

SMART WEB NIGERIA LIMITED

28/30 Bukuru Bypass, Opp. Airtel Office, By British America, Jos, Plateau
Plot 1230 Oka Akoko Close, Off Lagos Street, Beside Access Bank, Garki 2, Abuja

Date: 23/06/2020

Name: Fabian Mbai Fuantuam

Opp. ECWA Goodnews, Mai-Adiko, Rayfield, Jos

Re: Warning for Being Rude to the Line Supervisor Over a Mistake on Ticket Id: #103782 – Wrong Account Renewal and Lack of Due Diligence on the Ticket Id: #818845 [Verbal Warning]

Dear Mr Fabian,

This letter serves as a written warning to you for being rude in your reaction to the query issued to you on the subject ticket.

As an obedient staff working in a corporate organization, you are expected to always observe due diligence in the course of your duty as being taught and oriented, and be open minded to admit mistakes for corrections when queried for any misconduct.

Following the above listed ticket Ids, the management has reviewed your conducts and found as follows:

Ticket Id: #103782

1. The client made a payment of 10K and requested to renew 1 domain at N4500, you decided to go contrary to the customer's request and renew 2 domains for him. You have never been taught to address customers' requests in that manner by your employer.
2. You took that decision without asking the client to know what the excess money is going to be used for since he only requested for the renewal of 1 domain. You have been guided on several occasions verbally and by writing to always follow up with clients with calls/emails over requests that are not cleared. Even if you cannot reach the client on the telephone, you ought to have funded or request for funding his e_wallet and inform him formally.
3. You solely acted as you decided without consulting a supervisor – this is in contrary to what you have been taught in discharging your deliverables. You are well informed to always consult a line supervisor or head on a decision taken but you neglected the management guidance and did otherwise.
4. Lastly, you assumed the Umar's verbal discussion with you (the date which we don't know) about the 'Staff Handbook' to be your own interpretation of the "consequence" as mentioned by the line supervisor in the query you received and transferred the money to the company's account, then you responded rudely to the management through the supervisor – this is a zero tolerance in Smart Web Nigeria Limited.

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Ticket Id: #818845

1. The customer's attempt to renew his domain of his reseller account failed on the 28th April 2020. You worked that day and did the 'To-Do-List'. You captured the failed to renew domain in your report and said you have resolved it. Unfortunately, the domain was never resolved and until yesterday, we the customer contacted us aggrievedly.
2. You should have diligently confirmed the correction you said you have done and be sure that the domain's renewal was successful by you and accessible online, but the reverse was the case.

The management has weighed the negligence and the unacceptable attitude you displayed in an effort to draw your attention to the consequence applicable to such, you are issued this Warning Letter (Verbal) and put on two weeks from 24 June 2020 to 7 July 2020 to see and access the level of your improvement. This is part of the DISCIPLINARY ACTION as stated in our Policy: <https://smartweb.com.ng/policies/Disciplinary-action-policy.html>

We hope that the disciplinary measure put in place to mend the misconducts of any staff for good of the company and employees will correct you and continue to be as responsible as used to be.

If you need my assistance or have queries, please feel free to reach out to me anytime.

You are requested to sign a copy of this letter to indicate your acknowledgement of the discussion and also document specific outcomes in the notes section below

Sincerely,

Name: Adinoyi Yoonus	Employee Name:
Title: COO	Employee Title and Department:
Date: 23/06/2020	Date:
Signature:	Employee Signature:
Any notes and follow up action:	

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Hello Mr Fabian,

We wish to let you know that a warning Letter has been attached to you regarding your misconducts as highlighted therein. This is a decision we have found necessary to take in order to correct you and prevent those who may intend to copy such an attitude and negligence from you.

Our guiding policy does not tolerate that in any form whatsoever or from anybody whosoever because such will tarnish the good image and can also thwart the income of the company.

Therefore, we urge you to go through the 'Policy Document', acquaint yourself with the context and comply strictly.

Smartweb should be a place or a system where things should work with or without supervision. However, whenever the supervision is necessarily needed, every staff should behave well to support the team work to achieve the 1 Goal.

Kindly find the attached warning letter and other necessary files.

Best Regards.



Adinoyi Yoonus
COO
Smart Web Nigeria Limited