



January 19, 2017

**Sheppard, John
545465
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear John,

This is to inform you that you are receiving a 2nd warning for not meeting the requirement of 90% and above in adherence for the week of Jan 9th -15th.

Your score is 85.2%.

Please note that you are allowed to have 3 weeks of failure within a 12 weeks period. If that is being exceeded to the 4th week of failure a suspension will be process.

**Angela Hinds
Workforce Manager**