



Welcome to LabourWare – I am Gabriel Louli, and this presentation is designed to help you understand the benefits of a computerized (electronic) Grievance Management systems and what you should look for in a system. In doing so I will also introduce you to our GrievanceWare product, which we believe to be amongst the most powerful and flexible grievance management systems on the market.

## Why Electronic Grievances

- Manage both simple and complex Timelines
  - Get electronic reminders of upcoming deadlines
- Standardized Case Language
  - To achieve more consistent results
- Reference Collective Agreement Articles and Clauses
  - Better reporting and research

## Electronic Grievance Features

- Customizable grievance procedures
  - Both Union and Employer Steps
- Supporting Document Repository
- Flexible Case Types
  - Core – Individual, Group and Policy (Association)
  - Added Complaint (informal grievance)
  - Now new Custom Case Types such as Pre-Grievance, Inquiry, Seniority, Accommodation Claims

## Create Institutional Memory

- Many Unions and Associations lose their collective memories after a general election
  - Electronic systems can provide continuity from one executive to the next
  - Build your knowledge - instead of starting from scratch every 2 years
  - Stand on the shoulders of giants as you benefit from previous executive knowledge and experience.

## Ask Better Questions

- Electronic Grievance systems organize information in a systematic fashion
  - Leading to the ability of asking more complex questions
    - Instead of asking how many open grievances do we have – you can ask how many open grievances that reference Article 15, with a Category of Posting and key words of Salary, Tenure and Research, which are at Step 2 of the grievance process
- You can also lookup grievances by a variety of criteria – without having to rely on using ancient and convoluted numbering schemes



LabourWare is Web Based or Cloud Based software – which means you can log into it from anywhere you have an internet connection – your computer, a tablet or even a smartphone. Our application is hosted on an advanced server in a Class A Canadian data center in Toronto and mirrored in Vancouver. The datacenter monitors our server 24/7 and guarantees us 99.9 % uptime. Our application is protected by both hardware and software firewalls. This is your login screen – very secure as it is encrypted with 128 bit encryption – similar to your online banking. We handle all your backups and maintenance



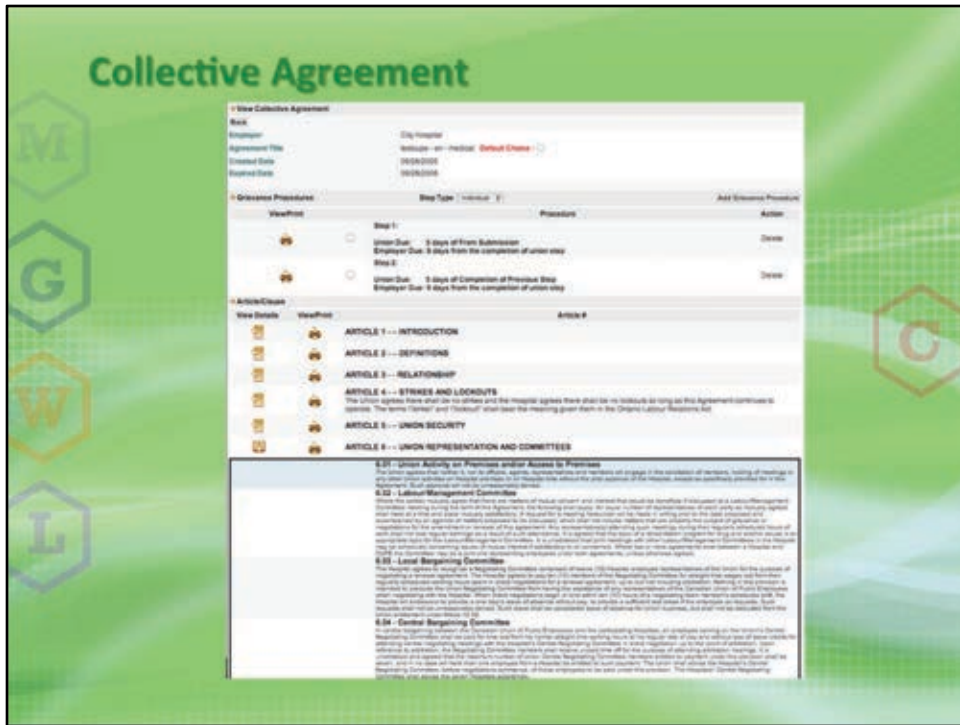


GrievanceWare is part of a larger integrated Membership and Grievance application we call Labourware.net. Once you login you are met with a screen that presents you with with a menu to navigate where you want, plus some quick shortcuts to your committees, upcoming events and any web links you want quick access to. To get to Grievances – we simply click on the first link.

