A company should always try by all means to retain its best staff for they contribute a lot towards achievement of company objectives. However no worker should ever receive any preferential treatment irrespective of how valuable to the company they are. Preferential treatment paints a bad picture on the other workers and drives the morale at the workplace even lower. In the case of the hardworking single mother who has childcare issues and transport issues from time to time will be a delicate situation which has to be approached carefully. The best way to approach the situation would be to sit down with the entire staff and try to find out many have transport problems, and if it is a significant number the company might have to intervene and provide shuttle services to the workers so that they will arrive to work on time and production will not be affected. On the issue childcare that would be a more personal issue and in this instance l would advise the single mother to take a couple of days off and try and find a permanent solution before returning to work. Workers leaving early for personal reasons will set a bad precedence which might be difficult to contain in the future (Ref-s767882). The SWOT analysis would also be helpful in making decisions when faced with delicate situations, where you have to weigh the costs against the benefits and the benefits should always outweigh the costs.