



Jaime Barnhart <jbarnhart@dropbox.com>

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## Barlett Jason & Robert Smith

18 messages

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

Tue, Sep 17, 2019 at 8:01 AM

To: Connie Collica <conniec@dropbox.com>, Olja Goolsby <olja@dropbox.com>

Cc: Ali Fayazi <alif@dropbox.com>, Jaime Barnhart <jbarnhart@dropbox.com>, Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>

Good Morning Connie and Olja!

I am reaching out to share and bring to your attention unpleasant situation happened earlier this morning.

Robert Smith (AM Porter, responsible for Recology) left his water bottle on top of shelves by the brewing area on 5th floor. He mentioned that he will be right back to grab it, as soon brings down 2st load of carton boxes so everyone have availability to continue throw away recycle stuff on 5th.

When Robert came back his water bottle was removed. He asked if anyone knows where is his water bottle.

Jason Barlett (Baristas team) - started yelling on him and escalated situation.

Chef Carmen and Gina (Porter) assisted to calm down Jason as it was going out of the control, Robert stayed calm all the time.

He apologized in front of other member of Baristas team for leaving his water bottle.

Jason - been pushing and telling Robert that he will see him at 12pm .. ? what is that ? fight?

Robert and Daniel (Breakfast Culinary team lead) came to me explain about this situation.

I was not there but I would like to take any required actions to resolve this situation. Looking forward hearing from you all and figure out what will be the best way us

Thank you,  
Anya

--  
**Anna Shova**  
Food and Beverage Operations Coordinator  
[ashova@dropbox.com](mailto:ashova@dropbox.com)  
**1800 Owens Street, San Francisco**

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**Jaime Barnhart** <jbarnhart@dropbox.com>

Tue, Sep 17, 2019 at 8:18 AM

To: Anna Shova <ashova@dropbox.com>

Cc: Ali Fayazi <alif@dropbox.com>, Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, Connie Collica <conniec@dropbox.com>, Olja Goolsby <olja@dropbox.com>, SF Ops Team <sfops@acrobotoutsourcing.com>

Hello Anna,

Thank you for your email. Upon arriving on site, I will speak with Robert, Jason and the witnesses that were involved.

I'll gather the information needed and decide what actions need to be taken accordingly.

Best,  
[Quoted text hidden]

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**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)



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**Claudia Revelo-Lee** <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>

Tue, Sep 17, 2019 at 8:19 AM

To: Anna Shova <[Ashova@dropbox.com](mailto:Ashova@dropbox.com)>, "conniec@dropbox.com" <[conniec@dropbox.com](mailto:conniec@dropbox.com)>, "olja@dropbox.com"

<[olja@dropbox.com](mailto:olja@dropbox.com)>

Cc: "alif@dropbox.com" <[alif@dropbox.com](mailto:alif@dropbox.com)>, Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>, Ariel Hasbun <[ariel@acrobatoutsourcing.com](mailto:ariel@acrobatoutsourcing.com)>

Good morning All,

We do not condone that type of behavior and we will get down to the bottom of this. I am including Ariel Hasbun in this conversation for our records.

Jaime and I will pull Jason and Robert aside (separately) between the hours of 10 am and 12 pm to talk and learn more about the incident. If needed, we will also pull aside the witnesses for their account of what happened. We do not want to interrupt their work flow so please let me know if this window works for everyone.

Thank you Anya, for your detailed notes.

Best,

**Claudia Revelo-Lee**  
Onsite Coordinator at Dropbox

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14750 NW 77th Court - Suite 100 | Miami Lakes, FL 33016

C: 415-265-0798 O: 415-431-8826 ext 1  
E: [claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)



---

**From:** Anna Shova <[ashova@dropbox.com](mailto:ashova@dropbox.com)>  
**Sent:** Tuesday, September 17, 2019 8:01 AM  
**To:** [conniec@dropbox.com](mailto:conniec@dropbox.com) <[conniec@dropbox.com](mailto:conniec@dropbox.com)>; [olja@dropbox.com](mailto:olja@dropbox.com) <[olja@dropbox.com](mailto:olja@dropbox.com)>

**Cc:** [alif@dropbox.com](mailto:alif@dropbox.com) <[alif@dropbox.com](mailto:alif@dropbox.com)>; Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>; Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>  
**Subject:** Barlett Jason & Robert Smith

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**Olja Goolsby** <[olja@dropbox.com](mailto:olja@dropbox.com)>

Tue, Sep 17, 2019 at 9:56 AM

To: Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>

Cc: Anna Shova <[Ashova@dropbox.com](mailto:Ashova@dropbox.com)>, "conniec@dropbox.com" <[conniec@dropbox.com](mailto:conniec@dropbox.com)>, "alif@dropbox.com" <[alif@dropbox.com](mailto:alif@dropbox.com)>, Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>, Ariel Hasbun <[ariel@acrobotoutsourcing.com](mailto:ariel@acrobotoutsourcing.com)>

Anna, thank you for the email. Robert stopped me this morning and wanted to talk. He explained the situation but he did not tell me anything about Jason pushing him or telling him he will see him "at 12". I told him I will talk to Jason to make sure that in the future he does not raise his voice and let the situation escalate like that.

