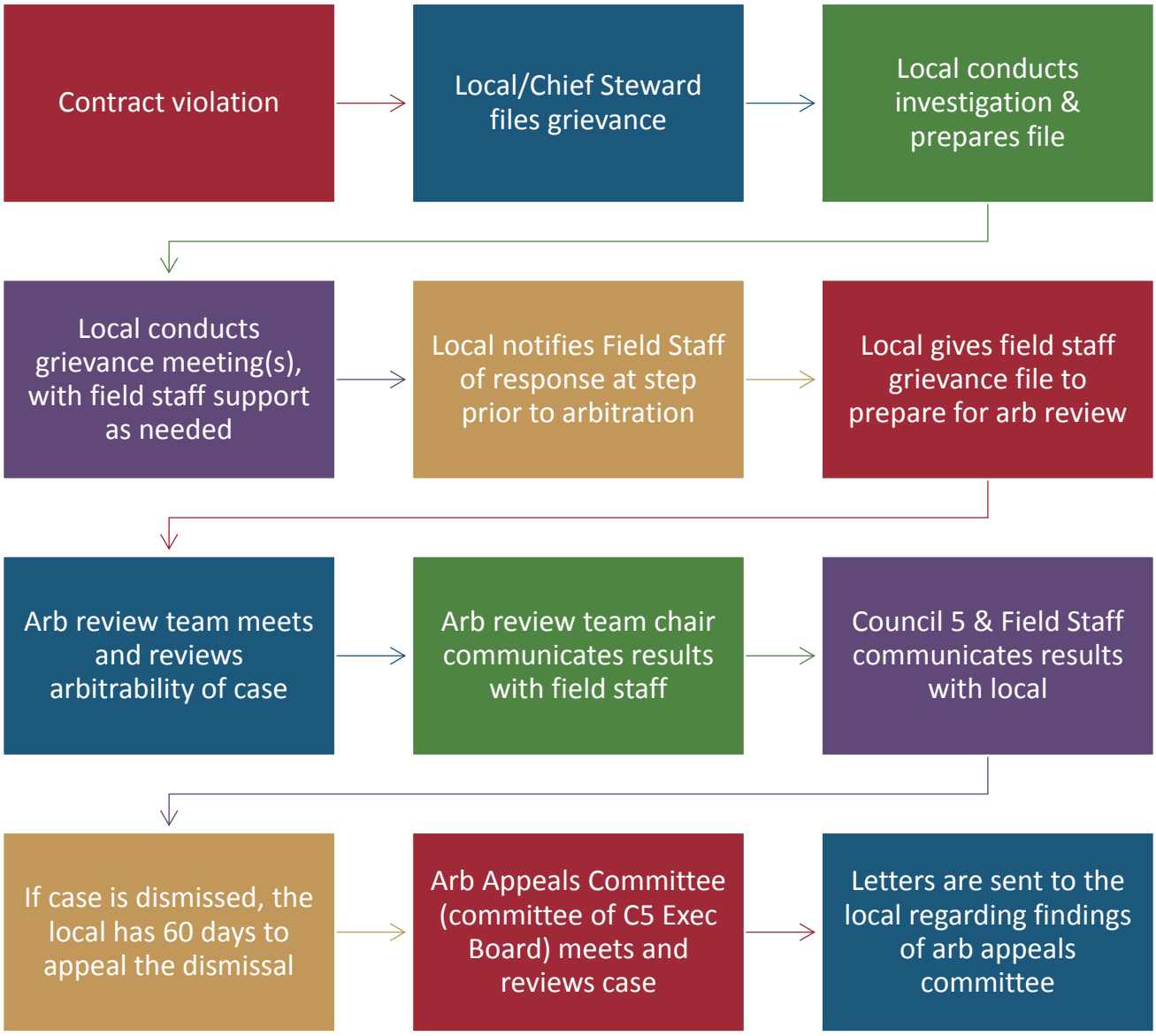Grievance Arbitration Process