



# Workplace Integrity & Conflict Resolution Managed Services

Subscription-Based Mediation & Whistleblowing Solutions

**Dialogue Solutions Ltd**

“Partnering with HR for Constructive and Ethical Workplace”

“Building Trust, Ensuring Compliance, Strengthening Workplace Culture”



1

## About DSL

Our expertise in alternative dispute resolution (ADR) and whistleblowing services, our history and evolution from the Dispute Resolution Centre (DRC), and overview of our services.

2

## The Challenge & Solution

Financial and reputational risks of unresolved workplace conflicts and the importance of whistleblowing compliance. DSL's mediation and whistleblowing services are a cost effective & innovative solutions that enhance workplace integrity and compliance.

3

## How it Works

Overview of how DSL's services begin with an initial consultation to assess needs, followed by customized policy and process development. Illustrative case study demonstrating the success of these services in improving workplace integrity and retention.

4

## The Offer

Outline DSL's subscription-based service packages, detailing the features and benefits of the Bronze, Silver, and Gold levels. DSL's accredited mediators, proven track record, ISO-aligned processes, and scalable service mode.

# About Dialogue Solutions



- ➔ **Neutral** ADR for internal disputes, supported by an **efficient case management system** that enables our experienced mediators to assist employees effectively
- ➔ We have **long been established in commercial ADR and training**, and we are now adding **workplace ADR and whistleblowing** on a **subscription basis**—a first for the Caribbean. Our expertise ensures that organizations benefit from comprehensive, cost-effective dispute resolution and compliance solutions tailored to their needs.
- ➔ Our team consists of **highly skilled mediators and compliance experts** who are **deeply familiar with Caribbean legal systems and international best practices**. We have successfully helped organizations implement effective workplace dispute resolution mechanisms and whistleblowing frameworks that enhance transparency, accountability, and corporate integrity.

# About Dialogue Solutions Limited (DSL)

We are an independent, non-partisan entity established to provide alternative dispute resolution services and to promote alternative dispute resolution in Trinidad and Tobago and the Caribbean through advocacy, training and standard setting.

Through our MOU with the TTCIC and the fact that the former leadership of the DRC is with DSL, we are in effect also the formalized successor entity of the Dispute Resolution Centre Trinidad and Tobago (the 'DRC').

The DRC was initially developed by the Trinidad and Tobago Chamber of Industry and Commerce (TTCIC) as one of its divisions, and officially launched on August 24, 1996, by the Honourable Chief Justice, Michael de la Bastide.



# FROM DRC to DSL

## 2009-2014: Court-Annexed Mediation

In 2009, the DRC approached the Judiciary regarding the design and implementation of a Court-Annexed Mediation Service Delivery model. By March 2010, the Judiciary initiated a pilot project with the DRC, and this continued through till 2014. In total, 222 High Court matters were referred to mediation at the DRC with a total of 84% (186) completed with a settlement rate of 68%.

## 2019: Formation of DSL

Following the formal registration of Dialogue Solutions Limited in January 2019, the TTCIC concurrently entered into an agreement with DSL to provide all the alternative dispute resolution services that were previously provided by the DRC to the Chamber's membership and the wider public.

1

2

3

4

## 2014: Recognition

In November 2014, the DRC received an award from the Mediation Board of Trinidad & Tobago for Longest Standing Private Mediation Agency, recognizing the DRC's 18 years of leading the practice of mediation and arbitration.

## Present: Expanded Services

Dialogue Solutions Limited (DSL) therefore represents the amalgamation and continuity of the DRC's extensive legacy and experience in providing alternative dispute resolution services, including mediation, negotiation, adjudication, arbitration, and expert determination. Through ongoing innovation and evolution, DSL has expanded its services to include workplace mediation and whistleblowing compliance in accordance with local legislation and ISO 37002 Whistleblowing Management Systems – which we helped to develop.

Focus in this brochure

### MEDIATION



Mediation means a process in which parties discuss their disputes with the assistance of a trained third party (Mediator) who facilitates and encourages communication and negotiation between the Mediation parties and seeks to assist them in arriving at a voluntary agreement. Mediation sessions may be an informal meeting among the parties or a scheduled settlement conference. The dispute may either be pending in a court or potentially a dispute which may be filed in court.

