

# Store 0884

Inbox

Wed, Sep 9, 9:21 AM (8 days ago)

**Bill**

**Ford <cford1331@gmail.com>**

to corporate\_compliance, bcc: Wally, bcc: bhappy5108, bcc: christyleamc

My employee information is CXF0XQF. I am a retired Insurance and risk manager now working part time.

Attached are two pieces of information depicting what happens at this store to almost every employee on an endless basis. Also attached is a photo of me being selected cashier of the month. Another attachment is indicative of the chaos that only gets worst each and every week at the store in the front end. My manager over the front end is Christy Lea Miller, a fabulous employee and human being who is as victimized as any one else. She is a pearl too often ground into the mud.

One Word document explains in narrative what happens at the store. The other document outlines yet another incident reported to Melanie the HR Director and no response has been forthcoming. There has never been any response to several incidents of a similar type reported to this position.

Last week an employee had a heated discussion with her about scheduling. He was angry and justified in his view if not his emotion, and in the presence of one or more employees she is alleged to have yelled Mother F at him. That is hearsay to me but I was told by the witness this occurred.

The very day I was told that I had been selected cashier of the month I discovered my hours had been cut . That has continued to where I now have 16 hours a week instead of 28- 30 hours. I have no interest in becoming a full time employee and after 21 months of employment believed that management valued my work product and would schedule me 25- 29 hours a week.

Feel free to review the schedule over the last four weeks and you will see the trend. You may also want to review that I have never missed a

shift and always accepted call ins when needed. Christy has indicated I get more online customer reviews than other cashiers.

Worst, management has seen fit to flood the store with new cashiers. We normally need four on duty plus the head cashier at most times when Garden is open. We now have two in Pro, two in the middle, one or two in Garden and one at Self Checkout plus the HC. Pure madness. We simply do not have a traffic flow to feed these many people.

I work at Home Depot to engage the customer and help the employees. When we are drowned with cashiers I no longer can do that as there are few customers available for me to access and serve.

Three times in the last week I have gone to the HC and reviewed coverage numbers with her then had her agree I am totally superfluous and accept my offer to leave. I did this yesterday for that very reason. Saturday I left thirty minutes earlier because the HC agreed she had nothing for me to do but indicated I could stay the balance if I wished. I told her I could not accept money under false pretenses but appreciated her offer and left. I want to engage customers and work not stand around and do nothing. I am not in this for the ten dollar an hour net paycheck. Be serious.

Recently, I have restocked the drink machines because we have so much redundant coverage. I did this last Friday and during that time we had two cashiers in Pro. I was the second. I was gone for forty five minutes filling the machines. The other cashier had three customers during that span of time. I could have remained there and helped with three customers in forty five plus minutes!

**The company has a practice of see something say something. Employees know better. I found a very unsafe condition late one afternoon on an aisle that every manager and employee traverses to reach the employee locker room. No one reported it. I did to the HC immediately. A young person, she did not know how to proceed at the time. I contacted Christy who was home off the clock. She forward the picture to the store manager and the unsafe condition was mitigated. I then was placed in a star chamber where I was asked if I wanted to work there .**

**It seems I was not suppose to contact Christy when she is off the clock. That is really funny because I have received texts about scheduling needs at 1 AM and as early the next day as 5AM. So I am on call but the manager is not and in reaching out to her I was indicating that I did not want to work there. Are you serious? You can not make that up.**

**At that same meeting I was told I was unprofessional. It seems each time I had a bad barcode and manually entered it I assigned it to a classification . I called it Eat Me. I knew no one had those initials or name. That was deemed unprofessional and the complete list of every bad code encountered for almost six months discounted. I used that name to gather attention. It worked. Any questions? Shame they did not apparently use the information it provided them.**

**I am bringing this to your attention for you to review. I am jaundiced and perfectly understand nothing will be done or even said. All I want is to be treated like a human being instead of disposable chattel property. Even used gum like a cashier on the sole of the company's shoe deserves that.**

**I want the opportunity to use my skills to serve the customer and make Home Depot money. My personal standard is be Present, be Prepared and Perform. Make sure the Depot is paid, incentivize the customer to come back and buy more and encourage the other employees to take heart and do more as much as a lowly part time cashier can do. Earn their loyalty and support.**

Given the excessive and wasteful over coverage this is no longer possible. Res ipsa loquitur. Let me know if you have any questions. Do you follow me? Thank you.

