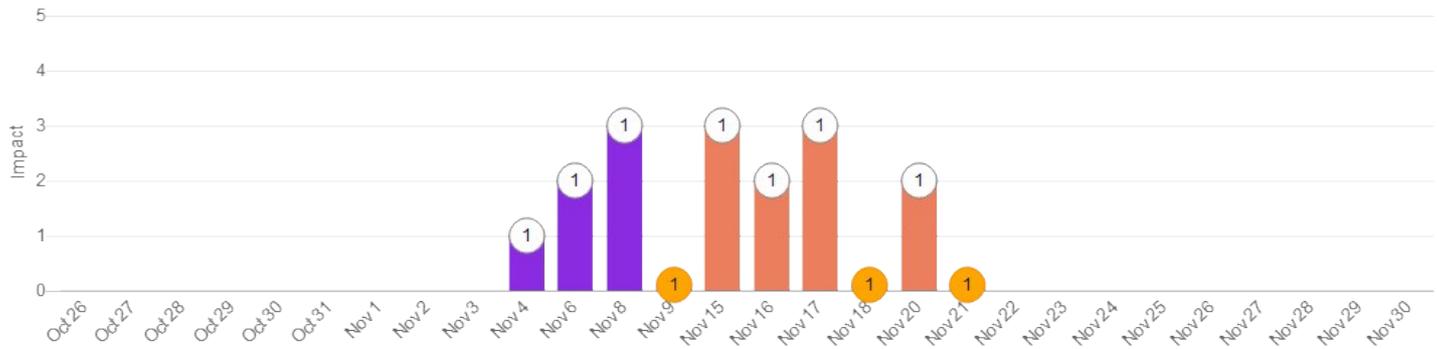


Employer Case - An Other

Threads: 2 Records: 10



BS Timekeeping and absences from work

#	Date	Completed by	Impact	Record
180	04/11/2017 10:15	An Other	1	BS arrived for work today at 10.15. He was due to start at 8.00am. He said his alarm clock hadn't gone off as his wife had forgotten to set it. He was very laid back about it even though we had to give his delivery round to another member of staff who we had to call in to cover the job. Gave him some stacking work to do in 'unreasonable' to ask him to do that kind of work and that he's going to complain to Bob the senior manager on Monday. - Impact 1

BS Timekeeping and absences from work

#	Date	Completed by	Impact	Record
181	06/11/2017 08:35	An Other	2	BS rang in at 8.35 to say he was ill and couldn't work. He has a stomach upset. He was due to start at 8.00. This is the second time we've had to call in another member of staff to cover his work. He leaves it late to call so the delivery round will be late starting and customers will complain. - Impact 2

BS Timekeeping and absences from work

#	Date	Completed by	Impact	Record
182	08/11/2017 17:30	An Other	3	BS - no show today and no call. Rang his mobile several times early in the day. It was switched off. At about 9am rang the landline number we had and spoke to his wife. She seemed surprised he wasn't at work but when I said he'd phoned in sick yesterday she said he was still ill. Felt very uneasy about the call. - Impact 3

■ BS Timekeeping and absences from work

#	Date	Completed by	Impact	Record
183	09/11/2017 08:00	An Other	0	BS arrived on time today and when I challenged him about yesterday he insisted he'd been ill and said his wife was 'stupid' - Impact 0

■ BS Concerning behaviour

#	Date	Completed by	Impact	Record
184	15/11/2017 15:45	An Other	3	Received a call today from ABC (the manager CW rang) It's one of our largest customers. They'd been expecting an urgent delivery at 12.00, arranged at short notice yesterday. BS had arrived at 2.45 and was rude to him when he complained about BS being so late. They had to let down their own customer who was 'hopping mad'. BS had sworn at him calling him 'a whinging bastard' and had been aggressive and intimidating. He said they had witnesses. He was saying his boss was thinking about using another company. Have asked for a meeting to try to avoid losing this essential customer and seeing what we can do to keep the work. - Impact 3

■ BS Concerning behaviour

#	Date	Completed by	Impact	Record
185	16/11/2017 08:00	An Other	2	Spoke to BS as soon as he arrived today about yesterday's complaint. He admitted he was rude but denied swearing and said the customer was rude first. He said it was always the same when he delivered to ABC and that the manager there 'has got it in for me' and 'deliberating winds me up.' He had no explanation for his lateness other than traffic but none of the other drivers had problems making deliveries in that area. It didn't add up. I told him we had set up a meeting to decide what we would do because of the seriousness of the complaint. BS then said he was having marital problems and was upset by his wife's 'bad attitude'. - Impact 2

■ BS Concerning behaviour

#	Date	Completed by	Impact	Record
186	17/11/2017 08:00	An Other	3	BS arrived on time today but almost immediately got into an argument with another of the drivers (DD) who had asked him what had got into him and why he was being such a pain. DD told BS that no one believed him being caught up in traffic when he was so late and everyone was worried about the company losing a major customer. BS lost it and pushed DD up against his van, threatened him then walked off. DD didn't want to make a complaint but the incident had been witnessed by our admin supervisor as she arrived at work. - Impact 3

■ BS Timekeeping and absences from work

#	Date	Completed by	Impact	Record
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#	Date	Completed by	Impact	Record
187	18/11/2017 10:15	An Other	0	BS didn't turn up today to attend the meeting we'd arranged to discuss his contact. His mother phoned to say there was a 'family problem' and he couldn't get here. She was asked by PD the director's secretary what was wrong but was evasive in her responses and ended the call quickly. The meeting was postponed. - Impact 0

■ BS Concerning behaviour

#	Date	Completed by	Impact	Record
188	20/11/2017 17:30	An Other	2	There has been a lot of discussion today among our drivers. There's talk of BS being arrested and being held in custody. There's also a suggestion he's been in Court. - Impact 2

■ BS Concerning behaviour

#	Date	Completed by	Impact	Record
189	21/11/2017 08:00	An Other	0	BS rang in to find out about the meeting he needs to attend about his conduct. I asked him what was happening and if he had been arrested. He was surprised I'd heard but said there was a problem at home and he'd been arrested for 'slapping the missus' He said it was 'a storm in a teacup' and nothing would come of it. He told me he was staying at his mother's today to let things cool down and would go home tomorrow. - Impact 0