

<b>USPS - NALC INTERVENTION PROCESS</b>
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**Purpose:** To provide a timely, proactive, and instructive joint response to local issues which prevent the local parties from identifying, documenting, discussing, and resolving non-interpretive disputes within contractual time limits.

**Responsibility:** The National Business Agent (NBA) and the Area Manager, Labor Relations (AMLR), or designees, are responsible for monitoring the Step B team site(s) within their jurisdiction. When data reflects one or more of the following indicators are present, the parties will determine the cause.

- Indicators:**
1. A steady increase in grievance activity
    - Formal Step A
    - Step B
  2. Grievance processing delays
    - Formal Step A
    - Step B
  3. Reoccurring grievances
    - Formal Step A
    - Step B
  4. Step A files not properly prepared
  5. Step B resolution rate below 80%
  6. Step B decisions not educational
  7. Arbitration cases not scheduled within 120 days of impasse

The NBA and AMLR, or designees, must jointly determine the underlying issue(s) of the indicators in a site. In order to make that determination the parties may:

- Collect additional data
- Consult local parties

The NBA and AMLR, or designees, will agree on an appropriate response.

**Initiation:**

If intervention activity is warranted, the National Business Agent (NBA) and Area Manager Labor Relations (AMLR), or designees, will jointly contact the local parties to define and discuss issues to be addressed and any additional data collection that may be needed.

**Intervention:**

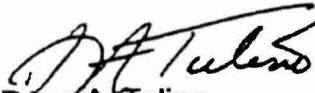
Intervention methodology is to respond to the issue prompting the intervention. Essential elements of intervention are:

- An assessment of underlying causes
- A timeline for completion
- Specific goals and expectations
- Record agreements between the local parties
- Encourage the local parties to develop practices that support desired conduct

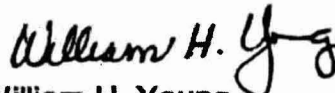
**After the Intervention:**

The NBA and AMLR, or designees, are responsible for post-intervention evaluation, including:

- Monitoring progress
- Providing feedback
- Closure.



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