

PRESS RELEASE

General Mills signs License Agreement with Tugboat Software for unique labor scheduling software application

Newport Beach - April 16, 2004

Tugboat Software, a provider of innovative team management solutions, today announced a major new agreement to license its Schedule Optimizing Software (SOS) to General Mills, a leading global manufacturer and marketer of consumer foods products.

SOS provides General Mills with a tool to fully automate and streamline the process of allocating labor resources in their food processing plants. Responding to last-minute changes, reducing staff and workload, and enabling more efficient use of labor are some of the benefits that General Mills will achieve through the implementation of SOS.

Like many food processing operations, each of the various General Mills plants comes with their own particular work rules, policies and practices that govern job assignments on the manufacturing floor. To meet the changing labor demand needed for General Mills' just-in-time product manufacturing, SOS provides a powerful tool set that combines these work rules and policies into an 'engine' that automatically generates the appropriate assignments for the entire workforce.

This new agreement builds on the history of success that Tugboat Software has achieved with General Mills by providing and supporting SOS in several General Mills plants over the past years. The software has been proven to be very successful in plants with both complex work rules and union labor agreements. Where SOS is in use, the workers appreciate the fact that the software is completely fair and objective. By making all job assignments strictly according to the local work rules, SOS removes all of the favoritism and politicking that is typical with scheduling. The employee 'Kiosk' feature empowers every worker to express and manage their own objectives for time off, access to desired overtime assignments, or job and shift preferences, etc.

SOS is a complete scheduling package with modules that embrace all of the building blocks needed for workforce scheduling. General Mills licensed the Core SOS Application, and modules for Absentee Scheduling and Tracking, Step Letter System, Training Scheduling and Tracking, Vacation Scheduling, Automated Overtime, and the Employee Access Kiosk.

About General Mills

General Mills, with annual net sales of \$11.5 billion, is a leading global manufacturer and marketer of consumer foods products. Its global brand portfolio includes Betty Crocker, Pillsbury, Green Giant, Haagen-Dazs, Old El Paso, Yoplait, and others. It also has more than 100 U.S. consumer brands, more than 30 of which generate annual retail sales in excess of \$100 million. General Mills is also a leading supplier of baking and other food products to the foodservice and commercial baking industries.

About Tugboat Software

Tugboat Software is a provider of innovative team management solutions that dramatically streamline the utilization of human resources and strengthen decision support. Their customers recognize that cutting-edge solutions for both managing software development and automating workforce scheduling are integral to their business operations and are critical to raising employee performance, operating at peak efficiency and reducing cost of operation. With Schedule Optimizing Software® and Roundtable® TSMS, Tugboat Software delivers products and support to its industry-leading customers around the world in both manufacturing and software development.

SOS® is a trademark of Tugboat Software

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