### EXPERT DETERMINATION



Expert Determination refers to the appointment of an independent third party who will act as an expert rather than judge or arbitrator. The expert is mutually appointed by the parties to make a binding decision on the matter.

Expert Determination is an effective means of settling a complex technical issue or disputes between contracting parties privately.

### NEUTRAL NON-BINDING ANALYSIS



Neutral Analysis refers to a range of non-binding processes in which one or more parties retain a neutral to deliver an evaluation, either in person or via written report, based on the merits of the case. Neutral Analysis typically involves review of factual and legal positions either through briefs, oral arguments, mock exercises or an evaluation of what a likely Jury outcome might be.

## Workplace Integrity & Conflict Resolution Services Overview

### WHISTLEBLOWING SERVICE



A Whistleblowing Service provides a confidential and secure mechanism for individuals to report concerns about wrongdoing, misconduct, or unethical behavior within an organization.

Our service is compliant with ISO 37002 Whistleblowing Management Systems and ensures that whistleblowers are protected from retaliation and that reports are handled fairly, transparently, and effectively. We include triage service and investigation services as well.

### ARBITRATION



Arbitration is a private, non-judicial process for the settlement of disputes where an independent third-party, an Arbitrator or a panel of arbitrators, makes a binding decision about the dispute after receiving evidence and hearing arguments.

Arbitration is often used for the resolution of commercial disputes, particularly in the context of international commercial transactions. The use of arbitration is also frequently employed in consumer and employment matters, where arbitration may be mandated by the terms of employment or commercial contracts.

### DISPUTE ADJUDICATION BOARD (DAB)



DABs are typically associated with complex multi-million dollars construction matters. The DAB can be made up of one or a panel of three experienced, impartial and independent persons, selected by the parties and is normally organised before construction begins. It is also possible to agree to a DAB any time thereafter. Most DABs meet with Employer & Contractor representatives during regular site visits and encourages the resolution of disputes at job level. When any dispute flowing from the contract or the work cannot be resolved by the parties, it is referred to the DAB for final Decision.

→ To discuss which ADR method is best suited for your dispute, book a **FREE 30-Minute Consultation**

**Click HERE**

[www.dialoguesolutions.org](http://www.dialoguesolutions.org)

# Our Subscription Service is ready to be customized for you



We provide you with bespoke policies, processes, online portals, training, booking service, case management, triage tools, & service usage reports

➔ Whistleblowing

➔ Workplace Mediation

 <https://dialoguesolutions.org/>



# Our Team

## WORKPLACE MEDIATION



**Mr. Anthony Vieira, S.C.**

Executive Chair, Mediator,  
Arbitrator



**Mr. Brian Frontin**

Workplace Mediation Panel  
Mediator

## WHISTLEBLOWING



**Mr. Andrew Samuels**

Whistleblowing Service Lead  
Managing Director, Wislport  
Compliance



**Ms. Christiane Hope**

Administering Operations

## Commercial Mediation and Arbitration Panel

35 Highly experienced and specialized neutrals  
(local, regional, international)

## DSL Board of Directors

- Anthony Vieira, S.C. (Executive Chairman)
- Leslie Clarke
- Patricia Ghany
- Dennis Gurley, S.C.
- Dr. Axel Kravatzky (Vice-Chair & Corporate Secretary)
- Paul Solomon



**1**

## Managed Service Overview

One page overview of what is included and how the different components relate and fit together

**2**

## About the Service

Financial and reputational risks of unresolved workplace conflicts and the importance of whistleblowing compliance. DSL's mediation and whistleblowing services are a cost effective & innovative solutions that enhance workplace integrity and compliance.

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## Draft Pricing Sample

The key to our price competitiveness is the use of full-time (or high proportion use of neutrals and experts

**4**

## Organization

Anthony leads in public | Brian leads in background – more strongly in the beginning and then less when we are off the ground – we then form team of high use individuals | Andrew supports whistleblowing | Axel supports organization and sales | Christiane is administering operations

# The Workplace Mediation & Whistleblowing Challenge

01



**1,058** new industrial court cases filed in Trinidad & Tobago in 2022/2023

Significant increases in workplace disputes demonstrate rising conflicts and their growing impact on businesses (Industrial Court of Trinidad and Tobago, 2023).

