

Grove, Jon H.

From: Grove, Jon H.
Sent: Tuesday, July 16, 2013 4:19 PM
To: 'Nicole - Goubeaux & Brand'
Subject: Greenville Federal Case 9-CA-075284, et. al.
Attachments: Greenville Federal Sackett Revised Appraisal-objections highlighted.pdf

Ms. Pohlman,

The Regional Director has reviewed the Respondent's compliance to date with the settlement agreement and has determined that it is insufficient for the following reasons.

The National Labor Relations Act give employees the right to discuss wages and other terms and condition of employment. The settlement states that Respondent will remove any negative comments about Sackett's protected, concerted activities from her appraisal and action plan. However, it appears that certain comments in Sackett's appraisal and action plan still refer to, or limit, her right to engage in protected, concerted activities. I have highlighted those section in the attached file. To be in compliance with the settlement agreement, these comments will need to be removed.

The settlement agreement provides that the Respondent will reevaluate Sackett and make her whole for any losses suffered. Respondent's conclusion upon reevaluation that Sackett is not due a raise does not remedy the specific allegation set forth in the second consolidated complaint that Sackett was *denied* a raise because of her protected, concerted activities. Because Respondent failed to determine an amount for the raise due to Sackett, the Regional Director has determined that the amount is to be based upon an average of raises given to other employees. Those calculations were previously provided to you and are set forth here as well:

Respondent's average 7/1/2012 wage increase for all employees:

Sackett's wage rate:	\$ 15.40
Post-evaluation wage rate:	\$ 15.60
Difference:	\$ 0.20
Sackett's hours post-evaluation:	892.72

Backpay:	\$178.54
Interest:	\$ 5.36

If Respondent fails to comply with the settlement agreement, the Regional Director will, in accordance with the performance clause of the settlement agreement, issue written notification of Respondent's alleged non-compliance and reissue the complaint. However, I am hopeful that we will be able to resolve this matter without further proceedings and look forward to hearing from you.

Jon Grove

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EXHIBIT B



Greenville Federal

Teammate Annual Appraisal Form

Name: Tammy Sackett

Date: March 2012

Revised 11/01/2012

Department: Customer Service

Position: RB/Teller

Evaluated by: Jason Byers
Stephanie Harshbarger

Title: BCM

Approved by: Betty Hartzell

Title: Branch Administration

Instructions:

This evaluation tool is intended to assess each employee relative to his/her current position performance level and potential for advancement. The evaluation requires the appraisal of an employee in terms of actual performance for each work related dimension. Please make no snap judgments, and carefully think through each dimension independently. Observe the following suggestions for an objective analysis.

1. Disregard your general impression of the employee and concentrate on one factor at a time.
2. When rating an employee, call to mind instances that are typical of his/her work and way of behaving. Do not be unduly influenced by unusual cases which are not typical.
3. Make your rating with the utmost care and thought; be sure it represents a fair opinion. Do not allow personal feelings to govern your evaluation.
4. Use your own independent judgment.

Please read each dimension and corresponding definition carefully. Rate the employee on the specific dimension by placing a check mark in the box on the scale that indicates your best judgment of the current performance level of the employee. The rating scale for each dimension of work performance should be marked as follows:

Exceeds – Individual's level for this dimension far exceeds acceptable organization standards

Meets – Individual's level for this dimension consistently meets acceptable organization standards

GENERAL ABILITY

Quality of Work: the degree to which work assignments are carried out that meet or exceed work area standards, and are free of errors

Comments: Exceeds Meets Needs Improvement

Timeliness of Work: the extent to which work assignments are completed relative to acknowledged deadlines

Comments: Exceeds Meets Needs Improvement

Attention to Detail: the total task or project accomplishment with concern for all details involved, no matter how small

Comments: Exceeds Meets Needs Improvement

Tammy improved on her missing OFAC screens but still missed two for the year in February and April. Running the correct OFAC 100% of the time is a non-negotiable aspect of opening new accounts and cannot be missed. She has also had a few balancing errors resulting in entries to long/short and times when it took an extra amount of time and attention from Jason or Stephanie to help get her drawer balanced. This can jeopardize our credibility with customers and needs improvement.

