Everyone can make mistakes, but sometimes these can have severe consequences. The employees of the insurance company Aviva Investor’s asset management division simultaneously received an email from the company’s HR department, which stated that they had been dismissed with immediate effect. Unfortunately, the email should have been sent to only one of the 1,300 employees in the division. Instead, the email informed all employees in the asset management division to hand over any company property and to maintain confidentiality after their dismissal. As shocked employees tried to come to terms with the news, they received a second email that retracted the earlier statement and issued an apology for the company’s error.71

a. Do you think it is ethical to dismiss anyone by email?

b. What might have happened if the mistake had not been spotted?

**a. Do you think it is ethical to dismiss anyone by email?**

In general, you shouldn't fire someone over the phone or over email. You owe it to the folks to have that dialogue face-to-face; after all, you are significantly affecting their ability to support themselves. A phone discussion would be appropriate in this situation if the person worked remotely, which is an exception to the rule.

Sending embarrassing or improper emails can harm a person's reputation, career, and professional credibility. Employees who breach their employers' email policy may be subject to disciplinary action up to and including termination.

**b. What might have happened if the mistake had not been spotted?**

It's against the law to fire a worker by email, and businesses aren't supposed to send dismissal emails to particular departments. Instead of sending an email to a group, the HR director must speak with the specific employee before firing them. Only then can an email be issued to the individual employee.

If the business did not realise its error, all of the employees would be let go, which would shock everyone.

A minimum of 30 days' notice must be given to the worker. Employees who are fired for misconduct may do so without pay or prior warning and on the moment.

One may file a lawsuit against them, but the Indian legal system is cumbersome. As a result, some employees seek retaliation by sharing their experience with the company's clientele and posting it on social media. Some small businesses will just give in to that, while others managed by local businesspeople who are bullies would use that as justification to file a defamation lawsuit against an employee. In the end, it becomes fairly complex. It typically leads to out-of-court settlements.