Workership

A data-driven worker voice platform

Spring 2019

www.workership.com
BACKGROUND: THE STATE OF WORKER VOICE

Harvard Dining Workers’ Strike
October 2016
PROBLEM: LACK OF WORKER VOICE IN WORKING CONDITIONS

- **60%**
  - US Workers who feel they don’t have enough say in their working conditions
  - Source: MIT Institute for Work and Employment Research

- **43%**
  - US Workers who made complaints and faced retaliation
  - Source: National Employment Law Project

- **24.9 MILLION**
  - Workers worldwide who are exploited in forced labor
  - Source: International Labor Organization

Lack of worker voice leads to poor work results and organizational inefficiencies
PROBLEM: REASONS WHY WORKER VOICE IS DIFFICULT TO SURFACE

**Fragmented Workers**
Workers are dispersed geographically

**Fear of Retaliation**
Workers are afraid to report issues

**Complex Legalese**
Workplace policies are difficult to understand

As a result, important worker priorities remain opaque and never surface
SOLUTION: WORKERSHIP’S DATA DRIVEN APPROACH TO WORKER VOICE

- Simplify workplace policies
- Get anonymous votes & comments
- Identify worker priorities

Curated by Local Worker Admins
Real-Time & Granular Data
### SAMPLE SCREENSHOT: CONTRACT TOPICS BREAKDOWN

<table>
<thead>
<tr>
<th>Article</th>
<th>Title</th>
<th>Upvotes</th>
<th>Downvotes</th>
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<tbody>
<tr>
<td>3</td>
<td>Rules Related to Union Membership for Employees</td>
<td>13</td>
<td>7</td>
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<tr>
<td>5</td>
<td>Electronic Submission of Information by Securitas</td>
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<td>3</td>
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<td>5</td>
<td>Authorization and Transfer of Union Dues</td>
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<td>7</td>
<td>Exemptions for being Late</td>
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<td>Policy on Lateness</td>
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<td>Meal Breaks</td>
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<td>Scheduling Rules</td>
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<td>Definition of Full Time and Part Time Work</td>
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<td>8</td>
<td>Wage Structure and Classifications</td>
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<td>Drafting employees to work outside their regular shifts</td>
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<td>Overtime Scheduling Rules</td>
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<td>Winter Recess Work Pay Rate</td>
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<td>Regular Holiday Pay Rate</td>
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<td></td>
<td>Eligibility for vacation or holidays</td>
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SAMPLE SCREENSHOT: VOTES AND COMMENTS ON SPECIFIC TOPICS

**Meal Breaks**

*Article 7.3*

**SIMPLE DESCRIPTION**

Employees are entitled to a 30 minute paid meal break for an 8 hour shift, but they need to ask for permission from Securitas management whenever they wish to do so.

**CONTEXT PROVIDED BY ADMIN**

The contract item doesn’t state that the meal break will be uninterrupted. The contract mentions that management will make a good faith effort to accommodate meal breaks for employees.

**LEGAL TEXT**

Article 7.3: Each Employee shall be entitled to a thirty (30) minute paid on site meal break within an eight hour shift. The Employer and the Union recognize that, in rare circumstances, Employees may have not made provisions for a meal during a period of work. In such cases, the Employer will make a good faith and reasonable effort to accommodate the Employee in order for the Employee to obtain sustenance. One such example could be where an Employee is required to hold over to work an additional shift. Employees are not permitted to leave post without either authorization from Securitas Management Personnel and/or being properly relieved. The Employer will make a good faith and reasonable effort to relieve employees of duty within a reasonable time when requesting a restroom break.

**Hours of Work**

Is this posting important to you? *Agree*

**Comments (Anonymous)**

Enter your comments here
ANALYTICS REPORTS: TAKING ACTION AND SOLVING PROBLEMS

Workership Data

Worker Demographics
- Department
- Workplace role
- ...

Worker Feedback
- Votes
- Comments
- New Topic Posts

Worker Issues
- Meal Break Policy
- Scheduling Rules
- Vision Care Benefits
- Parking Benefits
- Overtime Pay
- Workload Expectations
- ...

Useful Analytics on Worker Priorities

Worker Admins
Union Reps
Management

Automated, real-time reports with sentiments, patterns and predictive analytics can be used by decision makers to take action
TRACTION: PLATFORM USAGE AND IMPACT SO FAR

3 ongoing pilots, 5 on the pipeline

Workership data used in Labor Management meetings and Contract Negotiation Prep

Example Issues Identified/Resolved

- Safety
- Scheduling
- Meal Breaks
- Benefits
- Uniforms
- Health Insurance
PROJECT GOALS: BUILD ANALYTICS REPORTS VIA WORKERSHIP DATA
PROJECT GOALS: SAMPLE USAGE OF REPORTS

- Summarizing top worker priorities of the month for labor management meetings
- Tracking progress of implementation of working condition improvements
- Time series of worker satisfaction metrics
- Machine Learning to identify how to optimize on success metrics (e.g. reducing turnover)
SAMPLE ANALYTICS: MOST FAVORABLE AND LEAST FAVORABLE POSTS

**TOP 3 MOST FAVORABLE**

1. LMC 5/1/2018 Update on Uniform Provision
2. Exemptions for being late
3. Supervisor Status

**TOP 3 LEAST FAVORABLE**

1. Hazardous materials exposed in the workplace
2. Meal Breaks
3. Distribution of Schedules
SAMPLE ANALYTICS: SENTIMENT GRAPHS
SETUP: TECH ARCHITECTURE

FRONT-END

- HTML
- CSS
- Bootstrap
- jQuery

BACK-END

- php
- MySQL
PROJECT SUMMARY: SUGGESTED TIMELINE

1 week 2 weeks 3 weeks 6 weeks

Venue: At UMass VDC
Date/Time: TBD
Contact Info: abhi@workership.com
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