

Addendum

September 16, 2020

Dear Mr. Menear,

Enclosed is the electronic copy of a packet I overnighted to you. This was done early AM yesterday. When I reported to work a meeting was convened with the store manager Josh, Assistant Store Manager Chris and me.

Josh was kind enough to apologize for the slow response and blamed it on his bout with the Red virus. He added that my Concern letter to him required some support outside the meeting to answer.

Attached is a bad copy of the statement I wrote at the end of the meeting. Josh reviewed selected portions of my Concern letter. One involved scheduling. He explained how the company schedules part time employees. That explanation in no way justifies what is being done. However, it is what it is and we moved to the next topic. That involved my use of discretion with customers. My concern letter details how I use it to benefit the company in detail. He asked me if I was taking cash out of the register and did I have family living in Decatur. Wow accusing me of being a thief. Are you serious? He then reminded me that I had gone to him over a failed transaction that cost the company money. He remembered I wanted to make it good as I owned the error but again told me the company had no such system to access for this. Are you confused? I am.

Then we discussed with Chris the incident report. He was very nice about it. However, I received no apology and there is nothing being done to prevent a recurrence. I also told both of them twice that when a situation like this happens I will require an opportunity to tell my side of the event. No agreement or promise was forthcoming.

Another piece of minutia. Cokes have been marked two for three dollars by the vendor but only cokes and Sprite. Everything else remains unchanged. I noticed the sign on the cooler. I discounted the eligible drinks when purchased based on the sign as initially the system was not catching it. I pointed this out to the FES and three HCs. They disputed with me until they saw the sign on the cooler. A day or so later I noticed the system was now giving the credit but you had to know where to look on the screen or you would miss it. I reported this to the same parties.

Josh asked why I was discounting drinks. I explained what had happened and he asked if I told anyone. I explained that I had reported it to four people listed above to make everyone aware and then reported to the same four people that the system was processing the discount. And for all this I am being grilled by management who still did not believe the cokes were being discounted by the vendor.

Nothing else was discussed. The other events and concerns that make up this package have not been answered nor discussed.

Interestingly, last Friday I emailed Angela Wires in Home office after the ticket was closed. I received an automated response directing me to other parties including Megan Coleman DM, Steve Coleman DEM and Gary Atkins MAPM. It is my understanding they may have reached out to HR in Atlanta who then may have arranged to have this meeting today. It appears to me this is more than a coincidence. A meeting held after a ticket is closed? Really?

Would you be so kind as to have one of your associates review this and reach out to me if they have any questions. My interest is serving the customer and helping the company make money even at this low level. Thank you.

P.S. What was written by me on the sheet is as follows

- “ 1. Schedule has been explained. I will comply per explanation.
2. Chris, Josh and I had a discussion about the incident I reported. We reached an accord.
3. Discretion on cash register was discussed. Proper, stable, and consistent use fitting company's objectives and practices. No concerns among the parties.
4. Conference was adjourned.”

Charles Ford

CPCU JD CLU ARM AAI

678 477 2087 Cell

Cford1331@gmail.com Email