



Jaime Barnhart &lt;jbarnhart@dropbox.com&gt;

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## Checking in from Tuck Shop

11 messages

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**Connie Collica** <conniec@dropbox.com>

Wed, Jul 3, 2019 at 3:03 PM

To: Alan Chi &lt;alanc@dropbox.com&gt;

Cc: Anna Shova &lt;ashova@dropbox.com&gt;, Jaime Barnhart &lt;jbarnhart@dropbox.com&gt;

Hi Alan,

We heard from a team member that there was a run-in by the Tuck Shop elevator, and that he may have stepped on or rolled over your foot. We're very sorry for this accident and want reach out to make sure you are ok!

Initially, our team member was nervous about it but he came and alerted his managers about the situation. We are all aware that he is not the most graceful, though he showed concern when telling us, and wanted us to know so we can make sure you're ok. Tony Martinez (facilities team) was also present and was the person who shared your name with us.

We'd love to hear your side if you'd like to share. Happy to discuss this further and follow up with any next steps if necessary. Please feel comfortable replying back, even over the weekend.

Sincerely,

Connie Collica

**Senior Food and Beverage Operations Manager**

333 Brannan Street, San Francisco



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**Alan Chi** <alanc@dropbox.com>

Wed, Jul 3, 2019 at 4:21 PM

To: Connie Collica &lt;conniec@dropbox.com&gt;

Cc: Anna Shova &lt;ashova@dropbox.com&gt;, Jaime Barnhart &lt;jbarnhart@dropbox.com&gt;

Hi Connie,

Thanks for reaching out. As I told Tony and I am going to tell you, I don't want him to get in trouble but I do want him to be conscientious, have asked me to move, and have apologized. Look at the video, I gestured for him to take the elevator first, he went and maneuvered and while trying to catch the elevator before the door closed stepped on my foot, while the door was closing I asked "you stepped on my foot... you could have asked me to move", basically my body language was of disbelief and being upset. He said nothing. You will note in the video I approached Tony upset, I then went down to T and P floor to look for him because I was still upset. My foot is sore, but no broken bones I think, I can't go hiking or running I'm sure for a day or two. I don't want anyone to lose their job for a mistake like this, but I do want them to learn from it. Just ask me to move or have apologized. That would have done it.

Thanks,

Alan

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**Alan Chi**

Customer Success Strategy

Global Sales &amp; Channel

**Dropbox**[www.dropbox.com](http://www.dropbox.com)[alanc@dropbox.com](mailto:alanc@dropbox.com)

(917) 929-4035

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**Connie Collica** <conniec@dropbox.com>

Wed, Jul 3, 2019 at 5:06 PM

To: jbarnhart@dropbox.com

Cc: ashova@dropbox.com

Jaime, just us here:

This is regarding Javari, who as we all know can be a bit rough around the edges...

I'm glad Anna and I got ahead of it and emailed Alan. I'll respond shortly stating the training points that Acrobat will go over with him and that it will be documented.

We are considering giving him a written documented coaching on this one: pedestrians will always have the right of way when we are using carts.

Please stay tuned for my response. Thank you!

Connie Collica

**Senior Food and Beverage Operations Manager**

333 Brannan Street, San Francisco



Begin forwarded message:

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**Connie Collica** <conniec@dropbox.com>

Wed, Jul 3, 2019 at 5:49 PM

To: Alan Chi &lt;alanc@dropbox.com&gt;

Cc: Anna Shova &lt;ashova@dropbox.com&gt;, Jaime Barnhart &lt;jbarnhart@dropbox.com&gt;

Hi Alan,

Thank you for sharing your side of the situation. We're glad to hear that you are ok and we also agree that this is not a safe practice.

To provide more context, all Tuck Shop contractors are trained to practice safety first 100% of the time. Every week on Wednesdays, we go through various points of safety precautions and practices, including how to maneuver our tools and carts safely. We also consistently review safe practices in real time as a team. One of them is that pedestrians always have the right of way, inside and outside the building. We are very sorry that clearly, this happened due to a lapse in judgement and memory of that training.

CC'd in this email is Jaime Barnhart. She is the on-site supervisor for the contractor, and with her direction, we will prepare written documentation along with additional one-on-one coaching about this particular safety practice and present it to the contractor involved. Rest assured that the contractor company is aware.

Also worth noting that although he was nervous when he first approached to tell us about the accident, he is now fully aware of the results of his actions as well as how he should have responded. While he did the right thing by telling us, he was also re-educated on how to prevent accidents and how to ensure the safety of everyone if/when they do happen. In addition to this verbal coaching, we will also provide the formally written and documented one-on-one coaching.

