



November 9, 2016

**Pena, Luciano
545186
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Luciano,

This is to inform you that you are receiving a 1st warning for not meeting the requirement of 90% and above in adherence for the week of Oct 31st – Nov 6th.

Your score is 87.8%

Please note that our adherence policy was developed by taking into consideration that there are unexpected events that may impact your weekly adherence score, therefore three (3) weeks is the maximum number of failures allowed within a twelve (12) weeks period. If you reach 4 weeks of Adherence Violation a suspension will be process.

Please take this seriously. Remember your adherence is a matter of decision.

**Angela Hinds
Workforce Manager**