Jason apologized and said that it will not happen again.

Thanks,

Olja Goolsby  
Global Coffee Operations Manager



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**Connie Collica** <[conniec@dropbox.com](mailto:conniec@dropbox.com)>

Tue, Sep 17, 2019 at 10:12 AM

To: Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>, Jared Sablan <[jared@acrobotoutsourcing.com](mailto:jared@acrobotoutsourcing.com)>, SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>

Cc: Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>, Anna Shova <[ashova@dropbox.com](mailto:ashova@dropbox.com)>

-- Olja, Ali, Ariel  
+ sf ops, Jared,

Claudia and Jared,

I want to stress the immediate red flag of this situation, especially after the incident that transpired last week.

Though this is an unrelated matter, I want to take a moment and point out the fact that Acrobat and Tuck Shop contractors are under review by our legal and security teams. It seems this specific situation had escalated very quickly, in a very aggressive manner. Please address this with utmost urgency and attention.

I'd like for Acrobat to consider what additional steps you will be taking with the 2 contractors involved, Jason and/or Robert, other than just talking to them about it. Will there be an additional layer of precaution, background check, follow up, review, written documentation, behavioral improvement requirements deadline, etc.

Thank you,

Connie Collica  
Senior Food and Beverage Operations Manager  
1800 Owens Street, San Francisco



On Tue, Sep 17, 2019 at 8:19 AM Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)> wrote:

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

Tue, Sep 17, 2019 at 10:20 AM

To: Paul Rickett <[paul@acrobotoutsourcing.com](mailto:paul@acrobotoutsourcing.com)>

Cc: SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>

Hello Paul,

Please read this thread. This was an issue that occurred this morning, and there are a few points I would like to make:

- These leads (Olja and Anna), are stating they will talk to these employees, but of course it is my duty to have these conversations with my employees.
- Connies email is stating she wants there to be additional layers of precautions such s background checks. So please follow up if there is something further that needs to be done.

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@acrobotoutsourcing.com](mailto:Jaime@acrobotoutsourcing.com)**



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**Jared Sablan** <[jared@acrobotoutsourcing.com](mailto:jared@acrobotoutsourcing.com)>

Tue, Sep 17, 2019 at 11:23 AM

To: "conniec@dropbox.com" <[conniec@dropbox.com](mailto:conniec@dropbox.com)>, Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>, SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>

Cc: Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>, Anna Shova <[Ashova@dropbox.com](mailto:Ashova@dropbox.com)>

Hi Connie,

Friendly reminder that we have all those processes already in place and that Jaime is aware of the situation and should be the person handling it. Jaime should be the person speaking to the employees and not a Dropbox supervisor as this would be a violation of the co-employment policy we have in place. I'm calling Jaime now to offer further assistance.

**Jared Sablan**

Regional Manager, Hospitality Services, Northern California and Seattle

The Service Companies

**6731 Five Star Blvd, Suite C, Rocklin CA 95677**

**O: 415-813-4828 M: 415-786-0591**

**E: [jared@acrobotoutsourcing.com](mailto:jared@acrobotoutsourcing.com)**



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**From:** Connie Collica <[conniec@dropbox.com](mailto:conniec@dropbox.com)>  
**Sent:** Tuesday, September 17, 2019 10:12 AM  
**To:** Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>; Jared Sablan <[jared@acrobotoutsourcing.com](mailto:jared@acrobotoutsourcing.com)>; SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>  
**Cc:** Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>; Anna Shova <[Ashova@dropbox.com](mailto:Ashova@dropbox.com)>  
**Subject:** Re: Barlett Jason & Robert Smith

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**Paul Rickett** <[paul@acrobotoutsourcing.com](mailto:paul@acrobotoutsourcing.com)>  
To: Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>  
Cc: SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>

Tue, Sep 17, 2019 at 11:29 AM

Hi Jaime.

