



Don Flak
Executive Director
Performance and Field Operations Support

May 10, 2023



CRDO
March YTD



CRDO - Chief Retail & Delivery Officer NPA Composite Performance Summary

NPA PERFORMANCE
FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 4.31 | 4 |
| 1 | Atlantic | 4.50 | 5 |
| 2 | Westpac | 4.43 | 4 |
| 3 | Central | 4.39 | 4 |
| 4 | Southern | 3.86 | 4 |
| 1 | California 1 District | 6.39 | 6 |
| 2 | California 4 District | 5.52 | 6 |
| 3 | Hawaii District | 5.44 | 5 |
| 4 | California 6 District | 5.42 | 5 |
| 5 | New York 1 District | 5.35 | 5 |
| 6 | California 3 District | 5.25 | 5 |
| 7 | California 2 District | 5.23 | 5 |
| 8 | AZ-NM District | 5.20 | 5 |
| 9 | North Carolina District | 5.15 | 5 |
| 10 | Virginia District | 5.07 | 5 |
| 11 | NV-UT District | 4.94 | 5 |
| 12 | Pennsylvania 1 District | 4.92 | 5 |

| Rank | Operational Group | Score | Cell |
|------|----------------------|-------|------|
| 13 | Indiana District | 4.85 | 5 |
| 14 | Ohio 1 District | 4.82 | 5 |
| 15 | New Jersey District | 4.71 | 5 |
| 16 | Alaska District | 4.68 | 5 |
| 17 | New York 3 District | 4.63 | 5 |
| 18 | IA-NE-SD District | 4.59 | 5 |
| 19 | Wisconsin District | 4.59 | 5 |
| 20 | Maryland District | 4.57 | 5 |
| 21 | MA-RI District | 4.53 | 5 |
| 22 | Ohio 2 District | 4.50 | 5 |
| 23 | Texas 3 District | 4.46 | 4 |
| 24 | KY-WV District | 4.42 | 4 |
| 25 | Louisiana District | 4.40 | 4 |
| 26 | Michigan 2 District | 4.35 | 4 |
| 27 | Texas 2 District | 4.35 | 4 |
| 28 | Florida 2 District | 4.33 | 4 |
| 29 | Florida 1 District | 4.29 | 4 |
| 30 | Connecticut District | 4.26 | 4 |
| 31 | Florida 3 District | 4.23 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | AR-OK District | 4.15 | 4 |
| 33 | KS-MO District | 4.12 | 4 |
| 34 | ME-NH-VT District | 4.07 | 4 |
| 35 | Michigan 1 District | 4.07 | 4 |
| 36 | New York 2 District | 4.06 | 4 |
| 37 | Washington District | 4.06 | 4 |
| 38 | MN-ND District | 4.00 | 4 |
| 39 | CO-WY District | 3.99 | 4 |
| 40 | Puerto Rico District | 3.93 | 4 |
| 41 | South Carolina District | 3.90 | 4 |
| 42 | ID-MT-OR District | 3.81 | 4 |
| 43 | Illinois 2 District | 3.81 | 4 |
| 44 | AL-MS District | 3.78 | 4 |
| 45 | California 5 District | 3.77 | 4 |
| 46 | Tennessee District | 3.73 | 4 |
| 47 | Illinois 1 District | 3.69 | 4 |
| 48 | DE-PA 2 District | 3.68 | 4 |
| 49 | Texas 1 District | 3.67 | 4 |
| 50 | Georgia District | 3.53 | 4 |

CRDO - Chief Retail & Delivery Officer Controllable Income

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | -0.73 | 3 |
| 1 | Atlantic | -0.73 | 3 |
| 2 | Central | -0.73 | 3 |
| 3 | Southern | -0.73 | 3 |
| 4 | Westpac | -0.73 | 3 |
| 1 | Alaska District | -0.73 | 3 |
| 2 | AL-MS District | -0.73 | 3 |
| 3 | AR-OK District | -0.73 | 3 |
| 4 | AZ-NM District | -0.73 | 3 |
| 5 | California 1 District | -0.73 | 3 |
| 6 | California 2 District | -0.73 | 3 |
| 7 | California 3 District | -0.73 | 3 |
| 8 | California 4 District | -0.73 | 3 |
| 9 | California 5 District | -0.73 | 3 |
| 10 | California 6 District | -0.73 | 3 |
| 11 | Connecticut District | -0.73 | 3 |
| 12 | CO-WY District | -0.73 | 3 |

| Rank | Operational Group | Score | Cell |
|------|---------------------|-------|------|
| 13 | DE-PA 2 District | -0.73 | 3 |
| 14 | Florida 1 District | -0.73 | 3 |
| 15 | Florida 2 District | -0.73 | 3 |
| 16 | Florida 3 District | -0.73 | 3 |
| 17 | Georgia District | -0.73 | 3 |
| 18 | Hawaii District | -0.73 | 3 |
| 19 | IA-NE-SD District | -0.73 | 3 |
| 20 | ID-MT-OR District | -0.73 | 3 |
| 21 | Illinois 1 District | -0.73 | 3 |
| 22 | Illinois 2 District | -0.73 | 3 |
| 23 | Indiana District | -0.73 | 3 |
| 24 | KS-MO District | -0.73 | 3 |
| 25 | KY-WV District | -0.73 | 3 |
| 26 | Louisiana District | -0.73 | 3 |
| 27 | MA-RI District | -0.73 | 3 |
| 28 | Maryland District | -0.73 | 3 |
| 29 | ME-NH-VT District | -0.73 | 3 |
| 30 | Michigan 1 District | -0.73 | 3 |
| 31 | Michigan 2 District | -0.73 | 3 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | MN-ND District | -0.73 | 3 |
| 33 | New Jersey District | -0.73 | 3 |
| 34 | New York 1 District | -0.73 | 3 |
| 35 | New York 2 District | -0.73 | 3 |
| 36 | New York 3 District | -0.73 | 3 |
| 37 | North Carolina District | -0.73 | 3 |
| 38 | NV-UT District | -0.73 | 3 |
| 39 | Ohio 1 District | -0.73 | 3 |
| 40 | Ohio 2 District | -0.73 | 3 |
| 41 | Pennsylvania 1 District | -0.73 | 3 |
| 42 | Puerto Rico District | -0.73 | 3 |
| 43 | South Carolina District | -0.73 | 3 |
| 44 | Tennessee District | -0.73 | 3 |
| 45 | Texas 1 District | -0.73 | 3 |
| 46 | Texas 2 District | -0.73 | 3 |
| 47 | Texas 3 District | -0.73 | 3 |
| 48 | Virginia District | -0.73 | 3 |
| 49 | Washington District | -0.73 | 3 |
| 50 | Wisconsin District | -0.73 | 3 |

**CRDO - Chief Retail & Delivery Officer
Total Revenue % to Plan**

**NPA PERFORMANCE
FY 2023 - MAR YTD**

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | -0.42 | 4 |
| 1 | Atlantic | -0.42 | 4 |
| 2 | Central | -0.42 | 4 |
| 3 | Southern | -0.42 | 4 |
| 4 | Westpac | -0.42 | 4 |
| 1 | Alaska District | -0.42 | 4 |
| 2 | AL-MS District | -0.42 | 4 |
| 3 | AR-OK District | -0.42 | 4 |
| 4 | AZ-NM District | -0.42 | 4 |
| 5 | California 1 District | -0.42 | 4 |
| 6 | California 2 District | -0.42 | 4 |
| 7 | California 3 District | -0.42 | 4 |
| 8 | California 4 District | -0.42 | 4 |
| 9 | California 5 District | -0.42 | 4 |
| 10 | California 6 District | -0.42 | 4 |
| 11 | Connecticut District | -0.42 | 4 |
| 12 | CO-WY District | -0.42 | 4 |

| Rank | Operational Group | Score | Cell |
|------|---------------------|-------|------|
| 13 | DE-PA 2 District | -0.42 | 4 |
| 14 | Florida 1 District | -0.42 | 4 |
| 15 | Florida 2 District | -0.42 | 4 |
| 16 | Florida 3 District | -0.42 | 4 |
| 17 | Georgia District | -0.42 | 4 |
| 18 | Hawaii District | -0.42 | 4 |
| 19 | IA-NE-SD District | -0.42 | 4 |
| 20 | ID-MT-OR District | -0.42 | 4 |
| 21 | Illinois 1 District | -0.42 | 4 |
| 22 | Illinois 2 District | -0.42 | 4 |
| 23 | Indiana District | -0.42 | 4 |
| 24 | KS-MO District | -0.42 | 4 |
| 25 | KY-WV District | -0.42 | 4 |
| 26 | Louisiana District | -0.42 | 4 |
| 27 | MA-RI District | -0.42 | 4 |
| 28 | Maryland District | -0.42 | 4 |
| 29 | ME-NH-VT District | -0.42 | 4 |
| 30 | Michigan 1 District | -0.42 | 4 |
| 31 | Michigan 2 District | -0.42 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | MN-ND District | -0.42 | 4 |
| 33 | New Jersey District | -0.42 | 4 |
| 34 | New York 1 District | -0.42 | 4 |
| 35 | New York 2 District | -0.42 | 4 |
| 36 | New York 3 District | -0.42 | 4 |
| 37 | North Carolina District | -0.42 | 4 |
| 38 | NV-UT District | -0.42 | 4 |
| 39 | Ohio 1 District | -0.42 | 4 |
| 40 | Ohio 2 District | -0.42 | 4 |
| 41 | Pennsylvania 1 District | -0.42 | 4 |
| 42 | Puerto Rico District | -0.42 | 4 |
| 43 | South Carolina District | -0.42 | 4 |
| 44 | Tennessee District | -0.42 | 4 |
| 45 | Texas 1 District | -0.42 | 4 |
| 46 | Texas 2 District | -0.42 | 4 |
| 47 | Texas 3 District | -0.42 | 4 |
| 48 | Virginia District | -0.42 | 4 |
| 49 | Washington District | -0.42 | 4 |
| 50 | Wisconsin District | -0.42 | 4 |

CRDO - Chief Retail & Delivery Officer Total Operating Expense (TOE)