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

## **4 Attachments**

Wed, Sep 9, 10:44 AM (8 days ago)

## **Corporate Compliance**

to me

Hello Bill,

Thank you for contacting us. Due to the nature of your concern, we have forwarded your email below to the Associate Relations team. They assist current and former associates with matters such as this. We have received confirmation that a report has been created to document an investigation. You should be contacted within the next several business days or you may contact them directly by email at [myTHDHR@homedepot.com](mailto:myTHDHR@homedepot.com). If you wish to contact them to provide additional information or learn the status of the investigation, please reference **ticket #826530** in your email.

Regards,  
Corporate Compliance  
The Home Depot | 2455 Paces Ferry Rd | Atlanta, GA 30339

**Case Submitted: #00826686 - [EXTERNAL] Ticket #826530**  
**ref:\_00D1UzJ0z.\_5001Ue74IZ:ref**

---

myTHDHR <mythdhr@hr.homedepot.com>  
To: "cford1331@gmail.com" <cford1331@gmail.com>

Wed, Sep 9, 2020 at 11:12 AM

Thank you for submitting your request or documentation. Our goal is to process this information within 1 – 3 business days. Please see your case details below.

**Case Details:**

- **Case Number:** 00826686
- **Status:** New
- **Subject:** [EXTERNAL] Ticket #826530
- **Description:** Attached are a complete set of documents and a copy and paste copy of the original email. Please feel free to contact me at your convenience. Thanks.

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

We will review your request and follow up if any additional information is needed.

Thank you for the opportunity to serve you.

---

Ticket #826530

Wed, Sep 9, 10:51 AM (8 days ago)

**Bill**

**Ford** <cford1331@gmail.com>

to myTHDHR

Attached are a complete set of documents and a copy and paste copy of the original email. Please feel free to contact me at your convenience. Thanks.

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

## 5 Attachments



ReplyForward

## Case 00826686 Closed

Inbox ·

Fri, Sep 11, 2:10 PM (6 days ago)

**myTHDHR** <mythdhr@hr.homedepot.com>

to me

Thank you contacting us with your HR related concern. Your case is now closed. If you have any additional questions, please contact us and reference your case number (00826686).

Thank you for the opportunity to serve you.

Please do not remove or alter text below this line.  
ref:\_00D1UzJ0z.\_5001Ue74IZ:ref



ReplyForward

Thank you for your inquiry CHARLES - Re: Case  
#00826686 [ ref:\_00D1UzJ0z.\_5001Ue74IZ:ref ]

Inbox ·



Fri, Sep 11, 2:08 PM (6 days ago)

**myTHDHR** <mythdhr@hr.homedepot.com>

to me

Hello,

Thank you for reaching out to the HR Service Center. Due to the nature of your request/concern, please contact your Leader, HR Partner and or District HR Manager directly to obtain appropriate feedback and resolve in a timely manner.

- If you do not feel comfortable speaking to your leader or HR Representative, you can contact the AwareLine at 1-800-286-4909 or [www.thdawareline.com](http://www.thdawareline.com).

If you have any further questions or concerns please contact MYTHDHR by phone at 1-866-698-4347 Monday through Friday 8am to 8pm eastern or you may send an email to [MYTHDHR@HOMEDEPOT.COM](mailto:MYTHDHR@HOMEDEPOT.COM).

