

**USPS-NALC INTERVENTION PROCESS
JOINT EXPECTATIONS**


In conjunction with finalizing the dispute resolution language in Article 15 of the 2001 National Agreement, the national parties agreed to develop an Intervention Process for the purpose of identifying and responding to locations which are unable to efficiently and expeditiously address disputes pursuant to Article 15.

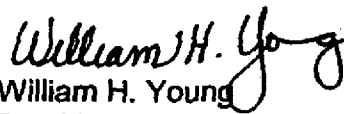
The National Business Agent and the Area Manager, Labor Relations are responsible for the Intervention Process in their jurisdictions. They or their designees will jointly assess needs and develop appropriate responses to intervention candidate sites.

The following are the expectations of the national parties:

- Interveners will work together to promote and maintain a cooperative working relationship based on integrity, professionalism, and fairness at all levels of the organization.
- Interveners will be committed to eliminating abuses of our grievance-arbitration procedure, such as the filing of unwarranted grievances to clog the system or a refusal to resolve grievances even where there are no legitimate differences of opinion between the parties or when the grievances clearly lack merit.
- Interveners will be committed to contract compliance and eliminating repetitive violations of the National Agreement.
- Interveners will be committed to long term solutions and measurable improvement.
- Interveners will work to improve the working relationships of labor and management at the local level.
- Interveners will adhere to the principle that the best solutions are reached at the lowest possible organizational level.

The undersigned commit that the resources of our organizations will be used to avoid unnecessary escalation of disputes and to insure that the parties in any dispute treat each other in a civil and professional manner.


Doug A. Tulino
Manager
Labor Relations Policies and Programs
U.S. Postal Service


William H. Young
President
National Association of Letter
Carriers, AFL-CIO

Date: 8-28-03