02



**Workplace disputes have major economic impacts**

- The Petrotrin refinery shutdown (2013) cost approx. US\$16 million daily and severely impacted its reputation and operations (Reuters, 2013).
- Workplace bullying affects 54% of Caribbean employees, significantly decreasing morale and productivity (Hickling & Paisley, 2017).

03



**Whistleblowing protections strengthened in Trinidad & Tobago**

The 2024 Whistleblower Protection Act mandates:

- Confidential internal reporting channels
- Protection of whistleblowers against retaliation
- Thorough investigations and accountability measures
- Employers must comply to avoid legal penalties and reputational harm

04



**Ignoring conflicts and whistleblower reports results in severe business risks**

- High legal costs from increased industrial court cases
- Significant financial losses and operational disruptions (Massy Group whistleblower case)
- Potential reputational damage due to unresolved issues or public scandals (Petrojam scandal, Kaieteur News, 2022)

# Our Solution

## Workplace Mediation & Whistleblowing Compliance Systems (incl. policies, processes, training) on a Subscription Basis

### Workplace Mediation



Neutral ADR for internal disputes, supported by an efficient case management system that enables our experienced mediators to assist employees effectively

### Whistleblowing Triage & Protection



ISO 37002-aligned frameworks, featuring a robust system of policies, processes, and training, along with advanced whistleblowing technology that safeguards whistleblowers and facilitates defensible evaluations of claims

### Conflict Prevention & Compliance Training



Our system includes customizable policies, processes, and training, all designed to integrate seamlessly within organizations.

It also features internationally recognized processes and standards, ensuring compliance with legal frameworks.

Additionally, we provide expertise in Caribbean court and legal systems, enabling organizations to implement a comprehensive approach to workplace mediation and whistleblowing management.

# DSL Managed Services Overview

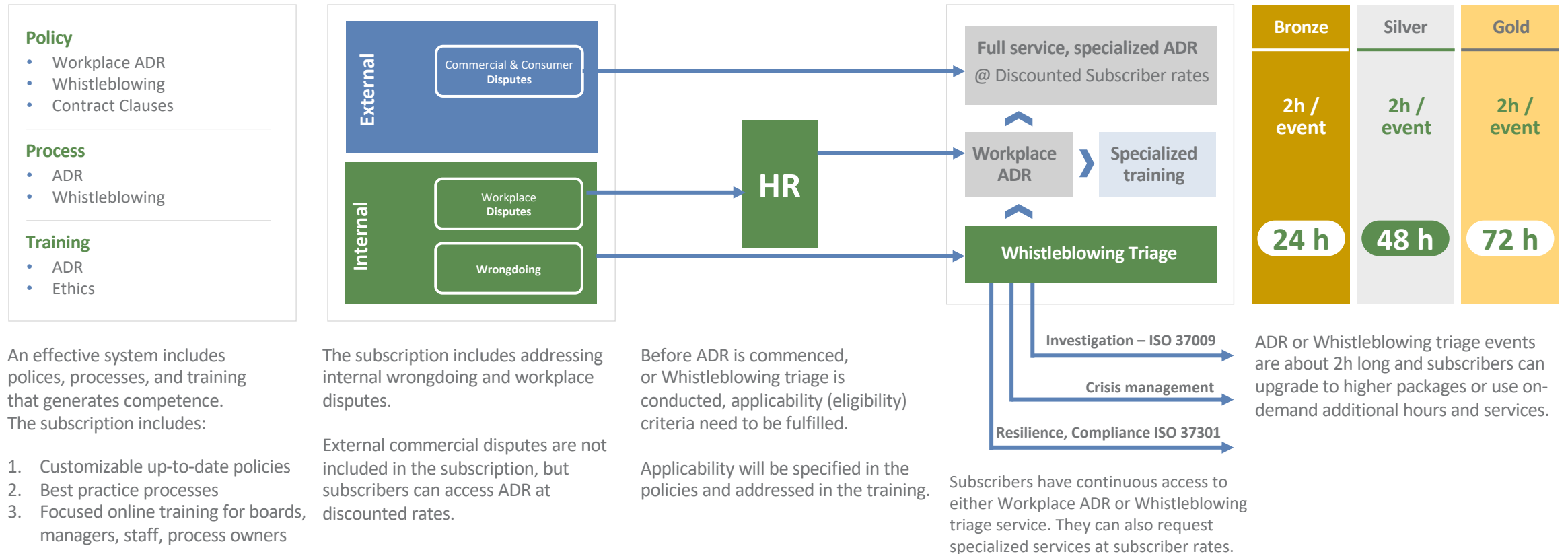
## Lay Foundation of effective System with customized best practice

