**Inquiry Report**

**On**

**Professional Misconduct by Safety Wardens - Lahore**

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# 1. Background

Assistant Supervisor Syed Raza Abbas filed a complaint against the five safety wardens on 13th October 2022 for multiple disciplinary violations and inciting other safety wardens by creating a WhatsApp group where they sought guidance from former supervisors about project activities and adhere all instructions from him. He also shared screenshots of the controversial group CCTV footages and feedbacks of site managers as evidence and further proceeding of this matter. (Attached *as Annex C).*

## Allegations:

Following are the key accusations.

**Syed Bukhtayar**

1. Active participants of controversial group.
2. He used to provide pick and drop services to former supervisors during duty hours.
3. The compliance rate in the presence of SW is only 20%. ( check CCTV forages)
4. He was always found inside the office during the supervisor's visit.
5. The site manager and service champion give him full support while the supervisor visits and reports that he is doing great in the forecourt.
6. Encourage and motivate the teammates to create lobby against the New Supervisors.

**Syed Muqadas Aun Zaidi**

1. Active participants of controversial group.
2. Constantly sharing project updates with former supervisor and taking dictation on the same.
3. He failed to ensure proper dress code and discipline at site
4. The site manager has very poor feedback on his performance
5. He found absent during the supervisors’ visit.
6. Frequent use of mobile phone reported by site manager at site
7. He is not properly adhere job description as compliance ratio in the presence of SW is only 35% ( shared by the trainer)
8. He already has a warning letter and has been transferred to another site as punishment.

**Rafaqat Liaqat**

1. Site Manager/Retailer is not happy about his performance.
2. Use very abusing words about his former supervisor ( voice not is available as record)
3. During the surprise visit supervisor he always find in the rest area and use the phone during work hours.
4. He left the site without informing anyone during duty hours and had a meeting with other safety wardens.
5. Territory Manager also share unsatisfactory feedback about him
6. As per Retailer feedback if shell doesn’t terminate him then I will not allowed him to work at my site
7. He failed to perform as per require JD’s

**Ali Raza Hussain**

1. As per current Supervisor (Raza Abbas) he never find him at site during duty hours.
2. He always check in at site 11: AM.
3. The project compliance at his site is zero
4. Communication Gap with the site manager, unpresentable look and most of the times absent from the site.
5. Site manager has serious concerns about his performance
6. He was always found inside the office during the supervisor's visit.

**Hafiz Mubashar**

1. He is the admin of controversial group.
2. Unsatisfactory working performance as per the supervisors.
3. Site manager is not happy from his performance regarding project activities.

In response to the above complaints, Assistant Supervisor Raza Abbas is requested to issue a suspension on an immediate basis (attached as Annex) which they signed and admit all the allegations.

# 2. Methodology

In order to analyze the situation, a field visit scheduled and meeting conducted on 26th October to carry out individual meetings with the below-mentioned staff and collected their written statements:

* Syed Bukhtayar ( Yumana FS)
* Syed Muqadas Aun Zaidi ( Zaman PS)
* Rafaqat Liaqat ( Nishter FS)
* Ali Raza Hussain ( Shell DHA G Block)
* Hafiz Mubashar ( New Iqra FS)
* Feedback from the Supervisors from the most recent monitoring visit ( CCTV footages)
* Feedback from the site managers
* Feedback from the Senior Trainer Mr. Hanan Wajahat

Acceptance of all allegations signed by a number of safety wardens and audio messages, screenshots of the group were also obtained.

# 3. Key Findings

* Nominated safety wardens have accepted all the allegations.
* They were amicably resolved with the site manager and site staff so that you won't annoy us at the forecourt and impact our sales. We'll also let your superiors and Shell officials know about your positive feedback.

# 4. Conclusion

Following is the diagnosis of the investigation derived from our findings.

All allegation of the safety wardens have proven as evidences are available and they accept they were engage in all violations

By keeping in view all the people we interview and the testimonies we received, it can be proved that Safety Wardens have serious performance issues and they settle with the site staff which is why biker straddling compliance is very low in Lahore despite having a good number of teams.

# 5. Recommendations

After careful analysis of the entire situation it has been decided to recommend immediate suspension of all nominated SW’s as it will serve as a lesson to all other teams involved in violations and are unable to perform their duties as per TORs.