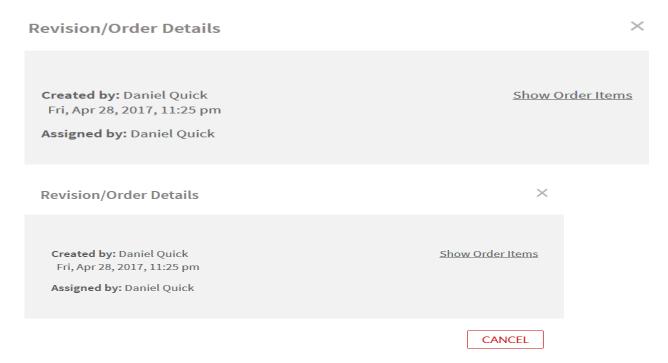


Betiel's May 1st schedule was altered and swapped with another specialist. Supervisors Maya Leonard and Natasha Herrick conducted the swap.



I was creating Shiftboard from April 25 to April 28th which is visible to all specialists via Shiftboard access. Betiel would of known prior to May that her schedule had not been loaded or updated. She could of reached out to ask about it. There was no issues with her being scheduled. I verbally confirmed with her that she is permanently Monday and Thursday and she has had that schedule since March 17th, 2017.

Unlike CorpSec schedules there is no changes to permanent schedules without notice being emailed or discussed. There is always an email that gets sent out if a person is being removed from the schedule for whatever reason there is (attendance/investigation/etc.). Betiel received no email removing her.

Betiel Desta	In Time	e (Scheduled) 🌘	5/4/2017 2:00 PM	
30959	Out Time	e (Scheduled) 🥡) 5/4/2017 10:45 PM	
28701 - Amazon Rufus 1.0 PM Security Specialist	Lunch Start (Scheduled) ② 5/4/2017 6:00 PM			
L	Lunch Duration (Scheduled) 0.75			
	Lunch Duration 0.75			
	(Scheduled)_new 🗿			
(Phase 1)				
(Phase 2)				
	Created By		Daniel Quick, 5/3/2017 9:03 PM	
	Last Modified By		<u>Daniel Quick</u> , 5/3/2017 9:03 PM	
Thursday, May 4, 2017			Next →	
			view settings	
	ſ			
	Revision/Order Details			
	Created by: Daniel Quick			
	Thurs, May 4, 2017, 12:32 pm			
		Assigned by: Daniel Quick		
		Last Status Update: Daniel Quick		
	Thurs, May 4, 2017, 12:34 pm			
(- (
(Rufus 1.0 PM Deployment) Betiel Desta (misc)	nocialist			
2pm - 10:45pm <u>28701 - Amazon Rufus 1.0 PM Security S</u>	pecialist			

May 3rd I had a discussion with Betiel over the phone confirming her permanent schedule and that she is scheduled to work on May 4th that I would be updating her Shiftboard. As you can see Salesforce was updated after I spoke with her on 5/3 at 9pm. At the time of this conversation she asked about

becoming full time again Monday-Friday as her modeling contract on weekends is permanent. Originally Betiel accepted a Friday through Tuesday schedule and once she was being issued uniforms she informed us that she could not work weekends. This information was passed on to Linh (Operations Mnager and she was dropped to part time and the schedule was created by Linh and Natasha Herrick. I am not sure what happened to her coming in for this shift as no one logged her as a No Call No Show and she did not clock in.

May 5th I was asked to send her an email to confirm again her permanent schedule which she never responded. Here is a copy of that email.