We can and should look at both of their backgrounds. Please let me know what becomes of the conversations with both of them. Call me after, please. Implied threats from staff are grounds for immediate cancellation of the assignment if that is what occurred.

This and the event last week are two situations that are not related, but the timing is bad. Let's respond quickly and with professionalism, and get through it.

Please talk to the two employees, and Connie, then call me. Thanks.

Paul Rickett  
Director of Client and Vendor Services, Hospitality Services

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San Francisco, CA. 94107

O: 415.530.2777 M: 209.809.6590  
E: [paul.rickett@theservicecompanies.com](mailto:paul.rickett@theservicecompanies.com)

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**From:** Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>  
**Sent:** Tuesday, September 17, 2019 10:20:06 AM  
**To:** Paul Rickett <[paul@acrobotoutsourcing.com](mailto:paul@acrobotoutsourcing.com)>  
**Cc:** SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>  
**Subject:** Fwd: Barlett Jason & Robert Smith

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**Connie Collica** <[conniec@dropbox.com](mailto:conniec@dropbox.com)> Tue, Sep 17, 2019 at 12:01 PM  
To: Jared Sablan <[jared@acrobotoutsourcing.com](mailto:jared@acrobotoutsourcing.com)>  
Cc: Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>, SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>, Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>, Anna Shova <[Ashova@dropbox.com](mailto:Ashova@dropbox.com)>

Hi Jared,

I'm confused as I did not mention having a Dropbox supervisor or manager speak with any contractors about any situation. In fact, I am encouraging Acrobat to speak with managers and/or contractors to treat this situation with utmost urgency and attention.

Connie Collica  
Senior Food and Beverage Operations Manager  
1800 Owens Street, San Francisco  
Dropbox

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Ariel Hasbun <ariel@acrobotoutsourcing.com>

Tue, Sep 17, 2019 at 12:15 PM

To: "conniec@dropbox.com" <conniec@dropbox.com>, Jared Sablan <jared@acrobotoutsourcing.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, SF Ops Team <sfops@acrobotoutsourcing.com>, Jaime Barnhart <jbarnhart@dropbox.com>, Anna Shova <Ashova@dropbox.com>

Hello Connie,

Jared note regarding that was was in response Olja stating the following:

Anna, thank you for the email. Robert stopped me this morning and wanted to talk. He explained the situation but he did not tell me anything about Jason pushing him or telling him he will see him "at 12". I told him I will talk to Jason to make sure that in the future he does not raise his voice and let the situation escalate like that. Jason apologized and said that it will not happen again."

He wanted to ensure that if staff reach out to direct them to Jaime or if any coaching needs to happen then it go through her as well. Hope this clarifies your query. I see that you had removed her from the thread in the previous response but he wanted to touch upon all the points to ensure we were on the same page. We will go back to the thread and respond there.

Thanks,

Best,

Ariel Hasbun  
Operations Manager

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E: ariel.hasbun@theservicecompanies.com

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

**Sent:** Tuesday, September 17, 2019 12:01 PM

**To:** Jared Sablan <jared@acrobotoutsourcing.com>

**Cc:** Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>; SF Ops Team <sfops@acrobotoutsourcing.com>; Jaime Barnhart <jbarnhart@dropbox.com>; Anna Shova <Ashova@dropbox.com>

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Ariel Hasbun <ariel@acrobotoutsourcing.com>

Tue, Sep 17, 2019 at 12:21 PM

To: "olja@dropbox.com" <olja@dropbox.com>, Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>

Cc: Anna Shova <Ashova@dropbox.com>, "conniec@dropbox.com" <conniec@dropbox.com>, "alif@dropbox.com" <alif@dropbox.com>, Jaime Barnhart <jbarnhart@dropbox.com>

Hello Olja,

Jaime has touched base with both staff members and is following up with those that witnessed the interactions. Once the investigation is complete we will determine the best course of action. As a friendly reminder, Jaime should be the person speaking to the employees and advise against a Dropbox supervisor having these conversations as it would be a violation of the co-employment policy we have in place.