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | 2.05 | 3 |
| 1 | Southern | 2.24 | 2 |
| 2 | Central | 2.33 | 2 |
| 3 | Atlantic | 3.57 | 1 |
| 4 | Westpac | 4.61 | 0 |
| 1 | Texas 2 District | -0.35 | 5 |
| 2 | Florida 2 District | 0.26 | 4 |
| 3 | California 4 District | 0.49 | 4 |
| 4 | California 1 District | 0.53 | 4 |
| 5 | AR-OK District | 0.59 | 4 |
| 6 | Virginia District | 0.67 | 4 |
| 7 | Florida 3 District | 0.76 | 4 |
| 8 | Louisiana District | 0.81 | 4 |
| 9 | Michigan 1 District | 0.85 | 4 |
| 10 | California 6 District | 1.07 | 3 |
| 11 | Texas 3 District | 1.07 | 3 |
| 12 | Ohio 1 District | 1.08 | 3 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | Maryland District | 1.37 | 3 |
| 14 | AL-MS District | 1.46 | 3 |
| 15 | Pennsylvania 1 District | 1.54 | 3 |
| 16 | Indiana District | 1.56 | 3 |
| 17 | New York 1 District | 1.71 | 3 |
| 18 | North Carolina District | 1.79 | 3 |
| 19 | Illinois 2 District | 1.88 | 3 |
| 20 | Wisconsin District | 1.92 | 3 |
| 21 | New York 3 District | 1.93 | 3 |
| 22 | Ohio 2 District | 1.93 | 3 |
| 23 | Michigan 2 District | 1.96 | 3 |
| 24 | New Jersey District | 2.07 | 3 |
| 25 | NV-UT District | 2.08 | 3 |
| 26 | New York 2 District | 2.17 | 2 |
| 27 | California 2 District | 2.20 | 2 |
| 28 | KY-WV District | 2.36 | 2 |
| 29 | KS-MO District | 2.37 | 2 |
| 30 | Florida 1 District | 2.46 | 2 |
| 31 | IA-NE-SD District | 2.52 | 2 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Texas 1 District | 2.62 | 2 |
| 33 | Connecticut District | 2.68 | 2 |
| 34 | Tennessee District | 2.77 | 2 |
| 35 | DE-PA 2 District | 2.98 | 2 |
| 36 | AZ-NM District | 3.03 | 2 |
| 37 | California 3 District | 3.20 | 1 |
| 38 | Georgia District | 3.27 | 1 |
| 39 | ME-NH-VT District | 3.30 | 1 |
| 40 | MN-ND District | 3.38 | 1 |
| 41 | Hawaii District | 3.49 | 1 |
| 42 | California 5 District | 3.55 | 1 |
| 43 | MA-RI District | 3.55 | 1 |
| 44 | South Carolina District | 3.79 | 1 |
| 45 | Illinois 1 District | 3.93 | 1 |
| 46 | Alaska District | 4.91 | 0 |
| 47 | Washington District | 5.38 | 0 |
| 48 | ID-MT-OR District | 5.96 | 0 |
| 49 | CO-WY District | 6.46 | 0 |
| 50 | Puerto Rico District | 8.92 | 0 |

CRDO - Chief Retail & Delivery Officer
Functional Effectiveness Retail and Delivery

NPA PERFORMANCE
FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 5.00 | 5 |
| 1 | Atlantic | 5.00 | 5 |
| 2 | Central | 5.00 | 5 |
| 3 | Westpac | 5.00 | 5 |
| 4 | Southern | 4.00 | 4 |
| 1 | California 1 District | 7.00 | 7 |
| 2 | Alaska District | 6.00 | 6 |
| 3 | AZ-NM District | 6.00 | 6 |
| 4 | California 2 District | 6.00 | 6 |
| 5 | Hawaii District | 6.00 | 6 |
| 6 | North Carolina District | 6.00 | 6 |
| 7 | NV-UT District | 6.00 | 6 |
| 8 | Virginia District | 6.00 | 6 |
| 9 | California 3 District | 5.00 | 5 |
| 10 | California 4 District | 5.00 | 5 |
| 11 | California 6 District | 5.00 | 5 |
| 12 | CO-WY District | 5.00 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | IA-NE-SD District | 5.00 | 5 |
| 14 | Illinois 1 District | 5.00 | 5 |
| 15 | Indiana District | 5.00 | 5 |
| 16 | KS-MO District | 5.00 | 5 |
| 17 | KY-WV District | 5.00 | 5 |
| 18 | Louisiana District | 5.00 | 5 |
| 19 | MA-RI District | 5.00 | 5 |
| 20 | Maryland District | 5.00 | 5 |
| 21 | ME-NH-VT District | 5.00 | 5 |
| 22 | MN-ND District | 5.00 | 5 |
| 23 | New Jersey District | 5.00 | 5 |
| 24 | New York 1 District | 5.00 | 5 |
| 25 | New York 3 District | 5.00 | 5 |
| 26 | Ohio 1 District | 5.00 | 5 |
| 27 | Ohio 2 District | 5.00 | 5 |
| 28 | Pennsylvania 1 District | 5.00 | 5 |
| 29 | Texas 2 District | 5.00 | 5 |
| 30 | Texas 3 District | 5.00 | 5 |
| 31 | Washington District | 5.00 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Wisconsin District | 5.00 | 5 |
| 33 | AL-MS District | 4.00 | 4 |
| 34 | AR-OK District | 4.00 | 4 |
| 35 | California 5 District | 4.00 | 4 |
| 36 | Connecticut District | 4.00 | 4 |
| 37 | DE-PA 2 District | 4.00 | 4 |
| 38 | Florida 1 District | 4.00 | 4 |
| 39 | Florida 2 District | 4.00 | 4 |
| 40 | Florida 3 District | 4.00 | 4 |
| 41 | Georgia District | 4.00 | 4 |
| 42 | ID-MT-OR District | 4.00 | 4 |
| 43 | Illinois 2 District | 4.00 | 4 |
| 44 | Michigan 1 District | 4.00 | 4 |
| 45 | Michigan 2 District | 4.00 | 4 |
| 46 | New York 2 District | 4.00 | 4 |
| 47 | Puerto Rico District | 4.00 | 4 |
| 48 | South Carolina District | 4.00 | 4 |
| 49 | Tennessee District | 4.00 | 4 |
| 50 | Texas 1 District | 4.00 | 4 |

**CRDO - Chief Retail & Delivery Officer
F2DPH % SPLY**

**NPA PERFORMANCE
FY 2023 - MAR YTD**

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 1.67 | 5 |
| 1 | Southern | 2.12 | 5 |
| 2 | Atlantic | 1.93 | 5 |
| 3 | Central | 1.35 | 5 |
| 4 | Westpac | 1.07 | 5 |
| 1 | Hawaii District | 5.37 | 6 |
| 2 | New York 1 District | 4.82 | 6 |
| 3 | South Carolina District | 3.42 | 6 |
| 4 | Florida 3 District | 3.35 | 6 |
| 5 | Maryland District | 3.28 | 6 |
| 6 | Virginia District | 3.19 | 5 |
| 7 | Texas 3 District | 3.10 | 5 |
| 8 | Florida 2 District | 3.09 | 5 |
| 9 | Texas 2 District | 3.02 | 5 |
| 10 | North Carolina District | 2.71 | 5 |
| 11 | KS-MO District | 2.47 | 5 |
| 12 | Alaska District | 2.31 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| 13 | California 6 District | 2.30 | 5 |
| 14 | California 1 District | 2.13 | 5 |
| 15 | Puerto Rico District | 2.09 | 5 |
| 16 | New York 3 District | 1.99 | 5 |
| 17 | ID-MT-OR District | 1.94 | 5 |
| 18 | AL-MS District | 1.93 | 5 |
| 19 | Tennessee District | 1.80 | 5 |
| 20 | Illinois 1 District | 1.76 | 5 |
| 21 | New Jersey District | 1.72 | 5 |
| 22 | IA-NE-SD District | 1.68 | 5 |
| 23 | Indiana District | 1.64 | 5 |
| 24 | KY-WV District | 1.64 | 5 |
| 25 | Louisiana District | 1.60 | 5 |
| 26 | NV-UT District | 1.56 | 5 |
| 27 | Florida 1 District | 1.55 | 5 |
| 28 | California 4 District | 1.54 | 5 |
| 29 | MA-RI District | 1.46 | 5 |
| 30 | Washington District | 1.46 | 5 |
| 31 | Ohio 1 District | 1.36 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Georgia District | 1.35 | 5 |
| 33 | Wisconsin District | 1.21 | 5 |
| 34 | AR-OK District | 1.10 | 5 |
| 35 | Connecticut District | 1.09 | 5 |
| 36 | MN-ND District | 1.07 | 5 |
| 37 | ME-NH-VT District | 1.04 | 5 |
| 38 | California 2 District | 0.97 | 5 |
| 39 | Michigan 1 District | 0.96 | 5 |
| 40 | Michigan 2 District | 0.92 | 5 |
| 41 | Texas 1 District | 0.68 | 5 |
| 42 | New York 2 District | 0.59 | 5 |
| 43 | Pennsylvania 1 District | 0.59 | 5 |
| 44 | Ohio 2 District | 0.55 | 5 |
| 45 | AZ-NM District | 0.50 | 5 |
| 46 | California 3 District | 0.29 | 5 |
| 47 | Illinois 2 District | 0.16 | 4 |
| 48 | DE-PA 2 District | -0.25 | 4 |
| 49 | CO-WY District | -0.52 | 4 |
| 50 | California 5 District | -1.36 | 3 |