## The subscription covers services triggered by two types of internal events

## Lens of Eligibility

## Integrated Services

## Base Packages



# Key Features & Benefits



## → Technology-Enabled Solutions

We have purpose-built online systems that leading companies rely upon to administer their cases efficiently and effectively. Our systems provide clear and reliable audit trails of documented evidence, ensuring compliance with legal requirements and ISO standards that we helped to develop.

## → Confidential Whistleblowing Framework

We have purpose-built online systems that leading companies rely upon to administer their cases efficiently and effectively. Our systems provide clear and reliable audit trails of documented evidence, ensuring compliance with legal requirements and ISO standards that we helped to develop.

## → Flexible Service Packages

Tailored for businesses of all sizes, our subscription model ensures the most cost-effective solution for companies. A subscription guarantees the lowest cost possible, and if a company requires additional services on occasion, they will benefit from rates lower than freelance rates or standard hourly fees. If their needs change on a more enduring basis, they can adjust their subscription package up or down. Subscribers to workplace ADR services also benefit from lower rates for ADR in commercial disputes that are not part of the subscription package.

## → Proactive Dispute Resolution

Workplace mediation provides a confidential and neutral space for resolving disputes, allowing parties to maintain control over the outcome and fostering compliance. It focuses on early resolution, preventing escalation and costly legal battles, while emphasizing repairing working relationships and finding practical solutions thereby benefiting both individuals and the organization.

## → Compliance-Driven Approach

Aligns with employment laws, whistleblower regulations, and industrial relations frameworks to ensure organizations adhere to best practices in dispute resolution and labour rights management.

## → Extensive Experience

Our team has decades of expertise in workplace mediation and whistleblowing compliance, utilizing internationally recognized processes and standards. Our Executive Director, Senator Anthony Vieira, is a Senior Counsel, as are several of our board members. Our founder, Elizabeth Solomon, and our board member, Dennis Guerly S.C., previously served as Executive Director and Chair of the Dispute Resolution Center at the Trinidad & Tobago Chamber of Industry and Commerce. Additionally, Dialogue Solutions has a Memorandum of Understanding (MOU) with the Chamber to handle all disputes brought to it, reinforcing our leadership in dispute resolution across the Caribbean.

# Contents.

1

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One page overview of what is included and how the different components relate and fit together

2

## Base Packages

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# How it Works



 We are active contributors and leaders in legislative developments within the Caribbean region, and we also lead internationally in the development of the ISO 37000 series of governance standards. These include ISO 37002 (whistleblowing), ISO 37001 (anti-bribery), ISO 37009 (internal investigations), and ISO 37301 (compliance management)—many of which have been adopted as national standards within the Caribbean. Our expertise ensures that organizations benefit from governance frameworks that meet the highest international and regional standards. We also help clients keep their policies and procedures current with legislative or best practice developments, informed by case law within the Commonwealth.

# Case Study

## Mediation & Whistleblowing Success Story



- ➔ Real-life scenario where mediation and whistleblowing services improved workplace integrity and retention
- ➔ Success Rate: **89%** dispute resolution effectiveness (CEDR)





# Restoring Workplace Integrity & Retention Through Mediation and Whistleblowing



## Context:

### The Hidden Cost of Workplace Conflict

Workplace disputes, if left unaddressed, can escalate, damaging team morale, increasing turnover, and costing businesses significantly in lost productivity and legal risks. Research by ACAS estimates that workplace conflict costs UK employers £28.5 billion annually, with nearly 500,000 employees resigning each year due to unresolved disputes.