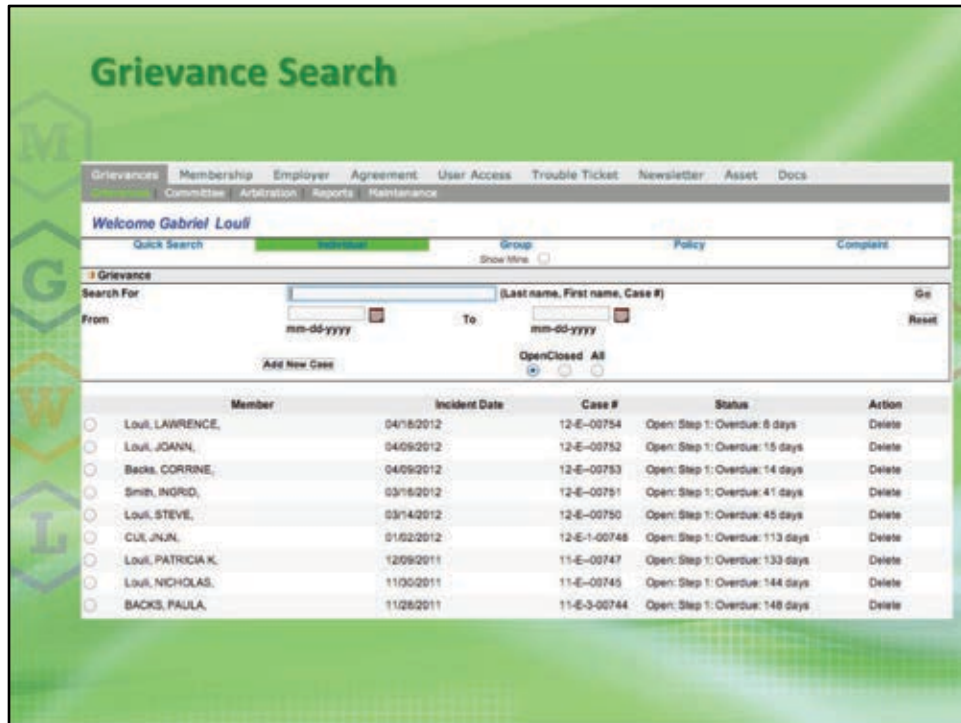


In order to manage grievances effectively, we need first to outline the rules of engagement – or Grievance Procedures. These procedures are attached to a specific collective agreement – which in turn is attached to an Employer. Within the Employer profile you will find the Employer address info, along with the Collective agreement (including the grievance procedures), Locations, departments and branches. You can even store employer contact information here.





We take your collective agreement in Word format, and Parse it down to the Article and clause level. We then create grievance procedures based on the the procedures outlined in the collective agreement. All this is done at the time of setup and will be ready for you to use by the time we are ready to do training.



Moving along quickly to Grievance search – when you click on the type of grievance – individual, group or policy – a list of grievances you have entered will be displayed. You can search for a grievance by member name or grievance number. You are presented with information on the members name, the incident date, case # and the status – open or closed and at what step.

