

Guidance

- Managers, please use the talking points to make the below announcement to associates about documenting performance management.
- The talking points and reactive FAQ are for verbal use only and should not be posted.
- Thank you for your support.

Proactive Talking Points

- Our focus continues to remain on your health and safety due to the evolving COVID-19 situation.
- As you've seen, we are experiencing disruption to our normal inventory flow, so we wanted to provide an update on how we're supporting you when it comes to performance management.
- Effective immediately, we will not be delivering documented performance (or rate) feedback through the end of April. Please continue to flag any barriers as you work so we can remove those and give you support to perform at your best.
- This temporary change will help keep those of us who are healthy and not in quarantine or isolation 100% focused on following the health and safety guidelines around social distancing, station cleanliness, and hand washing while we fulfill orders, many of which contain critical supplies customers need during this difficult time.
- We will continue to monitor this situation and give you plenty of notice when we return to normal operations and restart delivering documented performance feedback.
- Thank you for your commitment to support each other and deliver for customers.

Reactive FAQ

Q: What if I already have feedback? Will it progress?

A: No, we are temporarily pausing documented performance feedback and discipline progression at this time. We will continue to monitor this situation and give you plenty of notice when we return to normal operations and restart delivering documented performance feedback.

Q: What if associates collectively decide to apply less effort?

A: We know our associates work hard and want to put their best foot forward. It's important that we continue raising the bar as a team and help each other along the way so we can successfully deliver for customers during this difficult time. Please continue to flag any barriers as you work so we can remove those and give you support to perform at your best.

Q: How can we encourage performance if we're pausing feedback?

A: It will remain important to continue focusing on supporting each other and delivering for customers. We will share what the day's unit goals are and update how the team is achieving that throughout the shift (break, lunch, end of shift).