Job Knowledge: the level of knowledge of own particular job duties and responsibilities to successful day-to-day operations, this includes formal and informal education/training

Comments: Exceeds Meets Needs Improvement

PERSONAL ABILITIES

Initiative: the degree to which employee actively attempts to influence events to achieve goals; self-starter rather than passive acceptor-takes action to achieve goals beyond what is necessarily called for

Comments: Exceeds Meets Needs Improvement

Work Standards: the extent to which employee sets high goals or standards of performance for self, others and organization, and is dissatisfied with average performance

Exceeds Meets Needs Improvement

Comments:

Stress Tolerance: the level of ability to maintain effective performance while under pressure and/or opposition

Exceeds Meets Needs Improvement

Comments:

Sensitivity: the degree to which the employee takes actions that indicate a consideration for the professional and personal feelings, ideas, opinions and needs of other employees, and customers

Exceeds Meets Needs Improvement

Comments:

~~I ammy has had a difficult time with confidentiality and not involving others in sensitive matters.~~ This has at times made other employees uncomfortable and created a tense working environment. It is important to keep others' feelings in mind and maintain a professional and positive work environment at all times.

Integrity: the extent to which the employee maintains high social, ethical and organizational standards in job and organizational related activities

Exceeds Meets Needs Improvement

Comments:

Ability to Learn: the ability to assimilate and apply new job-related information, taking into consideration amount of material and complexity

Exceeds Meets Needs Improvement

Comments:

Dependability: the extent to which the employee shows a need for only minimal supervision, and can be relied on to get a task done on time and within acceptable standards

Exceeds Meets Needs Improvement

Comments:

Attendance: the degree to which an employee is absent or tardy with justifiable cause; strength rating would indicate a max of 0–3 days absent - Satisfactory rating would indicate a max. of 4–6 days absent – Needs Improvement rating would indicate a maximum of 7 or more days absent

Exceeds Meets Needs Improvement

Comments:

Impact: the ability to create a good impression, commanding attention and respect, showing confidence, using effective communication, and possessing the appropriate demeanor which projects and represents the organization in a professional manner to other employees, customers, and the general public

Exceeds Meets Needs Improvement

Comments:

Adaptability: the ability to maintain effectiveness in varying environments, tasks, responsibilities, or with people

Exceeds Meets Needs Improvement

Comments:

Tammy has adapted well to her schedule change and has been able to complete her job duties and required tasks at both branches, which is appreciated.

Personal Appearance: the extent to which an employee's personal attire and hygiene creates a positive business impression by the way it projects a professional image to other employees, customers, and the general public

Exceeds Meets Needs Improvement

Comments:

MOTIVATIONAL/ATTITUDINAL CRITERIA

Attitude Toward Career/Self Development: the extent to which employee *actively* initiates actions to further improve skills and performance proficiency

Exceeds Meets Needs Improvement

Comments:

Tammy's personal feedback form indicates a lack of desire and unwillingness to achieve more in her career development in 2012. This is disappointing because Tammy is an integral part of both branches and has a wealth of knowledge to offer and draw from. Everyone, no matter their position, can always achieve more, learn more, and improve on their job performance. We challenge and look forward to Tammy looking for opportunities to improve her skills and performance.

Attitude Toward Present Position: the extent to which employee views his/her current position in a positive manner, with an understanding of the importance of the position to organizational goals

Exceeds Meets Needs Improvement

Comments:

Tammy has voiced dissatisfaction with her new role as a shared employee between both branches. Keep in mind that your experience and level of knowledge is now an asset to both locations where you are able to jump in and assist with whatever tasks are needed. You are a welcomed addition to the Kroger Banking Center, and we ask for your cooperation and understanding of those circumstances.

Attitude Toward Fellow Employees: the extent to which employee is consistently cooperative, friendly and helpful to other employees

Exceeds Meets Needs Improvement

Comments:

Tammy works well with other employees when completing a job-related task. ~~As previously stated, however, Tammy has at times conducted herself with other employees in a way that has made some feel uncomfortable.~~ Tammy needs to be mindful of her interactions with others to help maintain a productive and positive work environment.

Attitude Toward Supervision: the extent to which employee appreciates help of appropriate supervision, and is willing to accept suggestions and constructive criticism

Exceeds Meets Needs Improvement

Comments:

Attitude Toward Company Policies: the extent to which employee willingly accepts company policies, is sympathetic to their purposes, and adopts policies in a manner that ensures continued positive work environment in his/her area

Exceeds Meets Needs Improvement

Comments:

Tammy does not always willingly accept company policies. She often thinks from the customer perspective, which can be helpful and a good tool for customer service, but Tammy also needs to be mindful of the objective of a business and how decisions and policies impact the bank as a whole. Policies are written for the benefit of the employees and customers, and while their purpose may not be agreed upon by all, it is important to respect and abide by these decisions to create a positive work environment.

