

Workplace Incident Report

August 24, 2020

This is to report an unfortunate and unnecessary event of an incident that occurred in the front end on Saturday afternoon between three and four thirty in the afternoon. I was the sole cashier in Pro and it was busy. We had the saw going full blast, more than one piece of mobile equipment engaged and the freight door often in use plus Kevin was assembling a wooden frame for a large piece of merchandise. Quite a cacophony. The cash register was equally busy.

A customer came in with two eighty-pound bags of Sakrete to return. I noticed and paused a checkout and requested he wait a moment so I could help him. When I finished with the other customer I did so. I scanned and ran a tape. I Printed, signed and dated it then asked him to go to Customer Service to process the return. I did not want the customer to pull it through the store and then us have to bring it back to the Pro end. I had started doing this over a month ago to make Customer Service's job easier, reduce restock process effort required and serve the customer in a small way. I then took the recall receipt and voided it in my register. No one had objected to or questioned this methodology for over a month.

The customer returned fifteen minutes or so later and said Customer Service required he bring the merchandise despite my signed and dated receipt. I called customer service and spoke with an employee that said Tina had required that. I asked to speak to Tina. The very first time it had ever been said to me. Remember the entire return was \$10 in cost. Between customers I managed to walk to the phone and that moment the decibel level in the Pro End reached a crescendo requiring me to yell to hear myself speak. Tina said she had to see it and that she "was doing her job". I then told her I would call the MOD to try and fix the problem. I called Chris Sullins but he did not answer. He called right back but I was having to check out several customers and could not quite get back to the phone. He ended the call just as I reached the receiver.

Several minutes later I called again and Chris Wasco answered. I began to explain to him what had happened and he stopped me and gave the phone to Sullins.

Chris broke off my review with the comment that this was company protocol. He then asked where I got off yelling at an employee. Curiously, he was yelling at me as he said this. Tina was also equally loud with me on our earlier phone call. He then threatened me with a separate conversation about my conduct. He then said I had to stop doing this. Stop doing what exactly? Then he specifically inferred there had been other cases. I said yessir and ended the phone call. As I was doing so the customer involved saw my facial distress and came over to me. He thanked me for trying to help him and recognized I was being chewed out for trying to do so.

So let me review this as follows:

1. I had started a process over a month ago to help make Customer Service's job a little easier and to make life a bit better for the customer. My job is to serve the customer and I thought in a small way this did so while at the same time it served the company's interest and protected the company's assets. No one had said anything about this methodology, and it had been accepted without comment.

2. The return involved was just barely ten dollars including tax. It involved 160 pounds of weight in the two bags.

3. When I asked Tina what was the problem she said she was doing her job and that specifically meant requiring the customer to serve her by lugging 160 pounds of merchandise to her from Pro instead of calling me to confirm or walking to Pro and serving the customer's needs by doing so.

4. When Sullins was apparently told by her he threatened me for my alleged conduct. Literally threatened me for trying to serve the customer and make life easier for Customer Service. At no time did he ever ask me what had happened. It is my understanding he was not present. I was one of the two people that were. It would have been nice to have been given a chance to tell my side of the fact pattern before being attacked and threatened for something I did not do.

5. I then was required to serve the next customer in the face of these threats and tongue lashing. I did so because that is what I do. I serve the customer. In this incidence the customer involved appreciated my efforts on his behalf so the company won despite what was being done to me.

5. I am a honest man. My word is my bond. I signed and dated the receipt. I had been led to believe by prior conduct that satisfied all company requirements as I am also an employee of the company. No one ever told me or instructed me at any time until Saturday this was not the case. When Tina told me she had to see the

items that had a \$10.00 value she was discounting my word. If that is policy so be it. You need only have told me.

If anyone has any questions or wishes to speak to me about Saturday, then I am available at any time.

A final note. Sullins referenced there had been other occasions I have supposedly yelled at an associate. No one has ever told me that nor have I ever been given an opportunity to review and tell my side of any such alleged occurrence. I deny categorically and if there are any alleged incidents then I request an opportunity to review. I believe I am a pretty reliable witness and an honest man. I am not without faults and error and when these occur, I appreciate having my iron sharpened.

Thanks.

Respectfully,

Charles Ford