CRDO - Chief Retail & Delivery Officer CSV/SOV Variance

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|--------|------|
| | CRDO - NATIONAL | 94.34 | 4 |
| 1 | Westpac | 96.59 | 5 |
| 2 | Southern | 95.06 | 5 |
| 3 | Central | 94.45 | 4 |
| 4 | Atlantic | 91.94 | 4 |
| 1 | AZ-NM District | 101.19 | 5 |
| 2 | Alaska District | 101.01 | 5 |
| 3 | Hawaii District | 100.25 | 5 |
| 4 | Virginia District | 98.92 | 5 |
| 5 | Louisiana District | 98.66 | 5 |
| 6 | California 6 District | 98.49 | 5 |
| 7 | NV-UT District | 98.48 | 5 |
| 8 | California 1 District | 98.31 | 5 |
| 9 | Texas 3 District | 98.11 | 5 |
| 10 | North Carolina District | 97.52 | 5 |
| 11 | California 2 District | 97.47 | 5 |
| 12 | Ohio 2 District | 97.34 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | Texas 2 District | 96.91 | 5 |
| 14 | California 3 District | 96.87 | 5 |
| 15 | California 4 District | 96.75 | 5 |
| 16 | Florida 2 District | 96.72 | 5 |
| 17 | Texas 1 District | 96.54 | 5 |
| 18 | AR-OK District | 96.35 | 5 |
| 19 | KS-MO District | 95.35 | 5 |
| 20 | CO-WY District | 95.26 | 5 |
| 21 | Pennsylvania 1 District | 95.26 | 5 |
| 22 | Florida 1 District | 95.11 | 5 |
| 23 | Wisconsin District | 95.01 | 5 |
| 24 | KY-WV District | 94.98 | 4 |
| 25 | Michigan 1 District | 94.57 | 4 |
| 26 | Tennessee District | 94.48 | 4 |
| 27 | IA-NE-SD District | 94.23 | 4 |
| 28 | ID-MT-OR District | 94.14 | 4 |
| 29 | Illinois 2 District | 94.12 | 4 |
| 30 | DE-PA 2 District | 94.08 | 4 |
| 31 | Indiana District | 93.97 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Illinois 1 District | 93.85 | 4 |
| 33 | Michigan 2 District | 93.79 | 4 |
| 34 | Puerto Rico District | 93.76 | 4 |
| 35 | Ohio 1 District | 93.46 | 4 |
| 36 | South Carolina District | 93.26 | 4 |
| 37 | New Jersey District | 93.19 | 4 |
| 38 | California 5 District | 92.85 | 4 |
| 39 | Georgia District | 92.83 | 4 |
| 40 | MN-ND District | 92.68 | 4 |
| 41 | AL-MS District | 92.30 | 4 |
| 42 | New York 3 District | 91.70 | 4 |
| 43 | ME-NH-VT District | 91.25 | 4 |
| 44 | Florida 3 District | 91.10 | 4 |
| 45 | Washington District | 90.72 | 4 |
| 46 | MA-RI District | 89.12 | 3 |
| 47 | Maryland District | 89.05 | 3 |
| 48 | New York 2 District | 88.18 | 3 |
| 49 | Connecticut District | 88.12 | 3 |
| 50 | New York 1 District | 81.63 | 1 |

**CRDO - Chief Retail & Delivery Officer
CSV/SOV Opportunity % SPLY**

**NPA PERFORMANCE
FY 2023 - MAR YTD**

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | 42.95 | 6 |
| 1 | Westpac | 67.71 | 7 |
| 2 | Atlantic | 42.24 | 6 |
| 3 | Central | 30.85 | 5 |
| 4 | Southern | 22.90 | 5 |
| 1 | Alaska District | 99.99 | 10 |
| 2 | AZ-NM District | 99.99 | 10 |
| 3 | Hawaii District | 99.99 | 10 |
| 4 | Virginia District | 87.48 | 9 |
| 5 | California 1 District | 85.57 | 9 |
| 6 | California 6 District | 85.32 | 9 |
| 7 | NV-UT District | 81.67 | 8 |
| 8 | Louisiana District | 79.93 | 8 |
| 9 | California 4 District | 74.91 | 8 |
| 10 | Texas 3 District | 73.52 | 8 |
| 11 | California 2 District | 72.21 | 8 |
| 12 | California 3 District | 68.85 | 8 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | North Carolina District | 68.12 | 8 |
| 14 | Ohio 2 District | 66.85 | 7 |
| 15 | CO-WY District | 66.31 | 7 |
| 16 | Illinois 1 District | 60.94 | 7 |
| 17 | DE-PA 2 District | 56.91 | 7 |
| 18 | California 5 District | 56.58 | 7 |
| 19 | Texas 2 District | 51.04 | 6 |
| 20 | Puerto Rico District | 50.31 | 6 |
| 21 | Pennsylvania 1 District | 48.01 | 6 |
| 22 | ID-MT-OR District | 44.49 | 6 |
| 23 | MA-RI District | 41.52 | 6 |
| 24 | KS-MO District | 40.68 | 6 |
| 25 | ME-NH-VT District | 38.69 | 6 |
| 26 | Maryland District | 37.70 | 6 |
| 27 | New Jersey District | 37.03 | 6 |
| 28 | New York 2 District | 33.99 | 5 |
| 29 | Connecticut District | 33.37 | 5 |
| 30 | Wisconsin District | 32.71 | 5 |
| 31 | New York 3 District | 32.67 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|--------|------|
| 32 | Texas 1 District | 27.12 | 5 |
| 33 | Ohio 1 District | 25.02 | 5 |
| 34 | New York 1 District | 24.80 | 5 |
| 35 | Illinois 2 District | 22.59 | 5 |
| 36 | KY-WV District | 21.81 | 5 |
| 37 | Michigan 1 District | 20.79 | 5 |
| 38 | IA-NE-SD District | 20.42 | 5 |
| 39 | MN-ND District | 18.11 | 4 |
| 40 | Washington District | 17.53 | 4 |
| 41 | Georgia District | 14.48 | 4 |
| 42 | AR-OK District | 9.65 | 4 |
| 43 | Florida 3 District | 8.16 | 4 |
| 44 | Tennessee District | 3.03 | 4 |
| 45 | South Carolina District | 0.90 | 4 |
| 46 | Indiana District | 0.23 | 4 |
| 47 | Michigan 2 District | -0.03 | 4 |
| 48 | AL-MS District | -6.90 | 4 |
| 49 | Florida 1 District | -11.30 | 3 |
| 50 | Florida 2 District | -29.11 | 3 |

**CRDO - Chief Retail & Delivery Officer
CSV/SOV**

**NPA PERFORMANCE
FY 2023 - MAR YTD**

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 6.00 | 6 |
| 1 | Westpac | 7.00 | 7 |
| 2 | Atlantic | 6.00 | 6 |
| 3 | Central | 5.00 | 5 |
| 4 | Southern | 5.00 | 5 |
| 1 | Alaska District | 10.00 | 10 |
| 2 | AZ-NM District | 10.00 | 10 |
| 3 | Hawaii District | 10.00 | 10 |
| 4 | California 1 District | 9.00 | 9 |
| 5 | California 6 District | 9.00 | 9 |
| 6 | Virginia District | 9.00 | 9 |
| 7 | California 2 District | 8.00 | 8 |
| 8 | California 3 District | 8.00 | 8 |
| 9 | California 4 District | 8.00 | 8 |
| 10 | Louisiana District | 8.00 | 8 |
| 11 | North Carolina District | 8.00 | 8 |
| 12 | NV-UT District | 8.00 | 8 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | Texas 3 District | 8.00 | 8 |
| 14 | California 5 District | 7.00 | 7 |
| 15 | CO-WY District | 7.00 | 7 |
| 16 | DE-PA 2 District | 7.00 | 7 |
| 17 | Illinois 1 District | 7.00 | 7 |
| 18 | Ohio 2 District | 7.00 | 7 |
| 19 | ID-MT-OR District | 6.00 | 6 |
| 20 | KS-MO District | 6.00 | 6 |
| 21 | MA-RI District | 6.00 | 6 |
| 22 | Maryland District | 6.00 | 6 |
| 23 | ME-NH-VT District | 6.00 | 6 |
| 24 | New Jersey District | 6.00 | 6 |
| 25 | Pennsylvania 1 District | 6.00 | 6 |
| 26 | Puerto Rico District | 6.00 | 6 |
| 27 | Texas 2 District | 6.00 | 6 |
| 28 | AR-OK District | 5.00 | 5 |
| 29 | Connecticut District | 5.00 | 5 |
| 30 | Florida 1 District | 5.00 | 5 |
| 31 | Florida 2 District | 5.00 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | IA-NE-SD District | 5.00 | 5 |
| 33 | Illinois 2 District | 5.00 | 5 |
| 34 | KY-WV District | 5.00 | 5 |
| 35 | Michigan 1 District | 5.00 | 5 |
| 36 | New York 1 District | 5.00 | 5 |
| 37 | New York 2 District | 5.00 | 5 |
| 38 | New York 3 District | 5.00 | 5 |
| 39 | Ohio 1 District | 5.00 | 5 |
| 40 | Texas 1 District | 5.00 | 5 |
| 41 | Wisconsin District | 5.00 | 5 |
| 42 | AL-MS District | 4.00 | 4 |
| 43 | Florida 3 District | 4.00 | 4 |
| 44 | Georgia District | 4.00 | 4 |
| 45 | Indiana District | 4.00 | 4 |
| 46 | Michigan 2 District | 4.00 | 4 |
| 47 | MN-ND District | 4.00 | 4 |
| 48 | South Carolina District | 4.00 | 4 |
| 49 | Tennessee District | 4.00 | 4 |
| 50 | Washington District | 4.00 | 4 |

