Kansas City Southern Streamlines Incidents, Grievance & Disciplines For A Unionized Workforce Across US and Mexico

Kansas City Southern (KCS) offers the most seamless and efficient transportation option to cross the U.S.-Mexico border. KCS offers secure movements through extensive security measures including surveillance equipment and trained specialists along the transit line with strategic partnerships with other railroads, Intermodal Marketing Companies (IMCs), Transload Centers, intermodal facilities and ports etc.

The KCS rail network comprises approximately 6,700 route miles (10,783 km) in the U.S. and Mexico. KCS’ North American rail holdings and strategic alliances are the components of a railway network linking the commercial and industrial centers of the U.S., Mexico and Canada and beyond.
**Challenges**

KCS managed 8+ unions and complex collective bargaining agreements across US and Mexico involving extremely cumbersome paperwork for incidents, disciplines, grievances and appeals. The HR processes related to recruitment, onboarding learning and performance were dependent on the rules defined in the CBAs with their unions. The grievance and appeal processes required a complex workflow notification process along with history and reporting for financial tracking. The customer wanted a centralized grievance management solution for their unionized and non-unionized workforce with multi language support.

**Sodales Labor Relations Software**

- Complete visibility into incidents, grievances and disciplines with standard workflows with country localization
- Ability to schedule investigations with their due dates and auto reminders
- Fully integrated and real time CBA/policy rulebooks with a searchable engine
- Easily generate output letters using different types of templates and rich-text editor module for investigation notices, dismissal letter etc.
- Provides data, metrics & reports to enhance programs and enable regulatory compliance
- Tailored to business needs and industry specific requirements for utility

**Solution Benefits**

- Make better judgments about lessons learned to improve organizational policies.
- Real-time tracking of incidents, grievance, disciplines and appeals with standardized information tracking for all case types starting from incidents, grievances (step1- closure)
- Multi-union CBA management
- Better advice and consistent policy interpretation: Easily track grievances, bargaining and arbitration workflows with online CBAs and policy books.
- Ability to collaborate across external and internal parties with meeting scheduling