Best,

Ariel Hasbun  
Operations Manager

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E: ariel.hasbun@theservicecompanies.com

If you are placing a last-minute order or calling off a shift, please call our 24-hour answering service at (800) 236-2276 ext. 2207



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**From:** Olja Goolsby <[olja@dropbox.com](mailto:olja@dropbox.com)>

**Sent:** Tuesday, September 17, 2019 9:56 AM

**To:** Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>

**Cc:** Anna Shova <[Ashova@dropbox.com](mailto:Ashova@dropbox.com)>; [conniec@dropbox.com](mailto:conniec@dropbox.com) <[conniec@dropbox.com](mailto:conniec@dropbox.com)>; [alif@dropbox.com](mailto:alif@dropbox.com) <[alif@dropbox.com](mailto:alif@dropbox.com)>; Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>; Ariel Hasbun <[ariel@acrobotoutsourcing.com](mailto:ariel@acrobotoutsourcing.com)>

**Subject:** Re: Barlett Jason & Robert Smith

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**Connie Collica** <[conniec@dropbox.com](mailto:conniec@dropbox.com)>

Tue, Sep 17, 2019 at 12:39 PM

To: Ariel Hasbun <[ariel@acrobotoutsourcing.com](mailto:ariel@acrobotoutsourcing.com)>

Cc: "olja@dropbox.com" <[olja@dropbox.com](mailto:olja@dropbox.com)>, Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>, Anna Shova <[Ashova@dropbox.com](mailto:Ashova@dropbox.com)>, "alif@dropbox.com" <[alif@dropbox.com](mailto:alif@dropbox.com)>, Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>

Thanks for the follow up Ariel.

We will be watching closely for updates regarding our team.

We want all contractors to be treated fairly, with respect, and given every opportunity to succeed. We look forward to seeing details on what Acrobat has in place as far as limiting, resolving, and continued coaching for these types of situations.

Thank you,

Connie Collica  
**Senior Food and Beverage Operations Manager**  
1800 Owens Street, San Francisco



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**Jaime Barnhart** <jbarnhart@dropbox.com>

Tue, Sep 17, 2019 at 12:40 PM

To: Ariel Hasbun <ariel@acrobotoutsourcing.com>

Cc: "olja@dropbox.com" <olja@dropbox.com>, Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, Anna Shova <Ashova@dropbox.com>, "conniec@dropbox.com" <conniec@dropbox.com>, "alif@dropbox.com" <alif@dropbox.com>

Hello All,

Both employees have been sent home. I am still currently gathering information from witnesses. We will follow up in regards to what decisions will be made, by the end of the day today.

Thank you,

**Jaime Barnhart**  
Onsite Supervisor at Dropbox

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**E: Jaime@acrobotoutsourcing.com**



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**Connie Collica** <conniec@dropbox.com>  
To: Jaime Barnhart <jbarnhart@dropbox.com>  
Cc: Ariel Hasbun <ariel@acrobotoutsourcing.com>, "olja@dropbox.com" <olja@dropbox.com>, Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, Anna Shova <Ashova@dropbox.com>, "alif@dropbox.com" <alif@dropbox.com>

Tue, Sep 17, 2019 at 1:07 PM

Thank you for the update Jaime.

We'll look out for your email EOD.

Connie Collica  
**Senior Food and Beverage Operations Manager**  
1800 Owens Street, San Francisco



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**Jaime Barnhart** <jbarnhart@dropbox.com>

Tue, Sep 17, 2019 at 5:20 PM

To: Connie Collica <conniec@dropbox.com>

Cc: Ariel Hasbun <ariel@acrobotoutsourcing.com>, "olja@dropbox.com" <olja@dropbox.com>, Claudia Revelo-Lee

<claudia.revelo-lee@theservicecompanies.com>, Anna Shova <Ashova@dropbox.com>, "alif@dropbox.com"

<alif@dropbox.com>

Hello All,

Just an update, Robert Smith and Jason Bartlett are both aware of their 1 day suspension (tomorrow 9/18). We are expecting them to return to work on Thursday 9/19 and I will be presenting both of them with a final written warning in regards to their behavior and responding to conflict, we will also be pulling them into a meeting for both of them to resolve any hard feelings and to apologize to each other for the words that were exchanged.

Thank you,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

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

Tue, Sep 17, 2019 at 5:28 PM

To: Jaime Barnhart <jbarnhart@dropbox.com>

Cc: Ariel Hasbun <ariel@acrobotoutsourcing.com>, "olja@dropbox.com" <olja@dropbox.com>, Claudia Revelo-Lee

<claudia.revelo-lee@theservicecompanies.com>, Anna Shova <Ashova@dropbox.com>, "alif@dropbox.com"

<alif@dropbox.com>

Hi Jaime,

Thank you for the update.

In the written documentation, is it possible to also have **signature acknowledgement** from both parties that they did indeed apologize and both have resolved all hard feelings, that they are both willing and able to work together in a respectful manner?

This would help showcase that they have both acknowledged and agreed if anything were to happen again.

Thank you for considering this additional line,

Connie Collica  
Senior Food and Beverage Operations Manager  
1800 Owens Street, San Francisco



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