**CRDO - Chief Retail & Delivery Officer
Employee Separation Rate - R&D**

**NPA PERFORMANCE
FY 2023 - MAR YTD**

| Rank | Operational Group | Score | Cell |
|------|-----------------------|--------|------|
| | CRDO - NATIONAL | 11.31 | 2 |
| 1 | Westpac | 2.79 | 3 |
| 2 | Central | 3.17 | 3 |
| 3 | Atlantic | 15.14 | 2 |
| 4 | Southern | 26.79 | 0 |
| 1 | California 1 District | -47.19 | 9 |
| 2 | Indiana District | -21.03 | 6 |
| 3 | California 2 District | -20.10 | 6 |
| 4 | NV-UT District | -19.13 | 6 |
| 5 | Wisconsin District | -15.60 | 6 |
| 6 | IA-NE-SD District | -14.82 | 6 |
| 7 | MN-ND District | -14.60 | 6 |
| 8 | Washington District | -14.09 | 5 |
| 9 | CO-WY District | -6.56 | 5 |
| 10 | New York 3 District | -6.35 | 5 |
| 11 | ME-NH-VT District | 0.90 | 4 |
| 12 | Virginia District | 2.40 | 3 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | KY-WV District | 2.85 | 3 |
| 14 | Michigan 2 District | 2.86 | 3 |
| 15 | KS-MO District | 2.94 | 3 |
| 16 | New Jersey District | 4.24 | 3 |
| 17 | Ohio 1 District | 5.18 | 3 |
| 18 | North Carolina District | 5.65 | 3 |
| 19 | Alaska District | 8.38 | 2 |
| 20 | AR-OK District | 9.98 | 2 |
| 21 | Pennsylvania 1 District | 10.39 | 2 |
| 22 | Georgia District | 10.99 | 2 |
| 23 | Texas 2 District | 13.57 | 2 |
| 24 | MA-RI District | 16.77 | 1 |
| 25 | Ohio 2 District | 19.27 | 1 |
| 26 | California 3 District | 19.40 | 1 |
| 27 | AZ-NM District | 19.44 | 1 |
| 28 | Hawaii District | 19.84 | 1 |
| 29 | South Carolina District | 20.44 | 1 |
| 30 | DE-PA 2 District | 22.80 | 0 |
| 31 | Illinois 2 District | 23.06 | 0 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|--------|------|
| 32 | ID-MT-OR District | 24.59 | 0 |
| 33 | Florida 2 District | 24.79 | 0 |
| 34 | California 6 District | 27.88 | 0 |
| 35 | Louisiana District | 28.81 | 0 |
| 36 | AL-MS District | 29.81 | 0 |
| 37 | Tennessee District | 29.87 | 0 |
| 38 | Florida 1 District | 33.57 | 0 |
| 39 | Texas 3 District | 35.61 | 0 |
| 40 | Maryland District | 36.52 | 0 |
| 41 | Illinois 1 District | 36.75 | 0 |
| 42 | Texas 1 District | 42.06 | 0 |
| 43 | Connecticut District | 50.43 | 0 |
| 44 | California 4 District | 54.36 | 0 |
| 45 | New York 2 District | 61.43 | 0 |
| 46 | New York 1 District | 69.00 | 0 |
| 47 | Florida 3 District | 71.71 | 0 |
| 48 | California 5 District | 74.33 | 0 |
| 49 | Michigan 1 District | 82.11 | 0 |
| 50 | Puerto Rico District | 100.00 | 0 |

CRDO - Chief Retail & Delivery Officer Market Dominant Composite

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 92.67 | 4 |
| 1 | Westpac | 93.84 | 7 |
| 2 | Atlantic | 92.87 | 4 |
| 3 | Central | 92.37 | 4 |
| 4 | Southern | 91.97 | 3 |
| 1 | California 4 District | 96.18 | 10 |
| 2 | California 3 District | 95.87 | 10 |
| 3 | California 6 District | 95.49 | 10 |
| 4 | California 1 District | 95.16 | 10 |
| 5 | Michigan 2 District | 94.63 | 9 |
| 6 | Pennsylvania 1 District | 94.28 | 8 |
| 7 | Florida 2 District | 94.24 | 8 |
| 8 | Hawaii District | 93.90 | 7 |
| 9 | New Jersey District | 93.85 | 7 |
| 10 | AZ-NM District | 93.84 | 7 |
| 11 | Michigan 1 District | 93.80 | 7 |
| 12 | North Carolina District | 93.57 | 6 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| 13 | New York 3 District | 93.48 | 6 |
| 14 | California 5 District | 93.46 | 6 |
| 15 | Alaska District | 93.45 | 6 |
| 16 | IA-NE-SD District | 93.45 | 6 |
| 17 | Ohio 1 District | 93.37 | 5 |
| 18 | California 2 District | 93.30 | 5 |
| 19 | New York 2 District | 93.29 | 5 |
| 20 | Indiana District | 93.22 | 5 |
| 21 | NV-UT District | 93.19 | 5 |
| 22 | KY-WV District | 93.14 | 5 |
| 23 | Louisiana District | 92.97 | 4 |
| 24 | DE-PA 2 District | 92.92 | 4 |
| 25 | Connecticut District | 92.89 | 4 |
| 26 | ID-MT-OR District | 92.83 | 4 |
| 27 | Washington District | 92.75 | 4 |
| 28 | Texas 3 District | 92.73 | 4 |
| 29 | New York 1 District | 92.52 | 4 |
| 30 | Puerto Rico District | 92.47 | 4 |
| 31 | Wisconsin District | 92.42 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Florida 1 District | 92.31 | 4 |
| 33 | AR-OK District | 92.09 | 4 |
| 34 | Texas 1 District | 91.92 | 3 |
| 35 | Florida 3 District | 91.81 | 3 |
| 36 | AL-MS District | 91.75 | 3 |
| 37 | Illinois 1 District | 91.75 | 3 |
| 38 | MA-RI District | 91.53 | 3 |
| 39 | Virginia District | 91.49 | 3 |
| 40 | ME-NH-VT District | 91.43 | 3 |
| 41 | Texas 2 District | 91.39 | 3 |
| 42 | South Carolina District | 91.37 | 3 |
| 43 | Ohio 2 District | 91.26 | 3 |
| 44 | Maryland District | 91.08 | 3 |
| 45 | Illinois 2 District | 90.71 | 2 |
| 46 | KS-MO District | 90.68 | 2 |
| 47 | CO-WY District | 90.67 | 2 |
| 48 | Tennessee District | 90.48 | 2 |
| 49 | Georgia District | 90.40 | 2 |
| 50 | MN-ND District | 90.04 | 2 |

CRDO - Chief Retail & Delivery Officer Competitive Composite

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 95.47 | 4 |
| 1 | Westpac | 95.96 | 5 |
| 2 | Atlantic | 95.86 | 5 |
| 3 | Southern | 95.17 | 4 |
| 4 | Central | 94.86 | 3 |
| 1 | Hawaii District | 97.99 | 10 |
| 2 | California 3 District | 97.55 | 10 |
| 3 | California 1 District | 97.31 | 10 |
| 4 | California 6 District | 97.24 | 10 |
| 5 | Pennsylvania 1 District | 97.16 | 10 |
| 6 | California 4 District | 96.75 | 9 |
| 7 | AZ-NM District | 96.62 | 8 |
| 8 | California 2 District | 96.55 | 8 |
| 9 | Maryland District | 96.53 | 8 |
| 10 | New York 1 District | 96.40 | 7 |
| 11 | Virginia District | 96.30 | 7 |
| 12 | Ohio 1 District | 96.28 | 7 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | South Carolina District | 96.15 | 6 |
| 14 | AL-MS District | 96.10 | 6 |
| 15 | Louisiana District | 96.04 | 6 |
| 16 | Washington District | 96.02 | 6 |
| 17 | New Jersey District | 95.98 | 5 |
| 18 | KY-WV District | 95.94 | 5 |
| 19 | Wisconsin District | 95.91 | 5 |
| 20 | DE-PA 2 District | 95.84 | 5 |
| 21 | Tennessee District | 95.83 | 5 |
| 22 | New York 2 District | 95.78 | 5 |
| 23 | New York 3 District | 95.77 | 5 |
| 24 | Florida 1 District | 95.64 | 4 |
| 25 | Connecticut District | 95.49 | 4 |
| 26 | Texas 3 District | 95.49 | 4 |
| 27 | Texas 1 District | 95.46 | 4 |
| 28 | MA-RI District | 95.40 | 4 |
| 29 | Florida 2 District | 95.37 | 4 |
| 30 | North Carolina District | 95.35 | 4 |
| 31 | Illinois 2 District | 95.20 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| 32 | Alaska District | 95.18 | 4 |
| 33 | California 5 District | 95.16 | 4 |
| 34 | Florida 3 District | 95.14 | 4 |
| 35 | Indiana District | 95.14 | 4 |
| 36 | Ohio 2 District | 95.13 | 4 |
| 37 | ID-MT-OR District | 95.12 | 4 |
| 38 | Michigan 1 District | 95.01 | 3 |
| 39 | Georgia District | 94.95 | 3 |
| 40 | Michigan 2 District | 94.78 | 3 |
| 41 | NV-UT District | 94.67 | 3 |
| 42 | Illinois 1 District | 93.95 | 2 |
| 43 | KS-MO District | 93.95 | 2 |
| 44 | AR-OK District | 93.90 | 2 |
| 45 | IA-NE-SD District | 93.89 | 2 |
| 46 | ME-NH-VT District | 93.68 | 1 |
| 47 | MN-ND District | 93.66 | 1 |
| 48 | Texas 2 District | 92.65 | 0 |
| 49 | CO-WY District | 91.64 | 0 |
| 50 | Puerto Rico District | 90.90 | 0 |