Attitude Toward Customer : the extend to which employee actions indicate an understanding of organizational-customer relations by showing consideration for the opinions, ideas, feelings and needs of the customer - cooperative, helpful, friendly, enthusiastic and non-judgmental

Exceeds Meets Needs Improvement

Comments:

Tammy has improved in understanding that we cannot always bend to the customer's demands. We have to make sound decisions for the bank, and sometimes that means saying "no." Tammy is also a smiling, friendly face and treats the customers with great care.

ACTION PLAN

Areas for Improvement

1. Attitude Toward Company Policies
2. Attitude Toward Present Position
3. Sensitivity
4. Attention to Detail
5. Impact

Areas of Strength

1. Customer Service

Actions for Improvement:

1. Attention to Detail: Remember to slow down during transactions and when opening new accounts to avoid careless errors. Having a checklist of items needed when opening accounts or processing transactions will help.
2. Attitude: Though changes and decisions have been made, it is important to maintain a positive attitude so the work environment around you and others does not suffer. Also, actively challenge yourself to stand out in your position as an asset to both branches and contribute your knowledge and experience for the betterment of each office.
- ~~3. Sensitivity: If someone else starts the conversation first, politely decline to participate and focus on the task at hand.~~
4. Impact: Strive to project a positive image of yourself and the bank. Stop and ask yourself, "Is this professional?" "Is this an appropriate conversation to be having?" "Am I being productive?" This will help you gauge what should and should not be participated in or said. Jason and I will coach Tammy if instances arise that warrant our assistance.

Progress Toward 2011 Goals:

1. Complete Watchdog "OFAC" and ChexSystems on 100% of accounts opened that require this check. This is not an option going forth in 2011. It is procedure to run these item(s) BEFORE the account is open and funded.
Tammy missed two OFAC checks in 2011.
2. Incentives: Continually remaining focused on GF's checking account acquisition program. Fine tuning your cross sell techniques and asking for the business will increase your chances for achieving HIGH 5's. You should strive to obtain a minimum of 2 approved HIGH 5's per month. It will also be your goal to achieve 1 direct deposit sign ups per month and 1 approved credit card application per quarter. Knowing the customer and their needs will help you in achieving these goals.
Tammy had 7 High 5s, 38 direct deposit sign ups, and 4 approved credit card applications.
3. Tell-A-Friend Coupons: it is your goal to achieve a minimum of 1 TAF returned a month. Keeping the TAF coupons at top of mind and distributing them with every transaction that crosses your teller/drive up window. It is your job to hand these out. Get creative and have fun with it: staple to receipts, if mailing a receipt then send one with it, take some home, put some in your purse, etc.
Tammy had 6 Tell-a-Friend coupons redeemed
4. Learn how to set a customer up on Freshstart so you can be available when needed. Stacy will be the one doing the training. Attain goal by May 31st.
Tammy was trained on how to set up Freshstart accounts and completed the set up of at least one on her own.

Goals for 2012:

1. OFAC: Running the correct OFAC 100% of the time is a non-negotiable aspect of opening new accounts. Keep this at top of mind and always stop to run OFAC first before any new accounts are opened.
2. Incentives: Continually remain focused on GF's checking account acquisition program. Fine tuning your cross sell techniques and asking for the business will increase your chances for achieving HIGH 5's. You should strive to obtain a minimum of 1 approved HIGH 5 per month. It will also be your goal to achieve 2 direct deposit sign ups per month and 1 approved credit card application per quarter. Knowing the customer and their needs will help you in achieving these goals.
3. Tell-A-Friend Coupons: it is your goal to achieve a minimum of 1 TAF returned a month. Keeping the TAF coupons at top of mind and distributing them with every transaction that crosses your teller/drive up window. It is your job to hand these out. Get creative and have fun with it: staple to receipts, if mailing a receipt then send one with it, take some home, put some in your purse, etc.
4. Check Hold Policy: As part of the Teller Policy, using appropriate caution and discretion when taking checks is of utmost importance. When in doubt, always proceed with caution and stand firm when needing to place a hold. Protecting both the customer and Greenville Federal are our number one priority, and errors in judgment can be very costly.
5. Chain of Command: To be an efficient and effective company, we all must work together to follow the appropriate steps in the chain of command. Questions, problems, or concerns from either you as the employee or customers should always be first directed to your direct manager, Stephanie or Jason. They will take it from there as needed. Make this procedure a priority and top of mind when issues arise.

Evaluator Comments:

We look forward to Tammy continuing to improve on her skills and performance, and she is a smiling, friendly face that treats customers with care and concern.

Employee Comments:

A copy of this form has been given to me and discussed with me.

Tammy Sackett

Date

Jason Byers

Date

Tammy would not sign.
SH JPB

Stephanie Harshbarger

Date