Thank you,

**HRSC Research Associate**

The Home Depot | HR Service Center

**my**THDHR

Fri, Sep 11, 3:18 PM (6 days ago)

**Bill Ford** <cford1331@gmail.com>

to Corporate Compliance

This is as laughable as it is unbelievable. See attached to refresh your memory. Please advise. 00826686 Closed  
Ticket #826530

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

Fri, Sep 11, 3:46 PM (6 days ago)

## Corporate Compliance

to me

Hi Charles,

That is indeed an interesting response. Given that your concerns require HR/Associate Relations investigation, our advice is to either report your concern through the AwareLine where your report will most likely be assigned to your District HR Manager (Angela Wires) for investigation, or reach out to Angela directly at [ANGELA\\_WIRES@homedepot.com](mailto:ANGELA_WIRES@homedepot.com) and relay your attempts to date and the associated ticket numbers from the HR Service Center (HRSC) note below.

Regards,  
**Corporate Compliance**

The Home Depot | 2455 Paces Ferry Rd | Atlanta, GA 30339

## Attached 00826686 Closed Ticket #826530

Inbox



Fri, Sep 11, 4:04 PM (6 days ago)

**Bill Ford** <[cford1331@gmail.com](mailto:cford1331@gmail.com)>

to gary\_l\_atkins, stephen\_underwood, megan\_a\_coleman

Angela Wires requested I forward this to you as she is out on a family leave situation. I have gone to compliance and HR in Atlanta and been closed. I believe that is a matter that needs attention and solution.



Please review the extensive documentation and correspondence attached and advise. Thank you.

I am attaching copies of correspondence for you to review plus all displays and information. Would like to have a response at your convenience if practicable.

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

## 6 Attachments

### Request for Review and Consideration



Wed, Sep 16, 8:20 PM (15 hours ago)

**Bill**

**Ford <cford1331@gmail.com>**

to craig\_menear, bcc: Wally, bcc: bhappy5108

Dear Mr Menear,

Attached is an electronic file that I am also sending as an overnight package. I had to add a brief addendum as an event happened after I had overnighted the package. It is in the electronic form only. It was sent to West Paces and that may be the wrong address. Please accept my apology if this is the case.

I believe it is important for you to briefly review this material. I hope you will find it of interest. Please have one of your associates contact me if you have any questions or I can be of any service. Thank you.

Sincerely,

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

## 12 Attachments

Wed, Sep 16, 8:24 PM (15 hours ago)

**Bill**

**Ford** <cford1331@gmail.com>

to Corporate

FYI. I am sending this also to the following people in addition to Mr Menear. Is there any place else I might go with it? If so please advise. Thanks.

Megan Coleman DM  
Steve Underwood DEM  
Gary Atkins MAPM  
Angela Wires

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

---

## 12 Attachments

"I just wanted to follow up from last week. The Addendum references a meeting held with Josh the store manager and Chris Sullins ASM.

During that meeting Josh accused me of being a thief. I do not have to take that and I am not going to do so. He had earlier called me unprofessional. That is bad enough given my credentials. So I work in a store where the HR person can curse employees and the store manager accuses one of being a thief and a third can threaten the employee for trying to help a customer.

Yessir the Orange Life just can not get much better than that. I would recommend someone reach out to me who is not connected to the store. I would like to contain this, receive an apology and have an end to the treats and harassment and character assassination. I hope you share in that vision and will agree to work with me to accomplish this shared goal.

Let me be clear. I am not willing to discuss this with anyone at the store level.

Thanks and have a great weekend.

P.S. You may want to review the credit card process I authored to help the company create more credit card holders. Also I was called in to work a sixth day this AM by a manager. I was happy to help the cashiers. I write this to remind all of you that I have a good attitude and always am ready to help out when the need arises. Note, the last time I worked a sixth day I was chewed out for doing so. Hopefully, this will not happen this time since it was an ASM that made the call. One of the reasons I was made Cashier of the Month. FYI. "

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

Fri, Sep 18, 2:01 PM (1 day ago)

## **WIRES, ANGELA J**

to me, Gary, Stephen, Megan

Bill,

Thank you for the update and we are partnering to address your concerns. We will update you once we have had a chance to review your concerns. It will most likely be some time next week.