CRDO - Chief Retail & Delivery Officer Scanning Visibility

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 99.13 | 3 |
| 1 | Central | 99.23 | 4 |
| 2 | Westpac | 99.19 | 4 |
| 3 | Atlantic | 99.08 | 3 |
| 4 | Southern | 99.05 | 3 |
| 1 | Michigan 2 District | 99.48 | 6 |
| 2 | MA-RI District | 99.45 | 6 |
| 3 | Hawaii District | 99.44 | 6 |
| 4 | IA-NE-SD District | 99.44 | 6 |
| 5 | California 6 District | 99.41 | 6 |
| 6 | Illinois 2 District | 99.39 | 5 |
| 7 | Wisconsin District | 99.38 | 5 |
| 8 | AZ-NM District | 99.35 | 5 |
| 9 | Indiana District | 99.34 | 5 |
| 10 | California 1 District | 99.33 | 5 |
| 11 | Pennsylvania 1 District | 99.33 | 5 |
| 12 | North Carolina District | 99.32 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | AR-OK District | 99.31 | 5 |
| 14 | Florida 1 District | 99.31 | 5 |
| 15 | California 3 District | 99.30 | 5 |
| 16 | Ohio 1 District | 99.29 | 4 |
| 17 | KS-MO District | 99.27 | 4 |
| 18 | KY-WV District | 99.27 | 4 |
| 19 | Michigan 1 District | 99.27 | 4 |
| 20 | ID-MT-OR District | 99.24 | 4 |
| 21 | NV-UT District | 99.23 | 4 |
| 22 | ME-NH-VT District | 99.22 | 4 |
| 23 | MN-ND District | 99.22 | 4 |
| 24 | New York 2 District | 99.17 | 3 |
| 25 | New York 3 District | 99.17 | 3 |
| 26 | Florida 2 District | 99.15 | 3 |
| 27 | Texas 1 District | 99.15 | 3 |
| 28 | Washington District | 99.15 | 3 |
| 29 | California 2 District | 99.14 | 3 |
| 30 | California 4 District | 99.11 | 3 |
| 31 | South Carolina District | 99.11 | 3 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| 32 | Connecticut District | 99.10 | 3 |
| 33 | Texas 3 District | 99.10 | 3 |
| 34 | Tennessee District | 99.08 | 3 |
| 35 | Virginia District | 99.08 | 3 |
| 36 | Texas 2 District | 99.06 | 3 |
| 37 | Louisiana District | 99.04 | 2 |
| 38 | Puerto Rico District | 99.02 | 2 |
| 39 | CO-WY District | 99.01 | 2 |
| 40 | Ohio 2 District | 98.98 | 2 |
| 41 | Alaska District | 98.97 | 2 |
| 42 | AL-MS District | 98.91 | 1 |
| 43 | Georgia District | 98.89 | 1 |
| 44 | Maryland District | 98.87 | 1 |
| 45 | New Jersey District | 98.81 | 1 |
| 46 | DE-PA 2 District | 98.69 | 0 |
| 47 | Florida 3 District | 98.57 | 0 |
| 48 | California 5 District | 98.52 | 0 |
| 49 | New York 1 District | 98.52 | 0 |
| 50 | Illinois 1 District | 98.37 | 0 |

CRDO - Chief Retail & Delivery Officer Customer Experience Index

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | 6.20 | 6 |
| 1 | Westpac | 6.10 | 6 |
| 2 | Atlantic | 5.90 | 6 |
| 3 | Southern | 5.90 | 6 |
| 4 | Central | 5.60 | 6 |
| 1 | Michigan 2 District | 8.20 | 8 |
| 2 | California 3 District | 7.30 | 7 |
| 3 | AR-OK District | 7.10 | 7 |
| 4 | Puerto Rico District | 7.10 | 7 |
| 5 | California 4 District | 6.90 | 7 |
| 6 | California 6 District | 6.90 | 7 |
| 7 | Louisiana District | 6.90 | 7 |
| 8 | California 1 District | 6.50 | 7 |
| 9 | Connecticut District | 6.50 | 7 |
| 10 | New York 3 District | 6.50 | 7 |
| 11 | Hawaii District | 6.30 | 6 |
| 12 | MA-RI District | 6.30 | 6 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | New Jersey District | 6.30 | 6 |
| 14 | North Carolina District | 6.30 | 6 |
| 15 | Pennsylvania 1 District | 6.30 | 6 |
| 16 | Texas 3 District | 6.30 | 6 |
| 17 | Michigan 1 District | 6.20 | 6 |
| 18 | Ohio 1 District | 6.20 | 6 |
| 19 | AZ-NM District | 6.10 | 6 |
| 20 | DE-PA 2 District | 6.10 | 6 |
| 21 | Florida 2 District | 6.10 | 6 |
| 22 | Maryland District | 6.10 | 6 |
| 23 | IA-NE-SD District | 6.00 | 6 |
| 24 | KY-WV District | 6.00 | 6 |
| 25 | Wisconsin District | 6.00 | 6 |
| 26 | ID-MT-OR District | 5.90 | 6 |
| 27 | ME-NH-VT District | 5.90 | 6 |
| 28 | South Carolina District | 5.90 | 6 |
| 29 | Tennessee District | 5.90 | 6 |
| 30 | Texas 1 District | 5.90 | 6 |
| 31 | Indiana District | 5.80 | 6 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| 32 | Ohio 2 District | 5.80 | 6 |
| 33 | California 2 District | 5.70 | 6 |
| 34 | NV-UT District | 5.70 | 6 |
| 35 | AL-MS District | 5.50 | 6 |
| 36 | California 5 District | 5.50 | 6 |
| 37 | CO-WY District | 5.50 | 6 |
| 38 | New York 2 District | 5.50 | 6 |
| 39 | Illinois 2 District | 5.40 | 5 |
| 40 | Florida 1 District | 5.30 | 5 |
| 41 | Texas 2 District | 5.30 | 5 |
| 42 | Virginia District | 5.30 | 5 |
| 43 | Washington District | 5.30 | 5 |
| 44 | KS-MO District | 5.20 | 5 |
| 45 | Alaska District | 5.10 | 5 |
| 46 | Florida 3 District | 5.10 | 5 |
| 47 | Georgia District | 5.10 | 5 |
| 48 | MN-ND District | 5.00 | 5 |
| 49 | New York 1 District | 4.90 | 5 |
| 50 | Illinois 1 District | 3.60 | 4 |

CRDO - Chief Retail & Delivery Officer Total Accidents Rate

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | 14.45 | 4 |
| 1 | Southern | 13.80 | 5 |
| 2 | Atlantic | 14.07 | 5 |
| 3 | Westpac | 14.59 | 4 |
| 4 | Central | 15.43 | 3 |
| 1 | Puerto Rico District | 9.58 | 7 |
| 2 | California 1 District | 10.26 | 7 |
| 3 | New York 1 District | 10.80 | 6 |
| 4 | Florida 1 District | 11.98 | 6 |
| 5 | California 3 District | 12.03 | 6 |
| 6 | Virginia District | 12.18 | 6 |
| 7 | Hawaii District | 12.24 | 6 |
| 8 | MA-RI District | 12.35 | 5 |
| 9 | AL-MS District | 12.38 | 5 |
| 10 | AR-OK District | 12.66 | 5 |
| 11 | Texas 3 District | 12.69 | 5 |
| 12 | Florida 2 District | 12.87 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | California 4 District | 12.98 | 5 |
| 14 | California 6 District | 13.09 | 5 |
| 15 | AZ-NM District | 13.15 | 5 |
| 16 | Indiana District | 13.19 | 5 |
| 17 | Maryland District | 13.28 | 5 |
| 18 | Ohio 2 District | 13.34 | 5 |
| 19 | New Jersey District | 13.40 | 5 |
| 20 | Texas 2 District | 13.65 | 5 |
| 21 | North Carolina District | 13.71 | 5 |
| 22 | Florida 3 District | 13.97 | 5 |
| 23 | ID-MT-OR District | 14.44 | 4 |
| 24 | New York 2 District | 14.50 | 4 |
| 25 | Michigan 1 District | 14.64 | 4 |
| 26 | Alaska District | 14.97 | 4 |
| 27 | Texas 1 District | 15.06 | 4 |
| 28 | Georgia District | 15.18 | 4 |
| 29 | KY-WV District | 15.19 | 4 |
| 30 | KS-MO District | 15.20 | 4 |
| 31 | CO-WY District | 15.21 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Connecticut District | 15.25 | 4 |
| 33 | Ohio 1 District | 15.26 | 3 |
| 34 | New York 3 District | 15.36 | 3 |
| 35 | Tennessee District | 15.41 | 3 |
| 36 | IA-NE-SD District | 15.46 | 3 |
| 37 | Louisiana District | 15.50 | 3 |
| 38 | South Carolina District | 15.66 | 3 |
| 39 | Wisconsin District | 15.80 | 3 |
| 40 | Illinois 2 District | 15.82 | 3 |
| 41 | DE-PA 2 District | 15.93 | 3 |
| 42 | Michigan 2 District | 16.08 | 3 |
| 43 | NV-UT District | 16.12 | 3 |
| 44 | ME-NH-VT District | 16.61 | 2 |
| 45 | California 2 District | 16.70 | 2 |
| 46 | Pennsylvania 1 District | 17.10 | 2 |
| 47 | MN-ND District | 17.13 | 2 |
| 48 | Illinois 1 District | 18.01 | 1 |
| 49 | Washington District | 18.36 | 0 |
| 50 | California 5 District | 18.92 | 0 |

CRDO - Chief Retail & Delivery Officer Total Accidents Imp

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|--------|------|
| | CRDO - NATIONAL | -0.54 | 1 |
| 1 | Central | -7.36 | 3 |
| 2 | Southern | -0.51 | 1 |
| 3 | Atlantic | 1.53 | 0 |
| 4 | Westpac | 6.65 | 0 |
| 1 | Michigan 1 District | -21.30 | 7 |
| 2 | Ohio 1 District | -18.76 | 7 |
| 3 | Virginia District | -16.81 | 6 |
| 4 | Indiana District | -16.48 | 6 |
| 5 | Illinois 2 District | -13.41 | 5 |
| 6 | California 1 District | -13.13 | 5 |
| 7 | Florida 1 District | -11.25 | 5 |
| 8 | Michigan 2 District | -10.58 | 5 |
| 9 | Illinois 1 District | -10.17 | 5 |
| 10 | Hawaii District | -10.07 | 5 |
| 11 | California 4 District | -9.37 | 4 |
| 12 | Ohio 2 District | -9.09 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | North Carolina District | -9.04 | 4 |
| 14 | MA-RI District | -8.74 | 4 |
| 15 | KS-MO District | -7.29 | 3 |
| 16 | Puerto Rico District | -7.14 | 3 |
| 17 | AR-OK District | -6.66 | 3 |
| 18 | ME-NH-VT District | -6.11 | 3 |
| 19 | Texas 2 District | -6.05 | 3 |
| 20 | Florida 2 District | -5.83 | 3 |
| 21 | Florida 3 District | -5.83 | 3 |
| 22 | Texas 3 District | -5.32 | 3 |
| 23 | KY-WV District | -3.07 | 2 |
| 24 | Texas 1 District | -2.24 | 1 |
| 25 | Pennsylvania 1 District | -1.62 | 1 |
| 26 | New Jersey District | -1.36 | 1 |
| 27 | Louisiana District | -1.08 | 1 |
| 28 | CO-WY District | 0.50 | 0 |
| 29 | Washington District | 3.97 | 0 |
| 30 | Georgia District | 5.62 | 0 |
| 31 | Wisconsin District | 5.65 | 0 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | New York 2 District | 5.79 | 0 |
| 33 | MN-ND District | 6.28 | 0 |
| 34 | Tennessee District | 6.58 | 0 |
| 35 | California 2 District | 6.67 | 0 |
| 36 | Alaska District | 10.67 | 0 |
| 37 | California 6 District | 10.67 | 0 |
| 38 | New York 1 District | 10.98 | 0 |
| 39 | DE-PA 2 District | 11.17 | 0 |
| 40 | Connecticut District | 11.81 | 0 |
| 41 | New York 3 District | 12.41 | 0 |
| 42 | AL-MS District | 12.59 | 0 |
| 43 | AZ-NM District | 12.66 | 0 |
| 44 | California 3 District | 14.83 | 0 |
| 45 | NV-UT District | 14.90 | 0 |
| 46 | IA-NE-SD District | 16.32 | 0 |
| 47 | California 5 District | 16.58 | 0 |
| 48 | ID-MT-OR District | 17.45 | 0 |
| 49 | South Carolina District | 17.95 | 0 |
| 50 | Maryland District | 35.73 | 0 |

