

David Berlusconi

From: David Berlusconi
Sent: Thursday, 8 November 2018 11:02 AM
To: Mark Janus
Subject: RE: Outcome of meeting - Nareg (Reggie)

Hi Mark,

I don't think it's inappropriate, Michael is in charge of service operations at Alexandria however I am in charge of HR within the group and would have liked to speak to you without the operational interference before a decision is made. I have already spoken to Michael on this issue (including this morning) and he is aware I was going to speak to you on this point. Anyway moving forward, your previous email suggested he go and Michael was very clear that he doesn't want him working here anymore so I will respect both your decisions and speak to Michael about moving on Nareg today.

Regards.

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From: Mark Janus
Sent: Thursday, 8 November 2018 10:41 AM
To: David Berlusconi
Subject: RE: Outcome of meeting - Nareg (Reggie)

David,

It is inappropriate not to include Michael (The Department Manager) in these meetings and discussions. Like Michael, I am frustrated at having to put up with this nonsense. The fact is that Nareg Lied about the work he had (Or in this case hadn't) done which not only puts the business at risk under warranty audit, but also costs us a significant amount of money.

In my view, Lying is Serious Misconduct and creates an unworkable relationship as the person cannot be trusted. We can always take the soft option, however our actions set an example for the rest of our employees. I am happy to meet to discuss, but not without Michael present.

Mark Janus

Dealer Principal

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From: David Berlusconi
Sent: Thursday, 8 November 2018 10:33 AM
To: Mark Janus
Subject: Outcome of meeting - Nareg (Reggie)

I had the meeting with Reg (Ali) was present.

He had worked on a vehicle a week before that one that was the same year, model, millage and had the same problem. That vehicle required a new engine however it had previous overheating problems so Ford approved it asap. He did not think that was related this is issue.

With the vehicle in question, he checked it out and changed the head gasket but the cylinder head came back and had no issues. So he thought given the vehicle did not these know issues, and the cylinder came back fine, it was simply the head gasket (that he had replaced). So he reassembled it and found out it still had issues. It was never released back to the customer, nor did the vehicle leave the premises.

He admitted to no checking the engine distortion (as Ford instructed him to do) and knew should have done it. He said in his opinion at the time, it was clearly a head gasket issue.

He did say it was 12-13 hours wasted time. The engine is authorised already.

I should note Michael McCauley did say this was 30-40 hours worth of work. Note the 12-13 I was told. This is obviously lost time.

Reg said the work he did not cause the engine to be in the state it was. However he did acknowledge that he lied to Ford by not checking the distortion. He understands that they rely on him to make these checks and they assume things like this get done when told.

On the other issue, Ali will get me the job card. He said he didn't know about this but the RO said he worked on it, then he did.

Can we have a chat about this today (just me and you) without Michael. Understandably, Michael is very emotional on this point but I want to try and leave emotions out of this issue and remain objective. I personally believe this warrants nothing more than a second and final warning, so if you are looking to terminate of this, we should probably discuss the matter first.

Regards.

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