Thank you again for reaching out,

Angela Wires  
District Human Resource Manager  
The Home Depot District 319|Midsouth  
Alabama, Tennessee and Georgia  
Mobile: (256) 244-3847  
Fax: (877) 959-0652

Mon, Sep 21, 3:44 PM (1 day ago)

**Bill**

**Ford** <cford1331@gmail.com>

to alicia\_amacker

Hi Alicia,

Hope you are recovered from the weekend sadness. Looking forward to spending some time with you tomorrow at 10 AM my time here in Alabama.

Not sure you have the attached as it was a late addition so I thought I would provide you it for encasements Thanks.

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

Mon, Sep 21, 3:59 PM (1 day ago)

**AMACKER, ALICIA**

to me

Good afternoon, Charles. I did get through the weekend, so thanks for asking.

I have it on my calendar to call you at 10am your time tomorrow; I look forward to speaking with you as well.

I am able to open the picture of your statement from your attachments, but for some reason can't open the Word document you sent. Would you mind trying to send it again?

Thanks and I'll talk with you tomorrow.

Take care,

Alicia

Mon, Sep 21, 9:43 PM (1 day ago)

**Bill**  
**Ford <cford1331@gmail.com>**

to ALICIA

Hello Alicia. See attached file. I am also copying and pasting text on that email. Thanks.

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

### **Addendum**

September 16, 2020

Dear Mr. Menear,

Enclosed is the electronic copy of a packet I overnighted to you. This was done early AM yesterday. When I reported to work a meeting was convened with the store manager Josh, Assistant Store Manager Chris and me.

Josh was kind enough to apologize for the slow response and blamed it on his bout with the Red virus. He added that my Concern letter to him required some support outside the meeting to answer.

Attached is a bad copy of the statement I wrote at the end of the meeting. Josh reviewed selected portions of my Concern letter. One involved scheduling. He explained how the company schedules part time employees. That explanation in no way justifies what is being done. However, it is what it is and we moved to the next topic. That involved my use of discretion with customers. My concern letter details how I use it to benefit the company in detail. He asked me if I was taking cash out of the register and did I have family living in Decatur. Wow accusing me of being a thief. Are you serious? He then reminded me that I had gone to him over a failed transaction that cost the company money. He remembered I wanted to make it good as I owned the error but again told me the company had no such system to access for this. Are you confused? I am.

Then we discussed with Chris the incident report. He was very nice about it. However, I received no apology and there is nothing being done to prevent a recurrence. I also told both of them

twice that when a situation like this happens I will require an opportunity to tell my side of the event. No agreement or promise was forthcoming.

Another piece of minutia. Cokes have been marked two for three dollars by the vendor but only cokes and Sprite. Everything else remains unchanged. I noticed the sign on the cooler. I discounted the eligible drinks when purchased based on the sign as initially the system was not catching it. I pointed this out to the FES and three HCs. They disputed with me until they saw the sign on the cooler. A day or so later I noticed the system was now giving the credit but you had to know where to look on the screen or you would miss it. I reported this to the same parties.

Josh asked why I was discounting drinks. I explained what had happened and he asked if I told anyone. I explained that I had reported it to four people listed above to make everyone aware and then reported to the same four people that the system was processing the discount. And for all this I am being grilled by management who still did not believe the cokes were being discounted by the vendor.

Nothing else was discussed. The other events and concerns that make up this package have not been answered nor discussed.

Interestingly, last Friday I emailed Angela Wires in Home office after the ticket was closed. I received an automated response directing me to other parties including Megan Coleman DM, Steve Coleman DEM and Gary Atkins MAPM. It is my understanding they may have reached out to HR in Atlanta who then may have arranged to have this meeting today. It appears to me this is more than a coincidence. A meeting held after a ticket is closed? Really?

Would you be so kind as to have one of your associates review this and reach out to me if they have any questions. My interest is serving the customer and helping the company make money even at this low level. Thank you.