CRDO - Chief Retail & Delivery Officer Total Accidents Avg

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | 4.00 | 4 |
| 1 | Atlantic | 5.00 | 5 |
| 2 | Southern | 5.00 | 5 |
| 3 | Westpac | 4.00 | 4 |
| 4 | Central | 3.00 | 3 |
| 1 | California 1 District | 7.00 | 7 |
| 2 | Puerto Rico District | 7.00 | 7 |
| 3 | California 3 District | 6.00 | 6 |
| 4 | Florida 1 District | 6.00 | 6 |
| 5 | Hawaii District | 6.00 | 6 |
| 6 | New York 1 District | 6.00 | 6 |
| 7 | Virginia District | 6.00 | 6 |
| 8 | AL-MS District | 5.00 | 5 |
| 9 | AR-OK District | 5.00 | 5 |
| 10 | AZ-NM District | 5.00 | 5 |
| 11 | California 4 District | 5.00 | 5 |
| 12 | California 6 District | 5.00 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | Florida 2 District | 5.00 | 5 |
| 14 | Florida 3 District | 5.00 | 5 |
| 15 | Indiana District | 5.00 | 5 |
| 16 | MA-RI District | 5.00 | 5 |
| 17 | Maryland District | 5.00 | 5 |
| 18 | Michigan 1 District | 5.00 | 5 |
| 19 | New Jersey District | 5.00 | 5 |
| 20 | North Carolina District | 5.00 | 5 |
| 21 | Ohio 1 District | 5.00 | 5 |
| 22 | Ohio 2 District | 5.00 | 5 |
| 23 | Texas 2 District | 5.00 | 5 |
| 24 | Texas 3 District | 5.00 | 5 |
| 25 | Alaska District | 4.00 | 4 |
| 26 | Connecticut District | 4.00 | 4 |
| 27 | CO-WY District | 4.00 | 4 |
| 28 | Georgia District | 4.00 | 4 |
| 29 | ID-MT-OR District | 4.00 | 4 |
| 30 | Illinois 2 District | 4.00 | 4 |
| 31 | KS-MO District | 4.00 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | KY-WV District | 4.00 | 4 |
| 33 | Michigan 2 District | 4.00 | 4 |
| 34 | New York 2 District | 4.00 | 4 |
| 35 | Texas 1 District | 4.00 | 4 |
| 36 | DE-PA 2 District | 3.00 | 3 |
| 37 | IA-NE-SD District | 3.00 | 3 |
| 38 | Illinois 1 District | 3.00 | 3 |
| 39 | Louisiana District | 3.00 | 3 |
| 40 | New York 3 District | 3.00 | 3 |
| 41 | NV-UT District | 3.00 | 3 |
| 42 | South Carolina District | 3.00 | 3 |
| 43 | Tennessee District | 3.00 | 3 |
| 44 | Wisconsin District | 3.00 | 3 |
| 45 | California 2 District | 2.00 | 2 |
| 46 | ME-NH-VT District | 2.00 | 2 |
| 47 | MN-ND District | 2.00 | 2 |
| 48 | Pennsylvania 1 District | 2.00 | 2 |
| 49 | California 5 District | 0.00 | 0 |
| 50 | Washington District | 0.00 | 0 |

CRDO - Chief Retail & Delivery Officer Employee Availability Rate

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 90.67 | 3 |
| 1 | Westpac | 92.68 | 5 |
| 2 | Central | 92.46 | 4 |
| 3 | Atlantic | 92.11 | 4 |
| 4 | Southern | 91.25 | 3 |
| 1 | Hawaii District | 94.11 | 7 |
| 2 | IA-NE-SD District | 93.96 | 7 |
| 3 | Wisconsin District | 93.76 | 6 |
| 4 | Pennsylvania 1 District | 93.74 | 6 |
| 5 | California 6 District | 93.45 | 6 |
| 6 | KY-WV District | 93.17 | 5 |
| 7 | CO-WY District | 93.10 | 5 |
| 8 | AZ-NM District | 93.08 | 5 |
| 9 | MN-ND District | 93.08 | 5 |
| 10 | Ohio 1 District | 93.06 | 5 |
| 11 | Florida 1 District | 93.02 | 5 |
| 12 | California 3 District | 92.99 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | ID-MT-OR District | 92.99 | 5 |
| 14 | MA-RI District | 92.95 | 5 |
| 15 | Indiana District | 92.94 | 5 |
| 16 | New York 3 District | 92.94 | 5 |
| 17 | New Jersey District | 92.93 | 5 |
| 18 | Michigan 2 District | 92.92 | 5 |
| 19 | California 1 District | 92.91 | 5 |
| 20 | KS-MO District | 92.91 | 5 |
| 21 | NV-UT District | 92.88 | 5 |
| 22 | AR-OK District | 92.86 | 5 |
| 23 | ME-NH-VT District | 92.72 | 5 |
| 24 | North Carolina District | 92.71 | 5 |
| 25 | California 4 District | 92.64 | 5 |
| 26 | Connecticut District | 92.62 | 5 |
| 27 | Ohio 2 District | 92.58 | 5 |
| 28 | Alaska District | 92.54 | 5 |
| 29 | Illinois 2 District | 92.46 | 4 |
| 30 | Virginia District | 92.43 | 4 |
| 31 | Texas 3 District | 92.42 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Florida 2 District | 92.36 | 4 |
| 33 | Washington District | 92.34 | 4 |
| 34 | New York 2 District | 92.03 | 4 |
| 35 | Puerto Rico District | 92.02 | 4 |
| 36 | California 2 District | 91.78 | 4 |
| 37 | Texas 1 District | 91.69 | 4 |
| 38 | South Carolina District | 91.15 | 3 |
| 39 | Florida 3 District | 91.08 | 3 |
| 40 | AL-MS District | 90.85 | 3 |
| 41 | DE-PA 2 District | 90.61 | 2 |
| 42 | Tennessee District | 90.58 | 2 |
| 43 | California 5 District | 90.34 | 2 |
| 44 | Maryland District | 90.32 | 2 |
| 45 | Texas 2 District | 89.93 | 2 |
| 46 | Georgia District | 89.88 | 2 |
| 47 | Michigan 1 District | 89.66 | 1 |
| 48 | Louisiana District | 88.86 | 1 |
| 49 | Illinois 1 District | 88.78 | 1 |
| 50 | New York 1 District | 88.29 | 0 |

CRDO - Chief Retail & Delivery Officer Employee Availability Imp

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 1.09 | 6 |
| 1 | Atlantic | 1.36 | 7 |
| 2 | Central | 1.22 | 6 |
| 3 | Westpac | 0.77 | 5 |
| 4 | Southern | 0.74 | 5 |
| 1 | Puerto Rico District | 3.03 | 10 |
| 2 | Maryland District | 2.57 | 10 |
| 3 | Michigan 1 District | 2.34 | 9 |
| 4 | Florida 3 District | 2.10 | 9 |
| 5 | Illinois 1 District | 2.02 | 8 |
| 6 | Connecticut District | 1.94 | 8 |
| 7 | New Jersey District | 1.84 | 8 |
| 8 | Ohio 1 District | 1.74 | 8 |
| 9 | New York 1 District | 1.59 | 7 |
| 10 | Pennsylvania 1 District | 1.56 | 7 |
| 11 | California 5 District | 1.44 | 7 |
| 12 | Florida 1 District | 1.43 | 7 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | Ohio 2 District | 1.38 | 7 |
| 14 | MA-RI District | 1.33 | 7 |
| 15 | DE-PA 2 District | 1.29 | 6 |
| 16 | Illinois 2 District | 1.24 | 6 |
| 17 | KY-WV District | 1.19 | 6 |
| 18 | KS-MO District | 1.18 | 6 |
| 19 | North Carolina District | 1.16 | 6 |
| 20 | California 6 District | 1.05 | 6 |
| 21 | Indiana District | 1.05 | 6 |
| 22 | California 3 District | 0.93 | 6 |
| 23 | California 4 District | 0.90 | 6 |
| 24 | Virginia District | 0.86 | 5 |
| 25 | AZ-NM District | 0.85 | 5 |
| 26 | Louisiana District | 0.84 | 5 |
| 27 | South Carolina District | 0.84 | 5 |
| 28 | AR-OK District | 0.78 | 5 |
| 29 | CO-WY District | 0.74 | 5 |
| 30 | ME-NH-VT District | 0.74 | 5 |
| 31 | Wisconsin District | 0.72 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| 32 | Alaska District | 0.71 | 5 |
| 33 | Hawaii District | 0.70 | 5 |
| 34 | New York 3 District | 0.68 | 5 |
| 35 | Tennessee District | 0.66 | 5 |
| 36 | Texas 3 District | 0.64 | 5 |
| 37 | Michigan 2 District | 0.63 | 5 |
| 38 | California 2 District | 0.57 | 5 |
| 39 | New York 2 District | 0.57 | 5 |
| 40 | Washington District | 0.57 | 5 |
| 41 | Texas 1 District | 0.51 | 5 |
| 42 | IA-NE-SD District | 0.50 | 5 |
| 43 | NV-UT District | 0.50 | 5 |
| 44 | AL-MS District | 0.42 | 4 |
| 45 | ID-MT-OR District | 0.41 | 4 |
| 46 | California 1 District | 0.38 | 4 |
| 47 | MN-ND District | 0.36 | 4 |
| 48 | Texas 2 District | 0.33 | 4 |
| 49 | Georgia District | 0.27 | 4 |
| 50 | Florida 2 District | 0.18 | 4 |

