paid, the customer happy or the middle guarded against shrinkage. They left. Sorry to have to pull back the scab on this but I think this is an example of Phyllis possibly becoming disoriented, so I had to include it.

Phyllis has come up to me several times wanting to know when she is going to receive some more cookies. I mean she tells me to self-fornicate and then wants to know when I baking her cookies?

On a personal note Phyllis is a human being. The first concern has to be for the customer but close behind is to equally be concerned for this employee. As for me, compared to these first two

I am totally unimportant. I believe that Phyllis's bouts with rage and disorientation are both increasing in frequency and severity. I am no doctor but I cannot help but believe there is a medical problem(s) perhaps an early onslaught of dementia or even Alzheimer's. I am no medical person even though I lived through this process with a loved one for ten plus years. So I hope this will help prevent a recurrence with a customer and that maybe sometime can be done to help Phyllis. That I am tired of the abuse is of much less importance. Thanks

Charles Ford

P.S I have probably done more for Phyllis than any other employee on the floor. I have traded shifts with her, baked her cookies and tried to help on her injury and claim accessing my insurance and risk contacts.