**Advanced Search**

**Member Information**

Member Last Name

Member First Name

Address

Supervisor

Employer

Location

Department

Position

Collective Agreement

Filed By

Description

Classification

Seniority Date  To

Hire Date

**Grievance Information**

Employer Case #

Union Rep Last Name  First Name

Grievance Type

Case #

Category

Discipline

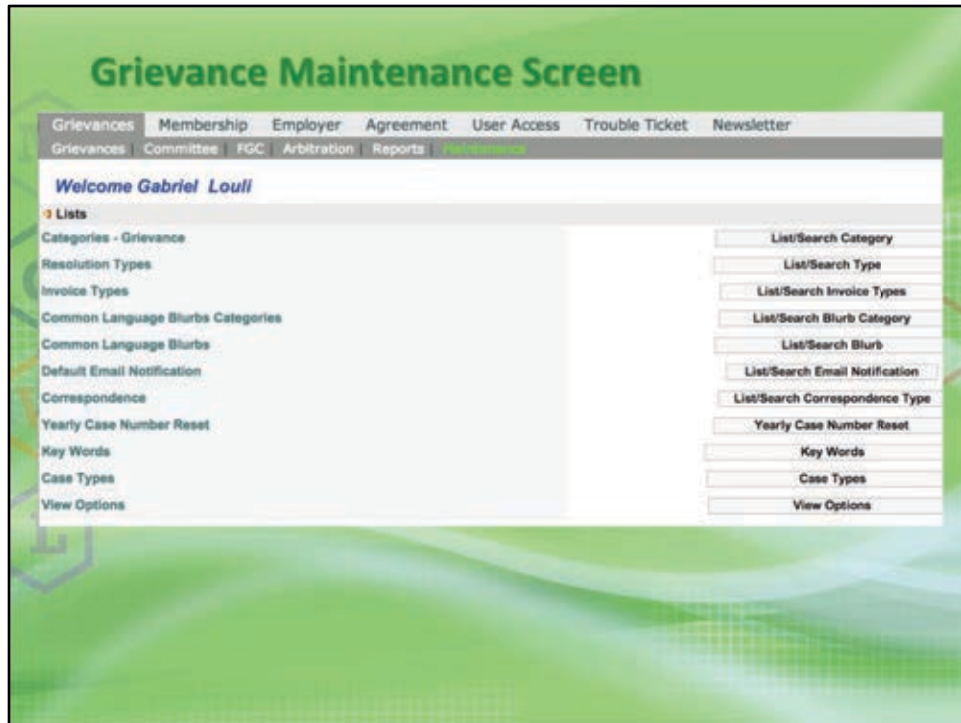
Posting

We have made it extremely easy to search for grievances. With Advance Search you can search using almost any field in the grievance itself or combination of fields – including the Claim, Redress and Details.



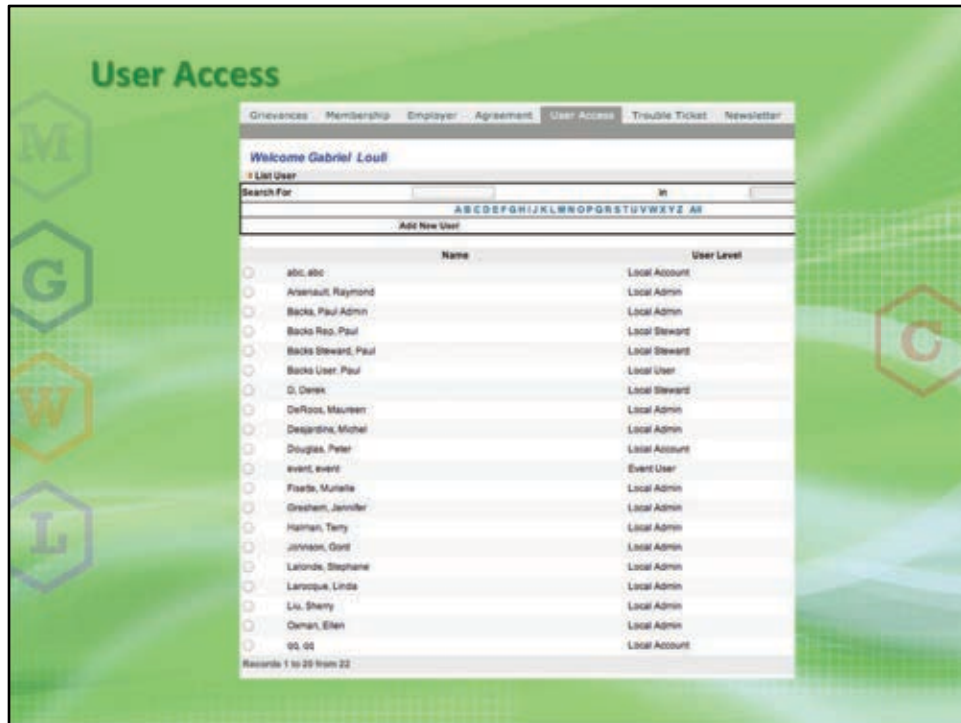
When you click on a grievance in the search results list you are taken inside the grievance where you will find all the details on the grievance – type, number, category, who the steward is, what articles and clauses are being grieved, the grievance claim and redress requested as well as the grievance timelines,

The reason an organization uses a computerized Grievance system is many fold – but one of the most important is the ability to draw information and intelligence out of its grievance database. Our Grievance List Report is an easy way to accomplish this task. You can ask questions as easy as show me all outstanding grievances or as complicated as show me all grievances at Location B with Supervisor X and a Category of Posting grievance and Article 9 Clause 9.05 that occurred in 2010. Very Powerful.




This is where you setup your Categories, Resolution Types, Setup Common Language Blurbs, Default Email Notifications etc. Our system was created to simplify the grievance process – so you spend a little time on this screen and a lot less time on the actual grievance creation process.





Our application has several different User levels – each providing a specific set of permissions. You control who can access the system and what they will have access to.

**Thank You**



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The background of the slide is green with wavy lines and faint hexagonal icons containing the letters M, G, W, and L.

Thank you – from our family to yours – we believe we have a superior Membership and Grievance software solution for Unions and Associations. It was developed with you in mind to be **simple** to use yet **powerful** at a very **affordable** price. We can help you level the playing field with your Employer.