CRDO - Chief Retail & Delivery Officer Employee Availability Avg

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 5.00 | 5 |
| 1 | Atlantic | 6.00 | 6 |
| 2 | Central | 5.00 | 5 |
| 3 | Westpac | 5.00 | 5 |
| 4 | Southern | 4.00 | 4 |
| 1 | Connecticut District | 7.00 | 7 |
| 2 | Hawaii District | 7.00 | 7 |
| 3 | IA-NE-SD District | 7.00 | 7 |
| 4 | New Jersey District | 7.00 | 7 |
| 5 | Ohio 1 District | 7.00 | 7 |
| 6 | Pennsylvania 1 District | 7.00 | 7 |
| 7 | Puerto Rico District | 7.00 | 7 |
| 8 | California 3 District | 6.00 | 6 |
| 9 | California 4 District | 6.00 | 6 |
| 10 | California 6 District | 6.00 | 6 |
| 11 | Florida 1 District | 6.00 | 6 |
| 12 | Florida 3 District | 6.00 | 6 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | Indiana District | 6.00 | 6 |
| 14 | KS-MO District | 6.00 | 6 |
| 15 | KY-WV District | 6.00 | 6 |
| 16 | MA-RI District | 6.00 | 6 |
| 17 | Maryland District | 6.00 | 6 |
| 18 | North Carolina District | 6.00 | 6 |
| 19 | Ohio 2 District | 6.00 | 6 |
| 20 | Wisconsin District | 6.00 | 6 |
| 21 | Alaska District | 5.00 | 5 |
| 22 | AR-OK District | 5.00 | 5 |
| 23 | AZ-NM District | 5.00 | 5 |
| 24 | California 1 District | 5.00 | 5 |
| 25 | California 2 District | 5.00 | 5 |
| 26 | California 5 District | 5.00 | 5 |
| 27 | CO-WY District | 5.00 | 5 |
| 28 | ID-MT-OR District | 5.00 | 5 |
| 29 | Illinois 1 District | 5.00 | 5 |
| 30 | Illinois 2 District | 5.00 | 5 |
| 31 | ME-NH-VT District | 5.00 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Michigan 1 District | 5.00 | 5 |
| 33 | Michigan 2 District | 5.00 | 5 |
| 34 | MN-ND District | 5.00 | 5 |
| 35 | New York 2 District | 5.00 | 5 |
| 36 | New York 3 District | 5.00 | 5 |
| 37 | NV-UT District | 5.00 | 5 |
| 38 | Texas 1 District | 5.00 | 5 |
| 39 | Texas 3 District | 5.00 | 5 |
| 40 | Virginia District | 5.00 | 5 |
| 41 | Washington District | 5.00 | 5 |
| 42 | AL-MS District | 4.00 | 4 |
| 43 | DE-PA 2 District | 4.00 | 4 |
| 44 | Florida 2 District | 4.00 | 4 |
| 45 | New York 1 District | 4.00 | 4 |
| 46 | South Carolina District | 4.00 | 4 |
| 47 | Tennessee District | 4.00 | 4 |
| 48 | Georgia District | 3.00 | 3 |
| 49 | Louisiana District | 3.00 | 3 |
| 50 | Texas 2 District | 3.00 | 3 |

CRDO - Chief Retail & Delivery Officer Grievance - Case Pending

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|--------|------|
| | CRDO - NATIONAL | 7.87 | 4 |
| 1 | Central | 7.26 | 4 |
| 2 | Atlantic | 13.89 | 3 |
| 3 | Southern | 14.14 | 3 |
| 4 | Westpac | 18.99 | 3 |
| 1 | Alaska District | -56.14 | 10 |
| 2 | Connecticut District | -50.67 | 10 |
| 3 | California 4 District | -43.90 | 9 |
| 4 | South Carolina District | -42.00 | 9 |
| 5 | California 3 District | -40.70 | 9 |
| 6 | Texas 3 District | -34.13 | 8 |
| 7 | Ohio 2 District | -29.20 | 7 |
| 8 | Texas 2 District | -28.81 | 7 |
| 9 | AR-OK District | -19.24 | 6 |
| 10 | ID-MT-OR District | -11.60 | 6 |
| 11 | KS-MO District | -11.21 | 6 |
| 12 | CO-WY District | -11.11 | 6 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|--------|------|
| 13 | Ohio 1 District | -10.26 | 6 |
| 14 | IA-NE-SD District | -10.14 | 6 |
| 15 | NV-UT District | -9.76 | 5 |
| 16 | Michigan 2 District | -7.02 | 5 |
| 17 | New York 1 District | -6.25 | 5 |
| 18 | Georgia District | -6.06 | 5 |
| 19 | Virginia District | -4.65 | 5 |
| 20 | Florida 3 District | -3.11 | 5 |
| 21 | AL-MS District | -1.99 | 5 |
| 22 | New York 2 District | -0.75 | 5 |
| 23 | California 6 District | -0.67 | 5 |
| 24 | DE-PA 2 District | 2.19 | 4 |
| 25 | Florida 1 District | 2.60 | 4 |
| 26 | Pennsylvania 1 District | 4.59 | 4 |
| 27 | MA-RI District | 10.06 | 4 |
| 28 | Indiana District | 11.92 | 4 |
| 29 | Tennessee District | 12.31 | 4 |
| 30 | Florida 2 District | 12.33 | 4 |
| 31 | New Jersey District | 13.57 | 3 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|--------|------|
| 32 | Wisconsin District | 16.67 | 3 |
| 33 | California 1 District | 18.74 | 3 |
| 34 | Washington District | 19.28 | 3 |
| 35 | Texas 1 District | 19.71 | 3 |
| 36 | Louisiana District | 22.81 | 3 |
| 37 | California 2 District | 24.45 | 3 |
| 38 | KY-WV District | 28.57 | 2 |
| 39 | Michigan 1 District | 30.73 | 2 |
| 40 | Illinois 1 District | 37.29 | 2 |
| 41 | Illinois 2 District | 41.41 | 1 |
| 42 | MN-ND District | 46.67 | 1 |
| 43 | California 5 District | 53.51 | 0 |
| 44 | ME-NH-VT District | 53.85 | 0 |
| 45 | Hawaii District | 57.14 | 0 |
| 46 | New York 3 District | 59.26 | 0 |
| 47 | AZ-NM District | 88.26 | 0 |
| 48 | Maryland District | 124.82 | 0 |
| 49 | North Carolina District | 125.93 | 0 |
| 50 | Puerto Rico District | 208.65 | 0 |

CRDO - Chief Retail & Delivery Officer Grievance - Step

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | 0.00 | 10 |
| 1 | Atlantic | 0.00 | 10 |
| 2 | Central | 0.00 | 10 |
| 3 | Southern | 0.00 | 10 |
| 4 | Westpac | 0.00 | 10 |
| 1 | Alaska District | 0.00 | 10 |
| 2 | AZ-NM District | 0.00 | 10 |
| 3 | California 1 District | 0.00 | 10 |
| 4 | California 2 District | 0.00 | 10 |
| 5 | California 3 District | 0.00 | 10 |
| 6 | California 4 District | 0.00 | 10 |
| 7 | California 6 District | 0.00 | 10 |
| 8 | Connecticut District | 0.00 | 10 |
| 9 | DE-PA 2 District | 0.00 | 10 |
| 10 | Florida 1 District | 0.00 | 10 |
| 11 | Florida 3 District | 0.00 | 10 |
| 12 | Hawaii District | 0.00 | 10 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | ID-MT-OR District | 0.00 | 10 |
| 14 | Illinois 2 District | 0.00 | 10 |
| 15 | Indiana District | 0.00 | 10 |
| 16 | MA-RI District | 0.00 | 10 |
| 17 | Maryland District | 0.00 | 10 |
| 18 | ME-NH-VT District | 0.00 | 10 |
| 19 | Michigan 2 District | 0.00 | 10 |
| 20 | MN-ND District | 0.00 | 10 |
| 21 | New Jersey District | 0.00 | 10 |
| 22 | New York 1 District | 0.00 | 10 |
| 23 | New York 2 District | 0.00 | 10 |
| 24 | New York 3 District | 0.00 | 10 |
| 25 | North Carolina District | 0.00 | 10 |
| 26 | Ohio 1 District | 0.00 | 10 |
| 27 | Ohio 2 District | 0.00 | 10 |
| 28 | Pennsylvania 1 District | 0.00 | 10 |
| 29 | Puerto Rico District | 0.00 | 10 |
| 30 | South Carolina District | 0.00 | 10 |
| 31 | Tennessee District | 0.00 | 10 |

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| 32 | Texas 2 District | 0.00 | 10 |
| 33 | Virginia District | 0.00 | 10 |
| 34 | Louisiana District | 0.26 | 9 |
| 35 | Florida 2 District | 0.28 | 9 |
| 36 | CO-WY District | 0.39 | 8 |
| 37 | Texas 3 District | 0.45 | 8 |
| 38 | KY-WV District | 0.82 | 7 |
| 39 | NV-UT District | 1.46 | 5 |
| 40 | Wisconsin District | 1.49 | 5 |
| 41 | AR-OK District | 2.84 | 4 |
| 42 | IA-NE-SD District | 3.37 | 4 |
| 43 | California 5 District | 4.21 | 4 |
| 44 | Georgia District | 5.47 | 4 |
| 45 | Washington District | 6.13 | 4 |
| 46 | Illinois 1 District | 24.11 | 2 |
| 47 | AL-MS District | 34.97 | 1 |
| 48 | KS-MO District | 41.58 | 0 |
| 49 | Texas 1 District | 65.98 | 0 |
| 50 | Michigan 1 District | 81.99 | 0 |

