INVESTIGATION REPORT

**Date investigation commenced: 9-Mar-20**

**Date investigation completed: 10-Mar-20**

**Ship: Silver Wind**

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| **Reason for investigation:** | Formal Onboard Complaint |
| **Alleged section of code of conduct breached (if appropriate)** | N/A |
| **Allegation (if appropriate)** | Service Assistant Mary Jones has placed a formal onboard complaint alleging that she is forced to breach ILO working/resting requirements and to fake hours in time and attendance |

* CCTV Evidence attached Yes  No  N/A
* Witness Statements attached Yes  No  N/A
* Crew member statement attached Yes  No  N/A
* Images attached Yes  No  N/A
* Security Report attached Yes  No  N/A
* Further evidence attached Yes  No  N/A  If yes, please detail:

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| Screen shots of time and attendance system reports |

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| **Actions taken to investigate this case** | **Findings** |
| Statement from Ms. Jones | Ms. Jones claims that she regularly breaches ILO requirements by not getting enough rest and is asked by her Restaurant Manager to change her hours in the time and attendance system  Ms. Jones advises that she feels that it is a breach of ILO to work more than her 10 assigned hours per day |
| Witness Statement from Restaurant Manager Benjamin Davies | Mr. Davies claims that Ms. Jones allegation is not true. His statement alleges that she is disorganised with her recording of hours and that he has to follow up with her to record hours correctly. He alleges that she is often late for work |
| Witness Statements from Maitre’d Outlets | All witness statements given from Maitre’d Outlets confirm Mr. Davies’ statement |
| CCTV Footage reviewed for the past 7 days | CCTV footage confirms that Ms. Jones has entered and left her workplace at the times recorded in the time and attendance system |
| Review of time and attendance records | Time and attendance records show one ILO violation in the past month from a turnaround day with the explanation that Ms. Jones was assisting with delayed luggage loading. Ms. Jones has approved all hours |

**Conclusion**

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| Ms. Jones has approved her hours  CCTV supports the hours recorded  There is no evidence that Ms. Jones has been forced to work additional hours over and above what has been recorded  CCTV evidence shows Ms. Jones leaving and arriving in the workplace with adequate rest hours in between  It is clear that Ms. Jones did not fully understand ILO regulations  A potential explanation is that Ms. Jones has become confused as to what hours she has/has not worked due to her inaccurate reporting and has interpreted Mr. Davies’ requests to correct her Time and Attendance records as an attempt to cover up additional hours |

**Outcome**

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| Ms. Jones has been re-briefed in how to use Time and Attendance correctly  Ms. Jones has been re-briefed in MLC and ILO work and rest regulations  All Dining Room Management have been re-trained in ILO working and resting hours requirements  Ms. Jones has been advised of the potential outcome of false allegations |

**HR Manager Name: Jenny Rees**

**HR Manager Signature:**