

## **Peer Evaluators**

In an effort to address issues involving exclusion, harassment and discrimination in the workplace, we reaffirm our support and commitment to the Minneapolis Peer Evaluator process. This is a joint venture between NALC and USPS.


Two letter carrier craft employees will be selected jointly by labor and management. They will be trained in mediation. They will be responsible for evaluating carrier concerns, providing them with information on how their concerns can be addressed via the Postal Service formal processes and also helping to mediate and communicate carrier feelings. Here's how it will work:

Any carrier concerned with issues of exclusion, harassment or discrimination may call the Peer Evaluators at their USPS office #. They will assess the carrier(s) situation and determine if a face-to-face visit is necessary. Once their assessment is complete, they will report to the Minneapolis Postmaster and Branch 9, NALC President so they can decide on the appropriate action or response. It will then be the Peer Evaluator's responsibility to communicate with you about their actions. The Peer Evaluators may also conduct follow-up calls to see if the issues raised have been addressed properly. This process will provide an opportunity to identify and address issues for early intervention.


### **Program guidelines are as follows:**

1. Peer Evaluators will be on the clock for their investigations. Investigations must take place during normal hours.
2. Station Managers, with Peer Evaluators, will release the employee within 48 hours of a request.
3. Peer Evaluators will conduct a phone interview with employees to determine the scope of the complaint. If needed, they may go to the unit for further investigation.
4. Peer Evaluators names and phone numbers will be posted at all units on union bulletin boards.
5. Peer Evaluators will notify the Postmaster and Union President, via email, before beginning an investigation.
6. Peer Evaluators will complete a standard report and email it to the Postmaster and Union President within 24 hours of completing an investigation.
7. Postmaster and Union President are responsible for follow-up and actions based on Peer Evaluators recommendations.
8. Peer Evaluators will attend Labor/Management meetings to give an overview of activities.
9. Every legal effort will be made to provide privacy and confidentiality. All issues must be forwarded to Minneapolis Postmaster and Branch 9, NALC President (or their designees) for action.
10. Information from reports can't be used for disciplinary action. Subsequent investigations by management can lead to corrective action.

You have our commitment to continue to create a work environment that allows us all an opportunity to succeed. Please continue to voice your opinions via the Voice of the Employee Survey. It's the best vehicle we have to establish continuous improvement.

  
Cynthia Larson  
Postmaster  
Minneapolis, MN

1/24/07  
Date

  
Pamela Donato  
President  
Branch 9, NALC

Date

**Peer Evaluators Office**

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