In a hybrid work environment, tensions can intensify due to miscommunication, remote work isolation, and lack of direct supervision, making early intervention crucial. Yet, many employees hesitate to report issues due to fear of retaliation, further entrenching toxic workplace cultures.



## Case Study:

### Turning Conflict into Collaboration

A mid-sized corporation experienced rising grievances related to bullying, favouritism, and lack of transparency, leading to increased resignations, legal complaints, and declining team cohesion. Employees feared speaking out, and disputes escalated into formal disciplinary actions, disrupting operations.

#### Our Intervention:

- **Mediation:** Neutral, structured conversations facilitated by certified mediators helped parties find common ground and rebuild trust.
- **Whistleblowing System:** A confidential reporting mechanism empowered employees to raise concerns safely.
- **Leadership & Governance Training:** Managers received targeted coaching on conflict resolution, accountability, and ethical leadership.
- **Policy & Culture Shift:** Workplace policies were revised to embed early dispute resolution and encourage a culture of open communication.



## Measurable Outcomes:

- **Reduction in employee turnover** within 12 months.
- **Higher engagement and willingness to report concerns safely.**
- **Fewer formal disputes and lower legal costs.**
- **Improved collaboration and workplace morale.**

By integrating mediation and whistleblowing, the organization not only prevented costly conflicts but also strengthened its reputation as a fair and responsible employer.

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1

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3

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# Subscription-Based Service Packages



## What's Included

### Bronze

- **24 hours** per month for workplace ADR or Whistleblowing triage (estimated at 2 hours per event)
- Special subscriber rate for full-service specialized ADR, Whistleblowing, and specialized support (training, investigations, legal, etc.)
- Secure communication for ADR or Whistleblowing requests via a customized international platform, including a confidential WhatsApp channel
- Modern specialized software for secure and confidential case management
- Customizable up-to-date policies compliant with ISO 37002 (Workplace ADR, Whistleblowing, Contract Clauses)
- Best practice defensible processes compliant with ISO 37002
- Focused online training for boards, managers, staff, process owners (ADR, Ethics)

### Silver

- **48 hours** per month for workplace ADR or Whistleblowing triage (estimated at 2 hours per event)

And all features of the Bronze-level features

### Gold

- **72 hours** per month for workplace ADR or Whistleblowing triage (estimated at 2 hours per event)

And all features of the Silver-level features

# Indicative Monthly Subscription Fees (USD & TTD)

Packages with different amounts of professional time for larger & smaller orgs.

Corporate Packages	Bronze (24h)	Silver (48h)	Gold (72h)
Corporate Group (US\$)	US\$ 4,560	US\$ 8,400	US\$ 11,520
TT\$ Equiv (6.8)	TT\$ 31,008	TT\$ 57,120	TT\$ 78,336
SME Packages	Bronze (8h)	Silver (16h)	Gold (24h)
Statutory Body (US\$)	US\$ 1,120	\$2,080	\$2,880
TT\$ Equiv. (@ 6.8)	TT\$ 7,616	\$14,140	\$19,584



- Subscription hours can be applied to whistleblowing or workplace mediation.
- If an organization is unsure how many whistleblowing events or workplace mediation requests it should expect, it can start with lowest, bronze, package and upgrade at any time.
- Professional fees, training programme, policy and process provision and (limited) customization support as well as monthly reporting, and regulatory and good practice change monitoring and advice are all included in the fees.
- Higher subscription packages are more cost effective.
- Additional professional fees for extended mediations, or investigations, legal advice and other services are also discounted for subscribers.
- Subscribers also benefit from reduced commercial ADR professional fees.
- Introductory offers and trial subscription services are also offered.
- Full subscription details are provided in the contract.



# Why Choose DSL?



Accredited Workplace  
Mediators &  
Whistleblowing Experts



Proven Track Record in  
Conflict & Compliance  
Management



ISO-Aligned Processes &  
Compliance with the law,  
Best Practices



Scalable Service Model for  
SMEs, Large Enterprises  
Ministries, Statutory Bodies

# Get Started Today!



## Contact



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[Book a Free Consultation Today](#)

**Invest in a Resilient, Ethical, and Harmonious Workplace!**