I hope that you have a very relaxing long weekend. Please feel free to reply back if you think of anything else we can help you with, and thank you always for supporting team Tuck Shop.

Connie Collica

**Senior Food and Beverage Operations Manager**

333 Brannan Street, San Francisco



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**Alan Chi** <alanc@dropbox.com>  
To: Connie Collica <conniec@dropbox.com>  
Cc: Anna Shova <ashova@dropbox.com>, Jaime Barnhart <jbarnhart@dropbox.com>

Wed, Jul 3, 2019 at 5:56 PM

Thanks for addressing this. You and your team do a great job daily and I do appreciate it. Have a good 4th and long weekend.

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**Connie Collica** <conniec@dropbox.com>  
To: Alan Chi <alanc@dropbox.com>  
Cc: Anna Shova <ashova@dropbox.com>, Jaime Barnhart <jbarnhart@dropbox.com>

Wed, Jul 3, 2019 at 6:17 PM

Thank you for the kind words, Alan :)

Have a great 4th 🇺🇸

Connie Collica  
**Senior Food and Beverage Operations Manager**  
333 Brannan Street, San Francisco



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**Anna Shova** <ashova@dropbox.com>  
To: Connie Collica <conniec@dropbox.com>, Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobotoutsourcing.com>

Mon, Jul 8, 2019 at 8:27 AM

Good morning Jaime!

Hope you had a beautiful break and you are off to a great start!

I would like to follow up about recently past accident with Dropbox employee and Javari. We would appreciate a lot if you can set some time aside and sit down with Javari today. We would love if you can remind him about safety and politeness, be aware there are people around while he is pushing very heavy cart. If something like that happens just to double check that the person is safe no need any assistance. Please let Javari know that we emailed to person last Wednesday to ensure that he didn't get hurt seriously.

We are thankful that there is no injuries and nobody insisting us to reassign Javari, that he won't lose his job.

Looking forward to continue working all together! Just being attentive and cautious !

Thank you and have a nice week!  
Anya

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Anna Shova  
**AM Food and Beverage Operations Coordinator**  
[ashova@dropbox.com](mailto:ashova@dropbox.com)

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**Jaime Barnhart** <jbarnhart@dropbox.com>  
To: Anna Shova <ashova@dropbox.com>  
Cc: Connie Collica <conniec@dropbox.com>, SF Ops Team <sfops@acrobotoutsourcing.com>

Mon, Jul 8, 2019 at 10:30 AM

Hello Anna,

Thank you for the reminder on this, So would you like for me to present him with a written warning, or just provide a verbal coaching for this incident?

Thank you,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

Acrobat Outsourcing  
665 Third Street, Suite 415 | San Francisco, CA 94107**C: 415-590-0384 O: 415-431-8826 ext 1****E: [Jaime@acrobatoutsourcing.com](mailto:Jaime@acrobatoutsourcing.com)****ACROBAT OUTSOURCING**  
TSC GROUP

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**Anna Shova** <[ashova@dropbox.com](mailto:ashova@dropbox.com)>

Mon, Jul 8, 2019 at 10:34 AM

To: Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>Cc: Connie Collica <[conniec@dropbox.com](mailto:conniec@dropbox.com)>, SF Ops Team <[sfops@acrobatoutsourcing.com](mailto:sfops@acrobatoutsourcing.com)>

Thank you Jaime!

I believe no need in written warnings. Just a friendly reminder about being cautious

Thank you very much!

Anya

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**Jaime Barnhart** <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>

Mon, Jul 8, 2019 at 11:18 AM

To: Anna Shova <[ashova@dropbox.com](mailto:ashova@dropbox.com)>Cc: Connie Collica <[conniec@dropbox.com](mailto:conniec@dropbox.com)>, SF Ops Team <[sfops@acrobatoutsourcing.com](mailto:sfops@acrobatoutsourcing.com)>

Hello All,

I spoke with Javari, He is aware that for any future incidents similar to this, that he should apologize and ask if the person is ok. He is also aware that if the situation seems to be escalating, that he can offer to find his manager and have them help with the situation.

Thank you,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

Acrobat Outsourcing  
665 Third Street, Suite 415 | San Francisco, CA 94107**C: 415-590-0384 O: 415-431-8826 ext 1****E: [Jaime@acrobatoutsourcing.com](mailto:Jaime@acrobatoutsourcing.com)****ACROBAT OUTSOURCING**  
TSC GROUP

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7/8/2019

Dropbox Mail - Checking in from Tuck Shop

Mon, Jul 8, 2019 at 11:28 AM

**Anna Shova** <ashova@dropbox.com>

To: Jaime Barnhart <jbarnhart@dropbox.com>

Cc: Connie Collica <conniec@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>

Thank you very much for your assistance!

Anya

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