P..S. What was written by me on the sheet is as follows

- “ 1. Schedule has been explained. I will comply per explanation.
2. Chris, Josh and I had a discussion about the incident I reported. We reached an accord.
3. Discretion on cash register was discussed. Proper, stable, and consistent use fitting company’s objectives and practices. No concerns among the parties.
4. Conference was adjourned.”

Charles Ford

CPCU JD CLU ARM AAI

678 477 2087 Cell

[Cford1331@gmail.com](mailto:Cford1331@gmail.com) Email

Sep 21, 2020, 9:48 PM (1 day ago)

**AMACKER, ALICIA**

to me

Thanks, Charles.

Sent from my iPhone

Thank You



12:42 PM (1 minute ago)

**Bill Ford** <[cford1331@gmail.com](mailto:cford1331@gmail.com)>

to ALICIA, bcc: bhappy5108, bcc: Wally

Hi Alicia,

Thank you for the hour plus of your time this morning. I wanted to take a moment and add a brief comment on some items we discussed that may be of value to you. My mind works slowly but it never stops processing. Lo! In no particular order consider the following:

1. I spoke to Brad and he may be calling you. I hope he does to help confirm what I raised with you about his condition and to help affirm my personal credibility with you. Again, Brad is a friend as well as ex associate.

2. Kevin Daugherty is the employee alleged victim of Melanie's MF statement. I do not have his phone number but his email address is [kevindaugherty344@gmail.com](mailto:kevindaugherty344@gmail.com). Also, to provide you full disclosure, we are friends as well as fellow associates.

3. The Concern letter was written and delivered many weeks before the Red virus hit. I did follow up with Josh briefly one day as we crossed paths at the men's bathroom and he told me he had read it and was reaching out for confirmation and that we would have a discussion when he had that info received.

4. The Bravo Card was meant and intended to show you another example of the schedule chaos. The PDF schedule copy shows the system having me stay an hour or even an hour and a half after the store closes as I note at the bottom. Again, supporting evidence for scheduling concerns.

4. April is an excellent HC. She is often tasked with the responsibility to arrange and detail the schedule and this often proves to be very frustrating for her. April is an excellent administrator so when she publishes this it is nothing but pure frustration and exasperation. I would implore you to reach out to her for some input on this as she is a fountain of knowledge and can detail scheduling problems the front end encounters. Her phone number is 256 522 8584. I am afraid I may have painted her in a bad light and that was not my intent. She is good people and I admire her greatly.

5. We did not discuss nor was there a need to review the credit card process letter or my actions in filling the coke machines. These were included as illustrations of my goal to help the company increase sales, revenue and profit.

6. I would be happy to have all receipts audited and I will gladly make good any amount the company may find as a result of my using discretion incorrectly. You indicated this would be considered training exercise. I will of course comply with the company requirements to not do this going forward and appreciate your offer of forbearance for my error in this area.

My only desired outcome for me personally is an apology should the company agree with me. Nothing more except a commitment to work together to have a system going forward that functions effectively and mitigates the happening and severity of events like these.

Please call or email me at any time should you have any questions or need anything from me. I appreciate what you are doing in these burdensome times.

Thanks again.

Kindest regards,  
Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell



6:27 PM (39 minutes ago)

**Bill Ford** <cford1331@gmail.com>

to ALICIA

Hi Alicia

Sorry to bother but I wanted to review the scheduling occurrence today. I was scheduled for 2 to 6. At 5PM we added several cashiers that swelled the number to six plus the HC. I went to the HC, a very good employee by the name of Emily. I indicated a willingness to leave since we had excess numbers. She was happy to accommodate my request for that reason. Just an example for your records. Thanks.

Charles Ford  
CPCU JD CLU ARM AAI  
678 477 2087 Cell

8:03 PM (1 hour ago)

**AMACKER, ALICIA**

to me

Thank you, Charles.

Sent from my iPhone