CRDO - Chief Retail & Delivery Officer Grievance - Cost Reduction

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell | Rank | Operational Group | Score | Cell | Rank | Operational Group | Score | Cell |
|------|-----------------------|--------|------|------|-------------------------|--------|------|------|-----------------------|--------|------|
| | CRDO - NATIONAL | 6.08 | 4 | 13 | New York 3 District | -14.09 | 6 | 32 | Virginia District | 67.28 | 0 |
| 1 | Atlantic | -3.94 | 5 | 14 | New York 2 District | -13.32 | 6 | 33 | Tennessee District | 71.15 | 0 |
| 2 | Westpac | 23.95 | 3 | 15 | California 2 District | -8.94 | 5 | 34 | California 1 District | 71.33 | 0 |
| 3 | Central | 25.91 | 3 | 16 | ME-NH-VT District | -2.83 | 5 | 35 | Washington District | 78.56 | 0 |
| 4 | Southern | 34.47 | 2 | 17 | Pennsylvania 1 District | 9.28 | 4 | 36 | Michigan 1 District | 84.66 | 0 |
| 1 | New York 1 District | -65.39 | 10 | 18 | Florida 2 District | 18.29 | 3 | 37 | Indiana District | 90.75 | 0 |
| 2 | California 6 District | -48.50 | 9 | 19 | Texas 3 District | 22.90 | 3 | 38 | Ohio 1 District | 92.73 | 0 |
| 3 | Connecticut District | -37.68 | 8 | 20 | Louisiana District | 24.60 | 3 | 39 | Ohio 2 District | 100.91 | 0 |
| 4 | California 5 District | -36.42 | 8 | 21 | New Jersey District | 25.18 | 3 | 40 | IA-NE-SD District | 107.11 | 0 |
| 5 | Maryland District | -35.19 | 8 | 22 | ID-MT-OR District | 29.41 | 2 | 41 | Illinois 2 District | 118.02 | 0 |
| 6 | Puerto Rico District | -28.62 | 7 | 23 | South Carolina District | 29.86 | 2 | 42 | California 3 District | 125.55 | 0 |
| 7 | Alaska District | -28.47 | 7 | 24 | Florida 3 District | 30.95 | 2 | 43 | KY-WV District | 127.62 | 0 |
| 8 | AZ-NM District | -26.88 | 7 | 25 | Texas 2 District | 31.27 | 2 | 44 | AR-OK District | 127.65 | 0 |
| 9 | Florida 1 District | -26.09 | 7 | 26 | North Carolina District | 42.11 | 1 | 45 | AL-MS District | 132.70 | 0 |
| 10 | California 4 District | -23.19 | 7 | 27 | DE-PA 2 District | 49.45 | 1 | 46 | Michigan 2 District | 136.86 | 0 |
| 11 | Hawaii District | -23.12 | 7 | 28 | CO-WY District | 52.07 | 1 | 47 | MN-ND District | 142.07 | 0 |
| 12 | MA-RI District | -18.30 | 6 | 29 | Texas 1 District | 55.28 | 0 | 48 | Wisconsin District | 143.19 | 0 |
| | | | | 30 | Georgia District | 56.29 | 0 | 49 | KS-MO District | 161.52 | 0 |
| | | | | 31 | NV-UT District | 61.17 | 0 | 50 | Illinois 1 District | 188.95 | 0 |

CRDO - Chief Retail & Delivery Officer Grievance Avg

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| | CRDO - NATIONAL | 6.00 | 6 |
| 1 | Atlantic | 6.00 | 6 |
| 2 | Central | 6.00 | 6 |
| 3 | Southern | 5.00 | 5 |
| 4 | Westpac | 5.00 | 5 |
| 1 | Alaska District | 9.00 | 9 |
| 2 | California 4 District | 9.00 | 9 |
| 3 | Connecticut District | 9.00 | 9 |
| 4 | California 6 District | 8.00 | 8 |
| 5 | New York 1 District | 8.00 | 8 |
| 6 | Florida 1 District | 7.00 | 7 |
| 7 | MA-RI District | 7.00 | 7 |
| 8 | New York 2 District | 7.00 | 7 |
| 9 | South Carolina District | 7.00 | 7 |
| 10 | AZ-NM District | 6.00 | 6 |
| 11 | California 2 District | 6.00 | 6 |
| 12 | California 3 District | 6.00 | 6 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | Florida 3 District | 6.00 | 6 |
| 14 | Hawaii District | 6.00 | 6 |
| 15 | ID-MT-OR District | 6.00 | 6 |
| 16 | Maryland District | 6.00 | 6 |
| 17 | Ohio 2 District | 6.00 | 6 |
| 18 | Pennsylvania 1 District | 6.00 | 6 |
| 19 | Puerto Rico District | 6.00 | 6 |
| 20 | Texas 2 District | 6.00 | 6 |
| 21 | Texas 3 District | 6.00 | 6 |
| 22 | CO-WY District | 5.00 | 5 |
| 23 | DE-PA 2 District | 5.00 | 5 |
| 24 | Florida 2 District | 5.00 | 5 |
| 25 | Indiana District | 5.00 | 5 |
| 26 | Louisiana District | 5.00 | 5 |
| 27 | ME-NH-VT District | 5.00 | 5 |
| 28 | Michigan 2 District | 5.00 | 5 |
| 29 | New Jersey District | 5.00 | 5 |
| 30 | New York 3 District | 5.00 | 5 |
| 31 | Ohio 1 District | 5.00 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Tennessee District | 5.00 | 5 |
| 33 | Virginia District | 5.00 | 5 |
| 34 | California 1 District | 4.00 | 4 |
| 35 | California 5 District | 4.00 | 4 |
| 36 | Illinois 2 District | 4.00 | 4 |
| 37 | MN-ND District | 4.00 | 4 |
| 38 | North Carolina District | 4.00 | 4 |
| 39 | AR-OK District | 3.00 | 3 |
| 40 | Georgia District | 3.00 | 3 |
| 41 | IA-NE-SD District | 3.00 | 3 |
| 42 | KY-WV District | 3.00 | 3 |
| 43 | NV-UT District | 3.00 | 3 |
| 44 | Wisconsin District | 3.00 | 3 |
| 45 | AL-MS District | 2.00 | 2 |
| 46 | KS-MO District | 2.00 | 2 |
| 47 | Washington District | 2.00 | 2 |
| 48 | Illinois 1 District | 1.00 | 1 |
| 49 | Michigan 1 District | 1.00 | 1 |
| 50 | Texas 1 District | 1.00 | 1 |

CRDO - Chief Retail & Delivery Officer Employee Utilization

NPA PERFORMANCE FY 2023 - MAR YTD

| Rank | Operational Group | Score | Cell |
|------|-----------------------|-------|------|
| | CRDO - NATIONAL | 4.00 | 4 |
| 1 | Atlantic | 5.00 | 5 |
| 2 | Central | 5.00 | 5 |
| 3 | Westpac | 4.00 | 4 |
| 4 | Southern | 3.00 | 3 |
| 1 | California 1 District | 6.00 | 6 |
| 2 | California 2 District | 6.00 | 6 |
| 3 | Connecticut District | 6.00 | 6 |
| 4 | IA-NE-SD District | 6.00 | 6 |
| 5 | Indiana District | 6.00 | 6 |
| 6 | Alaska District | 5.00 | 5 |
| 7 | California 3 District | 5.00 | 5 |
| 8 | California 4 District | 5.00 | 5 |
| 9 | California 6 District | 5.00 | 5 |
| 10 | CO-WY District | 5.00 | 5 |
| 11 | Florida 1 District | 5.00 | 5 |
| 12 | Hawaii District | 5.00 | 5 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 13 | MA-RI District | 5.00 | 5 |
| 14 | ME-NH-VT District | 5.00 | 5 |
| 15 | MN-ND District | 5.00 | 5 |
| 16 | New Jersey District | 5.00 | 5 |
| 17 | New York 3 District | 5.00 | 5 |
| 18 | North Carolina District | 5.00 | 5 |
| 19 | NV-UT District | 5.00 | 5 |
| 20 | Ohio 1 District | 5.00 | 5 |
| 21 | Ohio 2 District | 5.00 | 5 |
| 22 | Pennsylvania 1 District | 5.00 | 5 |
| 23 | Puerto Rico District | 5.00 | 5 |
| 24 | Wisconsin District | 5.00 | 5 |
| 25 | AR-OK District | 4.00 | 4 |
| 26 | AZ-NM District | 4.00 | 4 |
| 27 | Florida 3 District | 4.00 | 4 |
| 28 | ID-MT-OR District | 4.00 | 4 |
| 29 | KS-MO District | 4.00 | 4 |
| 30 | KY-WV District | 4.00 | 4 |
| 31 | Maryland District | 4.00 | 4 |

| Rank | Operational Group | Score | Cell |
|------|-------------------------|-------|------|
| 32 | Michigan 2 District | 4.00 | 4 |
| 33 | New York 1 District | 4.00 | 4 |
| 34 | New York 2 District | 4.00 | 4 |
| 35 | South Carolina District | 4.00 | 4 |
| 36 | Texas 2 District | 4.00 | 4 |
| 37 | Texas 3 District | 4.00 | 4 |
| 38 | Virginia District | 4.00 | 4 |
| 39 | Washington District | 4.00 | 4 |
| 40 | California 5 District | 3.00 | 3 |
| 41 | DE-PA 2 District | 3.00 | 3 |
| 42 | Florida 2 District | 3.00 | 3 |
| 43 | Georgia District | 3.00 | 3 |
| 44 | Illinois 2 District | 3.00 | 3 |
| 45 | Louisiana District | 3.00 | 3 |
| 46 | Tennessee District | 3.00 | 3 |
| 47 | AL-MS District | 2.00 | 2 |
| 48 | Illinois 1 District | 2.00 | 2 |
| 49 | Michigan 1 District | 2.00 | 2 |
| 50 | Texas 1 District | 2.00 | 2 |

Any
Questions?

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